



Febelfin Academy wishes you success with your online exam

During an online proctoring exam session via Febelfin Academy, a proctor/examiner will monitor the exam in real time via the ProctorExam web application and via the ProctorExam camera app on your smartphone.

The preparation of your exam session is guided by a self-guided system process. A useful Help guide is also always available. In case of a technical problem, you can also open a chat with a support team via this function. ProctorExam and its support functions use English as the communication language.

An online exam proceeds as follows:

Preliminary check

- You use a computer or laptop (not a tablet)
- Your webcam, microphone and internet connection work properly
- You use Google Chrome or Microsoft Edge as your browser
- You download the ProctorExam app on your smartphone in advance.

System check

- On the Thursday before your exam, you receive a “Please register” email with a link for a system check
- It is best to complete this immediately, using the same setup as on the day of the exam
- During this system check, you will also install a Chrome extension as an add-on to your browser
- After the check, you receive a new email: “You are now ready to take your exam”
- This email contains the ProctorExam link, which will become active at the agreed exam time

15 minutes before your exam

- Use a quiet, well-lit room where you are alone and will not be disturbed (close the door)
- Make sure your desk is completely clear; only your identity card should be ready
- Your smartphone is fully charged, as it will serve as a second camera next to your desk
- Close all applications except the email containing the exam link.

At the start of the exam

- You open the ProctorExam link in the email; once it has started, you also close Outlook
- You complete the ProctorExam onboarding process (the ID check and room scan via your smartphone)
- After onboarding, the page appears that directs you to the MyFebelfinAcademy exam platform
- You carefully read the exam rules to be followed and wait until your personal exam token appears via the proctor chat function
- You enter this token and start the exam when the Start button for your module(s) becomes visible shortly afterwards
- After each module, you will see the result obtained, but this still needs to be validated afterwards by FA
- 48 hours after the exam, your results and certificate are validated and published on your MyFebelfinAcademy account.

During the exam

- No earbuds or headphones
- No recordings, screenshots or copying of questions
- No other websites, applications or tabs may be open
- Do not talk or leave the room (no more toilet breaks)

In case of a technical problem

- Use the Help guide function (the question mark on the right side of your ProctorExam screen) and, if necessary, the corresponding chat support (communication in English)
- If the problem persists, it is also best to use the chat function in the Help guide (communication language: English)
- Also proactively report your problem to the proctor via the proctor chat
- If the problem could not be resolved, we must refer you to this FAQ page: [What if my organisation's digital environment blocks the ProctorExam application?](#)