Pearson Vue Online Proctored Exam (OnVUE)
How to schedule and take your exam from your home or office

**Click on Each step to skip to the appropriate Instructions*

1. Evaluate

Evaluate whether taking your APICS exam online is a good option for you

2. Schedule

Instructions for scheduling an online proctored APICS exam appointment

3. Setup

Instructions for setting up your testing area and configuring your computer for the exam

4. Check-In

Instructions for launching an online proctored APICS exam

ascm

1. Evaluate

Evaluate whether taking your APICS exam online is a viable option

Is Online Proctored Testing Right for You?

If you are interested in taking your exam online though OnVUE, you must complete the following activities to evaluate if you are able to do so:

1. Perform a system test by visiting the OnVue Exam Delivery Page
    (the system test does not check connection stability nor reliability)

2. Review exam information in the OnVUE Exam Delivery page, including:
    a. *Exam Policies and Rules*
    b. *System Requirements*
    c. *Admission Steps*
    d. *Identification Policy*

3. *Review pertinent information on the ASCM website, including:*
    a. *OnVUE Online Exam Setup Checklist*
    b. *The APICS Exam Handbook*

> **⚠ Warning**
>
> You must always remain in view of your webcam during the entire testing process. This restriction begins at the onset of the check-in process. Failure to be within view of the proctor via your webcam may result in the termination of your exam. Since no breaks are allowed during online exams, we recommend that you take any necessary breaks or relief prior to check-in.

Important Note: Do not attempt to take an APICS exam online if you do not have a completely stable internet connection. ASCM strongly advises against using wireless internet – especially mobile hotspots - when taking an online proctored APICS exam.

ascm

Is Online Proctored Testing Right for You? (Continued)

Please note the following country restrictions as well:

1. *Country Restrictions*
    a. *Online proctored exams cannot be taken within the following countries due to government restrictions:*
        - *China*
        - *Cuba*
        - *Iran*
        - *North Korea*
        - *South Korea*
        - *Sudan*
        - *Thailand*
        - *Japan*
        - *Syrian Arab (Republic/Syria)*

    Note: If you plan to take your exam in any of these countries, please choose test from a local test center instead of online.

ascm

2. Schedule

Instructions for scheduling an online proctored APICS exam appointment

Step 1 - Login

In order to purchase an APICS exam, you need to be logged in to your account.

To do so:
1. Go to ascm.org

2. Click "Login"

3. Enter your username and password

4. Click LOGIN

ASCM ASSOCIATION FOR SUPPLY CHAIN MANAGEMENT

Join/Renew | Log In | Partners | Cart (0)

About ASCM   Learning & Development   Corporate Solutions   Foundation   Membership & Community

Log in to ASCM

Please log into the ASCM network. If you do not have a profile, create one here.

Username

Password

Log in

Forgot your username?   *Forgot your password?*

☐ Remember me?

ascm

Step 2 – Launch Scheduling Process

If you have not validated your information already, you will be prompted to do so during this step.

To do so:

1. Go to "My ACCOUNT"

2. Click "Certifications" on the left side of your screen

3. Click "Exams"
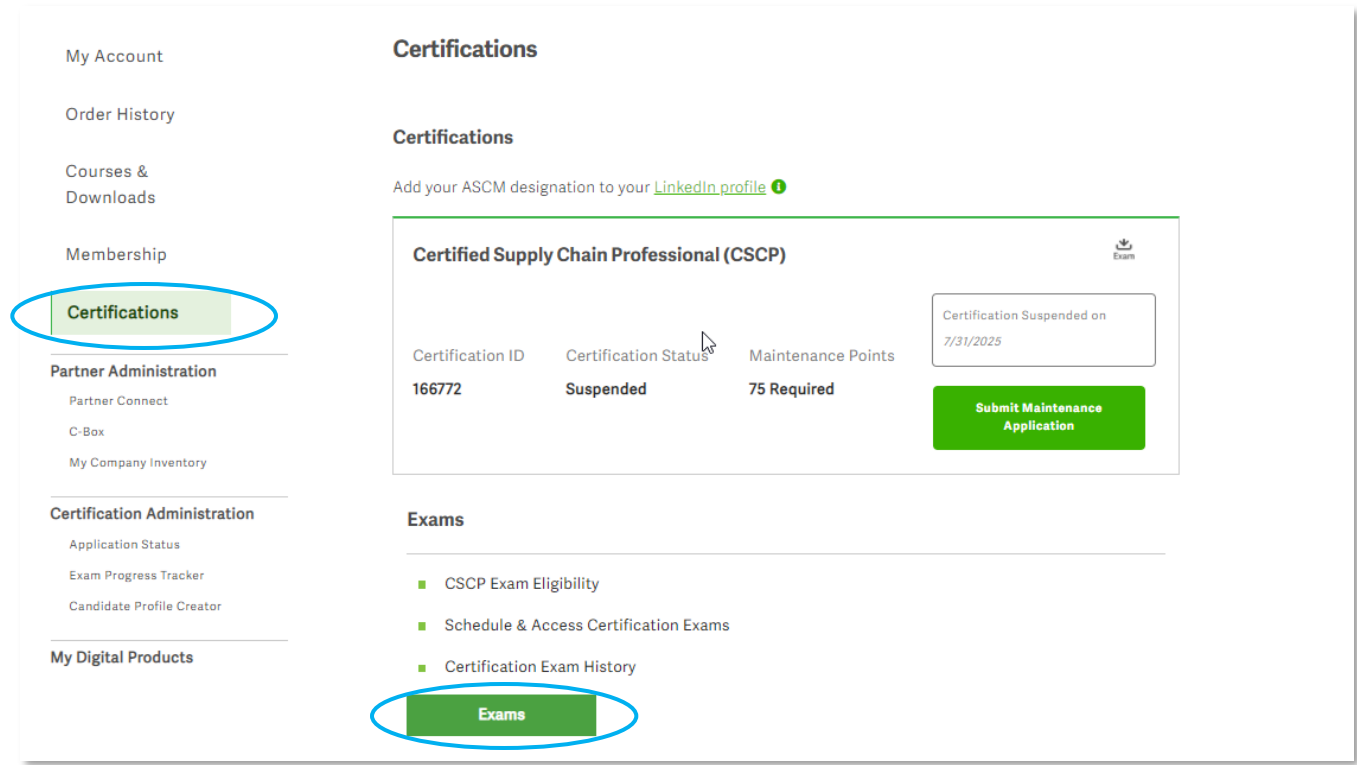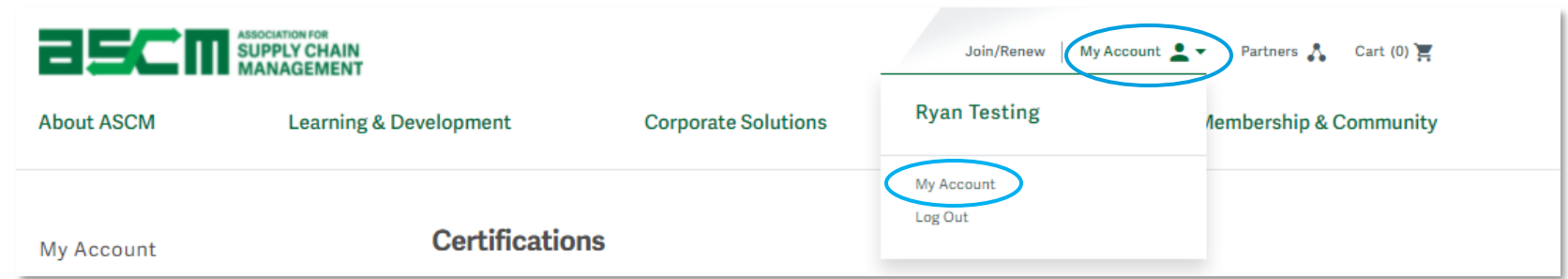
Step 2 – Launch Scheduling Process (Continued)

3. Scroll down to the *Your Exams* section

4. Click "Schedule Exam"

Your Exams

Certification details may take up to 24 hours to update. Completed exam details will be in the Exam History section.

> ⚠ To redeem an exam credit, please choose the "Register for Your Exam" button below. You will then be taken to the program page. Please choose the appropriate exam by choosing the "Explore" link next to the program for which you would like to register. Your exam credit will be redeemed at checkout and you will not be charged for the exam.

Certified in Logistics, Transportation and Distribution (CLTD) : United States

Credit Status		
In Use		Status Key
Date Available	Apply Credit by	
-	-	
Applied Credit		

>>>

Authorization Status	
Accepted	Status Key
Take Exam by	
3/8/2021	
Schedule Exam	

ASCM

Step 3 – Select a Testing Platform

Note: Selecting "At a home or office" will schedule an online proctored testing appointment.

1. Select "Online at my home or office"

2. Review information about testing space and ID requirements, and what to expect.

3. Click "Next"

Step 4 – Agree to OnVUE Online Testing Policies

1. Read and agree to each policy

   Note: You will need to click the checkbox next to each policy and agree to each of them

   Notice: Read each section carefully

2. Click "Next"

Step 5 – Exam Details

1. Confirm the exam that you will be taking

2. Click "Next"

Step 6 – Select an Appointment

1. Using the calendar tool, select an available date

    Note: You will only be able to select dates available to schedule within the validity period of your ATT.

    ATT expiration date is visible within the Credentials section in My Account.

2. Select a time display option

3. Select an appointment time

Important Note: Online exams are offered 24 hours a day. We ask that you be cognizant of your AM/PM selection.

Step 7 – Confirm Appointment Details

1. Confirm that all of your appointment details are correct

2. Confirm that your contact information is correct.

2. Click "Next"

Important Note: Closing out of this screen will abort the scheduling process.

Step 8 – Agree to APICS Testing Policies

1. Read through the APICS testing policies carefully

2. Click "Accept" to continue

Step 9 – Lock in Your Appointment

1. Click "Submit Order" to finish

Important Note: Closing out of this screen without clicking "submit order" will abort the process.

3. Setup

Instructions for scheduling an online proctored APICS exam appointment

Setup Your Testing Area

You must setup your testing area and configure your computer before online proctored testing appointment begins.

Note: ASCM recommends completing the setup process at least one day before an online proctored exam appointment.

1. Remove all prohibited items from the testing area
   - A list of prohibited items is found in the OnVUE Exam Delivery Page and in the APICS Exam Handbook

2. Inform everyone who may attempt to contact you during your appointment that you will not be reachable during the exam
   - Interacting with your cell phone during the exam without being instructed to do so by the proctor – however briefly - will result in the termination of your testing session and exam fees forfeit.

3. Complete both parts of the OnVUE Online Proctored Exam Setup Checklist on the ASCM website
   - Part 1 – Testing Area Setup
   - Part 2 – Computer configuration

Important Note: Pearson VUE strongly recommends using a wired internet connection and connecting your computer to a wall power source. Do not use Wifi. Do not rely on battery power.

OnVUE Online Proctored Exam Setup Checklist

How to use this checklist:

This checklist contains two parts: (1) a checklist for setting up your in-home testing area, and (2) a checklist to configure the computer you will be using for your online exam. Prior to your scheduled exam appointment, you must complete the setup process below to ensure on time exam delivery.

Candidates may check-in for an OnVUE exam up to 30 minutes prior to their scheduled appointment time. During your exam check in process, if there are any technical issues or you cannot meet the setup procedures below, it may delay your check in process and/or cause you to miss your scheduled exam. Exams can only be held for 15 minutes past your exam time, so all necessary check-in steps must be successfully completed prior to that time to begin exam delivery. If your exam appointment is missed for any reason, your exam will be placed in absent status.

Tips for Taking an OnVUE Online Proctored Exam

Here are a few tips you should know before you sit for your OnVUE online proctored exam:

- ✓ Your computer must have a webcam, microphone, and internet speed that satisfy system requirements and should be turned on/up for your exam

- ✓ These exams are taken seriously, so please prepare your room as if it was a live test center

- ✓ The exam must be taken in a walled room, with a closed door and without distractions. This also means that if there are others in your home/office, they must not be visually or audibly detected during your exam

- ✓ Do not leave sight of your webcam during your exam; your exam will be terminated and your exam fees forfeited

- ✓ To secure the integrity of these exams, *no breaks will be allowed during the entirety of your exam*.

Visit Pearson VUE's <u>test-taker FAQ page</u> to review frequently asked. If any of the rules are violated during your exam, your exam may be stopped by the proctor and you will not be permitted to continue.

APICS strongly recommends completing the <u>OnVUE Online Proctored Exam Setup Checklist</u> before starting the check-in process.

ascm

⚠ **Warning**

You must always remain in view of your webcam during the entire testing process. This restriction begins at the onset of the check-in process. Failure to be within view of the proctor via your webcam may result in the termination of your exam. Since no breaks are allowed during online exams, we recommend that you take any necessary breaks or relief prior to check-in.

4. Check In

Instructions for scheduling an online proctored APICS exam appointment

Step 1 - Login

In order to purchase an APICS exam, you need to be logged in to your account.

To do so:
1. Go to ascm.org

2. Click "Login"

3. Enter your username and password

4. Click "Log in"

Join/Renew | Log In 👤 | Partners 🔗 | Cart (0) 🛒

About ASCM   Learning & Development   Corporate Solutions   Foundation   Membership & Community   🔍
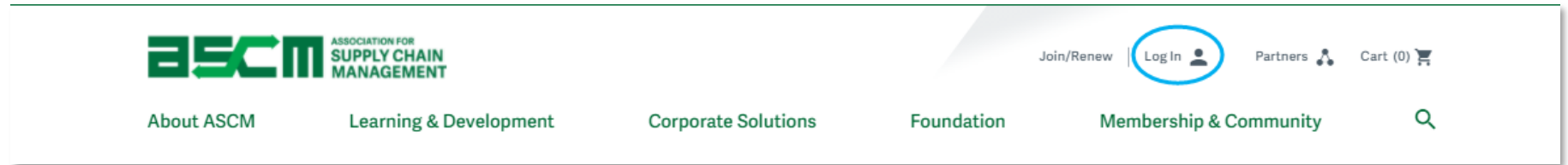
Log in to ASCM

Please log into the ASCM network. If you do not have a profile, create one here.

Username

Password

Log in

Forgot your username?   *Forgot your password?*

☐ Remember me?

Step 2 – Access Pearson VUE Dashboard

1. Go to My ACCOUNT

2. Click "Certifications" on the left side of your screen

3. Click on "Exams"
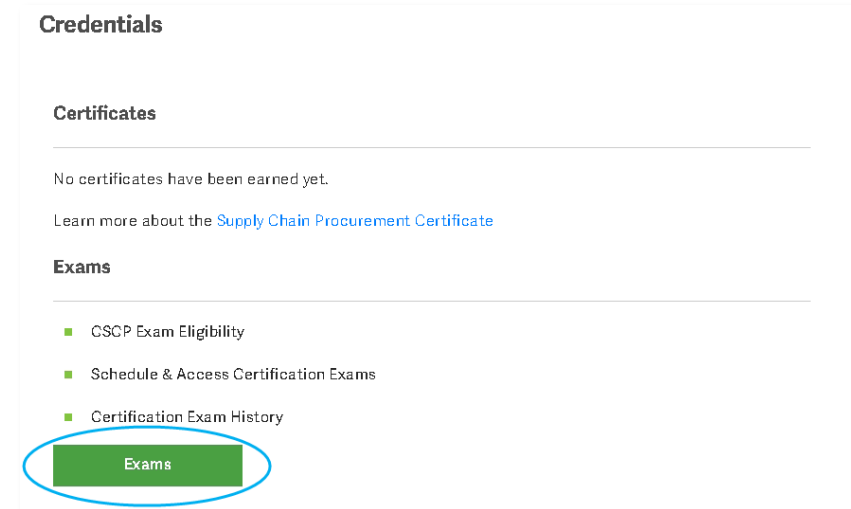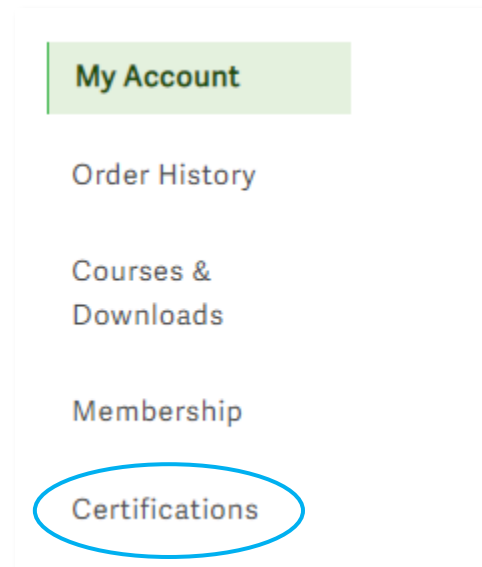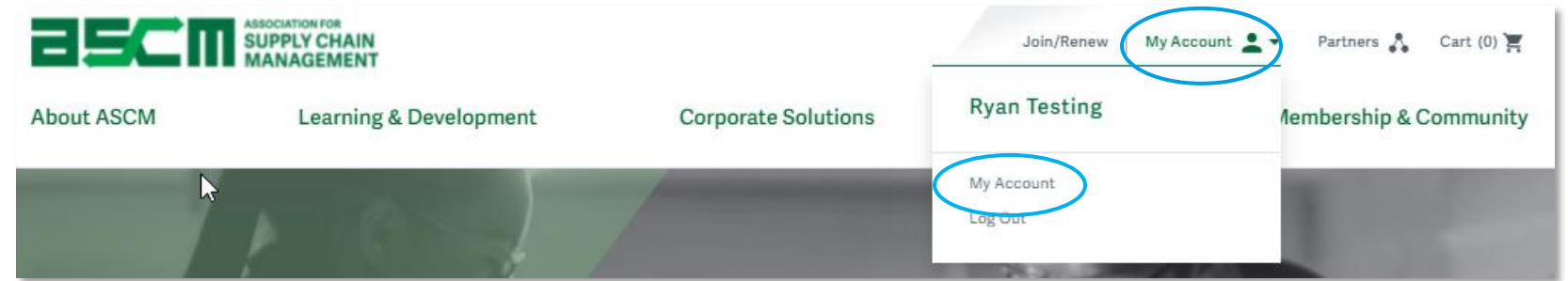
Step 2 – Access Pearson VUE Dashboard (Continued)

Important Note:

Candidates may check-in for an OnVUE exam <u>up to 30 minutes prior to</u> their scheduled appointment time. During your exam check in process, if there are any technical issues or you cannot meet the setup procedures below, it may delay your check in process and/or cause you to miss your scheduled exam. <u>Exams can only be held for 15 minutes past your exam time</u>

4. Click "Reschedule Exam"

Certification details may take up to 24 hours to update

Supply Chain Operations Reference Professional (SCOR-P) : Canada

Credit Status
In Use   Status Key

Apply Credit By   Date Available
-                                    -

Applied Credit

Authorization Status
Scheduled   Status Key

Take Exam By
12/22/2020

Reschedule Exam

Step 3 – Initiate Check In

1. Click the exam that you want to launch

2. Click "Begin Exam" start the check in process

Warning: After clicking "Begin Exam" your face must remain within view of your webcam. No breaks will be permitted after clicking this button.

Step 4 – Check In

1. Follow the instructions provided on the following screens to use your unique exam access code and download the OnVUE application

   Note: the access code provided will be different for every test-taker and will not match the example shown on this slide. Please enter the access code provided to you at the time you take your exam.

2. Enter the phone number of the phone that you will be using to complete the check-in process

   Note: It is recommended to provide the mobile number of a phone that has picture capabilities as this would best assist with check-in for your exam.

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.

[ ] [Copy Access Code]

2 Click "Download". Once complete, run the OnVUE application from the downloads folder.

Alert! Mac users, if prompted, will need to allow OnVUE within their 'System Preferences: Security & Privacy: Privacy' settings for Microphone, Camera, Automation, and Input Monitoring.

[Download]

以下の日本語の説明は、ここをクリックするか、下にスクロールしてください

Enter your unique exam access code and phone number

1. Your access code may have been entered for you

`123-456-789`

If you do not see the access code, you will need to manually enter it. You can find your access code on the exam launch page.

2. Enter phone number

`+1` `555-555-5555`

Enter a phone number with country code, example U.S. +1; we only use this to contact you if there's an issue with check-in or exam delivery.

[ ] I do not have a phone available at this time.

ASCM

Step 4 – Check In (Continued)

3. Begin the Check-In Process by identifying your age group and clicking "Get Started"

4. The system check will check that requirements are met for your computer's microphone, your internet speed, and your webcam

Note: If any parts of your system do not meet the requirements to host OnVUE, a link will appear below the component that does not meet requirements to assist with troubleshooting.
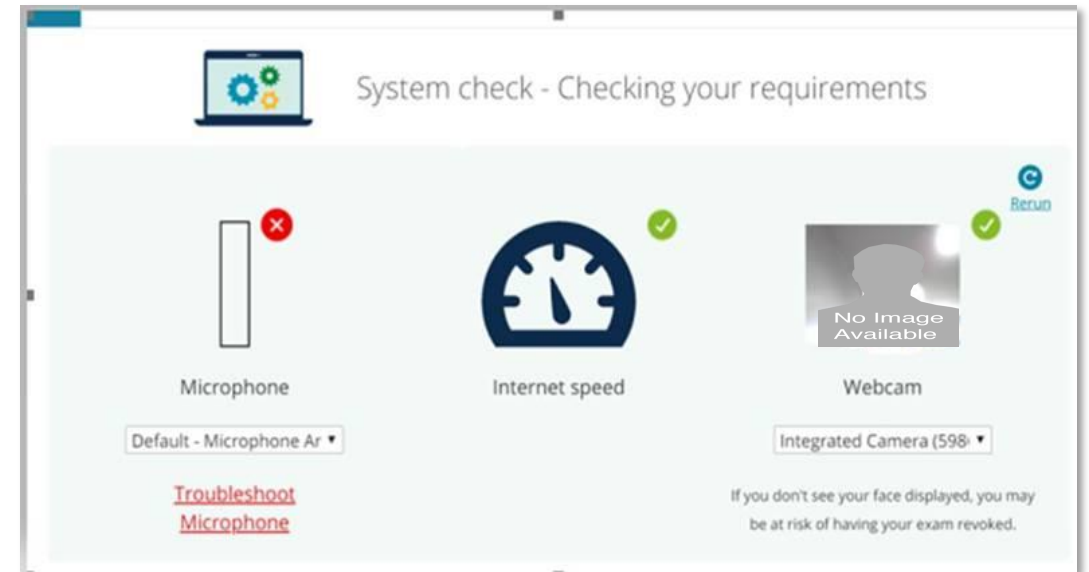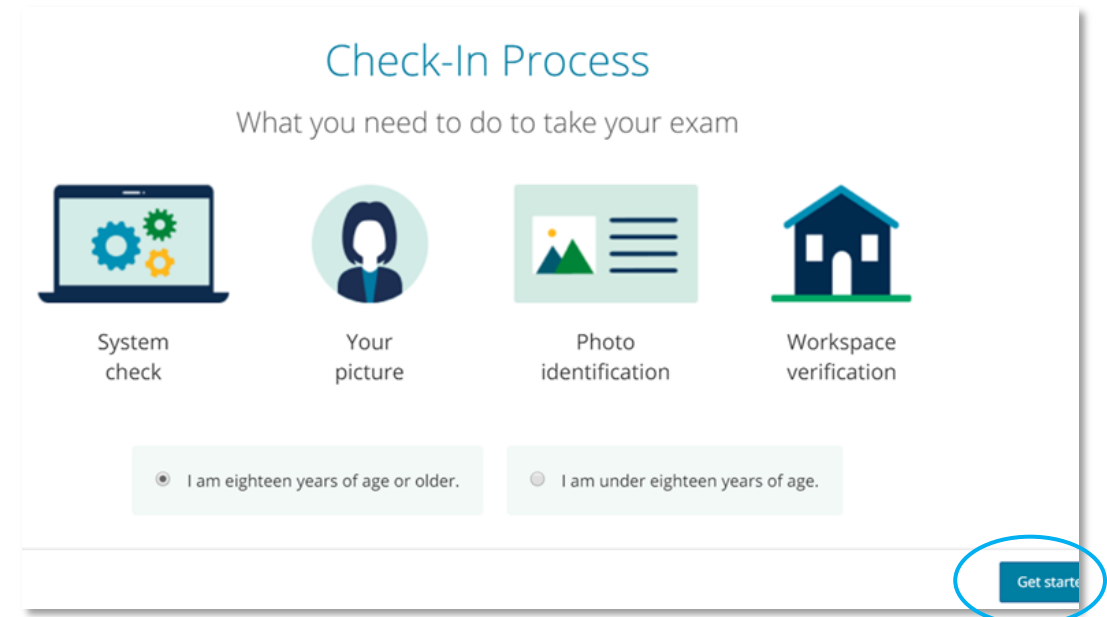
5. Take a headshot of your face
6. Click "continue"
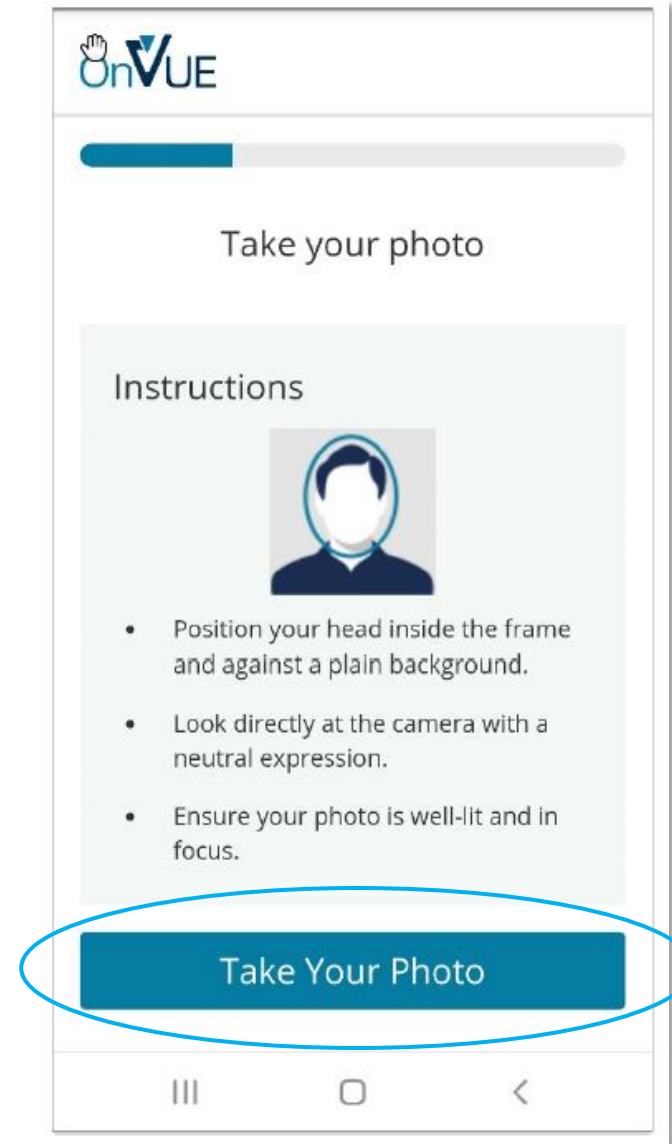
Step 4 – Check In (Continued)

You will now need to take a Picture of your government-issued identification

7. Click "Next"
8. Click "take Front Photo"
9. Click "continue"

If clear image of identification does not appear, lightly clean the document and take another picture.
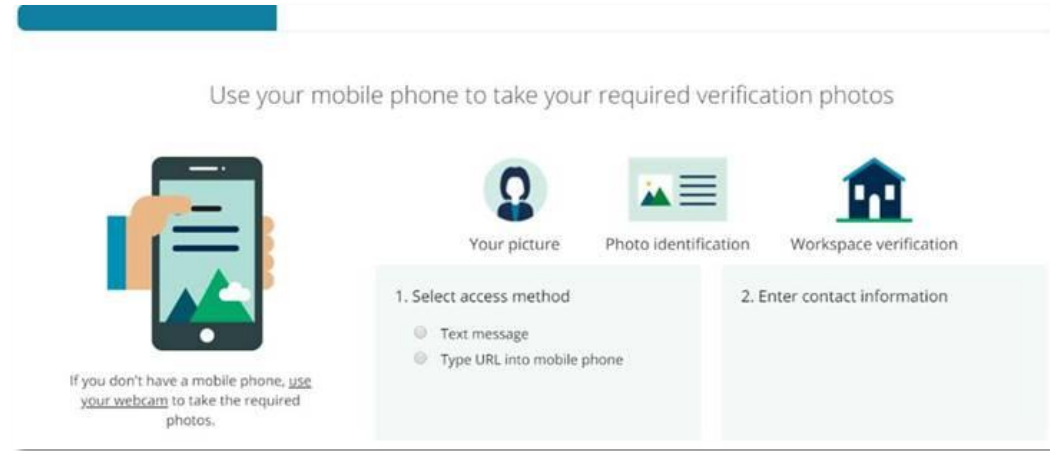
9. Once your system has met all requirements, use your mobile phone to take your required verification photos by following the instructions on the next page

   Note: You must remove any papers, pens, books, or other prohibited materials from the testing area before taking the photos.

   Additionally, if you do not have a mobile phone, you can use your webcam to provide all required photos by clicking on the corresponding link.

10. Once you have uploaded the required photos, click "Refresh" at the bottom right of the page

Use your mobile phone to take your required verification photos

Your picture   Photo identification   Workspace verification

1. Select access method
   ◯ Text message
   ◯ Type URL into mobile phone

2. Enter contact information
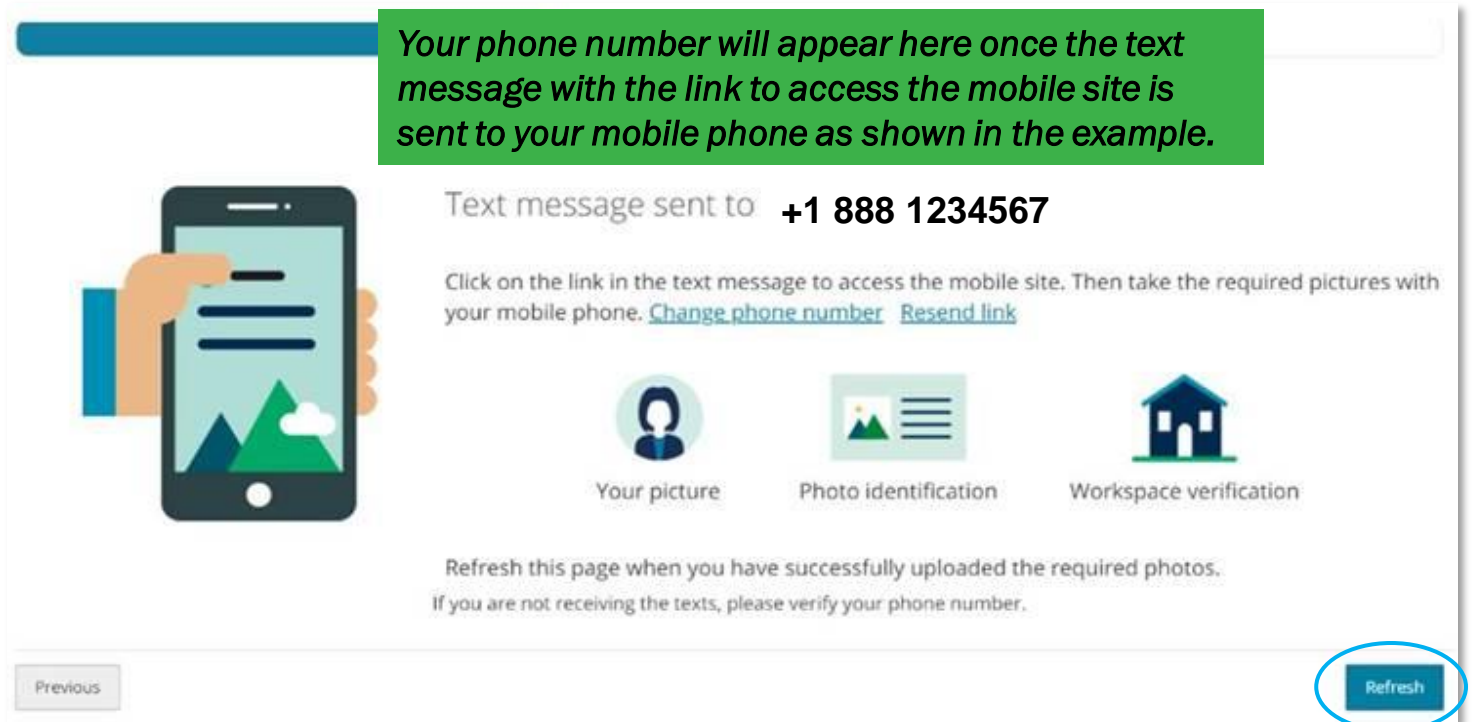
If you don't have a mobile phone, use your webcam to take the required photos.

Your phone number will appear here once the text message with the link to access the mobile site is sent to your mobile phone as shown in the example.

Text message sent to **+1 888 1234567**

Click on the link in the text message to access the mobile site. Then take the required pictures with your mobile phone. Change phone number   Resend link

Your picture   Photo identification   Workspace verification

Refresh this page when you have successfully uploaded the required photos.
If you are not receiving the texts, please verify your phone number.

Previous

Refresh

Step 4 –Check In (Continued)

At this point, you will need to put your phone away.

Warning: Interacting with your phone without being instructed to do so by the proctor - no matter how briefly - after receiving this prompt (image to right), will result in the revocation of your testing session. This applies to cell phones, smartphones and analog home phones alike.

9. Disable <u>all</u> notifications (sound and vibrate) on your phone and keep it out of arm's reach
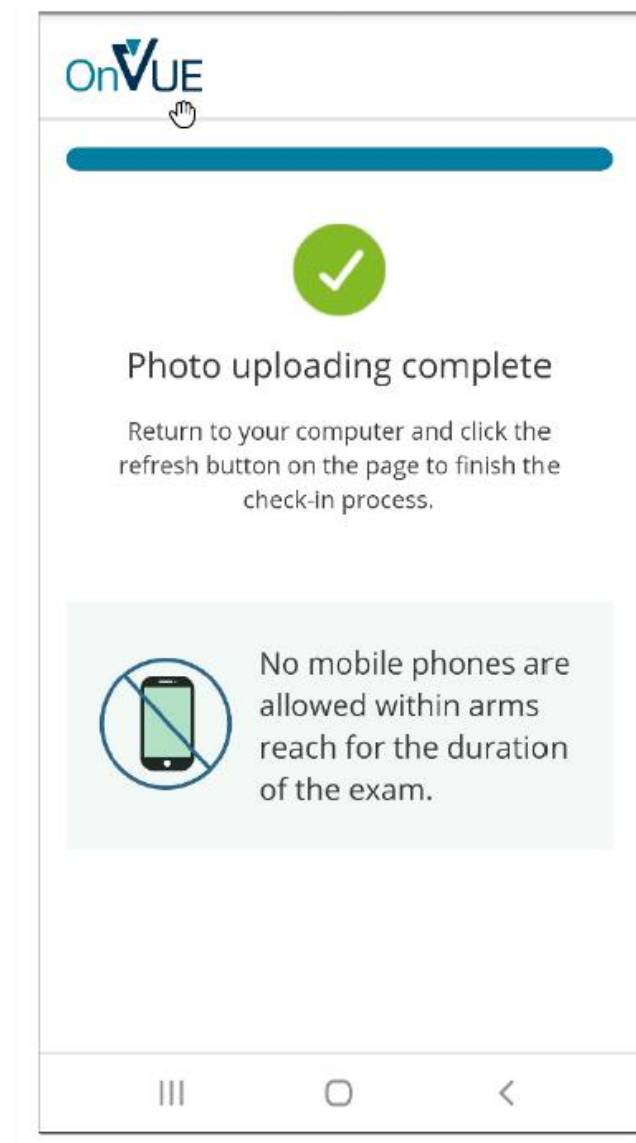
Step 4 – Check In (Continued)
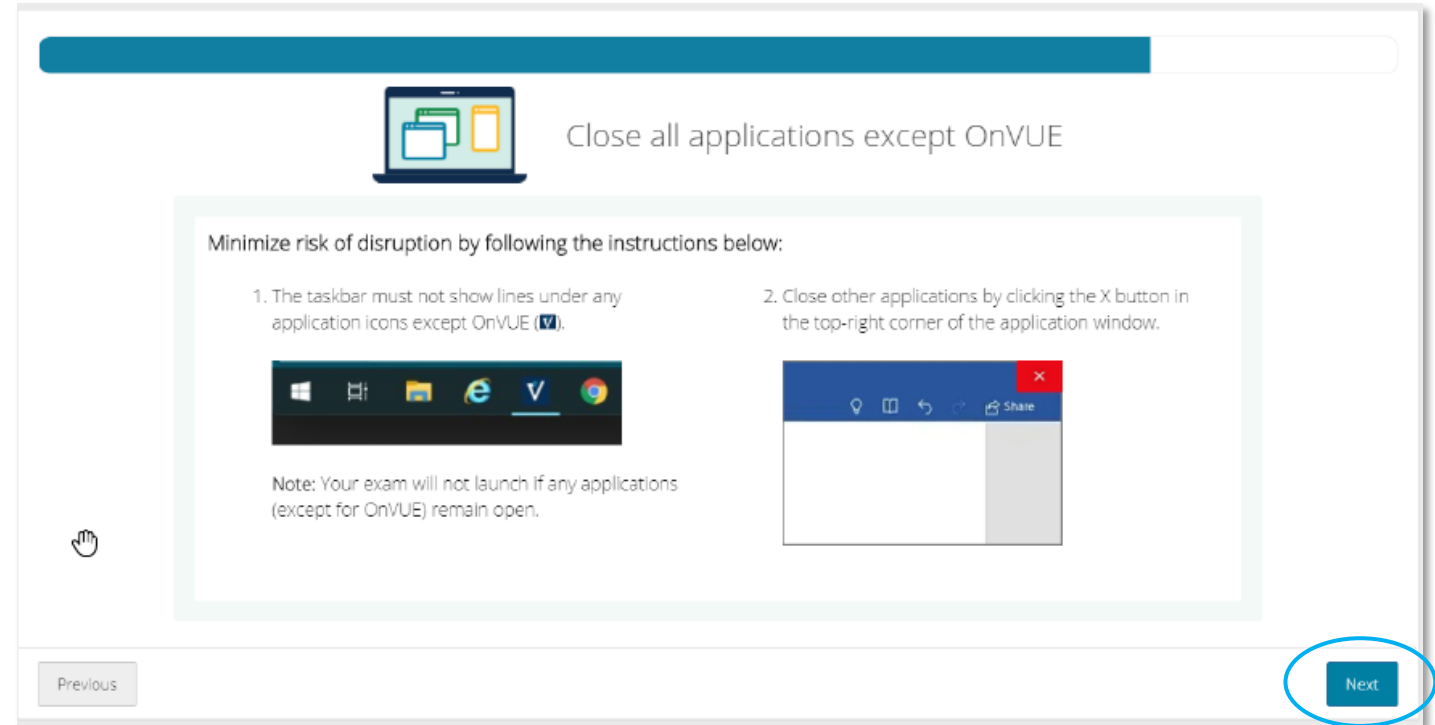
Close out of <u>all</u> applications except OnVUE

10. Terminate all applications on your computer except for OnVUE

This includes all firewall, security and anti-virus applications. Pearson VUE nor ASCM recommend uninstalling security applications and recommend enabling them back once the exam is complete (after receiving on-screen score).

11. Make sure that your computer is plugged in to a walled power source. DO NOT rely on battery power.

12. Click "Next"

Step 4 – Check In (Continued)

13. If you have successfully checked in and provided all necessary verification photos, the screen to the right will appear.

Your proctor should arrive in approximately 10-15 minutes to launch your exam.

Warning: Your face must be within view of your webcam. Leaving the testing area at this point will result in an early termination of your testing session.

At this point, absolutely do not:

- Leave the testing area
- Access a phone (unless instructed to do so)
- Get out of your set for any reason
- Talk to anyone but the proctor
- Attempt to touch or interact with anything not in view of the webcam or that is a prohibited item
- Speak aloud (even mumbling)

You are almost done with the check-in process

You must now obey all exam rules.

Most candidates will have their exam launched by a proctor within **10 minutes**.

Close all applications, except for OnVUE.

Thank you for your patience.

No Image Available

If you don't see your face displayed, you may be at risk of having your exam revoked.
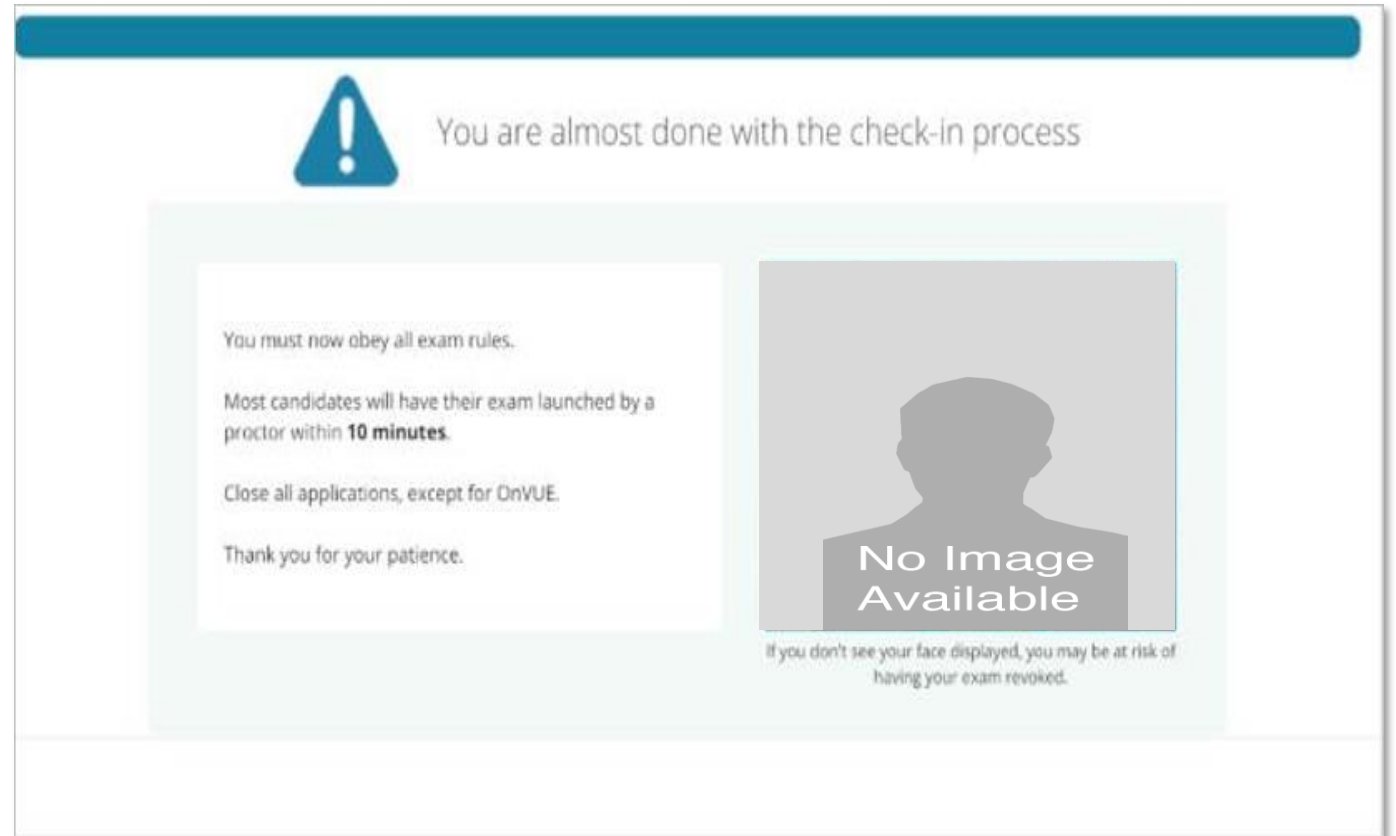
Important Note: Infractions of testing rules communicated in writing or verbally by ASCM, Pearson VUE or the testing proctor will result in termination of your session and forfeiture of exam fees.

Cancellation & Rescheduling

Optional process for candidates who need to cancel or reschedule their OnVUE appointment.

Step 1 - Login

In order to purchase an APICS exam, you need to be logged in to your account.

To do so:
1. Go to ascm.org

2. Click "Login"

3. Enter your username and password

4. Click "Log in"

Join/Renew | Log In | Partners | Cart (0)

About ASCM   Learning & Development   Corporate Solutions   Foundation   Membership & Community

Log in to ASCM

Please log into the ASCM network. If you do not have a profile, create one here.

Username

Password

Log in

Forgot your username?   *Forgot your password?*

☐ Remember me?

Step 2 – Access Pearson VUE Dashboard

Help

1. Go to My ACCOUNT

2. Click "Certifications" on the left side of your screen

3. Click on "Exams"

Important Note:

Online proctored testing *appointments may be cancelled or rescheduled up until the time of the appointment.*

4. Click "Reschedule Exam"

Certification details may take up to 24 hours to update

Supply Chain Operations Reference Professional (SCOR-P) : Canada

Credit Status
In Use   Status Key

Apply Credit By   Date Available
-                                -

Applied Credit

>>>

Authorization Status
Scheduled   Status Key

Take Exam By
12/22/2020

Reschedule Exam

Step 3 – (Option 1) Cancel Exam

Important Note:

Cancelling an appointment does not extend your ATT validity period

1. Click "Cancel"
2. Agree to cancellation policy
3. Click "Confirm cancellation"

Step 3 – (Option 2) Reschedule Exam

1. Click "Reschedule"
2. Select a time display option
3. Select a new appointment date and time

Step 3 – (Option 2) Reschedule Exam

4. Confirm that all of your appointment details are correct

5. Confirm that your contact information is correct.

6. Click "Next"

Important Note: Closing out of this screen will abort the rescheduling process.

Step 3 – (Option 2) Reschedule Exam

7. Read through the APICS testing policies carefully

8. Click "Accept" to continue

Agree to policies

Reschedule Policy

Candidates who are scheduled to take their examination through the OnVUE platform have up until the time of their scheduled exam appointment to reschedule their examination. Appointments to take an examination at physical testing centers may only be rescheduled 24 hours or more before the testing appointment. Candidates can reschedule through the My Account page on the ASCM website or by contacting Pearson VUE directly. ASCM does not accept reschedule requests.

Once an exam authorization is scheduled, appointments can only be rescheduled within the authorization period. Rescheduling the exam does not extend the authorization period.

Candidates who need to reschedule their exam appointment can make modifications directly online via the My Account page on the ASCM website under the Exam Authorization and Credits section or via phone by calling Pearson VUE directly. There is a non-refundable USD $45 rescheduling fee. Call center fees will also apply if rescheduling by phone. If the candidate does not sit for the test, the exam fees are forfeit.

Rescheduling Instructions
Candidates can access the scheduling/rescheduling function for their exams online at any time through their My Account by following the instructions below:

- Log into your online account on the ASCM website
- Click on the profile drop-down menu next to your name at the top of the screen and select My ACCOUNT
- Click Credentials on the left side of your screen
- Scroll down to the Your Exams section
- Click the Schedule Exam or Reschedule Exam button on your exam authorization
- Click the "Reschedule Exam" link on your Pearson VUE Dashboard
- Follow the prompts to complete the rescheduling process*

*To successfully reschedule an exam Candidates must complete the rescheduling process in its entirety as indicated by a confirmation email from Pearson VUE. Closing out of the process before clicking "submit order" will not change the exam date. Please contact Pearson VUE Support if you do not receive confirmation that your appointment has been changed. Candidates who assume that a testing appointment has changed after failing to complete the rescheduling process in its entirety will be marked absent for their exam and any exam fees paid will be forfeit.

Cancellation Policy

Candidates can only reschedule their exam. Please see reschedule policy. For emergencies, please refer to the following section.

Additional Information

Exam fees are forfeited for no-shows. Exceptions may be made for medical or other emergencies. If candidates miss the exam due to an emergency, they must contact Pearson VUE within 10 business days after the exam date. Pearson VUE contact information can be found at Pearson VUE Customer Service. Candidates must submit written documentation to Pearson VUE in order to have their request reviewed. Only authorized emergencies will be considered. Additional information regarding all APICS examinations and the Emergency Policy can be found by visiting the APICS Exam Handbook on the ASCM website. ASCM cannot directly approve emergency requests.

A service fee of $10 will be applied to all reservations or reschedules completed by the Pearson VUE Call Center. This fee will be in addition to any applicable reschedule or cancellation fee.

Cancel   Accept

Step 3 – (Option 2) Reschedule Exam

9. Input your payment information as required

10. Click "Submit Order" to finish

Important Note: Closing out of this screen without clicking "submit order" will abort the process.

APICS

Return to order

Almost there...

Description	Details
Exam	**Appointment**
SCOR-P: APICS SCOR-P	Tuesday, April 20, 2021
	Check-in time: 19:30 CDT
Language: English	Start time: 20:00 CDT
Exam Length: 135 minutes	

Previous   Cancel Order

Submit Order

ascm

Support & Troubleshooting

ASCM | ASSOCIATION FOR SUPPLY CHAIN MANAGEMENT

If you encounter any issues, we recommend completing the following steps:

1. Check your internet connection

2. Ensure that you are using either Mozilla Firefox or Google Chrome as your web browser

3. Clear your internet cache

4. If you are using a company computer and/or network, try using a different network of computer.

5. Ensure that you login to your online account

6. Read all information carefully. Some parts of the scheduling process require you to read and agree to terms and policies. Please ensure that the required checkboxes are selected where applicable.

7. Read the APICS Exam Handbook for information about testing policies and procedures.

Return Home

Help Resources

Help Resources

Below is a list of support resources available if you have questions or need help.

1. Rules, policies, and procedures for taking APICS exams are outlined in the APICS Exam Handbook

2. Defer to the OnVUE Setup Checklist for a troubleshooting guide and to help setup your computer and testing area.

3. If you encounter issues encountered when scheduling or during the testing process, contact Pearson VUE Support

4. For all other questions, contact ASCM Customer Relations

EXAM PROCEDURES FOR ALL APICS CREDENTIALS

APICS EXAM HANDBOOK

APICS   ASCM ASSOCIATION FOR SUPPLY CHAIN MANAGEMENT
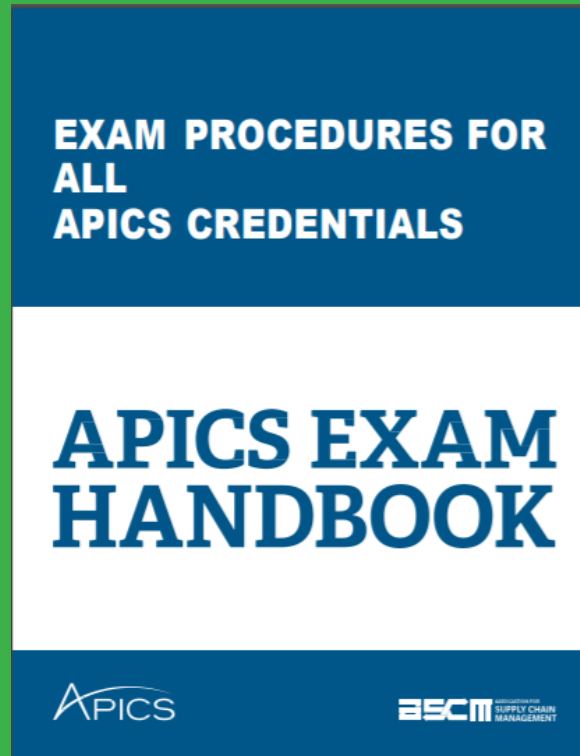
The Customer Relations team is available to answer your questions regarding information on this page from 6:00 a.m.–6:00 p.m. CT, Monday through Friday.

✉ support@ascm.org

📞 1-800-444-2742
   +1-773-867-1777

Chat is the quickest way to reach a customer service agent. Click on the Chat icon to get started.

Online Chat
Ask a question ▶

If chat is "offline," see below for telephone numbers and office hours.

America region ⌃

Office hours
Monday–Friday, 7:00 a.m.–7:00 p.m. CT; closed on local holidays.

Telephone numbers
- 866-583-8949 (toll-free)
- +1-952-905-7418 (toll)

Email form
Ask a question

Asia–Pacific region ⌄

Europe, Middle East, Africa (EMEA) region ⌄

Return Home