Steps to Prepare for the ABHRS Certification Examination (OnVUE delivery)

To take the examination through the OnVUE online proctored delivery method, you must have an **enclosed, quiet, and well-lit room** with a computer that has a camera and microphone. You will consent to monitoring throughout your test via webcam and microphone. Audio and video will be recorded and a proctor may contact you if they witness any questionable behavior.

No third party may be in the room for the duration of the examination. Your work station must be clear of personal and preparatory items such as electronic devices. An inspection of your ID and the room will take place just prior to the examination, and you'll be asked to take photos of the area during check-in. Additional details are included in your appointment confirmation email.

To ensure your equipment meets the technical requirements and you have the optimal examination administration experience, we recommend the following:

Before Examination Day
- Make sure you have the **minimum technical requirements**. [OnVUE OP 3.0 Network Admin Min Specs (pearsonvue.com)](#)
- **Run a system test** a week before the exam to ensure your computer is compatible and your internet service where you will take the exam is sufficient. Running the test in advance gives you the opportunity to make any necessary upgrades.
- Run the system check again 2-3 days before the exam.

Equipment
- **Use a desktop or laptop computer**. Tablets may be used only as a screen, paired with an external keyboard. Touchscreen technology cannot be used when testing online.
- Don't forget a power cord.
- **Single monitor only**. Remove extra monitors from the room, or at least unplug them before taking your test-space photos during check-in.
- **External mouse, keyboard and webcam**. You'll only need these if you plan to use either a tablet as a screen, or an external monitor with a laptop – in which case you'll need to keep your laptop lid closed.

About Internet Connections
- Use a **wired** internet connection rather than Wi-Fi, if possible.
- If using Wi-Fi, ask that others do not use the internet during your exam.
- Disconnect any VPNs if you have them.
- It is recommended that you do not use an employer-issued computer to test with OnVUE.

To perform a system test, click on the **Test your system** link in your appointment confirmation email. You will be taken to a page on the Pearson website that looks like this.

System Test

☐ I confirm that on my exam day I will be using this same testing space, computer, and internet connection.

Alert! Work computers generally have more restrictions that may prevent a successful test. Ensure you are not behind a corporate firewall, and shut down any **Virtual Private Networks** (VPNs) or **Virtual Machines**.

1. Copy Access Code	2. Download OnVUE	3. Run OnVUE
Click '**Copy Access Code**'.	Click '**Download**'.	Run the OnVUE application from your Downloads folder.
This code will authorize you to perform a system test.	Download	
601-242-876		
Copy Access Code		

Your Testing Space
- You must take your exam in an enclosed, private space that allows you to maintain a strong and stable internet connection.
- An ideal testing space allows you to close all doors to avoid interruptions.
- No third party may be in your space for the duration of your exam.
- The following spaces are not recommended:
  - Public places like libraries or coffee shops where other people can enter your space and you would use a shared Wi-Fi connection.
  - Hotels, where Wi-Fi connections may be insufficient and don't allow for basic troubleshooting.
  - Corporate offices, where firewalls, VPNs or other security measures may block video streaming.
- Your computer screen must be positioned to face you directly.
- Your background environment must not allow for anyone else to view your screen, so avoid testing near windows or glass partitions.

Personal Items
- Prepare your test area before test day.
- Keep the area tidy for inspections.
- Items not allowed in the test area include:
  - Mobile phones*, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers and watches.
  - Books or notes.
  - Writing instruments, paper, notepads.
  - Wallets, purses or handbags.
  - Eyeglass cases.
  - Firearms or other weapons.
  - Headphones/headsets.

*Mobile phone use
You may use your cell/mobile phone while checking in for your exam and/or if you experience a technical issue. Any other use, including but not limited to taking a call and having a conversation with anyone other than a Pearson VUE proctor, texting, accessing apps, etc., may result in your exam being revoked/terminated.

Storing Your Phone
- Once your exam has started, keep your mobile phone in the room where you're testing, but out of arms reach. **Your phone may not be kept in your testing workspace.**
- If you need to access your phone during the exam you may reach for it, but stay within the webcam view. The proctor must be able to see you access the phone.

Incoming Calls
- If your phone rings during the exam, limit your interaction to identifying the caller.
- If a proctor is contacting you, the number will display as 617-379-0635, and/or caller ID may identify the number as Pearson VUE. If this number or contact appears, please answer the call.
- Any mobile phone use other than engaging with a proctor is strictly prohibited and will result in your exam being revoked. If your phone rings and the call is not from Pearson VUE, **do not answer it.**

Outbound Calls and if Connectivity is Lost
- You may not make outbound calls for any reason.
- If you need help during your exam, click the **Chat** icon at the top of the screen to contact a proctor.
- **If you lose your internet connection**, the exam timer will pause, and a proctor will attempt to contact you either through your computer or by phone. Note: **You must respond or your testing session will be revoked**. Should you lose connection, or if a proctor asks you to restart OnVUE, you can relaunch the application as follows:
  - o Locate your Downloads folder and reopen the OnVUE application.
  - o Complete any necessary check-in steps and then click Next. Your exam should reload and begin. If your exam does not relaunch, contact OnVUE's customer service team via chat for additional support.
- Once your connection is reestablished, you will resume your exam from the questions you left.

Silencing Your Phone
- If you need to silence your phone after the exam has begun, first alert a proctor, then wait for their acknowledgement to ensure they understand you are accessing your phone only to silence any notifications.
- Once you have silenced your phone, move it back to a place where you won't have immediate access to it.

Other Notifications
- Pearson will not text you during your exam. If you receive a text notification, ignore the notification and continue testing.
- If an alarm sounds on your phone, first alert a proctor, then wait for their acknowledgement to ensure they understand you are accessing your phone only to silence the alarm.
- Once you have silenced the alarm or notification, move your phone back to a place where you won't have immediate access to it.

Using the Whiteboard
- You may not use paper in the exam. Instead, you may use the built-in electronic whiteboard feature for scratch work during the exam. Learn more and practice using the whiteboard here. [Whiteboard // OnVUE // Pearson VUE](#)

Clothing and Accessories
- You must be fully clothed throughout your exam. You may not wear the following:
  - Coats or jackets
  - Barrettes or hair clips larger than ¼ inch wide
- You may wear head scarves, hair wraps, billed caps (baseball caps), brimmed hats (e.g. fedoras) and religious apparel. Generally, all head coverings and hat types are allowed as long as your eyes remain visible to the proctor throughout the exam.

Taking Breaks
- Breaks may not be taken during your exam other than the **scheduled** 15 minute break between sections one and two of the exam.
- At the time of the scheduled break, instructions will appear on your computer screen. Be sure to follow the steps provided to begin your scheduled break. If you do not, or **if you take an unscheduled break, your exam will be revoked.**

Eating, Drinking and Smoking
- Beverages in any container are allowed, but remember, you only have one break in your exam, so plan accordingly.
- You may not eat, smoke or use tobacco products at any time.

Acceptable ID
- All IDs must be valid, government-issued originals (i.e., not a photocopy)
- ID must include the test-taker's name and a recent, recognizable photo
- The first and last name on the ID must match the first and last name used to register for the exam
- Acceptable: International travel passport, Driver's license, ID card (national, state or province), Alien registration card (green card or permanent resident/visa)
- Unacceptable: Digital IDs

Signing Into the Exam
- First, you will go through the check-in process. In your appointment confirmation email, click on **Check in to start exam**.
  - Make sure your room is ready for inspection.
  - Have your ID ready.
  - Have your mobile phone nearby to provide your check-in headshot photo. A mobile phone works best, but a webcam works as well.
  - Check in 30 minutes before your scheduled appointment time.
  - Be sure you have shut down all other applications running on your computer.
  - You will be asked to take photos of your testing space.
- Following your check-in, you will be taken directly to the start of the exam.

Examination Day Do's and Dont's
Visibility/Movement

- Throughout your exam, you must stay in your designated testing space, in view of your webcam, with the exception of the scheduled break. Your eyes must face forward at all times, and you may not cover your webcam. Additionally, unless prompted by the greeter or proctor, do not move your webcam once the exam has started.

Communicating with Others

- Once you've started your exam, nobody may enter or even pass through your testing space, and you may not communicate with anyone other than your proctor.

Speaking Aloud

- You may not read the test questions aloud, nor may you cover your mouth, attempt to hide your face, or move out of view of the webcam.

Assistance
View the OnVUE Testing Experience video on YouTubeTV.

Note: For ABHRS, to log into your exam, use the Check in to start exam link in your appointment confirmation email.

https://www.youtube.com/watch?v=OSWXzhavOwg

If you experience any problems on examination day, click the chat icon and a proctor will assist you. Do not use your mobile phone to contact Pearson VUE customer service during your exam, as this violates policy. The chat feature is your best option.

If a proctor does not respond, you may be experiencing a connectivity issue. (See *Outbound Calls and if Connectivity is Lost* above.)

If you have any questions or concerns prior to examination day, please contact ABHRS at info@abhrs.org or, 219-836-8585 or NBOME at clientservices@nbome.org, 866-479-6828.