

Losing connection during OnVUE exams

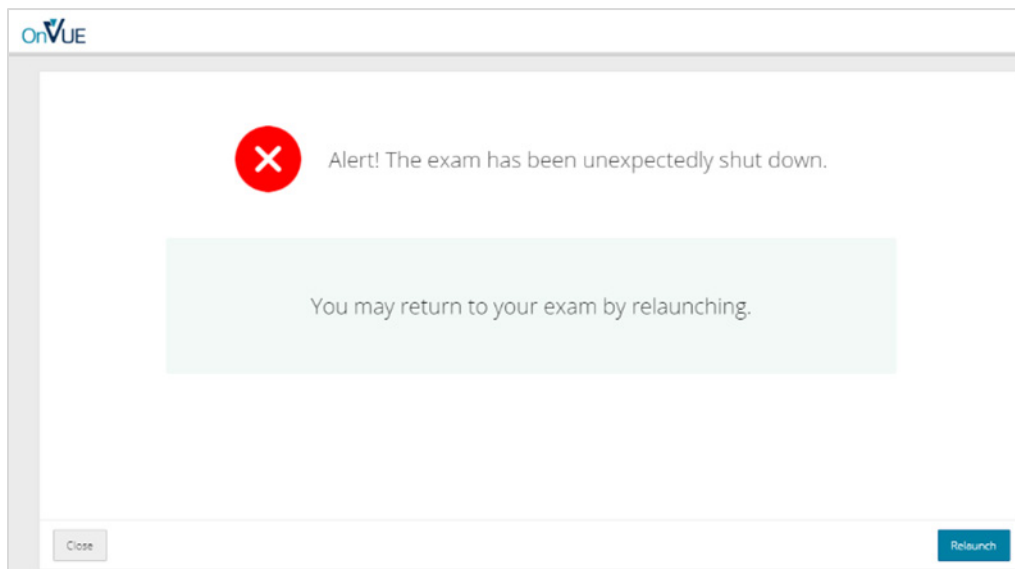
What happens if a candidate loses connection with an exam during OnVUE delivery? This document lists reasons why this could happen, describes how to restart the exam, and offers tips about how to resolve other issues that could arise.

What could cause an exam to shut down?

Examples of issues that could force an exam shutdown during OnVUE delivery:

- A secure browser violation issued if an unauthorized application starts to run
- A drop in internet connectivity
- A power outage that shuts down the candidate's computer
- Pressing keyboard combinations (shortcut keys) that close the OnVUE application
For example, pressing Alt+F4 in Windows quits the active application

In all these cases, OnVUE displays a message indicating that the exam has shut down.



Restarting the exam

After the issue that caused the exam shutdown has been resolved, the candidate should click the **Relaunch** button (shown in the lower right corner above).

The OnVUE application opens and places the candidate in the proctor queue. The next available proctor pulls the candidate from the queue and helps the candidate relaunch the exam.

Note the following about the restart process:

- If the candidate has not finished the exam and its status is still 'pending', the proctor would likely call the candidate to help restart the exam. Candidates unresponsive to attempts to contact them through VoIP, chat, or mobile phone will have their exams revoked for security reasons.
- Auto-authentication of the unique exam access code stored on the candidate's computer enables the candidate to proceed through the steps for resuming the exam (if the exam time has not expired).

If a candidate clicks the **Close** button (lower left corner in the illustration) instead of **Relaunch**, the window closes and the computer's desktop is displayed. To resume the exam, the candidate must find and manually open the OnVUE application before proceeding with the above steps.

Other issues proctors may help candidates resolve

Examples of other issues that candidates could experience while taking an OnVUE exams:

- Unresponsive mouse
- Problem with the test driver

To resolve these issues:

1. The candidate initiates conversation with the proctor via chat (or VoIP or phone) using the hand-raise function (or the proctor may initiate contact).
2. The candidate describes the problem.
The proctor consults the troubleshooting guide, concludes that restarting the exam is appropriate, and clicks **Restart** to restart the candidate's exam session.
The exam shuts down and OnVUE presents the "Relaunch exam" page.
3. The candidate clicks the **Relaunch exam** button to relaunch OnVUE and resume the exam.

Note

- The proctor can implement a maximum of two restarts per exam session.
- The candidate is allowed an unlimited number of restarts.
For example, the candidate may have a poor internet connection and drop out the exam repeatedly or experience multiple secure-browser violations.