



Following are instructions to check in and launch your CAIA online proctored exam, along with tips for a successful exam experience. Please review the information below carefully – and keep this email handy.

Before Exam Day:

- Test your minimum system requirements [here](#) and read these [FAQs](#) to ensure you are prepared.
 - Requires a reliable connection speed of 3 Mbps down and 2 Mbps up.
 - Where possible, test on a wired network (ethernet).

On Exam Day:

Tips for a successful exam experience:

- **Bring your CAIA-approved calculator;**
- Remember, you may not leave the room outside of the scheduled break;
- Review the [Candidate Policy Manual](#) for more critical information;
- Ask others in your household to avoid internet use during your exam session.

How to start your check-in:

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.

Important details:

- 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.
- Review the NDA and check the box attesting to it (you may need to scroll down to see the check box).
- **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.
- To close applications on Microsoft Windows, press **CTRL+ALT+DEL** to access Task Manager.
- To close applications on a Mac, press **COMMAND+OPTION+ESC** to access Force Quit.

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

Troubleshooting exam launch problems:

- **Delays during check-in:** If you wait more than 15 minutes, please access the [chat function](#) to contact Pearson VUE.
- **Waiting for your exam to launch:** If you have waited more than 15 minutes after check-in a popup alert will display "We're sorry your exam has not launched. Click here for help to reschedule. Do NOT close the OnVUE application unless instructed." The "click here" link opens the appropriate web page for you to reschedule an exam, along with a chat window where live, 24/7 support will be available.
- Alternatively you may also open a new window and go to pearsonvue.com/onvuehelp for assistance from a chat agent. **Do not close OnVUE application.**

Please work directly with Pearson VUE to resolve any issues prior to contacting CAIA Association. CAIA remains committed to ensuring you may reschedule your exam in this cycle if Pearson VUE is unable to resolve the issue.

[Click Here for Additional Helpful Information](#)

We also encourage all Candidates to review the terms of the [Candidate & Membership Agreement](#), including the [Candidate Policy Manual](#), to which you attested upon registration, as we advocate the highest standards of professional conduct and ethics.

Please contact candidate@caia.org with any additional questions.