



# **German-British Chamber of Industry & Commerce**

## **English Language Certificate**

### Registration and User Guide



**AHK**

German-British  
Chamber of Industry & Commerce  
Deutsch-Britische  
Industrie- und Handelskammer

Dear participant

This is your official handbook with all the information you need to complete the online exam for the German-British Chamber of Industry & Commerce English Language Certificate.

This is a step by step guide of how to register for the student identity authentication and includes information about data protection and the software provider.

**Before you start the exam, please read the instructions carefully.**

*The team at the German-British Chamber of Industry and Commerce and the ECBM wish you good luck!*

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## 1. Registration

*What do I need to do to register for the English Language Certificate Exam?*

- Register using the [online registration form](#)
- Payment instructions are on the right-hand side, you will only receive your final certificate if your payment has been successful.
- After your registration, you will receive an email with all relevant instructions.
- Just follow the link to the ECBM [student platform](#) and log-in. Use the same details as you used when completing the initial pre-test. *(If you have not already completed the initial pre-test, please do it [here](#). The enrolment key for the pre-test is **AHKLCPT**. Please note that you need to create a new account.).*
- You need to enroll yourself on the exam. You can find the self-enrolment key in the email provided after your registration.
- **Then you are ready to get started.**

Find a quiet place, so that you can do the exam without interruption – you have a maximum time limit of maximum 2.5 hours.

Make sure you give yourself enough free time, because you only have one attempt to complete the examination.

You will need to activate the **student identity authentication** system before you begin. Full instructions are given on the next pages.

This is a straightforward process, but allow 10 minutes to do it, and read the instructions carefully.

## 2. Student Identity Authentication

*Why do we need to use 'Student Identity Authentication'?*

This is simply to make sure that the certificate you receive is a credible and worthwhile award. It is so that you can be reassured that nobody can cheat or misidentify themselves. It also allows you to do this exam in the comfort of your own home or wherever you want to take the test.

**You must be the person who has registered for the examination.**

**You must do this examination alone and without help.**

**You must not refer to the internet or any other electronic device whilst undertaking the exam.**

**You must not leave your seat or take a break from the examination once you have started.**



Failure to comply will mean that you are disqualified and your registration fee will not be refunded. There is no appeal against the decision of the examining institution in this regard.

### 2.1. How Student Identity Authentication works

*We use a third party provider, called **smowl**, to make sure that your identity is checked and authorised electronically.*

#### **Operating conditions and security**

- **smowl** will not have access to the identity of the student or any other personal data, images will exclusively be assigned to a code given by the institution for each student.
- **smowl** will only make the images available to the examining institution (the European College of Business and Management) if the analysis suggest that there has been impropriety that needs to be investigated.
- The images are sent from the student terminal to our servers using a secure certified connection: SSL, https:// protocol with an encrypted signature.
- Images are stored on Smowltech secure servers for the time required to allow certification. Pictures will never leave the servers or be used for purposes other than identity authentication. They will not be copied nor will they be displayed by a third party. After certification, they will be destroyed.
- After completing the exam, access to the webcam will be closed so that **smowl** will not be able to obtain any further images. For any question about the system please contact **smowl** at: [info@smowltech.com](mailto:info@smowltech.com)

## 2.2. Preparation for the exam

*Before starting the exam you need the following:*

**You need a valid Passport or National ID Card**

**You need a laptop or desktop computer.**

**You need a Webcam. If you don't have one, the smowl system cannot be activated and you won't be able to do the exam.**



- Your operating system needs to be Windows 7, 8 or 10 / Mac OSX.
- Internet Access: Before starting the registration process, make sure that the network allows the connection to Smowltech (Not having access to Smowltech can be more frequent in public or corporate networks, in a home network it is not common)
- Your Internet Browser needs to be either: Chrome or Firefox (Recommended), Microsoft Edge, Opera10+ or Safari 11+.

If you need any help:

Please contact smowl via email: [info@smowltech.com](mailto:info@smowltech.com)

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To check if your webcam works properly, click on this link:

<https://www.smowltech.net/WebPageClient/WebPageClientCheck/CheckBrowser.php?lang=es>

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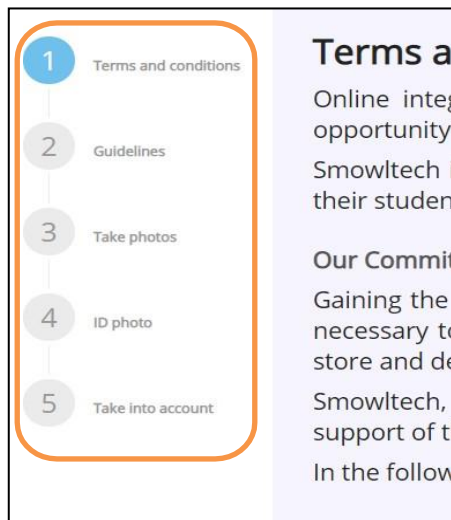
### 3. Step by Step Guide to set up Identity Authentication

It is a simple process. You must take five photos using your webcam. These images will be used to create a mathematical-biometric model of your facial characteristics to be used in future verifications.

#### 3.1. Launch the App

**The identification software will be launched automatically the first time you click on 'Language Certificate' – 'AHKLC' - 'Exam' on the student platform.**

On the left-hand side, you can find an index with the steps to follow during the process. You can scroll back and forth through the index by clicking on the numbers.



Index with the steps of the registration process.

#### 3.2. Terms and Conditions

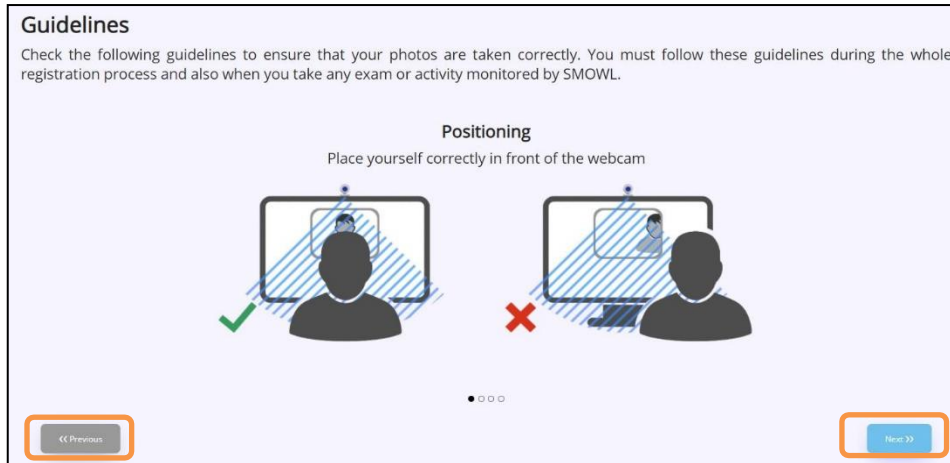
Please read and accept the terms and conditions by clicking the checkbox and then click 'Next'.



Checked box to accept terms and conditions.

### 3.3. Guidelines

Before registering your picture, please read through the instructions carefully.



Recommendations for registration.

**Positioning:** Place yourself correctly in front of the webcam.

**Lighting:** Your face must be clearly visible.

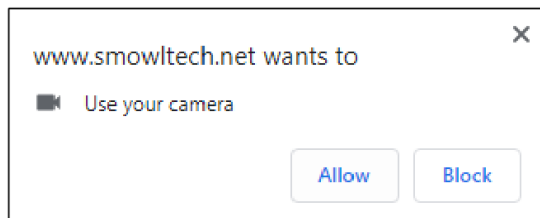
**Accessories:** Avoid wearing accessories that cover your head or face.

**Privacy:** Avoid being in a room with other people.

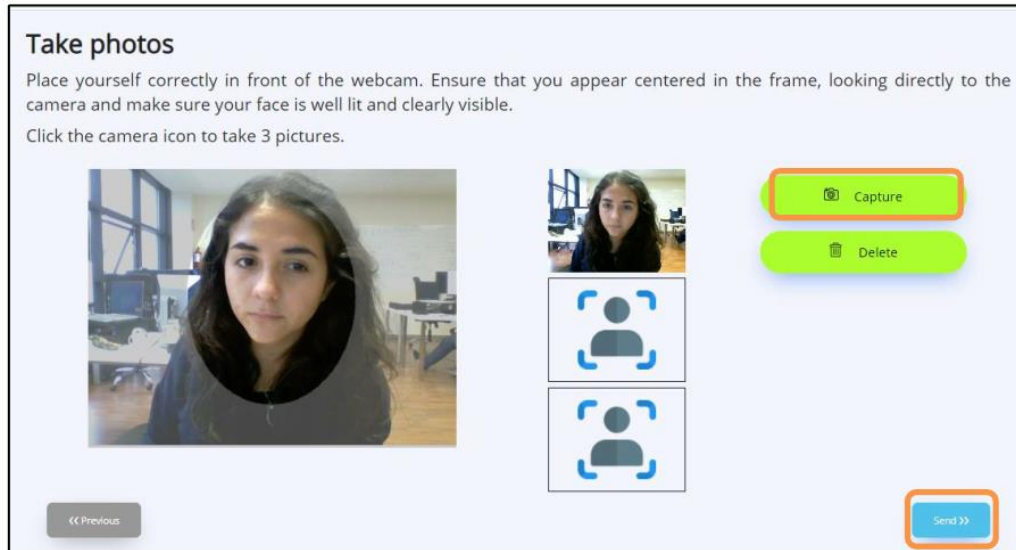
### 3.4. Take photos

Your next step will be to take three photos of your face to be registered. Follow the instructions and press the 'Capture' button to capture each image. Take three pictures looking straight at the screen.

It is important that you allow Smowltech to access your webcam in order to capture images. If you have any questions or problems managing access to your webcam, you can go to the user support site: <https://www.smowl.net/student/>

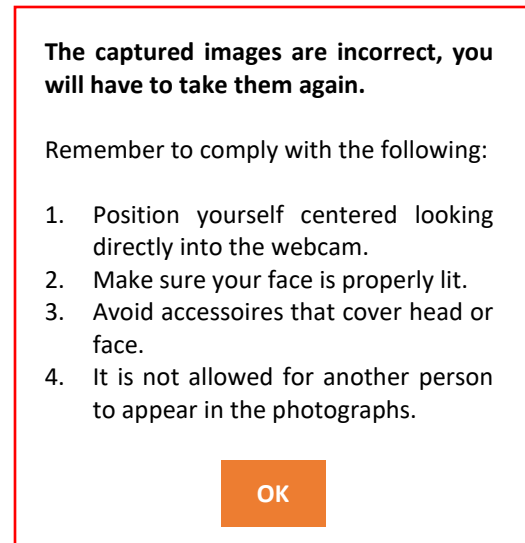
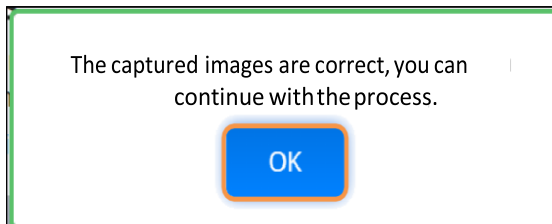






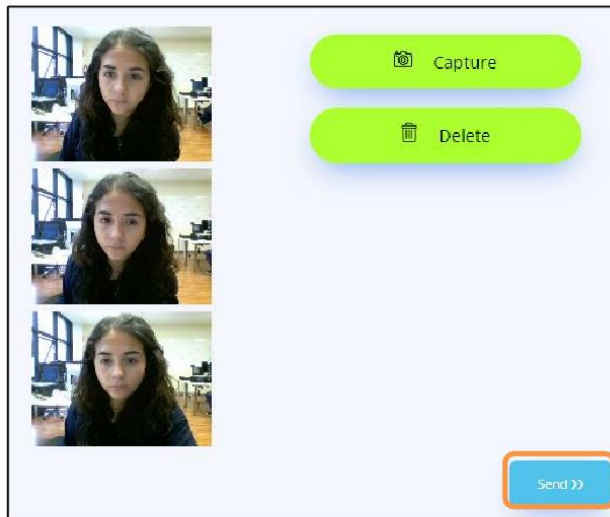
Capture of photographs for registration.

If your images are correct, the green window will appear and you can continue the process after clicking "OK". If there is a problem with your photos, the red window will appear and you will have to take them again.



Once your photos are successfully captured, you need to click "Send" to continue the process. If you want, you can also re-capture the images. Just click "Delete" and repeat the process.





Captured images.

### 3.5. Capture your ID or Passport

The final picture must show your Passport/ID card. The ID card has to completely fill the photo box and all information as well as the photo must be clearly visible.

You must place it horizontally centered, as shown in the examples and click on "Capture". If you want, you can delete the photo to capture it again by clicking "Delete".

**If you do not register your identity document correctly, your examination cannot be approved.**

Once your photo is correct, you must click "Send" to continue.



Capture of identity document.







### 3.6. Take into account

Before finalizing your registration process we will provide you with information that you should take into account during your exam. Please read through the rules carefully.

Once you have read this information, you can complete the registration process by clicking "Finish".

#### Take into account



... We are in charge of monitoring but not making the decisions. We will provide the evidence to the institution so that they can make the decision based on the established protocols.

OTHER DEVICES	SUPPORT MATERIAL	TALKING DURING THE TEST	BREAKS
Avoid using other devices such as second monitors, tablets or mobile devices.	Your institution must indicate you if it is allowed to use notes, calculator or any other support material.	Avoid speaking, even if they are thoughts aloud. You must be in a quiet environment.	You must remain in front of the device at all times, unless your institution tells you that you can be absent.
			
			

Finish registration process.


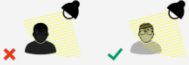



### 3.7. Check if your webcam works

You will need to take one last test-picture in order to check if your webcam is working correctly for the supervision during the exam. You might need to allow snowltech access to use the camera again. Please click 'allow' and then capture your test-picture by clicking the green checkbox.



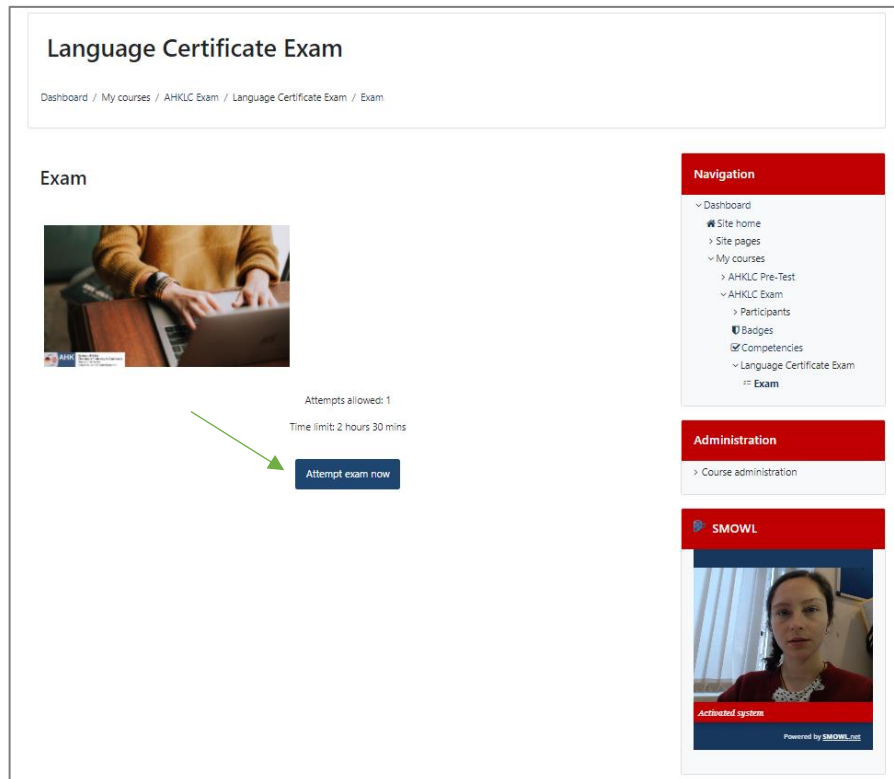
Check the correct functioning of your webcam

#### Recommendations before starting the activity

POSITIONING	LIGHTING	ACCESSORIES
<ul style="list-style-type: none"><li>You must be centred within the spotlight of your webcam during the whole activity.</li><li>Try to appear inside the red frame.</li></ul> 	<ul style="list-style-type: none"><li>Try to find the proper lighting conditions during the activity avoiding any source of light behind your head that darkens your face.</li><li>Make sure that your face is clearly visible.</li></ul> 	<ul style="list-style-type: none"><li>Avoid using accessories that cover your head and your face like caps, hats, scarfs, sunglasses...</li><li>Reading glasses are allowed.</li></ul> 
<h4>PRIVACY</h4> <ul style="list-style-type: none"><li>Try to be in a private area where no one can disturb you.</li><li>If someone is with you during the activity, it will be reported.</li></ul> 	<h4>BANNED APPS</h4> <ul style="list-style-type: none"><li>It is forbidden to use any app that uses the webcam during the activity such as Skype, Google Hangout, Facebook Messenger...</li></ul> 	

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You will then automatically be forwarded to the exam section. Click on 'Attempt exam now'.



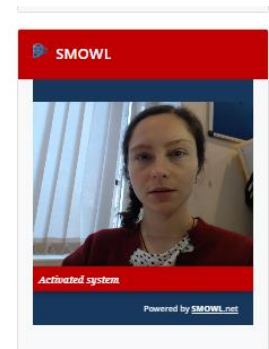
### 3.8. Random image capture

When you begin your exam, the system will automatically start to take images randomly while you work. This is to ensure that you do not cheat or there is no other misconduct.



**Ensure you are looking straight at the camera during the whole exam, and sit in a location with proper lighting conditions so that the pictures can always successfully identify the user.**

Please ensure that you update your privacy settings to allow smowl access your camera for the duration of the exam. Otherwise you will be asked repeatedly to allow your camera permission.

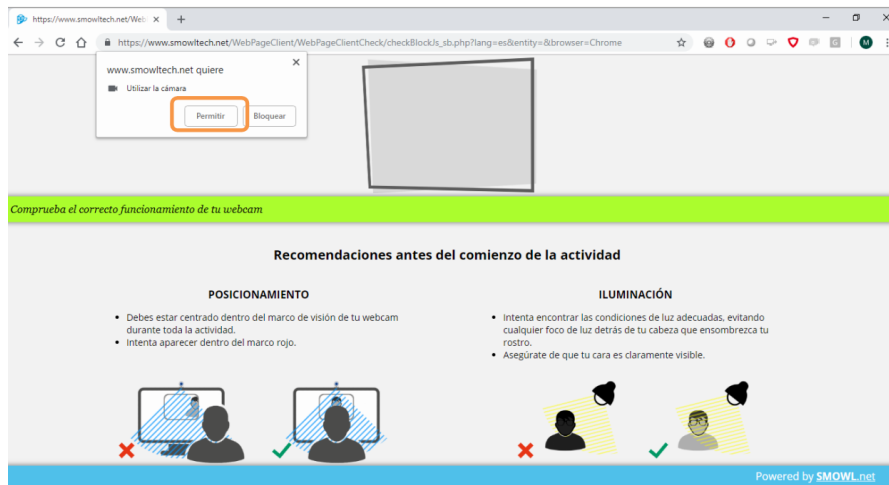


*If you have any questions please contact [certificate@eurocollege.org.uk](mailto:certificate@eurocollege.org.uk)*

## 4. ANNEX: Webcam permission messages on different browsers

### 4.1. Google Chrome

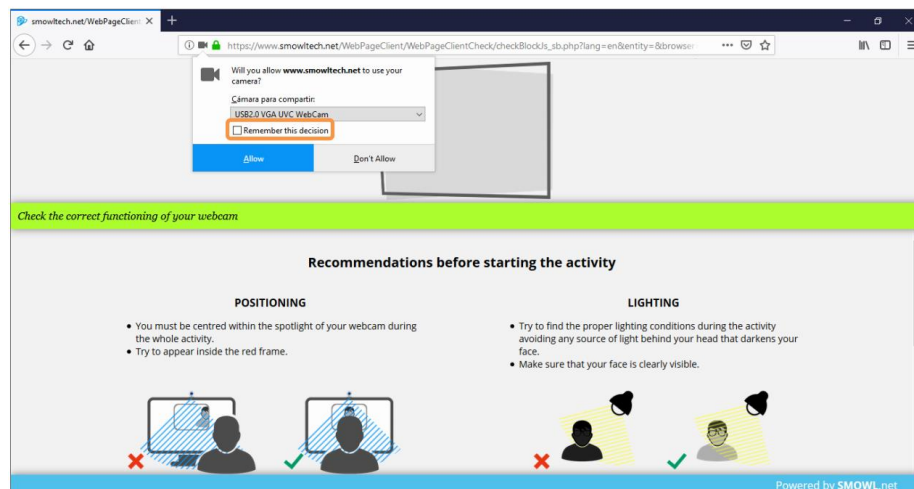
Press the "Allow" button to activate the camera



Webcam permission in Google Chrome

### 4.2. Mozilla Firefox

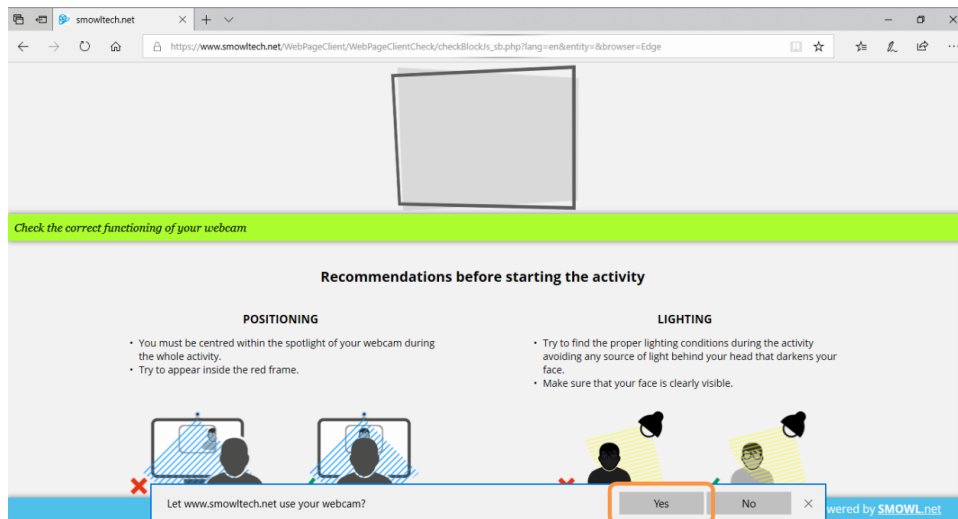
Select the correct camera and press "Allow" to activate the camera. It is important to mark the "Remember this decision" checkbox.



Webcam permission in Mozilla Firefox

#### 4.3. Microsoft Edge

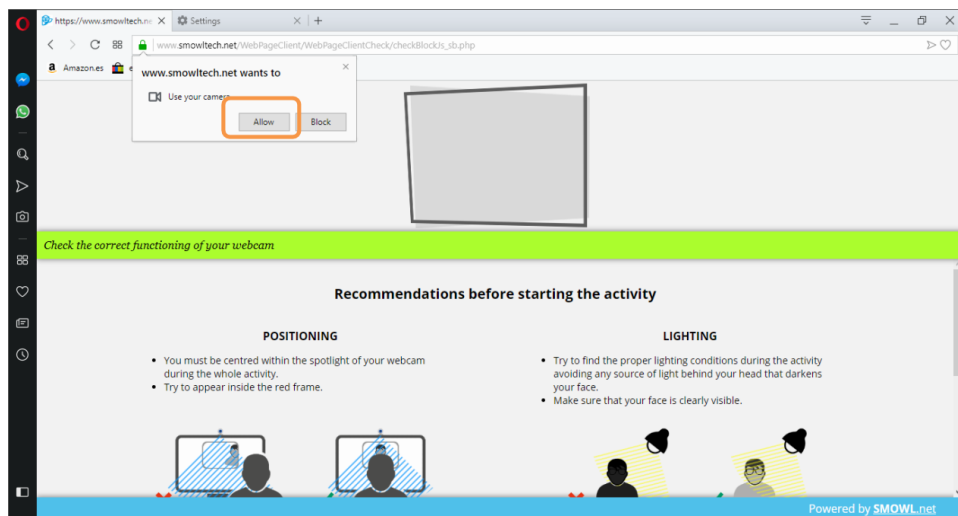
Answer "Yes" to the webcam permission question.



Webcam permission in Microsoft Edge

#### 4.4. Opera

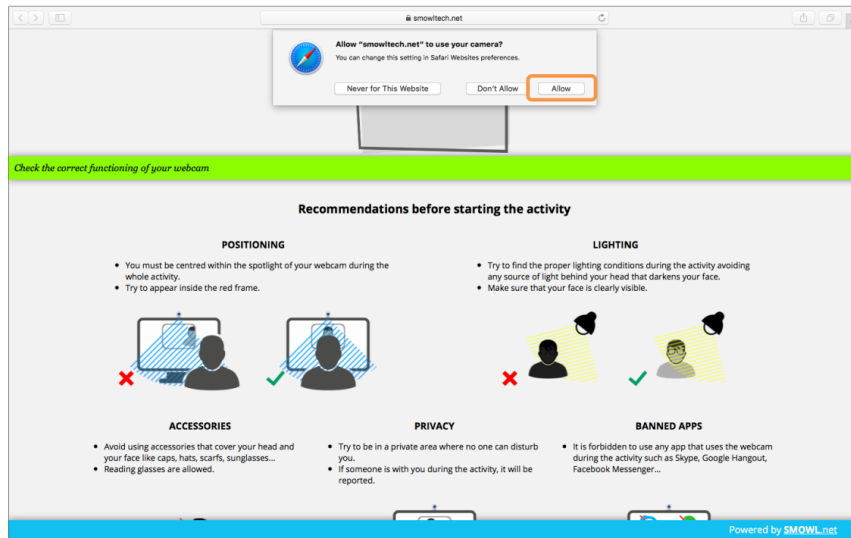
Press the "Allow" button to activate the camera.



Webcam permission in Opera

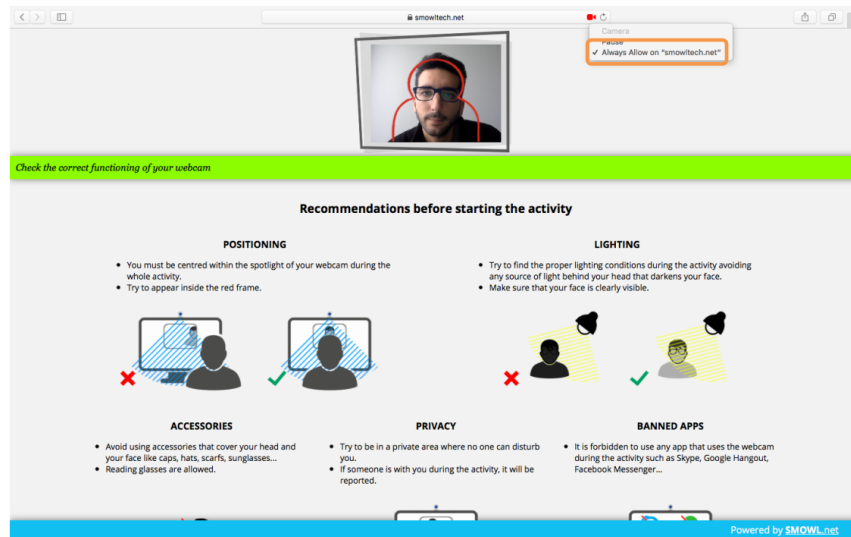
#### 4.5. Safari

Press the "Allow" button to activate the camera.



Webcam permission in Safari

If you click the red camera icon, you will be able to select the "Always allow" option so that the system will remember the settings and the camera will be activated automatically.



Always allow in Safari

For any problems, questions or suggestions about the functioning and/or usability of **smowl** contact smowl at: [info@smowltech.com](mailto:info@smowltech.com).