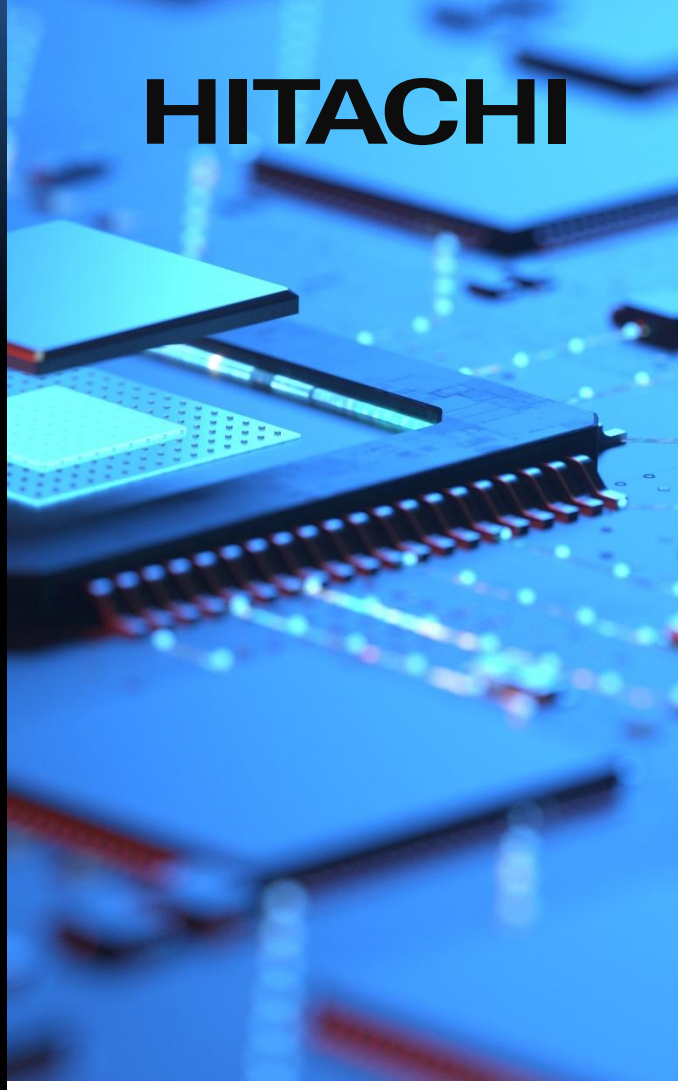
Kryterion Webassessor

Test Taker User Guide



Version 31
September 2025

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Introduction

This guide is for Hitachi Vantara customers, partners and employees who plan to take a qualification test (HQT-xxx) or a certification exam (HCE-xxx) using KRYTERION's Webassessor system. It describes the procedures for creating an account and registering for an exam.

The Hitachi Vantara qualification tests and certification exams can be delivered in four different ways:

- **Onsite proctored:** proctored exam taken at a Kryterion testing center of your choice.

Support information: Onsite testing at KRYTERION testing centers

Applies to:

- all certification exams (HCE-xxxx)
- all qualification tests (HQT-xxxx) except HQT-0050, HQT-10xx and HQT-2xxx

- **Online proctored:** exam taken online at the location of your choice (home, office, etc.) and proctored remotely by Kryterion. An internet connection, an external webcam and a suitable environment are required.

Support information: Online proctored testing

Online testing requirements

System Readiness Check

Applies to:

- all certification exams (HCE-xxxx)
- all qualification tests (HQT-xxxx) except HQT-0050, HQT-10xx and HQT-2xxx

- **Hitachi Vantara (in-classroom) proctored:** proctored qualification test taken at a Hitachi Vantara facility under the supervision of an authorized Hitachi Vantara instructor or proctor. Such tests are typically delivered at the end of the supporting course.

Your local Hitachi Vantara training delivery organization can inform you about the availability of such tests in combination with the supporting training:

- Americas: education.amer@hitachivantara.com
- APAC: education.apac@hitachivantara.com
- EMEA: education.emea@hitachivantara.com

- **Online un-proctored:** non-proctored open-book qualification test taken online at any time and at the location of your choice (home, office, etc.). An internet connection is required.

Applies to:

- Qualification tests HQT-0050, HQT-10xx and HQT-2xxx

Access and first-time registration

Webassessor is available through the Hitachi Vantara Single Sign On (SSO) authentication portal.

You already have an account with Hitachi Vantara

If you have a login account with Hitachi Vantara then you have access to the Webassessor system:

- Go to: https://www.webassessor.com/form/ssoLogin.do?method=process&provider=hitachi&brand=hitachi
- Log in with your Hitachi Vantara credentials.
- You will be directed to your Webassessor personal home page.

You do not have an account with Hitachi Vantara

Please create a Hitachi Vantara account by completing the registration procedure:

- Go to https://sso.hitachivantara.com/
- Click the **Register Now!** link.
- Fill in the User Registration form.
- Read and agree with the *Hitachi Privacy Policy* and *Single Sign-on Terms*.
- Click **Complete Registration**, and follow the instructions.

Once your registration is complete your new Hitachi Vantara account will be created.

Important: this process may take several minutes as your account will be provisioned for all the Hitachi Vantara systems and applications you are entitled to access. So please wait for a few minutes before trying to access the Webassessor system here:
https://www.webassessor.com/form/ssoLogin.do?method=process&provider=hitachi&brand=hitachi

Exam registration procedures

1) Take an un-proctored, open-book online test

Applies to: HQT-0050, HQT-10xx and HQT-2xxx

- Log into your Webassessor account through Hitachi Vantara SSO using https://www.webassessor.com/form/ssoLogin.do?method=process&provider=hitachi&brand=hitachi.
- In the red menu bar on top click **REGISTER FOR AN EXAM**.
- Using the + sign, expand the "**Unproctored tests (HQT-0050, HQT-10xx, HQT-2xxx)**" catalog to locate your test.
- Click the **Register Now** button associated with your test.
- Verify the information and click **Proceed to payment**:
  - Voucher or coupon: enter the code in the "Coupon/Voucher Code" field and click **Apply**, then click **Submit Order**.
  - Credit card: provide your credit card information and click **Submit Order**.
- The scheduling confirmation ("THANK YOU") screen appears:
  - An email will be sent to you confirming the purchase and providing details about your exam registration.
  - Click **Go to my exams** to return to your assessments page.
  - If prompted, do not install the secure browser, it is not used with unproctored tests.

You can take your test at any time. To launch it, click **MY ASSESSMENTS** in the red menu bar and use the **Launch** button in the REGISTERED EXAMS section.

2) Register for a proctored test or exam (Kryterion testing center or online proctored)

Applies to:

- all certification exams (HCE-xxxx)
- all qualification tests (HQT-xxxx) except HQT-0050, HQT-10xx and HQT-2xxx

Important: after you have registered for an online proctored exam, you can test your computer setup in advance, using the procedure "Test your computer setup in advance: online proctored exams only" described further below.

- Log into your Webassessor account through Hitachi Vantara SSO at https://www.webassessor.com/form/ssoLogin.do?method=process&provider=hitachi&brand=hitachi.
- In the red menu bar on top click **REGISTER FOR AN EXAM**.
- Using the + sign, expand the "**Proctored qualification tests (HQT-xxxx)**" or the "**Proctored certification exams (HCE-xxxx)**" catalog to locate your exam.
- Choose the delivery option (*Onsite Proctored* or *Online Proctored*) and click the associated **Register Now** button.
- For *Onsite Proctored* only: choose a testing center and click **Register**.
  - Note: if the State field is blank, choose a state or "All" to activate the list of testing centers.
- Choose a date and time and click **Schedule**.

- Note: you can change the time format in the time pane (AM/PM or 24 Hour time).

- Read and acknowledge the Terms & Agreement, and click **Proceed**.
- Verify the information and click **Proceed to payment**:
  - Credit card: provide your credit card information and click **Submit Order**.
  - Voucher or coupon: enter the code in the "Coupon/Voucher Code" field and click **Apply**, then click **Submit Order**.
- The scheduling confirmation ("THANK YOU") screen appears:
  - An email will be sent to you confirming the purchase and providing details about your exam registration.
  - Click **Go to my exams** to return to your assessments page.
  - If prompted, install the **secure browser**. It will have to be installed before you launch your exam, and if not already done, you will also need to complete your **Biometric Profile** (instructions here).

To see, launch or reschedule your exam, click **MY ASSESSMENTS** in the red menu bar and find your exam in the REGISTERED EXAMS section.

➢ If you have registered for an online proctored exam, it is recommended to test your computer setup using the "Test your computer setup in advance: online proctored exams only" procedure described further below.

3) Take an in-classroom, end-of-course qualification test proctored by a Hitachi Vantara instructor

Applies to: all technical proctored qualification tests (HQT-xxxx), pending availability in the training center where the course was delivered.

- Log into your Webassessor account through Hitachi Vantara SSO at https://www.webassessor.com/form/ssoLogin.do?method=process&provider=hitachi&brand=hitachi.
- In the red menu bar on top click **REGISTER FOR AN EXAM**.
- Using the + sign, expand the "**Instructor-Led Training tests (in-classroom only)**" catalog and locate your test.
- Click the **Register Now** button associated with your test.
- Verify the information and click **Proceed to payment**:
  - Voucher: using the voucher code provided by your instructor/proctor, enter the voucher code in the "Coupon/Voucher Code" field and click **Apply**, then click **Submit Order**.
- The scheduling confirmation ("THANK YOU") screen appears:
  - An email will be sent to you confirming the purchase and providing details about your exam registration.
  - Click **Go to my exams** to return to your assessments page.
  - If prompted, do not install the secure browser, it is not needed for your in-classroom exam.

To start your test, click **MY ASSESSMENTS** in the red menu bar and use the **Launch** button in the REGISTERED EXAMS section.

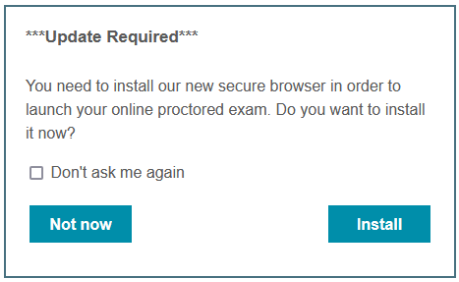
Test your computer setup in advance: online proctored exams only

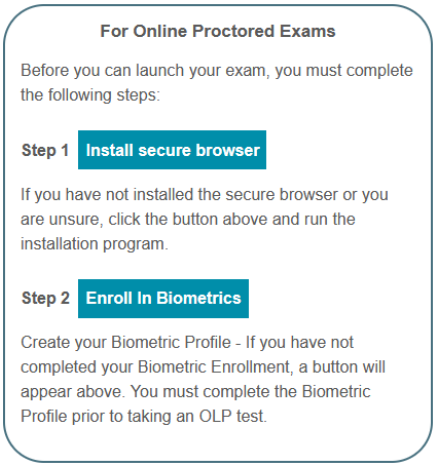
If you have registered (or plan to register) for an online proctored exam, you can verify that your Webassessor account includes the required biometric information and that your computer system meets the necessary requirements. This procedure is free of charge and validates that:

- The secure browser is installed on your computer.
- Your biometric profile is configured in your Webassessor account.

1. If not already done, install the secure browser and set up your biometric profile

- Log into your Webassessor account through Hitachi Vantara SSO at https://www.webassessor.com/form/ssoLogin.do?method=process&provider=hitachi&brand=hitachi.
- Click **MY ASSESSMENTS** in the red menu bar.
- You may see the "Update Required" pop-up window, which you can use to install the secure browser. Clicking "Not now" closes the pop-up window, uncovering the "**For Online Proctored Exams**" section.





  - If needed, perform **Step 1** to install the secure browser.
  - If needed, perform **Step 2** to set up your biometric profile.

2. Launch the "Computer-readiness exam check (free of charge)"

- Log in (if needed) and click **REGISTER FOR AN EXAM** in the red menu bar.
- Using the + sign, expand the "**Computer setup test (online proctored exams only)**" catalog.
- Read the exam description.
- Click the **Register Now** button.
- In the **Shopping Cart** screen, click **Submit Order**.
- The scheduling confirmation ("THANK YOU") screen appears:
  - An email will be sent to you confirming your exam registration.
  - Click **Go to my exams** to return to your assessments page.

The test has only 1 question: to launch it, scroll down to the REGISTERED EXAMS section on the **MY ASSESSMENTS** page, locate the "Computer-readiness exam check (free of charge)" test and click **Launch**.

- If you can launch and complete the test, everything is ready for your next online proctored exam.
- If you cannot launch or complete the test, please refer to the Kryterion Online Proctoring support page for detailed information on how to prepare for an online proctored exam.

Cancel an un-proctored, open-book online test

- Log into your Webassessor account through Hitachi Vantara SSO at https://www.webassessor.com/form/ssoLogin.do?method=process&provider=hitachi&brand=hitachi.
- Click **MY ASSESSMENTS** in the red menu bar, locate your test in the REGISTERED EXAMS section and on the right side under "Details", use the **Cancel Registration** link.
- On the next page select **Yes, Cancel this registration** and click **Submit**.

Reschedule or cancel a scheduled proctored exam (online or onsite)

- Log into your Webassessor account through Hitachi Vantara SSO at https://www.webassessor.com/form/ssoLogin.do?method=process&provider=hitachi&brand=hitachi.
- Click **MY ASSESSMENTS** in the red menu bar, locate your test in the REGISTERED EXAMS section and on the right side under "Details", use the **Reschedule/Cancel** link.
- On the next page:
  - select **Reschedule** and choose a new date and time.

  or
  - select **Cancel registration** and on the next page select **Yes, Cancel this registration** and click **Submit**.

Rescheduling and cancellation policy for proctored exams (online and onsite)

IMPORTANT: you can cancel or reschedule a proctored test session free of charge only under the following conditions:

- **at least 24 hours** (1 day) in advance for **online** proctored exams
- **at least 72 hours** (3 days) in advance for **onsite** proctored exams at a testing center

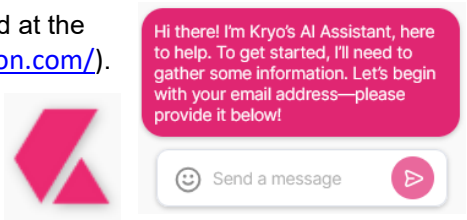
Kryterion technical support for online proctored exams

Hitachi Vantara CANNOT assist you if you experience technical problems with Webassessor in relation to your exam session.

➢ **If you experience technical difficulties during set-up, launch, or within your online exam session, please contact the KRYTERION Technical Support.**

Two options are available:

1. For **non-urgent** issues or requests:
   - Fill-in the form here https://support.kryterion.com/contact/kryterion-support-webform-BJGi_dGq1e.
2. For **urgent** issues or requests:
   - Use the Kryo's AI assistant by clicking the Kryterion logo button located at the bottom right-hand corner of any support page (https://support.kryterion.com/).



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