



CMPP™ Online Exam Frequently Asked Questions

What is OnVUE?

OnVUE is Pearson's online proctoring technology that will deliver the CMPP exam online. OnVUE combines security and convenience, allowing test takers to sit for the exam almost anywhere (eg, office, home) any time (24 hours/day, seven days/week).

Why is ISMPP adding an online option for the CMPP exam?

Using OnVUE, ISMPP can:

- Extend test taker global reach by supplementing brick-and-mortar test centers
- Provide capacity relief for heavily booked test centers
- Allow test takers a secure, online exam delivery option

What do I need to take OnVUE's online proctored CMPP exam?

Using OnVUE, all you need is an internet connection, a webcam, and the OnVUE software, which is downloaded prior to exam day.

What are the technical requirements for test takers using OnVUE?

- Internet connection (wired preferred vs WiFi)
- Desktop or laptop. *Tablets and touch screens may **not** be used.*
- Single monitor. *Extra monitors are not allowed and must be removed from the testing room or be shown to be unplugged.*
- If using a laptop with an external monitor, you must have an external mouse, keyboard, and webcam. The lid of the laptop must be closed.
- *Recommended:* use of a personal computer rather than a work computer, as work computers may have additional security that could interfere with the testing session.

What happens if my internet connection fails during the exam?

An internet connection interruption or failure can interfere with, or even end, the OnVUE testing session. To avoid disconnection:

- Use a wired internet connection rather than WiFi, if possible.
- If using WiFi, request that other household members do **NOT** use the internet during your exam.
- Disconnect any VPNs if you have them. *OnVUE does **not** work well with VPNs.*
- **Mobile hotspots are prohibited.**

Please note that if your computer or internet connection fails for any reason during an OnVUE session (that is not the fault of Pearson), your session will be terminated, and you will have to pay the exam fee again to reschedule your test during the same exam window.

Are there specific requirements for my testing environment?

Yes, you must abide by the following requirements.

- Your test area must be in a walled room, with a closed door and without distractions.
- Nobody can enter your room during testing. If another person enters the room during testing, the exam will be terminated.



- Test takers must demonstrate that their desk surface is clean and not within arm's reach of books; notepads; sticky notes; papers; pens or other writing instruments; or any other articles.
- Additional monitors and computers must be turned off and unplugged.
- Items on the walls with writing on them, such as whiteboards, will be inspected.

What are specific protocols that apply to the online, proctored exam?

Test takers are not permitted to leave the room where they are taking the exam. Breaks are not allowed for any reason. If the test taker leaves the room, the proctor will end the exam session and the candidate will not be able to continue testing. If the exam session is terminated, candidates will have to apply again and pay the exam fee to retake the exam at another time. Water in a clear glass is allowed during testing; however, eating, smoking, and chewing gum are prohibited.

What are some differences between online versus test center delivery of the CMPP exam?

- Breaks are not permitted during an OnVUE exam (vs breaks permitted at a test center).
- OnVUE exams may only be scheduled online (vs test center appointments, which may be scheduled online or by calling Pearson VUE customer service).
- OnVUE appointments are available 24 hours per day.

How do I schedule an exam with OnVUE?

A candidate registers for the CMPP exam and schedules an appointment through the Pearson VUE website as they would for an exam at a test center. Test takers can schedule online exams 24 hours/day, seven days/week from any device with Internet access.

What type of online proctoring does OnVUE use?

OnVUE implements live monitoring. Test takers are monitored by artificial intelligence and a Pearson VUE-certified proctor via webcam and microphone during the exam. Exams are terminated immediately if prohibited behavior, such as cell phone use, reading references, talking to another individual, is detected.

What other resources are available to familiarize myself with OnVUE?

The following links provide detailed information about OnVUE and your OnVUE test experience.

<https://home.pearsonvue.com/pti/onvue>

<https://home.pearsonvue.com/Test-takers/onvue/guide>

In addition, the following 1- to 3-minute OnVUE videos are available:

- Introduction to Online Exams <https://vimeo.com/756893809/956662eeaf>
- OnVUE vs Test Centers <https://vimeo.com/756893936/9e30f83010>
- OnVUE Exams: What To Expect on Exam Day <https://vimeo.com/756894092/a2c25df767>
- OnVUE Exams: Systems Check <https://vimeo.com/756894466/b8f4f96503>