

# Online Test FAQs

CompTIA is launching online testing with remote proctoring, powered by Pearson OnVUE, allowing candidates to take their CompTIA exam at home, anytime, while maintaining a secure testing environment.

## BENEFITS

**Test anywhere** - especially from the security and privacy of their own home.

**Test anytime** - remote testing can be conducted 24/7, so candidates can schedule their exam whenever time permits, avoiding competing priorities or conflicts.

**Test in a highly secure environment** - online proctoring ensures all candidates take their tests under the same secure monitoring conditions as a test center.

## HOW DO CANDIDATES SCHEDULE AN EXAM?

Candidates should review online testing policies and procedures, run the system test, then schedule their online exams. For detailed information on taking online exams, visit [pearsonvue.com/comptia/onvue](https://pearsonvue.com/comptia/onvue).

## HOW DO CANDIDATES PREPARE FOR AN ONLINE EXAM?

In addition to evaluating mastery of the objectives for the exam they plan to take, to prepare for an online exam candidates should:

- Run the system test. To avoid unneeded delays and stress, candidates should run the system test prior to their exam appointment.
- Connect using a strong, reliable internet connection.
- Take the exam using the same computer and network used for the system test.
- Close all other applications. The secure browser used for your exam requires that you close all applications except OnVUE. Failing to do so will interrupt your exam.

## WHAT ARE THE SYSTEM REQUIREMENTS?

Computers used for testing must meet specific operating system, firewall, display, internet browser, internet connection speed, webcam, and sound and microphone requirements. The [system test](#) checks that the device a candidate intends to use to take their exam meets specific requirements.

To view the detailed list of system requirements, visit [home.pearsonvue.com/comptia/onvue](https://home.pearsonvue.com/comptia/onvue).

## WHAT ARE THE TESTING ENVIRONMENT REQUIREMENTS?

Candidates may test in any room with walls and a door that closes. They must be an area free from distractions. No one else is permitted in the room with the candidate while they are testing. The testing environment will be evaluated prior to the start of the exam. Candidates will be asked to use their webcam to slowly scan from left to right to show surrounding walls and to scan up and down to show the floor and ceiling.

Candidates will then be asked to scan their entire work area. The proctor is looking for security risks, including but not limited to:

- Additional monitors (must be unplugged and turned away from you)
- Additional computers (must be turned off and monitors must be dark)
- Wall art/posters (these will be inspected)

The work area should be clear of all materials, including the following items that are not allowed within arm's reach: books, notepads, Post-it notes, typed notes/papers, or writing instruments such as pens, markers, or pencils. Whiteboards should be wiped clean. (A virtual whiteboard will be available to candidates during their exam.)

If a candidate is unable to complete a work area scan, they will not be permitted to proceed further or to take the exam.

## WHAT MATERIALS CAN CANDIDATES HAVE WITH THEM DURING THEIR TEST?

None. During the exam, candidates may not access the following types of personal items: hand-held 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. (A virtual whiteboard will be available to candidates during their exam.) In addition, candidates will be asked to:

- Turn out all their pockets (pants pockets and blazer/sweater pockets) so the greeter can see that they are empty.
- Roll up any long sleeves to show that there is no writing on their arms.
- Lift up a tie, if they are wearing one, to show the greeter that nothing is hidden under the tie.
- Pull back hair long enough to cover their ears to demonstrate to the greeter that there is nothing attached to their ear (such as a Bluetooth earpiece).

## WILL CANDIDATES BE RECORDED?

Yes. By taking an online exam, candidates acknowledge that the proctor will continuously monitor them by video and audio while the candidate takes their exam. Candidates must acknowledge and consent to audio and video recording of their faces, voices, and the physical room where they are seated.

## WHAT IF A CANDIDATE DOES NOT WANT TO BE RECORDED?

Candidates who do not want to be recorded will be unable to complete their exams. They should notify their proctor immediately of their intent not to proceed with the exam.

## IS TECHNICAL SOFTWARE ASSISTANCE AVAILABLE DURING THE EXAM?

Yes, though most technical issues can be avoided by completing the system test in advance. Common technical issues include: 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.

### **CAN CANDIDATES BE IN A SHARED OFFICE OR IN A ROOM WITH OTHER PEOPLE?**

No, candidates must be in alone. If another person enters the room while they are testing, their exam will be terminated. The proctor cannot answer questions related to exam content.

### **DO CANDIDATES HAVE TO INSTALL SOFTWARE?**

Yes, the download and installation of a secure, locked-down browser is required for testing.

### **IS THE EXAM AS SECURE AS THOSE TAKEN AT A TEST CENTER?**

CompTIA is committed to protecting the integrity of our exams, regardless of how they are delivered. When candidates take an online exam, they must first install a secure browser that enforces rigorous safeguards throughout the testing process. In addition, a Pearson VUE proctor monitors candidates throughout the exam via webcam and microphone. We also review footage of exam sessions in cases where we suspect cheating. We will decertify cheaters, remove their certifications, and ban them from taking future exams.

