NCP: Taking the Test with OnVUE FAQs

ECCHO partners with HumRRO and PearsonVUE to administer the NCP examination. You can take the examination in person at a PearsonVUE testing center, or from your home or office through the online, proctored testing service, OnVUE. To schedule your test in one of these formats, follow the link here.

The OnVUE testing experience mimics the experience of an in-person testing center as closely as possible, which means you will have to complete the examination in a controlled, empty, quiet environment that will be monitored by a proctor through your computer. This means you will have to take extra care to make sure the environment you plan to test in meets OnVUE's specifications. For information on taking the NCP exam with OnVUE visit the HumRRO online proctoring page.

If you are interested in completing the NCP examination with OnVUE, PearsonVUE requires a system test during check-in for the exam that ensures your computer is compatible with the OnVUE software. **You can and should complete the system test ahead of your scheduled examination time to determine whether OnVUE is right for you.**

You may find the answers to your questions in the frequently asked questions section of Pearson's website (FAQs). Additionally, ECCHO has compiled answers to the most frequently asked questions from NCP candidates below.

NCP OnVUE FAQs

Q: Am I allowed to have my phone in the room while taking the test?

A: Yes, however it's only permissible for the check-in process. After you are checked in, the test proctor will instruct you to silence your phone and place it out of reach. Find more information about checking in the for the exam here.

Q: Can I take the test from my office instead of at home?

A: You can take the test from any location where you have access to a computer that meets the system requirements and where you will not be disturbed. For many people, an office space would not be suitable. As well, test takers usually have better success testing on a personal computer rather than a corporate or work computer due to employer system firewall or other safety requirements. You can see more information about the requirements for your testing environment here.

Q: Can I take a break during the NCP exam?

A: No. There is no scheduled break during the NCP exam. This means you must complete the exam from start to finish without stepping away from your computer. This is the same as the in-person testing.

Q: Can I read the questions aloud while taking the exam?

A: No. The test proctor may interrupt the exam to ask you to stop if he or she hears you reading the questions aloud. This is to protect the integrity of the test content.

Q: Can I use scratch paper or a calculator while taking the exam?

A: No. You may not bring scratch paper, calculators, or other external tools to help you during the exam. However, there will be an on-screen note-taking function and calculator.

Q: Can I adjust the font size of the items during the exam to see them better?

A: You can use CTRL+ and CTRL- to make the font bigger or smaller. Additional keyboard shortcuts to assist you with navigating the exam are presented in the tutorial at the start of the exam.

For more information about what is and is not allowed while taking the exam, as well as tips for taking the exam with OnVUE, see the Additional Information here.

Helpful Links:

Description	Link
Pearson OnVUE Home Page	https://home.pearsonvue.com/Test-takers/OnVUE-online-proctoring.aspx
NCP Pearson Landing Page	https://home.pearsonvue.com/Clients/ECCHO.aspx
HumRRO Online Proctoring Page	https://home.pearsonvue.com/eccho/onvue
System Test	https://system-test.onvue.com/system_test?customer=pearson_vue&clientcode=HUMRRO&locale=en_US
Pearson FAQs	https://home.pearsonvue.com/eccho/onvue?ot=collapse544
Checking In	https://home.pearsonvue.com/humrro/onvue#checking-in
Prior to Testing	https://home.pearsonvue.com/humrro/onvue#prior
During Exam	https://home.pearsonvue.com/humrro/onvue#during-exam