

Online Testing Frequently Asked Questions (FAQs)

CISCO ONLINE PROCTORED POLICIES AND PROCEDURES

Q. Where can I test?

A. You can test at home or in your office. Wherever you test, you should be in a walled room, with a closed door and without distractions. No one else is permitted in the room with you while you are testing.

- **Please Note:** Due to increased demand, check-in wait times may be up to 30 minutes. Do not abandon your testing event. A proctor will launch your, please be patient.

Q. How do I know my computer will work with the online proctored software?

A. Perform a system test. Download the OnVUE online proctoring software in advance to ensure that your system will work with our software here (<https://home.pearsonvue.com/cisco/onvue>). Please check our list of minimum system requirements and shut down all non-essential applications before launching the software.

Q. Can I receive any exam assistance during the exam?

A.

- You may not receive any assistance from other individuals while taking the exam, and you may not allow other individuals to see the computer screen that presents the exam questions.
- If another person enters the room while you are testing, your exam will be terminated.
- The proctor cannot answer questions related to exam content.

Q. Is technical software assistance available during the exam?

A. Most technical issues can be avoided by completing a system test in advance. Common technical issues are lack of a stable internet connection and running illegal applications during the exam, both of which the system test can indicate. Either way, staff is on hand to support the issue during your exam check-in or during your exam delivery.

Q. What other important information do I need to know?

A.

- By taking this 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 current 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 online proctored policies or are suspected of cheating or tampering with Pearson VUE's or its subcontractor's software, or if a third party is detected in the physical room where you are seated during the exam, the exam will be immediately terminated. This will be reported to the Cisco Security Team, along with audio and/or video evidence of the infraction.

Your exam may be invalidated, and the Cisco Certification program may take other action, such as decertifying you and precluding all future participation in the testing program.

ADDITIONAL POLICIES

Q. Where do I go to schedule my exam?

A. Sign-in to your web account to schedule your exam at <https://home.pearsonvue.com/cisco>. After you've selected the exam you want to take, choose the "home or office" option. Follow the remaining prompts to complete the scheduling process. Once you have successfully scheduled your exam appointment, you will be sent a confirmation email that will provide you with your appointment details and important things to know for your exam.

Q. Is my workspace okay for testing?

A. During the check-in process, you will be asked to take photos of your work area, which will be checked by a proctor prior to exam launch. Please ensure that your desktop is clean and that you are not within arm's reach of books, notepads, sticky notes, papers, pens, pencils, and other writing instruments/objects. Additional monitors and computers must be unplugged and turned off. Items on the wall with writing on them, such as whiteboards, will be inspected. If your workspace does not pass a room scan, you are not permitted to proceed with taking the exam.

Q. What type of identification will I be required to present?

A. You are required to present a current, unexpired government-issued ID. The name on your ID must match the name in your web account profile and in your appointment confirmation email.

Acceptable forms of identification include: driver's license, military ID, identification card (national/state/province identity card), alien registration card (green card, permanent resident, visa), and government-issued local language ID (not in roman characters and accepted only if issued by the country in which you are testing).

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

Q. Does this apply to my CCIE lab exams?

A. No, this only applies to written exams administered through Pearson VUE.

Q. Can I eat, drink or take a break during the exam?

A. Cisco Exams do not include a scheduled break, breaks are not allowed during the exam for any reason. If you leave your computer during your exam the proctor will end your session and you will be unable to continue testing.

Water in a clear glass is allowed during testing; however, eating, smoking, and chewing gum are prohibited.

Q. If I have an onsite exam scheduled and want to switch it to online, what should I do?

A. First, **RUN THE OP SYSTEM TEST!** Make sure you can take an OP exam with the equipment you have at home **BEFORE** canceling your exam here: <https://home.pearsonvue.com/cisco/onvue>.

If your equipment is approved, then you can cancel your existing test center appointment by signing-in to your candidate profile on [pearsonvue.com/cisco](https://www.pearsonvue.com/cisco). The PVUE System will automatically issue a 100% refund on the credit card used or re-activate a voucher if you used that for payment.

Then re-register for the exam of interest and choose “Test at home or office” as your option in the registration system, then pay for the exam with your credit card or voucher).

Q. How do I check in for my test on exam day?

A. You will be able to start checking in for your exam 30 minutes ahead of your scheduled appointment time. To start, click the “Sign-in” button on the Cisco Online Proctored page to sign-in to your web account.

- The exam you are scheduled to take will appear once you log in to your account under “Open Online Exams.” Select the exam link and then select “Begin exam.”
- Important: if the “Begin exam” button is not visible; you are either too early or too late for your exam. Please check your appointment details to make sure you’re trying to start at the proper time.
- You will be asked to download OnVUE, the online proctoring software, if you haven’t before. Follow the prompts in the application to complete the required check-in steps.
- Have your acceptable identification available so that the proctor can verify your identity.
- Shut down any non-essential applications such as email, chat, Facebook, and Skype.
- You will be placed in a queue and connected with the next available proctor to begin your exam.
- The check-in process takes approximately 15 minutes for candidates who have previously completed a system test.
- Being late is not an option. To allow time for the check-in procedure, please be ready when the check-in window opens 30 minutes before the exam start time.
- **Please Note: Due to increased demand, check-in wait times may be up to 30 minutes. Do not abandon your testing event. A proctor will launch your exam, please be patient.**
- If there is a connection interruption or a problem experienced during your online proctored exam, please [contact Pearson VUE](#):
 - Please allow **up to five business days** for customer support responses from case escalations. We appreciate your patience as we work to help you and other candidates.

Q. What are the exam rules on personal belongings?

A.

- During the exam, you may not access the following types of personal items: mobile phones, headphones or headsets (wired or bluetooth), handheld computers or other electronic devices, pagers, watches, wallets, purses, hats (or other head coverings), bags, coats, books, notes, or any other materials not specifically approved.
- During the exam session, you are not allowed to use exam-specific materials or scratch paper, erasable whiteboards, or any other physical writing object, such as a pen, marker, or pencil.
- Watches must be removed and placed out of sight/reach during the exam.

- You may have the option to use the whiteboard feature in the OnVUE software while taking the exam online. Read more about this feature.

Q. What Cisco Exams are offered for Online Proctoring?

A. All written, proctored certification exams can be taken online with a few exceptions:

- 100-110 ENU CCENT (Invitation Only)
- 352-011 ENU Cisco Certified Design Expert Practical Exam
- 352-001 ENU Cisco Certified Design Expert Qualification Exam

Online proctored tests can be delivered in most countries around the globe. There are country exceptions for standard restricted countries and China, Japan and Slovenia.

Please note that while exams may be published in multiple languages, greeters, proctors and support staff speak English only.

Q. Will these exams cost the same as exams conducted at testing centers?

A. Yes, the exam cost is the same if you choose to take it in a test center or using Online Proctored. The registration process is the same, you are just given one additional screen to choose how you want to take a Cisco exam: In a test center or remotely at home or in an office.

Q. What if a proctor accuses me of cheating but I did not?

A. A case will be created for your testing event and the Pearson VUE and Cisco Security team will review the testing event for a final determination for the candidate.

SYSTEM REQUIREMENTS

Operating System	Windows 10 Windows 8.1 (32-bit and 64-bit) Mac OS 10.13 and above (excluding beta versions)
	Note: Windows Operating Systems must pass Genuine Windows Validation. <ul style="list-style-type: none"> • Windows Vista, Windows XP and Windows 7 are strictly prohibited for exam delivery • All Linux/Unix based Operating Systems are strictly prohibited.
Firewall	Do not take your exam in a setting with a corporate firewall (including VPN), or, alert your Network Administrator to the network configuration requirements .
Display	Minimum Resolution: 1024 x 768 in 16-bit color. Additional monitors are forbidden.
Internet Browser	The newest versions of Microsoft Edge, Safari, Chrome, and Firefox for web registrations or downloading the secure browser or Internet Explorer 11.

Internet Connection	A consistent connection speed of 1 Mbps down/up is required. We recommend testing on a wired network as opposed to a wireless network. Tethering to a mobile hotspot is explicitly prohibited.
Webcam	Webcam must have a minimum resolution of 640x480 @ 10 fps . Webcam may be internal or may be external and connected to the computer. Mac users may need to allow OnVUE within their 'System Preferences: Security & Privacy: Privacy' settings for Microphone, Camera, Automation and Input Monitoring.
Sound & Microphone	Verify the audio and microphone are not set on mute in Windows. Mac users may need to allow OnVUE within their 'System Preferences: Security & Privacy: Privacy' settings for Microphone, Camera, Automation and Input Monitoring.
Browser Settings	Internet Cookies must be enabled. Any Pop-Up blocking setting(s) must be disabled.
Work Computer	We recommend testing on a personal computer as work computers may block the OnVUE software.
Power	Ensure you are connected to a power source before starting your exam to avoid draining your battery during the exam

CISCO ONLINE PROCTORED POLICIES

*REQUIRED: All Cisco Candidates must agree to the following policies during the appointment registration of your Cisco Online Proctored exam.

Admission Policy

Please note this exam is proctored in English only. There is not an option for local language proctoring at this time.

Before the exam:

- Visit the Cisco Online Proctoring page and review information on exam policies and procedures, system requirements, and the System Test.
- Complete the required System Test from the same computer and in the same location you'll be using on exam day. *Corporate firewalls often cause issues while trying to take your exam. Please consider taking your exam in a setting without a corporate firewall.*
- Review the identification requirements below

Please be prepared to show one (1) valid form of unexpired, Government-issued personal ID. The Government-issued ID must have your signature and must have your photo.

The name on the registration must match the names on the Government issued ID exactly. Please verify that your name listed on your confirmation email matches your identification. If your identification is not considered valid, you will not be permitted to complete your exam and are unlikely to receive a refund.

Examples of acceptable identification:

- Passport
- Driver's license
- Military ID (including spouse and dependents)
- Identification card (national or local)
- Registration card (such as green card, permanent resident, visa)

Please note that we are unable to accept the following ID's for an online proctored exam.

- Renewal forms with expired ID's
- Government-issued name change documents with Government ID

On exam day:

We recommend logging into your account 30 minutes early to start the check-in process and to allow for any troubleshooting. If you are more than 15 minutes late after your scheduled exam time you will be unable to begin your exam and are unlikely to receive a refund. To log into your account:

- Click on the Login button - <https://home.pearsonvue.com/cisco/onvue>
- Click on your scheduled exam under "Purchased Online Exams"
- Click "Begin Exam" and follow the on-screen prompts to complete the check-in process
- Once you have completed the check-in process you will be contacted by a Proctor to begin your exam

Please note that you are required to have a clean and clutter free workstation. During check in, the Proctor will ask you to perform a room and desk scan using your webcam and will inspect any materials near your workstation.

Facial Comparison Policy

You understand and agree that Pearson VUE may use facial comparison technology for the purpose of verifying your identity during the testing process. It will compare your facial image to the one on your identification and to facial images captured during the testing process and help us further develop, upgrade, and improve this application. If you do not agree to the use of facial comparison technology during your testing session, do not accept this term. You will not be able to complete your registration online. Instead, please call the Pearson VUE call center to complete your registration.

Reschedule Policy

To reschedule your online proctored exam, you must contact Pearson VUE or access your online Pearson VUE account to reschedule your exam up until the scheduled start time of your appointment. Failure to reschedule before your appointment time or failure to appear for your appointment will result in the forfeiture of your exam fee.

Cancellation Policy

To cancel your online proctored exam, you must contact Pearson VUE or access your online Pearson VUE account to cancel your exam up until the scheduled start time of your appointment. Failure to cancel before your appointment time or failure to appear for your appointment will result in the forfeiture of your exam fee.

Additional Information

Please note that your “appointment length” may include time for non-scored sections such as surveys or tutorials. The appointment length does not necessarily reflect the total amount of time allotted for the actual exam. The majority of Cisco exam appointments include an additional 15 to 20 minutes for surveys and tutorials.

Breaks are not allowed during the exam for any reason. If you leave your computer during your exam the proctor will end your session and you will be unable to continue testing.

Once passed, a candidate must wait a minimum of 180 days before taking the same exam with an identical exam number. Candidates may only take a beta exam once. Candidates who fail an exam must wait a period of five (5) calendar days, beginning the day after the failed attempt, to retake the exam. For example, if a candidate tests on Tuesday, he or she may test again no sooner than the following Monday. For more information on Cisco's exam policies, visit: www.cisco.com/web/learning/exams/policies.html.

As a Cisco test taker, you deserve a fair and secure testing experience. Please report any suspicious behavior that you observe to Cisco Certification Exam Security Customer Portal. Examples of such behavior include receiving help or copying from another test taker, taking a test for someone else, copying or disclosing exam content, or using notes or unauthorized aids. Thank you for your assistance in helping to prevent and detect unfair test practices.

Age Requirements and Policies Concerning Minors

Minors are individuals between 13-17 years of age who, with parental or legal guardian consent, may take tests and if passed, receive certification. For any person participating in a location that requires by law a lower minimum age for entry into such programs, then the minimum age limit for that person will be the stated minimum required age. Cisco reserves the right to impose additional restrictions to comply with local data protection laws.

Resources:

Cisco Online Proctoring/PVUE Website: <https://home.pearsonvue.com/cisco/onvue>

Demo videos for candidates: <https://home.pearsonvue.com/vue-test/onvue>

Online Proctoring for Cisco Certification Exams webpage: www.cisco.com/go/online-testing




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