FSCI THE AMERICAS

INDUSTRY KNOWLEDGE EXAM

Preparing for the live, online proctored exam

FOODSERVICE CONSULTANTS SOCIETY INTERNATIONAL
THE AMERICAS

Invitation to Schedule

After FCSI staff approves your request to take the exam you will receive an email from Scantron that explains the process.

From: candidatesupport@scantron.com
Subject: Foodservice Consultants Society International Scheduling Notice
Date: February 9, 2021 at 2:43:56 PM EST
To: amy.stark@gmail.com

Notice to Schedule Examination
Coronavirus Information - For information on rescheduling and site closings click here.

To: Amy Stark

You are now ready to schedule your **Industry Knowledge Exam (IKE) - Remote Proctoring**. The scheduling website is listed below. Be sure to complete all the information required when scheduling. You will receive confirmation of your examination date and site by email.
If you have any questions regarding your registration, please contact Scantron at (919) 572-6880.

SCANTRON
SMART STARTS HERE

FCSI
FOODSERVICE CONSULTANTS SOCIETY INTERNATIONAL
THE AMERICAS

SCHEDULING WEBSITE

Link: https://www.scantronassessment.com/registration
Username: amy.stark@gmail.com
Password: 47693838
(Note: The password above is for scheduling only and is not the password needed to access your test on exam day)

This exam will be taken at your home or office on your own personal computer via Live Online Proctoring (LOP). Please review the technical requirements listed below.

IMPORTANT ADDITIONAL INFORMATION

Testing via Live Online Proctoring (LOP)
You are required to have a webcam installed on your exam workstation and reliable access to the Internet. An internet connection disruption will suspend the test session.
The following are minimum technical requirements:

- A well-working computer with 1 GB of RAM or higher
- A high-speed Internet connection of 2 mbps upload and 2 mbps download. Wireless is acceptable; however a wired-connection is preferred.
- A webcam with 640x480 video pixel resolution (a laptop camera is acceptable)
- Working speakers connected to the computer
- A microphone connected to the computer (consider a webcam with a built-in microphone)
- Browser compatibility: IE, Firefox, Chrome, Safari
- You must use a computer with admin access
- You must download ZOOM in advance by clicking here and selecting "Zoom Client for Meetings"

Test Your System
In order to minimize any disruptions you may experience during your exam, it is recommended that you test your system prior to taking your exam.
To configure your system for the LOP environment before the exam, please visit:
https://prod.examity.com/systemcheck/ComputerReadinessCheck.aspx
To check your system for Scantron's delivery system, please visit:
https://www.scantronassessment.com/pass/PassLogin/SystemRequirements.aspx

Please Note
Please note: this exam is delivered via Live Online Proctoring (LOP). By taking this exam, you are attesting that you understand that your examination session, including video, is recorded and may be saved for up to one year. The recordings will be deleted no later than one year after the exam date. By agreeing to take this exam, you agree to have your examination session recorded and reviewed by the testing agency and testing program owners.

Both before and after the exam, candidates will be asked to open their task manager (PC) or activity monitor (MAC) and ensure that all programs are shut down that aren't needed for the exam. Candidates will also be asked to open and clear their clipboard.
A room scan will be required before the exam can begin so please be sure that your webcam can be rotated to view the entire room and workspace.
For more information regarding exam details, scheduling, and the examination day please click here.

Identification
You are required to present a valid, government-issued photo ID (e.g., driver's license, passport, state-issued ID card) on exam day; please ensure that your **first** and **last name** on the valid, government-issued photo ID EXACTLY match your **first** and **last name** as they appear on the scheduling screens. If your **first** and **last names** are incorrect, please contact Penny Price with FCSI directly at penny@fcsi.org immediately. If you have more than one last name listed on your government-issued ID, the same last names must be reflected on your confirmation email.

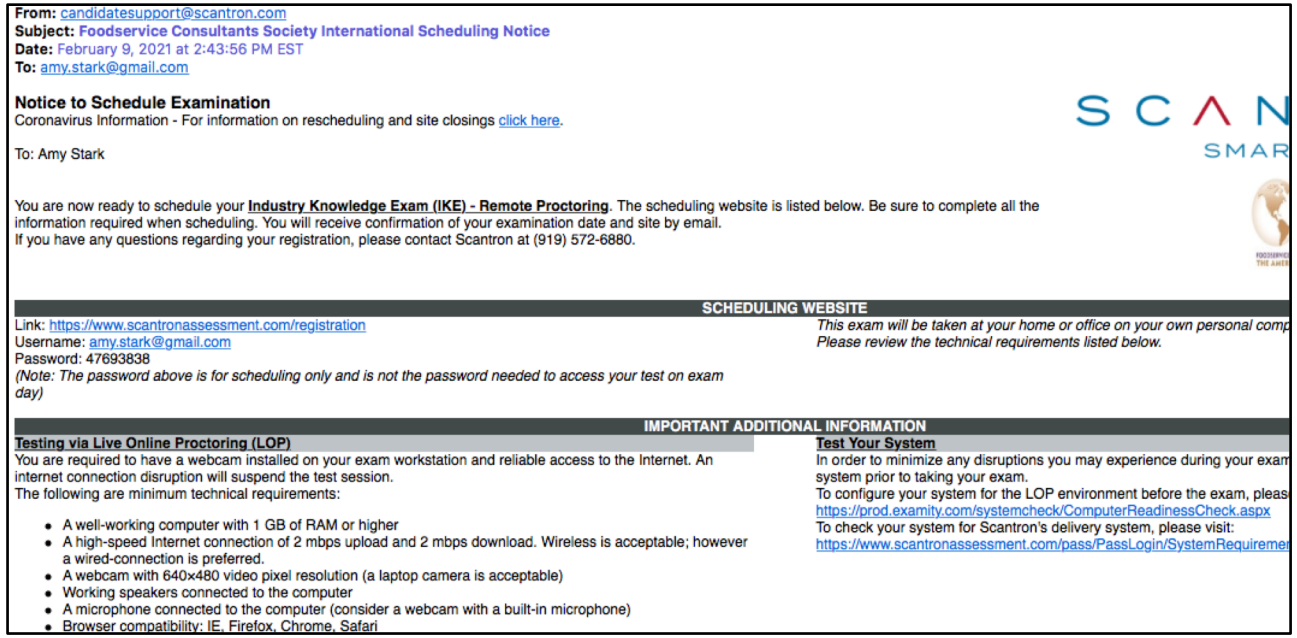
Rescheduling
You may reschedule your LOP appointment when necessary via Scantron's LOP partner's scheduling system. To acess the LOP system, please client on the scheduling link above to log back into the scheduling system.

Confirmation
Be sure to complete all the information required on the scheduling pages. You will receive the general test administration rules and instructions via your confirmation email. If you do not receive this confirmation within two (2) business days of submitting your request, please contact Scantron at (919) 572-6880.

Scantron | P.O. Box 570, Morrisville, NC 27560 | candidatesupport@scantron.com

Login

You will use the login information from your Scantron email to schedule the exam. This information is only for scheduling; you will receive another email with login information for the exam.



From: candidatesupport@scantron.com
Subject: Foodservice Consultants Society International Scheduling Notice
Date: February 9, 2021 at 2:43:56 PM EST
To: amy.stark@gmail.com

Notice to Schedule Examination
Coronavirus Information - For information on rescheduling and site closings click here.

To: Amy Stark

You are now ready to schedule your **Industry Knowledge Exam (IKE) - Remote Proctoring**. The scheduling website is listed below. Be sure to complete all the information required when scheduling. You will receive confirmation of your examination date and site by email.
If you have any questions regarding your registration, please contact Scantron at (919) 572-6880.

SCHEDULING WEBSITE

Link: https://www.scantronassessment.com/registration
Username: amy.stark@gmail.com
Password: 47693838
(Note: The password above is for scheduling only and is not the password needed to access your test on exam day)

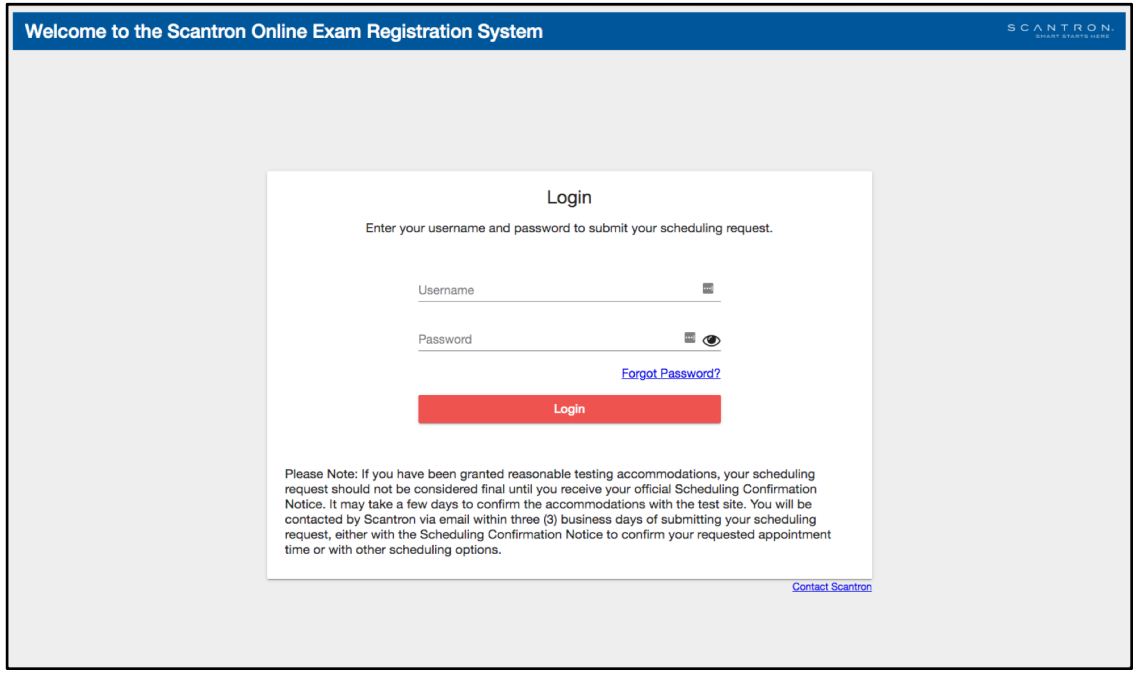
This exam will be taken at your home or office on your own personal comp
Please review the technical requirements listed below.

IMPORTANT ADDITIONAL INFORMATION

Testing via Live Online Proctoring (LOP)
You are required to have a webcam installed on your exam workstation and reliable access to the Internet. An internet connection disruption will suspend the test session.
The following are minimum technical requirements:

- A well-working computer with 1 GB of RAM or higher
- A high-speed Internet connection of 2 mbps upload and 2 mbps download. Wireless is acceptable; however a wired-connection is preferred.
- A webcam with 640×480 video pixel resolution (a laptop camera is acceptable)
- Working speakers connected to the computer
- A microphone connected to the computer (consider a webcam with a built-in microphone)
- Browser compatibility: IE, Firefox, Chrome, Safari

Test Your System
In order to minimize any disruptions you may experience during your exam
system prior to taking your exam.
To configure your system for the LOP environment before the exam, pleas
https://prod.examity.com/systemcheck/ComputerReadinessCheck.aspx
To check your system for Scantron's delivery system, please visit:
https://www.scantronassessment.com/pass/PassLogin/SystemRequiremer

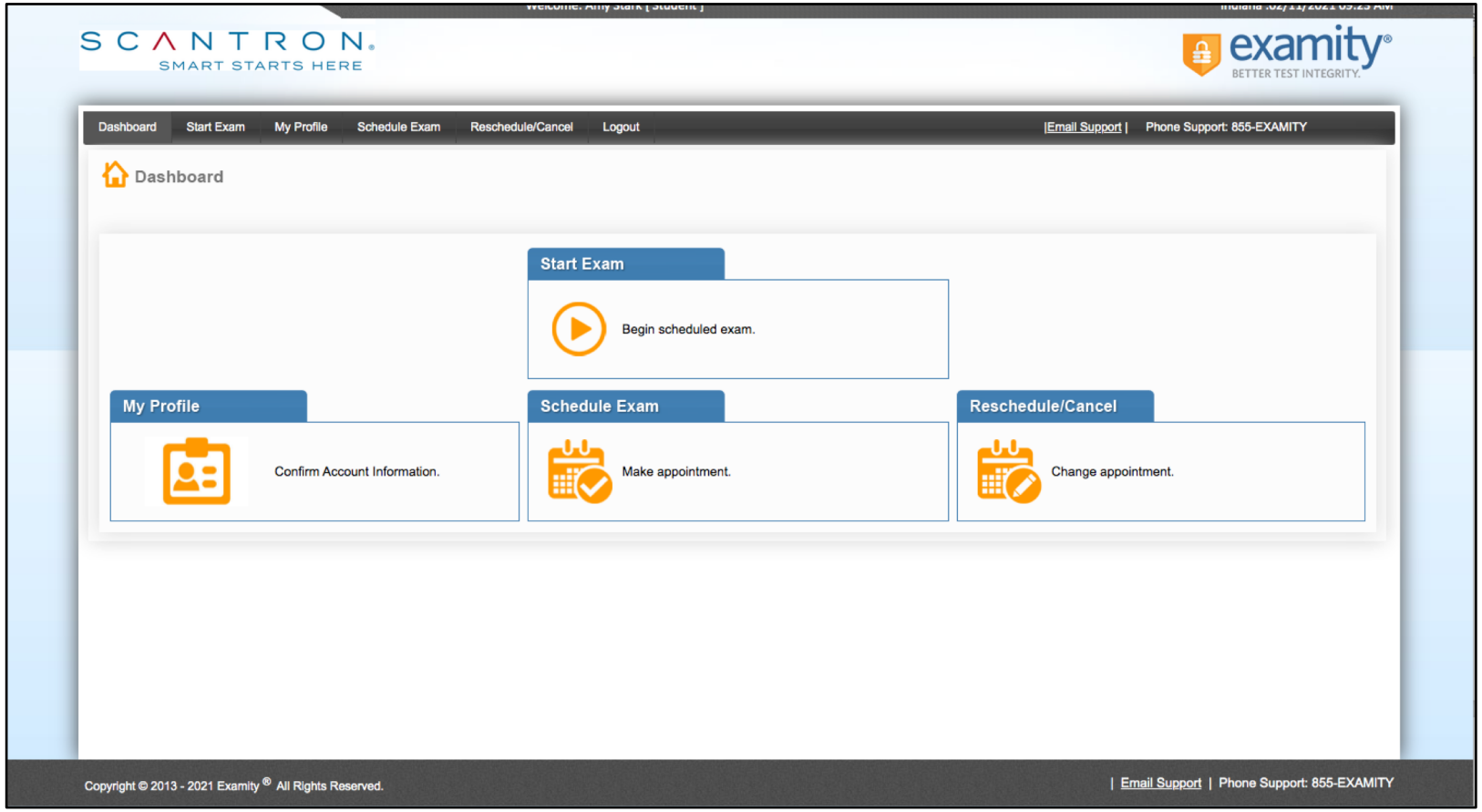


Scheduling

You will be asked to answer questions to set up your exam account.

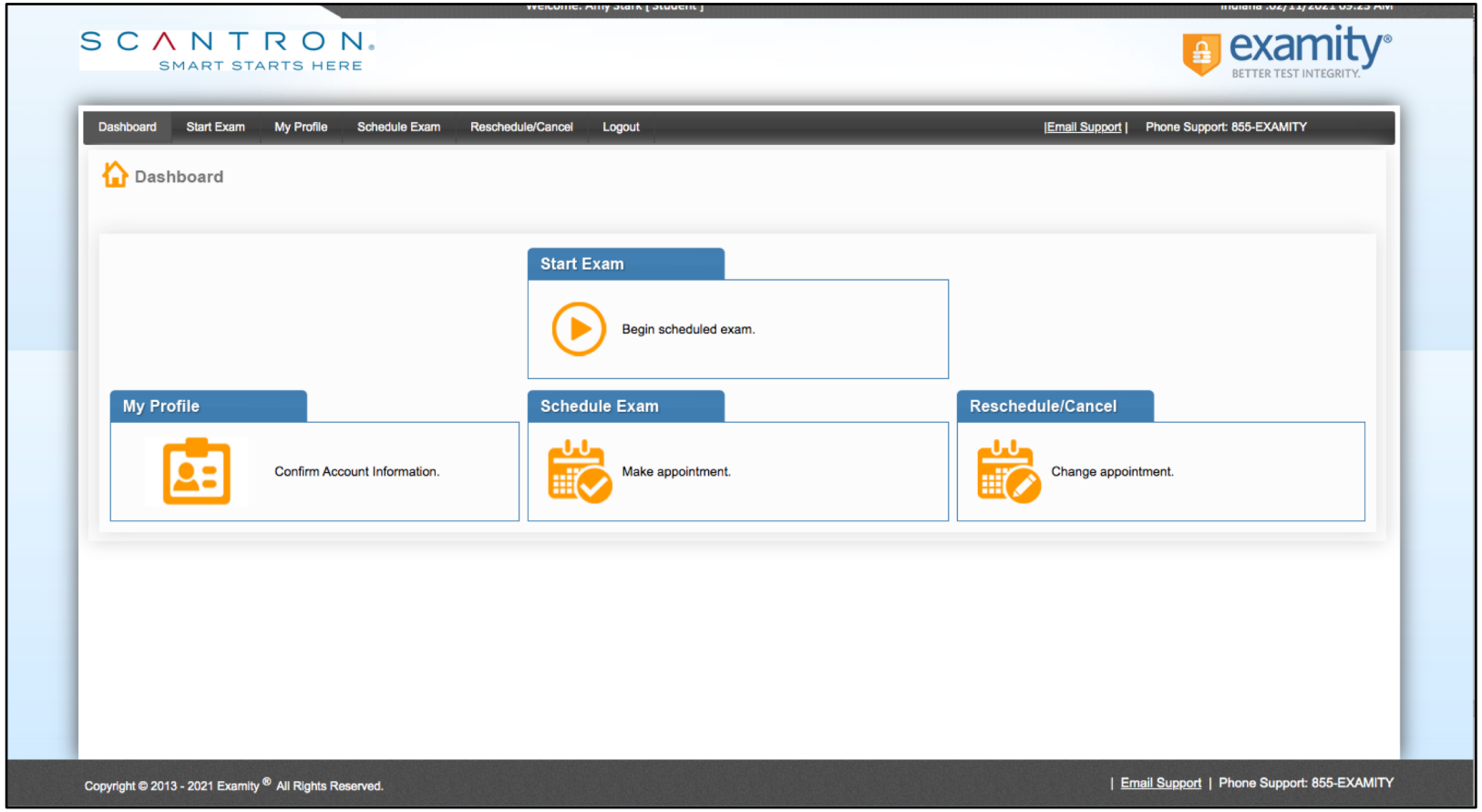
Be sure that the name and address information you enter matches your FCSI membership exactly.

After your account information is set you'll move to your "Exam Dashboard."



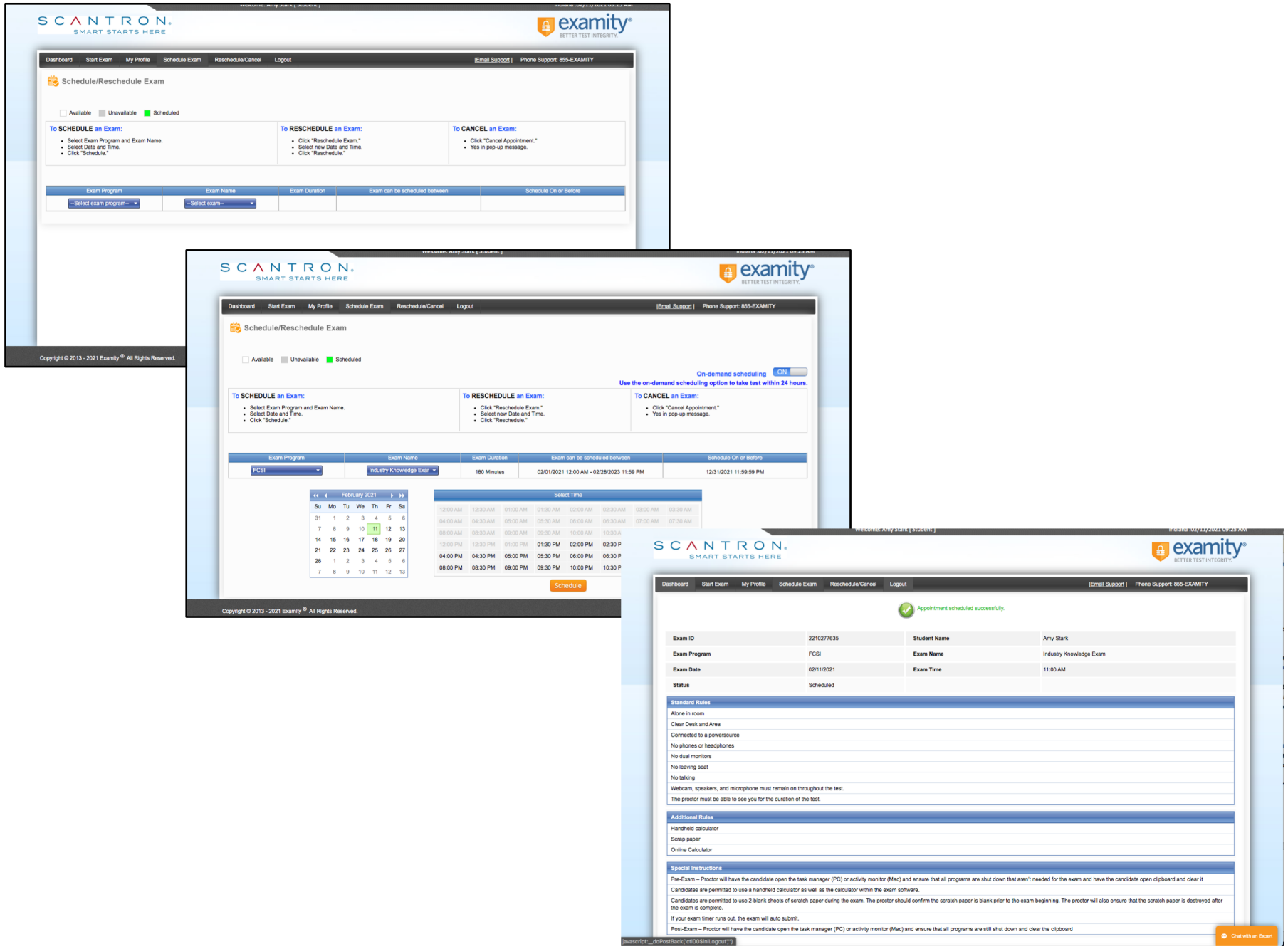
Scheduling

Your dashboard will help you make your appointment. From this screen you can also change your appointment date/time and begin your exam.



Scheduling

Examity is the live proctoring company that will schedule your exam. Choose the FCSI exam and the IKE exam from the drop down menus. The next screen allows you to view options for scheduling, rescheduling, and cancelling.

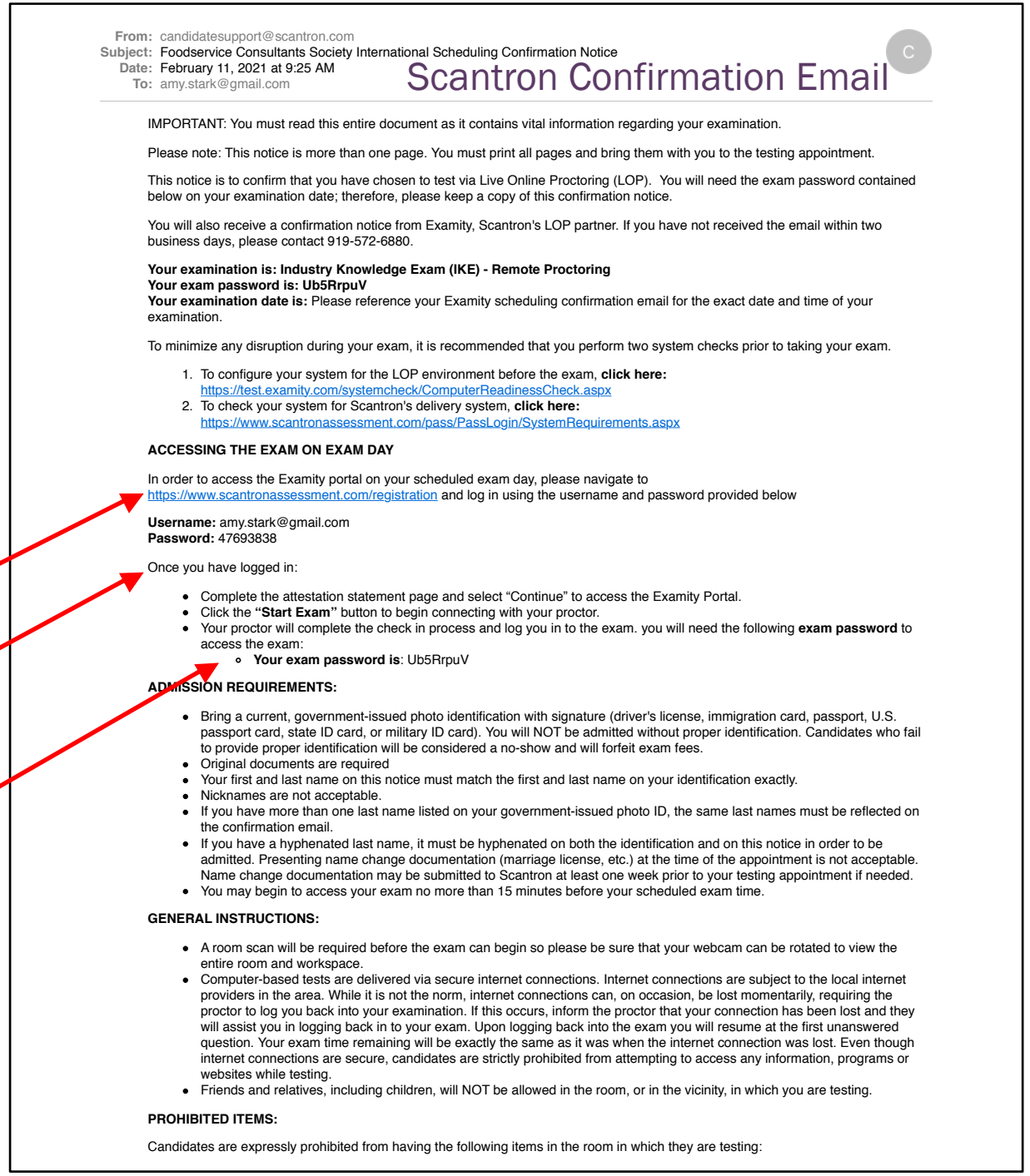


Schedule Confirmation

Once you have scheduled your exam you will get a confirmation email from Scantron AND from Examity.

The Scantron email includes

- The link to your exam
- Your username and password to your Exam Dashboard
- Your exam password



From: candidatesupport@scantron.com
Subject: Foodservice Consultants Society International Scheduling Confirmation Notice
Date: February 11, 2021 at 9:25 AM
To: amy.stark@gmail.com

Scantron Confirmation Email

IMPORTANT: You must read this entire document as it contains vital information regarding your examination.

Please note: This notice is more than one page. You must print all pages and bring them with you to the testing appointment.

This notice is to confirm that you have chosen to test via Live Online Proctoring (LOP). You will need the exam password contained below on your examination date; therefore, please keep a copy of this confirmation notice.

You will also receive a confirmation notice from Examity, Scantron's LOP partner. If you have not received the email within two business days, please contact 919-572-6880.

Your examination is: Industry Knowledge Exam (IKE) - Remote Proctoring
Your exam password is: Ub5RrpuV
Your examination date is: Please reference your Examity scheduling confirmation email for the exact date and time of your examination.

To minimize any disruption during your exam, it is recommended that you perform two system checks prior to taking your exam.

1. To configure your system for the LOP environment before the exam, **click here:** https://test.examity.com/systemcheck/ComputerReadinessCheck.aspx
2. To check your system for Scantron's delivery system, **click here:** https://www.scantronassessment.com/pass/PassLogin/SystemRequirements.aspx

ACCESSING THE EXAM ON EXAM DAY

In order to access the Examity portal on your scheduled exam day, please navigate to https://www.scantronassessment.com/registration and log in using the username and password provided below

Username: amy.stark@gmail.com
Password: 47693838

Once you have logged in:

- Complete the attestation statement page and select "Continue" to access the Examity Portal.
- Click the **"Start Exam"** button to begin connecting with your proctor.
- Your proctor will complete the check in process and log you in to the exam. you will need the following **exam password** to access the exam:
  - **Your exam password is**: Ub5RrpuV

ADMISSION REQUIREMENTS:

- Bring a current, government-issued photo identification with signature (driver's license, immigration card, passport, U.S. passport card, state ID card, or military ID card). You will NOT be admitted without proper identification. Candidates who fail to provide proper identification will be considered a no-show and will forfeit exam fees.
- Original documents are required
- Your first and last name on this notice must match the first and last name on your identification exactly.
- Nicknames are not acceptable.
- If you have more than one last name listed on your government-issued photo ID, the same last names must be reflected on the confirmation email.
- If you have a hyphenated last name, it must be hyphenated on both the identification and on this notice in order to be admitted. Presenting name change documentation (marriage license, etc.) at the time of the appointment is not acceptable. Name change documentation may be submitted to Scantron at least one week prior to your testing appointment if needed.
- You may begin to access your exam no more than 15 minutes before your scheduled exam time.

GENERAL INSTRUCTIONS:

- A room scan will be required before the exam can begin so please be sure that your webcam can be rotated to view the entire room and workspace.
- Computer-based tests are delivered via secure internet connections. Internet connections are subject to the local internet providers in the area. While it is not the norm, internet connections can, on occasion, be lost momentarily, requiring the proctor to log you back into your examination. If this occurs, inform the proctor that your connection has been lost and they will assist you in logging back in to your exam. Upon logging back into the exam you will resume at the first unanswered question. Your exam time remaining will be exactly the same as it was when the internet connection was lost. Even though internet connections are secure, candidates are strictly prohibited from attempting to access any information, programs or websites while testing.
- Friends and relatives, including children, will NOT be allowed in the room, or in the vicinity, in which you are testing.

PROHIBITED ITEMS:

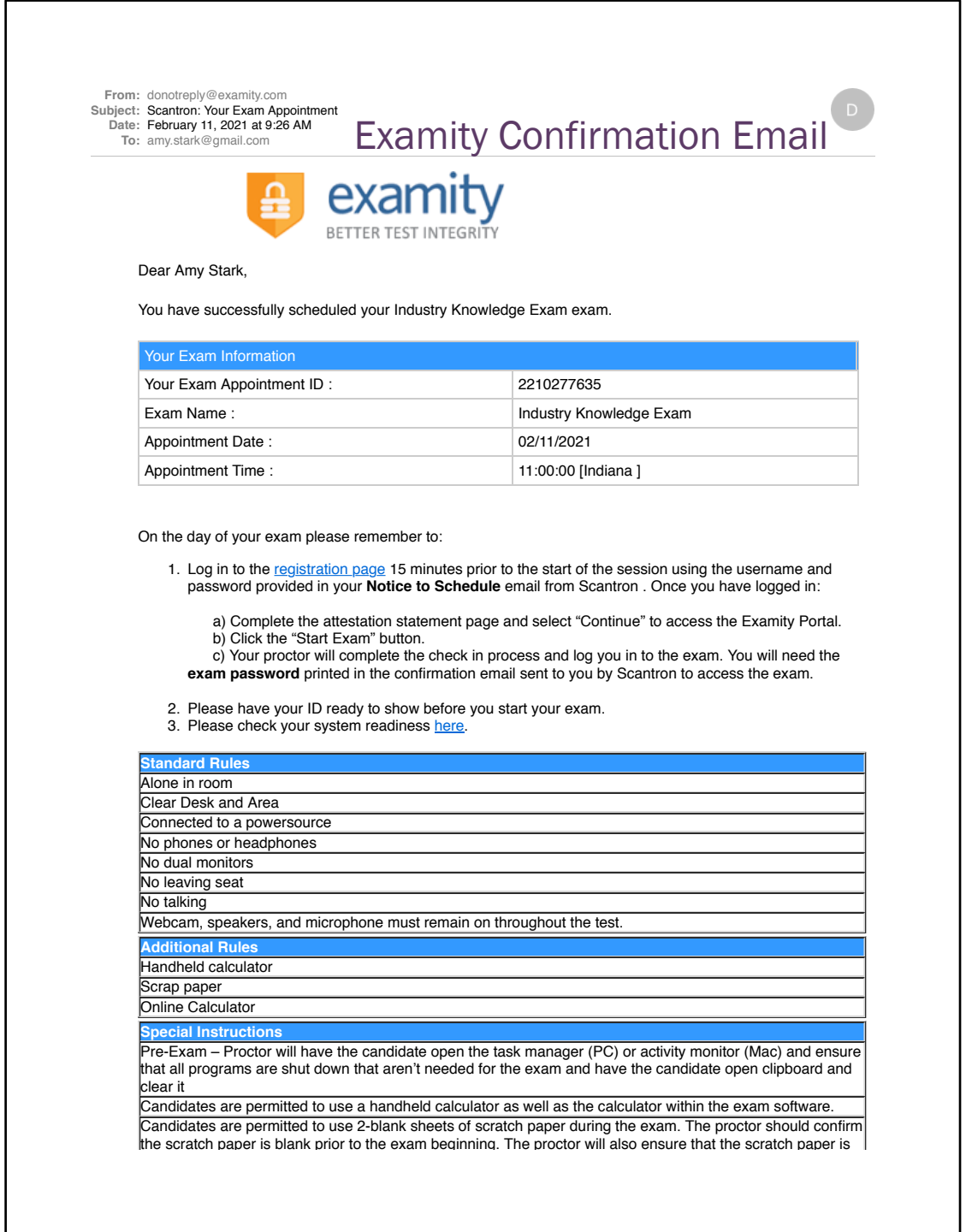
Candidates are expressly prohibited from having the following items in the room in which they are testing:

Schedule Confirmation

Once you have scheduled your exam you will get a confirmation email from Scantron AND from Examity.

The Examity email confirms

- Your exam name
- Appointment date and time
- Registration page link
- Rules for the exam



From: donotreply@examity.com
Subject: Scantron: Your Exam Appointment
Date: February 11, 2021 at 9:26 AM
To: amy.stark@gmail.com

Examity Confirmation Email

examity
BETTER TEST INTEGRITY

Dear Amy Stark,

You have successfully scheduled your Industry Knowledge Exam exam.

Your Exam Information	
Your Exam Appointment ID :	2210277635
Exam Name :	Industry Knowledge Exam
Appointment Date :	02/11/2021
Appointment Time :	11:00:00 [Indiana]

On the day of your exam please remember to:

1. Log in to the registration page 15 minutes prior to the start of the session using the username and password provided in your **Notice to Schedule** email from Scantron . Once you have logged in:

   a) Complete the attestation statement page and select “Continue” to access the Examity Portal.
   b) Click the “Start Exam” button.
   c) Your proctor will complete the check in process and log you in to the exam. You will need the **exam password** printed in the confirmation email sent to you by Scantron to access the exam.

2. Please have your ID ready to show before you start your exam.
3. Please check your system readiness here.

Standard Rules
Alone in room
Clear Desk and Area
Connected to a powersource
No phones or headphones
No dual monitors
No leaving seat
No talking
Webcam, speakers, and microphone must remain on throughout the test.

Additional Rules
Handheld calculator
Scrap paper
Online Calculator

Special Instructions
Pre-Exam – Proctor will have the candidate open the task manager (PC) or activity monitor (Mac) and ensure that all programs are shut down that aren’t needed for the exam and have the candidate open clipboard and clear it
Candidates are permitted to use a handheld calculator as well as the calculator within the exam software.
Candidates are permitted to use 2-blank sheets of scratch paper during the exam. The proctor should confirm the scratch paper is blank prior to the exam beginning. The proctor will also ensure that the scratch paper is

Rules for Exam Day

Note the rules that are included in the Examity Confirmation email.

On the exam day, remember:

- You must be alone in the room (no children or coworkers).
- Your desk must be completely clear. If you have an office phone on your desk you may be asked to put it on the floor. You are allowed 2 pieces of blank scratch paper.
- No cell phones, iPads, or other electronics are allowed in the room.
- You cannot wear headphones.
- Only one monitor can be in use. If you have multiple monitors, make sure to remove them from settings and turn them off.
- You must have a government-issued identification with signature (e.g., driver's license, passport, military ID)
- You must have the latest desktop version of GoToMeeting installed on your machine.

Scantron Confirmation Email

- **Your exam password is**: Ob5RrpuV

ADMISSION REQUIREMENTS:

- Bring a current, government-issued photo identification with signature (driver's license, immigration card, passport, U.S. passport card, state ID card, or military ID card). You will NOT be admitted without proper identification. Candidates who fail to provide proper identification will be considered a no-show and will forfeit exam fees.
- Original documents are required
- Your first and last name on this notice must match the first and last name on your identification exactly.
- Nicknames are not acceptable.
- If you have more than one last name listed on your government-issued photo ID, the same last names must be reflected on the confirmation email.
- If you have a hyphenated last name, it must be hyphenated on both the identification and on this notice in order to be admitted. Presenting name change documentation (marriage license, etc.) at the time of the appointment is not acceptable. Name change documentation may be submitted to Scantron at least one week prior to your testing appointment if needed.
- You may begin to access your exam no more than 15 minutes before your scheduled exam time.

GENERAL INSTRUCTIONS:

- A room scan will be required before the exam can begin so please be sure that your webcam can be rotated to view the entire room and workspace.
- Computer-based tests are delivered via secure internet connections. Internet connections are subject to the local internet providers in the area. While it is not the norm, internet connections can, on occasion, be lost momentarily, requiring the proctor to log you back into your examination. If this occurs, inform the proctor that your connection has been lost and they will assist you in logging back in to your exam. Upon logging back into the exam you will resume at the first unanswered question. Your exam time remaining will be exactly the same as it was when the internet connection was lost. Even though internet connections are secure, candidates are strictly prohibited from attempting to access any information, programs or websites while testing.
- Frie

PROHIBITED

Candidates a

2. Please have your ID ready to show before you start your exam.
3. Please check your system readiness here.

Examity Confirmation Email

Standard Rules
Alone in room
Clear Desk and Area
Connected to a powersource
No phones or headphones
No dual monitors
No leaving seat
No talking
Webcam, speakers, and microphone must remain on throughout the test.

Additional Rules
Handheld calculator
Scrap paper
Online Calculator

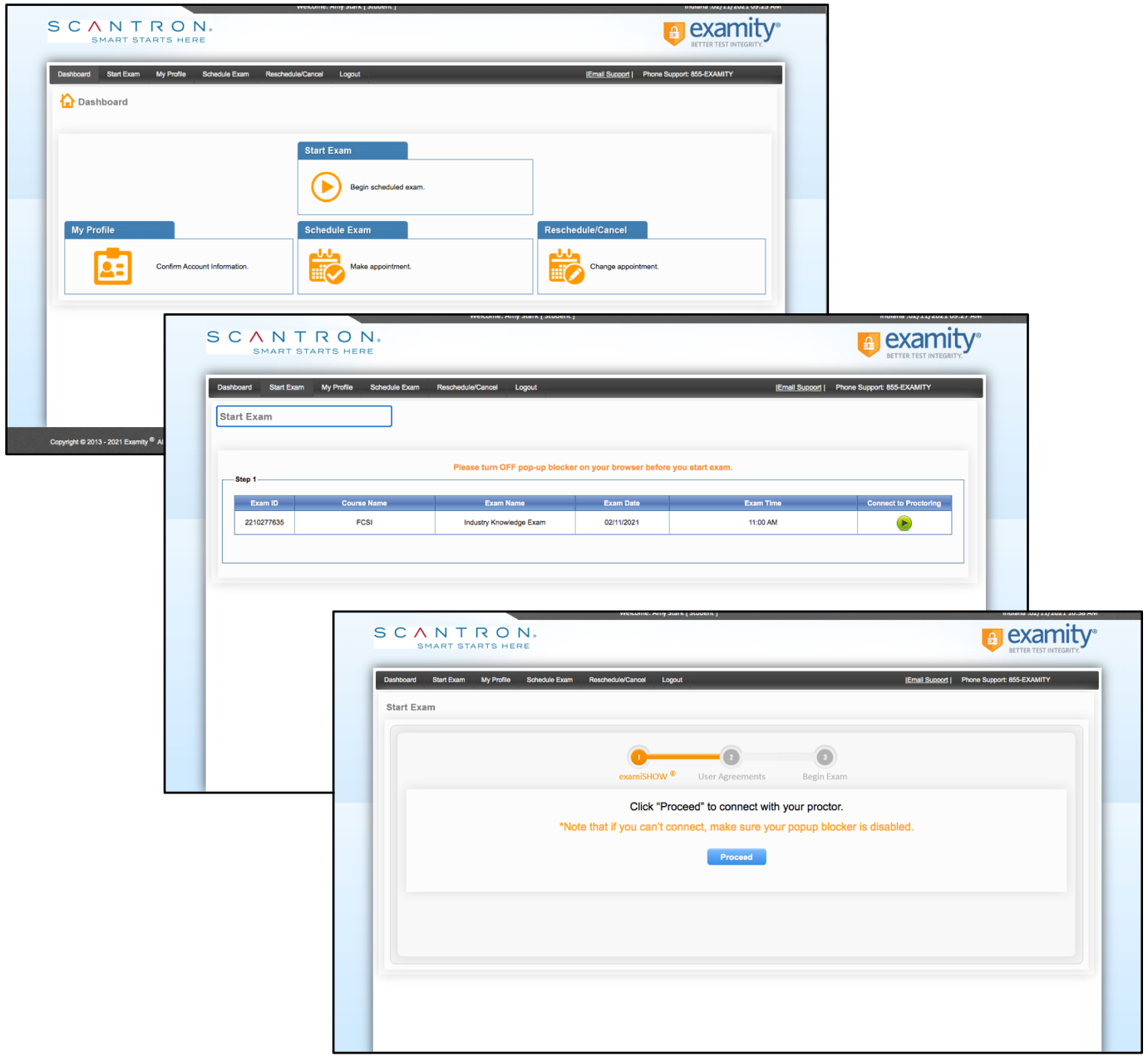
Special Instructions
Pre-Exam – Proctor will have the candidate open the task manager (PC) or activity monitor (Mac) and ensure that all programs are shut down that aren't needed for the exam and have the candidate open clipboard and clear it
Candidates are permitted to use a handheld calculator as well as the calculator within the exam software.
Candidates are permitted to use 2-blank sheets of scratch paper during the exam. The proctor should confirm the scratch paper is blank prior to the exam beginning. The proctor will also ensure that the scratch paper is

Live Proctoring

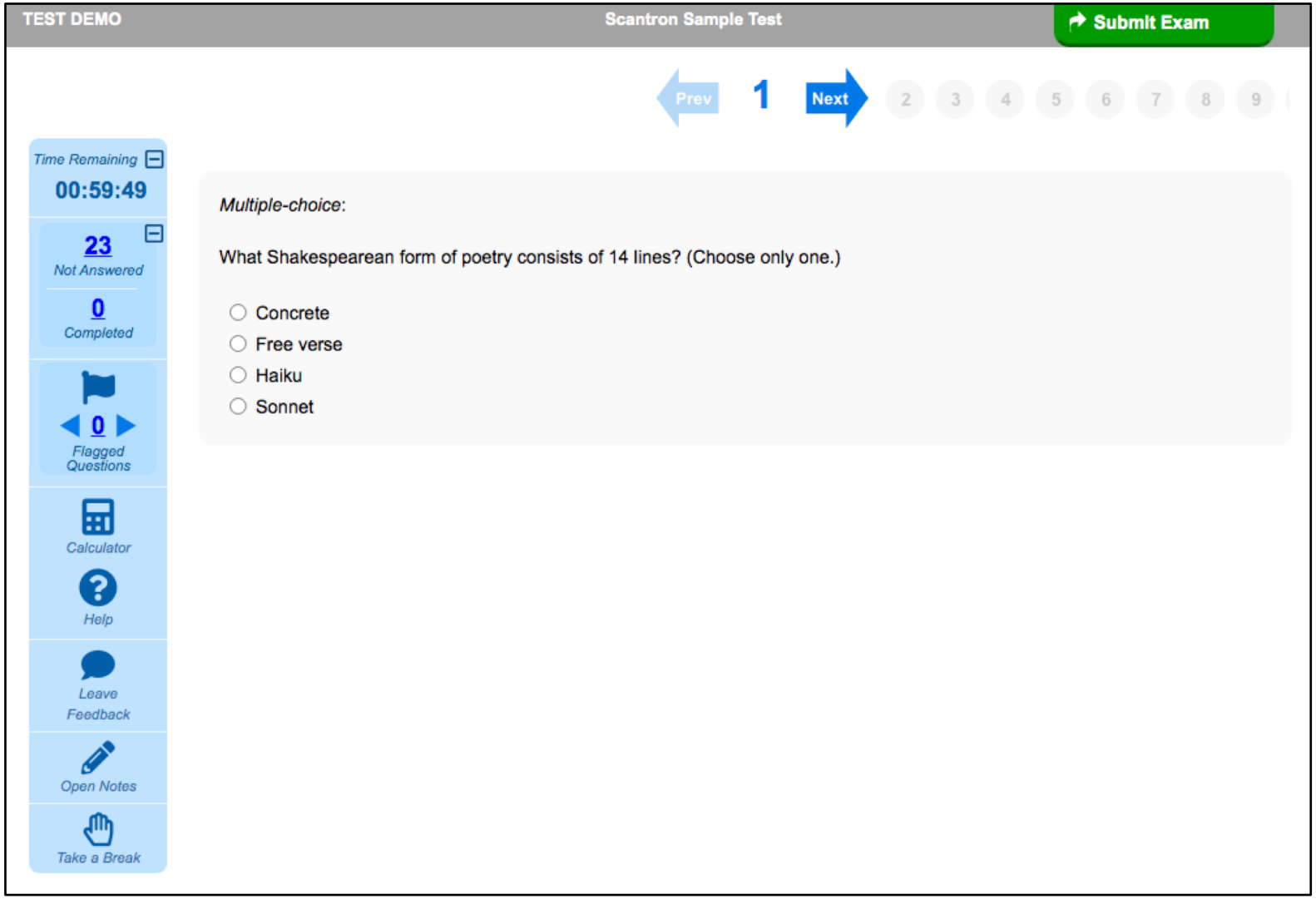
This information is also included in both confirmation emails.

On the exam day, login to your Exam Dashboard with your Scantron username and password. Click “Begin scheduled exam.” Your GoToMeeting application will launch. The next few steps will take approximately 20 minutes.

- The proctor will ask you to share your screen in GoToMeeting.
  - If you have trouble doing this step on a Mac, you may need to change the settings to allow access to the camera and microphone. You can do this in your Settings app.
- The proctor will ask you to hold your ID close to the camera (both sides).
- The proctor will ask you to move the camera 360° to show him/her the entire room
- The proctor will go through the rules of the exam (from the previous slide) and check for questions
- The proctor will be available at any time for questions about the exam administration.



The Exam

Scantron provides a sample exam to practice.

Take Sample Exam to get a feel for the test format and and tools.