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Important: Please always refer to the latest version of the OERS User Guide
Overview and important information

Thank you for registering for an IATA Training Online Exam with Remote Supervision (OERS).

Please ensure that you go through this entire user guide before your exam session. This will help you familiarize yourself with the examination interface and assist you to connect to your proctor on the day of your exam. You may also watch this YouTube video for an overview of the process.

How does an Online Exam with Remote Supervision (OERS) work?

OERS provides you with the opportunity to write your exams from virtually anywhere in the world, on a personal computer in a remotely supervised environment. You will need to ensure that your exam environment complies with IATA Training Integrity Policy standards, and you will be invigilated by a proctor.

What is a proctor?

A proctor is a person who supervises you in real time via your webcam. The proctor will also monitor what is running on your computer via screen-sharing software.

What happens if I encounter any issues during the exam?

Failure to follow the instructions below and the troubleshooting steps outlined in Appendix A will prevent you from completing your exam. In this situation, you will not be given any consideration for exam re-takes or reschedules.

Are there circumstances that I will not be given any consideration for exam re-takes?

Your request will not be taken into consideration, if it is due to a lack of preparation, please refer to the Appendix A.
How should I prepare for the exam?

Before your exam date, please make sure you have completed the following:

☐ You have downloaded or printed a copy of this user guide. Please always refer to the latest version of the OERS User Guide. Please ensure that you are using the latest version before continuing.

☐ Your pop-up blocker is turned OFF.

☐ You have read and familiarized yourself with the latest IATA Training Academic Integrity Policy.

☐ You have confirmed that you are able to log-in to your IATA Training account through the IATA Customer Portal [https://portal.iata.org/s/?lms=yas&RelayState=https://training.iata.org/grants]; keep your log-in information readily available on the exam day.

Passwords can be reset here: https://portal.iata.org/s/login/ForgotPassword?language=en_US

☐ You have tested your microphone and webcam using a program like Skype. Ensure that your ID can easily be seen and read by holding it up in front of the webcam, and that you can clearly be heard through your microphone.

☐ You have the latest version of Google Chrome browser.

☐ Only for Microsoft Windows users: You must have a licensed Microsoft Windows Operating system. You can check and activate your license online.

☐ Installed the ProctorU Extension for Google Chrome. There is no need to sign-in or create an account at this stage, as it will automatically be taken care of on the day of the exam.

☐ Confirmed your computer passes the Automated System Check in Appendix D. For other technical requirements (including ports) visit ProctorU's website.

☐ Ensured you are registered for your exam, and review the date and time of your exam before the registration deadline:
  o Exam Registrations (Grants): https://training.iata.org/grants
  o Exam Calendar: www.iata.org/training-exams

☐ Attempted the Tutorial Exam to ensure you are comfortable with the platform.

☐ If you are using a work computer or a computer with restricted access, ensure that you can install third party software. During the connection process, you will be required to install “Logmein Rescue” software which will put you in contact with your proctor.

☐ Make sure you have practiced “Part 1 – Connecting to your IATA account” of this user guide.

☐ Reviewed the allowable material in Appendix C and have prepared your material ahead of time.

☐ Reviewed the ID requirements in Appendix B. Passports are recommended for a quicker and smoother authentication process.

☐ Checked the spelling of your name, date of birth and updated your full address, including postal code on your IATA Customer Portal Profile. [https://portal.iata.org/s/my-profile]. Please ensure that your name is spelled in Roman characters as displayed in your Passport or Government ID, and that your Date of Birth in your student account is correct. To update your name or date of birth, please log a
case through the [IATA Customer Portal](https://customer.iata.org) and provide a scanned copy of your Passport or Government ID.

- Tested your internet connection speed using a service such as [speedtest.net](https://www.speedtest.net), and confirmed that you have at least 3Mbps of **upload and download** speed. *Any speed lower than 3Mbps may cause the connections to be too slow to ensure a constant stable connection with your computer. Ensure to test your connection at a time similar to when you will take your examination, so that you may test it against similar traffic conditions that you may encounter on the day of your exam.*

## Video resources

**Tutorial Video 1:** How to prepare your computer for your OERS exam

![Tutorial Video 1](https://example.com/tutorial-video1.png)

**Tutorial Video 2:** OERS exam step by step guide

![Tutorial Video 2](https://example.com/tutorial-video2.png)
On the day of your exam, before your exam starts, ensure that you have completed the following:

- You log-in to your [IATA Customer Portal](https://portal.iata.org/s/?lms=yas&RelayState=https://training.iata.org/grants) account at least 15 minutes before your exam starts. This will ensure you have enough time to troubleshoot any issues and seek help if required.

- You have access to a telephone that will allow you to contact ProctorU in case you are experiencing connectivity issues: +1 (855) 772-8678.

- You have completed an Automated System Check in Appendix D once again to make sure your system is up to date. For other technical requirements (including ports) visit ProctorU's website.

- You are connected to the internet through a stable connection (wired connections are better than wireless/Wi-Fi connections).

- You have completed Part 1 of this user guide and waiting to start Part 2.

- You have a government issued photo ID with your full name and date of birth. A passport is highly preferred and recommended to facilitate the process. Refer to Appendix B regarding the ID Requirements.

- You are only connected to a single monitor; any secondary monitors must be disconnected and stored away from the desk before the start of your examination.

- You are not wearing a watch; and that you have a mirror or a reflective surface to show the proctor your monitor. This can include a mobile phone with a front-facing camera or an external USB camera.

- You are going to take your exam on a hard surface, such as a desk (beds or couches are not allowed), and your desk is completely cleared of all material (phones, tablets, scrap papers, etc.), except for the allowable material outlined in Appendix C for the course you are taking an examination for.

- You are not going to take the test in a public place (internet café, cafeteria….) or in a room where a clear glass wall would allow someone else to view the computer screen.

- You are not allowed to take any breaks (including bathroom breaks) during the exam session.

- Your face must be always visible to the proctor during the exam.

Your “Launch exam” button will only appear at your exact start time. If you are early, “Refresh /Reload” your browser at your exam start time.

If you are experiencing issues, it is important to immediately contact ProctorU for support. Remember that you only have 15 minutes to click on the “Launch exam” button before the system marks you as a “no show” for your exam. Please refer to Appendix A for troubleshooting steps.
Part 1 – Before the start of the exam: Connecting to your IATA Training Account

Complete this section before the start of your exam to be ready to connect to your proctor.

This will ensure that you are ready to start the connection process at the beginning of your exam.

Please note that you must use Google Chrome browser to complete your exam. Please ensure that your pop-up blocker is turned OFF.

1. Log-in to your IATA Training Account
   [https://portal.iata.org/s/?lms=yas&RelayState=https://training.iata.org/grants]
2. After connecting successfully, you should see the page below.
   Please click the IATA Training logo (Training Platform LMS) on the page.

   [Image of the Welcome Mary page]

   [Image of the IATA Portal home page]

   To view your Certificate for an unsupervised course, click on “My Courses & Exams”, then select “My Profile”, then select “My Awards”.

   [Image of the IATA Online Exam with Remote Supervision Calendar]
5. Once you have opened your course, you will see the list of all your current course resources.
Note: If you want to be reminded of your exam date and time, click on “Details” button. You will see your booking date and time, and a timer/countdown to your exam.

6. When the timer/countdown reaches zero (0), go back to your Course Resources. The “Details” button will now be changed to “Launch exam”. If not, please refresh/reload your page.

7. You are now ready to take your exam. You have 15 minutes to click on the “Launch exam” button, which will connect you to the ProctorU platform.

Good luck!
Part 2 – Connecting to ProctorU

**Important:** Once you have started this process, do not “refresh/reload” your browser at any other step. Doing so will reset your position in the waiting queue. Average wait times for a proctor are expected to be 5 minutes or less. In certain cases, due to the current COVID-19 pandemic, wait times may reach up to 45 minutes or longer due to unexpected circumstances. Thank you very much for your patience during these difficult times, and while we work on reducing your wait times.

Once it is time for you to start your exam, “refresh/reload” your browser, and you should now see your “Launch exam” button.

![Launch exam button](image)

If you do not see the button, check if you are either late (more than 15 minutes after the exam start time) or too early (before the exact start time) for your exam. The “Launch exam” button will only be available for 15 minutes from the exact start time indicated on your booking.

If the “Launch exam” button is unavailable, and you are more than 5 minutes passed your start time, please contact ProctorU immediately via chat or telephone:

**How to access ProctorU Live Chat:**

1. Go back to ‘My Bookings’ page of your IATA Training Account. Click on the ‘Test-It-Out’ button at the bottom of the page.

![Test-It-Out button](image)

2. This will take you to ProctorU’s platform – Test your Equipment page.
4. In the address line (URL), remove everything after go.proctoru.com/. This way you will be automatically signed to your ProctorU account.

5. Open a chat box window and contact a support agent.

**Telephone:** +1 (855) 772-8678, Press 1.

A remote proctor will assist you, and help you troubleshoot any issues you may be experiencing.

If the proctor is unable to help due to technical issues under IATA’s control, please refer to Appendix A - Troubleshooting for your next steps.
Part 2.1 – Launching your exam

1. You are now ready to begin. Please click “Launch exam”.

   You will be automatically redirected to your IATA Training Account – ProctorU connection screen.

3. You will be requested to confirm if you are a citizen and/or current resident of the European Union (EU). If you are, please click on “Yes” and then “Submit”. If you are NOT an EU citizen, please click “No”, and skip to step 5
4. EU Residents/Citizens ONLY - Carefully read and review the GDPR Notice, and type in your contact preference in order to confirm how to be reached by ProctorU for any concerns on your data privacy.

5. You will then be redirected to the welcome page of ProctorU. Click *Let’s get started!* to begin the authentication process.
6. If you have not installed the ProctorU Extension as per the Overview section and pre-examination steps at the beginning of the guide, you will be redirected to do so now. Click the “here” link to install the extension for the “Google Chrome” browser.

If you have already installed the extension, please skip to part 2.2.
7. On the Google Chrome Web Store, click the “Add to Chrome” button to trigger the installation of the extension.

8. Review the permissions that will be granted and click “Add Extension”. Note that the permissions are required in order to run the application, provide support and supervise the examination. You can always uninstall the extension after you complete your examination.

9. After you complete the installation of the chrome extension, return to your previous browser tab, and click “retry”.

You will need to install the ProctorU Extension. Please download it here.
Part 2.2 - Automated authentication steps

You will now complete a few set-up steps and authentication steps. First confirm that you understand how to request help.

1. **Exam Prep** - This screen advises you that this is your last opportunity for a quick break. Please ensure you have your allowable materials ready and complete any preparations you need to do before continuing to proceed.
2. Terms of service - You will then be taken to the “Exam Session Recording Notice”. Once accepted, all footage from your webcam and computer screen may be recorded. You can find a copy of the privacy policy.

3. Allow microphone and webcam access - If your access to your microphone and webcam has not yet been enabled, click “Allow” now. If access has already been granted, you will automatically be directed to the next step.
4. **Share your entire screen** - First click on the dialog box to enable the “Share” feature. Secondly, select your screen and click “Share” to confirm the screenshare. You should only have 1 option, as all other monitors should be disconnected at this point.

5. **Take your photo** - This step is to verify the correct candidate is taking their examination. Center your face in the oval and click the “Take Photo” button.

6. **Validation** - Once the picture has been taken, please wait for validation. If successful, you will see a “Step successfully passed” prompt. Otherwise, please retake your picture, until the format has been approved.
7. **Verify your ID** - Your ID document also needs to be verified. Please refer to Appendix B for valid forms of identification. Remember, passports are the best form of identification as others may require manual review.

8. **Exam rules** - Review your examination rules and click “Continue”.

![Government ID image]

![Exam Rules image]
9. **Exam Assistance** - Review the general Exam rules, and remember to: stay seated, face and do not obstruct your webcam (do not leave the frame) and remain quiet throughout your session. Click Continue to proceed.
Part 2.3 - Connection to the Proctor with LogMeIn

1. After completing Part 2.2 successfully, you will be prompted to download the one-time-use LogMeIn Rescue software/applet to connect to a physical proctor. Follow the "Download" and "Install & Run" steps.

   1. Click on the Software-LogMeInrescue.exe software/applet.

   2. This will open a chat box – THIS IS YOUR PROCTOR. You will communicate with your proctor via this chat box.
You are currently being recorded.

Your download will automatically start in a few seconds.

Logmeinrescue.exe File

After the file has downloaded, access your downloads folder to run the Logmeinrescue.exe file.

ProctorU Chat Box

If you have successfully run the file you will see the ProctorU chat box. This tells you that you are being connected with your proctor.

Don't see a chat box?

If you do not see the chat box you can re-download the Logmein file by clicking here.

Not Close the Chat Box

Closing the ProctorU chat box or re-downloading the Logmein file will force you to restart the connection process and your wait time will be increased.

Need Help? Chat Now!
Important:
**Do not close the chat box at any time.** Closing this chat box will disconnect you from your proctor, which will invalidate your examination. Exams submitted after a connection with a proctor was closed will be manually changed to “Failed” by IATA. In certain cases, IATA may issue an Academic Dishonesty notice (AD Notice) to you, with applicable sanctions, as per its [Academic Integrity Policy (AIP)](#).

**Do not repeatedly download and open the LogMeIn software/applet.** Every time you download and click on the downloaded file, your computer tries to connect to a proctor. Multiple simultaneous attempts to connect to a proctor will not work.
3. Wait for the connection to be established. After a few minutes you will receive a greeting message: “Welcome to ProctorU! My name is XYZ, and I’ll be your proctor.”

COVID-19 Impact Note: Average connection times to access ProctorU range between 3 to 8 minutes. However, due to an increase in demand and proctor availability, it may take up to 45 minutes to connect you to a proctor. In order to keep your place in line, do not refresh your page and do not relaunch your connection to ProctorU. Thank you very much for your patience and understanding during these difficult times.

4. The proctor will then request access to your computer to ensure that no cheating occurs. Please click “OK”. All sessions are fully recorded. Any suspicious behavior will be reported to IATA and is subject to the Academic Integrity Policy (AIP).
Emily J. would like to perform one or more actions on this computer, including the following:
- Control or view your desktop
- View system information
- Transfer, delete, overwrite, or copy files and folders
- Reboot
- Run scripts
- Deploy Rescue Calling Card
- Invite technician for collaboration

To protect your privacy, close confidential information. The session may be recorded and static images of your screen may be captured.
To revoke all permissions, click the red X on the toolbar.
To permanently end the session, close the application.

[OK]
Part 3 – Pre-exam checklist with your Proctor

If you are taking an exam at an IATA Authorized Training Center, please disclose this immediately to your proctor.

Your proctor will now complete the authentication process. They will request that you accept the terms and conditions. They will review your identification and review your allowable material.

1. After greeting you, your proctor will complete the following steps with you:
   
   i) Confirmation of the exam you are about to take
   ii) Request to take another picture of your ID if necessary
   iii) Review the examination rules (material allowed, duration, etc.)
   iv) Review your virtual environment (close applications, duplicate monitors, Do Not Disturb mode, etc.)
   v) Review of your physical environment (you are alone, desk is clear, no one is in the room, etc.) – the proctor will require a mirror or your mobile phone with a front-facing camera to see your monitor
   vi) Ensure that any/all mobile phones are put away.

2. Once successfully completed, you will be authorized to begin your exam. Click the “Begin Exam” button to access the exam platform (this will not start your timer yet).
Part 4 – Starting your exam

At this stage, you should be connected to your proctor, have completed the authentication process, covered the rules and regulations of your exam and supervision, and accepted the user agreements.

You will now be presented with a screen like the one you saw during the tutorial exam and/or your practice exam.

Ensure to agree to the IATA examination rules by checking the box at the bottom of the instructions. You will now be presented with the option to start your examination.

Please note that your countdown will start as soon as you click the “Start exam” button. Please make sure you are fully ready before starting. Your proctor will not be able to give you additional time.

Good luck!
Part 5 – Ending your exam

Once you have finished your exam, please click the “Submit Exam” button at the top right of your screen.

You will now be prompted with a pop-up window that will display all relevant alerts, giving you one last chance to review any unanswered or bookmarked questions.

Once you click the “Submit Exam” button, you will not be able to go back and access your examination, even if you still had some time available. Once your answers are submitted, they are final and cannot be changed.

Once you have submitted your exam, you will receive your pass or fail result immediately.
For your records, an email will also be sent to your email address, provided in your IATA Training Account profile.

You should now be ready to disconnect from your proctor. Please do so, following the proctor’s instructions, by ending your meeting on your screen.
Appendix A – Troubleshooting and Seeking Help

If you are experiencing difficulties connecting to your proctor, please first ensure that:

- You are not late for your exam (15 minutes or more after scheduled start).
- You are not early for your exam (you cannot access your exam before the scheduled start time).
- You are booked for the correct time in the correct time zone.
- You are logged in to the correct profile.
- You are under the correct course (if you are enrolled in multiple IATA Training courses).
- You are not trying to access the tutorial exam.
- You are using the latest version of the Google Chrome browser.
- You have completed all the checklists in Part 1 of this user guide.
- You must meet the minimum technical requirements, as per the “Test it Out” link.
- You have not opened the LogMelnrescue.exe script multiple times, nor have several ProctorU windows open.

Troubleshooting options:

1. **Communicate with your proctor through the chat screen** (1). Please note that the proctor may not respond immediately.

2. If your proctor does not reply in a few minutes, please **open Live Chat** by clicking on the “Need Help? Chat Now” link at the bottom of the page (2) and ask a Support Agent for help. The Support Agent may transfer you to a Live Technician.

If you are still experiencing difficulties despite the above, please redo the Automated System Check in Appendix D once again and take a screenshot of your complete desktop showing that all system checks are ok. Your screenshot must include the date and time on your computer. To connect to a Live Chat from your Student Account, please follow instructions in Part 2 – Connecting to ProctorU above.
If this does not work contact them by phone. The ProctorU agents will help you troubleshoot your issues and connect to your proctor.

ProctorU Contact Number: +1 (855) 772-8678, Option 1

Please write down the name of the agent you spoke or wrote to, as well as the time of your call. This information must be submitted within 1 business day to IATA via the IATA Customer Portal along with your User ID, Booking ID, Details of the Incident, and an alternate date, time and time zone for re-booking, if you were still unable to start your examination. If you request an examination re-take or re-schedule due to technical difficulties without presenting this information will automatically be considered “No Show”.

If the ProctorU agent is unable to assist you:

- For chat support – request an email copy of your transcript
- For phone support – write down the name of the agent you spoke to, and the time of your call
- Take a screenshot of your complete desktop showing the time and date, and that all systems are cleared from the Automated System Check in Appendix D.

- Send your request to IATA through the IATA Customer Portal within 1 business day [https://portal.iata.org/s/support-reach-us], along with your
  - User ID
  - Booking ID
  - Details of the Incident
* We evaluate each request individually and may not be able to rebook you for your preferred time or exam session. Providing a rebooking time will, however, speed up the process. Due to different time zones, please provide a booking time that is not earlier than 24 hours from the moment you log your case.

Make sure to select category “Training” and topic “Self-study courses” when filling out the form and explain your issue in detail. *If possible, include a rebooking time for the next day, or within the current examination period.*
Appendix B – ID Requirements

In order to take your examination, a valid form of Identification will have to be shown to your proctor via the webcam.

The following forms of identifications are accepted, in order of most preferred/easiest to validate:

- International Passport, or
- Government ID with Photo and Full Name in Roman Characters, e.g.:
  - Driver’s License
  - Government Health Care Card
  - National Identification Card, or
- Driver’s License with Photo and Full Name in non-Roman Characters and an accompanying “International Driver’s License” card, or
- Government ID with Photo and Full Name in non-Roman Characters (to be reviewed), or
- Student ID Card with Photo and Full Name and mandatory matching Birth Certificate.

The most internationally recognized form of identification is the International Passport. Therefore, the use of a passport for your ID check during your examination will help make the ID verification process a more rapid and pleasant experience.

If you do not have a passport, a government ID with your full name in Roman Characters is preferred. This would allow the proctor to identify more quickly that you are taking the examination and to read the ID. An “International driver’s license” card can be used in conjunction with a Driver’s License in non-Roman Characters.
Appendix C – Allowed material

The allowable study materials during the exam are listed below. **No outside resources or materials of any kind are allowed during the exam.**

<table>
<thead>
<tr>
<th>Exam Name</th>
<th>Course Code</th>
<th>Exam Format</th>
<th>Allowable materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Cargo Advanced Marketing</td>
<td>TCGP-12</td>
<td>Closed-booked Exam</td>
<td>• a calculator</td>
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<td></td>
<td></td>
<td></td>
<td>• a language dictionary</td>
</tr>
<tr>
<td>Airline Cabin Crew Training</td>
<td>TALG-51</td>
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<tr>
<td>Airline Customer Service</td>
<td>TALM-51</td>
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<tr>
<td>Airline Finance and Accounting Management</td>
<td>TALF-50</td>
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<td>Airline Marketing</td>
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<td>Airline Revenue Management</td>
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<td>Airport Operations Fundamentals</td>
<td>TAPP-51</td>
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<td>Airport Ramp Services</td>
<td>TAPP-51</td>
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<tr>
<td>Air Transport Fundamentals</td>
<td>TCGV-27</td>
<td>Closed-booked Exam</td>
<td>• the course e-book through the online exam resources link</td>
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<td>• a language dictionary</td>
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<tr>
<td>Exam Name</td>
<td>Course Code</td>
<td>Exam Format</td>
<td>Allowable materials</td>
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</tbody>
</table>
| Cargo Introductory Course             | TCGP-11     | Closed-booked Exam   | • the IATA TACT Training Edition (either printed, or accessible through the online exam resources)  
• a calculator  
• a language dictionary         |
| Cargo Security Awareness              | TCGP-79     | Closed-booked Exam   | • a calculator  
• a language dictionary         |
| Cargo Supply Chain and Transport Modes| TCGP-80     | Closed-booked Exam   | • a calculator  
• a language dictionary         |
| Dangerous Goods Regulations (DGR) Initial / Recurrent Category 3 | TCGP-13 TCGP-14 | Open-book exam | • a digital or hard copy of the current IATA DGR Manual  
• a calculator  
• a language dictionary         |
| Foundation in Travel and Tourism with Amadeus / Galileo / Sabre | TTTG-05 TTTG-06 TTTG-07 | Closed-booked Exam | • a calculator  
• a language dictionary         |
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• the IATA Fare  
• a calculator  
• a language dictionary         |
| Ground Operations Management          | TALP-52     | Closed-booked Exam   | • a calculator  
• a language dictionary         |
| Introduction to the Airline Industry  | TALG-50     |                      |                                                                                      |
| Managing the Travel Business           | TTTG-10     |                      |                                                                                      |
| Passenger Ground Services             | TALP-51     |                      |                                                                                      |
| Travel and Tourism Consultant         | TTTG-09     |                      |                                                                                      |
Appendix D – System check

In order to ensure a smooth experience on the day of your examination, you must complete ProctorU’s system check before the day of the exam, as well as a few hours before the exam. Students that do not run the system check and experience a technical issue on the day of their appointment will not be allowed to reschedule their session and will be awarded a grade of “No-Show”.

This will ensure that your system is correctly set up, not missing any updates, and ready to connect to the exam.

Before attempting to complete the system check, you must install the ProctorU browser extension for Google Chrome. The system check will not complete successfully without the extension installed and enabled.

To complete the system check:

1. Log in to the IATA Customer Portal with your email and password
2. Access the “My Bookings” page with the link on the top
3. On your “My Bookings” page, scroll to the bottom, under your list of courses and click the “Test it Out” link
4. You will automatically be signed on to the ProctorU platform, and the system check will begin. Please wait for the verifications to complete, which may take some time.

![Testing your equipment](image)

5. Ensure that you pass all system checks. If you get a red “X”, your system set up is not compliant.

![System Details](image)

6. You may scroll down towards the bottom of the screen for a comprehensive list of your equipment details. Any sections marked [FAILING] requires attention and need to be adjusted.

7. If you continue to experience technical difficulties and need help setting up your computer, please contact ProctorU by connecting to a Live Technician as described in Part 2 – Connecting to ProctorU.