

# OnVUE ONLINE PROCTORING FREQUENTLY ASKED QUESTIONS

Updated: October 1, 2020

**Q:** What is HRCI® online proctoring?

**A:** Effective May 1, 2020, HRCI® offers online proctoring through OnVUE online exam delivery system by Pearson VUE. The process uses live monitoring with enhanced security features allowing you to take the exam at your convenience.

**Q:** How does online testing affect HRCI's accreditation?

**A:** HRCI certification programs remain fully accredited by the NCCA. We have applied for an exception that has allowed the use of online proctoring, given the current COVID-19 crisis. We will continue to evaluate our online test delivery options and accreditation requirements to determine the best course of action moving forward.

**Q:** Is online proctoring available worldwide for all exam types?

**A:** During this initial phase, the OnVUE proctoring is limited by exam type and geographic location. Candidates must reside in the USA and Canada and have qualified to take one of the following exam types: aPHR®, PHR®, PHRca®, SPHR®, and GPHR®. HRCI is committed to making our certifications accessible and available to a broad audience. We continue to evaluate testing options for all certifications and geographic locations. We will share updates with our worldwide network once they become available.

HRCI is committed to making our certifications accessible and available to a broad audience. **Effective October 1**, the GPHR exam will be available online in select countries. Please continue to check our website as we continue to evaluate testing options for all certifications and geographic locations.

**Q:** Must I use the online proctoring?

**A:** This online option is not a replacement, but an additional test delivery option to complement the regular Pearson VUE Test Centers worldwide. While the COVID-19 pandemic keeps the Test Centers closed, you can opt for the OnVUE test delivery.

The delivery platform is the exact same exam experience, regardless of which delivery method you prefer. This includes the same candidate NDA agreement, exam tutorial, exam content, optional end-of-exam survey and results report.

**Q:** Is the online proctoring available on-demand?

**A:** This online option is available 24/7/365 for scheduling and testing. To get started, [login](#) to HRCI® and select the option to schedule via online proctoring. Browse the calendar and select a time and date to schedule your exam.

**Q: What are the best times to schedule an online proctored exam?**

**A:** Here are some key considerations:

- Be flexible and plan ahead to secure your desired exam date/time.
- Choose a time where your home or office environment poses minimal possibilities of disruptions and distractions (family needs, Wi-Fi usage, etc.).
- While our 24/7/365 online exam appointments are abundant, weekends tend to be the most popular choice for testing.
- High weekend demand could also result in a longer waiting period before a Pearson VUE greeter can start the online check-in process.

**Q: Can I change my test center exam to an online proctored exam?**

**A:** Switching from a test center to an online exam requires the following:

Change Exam Appointment Type	Action/Timing	Fees
Test Center Exam to Online Exam	<ol style="list-style-type: none"><li>1. You must cancel/change this appointment at least 48 hours in advance.</li><li>2. Contact Pearson VUE or <a href="#">login</a> to your HRCI account.</li><li>3. Cancel/reschedule and select the online exam option.</li></ol>	There is a \$150 cancellation/re-scheduling fee. <i>This fee is temporarily waived during the COVID-19 pandemic</i>
Online Exam to a Test Center Exam	<ol style="list-style-type: none"><li>1. Online appointments can be changed up until the scheduled appointment time.</li><li>2. Contact Pearson VUE or <a href="#">login</a> to your HRCI account.</li><li>3. Cancel/reschedule and select the test center exam option.</li></ol>	No fees to cancel/reschedule an online appointment

*When submitting a request to reschedule or cancel your online appointment, make sure to click the SUBMIT button. You will receive an email confirmation. If you do not, your exam appointment has not been rescheduled or canceled, please try again.*

**Q: Is there an extra charge for online proctoring?**

**A:** No. The application and exam fees are the same whether you choose to take your exam at a test center or online.

**Q: Can I still request special accommodations for an online proctored exam?**

**A:** Currently, we offer very limited special accommodations for online proctored exams. Due to the length of our exams, plus the additional time needed for candidates to check-in, review and sign the candidate NDA, and access the exam tutorial, special accommodations for extra time would require that candidates be seated, in view of their webcam, with no breaks allowed for several hours at a time.

If candidates require extra time or have specific medical needs, such as glucose testing, gum or hard candy, they can request approval during the exam application process. If approved, candidates can schedule these accommodations online when they schedule their exam appointment. Even if granted special accommodation, the following conditions apply:

- There are no unscheduled breaks for online exams
- You are still expected to remain in view of the webcam for the duration of the exam
- Leaving the view of the webcam will result in your exam revoked and terminated
- When testing online you are allowed to use the same [comfort aids](#) as exams delivered at a testing center

Unscheduled breaks are only allowed at Pearson VUE testing centers. Once in-person testing resumes, candidates who need to request extra time or other special accommodations should plan to test at a Pearson VUE test center.

**Q: What are the differences between testing at-home and at a test center?**

**A:** The exam content and delivery system are the same. If you’ve ever taken one of our exams at a Pearson VUE test center, you will see that the online exam is the same – the same platform, the same feel and functionality and the same navigation tools.

However, there are some key differences, noted in the table below:

Item	Pearson VUE Test Center	Online Proctored Exam
Requires use of candidate’s device (e.g. laptop)		✓
Controlled testing environment	✓	
Take candidate photo	✓	✓
Check candidate ID	✓	✓
Agree to exam testing rules	✓	✓
Photos or room scan of candidate testing area		✓
Monitored by live proctor for duration of exam	✓	✓
Unscheduled breaks allowed	✓	
Proctor can intervene/stop exam if policy violations or cheating	✓	✓
Same-day exam result	✓	✓
Printed exam results report	✓	

**Q: Do you have any online testing pre-exam preparation guidance?**

**A:** Here are some easy tips to guide you as you prepare to take the exam.

- **Always use your personal computer**  
Laptops or other devices issued by your employer often come with firewalls or other security software that can prevent OnVUE from successfully downloading and delivering your HRCI exam.
- **Disable pop-ups and close all programs/applications**  
Become familiar with Task Manager app and learn how to close all open apps and programs before you begin your OnVUE exam.
- **Use a hard-wired option**  
We are all used to operating on wireless networks, but you will have more stability if you are able to hardwire your computer via an ethernet cable, rather than using a wireless network.
- **Update your operating system**  
You can read the system requirements and run a system test any time before you schedule or take your exam. Your computer system must comply with the minimum technical requirements.

- **Limit your Household Internet**

Due to multiple device usage, your internet might experience intermittent disruptions and your online exam could freeze. This can also prevent you from having a live chat with your ONVUE exam proctor.

**Q: Are there any requirements I must meet to use OnVUE?**

**A:** Before you register for an online exam, please make sure to:

1. Complete the required system check on the same computer and location from where you plan to take the exam.
2. Confirm that your ID is compliant with the [HRCI® Certification Handbook](#) and that your legal name used in your eligibility profile exactly matches your official identification.
3. Review the technical, system, environment and testing protocol requirements below.

**Q: How will it work? Must I use my own technology?**

**A:** If possible, use your personal/home computer to take the online exam. Many company-issued computers have security measures or firewalls that may interfere with exam delivery. If you must use a company-issued computer, please check with your IT administrator in advance to ensure you have proper permissions.

**Q: What are the technical/system requirements to use OnVUE online proctoring?**

**A:** Here is a list of requirements:

- Ensure that your security software does not block the execution of JavaScript, Adobe Air applications or Adobe Flash Player extensions.
- There are minimum technical requirements, such as your computer operating system and internet speed that must be met to take an online exam. Details can be found at OnVUE.
- All tablets are strictly forbidden, unless there is a physical keyboard and the tablet meets the minimum operating system requirements.
- Online exams cannot be taken on a smart phone.

**Q: What are the OnVUE policies and procedures?**

**A:** To maintain the integrity of proctored exams in an online setting, specific policies, practices and procedures are strictly enforced.

**Office or home setting** -Your office or home setting must meet the following requirements:

- Home or work office/conference room must be walled, have a closed door and be free from disruptions.
- No third party should be in the room during your testing session.

**Interacting with the OnVUE greeter and proctor -**

- **Phone:** During the check-in process you must provide your phone number in case they need to communicate with you while you are checking in for your exam. After completing the check-in process, you will be asked to place your phone out of reach, but close enough to be heard.
- **Chat window:** Most communication with the greeter and proctor occurs via the chat window.
- **Microphone:** During the check-in process and, if necessary, while taking your exam, you can communicate with the greeter and proctor via microphone.
- **Language:** All communication with the greeter and proctor is conducted in English.

**No personal belongings -During the exam, you may not access any of the following types of personal items:**

- hand-held computers, pagers or other electronic devices;
- watches;
- wallets;
- purses and bags;
- hats (religious head coverings are acceptable);
- coats;
- books, notes or any other materials not specifically approved.

**No breaks -**

- Breaks are not allowed during the exam for any reason. You understand and agree that, if you take a break and leave the view of your webcam or leave the room, your exam score will be invalidated, and you will not be allowed to resume the exam. If you would like to test again, you will have to re-apply and pay all applicable HRCI® exam fees and schedule a new appointment.
- Water in a clear glass is allowed during testing; however, eating, smoking and chewing gum are prohibited.

**No exam assistance -**

- You must be alone in your work area. No third party can enter the room during your testing session. If this occurs, your exam will be terminated immediately, and all fees forfeited. If you would like to test again, you will have to re-apply and pay all applicable HRCI® exam fees.
- You may not receive assistance or coaching from other individuals while taking the exam, and you may not allow other individuals to see the computer screen that presents the exam questions.
- You are not allowed to use exam-specific materials and are not permitted to use scratch paper, erasable whiteboards or any other writing object during the exam. You are also not permitted to use any writing instruments, such as a pen, marker or pencil during exam delivery.
- The proctor cannot answer questions related to exam content. If you have questions related to exam content, please contact HRCI® after you complete the exam.

**Other important information -**

- You may not copy or record questions or answers from the exam using any means. You may not share or discuss the questions or answers viewed in the exam with others.
- By taking an online 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 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 Pearson VUE [Candidate Rules Agreement](#) or are suspected of cheating or tampering with software from Pearson VUE or its subcontractor, or if a third party is detected in the physical room where you are seated during the exam, the proctor will immediately terminate the exam and report the infraction to Pearson VUE and HRCI®, along with audio and/or video evidence. Your exam may be invalidated, and HRCI® may take other actions, such as revoking any existing certifications or precluding you from taking an HRCI® exam in the future.

**Q:** Am I allowed to use scratch paper or a calculator when taking an online proctored exam?

**A:** Outside scratch paper and calculators are not allowed. Calculator is built into the test driver for use during testing. Additionally, there is a digital whiteboard feature available to OnVUE exam candidates. You can read more about this feature [here](#).

**Q: How do I check-in and launch my online proctoring exam?**

**A:** It is important to be on time. You can start testing within the exam window, precisely 30 minutes before and up to 15 minutes after your scheduled appointment time. This process does not count against the time allotted to take your exam.

- Turn off browser pop-up blockers.
- Download the testing software.

To begin your testing session and connect with a greeter:

- Sign in to your HRCI® account
- HRCI® will single sign-on to the Pearson VUE system
- In the Pearson VUE system, you will be able to:
  - Complete system test
  - Schedule exam
  - Take exam
- Have your driver’s license, passport or other acceptable identification available so that your identity can be verified.
- You will be asked to shut down any non-essential applications (such as email or chat).

*Note: due to the impact of COVID-19, your wait time to connect with a greeter may take several minutes.*

**Q: How will my identity be verified?**

**A:** You are required to present one of the following valid and official government-issued forms of ID:

- Driver’s license
- Military ID
- Passport
- Identification card (national/state/province identity card) or
- Alien registration card (green card, permanent resident or visa)

You are required to take a photo of yourself and your approved ID using either your mobile phone or your webcam and upload each photo to a site provided during the check-in process. The name on the official ID must match your legal name used in your HRCI® [eligibility profile](#).

Once your ID has been verified and your work area photos approved, you will be asked to keep your phone out of arm’s reach, but within earshot.

Minors who are under the age of 18 are permitted to present a valid student ID as a form of identification. The candidate’s guardian must also present a valid ID and provide verbal consent during the check-in process.

**Q: How long does Pearson VUE keep my photo and ID?**

**A:** Pearson VUE strictly complies with all global data privacy laws, which vary by country:

United States	Canada
Keep photo of candidate and photo of ID for 30 days	Photo of ID is deleted immediately after the session is completed
Keep video of session for 60 days	Keep photo of candidate and video of session for 30 days

Geographic and country location privacy laws may vary, please consult the [Pearson VUE](#) website.

**Q: Must I provide evidence of my own technology?**

**A:** You will be asked to take four photos of your work area and upload each photo to a site provided during the check-in process. If the greeter needs further information about your work area, you may be asked to provide a scan of the room and work area using your webcam.

The photos and room scan are not meant to be intrusive. The proctor is looking for security risks, including but not limited to:

- Additional monitors (must be unplugged and turned away from you)
- Additional computers (must be turned off and monitors must be dark)
- Wall art/posters (these will be inspected)
- Smart phones, books, pen and paper or other materials not permitted in the testing area

The work area should be clear of all materials, including the following items that are not allowed within arm’s reach: hand-held computers, pagers or other electronic devices, books, notepads, Post-it notes, typed notes/papers or writing instruments such as pens, markers or pencils.

**Q: What happens to photos or videos of my testing area? How long are they kept?**

**A:** Pearson VUE does not retain photos or videos of your testing area. These are used by the greeter to confirm the security of your testing area prior to launching your exam. Once your area has been approved, these photos and/or video are deleted.

**Q. What happens if I experience an issue during check-in or the launch of my exam?**

Situation	Action
Check-in process video stream failure	Final check-in page remains visible and OnVue provides a support path
Candidate is waiting for a greeter/proctor and is no longer “visible” in the queue	OnVue automatically runs a search every five minutes that adds the candidate back into the queue
Candidate is not met by the greeter	Though rare, during times of high demand (i.e. weekend appointments) it is possible that you will not be immediately connected to a greeter. If you have been waiting for more than 5-10 minutes, please exit and log back into the exam queue.
Secure browser downloading: <ul style="list-style-type: none"><li>• candidate cannot see the greeter/proctor</li><li>• exam is not launched</li></ul>	OnVue will display a real time progress status and provide a message that the “download successfully completed”
OnVue is unable to resolve a technical or exam launch issue	A customer service escalation ticket/case number is issued. It could take up to five business days for a OnVue service response

**Q: When can I start my online exam?**

**A:** After the check in process is complete, the **greeter** will notify a **proctor** that you are ready to test, and the exam will begin. Your proctor will not contact you during the exam, unless there is an issue.

If there is a technical issue during exam delivery, the proctor will first attempt to contact you via chat. If that doesn’t work, the proctor will contact you by phone using the number you provided during check-in.

**Q: Who is a greeter?**

**A:** A greeter is a trained Pearson VUE employee who will check you in for your exam by reviewing your picture, verifying your ID and confirming that the photos of your work area are compliant with the testing rules and policies. If they have questions about your ID or work area, they may contact you via phone or chat during the check-in process.

Otherwise, once your identity has been verified and your work area approved, the greeter will launch your exam to a proctor.

**Q: Who is a proctor?**

**A:** A proctor is a certified Pearson VUE employee who is trained and certified specifically to proctor exams. Much like at a testing center, the proctor will monitor you throughout the entire exam delivery. They will live monitor your video and audio to ensure compliance with security and exam policies and will assist if there is a technical issue during your exam delivery.

**Q: What if there is a disruption during my OnVUE exam?**

Situation	Action	Options	Termination	Next Steps
What if I have an emergency during my exam?	Notify the proctor immediately	Communicate with your proctor and determine if you are able to continue testing	If you cannot continue testing, the proctor will end your exam	You will need to schedule a new exam appointment, no additional fees
What if I lose power or internet connection during my exam?	The system will attempt to reconnect as soon as possible	If it reconnects, your exam will continue where you left off	If power or the internet connection is not restored, the proctor will end your exam	You will need to reschedule a new exam appointment to test again, no additional fees
What if I need to use the bathroom during my exam?	Breaks during the exam are not allowed. You must remain in view of your webcam throughout the full exam delivery process	If you need to use the bathroom during the check-in process, inform the greeter before they launch your exam. You may be required to re-start the approval process if you leave while the greeter is checking you in	If you leave to use the bathroom while your exam is in session, the proctor will end your exam and you will be unable to continue testing	Should you wish to test again, you must re-apply, qualify and pay the requisite exam fee to schedule a new exam appointment
What if my dog/child or an adult enters the room during my exam?	Your work area should be free from disruptions	If a dog or child enters the room, ask them to leave and ensure the door remains closed for the remainder of your exam	If an adult enters the room, or if you have an extended conversation with anyone, the proctor may end your exam	You will forfeit your exam fees. You must re-apply, qualify and pay the requisite exam fee to schedule a new exam appointment

**Q: When will I receive my test results?**

**A:** You will not receive an immediate result with a printed score report. You will get an email within 24-48 hours from Pearson VUE when your web-based results report is available. However, you may [login](#) to your HRCI® account within one hour after your testing session has ended to see your exam result.

**Q: How do I connect with Pearson VUE?**

**A:** Access [Pearson VUE](#) for any other exam-related questions.



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