Q1. Why is Palo Alto Networks introducing Online Proctored exams?
Here at Palo Alto Networks we know it’s tough studying for exams, so travelling to a testing center and scheduling appointments shouldn’t be. That’s why we are now offering Online Proctored (OP) exams, allowing you to conveniently and easily take exams from anywhere.

We’re eliminating travel time and going the extra mile for you, so you can test from your home or office space at your convenience, while being monitored by a remote proctor. Palo Alto Networks candidates will now have the option to take exams whenever or wherever desired.

Q2. Where can I take my Online Proctored Exam?
You can take your Online Proctored exam at home or in your office. Wherever you test, you should be in a walled room, with a closed door and without distractions. No one else is permitted in the room with you while you are testing.

Q3. How do I know my computer will work with the Online Proctored Software?
Please visit our Palo Alto Networks Pearson VUE webpage. Perform a simulation test under Step 1 to download the proctoring software in advance and ensure your system will work with our software. Please also check the list of minimum system requirements listed under Step 3. Make sure you have administration rights on your computer so that you can download the software. Shut down all non-essential applications.

Important: Please review the minimum system requirements and run a system test and exam simulation before registering for the exam. If you purchase an online proctored exam and your computer equipment does not meet the requirements, you will not receive a refund. If your computer does not meet these requirements, please register to take the exam at a local test center.

Q4. Where do I go to schedule my exam?
Sign in or Create an Account in Pearson VUE to schedule. Select the exam you wish to take on the “Select Booking Method” page, choose the option “I want to take this exam as an online proctored exam.” - Complete the scheduling process.

Q5. Where do I go to check in on exam day?
Sign in to your Pearson VUE account to schedule or start your exam.

- The exam you scheduled will appear once you log into your account under “Open Online Exams”. Select the exam link, and then select “Begin exam”.
- Have your acceptable identification available so that your identity can be verified.
- Shut down any non-essential applications such as email, chat, Facebook or Skype.
- You will be placed into a queue and will be connected with the next available Remote Proctor.
- The check-in process takes approximately 15 minutes for candidates who have previously completed a simulation test.
- Being late is not an option. The check-in window opens (30) thirty minutes prior to the scheduled exam start time. Please allow a minimum of (15) fifteen minutes for the check-in procedure. Check-in will not be available after the scheduled time.
Q6. How do I communicate with the Remote Proctor?
Depending on your preference, the Remote Proctor will call you on your phone or through VoIP (microphone/speakers required) using the proctoring software once you are in the check-in process. You will also be able to communicate with a Remote Proctor via chat. All communication with the Remote Proctor is conducted in English.

Q7. What type of identification will I be required to present?
You are required to present a current, government-issued form of ID. The name on your ID must match the name in your Pearson VUE account profile. Acceptable forms of identification include: Driver’s license, military ID, identification card (national/state/province identity card), alien registration card (green card, permanent resident, visa), and government-issued local language ID (not in Roman characters) – accepted only if issued from the country in which the candidate is testing. Here is the the current identification policy

Minors who are under the age of 18 are permitted to present a valid student ID as a form of identification. The candidate’s guardian must also present a valid ID and must provide verbal consent during the check-in process.

Q8. What is a Work-Area Scan?
During the check-in, the Remote Proctor will ask to see your environment to ensure you have a clean desktop and you are not within arm’s reach of books, notepads, post-it notes, papers, pens, pencils or other writing instruments/objects. To complete the required work-area scan, the Remote Proctor will ask you to take a step back and use your webcam to slowly scan your work area including walls, floor space and the desktop. Additional monitors must be unplugged and all other electronic devices must be turned off. Items on the wall such as wall art, posters and whiteboards will be inspected. If you are unable to complete a room scan, you are not permitted to proceed further and will not be able to take the exam.

Note: If you have an integrated webcam, please have a reflective device (preferably a handheld mirror) available to complete the work area scan.

Q9. What are the exam rules on personal belongings?
• During the exam, you may not access the following personal items: hand-held computers or other electronic devices, pagers, watches, wallets, purses, hats (or other head coverings), bags, coats, books, notes, or any other materials not specifically approved.
• If you are wearing long sleeves, you are asked to roll up your sleeves to show that there is no writing on your arms.
• Watches must be removed and placed out of sight/reach during the exam.
• If you are wearing a tie, you are asked to lift the tie to show the Proctor that nothing is hidden under the tie.
• If you have long hair that covers your ears, you are asked to pull your hair back to show the Remote Proctor that there is nothing attached to your ear.

Q10. Can I eat, drink or take a break during the exam?
Breaks are not allowed during the exam for any reason and leaving your desk will invalidate your score. Eating, drinking, smoking, and chewing gum are prohibited during the exam.
Q11. Can I receive any exam assistance during the exam?
• You may not receive any assistance from other individuals while taking the exam and you may not allow the computer screen which presents the exam questions to be seen by other individuals.
• You are not allowed to use any external materials and are not permitted to use scratch paper, erasable whiteboards, or any other writing object during the exam.
• If a third party enters the room during the testing process, your exam will be terminated.
• The remote proctor cannot answer questions related to exam content.

Q12. Is technical software assistance available during the exam?
If there is a technical software issue during exam delivery, the Remote Proctor will contact you via phone or through chat/VoIP using the PVProctor software. If there is an issue after exam delivery, please contact Pearson VUE and have the Case Report number provided by your Remote Proctor available.

Q13. What other important information do I need to know?
• Once you begin testing, you will not be able to leave the room or move out of the view of the Remote Proctor.
• By taking this exam, you acknowledge that the Remote Proctor will continuously monitor you by video and audio while you take your exam, and you acknowledge and consent to audio and video recording of your face, voice, the physical room where you are seated, and the location during exam delivery. You recognize that you have no right to privacy at your current location during exam delivery and that you waive any and all claims asserting a right to privacy. If you do not wish to be recorded (either by video or audio), please notify the proctor immediately of your intent not to proceed with the exam.
• If you do not follow the Online Proctored Policies or are suspected of cheating or tampering with Pearson VUE’s or its subcontractor’s software, or if a third party is detected in the physical room where you are seated during the exam, the exam is immediately terminated and this is reported to Pearson VUE and the testing sponsor/program, along with audio and/or video evidence of the infraction. Your exam may be invalidated, and the testing sponsor/program may take other action, such as decertifying you and precluding all future participation in the Testing Program.

Q14. What if I need additional information?
For additional information please visit our Palo Alto Networks Pearson VUE Online Proctored webpage. For further questions, please email us at certification@paloaltonetworks.com.