



IT Exam Supports

STEP-BY-STEP GUIDE

How Your **Exam Day** Works

Your complete walkthrough — from the day your exam is booked to the moment your result appears. Six simple steps, handled together with our team.

System check

Secure setup

Identity & room verification

Pass & pay after results

itexamsupports.com

Pass now, pay after results.

Here is exactly what happens at each stage, and what you need to have ready. Follow along — we guide you through every step in real time.

1 BEFORE EXAM DAY **We check your system is ready**

As soon as your exam is scheduled, we connect with you at the same time and test whether your setup is compatible with the exam software. Four things get checked:



Microphone



Camera



Speaker



Internet



We connect through UltraViewer

We join your computer using a free, safe tool called **UltraViewer**. It takes about two minutes to set up:

1. Download and install UltraViewer from the official site.
2. Open it — your computer shows **Your ID** and a **Password**.
3. Send us that ID and Password, and we connect. It looks like this:

Allow Remote Control

Your ID

206 003 747

Password

72483

Your numbers will be different — just copy whatever your screen shows and send it to us.

↓ **Download free at ultraviewer.net**

2 ON EXAM DAY **We connect one hour before your exam**

On the day of the exam we join you **one hour early**, connecting the same way as before — you open UltraViewer and share your ID and Password.



We set up and hide our remote tool

Once connected, we install and configure our remote tool. **Configuring means we make it invisible to your system**, so the proctored exam browser cannot detect it.

- Setup and hiding takes only **5–10 minutes**.
- Then we run a **full system test again** to confirm everything works.
- After that, we simply wait together for your check-in time.

EXAM PROVIDER	CHECK-IN OPENS
Pearson VUE OnVUE online proctoring	30 minutes before
Prometric ProProctor	4–5 hours before
ProctorU Live proctoring	At exact exam time
PSI / Webassessor / Kryterion Remote proctoring	15 minutes before

3 **AT CHECK-IN TIME** Identity & room verification

Once your check-in time arrives, the verification process begins. **Every provider does this differently.** Here is how it works with Pearson VUE:

-  **Scan the QR code**
A QR code appears on your laptop screen. Scan it with your phone — a web page opens with your instructions.
-  **Take a selfie**
Take a photo of yourself with the phone and upload it.
-  **Photograph your government ID**
Passport or driving licence. Make sure the whole card is in frame and readable.
-  **Photograph your exam room — 4 photos**
Turn your phone sideways into landscape mode, then take four photos of the area you are sitting in:



Front



Back



Left



Right


Rotate the phone to landscape first — and in every photo the full area must be visible, from under the desk to above it.

Important — clear your desk completely

Nothing may be on the desk except your laptop and its charger. Remove every other item before the room scan begins, or the proctor can stop your exam.

- ✓ **Laptop and its charger**
- ✗ **Books, papers, notes, sticky notes**
- ✗ **Phone (except during the scan), watch, headphones**
- ✗ **Bottles, cups, food, bags, extra monitors**

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AFTER VERIFICATION

We launch your exam

Once verification is complete, the exam is launched. The final check depends on your provider:

PEARSON VUE / ONVUE

A proctor may connect

A proctor might connect to ask you to show your room and government ID — but most of the time they don't connect at all when your photos were uploaded in the correct order. If a proctor does call you (they call on the laptop only), just answer their questions. Once satisfied, they launch the exam.

PROCTORU • PROPROCTOR • PSI • QUESTIONMARK

A live proctor always connects

A live proctor connects every time, checks your area and government ID, and only then launches your certification exam.

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DURING THE EXAM

Stay calm and focus on the screen

Once the exam is launched, don't move away — keep your focus on the monitor and don't use the mouse or anything else. The proctor monitors you continuously until the very end, because they have access to your webcam and your screen. From the webcam they can only see your face, so all we need is for you to look at the screen and sit calmly.

- ✓ **Your only job: sit calmly and keep your eyes on the screen. Our certified trainer gives every answer.**

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AFTER THE EXAM

Your result

When the exam finishes, most of the time you receive your result instantly. Some certification bodies set a fixed period before results are declared, so occasionally it takes longer. Either way — result now or later — one thing stays the same:



You pay our support fee only after your result. Pass now, pay after results.

Ready to get started?

Visit our website to message us and set up your system check — we handle the rest.

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