

Supporting your OnVUE online-proctored testing program

OnVUE online-proctored delivery enables candidates to test in their own homes, using their own computer and internet connection. Here's how candidates can make their exam experience—and your program—run smoothly.

Before scheduling

Candidates should:

- Review all system requirements, FAQs, and exam policies and procedures (OnVUE page).
- Run the **system test** from their chosen testing location, using the same computer and network they plan to use for testing.
- Use the system test to practice the check-in process—good clear photos could help them bypass the proctor and go straight to the exam.

Candidates should verify that they can satisfy all computer, internet connection, and testing workspace requirements **before** scheduling an OnVUE exam. If they cannot, encourage them to schedule at a test center or to change their setup.

To schedule an exam

Candidates should:

- 1 Access the OnVUE page and click **Sign in** (or click **Create an account** first, if needed).
- 2 Choose **At my home or office** if the exam offers more than one testing option and complete the scheduling process as directed.

Note: It is candidates' responsibility to run a system test and verify that the OnVUE software works on their computer and network.

On exam day

Candidates should:

- Clear the exam workspace, move all books and writing objects out of arm's reach, unplug additional monitors and computers, and clear the walls of writing (e.g., on whiteboards).
- Collect the required ID and phone (which must be set out of arm's reach after check-in).
- Be ready for check-in 30 minutes before the appointment time.

To begin the exam

With the same computer/internet connection used for the system test, candidates should:

- 1 Go to the OnVUE page, sign in, find and select the exam, and click **Begin Exam**.
This button is available only 30 minutes before to 15 minutes after the appointment time.
- 2 Copy the exam access code, click **Download**, and download and run the application.
Poor connections and inadequate setup will make this slow. Encourage candidates to take the system test **before** scheduling the exam.
- 3 Check in as directed:
 - Provide the access code and a phone number for the proctor to call on during the exam if chat or VoIP cannot be used.
 - Test the mic, webcam, and audio.
 - Capture the required headshot and ID photos (front and back).

- Capture four clear workspace photos.
- Shut down other non-essential applications.

- 4 Wait for a proctor to contact them by computer or phone to finish the check-in if the exam does not start automatically.
- 5 Move any phone used during check-in out of arm's reach.

Candidates who pass all check-in steps can start the exam. Otherwise, a **proctor** contacts the candidate to complete failed check-in steps first.

When OnVUE testing is offered

24 hours a day, 7 days a week (*excluding scheduled outages*)

Support

Pre-exam: by chat or phone from the OnVUE page;
in exam: by chat (or VoIP) with a proctor.

Common issues

Connectivity: a strong, reliable internet connection is needed.

Installing the application: all candidates **must** verify minimum system requirements and run the system test **before** scheduling an OnVUE exam.

Switching computers after system test: candidates should take their exams on the **same** network and computer used for the system test.

Not closing other applications: the secure browser requires candidates to close all applications except OnVUE. Failing to do this can interrupt service.

Features

- A secure browser that prevents access to other applications/content during exams
- In-exam chat and phone support
- System test enabling candidates to verify their equipment and access **before** buying and scheduling the exam
- Mac and Windows support
- English-speaking proctors and support staff
- Global delivery with automated data deletion policies
- Bring-your-own-device policy (tablet, mobile, and touchscreen devices prohibited), but candidates are responsible for verifying that their device works with the OnVUE software (no refund if they do not verify this)