



Online Testing for Avaya Technicians



Testing Requirements:

- Computer that meets the System Requirements laid out by Pearson Vue (Also listed below)
- Phone that can take pictures
- Clean and clutter free workstation
- CompTIA voucher purchased by TSG

Video – Testing Experience

<https://www.youtube.com/watch?v=Gm1PqdbwBP0&list=WL&index=15&t=0s>

How Online Testing Works:

Before the exam:

- CompTIA Online Proctoring Page
 - » Review information on exam policies and procedures, system requirements, and the System Test
 - » <https://home.pearsonvue.com/comptia/onvue>
- CompTIA Candidate Agreement
 - » Read prior to taking your exam
 - » <http://certification.comptia.org/Training/testingcenters/policies/agreement.aspx>
- Pearson VUE Facial Comparison Policy
 - » Used for the purpose of verifying your identity during the testing process
 - » It will compare your facial image to the one on your identification and to facial images captured during the testing process
- Required System Test
 - » <https://home.pearsonvue.com/comptia/onvue>
 - » Complete a system test/dry run of the exam process
 - » Note: Corporate firewalls can often cause issues while trying to take your exam

Online Testing for Avaya Technicians



- Schedule exam
 - » Robert Castillo from TSG will contact you with the CompTIA exam voucher
 - » Create a Pearson Vue account - <https://home.pearsonvue.com/comptia/onvue>
 - » Schedule for a time that is convenient for you
 - » Before your scheduled exam date, log in to confirm that your exam appointment is correct - Contact Pearson VUE if you are not able to verify, or if there are any issues
- Exact length of test
 - » Visit <http://certification.comptia.org/certifications>

On Exam Day:

- Log into your account:
 - » Click on the Login button - <http://www.pearsonvue.com/comptia/onvue>
 - » Click on your scheduled exam under “Purchased Online Exams”
 - » Click “Begin Exam” and follow the on-screen prompts to complete the check-in process
- First complete the check-in process then you will be contacted by a Proctor to begin your exam

Check-in process: (30+ minutes)

- You will get a text with a link to do the photography with a phone. Take a photo of:
 - » Your face (no dark glasses)
 - » The work area you will be testing in: front, back, both sides (No paperwork visible on the desk or in the office area, only one display device)
 - » Your driver’s license or passport
 - » Upload the pictures
- Close all applications running on your computer, except for OnVue
- Click the “Launch sample exam” button - loads a sample one-question exam
- Proctor will now contact you to begin your exam

FYI

- CompTIA does not allow breaks for any reason during delivery of any CompTIA exam. If you leave your computer during your exam the proctor will end your session, you will be unable to continue testing and you may forfeit your exam fee
- Water in a glass is allowed during testing; however, eating, smoking, and chewing gum are prohibited