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.

**Note:** it is candidates’ responsibility to run a system test and verify that the OnVUE software works on their computer and network.

**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.
Features

• A secure browser that prevents access to other applications/content during exams
• In-exam chat and phone support
• 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), but candidates are responsible for verifying that their device works with the OnVUE software (no refund if they do not verify this)