

# NCP Program: OnVue Online Proctoring

Webinar – Informational Session



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# Today

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- National Check Professional Program:
  - Expanding Exam proctoring options
- OnVue online proctoring overview
  - Prep Work
  - System Test
  - Exam Day
- Q&A

# NCP Program: Proctoring Enhanced

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## NCP Exam delivery reevaluated

- COVID-19 pandemic impacted the NCP Exam delivery
- We know that taking exams can be stressful. That is why taking exam at home is a viable option.
- ECCHO enhanced the NCP Exam delivery by providing both in-person and online proctoring options

## Exam proctoring now available in two options

- In-person and virtual online testing options available
- Online proctoring delivery enables registrants to test in their own homes, using their own computer and internet connection.
- Registrant receives online proctoring instructions

## Online Proctoring Access & Security

- Available 24 hours a day, 7 days a week (excluding scheduled outages)
- Pearson OnVue monitors while registrant completes 3-hour exam; same as in-person option

# OnVue Proctoring

# What is OnVue Proctoring?

- Pearson Vue's OnVue proctoring is a "Virtual" Testing Center. It enables candidates to test in their own homes, using their own computer and internet connection.

## Streamlined Candidate Experience



### Improved Confidence



Embedded system check confirms candidate readiness

### Download and Test



No install or admin rights required

### Simplified Room Validation



Ensure the testing environment is ready

# NCP Online Exam Proctoring – OnVue Overview

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- Live Monitoring: Test takers are monitored by artificial intelligence and a Pearson VUE Certified proctor via webcam and microphone during the exam
  - Exam is terminated immediately if prohibited behavior is detected
  - They observe test takers in real time during exam sessions
- Candidate registration:
  - Go to Pearson Vue dashboard and select the NCP exam
  - Select exam online option
  - Find and select appointment date/time (based on availability options)
    - Confirmation will be provided
  - Reminder email will be sent to test taker with instructions and links

# NCP Online Exam Proctoring – OnVue Overview

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- Exam Day - OnVue Test Taker identification and Check-in:
  - OnVUE captures images of government-issued identification as well as headshots (same as in-person test sites)
  - At the scheduled appointment time, test takers log in to [pearsonvue.com](https://pearsonvue.com) and click a “Begin Exam” button to start their exam session
  - Test takers can check in up to 30 minutes before, and up until 15 minutes after the scheduled appointment time
- The OnVUE software uses AI techniques to perform enhanced ID authentication and a face-to-ID-photo comparison.
- A Pearson VUE greeter checks the room images. If validation does not indicate any issues that require remediation, the self check-in is successful, and the test taker is permitted to launch the exam.

# OnVue Prep Work

# OnVue online proctoring: Test Your Environment

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- What to do to ensure you prepare your test environment? (Remember, you need to emulate a “test center”)
  - Select a quiet location with minimal noise
  - Notify everyone that they cannot interrupt during exam session
  - Ensure lighting is adequate to allow proctors to observe you and your space clearly
  - Prevent others from entering the testing environment: no other communication/distraction is allowed; could lead to exam termination
  - Others cannot see your exam: no one else must be able to view your computer or monitor
  - Nothing in arms reach that is not specifically allowed (next page)
    - Place cell phone outside of arm’s reach after using to capture check-in photos
    - Silence phone; stop any alarms; ignore during Exam session

# OnVue online: Exam Session Rules & Requirements

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- What to do to prepare for exam session?
  - Remove or erase written material from walls
  - Clear all prohibited materials from your workspace surface
- Exam session rules for examinees:
  - Examinees must be fully clothed (no hats or hoodies)
  - Examinees must stay within the webcam view at all times
  - Examinees cannot get up and walk around
  - No one else is allowed to enter the testing environment
  - Examinees cannot leave the testing environment during the 3-hour exam
  - A beverage in any container is allowed, but no food or smoking
  - Examinees cannot move the webcam once the exam session has started
  - Mumbling or speaking out loud could lead to a warning
  - No cell phone, headphones, earbuds, headset, watch or smart watch
  - Cannot access books, notes, study guides, pens/pencils

# OnVue online proctoring: Right Equipment?

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- You provide your own equipment for testing, so make sure it's right.
  - **Required: a desktop or a laptop;** tablets and touch screens cannot be used for your exam
  - **Required: a single monitor;** extra monitors are not allowed; you need to remove them from the testing room, if possible, or unplug them
  - **Required if using an external monitor with a laptop:** you must have an external mouse, keyboard, and webcam and the lid of your laptop must be closed
  - Highly recommended: use a personal computer rather than a work computer, which may have additional security that can interfere with your testing session

# OnVue home page

<https://home.pearsonvue.com/Test-takers/OnVUE-online-proctoring.aspx>

## Information in OnVUE home page

**OnVUE**

Your certification journey starts here.

Take an exam online **from the comfort of your home or office.**

The OnVUE experience: Check out the information below to start your online testing experience off on the right foot.

- Perform a system test
- Exam rules / testing advice
- ID requirements
- Additional information
- Pearson VUE testing policies
- FAQs
- Contact us

# OnVue Online: Take The System Test First!

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- Before signing up for an OnVue NCP exam, confirm that your personal laptop or desktop meet the proper requirements
- If you run this test using the same computer and internet connection you plan to use for the exam, you can feel confident about your setup. Plus, you get a preview of the check-in process and launching an exam.
- Run the system test about the same time of the day you expect to take the NCP exam to get a better feel for the internet connection.

# OnVue Online: Take The System Test First! Cont.

- A connection failure or interruption can interfere with, or even end, the online testing session. Take these steps to avoid disconnection:
  - Use wired internet connection rather than Wi-Fi, if possible
  - If using Wi-Fi, ask that other household members do not use the internet during your exam
  - Disconnect any VPNs; OnVue doesn't work well with VPN's
- If your setup does not pass the system test or does not meet minimum requirements, schedule your exam at a testing center instead.

# OnVue laptop/desktop system test

## OnVUE System Test

The screenshot shows the OnVUE System Test page. At the top left is the OnVUE logo, and at the top right is a language dropdown menu set to "English (US)". A blue banner at the top contains an alert: "Alert! Work computers generally have more restrictions that may prevent a successful testing experience. Ensure you are not behind a corporate firewall, and shut down any 'Virtual Private Networks' (VPNs) or 'Virtual Machines'." Below the banner are three white boxes with blue borders, each representing a step in the process:

- 1. Copy access code**  
Click "Copy access code"  
This code will authorize you to perform a system test.  
774-397-209  
Copy access code
- 2. Download OnVUE**  
Click "Download"  
Download
- 3. Run OnVUE**  
Run the OnVUE application from your Downloads folder.

At the bottom of the page, there is a copyright notice: "Copyright © 1996-2020 Pearson Education, Inc. or its affiliate(s). All rights reserved."

# OnVue laptop/desktop system test – cont.

## OnVUE System test – equipment checks

The screenshot shows the OnVUE System test - Equipment checks interface. At the top left is the OnVUE logo, and at the top right is the access code: 164-352-177. The main content area features a laptop icon with gears and the title "System test - Equipment checks". Below this, a message states: "We're checking to see if your computer and internet connection meet the requirements." Three checks are displayed: "Microphone" with a green checkmark and a dropdown menu showing "Default - Headset Micro"; "Internet speed" with a green checkmark and the requirement "Minimum of 1 Mbps download"; and "Webcam" with a green checkmark and a dropdown menu showing "Integrated Webcam (1b". A warning message at the bottom right reads: "If you don't see your face displayed, you may be at risk of having your exam revoked." A "Next" button is located at the bottom right of the interface.

# OnVue laptop/desktop system test – cont.

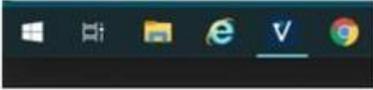
## OnVUE System test – close applications (Mac)

OnVUE Access code: 160-741-255

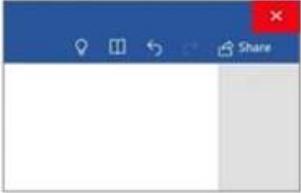
 System test - Exam simulation -  
Close all applications except OnVUE

**Minimize risk of disruption by following the instructions below:**

1. The taskbar must not show lines under any application icons except OnVUE (v).
2. Close other applications by clicking the X button in the top-right corner of the application window.



**Note:** Your exam will not launch if any applications (except for OnVUE) remain open.



Previous Next

# OnVue laptop/desktop system test – cont.

## OnVUE System test – close applications - Windows

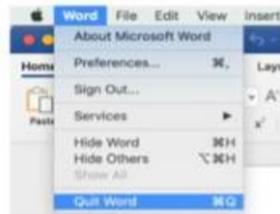
OnVUE Access code: 160-741-255

**System test - Exam simulation -**  
Close all applications except Finder and OnVUE

Minimize risk of disruption by following the instructions below:

1. The dock must not show dots under any application icons except Finder (📁) and OnVUE (V).
2. Quit other applications via the application menu.

Note: Your exam will not launch if any applications (except for OnVUE and Finder) remain open.

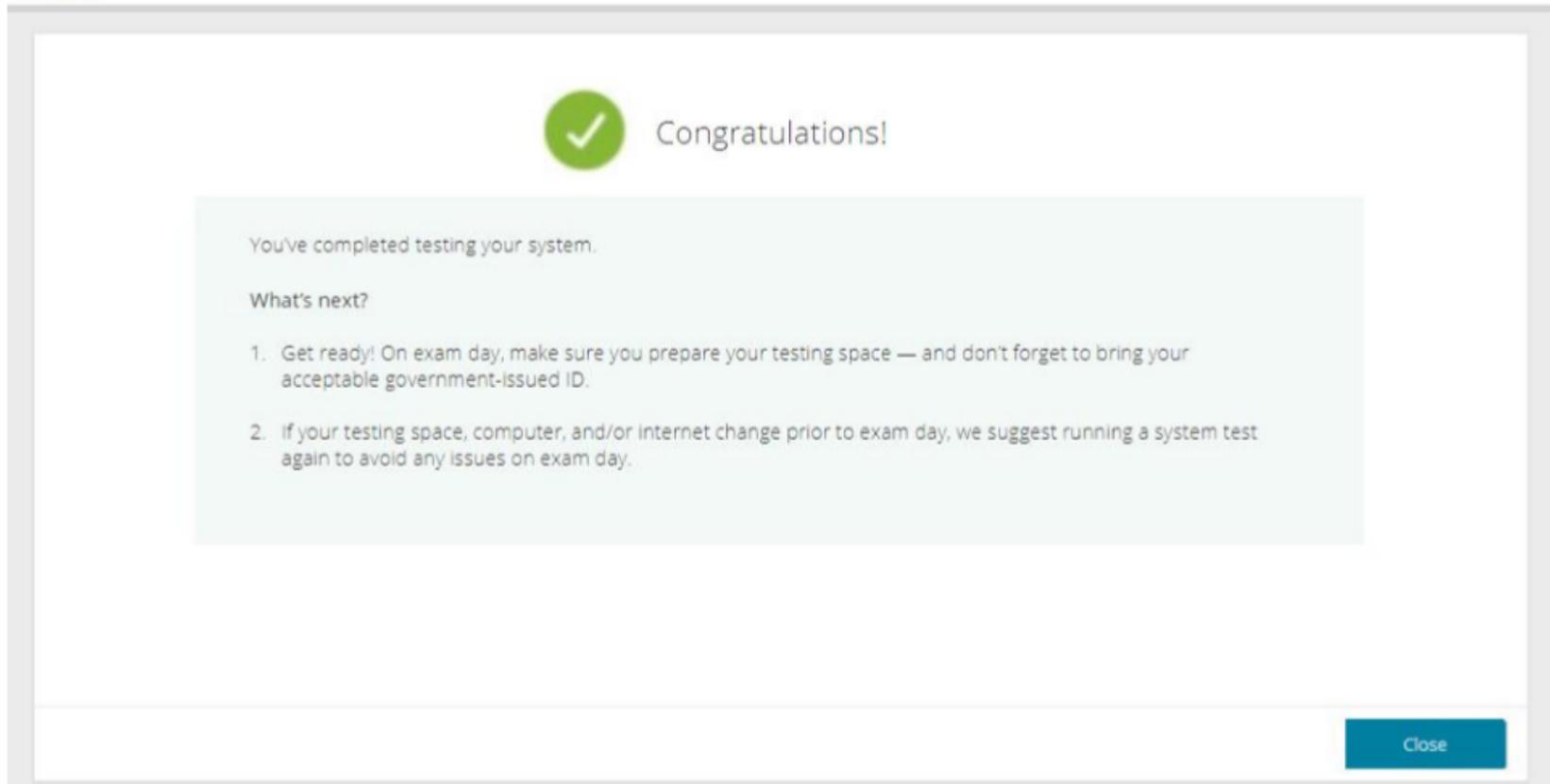


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# OnVue laptop/desktop system test – cont.

## OnVUE System test – Congratulations

OnVUE



A screenshot of a notification window from OnVUE. At the top left is the OnVUE logo. In the center, there is a green circular icon with a white checkmark, followed by the text "Congratulations!". Below this, a light green box contains the text "You've completed testing your system." and "What's next?". Under "What's next?", there are two numbered steps: "1. Get ready! On exam day, make sure you prepare your testing space — and don't forget to bring your acceptable government-issued ID." and "2. If your testing space, computer, and/or internet change prior to exam day, we suggest running a system test again to avoid any issues on exam day." In the bottom right corner of the notification window, there is a blue button with the text "Close".

✓ Congratulations!

You've completed testing your system.

**What's next?**

1. Get ready! On exam day, make sure you prepare your testing space — and don't forget to bring your acceptable government-issued ID.
2. If your testing space, computer, and/or internet change prior to exam day, we suggest running a system test again to avoid any issues on exam day.

Close

# OnVue online proctoring: Exam Day

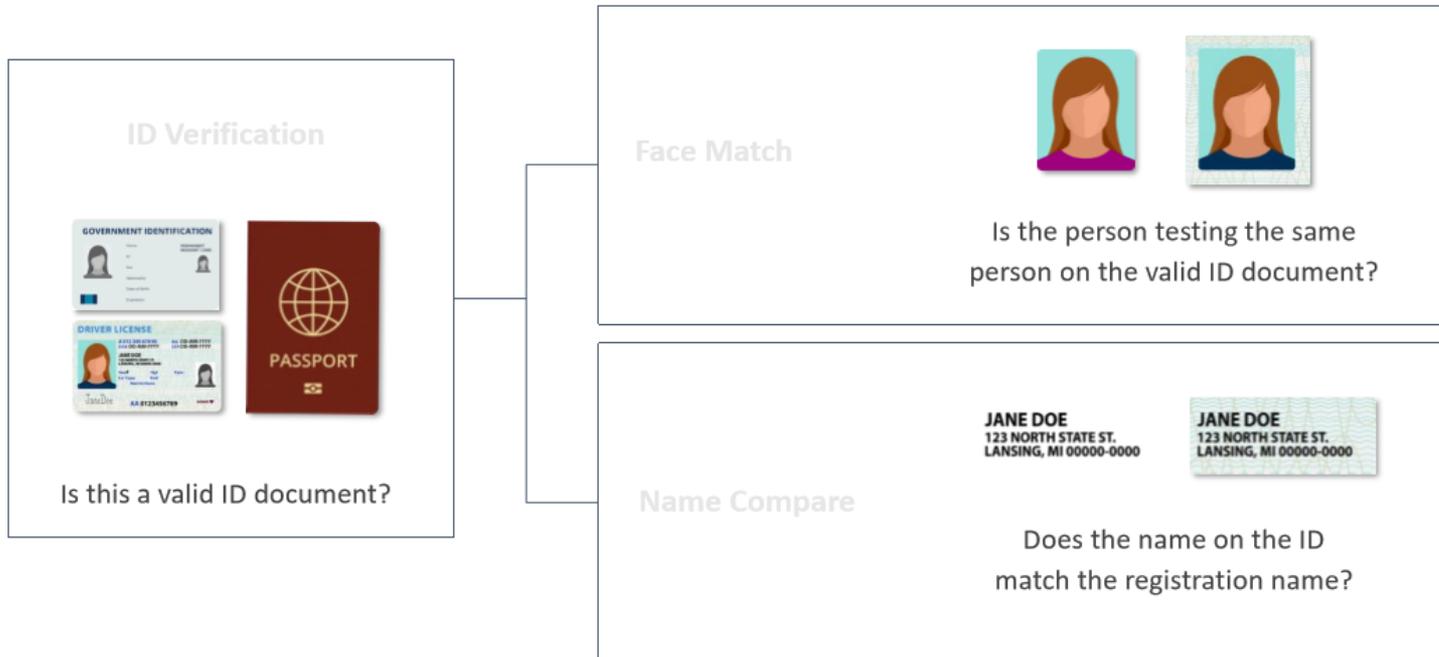
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- Sign into the Pearson Vue using reminder email
- Check into exam
- Download OnVue application (you will need your access code)
- Follow all instructions carefully
- Perform final system check (required)
- Use cell phone (only this time) to access the OnVue mobile site used for verification photos (i.e., ID, your pic and workspace)

# OnVue online proctoring: Exam Day



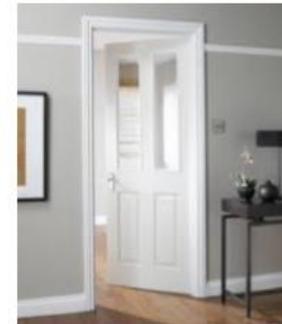
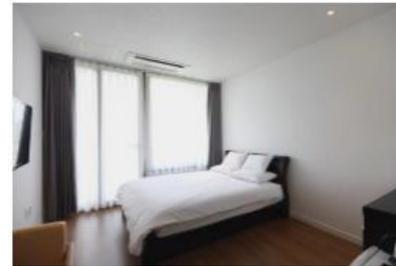
## Electronic Identity Verification



# OnVue online proctoring: Exam Day

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## Self Check-In: Work Area Photos



# OnVue online proctoring: Exam Day

- Using the access code provided for the exam, test takers will be directed to download the required software.
- Then they are passed to the OnVUE application and led through a series of automated checks and steps that prompt them to:
  - Test the microphone, webcam, and audio
  - Capture a headshot
  - Capture pic of photo ID
  - Capture four photos of the testing room workspace
  - Shut down other applications running on the computer
- You will wait for a greeter who is reviewing the photos
  - Do not reach for your cell
  - Do not move or leave webcam view
  - You are now entering exam rules

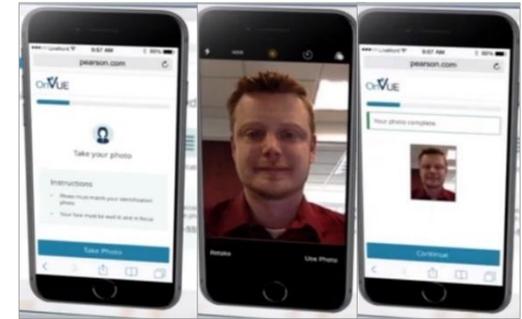


Figure 1. OnVUE captures a headshot as the first step in test taker identification.

# OnVue Online Proctoring Demo

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Link below to see demo of OnVue Online Proctoring:

<https://home.pearsonvue.com/Test-takers/OnVUE-online-proctoring.aspx>



# Q&A

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# Thank You!

National Check Payments Certification

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