

IATA Training

Online Exams with Remote Supervision (OERS)

User Guide v5.15





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Important: Please always refer to the [latest version of the OERS User Guide](#)



Overview and Important information

Thank you for registering for an IATA Training Online Exam with Remote Supervision (OERS).

Please ensure that you go through this entire user guide before your exam session. This will help you familiarize yourself with the examination interface and assist you to connect to your proctor on the day of your exam.

How does an Online Exam with Remote Supervision (OERS) work?

OERS provides you with the opportunity to write your exams from virtually anywhere in the world, on a personal computer, in a remotely supervised environment. You will need to ensure that your exam environment complies with [IATA Training Integrity Policy standards](#), and you will be invigilated by a proctor.

What is a proctor?

A proctor is a person who supervises you in real time via your webcam. The proctor will also monitor what is running on your computer via screen-sharing software.

What happens if I encounter any issues during the exam?

Failure to follow the instructions below and the troubleshooting steps outlined in [Appendix A](#) will prevent you from completing your exam. In this situation, you will not be given any consideration for exam re-takes or reschedules.

How should I prepare for the exam?

Before your exam date, please make sure you have complied with the following:

- You have the **latest version** of [Guardian Browser](#). There is no need to create an account on ProctorU at any stage as it will automatically be taken care of when you book your exam through the IATA Training Platform.
- Your [pop-up blocker](#) is turned OFF.
- You have read and familiarized yourself with the latest IATA Training [Academic Integrity Policy](#).
- You have confirmed that you are able to log-in to your IATA Training account through the [IATA Customer Portal](#) [<https://portal.iata.org>]; **keep your log-in information readily available on the exam day.**

Passwords can be reset here: <https://portal.iata.org/s/login/ForgotPassword>

- Only for Microsoft Windows users:** You must have a licensed [Microsoft Windows 10 or above Operating system](#). You can check and activate your license [online](#).
- Please note that Chromebook and Lenovo OS are not supported by ProctorU.
- Your computer has passed the [Automated System Check in Appendix D](#). All equipment requirements listed on the [ProctorU's website](#) are met.
- You have uninstalled any screen-sharing or remote-desktop-control software from your computer.
- You have [registered for your intended exam](#) through our training platform **at least 72 hours before your intended exam date.**



- If you are using a work computer or a computer with restricted access, **ensure that you can install third party software and ensure compliance with the requirements as per the Allow List in the Appendix E.** The "Test it out" feature does not include verification of the Windows license and firewall configuration.*
- You have practiced "[Part 1 – Connecting to your IATA account](#)" of this user guide.
- You have reviewed the allowable materials in [Appendix C](#) and have prepared your material ahead of time.
- You have reviewed the ID requirements in [Appendix B](#). Passports are recommended for a quicker and smoother authentication process.
- You have checked the spelling of your name, date of birth and updated your full address, including postal code on your [IATA Customer Portal Profile](#). [https://portal.iata.org/s/my-profile]. Please ensure that your name is spelled in **Latin characters** as displayed in your Passport or Government ID, and that your **Date of Birth** in your student account is correct. To update your name or date of birth, please log a case through the [IATA Customer Portal](#) and provide a scanned copy of your Passport or Government ID.
- You have tested your internet connection speed using a service such as [speedtest.net](#), and you have the recommended **upload (3 Mbps) and download (12 Mbps)** speed.
Any speed lower than the recommended speed may cause the connections to be too slow to ensure a constant stable connection with your computer. Make sure you test your connection at a time like when you will take your examination, so that you can test it against similar traffic conditions that you may encounter on the day of your exam.

On the day of your exam, before your exam starts, ensure that you have complied with the following:

- Please feel free to follow the [video](#) "OERS exam step by step guide".
- You log-in to your [IATA Customer Portal](#) account [https://portal.iata.org] at least **15 minutes** before your exam starts. This will ensure you have enough time to troubleshoot any issues and seek help if required.
- You have access to a telephone that will allow you to contact ProctorU in case you are experiencing connectivity issues: +1 (855) 772-8678.
- You have completed an [Automated System Check in Appendix D](#) once again to make sure your system is up to date. You have uninstalled any screen-sharing or remote desktop control software from your computer.
- You are connected to the internet through a stable connection (wired connections are better than wireless/Wi-Fi connections).
- You have completed [Part 1](#) of this user guide and are waiting to start [Part 2](#).
- You have a government issued photo ID with your full name and date of birth. **A passport is highly preferred and recommended to facilitate the process.** Refer to [Appendix B](#) regarding the ID Requirements.
- You are only connected to a **single** monitor.



- You are not wearing a watch; and that you have a mirror or a reflective surface to show the proctor your monitor. This can include a mobile phone with a front-facing camera or an external USB camera.
- You are going to take your exam on a **hard surface**, such as a desk (beds or couches are not allowed), and your desk is **completely cleared** of all material (phones, tablets, scrap papers, etc.), except for the allowable materials outlined in [Appendix C](#) for the course you are taking an examination for.
- You are **not going to take the test in a public place** (internet café, cafeteria...), **in a room where a clear glass wall or security cameras** would allow someone else to view the computer screen.
- You have used the bathroom. **No breaks (including bathroom breaks)** are allowed during the exam session.
- Your face must be always visible to the proctor** during the exam.

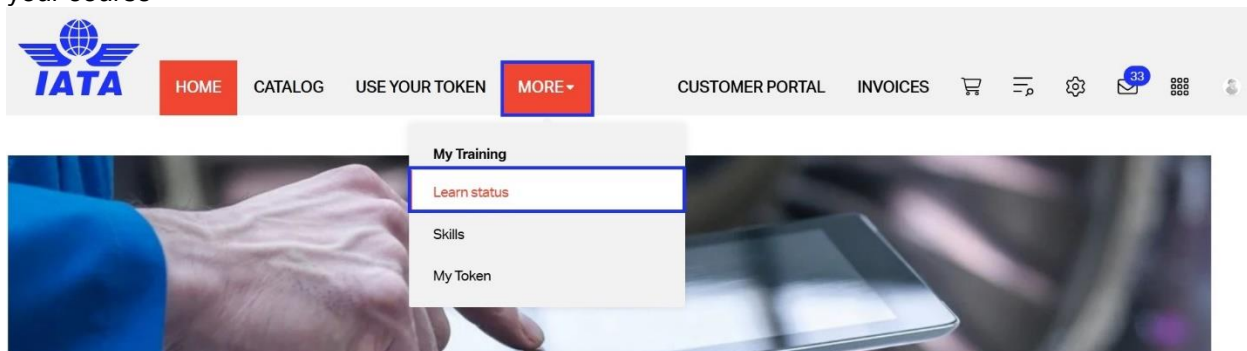
Your "Launch exam" button will only appear at your exact start time. If you are early, "Refresh /Reload" your browser at your exam start time.

If you are experiencing issues, it is important to immediately contact ProctorU for support. Remember that you only have 15 minutes to click on the "Launch exam" button before the system marks you as a "no show" for your exam. Please refer to [Appendix A](#) for troubleshooting steps.

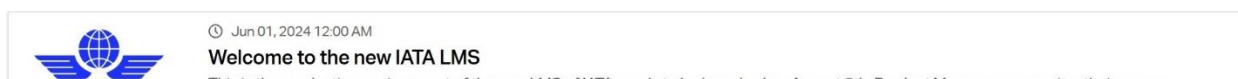


Part 1 – Before the start of the exam: Scheduling your Exam

- From the training homepage, there will be two ways to access your course
 Option 1: From the homepage, scroll down until you locate your course
 Option 2: Click the "More" tab at the top of the screen, then go to "My Training">"Learn Status" and scroll to find your course



NEWS



- Open the course by clicking on the course tile to enter the course page

Current courses



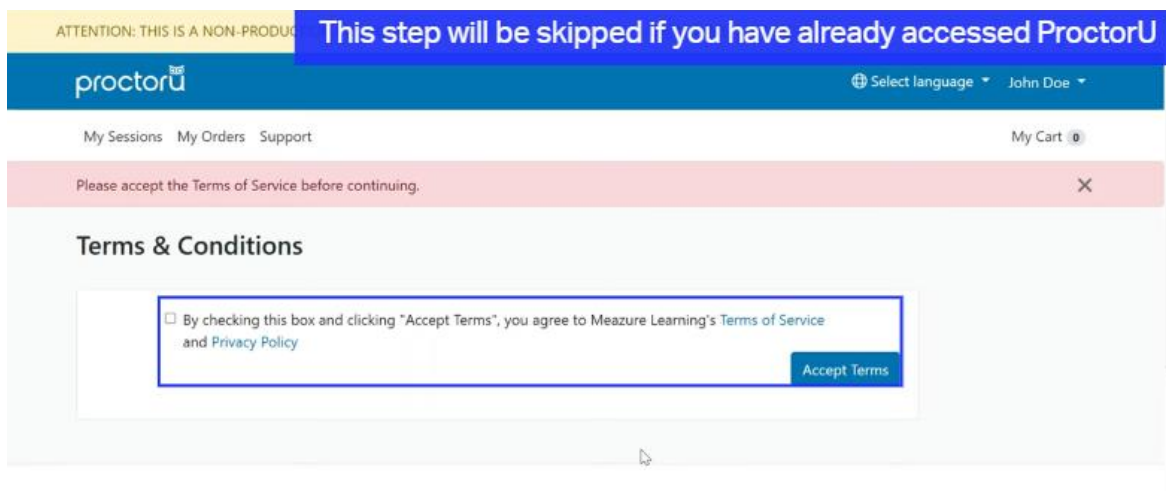
- Click on the calendar icon in the lower right corner of the exam component on your course page under the Syllabus tab

Syllabus

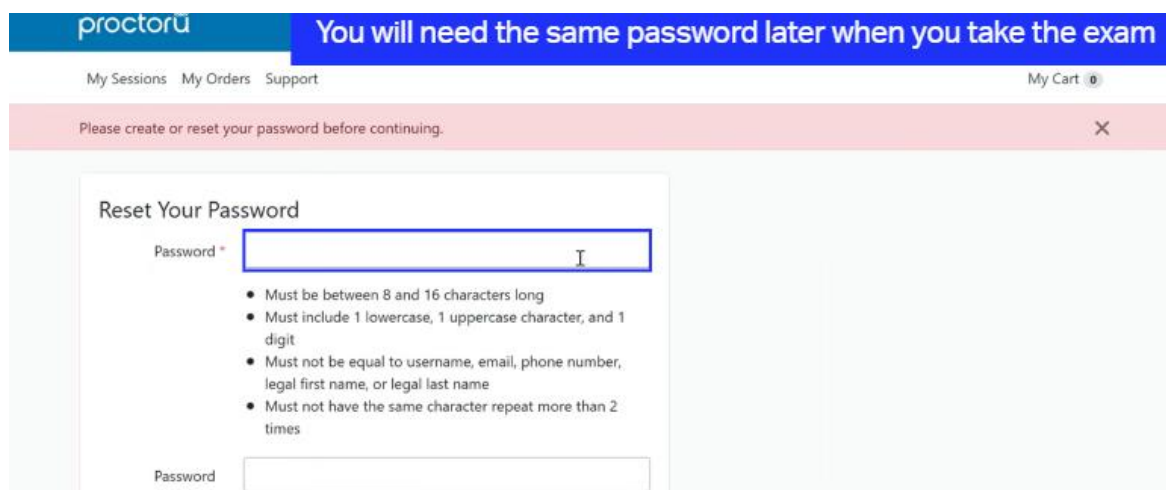




4. Check the box next on the Terms & Conditions page and click "Accept Terms"



5. You may be prompted to either create or reset your password.



6. Under the "Scheduled Appointments" section, locate the course you registered for.

7. Click "Check your exam rules" to access more information about the rules for your exam

8. Click "Schedule" to schedule your exam

Scheduled Appointments					
Active Exams	Testing Center Information	Date & Time	Type	Status	Actions
JV Proctored - JV_Test_Advanced Skills in Journey Pricing and Ticketing(600188) International Air Transport Association - IATA	Online		N/A	Pending	Check your exam rules Schedule



9. Select your desired exam date from the calendar

Search

August 2025
< >

Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	31	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
1	2	3	4	5	6	7

Please select a date and time on the left. Once you have selected a date and time, please click Submit Search.

10. Input the approximate time you would like to take your exam. Please note, it may not be possible to take an exam at the exact time requested, but the search tool will find the closest available slots for the time and date selected.
11. Click "Submit Search"

12

:

30

AM
 PM

Submit Search

12. Scroll through the list of suggested exam times to find one that works for your schedule
13. Click "Select"

Select a Date and Time to Search

September 2025
< >

Mo	Tu	We	Th	Fr	Sa	Su
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	1	2	3	4	5

Select a Time to Schedule

Pricing and Ticketing(600 188)

8:20AM CEST
Saturday,
September 20,
2025
2 months from now

JV Proctored - JV_Test_Advanced Skills in Journey
Pricing and Ticketing(600 188)

SELECT

14. To confirm, click "Schedule"
15. It is recommended that you download the Guardian browser *before* your exam start time, such as at the time when you book your exam. To do, so, click on the "Download Guardian" button at from the page containing your scheduled appointments

My Sessions My Orders Support
My Cart 0

Have Questions?

Test Your Equipment

Download Guardian

Schedule New Session



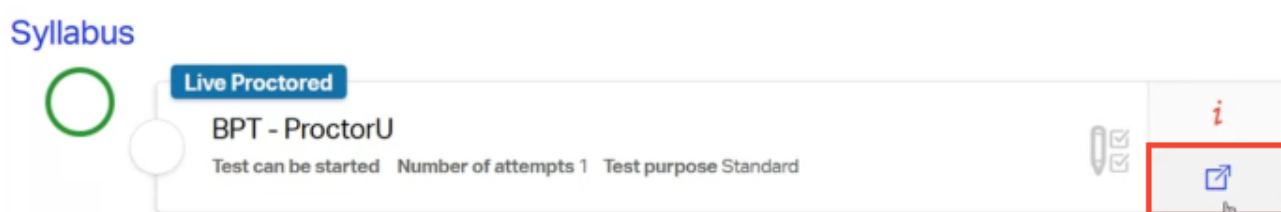
Part 2 – Connect to ProctorU

Complete this section **before** the start of your exam to be ready to connect to your proctor. This will ensure that you are ready to start the connection process at the beginning of your exam.

Please note that **you must use Guardian Browser to complete your exam**. Please ensure that your [pop-up blocker is turned OFF](#).

Important: Once you have started this process, do not “refresh/reload” your browser at any other step. Doing so will reset your position in the waiting queue. Average wait times for a proctor are expected to be 3 to 8 minutes. If you are experiencing excessive wait time, please contact the ProctorU through the ProctorU Live chat or telephone for assistance (see below).

1. Once your exam is ready to start, you will be able to click on the button in the lower right corner of the component. Click on it.



2. You should be able to see a button labeled “Start Session” next to the exam you are scheduled to take

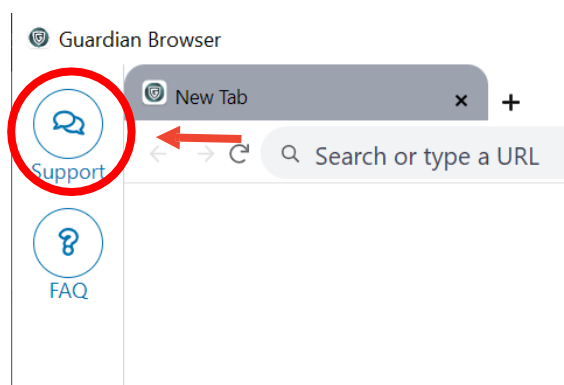


3. If you do not see the button, check if you are either late (more than 15 minutes after the exam start time) or too early (before the exact start time) for your exam. The “Start Session” button will only be available for 15 minutes from the exact start time indicated on your booking.

If the “Launch exam” button is unavailable, and you are more than 5 minutes passed your start time, please **contact ProctorU immediately** via chat or telephone:

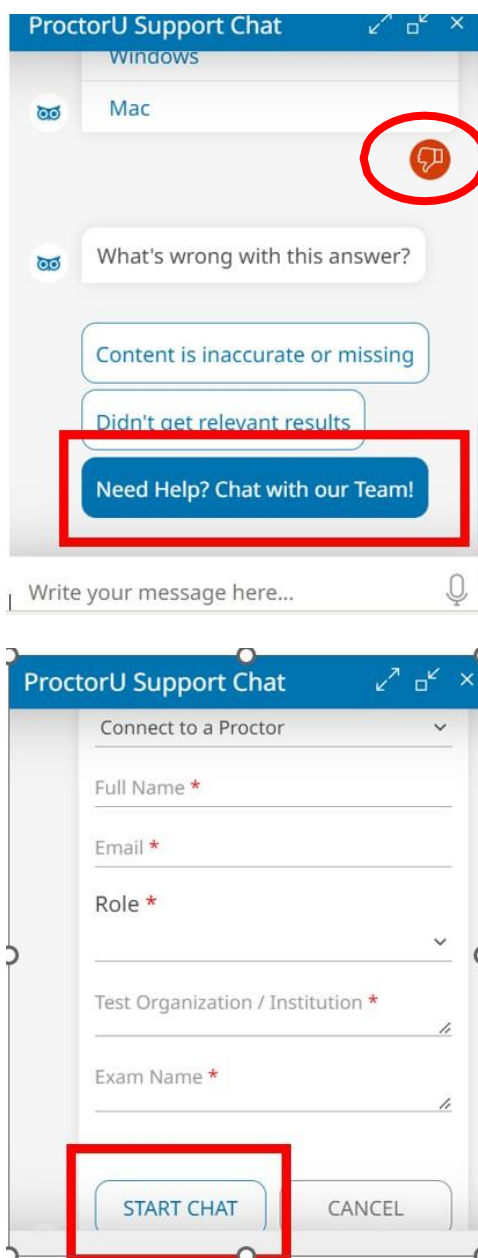
How to access ProctorU Live Chat:

1. Click the support icon on the top left corner of your Guardian Browser window.





2. Follow the prompts on the popup. If the chatbot is unable to answer your questions, you can press the thumbs down button and you will arrive at the following screen, on which you should click on "Need Help? Chat with Our Team!". You will be prompted to fill in a small form with information about your query and you will be connected to a live agent.
3. Please note that even though the popup will provide you with an option to reschedule your exam, you should not use it. If you have a valid reason to reschedule your exam, you may request it by opening a case on the customer portal. We will approve or reject each rescheduling request on a case-by-case basis.



Telephone: +1 (855) 772-8678, Press 1.

A remote proctor will assist you, and help you troubleshoot any issues you may be experiencing.

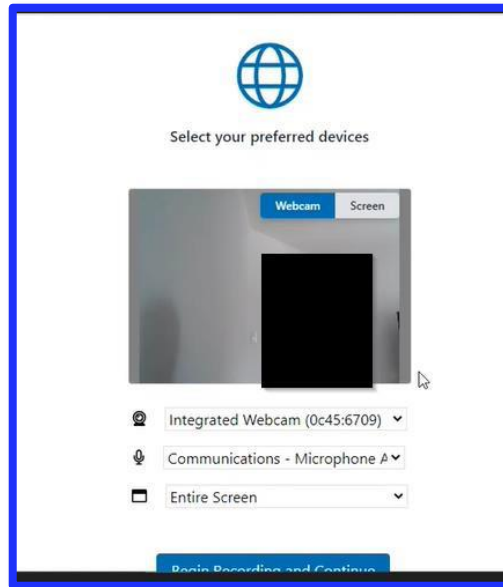
If the proctor is unable to help due to technical issues under IATA's control, please refer to [Appendix A - Troubleshooting](#) for your next steps.

Alternatively, you can watch the [video](#) on "How to access ProctorU Live Chat"



Part 2.1 - Automated authentication steps

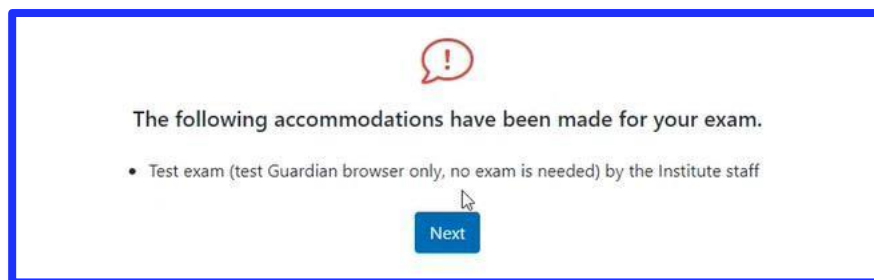
1. Select your preferred microphone, webcam and entire screen access.



2. Click "Next" to acknowledge that you will not be permitted to use outside resources during the exam. Some exceptions (accommodations) may apply based on the exam you are writing (open-book permissions).

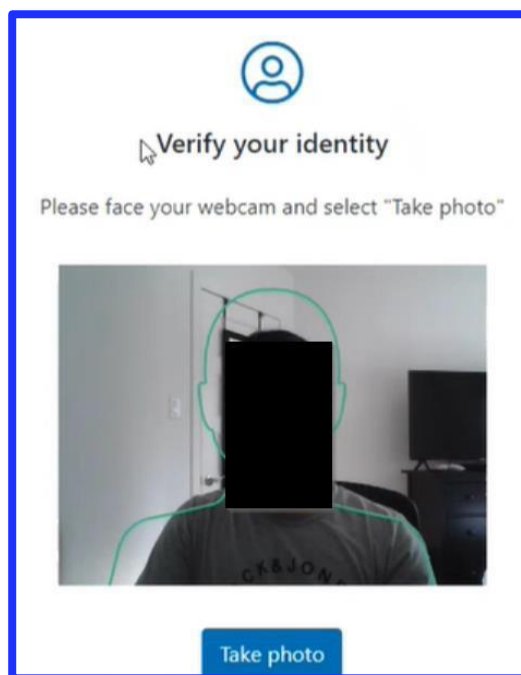


3. If you are entitled to any accommodations, they will be listed on the page below. Please click "Next" to continue.

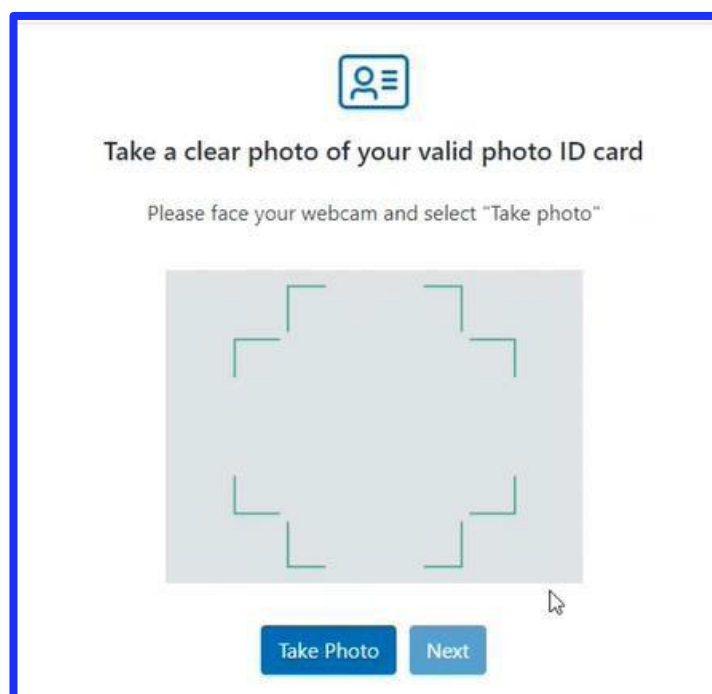




4. **Take your photo** - This step is to verify the correct candidate is taking the examination. Ensure your face is within the green outline and click the "Take photo" button.

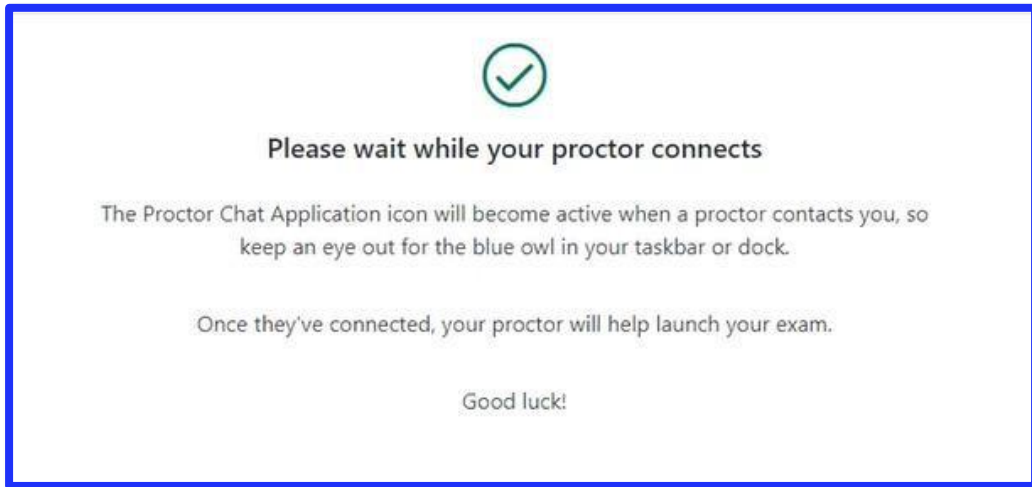


5. **Verify your ID** - Your ID document also needs to be verified. Please refer to [Appendix B](#) for valid forms of identification. Remember, passports are the best form of identification as others may require manual review.





6. After your ID is verified, you will be redirected to the screen below while waiting for your proctor.





Part 3 – Start your exam

At this stage, you should be connected to your proctor, have completed the authentication process, covered the rules and regulations of your exam and supervision and accepted the user agreements.

You will now be presented with a screen like the one you saw during the tutorial exam and/or your practice exam.

GENERAL EXAMINATION RULES AND GUIDELINES

- This is an individual assessment. You are **not permitted** to seek assistance or discuss any questions with another person throughout the duration of your exam.
- This exam is comprised of **4** questions.
- The time allowed for this session is **1 hour (60 minutes)**. You will be advised ten minutes prior to the end of the examination.
- All questions carry equal marks. Each question has only one correct response.
- You may review all exam questions and change any of your responses, provided it is done within the time allocated for the session.
- If you choose to exit the session without completing your exam, you will be marked as **FAILED**.
- Your Instructor will be evaluating your final course grade combining all assessment objects including this examination. Your course result will become available from your IATA User account under "**My Bookings**" and "**History**" once the grade is entered by your Instructor.

Good luck!

4	6.00	60.00%	10.00
Questions	Points to pass	Points to pass (%)	Points maximum

[Start Test](#)

Ensure to agree to the IATA examination rules by checking the box at the bottom of the instructions. You will now be presented with the option to start your examination.

Please note that your countdown will start as soon as you click the "Start Test" button. Please make sure you are fully ready before starting. Your proctor will not be able to give you additional time.

Good luck!



Important: Please always download pdf files from the External Resources (if any) and open them on a pdf reader.

Part 4 – End your exam

Once you have finished your exam, please click the "Submit test" button at the bottom left of your screen

You have reached the end of the test

If you have time left or there is no time limit for this test, you can go back and re-check your given answers or complete left out questions. Once you finished or the time is up, you can either submit or cancel your test.

Previous

Next

Cancel test

Submit test

You will now be prompted with a pop-up window that ask you to confirm your submission. Once you click the "Yes, submit test" button, you will not be able to go back and access your examination, even if you still had some time available. Once your answers are submitted, they are final and cannot be changed.



Once you have submitted your test, you will receive your pass or fail result immediately.

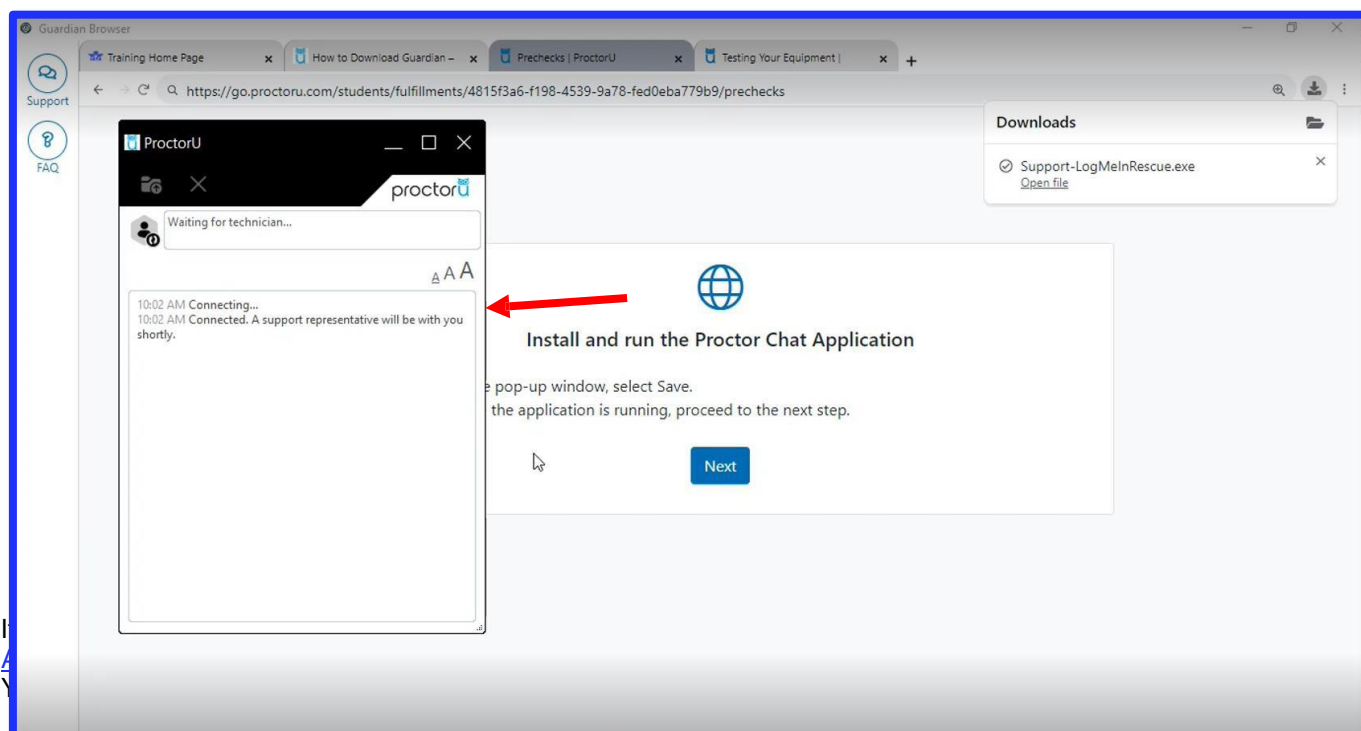


Appendix A – Troubleshooting and Seeking Help

If you are experiencing difficulties connecting to your proctor, please first ensure that:

- You are not late for your exam (15 minutes or more after scheduled start).
- You are not early for your exam (you cannot access your exam before the scheduled start time).
- You are booked for the correct time in the correct time zone.
- You are logged in to the correct profile.
- You are under the correct course (if you are enrolled in multiple IATA Training courses).
- You are not trying to access the tutorial exam.
- You have uninstalled any screen-sharing or remote desktop control software from your computer.
- You are using the latest version of Guardian Browser.
- You have completed all the checklists in [Part 1](#) of this user guide.
- You must meet the minimum technical requirements, as per the ["Test it Out" link](#). The "Test it out" feature does not include verification of the Windows license and firewall configuration. If you are using a work computer or a computer with restricted access, **ensure that you can install third party software**. For further details on the firewall and allow list, kindly refer to [Appendix E](#).
- Only for Microsoft Windows users:** You must have a licensed [Microsoft Windows 10 or above Operating system](#). You can check and activate your license [online](#).
- You have not opened the LogMeInRescue.exe script multiple times, nor have several ProctorU or Exam tabs open.

To troubleshooting, you can **Communicate with your proctor through the chat screen**. Please note that the proctor may not respond immediately.





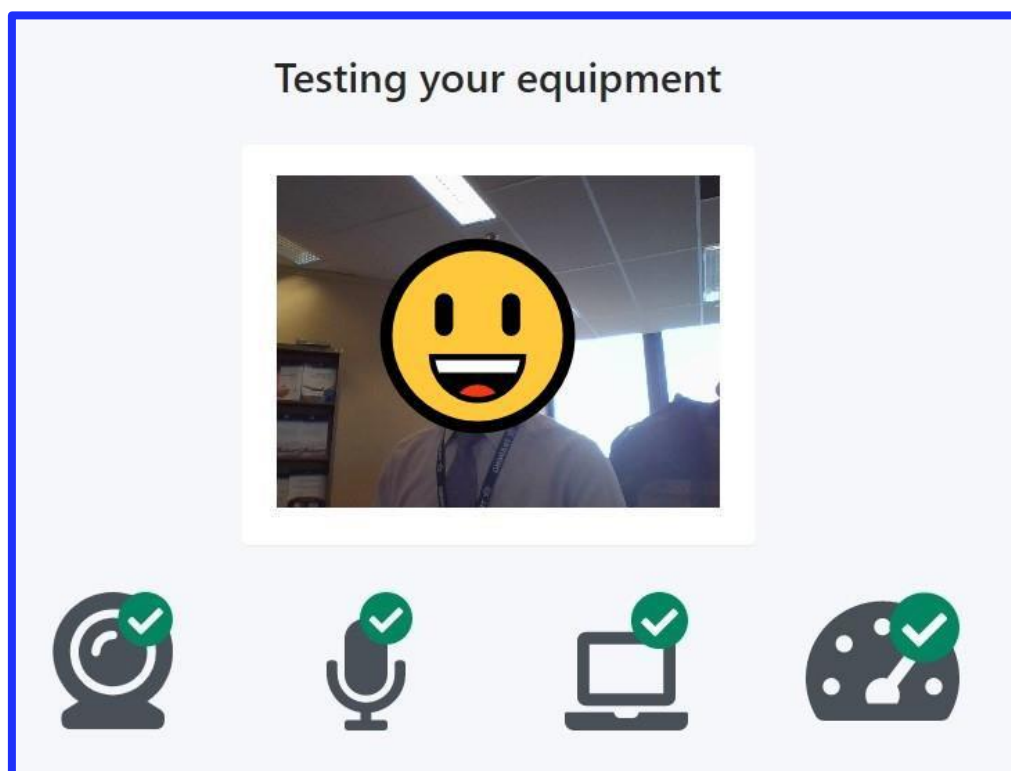
If this does not work, contact the ProctorU by phone. The ProctorU agents will help you troubleshoot your issues and connect to your proctor.

ProctorU Contact Number: +1 (855) 772-8678, Option 1

Please write down the name of the agent you spoke or wrote to, as well as the time of your call. This information must be submitted within **1 business day** to IATA via the [IATA Customer Portal](#) along with the **email used for the account associated with the exam, course name and course ID, and details of the Incident**, if you were still unable to start your examination. If you request an examination re-take or re-schedule due to technical difficulties without presenting this information will automatically be considered "No Show".

If the ProctorU agent is unable to assist you:

- For chat support – **request an email copy of your transcript.**
- For phone support – **write down the name of the agent you spoke to, and the time of your call**
- Take a screenshot of your complete desktop showing the time and date, and that all systems are cleared from the [Automated System Check in Appendix D](#).



- Send your request to IATA through the [IATA Customer Portal](#) within **1 business day** [<https://portal.iata.org>], along with your
 - The email used for the account associated with the exam
 - Course name and course ID
 - Details of the Incident



Make sure to select category "Training" and topic "Self-study courses" when filling out the form and explain your issue in detail.

The screenshot shows the IATA Customer Portal navigation menu. At the top left is the IATA logo and 'Customer Portal' text. To the right is a 'Services' dropdown menu with 'Help' selected and highlighted by a blue box. Further right are search, notification, and user profile icons. Below the navigation bar are three main service categories: 'FAQs' (with a question mark icon), 'Documents' (with a document icon), and 'Contact Us' (with a speech bubble icon). Each category has a brief description and a right-pointing arrow. The 'Contact Us' category is highlighted with a blue box. At the bottom of the menu, there are two tabs: 'My Services' (active) and 'Available Services'.

The screenshot shows a form titled 'How can we help you today?'. Below the title is a sub-header: 'If your question is not related to an ongoing case, please select a topic for your new query'. The form contains a search input field with the placeholder text 'Select Topic Here' and a magnifying glass icon. Below the input field is a list of topics: PaxIS, PCI DSS, Publications, Remittance Holding Capacity, SAF Registry, Self-Study Courses, SIS - Simplified Invoicing & Settlement, SIS Membership, TACT, and TASE. The 'Self-Study Courses' option is highlighted with a blue box.

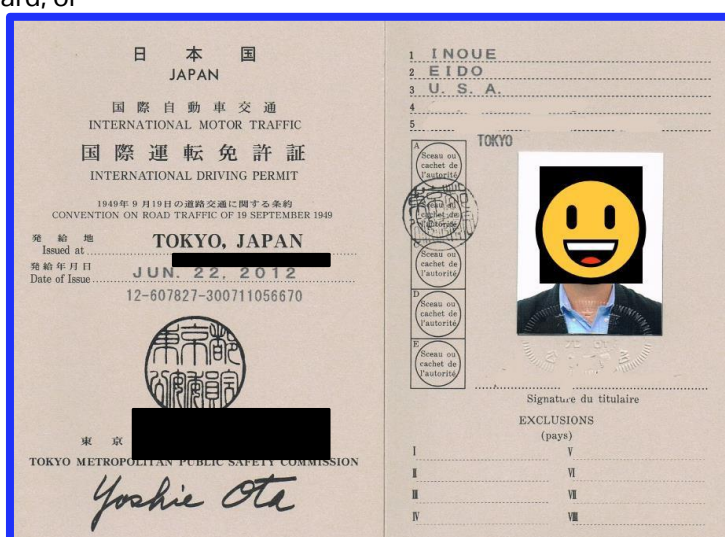


Appendix B – ID Requirements

In order to take your examination, a valid form of Identification will have to be shown to your proctor via the webcam.

The following forms of identification are accepted, in order of most preferred/easiest to validate:

- International Passport, or
- Government ID with Photo and Full Name in Latin Characters, e.g.:
 - Driver's License
 - Government Health Care Card
 - National Identification Card, or
- Driver's License with Photo and Full Name in non-Roman Characters **and** an accompanying "International Driver's License" card, or



- Government ID with Photo and Full Name in non-Roman Characters (to be reviewed by IATA), or
- Student ID Card with Photo and Full Name **and** mandatory matching Birth Certificate.

The most internationally recognized form of identification is the International Passport. Therefore, using a passport for your ID check during your examination will help make your ID verification process a more rapid and pleasant experience.

If you do not have a passport, a government ID with your full name in Roman Characters is preferred. This would allow the proctor to complete your ID verification more quickly. An "International driver's license" card can be used in conjunction with a non-Roman character driver's license.



Appendix C – Allowed material

The allowable study materials during the exam are listed below. **No outside resources or materials of any kind are allowed during the exam.**

Exam Name	Course Code	Exam Format	Allowable materials
Air Cargo Advanced Marketing	CGC004EBEN03	Closed-book exam	<ul style="list-style-type: none"> • Language dictionary • PC system notepad • PC system calculator or calculator on IMC (No physical calculator allowed)
Airline Cabin Crew training	ALC005EBEN01		
Airline Customer Service	ALC007EBEN01		
Airline Marketing	GMC001EBEN01		
Airline Revenue Management	ALC001EBEN01		
Airport Operations Fundamentals	APC001EBEN01		
Airport Ramp Services	GOC006EBEN01		
Air Transport Fundamentals	GMC003EBEN01		
Aviation Safety Fundamentals	SAC007EBEN01		
Cargo Introductory Course	CGC064EBEN01	Open-book exam	<ul style="list-style-type: none"> • Course book and Manual: CICB & TACT, digital or printed edition • PC system calculator or calculator on IMC (No physical calculator allowed) • PC system notepad • Language dictionary
Cargo Security Awareness	CGC007EBEN01	Closed-book exam	<ul style="list-style-type: none"> • Language dictionary • PC system notepad • PC system calculator or calculator on IMC (No physical calculator allowed)
Foundation in Travel and Tourism with Amadeus / Galileo / Sabre	TTC010EBEN01 TTC012EBEN01 TTC008EBEN01		
Global Distribution Systems Fares and Ticketing Course – AMADEUS / GALILEO / SABRE	TTC005EBEN01 TTC006EBEN01 TTC007EBEN01		
Ground Operations Management	GOC004EBEN02		
Human Factors and Safety Management Fundamentals	SAC010EBEN01		
Introduction to the Airline Industry	ALC003EBEN01		
Managing the Travel Business	TTC003EBEN02		
Passenger Ground Services	GOC001EBEN01		
Travel and Tourism Consultant	TTC001EBEN01		



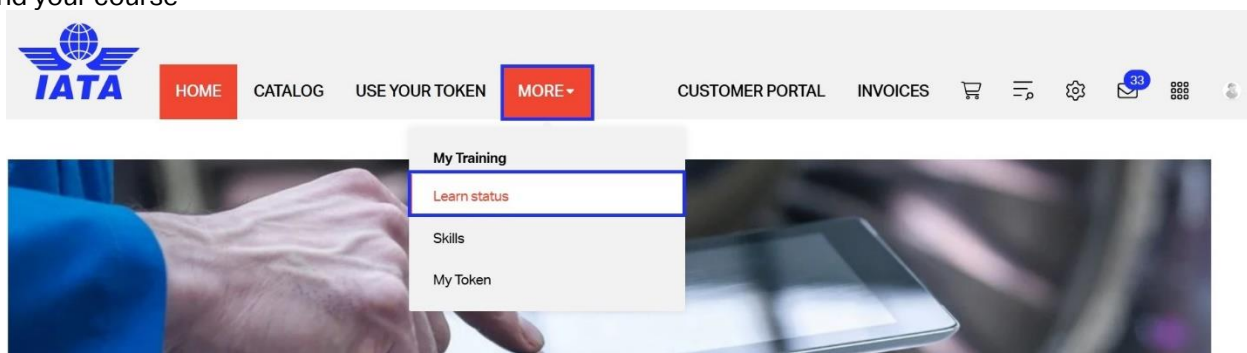
Appendix D – System check

To ensure a smooth exam experience, you must complete ProctorU's system check before the day of the exam, as well as a few hours before the exam. Students who do not run the system check and experience a technical issue on the day of their appointment will not be allowed to reschedule their session and will be awarded a grade of "No-Show".

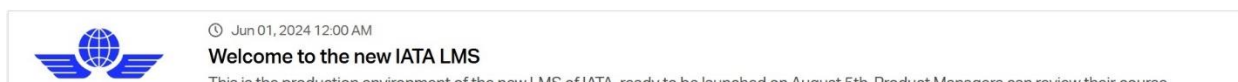
This will ensure that your system is correctly set up, not missing any updates, and ready to connect to the exam.

To complete the system check:

- From the training homepage, there will be two ways to access your course
 Option 1: From the homepage, scroll down until you locate your course
 Option 2: Click the "More" tab at the top of the screen, then go to "My Training">"Learn Status" and scroll to find your course



NEWS

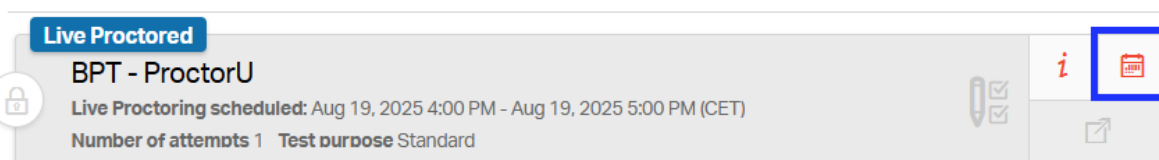


- Open the course by clicking on the course tile to enter the course page

Current courses

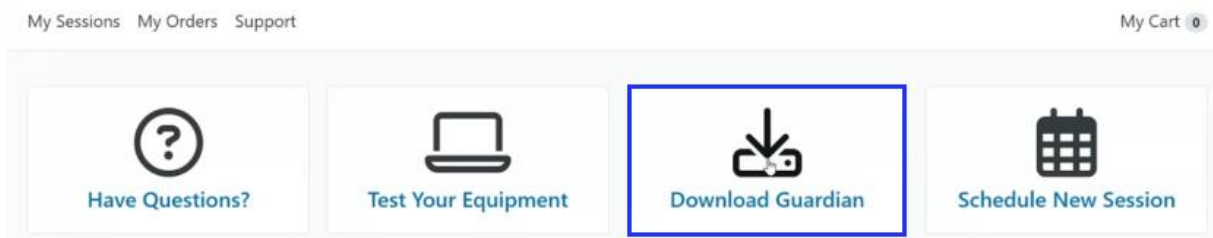


- Click on the calendar icon in the upper right corner of the component to access the ProctorU Platform

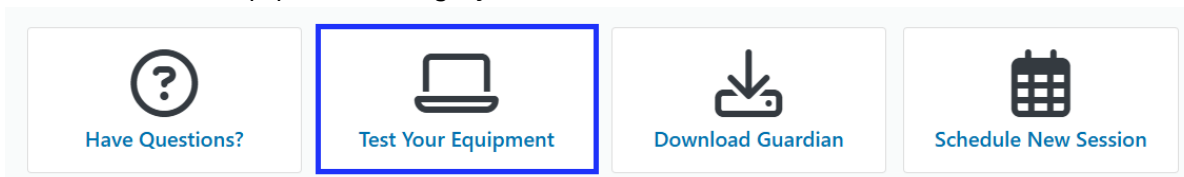




- If you have not already downloaded the Guardian browser, click on the button that says "Download Guardian"



- Click "Test Your Equipment" to begin your check



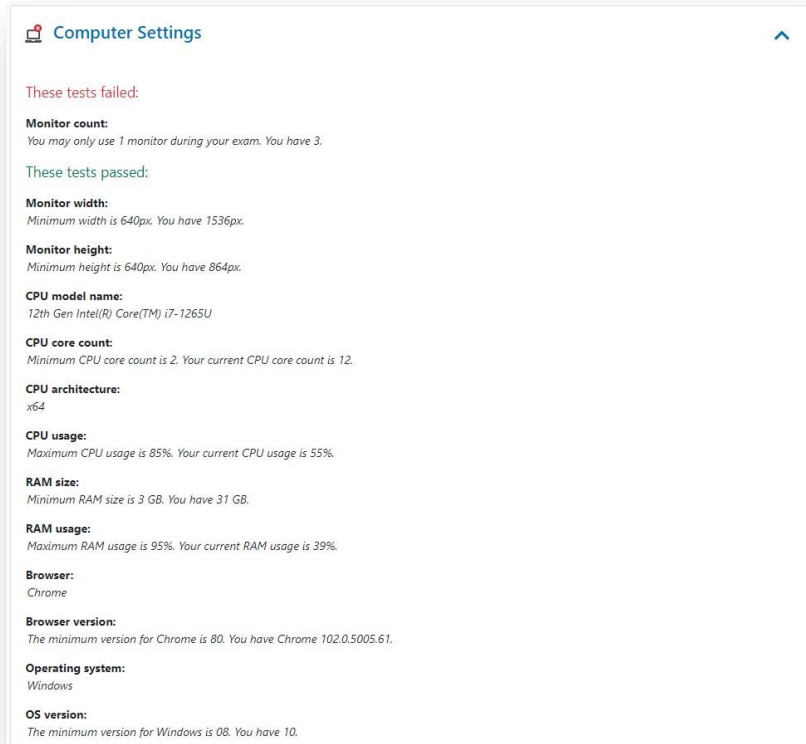
- Ensure that you pass all system checks.



- If you get a red "X", your system set up is not compliant.



- You may scroll down towards the bottom of the screen for a comprehensive list of your equipment details. The sections under "These tests failed:" requires attention and need to be adjusted.



9. If you continue to experience technical difficulties and need help set up your computer, please contact ProctorU by following the steps in [Part 2 – Connecting to ProctorU](#).



Appendix E – Allow List

The Allow List serves as an aid for test-takers using a work/corporate/school computer to take an IATA Training OERS exam within the Guardian Secure Browser. It is highly recommended that test takers in this category provide their corporate or school IT department with this document ahead of their scheduled exam so that any necessary adjustments can be made to their computers to ensure compliance with the requirements.

Guardian Secure Browser

Allow Downloading from:

- <https://production-archimedes-secure-browser-artifacts.s3.amazonaws.com/latest/windows/guardian-browser-x64.exe>
- <https://production-archimedes-secure-browser-artifacts.s3.amazonaws.com/latest/mac-x64/guardian-browser-x64.dmg>
- <https://production-archimedes-secure-browser-artifacts.s3.amazonaws.com/latest/mac-arm64/guardian-browser-arm64.dmg>

Port/Protocol Specifications

Port	Protocol	Reason
80	TCP	Unsecured web/HTTP traffic
443	TCP	Secured Web/HTTPS traffic
843	TCP	Flash video
1935	TCP	Streaming video component
3478	TCP/UDP	Streaming video component
5671	TCP	Streaming video component
49152-65535	UDP	ProctorU browser plugin

Allow List and Firewall Configuration for LogMeIn Products

LogMeIn Rescue Domains to be Allowed:

- *.LogMeIn123.com
- *.123rescue.com
- *.support.me
- *.logmeinrescue.com
- *.logmeinrescue.eu
- *.logmeinrescue-enterprise.com (Powers account-specific Rescue features, not required for standard accounts)
- *.logmein-gateway.com



Additional Allow List Requirements - Executables (for Browsers and Firewalls):

OS X

LMIGUIAgent
LogMeInGUI.app
Rescue
LogMeIn Menubar
Support-LogMeInRescue
LogMeInRescue
Guardian Browser

PC

Support-LogMeInRescue.exe
Support-LogMeInRescue(1).exe
Support-LogMeInRescue(2).exe
Support-LogMeInRescue(3).exe
Support-LogMeInRescue(4).exe
Support-LogMeInRescue(5).exe
Support-LogMeInRescue(6).exe
Support-LogMeInRescue(7).exe
Support-LogMeInRescue(8).exe
Support-LogMeInRescue(9).exe
Support-LogMeInRescue(10).exe
Support-LogMeInRescue[2].exe
Support-LogMeInRescue[3].exe
Support-LogMeInRescue[4].exe
Support-LogMeInRescue[5].exe
Support-LogMeInRescue[6].exe
Support-LogMeInRescue[7].exe
Support-LogMeInRescue[8].exe
Support-LogMeInRescue[9].exe
Support-LogMeInRescue[10].exe
lmi_rescue.exe
Support-LogMeInRescue[11].exe
LMI_Rescue_srv.exe
LMIRescue.pkg
lmi_rescue.exe
Guardian Browser.exe