



# Tips on taking an OnVUE exam

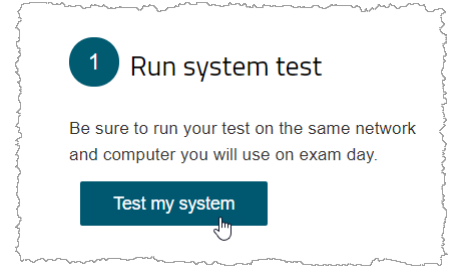
Updated for September 2022 Exam Window

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

## Confirm your system meets minimum requirements.

Go to your testing programs OnVUE webpage and review the [minimum system requirements](#).

If possible, please use a personal laptop, not a work laptop. **Often, work laptops have firewalls or other technology that may result in a failed OnVUE exam launch.**



## 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 **Test my system**, and follow instructions.

If you run this test using the same computer and internet connection you plan to use for your exam, this indicates your system is likely able to support the OnVUE exam experience.

*Please note that even with a successful system test it is possible to have challenges on your exam day due to unforeseen technical issues. If you have issues on your exam day, contact Pearson VUE chat immediately at <https://home.pearsonvue.com/onvuehelp>.*

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, or contact CAIA at [candidate@caia.org](mailto:candidate@caia.org).

Please see the [CAIA Candidate Policy Manual](#) for other important information regarding your responsibilities for the system test.

## Make sure you have the right equipment.

You provide your own equipment for testing, so make sure it is 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.

## 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.

- ▶ You may want to contact your internet provider prior to your exam to inquire if you are receiving the fastest internet service.
- ▶ You may use either a **wired** internet connection or Wi-Fi, although a wired internet connection is recommended.
- ▶ If using Wi-Fi, ask that other household members **do not use the internet** during your exam.
- ▶ **Disconnect any VPNs** if you have them; OnVUE does not work 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** —
- ▶ **You may bring a CAIA approved calculator**
- ▶ **You may bring in a water in a clear glass.**
- ▶ 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. You must test in an enclosed, private space.



Please see the [Candidate Policy Manual](#) for additional information about your OnVUE exam experience.

## How to start the check-in

**Remember your cell phone, approved calculator, a clear glass of water and to use the restroom before you check-in. Once you have checked in, you cannot leave the webcam view until your optional break!**

To check in to your OnVUE exam, go to <https://caia.org/online-candidate> and click “Access My Exam” at the bottom of the page. Then, you will sign in just as you did when scheduling your exam.

You will be re-directed to the Pearson VUE dashboard where you will 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.
- ▶ The exam you are scheduled to take will appear once you log in to your account under “Open Online Exams.” Select the exam link and then select “Check-in.” If the “Check-in” button is not available within 15 minutes of your exam appointment time, please review your exam appointment confirmation email or contact <https://home.pearsonvue.com/onvuehelp> for r assistance.
- ▶ **Click the Copy Access Code button** when you see it; the access code is your unique code for your OnVUE testing session.
- ▶ You will be prompted to download the exam software before completing the following checks:
  - ❖ Test your computer’s microphone, webcam, and audio.
  - ❖ Capture a headshot:
    - ✦ You will take photos of your government-issued ID and your testing environment, as well as a headshot.
    - ✦ Your photos will be reviewed, and your exam will be queued up. Most Candidates start their exams within 15 minutes of their appointment time.
    - ✦ If your pictures do not pass review, you will be joined by a greeter as soon as possible to head you troubleshoot.
    - ✦ Capture four photos of your testing room.
  - ❖ Please pay particular attention to any applications that may pop up unprompted reminders or messages for you during the exam.
- ▶ After OnVUE starts, **close all other applications** running on your computer. Please pay particular attention to any applications that may pop up unprompted reminders or messages for you during the exam. 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.



- ▶ 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.
- ▶ The check-in process takes approximately 15 minutes for candidates who have previously completed a system test.
- ▶ To allow time for the check-in procedure, please be ready when the check-in window opens 30 minutes before the exam start time.

**Successfully 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 do not 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**.
- ▶ **More information about identification policy may be found in the [Candidate Policy Manual](#).**

**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.

1. Your exam cannot be launched—if technical problems with your computer or internet connection prevent the exam from launching correctly.
2. Your exam could be revoked if the proctor sees any irregularities.
  - ❖ You may not read the questions out loud.
  - ❖ 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).
- ❖ **Water in a clear glass is allowed**, but no food or smoking.

## What if I lose connection during my exam?

The [OnVUE Reconnection Guide \(PDF\)](#) lists reasons why this could happen, describes how to restart the exam, and offers tips about how to resolve other issues that could arise.

[https://home.pearsonvue.com/Clients/CAIA-Association/OnVUE-online-proctored/onvue\\_reconnection\\_guide.aspx](https://home.pearsonvue.com/Clients/CAIA-Association/OnVUE-online-proctored/onvue_reconnection_guide.aspx)

## What if you cannot complete your exam because of a technical issue?

Even with appropriate preparation, some Candidates may experience technical issues on exam day such as connectivity issues, loss of video, or a secure browser violation.

If your exam experiences an issue either during the exam or during the launch, and no more than 30% of your exam time has been consumed then your proctor will work with you to either **Try Again Now** or **Give Up, For Now**.

*Please note that these options are only available for technical issues, not exams shut down for potential exam security violations.*

- ❖ If you select **“Try Again Now”** the greeter will enable you to try again right away if the **Check-In** option is still available.
- ❖ If you choose **“Give Up, For Now,”** the greeter will complete a revocation of your exam authorization, canceling this exam appointment and you will be allowed to re-schedule.

If you lose connection and more than 30% of the overall exam appoint time has been used the exam will be considered delivered and the candidate will need to contact CAIA at [candidate@caia.org](mailto:candidate@caia.org) to determine if they will be able to re-schedule another appointment.

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

Normally, you should not need to. If you are disconnected from the proctor and cannot resume your OnVUE exam, Pearson VUE 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, <https://home.pearsonvue.com/onvuehelp>. Always contact Chat for support prior to reaching out the CAIA Candidate Relations.
- ▶ **Contact CAIA Candidate Relations at [candidate@caia.org](mailto:candidate@caia.org) or Monday-Friday 8:30-5pm EDT at +1-413-253-7373**



Please note that customer support wait times are longer than usual right now.

### **What if your case has not been resolved?**

If there was a case opened by Pearson VUE about your exam, please notify CAIA at [candidate@caia.org](mailto:candidate@caia.org) the next business day with your Candidate ID and a brief description of the incident.

You may need to wait up to **five business days** for customer support responses from Pearson VUE.