

Pearson VUE policies and procedures

Q. Where can I test?

A. You can test at home or in your office. Wherever you test, you should be in a walled room, with a closed door and without distractions. No one else is permitted in the room with you while you are testing.

Q. How do I know my computer will work with the online proctored software?

A. Perform a system test to download the OnVUE online proctoring software in advance to ensure that your system will work with our software. Please check our list of minimum system requirements, and shut down all non-essential applications before launching the software.

Q. Can I receive any exam assistance during the exam?

A. You may not receive any assistance from other individuals while taking the exam, and you may not allow other individuals to see the computer screen that presents the exam questions.

If another person enters the room while you are testing, your exam will be terminated.

The proctor cannot answer questions related to exam content.

Q. Is technical software assistance available during the exam?

A. Most technical issues can be avoided by completing a system test in advance. Common technical issues are lack of a stable internet connection and running illegal applications during the exam, both of which the system test can indicate. Either way, staff is on hand to support the issue. Please see the customer service information on this page if you require assistance.

Q. What other important information do I need to know?

A. By taking this exam, you acknowledge that the proctor will continuously monitor you by video and audio while you take your exam, and you acknowledge and consent to audio and video recording of your face, voice, the physical room where you are seated, and the location during exam delivery. You recognize that you have no right to privacy at your current location during exam delivery and that you waive any and all claims asserting a right to privacy. If you do not wish to be recorded (either by video or audio), please notify the proctor immediately of your intent not to proceed with the exam.

If you do not follow the online proctored policies or are suspected of cheating or tampering with Pearson VUE's or its subcontractor's software, or if a third party is detected in the physical room where you are seated during the exam, the exam will be immediately terminated. This will be reported to Pearson VUE and the testing sponsor/program, along with audio and/or video evidence of the infraction. Your exam may be invalidated, and the testing sponsor/program may take other action, such as decertifying you and precluding all future participation in the testing program.