

# Candidate Exam Registration with Voucher

You can setup your exam session by following these directions. Your exam will be proctored by one of our online proctors. When your exam session is ordered, you will receive instructions on how to connect to your proctor via webcam on the day of the exam. Please find the requirements for your web-based exam below:

## Requirements for Web-Based Exam with Online Proctor

- Photo Identification (passport, government ID or equivalent)
- Clear desk area with no papers, books or notes
- A well-working computer with 500 MB of RAM or higher
- Any web cam with 640x480 video pixel resolution (laptop camera acceptable)
- Headphones or working speakers connected to the computer
- A microphone connected to the computer (we recommend having a web cam with a built in microphone)
- A reliable high-speed internet connect (115kps)
- An acceptable web browser with Adobe Flash Player installed. (Flash Player 10 recommended)
  - Acceptable Web Browsers:
    - PC: Internet Explorer 7 (XP, Vista), Internet Explorer 8 (XP, Vista, 7) or Firefox 3 (XP, Vista, 7)
    - Mac: Safari 3 or Firefox 3
- Authority to allow remote access to your computer and screen by one of our proctors

Your exam can be written in a location of your choice including your home. You will need to have a quiet space where the proctor is able to communicate with you via webcam without distracting others. An exam can be setup with at least 24 hours notice.

To request an exam session, complete the following steps:

- 1) Go to <https://lcms.lcsexams.com>
- 2) Click the “REGISTER” button



- 3) Check “I have a voucher to redeem”.

**Have you been provided with:**

Please check all that apply.

I have a voucher to redeem ([What's This?](#))

A session has been arranged for me by a training provider and I know the session ID ([What's This?](#))

None of the above ([What's This?](#))

- 4) Click “OK”.
- 5) Enter the voucher number along with the candidate information requested. Click “Continue”.

Voucher #:

Email Address:  City of Birth:

Confirm Email Address:  Country of Birth:

Given First Name:  Date of Birth:

Last Name:

Please click continue to go to the next step and complete your profile.

Loyalist Certification Services protects your privacy and your personal information. The personal information requested on this form is collected under the authority of The Ontario Colleges of Applied Arts and Technology Act, 2002, S.O. 2002, Chapter 8, Schedule F, Section 6, and in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) for the administration of the ITIL certificates in accordance with APM Group, Examination Institute Scheme. ITIL credits per each successful exam are recorded to ensure accurate representation of specific candidate credit totals, this information is maintained for the duration of the ITIL certificate life span. Direct any questions about this collection to the Freedom of Information and Privacy Coordinator, Loyalist College, at 613-969-1913 Ext. 2331.

6) Enter your profile information. Click "Submit"

**Update My Profile**

Candidate ID:  Date of Birth:

Given First Name:  City of Birth:

Given Last Name:  Country of Birth:

Middle Initial:  Company:

Name on Certificate:

Gender:  Title:

**Change Password:**

Old Password:

New Password:

Confirm Password:

Your password must be 8 to 40 characters long.

**Personal Information:**

Address:

Address:

Address:

City:

Country:

State/Province:

Postal / Zip Code:

Phone:

Fax:

Email:

(this is your login ID and where we send your results and notifications)

Forward my results to employer:   
(please insert employer's email address)

Release My Results to Training Provider:  Yes  No If you need to change this option, please contact [icservicesdesk@loyalistc.on.ca](mailto:icservicesdesk@loyalistc.on.ca)

If I pass, please include my name in the ITIL Successful Candidate Register:  Yes  No The ITIL Successful Candidate Register will be posted on the Official ITIL Site. If you need to change this option, please contact [icservicesdesk@loyalistc.on.ca](mailto:icservicesdesk@loyalistc.on.ca).

7) Enter your exam session information.



**Candidates**

[View Exam History](#)

[Sign Up for Exam Session](#)

[Update My Profile](#)

[Privacy Policy](#)

[Logout](#)

[Help](#)

**Request an Exam Session**

Exam Type: Foundation-v2

Exam Language: \*

**Exam Location Information:**

Location: \*

Street Name: \*

Street Name:

City: \*

Country: \*

State / Province: \*

Postal / Zip Code: \*

Please state any special instructions:

8) You will now be required to select a Date and Time for your exam. First, select the service for the list of services.



Exam Access Page Appointments Account Log Out

**Welcome to the Loyalist Exam Scheduling Portal!**

Please follow these easy steps for scheduling your online proctored exam. If you encounter any problems scheduling your exam please contact us at 888-888-8888.

1. Choose the exam you registered for from the **Select Exam** drop down list.
2. Choose your requested date from the calendar on the left.
3. Choose the time/proctor you request for your online proctored exam. We offer online exam times 24 hours a day. Please note all times are Eastern Standard Time Zone.
4. Complete the registration process, including your exam day phone number and Session ID number from your Loyalist registration email.
5. Choose submit.
6. You will receive a confirmation email with instructions for your online proctored exam. Please retain your confirmation email as it includes specific instructions necessary to initiate the exam process online.
7. In the event you need to reschedule your exam please visit this scheduling site, log in and reschedule your exam.

**Appointment Locator**

Select Exam

**Welcome Aby!**

We look forward to making your online exam enjoyable!

9) Select your desired exam date on the calendar.

Exam Access Page Appointments Account Log Out

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2. Choose your requested date from the calendar on the left.
3. Choose the time/proctor you request for your online proctored exam. We offer online exam times 24 hours a day. Please note all times are Eastern Standard Time Zone.
4. Complete the registration process, including your exam day phone number and Session ID number from your Loyalist registration email.
5. Choose submit.
6. You will receive a confirmation email with instructions for your online proctored exam. Please retain your confirmation email as it includes specific instructions necessary to initiate the exam process online.
7. In the event you need to reschedule your exam please visit this scheduling site, log in and reschedule your exam.

**Appointment Locator**

Select Exam

**Welcome Aby!**

We look forward to making your online exam enjoyable!

Select Date

Open  
 Full Day  
 Not Available/ Past  
 Closed

February 2011						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

  

March 2011						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

10) Click on your desired exam time.

**NOTE:** All exam times are in the Eastern Standard time zone from mid November until mid March and Eastern Daylight time zone from mid March until mid November. For more details, please see: [http://worldtimeengine.com/dotime/belleville\\_ontario\\_canada/](http://worldtimeengine.com/dotime/belleville_ontario_canada/)

Friday, February 25			
	Proctor 1	Proctor 2	Proctor 3
8:00am	Open	Reserved	Open
8:30am	Open	Reserved	Open
9:00am	Open	Reserved	Open
9:30am	Open	Reserved	Open
10:00am	Open	Reserved	Open
10:30am	Open	Reserved	Open
11:00am	Open	Reserved	Open
11:30am	Open	Reserved	Open
12:00pm	Open	Reserved	Open
12:30pm	Open	Reserved	Open
1:00pm	Open	Open	Open
1:30pm	Open	Open	Open
2:00pm	Open	Open	Open
2:30pm	Open	Open	Open
3:00pm	Open	Open	Open
3:30pm	Open	Open	Open
4:00pm	Open	Open	Open
4:30pm	Open	Open	Open
5:00pm	Open	Open	Open
5:30pm	Open	Open	Open
6:00pm	Open	Open	Open
6:30pm	Open	Open	Open
7:00pm	Open	Open	Open
7:30pm	Open	Open	Open
8:00pm	Open	Open	Open
8:30pm	Open	Open	Open
9:00pm	Open	Open	Open
9:30pm	Open	Open	Open
10:00pm	Open	Open	Open
10:30pm	Open	Open	Open

11) Review exam session information, enter requested information and click 'Finalize Appointment'.

**Selected Appointment Information**

<b>Location</b>	Loyalist
<b>Proctor</b>	Proctor 2
<b>Exam</b>	ITIL v3 Foundation
<b>Date</b>	Friday, February 25, 2011
<b>Start Time</b>	1:00pm

Please continue below to finalize your appointment

Enter Session ID

Telephone # Day of Exam

Enter any special instructions:

12) Print appointment confirmation provided.

Selected Appointment Information	
Location	Loyalist
Proctor	Proctor 2
Exam	ITIL v3 Foundation
Date	Friday, February 25, 2011
Start Time	1:00pm

**Your appointment has been confirmed!**

We will send you a reminder e-mail prior to your appointment. You may log in at any time to see your existing appointments.

[click here to print a printer-friendly appointment confirmation](#)

13) Once the exam request has been submitted, you will receive the following:

- i) Email from LCMS with confirmation of your exam order
- ii) Email from LCMS with a password for your LCMS account so you can view your exam history going forward
- iii) Email from Online Proctoring System:
  - a. confirming your exam date and time
  - b. providing a link to connect with their proctor to start their exam on exam day