OnVUE: system test required

Analysis has shown that candidates who pass a system test before their exam are more likely to succeed than those who do not. That is why we now require candidates to have a passing OnVUE system test result on record before admitting them for an exam.

With system test enhancements made in the past few years, candidates have an earlier opportunity to identify potential technical issues in the process that would interfere with their ability to test. This includes issues that would previously have been found only during check-in or during the testing session, such as secure browser violations and video-streaming issues

How does a required system test work?

We track system-test results for candidates when they take the system test from the link in their registration or rescheduling confirmation email or on the registration website. Those links have the specific candidate's registration ID embedded in them, so we can associate their system test results with their records. (Candidates using an anonymous system test link will be warned that the system test is off the record and will not count toward the requirement.)

Any candidate who has a successful system test on record can proceed directly to check-in on exam day. Candidates who don’t have a successful system test on record will be forced to take a same-day system test before starting the check-in process.

If these candidates pass the same-day system test, they will proceed to check-in to take photos of their face and ID and ultimately connect with a greeter to release their exam. If they fail any part of the test, we provide them with troubleshooting information to help resolve their issues and they can try again.

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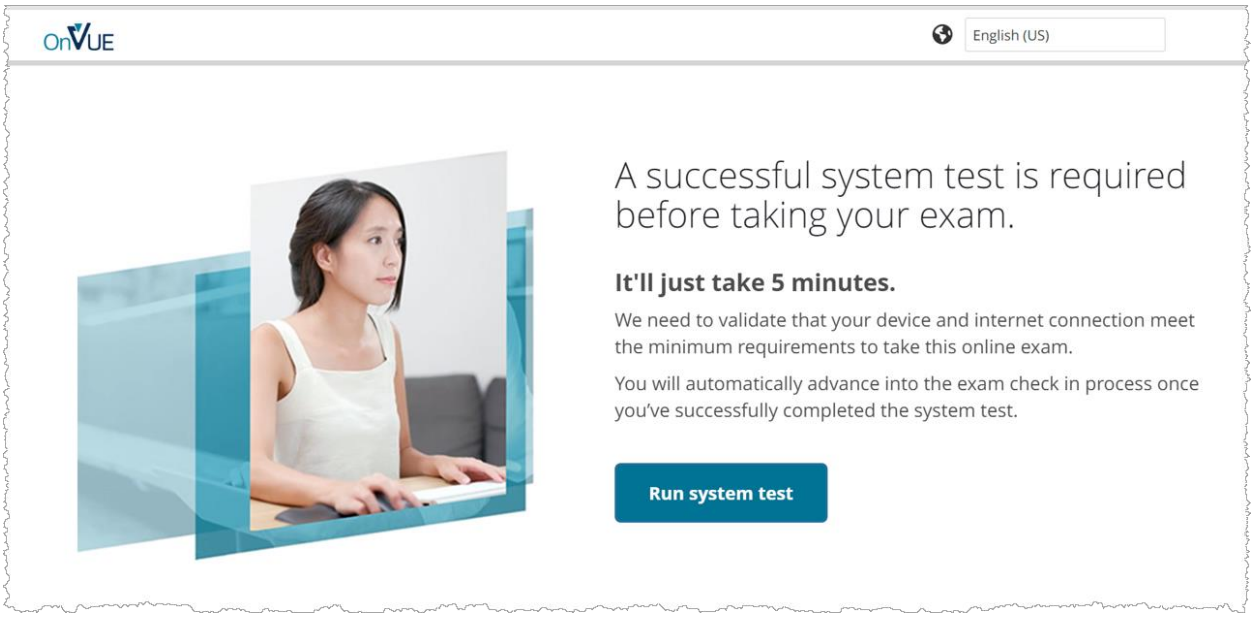
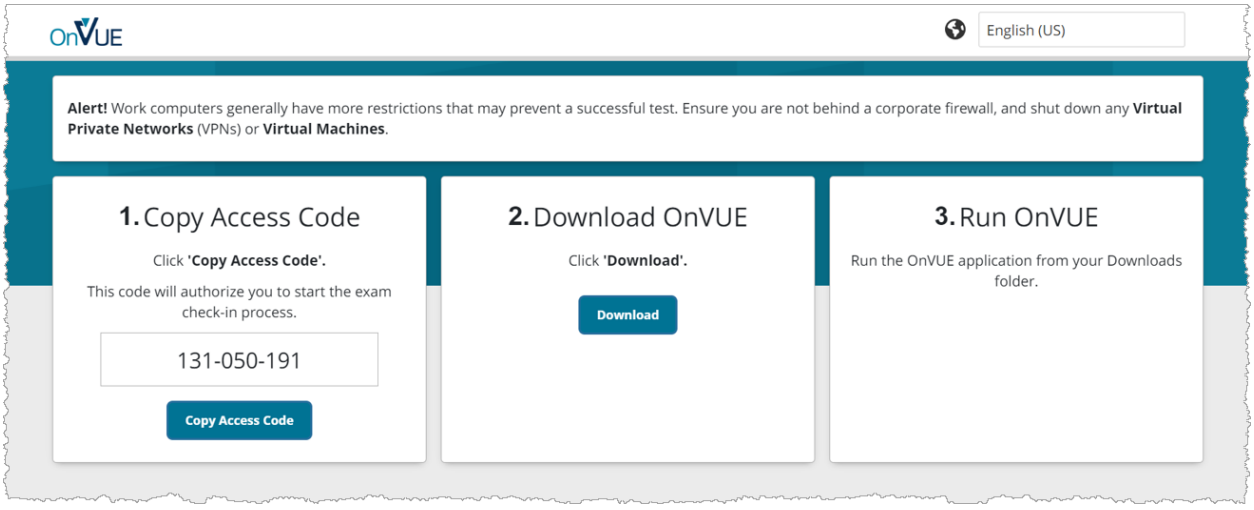
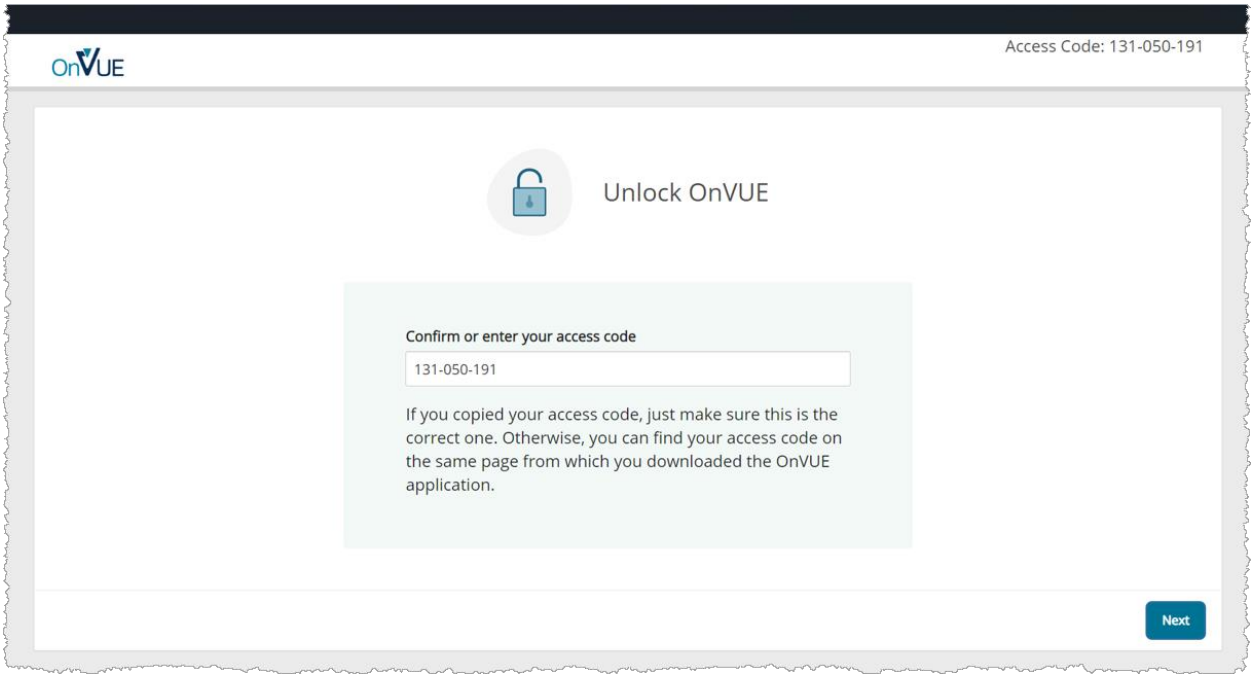
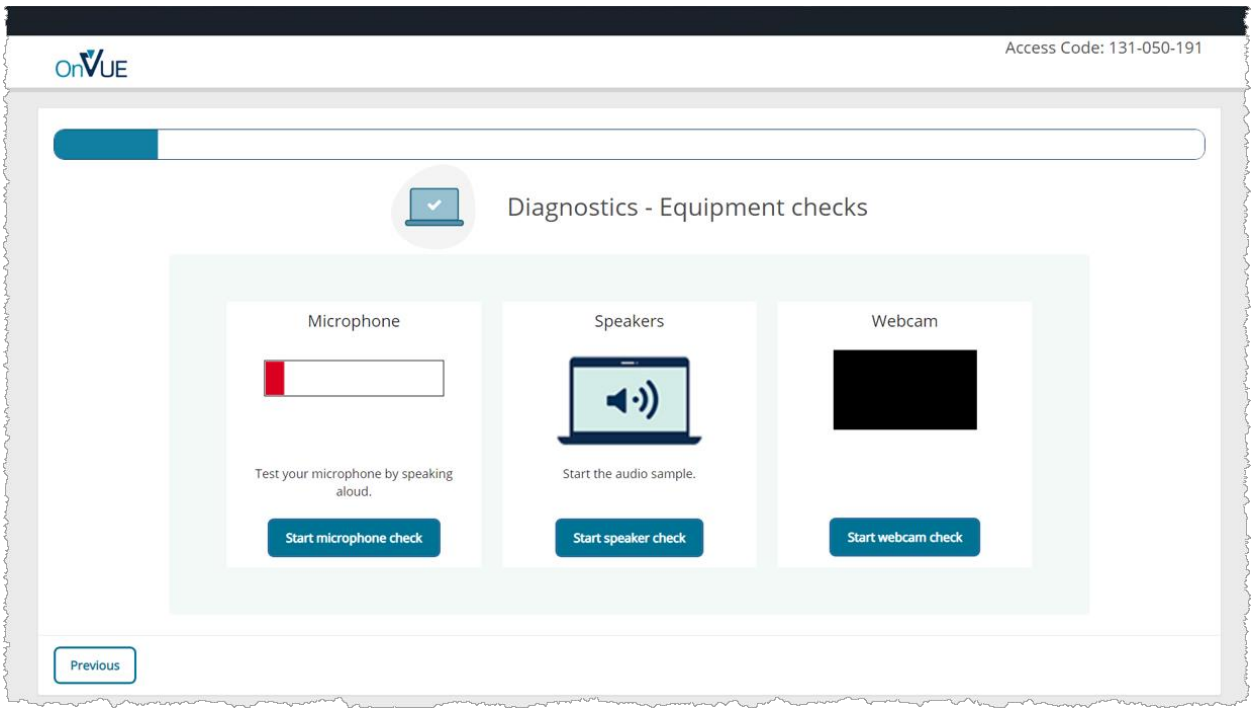
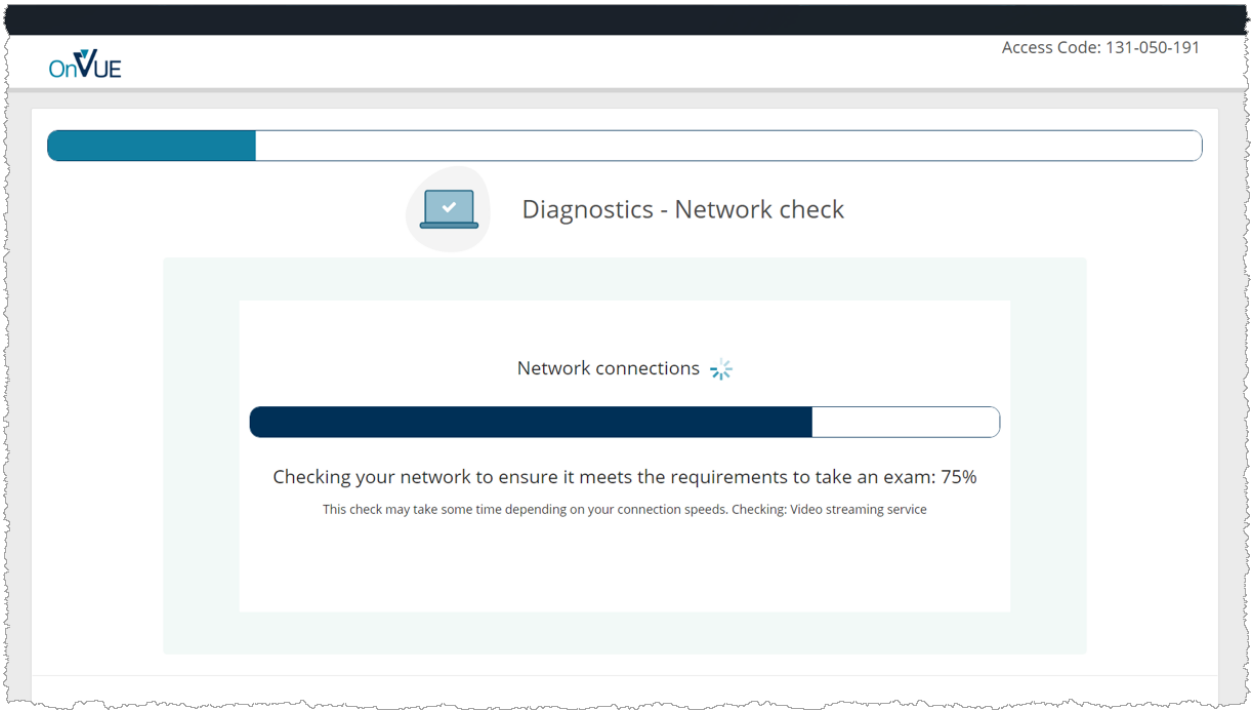
Here's how the same-day system test flow looks during exam check-in for a candidate *without* a successful system test on record.

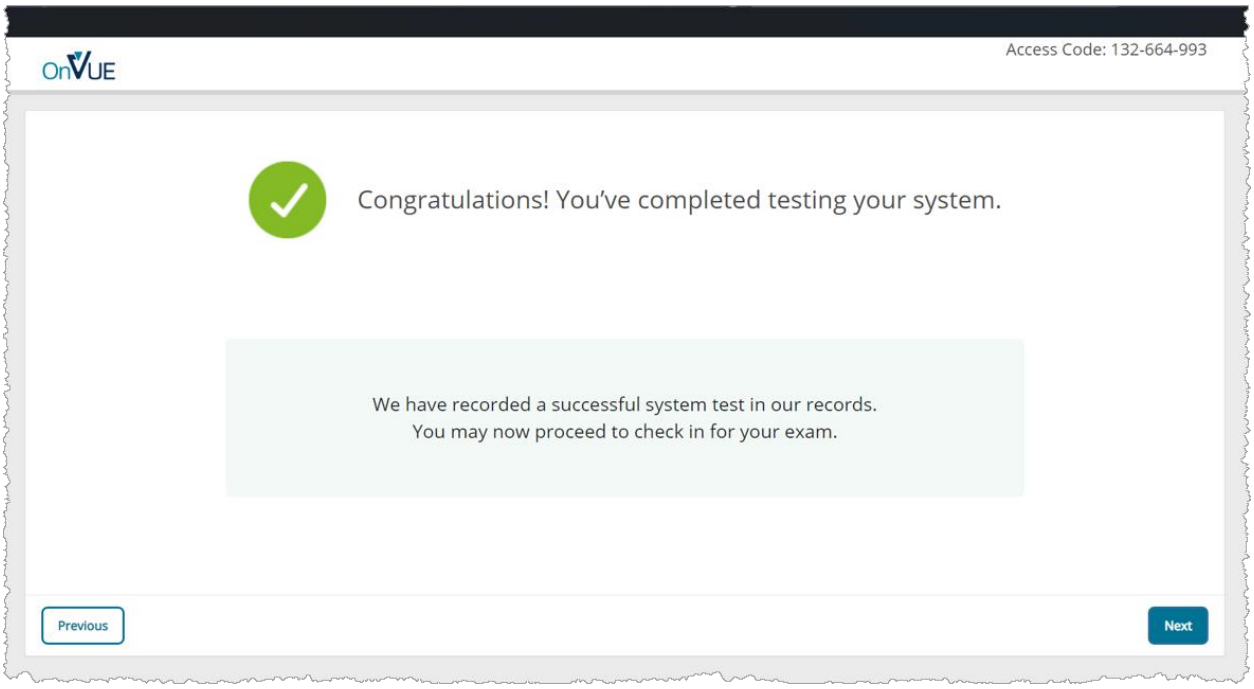


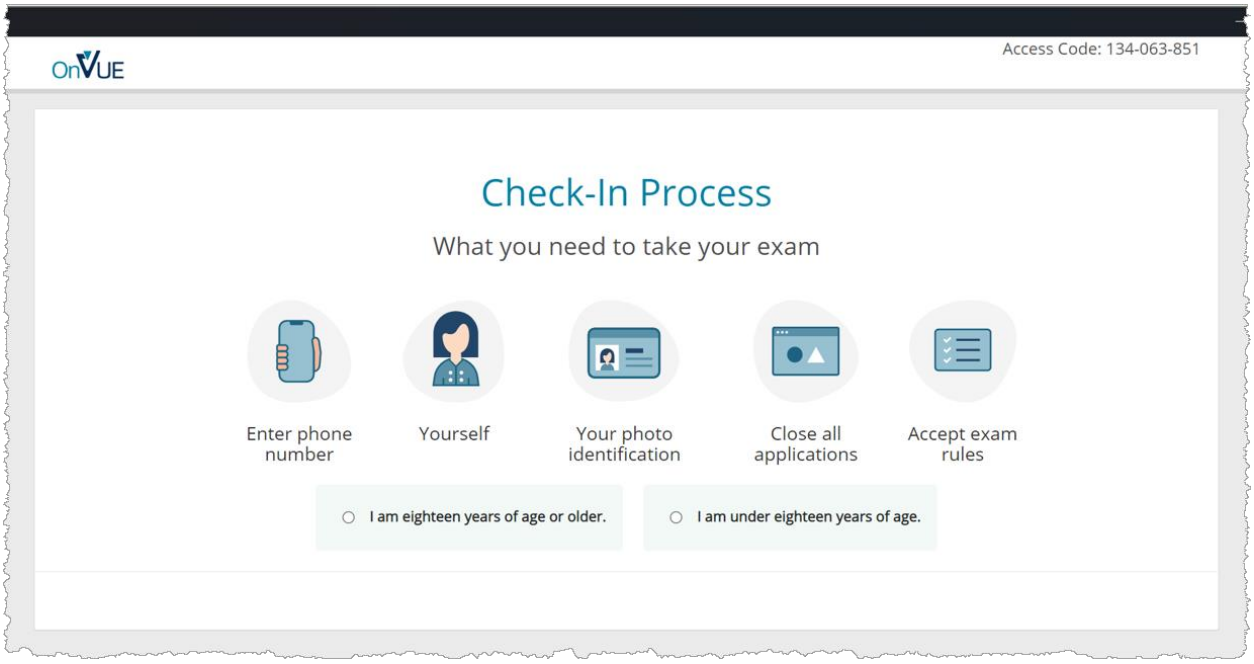


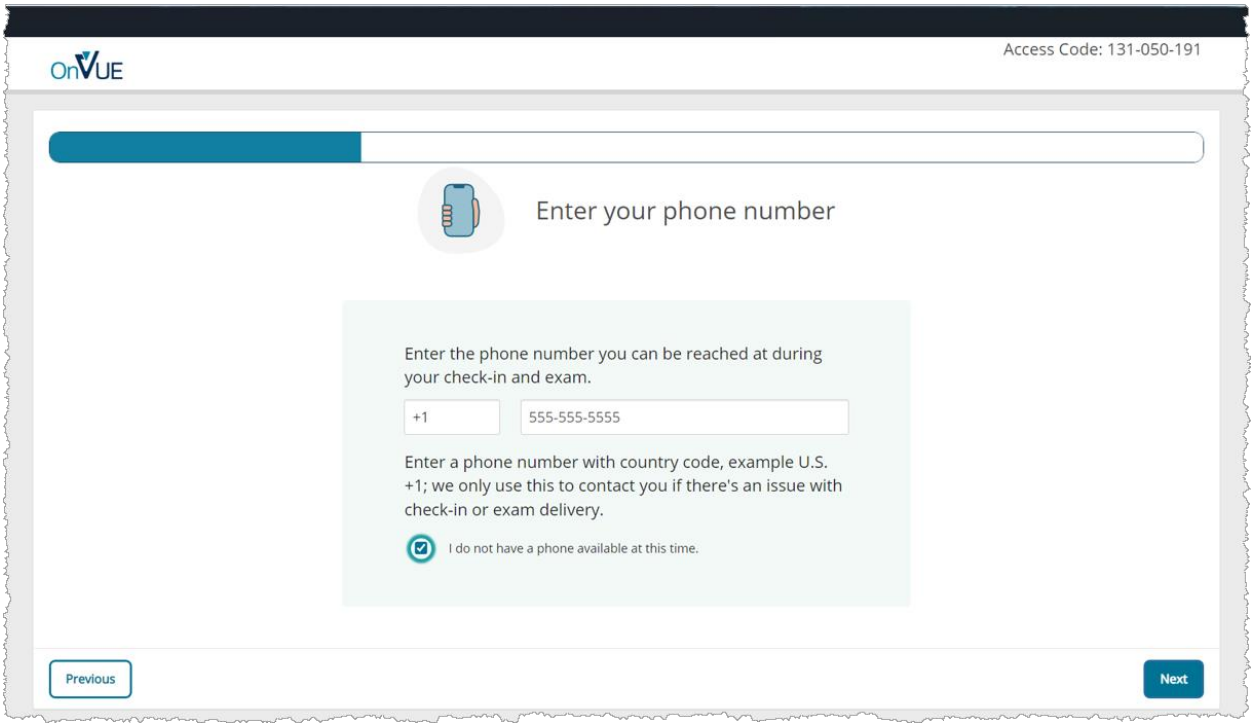

OnVUE
Access Code: 131-050-191
Unlock OnVUE
Confirm or enter your access code
131-050-191
If you copied your access code, just make sure this is the correct one. Otherwise, you can find your access code on the same page from which you downloaded the OnVUE application.
Next

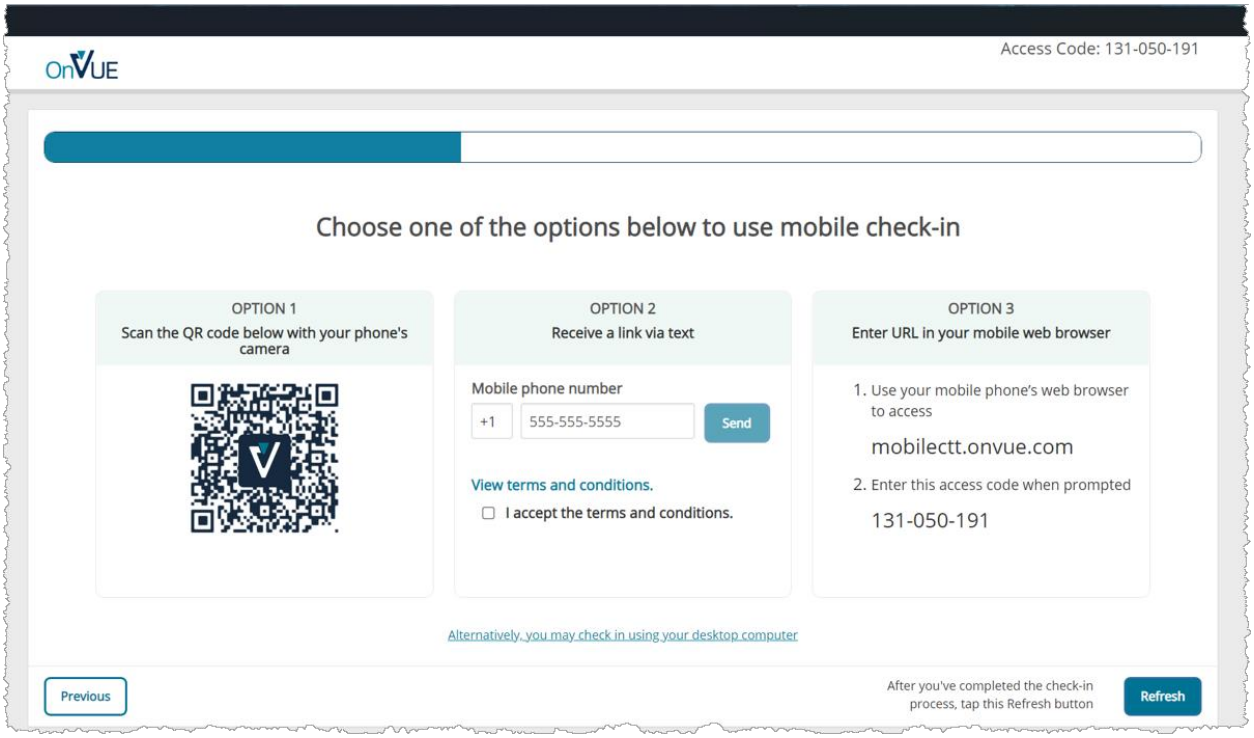

OnVUE
Access Code: 131-050-191
Diagnostics - Equipment checks
Microphone
Test your microphone by speaking aloud.
Start microphone check
Speakers
Start the audio sample.
Start speaker check
Webcam
Start webcam check
Previous

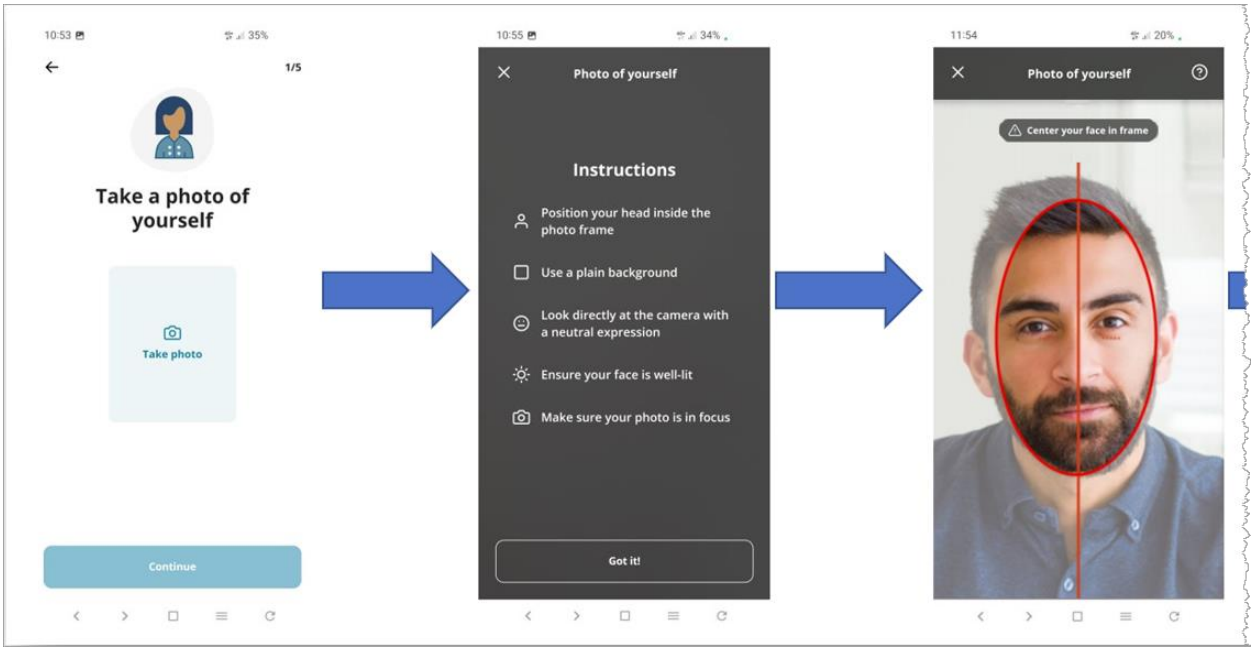

OnVUE
Access Code: 131-050-191
Diagnostics - Network check
Network connections
Checking your network to ensure it meets the requirements to take an exam: 75%
This check may take some time depending on your connection speeds. Checking: Video streaming service


OnVUE
Access Code: 132-664-993
Congratulations! You've completed testing your system.
We have recorded a successful system test in our records.
You may now proceed to check in for your exam.
Previous
Next

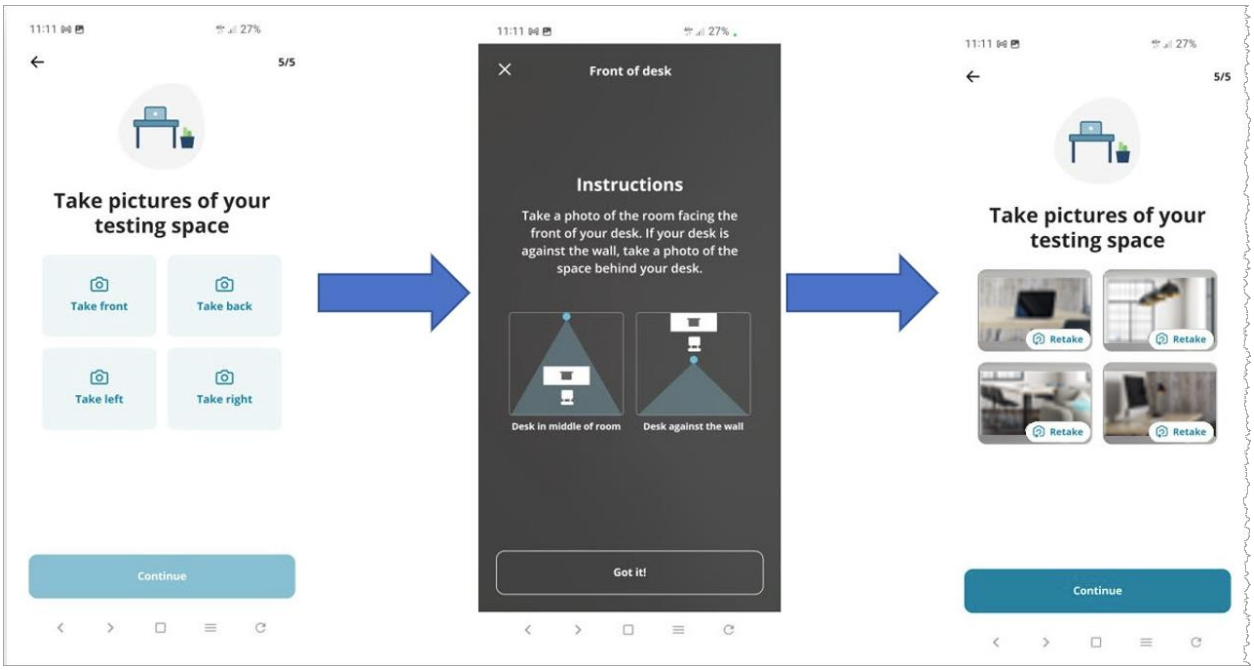

OnVUE
Access Code: 134-063-851
Check-In Process
What you need to take your exam
Enter phone number
Yourself
Your photo identification
Close all applications
Accept exam rules
I am eighteen years of age or older.
I am under eighteen years of age.

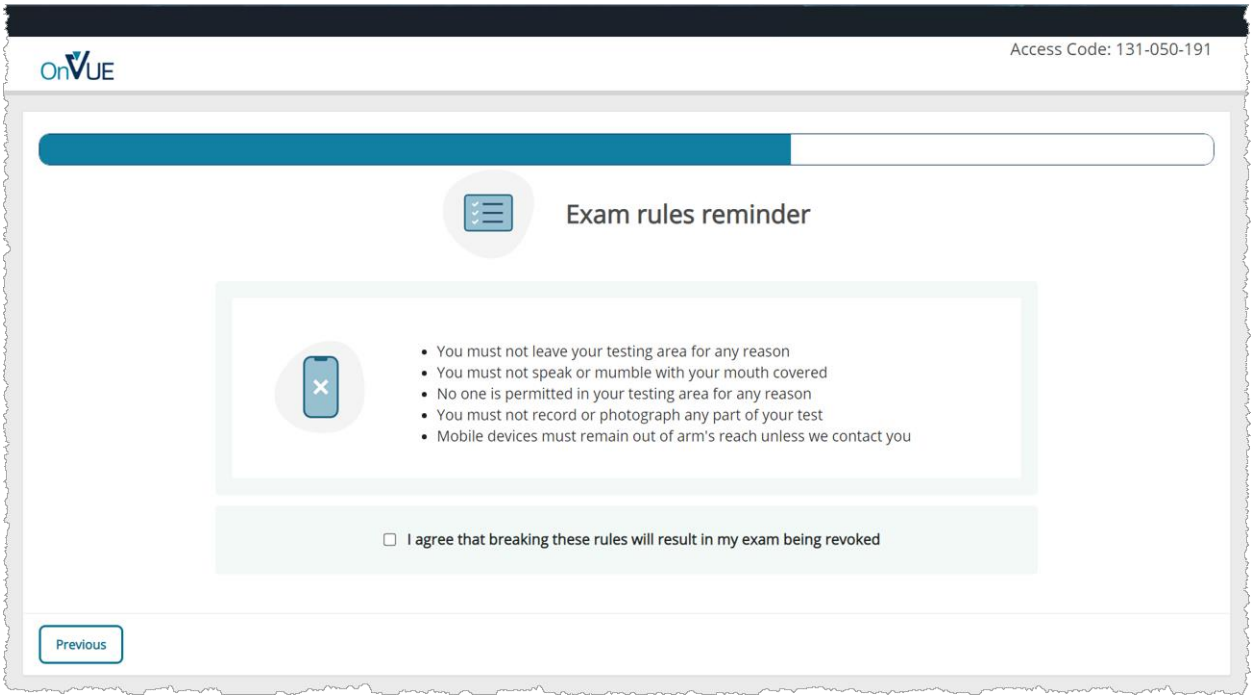

OnVUE
Access Code: 131-050-191
Enter your phone number
Enter the phone number you can be reached at during your check-in and exam.
+1
555-555-5555
Enter a phone number with country code, example U.S. +1; we only use this to contact you if there's an issue with check-in or exam delivery.
I do not have a phone available at this time.
Previous
Next

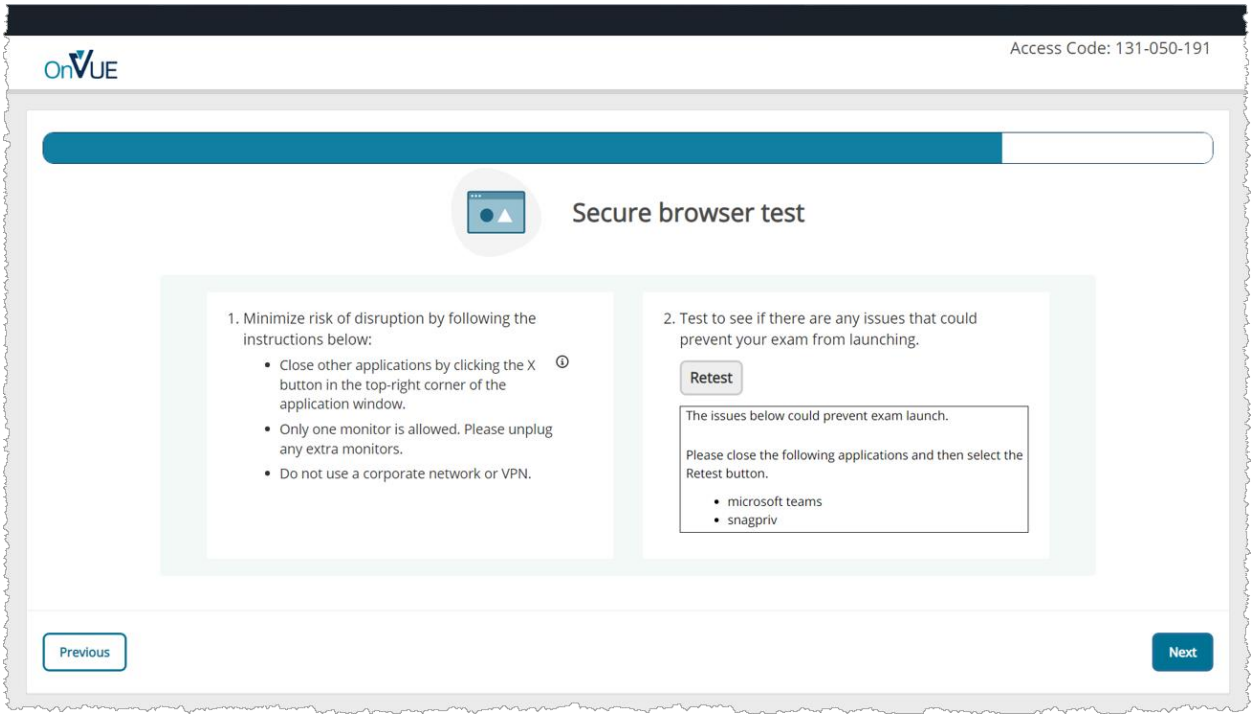

OnVUE
Access Code: 131-050-191
Choose one of the options below to use mobile check-in
OPTION 1
Scan the QR code below with your phone's camera
OPTION 2
Receive a link via text
Mobile phone number
+1
555-555-5555
Send
View terms and conditions.
I accept the terms and conditions.
OPTION 3
Enter URL in your mobile web browser
1. Use your mobile phone's web browser to access
mobilectt.onvue.com
2. Enter this access code when prompted
131-050-191
Alternatively, you may check in using your desktop computer
Previous
After you've completed the check-in process, tap this Refresh button
Refresh

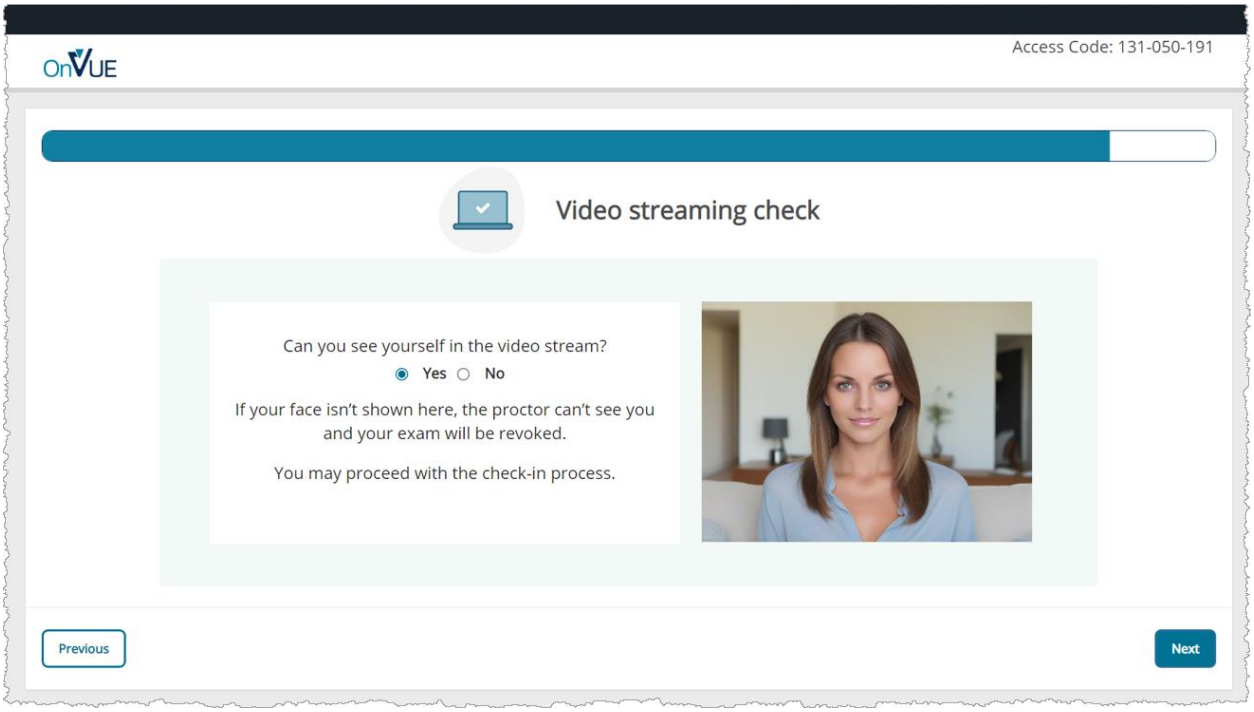

1/5
Take a photo of yourself
Take photo
Continue
Photo of yourself
Instructions
Position your head inside the photo frame
Use a plain background
Look directly at the camera with a neutral expression
Ensure your face is well-lit
Make sure your photo is in focus
Got it!
Photo of yourself
Center your face in frame

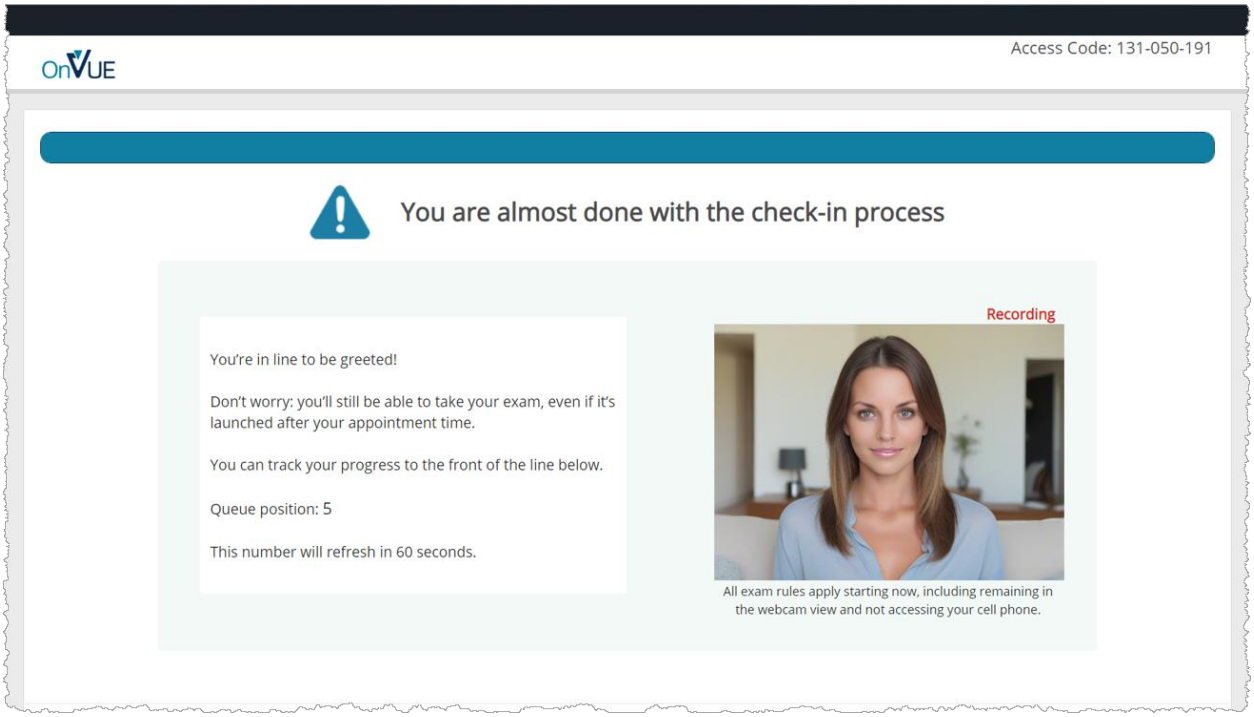
2/5
Provide ID details
Driver's license
Passport
Other government photo ID
ISSUING COUNTRY
United States
Continue
3/5
Take a photo of your driver's license
Front of ID
Back of ID
Continue
Front of ID
Instructions
Lay ID flat on a solid, dark-colored surface
Ensure ID is well-lit
Focus the camera and make sure the license is not obscured at all
Make sure there are no glares or reflections
Ensure all four corners are visible
Got it!


5/5
Take pictures of your testing space
Take front
Take back
Take left
Take right
Continue
Front of desk
Instructions
Take a photo of the room facing the front of your desk. If your desk is against the wall, take a photo of the space behind your desk.
Desk in middle of room
Desk against the wall
Got it!
5/5
Take pictures of your testing space
Retake
Retake
Retake
Retake
Continue


OnVUE
Access Code: 131-050-191
Exam rules reminder
You must not leave your testing area for any reason
You must not speak or mumble with your mouth covered
No one is permitted in your testing area for any reason
You must not record or photograph any part of your test
Mobile devices must remain out of arm's reach unless we contact you
I agree that breaking these rules will result in my exam being revoked
Previous


OnVUE
Access Code: 131-050-191
Secure browser test
1. Minimize risk of disruption by following the instructions below:
Close other applications by clicking the X button in the top-right corner of the application window.
Only one monitor is allowed. Please unplug any extra monitors.
Do not use a corporate network or VPN.
2. Test to see if there are any issues that could prevent your exam from launching.
Retest
The issues below could prevent exam launch.
Please close the following applications and then select the Retest button.
microsoft teams
snagpriv
Previous
Next


OnVUE
Access Code: 131-050-191
Video streaming check
Can you see yourself in the video stream?
Yes
No
If your face isn't shown here, the proctor can't see you and your exam will be revoked.
You may proceed with the check-in process.
Previous
Next


OnVUE
Access Code: 131-050-191
You are almost done with the check-in process
You're in line to be greeted!
Don't worry: you'll still be able to take your exam, even if it's launched after your appointment time.
You can track your progress to the front of the line below.
Queue position: 5
This number will refresh in 60 seconds.
Recording
All exam rules apply starting now, including remaining in the webcam view and not accessing your cell phone.

What if candidates don’t pass the system test?

Candidates whose setup fails any of the diagnostic checks in the system test receive tailored troubleshooting information designed to help resolve their issues. After taking corrective actions, they can try the individual checks again or repeat the system test by starting it the same way they did previously.

Candidates who fail the system test multiple times can also contact our operations team 24/7 via chat on the OnVUE ‘Download Page’.

In testing programs that have implemented the OnVUE self-service rescheduling feature, candidates who fail the system test on exam day before being allowed to connect with a greeter can use that feature to reschedule their exam. This gives them additional time to troubleshoot setup and connection issues or to find an alternative setup to use for taking their exam.

If candidates are still unable to pass the system test on any equipment available to them, we recommend scheduling an exam appointment at a testing center.

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