

Atlassian Online-Proctored Exam Setup

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Setup for the Online-Proctored Atlassian exams is generally straightforward and takes only a few minutes.

We've prepared this simplified guide for users who are running typical PCs or Macs with up-to-date operating systems and browsers. If you run into any issues not covered below, you should refer to the more detailed Test Taker Guide (<https://content.onlineproctoring.com/docs/PreparingForYourExam.pdf>) from Kryterion.

Complete the steps below at least forty-eight (48) hours prior to your online proctored exam.

Requirements & Preparation

Step 1: Register for your online-proctored Atlassian Exam

Step 2: Install the Sentinel Software

Step 3: Enroll in Biometrics

Step 4: Prepare your Exam Environment

Step 5: Review the Exam Rules

Step 6: Take your Exam

Get Help

Requirements & Preparation

Type	Requirement
Internet Connection Speed	1 Mbps Download 1 Mbps Upload Ping below 200ms
Webcam and microphone	Integral or external (USB only) (The camera must be connected to your computer. Use of a phone or another computer's camera is not acceptable.)

Test your speed and your webcam here:

<http://kryteriononline.com/webcam-checker>

- Click the OK button and click on Play within the Adobe Flash Player Settings to begin.
- To verify your audio, speak aloud and verify that the green audio bar bounces in response.
- Close the webpage after verifying your webcam and audio are working – you will not be able to stream video for your exam if this page is left open.

Free Space	50 MB You'll install the Sentinel Secure software package on your PC or Mac. Sentinel Secure allows the secure delivery of online-proctored exams; when you launch your exam, Sentinel Secure manages your communications with your proctor and ensures that only the resources allowed by Atlassian can be accessed during your exam session.
Operating Systems	Windows, OS X (For supported versions see detailed Test Taker Guide https://content.onlineproctoring.com/docs/PreparingForYourExam.pdf from Kryterion)
Browsers	Safari, Chrome, Firefox, IE, Edge (For supported versions see detailed Test Taker Guide https://content.onlineproctoring.com/docs/PreparingForYourExam.pdf from Kryterion)
Applications	PCs: Adobe Flash ActiveX (Latest for Internet Explorer), .Net Framework
Local Admin Permissions	You need to be logged in to your computer as a user with local administrative rights sufficient to install and launch the Sentinel Secure application.
Anti-Virus Software	Kryterion recommends that you disable your anti-virus software during your exam session. If you elect not to do this, ensure you have no scheduled scan or other activity that could consume resources and interrupt or interfere with your exam.

Popup Blockers	You will need to disable your browser's pop-up blockers during your exam session.
Firewall & Ports	<p>If you use a software firewall, then after you install the Sentinel Secure software package you will need to configure your firewall to allow incoming connections to the Sentinel app. (If allowing incoming connections is not sufficient for your specific setup, it's possible that you may need to disable your firewall entirely for the duration of your exam.)</p> <p>Ports 80 and 443 need to be open. These are typically always open even if you use a firewall.</p>
Other	Ensure you have no scheduled backups, pending updates/automatic restarts, or other activity that could consume resources or interrupt your exam.
Exam Room	You'll need to take the exam in a room that meets the requirements described in Step 4, below.
Certification Portal Login	Make sure you have your username (Atlassian Testing ID) and password and can log into the Certification Portal before your exam appointment time.

Step 1: Register for your online-proctored Atlassian Exam

- Log in to the Atlassian Certification Portal:
<https://www.certmetrics.com/atlassian/login.aspx>
- Click **Schedule and Take Exams with Kryterion**.
- Choose the Webcam-proctored version of the exam from the Online Exams registration catalog.
- We recommend selecting a time at least 48 hours in the future; if you run into any issues with this setup, you'll need to make sure to reschedule your exam *before 24 hours prior* to your appointment time to avoid additional fees.

Step 2: Install the Sentinel Software

- Now that you're registered for an online-proctored exam, you'll see the Sentinel Secure panel on your WebAssessor home page.

NEW SENTINEL UPDATE IS NOW AVAILABLE

Uninstall Sentinel, and then download and install the latest version of Sentinel in Step 1 below.

Step 1 -

If you have not installed the latest Sentinel or you are unsure, click the button below and run the installation program. For detailed instructions on installing Sentinel click [here](#).



Install Sentinel

Step 2 -

Create your Biometric Profile - If you have not completed your Biometric Enrollment, a button will appear below. You must complete the Biometric Profile prior to taking an OLP test.



Enroll In Biometrics

- Close all open applications.
- Click the Install Sentinel button and complete the steps to install the software package.

Step 3: Enroll in Biometrics

- Ensure your web camera is not streaming video in any other webpage or application.
- Click the Enroll in Biometrics button.

Mac Users

If you're a Mac user, when you click Enroll in Biometrics, you will be prompted to update your Accessibility settings to allow Sentinel Secure to control your computer.

- You should complete the Biometrics enrollment process.
- During your exam, your Accessibility settings must allow Sentinel Secure to control your computer, but outside of your exam window you can turn this setting off if you prefer.
- Make sure to turn it back on again before your appointment. (System Preferences -> Accessibility -> Click the lock to make changes -> Check or uncheck the box next to Sentinel Secure.app)

Keystroke Analytics

- Kryterion uses keystroke analytics for authentication – your typing pattern has a rhythm that is exclusive to you.
- Follow the prompts on the screen, typing your name exactly as shown and pressing Enter after each time.

Facial Recognition

- Next, your image will be captured – just follow the prompts on the screen.

We highly recommend that you review the next steps now, so you'll know what to expect on the day of your exam.

Step 4: Prepare your Exam Environment

Leave yourself sufficient time before your exam appointment to ensure your testing room meets these criteria:

- The room is well lit, quiet, and free from distraction.
- The testing surface is clutter-free and contains only one computer, one monitor, one keyboard, and one mouse.
- You may not use dual monitors.
- Watches, bracelets and necklaces are not permitted to be worn during testing. Please remove all items around your neck and wrists.

Step 5: Review the Exam Rules

- Interaction with another individual during your test session is not permitted.

- You cannot take a break for any reason. If you leave the workstation during the exam, we are obligated to inform your test sponsor.
- You may not lean out of the camera view during your test session. The proctor must be able to see you at all times.
- Reading the exam aloud is prohibited.
- You will be recorded during the entire exam experience.

Step 6: Take your Exam

First, check over the Requirements & Preparation section and update your configuration as needed to make sure nothing will interfere with your exam session.

Mac Users

- Mac Users' Accessibility settings must allow Sentinel Secure to control your computer; if you turned this off after Biometric Enrollment, you need to turn it back on now.
 - System Preferences - > Accessibility - > Click the lock to make changes - > Check the box next to Sentinel Secure.app
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- Plan to start 10 minutes before your scheduled time.
 - Log in to the Atlassian Certification Portal:

<https://www.certmetrics.com/atlassian/login.aspx>
 - Click **Schedule and Take Exams with Kryterion**.
 - You'll arrive at the Kryterion WebAssessor home page. The Launch button for your exam will appear 10 minutes before your scheduled time in the Registered Exams section. (If it's not shown, hover over the question mark for further information.)
 - Click the Launch button.
 - Sentinel will load and verify your biometrics. This process is very similar to the enrollment process – simply follow the on-screen prompts.
 - Once your biometrics have been authenticated, the “Video Camera Preview” page will appear.
 - Use the video on the screen to adjust your camera position and verify your microphone is working.

Get Help

You will need to get help from Kryterion if you run into unexpected issues during setup for your online proctored exam.

Start by looking over the more detailed Test Taker Guide (<https://content.onlineproctoring.com/docs/PreparingForYourExam.pdf>) from Kryterion.

For further help, visit Kryterion's Online Proctoring Support site:

<https://www.kryteriononline.com/test-taker/online-proctoring-support>

Get help by Live Chat, phone or email

- Outside of Support Hours, ask Kryterion for help via email or web form

Phone/Email Support & Live Chat hours (UTC-7)*:

Sunday-Thursday: 24 hour support

Friday : 6 AM - 12 AM

Saturday: 6 AM - 9 PM **

*The Support Center operates on US Mountain Standard Time year-round, which corresponds to UTC/GMT-7.

**The Support Center may close earlier on Saturdays during planned system downtime.

Can't make it work?

You can take the exam in a Kryterion Testing Center.

- You'll need to cancel your Webcam-proctored exam and get a refund, and rebook a new exam, selecting the version available in Kryterion Testing Centers.