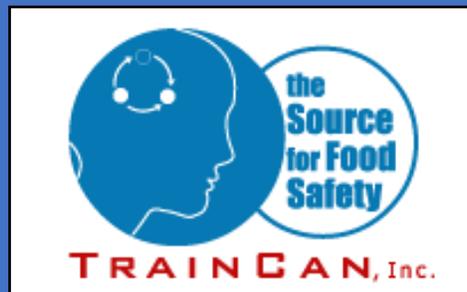


HOW TO SET UP AND COMPLETE A WEBCAM EXAM

TrainCan, Inc
BASICS.fst® & ADVANCED.fst®



1840 Clements Road Pickering, ON, Canada L1W 3R8

Information

This guide will help you set up and complete your TrainCan Webcam Exam. The steps in this guide begin once you have completed your BASICS.fst® or ADVANCED.fst® course.

Examity is TrainCan's webcam proctoring partner.

If you are having trouble with steps A to J, you should contact Examity

Phone Support: 1-855-EXAMITY

Email Support: support@examity.com

You can also "Chat with an Expert" (located in the bottom right corner of your screen in an orange box)

If you are having problems with steps K to P, you should contact TrainCan.

Phone: 905-420-4222

Toll Free: 1-888-687-8796

Email: info@traincan.com

Good luck on your Webcam Exam!

Step A:

Log into your TrainCan account using the Pin and Password you used to complete the course.

Print or save your COURSE COMPLETION RECORD, as you will need it to set up your exam.

My Courses

BASICS.fst® 4th Edition with WebCam Exam

BASICS.fst® Online Course With Web Cam* Exam (Available in ENGLISH ONLY!)

BASICS.fst® 4th edition ONLINE course and WEBCAM Exam is designed for Front Line Associates. Most students find 6 to 8 hours sufficient to complete their study.

What's New:

- Students are offered the ability to study online and then book their exam at a time that is **CONVENIENT** to them!

Once the course is completed, students receive a link to the "Examiity" invigilation site, a **PIN number** and a **unique ID code**, which is used to schedule their exam.

- Once the exam is scheduled, students receive an e-mail confirmation with detailed instructions for the day of the exam.

*What do you need for the Exam:

- You must use a computer, preferably hard wired. You must have a **webcam** and a **microphone**. You must be able to upload a copy of your Photo ID. (. JPEG)
- Tablets will not be permitted.
- At the scheduled date and time student is required to present:
 1. Valid Photo ID
 2. Their PIN
 3. Unique ID code

Note: Without these three items you will not be permitted to write the exam!

- For the final webcam exam location student must be alone, and in a quiet, exam friendly environment. The webcam proctor will ask them to show their workplace is clear of all materials, and will virtually log on to student's computer to verify all other programs are closed. Student will have 60 minutes to complete the exam.
- If successful on the exam, an **immediate temporary certificate** is available to print, until the official certificate and wallet card are received.



[review course material](#)

[View/Print Course Outline](#)

[View My Marks](#)

[View/Print my Course Completion Record](#)

Completed: 20 Apr 2020



Step B:

On your “My Courses” page, you will see instructions on how to register and book your exam.

Click the first link to register with Examity or to access your Examity account.

You will also see a short video that helps guide you through the process.

Click here to register with Examity or enter <https://prod.examity.com/traincan/>

You must know your Request ID when you challenge your exam:

Request ID: FB057A

Click on the link below to register with EXAMITY. Once registered, you will receive an email with log-in information for your account. You must log-in to create your personal profile before you can schedule your exam.

[Click here](#) to register and access your EXAMITY account.

[Click here](#) for a Student Quick Guide and information on what you must have in hand at the time of your exam.

If you have any questions contact EXAMITY at:

Email: support@examity.com

Toll Free Phone: 855 392 6489

Webcam Exam Setup Help Video



Step C:

If you have not set up your Examity account, click the link to register. You will be prompted to fill out information. When you click “Save” a confirmation and temporary password will be sent to your email.

Use the temporary password to log into your account. When logging in you will be asked to set a new password. Please record this password – you will need it every time you access your Examity account.

TRAINCAN, Inc. **exami^{ty}**
BETTER TEST INTEGRITY.

Login

User ID

Password

LOG IN

Are you a first time user? [Click here](#) to register

Forgot Your Password

Enter Your User ID

GET PASSWORD

Exami^{ty}® is the leading remote proctoring service worldwide. Our end-to-end solution includes authentication, live monitoring, recording and auditing.

Test-takers enjoy a seamless experience anytime, anywhere with lots of flexibility.

Copyright © 2013 - 2020 Exami^{ty}® All Rights Reserved. | [Email Support](#) | Phone Support: 855-EXAMITY

[Chat with an Expert](#)

TRAINCAN, Inc. **exami^{ty}**
BETTER TEST INTEGRITY.

Registration

First Name Please enter first name.

Last Name Please enter last name.

Enter Email Address for Login ID

Confirm Email Address

Course Name Select Course

Save **Cancel**

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Enter your information to register with Exami^{ty}

Step D:

After logging in, you will see your Examiity Dashboard. This is where you can schedule and start your exam. **However, you must first complete your profile.**

The screenshot shows the Examiity Dashboard for a student named Matt Kostuch. The dashboard includes a navigation bar with options like Dashboard, Start Exam, My Profile, Schedule Exam, Reschedule/Cancel, Exam Tools, and Logout. A prominent message states: "Exams scheduled between March 23 - April 15 may have been adjusted. Please check your exam appointment now, or contact your program instructor/administrator." Below this, there are four main action buttons: "Start Exam" (Begin scheduled exam), "My Profile" (Upload ID, Enter security questions, Confirm time zone), "Schedule Exam" (Make appointment), and "Reschedule/Cancel" (Change appointment). The "My Profile" button is circled in red. The footer contains copyright information and contact details.

Completing Your profile

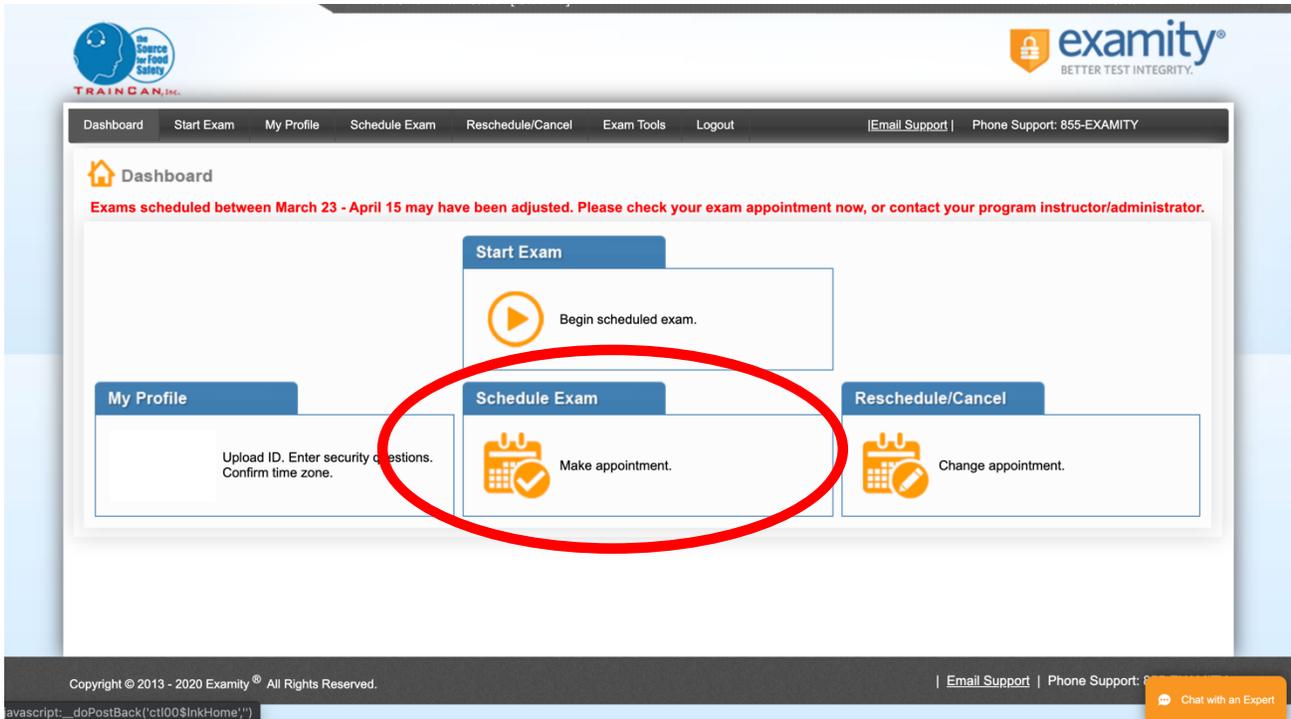
Test your computer using the "Computer Requirements Check" button to ensure you are capable of completing the exam.

Then click the edit tab under each heading and complete the information required. **This must be done before booking an exam.**

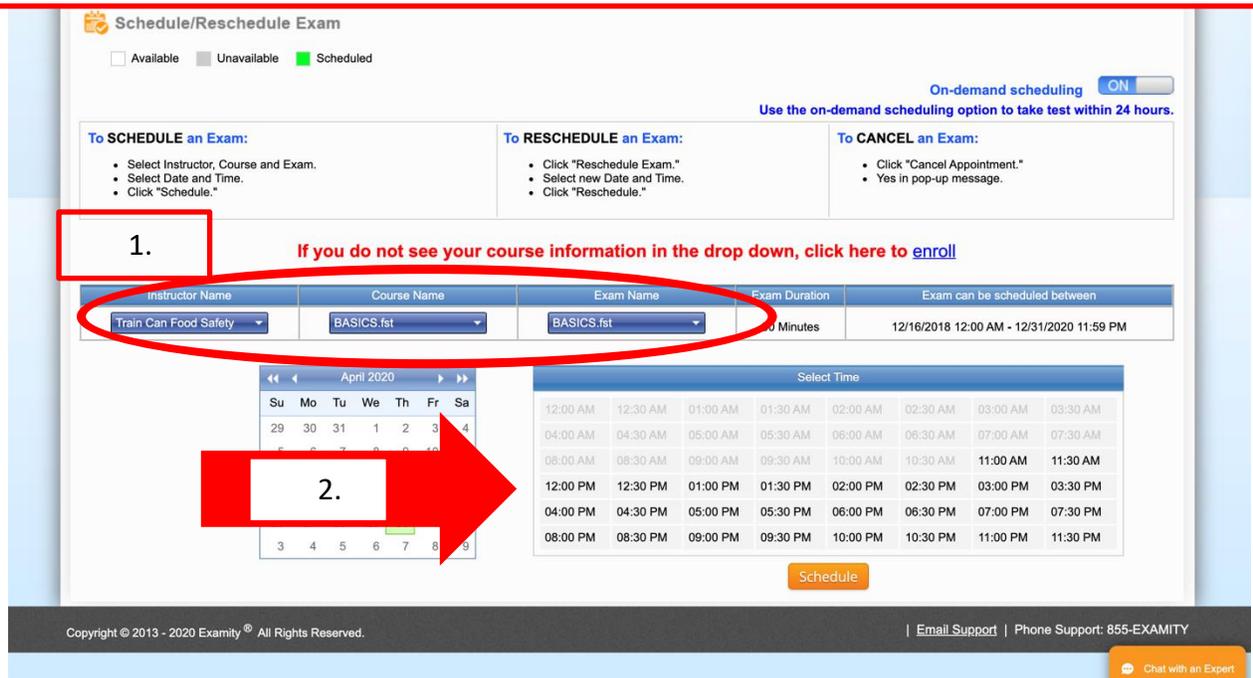
The screenshot shows the "My Profile" page. It includes a "Welcome to Examiity. To get started, please:" section with a list of steps: 1. Check that your system has the necessary software. 2. Verify your user information. 3. Please upload a picture of your photo ID. 4. Set up your security questions. 5. Setup your keystroke biometrics. 6. Please click the save button if you make changes to your information. Below this is the "Exam Requirements" section, which includes a "Computer Requirements Check" button and a list of requirements: Time zone, examiSHOW®, examiKNOW®, and examiKEY®. The "Account Information" section shows fields for First Name (Matt), Email (matthew@traincan.com), Last Name (Kostuch), and Phone Number (N/A). The Time Zone is set to "-Select Time Zone-". There is an "Edit" button at the bottom of the account information section. On the right side, there is a section for "Your examiBADGE® status" showing the examiBADGE® logo and the text "Academic Honesty". Below this, it says "1 more test to earn your Bronze examiBADGE®" and "Test with integrity and get recognized! Show your pride by displaying your examiBADGE® for academic honesty! Market your achievement everywhere!".

Step E:

After you have saved the changes to your profile, you can return to the dashboard. You must then go to "Schedule Exam".



First, select the appropriate item from each drop down. Then you will be able to select an exam date and time using the calendar.



Step F:

If you have booked an immediate exam time click "Click here to Continue". Make sure to read Examity's Standard Rules to ensure you understand what is expected of you prior to clicking "continue".

If you choose a later exam time, you can log out.

Log back in to <https://prod.examity.com/traincan/> prior to your scheduled exam time.

Appointment scheduled successfully.

[Click here to Continue](#)

Exam ID	10110116234	Student Name	Matt Kostuch
Course Name	BASICS.fst	Exam Name	BASICS.fst
Exam Date	04/30/2020	Exam Time	11:00 AM
Status	Scheduled		

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

No records to display.

Special Instructions

TrainCan does not allow the use of translation software or additional materials during the exam.

ALLOWED ID: Health Cards are an acceptable form of ID for all students.

Chat with an Expert

If you are logging back in at a later appointment time, log in and then click "Start Exam".

Dashboard

Start Exam

My Profile

Schedule Exam

Reschedule/Cancel

Exam Tools

Logout

Email Support

Phone Support: 855-EXAMITY

Dashboard

Exams scheduled between March 23 - April 15 may have been adjusted. Please check your exam appointment now, or contact your program instructor/administrator.

Start Exam

Begin scheduled exam.

My Profile

Upload ID. Enter security questions. Confirm time zone.

Schedule Exam

Make appointment.

Reschedule/Cancel

Change appointment.

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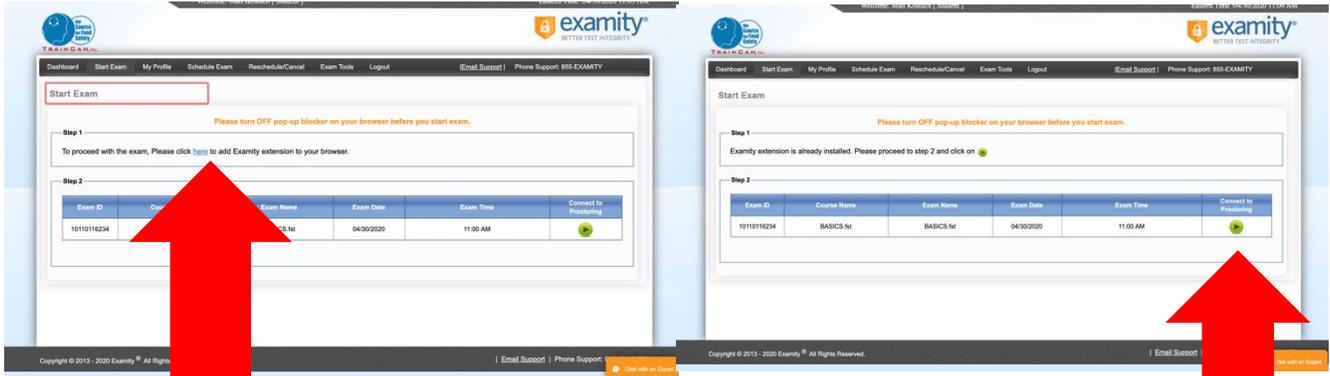
Email Support | Phone Support: 855-EXAMITY

Chat with an Expert

Step G:

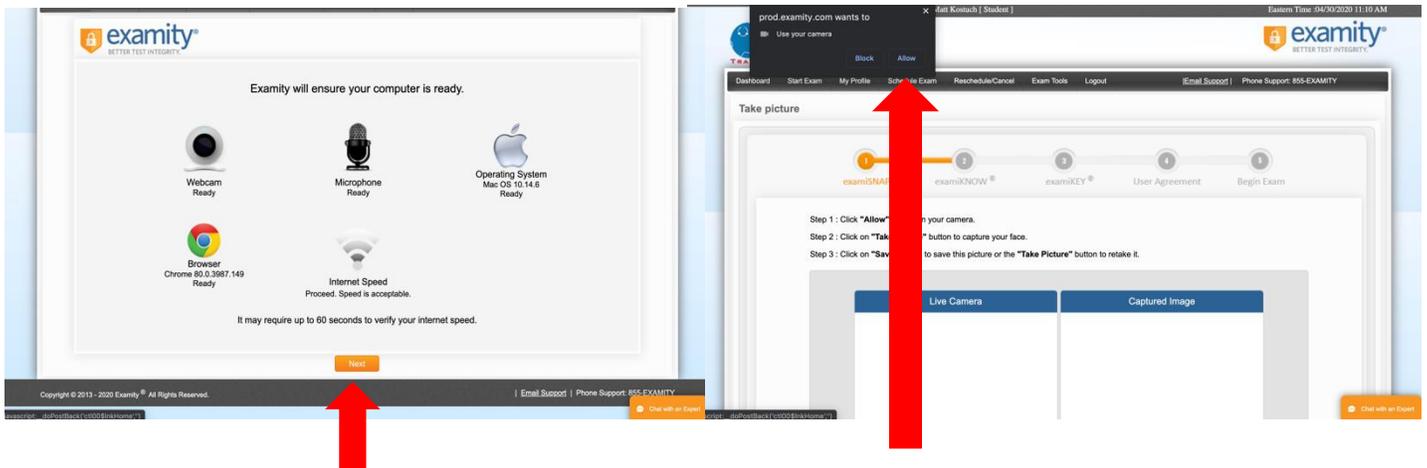
Before you start your exam be sure that all programs are closed on your computer except the Examyty link. Be sure you are using Google Chrome or Firefox.

When you are starting your exam you will see this screen. If you do not have the Examyty Extension you must add it by clicking the link in "step 1" and following the directions. Once this is complete click the green circle in "step 2" to proceed. You will then see a screen with 5 icons to double check your computer can support the webcam exam. Once the check is complete Click "Next". When the black box appears click "Allow"



Click here to add Examyty Extension

Click here to proceed with the setup



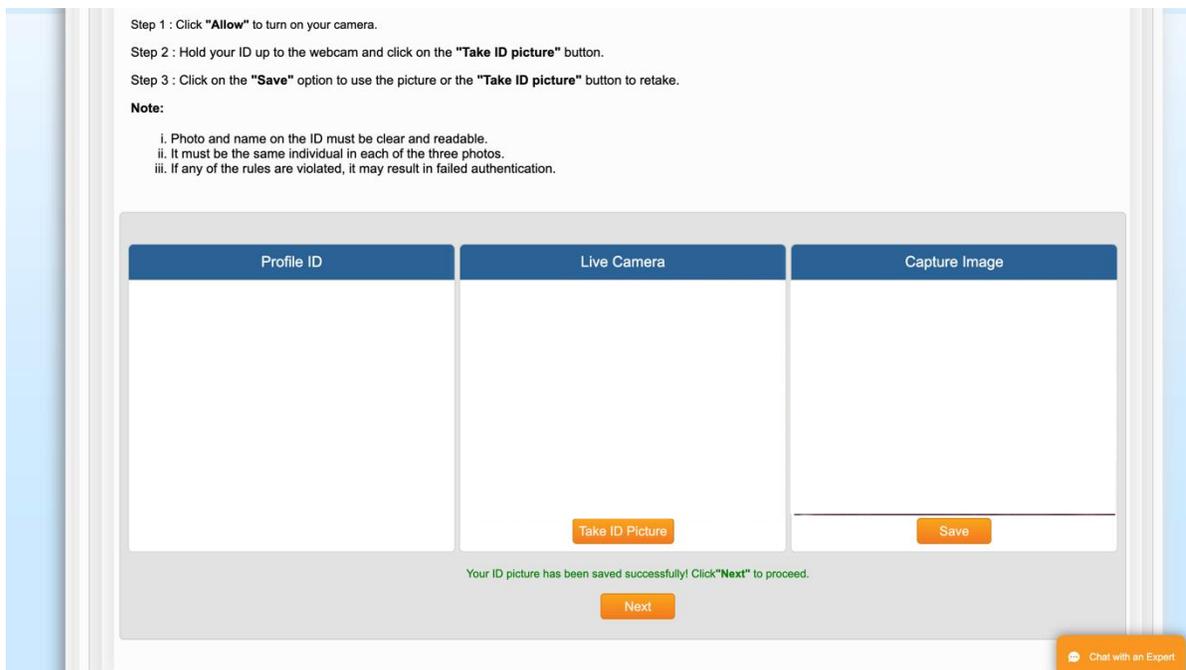
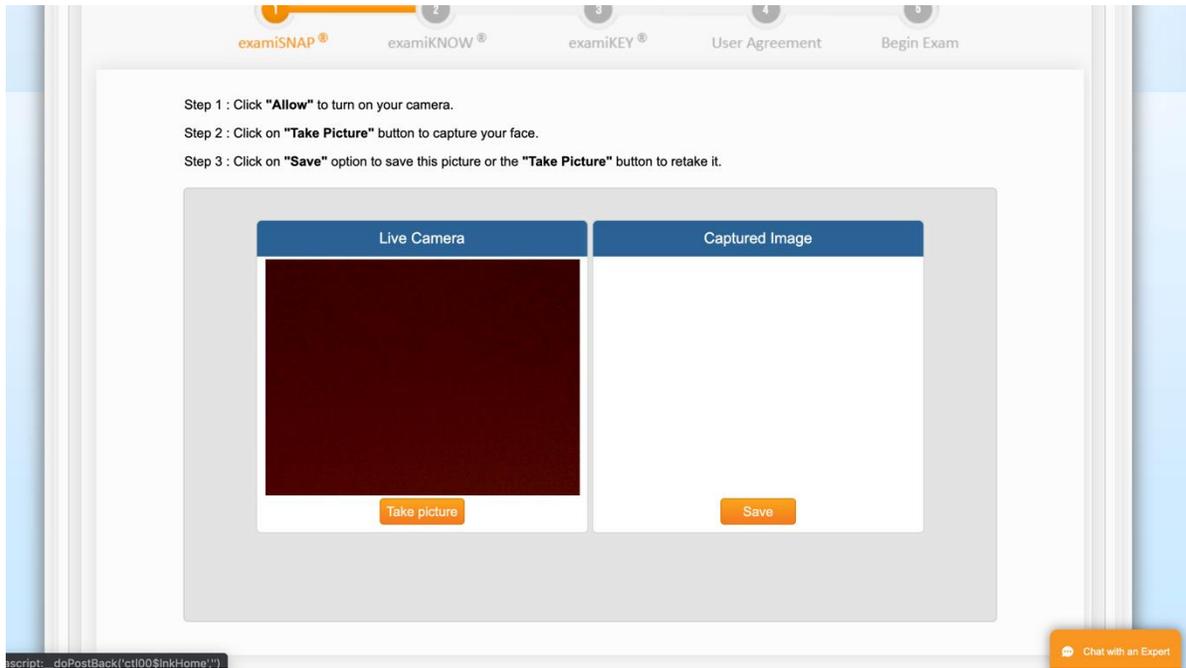
Click "Next" when it says Ready under each icon

Click "Allow"

Step H:

Follow the directions to confirm your identity. Use your webcam to take a picture of yourself – click “Take picture” when you are ready. Click “Save”. You will then take a picture of your Photo Identification by clicking “Take ID Picture” and “Save”.

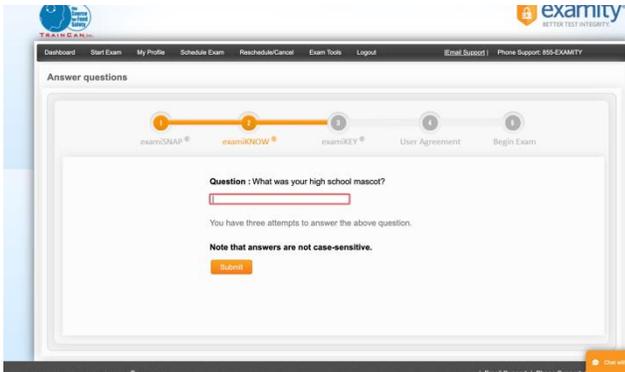
Be sure the image of your ID is clear and readable.



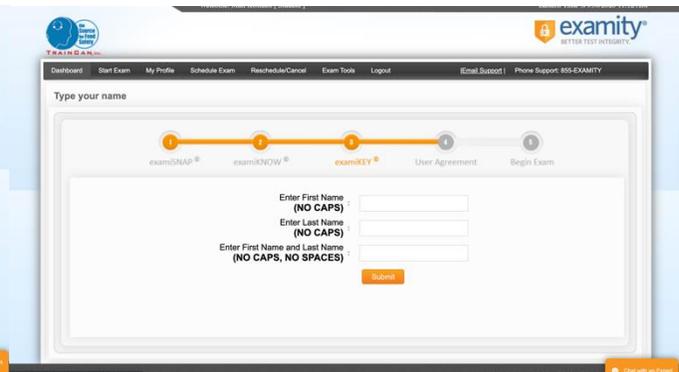
Step I:

Continue by answering your security questions and completing the EXAMIKEY typing analysis.

Complete Examity's user agreement by selecting "I agree" beside each statement. Once this is complete you will be taken to a screen that confirms you have completed the Examity set up and click "Agree and Launch Application"



Answer your security Question



Complete the typing analysis



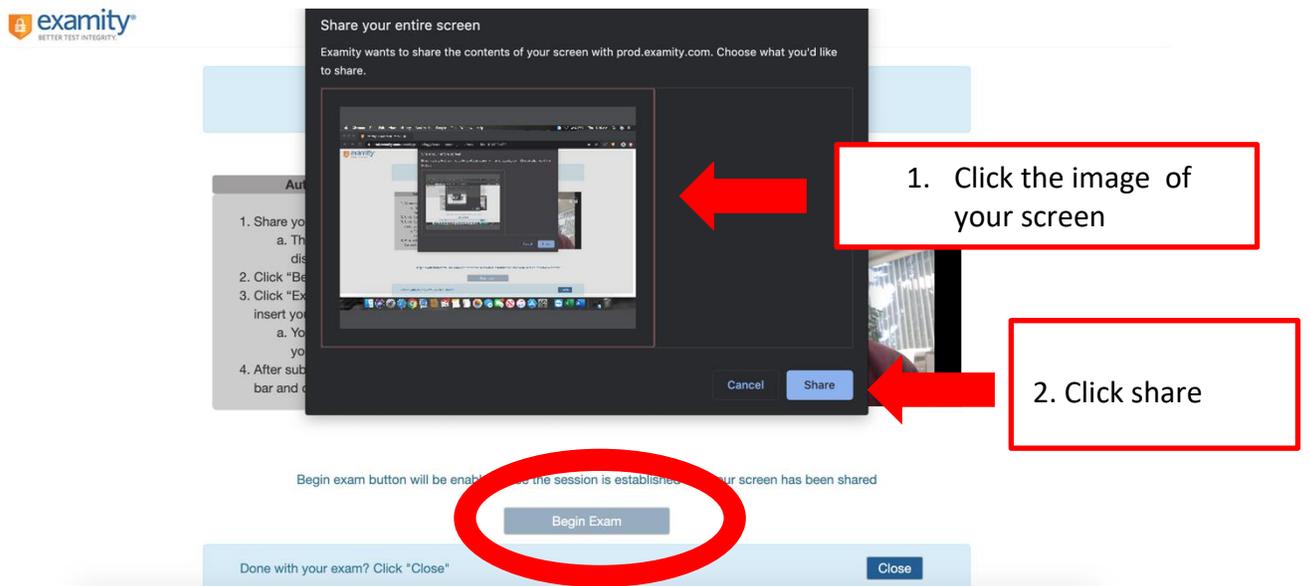
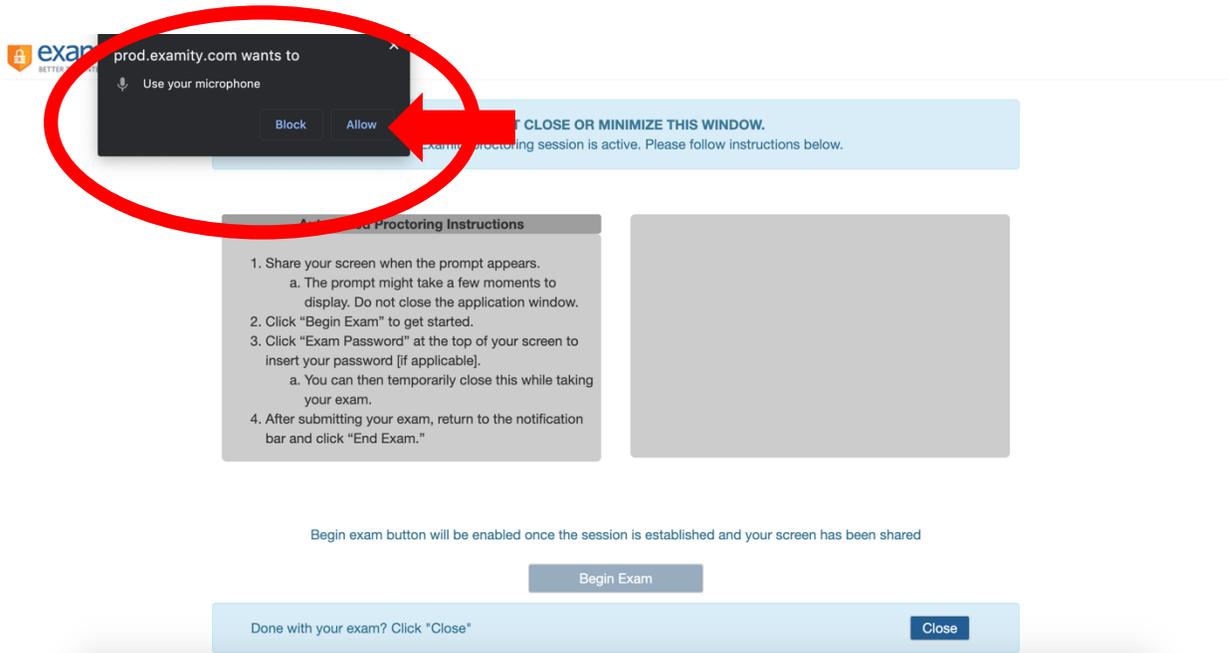
Agree to the "User Agreement"



Read the boxes and when ready to proceed select "Agree and Launch Application"

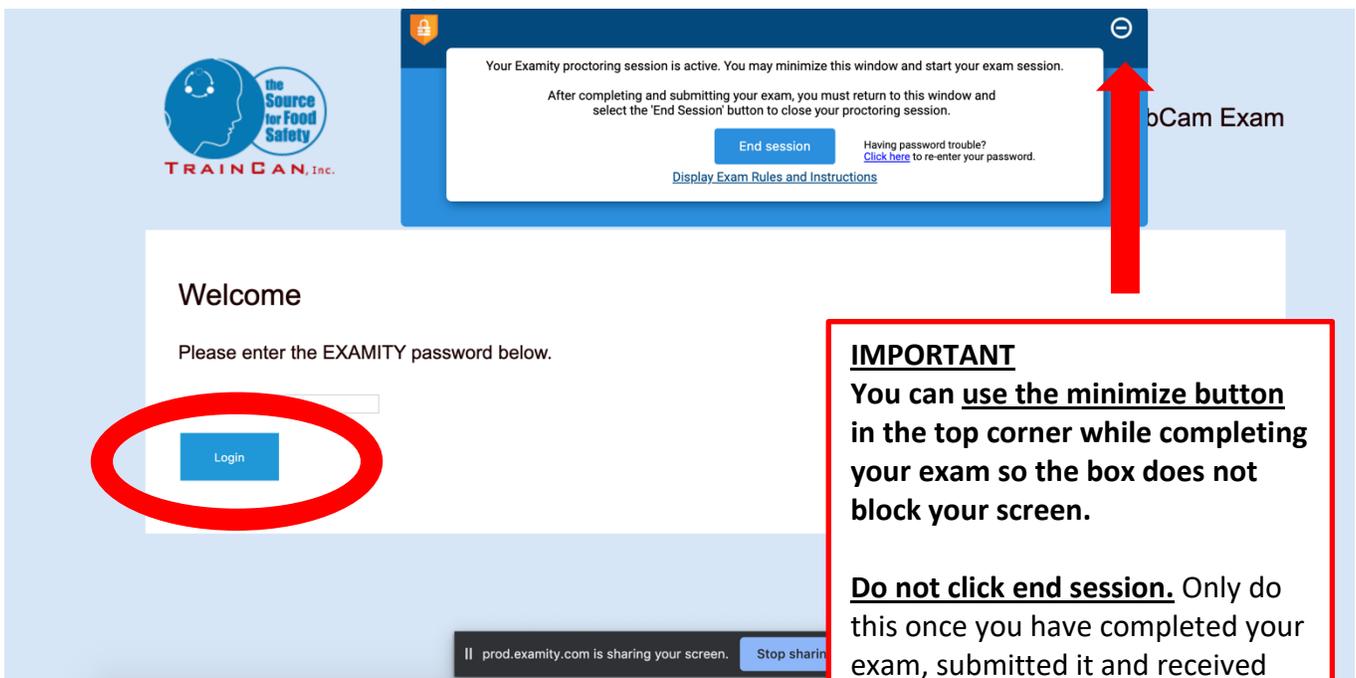
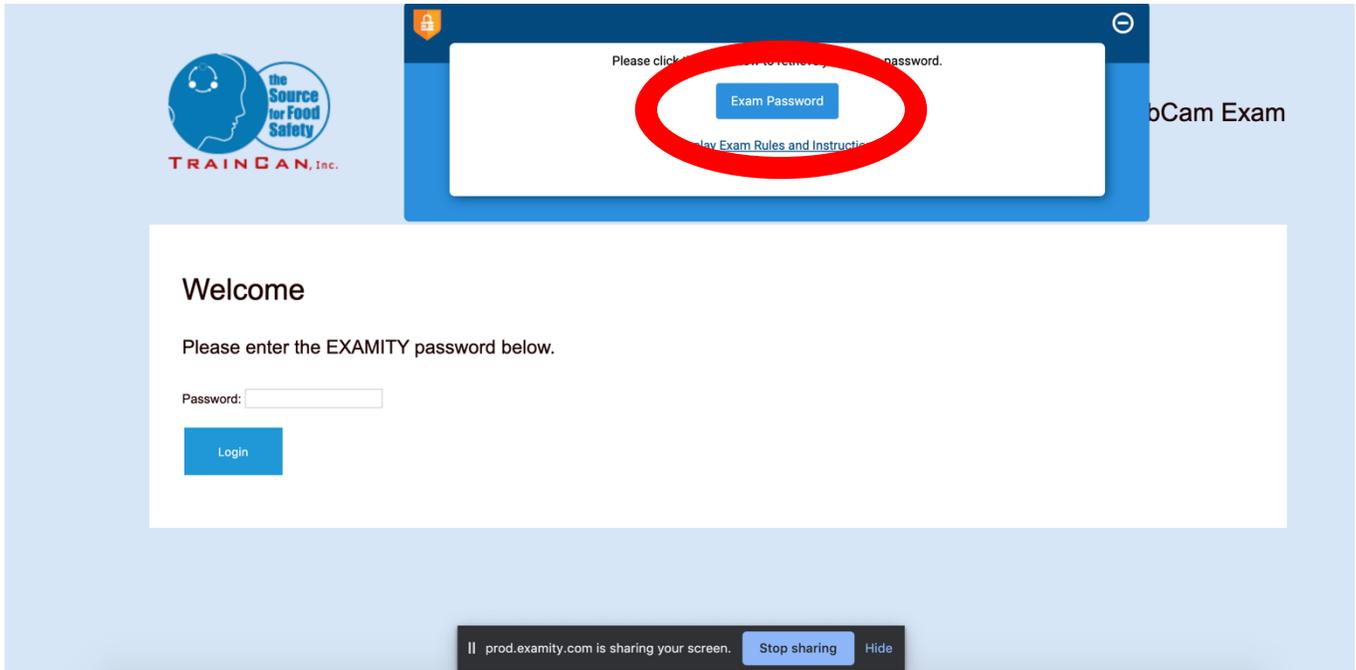
Step J:

A black box will appear. Click "Allow" so Examiity has access to your microphone. Another black box will appear. Click the image of your screen and then "Share" to allow Examiity to see your screen. You should then be able to click "Begin Exam"



Step K:

A box will appear in front of the TrainCan page. Click the small blue box that says "Exam Password". This will automatically load the required password. Click Login to continue.



IMPORTANT

You can use the minimize button in the top corner while completing your exam so the box does not block your screen.

Do not click end session. Only do this once you have completed your exam, submitted it and received your grade.

Step L:

Complete Steps 1 to 4 using your Course Completion Record that you previously printed or saved. You will have to enter your client name, Pin Number and Request ID.

Step 1: Confirm Course Completion Record

You will need your Course Completion Record to complete your set up (example below)

COURSE COMPLETION RECORD

[Student Name]
HAS SUCCESSFULLY COMPLETED
[Course Name]
AND IS NOW ELIGIBLE TO CHALLENGE THE CERTIFICATION EXAM
Date Completed: [Date]

Print this page and bring it to your certification exam, along with your government issued photo ID. Without this information, you will not be able to write your certification exam.

CLIENT NAME: [CLIENT NAME]
PORTAL URL: [PORTAL NAME]
PIN: [8 DIGIT PIN]
REQUEST ID: [ALPHANUMERIC CODE]

pro.examity.com is sharing your screen. Stop sharing Hide

Step 2: Select the client name from the dropdown list

TrainCan Campus (https://traincancampus.com/)

Select

- AWW Canada
- Algonquin College
- Anamark
- Canada's Wonderland
- Centennial College
- Conestoga College
- Crossmark

COURSE COMPLETION RECORD

[Student Name]
HAS SUCCESSFULLY COMPLETED
[Course Name]
AND IS NOW ELIGIBLE TO CHALLENGE THE CERTIFICATION EXAM
Date Completed: [Date]

Print this page and bring it to your certification exam, along with your government issued photo ID. Without this information, you will not be able to write your certification exam.

CLIENT NAME: [CLIENT NAME]
PORTAL URL: [PORTAL NAME]
PIN: [8 DIGIT PIN]
REQUEST ID: [ALPHANUMERIC CODE]

pro.examity.com is sharing your screen. Stop sharing Hide

Step 3: Enter the 8 digit PIN below to search for student

Student PIN:

Go

Step 4: Verify student name and enter Request ID below

TrainCan Campus (https://traincancampus.com/)

COURSE COMPLETION RECORD

[Student Name]
HAS SUCCESSFULLY COMPLETED
[Course Name]
AND IS NOW ELIGIBLE TO CHALLENGE THE CERTIFICATION EXAM
Date Completed: [Date]

Print this page and bring it to your certification exam, along with your government issued photo ID. Without this information, you will not be able to write your certification exam.

CLIENT NAME: [CLIENT NAME]
PORTAL URL: [PORTAL NAME]
PIN: [8 DIGIT PIN]
REQUEST ID: [ALPHANUMERIC CODE]

Request ID:

Find Request ID

pro.examity.com is sharing your screen. Stop sharing Hide

Make sure you have your Course Completion Record before clicking continue

Select the client name from the drop down bar.

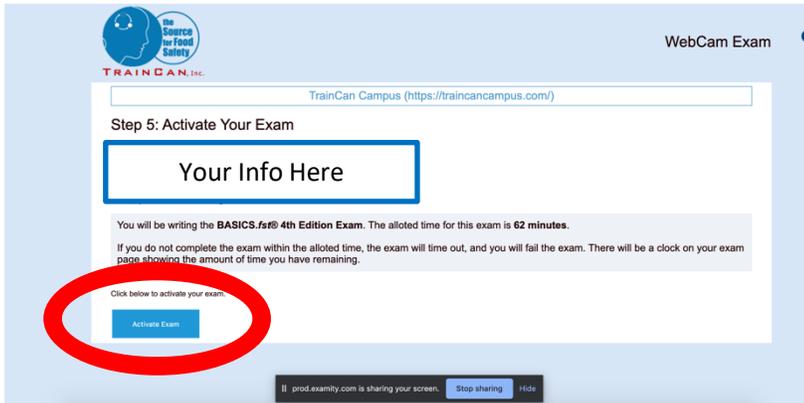
Enter your Pin Number

Enter your Request ID

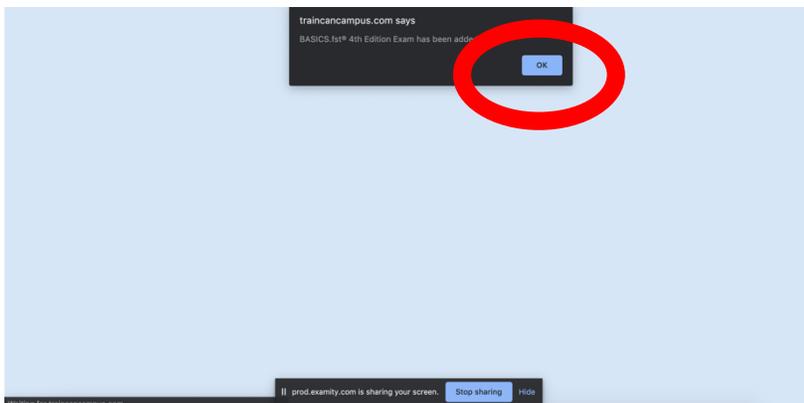
Note: This is a one-time use code. If you fail the exam, you must purchase a retest to obtain a new Request ID.

Step M:

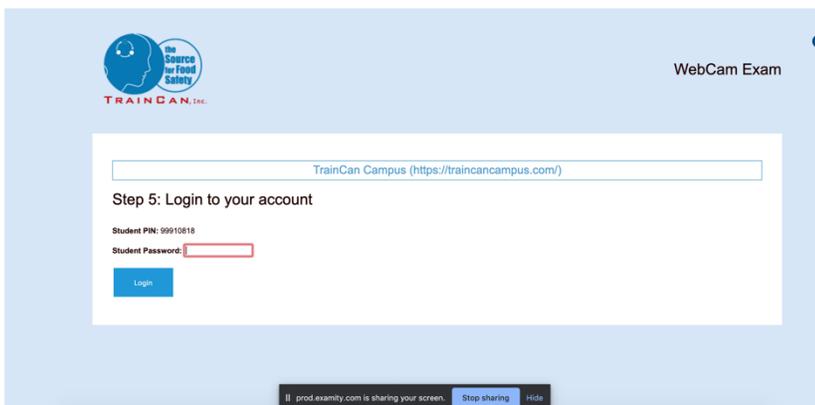
If the information showing in Step 5 is correct, click “Activate Exam”. A black box will appear. Click “OK”. You must now log in to your exam by entering with your TrainCan account Password.



Confirm information and click “Activate Exam”.



Select “OK”.



Log into your TrainCan account by entering your password that matches your PIN number.

Step N:

You have now been logged into your TrainCan account and been brought to your “My Courses” page.

You will see your exam here and be able to click “Enter Exam”.

Your exam timer has now started. *BASICS.fst*[®] exams have 60 minutes and *ADVANCED.fst*[®] exams have 90 minutes.

The screenshot shows the TrainCan website interface. At the top, there is a red banner for "Important Covid-19 Information" and language options for "English | Français". The TrainCan logo and "the Source for Food Safety" are on the left, with "TrainCan Campus Online Education Centre" to the right. A box labeled "Your Info Here" with a "[edit my profile]" link is on the right. A navigation menu includes "My Courses", "My Profile", "Help / FAQs", "Contact Us", and "Log Out". The "My Courses" section is active, displaying a card for "BASICS.fst® 4th Edition Exam". This card features the TrainCan logo, a blue "enter exam" button circled in red, and text indicating "Current Time: 11:17" and "Time Remaining: 61 min". To the right of the card, it says "Exam Status: Not Started". Below this, there is another card for "BASICS.fst® 4th Edition with WebCam Exam" and a "What's New" section. A browser notification at the bottom states "prod.examity.com is sharing your screen." with "Stop sharing" and "Hide" buttons.

Special Note:

If you are studying through a custom portal with your employer or school, this page may appear differently. Regardless of how it appears, you will see the Exam Icon under “My Courses” and you will be able to enter the exam.

Step 0:

You must first complete the Academic Honesty Agreement. Read all the statements and select the boxes beside them. Then, click "I agree" at the bottom.

After you agree, you will be able to access the exam questions. Click **ONE** of the boxes saying "Take Module Test" at the bottom of the screen, top right of the screen or on the toolbar on the left.

BASICS.fst® has 5 sections of 10 questions each and ADVANCED.fst® has 4 sections of 20 questions each. After each section you will be prompted to move to the next module. Do not advance to the next module until you confirm all your answers – you cannot return to a module once it is submitted. Make sure to complete and submit all sections of the test.

Welcome Change Font Size - A A

Navigation: Section One, **Welcome**, Section Two, Section Three, Section Four, Section Five

«Previous

Academic Honesty Agreement **

Please click the below boxes to acknowledge the Academic Honesty Agreement. I understand I will risk receiving an automatic fail on my exam if:

- Other people are in the room.
- Other voices are heard in the room.
- I am communicating with someone else in the room or over the phone.
- I wear headphones.
- I use any additional electronic devices.
- I open unnecessary tabs during my exam session.
- I am suspiciously looking away from the test on my computer screen.
- Any other suspicious behaviour as viewed by the auditor.
- I acknowledge my exam session is being recorded. Examity and TrainCan, Inc. will be reviewing the recording after I complete my exam.
- If I violate any of the above rules, I understand I may not be credited with passing the exam and my certification will be revoked.

I AGREE to all of the above terms and conditions I DISAGREE

Welcome to BASICS.fst 4th Edition exam. It is presented in 5 sections with 10 questions per section. Please keep in mind that this is a timed exam. You will have 60 minutes in total to complete all 5 sections.

When you are ready, please click "Take Module Test" to begin Section One.

«Previous

Brought to you by TRAINCAN CAMPUS

BASICS.fst® 4th Edition Webcam Exam Welcome, Matthew Kostuch | How To | Notes | Print Page | Give Us Feedback | Ask the Expert | Chat Offline | Exit Course Area

Navigation: Section One, **Module Test**, Section Two, Section Three, Section Four, Section Five

«Previous

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When you are ready, please click "Take Module Test" to begin Section One.

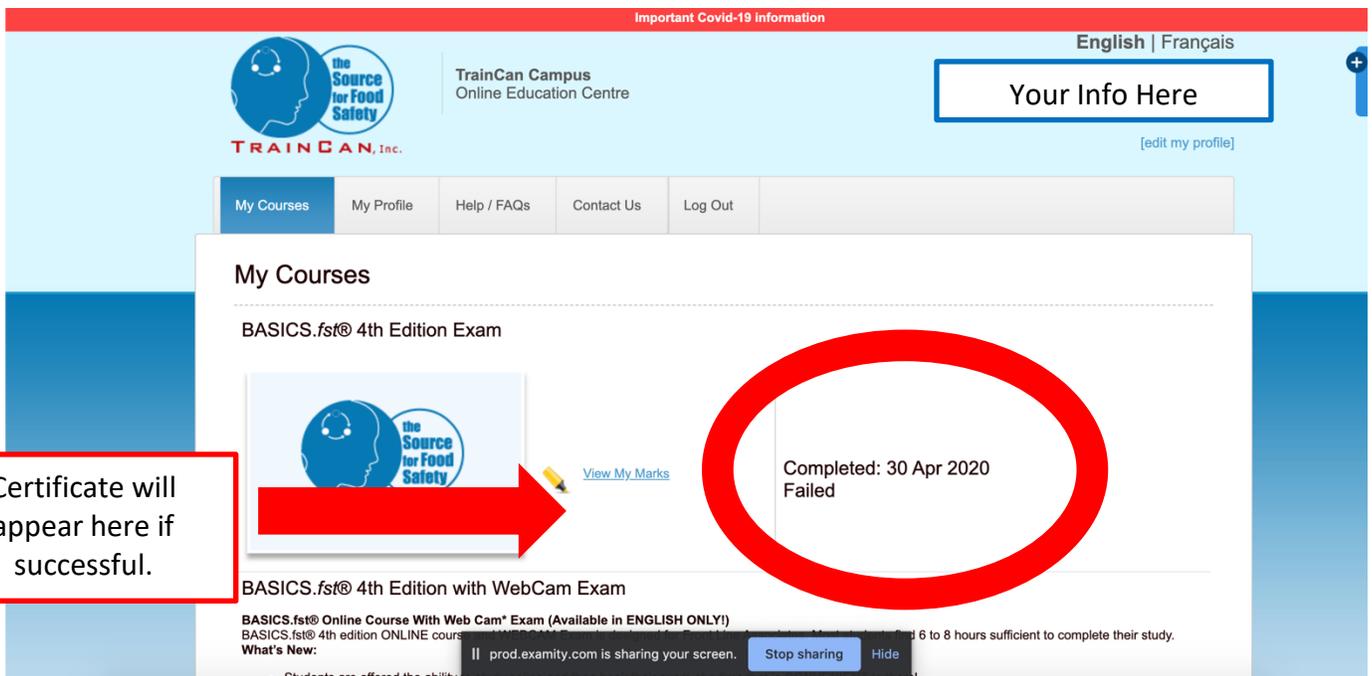
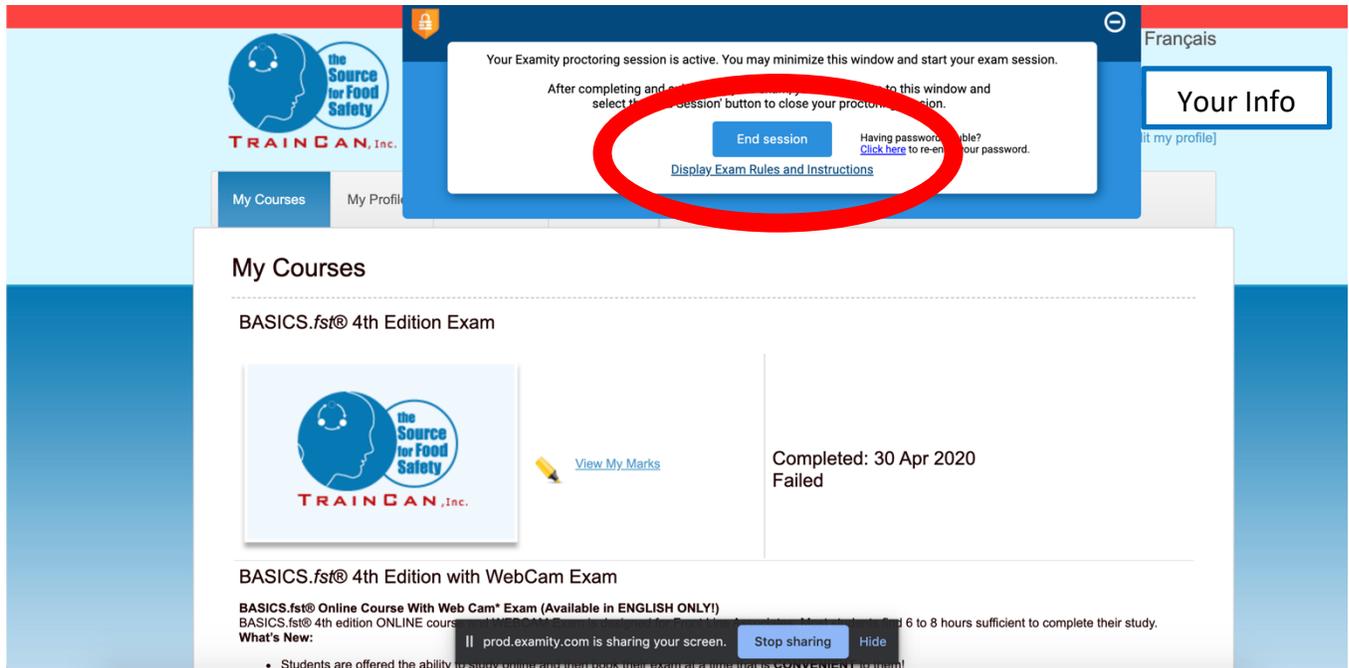
«Previous **Take Module Test**

Take Module Test

Step P:

Once you have completed your exam, your mark will appear. You will be returned to the “My Courses” tab on your account. End your session by clicking “End session” on the blue ExamiTab.

In your TrainCan account you will be able to see the date you completed the exam as well as the status (Passed or Failed). If you passed you will also have a link to a certificate beside your exam icon.



Certificate will appear here if successful.