IATA Training
Online Exams with Remote Supervision (OERS)

User Guide v3.04 – September 2020


As of 16 June 2020, you can no longer use the previous IATA Training login page (training.iata.org/login). In order to access your IATA Training page and Training Platform, you will first have to connect to the IATA Customer Portal, where you will be able to sign-in and access the Training Platform.

For Student Accounts created on or before 16 June 2020, please ensure that you complete Part 1 several days ahead of your exam date. If you are having trouble accessing the platform as per the steps in Part 1, please contact IATA Customer Service via our Customer Portal. You can watch a YouTube video tutorial on how to link your account.

For Student Accounts created on your behalf by an Authorized Training Center, please request the username and user ID of your training account from your school’s administrator. Then, complete Part 1 several days ahead of your exam date. If you are having trouble accessing the platform as per the steps in Part 1, please contact IATA Customer Service via our Customer Portal. You can watch a YouTube video tutorial on how to link your account.

For Student Accounts created after 16 June 2020, the Training Account information was created and linked to your IATA Customer Portal Account during your training course purchase, and no specific steps are required. For any issues related to accessing your account, please contact IATA Customer Service via our Customer Portal.
Contents

Overview and important information.................................................................................................................. 3

Part 1 – Before the start of the exam: Connecting to your IATA account............................................................... 5

Part 2 – Connecting to ProctorU.............................................................................................................................. 9
  Part 2.1 - Connecting to the ProctorU platform...................................................................................................... 10
  Part 2.2 - Automated Authentication Steps.......................................................................................................... 14
  Part 2.3 - Connection to the Proctor with Logmein............................................................................................. 18

Part 3 – Pre-exam Checklist with your Proctor....................................................................................................... 20

Part 4 – Starting your Exam..................................................................................................................................... 21

Part 5 – Ending your Exam ...................................................................................................................................... 22

Appendix A – Troubleshooting and seeking help ................................................................................................... 24

Appendix B – ID Requirements ................................................................................................................................ 26

Appendix C – Allowed Material.............................................................................................................................. 27
  Air Cargo Advanced Marketing............................................................................................................................ 27
  Airline Cabin Crew Training.................................................................................................................................. 27
  Airline Customer Service....................................................................................................................................... 27
  Airline Finance and Accounting Management ..................................................................................................... 27
  Airline Marketing.................................................................................................................................................. 27
  Airline Revenue Management.............................................................................................................................. 27
  Airport Operations Fundamentals.......................................................................................................................... 27
  Airport Ramp Services........................................................................................................................................... 27
  Air Transport Fundamentals................................................................................................................................ 27
  Cargo English....................................................................................................................................................... 28
  Cargo Introductory Course .................................................................................................................................... 28
  Cargo Security Awareness...................................................................................................................................... 28
  Cargo Supply Chain and Transport Modes ........................................................................................................... 28
  Cour d’Introductio en Voyage et Tourisme avec Amadeus / Galileo / Sabre (Francês)................................... 28
  Dangerous Goods Regulations (DGR) Initial / Recurrent Category 3 ............................................................... 28
  Foundation in Travel and Tourism with Amadeus / Galileo / Sabre .................................................................... 28
  Global Distribution Systems Fares and Ticketing Course – AMADEUS / GALILEO / SABRE ..................... 28
  Ground Operations Management.......................................................................................................................... 28
  Introduction to the Airline Industry ...................................................................................................................... 28
  Managing the Travel Business............................................................................................................................... 28
  Passenger Ground Services................................................................................................................................... 28
  Travel and Tourism Consultant............................................................................................................................ 28

Appendix D – System Check................................................................................................................................... 29

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.

If you do not follow the steps below, as well as the trouble shooting steps outlined in Appendix A in case of technical difficulties, will not be given any consideration with regard to exam re-takes or re-schedules.

If you are late for your examination, you will not be given any consideration for exam re-takes under any circumstances.

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

- Download or print 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.
- Read and familiarize yourself with the latest IATA Training Academic Integrity Policy.
- Confirm to be able to log-in to your IATA account through the IATA Customer Portal [https://portal.iata.org/s/?lms=yas&RelayState=https://training.iata.org/grants]; keep your log in info readily available on exam day
  
  Passwords can be reset here: https://portal.iata.org/s/login/ForgotPassword?language=en_US
- Test your microphone and webcam using a program like Skype. Your ID can easily be seen & read by holding it up in front of the webcam, and you can clearly be heard through your microphone.
- Have the latest version of Google Chrome browser and Adobe Flash.
- Install 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.
- Confirm your computer passes the Automated System Check in Appendix D.
- Ensure you are registered for your exam, and review the date and time of your exam before the registration deadline:
  
  Your Exam Grants: https://training.iata.org/grants Exam Calendar: www.iata.org/training-exams
- Attempt 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.
- Practice “Part 1 – Connecting to your IATA account” of this user guide.
- Review the allowable material in Appendix C and have prepared your material ahead of time.
- Review the ID requirements in Appendix B. Passports are recommended for a quicker and smoother authentication process.
- Update your full address, including postal code on your IATA Customer Portal Profile. [https://portal.iata.org/s/my-profile] This information is critical to ensure the shipment of your certificate.
- Test your internet connection speed using a service such as speedtest.net, and confirm that you have at least 3Mbps of upload & 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.

**On the day of your exam**, before your exam starts, ensure the following:

- You log-in to your IATA Customer Portal account [https://portal.iata.org/s/?lms=yas&RelayState=https://training.iata.org/grants] at least 15 minutes before your exam starts. This will ensure you have enough time to troubleshoot any issues and seek help.
- 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 Automated System Check in Appendix D once again to make sure your system is up to date.
- You are connected to the internet through a stable connection (wired connections are better than wireless/Wi-Fi connections).
- You have a copy of this user guide to help you connect to your supervisor.
- You have completed Part 1 of this user guide and waiting to start Part 2.
- You have a government issued photo I.D. 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.
- 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.

**Your “Book / Write 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 connect to your proctor 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 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 the Google Chrome browser to complete your exam.**

Please ensure that your **pop-up blocker is turned OFF.**

2. After connecting successfully, you should see the page below. Please click “Training Platform” on the top right of the page. You will then be redirected and signed-in to the Yardstick Platform (LMS) platform.

3. On this page, you will see the list of courses you are currently enrolled in. To access your exam, please click only the “Open course” button.
4. Once you have opened your course, you will see the list of all your current course resources. If you are early, you will not see the “Book / Write exam” button. Instead, a "Status" symbol will be displayed. Refreshing your page should not be done before the exact time at which your exam is scheduled. The button will change from “Status” to “Book / Write exam”.

5. If you click on the “Status” button, it will show you your exam start date and time. Once you reach the time you are supposed to start your exam, your “Status” button will change to “Book /Write exam”.

A timer is displayed below your booking information showing when your exam will be ready. Once the timer reaches "0", your browser will automatically refresh, and your “Book/Write exam” button should be available.

Once you have taken note of that time, please make sure to return to the previous page.
You are now ready to take your exam. Stay on this page until it is time for you to start your exam, and "Refresh/Reload" the page to display the "Book / Write exam" button. The button will only be visible at the exact time of your exam, so make sure you refresh at this time.

Good luck!
Part 2 – Connecting to ProctorU

Once it is time for you to start your exam, “Refresh/Reload” your browser, and you should now see your “Book / Write exam” button.

**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. In certain cases, due to the current COVID-19 pandemic, average wait times for a proctor are expected to be 5 minutes or less, but 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.

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 “Book / Write exam” button will only be available for 15 minutes from the exact start time indicated on your booking.

If the “Book / Write exam” button is unavailable, and you are more than 5 minutes passed your start time, please contact ProctorU immediately via chat or telephone number ([https://www.proctoru.com/contact-us](https://www.proctoru.com/contact-us)):

**ProctorU Live Chat (Live Technician – Bottom of Page):** [https://test-it-out.proctoru.com/](https://test-it-out.proctoru.com/)

**Telephone:** +1 (855) 772-8678, Option 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 - Connecting to the ProctorU platform

1. You are now ready to begin. Please click “Book / Write exam”.
   You will be automatically redirected to your “Yardstick – ProctorU” connection screen.

2. You may be prompted to allow go.proctoru.com to “Show notifications”. Please click on “Allow”.
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 on “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.

I have reviewed and agree to the new terms.
5. You will then be redirected to the welcome page of ProctorU. Click 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. 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. 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 here.

3. If your access to your microphone and webcam has not yet been enabled, click “allow” now. If access has already been granted, you will be automatically be directed to the next step.
4. 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. This step is to ensure the correct candidate is taking their examination. Centre your face in the green area and click the “Take Photo” button.

6. 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. Your ID document also needs to be checked in the same way as step 16. 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. Review your examination rules and click "Continue"
9. 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 1 time use Logmein Rescue software/applet to connect to a physical proctor. Follow the "Download" and "Install & Run" steps.
Important: Do not close the chatbox at any time. Closing this chatbox 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 Headquarters. In certain cases, IATA YMQ may issue an Academic Dishonesty notice (AD Notice) to you, with applicable sanctions as per its Academic Integrity Policy (AIP).

2. The proctor will then request access to your computer to ensure that no cheating occurs. Please click “OK”. Remember that all sessions are fully record. Any suspicious behaviour can and should be reported to IATA Training.
Part 3 – Pre-exam Checklist with your Proctor

If you are taking an exam at an IATA Authorized Training Center, please disclose the information immediately.

Your proctor will now complete the authentication process. You will review your identification, request you accept the terms and conditions, 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 of the Virtual Environment (close applications, duplicate monitors, Do Not Disturb mode, etc.)
   v) Review of the Physical Environment (you are alone, desk is clear, no one is in the room, etc.)
   vi) Ensure that cellular 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, you 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 address on file.

You should now be ready to disconnect from your proctor. Please do so, following the proctors’ instructions, by ending your meeting on your dashboard.
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’re 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.

If you are still experiencing difficulties despite the checklist 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.

On the bottom of the test link page, there is an option for a Live Technician. **You must first contact ProctorU via direct chat with an agent.** and if this does not work contact them by phone. The ProctorU agents will help you troubleshoot your issues and connect to your proctor.

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 & 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”.

**ProctorU Live Chat (Live Technician – Bottom of Page):** https://test-it-out.proctoru.com/

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

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 the IATA through the Contact Us form within **1 business day** [https://portal.iata.org/s/support-reach-us], along with along with your **User ID, Booking ID, Details of the Incident, and an alternate date, time & time zone for re-booking**. Make sure to select category “Training” and topic “Self-study courses” when filling out the form and be as detailed as possible in explaining your issue. **If possible, include a rebooking time for the next day, or within the current examination period.**
Testing your equipment

We’re here to help.
Complete the form to see the recommended support options

Category
Select the main category of your issue.
- Training

Topic
Select the topic covering the problem.
- Self-study courses

Subtopic
Select the topic covering the problem.
- Exam

Show Support Options
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 & Full Name in Roman Characters, e.g.:
  - Driver’s License
  - Government Health Care Card
  - National Identification Card, or;
- Driver’s License with Photo & Full Name in non-Roman Characters and an accompanying “International Driver’s License” card, or;
- Government ID with Photo & Full Name in non-Roman Characters (to be reviewed), or;
- Student ID Card with Photo & 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 more quickly identify you taking the examination and 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

Please refer to the table below regarding the allowed materials for each IATA Training Self-Study/Partner Taught Examination.

This exact same table will be used by your proctor to determine the material you are allowed to use during your exam. No other material will be approved by your proctor.

Use of unauthorized books will be reported by your proctor, the examination result will be invalidated, and an examination attempt will be deducted from your examination grants.

If you purchased an e-Textbook instead of the printed version, you cannot use the electronic format during their examination.

<table>
<thead>
<tr>
<th>Exam Name</th>
<th>Course Code</th>
<th>Open book (?)</th>
<th>Exam remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Cargo Advanced Marketing</td>
<td>TCGP-12</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Airline Cabin Crew Training</td>
<td>TALG-51</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Airline Customer Service</td>
<td>TALM-51</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Airline Finance and Accounting Management</td>
<td>TALF-50</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Airline Marketing</td>
<td>TALM-53</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Airline Revenue Management</td>
<td>TALF-51</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Airport Operations Fundamentals</td>
<td>TAPP-51</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Airport Ramp Services</td>
<td>TAPP-51</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Air Transport Fundamentals</td>
<td>TCVG-27</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use the course e-textbook through the online exam resources link, a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Exam Name</td>
<td>Course Code</td>
<td>Open book (?)</td>
<td>Exam remarks</td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>-------------</td>
<td>---------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Cargo English</td>
<td>TCGP-23</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are not allowed to use any supporting materials including language dictionary.</td>
</tr>
<tr>
<td>Cargo Introductory Course</td>
<td>TCGP-11</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use your IATA TACT Training Edition (either printed, or accessible through the online exam resources), a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Cargo Security Awareness</td>
<td>TCGP-79</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Cargo Supply Chain and Transport Modes</td>
<td>TCGP-80</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Cour d’Introduction en Voyage et Tourisme avec Amadeus / Galileo / Sabre (Français)</td>
<td>TTTG-05 TTTG-06 TTTG-07</td>
<td>Yes</td>
<td>This is an open-book exam. During the exam, you are allowed to use your IATA coursebook, printed attachments, and IATA Fare Card as well as a calculator and a language dictionary. No other external or supplementary references are allowed.</td>
</tr>
<tr>
<td>Dangerous Goods Regulations (DGR) Initial / Recurrent Category 3</td>
<td>TCGP-13 TCGP-14</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are allowed to use the current edition of the IATA DGR Manual, a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Foundation in Travel and Tourism with Amadeus / Galileo / Sabre</td>
<td>TTTG-05 TTTG-06 TTTG-07</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Global Distribution Systems Fares and Ticketing Course – AMADEUS / GALILEO / SABRE</td>
<td>TTTG-26 TTTG-28 TTTG-29</td>
<td>Yes</td>
<td>This is an open-book exam. During the exam, you are allowed to use your IATA coursebook, printed attachments, and IATA Fare Card as well as a calculator and a language dictionary. No other external or supplementary references are allowed.</td>
</tr>
<tr>
<td>Ground Operations Management</td>
<td>TALP-52</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Introduction to the Airline Industry</td>
<td>TALG-50</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Managing the Travel Business</td>
<td>TTTG-10</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Passenger Ground Services</td>
<td>TALP-51</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Travel and Tourism Consultant</td>
<td>TTTG-09</td>
<td>No</td>
<td>This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
</tbody>
</table>
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 prior. 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 officially complete the system check:

1. Log in to the IATA Portal with your email and password
2. Access the "My Bookings" page with the link on the top My Bookings
3. On your "My Bookings" page, scroll to the bottom, past 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.

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

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 at the bottom of their test-it-out.proctoru.com page.