OnVue

FAQ - English

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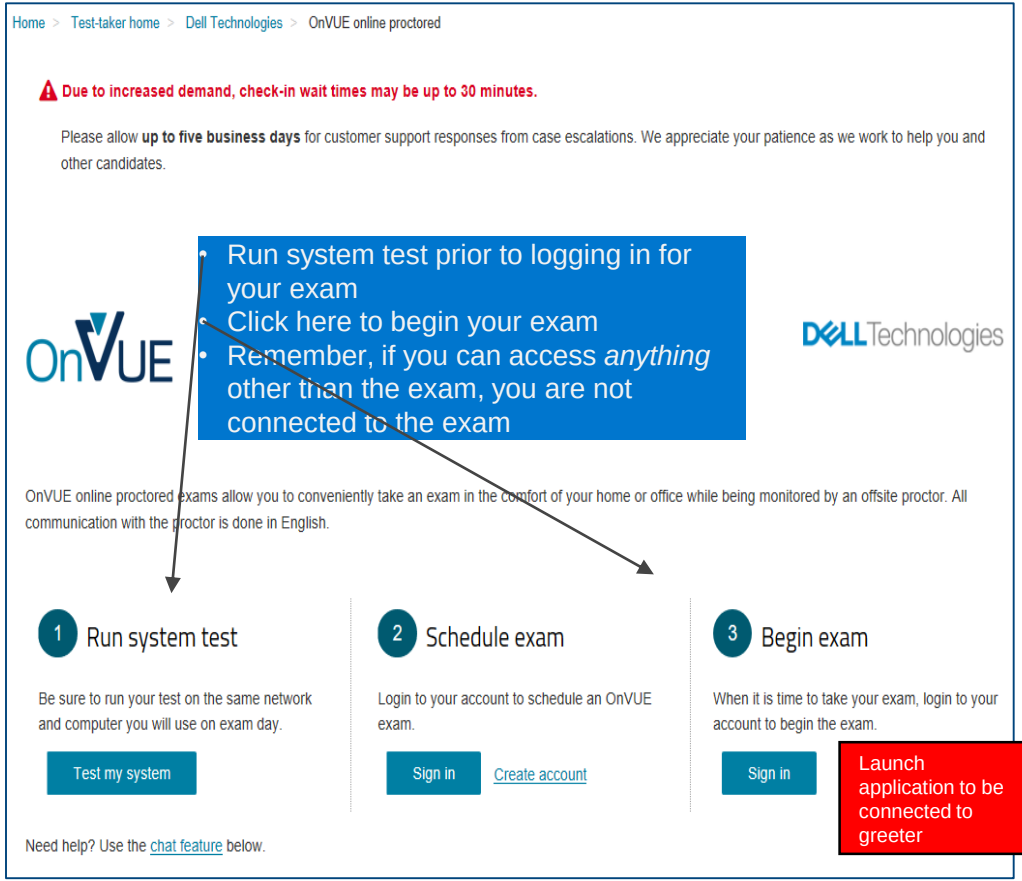
Scheduling an online proctored exam

Navigate to www.pearsonvue.com/dell/onvue

1. Run system test
   - This is separate from logging into your exam
   - Ensures technical requirements have been met in order to start exam
2. Schedule your exam (Sign in or Create account)
   - We recommend booking 2 weeks out to schedule your appointment
   - May see limited availability within 4-7 days
   - During registration process, you will be prompted to enter payment info
     - Redeem an existing exam voucher
     - Utilize a promotion code
     - Utilize a credit card
3. Begin exam
   - You may check into your appointment 30 minutes prior to start time; this time is intended for you to get settled and confirm technical connectivity. Wait time does not begin until scheduled start time, not the time you connected
   - During peak periods it may take up to 30 minutes after connecting before you are greeted
   - Ensure you **Launch Application** to be connected with greeter

Note:

- Must have a distraction free environment
- Ensure there will not be other individuals in the testing environment
- If you can access anything other than the exam on the PC, you are *not* connected to the exam
- View the "OnVUE Testing Experience" video
- Scrolling down past the chat feature provides Additional Information on,
  - System requirements
  - Policies and procedures
  - Additional policies



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Pearson VUE

Recommendations for best online testing experience

OnVUE online-proctored delivery enables candidates to test in their own homes, using their own computer and internet connection. Here's how candidates can make their exam experience—and your program—run smoothly.

Before scheduling

Candidates should:

- Review all system requirements, FAQs, and exam policies and procedures (OnVUE page).
- Run the **system test** from their chosen testing location, using the same computer and network they plan to use for testing.
- Use the system test to practice the check-in process—good clear photos could help them bypass the proctor and go straight to the exam.

Candidates should verify that they can satisfy all computer, internet connection, and testing workspace requirements **before** scheduling an OnVUE exam. If they cannot, encourage them to schedule at a test center or to change their setup.

To schedule an exam

Candidates should:

1 Access the OnVUE page and click **Sign in** (or click **Create an account** first, if needed).
2 Choose **At my home or office** if the exam offers more than one testing option and complete the scheduling process as directed.

On exam day

Candidates should:

- 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).
- Be ready for check-in 30 minutes before the appointment time.

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. Encourage candidates to take the system test **before** scheduling the exam.

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). • Capture four clear workspace photos.
- Shut down other non-essential applications.

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

5 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.

When OnVUE testing is offered

24 hours a day, **7** days a week *(excluding scheduled outages)*

Support

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

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.

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Additional information

Online Proctored Features

- A secure browser that prevents access to other applications/content during exams If you can access **anything** other than the exam, you are **NOT** connected to the exam
- In-exam chat and phone support
  - Please expect delays during peak periods
- System test enabling candidates to verify their equipment and access before buying and scheduling the exam
- Mac and Windows support
- English-speaking proctors and support staff
- Global delivery with automated data deletion policies
- Bring-your-own-device policy (tablet, mobile, and touchscreen devices prohibited)
  - candidates are responsible for verifying their device works with the OnVUE software (no refund if this is not verified)

Examples of actions that trigger warnings:

- Another person entering the room
- Mumbling or speaking aloud
- Covering mouth or face with hands
- Leaning outside of the camera's view
- Suspicious eye gaze
- Unauthorized objects in view

Examples of actions that trigger proctors to revoke exams:

- Not obeying the proctor's instructions
- A second person answering questions or sitting at the computer
- Accessing unauthorized materials
- Leaving the webcam view

Resources:

- Dell Technologies Pearson VUE Page
- Dell Technologies Pearson OnVUE Page
  - For specifically scheduling online proctored exam
- OnVUE Testing Experience
- Test taker FAQ

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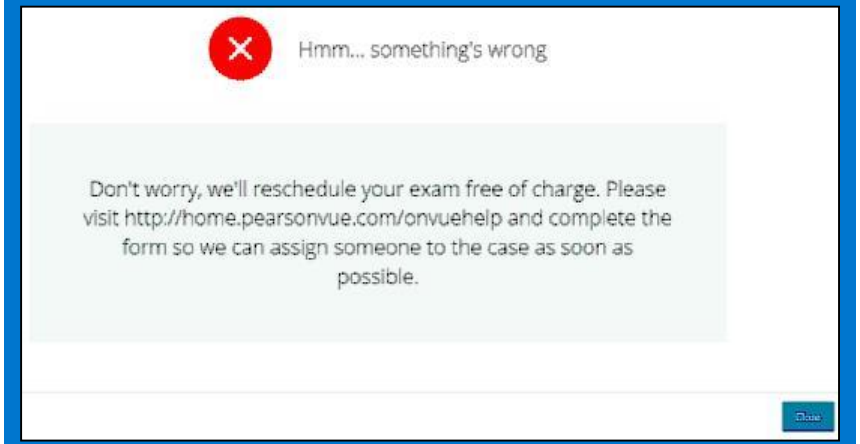
Messaging

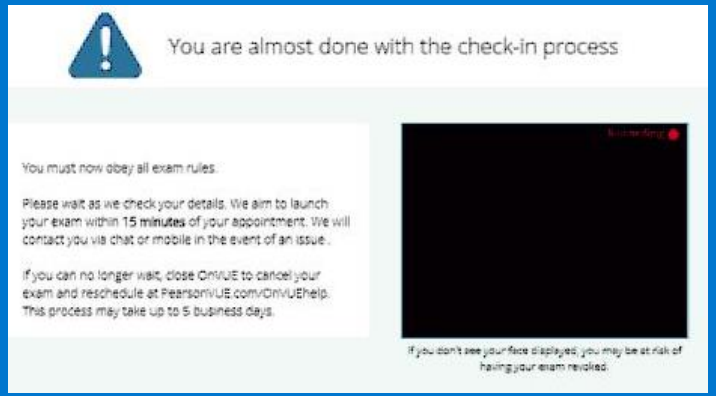
This additional messaging provides guidance when technical issues arise

This message indicates your connection to the exam has failed.

You should reschedule, free of charge.



- This message appears when a connection cannot be made with Pearson VUE servers while on the OnVUE waiting page. The session status will be neither 'Ready for Greet' or 'Greeting' while on the OnVUE waiting page. Often status remains at "Checking-In'.
- You should reschedule, free of charge



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