OnVUE exam delivery

Candidate technical requirements

This document outlines the technical and network requirements for candidates and network administrators to successfully deliver OnVUE online proctored exams.

If you manage a corporate network, go to the **Advanced technical requirements for networking professionals** section.

Candidate workstation

We recommend using equipment that meets or exceeds the recommended specifications. Minimum requirements may change as exam sponsors update their needs.

Operating System

Windows 11 and **10** (64-bit) – (excluding 'S Mode')

macOS 14 and above – (excluding beta versions)

> **Note**
>
> Starting with **macOS Mojave**, users must allow hardware access for apps such as **OnVUE** (proctorapp). When prompted, allow the app to use the required hardware.

> **Note**
>
> Windows devices must pass Genuine Windows validation.

Unsupported operating systems:

- **Windows 8/8.1**, **Windows 7**, **Windows XP**, and **Windows Vista**
- **Linux/Unix** and Chrome-based operating systems

Copyright © 2019-2026 Pearson Education, Inc., or its affiliate(s). All rights reserved.

Firewall

Avoid corporate firewalls. They often prevent delivery from working correctly.

VPNs and proxies must not be used.

We recommend testing on a personal computer. Corporate computers generally have more restrictions that may prevent successful delivery.

RAM

Required: The minimum RAM required by your operating system

Recommended: 4 GB RAM or more

Display

Minimum Resolution: 1024 x 768 in **16-bit color**

Recommended Resolution: 1920 x 1080 or higher in **32-bit color**

If you use an external monitor, close your laptop and use an external keyboard, mouse, and webcam.

Multiple monitors are not allowed.

Touch screens are not allowed.

Internet Browser

Use the latest version of Microsoft **Edge**, **Safari**, or **Chrome** to register for your exam or download the secure browser.

Internet Connection

Your internet connection must support at least **6 Mbps download** and **2 Mbps upload**.

We recommend using a **wired network** instead of Wi-Fi.

If you are testing at home, ask others not to use the internet during your exam.

Webcam

You may use an internal or external webcam. The webcam must face forward, be at eye level, and show your head and shoulders. Keep the webcam directly in front of you. Do not place it at an angle. Webcam filters are not allowed, including Apple "Reactions."

Webcam must have a **minimum resolution of 640x480 @ 10 fps**.

Note

Mobile phones cannot be used as a webcam for exam delivery.

Note

macOS users may need to allow OnVUE to access the camera in **System Settings > Privacy**.

Speakers and microphone

Speakers:

- Speakers must be built-in or wired.
- Bluetooth speakers and headphones* used as speakers are not allowed.

  *See information on headphones below.

Headphones:

- Headphones and headsets are not allowed unless your test sponsor has approved them.
- If headphones are allowed, they must be wired. Bluetooth headphones are not allowed.

> **Note**
>
> macOS users may need to allow OnVUE to access the microphone in **System Settings > Privacy**.

Browser settings

Enable internet cookies.

Device

Tablets are not allowed unless they have a physical keyboard and meet the operating system requirements listed earlier.

Power

Connect your device to power before the exam begins so the battery does not run low during the exam.

Mobile phone

You may be able to use your mobile phone to complete check-in. Your phone must meet these requirements:

- **Android** (**11+**, **Chrome**) or **iOS** (**15+**, **Safari**)
- A working **camera** and a **stable internet connection**. The phone is used only for check-in and must not be used during the exam.

Use your mobile phone only for check-in. After check-in is complete, place the phone out of reach and out of view for the rest of the exam.

Mac special note

> **Note**
>
> Starting with **macOS Mojave**, users must allow apps such as OnVUE to access hardware. When prompted, allow the app to continue.

If a candidate selects **Don't Allow** the first time, OnVUE will not ask again. The candidate must then allow access manually in **System Settings**. Allow OnVUE in the privacy settings for **Microphone** and **Camera**. OnVUE may also need access to **Automation** and **Input Monitoring**.

These requirements apply if the candidate is testing from an office or another location where a network administrator controls the hardware, delivery software, network settings, or all of these.

> **Note**
>
> **Most candidates will not be required to make any changes to successfully take Online Proctored exams.**

Advanced technical requirements for networking professionals

This section lists the technical requirements and configuration settings for delivering online proctored exams with OnVUE and Pearson VUE Browser Lock or Pearson ITS Secure Browser. It is written for people with intermediate to advanced technical skills.

Make these changes only if you understand them and know how to apply them. If you are unsure, contact your local technology professional before you change anything.

Required configurations

- **Recommended:** Ensure any security software will not block execution of JavaScript.
- You may need to add the following URLs as trusted sites in your internet settings. In **Control Panel > Internet Options > Security**, select **Trusted Sites**, then select **Sites** and add each URL. You may also need to clear the **Require server verification (https:) for all sites in this zone** option.
    - https://*.pearson.com
    - https://*.pearsonvue.com
    - https://*.proctorcam.com
    - https://*.programworkshop.com
    - https://*.programworkshop2.com
    - https://*.starttest.com
    - https://*.starttest2.com
    - https://*.startpractice.com
    - https://*.gettesting.com
    - https://*.verifyreadiness.com
    - https://*.twilio.com
    - https://*.pvue2.com
    - https://*.ably.io
    - https://*.ably-realtime.com
    - https://*.wowza.com
    - https://*.onvue.com

Warning

On some systems, these entries work better when they are added in one of the following formats:

1. https://starttest.com
2. *.starttest.com*
3. *.programworkshop.com*

Network and domain level configuration settings

This section explains the LAN and WAN settings required for IBT exam delivery. You may need intermediate or advanced technical skills to make these changes. **Do not change settings you do not understand.** If you are unsure, ask a technology professional for help.

- Use a **wired network** instead of Wi-Fi whenever possible. A wired connection is usually more reliable for exam delivery.
- Avoid advanced firewall settings and network security measures such as **packet filtering** and **packet inspection**. These settings can reduce exam delivery performance.
- Do not use a **VPN** or **proxy server** during exam delivery.
- For Pearson exams, ports **80** (HTTP), **443** (HTTPS), and **1935** (video streaming) must remain connected without interruption. Do not restrict traffic on these ports.

Troubleshooting tips for system administrators

If Pearson VUE Browser Lock is not working as expected, check the following:

- **Check for blocked software.** Browser Lock blocks other software during the exam, including Photoshop, screen capture tools, screen-sharing tools, and screen-mirroring tools. It also blocks keyboard shortcuts that let candidates switch apps or use software that is not allowed during the exam.
- **Close software in Task Manager.** On Windows devices, close most software in **Task Manager > Processes**. Some software may appear under **Task Manager > Services**. Approved accessibility software, such as screen readers or magnification software, can still run when an accommodation has been granted.