

## **Online Proctoring**

### **FREQUENTLY ASKED QUESTIONS**

#### **Can I take the exam if I do not speak English?**

The Pearson VUE online proctoring system, On VUE, has a user interface that is available only in English and any support during the check-process or during the exam will only be in English. Once the exam is launched, it will be in the language based on the ACAMS exam package you purchased.

Candidates who do not speak English can use online proctoring but must prepare themselves well in advance. It is very important that all candidates taking an exam using online proctoring familiarize themselves with the process and the requirements. ACAMS will prepare a set of screenshots that show different language translations of what you will see on the screen as you check-in and begin your online exam. You are urged to carefully review all materials and FAQs provided in order to ensure a successful online exam experience.

#### **Can I take my ACAMS exam with online proctoring?**

Online exams are not available for candidates located in China, Japan, Slovenia, Cuba, Iran, North Korea and Sudan.

For others, make sure that you can answer yes to the five questions below. Then move on to the System Check. In order to take an ACAMS certification exam via online proctoring you must perform and **pass the System Check** on the computer you plan to use to take the exam.

##### **1. Do you have a laptop or desktop computer?**

- Pearson VUE online proctoring is not compatible with a tablet (i.e., iPad, Surface, Kindle) or mobile device.

##### **2. Do you have a web camera and microphone?**

- The webcam may be built into your computer or may be a separate device that is connected to the computer.
- If using a laptop connected to an external monitor, you must have a webcam that is a separate device connected to the computer and the laptop must remain shut as two monitors are not allowed.
- The microphone may be built into the computer or may be a separate device that is connected to the computer. The microphone should be on and not set on mute.

### 3. Do you have reliable internet?

- You should have a reliable, broadband internet connection (DSL, cable, or LAN/WAN): 512 kbps up/down. Dial-up connections are not supported. Wired networks are recommended due to a better exam delivery performance.

### 4. Do you have a private, enclosed space that is free from disruptions?

- During your testing session, no one can be walking behind you within the view of the webcam (e.g., in an office with windows to a hallway).
- During your testing session no third party is allowed in the room.

### 5. Does your laptop, webcam or smartphone camera allow you to take photos of your testing area?

- With your laptop, external webcam or smartphone camera, you will be asked to send photos showing both left and right of your testing area, as well as the ceiling above and floor below your testing area.

#### *Required System Check*

**You should complete the System Check to see if your computer is compatible with the online testing software. The System Check downloads an executable file onto your computer, and it walks you through a check of the computer and necessary equipment for taking the exam online.**

**Please make sure that you perform the System Check from the same computer and location you will be testing from on exam day.**

**Run my System Check now.**

In addition to answering 'yes' to the five questions above, your computer must meet the following requirements to pass the system check:

- Operating system of Windows 7 or newer, or newest MAC OS for Apple computers.
- Updated web browser (i.e., Internet Explorer 11+, Google Chrome, Firefox 23+ or Safari 6.0.5+)
- Internet cookies must be enabled.
- All pop-up blockers must be disabled.

**If you have an issue running the system check, ask yourself these questions:**

- Can you update your operating system or web browser to the newest version?
- Can you try an alternate computer?

If you still do not pass the **System Check**: You should reschedule your appointment to take the exam at a Pearson VUE test center. If your computer is found not to meet the requirements on the exam day, you will not be able to take the exam and you will forfeit your exam fee.

### **Are online exams available to everyone?**

Online proctoring is available to all candidates except those located in China, Japan, Slovenia, Cuba, Iran, North Korea and Sudan. Candidates must be able to meet the necessary technical and room environment requirements.

### **What time are online exams available?**

Online proctoring is available 24 hours a day, 7 days a week.

### **How do I schedule an online exam?**

The scheduling process for an online exam is very similar to scheduling an exam at a test center. Once approved to test, sign in to the [ACAMS Checklist Page](#), and click on “Go To Pearson VUE.”

You will then be given the option to test at a center or at your “home or office.” Select “home or office” and begin the scheduling process for an online exam.

### **I am interested in taking an ACAMS exam but have not yet purchased or submitted an application. Will I be able to take an exam that is proctored online?**

Yes. Effective April 1, 2020 through to July 31, 2020, ACAMS will offer online proctoring for candidates taking their CAMS, CGSS and Advanced CAMS-RM certification exams.

At this time, online proctoring is not available to candidates located in China, Japan, Slovenia, Cuba, Iran, North Korea and Sudan.

### **I have an authorization to take an ACAMS exam but have not yet scheduled one. How can I schedule an exam that is proctored online?**

The scheduling process for an online exam is very similar to scheduling an exam at a test center. Once given the approval to proceed, sign in to the [ACAMS Checklist Page](#), and click on “Go to the Pearson VUE Website.”

Once at the Delivery Option page of the Pearson VUE website, you will have the option to choose “Home or Office”. Once selected, you may begin the scheduling process for an online exam.

## **I have scheduled my ACAMS exam at a test center and that exam is still scheduled. Can I cancel that exam and schedule to take an exam that is proctored online?**

Yes. You can cancel your exam 72 hours before your exam date without penalties. If within 72 hours of your exam date, review Pearson VUE's current cancellation policy. Once that process is complete, after March 27, 2020, you can sign in to the [ACAMS Checklist Page](#) and click on "Got to Pearson VUE Website".

Once at the Delivery Option page of the Pearson VUE website, you will have the option to choose "Home or Office". Once selected, you may begin the scheduling process for an online exam.

## **I scheduled my ACAMS exam at a test center but it was cancelled. Can I schedule to take an exam that is proctored online?**

Yes. Starting from March 27, 2020, you may schedule an online proctored exam by signing in to the [ACAMS Checklist Page](#) and clicking on "Got to Pearson VUE Website".

Once at the Delivery Option page of the Pearson VUE website, you will have the option to choose "Home or Office". Once selected, you may begin the scheduling process for an online exam.

## **How should I set up my computer and testing area?**

As you will see in the video above, you may need to make some adjustments to your computer set-up prior to taking the exam.

Ask yourself the following questions to ensure your computer set-up is optimal:

### **Is the text size of your screen set to the recommended 100%?**

- Some operating systems set the default text to larger than 100%.
- You can reset the text size in the display section of the control panel before taking your exam.

### **Do you have antivirus or security software on your computer?**

- Some programs can cause performance issues during the exam. These programs should be temporarily disabled before taking your exam.

## **Do you use a laptop computer with an external monitor?**

- Only one screen is allowed while taking your exam. Your laptop must be closed prior to the start of your exam.
- You must have an external webcam connected to your computer, as the laptop camera will not work when the lid is closed.

## **Do you use more than one monitor?**

- Only one monitor is allowed while taking your exam.
- If you use 2 or more monitors, you must make sure that only one monitor is on and connected to your computer on exam day.

## **Do you use a headset?**

- Headsets are acceptable during the greet process to communicate with the greeter, but they must be removed and placed to the side during the exam.

In addition, you may need to make some adjustments to your testing area (home, office, or other setting) prior to taking your exam. You should make sure that you can answer yes to these questions:

## **Is the testing area you chose a private, secure space with a door?**

- No third party is allowed in the room for the duration of your testing session, including during the scheduled break, and no one can walk behind you within view of the webcam (e.g., in an office with windows to a hallway).

## **Is your testing area free of any voice-activated devices (e.g. Amazon Echo, Google Home, etc)?**

- Any of these devices should be turned off or removed from the testing area for the duration of the exam.

## **Is your testing space (e.g. desk, table) clear?**

- The following items are not allowed within arm's reach: books, note pads, Post-it notes, typed notes/papers, or writing instruments.
- All objects not necessary for your testing session should be placed out of arm's reach.
- Note-taking materials are not allowed.

If your location does not meet these requirements, please reschedule your appointment to take the exam at a Pearson VUE test center. If your location is found not to meet the requirements on exam day, you are unlikely to receive a refund.

We understand that distractions may occur during the exam. Some suggestions for limiting your distractions include:

- arranging for coverage
- disconnecting, or muting your landline phone
- placing a "do not disturb" sign on your door

## **When is the best time to start the exam? / What if I start the exam late?**

You may begin your exam process up to 30 minutes prior to your scheduled appointment time. Not any earlier. You have up to 15 minutes after your scheduled appointment time to click the "Begin Exam" link on Pearson VUE's website.

You are not permitted to begin your exam more than **15 minutes** after your scheduled appointment time. If that occurs you have to forfeit registration for that appointment, and you will need to register and pay for your next exam. You may contact ACAMS to discuss your rescheduling options.

## **How do I begin the exam?**

Sign in to your ACAMS Checklist Page. Click on "Go to Pearson VUE." On the Pearson VUE suite, click on the name of the exam you will be taking. Then click "Begin Exam" to launch the exam.

## **What identification will I need?**

You will need to present primary identification when prompted during the check-in process. Candidates without valid primary ID may not be admitted to the exam.

Primary ID: A current, non-expired government-issued form of ID that contains both your signature and a recent photograph. A valid driver's license, passport or state identification card is acceptable. **Note:** Any form of ID issued by the following governments cannot be used as a primary ID, per U.S. government regulations: Cuba, Iran, North Korea, Sudan, and Syria.

You will be asked to take a headshot of yourself and your primary ID using your laptop, webcam or smartphone camera. Pearson Vue will verify that the photo on the ID matches the photo of you before you can start your exam.

Important: The name that appears on your primary ID must be the same as the name that ACAMS has on record for you or you may not be admitted to the exam.

## **What is permitted on my desk during the exam?**

- Eyeglasses (Pearson Vue will ask to check them)
- Beverages such as coffee and water
- Certain essential medical items (e.g., Bluetooth-enabled glucose monitoring devices and diabetic supplies) may be brought into the testing area with prior approval of ACAMS. You should submit your request to ACAMS by sending an email to [accommodations@acams.org](mailto:accommodations@acams.org).

## **What is not permitted to be used during the exam?**

To assure the integrity of the exam and your credential, the following are prohibited:

- Electronic devices, including cell phones, cameras, recording devices, PDAs, calculators and pagers.
- Wallets and purses.
- Watches. The time remaining in the exam session will be displayed on your computer screen.
- Study materials, books, notes, scratch paper, etc.
- Pens, pencils, highlighters and other writing instruments.

- **Reminder:** No third party can enter the room during your exam, and you may not allow the computer screen to be seen by other individuals.

Candidates who fail to adhere to these policies are subject to disciplinary action which could lead to dismissal from the exam, invalidation of the exam or disqualification from future exams.

### **How long does the exam take?**

The CAMS exam takes approximately 3 1/2 hours. The CGSS and Advanced CAMS-RM exams take approximately 3 hours. The exams are identical whether you take them online or in a test center.

Once the online exam is launched, no breaks are allowed as you will not be permitted to leave the view of the web camera.

### **Can I take a break during the exam?**

No. Once the online exam is launched, no breaks are allowed as you will not be permitted to leave the view of the web camera.

### **What should I do if I have a technical issue during the Exam?**

If there is an issue during exam delivery, you can use the blue phone button in the recording window to request assistance.

If you get disconnected from the internet, inadvertently close your exam, or something similar that drops the connection, you will have up to one hour to resume the test, not to exceed four hours from the original start time. You must resume the test on the same workstation and cannot move to a new computer. A page will automatically pop-up saying "Alert! The exam has unexpectedly shut down. You may return to your exam by relaunching." Click the "Relaunch" button to resume.

If for some reason you are not allowed back into the exam, please contact [Pearson VUE Customer Support](#) and an agent will assist you.

## Copyright and Exam Non-Disclosure

All ACAMS exams are protected by copyright. Access to all exams, as further detailed below, is strictly conditioned upon agreement to abide by this copyright and to maintain examination confidentiality.

ACAMS assessments are confidential, in addition to being protected by federal copyright and trade secret laws. Candidates who undertake assessments agree that they will not copy, reproduce, adapt, disclose or transmit assessments, in whole or in part, before or after taking an assessment, by any means now known or hereafter invented. They further agree that they will not reconstruct assessment content from memory, by dictation, or by any other means or otherwise discuss assessment content with others. Candidates further acknowledge that disclosure or any other use of ACAMS assessment content constitutes professional misconduct and may expose them to criminal as well as civil liability, and may also result in ACAMS' imposition of penalties against them, including but not limited to, invalidation of assessment results, exclusion from future assessments, suspension or revocation of ACAMS membership and other action as deemed appropriate by ACAMS.

## Tips for an online exam

### BEFORE EXAM DAY

- Complete the [System Check](#) using the same computer and in the same location you'll be using on exam day. It may be helpful to take the System Check before registering to make sure your equipment is compatible with the exam software.
- Please watch [this video from Pearson VUE](#) to learn more about the check-in process.
- Review the FAQs for more detailed information about [computer requirements and security](#).

### ON EXAM DAY

- Prepare your testing space: desk cleared, door closed and webcam/microphone functioning.
- Make sure you are using the same computer you used to complete the [System Check](#).
- Use a hardwired internet connection instead of WiFi to improve connectivity.
- Sign in to your exam 30 minutes prior to your scheduled exam to allow for any troubleshooting.
- To sign in, go to the ACAMS Checklist page and click on "Go to Pearson VUE." Select the appropriate exam and click "Begin Exam."
- You'll need to present a valid ID during the check in process.
- Need help? Pearson VUE staff are available to [assist you via chat](#). Do remember that support for online proctoring is only available in English.