

PersCert TÜV

FAQ Online Examinations.

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What is the PersCert Examination Platform?

The PersCert TÜV written online examinations take place via the PersCert Examination Platform.

Do I have to register for the examination?

Yes, it is necessary that you register on the PersCert Examination Platform and create a user account. This also applies to multi-part examinations, provided that at least one part of the examination is taken via the PersCert Examination Platform.

When do I have to create an account?

Please create your account at least 5 days before the scheduled examination date.

How do I register on the PersCert Examination Platform?

- Go to the following website: <https://perscert-online.tuv.com>
- Click on "Register"
- Enter your e-mail address and confirm
- Go to your e-mail account
- You will receive an e-mail "Registration for the online examination platform"
- Click on the link in the e-mail to complete the registration process
- Please fill in all fields, complete your profile and save the information. Please note:
 - Please use Latin letters only!
 - Choose only lower-case letters for your preferred username!
 - Your first and last name must exactly match your valid **official** photo ID!
 - Training provider is the organisation where you completed your training!
- Read and accept the conditions of use

Please remember your username and password. To start the examination, you must log in to your user account shortly before the examination.

I registered on the PersCert Examination Platform shortly before my examination date. Can I still take part in this examination?

No, unfortunately this is not possible. The organisational preparations for the examination have already been completed (online invitations already sent), so you must sign up for a new examination date. To do this, contact your training provider or, in the case of participation in an open examination date, PersCert TÜV.

I am taking further PersCert TÜV examinations. Do I have to register again?

No. Please register only once and use your user account with the access data known to you for all PersCert TÜV examinations. **Use of multiple accounts is not permitted.** For the deletion of a user account please contact PersCert.Online@de.tuv.com.

I have registered on the PersCert Examination Platform, but I do not see any examination in my user account!

Your examination will be displayed in your account in good time before the examination start date (usually 30 minutes beforehand). Access to your examination is time limited. You may not have registered on the PersCert Examination Platform in time (5 days before the examination date), so that no examination could be administered for you, or you may have registered twice and are now logged in with the account that was not administered by us.

How can I change my personal data on the PersCert Examination Platform?

You log in to the PersCert Examination Platform and access the "Settings" page via your profile. In the tab "User profile" you can change your data (e.g. address or password). The username **cannot** be changed.

How can I change the language on the PersCert Examination Platform?

You can change the language before logging in in the upper right corner of the website <https://perscert-online.tuv.com>. Alternatively, log in to the PersCert Examination Platform and access the "Settings" page via your profile. You can change the language in the "System settings" tab.

I have forgotten my username and/or password. What do I have to do?

- Go to the following website: <https://perscert-online.tuv.com>
- Click on "Forgot Password?"
- Enter your e-mail address in the field "E-mail address or username"
- Click on Request new password

A one-time login link will be sent to your e-mail address, which you can use to log in and then set a new password. You will also find your username in this automatic return e-mail.

What are the technical requirements for taking an online examination?

- PC/laptop with sufficiently large screen (tablets or mobile phones are **not sufficient**)
- Microphone and loudspeaker (headset recommended)
- Web camera (integrated or external)
- Current Windows or Apple macOS operating system (64-bit only)
- Virus and threat protection on the PC/laptop must be ensured
- Current browser with deactivated pop-up blocker (Google Chrome, Mozilla Firefox or Edge, Apple Safari)
- JavaScript must be activated
- At least 2 GB RAM
- Internet speed with at least 6 MBit/s bandwidth (16 MBit/s recommended) - LAN connection if possible
- Installation of the video conferencing system alfaview®* or use of the browser version of alfaview® with appropriately supported web browsers (Microsoft Edge, Google Chrome) - **not** Mozilla Firefox**. For the use of the browser version, please note the information at <https://support.alfaview.com/en/miscellaneous/webclient-settings/>

***Note for Mac users:** If you are using macOS, you must allow access to your camera and microphone prior to the examination for the video conferencing system to work properly. For more information, see: <https://support.alfaview.com/en/miscellaneous/authorize-camera-microphone-and-accessibility-feature-on-macos/>

****Note for Mozilla Firefox users:** If you use the browser version of the alfaview® video conferencing system with Mozilla Firefox, we cannot guarantee (error-free) examination participation. In this case, you take the risk at your own responsibility that, due to failures of the video/audio or screen sharing, examination monitoring is not possible and the examination must therefore be interrupted. If problems should occur which can be attributed to this constellation and the examination can therefore not be completed, this does not result in any claim to a deviating regulation with regard to the examination and certification regulations applicable to your certification. The examination is deemed to have been taken and will be assessed accordingly.

How are online examinations monitored?

Online examinations are monitored by an examiner or examination proctor via the **alfaview® video conferencing system** (in exceptional cases via another video conferencing system).

Do I have to create an alfaview® account?

No. Do **not** register at alfaview® because then you will not be able to access the PersCert TÜV online examination room on the day of the examination. The examination room can only be entered via an invitation guest link.

How can I install or use the alfaview® video conferencing system?

You can install the application on your PC or use the browser version.

The alfaview® video conferencing system is available at: <https://alfaview.com/en/download/>

Learn how to install alfaview® in the video: <https://alfaview.com/en/tutorials/>

Under the following link you will find information on how to use the browser version of alfaview®:

<https://support.alfaview.com/en/first-steps/getting-started/webclient/>

Can I test the alfaview® video conferencing system on my PC before the online examination?

Yes, please make sure to test in advance whether you can use the alfaview® video conferencing system on your PC without any problems. Try out all functions (web camera, microphone, audio/headset, screen sharing) in good time before the examination date.

Go to the following website: <https://alfaview.com/en/> and scroll down to the test rooms. Here you can join a public test room and test the system.

Please note: There are **no** online exams in the test rooms, **nor** are PersCert TÜV employees present here.

How do I enter the online examination room?

You will receive an invitation guest link to your online examination room from PersCert TÜV in good time (1-3 days before the examination date) by e-mail. Access to the room is time limited. Please enter the room 10-15 minutes before the start of your examination. To enter the room:

- Click on the guest link
- Enter your full name
- Confirm the conditions of use
- Click on "Enter" and wait for the examiner or examination proctor

Please note: Do not leave the online examination room until you have finished your examination.

I have not received an invitation guest link to my online examination room. What do I have to do?

Please check your spam folder first. The link will be sent to the e-mail address you registered with. If you have not received a link on the day of the examination 5 hours before the start of the examination, please contact PersCert TÜV directly perscert.online@de.tuv.com.

Please note: If you do not register in time on the PersCert Examination Platform, no guest link can be sent. You will then not be able to participate on this examination date. In this case, please contact your training provider or PersCert TÜV to sign up for a new date.

I am alone in the online examination room 10 minutes before the examination starts. How do I know if I have entered the right room?

If there is no one else in the online examination room at this time, you have most likely registered in the alfaview® video conferencing system by mistake. Leave the online examination room and only use the guest link sent to you by PersCert TÜV. If you are unable to open the online examination room with the title of your examination, contact the technical support of alfaview® directly at <https://support.alfaview.com/en/> or call: +49 711 758598-50. Your personal account may have to be deleted from alfaview®.

How can I contact alfaview® technical support?

You can reach the technical support at <https://support.alfaview.com/en/> or call: +49 711 758598-50.

What are the specific examination conditions for an online examination?

- Before the examination, you will identify yourself with a valid **official** photo ID at the request of the examiner or the examination proctor and show your workplace with the web camera.
- Only one monitor is allowed. Second and third monitors are not permitted.
- You place your mobile phone in the field of vision of the web camera of your laptop/PC so that the examiner or the examination proctor can see it. Use of the device during the examination is prohibited.
- You are alone in the room during the exam and your face is continuously and frontally visible via the web camera. Examinations in public places where other people are within speaking distance or can enter the room are not allowed.
- You are only in the online examination room designated for you during the examination.
- You only use the aids defined in the program-specific Examination and Certification Regulations (ECR) in the form listed there (digital and/or paper) or no aids. All IT applications that are not permitted as aids must be closed.
- It is strictly prohibited to appropriate and pass on confidential examination materials or contents (photographing, filming or copying examination questions etc.). Violations will be reported as copyright infringement and prosecuted accordingly under criminal and civil law.

If you do not comply with the examination regulations, this will be assessed as an attempt to cheat. The examination will then be considered as "failed" and cannot be repeated.

Where can I find more information about my examination?

For information on the examination modalities, please refer to the **program-specific Examination and Certification Regulations (ECR)**. The currently valid ECR can be found on Certipedia: <https://www.certipedia.com/?locale=en>. Ask your training provider or PersCert TÜV for the Certipedia ID or the link to your certification program on Certipedia.

Is the use of aids allowed during my examination?

Please refer to the **program-specific Examination and Certification Regulations (ECR)** to find out whether aids are permitted and which ones. The currently valid ECR can be found on Certipedia: <https://www.certipedia.com/?locale=en>.

Ask your training provider or PersCert TÜV for the Certipedia ID or the link to your certification program on Certipedia.

Am I obliged to identify myself before the examination?

Yes, you will need a valid **official** photo ID to take the examination.

What time does my examination start?

Your training provider or PersCert TÜV will inform you about the date and time of your examination. All times are given in Central European Time (CET). If you live in a different time zone, please check the local time in your current time zone.

Please allow extra time to conducting your examination. Depending on the number of candidates, instructions, confirmation of identity and preparation for the start of the examination may take some time.

Is my examination time limited?

Yes. Please check the duration of the examination in the program-specific Examination and Certification Regulations (ECR). Your examination time starts when you have entered your access code and started the examination. The timer with the remaining examination time is displayed throughout the examination.

Can I take a break during the examination?

No. Breaks are not allowed during the examination. Remember to go to the toilet before the examination starts. If you need a break for medical reasons, please contact perscert.online@de.tuv.com at least 5 days before the examination date. During the exam, please speak to your examiner or examination proctor.

How can I navigate between examination questions on the PersCert Examination Platform?

The questions are displayed individually in the middle of the screen. On the left side of the screen you will see a navigation with all the questions. You can switch between the questions by using the navigation or the "Next" and "Previous" buttons displayed under each question. You can answer the questions in any order.

Your answers will be saved automatically and continuously.

If you have already answered a question and want to change your answer, you can do so while the examination time is still running.

You can usually also mark your questions for later review.

Where do I get the access code for my examination?

To start the examination on the PersCert Examination Platform, you need an access code. You will receive this code from the examiner or the examination proctor shortly before the examination starts.

Can I contact the examiner or the examination proctor at any time during the examination?

Yes, the examination will be monitored live by an examiner or examination proctor. The examiner or examination proctor will welcome you, explain the examination process and support you until you start the examination. If you need help during the examination, you can contact your examiner or examination proctor via alfaview@de.tuv.com.

Please note: Examination proctors cannot help you with the specific examination questions.

Who do I contact if I encounter technical problems during my examination?

During the examination you can ask the examiner or the examination proctor for help in case of technical problems. If the examiner or the examination proctor is not able to assist you in finding a solution, he/she will inform the PersCert TÜV support.

What should I do if my computer crashes or I lose connection during the online examination?

Technical problems may occur. We will do our best to fix them in a timely manner and reduce the impact on your ability to take the examination. If you encounter a computer malfunction or lose your internet connection during an examination, please follow the guidelines below:

- Don't panic. Leave your computer as is and check your power supplies, network cables and any other physical resources that may have caused the loss of connection.
- If you can reconnect without shutting down your computer, you should be able to communicate with the examiner or examination proctor again and have your examination unlocked by the examiner or examination proctor so that you can continue with the examination.
- If you are unable to reconnect after 5 minutes, the examiner or examination proctor must cancel the examination. You will need to reschedule the examination. To do this, contact your training provider or, in the case of participation in an open examination date, PersCert TÜV.

How do I finish my examination?

When the time is up, the examination window will collapse and the examination will end automatically. If you want to finish your examination before the time runs out, use the button "Finish test".

When can I expect my verified certification result and, if applicable, certificate?

The evaluation of a multiple-choice examination can take about 14 days. For examinations with open questions, homework assignments or multi-part examinations, a correction time of several weeks is to be expected. As a rule, the certification decision is only communicated after the procedure has been completed. Partial results will not be communicated.

If your certification result and, if applicable, certificate is not sent to your training provider as the client, PersCert TÜV will send it to the contact details entered by you on the PersCert Examination Platform.

I would like to sign up for a repeat examination. Where can I find a current schedule?

You will receive all necessary information regarding a possible repeat examination as part of your result communication. Please wait for the official communication of results before contacting us.

Do you have further questions about your examination/certification or about the PersCert Examination Platform?



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