# OnVUE

Tips on taking an OnVUE exam

Taking exams can be stressful. That's why taking an exam at home sounds attractive, right? The experience **can** be trouble free, if not enjoyable. Tips and information in this document can help.

Try it first—take the system test!

Before you sign up for an OnVUE exam, find out if your computer and connection will work. Go to your testing program's OnVUE webpage, click **Run system test**, and follow the instructions.
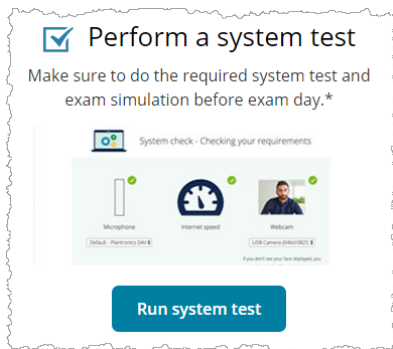
If you run this test using the same computer and internet connection you plan to use for your exam, you can feel confident about your setup. Plus, you get a preview of the check-in process and launching an exam.

The system test check-in and exam are only simulated. Photos are not checked or retained, nor is your answer to the sample exam question. You can run the system test as many times as needed.

If your setup does **not** pass the system test, schedule your exam at a testing center instead.

Make sure you have the 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
- **Not allowed**—headphones and headsets (wired or Bluetooth) are not allowed unless explicitly approved by your test sponsor

Use the best internet connection possible

A connection failure or interruption can interfere with or even end your OnVUE testing session. Take these steps to avoid disconnection.

- Use a **wired** internet connection rather than WiFi, if possible.
- If using WiFi, ask that other household members **do not use the internet** during your exam.
- **Disconnect any VPNs** if you have them; OnVUE does not work well with VPNs.

Prepare your testing environment

For best results, prepare your testing environment before your appointment. Every OnVUE testing environment must meet these criteria:

- **Quiet**—background noise may distract proctors monitoring your exam session and could interfere with your session
- **No interruptions**—inform any other members of your household that you are taking an exam and cannot be interrupted during your entire appointment time
- **Well lit**—proctors must be able to see you and your testing space well; **do not** sit in front of a window or other strong light—if you are backlit, you are not clearly visible (draw shades or curtains, turn off lights behind you)
- **Others cannot see your exam**—no one else must be able to view your computer or monitor
- **Nothing in arm's reach that is not specifically allowed**—
  - Your exam's sponsor will indicate any equipment specifically approved for use during an OnVUE exam; it **must** be on the desk during check-in
  - If you plan to use your mobile phone for check-in, be sure to place it out of arm's reach after you finish using it; otherwise, place it out of arm's reach in one of your environment photos

▸ **No one else in the room**—ideally, you should prevent others from entering; if someone does inadvertently enter, say "Please leave; I'm testing." No other communication is allowed.

How to start the check-in

To start your OnVUE exam, sign in just as you did when scheduling it—either on your testing program's website or on the Pearson VUE webpage for your testing program.

Then find your OnVUE exam and click the **Begin Exam** button to start the check-in. **Note:**

▸ Check-in is available **30 minutes before to 15 minutes after** your scheduled appointment time—the **Begin Exam** button is displayed **only** during that time.

▸ **Click the Copy Access Code button** when you see it; the access code is your unique code for your OnVUE testing session.

▸ After you download the OnVUE application, you must **run it manually** either from the screen you are on or from the folder it was downloaded to; for security reasons, OnVUE is **not** run automatically.

▸ After OnVUE starts, **close all other applications** running on your computer. OnVUE's secure browser attempts this automatically, but this could disrupt your exam start.

  ▸ On Microsoft Windows, press **Ctrl**+**Alt**+**Del** to access Task Manager.

  ▸ On a Mac, press **Command**+**Option**+**Esc** to access Force Quit.

Completing your check-in early will not allow you to start your exam early.

Tips for capturing your photos on first try

A mobile phone works best for capturing the required headshot, ID, and environment photos, but you can use a webcam if you don't have a mobile phone.

Headshot photos—your headshot is compared to your ID photo to make sure the right person takes the exam; it may also be included on your score report. Tips for taking headshots:

▸ Take your headshot in front of a **solid background** using **good lighting**.

▸ **Hold your arms out** to add distance between your camera and face and **look directly at the camera** (just like taking a selfie).

ID photos—we use your ID to verify your identity. Photos required depend on the type of ID used:

- **Driver's license**, **government-issued ID**, or **other approved ID** card—capture **front and back**.

- **Passport**—capture **photo page only**.

Testing environment photos—you are required to take **four photos** of your testing environment during the check-in. Try to get clear shots. They are used for the proctor's reference during the testing session and for quality control, security, and auditing purposes.

Pearson VUE deletes check-in photos according to regulations in the country where you test.

Could your exam be stopped?

We take steps to ensure that every testing experience is a good one, but there are two main reasons your exam could be stopped.

- Your exam cannot be launched—if technical problems with your computer or internet connection prevent the exam from launching correctly.

- Your exam could be revoked if the proctor sees any irregularities.
  - You must **stay within webcam view**.
  - You **cannot get up and walk around**.
  - **No one can enter** your testing environment.
  - **You cannot leave** your testing environment.
  - You **must be clothed** (no hats or hoodies).
  - **A beverage in any container is allowed**, but no food or smoking.

What if you can't complete your exam because of a technical issue?

Your OnVUE proctor attempts to resolve technical issues in real time. If the issue cannot be resolved, the proctor files a case on your behalf. This leads to one of two outcomes, depending on when the issue occurred—

- **Before the exam started:** as appropriate, Pearson VUE will either reschedule your exam appointment or cancel your appointment, which provides you a refund or reinstates your original voucher.

- **During your exam:** Pearson VUE may provide a voucher for a new appointment.

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How can you create a case (support ticket) with Pearson VUE?

Normally, you shouldn't need to. If you are disconnected from the proctor and cannot resume your OnVUE exam, we will create a case on your behalf. If you want to raise the issue yourself, however, you can contact Pearson VUE Customer Support by chat or phone.

▸ **Chat** is available 24 hours a day, seven days a week.

▸ **Phone support** varies by region; find phone support information for your region on the [Pearson VUE Customer Support](#) webpage.

What if your case has not been resolved?

Please allow up to **five business days** for customer support responses from Pearson VUE.

If your case has not been resolved in five days, please contact your testing program to resolve it on your behalf.