CoEPM^2
Computer-Based Exams Manual

v.1.1 June 2016

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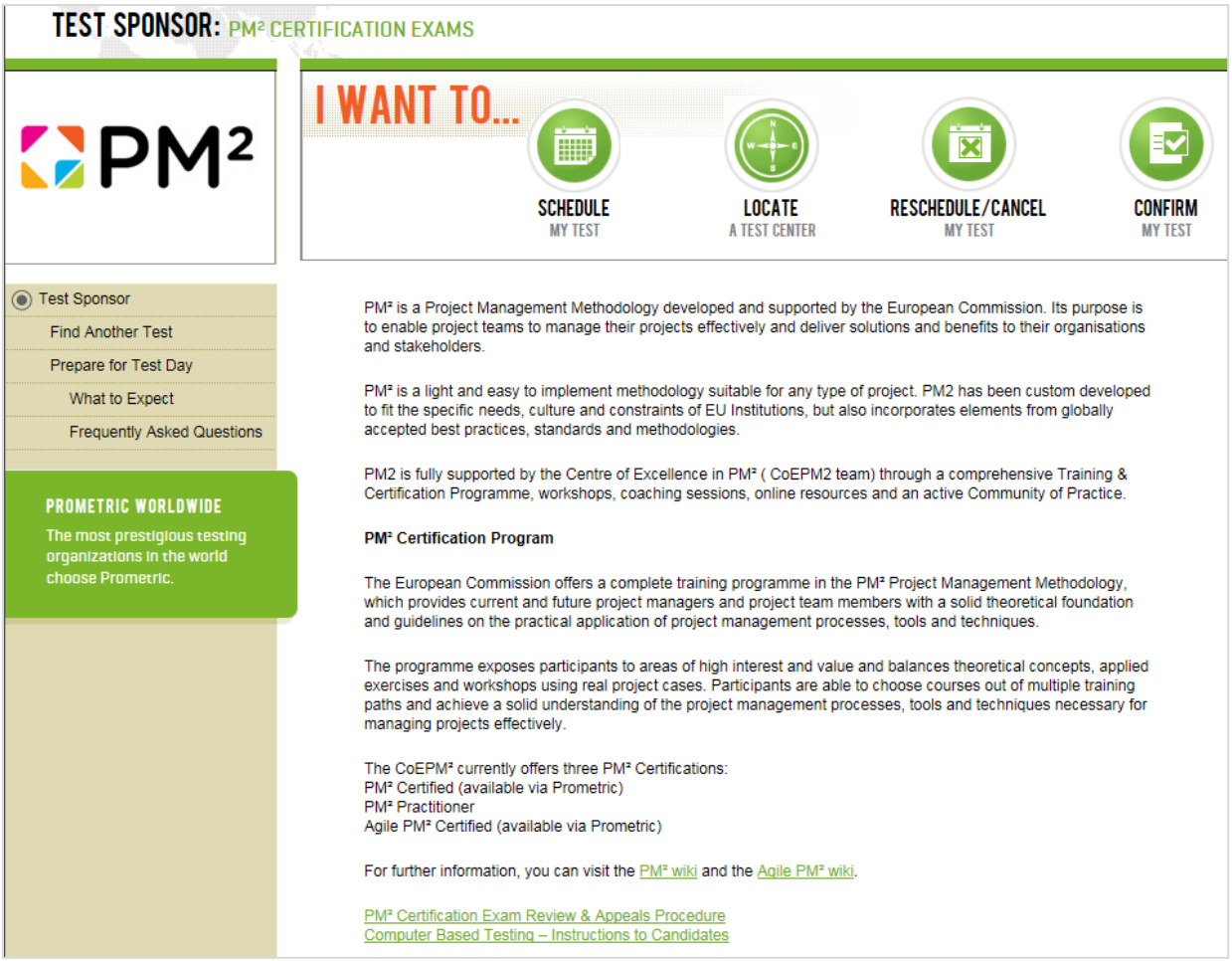
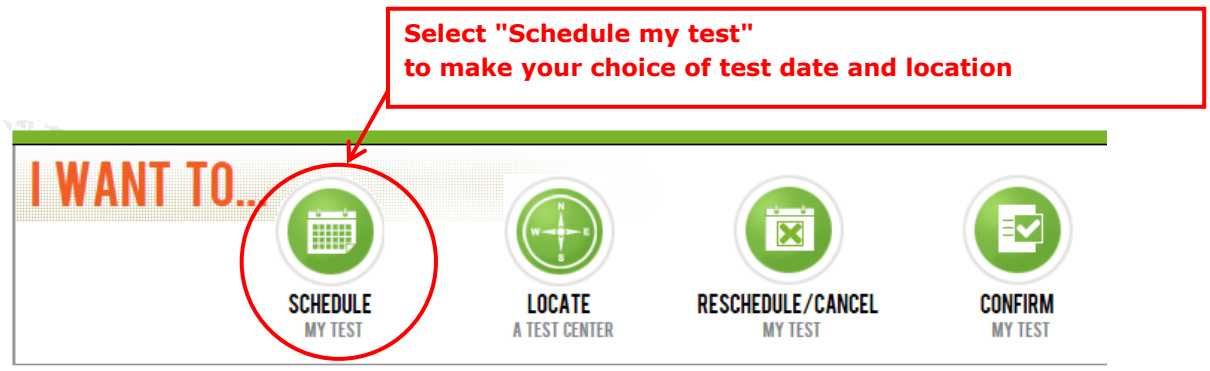
1) Scheduling of exam appointment

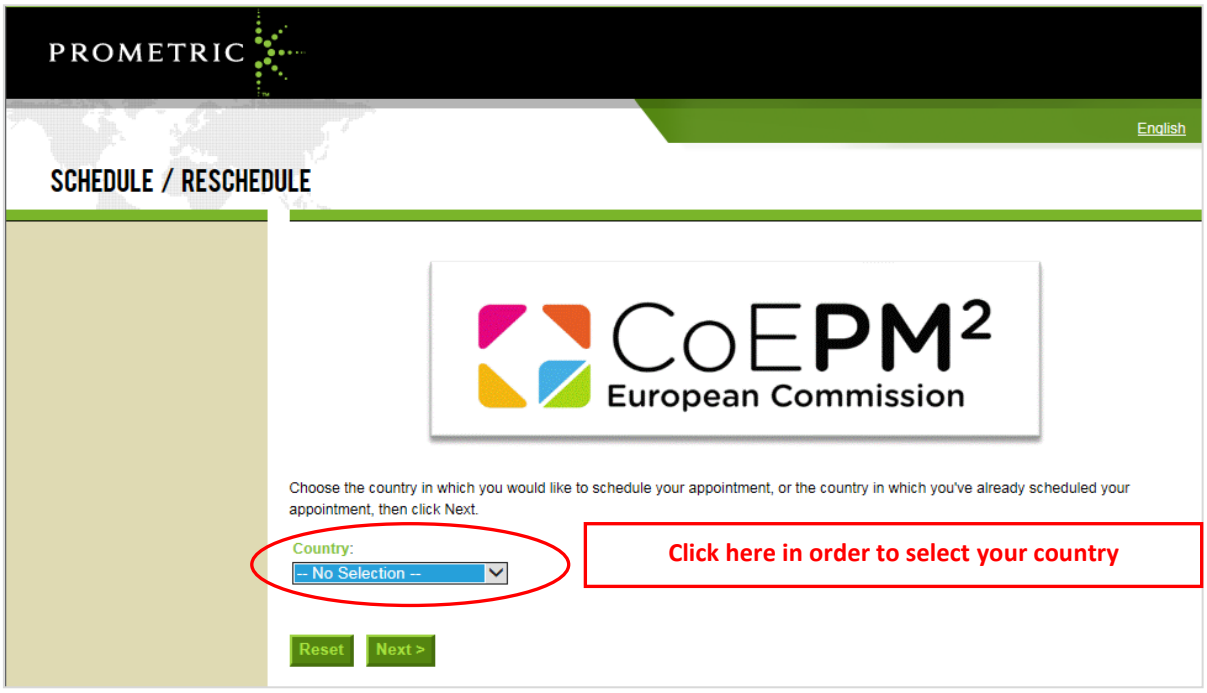
- You can find the COEPM² manuals and the booking link through a dedicated page on Prometric website (https://www.prometric.com/CoEPM).



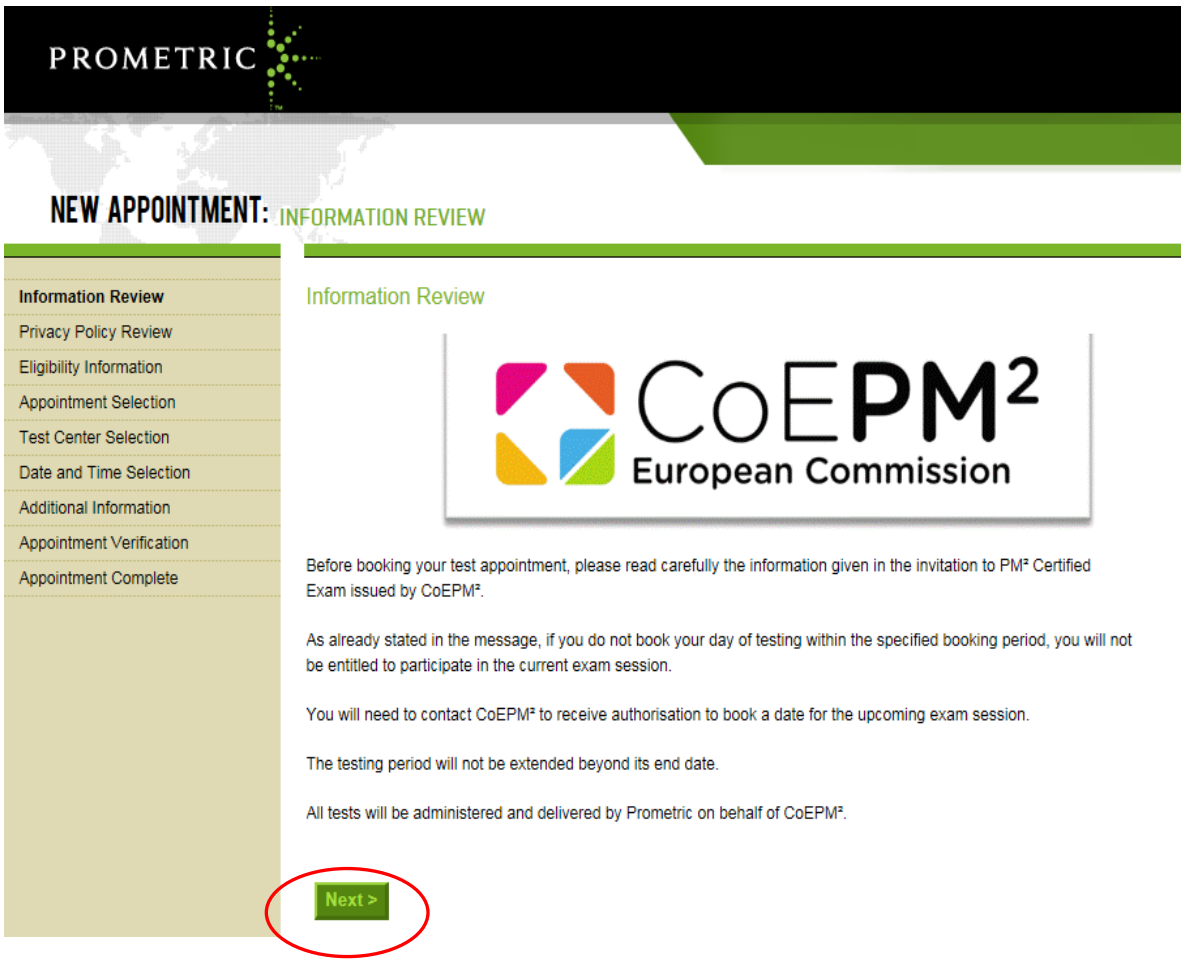
- You must schedule a date to sit the computer-based exams. Your invitation from CoEPM² will specify the booking period during which you will be able to schedule an exam date.
- You will be able to choose the country, centre, date and time of your exam, according to availability.
- If you fail to schedule within the specified period, you need to arrange with CoEPM² for a new invitation for another exam session (EC-PM2@ec.europa.eu).
- If you encounter technical problems during the booking procedure please contact Prometric directly using the appropriate toll-free number (at the end of this manual) or the e-mail address: EC-PM2_EN@prometric.com.



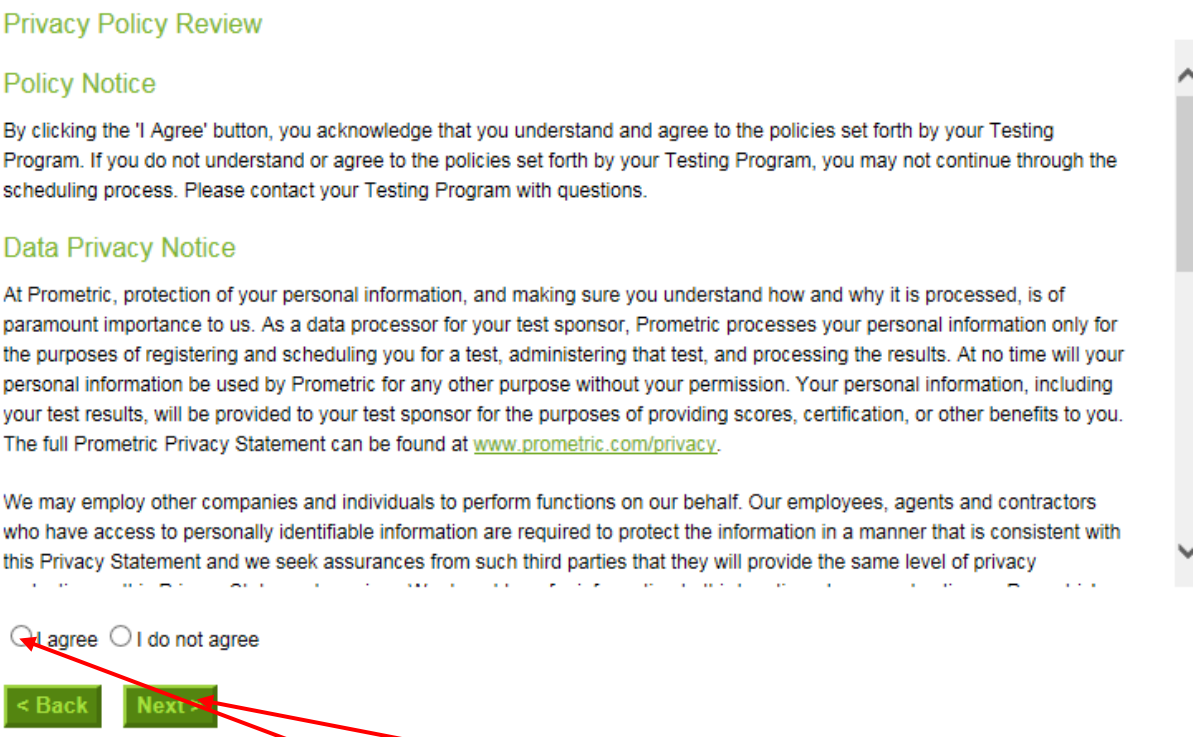
After you have clicked on "Schedule My Test", you will be requested to select your country.



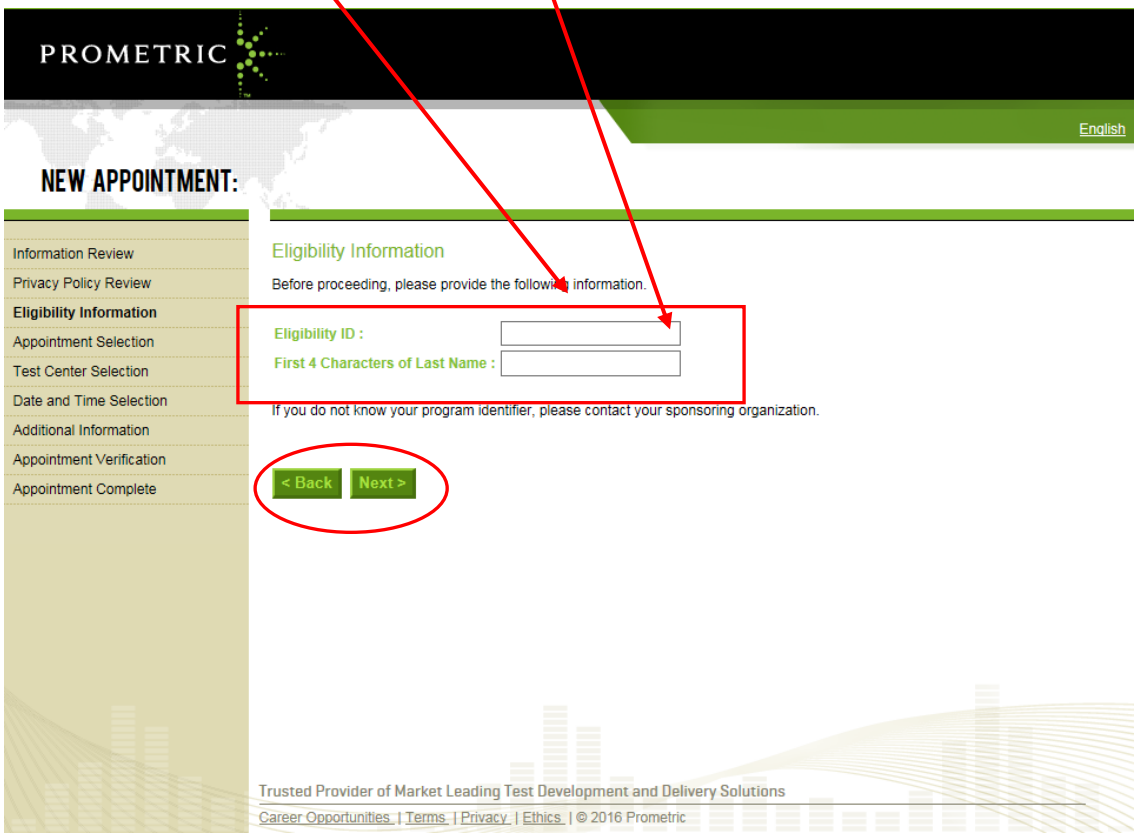
Once you have selected the country and clicked **NEXT**, the client information page will appear.



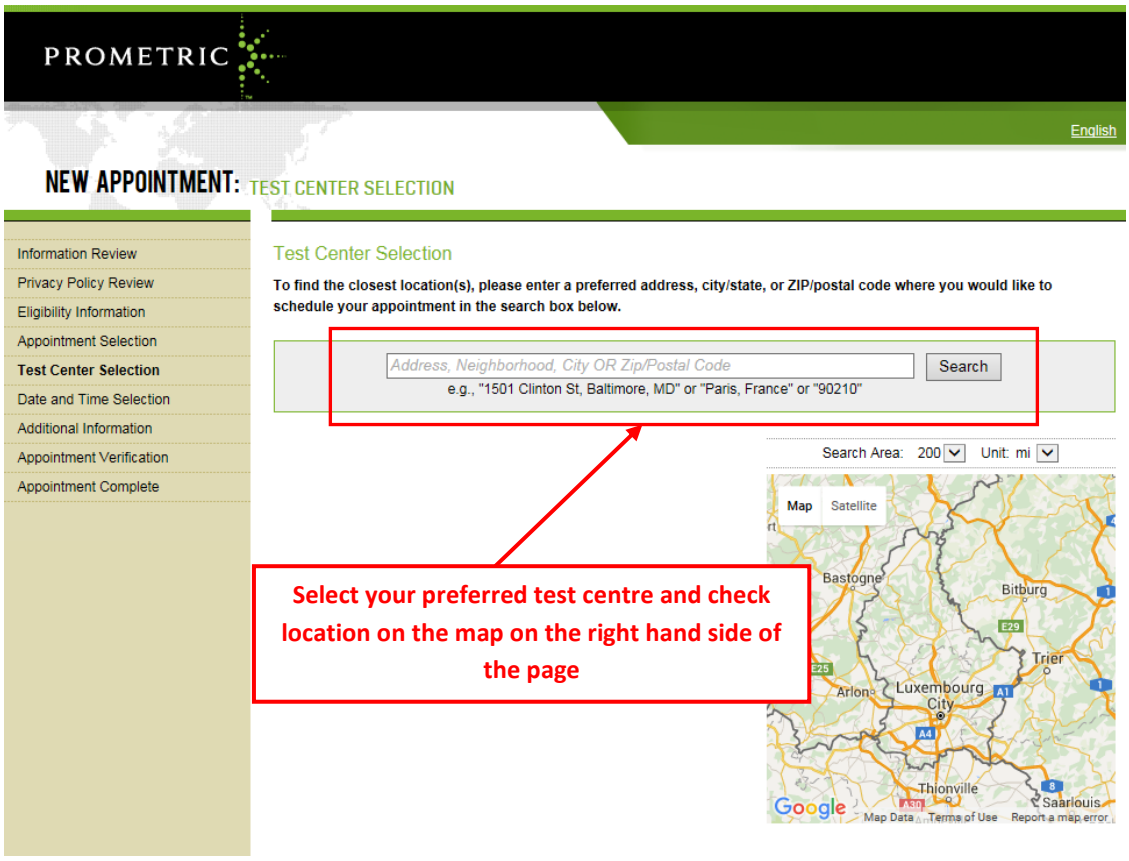
Click **NEXT** to move to the Prometric Data Privacy Review.



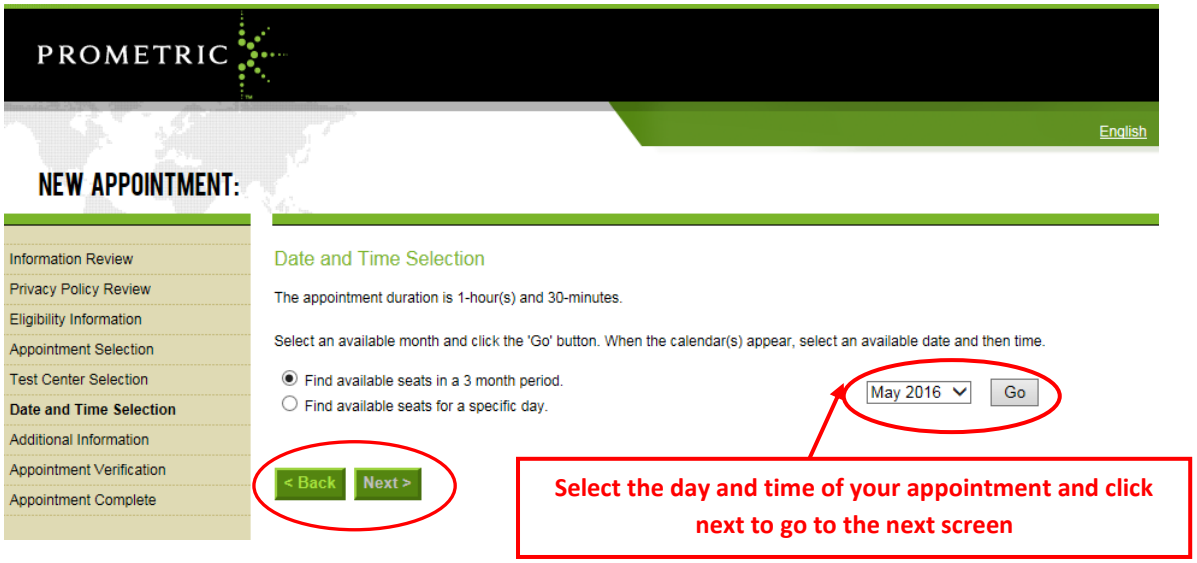
Choose a radio button at the left to **I agree**, and press **NEXT** to move to the test booking page. Then type your **Eligibility ID (login)** and **4 characters of your last name (password)** to access booking page. Then press **NEXT.**



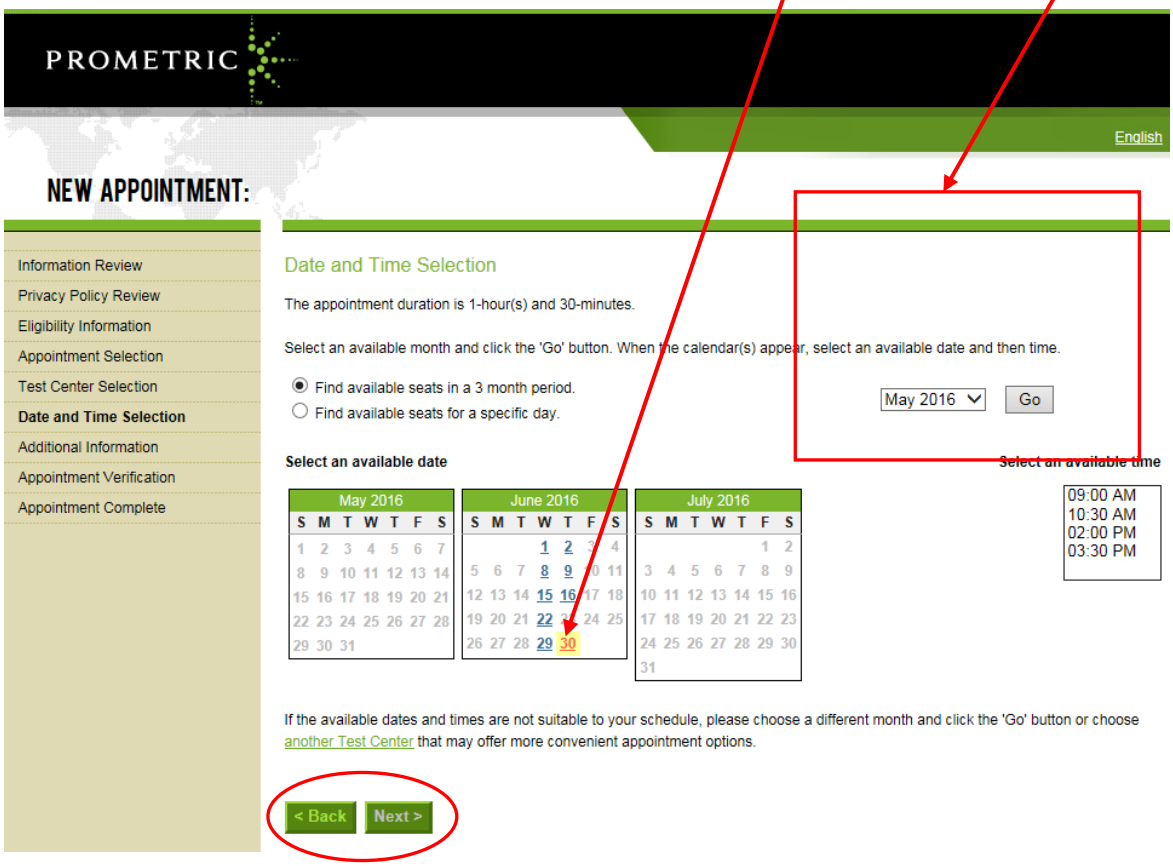
Select your preferred test centre



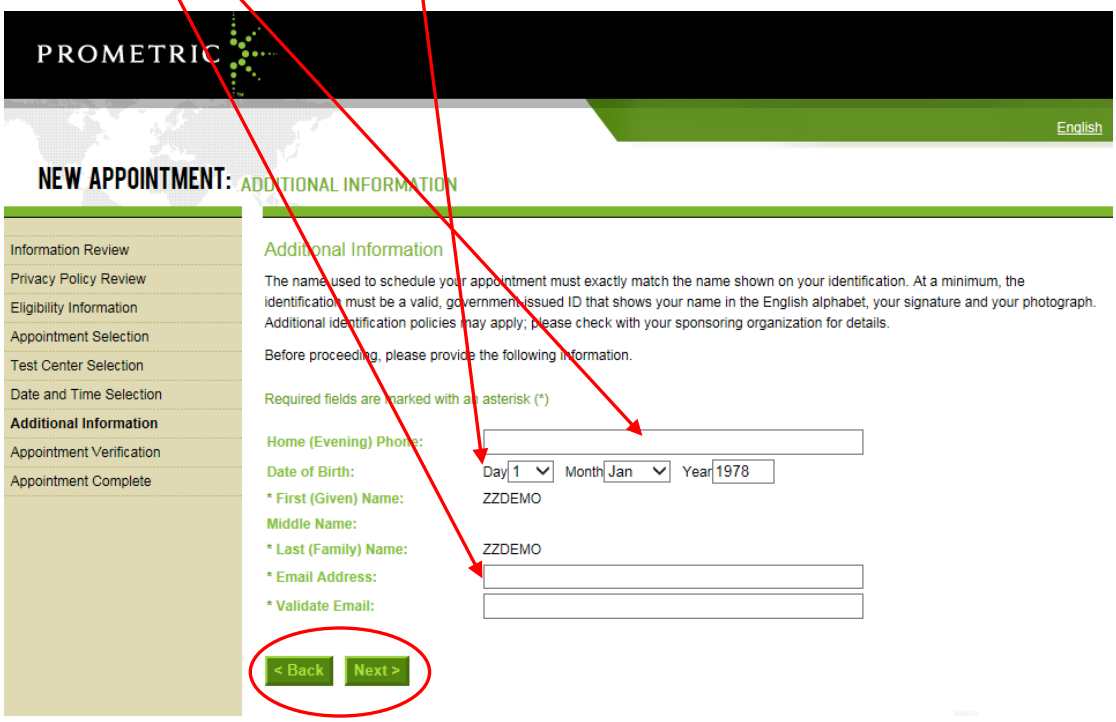
Schedule your test appointment and press **NEXT.**



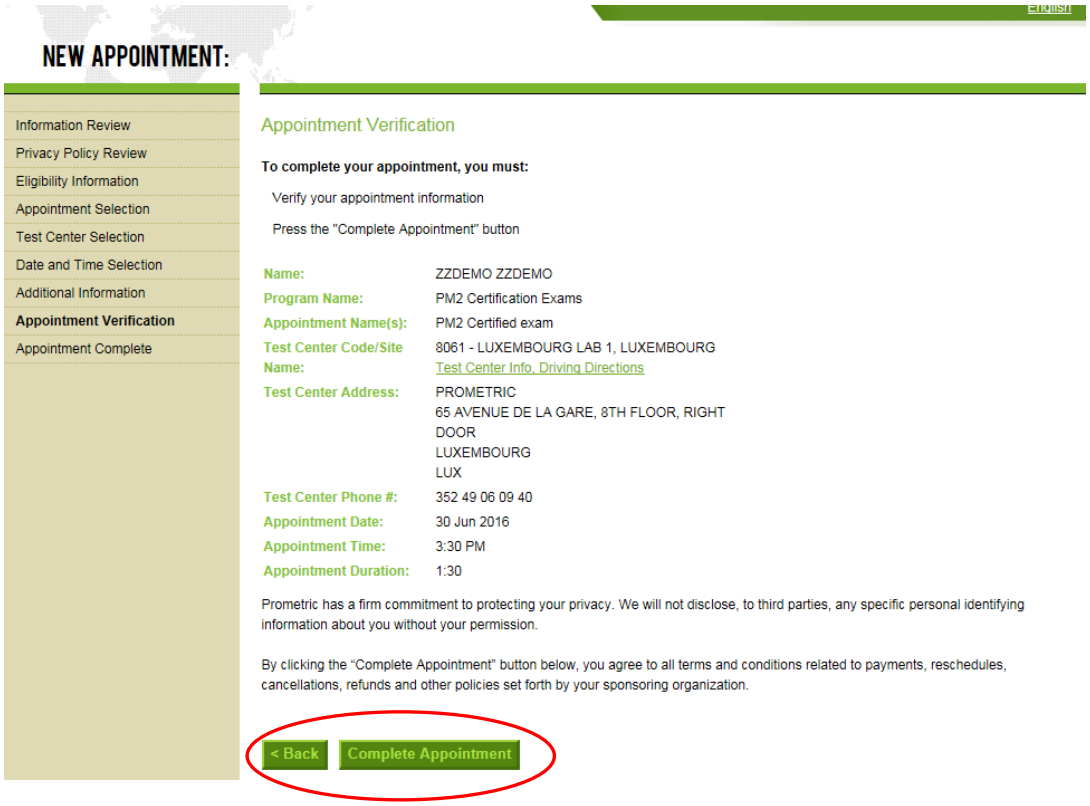
Select from among the available dates and time slots in the **calendar view** or from a **drop down menu**. Then press **NEXT.**



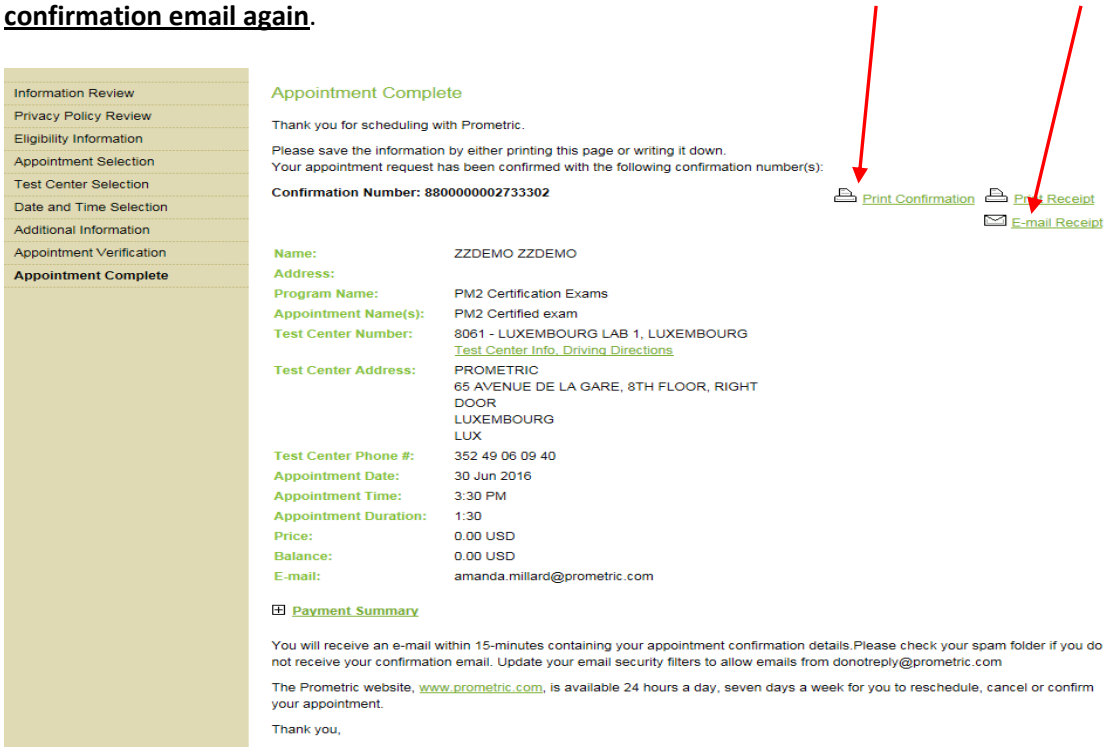
Enter your contact details and date of birth. Click **NEXT** to move to confirmation screen.



Once you have pressed **NEXT**, a booking confirmation will appear on the screen and you will be asked to confirm. Press **COMPLETE APPOINTMENT** to see the **CONFIRMATION NUMBER.**



Once you have pressed **COMPLETE APPOINTMENT** the following screen will appear. You will receive an automated confirmation email**.** It is also possible to **print this page** or **generate confirmation email again**.



- You must print this confirmation and bring it with you to the test centre, along with proof of your identity (see chapter 3 of this manual for details).
- If you encounter technical problems during the booking procedure please contact Prometric directly using the appropriate toll-free number (at the end of this manual) or the e-mail address: EC-PM2_EN@prometric.com.

2) Rescheduling

- You can only reschedule during the booking and testing periods, subject to availability and the following conditions:
  - you can only choose from available places offered – no further availability will be added;
  - you can choose a different exam location;
  - you must reschedule at least 48 hours before the time of the original exam appointment;
  - you cannot select a new appointment which is less than 48 hours from the time of rescheduling;
  - you must complete the rescheduling procedure until the last screen (until then, your original appointment will remain valid);
  - you must print and bring the new booking confirmation to the test centre, with proof of your identity.

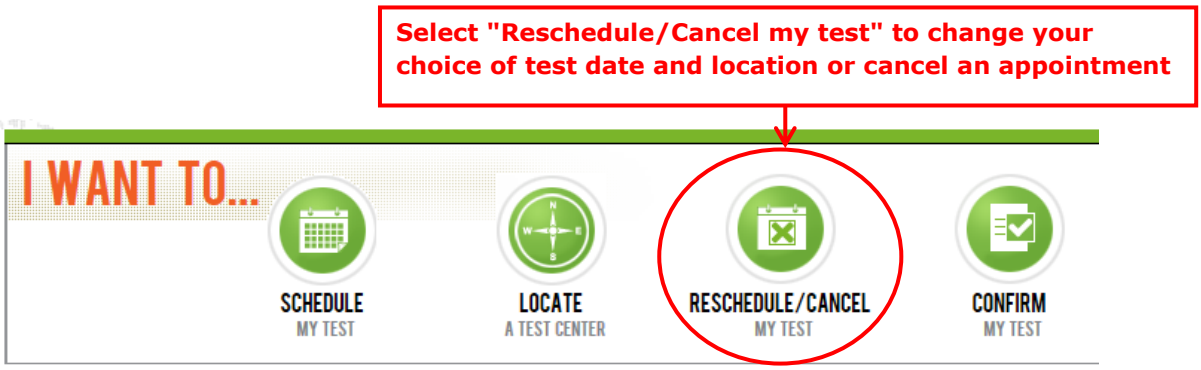
Cancelling exams

- If you decide not to take the exam, you should cancel your appointment to free your seat for another candidate.
- You can cancel online up to 48 hours before the time of your original exam.
- Cancelling of an exam appointment is irreversible. Once you have cancelled an appointment you will not be able to schedule another appointment for the same exam session.
- Should you, due to whatever reason, fail to attend the exam, you will not be able to schedule another appointment for the same exam session, but you will have to wait for the next one.

How to cancel or reschedule

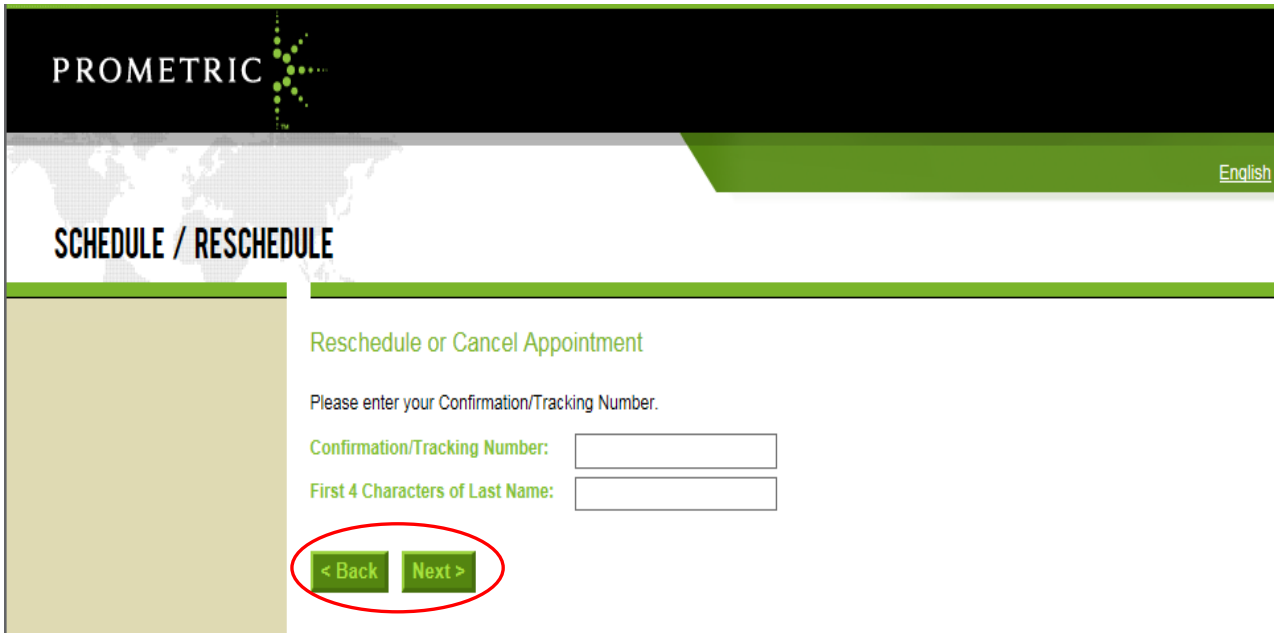
Go to the booking management system www.prometric.com/CoEPM

If you encounter technical problems during the rebooking procedure please contact Prometric directly using the appropriate toll-free number (at the end of this manual) or the e-mail address: EC-PM2_EN@prometric.com

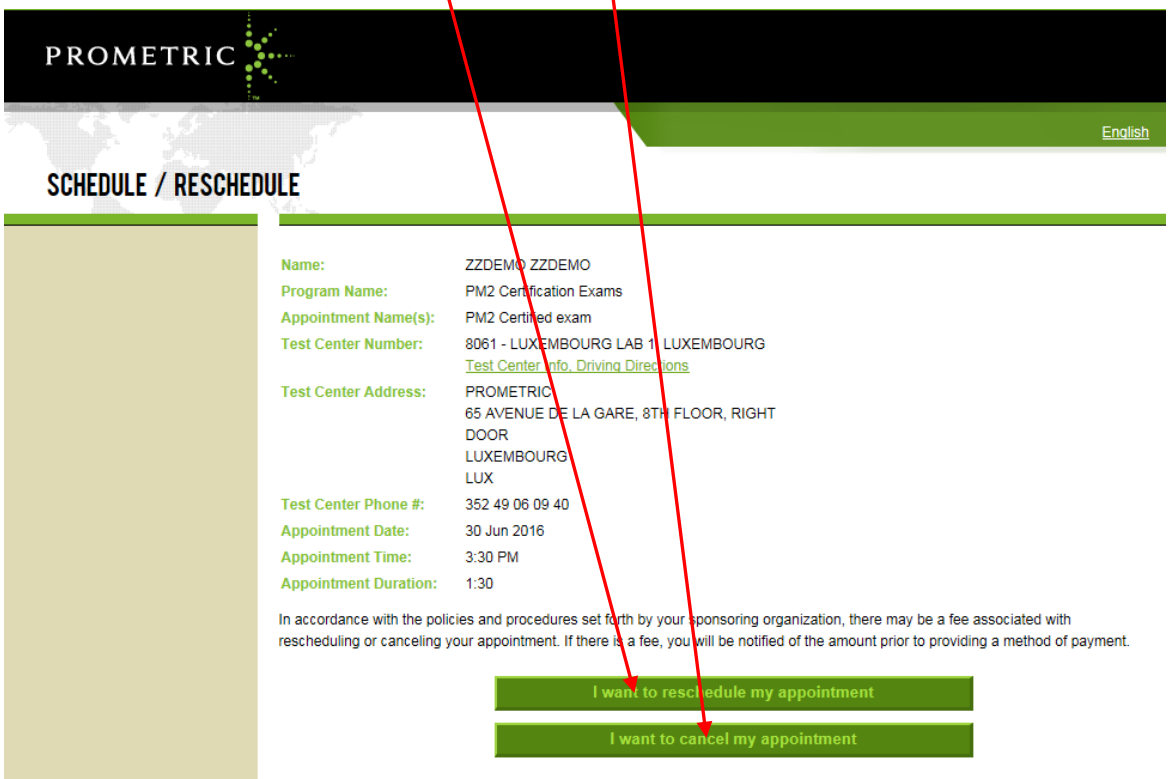


Select the country in which you have scheduled the appointment and click **NEXT.**

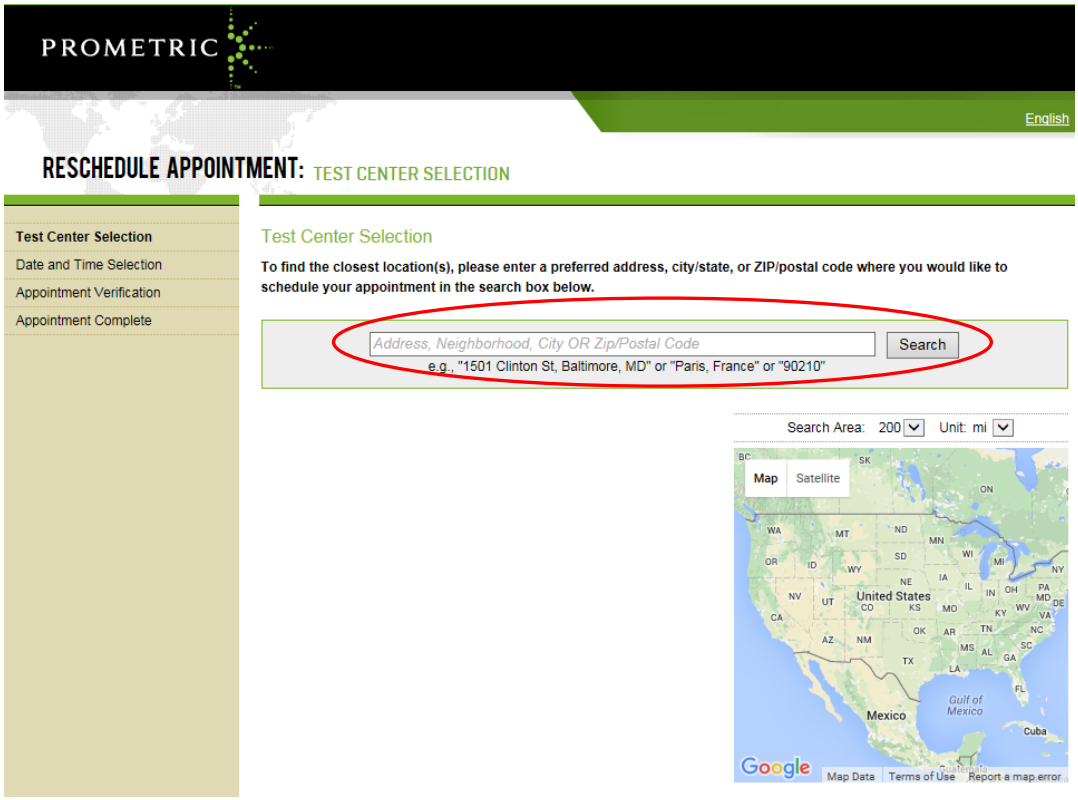
Log in with your **confirmation number** received in the booking confirmation email and the first 4 digits of your surname.



Depending whether you want to **reschedule** or **cancel** your appointment, press corresponding button.

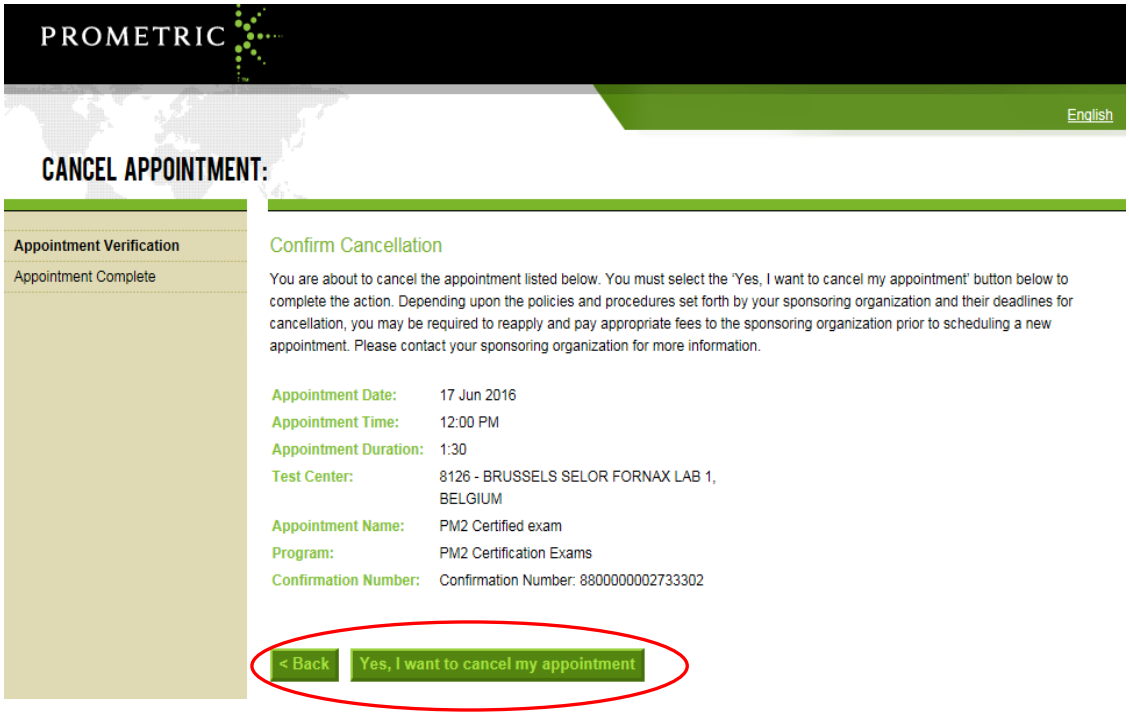


If you choose to **reschedule**, the following screen will appear. Select a new centre from the drop down menu.

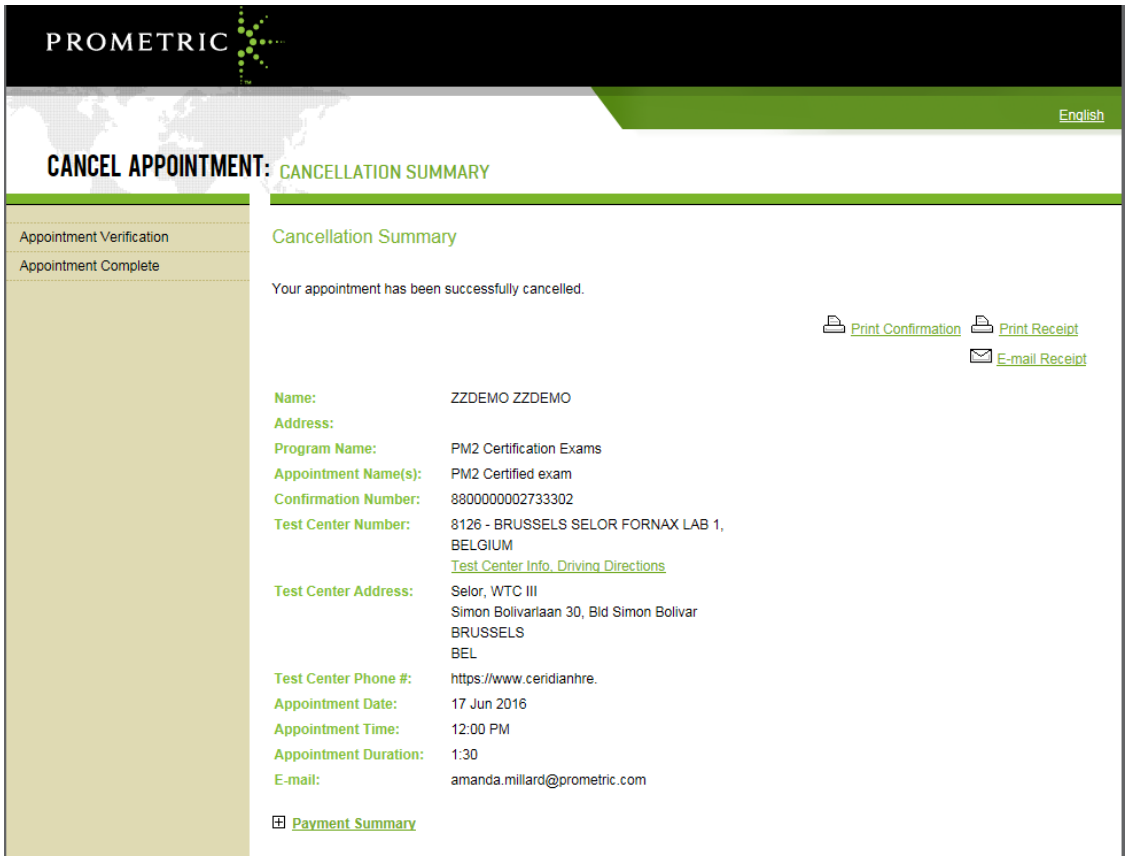


Repeat steps described on pages 6 to 8 to complete scheduling of a new appointment (you will not be asked to provide your contact details and date of birth).

If you choose to **cancel an appointment**, the following screen will appear, requesting you to confirm the cancelation.



If you press **YES, I WANT TO CANCEL MY APPOINTMENT,** A cancellation summary will appear next.



3) Sitting the exam

Arrival at the test centre

- You must arrive at least 30 minutes before your appointment. We cannot guarantee availability if you are late or if you miss your appointment.

- If, for unexpected reasons, the start of your exam is delayed by at least 30 minutes, you may ask the testing centre administrators to be rescheduled to another date.

- You may decide whether or not to accept an earlier appointment if offered.

Identity check

- You must bring to the test centre:
  - your booking confirmation email
  - proof of your identity (valid ID with a recent photo, for example: your passport, national identity card, photographic driving licence, national/regional residence permit, military ID card, bank card. **If the photographic ID provided does not bear a signature, further proof of identity bearing a signature must be provided**
- Your ID details must be identical to your personal details in your invitation to book an exam.

Starting the exam

- Once your exam is launched, you will be asked to confirm your name. If the exam is not in your name, press “No” on the screen and notify an administrator immediately.

- Please note that all instructions in the exam (including the tutorial, introductory screens, survey, etc) will be in English.

- The exam itself will be in English only.

- You will be offered the first available seat at the testing centre. The exams are started individually by the testing centre administrators.

- If you encounter a technical problem during the exam please raise your hand to notify an administrator immediately.

- Every work station will have:
  - an erasable note board
  - an erasable marker pen
  - disposable earplugs (on request)

- Please check that all equipment works before you start your exam. If something is not working contact an administrator immediately.

- You should not talk in the testing room to avoid disturbing other candidates. If you require assistance, please raise your hand and wait for an administrator.

Tutorial

- Before you start the exam there will be a 5 minute tutorial on how to navigate through the exam, including selecting and reviewing answers.
- We strongly advise you to follow the tutorial and will not accept any complaints about the exam navigation and environment resulting from not being familiarised with the tutorial.
- Please be aware that for some questions you may have to scroll down to see the whole question and all the possible answers.
- Once you have finished the tutorial and are ready to start the exam, please press "END" to start the exam.

Breaks and ending the exam

- No breaks are planned during the exam.
- If you leave the exam room at any other time during the exam, no extra time will be added.
- If you wish to finish the exam early, you may leave the room in silence after notifying an administrator.
- You must sign in and out each time you enter and leave the exam room.

Survey

- At the end of the exam, you will be asked to complete a survey relating to your exam experience.
- This survey is optional and does not count towards the marking of your exam. If you do not wish to complete the survey, click “END”.
- Please do not use the survey to comment on the content of the exam or on any technical issues you might have experienced. For technical issues, please notify Prometric at the testing centre and send an email to CoEPM² (EC-PM2@ec.europa.eu).

PM² Certified / PM² Agile Certified Exam Review & Appeals Procedure

Should you have a serious doubt about the content of an exam question please contact CoEPM² Exam Reviews and Appeals Board **(EC-PM2@ec.europa.eu)** using the **PM² Certified / PM² Agile Certifiedn Exam Review & Appeal Form** within ten calendar days of your exam clearly stating the circumstances, your name and your Prometric confirmation number. The Board will acknowledge the receipt of the request for review or appeal within 15 working days and will provide an answer to the appeal within 30 days from the acknowledgment date. The outcome decision will be final.

For full details of the **PM² Certified / PM² Agile Certified Exam Review & Appeals Procedure** please refer to https://webgate.ec.europa.eu/fpfis/wikis/display/PM2/Certified

After the exam

- Test results will be displayed on the screen on completion of the exam; you may request a printout of result page at the test centre.
- If you pass the exam, you will receive your PM² /Agile PM² Certificate during an official PM² Certificates Awarding Ceremony. The CoEPM² will officially invite you to attend the first planned ceremony after you passed the exam.
- In special cases (only), a provisional certificate can be issued while waiting for the official PM² / Agile PM² Certificate; you can request it via email to CoEPM² (EC-PM2@ec.europa.eu).

General rules

- Anyone failing to respect the following rules of conduct will be excluded from the exam room and subsequent stages of the competition.
- You should follow instructions given by staff at all time.
- You must also follow the Prometric Testing Center Regulations (available at the test centre).
- Each exam session is invigilated and videotaped.
- Food and drinks are allowed only in the waiting room/area and not in the exam room. Please note that no refreshments are provided at the test centres.
- You must complete the tests without any aids or equipment other than those provided by the test centre.
- All prohibited items (for example, watches, paper and pen, books, notes, instructions, briefcases, bags, calculators, computers, laptops, tablets, mobile phones, MP3 players, cameras etc) must be left in the lockers provided and switched-off (for any items which produce sound).
- Any clothing or jewellery items allowed to be worn in the exam room must remain on your person at all times. Removed clothing or jewellery items must be stored in your locker.
- Neither Prometric nor CoEPM² can accept any responsibility for loss or damage to property that is brought into the test centre.
- It is strictly forbidden to make copies of exam questions and to remove them from the test centre. All questions remain the property of DIGIT.B1.CoEPM² of the EUROPEAN COMMISSION. Consequently, it is forbidden to divulge exam questions to the public.
- Smoking is strictly forbidden.
- Any rude, abusive, derogatory or threatening behaviour towards staff or other candidates may lead to your participation in exam to an end.

4) Useful links

- To help prepare for the PM² Certified exam you can watch the PM² Certified Exam preparation video, available on https://webgate.ec.europa.eu/fpfis/wikis/display/PM2/Course+Material.
- To help prepare for the Agile PM² Certified Exam you can watch the PM² Certified Exam preparation video, available on https://webgate.ec.europa.eu/fpfis/wikis/display/Agile/Course+Materials
- To familiarise yourself with the testing environment see Prometric's demo.

- If you encounter technical problems during the booking procedure you can contact Prometric directly using the appropriate toll-free number (below) or the e-mail address: EC-PM2_EN@prometric.com.

For any other questions on the PM² / Agile PM² Certification Exam or your personal file you can contact CoEPM² EC-PM2@ec.europa.eu.

Country	Number
International	0031 320 239 575
Austria	0800 201 768
Belgium	0800 80293
Bulgaria	00800 1104423
Croatia	0800 222 354
Cyprus	800 91198
Czech Republic	800 900 549
Denmark	8060 0064
Estonia	800 0044 235
Finland	0800 97543
France	0805 54 03 72
Germany	0800 101 5487
Greece	00800 4414 0600
Hungary	06 80 981 361
Ireland	1800 882 168
Italy	800 917 585
Latvia	800 2565
Lithuania	8800 30392
Luxembourg	0800 26701
Malta	800 62442
Netherlands	0800 020 0951
Poland	00800 4411 842
Portugal	800 207 477
Romania	0800 894557
Slovakia	0800 004 493
Slovenia	0800 80871
Spain	900 811 189
Sweden	201 701 533
United Kingdom	0800 028 2146