



Important Information About Online Testing

To take an online proctored exam, you must have a:

- Laptop or desktop computer that meets the online proctoring technical requirements
- Mobile phone that can take and send pictures
- Private space that meets the online proctoring requirements

[View the online proctoring info and FAQs.](#)

You must run the system test on your computer before your exam appointment.

[Run the system test now.](#)

Running the system test before your exam is important because it is required, and it will also give you the opportunity to make sure you meet the system requirements or fix any technical difficulties. If you are having technical difficulties, you can contact [Pearson VUE chat](#) or call 800-525-2586.

On exam day

- Begin the check-in process 30 minutes before your scheduled start time. If you have technical issues before or during check-in, you can use the chat feature on Pearson VUE's website, or you can call Pearson VUE for assistance. If issues cannot be resolved, you can cancel or reschedule your exam appointment up until your scheduled start time. We highly recommend canceling or rescheduling your exam appointment if you experience any technical issues. Any exam not started or completed is considered "Missed," and you will need to reapply or pay an additional fee to reschedule your exam. Please see the [Candidate Handbook](#) for the missed exam appointment policy and fee information.
- If you are under the age of 18, your parent or legal guardian must be present in the room during check-in only to present their valid government-issued ID. After the ID check, the parent or legal guardian will be required to leave the room and may not re-enter.
- Your testing environment must be a quiet and private space, free from interruptions. Doors and windows must be closed and covered. You may not leave your testing space, and others may not enter the room. Posters, books or any items with writing are not allowed in your testing space. Food is not allowed, but you may have water in a clear container. No breaks will be allowed during your exam.
- To ensure exam security and integrity, the greeter or proctor may ask you to:
 - Show your ears to verify no devices are present
 - Empty your pockets to ensure they're empty
 - Complete a full 360-degree room scan with your laptop/webcam
- If you have any questions during your exam, use the chat feature to communicate with your proctor. Keep your mobile phone accessible, but on silent. In some cases, the proctor may call you on your cell phone.
- During your exam, your eyes must face forward at all times. You may not cover your webcam, mouth, or face. You may not read the test questions aloud or move your lips.

If you can't meet these requirements, you won't be able to complete your exam and will need to reapply or pay an additional fee.

If you anticipate any issues, we recommend that you schedule an in-person exam.

If you have any questions or concerns, or if you believe you do not meet the online proctored exam requirements, please contact DANB at danbmail@danb.org.