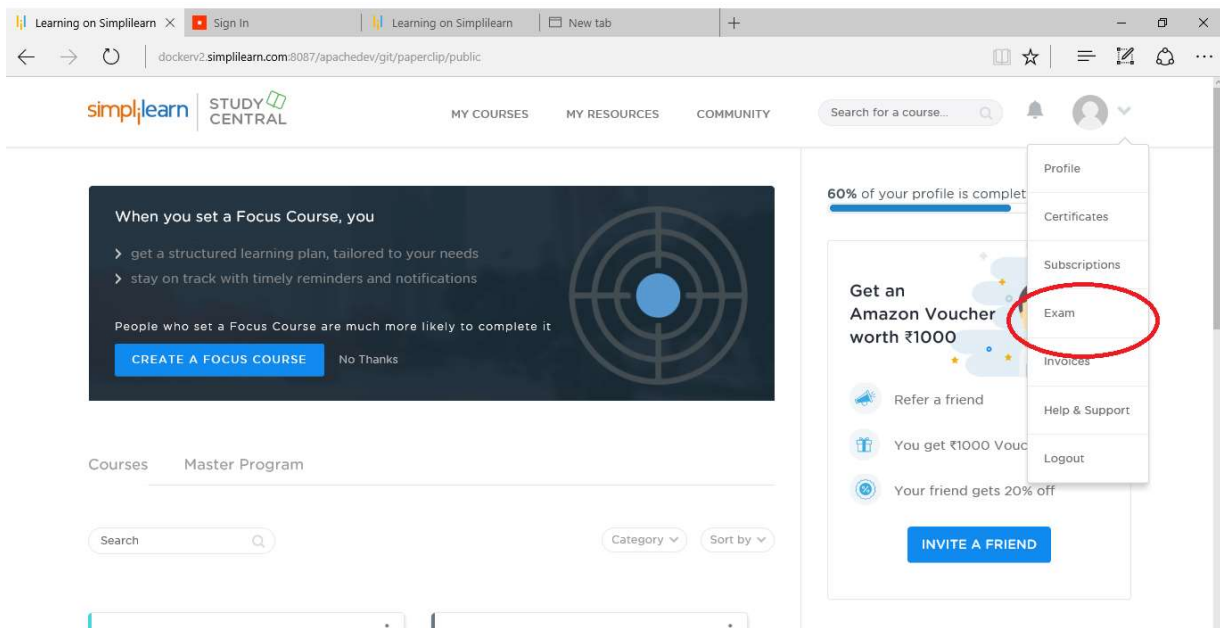


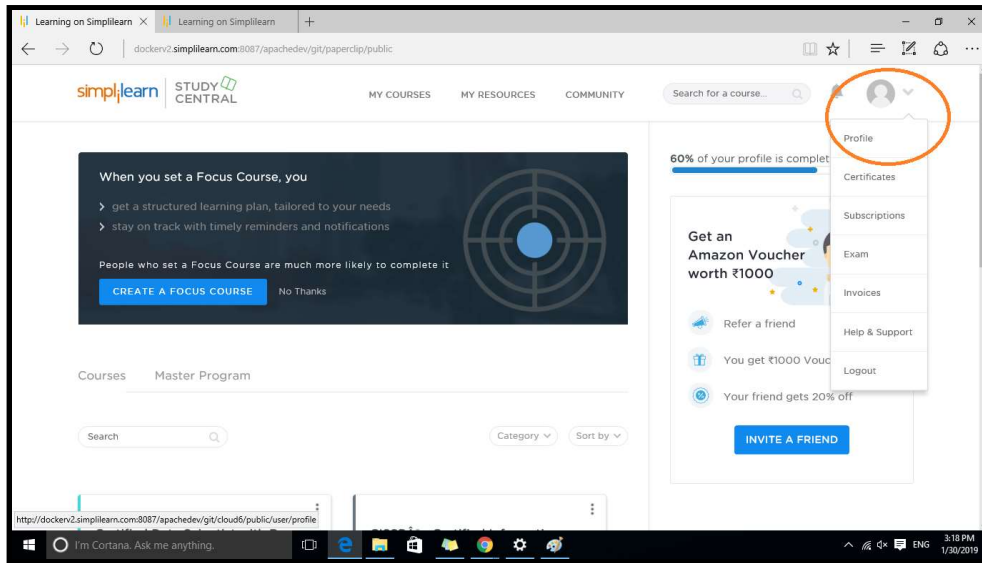
## Raise exam request through LMS

1. Select exam from the list displayed on selecting user account icon.

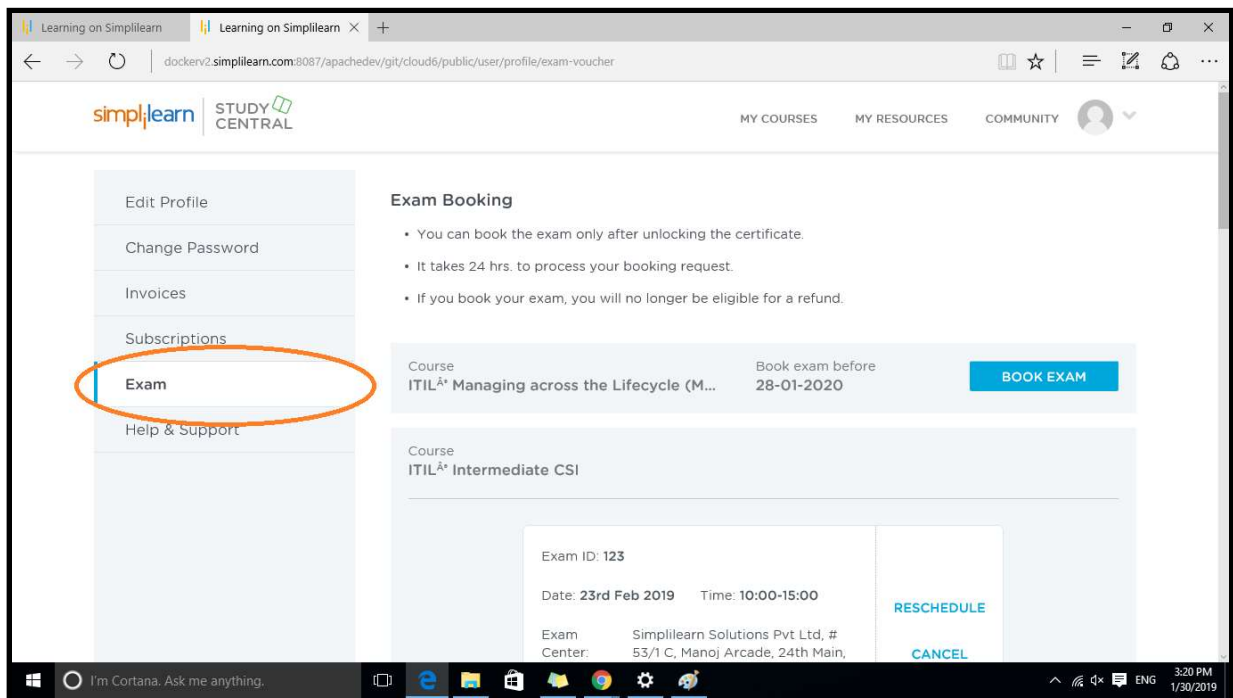


Or

Select "Profile" option from the list displayed on selecting user account icon and then select "exam" option displayed on left side of profile page..



2. Exam page opens up as shown in the image.



The screenshot shows the Simplilearn user interface. At the top, there are navigation links for 'MY COURSES', 'MY RESOURCES', and 'COMMUNITY'. A search bar is present with the text 'Search for a course...'. On the left, a dark blue banner promotes 'Focus Course' with a 'CREATE A FOCUS COURSE' button. On the right, a user profile dropdown menu is open, showing options like 'Profile', 'Certificates', 'Subscriptions', 'Exam' (circled in red), 'Invoices', 'Help & Support', and 'Logout'. Below the menu, there's a promotion for an 'Amazon Voucher worth ₹1000' and an 'INVITE A FRIEND' button.

3. The exam page will list all the exams which the user has purchased.

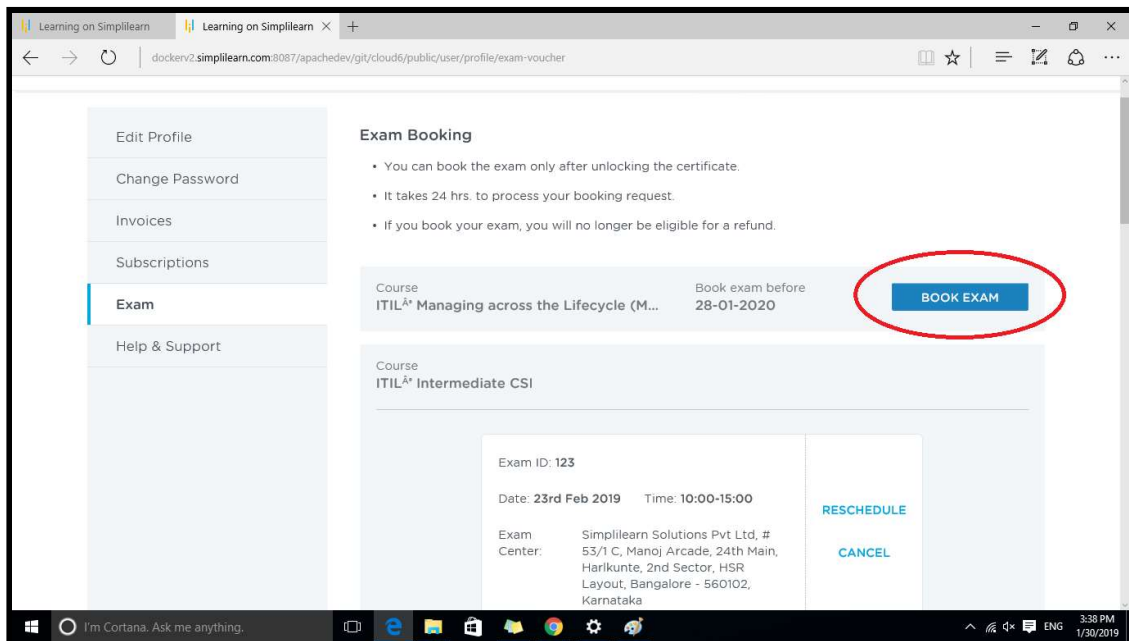
4. The user can book the exam using the “Book Exam” option corresponding to each course exams. The “Book Exam” option will only be enabled if the user has unlocked the certificate and if it is before exam expiry date shown in “Book Exam before” as shown below.

The screenshot shows the 'Exam' page in the Simplilearn LMS. The left sidebar contains navigation options: 'Change Password', 'Invoices', 'Subscriptions', 'Exam' (selected), and 'Help & Support'. The main content area lists courses with their respective exam booking details:

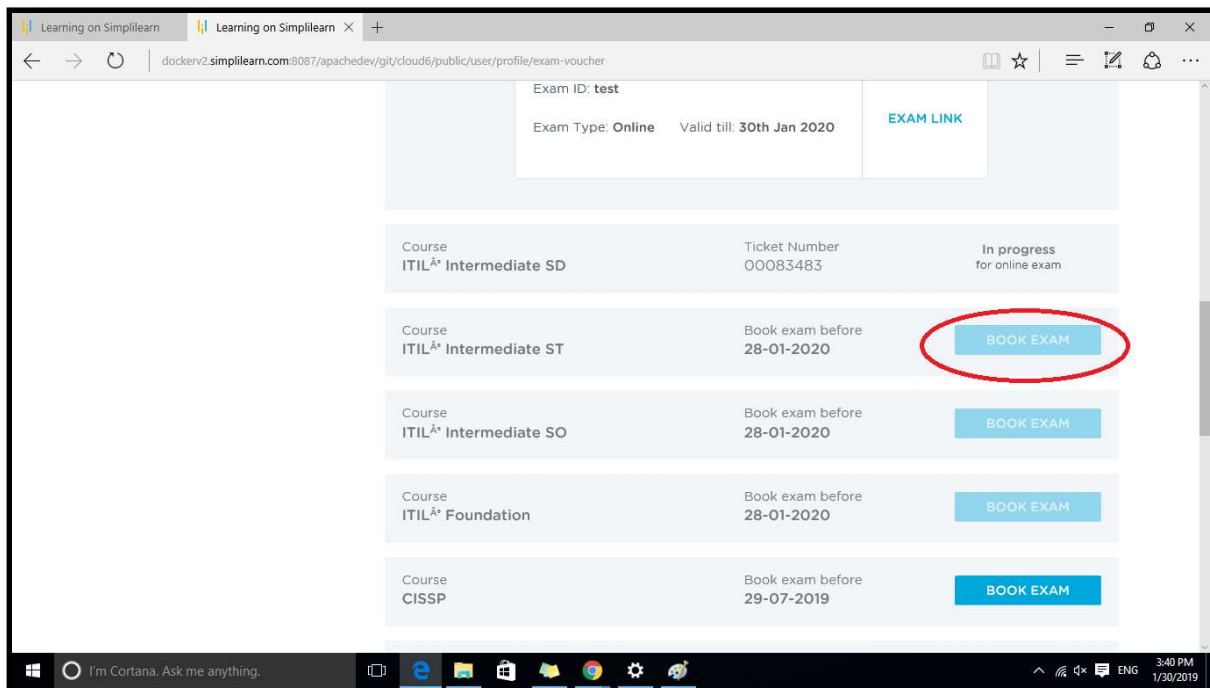
Course	Ticket Number	Status
ITIL <sup>®</sup> Managing across the Lifecycle (M...)	00083507	In progress for online exam
ITIL <sup>®</sup> Intermediate CSI	Book exam before 28-01-2020	<a href="#">BOOK EXAM</a>
ITIL <sup>®</sup> Intermediate SS	Book exam before 28-01-2020	<a href="#">BOOK EXAM</a>
ITIL <sup>®</sup> Intermediate SD		

Below the course list, there are fields for 'Exam ID: test' and 'Exam Type: Online Valid till: 30th Jan 2020', along with an 'EXAM LINK' button.

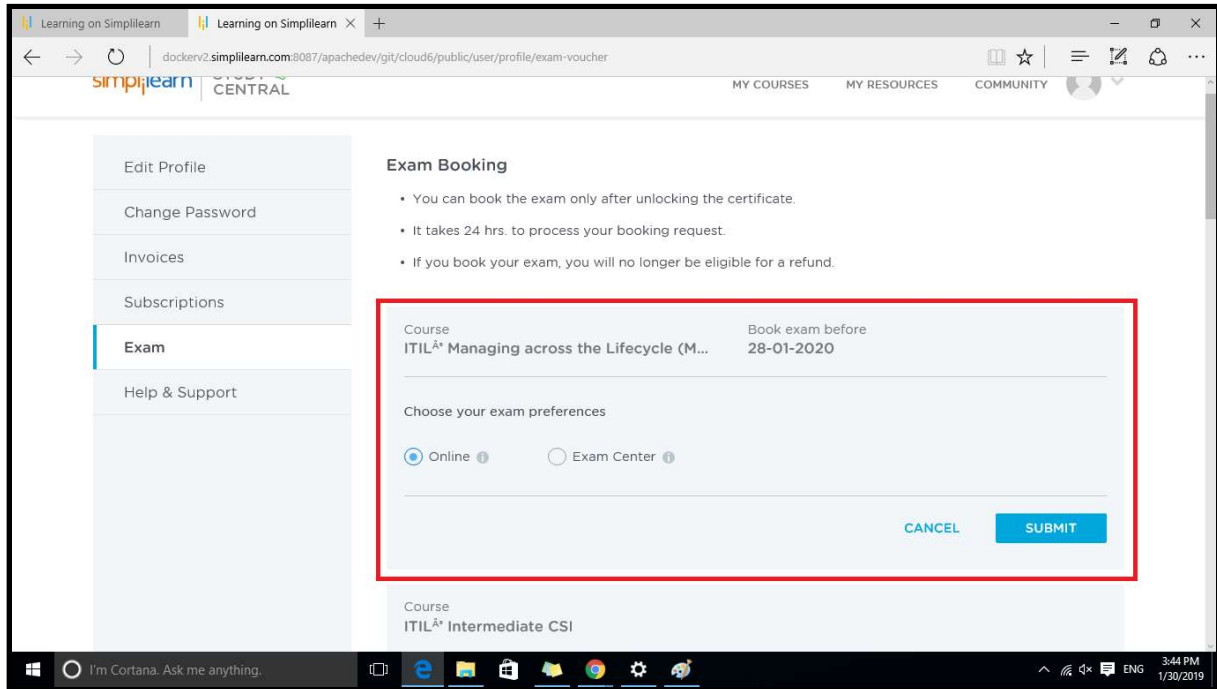
(a). The user has unlocked “ITIL<sup>Å</sup> Managing across the Lifecycle” certificate, so the “Book Exam” option is enabled for this exam.



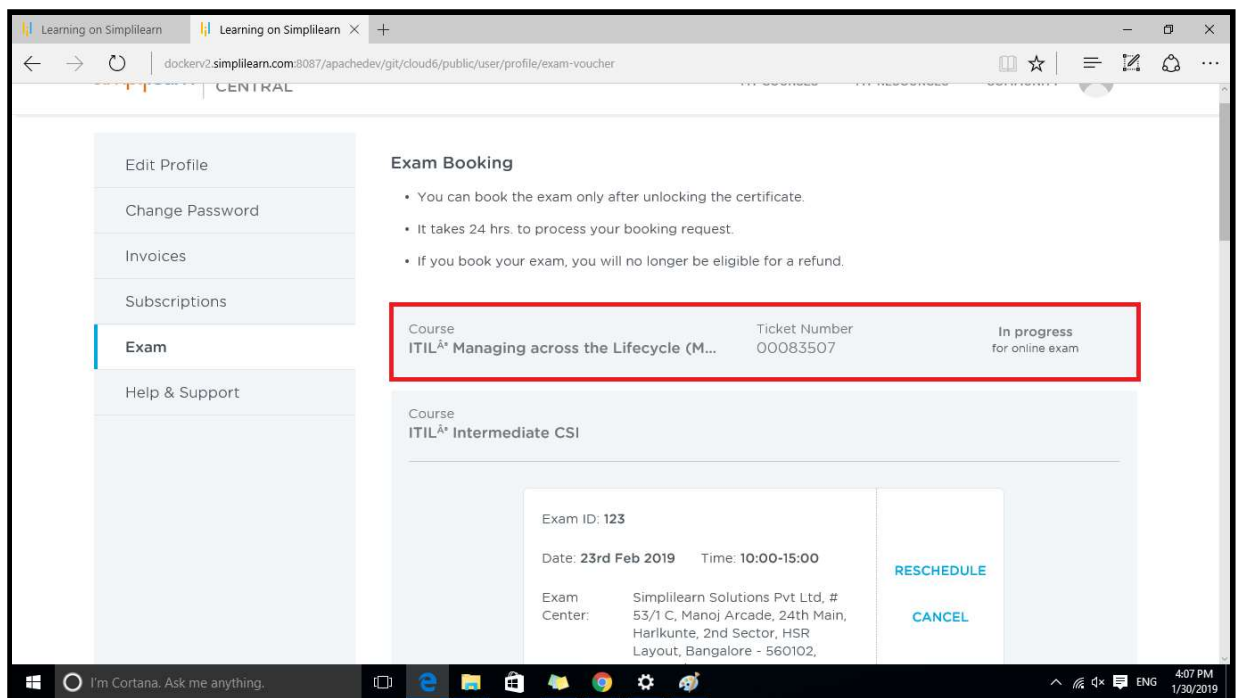
(b). The user hasn't unlocked certificate for “ITIL<sup>Å</sup> Intermediate ST” course, so “Book Exam” button is disabled.



5. If the exam facilitates both offline and online preferences, the user will be given the option to choose the exam preference after clicking on “Book Exam” button as shown below.

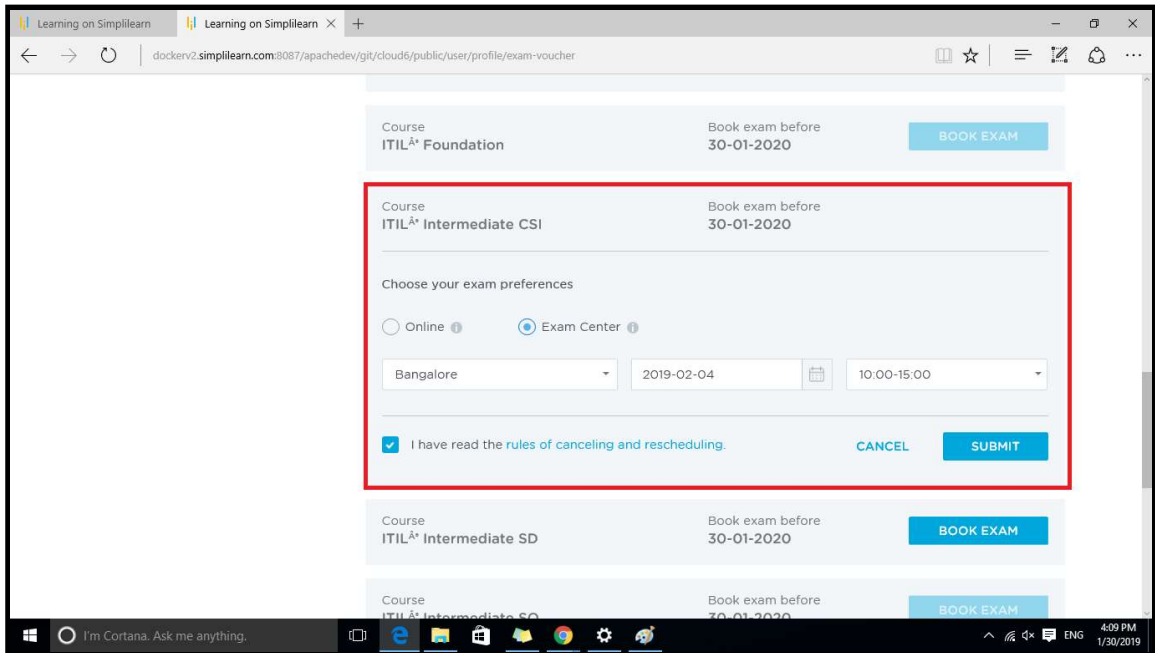


- (a) If the user selects “Online” as exam preference and select submit, a case will be generated for the exam team and user will be notified as below.

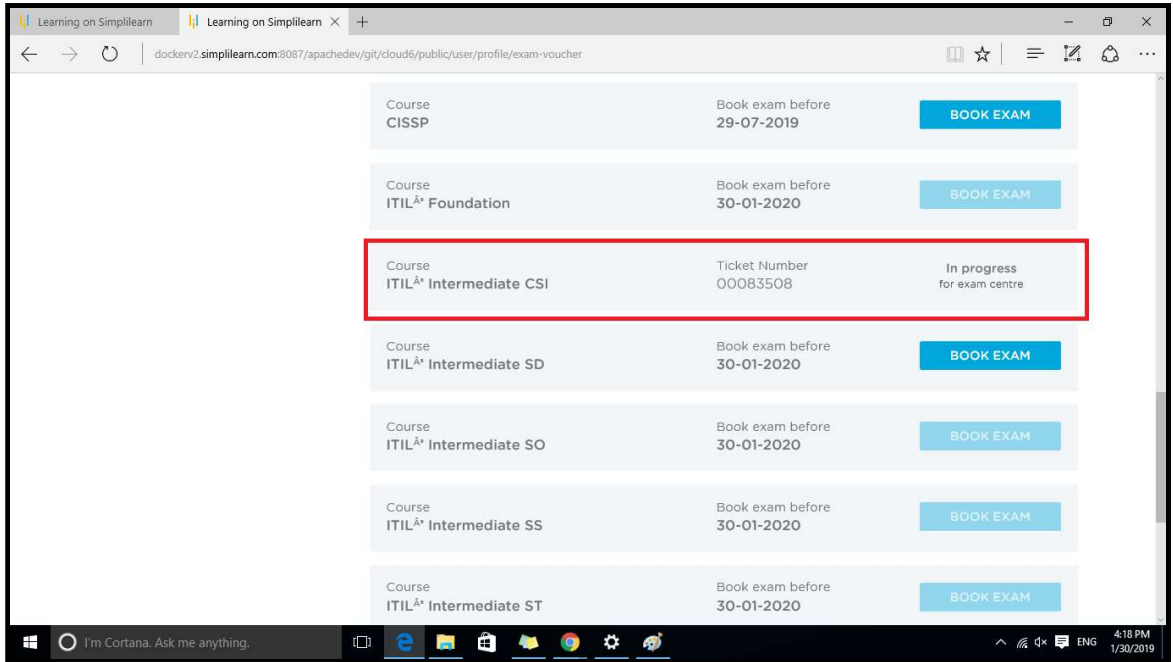


(b) If the user selects “Exam Center” as exam preference, the user has to select the city, date and time slot according to user convenience (The options for these fields are pre-populated by exam team corresponding to the exam). The user also has to select the checkbox for “rules of canceling and rescheduling” for the “Submit” button to be enabled(As shown below).

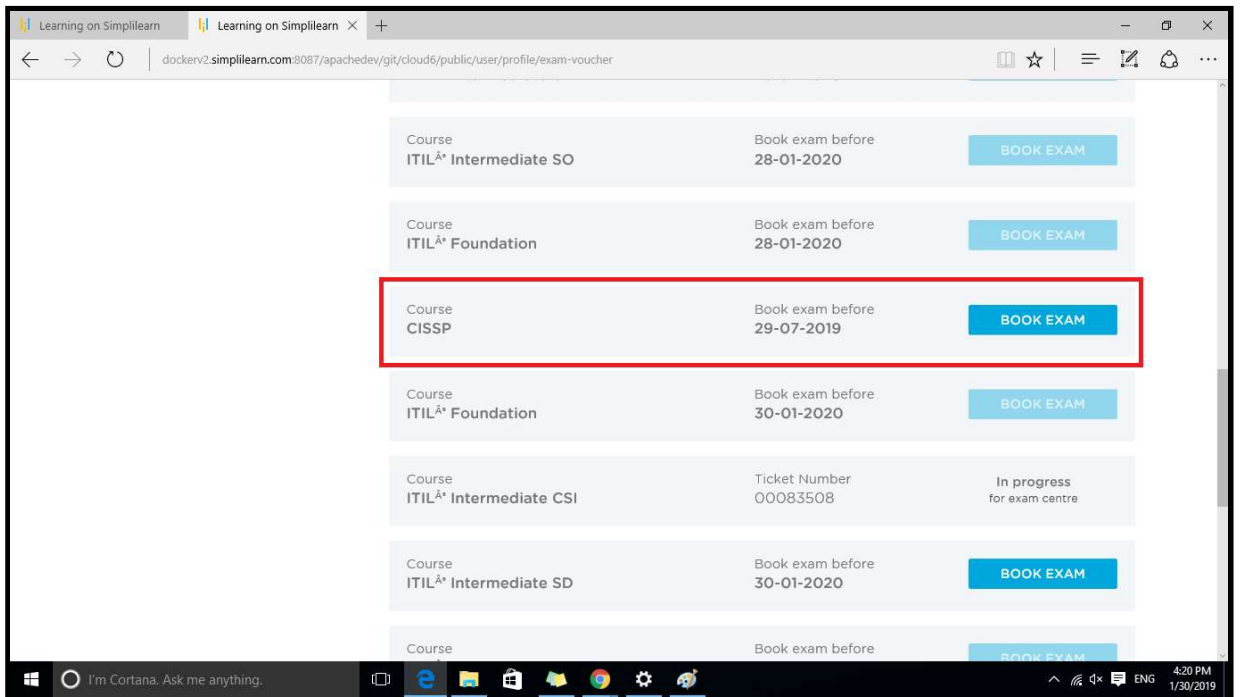
Once the user submits the request, the user will be notified as the 2nd screenshot below.



The screenshot displays the 'exam-voucher' page in a web browser. The page lists several courses, each with a 'BOOK EXAM' button. The course 'ITIL® Intermediate CSI' is highlighted with a red border. Below the course name, there is a section titled 'Choose your exam preferences'. In this section, the 'Exam Center' radio button is selected. Below the radio buttons, there are three input fields: a dropdown menu for 'Bangalore', a date field for '2019-02-04', and a time slot dropdown for '10:00-15:00'. At the bottom of this section, there is a checkbox labeled 'I have read the rules of canceling and rescheduling.' which is checked. To the right of this checkbox are 'CANCEL' and 'SUBMIT' buttons. The browser's address bar shows the URL 'dockerv2.simplilearn.com:8087/apache/dev/git/cloud6/public/user/profile/exam-voucher'. The Windows taskbar is visible at the bottom of the screenshot, showing the time as 4:09 PM on 1/30/2019.



6. If the exam only facilitates online preference and user selects “Book Exam”, the user will be notified as shown below.



Request submitted Successfully.

Course	Book exam before	Action
ITIL <sup>®</sup> Intermediate SD	28-01-2020	BOOK EXAM
Course ITIL <sup>®</sup> Foundation	Book exam before 28-01-2020	BOOK EXAM
Course CISSP	Ticket Number 00083509	In progress
Course ITIL <sup>®</sup> Foundation	Book exam before 30-01-2020	BOOK EXAM
Course ITIL <sup>®</sup> Intermediate CSI	Ticket Number 00083508	In progress for exam centre
Course ITIL <sup>®</sup> Intermediate SD	Book exam before 30-01-2020	BOOK EXAM
Course	Book exam before	BOOK EXAM

7. If the user has requested for the exam center as a preference, the user will be updated with the exam details in the portal shown below and user will be notified in mail the exam details once the exam team confirms the exam request (closes the case).

Subscriptions

Exam

Help & Support

Course	Ticket Number	Status
Course ITIL <sup>®</sup> Managing across the Lifecycle (M...	00083507	In progress for online exam
Course ITIL <sup>®</sup> Intermediate CSI		

Exam ID: 123

Date: 23rd Feb 2019    Time: 10:00-15:00

Exam Center: Simplilearn Solutions Pvt Ltd, # 53/1 C, Manoj Arcade, 24th Main, Harikunte, 2nd Sector, HSR Layout, Bangalore - 560102, Karnataka

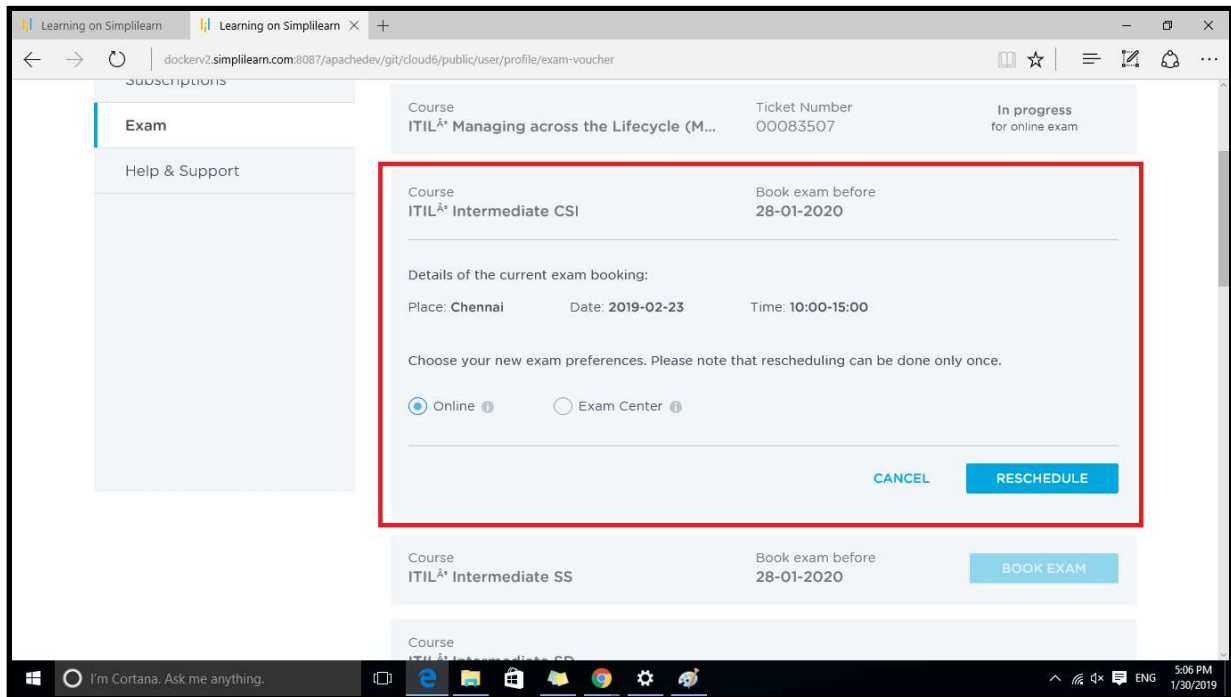
[RESCHEDULE](#)  
[CANCEL](#)

Course	Book exam before	Action
Course ITIL <sup>®</sup> Intermediate SS	Book exam before 28-01-2020	BOOK EXAM
Course ITIL <sup>®</sup> Intermediate SD		

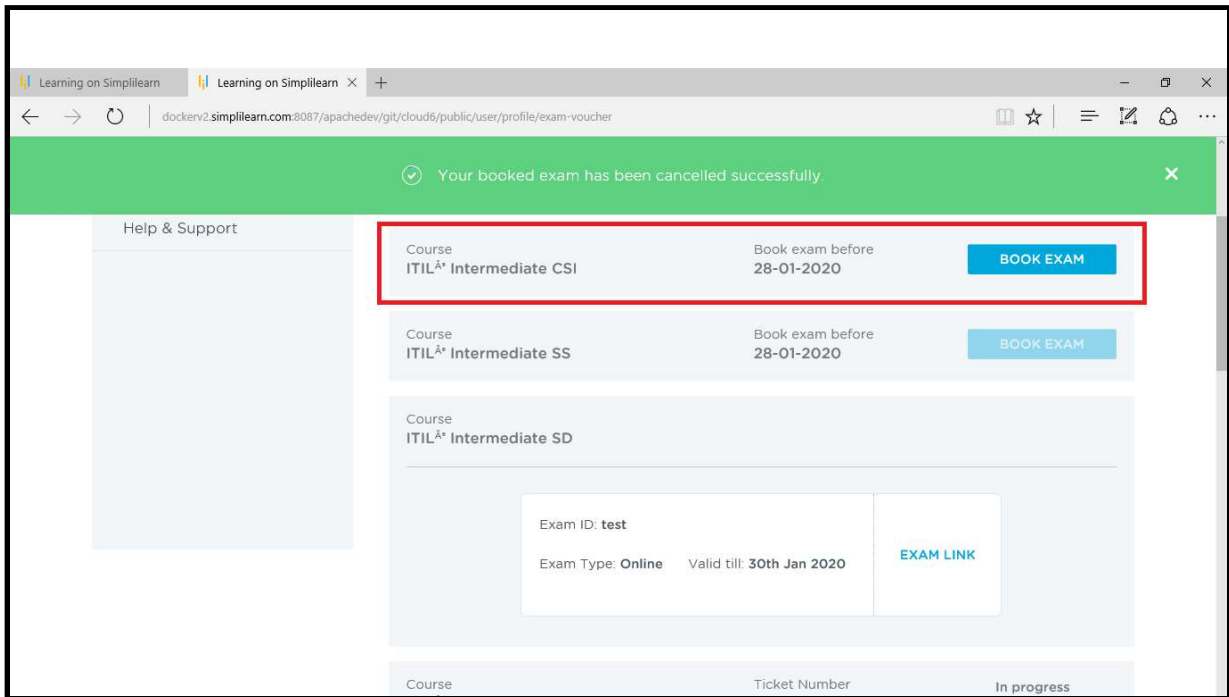
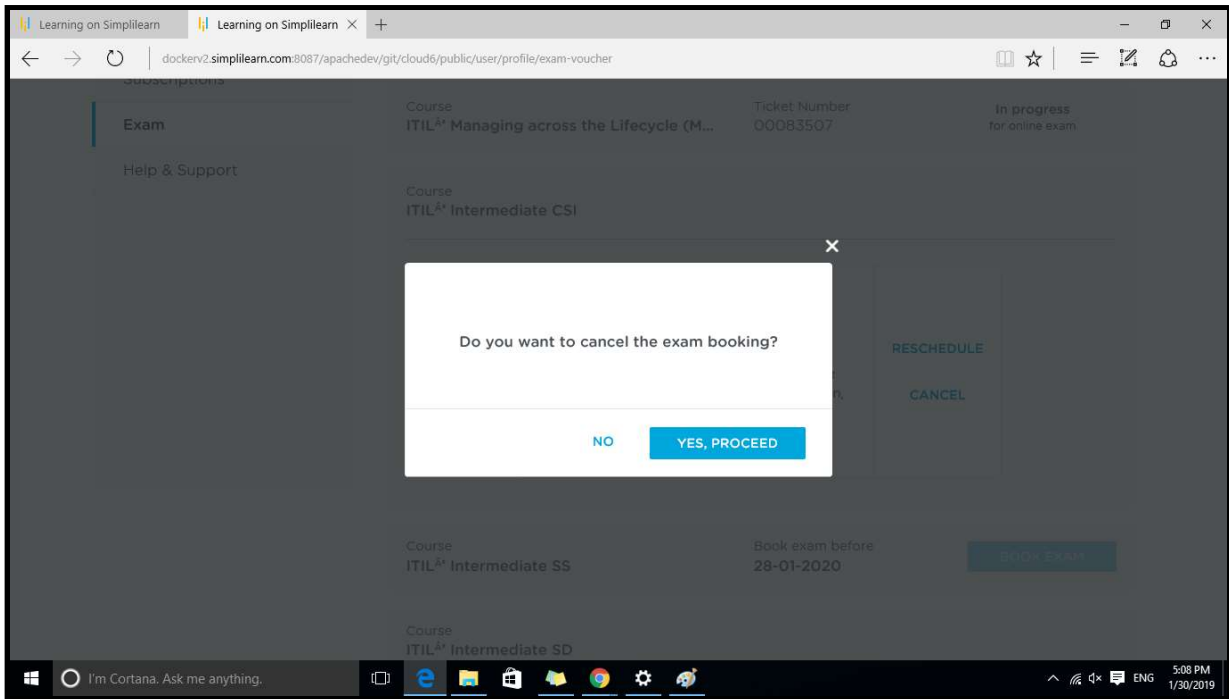


The user can opt to cancel or reschedule the exam (Only exams with exam center as a preference), but this provision will be only available till 2 days prior to the exam date booked or before the expiry of the exam ( "Book exam before" date). Cancellation or rescheduling will be only allowed once.

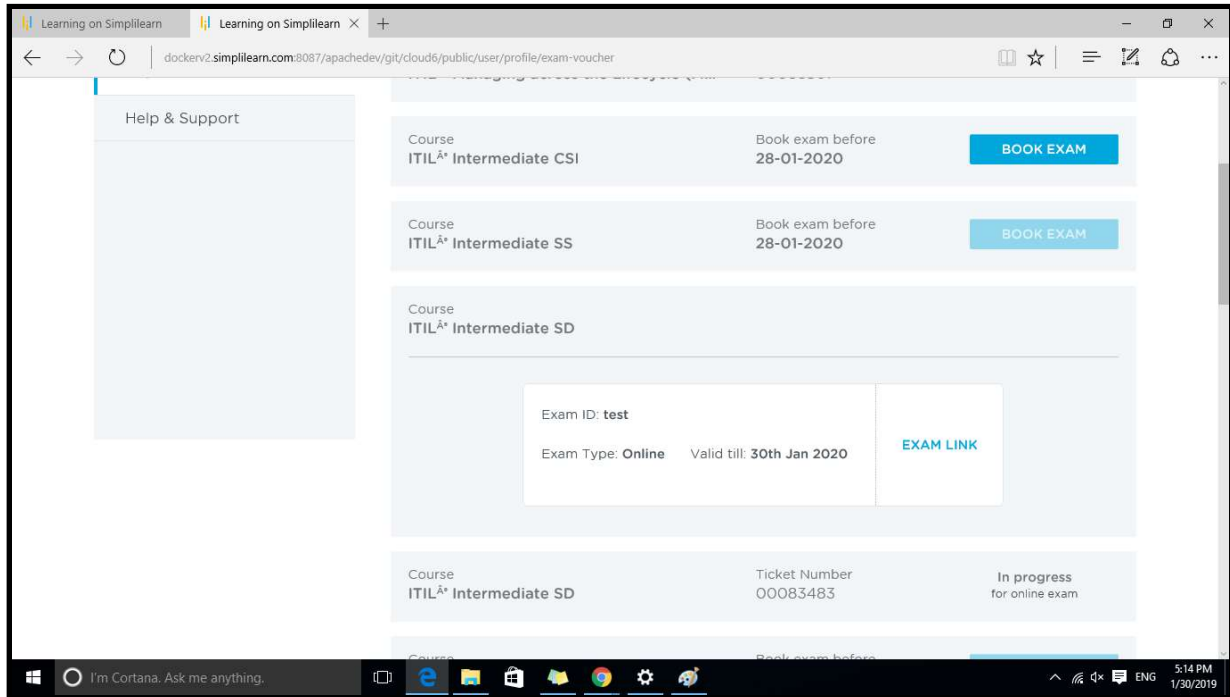
(a) If the user selects "Reschedule", the user will be provided with the same option he/she used to book the exam earlier. (As shown below).



(b) If user selects cancel option, the user will be requested to confirm the selection and proceeding with cancellation, will cancel the booked exam and the exam will be listed as below, which can be booked the user in the future before the exam expiry (Shown as "Book exam before").



8. For online exams, the user will be provided with the exam link and user will be notified in the email with the exam details. The exam link (shown below) will direct the user to the exam login portal and the user has to use the exam details in the mail to book the exam.



The screenshot shows a web browser window with two tabs titled "Learning on Simplilearn". The address bar displays the URL: `dockerv2.simplilearn.com:8087/apache/dev/git/cloud6/public/user/profile/exam-voucher`. The page content includes a "Help & Support" sidebar on the left and a main area with three course cards:

- Course:** ITIL<sup>®</sup> Intermediate CSI  
**Book exam before:** 28-01-2020  
**Button:** BOOK EXAM
- Course:** ITIL<sup>®</sup> Intermediate SS  
**Book exam before:** 28-01-2020  
**Button:** BOOK EXAM
- Course:** ITIL<sup>®</sup> Intermediate SD  
**Exam ID:** test  
**Exam Type:** Online  
**Valid till:** 30th Jan 2020  
**Button:** EXAM LINK
- Course:** ITIL<sup>®</sup> Intermediate SD  
**Ticket Number:** 00083483  
**Status:** In progress for online exam

The Windows taskbar at the bottom shows the time as 5:14 PM on 1/30/2019.

**Note:**

If the user has initiated refund, the voucher exam voucher won't be displayed in the exam page.