



GOETHE-ZERTIFIKAT A1: START DEUTSCH 1 (ONLINE)

HANDBOOK FOR EXAMINATION PARTICIPANTS

**GOETHE
INSTITUT**

Sprache. Kultur. Deutschland.

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The *manual for GOETHE-ZERTIFIKAT A1: START DEUTSCH 1 examination participants*, which is conducted as an online German examination, is part of the examination preparation process for GOETHE-ZERTIFIKAT A1: START DEUTSCH 1 online German examination participants.

It is intended to inform participants about the preparation and implementation of the online German examination – from registration to receiving their certificate. The focus here is primarily on the format-specific requirements of the online German examination.

The *handbook for examination participants* contains sources of information and support. The current version of the *Examination Guideline* and *Terms and Conditions for Exam Administration* are legally binding.

1. INTRODUCTION

The online German examination is location-independent: you can participate wherever the technical and spatial requirements are met [see [Point 3: Technical and spatial prerequisites](#)]; the room in which you take the examination is considered the examination room for the duration of the examination.

The advantages of this examination format are, for example, that you save travelling costs and time and have the opportunity to be examined in a familiar environment and concentrate fully on the examination. You take an established language examination in a modern, digital format.

You can take the online German examination GOETHE-ZERTIFIKAT A1: START DEUTSCH 1 on your private end device (desktop computer or laptop). The online German examination is an individual examination. You will be joined by a virtual invigilator during the written part of the examination, and two examiners during the oral part of the examination.

The online German examination GOETHE-ZERTIFIKAT A1: START DEUTSCH 1 must be taken in the country in which it was booked.

2. HOW IS THE ONLINE GERMAN EXAMINATION ORGANISED?

The online German examination GOETHE-ZERTIFIKAT A1: START DEUTSCH 1 consists of the following compulsory parts:

- Written part of the examination (listening, reading, writing)
- Oral part of the examination (speaking)

There are no differences in scope, item format, content and difficulty level between the paper-based, digital or online examination; any differences in format are due to the technical implementation of the examination in the digital environment. This guarantees the equivalence of the certificates, irrespective of the way in which the examination is conducted.

The written part of the examination is carried out in cooperation with the service provider Examity™. The examination is made available via this channel, and is monitored live (live examination invigilator).

The oral part of the examination is conducted via the Zoom™ service provider. The Zoom™ desktop application does not need to be installed, but this is recommended. You do not need a Zoom™ account to take the examination.

In the written part of the examination, you will be connected to a virtual invigilator (hereinafter referred to as the “invigilator”), and, in the oral part of the examination, you will be connected to two examiners certified by the Goethe-Institut.

3. TECHNICAL AND SPATIAL PREREQUISITES

Technical prerequisites:

- Desktop computers, laptops or Chromebooks (no tablets and mobile devices – such as smartphones); only limited support is available for Chromebooks;
- One monitor or screen (multiple monitors or dual screens may not be used);
- Internet connection: min. upload & download speed: 8Mbit/s; recommended: 10Mbit/s;
- Operating systems: Windows 10 or newer; macOS 11 or newer;
- Browser: Google Chrome™ (please make sure you have the current version before starting the examination), browser extensions and pop-up blockers must be disabled, exception: Examity™ extension ([Instructions](#));
- Internal or external loudspeaker; computer microphone/web camera microphone (headsets or in-ear headphones are not permitted);
- Integrated or mobile web camera; a mobile web camera is recommended (the camera must be able to be moved so that the invigilator has a 360° view of the room, including the table surface. If necessary, keep a hand mirror or a mobile phone with a camera to hand if your camera cannot move 360°);
- Your computer must be connected to a power source during the entire examination;
- Keyboard language: German ([Instructions](#)).

Spatial prerequisites:

- You are alone in the room during the entire examination period (pets or children are also not permitted);
- Your examination room may only have one door;
- The door and windows of the room are and remain closed. During the examination, you should sit in such a way that the invigilator or the examiners can see the door;
- The space is not open to the public (no cafés etc.);
- Rooms with large glazed walls are not permitted;
- There are only materials on the desk that serve the purpose of examinee identification (no books, electronic devices, additional monitors, etc.);
- Your examination room must be well lit.

Detailed information on the examination rules can be found in the Annex to the *Examination Guideline* and *Terms and Conditions for Exam Administration*; the current version shall apply. There, you can also read about the consequences of disregarding the examination rules.

4. HOW DOES THE EXAMINATION WORK?

A. EXAMINATION BOOKING

You can only book the online German examination online via the Goethe-Institut Webshop.

You first select an examination period. You can then set your exact date later in the examination booking process. Please note that you can currently only book the date for the written part of the examination in our Webshop. The date for the oral part of the examination will be set by the Course Office of your Goethe-Institut and communicated to you in good time by e-mail.

You need an account at “Mein Goethe.de” to take the examination. If you do not have one at the time of booking, you will be asked to create an account during the booking process. [Instructions](#) for creating the account can be found in the Annex.

During the booking process, you must agree to the Specific Privacy Policy of the online German examination, and confirm that you have completed the technical check and are in the country in which you have booked the examination at the time of the examination. With your booking, you also confirm that you have acknowledged of the *Examination Guideline* and *Terms and Conditions for Exam Administration*. These will also be made available to you during your booking.

You will receive all the information you need for the oral part of the examination from the Course Office.

Please note that the online German examination can only be booked by people aged 18 and over.

B. TECHNOLOGY CHECK

Before registering for the online German examination, please check whether you fulfil or can fulfil the technical requirements. You can also find an overview of this under 3. Technical and spatial prerequisites.

It is also advisable to carry out the Examy™ technical check before booking. The technical check can be carried out in German or English. [Click here for the technology check.](#)

C. IDENTITY CHECK

Your identity will be checked before each partial examination stage. To do this, you will need a valid official ID document with a photo, which you show to the invigilator or the examiners via web camera. It is best to determine whether your ID document is easily recognisable before the check is performed. The name on your identity document must match the name on your application.

D. 360° ROOM CHECK

In order to ensure that you are alone in the room, that there are no unauthorised aids in the room and that the door and windows are closed, a 360° room check is carried out before the start of the examination. The invigilator in the

written examination and the examiners in the oral examination will conduct the room check, during which they will check the examination room and your desk (on and under the table top).

You start the room check by slowly showing the entire examination room. To do this, move your camera or laptop around the room. The invigilator can give you even more precise instructions here, for example, filming more slowly, showing a section of the room more precisely or pointing the camera up and down.

You then show your desk: you film both the top and bottom of your desk.

The room check can be repeated at any time during the examination. This is not part of the processing time of your examination.

A room check includes (but is not limited to):

- Recording of the entire examination room,
- Ascertaining doors and windows,
- Checking curtains,
- Table top and bottom,
- Observing shelves and other objects that are difficult to recognise, or large objects.

During the room check, you show the entire examination room. If it contains items that you do not wish to share with the invigilator or examiners or that you wish to have recorded (e.g. family photos, private souvenirs, etc.), it is your responsibility to remove these items from the room before the examination begins.

You must also show that all technical devices in the examination room are switched off. You can either move your devices to another room or switch them off in front of the invigilator or examiner during the briefing.

E. PERSONAL CHECK

In the next step of the authentication process, you as a person are subject to a more detailed check by the invigilator or the examiners. First, please film yourself from head to toe.

You will be asked to show your forearms to check that you are not wearing jewellery, a watch or a smartwatch.

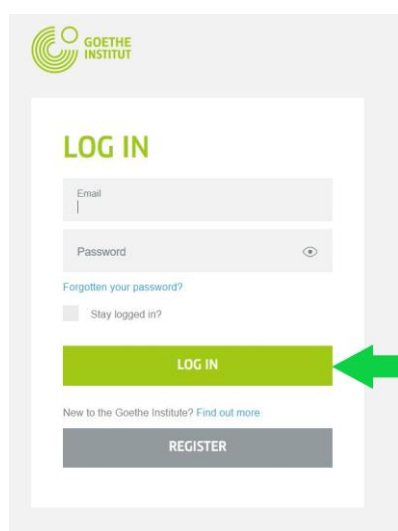
The examiners will ask you to show your ears so that they can check that you are not using headphones. Your ears and face must be clear and visible throughout the examination, and must not be covered by hair, a hat or similar items. Jewellery worn in the facial area, hair accessories and accessories close to the face – such as scarves, shawls and ties – are not permitted.

Religious headgear is permitted, but here too the ears must be visible during the examination.

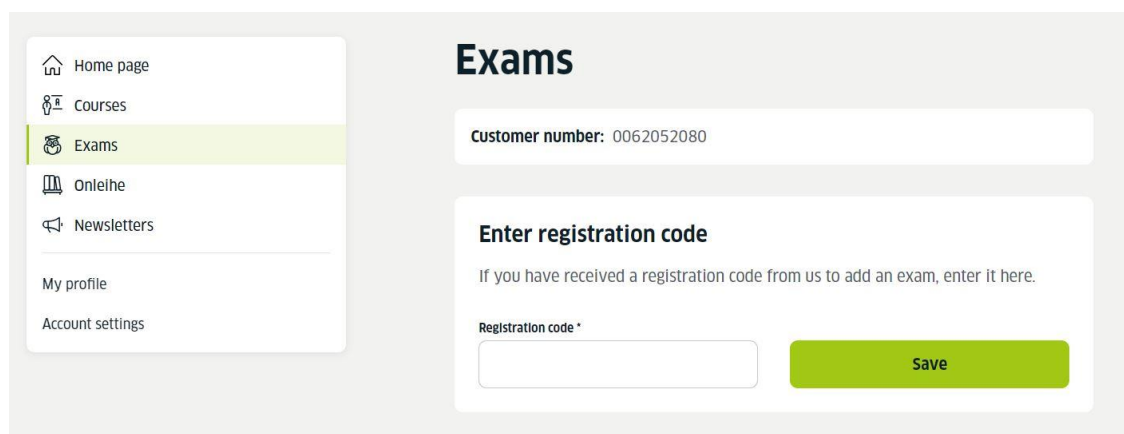
If you are wearing glasses, you must take them off briefly and point them at the camera. The wearing of sunglasses is not permitted during the examination.

F. PROCEDURE FOR THE WRITTEN PART OF THE EXAMINATION

On the day of the examination, log in to “Mein Goethe.de”. Use the e-mail address you provided when you booked the online German examination.



Select the “Examination” tab here. The current examination is displayed at the top.



In order to access the examination, click on “Go to the online German examination”. The link can be selected from 15 minutes before the booked time.

**Goethe-Zertifikat A1:
Start Deutsch 1 ODP**

Date: 11/03/2024, 10:00 - 11:35
Location: Online

Exam Details

To the Online-German-Test

Link active from 15 minutes before the booked exam time.

You will now be redirected to the Examy™ page and see the booking details of your examination again. You can contact the invigilator from 15 minutes before the start time of the examination.

The screenshot shows the Examy website interface. At the top left is the Goethe-Institut logo. The navigation menu includes 'Prüfungen', 'Verlauf', 'Profil', 'Systemprüfung', and 'Abmelden'. On the right, there are links for 'Support' and 'Deutsch'. Below the navigation is a status bar with the text 'Bereit zur Vorbereitung' and several icons representing different exam components. The main content area is titled 'Willkommen bei Examy' and displays the exam details for 'Goethe-Zertifikat A1: Start Deutsch 1'. The details include the exam name, instructor, exam type ('Schriftlich gesamt'), exam date and time ('Prüfungstermin Mai 07 3:00 PM'), exam duration ('Prüfungsdauer 1 Stunde, 5 Minuten'), and a button to 'Sich mit der Prüfungsaufsicht verbinden'.

Willkommen bei Examy

Goethe-Zertifikat A1: Start Deutsch 1

Goethe-Zertifikat A1: Start Deutsch 1
Dozent: Goethe-Institut

Schriftlich gesamt

✓ Prüfungstermin Mai 07 3:00 PM **Ändern**

📅 Prüfungszeitraum 04.05.2023 23:00 bis 10.05.2023 22:59

🕒 Frist für das Anreten der Prüfung 10.05.2023 21:29

🕒 Prüfungsdauer 1 Stunde, 5 Minuten

☰ Prüfungsregeln anzeigen

Sich mit der Prüfungsaufsicht verbinden

You will be asked to install a browser extension. This is used to monitor the examination and is automatically uninstalled once the examination has been completed.

Die Examity-Erweiterung installieren
Vor Beginn der Prüfung müssen Sie ein paar einfache Schritte befolgen, die wenige Minuten in Anspruch nehmen.

Um Ihre Prüfung beginnen zu können, **müssen Sie die Examity-Browsererweiterung installieren**, Examity den Zugriff auf Kamera und Mikrofon erlauben und Ihre Identität verifizieren. Um die Richtigkeit der Prüfungsbedingungen zu wahren, deaktiviert die Examity-Erweiterung gegebenenfalls andere Chrome-Erweiterungen für die Dauer der Prüfung.
Viel Erfolg bei Ihrer Prüfung!


Klicken Sie auf die Schaltfläche „Erweiterung hinzufügen“ um zu beginnen.

Erweiterung hinzufügen

[Hilfe zur Chrome-Erweiterung](#)

At the same time, Examity™ will perform a system check in the background. If all icons are green, the extension can be installed. After the extension has been installed, the button changes to “Continue”.

GOETHE INSTITUT [Prüfungen](#) [Verlauf](#) [Profil](#) [Systemprüfung](#) [Abmelden](#) [Support](#) [Deutsch](#)

Prüfungs-ID: **Bereit zur Vorbereitung** 

Die Examity-Erweiterung installieren
Vor Beginn der Prüfung müssen Sie ein paar einfache Schritte befolgen, die wenige Minuten in Anspruch nehmen.

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Viel Erfolg bei Ihrer Prüfung!

Klicken Sie auf die Schaltfläche „Erweiterung hinzufügen“ um zu beginnen.

Weiter

[Hilfe zur Chrome-Erweiterung](#)

You must consent to Examity™ potentially accessing the camera and microphone.

Wir werden Sie gleich um ein paar Systemberechtigungen bitten. Diese sind erforderlich, um Sie durch die Prüfung zu führen und die Sicherheit Ihrer Prüfung zu gewährleisten.
Gegebenenfalls werden Sie aufgefordert, Berechtigungen erneut zu erteilen.

Sie müssen beide Berechtigungen erteilen, um fortzufahren.

Prüfungsberechtigungen erteilt ✓

Erweiterungsberechtigungen erteilt ✓

Berechtigungen erteilen

Weiter

You must then take a live photo of yourself and your ID document.

Identitätskontrolle

Halten Sie Ihren Ausweis deutlich erkennbar in die Kamera und klicken Sie dann auf „Foto aufnehmen“, um das Bild aufzunehmen. Sie können ein neues Foto aufnehmen, wenn die Aufnahme undeutlich ist.
Wenn Sie mit dem Bild zufrieden sind, klicken Sie auf „Foto verwenden und fortfahren“ um zum nächsten Schritt zu gelangen.

Lichtbildausweis


 Integrated Camera



 Foto aufnehmen

Ein Foto aufnehmen, um fortzufahren

Before you can start, confirm that you have acknowledged the examination rules...

Bereiten Sie sich auf Ihre Prüfung vor

Sie müssen sicherstellen, dass Ihr Arbeitsplatz den Prüfungsregeln entspricht, bevor die Sitzung mit der Prüfungsaufsicht beginnt. Beachten Sie bitte auch die besonderen Anweisungen, die Sie eventuell hierzu erhalten haben.

1

Lesen Sie die Prüfungsregeln durch

- Räumen Sie Ihren Schreibtisch und die Umgebung auf
- Stellen Sie die Verbindung zu einer Stromquelle sicher
- Keine Telefone oder Kopfhörer
- Keine Dual-Monitore
- Kein Verlassen des Sitzplatzes
- Sie müssen alleine im Raum sein
- Kein Sprechen
- Sie müssen für die Dauer der Prüfung im Sichtfeld der Webcam bleiben
- Webcam, Lautsprecher und Mikrofon müssen während der gesamten Prüfung eingeschaltet bleiben

2

Lesen Sie die besonderen Anweisungen durch

- Wasserflaschen ohne Etikett oder Schrift sind erlaubt
- Toilettenpausen sind erlaubt – Sie müssen vor Verlassen des Platzes um Erlaubnis bitten. Die Prüfung wird nicht pausiert
- Hüte, Kappen oder andere Kopfbedeckungen sind nicht erlaubt (Ausnahme: religiöse Kopfbedeckungen). Sie müssen Ihre Ohren zeigen und dürfen diese während der Prüfung nicht bedecken, um sicherzustellen, dass Sie keine Kopfhörer verwenden
- Uhren, Armbänder, Ohrstöpsel, Ringe und anderer Schmuck sowie Ketten und Krawatten sind nicht erlaubt
- Wenn Sie eine Brille tragen, müssen Sie diese zeigen. Sonnenbrillen sind nicht erlaubt
- Die Tastatur muss auf Deutsch eingestellt sein
- Bluetooth muss ausgeschaltet sein
- Während der Prüfung dürfen Sie keine Programme verwenden, die nicht für die Durchführung der Prüfung notwendig sind
- Der Prüfungsraum darf nur eine Tür haben. Die Tür muss während der Prüfung sichtbar sein

Ich bin bereit

...and agree to the Examy™ conditions.

Nutzungsvereinbarung

Nehmen Sie sich einen Moment Zeit, diese wichtigen Informationen durchzulesen.

1. Sie verstehen, dass Sie, wenn Sie eine der Funktionen der Examy-Website oder eine der Dienstleistungen von Examy nutzen, auf eigenes Risiko handeln, und Sie sichern zu, dass (a) Sie der eingeschriebene Student sind, der berechtigt ist, die entsprechende Prüfung abzulegen, und (b) dass der von Ihnen vorgelegte Ausweis vollständig korrekt ist und Sie vollumfänglich verstehen, dass jegliche Fälschung einen Verstoß gegen diese Nutzungsbestimmungen darstellt und der entsprechenden Universität oder der für die Prüfung zuständigen Stelle gemeldet wird.
2. Sie stimmen zu, dass Sie für alle Verstöße in Verbindung mit falschen Angaben zur Person haften, und Sie stimmen zu, an dem von der Universität oder der für die Prüfung zuständigen Stelle unterstützten Disziplinarverfahren mitzuwirken, sollte eine dieser beiden Parteien dies von Ihnen verlangen.
3. Sie bestätigen außerdem, dass Sie keine fremde Hilfe annehmen oder nutzen, um diese Prüfung abzulegen, und dass Sie der entsprechende Prüfungskandidat sind, der für etwaige Verstöße gegen die Prüfungsvorschriften verantwortlich ist. Sie verstehen und bestätigen, dass alle Prüfungsvorschriften von der entsprechenden Universität oder der für die Prüfung zuständigen Stelle zur Verfügung gestellt werden und dass das Unternehmen diesbezüglich keine Verantwortung trägt. Sie stimmen zu, an dem von der Universität oder der für die Prüfung zuständigen Stelle unterstützten Disziplinarverfahren mitzuwirken, sollte eine dieser beiden Parteien dies von Ihnen in Verbindung mit einem Verstoß gegen die Prüfungsvorschriften verlangen.
4. Sie stimmen außerdem zu, dass Ihre Webcam und Ihr Computer-Bildschirm überwacht und eingesehen, aufgenommen und kontrolliert werden dürfen, um die Integrität der Prüfungen zu gewährleisten, sofern nicht anderweitiges durch Ihre Universität oder die für die Prüfung zuständige Stelle festgelegt wurde. Sie stimmen zu, dass kein anderer als Sie auf Ihrer Webcam oder Ihrem Computer-Bildschirm erscheint. Sie verstehen und bestätigen, dass alle erfassten Daten zusammen mit Ihren Testantworten nach unserem Ermessen gespeichert, abgerufen, analysiert und mit der Universität oder der für die Prüfung zuständigen Stelle geteilt werden, um die Integrität der Prüfungen zu gewährleisten.

Ich willige ein und bin bereit, mit der Prüfung zu beginnen.

Ich willige nicht ein

You must now share your screen so that the invigilator can check that all other programmes are closed and no other browser extensions are activated. You share your screen during the entire examination. No personal data will be transmitted.

Firstly, you must click on “Share my screen”.

Ihren Bildschirm freigeben

Um die Sicherheit der Prüfung zu gewährleisten, müssen Sie während der gesamten Prüfung Ihren Bildschirm freigeben. Klicken Sie [hier](#) für zusätzliche Schritte und Hilfestellungen.

Den Bildschirm in Chrome freigeben

1. Klicken Sie auf **Meinen Bildschirm freigeben**, um das Freigabefenster zu öffnen.
2. Wählen Sie **den Bildschirm aus**, den Sie für Ihre Prüfung verwenden werden.
3. Klicken Sie im Freigabefenster auf **Freigabe**, um die Freigabe zu starten.

Meinen Bildschirm freigeben

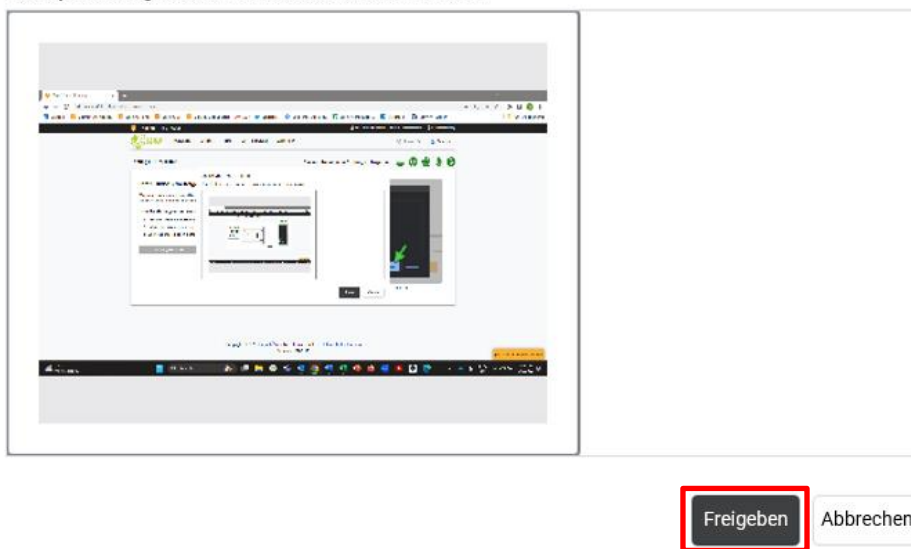


Wählen Sie den Bildschirm zum Freigeben aus und klicken Sie „Freigeben“

Then select a screen. Please select the entire screen. Click “Share” to start recording your examination.

Teilen Sie Ihren gesamten Bildschirm

Examity Proctoring möchte die Inhalte Ihres Bildschirms teilen.



You can contact us via the chat function (e.g. in the event of any technical issues).

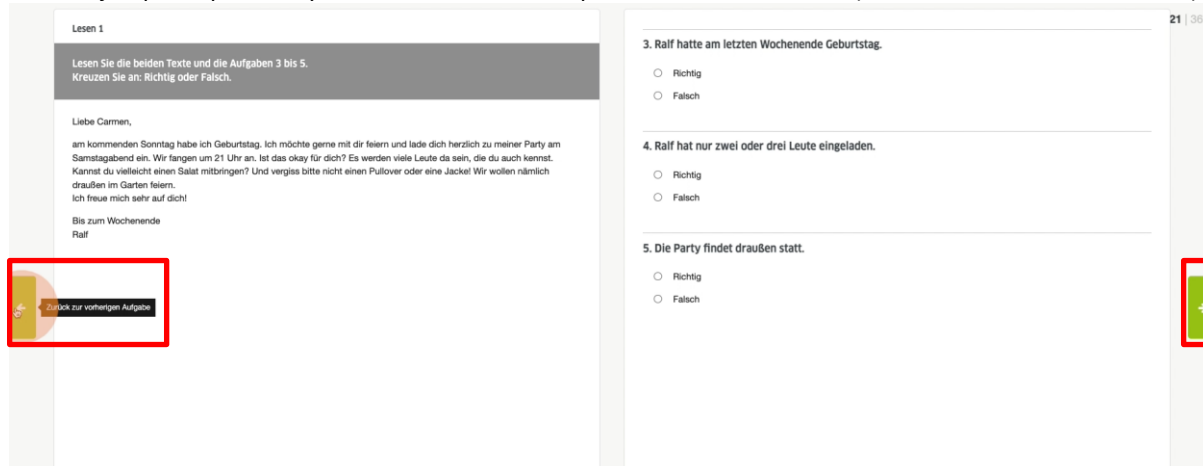


It usually takes a few minutes before you are connected to the invigilator.

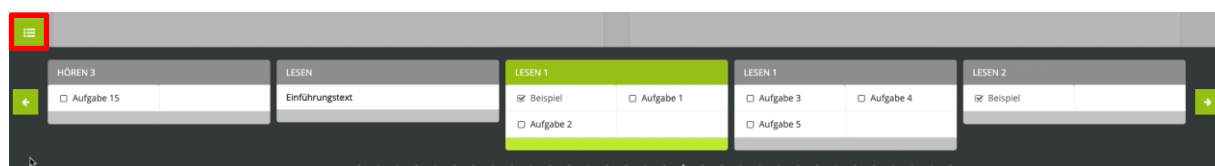
The invigilator carries out the 360° room check and identity check together with you. A “Task Manager Check” is then performed to ensure that all other programmes are closed. Finally, you must show the invigilator that your Bluetooth is deactivated, or which devices are connected via Bluetooth.

The supervisor will then release your access to start the examination. Before the examination starts, you can watch a tutorial on how to use the examination platform. Your examination period only starts afterwards. You start with a listening part, then reading and finally writing. The designated time is 65 minutes.

You can jump independently between the individual parts of the examination (scroll forwards and backwards).



In the lower part of the view, you can open an overview that shows you which tasks have already been processed and which you still need to process.



All answers are automatically cached.

You can edit your answers and texts until you either actively complete the written examination or the available time expires.

The examination can finish in one of two ways:

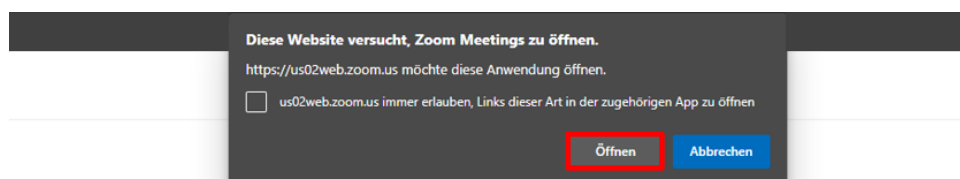
1. The allotted time runs out.
2. You end the examination manually. Your submission is then final and cannot be revoked.

When the examination is completed, all examination monitoring efforts are also terminated. The browser extension is automatically uninstalled. The recording of the examination ends here.

G. PROCEDURE FOR THE ORAL PART OF THE EXAMINATION

The scheduled date of the oral part of the examination is usually after the date of the written part. There may be a maximum of 14 days between the two partial examinations. The Course Office will send you the date and the Zoom™ access link in your examination invitation e-mail. You do not need to install a browser extension for the oral part of the examination.

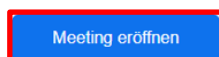
On the day of the examination, click on the Zoom™ link and then on “Open” or “Open meeting”.



Klicken Sie **Zoom Meetings starten** auf das vom Browser angezeigte Dialogfeld

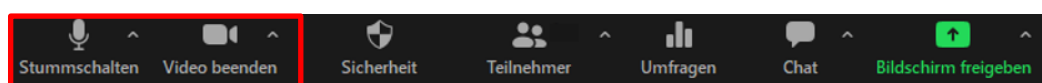
Wenn Sie kein Dialogfeld sehen, klicken Sie unten

Indem Sie an einem Meeting teilnehmen stimmen Sie unseren [Nutzungsbedingungen](#) und [Datenschutzrichtlinien](#) zu

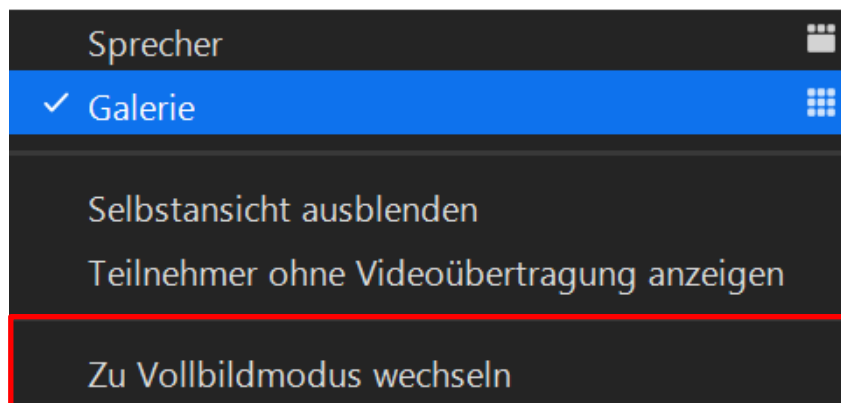


You will have to wait briefly in the waiting room before the examination. This usually takes a few minutes.

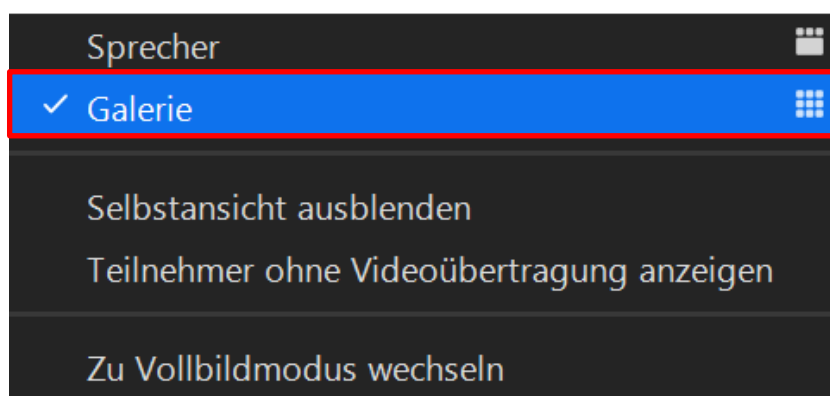
Please activate your camera and microphone by clicking on the respective icon. If the symbols are not crossed out, the camera and microphone are activated.



Change Your Zoom™ or browser settings, respectively, so that you are in full screen mode.

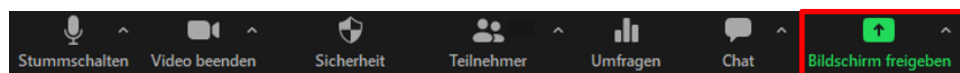


Select the gallery view.



The briefing for the oral part of the examination is analogous in form and content to that for the written part, and is carried out by the examiners.

In the last step of the briefing, you must share your screen. Please ensure that all other programmes are closed. For data protection reasons, we recommend that you remove private files before the examination, so that they are not visible to the examiners while you are showing your screen.



Now, the examination begins.

H. EXAMINATION RESULTS

You can view the examination results via “Mein Goethe.de” after you have completed both compulsory parts of the examination.

5. RECOMMENDATIONS FOR TECHNICAL OPTIMISATION

A. TROUBLESHOOTING ASSISTANCE REGARDING ISSUES WITH THE CAMERA AND/OR MICROPHONE

Written part of the examination: Please ensure that all applications that have access to the camera and microphone or your screen are closed.

Programmes such as Skype™, Teams™ or Zoom™ must be fully closed manually.

Oral part of the examination: all programmes that have access to your microphone, camera and screen must also be closed during the oral partial examination. The exception is Zoom™, which is required to perform the examination. In the Zoom™ settings, make sure that you have selected the camera and microphone that you want to use for the examination. If you want to use Zoom™ in the browser, check whether you have given your browser the necessary authorisations to access the camera and microphone.

B. TIPS FOR IMPROVING THE INTERNET CONNECTION

The online German examination requires a robust and stable internet connection to support screen sharing and remote invigilating software. Issues with stability or speed may prevent you from performing the examination or cause problems during your examination. Please ensure that nobody else is using the internet (especially data transfer via streaming services, uploading or downloading, online gaming) while you are taking the examination.

If you are logging in via a WiFi connection, please connect an Ethernet cable or move as close as possible to the router.

C. PERFORMING THE EXAMINATION ON COMPANY PCS

You will require administrator access to your computer to download the browser extension. If you are taking part in the examination on a work computer, there may be firewalls that prevent this extension from being downloaded. We recommend that you contact an IT administrator at your company before registering for the examination to check whether this installation is possible. Alternatively, you will have to switch to another device.

D. SPECIAL NOTES FOR MACOS

If you are using a MacOS, you may need to authorise your browser to record your screen. This setting can be found in the system settings of your device.

Please note that Google Chrome™ may only appear in the list of programmes after screen sharing has been requested by Examity™.

We will now briefly explain the procedure. After carrying out these steps, you must close Google Chrome™ completely and restart it, in order that the system settings are applied.

1. To enable screen sharing, open the “System Settings” and then “Security & Privacy”.
2. Select “Screen Recording” from the menu. Click on the lock symbol and enter your user name and password.
3. Tick the “Google Chrome” box and click the lock icon again to save the setting change.

6. PROCEDURE IN THE EVENT OF TECHNICAL DIFFICULTIES

A. INTERRUPTION OF THE INTERNET CONNECTION DURING THE EXAMINATION

If you lose connection to the invigilator or the examiners during the examination, you can reconnect and continue the examination. In the event of such an interruption, the room check and personal check shall be repeated.

If you experience any technical issues during the examination but are still connected, you can contact the invigilator or the examiners via the chat function. The time needed to solve your problem will not be deducted from your examination time. However, you must also repeat the room check and personal check here.

B. CONNECTION TO EXAMINATION NOT POSSIBLE

Written part of the examination: in order to access the written part of the examination, you must register at MeinGoethe.de. The link to the examination – under “Examinations” – can be clicked from 15 minutes before the start of the booked examination time. If you experience any issues with starting the examination, make sure that the time and time zone are set correctly on your computer. If you are able to click on the link at MeinGoethe.de but experience technical problems when accessing the examination you must contact Examity™ technical support immediately.

Oral part of the examination: if you experience technical problems when dialling into the virtual examination room on Zoom™ that you cannot solve independently, you must contact the examiners or the Course Office.

Before the examination day, be sure to check whether your Internet connection is stable and switch off all other devices connected to your network if necessary.

C. INSTALLATION OF THE BROWSER EXTENSION NOT POSSIBLE

Before you can take the examination, you must install the Examity™ browser extension. Please note that you need the latest version of Google Chrome™ to do so. You must also allow third-party cookies; you can find this function in the settings under “Privacy and Security”. If you still have problems with the installation, please contact Examity™ technical support.

If you do not install or activate the browser extension, you will not be able to take the written part of the examination. The extension cannot be installed in advance.

7. TECHNICAL SUPPORT

A. TECHNICAL SUPPORT DURING THE WRITTEN PART OF THE EXAMINATION

If you experience any issues before the written part of the examination, you must contact Examity™ support. This is possible in three ways:

- E-mail
- Telephone
- Live chat

E-mail: you can contact e-mail support at any time at support@examity.com. You will receive a confirmation of receipt within about five minutes. You will usually receive a response to your enquiry approximately one hour after contacting e-mail support. The support staff are trained to prioritise urgent requests, which means that you will receive a faster response on the day of your examination, for example.

Telephone: you can reach telephone support on +49 0800-182-1105. Your call is usually answered within a few minutes, and you have the option of selecting the support relevant to you by pressing a button. You can reach the support for examination participants under 1, the general queue under 0.

Live chat: the chat function is anchored in the bottom right-hand corner of all Examity™ websites and is available 24 hours a day. Before contacting support, you must provide your first and last name, an e-mail address and your request. Once you have entered this information, you will be connected to support.

If you have any problems during the written part of the examination, you can contact the invigilator via the chat function. You will only be forwarded to support if the invigilator cannot solve your problem. The time needed to solve your problem will not be deducted from your processing time. This means that the invigilator interrupts the examination until you no longer need help.

Support from the invigilator is only possible if you are connected to the Internet.

B. TECHNICAL SUPPORT DURING THE ORAL PART OF THE EXAMINATION

If you experience any technical problems when accessing the oral part of the examination that you cannot solve independently, you must contact the examiners or your Course Office.

During the examination, when you are already in the virtual examination room, the examiners can support you and help you solve issues as they arise. You can do this verbally or in writing via the chat function. The examination will only continue once your problem has been solved. Communication takes place in the national language, and is not included in the assessment of your examination. In the event of any major technical issues, the examination must be cancelled.

You also have the option of contacting the Course Office by telephone or e-mail.

Do you have questions to which you have not found answers in this *manual*? [Take a look at our FAQs!](#)

Checklist for participants:

- Account created via “Mein Goethe.de”
- Google Chrome™ browser installed
- Technical check performed by Examity™
- Pop-up blocker deactivated in the browser
- Keyboard language changed to German
- Mobile webcam or hand mirror ready
- Valid identity document with photo
- Suitable room (see above: “Room requirements”)
- Examination room prepared
- Workstation with door in the back
- Read the *handbook, Examination Guideline, Terms and Conditions for Exam Administration* and *privacy policy*
- Diligent preparation 😊

INSTRUCTIONS: DEACTIVATING THE POP-UP BLOCKER

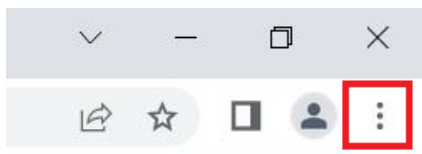
Automatically displayed pop-ups are blocked by Google Chrome by default. You must deactivate this function before the examination or pop-ups must be authorised. Follow these steps to make your device usable for the examination:

Change default settings for pop-ups:

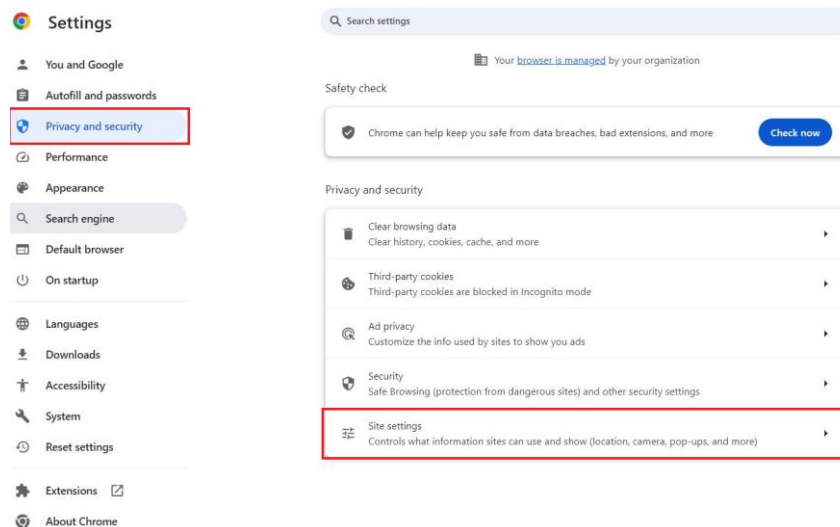
1. Open **Chrome** on your computer.



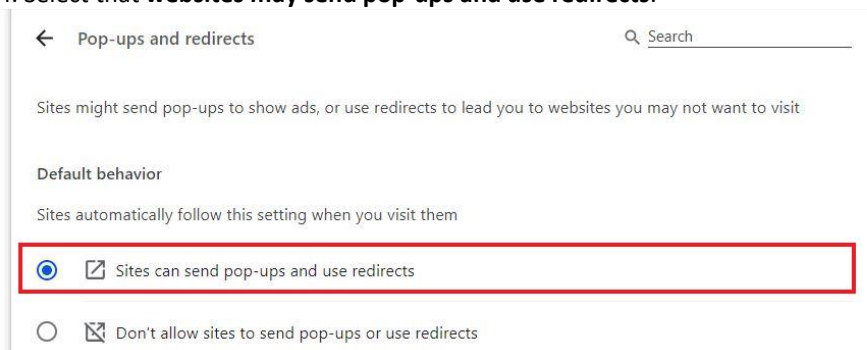
2. Click on the three-dot menu **“Settings”** in the top right-hand corner



3. Click on **“Privacy and Security”** **“Website Settings”** **“Pop-ups and Redirects”**.



4. Select that **websites may send pop-ups and use redirects**.



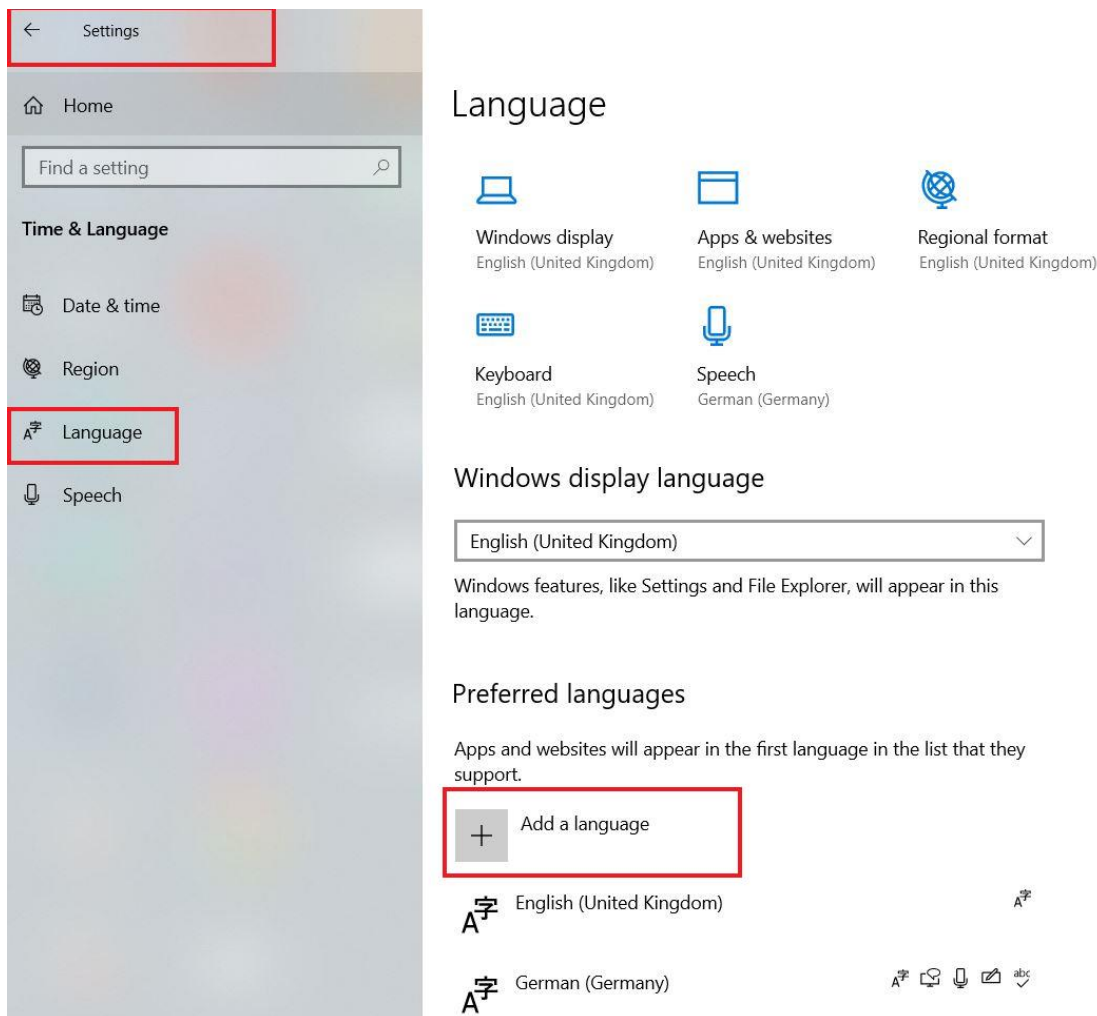
INSTRUCTIONS: CHANGING THE KEYBOARD LANGUAGE TO GERMAN

Note: these instructions are examples for the Windows and Mac OS operating systems. The individual steps may vary depending on your operating system. Please find out in good time how to change the keyboard setting on your device and check the setting before the examination.

WINDOWS

Install the right language:

1. Open the settings via the “Start” menu
2. Select “Time and Language”
3. Select “Language”



4. “Add language” → Select “German” → “Continue” → Uncheck “Set as my Windows display language”, “Speech recognition”, “Handwriting” → “Install”

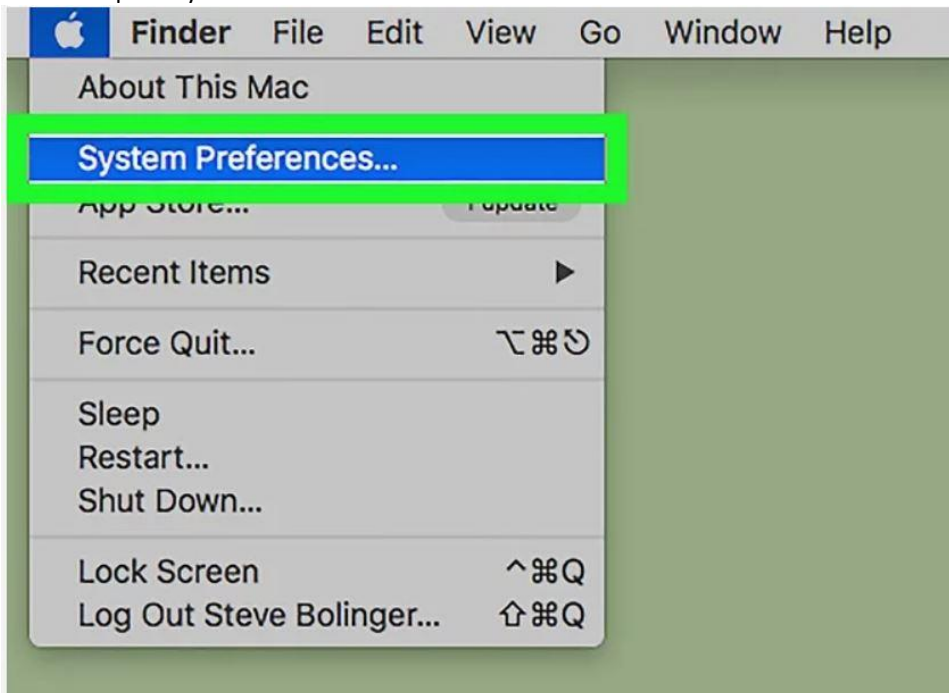
Activate display in the Task Bar:

1. Right-click on the Task Bar
2. Select “Task Bar Settings”
3. Select “Activate or deactivate system icons” → Set “Input indicator” to “On”
4. Abbreviation (e.g. DEU for German) is now displayed in the Task Bar, by clicking on the abbreviation all installed languages are displayed and you can quickly switch between the input languages.



MAC

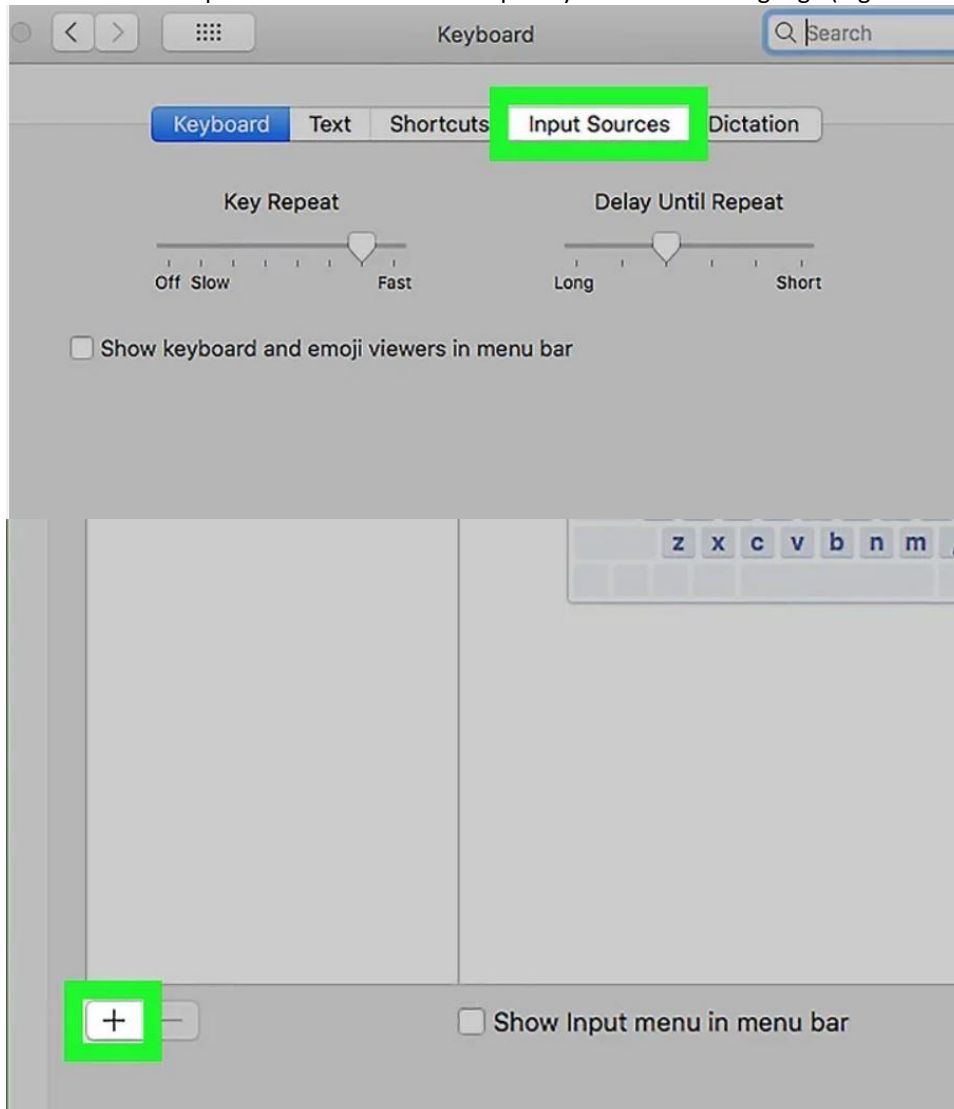
1. Open "System Preferences"

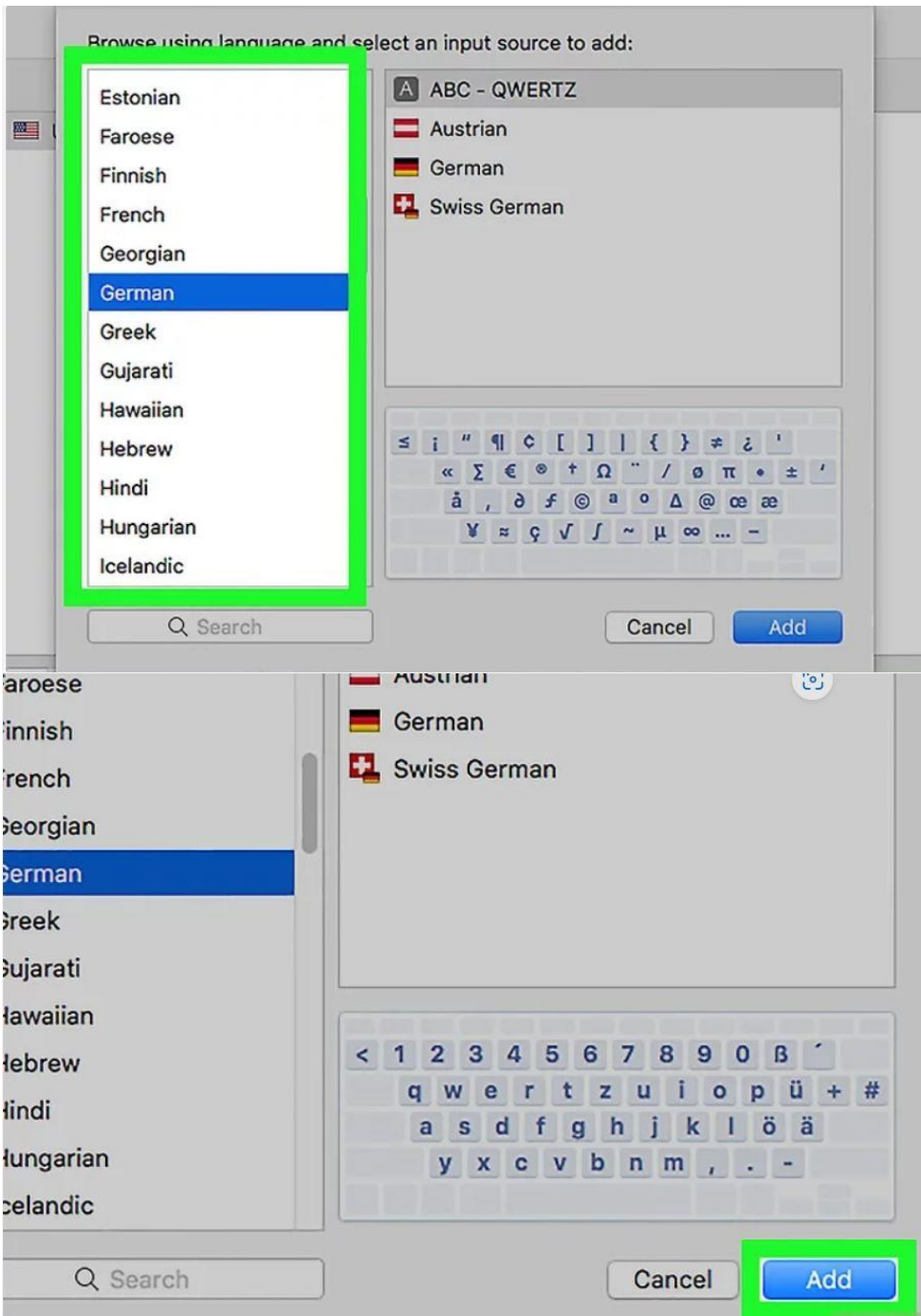


2. Click on "Keyboard"

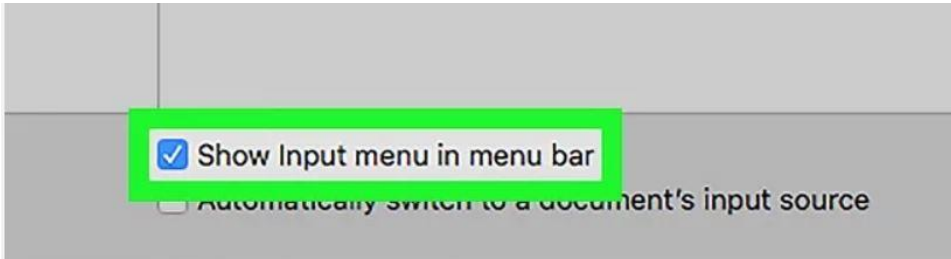


3. Select "Input Sources" à Click on the plus symbol à Select language (e.g. German) à "Add"

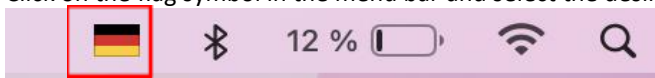




4. Tick the “Show Input in menu bar” box



5. Click on the flag symbol in the menu bar and select the desired language.

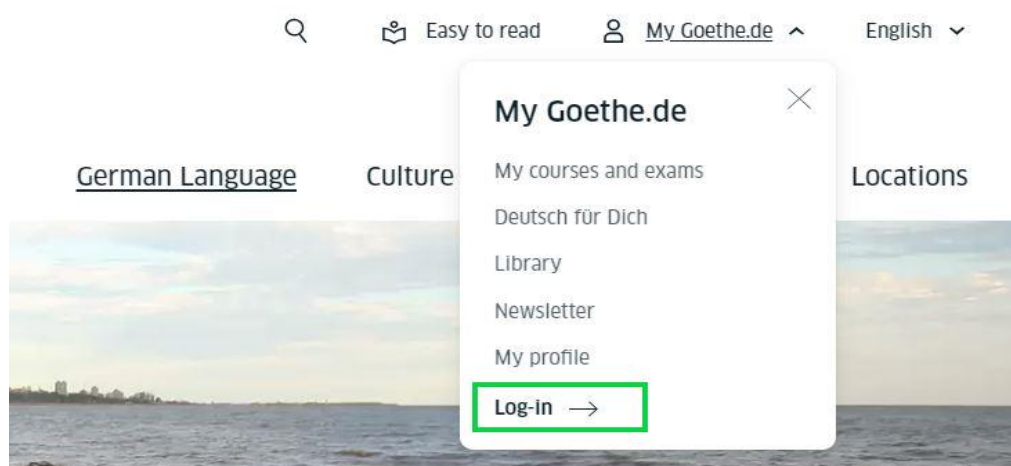


INSTRUCTIONS FOR REGISTERING AND LOGGING IN TO MEIN GOETHE.DE FOR THE FIRST TIME

You must create an account at Mein Goethe.de before/when you book an online German examination, so that you can see your booked examination and the examination result later.

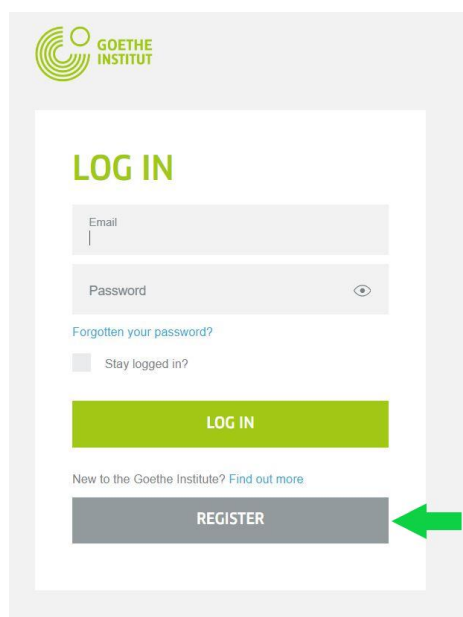
Below, you will find the steps on how to sign up and log in.

At www.goethe.de you will find access to the Mein Goethe.de portal (top right).

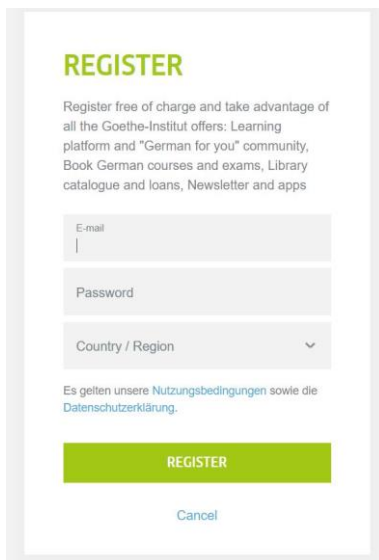


Click on it and the drop-down menu opens.

Click **Log in** again in the drop-down menu.



Please enter your e-mail address, a password of your choice and your country or region.



REGISTER

Register free of charge and take advantage of all the Goethe-Institut offers: Learning platform and "German for you" community, Book German courses and exams, Library catalogue and loans, Newsletter and apps

E-mail
|

Password

Country / Region

Es gelten unsere Nutzungsbedingungen sowie die Datenschutzerklärung.

REGISTER

Cancel

Please take note of the applicable conditions and the Privacy Policy. Complete the process by clicking on **Sign Up**.

In order to successfully complete the registration process, please open the e-mail with the sender **noReply-kdf2** and the subject **Mein Goethe.de / Activate access** in your e-mail inbox.



Mein Goethe.de / Zugang aktivieren

Von: noReply-kdf2@goethe.de

Willkommen bei Mein Goethe.de. Bitte klicken Sie auf den folgenden Link, um Ihren Zugang zu aktivieren und Ihre E-Mail-Adresse zu bestätigen:

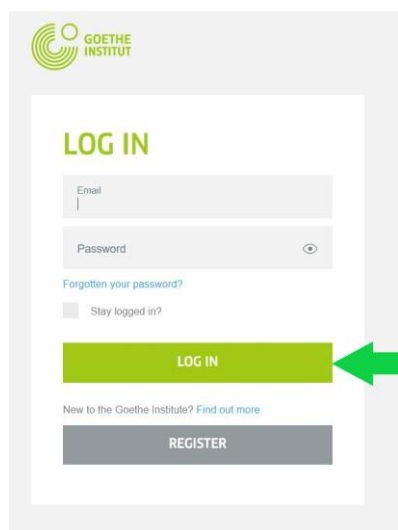
<https://my.goethe.de/kdf/TC?l=3krhohm7e4858h2kh7558ort=deDE>

Wenn der oben angegebene Link nicht funktioniert, kopieren Sie die URL in das Adressfeld eines neuen Browserfensters.

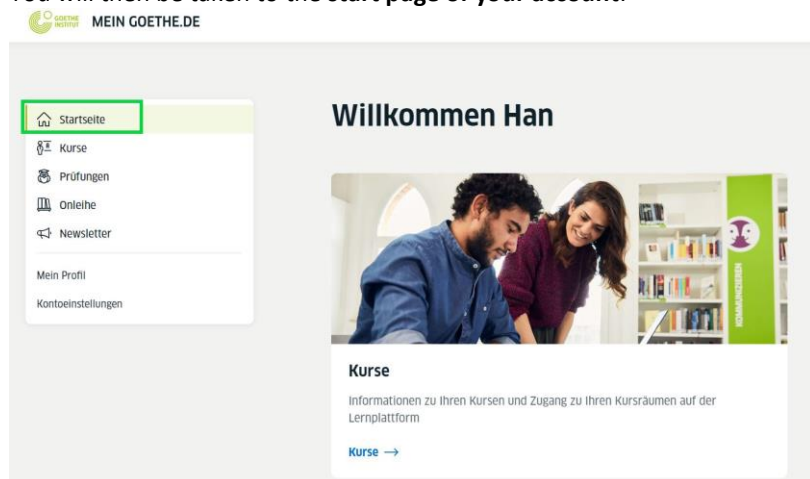
Bitte antworten Sie nicht auf diese E-Mail. Antworten auf diese Nachricht werden nicht abgerufen oder beantwortet.

Wenn Sie sich nicht bei Mein Goethe.de registriert haben, können Sie diese E-Mail ignorieren.

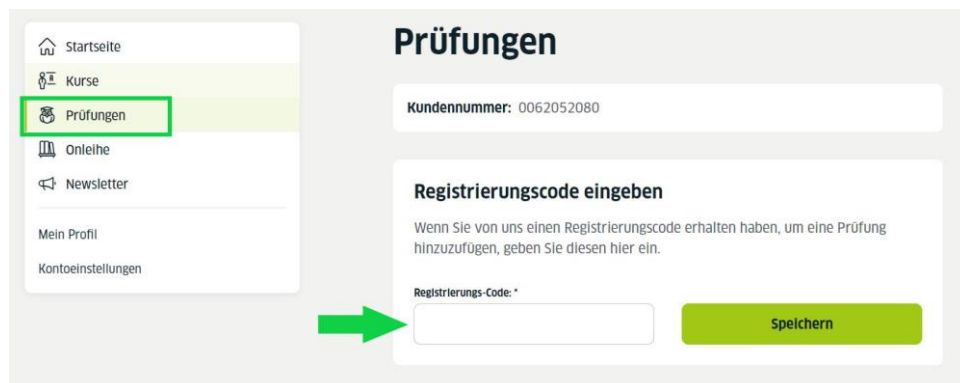
Click on the confirmation link contained therein. The screen you are already familiar with then opens. Enter your e-mail address and password, then click on **Log in**.



You will then be taken to the start page of your account.



Click on **Examinations** in the navigation bar on the left to display your examination. If your check is not displayed, you can also add it using your customer number or registration code.



INSTRUCTIONS: DISPLAY TASK MANAGER

You must share your screen and open the Task Manager (Windows)/ the Programme Manager (MacOS) before the examination/at the request of the invigilator in the written examination or the examiners in the oral examination so that the invigilator or the examiners can see the programmes running on your device. Below you can see the various options for opening the Task Manager or Programme Manager.

➤ Windows

Windows offers several ways to open the Task Manager. The instructions and illustrations refer to **Windows 10**, but are also valid for Windows 7 and 8, with a few exceptions.

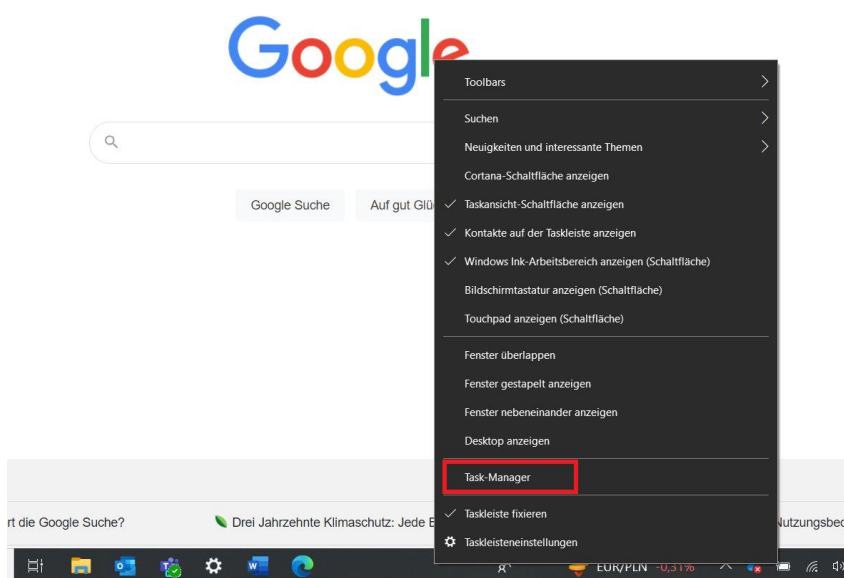
If you are not sure which version of Windows you are using, you can find out in the settings.

Option 1: If you press the three keys **[Ctrl] + [Alt] + [Del]** simultaneously on your keyboard, Windows opens a menu with a blue background. If you select the **"Task Manager"** option there, the Task Manager opens in a new window.

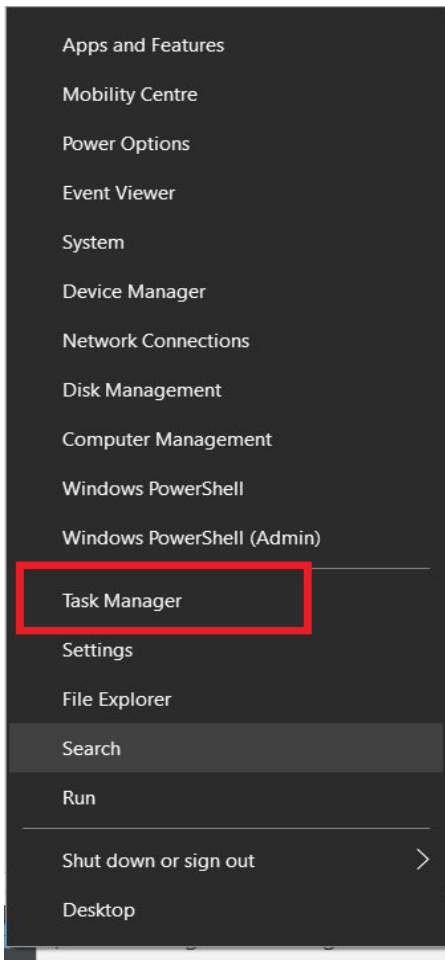
Note: If you are using Windows 7, the option shown is available to you under the name "Start Task Manager".

Option 2: Hold down the three keys **[Ctrl] + [Shift] + [Esc]** at the same time. The Task Manager will then open automatically without the need for another mouse click.

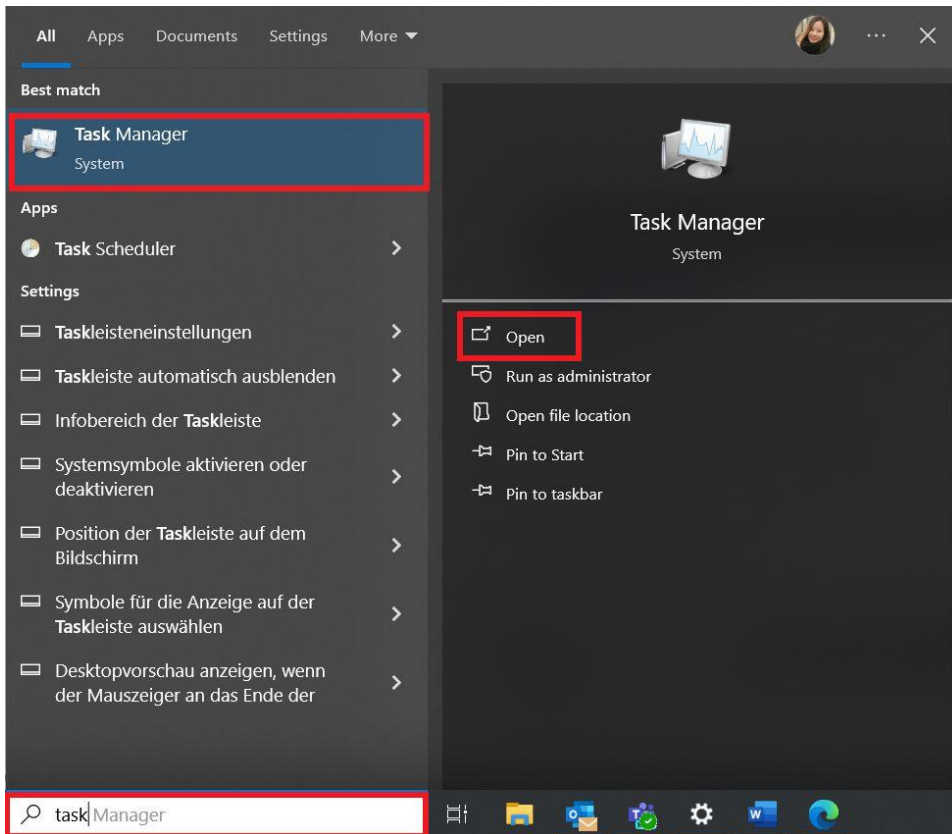
Option 3: First **right-click on the taskbar to call up the context menu**. In this menu, select the "Task Manager" option with the left mouse button. Windows 7 users will see the same function labelled "Start Task Manager".



Option 4: Right-click on the Windows icon (located in the left-hand corner of the taskbar). The corresponding context menu will then open. Then select the "Task Manager" option.



Option 5: With Windows 10, you will find the search field directly in the **taskbar** in most cases (otherwise in the Start menu). Enter the search term "**Task Manager**". The search results displayed are automatically updated as you type. As soon as the appropriate result appears, select it by clicking left in the "Highest match" area or click on "**Open**" in the right-hand area.



Note: If you are using **Windows 7 or 8**, the search function is just a click away: Open the **Start menu** by clicking on the Windows button left.

In Windows 7, the search bar is immediately visible. Then enter the search term as described and confirm your entry with the Enter key on your keyboard. In Windows 8, no input field is visible - you do not need this. Open the Start menu and simply enter the search term on your keyboard. The operating system will automatically start the search and display the results as usual.

➤ **Mac**

Option 1: Click on the Apple logo in the top left-hand corner and then select the menu item "Quit now...".

Option 2: You can also open the Programme Manager with a key command. If you press the three keys **[Command] + [Option] + [Escape]** simultaneously on your keyboard, Mac will open a new window.

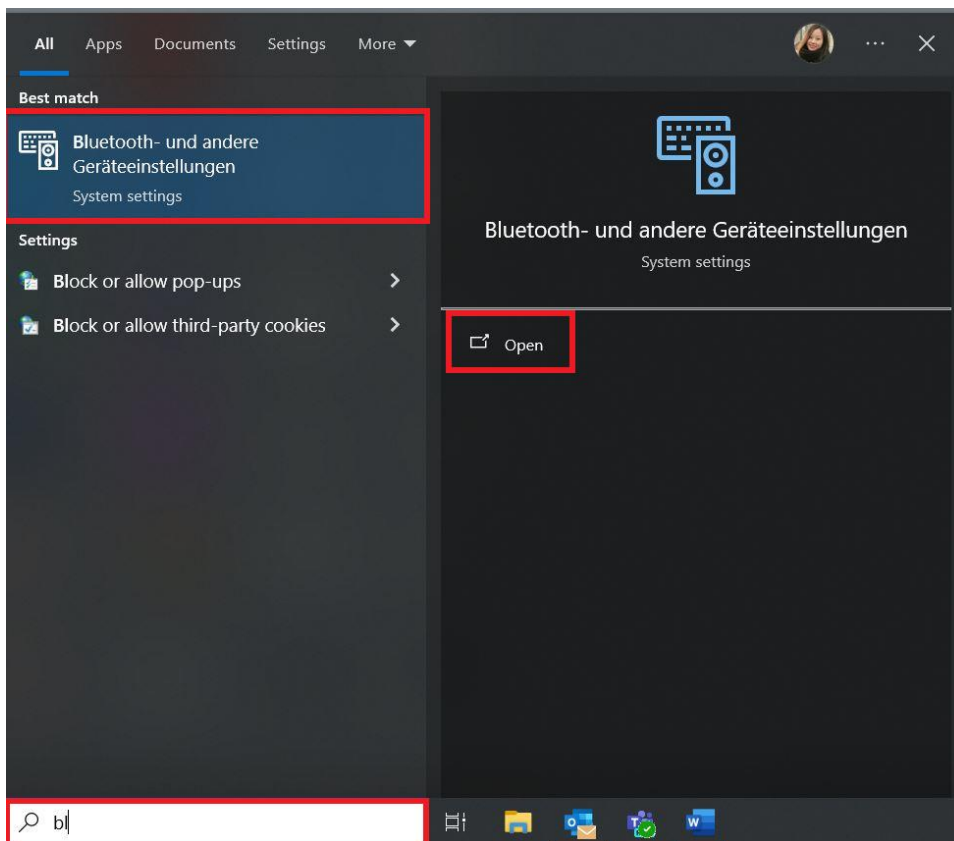
Once you have opened the Programme Manager, you can select a programme and confirm your entry by clicking on "Exit immediately".

INSTRUCTIONS: TURN OFF BLUETOOTH

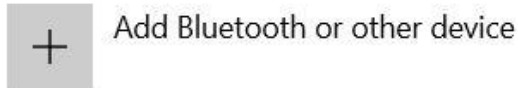
➤ Windows

1. Select the Start button, then select Settings > Devices > Bluetooth & other devices.
2. Select the Bluetooth toggle to turn it Off.

Note: The Bluetooth toggle only appears on your system when Windows detects a Bluetooth adapter.



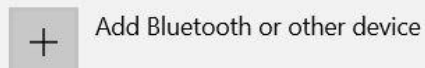
Bluetooth & other devices



Bluetooth





Bluetooth & other devices



Bluetooth



➤ Mac

1. On your Mac, choose Apple menu  > System Settings, then click Bluetooth  in the sidebar. (You may need to scroll down.)
2. Click to turn Bluetooth on or off.

Note: If you're using an external USB Bluetooth adapter, the option may not appear in Bluetooth settings. Try unplugging the adapter to turn off Bluetooth.

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