

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

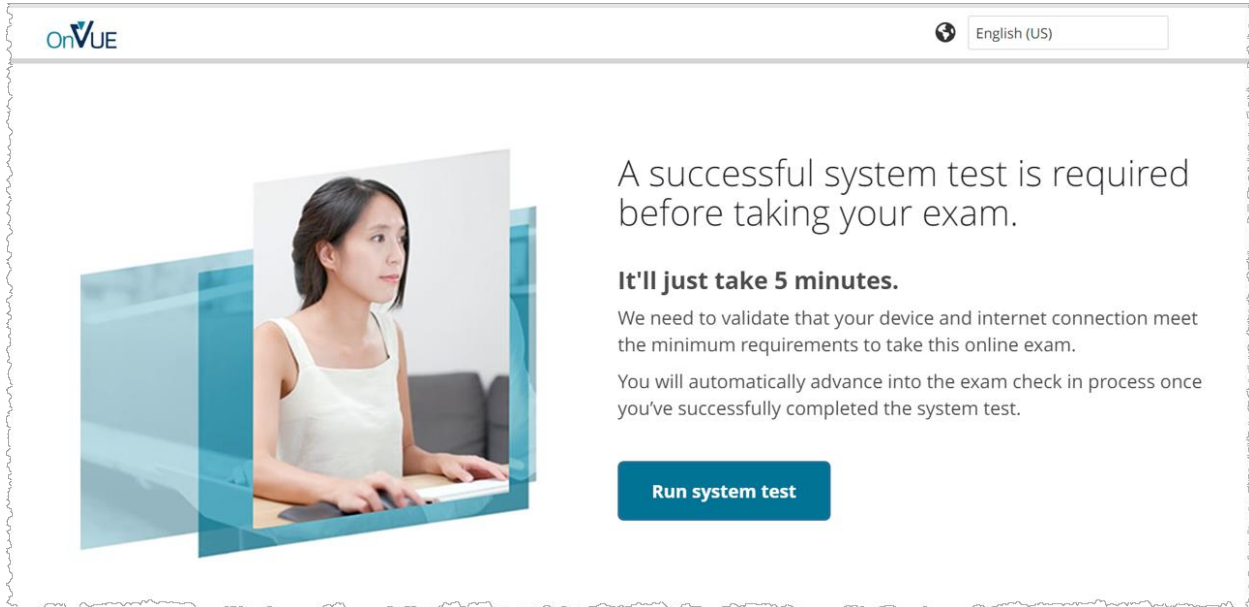
How does a required system test work?

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.)

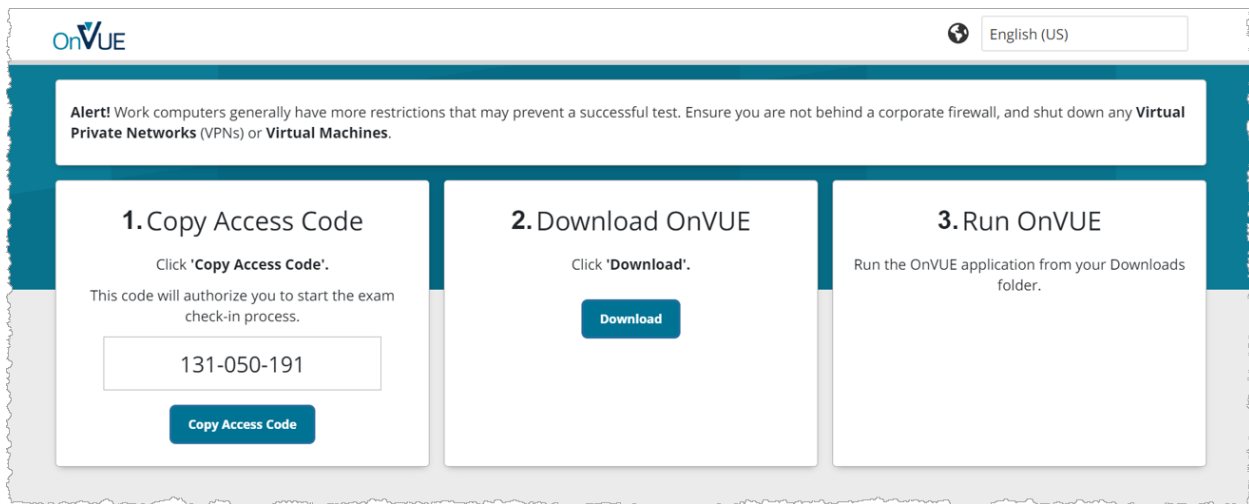
Any candidate who has a successful system test on record can proceed directly to check-in on exam day. Candidates who don't have a successful system test on record will be forced to take a same-day system test before starting the check-in process.

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.

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



The screenshot shows the OnVUE interface. At the top left is the OnVUE logo, and at the top right is a language dropdown menu set to "English (US)". The main content area features a 3D-style image of a woman sitting at a desk with her hands on a keyboard. To the right of the image, the text reads: "A successful system test is required before taking your exam." Below this, it states: "It'll just take 5 minutes." and "We need to validate that your device and internet connection meet the minimum requirements to take this online exam." It further explains: "You will automatically advance into the exam check in process once you've successfully completed the system test." At the bottom right of the main content area is a blue button labeled "Run system test".



The screenshot shows the OnVUE interface with a teal header. At the top left is the OnVUE logo, and at the top right is a language dropdown menu set to "English (US)". Below the header is a white alert box with a teal border containing the text: "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**." Below the alert box are three white panels with teal borders, each containing a step in the process:

- 1. Copy Access Code**
Click 'Copy Access Code'.
This code will authorize you to start the exam check-in process.
A text input field contains the code "131-050-191".
A blue button labeled "Copy Access Code" is at the bottom.
- 2. Download OnVUE**
Click 'Download'.
A blue button labeled "Download" is at the bottom.
- 3. Run OnVUE**
Run the OnVUE application from your Downloads folder.



Unlock OnVUE

Confirm or enter your access code

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



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



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



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

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.



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.

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Next

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

[View terms and conditions.](#)
 I accept the terms and conditions.

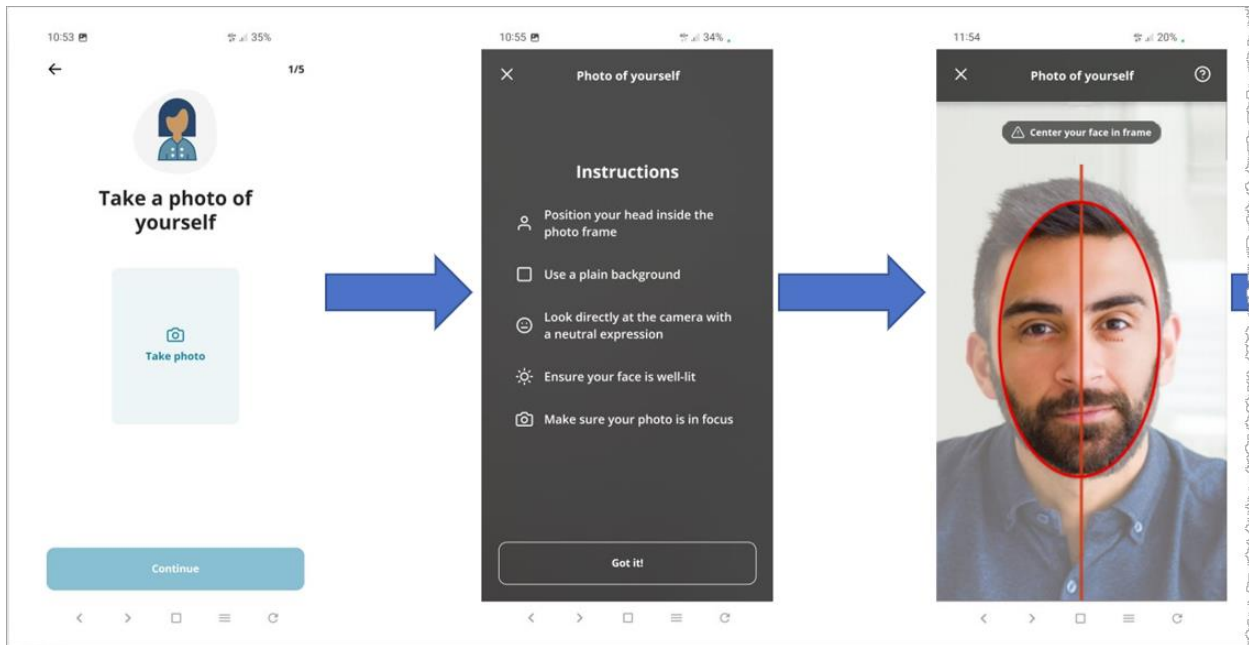
OPTION 3
Enter URL in your mobile web browser

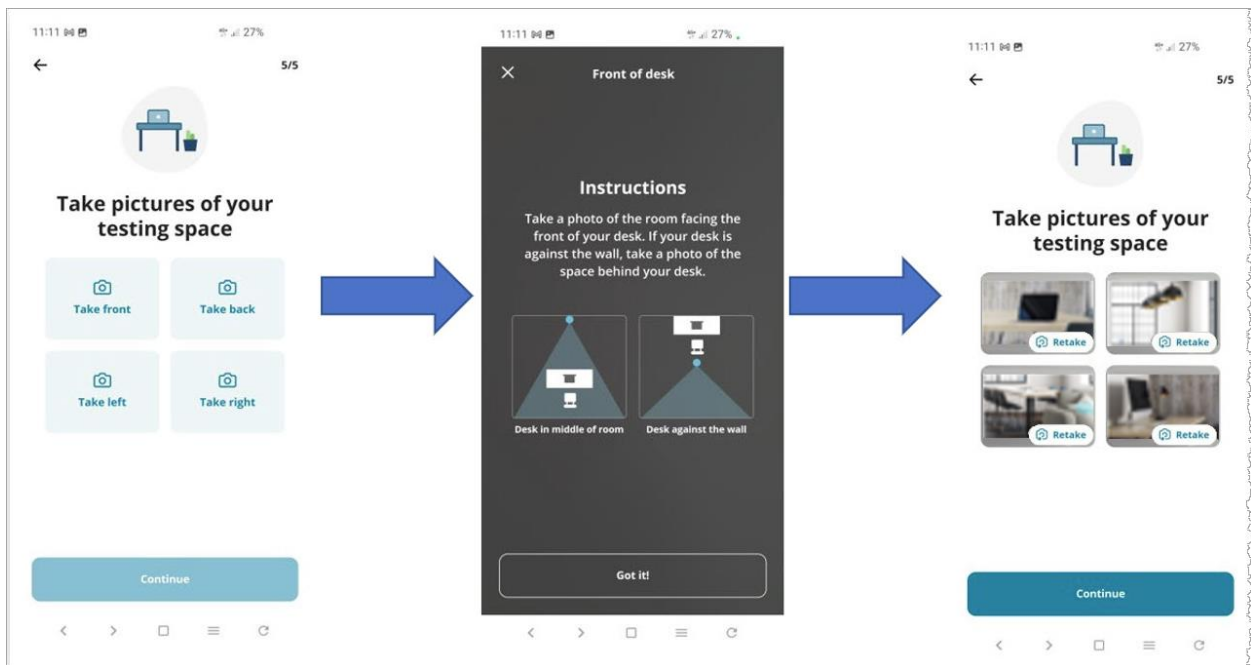
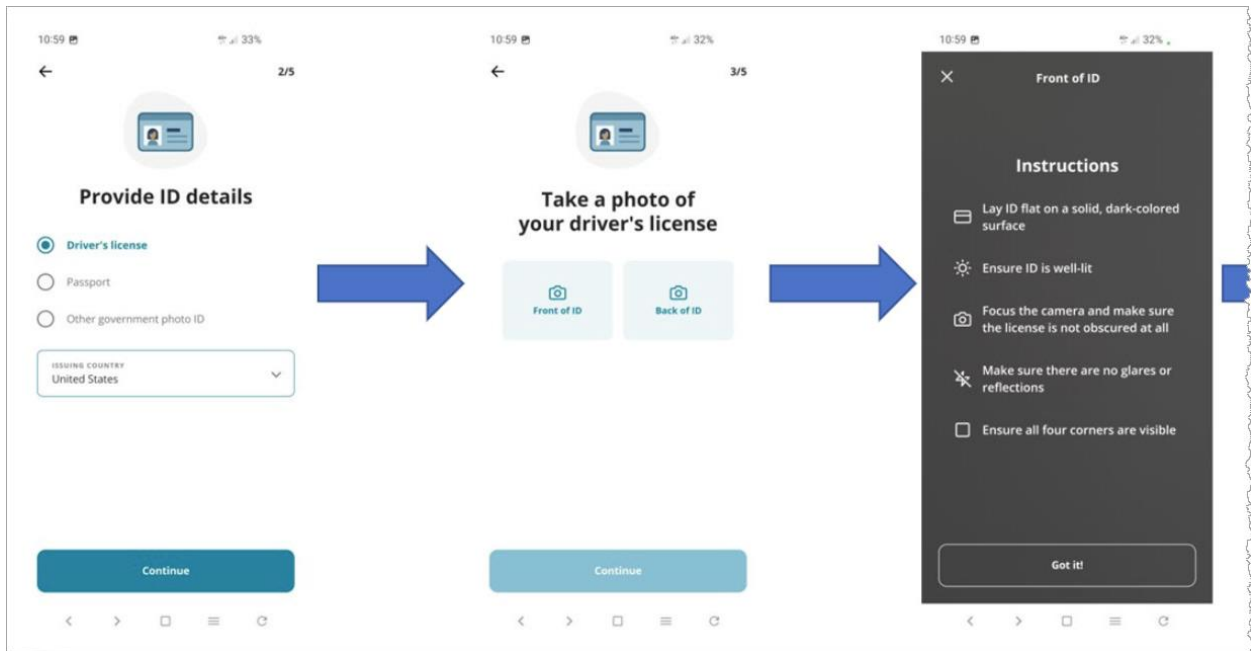
1. Use your mobile phone's web browser to access
mobilectt.onvue.com

2. Enter this access code when prompted
131-050-191

[Alternatively, you may check in using your desktop computer](#)

After you've completed the check-in process, tap this Refresh button







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

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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

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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



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.