

OnVUE Reconnection Guide

Relaunching after disconnection

What happens if a candidate loses connection with an exam during OnVUE delivery? This document lists reasons why this could happen, describes how to restart the exam, and offers tips about how to resolve other issues that could arise.

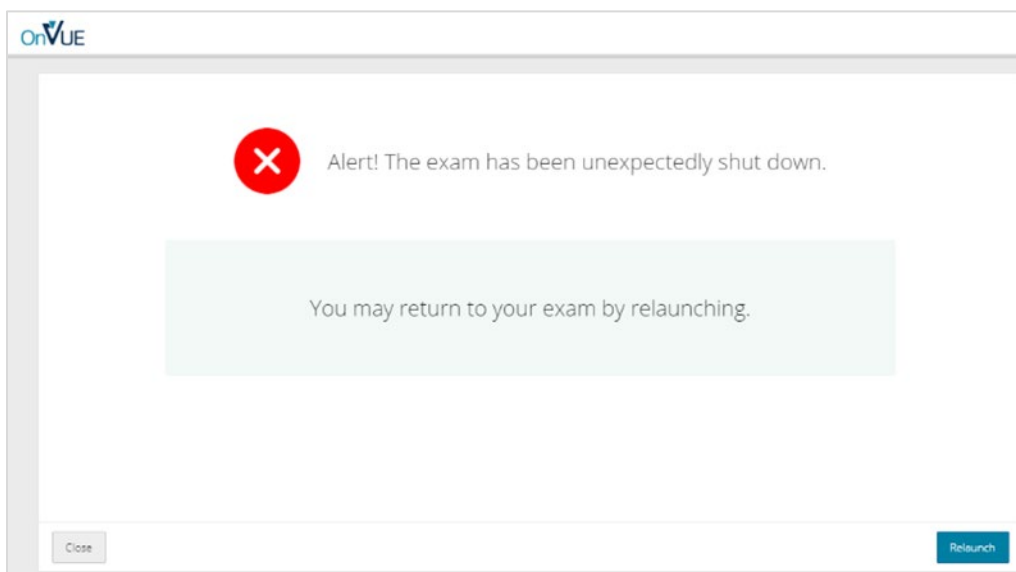
LOSING CONNECTION DURING EXAM DELIVERY

When a candidate loses connection to his or her OnVUE exam during a testing session, the secure browser within the OnVUE application shuts down the exam.

Common issues that could force an exam shutdown during OnVUE delivery include:

- ▶ Detection by the secure browser of a non-permitted application
- ▶ A drop in internet connectivity
- ▶ A power outage that shuts down the candidate's computer
- ▶ Pressing keyboard combinations (shortcut keys) that close the OnVUE application
For example, pressing Alt+F4 in Windows quits the active application.

In all of these cases, and others that would cause an exam shutdown, OnVUE displays a message to the candidate indicating that the exam has shut down.



RESTARTING THE EXAM

After the issue that caused the exam shutdown has been resolved, the candidate should click the **Relaunch** button (shown in the lower-right corner of the illustration).

The OnVUE application opens and places the candidate in the proctor queue. The next available proctor pulls the candidate from the queue and helps the candidate relaunch the exam.

Notes for the restart process:

- ▶ If the candidate has not finished the exam and its status is still set as 'Pending', the proctor will likely call the candidate to help restart the exam.
 - Important** Candidates unresponsive to attempts to contact them through VoIP, chat, or mobile phone after four hours will have their exams revoked for security reasons.
- ▶ Auto-authentication of the unique access code stored on the candidate's computer enables the candidate to proceed through the steps for resuming the exam (if the exam time has not expired).

If a candidate clicks the **Close** button (lower-left corner of the illustration) instead of **Relaunch**, the window closes and the computer's desktop is displayed. To resume the exam, the candidate must find and manually open the OnVUE application before proceeding with the above steps.

ADDITIONAL ISSUES THAT COULD REQUIRE AN EXAM RESTART

There may be instances in which the candidate experiences an issue that does not directly disconnect him or her from the exam but that requires a proctor to assist with restarting the exam.

Examples of other issues that candidate could experience while taking an OnVUE exam:

- ▶ Unresponsive mouse
- ▶ Problem with the test driver

To resolve these issues:

1. The candidate initiates a conversation with the proctor via chat (or VoIP or phone) using the hand-raise function.

Note Contact may also be initiated by the proctor.

2. The candidate describes the problem.

The proctor consults the troubleshooting guide, concludes that restarting the exam is appropriate, and clicks **Restart** to restart the candidate's exam session.

The exam shuts down and the OnVUE application displays the "Relaunch exam" page.

3. The candidate clicks the **Relaunch exam** button to relaunch OnVUE and resume the exam.

RESTART LIMITATIONS

The proctor can implement a **maximum of two restarts** per exam session. After two restarts, the exam is terminated at its current point, its status is marked as 'Delivered', and the candidate will need to register for another exam.

Candidates are allowed an unlimited number of restarts. For example, candidates may have a poor internet connection and drop out of the exam repeatedly or experience multiple secure-browser violations, and they are allowed to restart the exam each time they experience an issue.

REVISION HISTORY

The table below shows a record of all changes, updates, and revisions made to this document.

Rev	Description	Date	Name(s)
1.0	Document created	Apr 29 2020	Shelley Sparrow
1.1	Minor content updates, updated formatting	May 01 2020	Christina Rezac