# OnVUE Candidate Technical Requirements

Corporate Networking Personnel should continue to page 3 for Advanced Networking Requirements.

**Pearson strongly recommends using equipment that meets or exceeds the Recommended Specifications.** The minimum requirements will change periodically based on the needs of our exam sponsors.

| | Minimum Required | Recommended Specifications |
|---|---|---|
| **Operating System** | **Windows 11 & 10** (**64-bit**) – *(excluding 'S Mode')* <br> **macOS 10.15** and above – *(excluding beta versions)* <br> **Note:** macOS, starting with **Mojave**, now requires permission from the user to allow any hardware access to an application, which includes **OnVUE** (proctorapp). Candidates should be prompted to allow this application. | |
| | **Note:** Windows Operating Systems must pass Genuine Windows Validation. <br> • **Windows 8/8.1**, **Windows 7**, **Windows Vista**, and **Windows XP** are not supported for exam delivery <br> • **Linux/Unix** and Chrome based Operating Systems are not supported | |
| **Firewall** | 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. | |
| **RAM** | **OS specified Minimum RAM** | **4 GB RAM** or more |
| **Display** | Minimum Resolution: <br> **1024 x 768** in **16-bit color**. | Recommended Resolution: <br> **1920 x 1080** or higher in **32-bit color**. |
| | If using an external monitor, you must close your laptop and use an external keyboard, mouse, and webcam. <br> Multiple monitors are forbidden. <br> Touch screens are strictly forbidden. | |
| **Supported Internet Browsers** | The newest versions of Microsoft **Edge**, **Safari**, **Chrome**, and **Firefox**, for web registrations or downloading the secure browser. | |
| **Internet Connection** | For optimal performance, a reliable and stable connection speed of **6 Mbps down** and **3 Mbps** up is required. <br> We recommend testing on a wired network as opposed to a wireless network. <br> If testing from home, ask others within the household to avoid internet use during your exam session. | |

# OnVUE OP 3.0 Network Admin Min Specs

| | Minimum Required | Recommended Specifications |
|---|---|---|
| **Webcam** | The webcam may be internal or external. The webcam must be forward-facing and at eye level to ensure your head and shoulders are visible within the webcam. The webcam must remain in front of you and cannot be placed at an angle.<br><br>Webcam must have a **minimum resolution of 640x480 @ 10 fps**.<br><br>**Note:** **Mobile phones** are **strictly prohibited** as a webcam for exam delivery.<br><br>**Note:** Mac OS users may need to allow OnVUE within their **System Preferences: Security & Privacy: Privacy** settings for camera. | |
| **Sound & Microphone** | Verify the audio and microphone are not muted.<br><br>Headphones and headsets (wired or Bluetooth) are not allowed unless explicitly approved by your test sponsor.<br><br>**Note:** Mac OS users may need to allow OnVUE within their **System Preferences: Security & Privacy: Privacy** settings for microphone. | |
| **Browser Settings** | **Internet Cookies must be enabled.** | |
| **Device** | All tablets are strictly prohibited, unless they have a physical keyboard and meet the operating system requirements mentioned earlier. | |
| **Power** | Make sure you are connected to a power source before starting your exam to avoid draining your battery during the exam. | |
| **Mobile Phone** | You may have the option to use your mobile phone to complete the check-in process. The mobile must meet the following requirements:<br><br>• **Android** (**7+**, **Chrome**) or **IOS** (**12+**, **Safari**) operating systems<br>• A functioning **camera** with a **stable internet connection** (mobile phone is only used for completing admission steps, and must not be used during the exam)<br><br>Once you have completed the check-in steps, please place your mobile phone out of your arms reach where it is not accessible to you during the exam. As a reminder, phones are a prohibited item and should not be within your reach or visible to you while sitting in front of your computer. | |

# Mac special note

**Note**

Starting with **Mojave**, Mac OS users are required to grant permission to applications that need hardware access, which includes OnVUE. Candidates should be prompted to allow this application.

If candidates deny OnVUE the first time, they will not be prompted again and will need to manually grant permission through **System Preferences**. In **System Preferences**, they must allow OnVUE within the **Security & Privacy: Privacy** settings for *Microphone* and *Camera*. Additionally, OnVUE may require permission for *Automation* and *Input Monitoring*.

These technical requirements apply to any candidate taking an exam from their office or a location with a network administrator who controls the hardware, delivery software, network configurations (firewalls, etc.), or a combination of these variables that will impact the exam experience.

**Note**

**Most candidates will not be required to make any changes to successfully take Online Proctored exams.**

# OnVUE Advanced Technical Requirements for the Networking Professional

This information below describes a full set of technical requirements and configuration settings necessary for delivering **Online Proctored** exams using OnVUE and Pearson VUE Browser Lock or Pearson ITS Secure Browser. The configuration settings and technical requirements described are targeted at an audience of mid to higher level technical skill.

These configuration settings and requirements should only be implemented if you are confident, you understand and can implement these settings and configuration changes. If you do not understand these configuration settings and requirements **DO NOT make changes without first consulting with a Technology Professional.**

# Required Configurations

- **Recommended:** Ensure any security software will not block execution of JavaScript.

- The following URLs may need to be added as trusted sites under Internet Settings. This can be done by going to the **Control Panel | Internet Options | Security** tab. Select **Trusted Sites**. Click the **Sites** button and add the following items to the list of websites. You may need to deselect the ***Require server verification (https:) for all sites in this zone*** option.

  - http://*.pearson.com & https://*.pearson.com
  - http://*.pearsonvue.com & https://*.pearsonvue.com
  - http://*.proctorcam.com & https://*.proctorcam.com
  - http://*.starttest.com & https://*.starttest.com
  - http://*.starttest2.com & https://*.starttest2.com
  - http://*.programworkshop.com & https://*.programworkshop.com
  - https://*.twilio.com
  - https://*.pvue2.com
  - https://*.ably.io
  - https://*.ably-realtime.com
  - https://*.wowza.com
  - https://*.onvue.com

**Warning**

Sometimes it works better on certain systems if you add them in one of these fashions:

(1) http://starttest.com

(2) http://starttest2.com

(3) *.starttest.com*

(4) *.starttest2.com*

(5) *.programworkshop.com*

# Network & Domain Level Configuration Settings

This section describes the configuration settings necessary on the LAN / WAN used for IBT Exam Delivery. A moderate to high level of technical skill may be necessary to comply with these settings. **DO NOT make changes that you do not understand** without first consulting a Technology Professional.

- **Pearson Strongly Recommends** using a wired network rather than a wireless network, as it provides better exam delivery performance.

- **Pearson Strongly Recommends** avoiding network configurations involving **VPN, Proxy Servers, Advanced Firewall Security Configurations**, and other network security measures such as but not limited to **Packet Filtering or Packet Inspection**. These advanced security configurations are known to cause moderate to severe degradation in exam delivery performance.

- For **Pearson IBT Exams** Port **80** (HTTP), Port **443** (HTTPS), and Port **1935** (video streaming) must have sustained continuous connections. It is **strongly recommended** that traffic on these ports should be completely unrestricted.

# Troubleshooting tips for System Administrators

If you are having a problem with our secure browser, Pearson VUE Browser Lock, please note the following:

Browser Lock is intended to prevent software from running, such as Photoshop or other screen capture software, screen sharing, or mirroring software, and it prevents key shortcuts that would allow you to switch applications or use software that is not allowed during your exam.

Most software can be shut down on a Microsoft Windows computer on the **Task Manager | Processes** tab, but some might be located under **Task Manager | Services**. Browser Lock is also designed to let accessibility software such as screen readers or magnification software run with an accommodation.

If your employees are encountering problems with our secure browser, or if your employees are experiencing issues with an application, please fill out the Corporate Network Application Requests form.