NCP Program: OnVue Online Proctoring

Webinar – Informational Session
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Today

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  – Expanding Exam proctoring options
• OnVue online proctoring overview
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  – Exam Day
• OnVue Demo
• Q&A
NCP Program: Update

NCP Exam delivery reevaluated

- COVID-19 pandemic impacted the NCP Exam delivery
- We know that taking exams can be stressful. That is why taking exam at home is a viable option.
- ECCHO enhanced the NCP Exam delivery by providing both in-person and online proctoring options

Exam proctoring now available in two options

- In-person and virtual online testing options available
- Online proctoring delivery enables registrants to test in their own homes, using their own computer and internet connection.
- Registrant receives online proctoring instructions

Online Proctoring Access & Security

- Available 24 hours a day, 7 days a week (excluding scheduled outages)
- Pearson OnVue monitors while registrant completes 3-hour exam; same as in-person option
OnVue Proctoring
What is OnVue Proctoring?

- Pearson Vue’s OnVue proctoring is a “Virtual” Testing Center. It enables candidates to test in their own homes, using their own computer and internet connection.

**Streamlined Candidate Experience**

- **Improved Confidence**
  - Embedded system check confirms candidate readiness

- **Download and Test**
  - No install or admin rights required

- **Simplified Room Validation**
  - Ensure the testing environment is ready
NCP Online Exam Proctoring – OnVue Overview

• Live Monitoring: Test takers are monitored by artificial intelligence and a Pearson VUE Certified proctor via webcam and microphone during the exam
  – Exam is terminated immediately if prohibited behavior is detected
  – They observe test takers in real time during exam sessions

• Candidate registration: (Registration opens 3rd week February)
  – Go to Pearson Vue dashboard and select the NCP exam
  – Select exam online option
  – Find and select appointment date/time (based on availability options)
    • Confirmation will be provided
  – Reminder email will be sent to test taker with instructions and links
National Check Payments Certification

NCP Online Exam Proctoring – OnVue Overview

• Exam Day - OnVue Test Taker identification and Check-in:
  – OnVUE captures images of government-issued identification as well as headshots (same as in-person test sites)
  – At the scheduled appointment time, test takers log in to pearsonvue.com and click a “Begin Exam” button to start their exam session
  – Test takers can check in up to 30 minutes before, and up until 15 minutes after the scheduled appointment time

• The OnVUE software uses AI techniques to perform enhanced ID authentication and a face-to-ID-photo comparison.

• A Pearson VUE greeter checks the room images. If validation does not indicate any issues that require remediation, the self check-in is successful, and the test taker is permitted to launch the exam.
OnVue Prep Work
OnVue online proctoring: Test Your Environment

• What to do to ensure you prepare your test environment? (Remember, you need to emulate a “test center”)
  – Select a quiet location with minimal noise
  – Notify everyone that they cannot interrupt during exam session
  – Ensure lighting is adequate to allow proctors to observe you and your space clearly
  – Prevent others from entering the testing environment: no other communication/distraction is allowed; could lead to exam termination
  – Others cannot see your exam: no one else must be able to view your computer or monitor
  – Nothing in arms reach that is not specifically allowed (next page)
    • Place cell phone outside of arm’s reach after using to capture check-in photos
    • Silence phone; stop any alarms; ignore during Exam session
OnVue online: Exam Session Rules & Requirements

• What to do to prepare for exam session?
  – Remove or erase written material from walls
  – Clear all prohibited materials from your workspace surface

• Exam session rules for examinees:
  – Examinees must be fully clothed (no hats or hoodies)
  – Examinees must stay within the webcam view at all times
  – Examinees cannot get up and walk around
  – No one else is allowed to enter the testing environment
  – Examinees cannot leave the testing environment during the 3-hour exam
  – A beverage in any container is allowed, but no food or smoking
  – Examinees cannot move the webcam once the exam session has started
  – Mumbling or speaking out loud could lead to a warning
  – No cell phone, headphones, earbuds, headset, watch or smart watch
  – Cannot access books, notes, study guides, pens/pencils
OnVue online proctoring: Right Equipment?

• You provide your own equipment for testing, so make sure it’s right.
  – **Required: a desktop or a laptop**: tablets and touch screens cannot be used for your exam
  – **Required: a single monitor**: extra monitors are not allowed; you need to remove them from the testing room, if possible, or unplug them
  – **Required if using an external monitor with a laptop**: you must have an external mouse, keyboard, and webcam and the lid of your laptop must be closed
  – **Recommended**: a personal computer rather than a work computer, which may have additional security that can interfere with your testing session
OnVUE home page

https://home.pearsonvue.com/Test-takers/OnVUE-online-proctoring.aspx

Information in OnVUE home page
OnVue Online: Take The System Test First!

• Before signing up for an OnVue NCP exam, validate that your personal laptop or desktop meet the proper requirements

• If you run this test using the same computer and internet connection you plan to use for the exam, you can feel confident about your setup. Plus, you get a preview of the check-in process and launching an exam.

• Run the system test about the same time of the day you expect to take the NCP exam to get a better feel for the internet connection.
A connection failure or interruption can interfere with, or even end, the online testing session. Take these steps to avoid disconnection:

– Use wired internet connection rather than Wi-Fi, if possible
– If using Wi-Fi, ask that other household members do not use the internet during your exam
– Disconnect any VPNs; OnVue doesn’t work well with VPN’s

If your setup does not pass the system test or does not meet minimum requirements, schedule your exam at a testing center instead.
OnVue laptop/desktop system test

OnVUE System Test

1. Copy access code
   Click “Copy access code”
   This code will authorize you to perform a system test.
   774-397-209
   Copy access code

2. Download OnVUE
   Click “Download”

3. Run OnVUE
   Run the OnVUE application from your Downloads folder.

Alert! Work computers generally have more restrictions that may prevent a successful testing experience. Ensure you are not behind a corporate firewall, and shut down any "Virtual Private Networks" (VPNs) or "Virtual Machines".

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OnVue laptop/desktop system test – cont.

OnVUE System test – equipment checks

We’re checking to see if your computer and internet connection meet the requirements.

- Microphone
  Default - Headset Micro
- Internet speed
  Minimum of 1 Mbps download
- Webcam
  Integrated Webcam (1xb)

If you don’t see your face displayed, you may be at risk of having your exam revoked.
OnVUE laptop/desktop system test – cont.

OnVUE System test – close applications (Mac)

Minimize risk of disruption by following the instructions below:

1. The taskbar must not show lines under any application icons except OnVUE.
2. Close other applications by clicking the X button in the top-right corner of the application window.

Note: Your exam will not launch if any applications (except for OnVUE) remain open.
OnVue System test – close applications - Windows
OnVUE laptop/desktop system test – cont.

OnVUE System test – Congratulations

You've completed testing your system.

What's next?

1. Get ready! On exam day, make sure you prepare your testing space — and don’t forget to bring your acceptable government-issued ID.

2. If your testing space, computer, and/or internet change prior to exam day, we suggest running a system test again to avoid any issues on exam day.
OnVue online proctoring: Exam Day

• Sign into the Pearson Vue using reminder email
• Check into exam
• Download OnVue application (you will need your access code)
• Follow all instructions carefully
• Perform final system check will be performed
• Use cell phone (only this time) to access the OnVue mobile site used for verification photos (i.e., ID, your pic and workspace)
OnVue online proctoring: Exam Day

Electronic Identity Verification

- **ID Verification**
  - Is this a valid ID document?

- **Face Match**
  - Is the person testing the same person on the valid ID document?

- **Name Compare**
  - Does the name on the ID match the registration name?
OnVue online proctoring: Exam Day

Self Check-In: Work Area Photos
OnVue online proctoring: Exam Day

• Using the access code provided for the exam, test takers will be directed to download the required software.
• Then they are passed to the OnVue application and led through a series of automated checks and steps that prompt them to:
  • Test the microphone, webcam, and audio
  • Capture a headshot
  • Capture pic of photo ID
  • Capture four photos of the testing room workspace
  • Shut down other applications running on the computer
• You will wait for a greeter who is reviewing the photos
  – Do not reach for your cell
  – Do not move or leave webcam view
  – You are now entering exam rules
OnVue Online Proctoring Demo

Link below to see demo of OnVue Online Proctoring:
https://home.pearsonvue.com/Test-takers/OnVUE-online-proctoring.aspx
Thank You!

National Check Payments Certification

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