Pearson Vue Online Proctored Exam (OnVUE)
How to schedule and take your exam from your home or office

*Click on Each step to skip to the appropriate Instructions*

1. Evaluate
Evaluate whether taking your APICS exam online is a good option for you

2. Schedule
Instructions for scheduling an online proctored APICS exam appointment

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Instructions for setting up your testing area and configuring your computer for the exam

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Instructions for launching an online proctored APICS exam
Evaluate whether taking your APICS exam online is a viable option
If you are interested in taking your exam online through OnVUE, you must complete the following activities to evaluate if you are able to do so:

1. Perform a system test by visiting the OnVue Exam Delivery Page
   (the system test does not check connection stability nor reliability)

2. Review exam information in the OnVUE Exam Delivery page, including:
   a. Exam Policies and Rules
   b. System Requirements
   c. Admission Steps
   d. Identification Policy

3. Review pertinent information on the ASCM website, including:
   a. OnVUE Online Exam Setup Checklist
   b. The APICS Exam Handbook

⚠️ Warning
You must always remain in view of your webcam during the entire testing process. This restriction begins at the onset of the check-in process. Failure to be within view of the proctor via your webcam may result in the termination of your exam. Since no breaks are allowed during online exams, we recommend that you take any necessary breaks or relief prior to check-in.

**Important Note:** Do not attempt to take an APICS exam online if you do not have a completely stable internet connection. ASCM strongly advises against using wireless internet – especially mobile hotspots - when taking an online proctored APICS exam.
Please note the following country restrictions as well:

1. Country Restrictions
   a. Online proctored exams cannot be taken within the following countries due to government restrictions:
      - China
      - Cuba
      - Iran
      - North Korea
      - South Korea
      - Sudan
      - Thailand
      - Japan
      - Syrian Arab (Republic/Syria)

*Note*: If you plan to take your exam in any of these countries, please choose test from a local test center instead of online.
2. Schedule

Instructions for scheduling an online proctored APICS exam appointment
In order to purchase an APICS exam, you need to be logged in to your account.

To do so:
1. Go to ascm.org
2. Click “Login”
3. Enter your username and password
4. Click LOGIN
If you have not validated your information already, you will be prompted to do so during this step.

To do so:

1. Go to “My ACCOUNT”
2. Click “Certifications” on the left side of your screen
3. Click “Exams”
3. Scroll down to the Your Exams section

4. Click “Schedule Exam”
Step 3 – Select a Testing Platform

Note: Selecting “At a home or office” will schedule an online proctored testing appointment.

1. Select “Online at my home or office”
2. Review information about testing space and ID requirements, and what to expect.
3. Click “Next”
Step 4 – Agree to OnVUE Online Testing Policies

1. Read and agree to each policy
   
   **Note:** You will need to click the checkbox next to each policy and agree to each of them.

   **Notice:** Read each section carefully.

2. Click “Next”
1. Confirm the exam that you will be taking

2. Click “Next”
Step 6 – Select an Appointment

1. Using the calendar tool, select an available date

   Note: You will only be able to select dates available to schedule within the validity period of your ATT.

   ATT expiration date is visible within the Credentials section in My Account.

2. Select a time display option

3. Select an appointment time

   Important Note: Online exams are offered 24 hours a day. We ask that you be cognizant of your AM/PM selection.
1. Confirm that all of your appointment details are correct.

2. Confirm that your contact information is correct.

2. Click “Next”

*Important Note: Closing out of this screen will abort the scheduling process.*
Step 8 – Agree to APICS Testing Policies

1. Read through the APICS testing policies carefully

2. Click “Accept” to continue
Step 9 – Lock in Your Appointment

1. Click “Submit Order” to finish

Important Note: Closing out of this screen without clicking “submit order” will abort the process.
3. Setup

Instructions for scheduling an online proctored APICS exam appointment
You must setup your testing area and configure your computer before online proctored testing appointment begins.

Note: ASCM recommends completing the setup process at least one day before an online proctored exam appointment.

1. Remove all prohibited items from the testing area
   - A list of prohibited items is found in the OnVUE Exam Delivery Page and in the APICS Exam Handbook

2. Inform everyone who may attempt to contact you during your appointment that you will not be reachable during the exam
   - Interacting with your cell phone during the exam without being instructed to do so by the proctor – however briefly - will result in the termination of your testing session and exam fees forfeit.

3. Complete both parts of the OnVUE Online Proctored Exam Setup Checklist on the ASCM website
   - Part 1 – Testing Area Setup
   - Part 2 – Computer configuration

**Important Note:** Pearson VUE strongly recommends using a wired internet connection and connecting your computer to a wall power source. Do not use Wifi. Do not rely on battery power.
Here are a few tips you should know before you sit for your OnVUE online proctored exam:

✓ Your computer must have a webcam, microphone, and internet speed that satisfy system requirements and should be turned on/up for your exam

✓ These exams are taken seriously, so please prepare your room as if it was a live test center

✓ The exam must be taken in a walled room, with a closed door and without distractions. This also means that if there are others in your home/office, they must not be visually or audibly detected during your exam

✓ Do not leave sight of your webcam during your exam; your exam will be terminated and your exam fees forfeited

✓ To secure the integrity of these exams, *no breaks will be allowed during the entirety of your exam.*

Visit Pearson VUE’s test-taker FAQ page to review frequently asked. If any of the rules are violated during your exam, your exam may be stopped by the proctor and you will not be permitted to continue.

**APICS strongly recommends completing the OnVUE Online Proctored Exam Setup Checklist before starting the check-in process.**
4. Check In

Instructions for scheduling an online proctored APICS exam appointment
In order to purchase an APICS exam, you need to be logged in to your account.

To do so:
1. Go to ascm.org
2. Click “Login”
3. Enter your username and password
4. Click “Log in”
Step 2 – Access Pearson VUE Dashboard

1. Go to My ACCOUNT
2. Click “Certifications” on the left side of your screen
3. Click on “Exams”
Important Note:
Candidates may check-in for an OnVUE exam up to 30 minutes prior to their scheduled appointment time. During your exam check in process, if there are any technical issues or you cannot meet the setup procedures below, it may delay your check in process and/or cause you to miss your scheduled exam. Exams can only be held for 15 minutes past your exam time.

4. Click “Reschedule Exam”
Step 3 – Initiate Check In

1. Click the exam that you want to launch

2. Click “Begin Exam” start the check in process

Warning: After clicking “Begin Exam” your face must remain within view of your webcam. No breaks will be permitted after clicking this button.
Step 4 - Check In

1. Follow the instructions provided on the following screens to use your unique exam access code and download the OnVUE application

   **Note:** the access code provided will be different for every test-taker and will not match the example shown on this slide. Please enter the access code provided to you at the time you take your exam.

2. Enter the phone number of the phone that you will be using to complete the check-in process

   **Note:** It is recommended to provide the mobile number of a phone that has picture capabilities as this would best assist with check-in for your exam.
3. Begin the Check-In Process by identifying your age group and clicking “Get Started”

4. The system check will check that requirements are met for your computer’s microphone, your internet speed, and your webcam

Note: If any parts of your system do not meet the requirements to host OnVUE, a link will appear below the component that does not meet requirements to assist with troubleshooting.
5. Take a headshot of your face
6. Click “continue”
You will now need to take a Picture of your government-issued identification

7. Click “Next”
8. Click “take Front Photo”
9. Click “continue”

If clear image of identification does not appear, lightly clean the document and take another picture.
9. Once your system has met all requirements, use your mobile phone to take your required verification photos by following the instructions on the next page.

Note: You must remove any papers, pens, books, or other prohibited materials from the testing area before taking the photos.

Additionally, if you do not have a mobile phone, you can use your webcam to provide all required photos by clicking on the corresponding link.

10. Once you have uploaded the required photos, click “Refresh” at the bottom right of the page.
At this point, you will need to put your phone away.

**Warning:** Interacting with your phone without being instructed to do so by the proctor - no matter how briefly - after receiving this prompt (image to right), will result in the revocation of your testing session. This applies to cell phones, smartphones and analog home phones alike.

9. Disable **all** notifications (sound and vibrate) on your phone and keep it out of arm's reach
Step 4 – Check In (Continued)

Close out of all applications except OnVUE

10. Terminate all applications on your computer except for OnVUE

This includes all firewall, security and anti-virus applications. Pearson VUE nor ASCM recommend uninstalling security applications and recommend enabling them back once the exam is complete (after receiving on-screen score).

11. Make sure that your computer is plugged in to a walled power source. DO NOT rely on battery power.

12. Click “Next”
13. If you have successfully checked in and provided all necessary verification photos, the screen to the right will appear.

Your proctor should arrive in approximately 10-15 minutes to launch your exam.

**Warning:** Your face must be within view of your webcam. Leaving the testing area at this point will result in an early termination of your testing session.

At this point, absolutely do not:

- Leave the testing area
- Access a phone (unless instructed to do so)
- Get out of your set for any reason
- Talk to anyone but the proctor
- Attempt to touch or interact with anything not in view of the webcam or that is a prohibited item
- Speak aloud (even mumbling)

**Important Note:** Infractions of testing rules communicated in writing or verbally by ASCM, Pearson VUE or the testing proctor will result in termination of your session and forfeiture of exam fees.
Cancellation & Rescheduling

Optional process for candidates who need to cancel or reschedule their OnVUE appointment.
In order to purchase an APICS exam, you need to be logged in to your account.

To do so:
1. Go to ascm.org
2. Click “Login”
3. Enter your username and password
4. Click “Log in”
Step 2 – Access Pearson VUE Dashboard

1. Go to My ACCOUNT
2. Click “Certifications” on the left side of your screen
3. Click on “Exams”
Important Note:
Online proctored testing appointments may be cancelled or rescheduled up until the time of the appointment.

4. Click “Reschedule Exam”
Important Note:
Cancelling an appointment does not extend your ATT validity period

1. Click “Cancel”
2. Agree to cancellation policy
3. Click “Confirm cancellation”
1. Click “Reschedule”
2. Select a time display option
3. Select a new appointment date and time
Step 3 – (Option 2) Reschedule Exam

4. Confirm that all of your appointment details are correct.

5. Confirm that your contact information is correct.

6. Click “Next”

Important Note: Closing out of this screen will abort the rescheduling process.
7. Read through the APICS testing policies carefully

8. Click “Accept” to continue
Step 3 – (Option 2) Reschedule Exam

9. Input your payment information as required

10. Click “Submit Order” to finish

Important Note: Closing out of this screen without clicking “submit order” will abort the process.
Support & Troubleshooting

If you encounter any issues, we recommend completing the following steps:

1. Check your internet connection
2. Ensure that you are using either Mozilla Firefox or Google Chrome as your web browser
3. Clear your internet cache
4. If you are using a company computer and/or network, try using a different network or computer.
5. Ensure that you login to your online account
6. Read all information carefully. Some parts of the scheduling process require you to read and agree to terms and policies. Please ensure that the required checkboxes are selected where applicable.
7. Read the APICS Exam Handbook for information about testing policies and procedures.
Help Resources

Below is a list of support resources available if you have questions or need help.

1. Rules, policies, and procedures for taking APICS exams are outlined in the APICS Exam Handbook.

2. Refer to the OnVUE Setup Checklist for a troubleshooting guide and to help setup your computer and testing area.

3. If you encounter issues encountered when scheduling or during the testing process, contact Pearson VUE Support.

4. For all other questions, contact ASCM Customer Relations.