



# IATA Training

## Online Exams with Remote Supervision (OERS)

User Guide v1.07 – January 2020



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**Important: The latest version of the OERS User Guide can always be found [here](#).**



## 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.

Students that do not follow the steps below, as well as the trouble shooting steps outlined in Appendix A in case of technical difficulties, will not be given any consideration with regards to exam re-takes.

Students late for their examination will not be given any consideration for exam re-takes under any circumstances.

**Before your exam date**, please make sure you have completed the following:

- Downloaded or printed a copy of this user guide. **The latest version of the OERS User Guide can always be found [here](#).**
- You have read and familiarized yourself with the latest IATA Training [Academic Integrity Policy](#).
- Confirmed you can [log-in to your IATA account](#) [<https://training.iata.org/login>]; keep your username and password in a safe location, readily available on the day of the exam.

Passwords can be reset here: <https://training.iata.org/password/forgot>

- You have a government issued photo I.D. 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 have [tested your microphone and webcam](#) using a program like [Skype](#). Your ID can easily be seen & read by holding it up in front of the webcam, and you can clearly be heard through your microphone.
- You have the latest version of [Google Chrome browser](#) and [Adobe Flash](#).
- Confirmed your computer passes [all system requirements](#) [<https://prod.examity.com/systemcheck/ComputerReadinessCheck.aspx>]
- Ensured you are registered for your exam, and reviewed the date and time of your exam before the registration deadline:  
Your Exam Grants: <https://training.iata.org/grants>  
Exam Calendar: [www.iata.org/training/pages/exam-schedule.aspx](http://www.iata.org/training/pages/exam-schedule.aspx)
- Attempted the [Tutorial Exam](#) to ensure you are comfortable with the platform.
- Installed the "[GoToMeeting](#)" applet. There is no need to sign-in or create an account at this stage, as it will automatically be taken care of on the day of the exam.

*If you are using a work computer or a computer with restricted access, ensure that you can install third party software. During the connection process, you will be required to install the "[GoToMeeting](#)" software which will put you in contact with your proctor.*



- Practiced "[Part 1 – Connecting to your IATA account](#)" of this user guide.
- You have reviewed the allowable material in [Appendix C](#) and have prepared your material ahead of time.

**On the day of your exam, before your exam starts, ensure the following:**

- You [log-in to your IATA account](#) [https://training.iata.org/login] 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 Examity in case you are experiencing connectivity issues: +1 855 392-6489
- You have completed the [system requirements check](#) [https://prod.examity.com/systemcheck/ComputerReadinessCheck.aspx] once again to make sure your system is up to date.
- You are connected to the internet through a stable connection (wired connections are better than wireless/Wi-Fi connections).
- You have a copy of this user guide to help you connect to your supervisor.
- You have completed [Part 1](#) of this user guide and waiting to start [Part 2](#).
- You have a government issued photo I.D. 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; any secondary monitors must be disconnected and stored away from the desk.
- Your pop-up blocker is turned OFF.
- Your desk is completely cleared of all material (phones, tablets, scrap paper, etc.), except for the allowable material outlined in [Appendix C](#) for the course you are taking an examination for.

**Your "Book / Write 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 contact Examity for support. Remember that you only have 15 minutes to connect to your proctor before the system marks you as a "no show" for your exam. Please refer to [Appendix A](#) for troubleshooting steps.*



## Part 1 – Connecting to your IATA account

Complete this section BEFORE the start of your exam so you are 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 the Google Chrome browser to complete your exam.

- Log-in to [your IATA Account](https://training.iata.org/login) [https://training.iata.org/login]

Product Search : Create an account : Login

**IATA Training**  
Login

Username

Password

Login

[Forgot your username or password?](#)

**Please use the Google Chrome browser to log in and register for our courses and exams.**

If you have never had a user account with IATA Training please [create a user account](#).

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- After connecting successfully, you should see the page below. Please click “My Bookings” on the top right of the page

Product Search : **My Bookings** : My Profile : Logout

**IATA Training**  
My Profile

User ID: 704349 [Edit Profile](#)

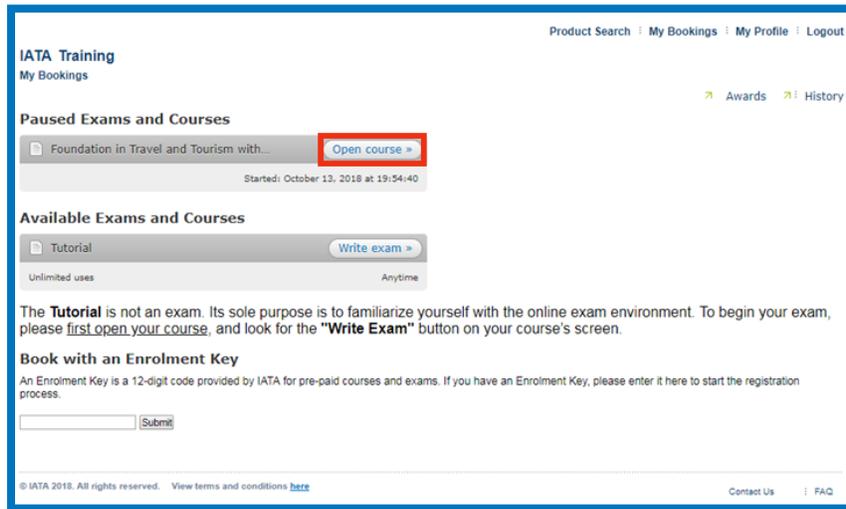
Username: [Change Password](#)

Personal email: [Review Purchases](#)

Company email: [My Awards](#)

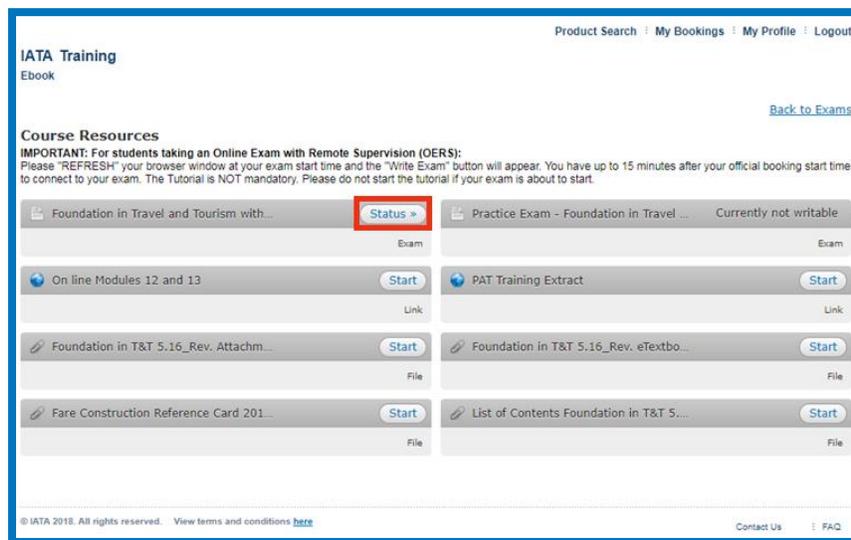
Address: [Resend Verification Email \(company\)](#)

- On this page, you will see the list of courses you are currently enrolled in. To access your exam, please click only the **“Open course”** button.



- Once you have opened your course, you will see the list of all your current course resources.

If you are early, you will not see the “Book / Write exam” button. Instead, a “Status” symbol will be displayed. You must wait until it is the exact time at which your exam is scheduled before you refresh your page. The button will change from “Status” to “Book / Write exam”.





- If you click the "Status" button, it will show you your exam start date and time. Once the time reaches that stated time your "Status" button will change to "Book /Write exam".

Once you have taken note of that time, please make sure to return to the previous page.

The screenshot shows the IATA Training website interface. At the top right, there are navigation links: Product Search, My Bookings, My Profile, and Logout. The main heading is "IATA Training" with a sub-heading "Bookings for Foundation in Travel and Tourism with Amadeus". A link "Withdraw from this booking" is visible on the right. Two exam booking details are shown in a table format, with the "Exam Start Time" and "Exam End Time" rows highlighted by red boxes.

Booking Number	0000708147
Exam Name	Foundation in Travel and Tourism with Amadeus
Exam Start Time	02/28/2019 09:30AM EST
Exam End Time	02/28/2019 12:30PM EST

Booking Number	0000703390
Exam Name	Foundation in Travel and Tourism with Amadeus
Exam Start Time	10/15/2018 09:30AM EDT
Exam End Time	10/15/2018 12:30PM EDT

At the bottom left, there is a copyright notice: "© IATA 2018. All rights reserved. View terms and conditions [here](#)". At the bottom right, there are links for "Contact Us" and "FAQ".

You are now ready to take your exam. Wait on this page until it is time for you to start your exam, and "Refresh/Reload" the page to display the "Book / Write exam" button. The button will only be visible at the exact time of your exam, so make sure you refresh at this time.

Good luck!



## Part 2 – Connecting to your Proctor

Once it is time for you to start your exam, “Refresh/Reload” your browser, and you should now see your “Book / Write exam” button.

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 “Book / Write exam” button will only be available for 15 minutes from the exact start time indicated on your booking.

If the “Book / Write exam” button is not available, and you are more than 5 minutes passed your start time, please contact Examyty immediately via chat or telephone number:

**Examyty Live Chat:** <https://examyty.desk.com/customer/widget/chats/new>

**+1 (855) 392-6489**

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 The Appendix A - Troubleshooting for your next steps.

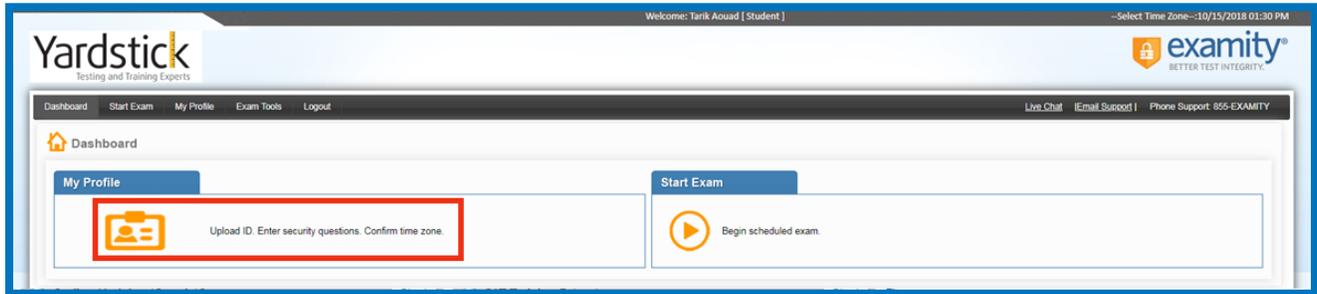
The screenshot displays the IATA Training Online Exams interface. At the top right, there are navigation links: Product Search, My Bookings, My Profile, and Logout. The main heading is "IATA Training Ebook" with a "Back to Exams" link. Below this is the "Course Resources" section, which includes an important note for students taking an Online Exam with Remote Supervision (OERS): "IMPORTANT: For students taking an Online Exam with Remote Supervision (OERS): Please 'REFRESH' your browser window at your exam start time and the 'Write Exam' button will appear. You have up to 15 minutes after your official booking start time to connect to your exam. The Tutorial is NOT mandatory. Please do not start the tutorial if your exam is about to start." The resources are listed in a grid with buttons for "Book / Write exam", "Start", and "Link". The "Book / Write exam" button for the first resource, "Foundation in Travel and Tourism with...", is highlighted with a red box. Other resources include "Practice Exam - Foundation in Travel ...", "On line Modules 12 and 13", "PAT Training Extract", "Foundation in T&T 5.16\_Rev. Attachm...", "Foundation in T&T 5.16\_Rev. eTextbo...", "Fare Construction Reference Card 201...", and "List of Contents Foundation in T&T 5...". The footer contains copyright information: "© IATA 2018. All rights reserved. View terms and conditions here" and links for "Contact Us" and "FAQ".



1. You are now ready to begin. Please click "Book / Write exam".

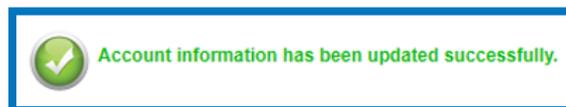
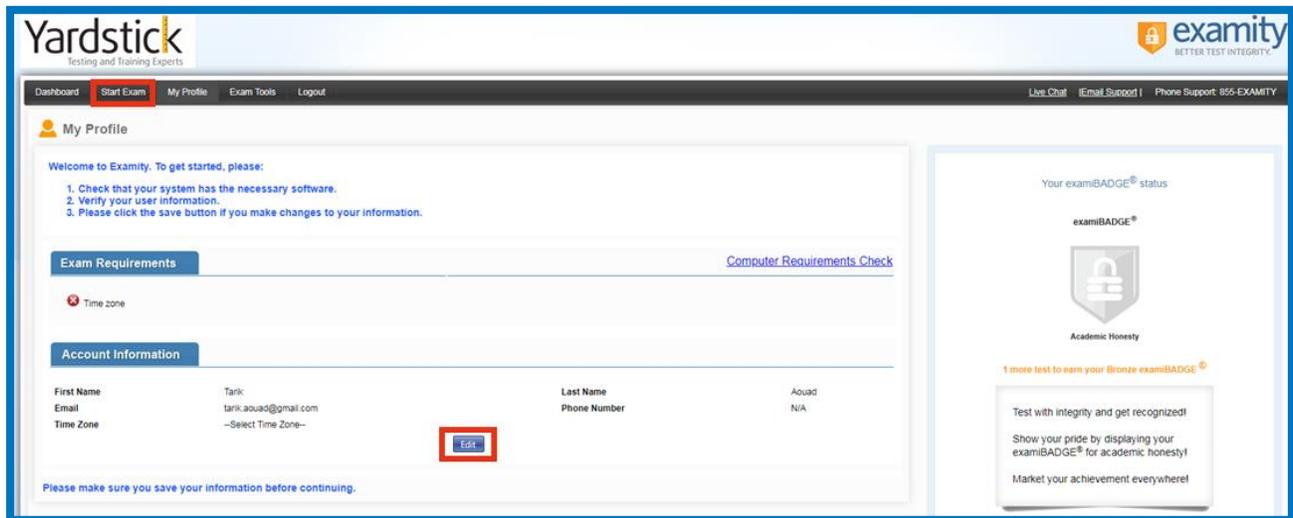
You will be automatically redirected to your "Yardstick – Examiity" connection screen.

2. Before you begin your exam, please update your "My Profile" section with your time zone and phone number. Click on the "My Profile" icon in order to add the information.



3. On this screen, you will be able to add any missing information. Please click the "Edit" button and add your phone number and time zone. If your time zone is not visible, select the generic time zone applicable to your location (GMT +/-)

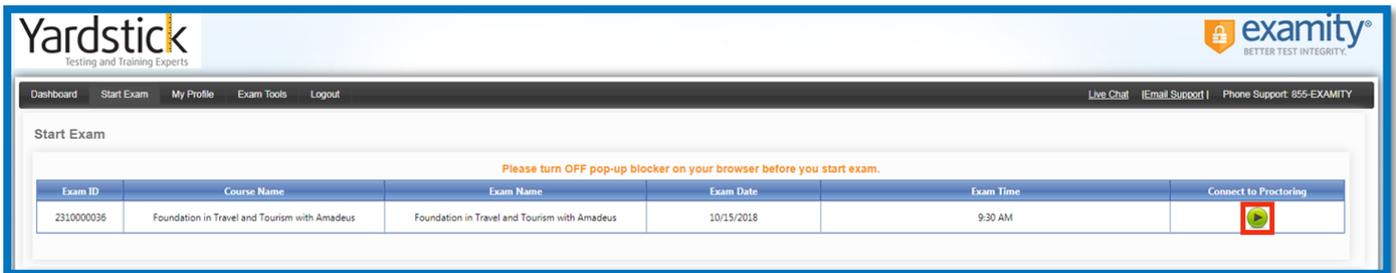
Once you complete this, save your changes and click the "Start Exam" in the top left.



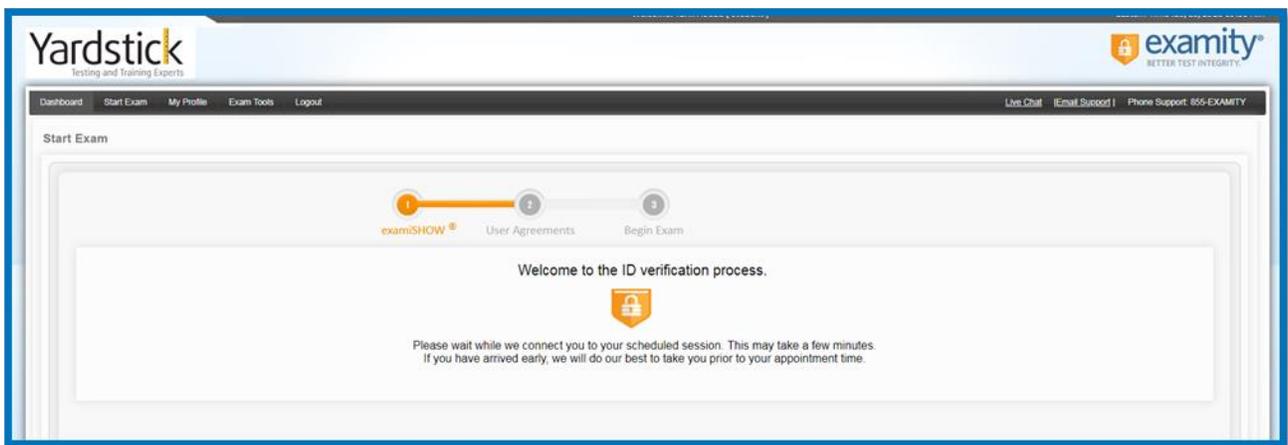


- Your exam will then be displayed. Please click the "Green Arrow" on the right of your screen in order to connect to your proctor.

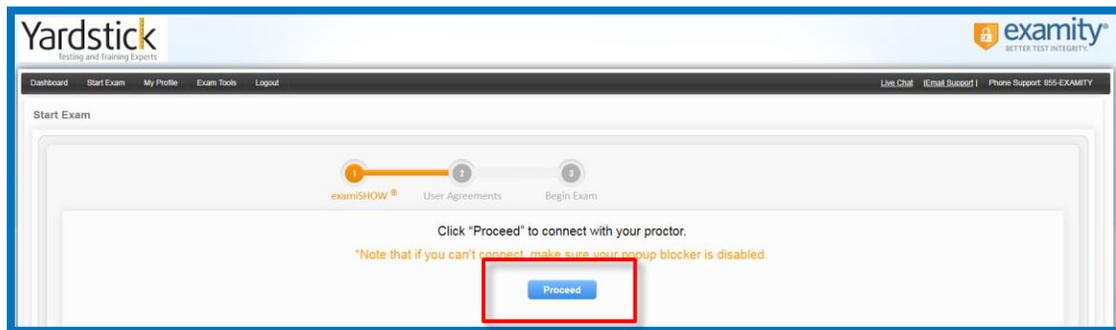
At this stage, it is important that your pop-up blocker is turned OFF. Please note you will not be able to continue if you haven't completed your profile (step 2 and 3 above).



- You will now be redirected to a virtual waiting room. Wait on this screen and DO NOT refresh this page or this may mark you as a "No-Show".



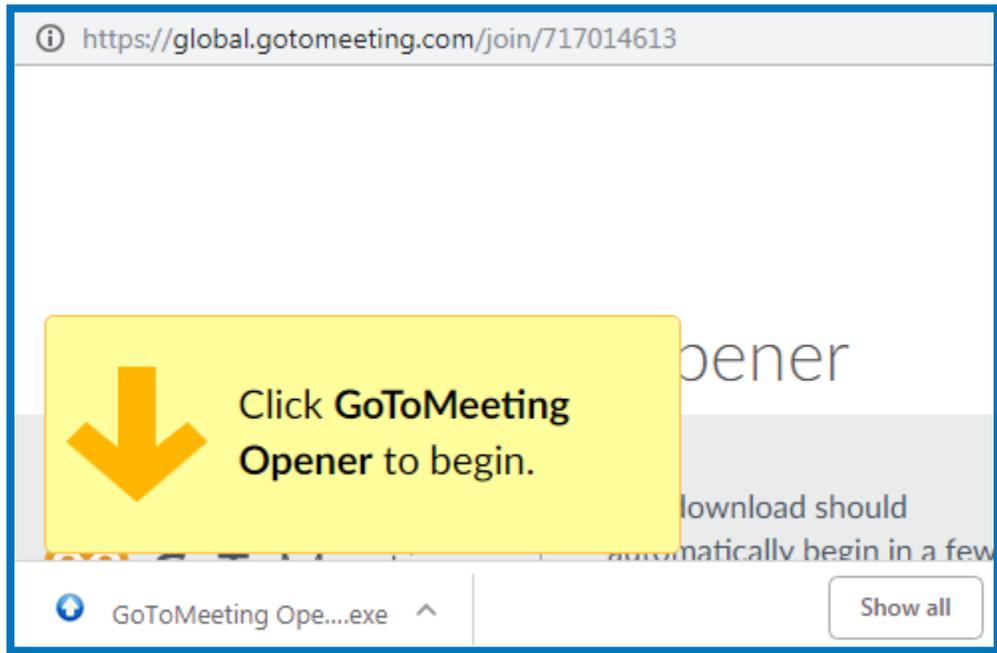
- Please wait until the "Proceed" button appears.



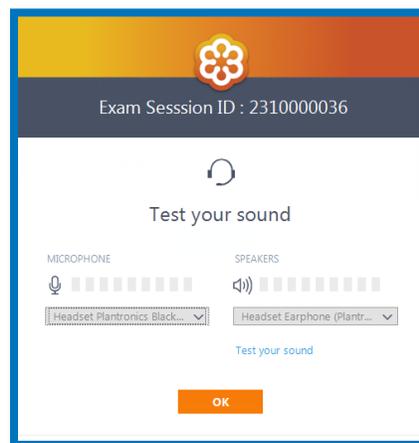
- You will now be asked to install the "GoToMeeting" application. This application will allow you to connect to your proctor via microphone and webcam.



8. Click GoToMeeting Opener to begin.

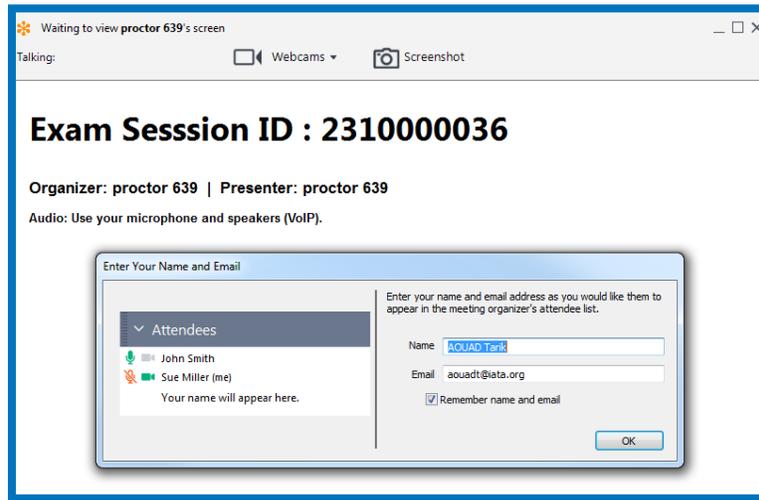


9. Click "Run", and "Install" the program.
10. Once installed, the program will automatically launch and test your microphone and sound. Please ensure that all is in order before you click "OK".





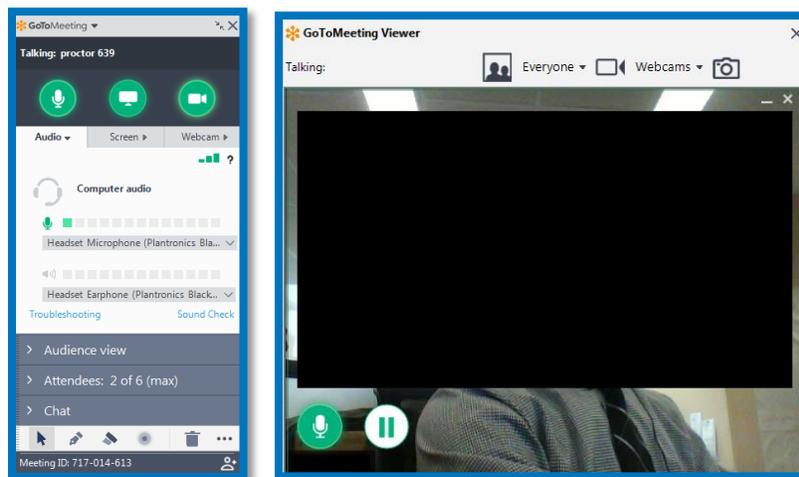
11. Another screen will be displayed. Please ensure your name and email are correct, then click "OK".



12. You are now connected to your proctor and should see the two screens below.

The one on the left allows you to control your interface (audio, video, screen share, etc.), while the one on the right will display your and/or the proctor's webcam.

It is important that you do not turn off your microphone, webcam, or screen share at any time. Disabling any of them for any length of time will be considered cheating, and the exam will be invalidated.





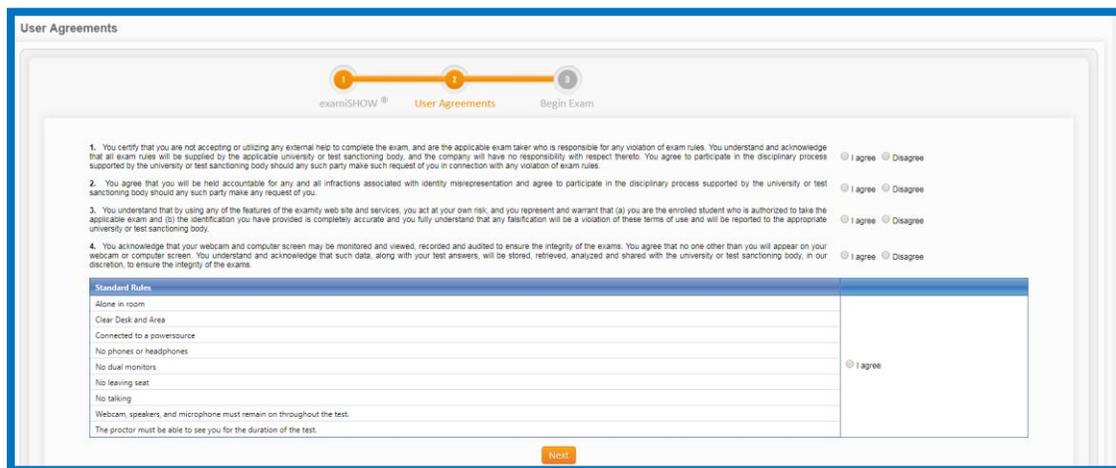
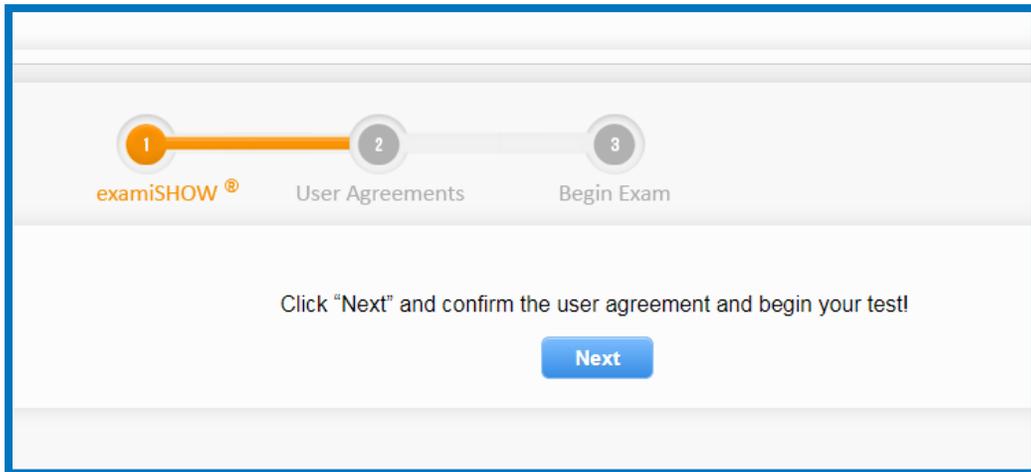
## Part 3 – Authentication and Pre-exam Checklist

Your proctor will now take you through their authentication process. They will review your identification, request you accept the terms and conditions, and review your allowable material.

During this process, they will also ask to view your working area and course material. Please follow the proctor's instructions, and ensure you are in a quiet area not susceptible to cheating.

If you are a student taking an exam at an IATA Authorized Training Center, please disclose the information immediately.

Once your proctor is finished with their authentication and pre-exam checklist, you will be prompted to accept the "User Agreements".





## Part 4 – Starting 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 similar to the one you saw during the tutorial exam.

Exam: **Foundation in Travel and Tourism with Amadeus** Logged in as: **Tarik Aouad**

**GENERAL EXAMINATION RULES AND GUIDELINES**

- This exam is comprised of **100 multiple choice** questions.
- The time allowed for this session is **180 minutes (3 hours)**. You will be advised fifteen 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.
- Several exam questions will display images which are too small to read. You can click on the image embedded in the question to enlarge it. Use the top-left button (cross) to move the image, and the top-right button (X) to close the image.
- If you choose to exit the session without completing your exam, you will be marked as **FAILED**.
- An IATA Certificate of Completion is awarded to participants obtaining a grade of 60% or higher on all exercises and exams. A special distinction is awarded to first exam attempt participants obtaining a grade of 85% or higher.

**MATERIALS ALLOWED**

- Only your IATA course study materials are allowed in the examination room.
- A nonprogrammable pocket calculator and a language dictionary are permitted.
- No other external or supplementary references are allowed. The IATA foldout map, atlases, note books, loose paper notes (other than course content pages), diaries and agendas are **not permitted**.

**RESOURCES PROVIDED AS PART OF THE ONLINE EXAM**

During the exam, you may click on the blue information (i) button to access the following online resource:

- Passenger Air Tariff (PAT) Extract

**Air Fares and Ticketing - Disclaimer**

This examination includes an exhibit with extracts from the Passenger Air Tariff Training Edition. Fares in LCF and NUC, as well as the IATA Rate of Exchange (IROE) are shown for examination purposes only. PAT general rules, fares, fare rules, or other information not included in the examination exhibit is not required to price the journeys presented, unless otherwise stated. Do not source city pair fares and fare rules outside the exam exhibit. For the purpose of this exam, you must assume that fare rules not included in the extract have no restrictions. The Standard Condition rules (SC100/SC101) are not included in this exam extract because you are expected to know these rules as part of your course study.

Good luck!  
 I agree to the above statements

Ensure to agree to the 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 exam" button. Please make sure you are fully ready before starting. Your proctor will not be able to give you additional time.

Good luck!

You're about to begin the **Foundation in Travel and Tourism with Amadeus**. Clicking the button below starts the exam.

 **Exam Time limit: 3 hours**

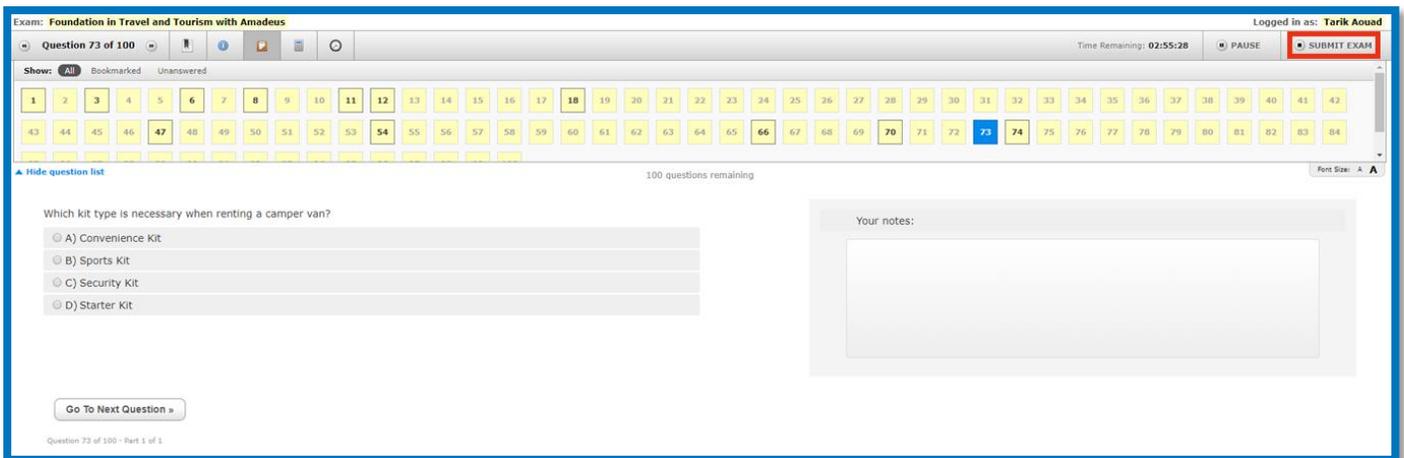
The timer begins as soon as you click the button below. Your exam will automatically be submitted when the timer expires.

**Start exam >>**



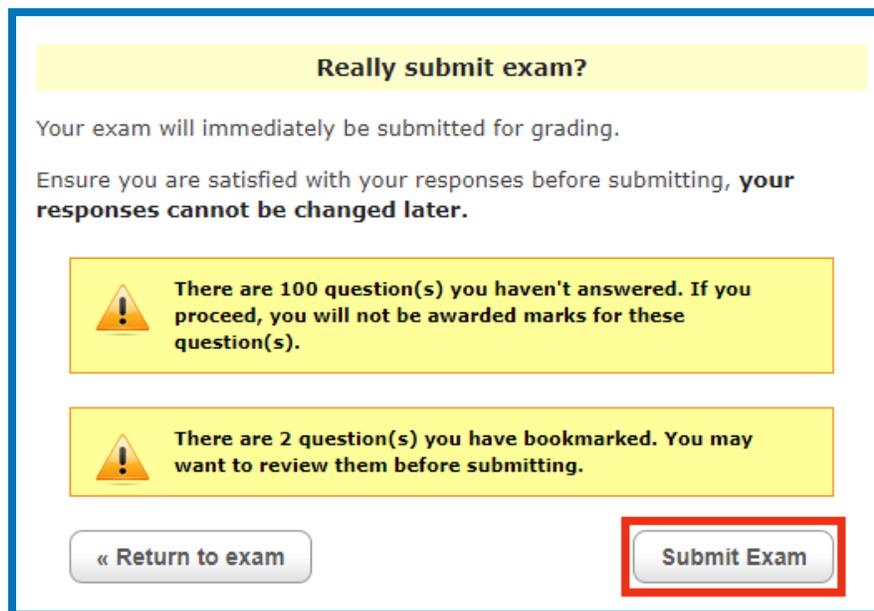
## Part 5 – Ending your Exam

Once you have finished your exam, please click the “Submit Exam” button at the top right of your screen.



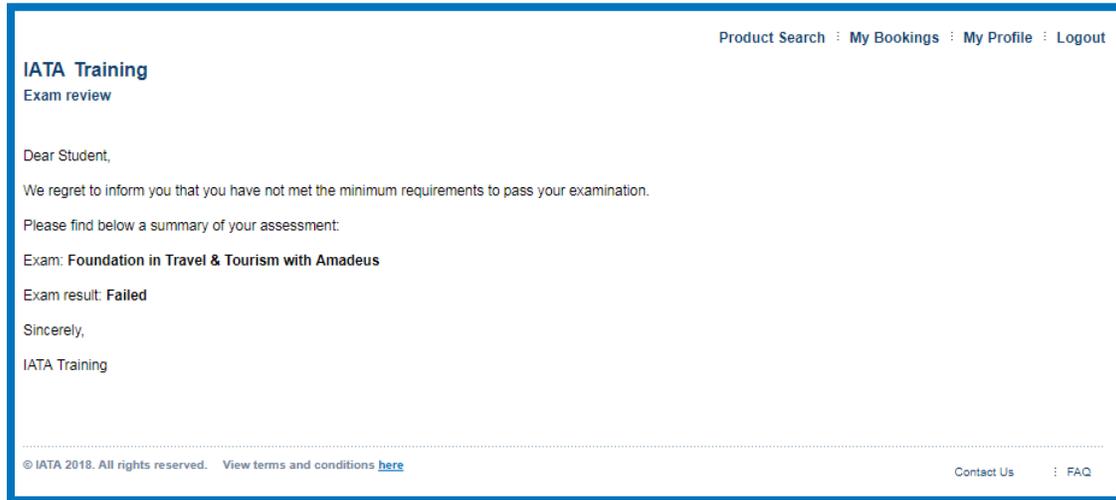
You will now be prompted with a pop-up window that will display all relevant alerts, giving you one last chance to review any unanswered or bookmarked questions.

Once you click the “Submit Exam” 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.

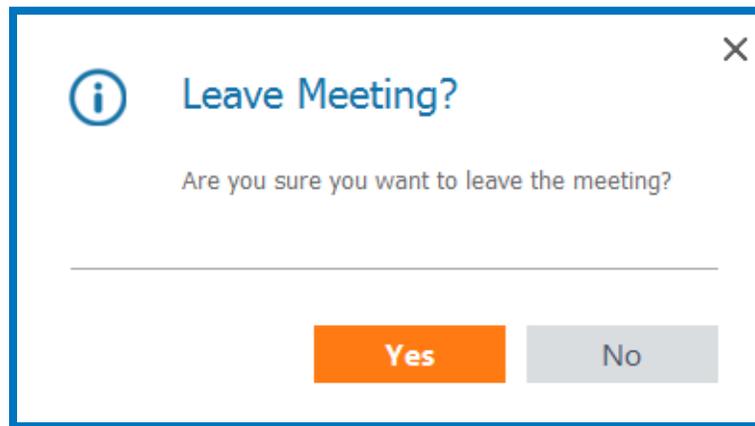
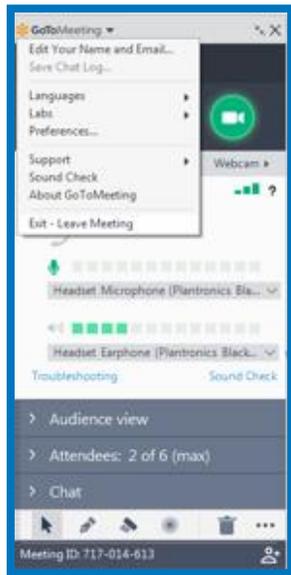




Once you have submitted your exam, you will receive your pass or fail result immediately. For your records, an email will also be sent to your address on file.



You should now be ready to disconnect from your proctor. Please do so, following the proctors' instructions, by ending your meeting on your dashboard.





## 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 (before your scheduled start time).
- You are booked for the correct time (AM/PM and Time Zone)
- You are logged in to the correct profile.
- You are under the correct course.
- You are not trying to access the tutorial exam.
- You are using the latest version of the Google Chrome browser.
- You have completed all the checklists in Part 1 of this user guide.

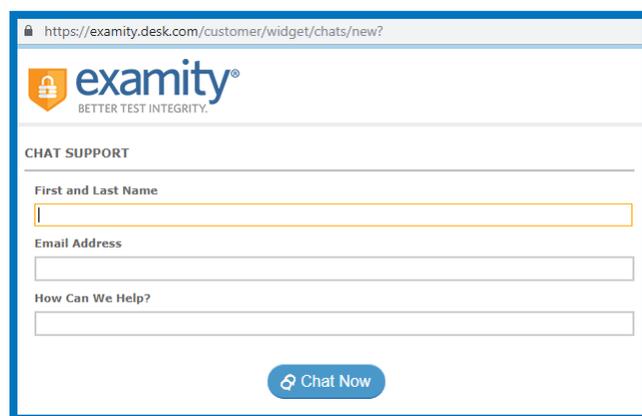
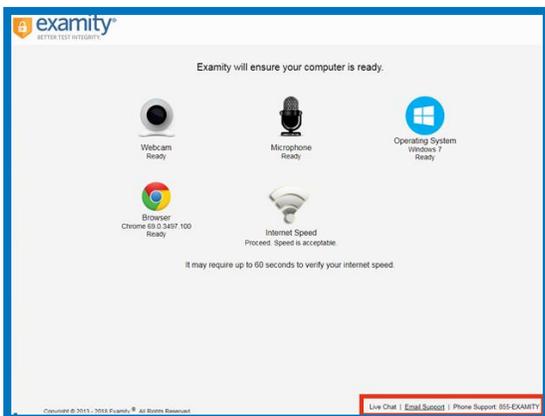
If you are still experiencing difficulties despite the checklist above, please complete the following [test link](https://prod.examity.com/systemcheck/ComputerReadinessCheck.aspx) [<https://prod.examity.com/systemcheck/ComputerReadinessCheck.aspx>] once again and take a screenshot of your complete desktop showing that all system checks are ok.

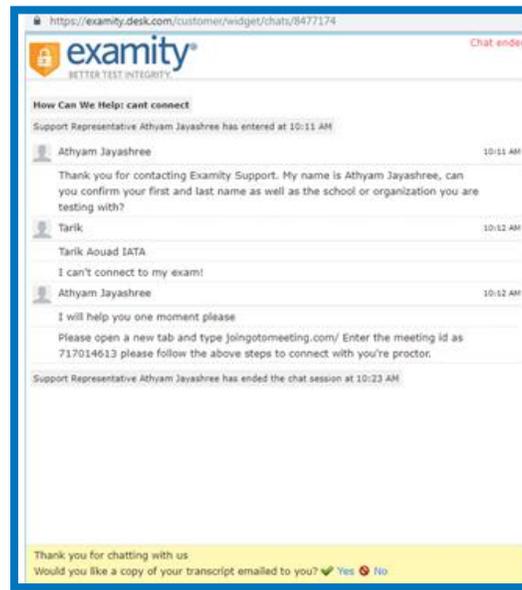
On the bottom right of the test link, there is an option for [live chat support](#). **You must first contact Examity via direct chat with an agent**, and if this does not work contact them by phone. The Examity agents will help you troubleshoot your issues and connect to your proctor.

Please write down the name of the agent you spoke to, as well as the time of your call. This information must be submitted to IATA via the [contact us form](#) if you were still unable to start your examination. Students that request an examination re-take due to technical difficulties without presenting this information will automatically be considered "No Show".

**Examity Live Chat:** <https://examity.desk.com/customer/widget/chats/new>

**Examity Contact Number: +1 (855) 392-6489**





#### If the Eximity 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 with the
- Send your request to the IATA Training Examination Operations team through the [Contact Us form](https://www.iata.org/training-contact) [https://www.iata.org/training-contact]. Make sure to select "Distance Learning" and "Distance Learning – Exam" when filling out the form and be as detailed as possible in explaining your issue.



## 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 identifications are accepted, in order of most preferred/easiest to validate:

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



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

The most internationally recognized form of identification is the International Passport. Therefore, the use of a passport for your ID check during your examination will help make the 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 more quickly identify the student taking the examination and read the ID. An "International driver's license" card can be used in conjunction with a Driver's License in non-Roman Characters.



## Appendix C – Allowed Material

Please refer to the table below regarding the allowed materials for each IATA Training Self-Study/Partner Taught Examination.

This exact same table will be used by your proctor to determine the material you are allowed to use during your exam. No other material will be approved by your proctor.

Use of unauthorized books will be reported by your proctor, the examination result will be invalidated, and an examination attempt will be deducted from your examination grants.

Students who purchased an e-Textbook instead of the printed version cannot use the electronic format during their examination.

Exam Name	Course Code	Language	Open book (?)	Exam remarks Allowed materials
Air Cargo Advanced Marketing	TCGP-12	English	No	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.
Air Transport Fundamentals	TCVG-27	English	No	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.
Airline Cabin Crew Training	TALG-51	English	No	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.
Airline Customer Service	TALM-51	English	No	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.



Exam Name	Course Code	Language	Open book (?)	Exam remarks Allowed materials
Airline Finance and Accounting Management	TALF-50	English	No	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.
Airline Marketing	TALM-53	English	No	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.
Airline Revenue Management	TALF-51	English	No	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.
Airport Operations Fundamentals	TAPP-51	English	No	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.
Airport Ramp Services	TAPP-51	English	No	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.



Exam Name	Course Code	Language	Open book (?)	Exam remarks Allowed materials
Cargo English	TCGP-23	English	No	This is a closed-book exam. During the exam, you are not allowed to use any supporting materials including language dictionary.
Cargo Introductory Course	TCGP-11	English	No	This is a closed-book exam. During the exam, you are only allowed to use your IATA TACT Training Edition materials, a calculator and a language dictionary. No other supporting materials are allowed.
Curso Introductorio de Carga	TCGP-11	Spanish	No	This is a closed-book exam. During the exam, you are only allowed to use your IATA OAG and TACT Training Edition, a calculator and a language dictionary. No other supporting materials are allowed.
Cargo Security Awareness	TCGP-79	English	No	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.
Cargo Supply Chain and Transport Modes	TCGP-80	English	No	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.



Exam Name	Course Code	Language	Open book (?)	Exam remarks Allowed materials
Curso para Consultores de Viajes	TTTG-01	Spanish	Yes	This is an open-book exam. During the exam, you are allowed to use your IATA course textbook, printed attachments and IATA Fare Card, a calculator, a language dictionary and the Passenger Air Tariff (PAT) extract/online resources. No other external or supplementary references are allowed.
Foundation in Travel and Tourism with Abacus/Amadeus/Galileo/Sabre	TTTG-04 TTTG-05 TTTG-06 TTTG-07	English	Yes	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.
Cours d'introduction en voyage et tourisme avec Abacus/Amadeus/Galileo/Sabre	TTTG-04 TTTG-05 TTTG-06 TTTG-07	French	Yes	This is an open-book exam. During the exam, you are allowed to use your IATA course textbook, printed attachments and IATA Fare Card, a calculator, a language dictionary and the Passenger Air Tariff (PAT) extract/online resources. No other external or supplementary references are allowed.



Exam Name	Course Code	Language	Open book (?)	Exam remarks Allowed materials
Global Distribution Systems Fares and Ticketing Course - AMADEUS	TTTG-26	English	Yes	This is an open-book exam. During the exam, you are allowed to use your IATA course textbook, printed attachments and IATA Fare Card, a calculator, a language dictionary and the Passenger Air Tariff (PAT) extract/online resources. No other external or supplementary references are allowed.
Global Distribution Systems Fares and Ticketing Course - GALILEO	TTTG-28	English	Yes	This is an open-book exam. During the exam, you are allowed to use your IATA course textbook, printed attachments and IATA Fare Card, a calculator, a language dictionary and the Passenger Air Tariff (PAT) extract/online resources. No other external or supplementary references are allowed.
Global Distribution Systems Fares and Ticketing Course - SABRE	TTTG-29	English	Yes	This is an open-book exam. During the exam, you are allowed to use your IATA course textbook, printed attachments and IATA Fare Card, a calculator, a language dictionary and the Passenger Air Tariff (PAT) extract/online resources. No other external or supplementary references are allowed.



Exam Name	Course Code	Language	Open book (?)	Exam remarks Allowed materials
Ground Operations Management	TALP-52	English	No	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.
Introduction to the Airline Industry	TALG-50	English	No	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.
Managing the Travel Business	TTTG-10	English	Yes	This exam is closed-book. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.
Passenger Ground Services	TALP-51	English	Yes	This is a closed-book exam. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.
Travel and Tourism Consultant	TTTG-09	English	Yes	This exam is closed-book. During the exam, you are only allowed to use a calculator and a language dictionary. No other supporting materials are allowed.