

Online Proctored Exam FAQs for Test Takers

Please click on the link or see more information below.

Online Proctored Examinations

- [Online Testing Requirements](#)
- [What are the camera requirements?](#)
- [Installing Sentinel Secure](#)
- [How can I receive help and support with Online Proctored \(OLP\) Services? \(Installing software; Biometric enrollment; Test launch process\)](#)
- [Launching Your Online Exam](#)
- [Creating Your Biometric Profile](#)

Account and Scheduling

- [Kryterion Holiday Office Closures](#)
- **How long do I have to use my exam voucher after it is issued?**
You will have 90 days from date of issue to redeem your exam voucher. (Please note that although the exam voucher code may expire in 90 days from date of issue, you may use the voucher code to schedule your exam for any date.)
- **What is the Rescheduling or Cancellation policy for online proctored exams?**
You may reschedule or cancel your online proctored exam session without incurring an additional fee with advance notice of at least 24 hours before the scheduled start time of your exam. Reschedules and cancellations more than 24 hours before your exam start time can typically be completed through your test-taker account in Webassessor under the 'My Assessments' tab. (Please Note: 24 hours is not 1 business day, it is 24 hours prior to the scheduled exam start time.)
If you reschedule or cancel *within* 24 hours of your scheduled exam start time, you will be charged an additional fee.

- **Will I be able to see the Proctor?**
Candidates completing an online-proctored exam will not be able to see the virtual proctor.
- **How can I see the remaining time during the exam?**
The time will be displayed on the screen as you complete the online exam.
- **When / how will I receive the official results?**
You will receive an email with your official results shortly after completing the exam.
- **Do the official results contain a detailed analysis of the questions I answered?**
A detailed analysis of each question cannot be provided in order to protect the integrity of the exam, however the results will include a breakdown of performance by exam topic area.
- **How will I receive my certification?**
After successful completion and passing of the exam, you will receive an official electronic certificate from the DevOps Institute.
- **What is the passing score of my exam?**
Please refer to the Exam Requirements document provided with your Learning Materials for further details on the passing score for your exam.
- **Is there a re-take policy in case I fail my exam?**
You may re-take the exam as soon as you'd like. Please contact your DevOps Institute Registered Education Partner for assistance.
- **What is a Digital Badge**
A digital badge is a digital icon used in social media that is embedded with evidence that verifies an earner's certification.



- **When / how will I receive my digital badge?**

The digital badges will be processed and sent by DevOps Institute within one week following the certification.