

## ***Online Proctoring*** **FREQUENTLY ASKED QUESTIONS**

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## 1 Can I take the online proctored exam if I do not speak English?

The Pearson VUE online proctoring system, OnVUE, has a **user interface that is available only in English** and any support during the check-in process or during the exam will only be in English. However, once the exam is launched, **it will be in the language of the ACAMS exam package you purchased.**

Candidates who do not speak English can use online proctoring but must prepare themselves well in advance. It is very important that all candidates taking an exam using online proctoring familiarize themselves with the process and the requirements.

You are **highly recommended** to carefully review all materials and FAQs provided in order to ensure a successful online exam experience. **Failure to do so may result in the inability to deliver your exam when scheduled and you will forfeit your exam fee.**

## 2 What are the requirements to online proctoring?

Online exams are **not** available for candidates located in China, Japan, Cuba, Iran, North Korea and Sudan.

For others, **make sure that you can answer yes to the five questions below.** Then move on to the [System Check](#). In order to take an ACAMS certification exam via online proctoring you must perform and [pass the System Check](#) on the computer you plan to use to take the exam, and meet the technical requirements.

- We invite you to **review the latest [Technical Requirements](#) document**, in order to make sure you will be able to access the OnVUE system on the day of your exam.
- Amongst those, note that your computer **must meet the following requirements** to pass the system check:
  - Operating system of Windows 8.1 or newer, or newest MAC OS for Apple computers.
  - Newest versions of Microsoft Edge, Safari, Chrome, and Firefox, or Internet Explorer 11 for web registrations or downloading the secure browser.
  - Internet cookies must be enabled.
  - All pop-up blockers must be disabled.

Read more [here](#).

- **Corporate firewalls (including VPNs) or proxies often cause this delivery method to fail.** We recommend testing on a personal computer. Work computers generally have more restrictions that may prevent successful delivery. **Please take your exam in a setting without a corporate firewall.**
- The current System Check does not look at anything outside of testing the internet connection, camera and microphone. It **would not recognize** or see a **firewall** or **Windows version** that may be set up on the candidate device, as the OnVUE application for their actual exam does.

## Checklist:

### 1.1. Do you have a laptop or desktop computer?

- Pearson VUE online proctoring is **not** compatible with a tablet (i.e., iPad, Surface, Kindle) or mobile device.
- **Corporate firewalls (including VPNs) or proxies often cause this delivery method to fail.** We recommend testing on a personal computer.
- **Please ensure your laptop or desktop computer meet the latest Pearson VUE [Technical Requirements](#)**

### 1.2. Do you have a web camera and microphone?

- The webcam may be built into your computer or may be a separate device that is connected to the computer.
  - If using a laptop that has a webcam built in, and you are also connected to an external monitor, you must use the laptop screen and not the external monitor. You should turn off the external monitor during testing.
  - If your laptop does not have a webcam, you must have a webcam that is a separate device connected to the computer. In this case, the laptop must remain shut and you should use the external monitor, as two monitors are not allowed.
- The microphone may be built into the computer or may be a separate device that is connected to the computer. The microphone should be **on**, and **not** set on mute.

### 1.3. Do you have reliable internet?

- You should have a reliable, broadband internet connection (DSL, cable, or LAN/WAN): 512 kbps up/down. Dial-up and mobile 'hot spot' connections are not supported. Wired networks are recommended due to a better exam delivery performance. If you choose to use a WIFI connection, you may experience connection issues. It is **highly recommended** you utilize an ethernet cord connection for your examination. Please go the question #20 to find guidance about what to do if you are losing your internet connection during the exam.

### 1.4. Do you have a private, enclosed space that is free from disruptions?

1. During your testing session, **no third party** can be walking behind you within the view of the webcam (e.g., in an office with windows to a hallway).
2. During your testing session **no third party** is allowed in the room.
3. During your testing session **no third party** can be heard.

If any of these restrictions are violated, **your exam delivery will be ended, and the score will be cancelled.** If this happens, please contact [INGsupport@acams.org](mailto:INGsupport@acams.org) to declare the incident. An investigation with Pearson Vue will be led to determine the circumstances of the violations of the online proctored exam and the next steps.

## 1.5. Does your laptop, webcam or smartphone camera allow you to take photos of your testing area?

- With your laptop, external webcam or smartphone camera, you will be asked to send photos showing both left and right of your testing area, as well as the ceiling above and floor below your testing area.

**If you fail to answer YES to the five questions above, you may be unable to or possibly ineligible to take your exam online. We recommend to book your exam in an exam center.**

## 3 How do I run the required SYSTEM CHECK

Click here to complete the [System Check](#) and make sure your computer is compatible with the online testing software. The System Check downloads an executable file onto your computer, and it walks you through a check of the computer and necessary equipment for taking the exam online.

Please make sure that you perform the System Check from the same computer and location you will be testing from on exam day.

### Note that:

- The current System Check does not look at anything outside of testing the internet connection, camera and microphone. It **would not recognize** or see a **firewall** or **Windows version** that may be set up on the candidate device, as the OnVUE application for their actual exam does.

**[Run my System Check now.](#)**

**If you have an issue running the system check, ask yourself these questions:**

- Can you update your operating system or web browser to the newest version?
- Do you have administrator rights on your computer? If you are using a work computer, and you are not an administrator, you may be unable to remove firewalls.
- Can you try an alternate computer such as your personal computer?
- Do you have antivirus, security software or screen capture on your computer?
  - Some programs can cause performance issues during the exam. These programs should be temporarily disabled before taking your exam to prevent these programs inadvertently triggering security violations which will shut down your exam.

**If you still do not pass the System Check, you are ineligible to take your exam online.** You should reschedule your appointment to take the exam at a Pearson VUE test center. **If your computer is found not to meet the requirements on the exam day, you will not be able to take the exam and you will forfeit your exam fee. In that case you will need to request a resit and a new Authority to Test, via the Smart Learning Platform.**

## **4 How do I switch my exam delivery method?**

Please click [here](#) for the steps to switch your exam delivery method (see Scenario 2). Cancelling an exam and rescheduling the appointment is possible directly from your dashboard, up to 72h prior the scheduled exam.

## **5 Are online exams available to everyone?**

Online proctoring is available to all candidates **except** those located in China, Japan, Cuba, Iran, North Korea and Sudan. Candidates must be able to meet the necessary technical and room environment requirements. Click [here](#) for more information.

\*If you have a disability as defined under local or applicable law, please contact our Accommodations Coordinator at [INGsupport@acams.org](mailto:INGsupport@acams.org) for a request form and information regarding our accommodation process. Please also reference the Candidate Handbook for additional information.

## **6 What time are online exams available?**

Online proctoring is available 24 hours a day, 7 days a week. Please check the time zone displayed on the booking page and where necessary, adjust this to ensure your booking is made in your local time zone. The booking page presents available times in AM/PM format and can be adjusted to reflect time in 24-hour format.

## **7 How do I schedule an online exam?**

The scheduling process for an online exam is very similar to scheduling an exam at a test center. Once approved to test, go to [Pearson VUE webpage](#) and login with your ACAMS credentials (step 2 “Schedule exam”).

You will then be given the option to test at a center or at your “home or office.” Select “home or office” and begin the scheduling process for an online exam.

Please check the time zone displayed on the booking page and where necessary, adjust this to ensure your booking is made in your local time zone. The booking page presents available times in AM/PM format and can be adjusted to reflect time in 24-hour format.

If you already have your exam scheduled at a Test Center, please click [here](#) for instructions to change your exam to online proctoring.

## **8 I am interested in taking an ACAMS exam but have not yet purchased or submitted an application. Will I be able to take an exam that is proctored online?**

Yes, ACAMS currently continues to offer online exams, however at this time, online proctoring is **not** available to candidates located in China, Japan, Cuba, Iran, North Korea and Sudan.

## **9 I have an authorization to take an ACAMS exam. How can I schedule an exam that is proctored online?**

The scheduling process for an online exam is very similar to scheduling an exam at a test center. Once given the approval to proceed, go to [Pearson VUE webpage](#) and login with your ACAMS credentials (step 2 “Schedule exam”).

Once at the Delivery Option page of the Pearson VUE website, you will have the option to choose “Home or Office”. Once selected, you may begin the scheduling process for an online exam.

**10 I have scheduled my ACAMS exam at a test center and that exam is still scheduled. Can I cancel that exam and schedule to take an exam that is proctored online?**

Yes. You can cancel your exam and reschedule it directly from your dashboard, up to 72 hours before your exam date, without penalties. If within 72 hours of your exam date, review Pearson VUE’s current cancellation policy. If you cancel your exam within 72 hours, please notify ACAMS by emailing [INGSupport@acams.org](mailto:INGSupport@acams.org). Please click [here](#) for instructions to change your exam from test center to online proctoring.

**11 I scheduled my ACAMS exam at a test center but it was cancelled. Can I schedule to take an exam that is proctored online?**

Yes. You may schedule an online proctored exam by signing in to the [Pearson Vue website](#). Once at the Delivery Option page of the Pearson VUE website, you will have the option to choose “Home or Office”. Once selected, you may begin the scheduling process for an online exam.

**12 How should I set up my computer and testing area?**

As you will see in this [video](#) you may need to make some adjustments to your computer set-up prior to taking the exam.

Ask yourself the following questions to ensure your computer set-up is optimal:

**12.1 Is the text size of your screen set to the recommended 100%?**

- Some operating systems set the default text to larger than 100%.
- You can reset the text size in the display section of the control panel before taking your exam.

**12.2 Do you use a laptop computer with an external monitor?**

- Only **one** screen is allowed while taking your exam. If using a laptop that has a webcam built in, and you are also connected to an external monitor, you must use the laptop screen and not the external monitor. You should turn off the external monitor during testing.
- **If your laptop does not have a webcam, you must have a webcam that is a separate device** connected to the computer. In this case, the laptop must remain shut and you should use the external monitor, as two monitors are not allowed.

**12.3 Do you use more than one external monitor?**

- Only **one** monitor is allowed while taking your exam.

- If you use 2 or more monitors, you must make sure that only one monitor is on and connected to your computer on exam day.

## 12.4 Do you use a headset?

- Headsets are acceptable during the greet process to communicate with the greeter, but they must be removed and placed to the side during the exam.

In addition, you may need to make some adjustments to your testing area (home, office, or other setting) prior to taking your exam. You should make sure that you can answer yes to these questions:

## 12.5 Is the testing area you chose a private, secure space with a door?

No third party is allowed in the room for the duration of your testing session. No third party can walk behind you within view of the webcam (e.g., in an office with windows to a hallway). No third party can be heard during testing. **If a third party is identified in the room, your exam delivery will be ended and the score will be cancelled. If this happens, please contact [INGsupport@acams.org](mailto:INGsupport@acams.org) to declare the incident.** An investigation with Pearson VUE will be led to determine the circumstances of the violations of the online proctored exam and the next steps. If a violation of the rules are established, you will need to request a resit from the SLP.

## 12.6 Is your testing area free of any voice-activated devices (e.g. Amazon Echo, Google Home, etc.)?

- Any of these devices should be turned off or removed from the testing area for the duration of the exam.

## 12.7 Is your testing space (e.g. desk, table) clear?

- The following items are not allowed within arm's reach: books, note pads, Post-it notes, typed notes/papers, or writing instruments.
- All objects not necessary for your testing session should be placed out of arm's reach.

We understand that distractions may occur during the exam. Some suggestions for limiting your distractions include:

- Arranging for coverage.
- Disconnecting, or muting your landline phone.
- Placing a “do not disturb” sign on your door.

**If your location does not meet these requirements, please reschedule your appointment to take the exam at a Pearson VUE test center.** Please click [here](#) for instructions to change your exam from online proctoring to exam center. **If your location is found not to meet the requirements on exam day, you will not receive a refund or a free resit.**

## 13 Can I have a mobile phone in the room with me?

Your mobile phone should **remain in the room** where you are testing, on silent, but out of reach and accessible in the event you need assistance, or a proctor needs to reach you. We recommend you place the phone on vibrate mode.

Note that your mobile phone might be of use during the exam check-in process, in order to take and send photos of your environment to the proctor.

## 14 When should I check-in for my online proctored exam? / What if I start the exam late?

You may begin your exam process up to 30 minutes prior to your scheduled appointment time. **Not any earlier.** Indeed, **the button to launch your exam won't appear until precisely 30 minutes before the appointment.** Once you have checked in, you will wait in a queue until your scheduled exam time. During this time all exam rules must be observed.

You have up to 15 minutes after your scheduled appointment time to sign in to the [Pearson VUE webpage](#) with your ACAMS credentials to begin the exam check-in process. Click on the name of the exam you will be taking which you will see listed under 'Purchased Online Exams'. Then click "Begin Exam" to launch the exam.

You are not permitted to begin your exam more than **15 minutes** after your scheduled appointment time. The "Begin Exam" button is no longer available after this time. **If that occurs, you will forfeit your registration for that appointment, and you will need to register and pay for your next exam.** You may contact ACAMS at [INGsupport@acams.org](mailto:INGsupport@acams.org) to discuss your rescheduling options.

## 15 How do I launch the online-proctored exam?

Go to the [Pearson Vue webpage](#). Login to your account to begin the exam using your ACAMS credentials. Click on the name of the exam you will be taking which you will see listed under 'Purchased Online Exams'. Then click "**Begin Exam**" to launch the exam. You will then start the exam check-in process.

Please note that appointments for online proctored exams will **not** appear under 'Upcoming Appointments' as this field is used only for appointments at testing centres.

## 16 What identification will I need to show during the check-in process?

You will need to present primary identification when prompted during the check-in process. **Candidates without valid primary ID may not be admitted to the exam.**

Primary ID: A current, non-expired government-issued form of ID that contains both your signature and a recent photograph. Acceptable identifications are listed here: <https://home.pearsonvue.com/Policies/1S/English>.

**Note:** Any form of ID issued by the following governments cannot be used as a primary ID, per U.S. government regulations: Cuba, Iran, North Korea, Sudan, and Syria.

During the exam check-in process, you will be asked to take a headshot of yourself and your primary ID using your laptop, webcam or smartphone camera. Pearson Vue will verify that the photo on the ID matches the photo of you before you can start your exam.



Important: The name that appears on your primary ID must be the same as the name that ACAMS has on record for you or you may not be admitted to the exam. If this is not the case, please contact [INGsupport@acams.org](mailto:INGsupport@acams.org).

## 17 What is permitted on my desk during the exam?

- Eyeglasses (Pearson VUE will ask to check them)
- Water in a clear glass or bottle.
- Certain essential medical items (e.g., Bluetooth-enabled glucose monitoring devices and diabetic supplies) may be brought into the testing area with prior approval of ACAMS. You should submit your request to ACAMS by sending an email to [INGsupport@acams.org](mailto:INGsupport@acams.org) for special accommodations

## 18 What is not permitted to be used during the exam?

To assure the integrity of the exam and your credential, the following are prohibited:

- Electronic devices, including cameras, recording devices, PDAs, calculators and pagers.
- Your cellphone should remain in the room where you are testing, out of reach and on silent, but accessible in the event you need assistance, or a proctor needs to reach you.
- Wallets and purses.
- Watches. The time remaining in the exam session will be displayed on your computer screen.
- Study materials, books, notes, scratch paper, etc.
- Pens, pencils, highlighters and other writing instruments.
- Use of multiple monitors
- Headset or headphones/earphones
- **Reminder:** No third party can enter the room during your exam, and you may not allow the computer screen to be seen by other individuals.

**Candidates who fail to adhere to these policies are subject to disciplinary action which could lead to dismissal from the exam, invalidation of the exam or disqualification from future exams. An investigation done by Pearson Vue will determine whether the rules enounced above were violated, and if the candidate can qualify for a complimentary resit. Any incident during an exam should be reported to [INGsupport@acams.org](mailto:INGsupport@acams.org).**

## 19 How long does the exam take?

Depending on the certification you have chosen, the exam can take up to 3 ½ hours. Please refer to the Candidate Handbook for details regarding specific exams.

Once the online exam is launched, **no breaks are allowed** as you will not be permitted to leave the view of the web camera for any reason.

## 20 Can I take a break during the exam?

**No.** Once the online exam is launched, **no breaks are allowed** as you will not be permitted to leave the view of the web camera for any reason.

## 21 What should I do if I have a technical issue before or during the exam?

21.1 If you are unable to complete the check-in process for any reason, you may attempt to restart the process by returning to the dashboard and selecting 'Begin Exam' again. This will only be possible up to 15 minutes after your exam appointment time. If you are still unable to proceed, please contact [Pearson VUE Customer Support](#) for assistance in completing this process. Pearson VUE can be contacted via telephone or web chat from this page.

21.2 Once you have completed the check-in process, you will be placed in a queue awaiting commencement of your exam. **Only once you have progressed to the front of the queue a chat window will appear where you will be contacted by the exam proctor.** This is typically within 15 minutes of your exam appointment time, however, this can be up to 30 minutes during peak periods. Please pay close attention to your screen for any messages which may appear.

If you have not been contacted 30 minutes after your scheduled appointment time, there may be a connectivity issue. Please contact [Pearson VUE Customer Support](#) for assistance. Pearson VUE can be contacted via telephone or web chat from this page.

21.3 If there is an issue during exam delivery, you can use the blue phone button in the recording window to request assistance.

- **If you get disconnected from the internet, inadvertently close your exam, or something similar that drops the connection, you will have up to one hour to resume the test**, not to exceed four hours from the original start time. You must resume the test on the same workstation and cannot move to a new computer. A page will automatically pop-up saying "Alert! The exam has unexpectedly shut down. You may return to your exam by relaunching." Click the "Relaunch" button to resume.
- Please click [here](#) to review the **Reconnection Guide** for additional support and tips.
- If for some reason you are not allowed back into the exam, please contact **Pearson VUE Customer Support** and an agent will assist you. Pearson VUE can be contacted via telephone or web chat from this page.

If you were not able to complete your examination for any of the reasons stated above, you are requested to send an email to [INGsupport@acams.org](mailto:INGsupport@acams.org), to report and describe the incident. An investigation with PV will be led to determine the cause of the issue and determine if a resit should be granted for free.

## 22 Copyright and Exam Non-Disclosure

All ACAMS exams are protected by copyright. Access to all exams, as further detailed below, is strictly conditioned upon agreement to abide by this copyright and to maintain examination confidentiality.

ACAMS assessments are confidential, in addition to being protected by federal copyright and trade secret laws. Candidates who undertake assessments agree that they will not copy, reproduce, adapt, disclose or transmit assessments, in whole or in part, before or after taking an assessment, by any means now known or hereafter invented. They further agree that they will not reconstruct assessment content from memory, by dictation, or by any other means or otherwise discuss assessment content with others. Candidates further acknowledge that disclosure or any other use of ACAMS assessment content constitutes professional misconduct and may expose them to criminal as well as civil liability, and may also result in ACAMS' imposition of penalties against them, including but not limited to, invalidation of assessment results, exclusion from future assessments, suspension or revocation of ACAMS membership and other action as deemed appropriate by ACAMS.

## 23 Tips for online proctoring

### BEFORE EXAM DAY

1. Complete the **System Check** using the same computer and in the same location you'll be using on exam day. It may be helpful to take the System Check before registering to make sure your equipment is compatible with the exam software.
2. Click [here](#) to review the Technical Requirements document to ensure you qualify for online proctoring.
3. Please click [here](#) to watch a video from Pearson Vue regarding the check-in process.

### ON EXAM DAY

4. Prepare your testing space: desk cleared, door closed and webcam/microphone functioning.
5. Make sure you are using the same computer you used to complete the [System Check](#).
6. Ensure that you have closed all applications on your computer, as well as disabled automatic updates or other applications which may execute in the background during your exam (such as anti-virus software).
7. Use a hardwired internet connection (such as ethernet) instead of WiFi to improve connectivity.
8. Sign into your exam 30 minutes prior to your scheduled exam to allow for any troubleshooting.
9. To sign in, go to the [Pearson VUE webpage](#) and login with your ACAMS credentials. Select the appropriate exam and click "Begin Exam."
10. You'll need to present a valid ID during the check in process.
11. Your cellphone should remain in the room where you are testing, out of reach and on silent, but accessible in the event you need assistance, or a proctor needs to reach you.
12. You may **NOT** do the following during your exam:
  - Leave the view of the camera.

- Leave the room.
- Take a restroom break.
- Read aloud or mouth the words.
- Use multiple monitors.
- Use a headset, headphones or watch.
- Have a desk calendar present.
- Allow a third party into your room.
- Eat, drink (other than water in a clear glass), smoke, chew gum.
- Use writing instruments, scratch paper, or take or refer to physical notes.
- Any violation of the exam rules will result in your exam being cancelled and your exam authorization will be forfeited.

Need help? Pearson VUE staff are available to [assist you via chat](#). You may also click [here](#) to access a Reconnection Guide for tips. Note that support for online proctoring is only available in English.