



## ONLINE INTRODUCTORY SOMMELIER EXAMINATION GUIDE

The online exam will be administered in a live proctored environment monitored via webcam. We will utilize ProctorU to proctor your online exam. ProctorU is a service that monitors and records your webcam view and your screen while you're taking your exam online to ensure that no one has any unfair advantages while testing. Using this service allows you the convenience of testing from home or in a private room at the library. Review ProctorU's [terms of service](#) and [privacy policy](#).

This document will walk you through the steps to take before your exam and what you can expect from the launch process.

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# Exam Requirements

	What you need to have before you to take your exam:
<b>Personal</b>	<ul style="list-style-type: none"> <li>○ Review the <a href="#">Test-Taker Experience Video</a></li> <li>○ One form of a valid government-issued photo ID (driver's license, passport, military ID, state ID). Please ensure that the name you register under is the name that appears on your ID.</li> <li>○ Remove any non-religious head coverings, smart/sunglasses, earplugs/buds/headphones, watch.</li> <li>○ Please use the restroom prior to exam as there will be no breaks allowed during the exam.</li> </ul>
<b>Test Taking Area</b>	<ul style="list-style-type: none"> <li>○ Private, well-lit room with no one else around you</li> <li>○ A hard surface to work on</li> <li>○ Clear your workspace of all items except your ID and any permitted resources.               <ul style="list-style-type: none"> <li>➤ <u>Permitted</u> (optional): pen/pencil, up to 2 sheets scratch paper, glass of water or water in unlabeled bottle.</li> <li>➤ <u>Unpermitted</u>: all items (other than the permitted resources) including, but not limited to, electronic devices (phone/watch/tablet), food, beverage industry related items/visual aids (books, pictures, posters, maps, service equipment, bottles/cases, etc.) on display or in exam taking environment</li> </ul> </li> </ul>
<b>Equipment &amp; Technology</b>	<ul style="list-style-type: none"> <li>○ A desktop computer or laptop with a MacOS or Windows operating system; see <a href="#">specific version requirements supported for Live proctoring</a>. <b>(NOT supported: tablet, Chromebook or mobile device)</b></li> <li>○ No duplicate computer monitors; unplug any secondary monitors</li> <li>○ A strong internet connection</li> <li>○ A working webcam and microphone</li> <li>○ A mirror or cell phone with a front-facing "selfie" camera (only needed if webcam is not mobile enough to scan monitor)</li> <li>○ Download the <a href="#">Guardian Browser</a></li> <li>○ Close all third-party programs and make sure you have disabled or removed any other proctoring extensions               <ul style="list-style-type: none"> <li>➤ Review <a href="#">system requirements</a>. <b>If you do not meet the requirements, you will NOT be able to take the exam.</b></li> <li>➤ After reviewing system requirements, <a href="#">TEST YOUR EQUIPMENT</a>. If any of your equipment does not pass the check, click on the chat box at the bottom right corner of that page. There you can speak with a representative to troubleshoot any issues. We suggest you test your equipment prior to scheduling your exam, three days prior to your exam, and again an hour prior to your exam so they can resolve any problems that may be detected.</li> </ul> </li> </ul>

## Do you need special accommodations?

If you require special testing accommodations, we will need to let ProctorU know. Please review our [Accommodations Policy](#) and work with us prior to your exam to make sure your accommodations are noted in their system.

# What Happens During the Exam Launch Process?

Review the following demonstration video: [LIVE HUMAN PROCTORED LAUNCH](#). At the time of your exam, you'll log into your ProctorU account and be guided through a 10- to 15-minute start-up process that will verify your identity, review the rules of your exam, and get you into your exam. Be sure to [test your equipment](#) before test day to minimize the chance of technical issues. If you experience any technical issues during the start-up process, ProctorU technicians will work with you until the problem is resolved. This time is not subtracted from the time you're allowed in your exam. In extreme cases when you cannot connect due to technical problems, you may have to reschedule.

1. [Log in to your ProctorU](#) account 2-3 minutes before your scheduled appointment and click Start Session when the countdown timer reaches 0:00:00.
2. **Pre-checks:** If you don't already have the **Guardian Browser**, you'll be prompted to download it. You'll be required to accept exam guidelines and [terms of service](#). The browser will prompt you to share your screen, a required part of being proctored online. You'll be automatically guided through a series of equipment checks to make sure your system meets minimum requirements.
3. **Photos & Authentication:** You'll take a photo of yourself as well as your I.D. for identity verification purposes.
4. **Chatbox download:** You will be prompted to download and run a LogMeIn Rescue applet file that will bring up a chat box allowing you to text with your proctor. If prompted, be sure to click "open" or "allow" to give the file permission to run. When the chat box says "waiting," it means that you are in the queue waiting for your proctor. TIP: If your status shows "waiting," do not re-download the applet file as that will put you back at the end of the queue. If you have issues with this applet file, view [these troubleshooting tips](#).
5. **Proctor Connection & Confirmations:** Your proctor will greet you and confirm that you passed your identity verification steps. You'll review the exam rules with your proctor and they'll ask to see any permitted resources that your instructor has allowed you to use during your exam.
6. **Remote System Check:** Your proctor will ask to take remote control of your mouse and keyboard via the LogMeIn Rescue applet in order to make sure no unpermitted programs are running. Your proctor may need to disable the screen shot/display settings and close any open programs. If you're on a Mac, your proctor will [turn off the ability](#) to use your keyboard screenshot hotkeys. You will be able to see everything that your proctor is doing during this step, and it is impossible for them to access any files without your knowledge.
7. **Camera Pan:** Your proctor will ask you to show the 4 walls of your room as well as your desk space via your webcam. You may be asked to show your computer monitor [using a mirror or cellphone camera](#). Your proctor will ask you to place your cell phone out of reach.
8. **Navigating to the Exam:** Your proctor will then direct you into your exam delivery system so that they can unlock your exam.
9. **Take Your Exam:** Your proctor will release control of your computer and you'll begin your exam when you're ready.

NOTE: Your webcam view and your screen will be recorded through the duration of your exam.

### Steps to take when you've completed your exam:

1. **Alert the proctor when finished BEFORE submitting:** Prior to submitting your exam, let your proctor know through the chat box that you're finished. They will oversee the submission process. You may also be required to tear up any scratch paper that was used during the exam.
2. **Review results:** Upon finishing the exam, your results will be displayed immediately. You may review for as long as you'd like. You will also receive a copy of your results by email.
3. **Log out of your exam site and browser:** After reviewing your results, your proctor must observe you log out of the exam website and close out of *all* browser tabs.
4. **Close out of ProctorU chat box:** This will end your session with ProctorU. Once the chat box closes, you'll be invited to complete a customer satisfaction survey.
5. **Done:** You're done! Enjoy your day!

More questions? Please view ProctorU's [test-taker support FAQ](#)

## Exam Platform Instructions

Below are some brief instructions to review for your ease in using the examination platform. If they read at all confusing, don't fret. The system is very straightforward once you begin.

- You will have a maximum of 45 minutes to complete the 70 multiple-choice question examination: Time begins when you click the "Begin Exam" button. There is a "Time Remaining" countdown in full view at all times in the upper right-hand corner.
- To start the examination: click on the "Begin Exam" button.
- There is only one correct answer for each question.
- To choose an answer: click on the circle to the left of it.
- To progress to the next question: click on the "Next Question" button on the bottom right.
- You may return to any answered OR unanswered question(s) you would like to review: click the box next to "Review Later" on the top right before progressing to the next question.
  - Once you have answered your last question, you may click on the "Questions Marked for Review" button to return to every question marked as such.
  - The platform will remind you that you have questions marked for review with a prompt if you try to submit without doing so.
- You may skip a question without answering it: click on the "Next Question" at any time.
  - Once you have answered your last question, you may click on the "Questions Marked for Review" button to return to every unanswered question.
  - The platform will remind you that you have unanswered questions with a prompt if you try to submit the examination without doing so.
- You may return to any question at any time and change an answer: click on the "Previous Question" button on the bottom left until you arrive to the question. When you want to return to your previous place, click on the "Next Question" until you arrive.
- Friendly hint: there are no negative points assigned for wrong answers – so, answer every question even if it is just a guess! 25% chance is better than no chance, right?
- To end the examination: click on the "End Exam" button on the bottom right of the Question 70 page.
- **BEFORE clicking Confirm to end your exam, alert your proctor, either through the chat box or speaking to them through the microphone, that you're finished.**

**Once you have ended your examination, you will receive your Results immediately! You will be given:**

- Overall Score Percentage
- 10 Highest Category Score Percentages
- 10 Lowest Category Score Percentages
- A notice of Pass or No Pass

We will e-mail you this feedback in text form shortly thereafter.


# EXAM PLATFORM VISUAL

After student has been verified by ProctorU, the proctor will direct student into the exam. Below are visuals of the exam delivery system.

## 1. Agreement Page



- Agreement
- Login
- Examination
- Summary

Read the agreement below. If you accept the agreement, click the "I Agree" button at the bottom of the page. If you do not accept the agreement, click the "I Disagree" button. 

### Examination Agreement

Thank you for your interest in taking the Introductory Sommelier Examination!

To protect the integrity of this certification and honor the sanctity of our Court of Master Sommeliers, Americas community, we ask all candidates to abide by the following on-line examination regulations. Failure to do so may render a student's results invalid. Additionally, the Court of Master Sommeliers, Americas reserves the right to permanently exclude students found guilty of misconduct from its future programming. Please read thoroughly.

Area	ON-LINE INTRODUCTORY SOMMELIER EXAMINATION REGULATIONS DO NOT ALLOW:
Behavior	Talking or whispering aloud (unless you have an approved accommodation)
	Using an invalid or incorrect ID
	Wearing non-religious head coverings, smart/sunglasses, earplugs/buds/headphones, watch
	Utilizing materials that are not allowed
	Attempting to record, reproduce, or copy/paste the content of the exam or to reveal the content to others.
	Taking notes, pictures, or screenshots during the exam.

I Disagree

I Agree

## 2. Exam Information & Instructions Page

### Exam Information

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#### Instructions

Welcome to the Court of Master Sommeliers, Americas Introductory Sommelier Examination. We are thrilled that you are prepared to test your knowledge!

First, there are some brief instructions to review for your ease in using the examination platform. If they read as at all confusing, don't fret! The system is very straightforward once you begin. For added support, ProctorU is available to answer non-content related questions at any time.

- You will have a maximum of 45 minutes to complete your 70-question examination: Time begins when you click the "Begin Exam" button on the bottom right of this page. There is a "Time Remaining" countdown in full view at all times in the upper right-hand corner.
- To start the examination: click on the "Begin Exam" button.
- There is only one correct answer to each question.
- To choose an answer: click on the circle to the left of it.
- To progress to the next question: click on the "Next Question" button on the bottom right.
- You may return to any answered OR unanswered question(s) you would like for review: click on the "Review Later" button on the top right before progressing to the next question.
  - Once you have answered your last question, you may click on the "Questions Marked for Review" button to return to every question marked as such.
  - The platform will remind you that you have questions marked for review with a prompt if you try to submit without doing so.
- You may skip a question without answering it: click on the "Next Question" at any time.
  - Once you have answered your last question, you may click on the "Questions Marked for Review" button to return to every unanswered question.
  - The platform will remind you that you have unanswered questions with a prompt if you try to submit the examination without doing so.
- You may return to any question at any time and change an answer: click on the "Previous Question" button on the bottom left until you arrive to the question. When you want to return to your previous place, click on the "Next Question" until you arrive.
- Friendly hint: there are no negative points assigned for wrong answers - so, answer every question even if it is just a guess! 25% chance is better than no chance, right?
- To end the examination: click on the "End Exam" button on the bottom right of the Question 70 page.
- **BEFORE clicking Confirm to end your exam, let your proctor know through the chat box that you're finished.**

Once you have ended your examination, you will receive your Results immediately! You will be given:

- Overall Score Percentage
- 10 Highest Category Score Percentages
- 10 Lowest Category Score Percentages
- A notice of Pass or No Pass

**You will receive your results immediately by email.**

At this point, it is time to begin. The Court of Master Sommeliers, Americas wishes you the very best of efforts in your examination today!

Time begins when you  
click "Begin Exam":

Exit

Begin Exam

### 3. First Question Page (one question per page)



Agreement

Login

Examination

Summary

Provide the best answer for each question.



"Time Remaining" countdown  
in full view at all times

Time Remaining **00:44:53**

Click "Review Later" to return to any answered OR  
unanswered question(s) you would like to review  
prior to submitting your exam.

1

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Review Later

Next Question



## 4. Last Question Page



Agreement     Login     Examination     Summary

Provide the best answer for each question.



Time Remaining 00:42:17

70

Review Later

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Click to return to the Previous Question

Previous Question

Click to review the questions you marked as "Review Later" or any unanswered questions.

Page 70 of 70

Questions Marked for Review

End Exam

Before clicking to end your exam, alert your proctor, either through the chatbox or by speaking to them through the microphone, that you're finished.

## 5. Questions Marked For Review



Agreement  Login  Examination  Marked  Summary

Provide the best answer for each question.



Time Remaining 00:35:58

2

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

On the last page of the exam (shown on the previous page above), you will only see the "Questions Marked for Review" button if there are any unanswered questions or if there are questions you specifically marked as "Review Later."

When you begin to review the questions you marked as "Review Later" you will see a "Return to Questions" button on the 1st page only (indicated by the arrow shown to the left).

Return to Questions

Next Question

End Exam

On each additional page you will see a "Previous Question" button. If you decide that you would like to return to all questions (not just those you marked as "Review Later"), you will need to click the "Previous Question" button until you get back to the "Return to Questions" button on the 1st page.

Time Remaining 00:35:45

3

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Previous Question

Next Question

End Exam

## 5. End Page

The screenshot shows the end page of a Court of Master Sommeliers examination. A white dialog box is centered on the screen, containing the following text: BEFORE clicking Confirm to end your exam, alert your proctor by speaking to them through the microphone that you're finished. Ending this exam will bring you to the results page. You will not be able to return to the exam. Are you sure you want to end this exam? The dialog box has two buttons: 'Cancel' and 'Confirm'. The background is a dark grey interface with the Court of Master Sommeliers logo in the top left. The top right shows 'Court of Master Sommeliers Introductory Sommelier Examination' and a 'Summary' button. Below the dialog box, there is a progress bar showing '70' and a 'Review Later' checkbox. At the bottom, there are buttons for 'Previous Question', 'Questions Marked for Review', and 'End Exam'. The page number 'Page 70 of 70' is displayed in the center.

**Once you have ended your examination, results will be shown immediately. You will also receive results by email. You will be given:**

- Overall Score Percentage
- 10 Highest Category Score Percentages
- 10 Lowest Category Score Percentages
- A notice of Pass or No Pass

## Exam Regulations: what am I not allowed to do during my exam?

To protect the integrity of this certification, we ask all students to abide by the following online examination regulations. Failure to do so may render a student's results invalid. Additionally, the Court of Master Sommeliers, Americas reserves the right to permanently exclude students found guilty of misconduct from its future programming. Please read thoroughly.

Your live proctor may intervene upon any actions or behaviors that are not allowed. Any violations will be flagged and reviewed by your instructor/testing organization.

Area	Exam Regulations do not allow the following:
<b>Behavior</b>	Talking or whispering aloud (unless you have an approved <a href="#">accommodation</a> )
	Using an invalid or incorrect ID
	Wearing non-religious head coverings, smart/sunglasses, earplugs/buds/headphones, watch
	Utilizing materials that are not allowed
	Attempting to record, reproduce, or copy/paste the content of the exam or to reveal the content to others.
	Taking notes, pictures, or screenshots during the exam.
	Opening drawers or cupboards within the room
	Leaving the room
	Being out of camera view. Your face, chin to forehead, needs to be in camera view at all times
	Looking off-screen for a prolonged period of time
	Repetitive behavior; continuous abnormal eye movements to a specific area
	Vaping/smoking
<b>Test Taking Area</b>	Room is too dark
	Working on a soft surface (sofa, couch, bed, etc.)
	Having beverage industry related items/visual aids (books, pictures, posters, maps, service equipment, bottles/cases, etc.) on display or in exam taking environment
	Notes around the room
	Other people entering or being in the testing area
	Other people talking to you while you're in the testing area.
	Additional noises (music, audible alarms, audio prompts)
	Labeled bottle of water
<b>Equipment &amp; Technology</b>	Accessing computer applications or web pages
	Using electronic devices (calculator/phone/tablet/watch)
	Utilizing multiple monitors; you are only allowed to use one monitor attached to one computer during your exam.
	Utilizing a virtual machine
	Webcam or microphone drops or lags during exam
	Issues caused by use of unsupported technology
	Internet drops during the exam. If you lose your internet connection during the exam, you have 5 minutes to log back into your ProctorU account and click "Restart." You will have to go through the pre-checks and get connected to a proctor before you can proceed where you left off. If you are unable to reconnect, email <a href="mailto:info@mastersommeliers.org">info@mastersommeliers.org</a> noting your issue to determine eligibility for reschedule.

# Scheduling your exam

Upon registration, you will receive the following three emails from ProctorU (noreply@proctoru.com) to setup your account and schedule your exam. Please check your spam folder if you do not see in your inbox. Be sure to add noreply@proctoru.com to your safe sender list for future notifications. If you did not receive, email [info@mastersommeliers.org](mailto:info@mastersommeliers.org).

<b>Email 1:</b>	Temporary Login Information – you will only receive this email if you do not have an account already setup with ProctorU. Click the link within the email to login, complete setup of your account, and reset your password.
<b>Email 2:</b>	Pending Reservation – use the link within this email to schedule your exam.
<b>Email 3:</b>	Schedule Exam Reminder – a reminder to schedule your exam before the end of the exam window.

## Important Note about Your Appointment Time

When scheduling your exam, please account for anywhere from 5 to 20 minutes to complete the startup procedures in addition to the 45 minutes for the exam. This is the time it takes to verify your identity, secure your environment, and get you into your exam. The startup process does not take any time away from the time you're allowed in your exam. Your exam timer does not start until you're actually in your exam.

**You must take the exam on a Monday, Wednesday, or Saturday between 6:00 AM - 11:59 PM PT within 180 days of the program start date.** We strongly recommend you schedule your exam as soon as possible so you get a time that works well for your schedule and fits within the exam window. Availability is based on first come first serve. Be sure to schedule your exam at least 72 hours in advance to avoid premium scheduling fees (\$5-\$12).

If you need to **reschedule** your exam, login to your ProctorU account and click the "Reschedule" button next to your reservation time. You can choose a new exam date/time as long as there is a date/time available that falls within your exam window. There is a premium rescheduling fee (\$5-\$12) for rescheduling less than 72 hours before your reservation.

If you **Cancel** or **No Show** the exam, you will need to pay \$125.00 rescheduling fee if you wish to take the exam.