IGGAB E003

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IGGAB INVESTIGATIVE GENETIC GENEALOGY Accreditation Board

Investigative Genetic Genealogy – Accreditation Exam Guide

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Introduction to the 1 Sep 2026 version

Following are the substantive changes made in this version:

a) Section 4.1 was updated to clarify that there are no prerequisites required to take the exam, through at least 1 July 2027.

b) The former Section 7.3 was removed, as individuals who pass the exam no longer receive a one-year complimentary membership to the Investigative Genetic Genealogy Association (IGGA).

Table of contents

Introduction to the 1 Sep 2026 version **2**
Table of contents **3**
1. Scope **6**
2. Normative references **6**
3. Terms and definitions **6**
3.1 Terms 6
3.1.1 Clustering Tools 6
3.1.2 Direct to Consumer (DTC) DNA testing 7
3.1.3 IGG kit 7
3.1.4 Relationship estimator tools 7
3.1.5 Union Couple 7
3.2 Abbreviated terms 7
4. Exam application **8**
4.1 Prerequisites 8
4.2 Applicants 8
4.3 Ideal exam applicant 9
4.4 Prospective AIGG declaration 9
4.5 Exam fees & refunds 10
5. Exam structure **10**
5.1 Accommodation for individuals with disabilities 10
5.2 Exam platform 10
5.3 Proctoring 10
5.4 Exam questions & scoring 11
5.5 Preparing for the exam 11
6. Exam content **12**
6.1 Investigative Genetic Genealogy fundamentals 12
6.2 DNA evidence basics 12
6.3 Genetic genealogy basics 13
6.4 DNA processing for IGG and bioinformatics 13
6.5 Ethical standards and privacy 13
6.6 GEDmatch PRO and GEDmatch 14
6.7 FamilyTreeDNA and other databases 14
6.8 Identifying DNA Relatives 14
6.9 Genealogical research and building family trees 15

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6.10 Identifying Common Ancestors and Union Couples 15
6.11 Familial relationships and probabilities 15
6.12 Descendancy research 16
6.13 DNA analysis tools 16
6.14 Developing a hypothesis 16
6.15 Case communications and communication of findings 16
7. Additional exam information 17
7.1 Failing the exam 17
7.2 AIGG registry 17
7.3 Reaccreditation 17
8. Registering and taking the exam 17
8.1 Creating a Prolydian account 17
8.2 Registering for exam 19
8.3 Scheduling your exam 21
8.4 Before and during your exam 23
8.5 Sample session 24
8.6 System requirements 25
8.7 On the day of your exam 25
8.8 Troubleshooting/technical issues on exam day 25
8.8.1 Extreme incidents and exceptional retakes 26
8.9 Proctor360 system check 26
8.10 Proctor360 proctor check in 28
8.11 Scorpion exam delivery 29
8.12 Finishing the exam 30
8.12.1 Post-exam survey 30
8.13 Exam tools and navigation 31
8.13.1 Expanded toolbar 31
8.13.2 Contents tab 31
8.14 Question types 32
8.14.1 Multiple choice, single response 32
8.14.2 Multiple choice, multiple response 33
8.14.3 Fill in the blank/complete sentence with dropdown selection 34
8.14.4 Matching 34
8.14.5 Build list 35
8.14.6 Discrete Option Multiple Choice (DOMC) 35
8.14.7 Hotspot questions 36
8.14.8 Scenario 36
8.15 Technical support information 37

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Foreword

The Investigative Genetic Genealogy Accreditation Board (“IGGAB” or the “Board”) is an independent, non-profit organization formed to develop standards of practice and requirements for accreditation in the field of Investigative Genetic Genealogy (IGG). The Board is composed of experts in the field of IGG. The responsibilities of the Board are to:

a) Develop and promote standards for competency and ethical practice in the field of IGG.
b) Administer an exam that tests IGG applicants’ knowledge and practice of IGG Core Competencies, best practices, and ethical standards.
c) Accredit applicants who pass the exam and agree to abide by the standards set by the Board.
d) Provide an oversight mechanism for Accredited Investigative Genetic Genealogists (“AIGGs”) to ensure continuing competency and ethical practice.
e) Maintain a registry of AIGGs.

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1. Scope

The purpose of the Investigative Genetic Genealogy Accreditation Exam Guide is to provide applicants of the IGG accreditation process with information to prepare for the Investigative Genetic Genealogy Accreditation Exam (the "exam") and the procedures for application. The exam is designed to identify applicants who demonstrate the knowledge and skills needed to be a competent and ethical IGG practitioner. Passing the exam and agreeing to adhere to the established IGGAB Professional Standards and Code of Ethics are required to become an AIGG. An AIGG understands and agrees that the IGGAB does not indemnify the accredited person for any reason and has no legal ties or obligations to the AIGG other than those required for accreditation and ongoing accreditation maintenance.

IGGAB aligns with the requirements of ISO/IEC 17024:2012 *General Requirements for Bodies Operating Certification of Persons*.

2. Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For undated references, the latest edition of the referenced document (including any amendments) applies. Both documents are available for review on our website at www.iggab.org/standards.

Investigative Genetic Genealogy Professional Standards and Accreditation Requirements, IGGAB.

Investigative Genetic Genealogy Code of Professional Ethics, IGGAB.

3. Terms and definitions

The terms and definitions used in the exam include those which were defined in *Investigative Genetic Genealogy Professional Standards and Accreditation Requirements,* as well as several additional terms defined below. Applicants should be sure to review both sets in preparation for the exam.

3.1 Terms

3.1.1 Clustering Tools

Software tools that organize DNA Relatives into groups based on shared genetic segments. They help identify clusters of DNA Relatives who likely descend from a Common Ancestor.

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3.1.2 Direct to Consumer (DTC) DNA testing

Genetic testing services marketed directly to consumers without the need for a healthcare provider or intermediary. These services allow individuals to purchase genetic tests online or through retail outlets and collect their DNA samples at home, typically via a saliva or cheek swab. The samples are then sent to a laboratory for analysis and the results are provided directly to the consumer through an online portal or mailed report.

3.1.3 IGG kit

A Genetic Data File owned by an Investigating Agency and uploaded to one of the Accessible Genetic Genealogy Databases (AGGD).

3.1.4 Relationship estimator tools

Software tools or online calculators that use shared DNA data, such as centimorgans (cM) of matching DNA, to predict likely relationships between two individuals.

3.1.5 Union Couple

Two individuals whose union connects sets of descendants from two or more Common Ancestors or two or more genetic networks of DNA Relatives.

3.2 Abbreviated terms

The following abbreviated terms are also used during the exam.

AIGG: Accredited Investigative Genetic Genealogist

atDNA: autosomal DNA

cM: centimorgan

DNA: deoxyribonucleic acid

DTC: direct to consumer

DOJ: Department of Justice

FGG: Forensic Genetic Genealogy (interchangeable with IGG)

FIR: fully identical region

FTDNA: FamilyTreeDNA

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HIR: half identical region

IGG: Investigative Genetic Genealogy

mtDNA: mitochondrial DNA

SNP: single nucleotide polymorphism

STR: short tandem repeats

UHR: Unidentified human remains (Jane/John Doe)

X-DNA: DNA from the X chromosome

Y-DNA: DNA from the Y chromosome

4. Exam application

4.1 Prerequisites

Through at least July 1, 2027, there are no specific certificates, college degrees or professional experience required to take the exam or become an AIGG. Investigative genetic genealogy is still a relatively new field, and there is not yet a standardized educational pathway for entering the profession. Currently, practitioners have developed their expertise through various methods, including specialized coursework, training, professional experience and independent study. As the field continues to mature and educational opportunities become more established, IGGAB may implement prerequisites in the future that recognize IGG educational, training, and/or professional experience.

4.2 Applicants

The exam is designed for both applicants employed in law enforcement, those in private practice, or for those who are seeking to work or volunteer in either setting.

The exam is open to anyone regardless of where they reside in the world. The exam is currently only available in English, and testers should keep in mind that some exam questions are U.S.-centric. AIGGs are responsible for complying with laws or guidelines which govern the practice of IGG in any of the jurisdictions in which they practice or reside.

Accreditation does not guarantee work opportunities. Additionally, certain circumstances, such as a felony conviction, can bar individuals from working in the field regardless of their experience or accreditation status. Though it is not an accreditation requirement, some employers or organizations may require a criminal background check.

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4.3 Ideal exam applicant

Exam applicants should ideally possess a number of skills and attributes to aid them on the exam. These are not requirements, but qualities an applicant may consider in order to determine if they are well-suited to sit for the exam:

a) Advanced experience in genetic genealogy research for a variety of population groups.
b) Advanced experience in genealogy records research and open-source intelligence (OSINT) research.
c) An understanding of genetic genealogy and human genetics (as it relates to genetic genealogy).
d) Ability to evaluate data, recognize patterns, and make logical deductions.
e) Strong written and oral communication skills, with demonstrated critical thinking, logical reasoning, and the ability to develop working hypotheses and solve complex problems.
f) Flexible strategies and resourcefulness in varied scenarios.
g) Proficiency with technology, including online applications, desktop tools, social media and people-finding platforms.
h) An understanding of ethics in genetic genealogy applications for law enforcement, including integrity, discretion, confidentiality, and sound judgment.

4.4 Prospective AIGG declaration

At the time of the exam, applicants are asked to sign a non-disclosure agreement (NDA) as well as a prospective AIGG declaration, as follows:

a) Intent to practice Investigative Genetic Genealogy
   The exam is only open to individuals over the age of 18 who intend to practice Investigative Genetic Genealogy. It is not open to anyone for any other purpose. By taking this Exam, you affirm that you are employed in or intend to seek employment or volunteer opportunities conducting Investigative Genetic Genealogy, or that you already practice Investigative Genetic Genealogy. Taking this exam for any other purpose is strictly prohibited.

b) IGG as described by IGGAB is legally and ethically permissible
   By taking this exam, you affirm that you consider the current practices of Investigative Genetic Genealogy, as described in the Investigative Genetic Genealogy Accreditation Board's Standards and Code of Ethics, to be legally and ethically permissible. This provision does not prohibit criticism of Investigative Genetic Genealogy or recommendations for modified practices.

c) Abiding by the Code of Professional Ethics and Professional Standards
   By taking this exam you agree that if you pass the exam you will abide by the Code of Professional Ethics and Professional Standards as set out by the IGGAB. You understand that failure to do so may result in the suspension or permanent revocation of your AIGG status.

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d) Public Registry

By taking this exam, you agree that if you become accredited, your name and accreditation number will be entered into the public registry of AIGGs.

4.5 Exam fees & refunds

Payment is required in full for each instance of the exam. Refunds requested at least 48 hours in advance of the scheduled exam session incur a $40 administrative fee. Refunds requested less than 48 hours in advance incur a $100 administrative and proctoring fee.

5. Exam structure

The exam is administered online with proctoring, and consists of approximately 160 questions over a three-hour period. The exam is offered in the English language only and the content is focused on a U.S. point of view.

5.1 Accommodation for individuals with disabilities

Accommodations can be made for individuals with disabilities. The exam is administered in compliance with all applicable laws and regulations, and is designed to be fair and non-discriminatory, ensuring equal opportunity for all applicants regardless of race, color, religion, gender, sexual orientation, national origin, age, disability, or any other protected characteristic. Applicants with questions or who require accommodations should contact IGGAB Exam Support at examsupport@iggab.org before registering or paying for the exam.

5.2 Exam platform

IGGAB utilizes Caveon Scorpion® for the online exam platform. A system check of the platform can be found here. Examinees need a desktop or laptop with a stable internet connection and a working web camera and microphone. Only a single monitor is allowed. Section 8 provides a step-by-step description, including screenshots, of the registration process, explanation of the Exam Tools, as well as detailed technical requirements.

5.3 Proctoring

To maintain the integrity and security of the exam, there are multiple layers of proctoring mechanisms used, through the testing platform itself as well as live human monitors.

The live proctor oversees the examinee through their webcam, screen sharing and microphone to prevent cheating or unauthorized assistance. Each testing session is recorded in its entirety. Examinees must provide a valid government-issued photo ID to confirm their identity, share their computer screen, leave their web camera on and be visible throughout the entire exam session. Examinees need to have a quiet, clear testing environment which will be scanned by the proctor. (Note that you will be asked to lift your computer or laptop to enable a scan of the room and testing area.) No other devices are allowed in

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the room during the exam. No materials are allowed in the testing area except a single piece of plain paper and pen/pencil. Refer to Section 8 for additional detailed information about the proctoring on the day of the exam.

5.4 Exam questions & scoring

The exam questions are randomized ensuring that testers receive different questions; however, each examinee receives an equally weighted selection of questions covering all 15 Core Competencies, as well as one Scenario-based section. All questions are worth 1-point each except for Scenario questions which are worth 5-points each.

The exam includes a variety of different question types. Section 8 includes screenshots of sample questions for each question type, including:

a) Multiple Choice, either single response or multiple response
b) Fill in the blank/complete sentence with dropdown selection
c) Matching
d) Build List
e) Discrete Option Multiple Choice (DOMC) - a unique question type which is similar to Multiple Choice, but instead of presenting all of the possible answers at once, options are randomly presented one at a time. DOMC questions minimize the chance that testers can deduce the correct answer by process of elimination and can lead to a more accurate assessment of a tester's knowledge of the material. A large percentage of questions on the exam are DOMC format.
f) Scenario - not a distinct question type, but testers are presented a simulated situation and are then asked a series of questions about it. The questions require an examinee to apply their knowledge in a real-world context. The scenario is accompanied by documents providing details and related diagrams.

In addition to scored questions, the exam includes a small number of non-scored pilot questions. These pilot questions are being tested to evaluate their performance to determine whether they should be added to the exam for future testers.

Applicants will receive an email within 72 hours after completing the exam, advising whether they passed or failed but are not provided with a score.

5.5 Preparing for the exam

To prepare for the exam, IGGAB recommends applicants familiarize themselves with the Core Competencies and related objectives listed in Section 6 below. Additionally, we suggest a review of the following important documents, as examinees are not allowed access to any additional materials or resources during the exam:

a) DNA Justice Terms of Service
b) DOJ Interim Policy on Forensic Genetic Genealogy DNA Analysis and Searching
c) Family Tree DNA Terms of Service and Law Enforcement Guide

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d) GEDmatch PRO Privacy Policy and Terms of Use
e) Glossary of Terms and Acronyms
f) Average atDNA shared by pairs of relatives, in percentages and in cM, out to 2nd cousins

If applicants are not already users of GEDmatch PRO, they should consider subscribing for at least one month to GEDmatch Tier 1 as they will need to be familiar with the use and functionality of the tools available through a Tier 1 subscription, which are very similar to those available to GEDmatch PRO users.

6. Exam content

The IGGAB established the following 15 Core Competencies, which represent the essential foundational knowledge for the performance of IGG work. Within each of the Core Competencies, much more detailed objectives were developed and form the specific concepts which are tested on the exam. Applicants should familiarize themselves with these objectives in preparation for the exam.

6.1 Investigative Genetic Genealogy fundamentals

Knowledge of the fundamentals of Investigative Genetic Genealogy to include terminology, objectives, processes, and outcomes. Understand the most common misconceptions about the field.

a) Terminology and definitions
b) IGG history
c) Objective of IGG
d) IGG process and workflow
e) IGG boundaries and limitations
f) Challenges that affect the ability to generate a Lead
g) IGG misconceptions

6.2 DNA evidence basics

Understand the basics of crime scene evidence, DNA typing, and CODIS, as well as the implications of these concepts in IGG applications.

a) Crime scene considerations as it pertains to IGG
b) Main types of biological evidence that yield DNA
c) DNA typing
d) CODIS basics
e) DNA contamination and degradation
f) Importance of case summary/details
g) DNA mixtures

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6.3 Genetic genealogy basics

Understand genetic inheritance, recombination, biogeographic ancestry, and DNA Relative matching.

a) Definition and methodology
b) Types of DNA (atDNA, mtDNA, X-DNA, Y-DNA)
c) Direct to Consumer (DTC) DNA testing companies and matching algorithms
d) Genetic Data Files
e) Centimorgans and estimating relationships
f) Chromosomes
g) DNA inheritance
h) Recombination
i) Biogeographic ancestry and haplogroups
j) Non-paternal events and misattributed parentage
k) Identical by State (IBS) vs Identical by Descent (IBD)
l) Fully identical regions (FIRs) and half identical regions (HIRs)

6.4 DNA processing for IGG and bioinformatics

Demonstrate general knowledge of the different types of DNA processing in IGG, lab considerations, and SNP file basics. Understand the basics of bioinformatics and imputation, and how DNA contamination and degradation affect the outcomes of DNA processing.

a) Microarray
b) Whole genome sequencing
c) Targeted sequencing
d) SNP files (Genetic Data Files)
e) Lab options
f) DNA contamination and degradation
g) Bioinformatics basics
h) Genotype and phenotype
i) Call rate
j) Deconvolution

6.5 Ethical standards and privacy

Demonstrate ethical practices in the field of IGG. Knowledge of IGGAB Standards regarding qualifying crimes, Accessible Genetic Genealogy Database terms of service, confidentiality, and privacy.

a) Case confidentiality
b) Disposition of case-related data
c) Discovery considerations
d) Importance of private and unsearchable trees
e) Best practices when contacting DNA Relatives, Reference Test Takers, family members, etc.

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f) Privacy of DNA Relatives, Reference Test Takers, family members, etc.
g) Consent
h) Current IGG laws in the U.S.
i) U.S. Department of Justice Interim Policy
j) Accessible Genetic Genealogy Databases (AGGD) terms of service
k) Qualifying crimes
l) Genetic Data File ownership

6.6 GEDmatch PRO and GEDmatch

Demonstrate the ability to use GEDmatch Pro and GEDmatch and their associated tools. Knowledge of upload restrictions, terms of service, and database access for unidentified human remains and violent crimes.

a) GEDmatch PRO vs. GEDmatch
b) Privacy options
c) Uploads
d) Terms of service/terms of use including qualifying crimes
e) Most important tools and their functionality
f) GEDCOMs and WikiTrees
g) Accessibility and limitations

6.7 FamilyTreeDNA and other databases

Demonstrate the ability to use FamilyTreeDNA (FTDNA) and other databases as well as their associated tools. Prove knowledge of upload restrictions and terms of service.

a) FTDNA Law Enforcement Guide
b) FTDNA qualifying crimes
c) FTDNA Investigative Genetic Genealogy Matching (IGGM)
d) FTDNA uploads
e) FTDNA functionality and capabilities
f) FTDNA tools and their functionality
g) Testing options offered by FTDNA/Gene by Gene
h) DNA Justice basics including qualifying crimes

6.8 Identifying DNA Relatives

Demonstrate the ability to identify DNA Relatives from the Accessible Genetic Genealogy Databases using limited information provided by users.

a) Methods to identify DNA Relatives
b) Sources/tools used to identify DNA Relatives
c) Consequences of misidentification
d) Implications of misattributed parentage
e) Challenges

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6.9 Genealogical research and building family trees

Conduct genealogical research and construct family trees for DNA Relatives using genealogical resources. Demonstrate the ability to effectively evaluate genealogical evidence.

a) Terminology
b) Key genealogical records
c) Building research trees
d) Evaluating genealogical evidence
e) Resolving conflicting information
f) Original sources
g) Primary vs. secondary information
h) Naming traditions, genealogical knowledge and challenges related to common population groups found in the U.S.

6.10 Identifying Common Ancestors and Union Couples

Identify Common Ancestors for a Subject using a variety of techniques such as clustering and grouping shared DNA Relatives. Understanding how to identify Union Couples and use them to narrow the search for the Subject.

a) Identifying genetic networks/clustering
b) Tools and methods for identifying Common Ancestors
c) Implications of endogamy and pedigree collapse
d) Recognizing patterns in family trees and genetic networks
e) Goals and purpose of identifying Union Couples
f) Methodology for identifying Union Couples
g) Misattributed parentage considerations

6.11 Familial relationships and probabilities

Understand familial relationships used in genetic genealogy such as maternal and paternal, pedigree, and cousin degrees. Demonstrate the ability to analyze DNA test results by applying documented statistical and experiential shared DNA probabilities to hypothesize familial relationships.

a) Probabilities based on shared centimorgans and percentages
b) Approximate centimorgan ranges out to 5th degree relatives (second cousin)
c) Cousin degrees
d) Multiple relationships
e) Causes of inflated shared DNA
f) Analyzing possible relationships and positions in the tree
g) Matching algorithms

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6.12 Descendancy research

Demonstrate the ability to conduct genealogical research of descendants, build trees forward in time, identify both deceased and living people using various resources, and prioritize family lines for research.

a) Purpose and objective of descendancy research
b) Process of descendancy research
c) Prioritizing family lines for descendancy research
d) Key resources used in descendancy research

6.13 DNA analysis tools

Knowledge of genetic genealogy tools for relationship predictions, managing and analysing cross-platform DNA data, clustering and charting.

a) Relationship estimation tools
b) Tools that generate hypothesized position in a family tree
c) Clustering Tools
d) Tools for managing and analysing cross-platform DNA data
e) Chromosome browsers/mapping tools
f) DNA segment analysis
g) Charting and diagramming tools

6.14 Developing a hypothesis

Develop hypotheses based on the totality of the research and employing the IGG Standard of Proof; identify potential candidates for the Subject when possible; and identify potential Reference Test Takers or recommendations to further the investigation.

a) Developing hypotheses about the identity of the Subject
b) Genetic genealogy/relationship analysis
c) Genealogical analysis
d) Contextual clues
e) Providing recommendations
f) IGG Standard of Proof

6.15 Case communications and communication of findings

Communicate coherent explanations of the process used to produce a Lead or Reference Test Takers, make recommendations, and provide updates. Communicate only within the bounds that have been set by the Investigating Agency or court.

a) Level of confidence for a Lead
b) Communicating a Lead
c) Internal case communication
d) External case communication

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e) Discovery considerations
f) Courtroom testimony

7. Additional exam information

7.1 Failing the exam

Examinees who do not pass the exam are eligible to retake the exam after a three month waiting period.

7.2 AIGG registry

Individuals who maintain active AIGG status will be listed in the public AIGG registry. This registry serves as a record of accredited individuals and provides a valuable resource for organizations and stakeholders seeking out AIGGs and/or verifying accreditation status. The registry ensures transparency and helps highlight AIGGs who have met the rigorous standards of the IGG Accreditation program.

7.3 Reaccreditation

To maintain accreditation, AIGGs are required to be reaccredited every two years, which consists of supplying evidence of continuing education as well as paying an reaccreditation fee. AIGGs will be required to submit a form in which they list their education activities in order to maintain their AIGG status. Failure to complete the reaccreditation process will result in suspension and the AIGG status will lapse.

8. Registering and taking the exam

8.1 Creating a Prolydian account

From the IGGAB website Exam page, click on the registration link to begin the registration process. Because you are required to show a photo ID to the proctor before taking the exam, **you must register in Prolydian under the legal name that matches your photo ID**. If you are known professionally under a different name, notify the Exam Director (exam_director@iggab.org) before taking the exam to ensure your professional name is entered into the AIGG registry.

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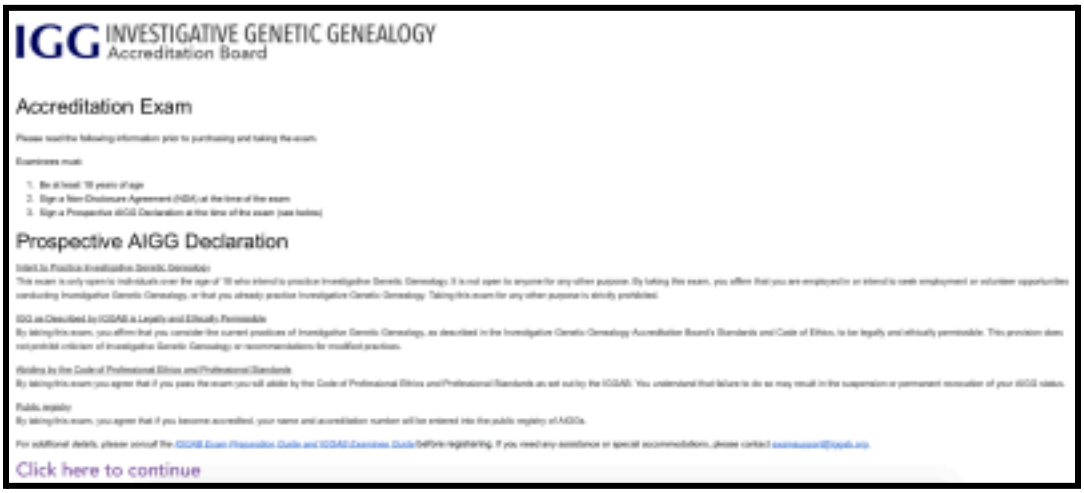
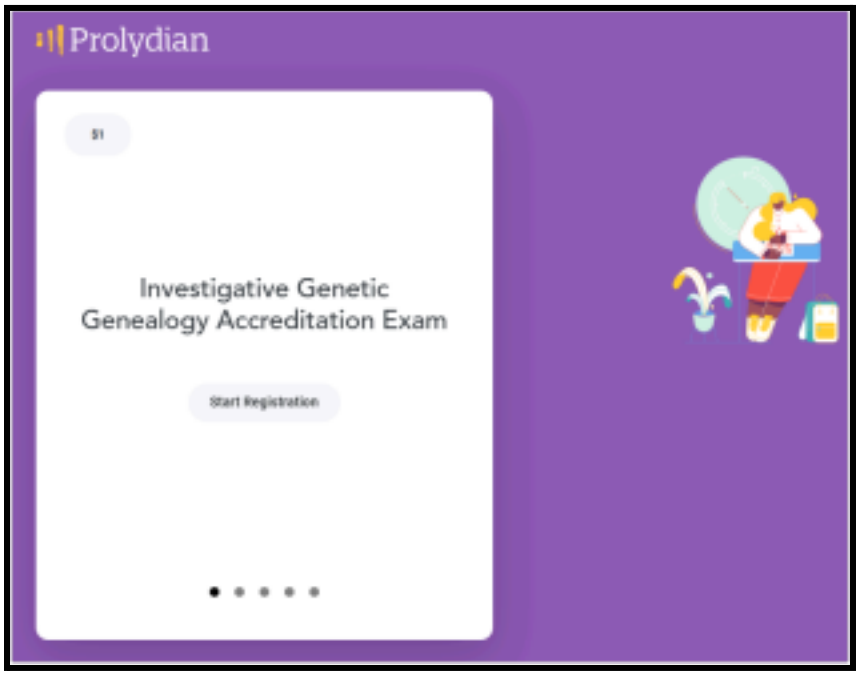


Carefully review the Prospective AIGG declaration and then click the “Click here to continue” button at the bottom of the page.



On the Login page:

- Enter and confirm your email address.
- Change your time zone if necessary.
- Check the box to accept the Prolydian privacy policy after you have reviewed it.
- Click the “Enter contact information” button.

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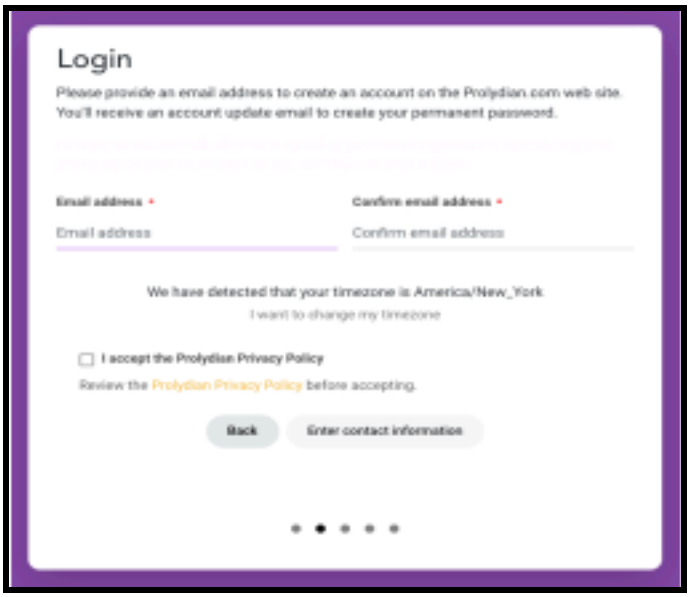
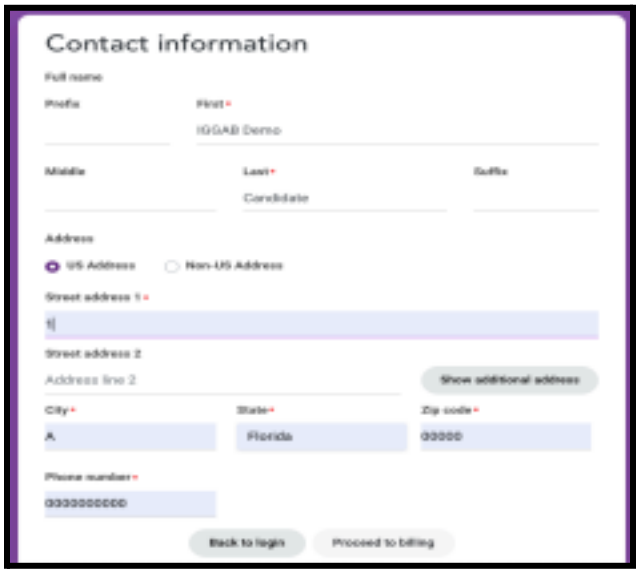


If you already have a Prolydian account, you will be prompted to log in after entering your email address. You will receive an email to update your permanent password after you complete your registration.

8.2 Registering for exam

On the “Contact information” page, fill in your contact information and click “Proceed to billing”.



On the Billing Information page:

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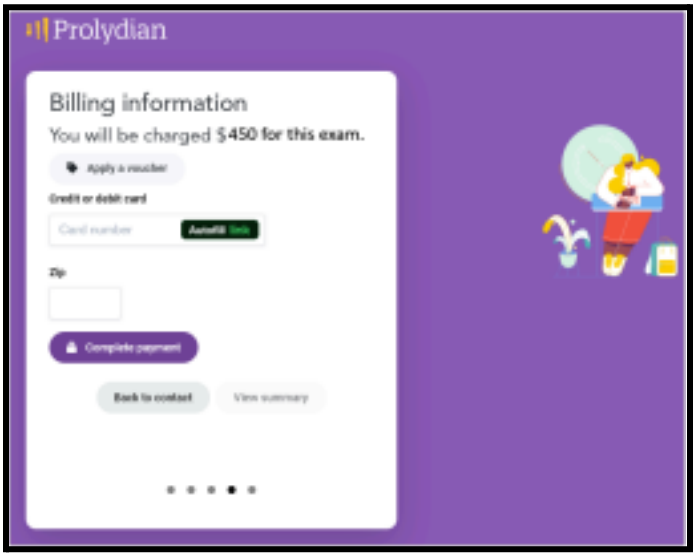
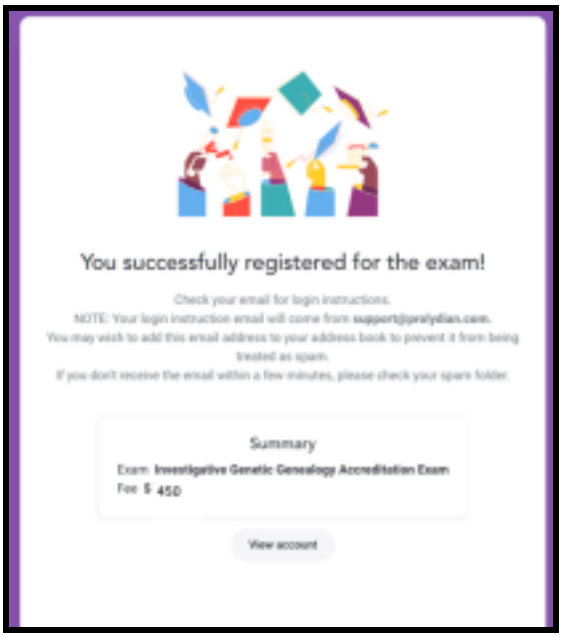


- If you have a voucher code, click “Apply voucher” and enter the voucher code in the popup window.
- Enter your payment information in the “Credit or debit card field” and click “Complete payment”. You will be taken to the “Completed payment” page.
- Click the “Register” button on the “Completed payment” page.
- You will see a message confirming your registration.
- You can click “View account” to review your entry.
- You will need to activate your account using the link emailed to you before you can log in.



Shortly after submitting your registration form, you will receive an “authorization to test” email that will

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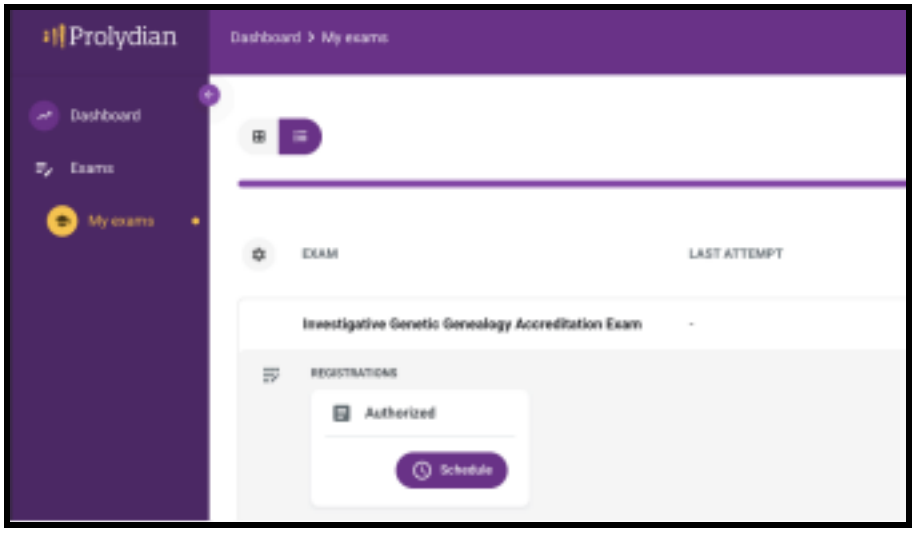
contain scheduling instructions and technical requirements.

8.3 Scheduling your exam

Log in to your Prolydian account at https://app.prolydian.com/organizations/iggab and visit the "My Exams" page. Click the "Schedule" button.



Note: Exams can be scheduled no less than 48 hours in advance, if time is available, and no more than 90 days in advance (subject to time slot availability).

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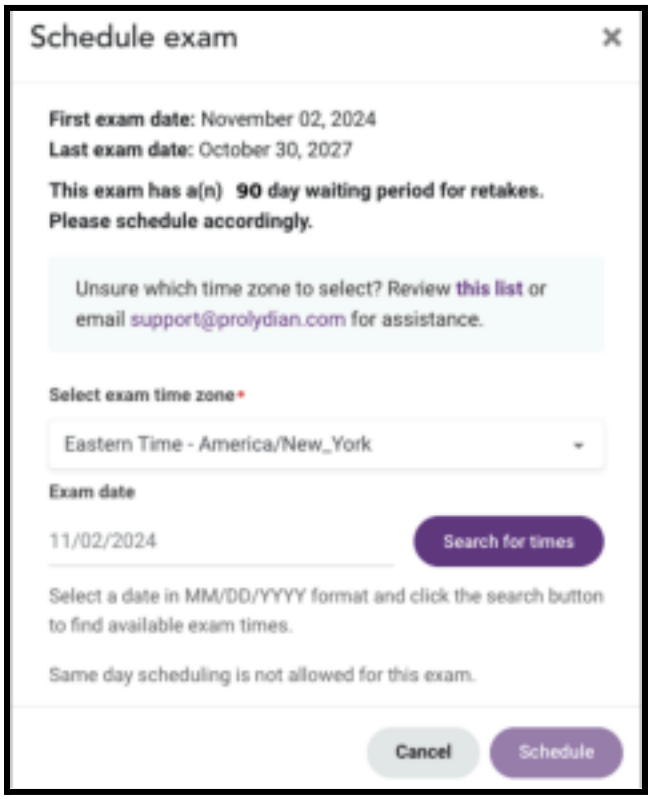

- Choose your time zone from the dropdown menu.
- For assistance picking a time zone, please see this support article https://prolydian.ladesk.com/383324-Selecting-your-time-zone.
- Select a date to schedule your exam.
- Click “Search for times” and choose an available time from the list.
- Check the box to confirm your time and time zone.
- Click “Schedule”.

You will receive an email confirmation that your exam has been scheduled with instructions for before and on exam day as well as technical requirements.

If you need to reschedule your exam, you can do that from the “My Exams” page by clicking the “Reschedule” button. Please note that exams can only be rescheduled 48 hours or more in advance of your scheduled time.

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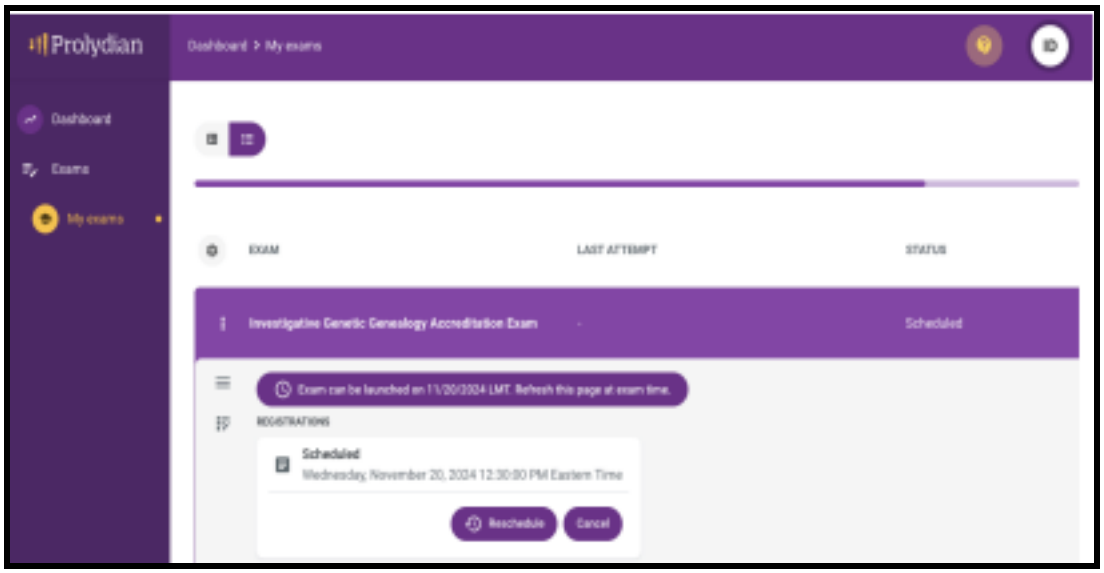

It is not possible to reschedule less than 48 hours before the exam. If you miss the exam session you will be charged the proctoring and administrative fee ($100).

8.4 Before and during your exam

Prior to beginning your exam you must complete the Proctor360 computer requirements check. Follow the steps below. This pre-exam check, including checking the environment and photo ID, may take at least 30 minutes or longer. Please be sure to plan for this additional time in your schedule.

We strongly recommend that you review all information in the following linked site ahead of your exam appointment. If you *must* use a work-provided device, it is critical that you coordinate with your IT department in advance and provide them with the information included in the Prolydian Online Exam Rules and Requirements Proctor360. Failure to do that may result in interruptions during your exam.

- Check your equipment to make sure your system is compatible with Proctor360 at https://support.proctor360.com/hc/365012637/21/system-requirements?category_id=1.
- Test your equipment using this link: https://webcasts.com/webrtc/.
- You are encouraged to take the exam on a personal computer. If you must use a work computer, please have your IT department review port and firewall settings here: https://proctor360.com/pages/prolydian-online-Exam-rules-and-requirements.
- Prepare photo identity verification documents. This includes one of the following:
    - Government-issued driver's license
    - Passport
    - Non-US military issued identification card
    - Any physical government-issued identification card (must include photo)

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- Dual monitors are NOT allowed. You may only use a single screen/monitor. You cannot use the screen on a laptop and a separate monitor at the same time. It is recommended you either close the laptop so that the screen is not visible or disconnect the separate monitor from your laptop. Many examinees successfully pass the exam on their laptops and a **larger screen is not required**. In rare instances, the proctor may request modifications to your monitor setup.

- During the exam, you may use a single piece of blank scratch paper ONLY to assist in solving questions (e.g. for calculations or drawing trees). Writing down exam questions, topics, or any additional exam content is strictly prohibited. Any candidate found doing so (or ignoring the proctor's instructions) **may have their exam result invalidated and may also be disqualified from any future attempts**.

- During the exam, your testing area must be indoors and completely free of any other materials, including books, notes, electronic devices (such as telephones, tablets, headphones and smartwatches), and any other items that could be used as a reference or aid. The only exam materials permitted within your reach are a pen/pencil and a blank piece of paper. The paper must contain no printed or written material, and must be shown to the proctor at the end of the exam before being destroyed. Make sure your workspace is clean and organized to avoid any potential violations of the exam rules or delays in beginning the exam. A beverage must be in a transparent container (a bottle or a glass).

- Examinees are allowed **one short bathroom break** during the exam, if needed. If you need to take a short break, notify your proctor and do not stop the exam or leave the desk until the proctor replies approving the break and stops the timer. Please note that only one short bathroom break is allowed during the exam.

- Reading questions aloud is not permitted.

8.5 Sample session

If you would like to request a sample session to verify your system with Proctor360 before taking your exam, please submit a ticket via Submit a Ticket - Proctor360 Support. Proctor360 will create and provide you with a sample link that you can run through with your IT department. Once this has been completed, Proctor360 will confirm with you that everything went through as it should on the proctoring side.

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8.6 System requirements

Windows:

- Operating System: Windows 10 & Above

Mac:

- Operating System: Mojave & Above

Chromebook:

- Operating System: ChromeOS 112.0.5615.134 & Above
- Browser: Chrome or Edge*
- Memory: 4GB (minimum)
- Recommended Internet Connection: 10 Mbit/s upload, 10 Mbit/s download
- Web Camera: 640×640 resolution (minimum)
- Microphone
- Speaker

*The proctor may require you to open an incognito tab in Chrome which you can do by pressing cmd + shift + n (Mac) or ctrl + shift + n (Windows). If possible, installing both browsers in advance may prevent technical issues (if there is a technical issue with one of your browsers).

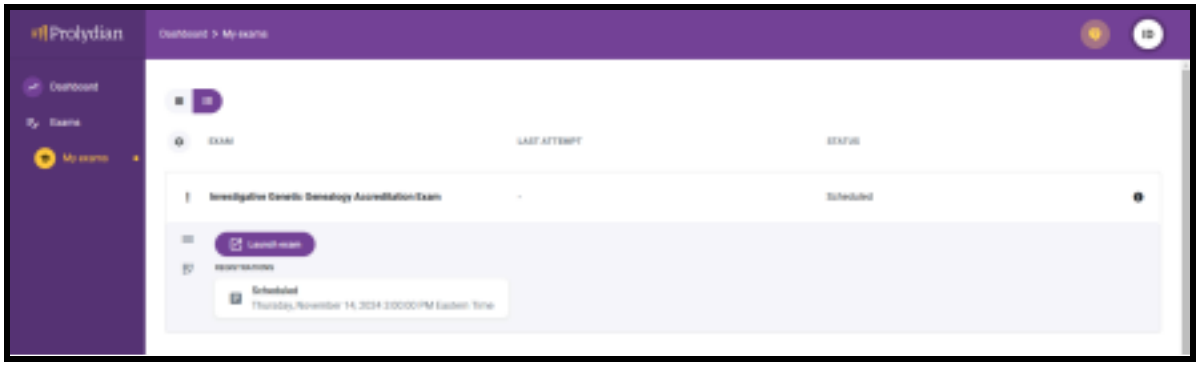
8.7 On the day of your exam

Arrive **a few minutes prior** to your scheduled exam time. To access your exam:

- Log into your Prolydian account at https://app.prolydian.com.
- Go to the "My Exams" dashboard and click the "Launch Exam" button.

The “Launch Exam” button will be enabled ten minutes before your exam time. If you arrive early, please refresh the page to see the "Launch Exam" button.

Please note, your 15-minute check-in window starts at your exam start time. If you log in after this window you will not be able to test.



8.8 Troubleshooting/technical issues on exam day

If you encounter issues sharing your screen, accessing your webcam, or need general technical troubleshooting during check in, please review these support articles: https://support.proctor360.com/hc/365012637.

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If you cannot resolve the issue immediately contact the Proctor360 support team by submitting a ticket right away using this link:

https://support.proctor360.com/help/365012637

8.8.1 Extreme incidents and exceptional retakes

If an exam is abandoned due to a serious medical incident or life-threatening emergency, the examinee must contact Exam Support within 24 hours of leaving the session. This allows for an assessment of whether they qualify for an exceptional retake. Additional supporting evidence may be required. Exceptional retakes are granted only in extremely rare cases and will not be considered for incidents that occurred before the exam began.

In the unlikely event the proctor wrongfully denies you a permitted monitor set-up or does not implement ADA accommodations pre-approved by the Exam Director, **do not start the exam** and inform the proctor. If the investigation confirms that your proctor had made a mistake, you will be allowed to reschedule the exam free of charge at your earliest convenience (subject to time slot availability). If you choose to take the exam despite the proctor refusing a permitted set-up or implementing accommodations, your attempt will be deemed valid.

8.9 Proctor360 system check

After clicking the “Launch Exam” button, you will be taken to the Proctor360 system. Agree to the Proctor360 Privacy Policy and Terms of Service.

If you have not already completed a system check, you will be prompted to complete one now. During the system check, you will be requested to complete the following:

- Grant access to your system’s microphone.
- Verify that your speakers function and you can hear the Proctor360 system.
- Verify internet connection.
- Allow Proctor360 to access your webcam.
- Allow screen share to your entire screen.

Proctor360 screen:

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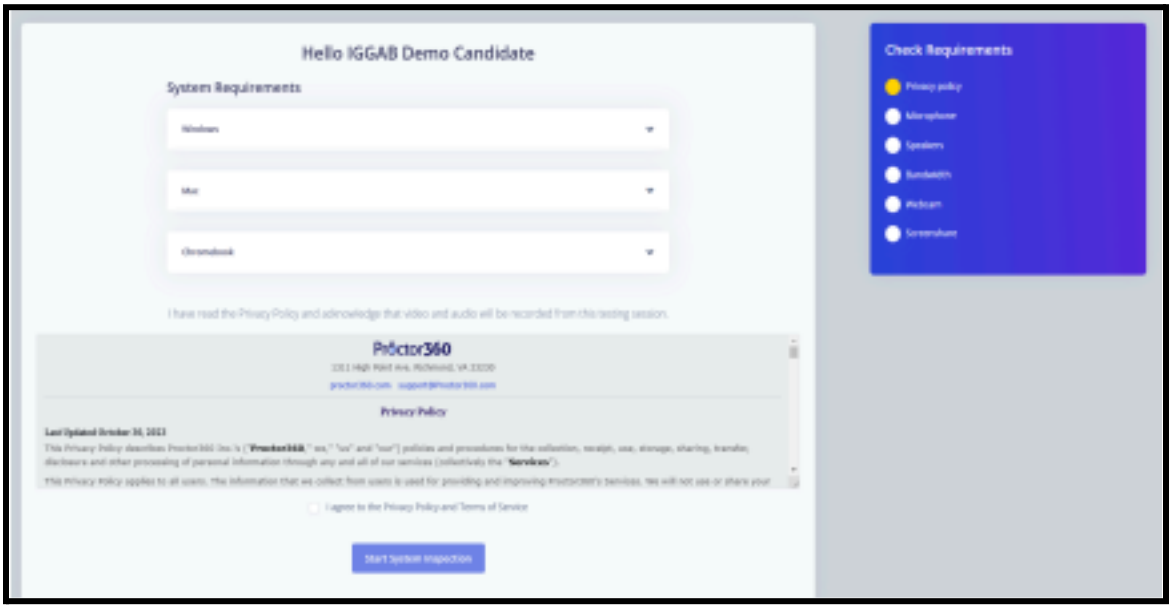
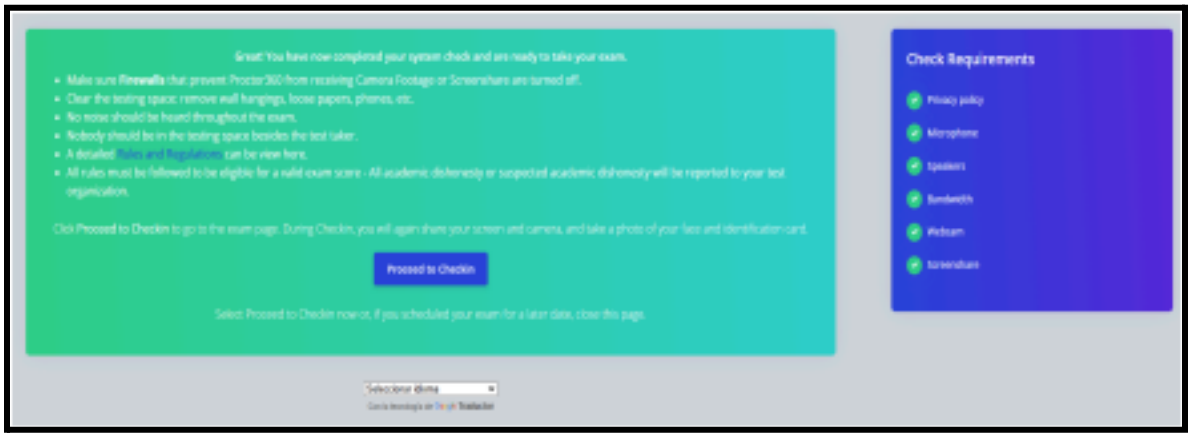


Once you have completed the above steps, you will be shown that each step was successfully completed and will be able to proceed to proctor check in by clicking on “Proceed to Check-In”.



If you are early, you’ll see the “Hello, you are a bit early” screen with a countdown until your scheduled appointment time.

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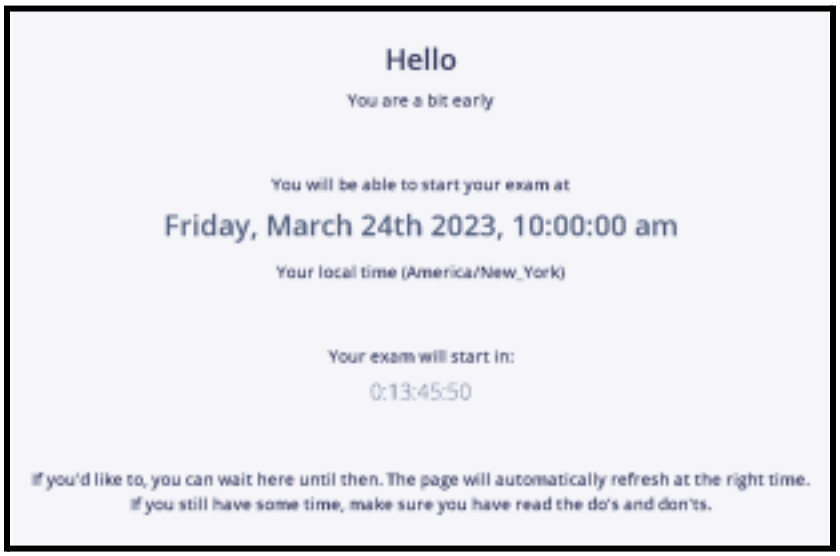
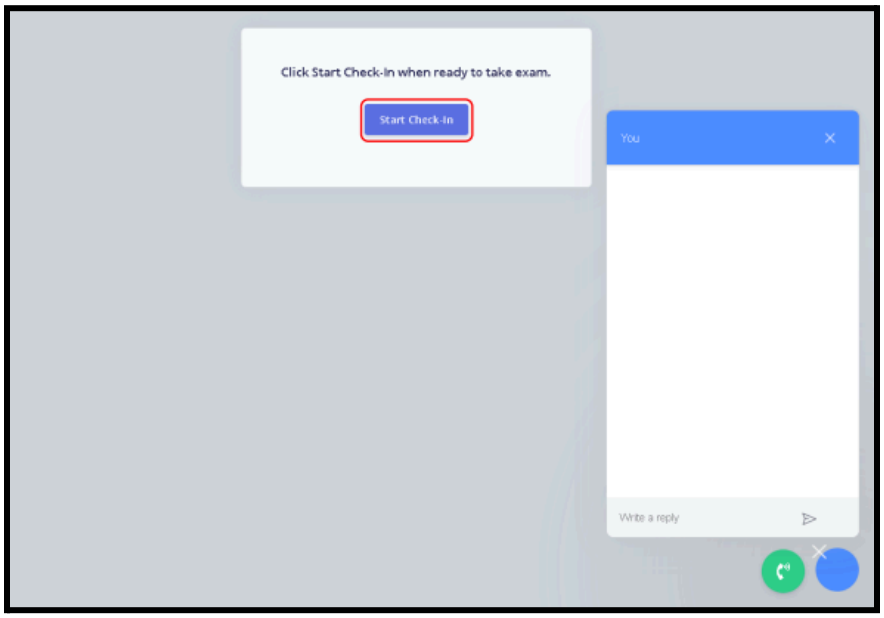


At your scheduled time, you will be brought to the “Start Check-In” page.



8.10 Proctor360 proctor check in

After clicking on “Start Check-In” you will be taken to the proctor screen. During check in, you will be asked to:

- Share your screen.
- Enable your webcam.
- Take a face photo and send it for approval.
- Take an ID photo and send it for approval.
- Record a room scan showing your test taking environment is clear. (Note that you will be asked to lift your computer or laptop to enable a scan of the room and testing area.)
- Open the task manager to verify that you only have a single tab and browser open.
- Please have the Task Manager opened and ready prior to the checking in.

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- Windows: CTRL+Shift+ESC
- MAC: Command+Option+ESC

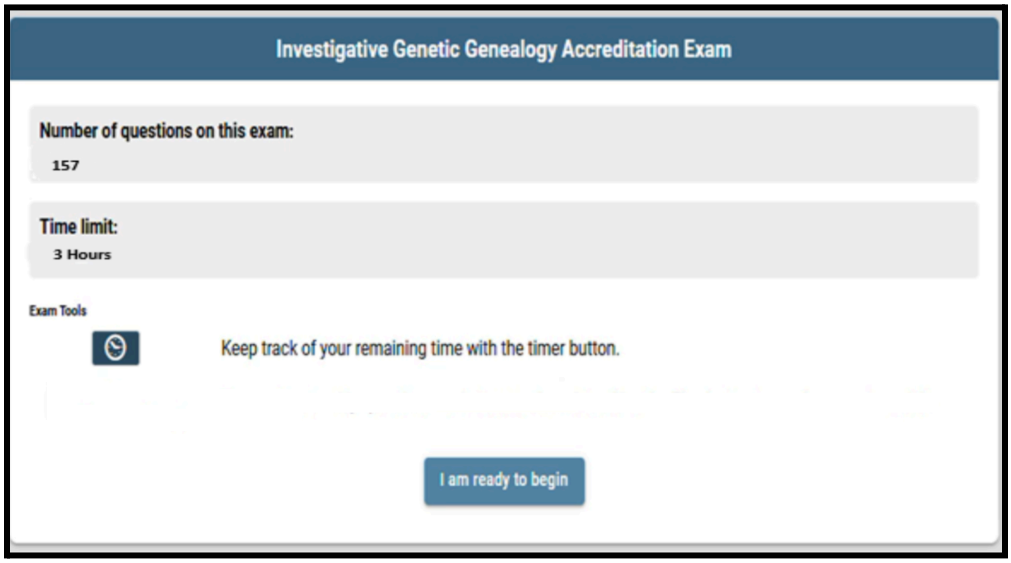
After completing check in, you will be prompted to begin your exam. This will open a new tab. You must keep both tabs open at all times during your exam. If you close the Proctor360 tab, your exam will be locked until you have navigated back.

If you encounter issues sharing your screen, accessing your webcam, or need general technical troubleshooting during check in or your exam, please reach out to your proctor for help via the chat box or call button in the Proctor360 tab.
If you are unable to reach your proctor or resolve the issue immediately, contact the Proctor360 support team by submitting a ticket right away: https://support.proctor360.com/help/365012637.
You can also review the Proctor360 support articles.

8.11 Scorpion exam delivery

When you begin your exam, the exam delivery system will complete a quick computer and connectivity check. Click “Proceed” after completing this.

- You will be prompted to agree to a Non-Disclosure Agreement (NDA) and a Prospective AIGG declaration. After agreeing, click “Continue”.
- On the next screen, click “I am ready to begin” to take your exam.
- After clicking “I am ready to begin”, you will be directed to the exam content.
- After answering each test question, click “Submit page” to move on to the next question.



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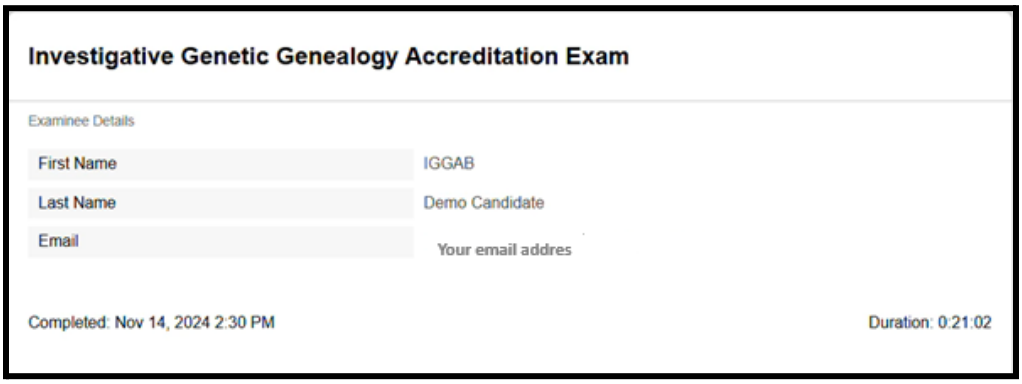
8.12 Finishing the exam

After completing the last exam question, a “Submit Exam” button will be located under the question in the bottom right-hand side.

Once you are ready, click “Submit Exam” to complete your exam.

After submitting your exam, you will be shown the exam completion confirmation page.



After submitting your exam, navigate back to the Proctor360 tab in your browser, inform the proctor you have submitted the exam and follow their instructions. The proctor will first ask you to show your scratch paper (both sides). Then they will ask you to tear it up into small pieces, after which you may complete the post-survey exam. Do not close the session until instructed to do so by the proctor. **Closing the session before the proctor instructs you to do so may invalidate your exam result or disqualify you from any future attempts**.

8.12.1 Post-exam survey

After completing your exam you will be prompted to complete the post-exam survey which you are encouraged to complete to help improve the exam experience. It is best to complete the survey right after the exam while your memory is still fresh, ideally within 48 hours.

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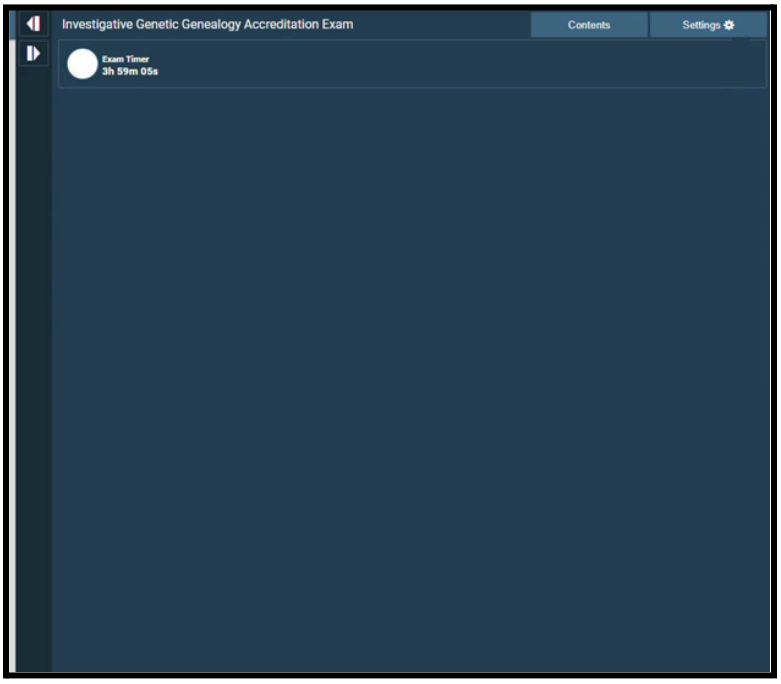
8.13 Exam tools and navigation

Within the exam delivery system there are multiple tools for use. This section explains the available features within the exam delivery system.

8.13.1 Expanded toolbar

You can expand/collapse the toolbar on the right side of the screen.

- Click on the left arrow in the toolbar to expand the tools menu; click on the right arrow to collapse it.
- The Exam Timer displays the amount of time left during your exam.



8.13.2 Contents tab

Click “Contents” to see an overview of your progress. Please note that it is not possible to go back to earlier questions--you must answer them in order.

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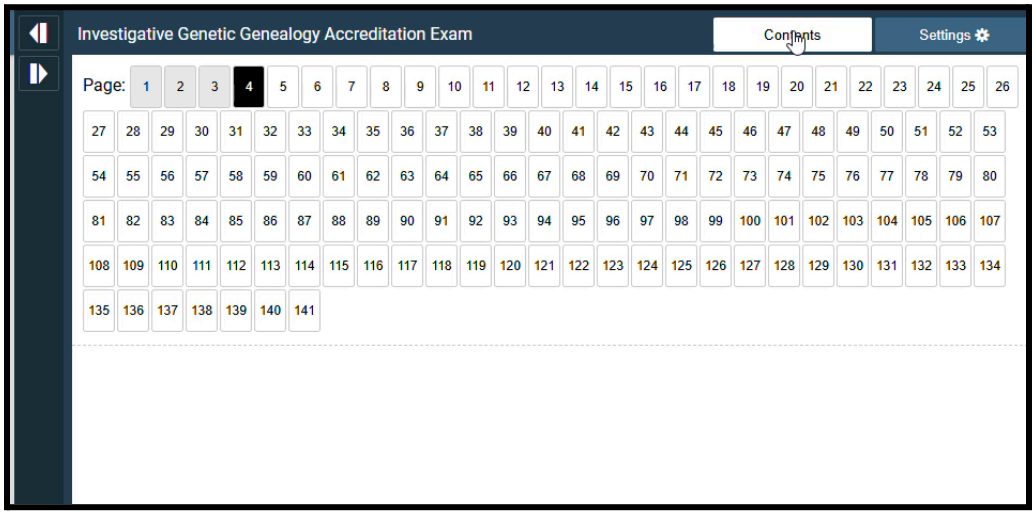
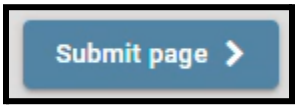


- Use the “Submit page” button to progress to the next question. You CANNOT go back to previous questions.



8.14 Question types

Below is a list of various question types contained in the exam.

8.14.1 Multiple choice, single response

Choose one correct answer. A multiple choice question may include an exhibit or image with the answer based on an image shown. If a multiple choice question has a single response, the radio buttons to select answers will be round and “*Choose 1 option”* appears below the answer options.

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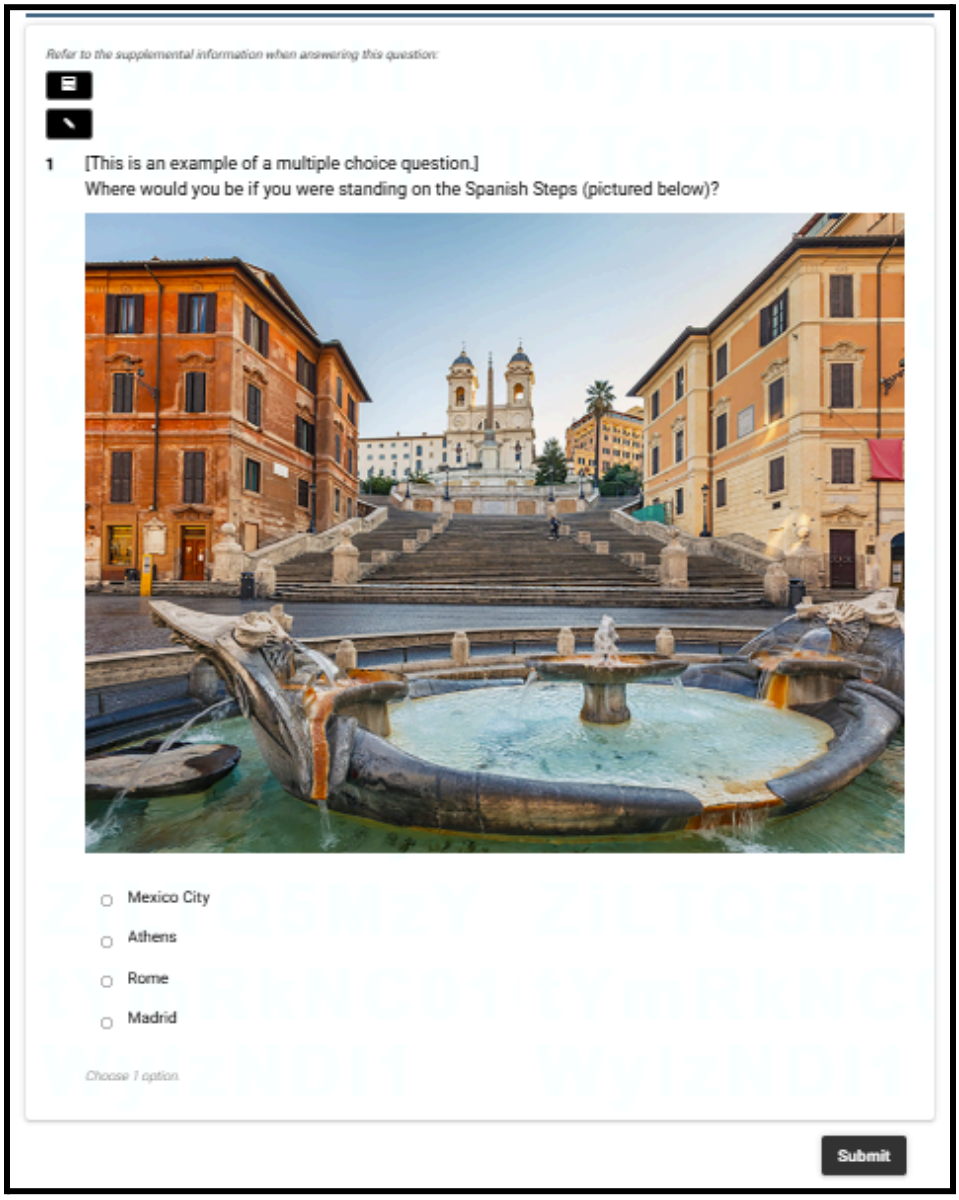

8.14.2 Multiple choice, multiple response

Choose all answers that apply. A multiple choice question may include an exhibit or image with the answers based on an image shown. If a multiple choice question will accept multiple responses, the radio buttons to select answers will be square and "*Select all that apply"* appears below the answer options.

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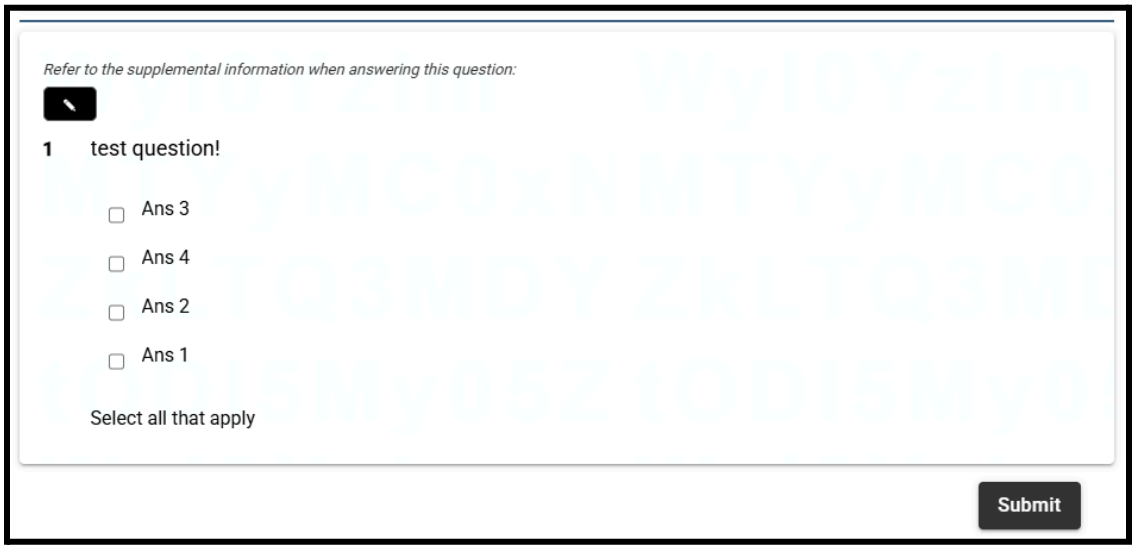
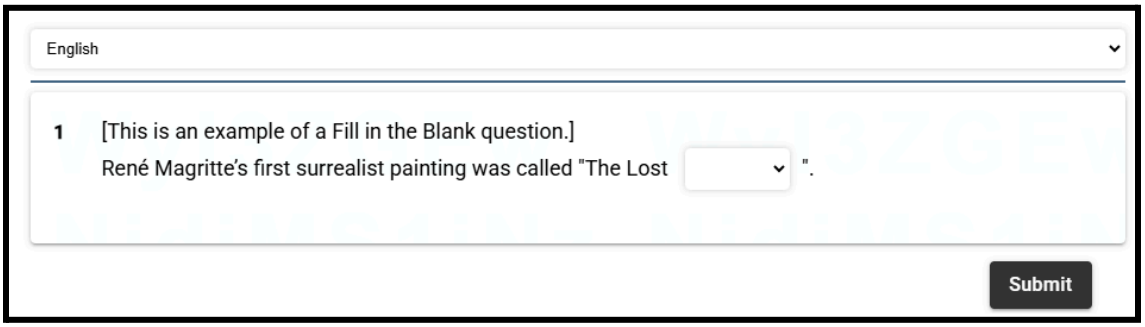


8.14.3 Fill in the blank/complete sentence with dropdown selection

Complete a sentence or thought with a response chosen from a dropdown menu.



8.14.4 Matching

Choose a matching answer for each item.

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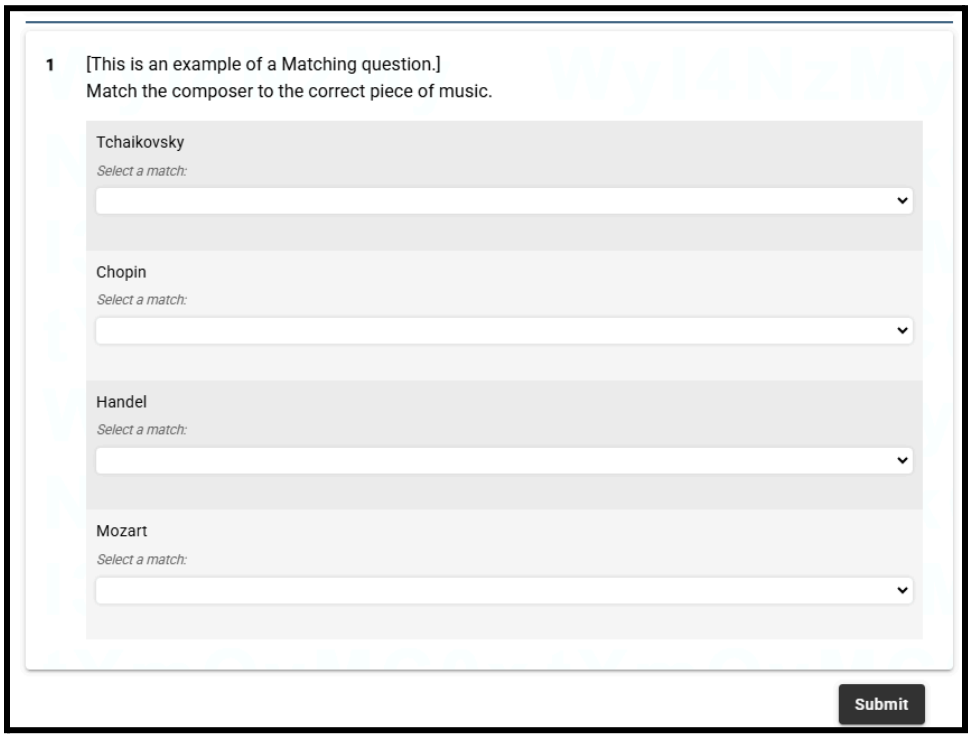
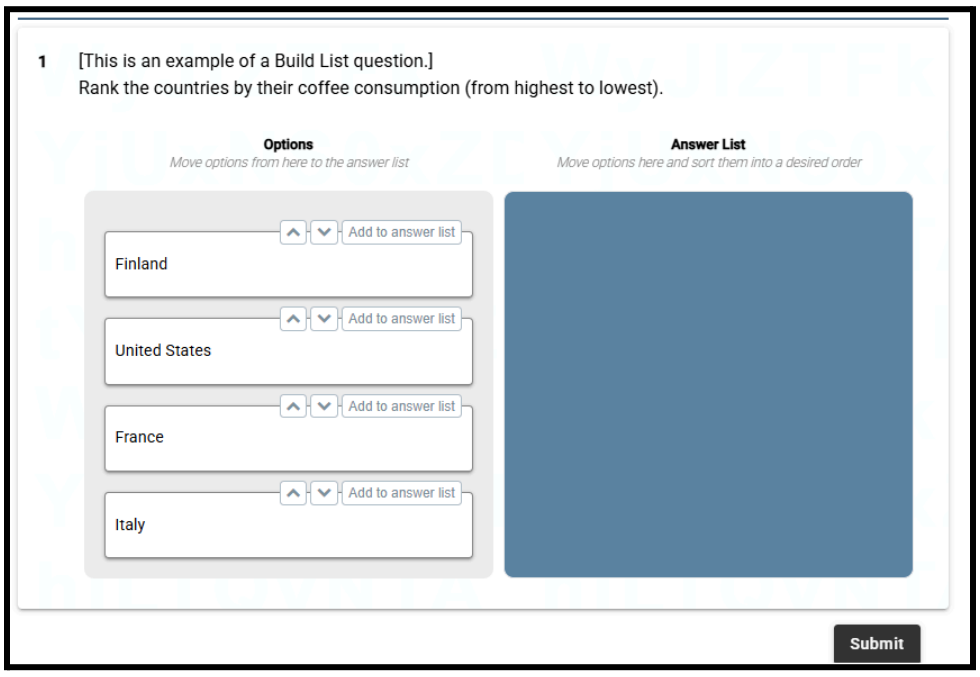


8.14.5 Build list

For this question type, drag and drop items in a specified order.



8.14.6 Discrete Option Multiple Choice (DOMC)

Instead of showing all options for a multiple choice question at once, options are randomly presented one at a time. For each presented option, choose “Yes” or “No” indicating whether it is correct. We recommend reviewing this question type here: https://domc.caveon.com/tests.

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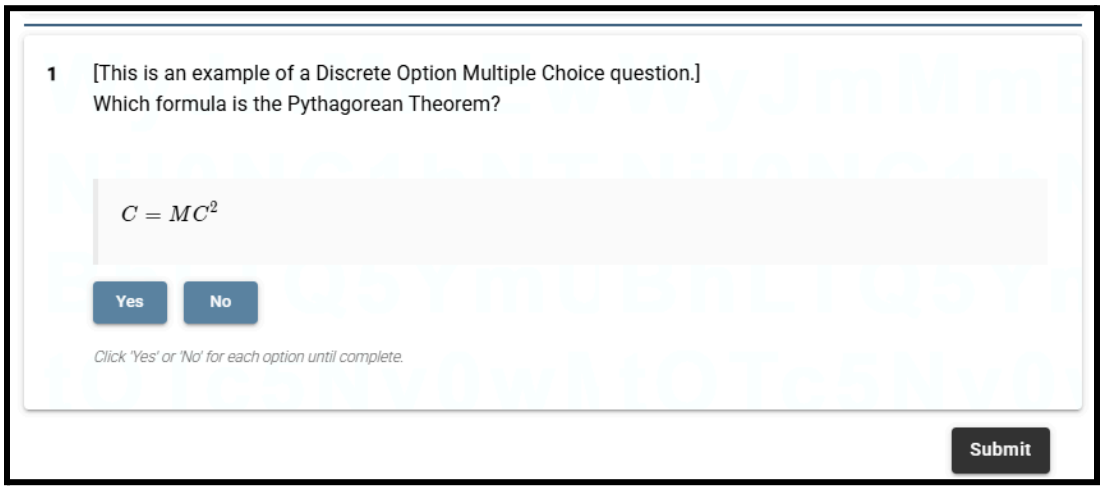

8.14.7 Hotspot questions

For this question type, click on the correct spot(s) of the image. You may cancel your selection by clicking on the dot you have placed on the image.

8.14.8 Scenario

This is not a distinct question type, but in the exam, you will be presented with a simulated IGG scenario and then asked a series of questions. The questions in this section require you to apply your knowledge in a real-world context. The scenario is accompanied by documents providing details and related diagrams, which can be found in the “Scenario Widget” which will appear in the Tool Box during this section of the exam. The widget typically appears on the right side of your screen as a button with a book icon.

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8.15 Technical support information

1. **Prolydian Support**
   Mon-Fri: 9am - 8pm ET
   Sat-Sun: 9am - 5pm ET
   Email: support+iggab@prolydian.com
   Live Chat: Yellow button within your Prolydian account
   Telephone: 1-850-739-8992

2. **Proctor360 Support**

   Submit a support ticket here for any issues during check-in or while taking your exam:
   https://support.proctor360.com/help/365012637

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