



Getting Started Guide

Before you take an HRCI online exam, here are a few things every candidate should do:

Test your system and simulate the check-in process. Be sure to run the system test using the same computer and from the same location that you'll use on test day. The system test will check your microphone, internet speed and webcam functionality, but it will not connect you to the live proctor experience.

REMEMBER: You will need to repeat these steps on exam day as part of the check-in process.

To start the process, visit <https://home.pearsonvue.com/hrci/onvue>

1 Select "Test my system"

OnVUE online proctored exams allow you to conveniently take an exam in the comfort of your home or office while being monitored by an offsite proctor. All communication with the proctor is done in English.

1 Run system test

Be sure to run your test on the same network and computer you will use on exam day.

[Test my system](#)

2 Schedule exam

Login to your account to schedule an OnVUE exam.

[Sign in](#) [Create account](#)

3 Begin exam

When it is time to take your exam, login to your account to begin the exam.

[Sign in](#)

Need help? Use the [chat feature](#) below.

2 How to test your system:

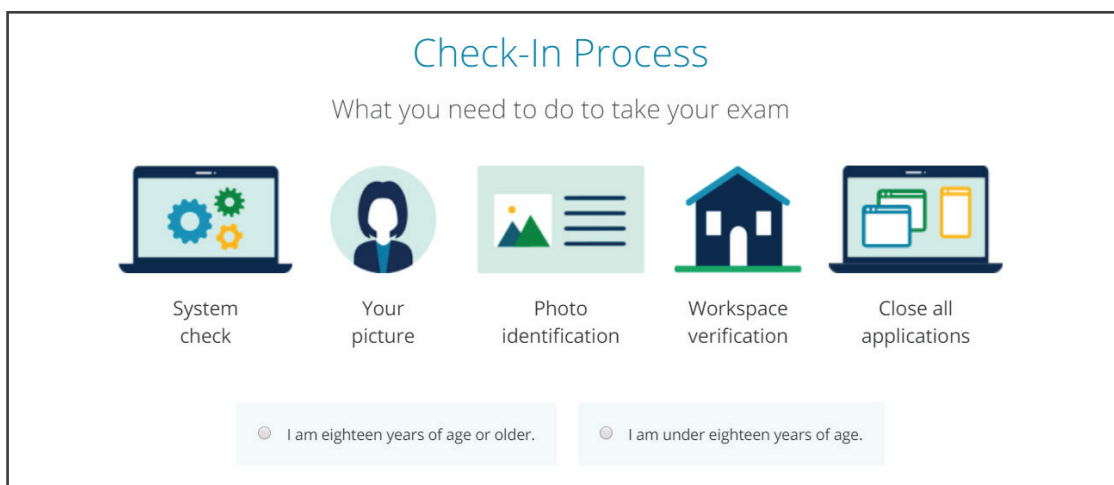
System Test

- Check this box to confirm you are using the computer and location that you will be testing from on exam day.
- Click on the "Copy Access Code" button below. This will automatically enter your access code into OnVUE once it is running. This access code will authorize you to start the exam check-in process.
 [Copy Access Code](#)
- Click "Download" and then run the application. This will ensure you are running the most up to date version of OnVUE.
Alert! Mac users, if prompted, will need to allow OnVUE within their 'System Preferences: Security & Privacy: Privacy' settings for Microphone, Camera, Automation, and Input Monitoring.
[Download](#)

- Copy the Access Code provided and select Download.
- Download and click "run" to launch the OnVUE software. (Please note that the software will not be downloaded onto your computer.)
- Please be patient, it can take up to a minute to fully load.

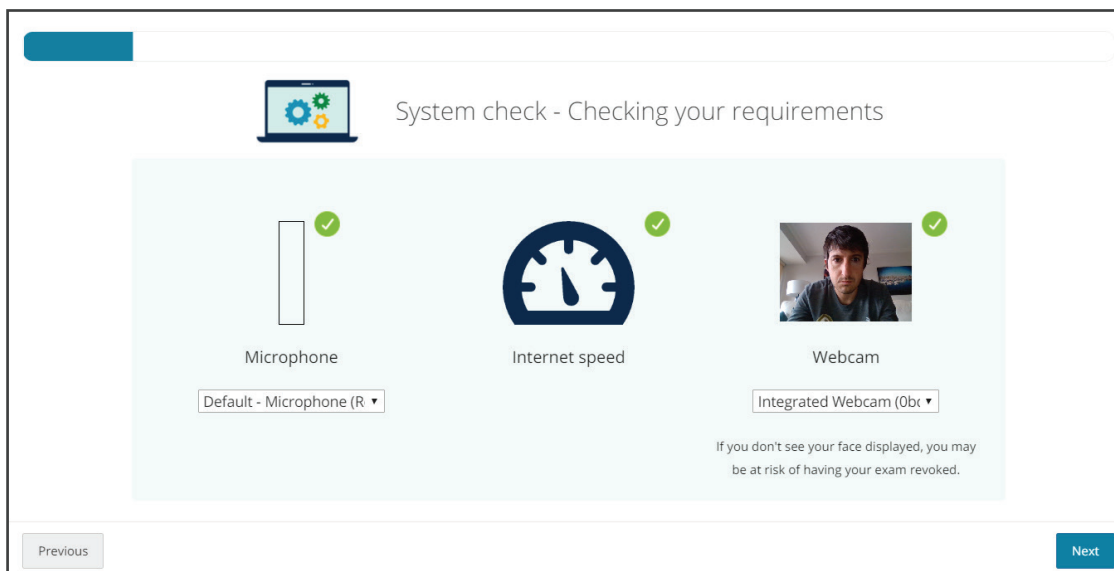
Note: A unique access code will be generated each time you run a system test.

3 The Check-in Process:

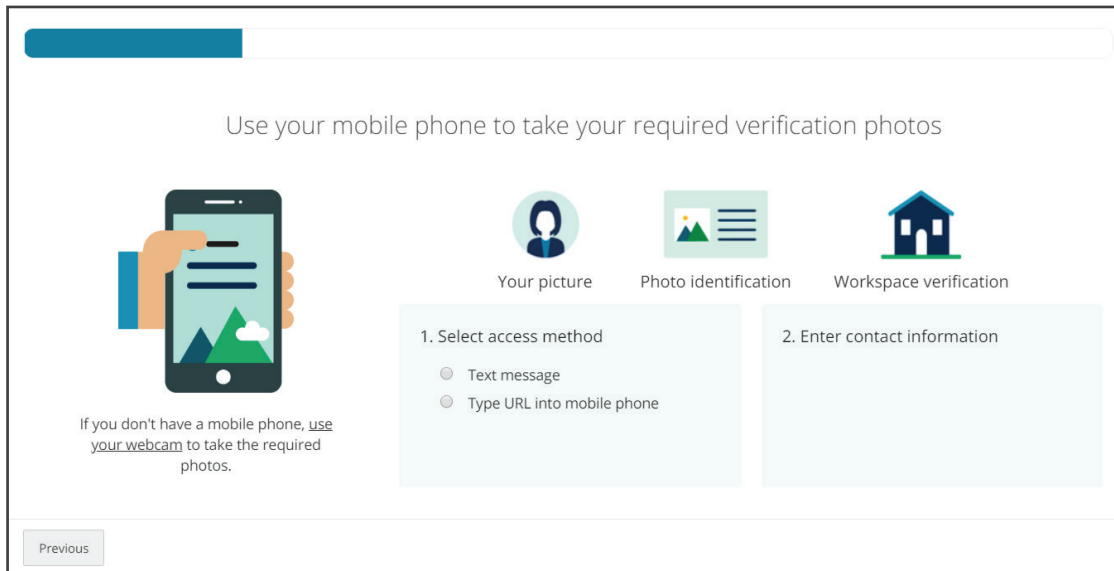


1. Verify your age to begin the check-in process.
2. The screen will display all of the items you will need to complete in order to take the exam:
 - a. Take your own picture
 - b. Present your Government Issued ID
 - c. Verify and scan your exam space/area
 - d. Close all other apps on your computer
 - e. Remove all other electronic devices, monitors, etc.

4 Allow the system check to run and select "Next" when complete



- 5** Select your access method and enter your contact information. The system will provide you with a URL to follow and capture your required verification photos.



Use your mobile phone to take your required verification photos

If you don't have a mobile phone, [use your webcam](#) to take the required photos.

Your picture Photo identification Workspace verification

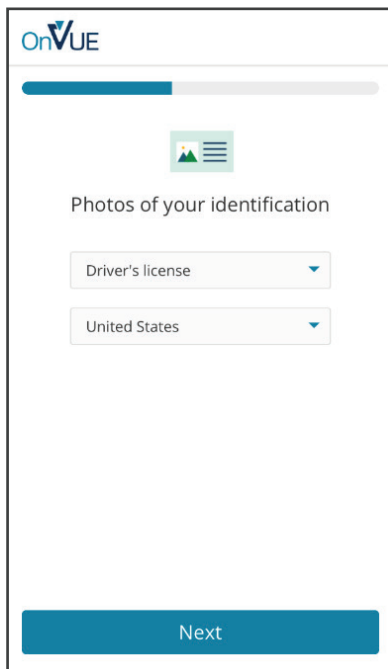
1. Select access method

- Text message
- Type URL into mobile phone

2. Enter contact information

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- 6** Click the URL sent to your mobile phone and follow the prompts:



OnVUE

Photos of your identification

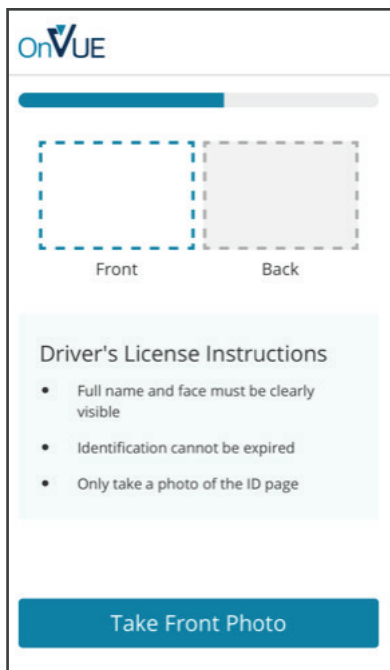
Driver's license

United States

Next

- a. Choose your form of identification

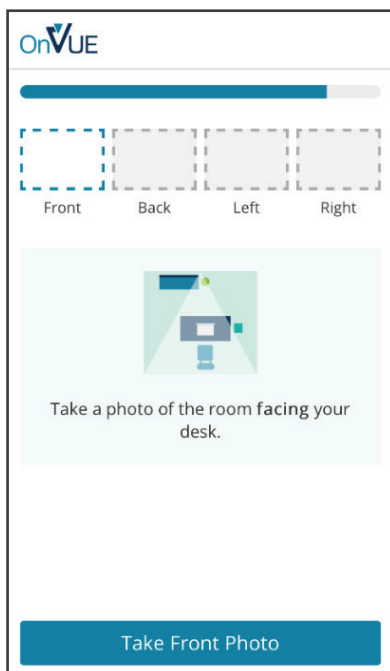
Please Note: If you are using an accepted form of ID other than a Driver's License or Passport, you can still select one of these options, and a greeter will verify your ID during the check-in process. The complete list of identification guidelines can be found [here](#).



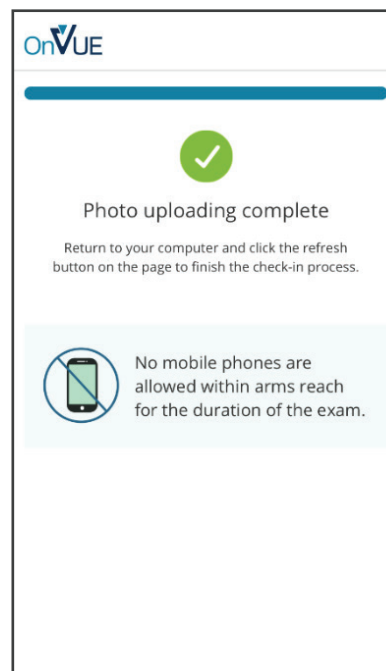
b. Take photos of your identification



c. Verify your workspace for security compliance




d. Take photos of your workspace



e. Wait for verification that the upload process is complete and return to your computer

7 Review and accept the exam rules

Exam rules reminder




- No one is permitted in your work area for any reason
- You may not leave your workspace for any reason
- You cannot speak or cover your mouth
- Place mobile phones, headphones, watches and notes out of reach
- Drinks are permitted in clear, unmarked containers only

I agree that breaking these rules will result in my exam being revoked

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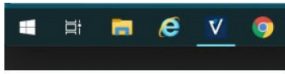
8 Close all other applications (except OnVUE)



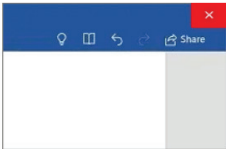
Close all applications except OnVUE

Minimize risk of disruption by following the instructions below:

1. The taskbar must not show lines under any application icons except OnVUE (V).



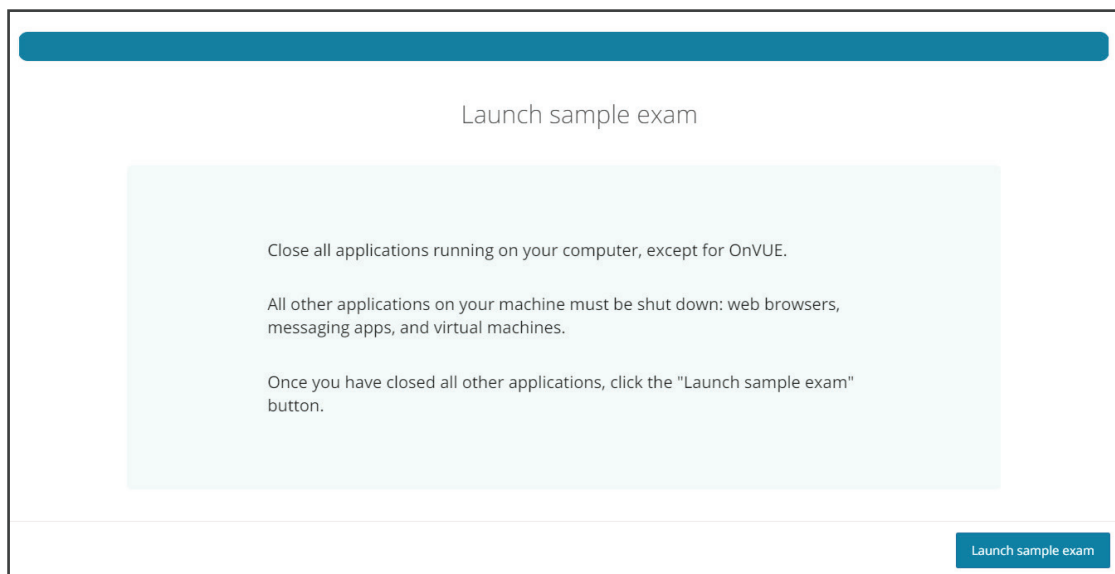
2. Close other applications by clicking the X button in the top-right corner of the application window.



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

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9 Launch the one-question sample exam



10 Upon successful completion of this check-in process, the exam can be launched for you to start the test. Good luck!

At exam check-in, a trained Pearson VUE greeter will review your picture, verifying your ID and confirming that the photos of your work area are compliant with the testing rules and policies.

Though rare, during times of high demand (i.e. weekend appointments) it is possible that you will not be immediately connected to a greeter. If you have been waiting for more than 5-10 minutes, please exit and log back into the exam to be entered back into the queue.

IMPORTANT REMINDERS

- ✓ Contact **Pearson VUE customer service** for technical questions.
- ✓ Contact **HRCI** for any questions about your account or eligibility.

HRCI Business Hours: Monday - Friday 8:30 a.m. - 6:00 p.m. ET