NCP Program: OnVue Online Proctoring

Webinar – Informational Session
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Today

• National Check Professional Program:
  – Expanding Exam proctoring options

• OnVue online proctoring overview
  – Prep Work
  – System Test
  – Exam Day

• Q&A
• 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

• 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

• 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 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

• 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

• 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?

- 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 Online: Take The System Test First!

• 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 System Test

1. Copy access code
   - Click “Copy access code”
   - This code will authorize you to perform a system test.
   - 774-397-209

2. Download OnVUE
   - Click “Download”

3. Run OnVUE
   - Run the OnVUE application from your Downloads folder.
OnVue laptop/desktop system test – cont.

OnVUE System test – equipment checks
OnVue laptop/desktop system test – cont.

OnVUE System test – close applications (Mac)

Minimize risk of disruption by following the instructions below:

1. The taskbar must not show lines under any application icons except OnVUE.
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.
OnVue laptop/desktop system test – cont.

OnVUE System test – close applications - Windows
OnVue laptop/desktop system test – cont.

OnVUE System test – 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.
OnVue online proctoring: Exam Day

• 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)
Electronic Identity Verification

ID Verification

Is this a valid ID document?

Face Match

Is the person testing the same person on the valid ID document?

Name Compare

Does the name on the ID match the registration name?
OnVue online proctoring: Exam Day

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

Link below to see demo of OnVue Online Proctoring:

https://home.pearsonvue.com/Test-takers/OnVUE-online-proctoring.aspx
Q&A
Thank You!

National Check Payments Certification

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