



Exam How-To Guide

Tips, Tricks, and Solutions to Common Challenges

The FSA Credential testing provider – Pearson VUE – offers a robust testing environment for in-person exams at test centers around the globe, and online-proctored exams taken remotely. To ensure candidates are familiar with the testing environment in either format of exam, the Value Reporting Foundation has created this guide to walk candidates through the check-in process and testing environment.

If at any time you have technical issues with registering, setting up your remote system or testing, please contact [Pearson Support](#) directly. Pearson Support lists toll-free telephone help lines for all their supported regions, in addition to live chat and email support functions.

Before Your Exam

To maintain the integrity of the FSA Credential, all test takers must undergo specific security and admission procedures prior to their exam. Procedures differ slightly between in-person and remote exams.

In-Person, Test Center Exams

Candidates should plan on arriving at the test center **thirty (30) minutes before their scheduled appointment** time. This will give you adequate time to complete the necessary check-in procedures.

Upon arrival, a test administrator will confirm your appointment and present you with testing rules which must be read and accepted before progressing. Candidates will then be required to present **two (2) forms of original, valid IDs**, one primary ID and one form of secondary ID. Your IDs must match the first and last name used when registering for the exam. The requirements for these forms of ID are described below:

Primary ID – Must be government issued with name, a recent recognizable photo and signature. Acceptable forms of ID include:

- Passport
- Driver's license
- Non-US Military ID (including spouse and dependents)
- Identification card (national or local)
- Registration card (green card, permanent residence, visa)

Secondary ID – Must have at least a name and signature, or name and a recent recognizable photo



In order to verify these forms of ID, the test administrator will:

- Ask you to provide a **digital signature** to be compared against your primary ID
- **Scan your palm** to provide a unique biometric identifier.
- **Take your photo** for comparison against your ID

Before entering the exam room, you will be directed to store your personal belongings (watch, wallet, purse, phone, and other personal effects) in a secure location. No calculators or scratch paper is allowed. Both a digital calculator and whiteboard will be available to you in the testing environment.

Remote, Online-Proctored Exams

PearsonVUE recommends using a personal computer (not issued from your employer) and a wired, ethernet connection. Firewalls or security settings from work computers may restrict the testing software from operating properly; and wireless internet connections may lead to being disconnected. We highly recommend that you [run a system test here](#) with your computer before choosing a remote, online-proctored exam. Your computer will need a webcam and microphone.

Thirty (30) minutes before your scheduled exam, log in to your [Pearson VUE account](#). Navigate to your exam and **click 'Begin Exam'**.

Online Exam Details

[Return Home](#)

[Print Summary](#)

Description	Details	Information	Price
Exam VUE-PCA: VUE Demo Language: English Exam Length: 60 minutes	Appointment Monday, March 18 Start Time: 03:30 PM CST	Order Number/Invoice 0000-1111-2222 Registration ID 2100002121 Status Purchased	0.00

[Begin Exam](#)

You will then be prompted to download the Pearson OnVUE software. Once downloaded, double-click, and **run the .exe file to begin the check-in process.**

Start Exam

- 1 Click on the "Copy Access Code" button below. This will automatically enter your access code into OnVUE once it is running. This access code will authorize you to start the exam check-in process.

555-555-555 [Copy Access Code](#)

- 2 Click "Download". This will ensure you are running the most up to date version of OnVUE.

[Download](#)



When you launch OnVUE, you will be prompted to complete the following steps:

Step 1: System Check

To confirm your computer is compatible with the exam, the OnVUE software will check for the presence of a **webcam** (both built-in webcams and detached USB webcams are allowed), a **microphone**, and **adequate internet speed**. As mentioned above, we highly recommend that you test the compatibility of your system before your exam [here](#).

Step 2: Identity Verification

Using your mobile device, you will be prompted to take a **selfie**, as well as **photos of the front and back of your ID**. Your ID should be government issued with your name, a recent recognizable photo and your signature. Once you have taken your photos, OnVUE will provide instructions to submit the photos via text or online upload. If you do not have a mobile device, these photos may be taken with your webcam.

Step 3: Workspace Preparation

Clear your workspace of any notes or study materials and make sure that mobile devices, headphones, and watches are out of reach. Physical calculators are not allowed as a digital calculator will be provided to you in the testing environment. You will then be prompted to take photos of your workspace and submit them in the same manner as your identity verification.

Step 4: Agree to testing rules

You will be prompted to **read and agree to the rules of the exam**. These rules include:

- No one may enter your workspace during testing
- You must sit for the entire exam without breaks. This includes not getting up to use the restroom, answer the phone, or anything else.
- Mobile devices, headphones, watches, and jewelry must be out of reach
- Food, drinks, smoking, and gum are prohibited

Your proctor will monitor you via webcam to ensure these rules are met during the entire exam.

Step 5: Close other applications and disconnect additional monitors

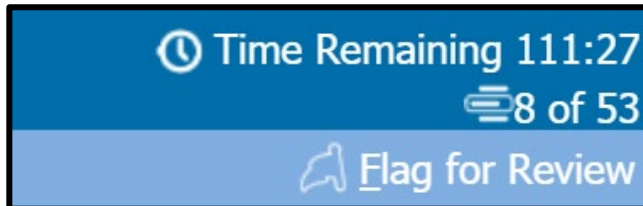
During your exam, all **other computer applications must be closed** and you may only use a **single monitor**. The OnVUE software will ensure that these criteria are met before launching your exam.

After completing the 5 steps above, you will be transferred to a waiting room until the launch of your exam. If there are any issues with the photos you submitted, your proctor will contact you via your mobile device or chat. If at any time you are having trouble setting up your remote system, please contact [Pearson Support](#).

During Your Exam

For both online and in-person candidates, Pearson’s testing environment contains several tools to help manage your test taking experience.

Exam timer and question status

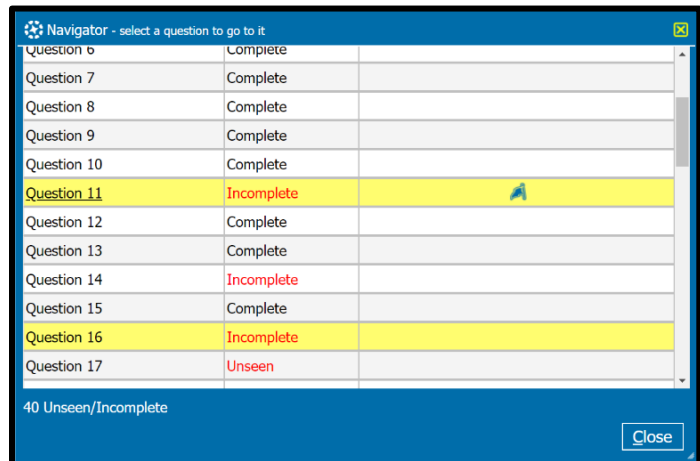



In the **top right corner** of the testing environment, you will have a **running timer** to keep track of how much time remains in your exam. You will receive an on-screen warning notification when you have 5 minutes remaining in the exam. Below the

timer, you will see a **status showing which question you are on**, out of the total number of questions. This is a helpful tool to manage your time allocation per exam question. If you want to revisit a particular question later, the **“Flag for Review”** button allows you to highlight a question for review at a later point.

Navigator Tool

In the **bottom right corner** of your screen, you will have buttons allowing you to proceed to the next question or navigate to the previous question. Between these buttons is the **Navigator tool**. Pressing this button will bring up a screen showing the completion status of every question. Each question will be marked as complete, incomplete (i.e. unanswered), or unseen. Additionally, the third column shows which questions you have flagged for review (i.e. Question 11 in the image to the right). You can navigate to any question in the exam by clicking on the link in the first column.



Navigator - select a question to go to it		
Question 6	Complete	
Question 7	Complete	
Question 8	Complete	
Question 9	Complete	
Question 10	Complete	
Question 11	Incomplete	
Question 12	Complete	
Question 13	Complete	
Question 14	Incomplete	
Question 15	Complete	
Question 16	Incomplete	
Question 17	Unseen	

40 Unseen/Incomplete Close

Calculator

There is a calculator tool built into the test environment. You may access it by pressing the “Calculator” button in the top right corner of your screen. You can switch from a standard calculator to a scientific calculator if you desire more advanced features. Physical calculators will not be allowed in the testing environment.



Item Review Screen

Once you have completed your exam, you will be brought to the **Item Review Screen**. Similar to the Navigator tool, this screen highlights both incomplete, and flagged questions. In the bottom right of this screen, the OnVUE software gives you the option to review questions that are incomplete or flagged. Clicking either 'Review Incomplete' or 'Review Flagged', will bring you back into the testing environment and run you through all your incomplete or flagged questions.

The screenshot displays the 'Item Review Screen' interface. At the top, there is a blue header with 'Instructions' and 'Item Review Screen'. Below this is a section titled 'Exam Section' with a sub-header '(3 Unseen/Incomplete)'. A list of 28 questions is shown, each with a question icon and a status indicator. Questions 16 and 23 are marked as 'Incomplete' in red text. At the bottom of the screen, there is a blue bar with four buttons: 'End Review', 'Review All', 'Review Incomplete', and 'Review Flagged'.

When you are satisfied with all your answers, click 'End Review' in the bottom left of the screen. You will be prompted to confirm that you are done reviewing your questions. After confirming, you will be given a final prompt to confirm you are finished with your exam.

After Your Exam

After submitting your exam, you will be asked to complete a post-exam survey. We encourage you to complete the survey, though it is optional. Feedback provided in this survey helps the Value Reporting Foundation continually improve the experience for FSA test takers.

The results of your exam will be provided on the screen following the post-exam survey. You will receive an email within 48 hours of completing your exam containing a web-based score report where you can further review the results of your exam.