



FAQs about OnVUE online proctoring

This document is intended to answer questions you may have about OnVUE online proctored delivery. Click a question in the contents to go directly to its answer or search for desired content.

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GENERAL INFORMATION

▶ How does AI (artificial intelligence) help with proctoring?

Exact details of proctoring and the AI investment that helps power our proctoring are trade secrets—but Pearson VUE is using AI selectively where it can add high value and not create noise that actually reduces proctoring quality with distractions.

Face recognition is one such area that provides high value and reliably alerts the proctor when:

- A face has left the frame
- A second face enters the frame
- A new face appears

▶ In what countries can OnVUE exams be delivered?

OnVUE delivery is a global offering and approved in most countries, but exceptions are listed below. Exams can be published in a variety of languages, but all proctor and other support interactions are conducted in English. Below is the list of country exceptions and limitations:

- US businesses are not allowed to do business in OFAC-sanctioned countries, which include **Cuba**, **Iran**, **North Korea**, **Sudan**, **Syrian Arab Republic (Syria)**, and the **Sevastapol/Crimea region of Ukraine**.
- No delivery is allowed in **Japan** until we are supported by local-language greeters and proctors. Pearson VUE is looking to roll out limited Japanese support before 2021.
- No delivery is allowed in **China** due to limited internet and connectivity issues.
- Delivery in **South Korea** is not encouraged due to local language requirements.

▶ How many clients are using OnVUE?

The number of clients adopting or launching with OnVUE as a delivery option is increasing. With the current global situation, many clients are actively considering OnVUE in addition to their existing delivery methods.

▶ What percentage of a client's program participants, on average, select OnVUE delivery?

OnVUE delivery varies by client, but it generally starts out in the single digits and over a year or two works its way up to 20–30 percent. Adoption is highly country-specific; with recent global restrictions due to the pandemic, this number is expected to change.

▶ Which test drivers can be used for OnVUE exam delivery?

Athena — Browser Edition and the Internet Testing Systems (ITS) drivers are both supported for OnVUE delivery.

Athena — Browser Edition is Pearson VUE's preferred test driver.

Note Exam appearance and functions may differ somewhat between the two drivers, and not all features are supported or recommended for OnVUE delivery.

If your exam is long, note that scheduled breaks are offered only with Athena — Browser Edition. Breaks of any kind are not supported when using the ITS driver.

▶ What does 'open book' mean? Does OnVUE support open-book exams?

'Open book' indicates that candidates can use books and other reference materials during the exam. In this type of exam, these reference materials can be neatly stacked on the desk when beginning the exam.

Yes, Pearson VUE does support open-book exams that are *completely* open book, meaning that the number and titles of books allowed during the exam are not restricted. They can be made available through our accommodations process for single one-off requests and alternatively for all candidates taking an exam by means of an *allowance*, which must be agreed on with a client's Pearson VUE program manager and set up correctly. For both the allowance and accommodation, a visual indicator displayed to proctors ensures that they are aware of which exams are open book.

We do not currently have plans to allow *partial* open-book exams (i.e., in which only specific textbooks are allowed) due the security challenges involved in reliably checking a textbook or the contents of a textbook that a candidate brings into the testing environment.

▶ Can OnVUE exams contain audio and video?

OnVUE exams can contain video and other content such as spreadsheets and images. Use of audio is allowed, within a video or separately. Headphones are recommended for candidates when audio is used. Otherwise, proctors could not determine the source of the sound—in other words, whether it is coming from the computer or from someone in the room—and that would affect the candidate's testing session.

Because of the complex nature of video and the variables in its delivery, we ask you to work with Pearson VUE Publishing Services to ensure a good testing experience when exams contain video.

Adhere to OnVUE [minimum specifications](#) for an optimal experience. A reliable and sustained connection speed of 3 Mbps down and 2 Mbps up is required. Additionally, we recommend testing on a wired network as opposed to a wireless network.

If testing from home, candidates should ask others in the household to avoid internet use during their testing session.

▶ Can modular exams be delivered with OnVUE?

OnVUE supports Athena—Browser Edition delivery of modular exams, both those with mandatory module selection and those with selectable modules. (Modular exams consist of exam portions—modules—published separately but grouped as a unit for the purpose of registration. The groupings may be inseparable—mandatory modules—or allow candidates to make individual selections—selectable modules.)

▶ **Did you ever consider using two cameras for proctoring candidates? If so, why wasn't this option chosen?**

Our approach can be summed up as follows:

- First, adding OnVUE is primarily about increasing convenience and reach.
- Second, while having a second camera is more secure, it's only incrementally more secure and it comes at a higher cost of friction with candidates.

Pearson VUE has concluded that cheating behavior can be adequately monitored with a single webcam, but content security will always be a risk with OnVUE test delivery. Realistically, content security cannot be guaranteed with **any** online proctored delivery. The added inconvenience and friction of having a second camera does not add enough security to warrant it.

▶ **What does the OnVUE application do?**

The OnVUE application contains two components: the proctoring software and the secure browser.

The proctoring software is responsible for collecting candidate information, checking internet speed, and video streaming for greeting and proctoring. Once candidates submit their testing session information, the secure browser is launched.

The integrated secure browser is responsible for locking down the candidate's computer and displaying the exam content.

Currently, the OnVUE application has about 100 MB to be downloaded to the candidate's computer.

▶ **On average, how long do candidates wait for a greeter with OnVUE?**

The average wait for a greeter is between 1 and 5 minutes. During the busiest times of the day, candidates can wait over 10 minutes. If candidates no longer want to wait and would prefer to reschedule instead, they can do so by contacting customer service.

▶ **Does OnVUE support back-to-back scheduling of exams?**

Pearson VUE doesn't allow back-to-back scheduling of exams that are to be delivered with OnVUE.

▶ **What should candidates do if the address on their ID is in a different country than where they currently reside?**

These candidates must register with the address listed on their ID.

When they are scheduling their OnVUE exam, they will be presented with appointment times based on the location that their browser is set to. The Pearson VUE candidate website will also display these times, which can be changed as necessary, overriding the browser setting.

▶ **How does Pearson VUE know what fee to charge a candidate? Is this based on home address?**

Yes. The fee is based on the home address Pearson VUE holds for the candidate.

▶ Can we see proctor termination reports?

No. Proctor termination and attendance reports will not be shared with clients. These are Pearson VUE operational reports used for management purposes, just like personnel reports for any other Pearson VUE employee.

▶ Is there anything the new system test (now called 'setup') does **not** check for?

The system setup does check for:

- General communications between OnVUE and Pearson VUE servers
- Download speeds
- Microphone/webcam functionality and permissions
- Download of the secure browser
- Unzipping and launching of the secure browser

Unfortunately, the system test does not yet take corporate firewalls, proxy servers or VPNs into account when checking a candidate's internet connection. It also doesn't check video streaming of the candidate.

Running the system test enables candidates to understand if their system is **likely** to work with our software, but it does not verify that all system requirements have been met. Candidates should be encouraged to review the minimum system requirements and to shut down all non-essential applications before launching the OnVUE software.

▶ Can our employees run OnVUE on their corporate computers?

Yes. However, candidates typically have more success when testing on personal computers rather than on their work computers. This is because work computers are more likely to have firewalls, VPNs, and other security policies that may block video streaming of the candidate. We advise employers to share the following requirements with their candidates if they are testing on work computers. The link to these requirements can be found on the client OnVUE page under "System requirements" and also [here](#).

▶ How can I learn more about what's coming up for OnVUE?

Pearson VUE is committed to improving the OnVUE experience concerning security for our clients and exam delivery and support for their candidates. If specific features are of interest or if to inquire about the general enhancements we're working on, please contact the OnVUE product manager.

CANDIDATE EXPERIENCE

▶ Are appointments required or can candidates take exams immediately?

An appointment must be scheduled, but exams can be delivered within the hour if an appointment is available. Appointment availability is determined through a combination of a client's business rules and the availability of Pearson VUE staff for checking in and monitoring exam sessions.

Most candidates can find an appointment within two days.

▶ How does Pearson VUE's Browser Lock help keep OnVUE exams secure?

These are examples of activity that Pearson VUE Browser Lock prevents:

- Copy/paste from outside of the secure browser to the test content and vice versa
- Printing
- Accessing the desktop
- Screen cast

Other actions that Browser Lock allows or forbids are trade secrets.

We have published a brief explanation of how Browser Lock works; please request it from your Pearson VUE program manager.

▶ When can candidates take their OnVUE exams?

OnVUE exams are available 24 hours a day every day of the year—except for outages communicated in advance and a small maintenance window on Sunday for scheduled product updates. (We are working toward eliminating these interruptions as well.)

▶ What if candidates find loopholes to access unapproved applications? How does OnVUE combat this?

A secure browser is used to lock down the testing computer to prevent users from accessing their desktop or unauthorized applications during their exam delivery.

Pearson VUE's security teams review for test abnormalities, just like when candidates test in a physical location. They then use forensics and logs to identify the problem; this is fed back to our technology teams, who work on addressing it.

▶ Are candidates ever interrupted by proctors during their testing sessions?

Yes. Proctors do interrupt candidates, if warranted, and take appropriate actions. Sometimes, it's to offer a reminder (no talking) and sometimes it's investigation (show me the room, your desk, etc.).

▶ Can candidates take breaks during OnVUE exams?

Breaks of any kind are not supported for the ITS test driver.

Scheduled breaks are supported with the Athena — Browser Edition test driver.

Adding a break may be necessary if an exam is longer than 2½ hours, but the security implications are far greater than adding a break in exams delivered at a testing center. Candidates are not proctored during breaks—they can leave the room and access materials normally disallowed. They are not checked in again after a break, and the workspace is not examined again as it was during check-in. Proctors will continue to monitor for suspicious behavior and items. Candidates must be able to maintain their internet connections throughout the entire exam, including break time, which may be difficult.

When an exam includes scheduled breaks, the time for the breaks is added to the exam appointment's time; it does not take away from the exam time. For example, a 2-hour exam with a 15-minute break would have an appointment length of 2¼ hours, but the exam time would remain at 2 hours.

Please contact your Pearson VUE program manager, who will work with our Publishing Services team if you need to learn more.

► Can candidates eat or drink during OnVUE exams?

A beverage in any container is allowed on the desk during testing. Eating, smoking, and chewing gum are prohibited.

If a test is long and includes a scheduled break, candidates could eat and drink during the break.

► Can candidates use calculators, scratch paper, and other materials?

Calculators can be made available directly in exam items. For exams delivered on Athena — Browser Edition, the built-in calculator is available in three modes: standard, scientific, and graphing. Exams delivered on the ITS driver can have either a standard or a scientific calculator.

If candidates typically need scratch paper during an exam, a built-in whiteboard feature in the OnVUE software can be made available for candidates. For information about this feature and to try using it, see the publicly available [whiteboard demo](#).

Supporting materials such as standard references can generally be incorporated in exam items by using exhibits or similar exam features.

Previously, handheld calculators and similar devices, physical whiteboards, and books and other reference materials were prohibited during OnVUE exams. Now, a client can ask to have an *allowance* set up for an exam that allows all candidates taking that exam to use a physical calculator, whiteboard/marker, or headphones. An exam can also be treated as open book (allowing books and other references to be used) by setting up an allowance or through an individual candidate accommodation—see [What does 'open book' mean? Does OnVUE support open-book exams?](#) for more information.

(An *allowance* is like an accommodation in prescribing an adjustment in exam administration. Unlike an accommodation, however, it applies to all candidates for the exam and does not require the candidate to request and be approved for the change.)

Note that candidates still cannot use any scratch paper, pens, or pencils.

► Does OnVUE support an on-screen scientific calculator?

The Athena — Browser Edition test driver has three different calculators that can be configured for use in exams:

- TI-108—a standard four-function basic calculator
- TI-30XS—a scientific calculator model
- TI-84 Plus Silver Edition—a graphing calculator

These are not tied to the delivery mode and may be used in testing centers as well.

The ITS test driver has two calculators available, Standard and Scientific. ITS designed them directly, and they aren't specific to Texas Instruments or any other calculator overlay.

▶ What local language support is offered?

There isn't a consistent approach for the complete OnVUE candidate journey.

- The OnVUE-specific home page (home.pearsonvue.com/clientname/onvue) is English only.
- Candidate registration on the website, however, is available in 27 languages.
- The OnVUE application is English only.
- Greeter and proctor interactions are in English only.
- Exam delivery via Athena — Browser Edition is available in 47 languages.

▶ Can tablets or mobile devices be used for OnVUE exams? What about touchscreens?

At this time, OnVUE testing is recommended to run on desktop and laptop computers running Windows or macOS operating systems that meet these [minimum specifications](#).

Tablets and touchscreens are currently unsupported and not allowed.

▶ Does OnVUE provide a survey at the end of the exam?

After a candidate successfully completes an exam, OnVUE shuts down the secure browser and stops recording video of the candidate. An **optional**, short, three-question survey about the OnVUE experience is then presented.

Just as in our testing centers, the survey offers a great feedback loop that provides direct feedback from candidates. We cannot share this feedback with clients.

Notes The survey is presented only if a candidate is in the exam for more than 15 minutes.

It is possible to have a survey built in to the exam itself, but that is done as part of the exam publication process and not related directly to OnVUE delivery.

▶ How many people require technical assistance during the check-in process or are not able to successfully launch their exam?

OnVUE was built to be as simple as possible for candidates; however, when anyone can test on almost any machine, almost anywhere in the world, it's no surprise that issues can and do arise.

Despite our best efforts, many candidates do not run the system test in advance; doing this would identify issues that could be addressed before testing. The number who do not run system test in advance is currently over 10% of candidates. Pearson VUE currently has improvements underway to reduce this number.

▶ If an exam stops unexpectedly, does the candidate lose any exam time?

Exam time is stopped while the candidate is not in OnVUE with the test running.

- ▶ If an exam is offered via multimodal delivery (test center and OnVUE), can a candidate who booked an exam in one delivery method reschedule it to the other?

The rescheduling function cannot be used to change the delivery mode for an exam appointment.

Instead, candidates must first **cancel** the original appointment using one delivery method and then schedule a **new** appointment using the other delivery method. For example, a candidate might cancel an exam appointment at a test center and then schedule a new appointment for an OnVUE exam.

- ▶ Are score reports available when using OnVUE delivery?

Yes. Candidate can get their score report after an exam (when defined for the exam) by logging in to the Pearson VUE candidate website. Score reports can be viewed and printed.

Athena —Browser Edition (A-BE) no longer automatically prints a score report immediately after the exam is completed, to minimize the computer setup candidates must do before the exam.

ITS continues to allow candidates the option to print their score report immediately after completing the exam. Candidates can click a 'print' button in the driver to display the printer dialog box, allowing them to change printers.

- ▶ Does OnVUE have a candidate rules agreement like in testing centers?

No. Pearson VUE's online-proctored delivery model does **not** have a candidate rules agreement like we do in physical testing centers.

- ▶ Is a system check part of the check-in process?

An abbreviated system check is performed during the check-in process to verify that the microphone is working, there is an internet connection, and the webcam can stream video. This differs from the full system test that candidates should run before scheduling an OnVUE exam.

- ▶ Can customer service book OnVUE exams?

Customer service can book an OnVUE exam on a candidate's behalf. The agent must read the candidate the full verbiage of the Pearson VUE policies as part of the booking process **before** finishing the booking.

- ▶ Do candidates have a specified amount of time to complete an OnVUE exam?

The actual time allowed in an exam is determined by the exam and any authorized accommodations. However, every OnVUE testing session code is valid for up to 10 hours.

- ▶ What happens if a candidate's mobile phone rings or beeps in an exam?

Candidates are told to keep their mobile phones nearby (but not in arm's reach) in case the proctor needs to call them. They won't be able to have it on silent, so what happens if the phone starts ringing or beeping during their exam?

Candidates should ignore the call. If the proctor questions them about the noise, the candidate can explain that it is their phone ringing. If candidates have an alarm or reminder that goes off on their phone, they will be allowed to turn off the ringing.

▶ **When are candidates given the unique access code they need on the day of the OnVUE testing session?**

When candidates register to test and select their appointments with Pearson VUE, each is given an exam registration ID. Every exam booked by Pearson VUE, regardless of delivery mode, is assigned a registration ID.

On the date and time of the appointment, when they download the OnVUE application, each candidate will be provided with an automated session ID, commonly known as the OnVUE 'Access Code'. This will be available only for the duration of the candidate's exam.

▶ **Can candidates see the proctor's "event" report, either during or after their online-proctored exam?**

No.

▶ **When the time is up, does everything freeze, preventing candidates from changing their responses? Do they need to save or submit responses?**

Each answer is recorded as it is answered and candidates move on to the next question (or another question). If candidates complete their exam, they will click **End Exam** and their answers are submitted for scoring, whether that occurs immediately or later if external scoring is required.

If a candidate runs out of time to complete the test, a message indicates that time has run out. After clicking **OK**, the candidate is taken to a screen to end the exam.

▶ **What are the requirements for the testing environment?**

The environment must be clear within arm's reach. No monitors other than the one used for testing can be plugged in. There can be no notes, papers, whiteboards with writing, etc. around, and phones and watches must be placed outside of arm's reach. The candidate should be in a room with the door closed or, if there is no door, in a private space where no other people can be seen or heard.

▶ **What are the protocols if internet connection is disrupted during an exam?**

A proctor will contact the candidate via VOIP or phone to see what happened and offer help in restarting the exam. If the candidate does not respond to the proctor, the proctor will revoke the testing session.

The proctor will also create a case in ServiceDirect outlining what happened; standard protocols regarding test revocation will be followed.

▶ **Does the sample exam presented in system test replicate the live system?**

Yes. Launching the sample exam in the system test from a client's OnVUE page starts the same lockdown browser that candidates will experience on exam day.

▶ Does the OnVUE system prevent candidates from checking in until they have run the system test?

In the current model, candidates do not have to run the system test before exam day; this is only strongly advised.

In a future model, all candidates will have to run the system test successfully or they will not be allowed into the exam on exam day.

OnVUE OPERATIONS

▶ What do proctors look for when monitoring exams?

Pearson VUE has been online proctoring exams since 2014 and proctoring exams for much longer. Proctor training, rules, and quality-assurance procedures are constantly evolving and are partly trade secret, but rules fall into two general categories.

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

▶ How many candidates can test on OnVUE at one time?

Pearson VUE's capacity to deliver OnVUE exams is increasing regularly, with technical enhancements to both hardware and software along with onboarding new greeters and proctors as demand continues to increase. We are quickly scaling capacity. Currently, we have at least 4,000 appointments available each day, and we're scaling to 7,000 per day.

▶ How many candidates can a single proctor oversee?

We are graduating new proctors from our training program each week to meet the increased demand. With proactive staffing, we keep the proctoring ratios as low as possible, usually 1:15 or less (which is the same as in our test centers). The platform can flex to a 1:20 ratio during peak testing windows.

► Is a greeter involved in every OnVUE testing session?

Yes. The software presents greeters with findings from the artificial intelligence review of the candidate's ID and headshot by showing a green, amber, or red indicator.

A green indicator signifies that the review has not flagged any abnormalities with the ID. The greeter then conducts a review of the testing environment photos. If no prohibited items are identified, the greeter launches the secure browser and exam.

An amber indicator informs greeters that they must review the findings and correct any issues with the ID checks, such as blurry images. In some cases, the ID and headshot require review because AI was bypassed (candidate opted out or is under 18). The greeter then reviews the testing environment photos and, if no prohibited items are identified, launches the secure browser and exam.

A red indicator signifies that the ID is from a sanctioned country or is expired or that the name/face do not match. (If the face doesn't match, the headshot would also be red.)

► How long does it take for OnVUE no-shows to appear in the candidate record?

Approximately 24 hours after the OnVUE appointment time when a candidate did not test, the appointment will become visible as a "No Show" on the candidate's record and will be reported to the client in their results feed.

► How do you make sure candidates don't manipulate their environment after taking their room photos but before a proctor starts watching them?

Online proctoring is a balance between security and convenience. For convenience, our service uses the webcam on a candidate's laptop; this, however, has a significant limitation—its field of view. Webcams are optimized for headshot video conferencing, not for wide-angle field of view, which leaves a lot of space outside the webcam's field of view for candidates or others to take undetected actions. Additional cameras could help solve this problem, but they would add significant barriers to candidates while providing only incremental improvements.

Pearson VUE's solution for room security is to have candidates photograph their testing environment during check-in; then a proctor monitors the candidates continuously. Other more-aggressive tactics, such as 360-degree room scans, do little to improve security and make the check-in process awkward for **all** candidates. The video feed starts after photo collection to avoid getting the ID on video, which would require the video to be deleted almost immediately due to privacy laws.

► How is candidate identity authenticated during the OnVUE check-in?

During check-in, the OnVUE software guides candidates to capture a headshot of themselves, front and back photos of their government-issued ID, and photos of their testing environment. Validation techniques are used to confirm the candidate's identity, and a Pearson VUE greeter reviews the testing environment photos for prohibited items. If the candidate passes the check-in process, the secure browser and exam are launched. If not, the greeter contacts the candidate to assist before launching the secure browser and exam.

A Pearson VUE proctor takes over when the exam is launched. The proctor monitors the candidate remotely throughout the entire testing session to ensure that the candidate behaves appropriately, to document any security concerns, and to assist the candidate if any technical issues arise. The proctor also dismisses the candidate once the testing session has been completed.

► How does identity verification work for OnVUE exams?

Pearson VUE's strategy is to use technology to augment and enhance human decision making. For OnVUE testing, candidates take photos of their government-issued ID during the exam check-in process.

We partner with IDEMIA, the global leader in identity management, to authenticate candidates' IDs. During the check-in for an OnVUE exam, candidates take front and back photos of their government-issued ID. These photos are instantly compared against the data in IDEMIA's identity document library to confirm the authenticity of the ID proffered.

The candidate's ID photo and headshot taken during the check-in process are also compared programmatically to each other and to the candidate's face in the webcam view. The system also compares the candidate's first and last names between the ID and the name on the exam registration; we do take cultural variations into account.

The greeter gets this information and then makes the final determination about admitting the candidate for testing.

► What other security measures are used during OnVUE exam delivery?

During check-in, a greeter confirms a candidate's identity using his or her headshot photo and government-issued ID, aided by IDEMIA ID authentication. The greeter then reviews testing environment photos for prohibited items.

Digital signature and palm vein capture are **not** available with OnVUE because they require special hardware.

A secure browser locks down the candidate's computer before the exam starts. The secure browser prevents the candidate from accessing other applications and other files on the candidate's computer, network, or internet during the exam, except for those used in delivery of the exam.

Additional security measures are built into the actual exam delivery. Rather than downloading the entire exam, content for individual test items is encrypted and the items are streamed one at a time as needed during exam delivery, where they are decrypted and rendered on the candidate's display.

No exam content is stored on the candidate's computer.

The exam results file is updated when the candidate navigates from one item to another.

Artificial intelligence and other advanced techniques help alert proctors to candidate activities that may need additional scrutiny or action.

▶ What is the final state of the appointment when a greeter or a proctor revokes an OnVUE exam session?

The final state varies depending both on whether a greeter or a proctor revokes the exam session and on whether ITS or Athena — Browser Edition delivers the exam.

- If a **greeter** revokes the exam session, the exam remains in its current state as it has not actually been started; the registration will likely move to “No Show” status unless the candidate can correct the issues found.
- If a **proctor** revokes the exam session, the final status for the appointment depends on the test driver used:
 - ▶ **ITS test driver**—“Expired”
 - ▶ **Athena — Browser Edition**—“Delivered”

▶ Can we implement custom proctoring policies that govern intervention and revocation?

Pearson VUE does not support configurable proctoring procedures currently. Our OnVUE proctoring incorporates proctoring expertise from across our business. We’ve built in standards, training, and quality control, and we aim for excellence and consistency.

Pearson VUE is willing to discuss clients’ concerns about our proctoring, after they have reviewed our policies. Custom policies would erode our overall quality and consistency. We would consider improving our policies if a suggestion is determined to have general value across programs.

Finally, custom policies are not part of the offering. They would invalidate the commercial terms we’ve provided for signed/proposed clients.

▶ How do you ensure that proctors meet performance standards?

Every proctor is certified by Pearson VUE employees and processes. Proctors are trained and monitored by our Quality team, which provides regular feedback and updates on observed trends. At least one manager is actively monitoring whenever proctoring is being performed.

As part of our quality-assurance processes, managers review data the proctors capture during exams. Our proctoring team also runs regular review sessions in which videos are reviewed after the fact; as a team, they evaluate each other and provide feedback on how to improve.

Pearson VUE also manages a secret shopper program in which we hire a third party to take our own tests and evaluate compliance and quality.

▶ Why did OnVUE change from live room scans to testing room photos?

Checking candidates’ testing environments is a balance between security and candidate frustration due to extended wait times. A room scan is subject to the limited view of a candidate’s webcam. In six years of OnVUE testing, this limited view has not identified any substantive breaches. The time required for these room scans drove up candidate wait times, which was very frustrating to candidates.

We switched to having each candidate take four photos of the testing room and having a greeter review those photos. If greeters identify any anomalies, such as an additional monitor or a camera, they ask the candidate to do a live room scan at that time. We will continue to monitor and review this.

▶ **Can candidates use their own physical whiteboards during exams?**

Pearson VUE puts security at the top of our priorities, and we believe a physical whiteboard represents a risk that content could be copied and not fully erased. However, if clients want their candidates to have access to whiteboards and accept the risks involved, we can support this by using overlays that inform proctors that a candidate is entitled to use a physical whiteboard.

As an alternative, OnVUE offers a digital whiteboard that is accessible from within the exam. To learn more about it or try using this feature, see the publicly available [whiteboard demo](#).

▶ **How is identity verified if headwear covering the face is permitted for religious reasons? Must it be removed at the point of ID verification?**

We require the candidate's face during the headshot capture. The candidate's entire face and neck area should appear in the photo. The candidate should face the camera directly and must remove all items that cover the face, including sunglasses, scarves, and hats.

▶ **How does the adjustable-font (CTRL +/CTRL) magnification work, assuming it works in OnVUE as well as in testing centers?**

When the testing computer is locked down, **CTRL +** and **CTRL -** may still be used to magnify content up to 200%. The same capability is available in testing centers as well.

▶ **Does ZoomText work in OnVUE? Is the proctor made aware of its use?**

ZoomText 2019/2020 is whitelisted in the OnVUE secure browsers, which will allow it to function during the testing session. Proctors are not made aware of its use and do not need to be aware that it is used. If ZoomText is installed on the testing computer, it magnifies everything the candidate sees. It does not affect the rules that the candidate must adhere to, so the proctor does not need to know of its use.

The text-to-speech function in ZoomText must not be used without a formal accommodation.

▶ **What adjustable-contrast accommodations can be used with OnVUE?**

Use of physical color-contrast screen overlays is not allowed with OnVUE. If candidates have ZoomText 2019/2020 on their personal computer, it will just work; for more details, see the preceding response on ZoomText.

▶ **Can candidates read aloud during OnVUE exams?**

No. If this happens, the proctor will ask the candidate to stop reading the questions aloud. If the candidate continues, the exam may be revoked.

► Are candidates charged for rescheduling in these situations? Is the client charged?

Pearson VUE offers candidates free rescheduling of OnVUE exams in all the following scenarios, and we do not charge the client for them, as the candidate is rescheduling.

- Parent or guardian is not available at check-in (for minors)
- Parent or guardian doesn't have the correct ID at check-in (for minors)
- Candidate doesn't have the correct ID at check-in
- Candidate's computer doesn't work
- Candidate's webcam or microphone doesn't work
- Candidate's workspace is in violation of the rules

► Is expired ID (no more than 6 months) permitted for check-in due to COVID-19?

This varies by client. Most clients follow the Pearson VUE policy for accepting expired ID, which has been extended with no end date. However, each client can decide, and Pearson VUE will enforce their decision.

► Does OnVUE allow candidates to reschedule their exam for free up to 15 minutes after their appointment time?

After 15 minutes past the appointment time, candidates cannot start or reschedule their appointments unless Pearson VUE customer service is involved.

► If a greeter does not contact a candidate (with a good connection) within 15 minutes, is there a number to call or other way to help start the exam?

If a greeter does not contact a candidate within 15 minutes, there is no other route to continue the exam without a greeter. Candidates should close the OnVUE application and reschedule their exam with Pearson VUE. If rescheduling rules allow it, they may do this on the Pearson VUE website; otherwise, they should contact the Pearson VUE customer service center to reschedule.

► If a greeter doesn't pick up a candidate within 30 minutes after check-in, we advise calling customer service to reschedule. Can they reschedule the exam through their web account instead?

We advise candidates who haven't been picked up by a greeter within 30 minutes after check-in that they may have lost connection and will need to reschedule through customer service.

If the time has gone past the reschedule policy deadline, candidates will not be able to reschedule their exams online. The Customer Service Center can reschedule an exam if it is in a 'scheduled' or 'no show' status. If an exam is in a 'ready for delivery' status, we must wait for it to change to 'no show' status.

▶ Are minors (under 18s) allowed to take OnVUE exams?

Candidates under 18 are permitted to take OnVUE exams with a parent's or guardian's permission.

During the OnVUE check-in process, these candidates will select a check box indicating that they are under 18 years of age. This selection automatically refers them to a greeter for live review of the self check-in, as artificial intelligence is not used.

The greeter then verifies the ID, headshot, and testing environment photos. If no inconsistencies are noted, the minor will be permitted to test after getting a parent's or guardian's approval, with a capture and review of the parent's or guardian's ID.

Minors are automatically opted out of the use of any artificial intelligence technologies.

If a parent or guardian is not available during check in, the greeter will not let the candidate test.

▶ Why do candidates under 18 need a parent's/guardian's consent to test?

Minors are not legally allowed to consent for themselves to being recorded by a third party (Pearson VUE).

▶ If most program candidates are under 18, can't a parent or guardian consent to AI monitoring?

Candidates under 18 are permitted to take OnVUE exams with a parent's or guardian's permission.

During the check-in process, these candidates will select a check box indicating that they are under 18 years of age. They take their check-in photos and are then automatically referred to a greeter who will review them, as artificial intelligence involving facial comparison is not used.

The greeter then verifies the ID, headshot, and testing environment photos. If no inconsistencies are found, the minor will be permitted to test after getting a parent's or guardian's approval, along with a capture and review of their ID.

If a parent or guardian is not available during check-in, the greeter will not let the candidate test.

Once the candidate begins the exam, their entire session is recorded and monitored by a live proctor.

▶ If users select 'under 18' during check-in, are they automatically diverted to a greeter or do they complete the system check, photos, etc.?

Even for candidates under 18, the brief system check is performed, the headshot must be taken, and the ID photos and testing environment photos must be taken and submitted via the OnVUE application. Selecting 'under 18' requires only the additional parent/guardian consent to the minor being recorded.

▶ Customer support is supposed to be 24/7, but your website lists EMEA customer service desk hours as only 9:00-18:00 CET. Which is correct?

Candidates can take their exams 24/7 (except during planned outages communicated ahead of time), and greeters and proctors are available during those times.

Customer service is not available 24/7 in each region. Customer-service teams from other regions may be used, based on the time of day candidates are scheduled to take their OnVUE exams.

Each client's OnVUE page will have links to the customer support that is available and will be able to redirect candidates to alternative numbers, if they are testing outside of their region's standard hours.

▶ **When we look at appointment times in IntelliVUE, those times differ from the times candidates report to us directly? Why?**

OnVUE exams are not booked against a testing center, as with our other delivery options. When an OnVUE appointment is made, it is stored centrally. We convert all local testing zones into a single time zone so that we can manage proctor capacity and so on.

This conversion doesn't change anything for the candidates taking exams. They still take their exams at the time they booked, and all times they see are reflected according to their local time zone—for example, the times on the website, in email messages, in Registration Manager, and so on.

This is different than how we report times to clients in IntelliVUE and in our RTEN feeds today. They report times in GMT. So, for example, if a candidate has booked an OnVUE appointment in BST (British Summer Time), which is GMT +1, the 08:15 AM shown in the IntelliVUE report is actually a delivery time of 09:15 AM.

▶ **How much training do OnVUE greeters and proctors receive?**

Pearson VUE's full greeter and proctor training takes approximately 80 hours to complete. This training contains an even mix of classroom-style training on the systems used, soft-skills training, and hands-on practice time.

SUPPORT

▶ **What are the minimum system requirements for OnVUE delivery?**

We strive to enable as many candidates as possible to test through online proctoring. OnVUE has a minimum set of system requirements that candidates must meet. These technical requirements change over time, and the latest version can be found [here](#).

▶ **Can we review the recordings for our program's exams?**

Not at this time. You cannot routinely review all recordings of your candidates' exam sessions. However, if needed for program review, audit, candidate challenge, or candidate misconduct, you can request access to the recording of a session and any related findings. Your request must provide a clear, specific reason why access is needed. If authorized, you will be provided with login credentials and access to the video recording of that testing session.

▶ What data is collected during OnVUE delivery? Where is it warehoused?

During the OnVUE testing process, we collect:

- Candidate's name and personal information (demographic data)
- Eligibility information (if applicable)
- Exam scheduling history (if applicable)
- Photo of candidate's government ID
- Candidate headshot photo
- Photos of candidate's testing environment
- Video recording of the testing session
- Associated session events
- Exam responses

OnVUE is cloud based. Additional Pearson VUE data is warehoused in the Pearson PLC data center.

▶ Why is tethering to a mobile hotspot prohibited?

The current hotspot technology is not ideal for maintaining a reliable and consistent connection for candidates' testing sessions.

For optimal performance, a reliable and stable connection speed of 3 Mbps down and 2 Mbps up is required.

When possible, we recommend testing on a wired network rather than on a wireless network.

If testing from home, candidates should ask others in the household to avoid internet use during the testing session.

▶ Does OnVUE require installation on the testing computer?

OnVUE software is required to run on the local machine to ensure a secure environment for the candidate to test. Although OnVUE is an executable, it does not require installation; thus, no admin/installation rights are required.

The candidate simply downloads the executable to any folder on the machine, and the software is run directly from that downloaded file. This file can be deleted after the test is complete, and no software remains on the machine.

To remove OnVUE software from the computer, simply delete the file from the computer.

- For Windows, delete the *OnVUE-version.exe* file.
- For macOS, delete both the *OnVUE.app* file and the *OnVUE-version.zip* file.

► How long are candidate photos, videos, and personal information kept?

Clients can deliver their exams in over 180 countries. We automatically manage data retention to adhere to the global data and privacy laws in all those countries.

The OnVUE software collects three things from each candidate: a headshot, a photo of a government-issued ID, and a video of the candidate taking the exam. These are managed and deleted according to data privacy laws of the country of the candidate's registered address. As an example, in the United States, we delete the OnVUE video/session data (including testing environment photos) within 60 days, but in Greece, we delete the ID immediately upon completion of the session, the video within 15 days, and the headshot within 30 days.

Note Before its deletion from the OnVUE software, the headshot is sent to Pearson VUE's secure biometrics repository to be retained and used on the score report, as appropriate.

► What happens if an exam is interrupted or the connection is lost?

If technical issues occur during an exam, candidates can use the OnVUE chat function to discuss the problem and its remedy with Pearson VUE support staff. If the connection between the candidate and the proctor is lost (in a live proctoring scenario), the proctor tries to contact the candidate by phone. If an outage prevents restarting the exam within the restart window, an incident report is created and the candidate can reschedule the exam.

Note that if a disconnection occurs, the exam timer stops. Candidates can fix their internet connection or technical issue and then restart their testing session. Candidates will be brought directly into the proctor queue and are not asked to rescan their testing area. They will resume from the question/moment they left the exam. Exam sessions are not proctored during the disconnected period, and candidates are not screened when reconnecting. That is why we emphasize the importance of having a good, strong internet connection and of having all candidates complete the system test before registering for an OnVUE exam.

All OnVUE-delivered exams have regular saves, including during essay responses.

- The ITS driver does a background save every 30 seconds and saves every question answer as the candidate navigates to the next question.
- A-BE saves after every 50 characters entered for essay responses and saves every question answer as the candidate navigates to the next question.

So, for constructed response items, assuming the exam can be resumed (i.e., not a catastrophic failure), most data the candidate previously entered should be available when the exam resumes.

We have created a document to help explain how to reconnect to an exam. Your Pearson VUE program manager can provide it to you on request.

► How do we know what country any OnVUE exam is delivered in?

For OnVUE exam delivery, there isn't a test center that Pearson VUE can capture. To record where delivery occurs, we use the candidate's address that matches the address on the ID the candidate produces for check-in.

Our reporting methods use this candidate registration address when providing information on delivery volumes.

Pearson VUE acknowledges that candidates could have an ID for a different country than the one where they currently reside, but the number is expected to be very small.

▶ Is there a 32-bit version of OnVUE?

No, there is only a 64-bit version. Pearson VUE has no plans to make a 32-bit version.

▶ What is the appeals process if a proctor terminates a candidate's exam?

The standard Pearson VUE appeals process is followed for termination of an exam. This process is not different for OnVUE.

SETUP AND CONFIGURATION

▶ How does OnVUE address country-specific privacy laws?

All video and photo assets are country coded and strictly managed according to the governing laws of the relevant country. Our legal team monitors this and updates us.

▶ What is the policy for canceling/rescheduling OnVUE exams?

OnVUE allows candidates to reschedule or cancel their exams up to the scheduled appointment start time. If candidates fail to reschedule or cancel the exam before their appointment time or fail to appear for the appointment, they forfeit their exam fee.

Clients can set up their own cancellation and rescheduling policies. Differences between delivery models should be considered when setting refunds and fees.

▶ Are OnVUE testing policies different from test center policies?

Yes, they are. Policies covering OnVUE testing differ from those that apply to test center delivery because candidates must agree to allow themselves to be recorded in their own space and to having artificial intelligence (AI) and other advanced technology techniques applied.

Some thought should be given to cancellation and rescheduling policies, as candidates are not traveling to a different physical location to test. Pearson VUE has standard recommendations for these policies, and any alternatives should be reviewed.

Candidates must complete registration for OnVUE exams on the Pearson VUE candidate website, where they must accept various policies. Examples include a facial comparison policy agreeing to the use of artificial intelligence techniques, agreeing to be recorded, etc. For further details, see [Pearson VUE online-proctored policies](#).

GDPR (General Data Protection Regulation) gives candidates the right to opt out of the use of AI. To do this, they must register for the exam by contacting the Pearson VUE call center and requesting an accommodation to opt out of the use of AI for their exam.

▶ How are exam recordings stored? Who has access to them and for what purpose?

Pearson VUE takes security seriously. Videos and other candidate data are stored in an S3 bucket with AES-256 encryption at rest. OnVUE developers perform in a DevOps role, so all developers have access to the bucket containing candidate videos.

For live proctoring, the vast majority of candidates have their photo and video assets reviewed only by the proctor during the testing session. After the testing session, those assets are deleted in accordance with their individual country's data privacy laws

For most countries, this maxes out at 30 days. In only a few cases are these assets reviewed after the fact. If there was a security incident our security team can review, our training team periodically uses video sessions for training purposes.

Pearson VUE does not send any testing session videos to clients—that would inhibit our ability to control adherence to local data privacy laws as required.

▶ Can we prohibit OnVUE delivery of our exams in specific countries?

Yes. We can omit OnVUE delivery of any exam by country, but not by region within any given country. This setup is handled as part of the test publication process on an exam by exam basis. Discuss and complete this setup with Publishing Services.

▶ Can candidates opt out of AI?

Yes. Candidates can opt out of AI by calling the customer service center.

The Pearson VUE website lists the [region-specific customer service centers](#).

▶ Can OnVUE delivery be restricted to a specific time period of a given day?

OnVUE does not support this. Currently, OnVUE testing can restrict exam delivery only to specific days, not to a specific time of day.

▶ Is the timing for reminder email notices different for OnVUE delivery than for testing center delivery?

Although reminders can be set up with different message text for OnVUE exams versus testing center exams, the timing for sending the reminder message is configured by client. So, if a client has a reminder set for two days (48 hours) before appointments, then all reminders are sent out 48 hours before the appointment start time.

▶ Can we establish a time limit for waiting that presents a new option if the limit is exceeded?

Because greeting lengths are outside our control and are effectively dictated by candidate preparation, we do not establish formal limits for wait times. Greeters engage with candidates across all clients.

If a greeter has not engaged with a candidate within the amount of time a candidate has available for testing, the candidate should telephone the customer service center to reschedule the exam.

Regarding proctor assistance, the candidates are testing and being watched by a proctor, so when they raise a chat request, a proctor will assist them. They may wait for a short period of time (maybe a minute), but a proctor will engage with them—starting with chat, escalating to VOIP if necessary, and by phone if VOIP is unavailable.

▶ Does the AI include gaze tracking?

Not yet, but that is on the roadmap. Our proctors actively monitor for consistent gaze movement.

▶ Does OnVUE specify a minimum or required monitor size?

Pearson VUE's minimum technical requirements document is available [here](#). It does not specify monitor size—only resolution.

Minimum resolution:

- ▶ 1024 × 768 in 16-bit color

Recommended resolution:

- ▶ 1920 × 1080 or higher in 32-bit color

▶ Does the computer environment check detect whether a second monitor or other device is connected?

The environment check is performed using the photos the candidate took during the check-in process. Suppose a second monitor is shown in one of those photos. The greeter will contact the candidate via chat/VOIP/phone and ask the candidate to unplug the second monitor and then rescan the area with the computer webcam to show the greeter that it has been unplugged. The secure browser also blocks a second monitor from being used during testing.

▶ How do candidates whitelist OnVUE on their testing computers?

OnVUE should be allowed by software from most major antivirus companies like Norton and McAfee. If candidates are using a lesser known antivirus program that flags the OnVUE application, they should allow onvue.exe (Windows) or onvue.dmg (Mac).

Candidates testing on their work computers may need to work with their corporate network administrators, who should consult our [OnVUE Technical Requirements](#) guide.

The administrator should look at the information on firewall settings.

▶ Can candidates use virtual machines with OnVUE?

Virtual machines that are external to the testing computer are blocked.