Tips on taking an OnVUE exam

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.

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, you can feel confident about your setup.

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.

Please see the CAIA Candidate Policy Manual at caia.org/policy 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.

- 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**—
  - 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.

Please see the [Candidate Policy Manual](https://caia.org) for additional information about your OnVUE exam experience.

How to start the check-in
To check in to your OnVUE exam, go to [https://caia.org/online-candidate](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.
- **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.

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 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.
- 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 checkin. 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 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 you cannot 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—

- Prior to exam launch: Pearson VUE may either reschedule your exam appointment or cancel your appointment, which enables you to potentially re-schedule your exam to a future time within the exam window, if appointments are available. You may also attempt to re-schedule yourself [here](#).
- During your exam: Pearson VUE will open a case and CAIA will evaluate options for you depending on the nature of the case. Please contact CAIA at [candidate@caia.org](mailto:candidate@caia.org) if your exam is disrupted during the exam administration.

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