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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.

Students that 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 regards to exam re-takes.

Students late for their examination 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:

- Confirm you can log-in to your IATA account [https://training.iata.org/login]; keep your username and password in a safe location, readily available on the day of the exam.
- Confirm your computer passes all system requirements [https://prod.examity.com/systemcheck/ComputerReadinessCheck.aspx]
- Confirm the date and time of your exam before the registration deadline: 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 the “GoToMeeting” software which will put you in contact with your proctor.

Please click the “GoToMeeting” link above to ensure that you can install the required software on your computer (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).

- Print a copy of this user guide.
- Practice Part 1 of this user guide.
- You have tested your microphone and webcam.
- You have the latest version of Google Chrome browser and Adobe Flash.
- You have reviewed the allowable material in Appendix B, and have prepared your material ahead of time.

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

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

- You connect 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 Examity in case you are experiencing connectivity issues: +1 855 392-6489

- You have completed the system requirements check [https://prod.examity.com/systemcheck/ComputerReadinessCheck.aspx] 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 are logged in to your IATA Account [https://training.iata.org/login]

- 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 name, date of birth, and gender. *You will have to show this I.D. to the proctor via your webcam. This will be used to validate that the correct participant connected to the exam.*

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

- Your pop-up blocker is turned OFF.

- Your desk is completely cleared of all material (phones, tablets, scrap paper, etc.), except for the allowable material outlined in Appendix B 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 contact Examity 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.
Part 1 – Connecting to your IATA Account

Complete this section **BEFORE** the start of your exam so you are 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.

☐ Log-in to your IATA Account [https://training.iata.org/login]

☐ After connecting successfully, you should see the page below. Please click “My Bookings” on the top right of the page
On this page, you will see the list of courses you are currently enrolled in. To access your exam, please click the “Open course” button.

**Important:** Do not click the “Write exam” button next to the tutorial.

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. You must wait until it is the exact time at which your exam is scheduled before you refresh your page. The button will change from “Status” to “Book / Write exam”.

![Course Resources Image]
If you click the “Status” button, it will show you your exam start date and time. Once the time reaches that stated time your “Status” button will change to “Book / Write exam”.

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. Wait 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 your Proctor

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

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 not available, and you are more than 5 minutes passed your start time, please contact Examity immediately via chat or telephone number:

Examity Live Chat: https://examity.desk.com/customer/widget/chats/new
+1 (855) 392-6489

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 The Appendix A - Troubleshooting for your next steps.
1. You are now ready to begin. Please click “Book / Write exam”. You will be automatically redirected to your “Yardstick – Examity” connection screen.

2. Before you begin your exam, please update your “My Profile” section with your time zone and phone number. Click on the “My Profile” icon in order to add the information.

3. On this screen, you will be able to add any missing information. Please click the “Edit” button and add your phone number and time zone. If your time zone is not visible, select the generic time zone applicable to your location (GMT +/-)

Once you complete this, save your changes and click the “Start Exam” in the top left.
4. Your exam will then be displayed. Please click the “Green Arrow” on the right of your screen in order to connect to your proctor. 

At this stage, it is important that your pop-up blocker is turned OFF. Please note you will not be able to continue if you haven’t completed your profile (step 2 and 3 above).

5. You will now be redirected to a virtual waiting room. Wait on this screen and DO NOT refresh this page or this may mark you as a “No-Show”.

6. Please wait until the “Proceed” button appears.
7. You will now be asked to install the “GoToMeeting” application. This application will allow you to connect to your proctor via microphone and webcam.

8. Click GoToMeeting Opener to begin.

9. Click “Run”, and “Install” the program.

10. Once installed, the program will automatically launch and test your microphone and sound. Please ensure that all is in order before you click “OK”.

11. Another screen will be displayed. Please ensure your name and email are correct, then click “OK”.

12. You are now connected to your proctor and should see the two screens below.

   The one on the left allows you to control your interface (audio, video, screen share, etc.), while the one on the right will display your and/or the proctor’s webcam.

   **Important:** Do not turn off your microphone, webcam, or screen share at any time. Disabling any of them for any length of time will be considered cheating, and the exam will be invalidated.
Part 3 – Authentication and Pre-exam Checklist

Your proctor will now take you through their authentication process. They will review your identification, request you accept the terms and conditions, and review your allowable material.

During this process, they will also ask to view your working area and course material. Please follow the proctor's instructions, and ensure you are in a quiet area not susceptible to cheating.

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

Once your proctor is finished with their authentication and pre-exam checklist, you will be prompted to accept the “User Agreements”.

Click “Next” and confirm the user agreement and begin your test!
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 similar to the one you saw during the tutorial exam.

Ensure to agree to the 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 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 (before your scheduled start time).
- You are booked for the correct time (AM/PM and Time Zone)
- You are logged in to the correct profile.
- You are under the correct course.
- 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 complete the following test link [https://prod.examity.com/systemcheck/ComputerReadinessCheck.aspx] once again and take a screenshot of your complete desktop showing that all system checks are ok.

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

Please write down the name of the agent you spoke to, as well as the time of your call. This information must be submitted to IATA via the contact us form if you were still unable to start your examination. Students that request an examination re-take due to technical difficulties without presenting this information will automatically be considered “No Show”.

Examity Live Chat: https://examity.desk.com/customer/widget/chats/new
Examity Contact Number: +1 (855) 392-6489
If the Examity 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 with the
- Send your request to the IATA Training Examination Operations team through the Contact Us form [https://www.iata.org/training-contact]. Make sure to select “Distance Learning” and “Distance Learning – Exam” when filling out the form and be as detailed as possible in explaining your issue.
Appendix B – 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.

Students who purchased an eTextbook instead of the printed version cannot use the electronic format during their examination.

<table>
<thead>
<tr>
<th>Exam Name</th>
<th>Course Code</th>
<th>Language</th>
<th>Open Book</th>
<th>Exam Remarks/Allowed materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Cargo Advanced Marketing</td>
<td>TCGP-12</td>
<td>English</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>English</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>English</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>Course</td>
<td>Code</td>
<td>Language</td>
<td>Allowed?</td>
<td>Notes</td>
</tr>
<tr>
<td>--------------------------------------------</td>
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<td>---------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Airline Customer Service</td>
<td>TALM-51</td>
<td>English</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>English</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>English</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>English</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>Course</td>
<td>Code</td>
<td>Language</td>
<td>Allowed</td>
<td>Notes</td>
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<tr>
<td>Airport Operations Fundamentals</td>
<td>TAPP-14</td>
<td>English</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>English</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 English</td>
<td>TCGP-23</td>
<td>English</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>English</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 materials, a calculator and a language dictionary. No other supporting materials are allowed.</td>
</tr>
<tr>
<td>Course Title</td>
<td>Code</td>
<td>Language</td>
<td>Permitted</td>
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<tr>
<td>Curso Introductorio de Carga</td>
<td>TCGP-11</td>
<td>Spanish</td>
<td>No</td>
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<tr>
<td>Cargo Security Awareness</td>
<td>TCGP-79</td>
<td>English</td>
<td>No</td>
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<tr>
<td>Cargo Supply Chain and Transport Modes</td>
<td>TCGP-80</td>
<td>English</td>
<td>No</td>
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<tr>
<td>Curso para Consultores de Viajes</td>
<td>TTTG-01</td>
<td>Spanish</td>
<td>Yes</td>
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</tbody>
</table>

This is a closed-book exam. During the exam, you are only allowed to use your IATA OAG and TACT Training Edition, a calculator and a language dictionary. No other supporting materials are allowed.

This is an open-book exam. During the exam, you are allowed to use your IATA course textbook, printed attachments and
<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Language</th>
<th>Open Book</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundation in Travel and Tourism with Abacus/Amadeus/Galileo/Sabre</td>
<td>TTTG-04, TTTG-05, TTTG-06, TTTG-07</td>
<td>English</td>
<td>Yes</td>
<td>This is an open-book exam. During the exam, you are allowed to use your IATA course textbook, printed attachments and IATA Fare Card, a calculator, a language dictionary and the Passenger Air Tariff (PAT) extract/online resources. No other external or supplementary references are allowed.</td>
</tr>
<tr>
<td>Cours d'introduction en voyage et tourisme avec Abacus/Amadeus/Galileo/Sabre</td>
<td>TTTG-04, TTTG-05, TTTG-06, TTTG-07</td>
<td>French</td>
<td>Yes</td>
<td>This is an open-book exam. During the exam, you are allowed to use your IATA course textbook, printed attachments and IATA Fare Card, a calculator, a language dictionary and the Passenger Air Tariff (PAT) extract/online resources. No other external or supplementary references are allowed.</td>
</tr>
<tr>
<td>Course</td>
<td>TTTG</td>
<td>Language</td>
<td>Allowed</td>
<td>Reference Notes</td>
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<tr>
<td>---------------------------------------------</td>
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<td>-------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Global Distribution Systems Fares and Ticketing Course - AMADEUS</td>
<td>TTTG-26</td>
<td>English</td>
<td>Yes</td>
<td>This is an open-book exam. During the exam, you are allowed to use your IATA course textbook, printed attachments and IATA Fare Card, a calculator, a language dictionary and the Passenger Air Tariff (PAT) extract/online resources. No other external or supplementary references are allowed.</td>
</tr>
<tr>
<td>Global Distribution Systems Fares and Ticketing Course - GALILEO</td>
<td>TTTG-28</td>
<td>English</td>
<td>Yes</td>
<td>This is an open-book exam. During the exam, you are allowed to use your IATA course textbook, printed attachments and IATA Fare Card, a calculator, a language dictionary and the Passenger Air Tariff (PAT) extract/online resources. No other external or supplementary references are allowed.</td>
</tr>
<tr>
<td>Global Distribution Systems Fares and Ticketing Course - SABRE</td>
<td>TTTG-29</td>
<td>English</td>
<td>Yes</td>
<td>This is an open-book exam. During the exam, you are allowed</td>
</tr>
<tr>
<td>Course</td>
<td>Code</td>
<td>Language</td>
<td>Open Book</td>
<td>Notes</td>
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</tr>
<tr>
<td>Ground Operations Management</td>
<td>TALP-52</td>
<td>English</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>English</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>English</td>
<td>Yes</td>
<td>This is an open-book exam. During the exam, you are allowed to use your IATA course textbook, printed attachments, a calculator and a language dictionary.</td>
</tr>
<tr>
<td>Course</td>
<td>Code</td>
<td>Language</td>
<td>Allowed References</td>
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<td>------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Passenger Ground Services</td>
<td>TALP-51</td>
<td>English</td>
<td>No other external or supplementary references are allowed.</td>
<td></td>
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<tr>
<td>Travel and Tourism Consultant</td>
<td>TTTG-09</td>
<td>English</td>
<td>Yes</td>
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<tr>
<td></td>
<td></td>
<td></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>
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<tr>
<td></td>
<td></td>
<td></td>
<td>This is an open-book exam. During the exam, you are allowed to use your IATA course textbook, printed attachments and IATA Fare Card, a calculator, a language dictionary and the Passenger Air Tariff (PAT) extract/online resources. No other external or supplementary references are allowed.</td>
<td></td>
</tr>
</tbody>
</table>