

# OnVUE Reconnection Guide

## Relaunching after disconnection during delivery

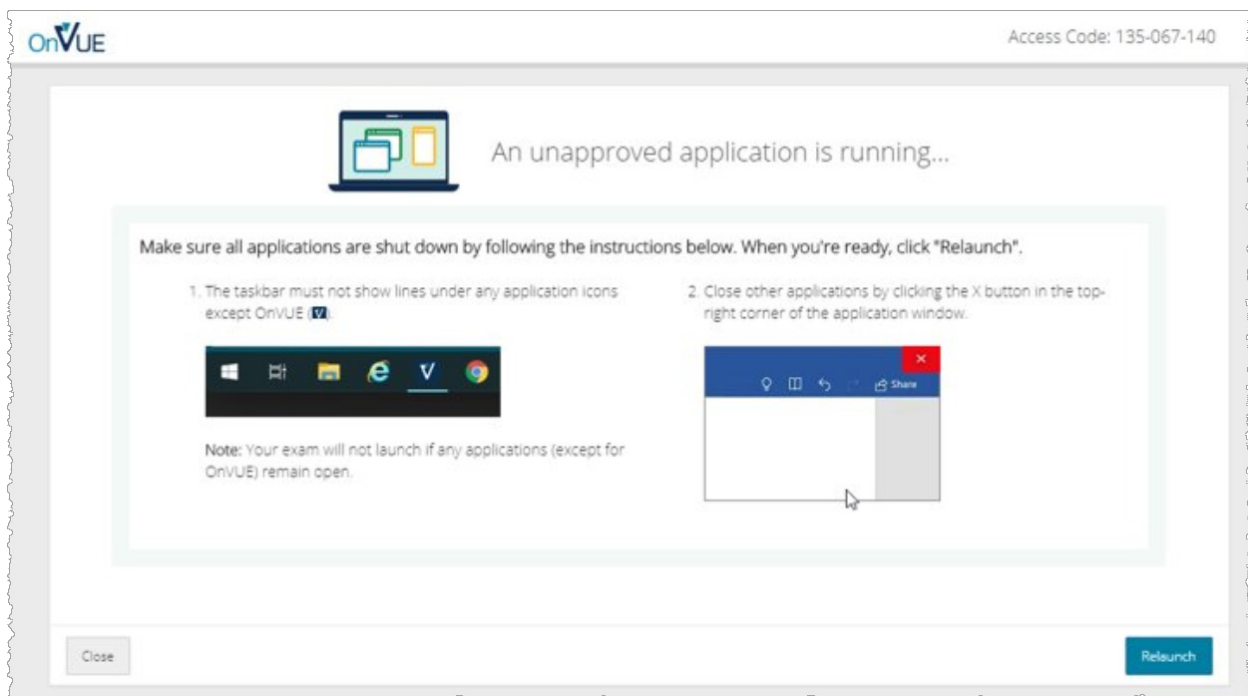
If a candidate loses connection to his or her OnVUE exam during a testing session, the secure browser used with the OnVUE application shuts down the exam. How can candidates reconnect?

This document lists reasons why candidates could lose connection to exams during delivery, describes how to restart the exam, and offers tips about how to resolve other issues that could arise.

### Issue: unapproved application running

A common issue that could cause an exam shutdown during OnVUE delivery is the secure browser detecting that an unapproved application is running. Although the secure browser blocks the initial exam launch if any unapproved applications are running, some applications may start up *after* the exam starts.

If the secure browser detects an unapproved application, it shuts down the exam. OnVUE then displays a message that the session was closed because an unapproved application was running. (Instructions are tailored for Mac or Windows usage.)

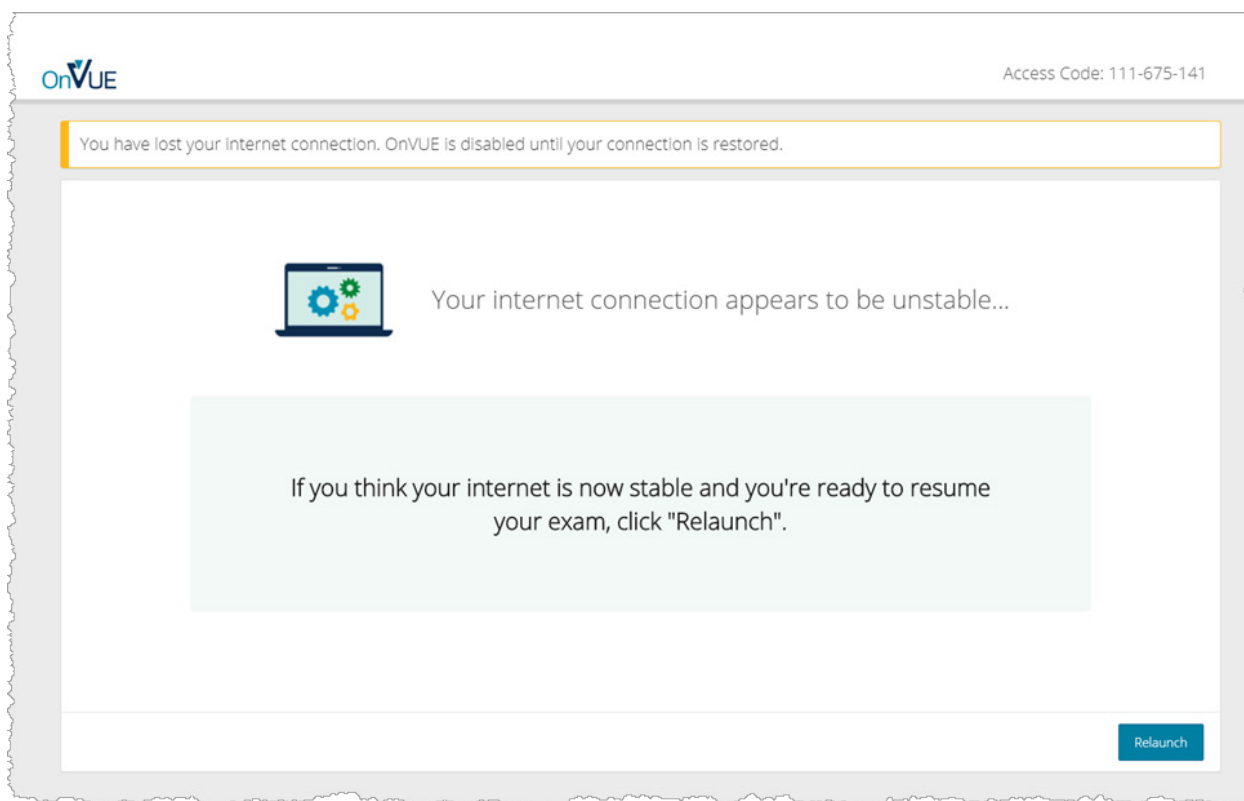


Candidates who encounter this message should close the prohibited application(s). After resolving the issue that caused the exam shutdown, they should click the **Relaunch** button (lower-right corner in the illustration).

OnVUE then places the candidate in the proctor queue. The next available proctor will pull the candidate from the queue and help the candidate resume the exam where he or she left off.

## Issue: internet connectivity drop

Loss of internet connectivity is also a common issue that can force an exam shutdown. If a candidate has lost connection to the internet for at least 15 seconds, OnVUE automatically displays the following message:

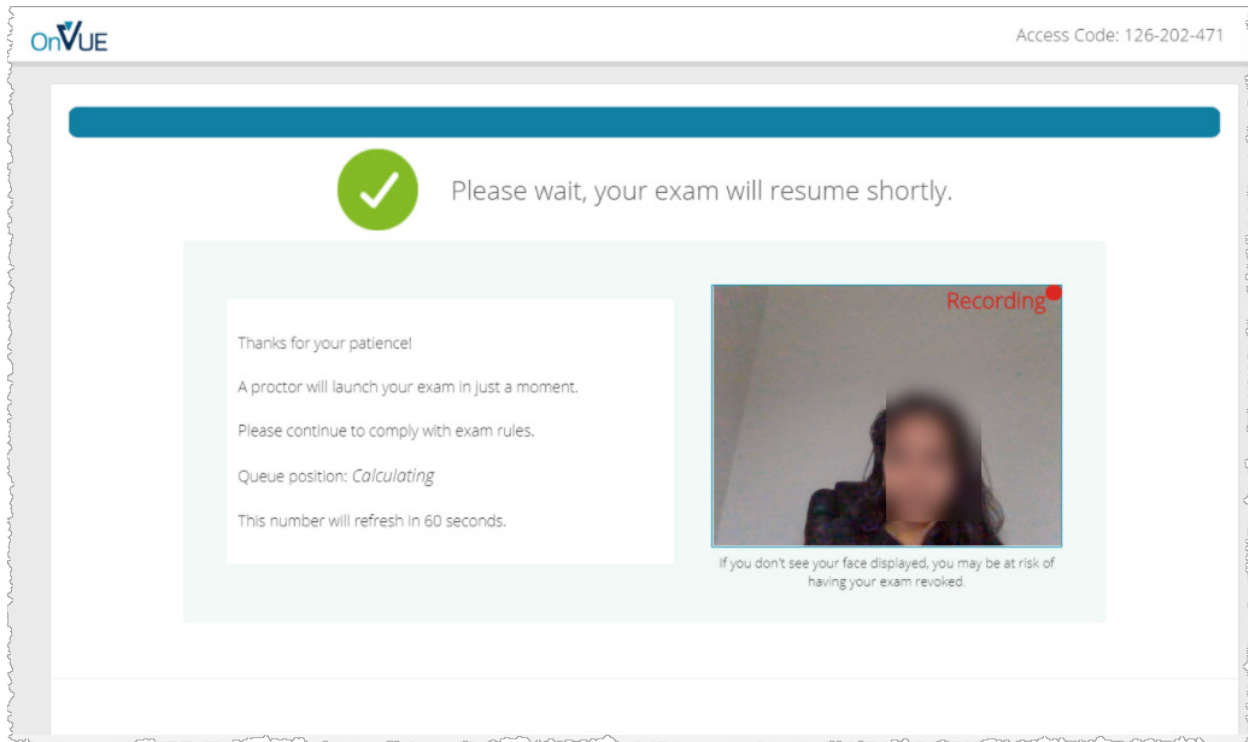


Candidates who encounter this message should first troubleshoot their internet connectivity, doing whatever is needed to restore a strong and stable connection with appropriate bandwidth. *After* restoring the internet connection, they should click the **Relaunch** button (lower-right corner in the illustration).

Note that candidates experiencing internet connection issues may not be able to contact the greeter/proctor and vice versa.

# Notes on the restart process

After a candidate clicks **Relaunch**, OnVUE displays this page.



Behind the scenes, OnVUE places the candidate in the proctor queue. The next available proctor pulls that candidate from the queue and relaunches the candidate's exam so that he or she can resume the exam in the same place.

## Issue: a lost connection that stops OnVUE

Certain issues can cause the OnVUE application to close completely. Examples include—

- ▶ A power outage that shuts down the candidate's computer
- ▶ An OnVUE software or other software failure
- ▶ A hard system reboot

Restarting the exam when OnVUE has shut down requires a different approach than when it continues to run.

### To restart an exam if OnVUE has shut down, a candidate should—

1. Access the Downloads folder and click the most recent OnVUE file to return to the session.

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 (as long as the exam time has not expired).

2. Complete the equipment check and enter the queue to wait for a proctor to release the exam.

## Other issues that could require exam restart

A candidate could experience 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 a candidate could experience while taking an OnVUE exam:

- ▶ Unresponsive or malfunctioning mouse
- ▶ Problem with the test driver (preventing navigation or stopped working, for example)

### To resolve these issues, the candidate should—

1. Initiate a conversation with the proctor by chat using the hand-raise function.

**Note** Alternatively, a proctor may initiate contact by chat (or VoIP or phone).

2. Describe the problem.

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

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

3. Click the **Relaunch** button.

OnVUE displays the page shown above (see *Notes on the restart process*) and places the candidate in the proctor queue. The next available proctor will help the candidate resume the exam.

Sometimes a problem persists after troubleshooting, and a hard reboot is needed. In this case, the proctor will advise the candidate to force quit the OnVUE application and follow the instructions above for assistance with power outages and crashes (see *Issue: a lost connection that stops OnVUE*).

# 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. They are allowed to restart the exam each time they experience an issue.