

# ISA Tree Risk Assessment (TRAQ) Renewal – Proctored Internet Base

The ability to take the ISA TRAQ Renewal written exam online from the convenience of your home or office through a secured examination platform with a remote proctor.

## Before scheduling

- Review all system requirements, FAQs, and exam policies and procedures (OnVUE page).
- We strongly recommend running a [system test](#) from your chosen testing location, using the same computer and network they plan to use for testing prior to scheduling the exam.
- Candidates that do not meet system and check-in requirements will not be allowed to assess the written examination portion of the program.

## How to schedule an exam

- ISA TRAQ Renewal Candidates are required to attend at least 80 percent of the training to be eligible to take the exam.
- Soon after you successfully complete the instructional portion of the program, you will receive an email confirmation with a link to schedule your written exam through our provider Pearson VUE. This confirmation will also contain the link to submit your performance-based exam. Your name at registration must match what is on your ID.
- After you successfully complete the instructional portion of the program, you will have a 90-day period to complete and submit both written and performance-based exams.

## On exam day

- Be ready for check-in 30 minutes before the appointment time. You will need a smart phone to take and submit pictures of your photo ID and testing location when prompted.
- 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).
- Agree to disclosures and audio/video recording of the exam session.

## 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.
- 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).

- 4** 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.
- 5** Wait for a proctor to contact you by computer or phone to finish the check-in if the exam does not start automatically.
- 6** 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.

## Tips on Exam Day (click [here](#) to see full list on OnVUE's Website)

- No hats or watches
- No study materials or pen, pencil, paper
- No smoking devices or food items
- No pictures with text in testing area and no one else may be in the room
- No restroom breaks during the 2 hours allowed for testing

## Support

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

### 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.