



## FLEX exam information for participants

You have been registered you for an iSQI FLEX exam. The exam will take place in iSQI's digital exam environment, TestReach. You can take the exam from your own home or office, using your own equipment.

### What do I need to do?

#### 1. Register your account

You will receive an account registration mail from [customersupport@testreach.com](mailto:customersupport@testreach.com). Register your TestReach account.

If you do not receive this email, please contact us at [exam@isqi.org](mailto:exam@isqi.org).

#### 2. Install the exam software

Go to: <https://www.testreach.com/candidate-download.html>

Download and install the exam software.

If you are having troubles installing the exam software, please contact [customersupport@testreach.com](mailto:customersupport@testreach.com)

#### 3. Book your exam appointment

You will receive an exam registration email from [customersupport@testreach.com](mailto:customersupport@testreach.com), confirming your exam and containing instructions on installing the exam software once more. After installation, open the exam software.

a) Check whether the correct exam is shown.

b) Follow the steps and book an exam appointment. Make sure to do so within 3 days after receipt of the email.

Contact [exam@isqi.org](mailto:exam@isqi.org) if: a) you did not receive the exam registration email, b) your exam is not visible in the system or an incorrect exam is shown, or c) if you are having difficulties booking your exam appointment.

#### 4. Have a look around in the system and check your exam

Login to the exam software and have a look around in the system. Take the tutorial to familiarize yourself with the exam functionalities. Note that prior to the day of the exam you will be able to see the exam, but are not able to enter it.

### The exam set up

#### 1. Room requirements:

- You should be in a closed room with the doors shut
- Please, prevent any disturbances during the exam (telephone calls, persons entering the room, etc).
- Relevant hints or helpful notes are not allowed in the room
- Any kind of aid including books, notepads, post-its, written papers, writing instruments (such as pens, markers or pencils, hand-held computers or other electronic devices, pagers, watches, wallets, purses, hats, coats or anything else that could aid you with the exam are strictly prohibited in the exam environment. Before the exam starts you will be prompted to make a 360° scan of the room with your webcam, including lifting and rotating your laptop/camera to show the floor and ceiling. During the exam, the invigilator may prompt you to scan parts of the room again.

#### 2. Technical requirements:

Your device is suitable to take the exam on, if:



- You can use it for modern daily activities (such as online calls, watching a video, using the Microsoft Office Suite or Google suite) without experiencing issues.
- It has a recent version of a Windows or Mac operating system (no Linux!)
- It has a webcam and a microphone
- You are able to install examsoftware on your device
- You can connect to a WIFI-network

## The exam

### 1. Online proctoring

The exam is supervised in real time by an online proctor, using your webcam and microphone function. Before the start of the exam, the proctor will ask you:

- To show a valid government issued ID (passport, drivers license or European identity card). **Without a positive candidate authentication, the exam cannot take place.**
- To use your webcam to show the proctor a 360° scan of the room, including floor and ceiling.
- During the exam you will be constantly connected to the online supervisor through video, audio, remote screen share and instant messaging and everything is recorded and can be reviewed at a later time by iSQI. During the exam you will be constantly monitored, and the online supervisor might interrupt your exam to ask for a new room scan or a clarification of suspicious behavior. By taking the exam, you agree to waive your right of privacy for the duration of the exam.

### 2. Behaviour during the exam

During the exam, you are:

- Not allowed to take breaks
- Not allowed to talk to anyone other than to the online proctor
- not allowed to use a telephone or mobile phone, neither having phone calls or receive text messages
- not receive any assistance to answering the questions
- not allowed to copy or record exam questions. It is strictly forbidden to share exam details without exception

## After the exam

1. For most exams, you will receive your results immediately after you finished. This is not possible for some exams.
2. You will receive your final results per email within 1-2 working days. If you passed, you will also receive your certificate.
3. For any questions regarding resit possibilities, please contact your training provider or iSQI.  
For any questions regarding your certificate, please contact iSQI.

## FAQ

### Does the app gather and share any personal information?

The app stores information relevant to your exam. This includes your personal information including names and contact details, and your exam answers. This information is shared with your exam provider. As part of its functionality to block other use of your device during the exam, RAM and CPU usage statistics, installed drivers, peripherals on your computer and actions taken during the assessment are also captured. For more information, please read the TestReach Privacy Policy at



[www.testreach.com/testreach-privacy.html](http://www.testreach.com/testreach-privacy.html).

**Can I change the email address I was registered with?**

Yes. Please, contact iSQI per email at [exam@isqi.org](mailto:exam@isqi.org) and we'd be happy to adjust your exam registration with TestReach to a different address. Please note, this can only be done prior to the exam!

**I have installed the app, but it will not open. What should I do?**

Please, check whether your firewall blocks the app and if so, mark the app as safe. If this doesn't solve the issue, please contact [customersupport@testreach.com](mailto:customersupport@testreach.com)

**I am trying to schedule my exam appointment, but a message appears that I do not have the correct plugin installed.**

**What should I do?**

This message appears, if you are trying to schedule your exam appointment through the TestReach website, rather than the exam software. Please, install the exam software and schedule your exam from here.

**Who do I contact for further questions / trouble solving?**

For any questions relating your exam registration or session, please contact: [exam@isqi.org](mailto:exam@isqi.org)

For any questions regarding your TestReach-account or the TestReach software, please contact:

[customersupport@testreach.com](mailto:customersupport@testreach.com)

**Can I cancel or reschedule my exam appointment?**

For any exam cancellations, iSQI's [Terms and Conditions](#) apply.

You can reschedule your exam without further costs within the three months time window that your exam remains available for you. However, a service charge may apply if:

- a) You wish to reschedule your exam within 5 working days of your scheduled exam appointment
- b) You wish to reschedule your exam until after the three months' time window
- c) You wish to reschedule your exam via a different exam method