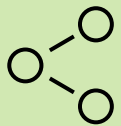
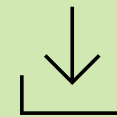
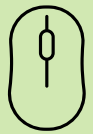


# The Online Proctored (OP) GED® Test Clinic



# In this session, we will...

- Online Proctored (OP) Test Overview
- In-person vs OP Testing
- OP Test Tips
- Common Questions
- We Want to Hear from You



# Online Proctored Webpage – available with or without a GED.com account

- <https://ged.com/take-the-ged-test-online/>

BETA

## About Online GED Testing

Take your GED test from the comfort of your home, while securely monitored by an online proctor.



## Overview



# Taking an OP GED Test: How it Works

- Students register and schedule their OP test via their ged.com account just like in-person testing.
- Requires a laptop or desktop computer (PC or Mac) with a camera, microphone, and stable internet connection.
- Must be in an enclosed room with a door than can be shut, quiet environment, no other individuals in the room.
- Students must complete a system check at the time of their appointment, or prior to their appointment, to ensure their system will support delivery of an OP exam.

# Online Proctored GED Test: Key Information

- Students must earn a score of 145 or higher on the GED Ready test within the past 60 days in any subject area they wish to take via OP. Only required before the 1<sup>st</sup> OP attempt in each subject area.
- Available in English and Spanish
- Test accommodations available to students with a diagnosed disability who want to test via OP.

# Online Proctored Testing Benefits

- Appointments are available 24/7, and can often be scheduled within 1 hr
- Test-takers can cancel or reschedule their appointment all the way up to their scheduled appointment time
- Test from the comfort of home or other location that meets the OP testing criteria

# What Students Have Told Us

In a survey students told us the top benefits of OP testing include:

- Convenience/availability of test appointment times
- No need to travel to test center
- Reduced anxiety/stress in testing from home

In addition:

- ~3 in 4 test takers would choose OP vs. in-person moving forward
- 84% would recommend the OP test to a friend
- 9 in 10 respondents had the necessary computer and internet to test from their home

# Who May Benefit from OP Testing?

- Students who work and need to test at unconventional hours.
- Students who have young children and/or no childcare.
- Students who are trying to earn their GED quickly.
- Students who have test anxiety or generalized anxiety.
- Students who are differently abled and can test more easily from their home.





# Test Center vs OP & OP Test Tips



# Pandemic Impact

## Pandemic Impact:

- Across the U.S. there are cities and towns in which the local test center closed during the pandemic and has not reopened
- Most test centers have reopened, but some are open fewer days/hours than pre-pandemic.

## GED Test Delivery Method

Across the U.S. in the past 6 months:

- 85% of testing at a test center
- 15% of testing done via OP

Thousands of individuals have passed the GED test via the OP testing method. It's been an invaluable option to many.

Learn more at [GED.com](https://GED.com)

# In-Person vs OP

## In-Person Testing:

- 3 attempts per subject area before 60 day wait period
- Standard GED price is \$30 per subject, but varies widely by state
- No GED Ready requirement before 1<sup>st</sup> GED test in most states
- Handheld calculator allowed, erasable noteboard provided
- 2 discounted retakes per subject area

## Online Proctored Testing:

- 2 attempts per subject area before a 60 day wait period
- Standard GED price is \$36 per subject, but varies widely by state
- GED Ready score of 145+ within 60 days is needed prior to first attempt
- Handheld calculator, erasable noteboard or pen/paper not allowed
- No discounted retakes

# Test Center vs Online Proctored ID Requirements

## Test Center

Acceptable Forms of ID:

- Non-expired government ID, e.g. driver's license, learner's permit, passport, military ID or other state/local ID.
- School IDs cannot be used

## Online Proctored

Acceptable Forms of ID:

- Government issued ID – expired IDs are allowed for the time being.
- Military IDs cannot be used
- Learner's Permits cannot be used
- 16 & 17 year olds can use a student/school ID
- Parent/guardian must appear on camera & present government ID when a 16 or 17 year old is testing

# Calculator, Scratch Pad & Virtual Whiteboard

- Only the on-screen calculator may be used with OP tests
  - Handheld calculators are not allowed for security reasons
  - The on-screen calculator is the same as in-person test and the GED Ready.
  - Calculator tutorial and practice available online to students & educators
  
- Virtual whiteboard & scratchpad available on OP tests
  - Students cannot use physical scratch paper or dry erase boards for security reasons
  - Students can practice with the virtual whiteboard and scratchpad online prior to testing

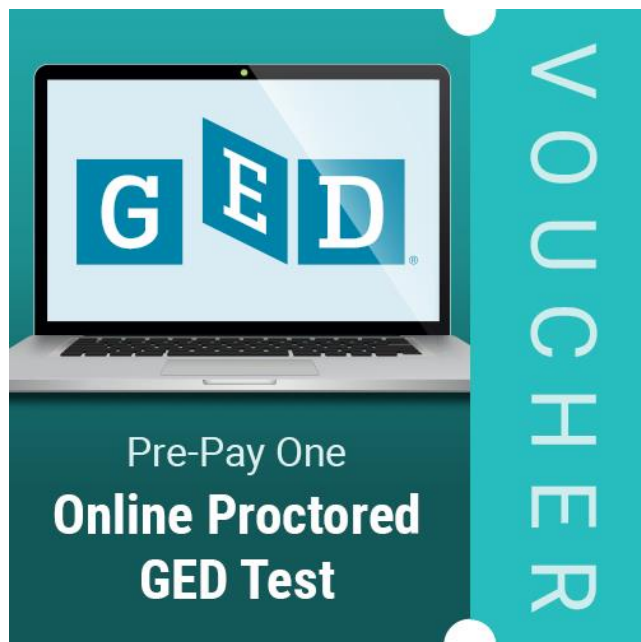
# The 5 Things Every Educator Needs to Know to Help Students Take an O.P. Test

1. They can find all the info they need about this option at GED.com under “About the Test” or in their GED.com account
2. Before test day students should practice with the Whiteboard tool to get comfortable before they test
3. Complete the online system check before scheduling – to make sure their equipment works properly
4. Encourage student to check-in 30 minutes before their OP test appointment
5. The content on the O.P. test is the same content they’d see when testing in person

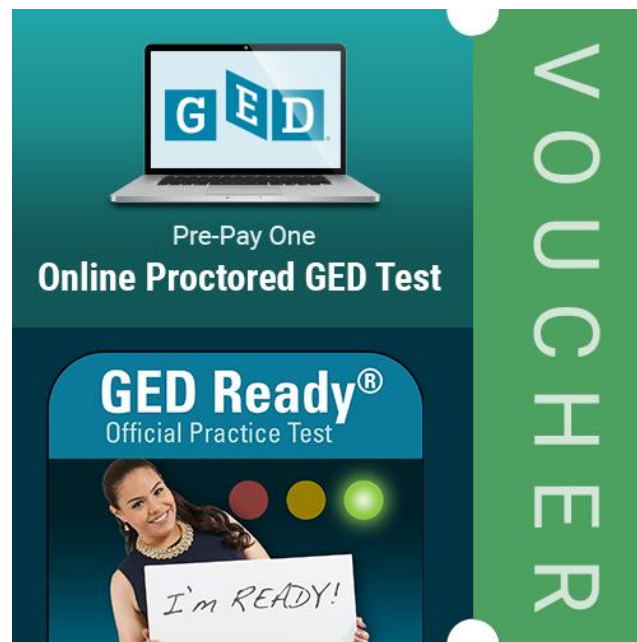
# Test Vouchers Available on GED Marketplace

[shop.gedmarketplace.com](http://shop.gedmarketplace.com)

- OP Test Voucher



- OP Test Bundle



*\*Note that in-person test vouchers are different*

# Common Questions & Issues



# Common Issues to Avoid

- Poor internet connection: *hotspots are not supported*
- **Must have webcam:** *No using cell phone cameras as substitute*
- Unauthorized materials – extra screens, paper, notebooks
- Another person in the room
- Tester left view of webcam

# Common Questions

Q. Can the OP test work in a correctional setting?

Q. Can our students take the OP test at our adult education center?

Q. Why can't I use a physical calculator or scratch paper?

Q. Can I take the OP test on a Chromebook?

Q. Are accommodations available on the OP test?

# Common Questions

Q. What if my internet connection is lost for a few seconds while I'm taking the OP test. Can I resume once a connection is re-established?

Q. Can I resize the text onscreen?

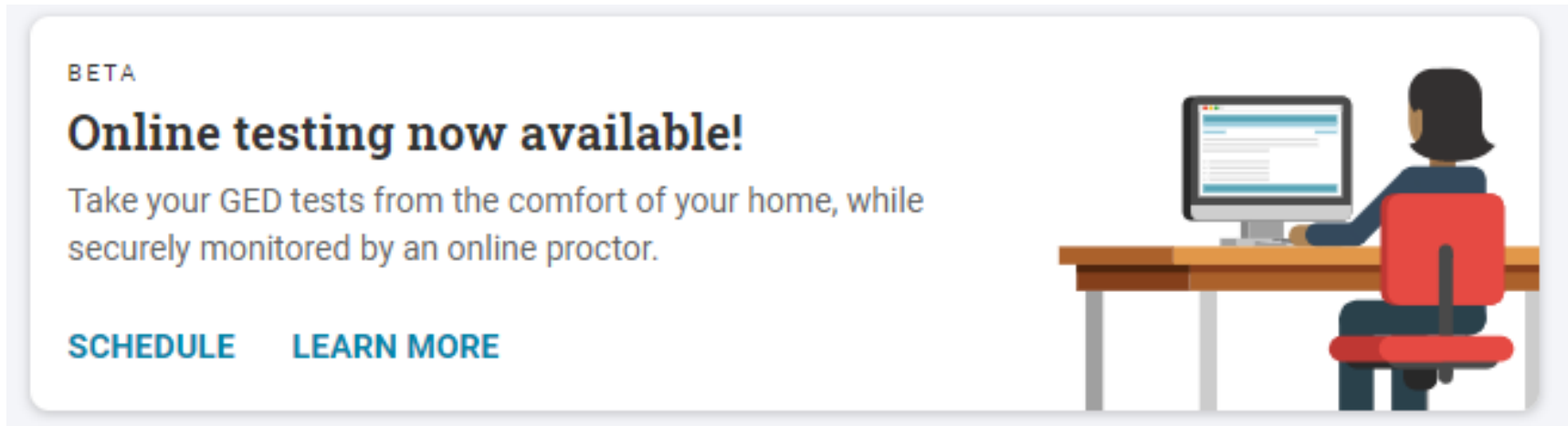
Q. I have to look at the keyboard to type, is that allowed?

Q. Can I wear my Apple watch during my OP test?

Q. Is the OP test available in Spanish?

# Scheduling the OP Test

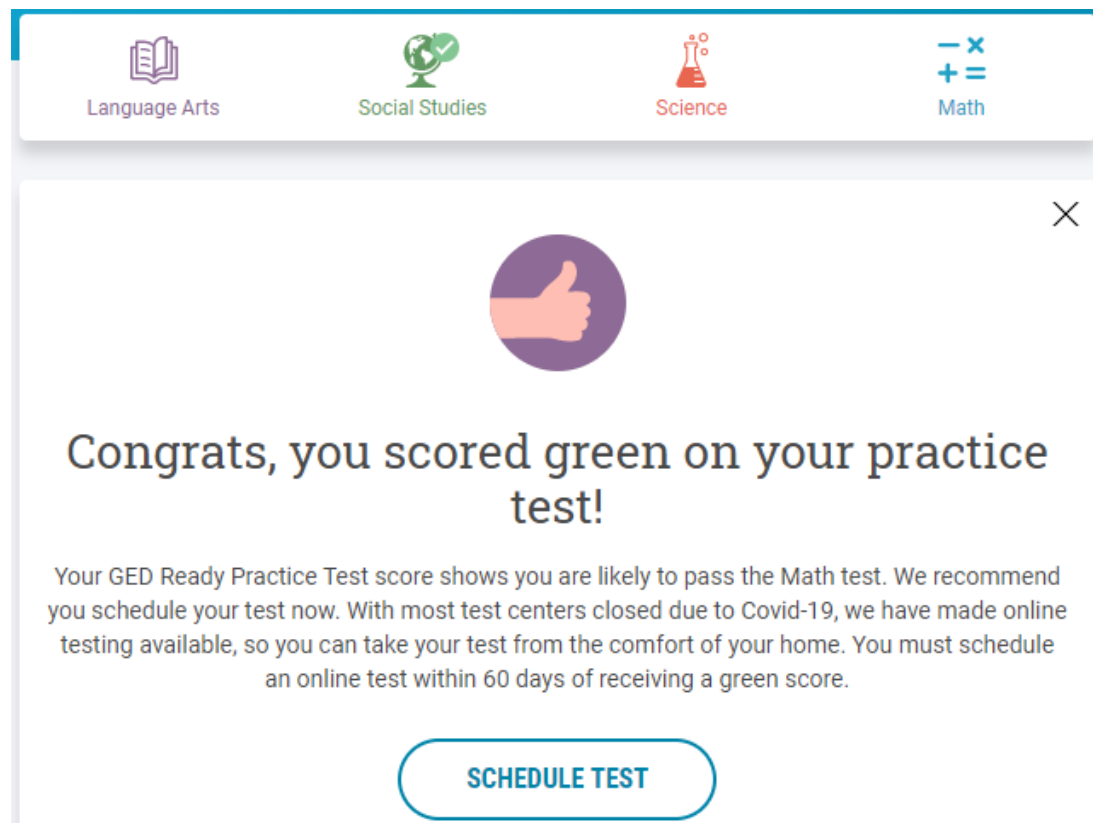
# Student Home Page



You can create a student account to see for yourself. On the GED Manager home page in the Helpful Links section, click "[Explore the student experience by creating an account on our new "demo" site.](#)"

If you don't have GED Manager access you can create a real student account. Use a different email address than the one you use as an educator and enter "Candidate" for your fictitious student's last name.

# Student Scores Green on GED Ready Test



# Student Clicks Schedule Test & Sees Testing Options

**Schedule GED® Test : Do you want to take your test online or in-person at a test center?**



## Online

Take your GED tests online from the comfort of your home, while securely monitored by an online proctor. You will need a computer, webcam, internet access, and a private room. Run a [system test](#) to see if your computer meets requirements.

[Schedule Online Test](#)

[Learn more about online testing ›](#)



## In-Person at a Test Center

Take your GED test at a test center near you. Take any of the four tests you want.

[Schedule at a Test Center](#)

# Schedule Online Test to Select Test Subject



Chat

## Schedule GED® Test : Choose subject for online test

You are only eligible to take online tests in subjects that you've taken a GED Ready for, scored Green within the last 60 days, and once per subject. If you would like to schedule your test in another subject you can schedule an in-person test and take it at a test center.

- ☐ Reasoning Through Language Arts
- ☐ Mathematical Reasoning

By clicking 'Find an appointment', I signify that I have read, understand, and agree to the [Rules Agreement](#).

No, I don't wish to continue

Find an Appointment



# Online Exam Policies

## Agree to online exam policies

GED\_OV: GED® Test

To take this exam in an online environment, please agree to the following terms and conditions.

☐ By accessing this website and ticking the boxes hereunder you understand and agree to the terms set forth in this Candidate Agreement ("Agreement"). This Agreement is entered into by and between you as a test taker, Pearson VUE, a business of NCS Pearson, Inc., and your testing program owner ("Test Sponsor"). This Agreement represents your understanding and acceptance of Pearson VUE's [Privacy and Cookies Policy](#) ("Privacy Policy"), [Terms and Conditions](#), and use of cookies to support your testing experience. You also understand, acknowledge and agree that the testing program sponsor has its own, possibly different, privacy policy.

☐ By providing your personal information, as described in our [Privacy and Cookies Policy](#), you acknowledge and agree to the video and audio recording of your entire testing session and you agree to the processing of such personal information and test data by Pearson VUE and to the transfer of such data to Pearson VUE's hub server, located in the USA, as the data processor, its authorized third parties, if any, both in the capacity as data processors for the processing of your personal information and test data on behalf of the testing program sponsor, as the data controller, located in the USA or elsewhere. Pearson VUE and other data processing entities, if any, are the recipients of your personal information and test data and are or may be located outside of the United Kingdom, the European Union, and the European Economic Area; however, Pearson VUE will enter into reasonable data transfer agreements with such entities for the purpose of communicating and following the instructions of your testing program sponsor and for establishing reasonable security measures to protect the confidentiality and integrity of your personal information and test data.

☐ If you choose to take the test through our online-proctoring platform, which is not mandatory in the event that there are other ways of taking the test as determined by the testing program sponsor, you and your computer will be monitored during your entire testing session in real time so that your face, voice, desk, and workspace will be captured and possibly recorded for the purposes of test quality, test security, and the integrity of the testing process. You understand, acknowledge and agree that you will be monitored at your location through audio, technology and video means so all activity at your location will be detectable by test proctors. By accessing this website and ticking this box you signify your acknowledgement and agreement that any inappropriate or wrongful conduct, as determined in Pearson VUE's or the test proctor's sole discretion, witnessed while monitoring your testing session will be reported by Pearson VUE to the testing program sponsor and may also be reported to the appropriate governmental authorities, including, but not limited to, any law enforcement officials.

# Select Language

## Select exam language

GED\_OV: GED® Test

What is your preferred language for the exam?

☒ English

☐ Spanish-Castilian

PREVIOUS

NEXT

# Select Appointment Date

## Find an appointment

GED\_OV: GED® Test

### Helpful hints:

- To avoid any issues on exam day, we recommend checking in to your exam 30 minutes before the scheduled start time. This allows optimal preparedness but does not guarantee an early admittance or start time.
- Some exams support delivery nearly 24 hours a day. Note whether you have chosen an early morning (01:00 or 01:00 AM) or midday (13:00 or 01:00 PM) appointment.

### Select Date

[Why can't I find an available appointment?](#)

< March 2021 >						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13

# Select Appointment Time

Available start times: Wednesday, December 2, 2020

Do we have your correct time zone preference?

America/Chicago-CST [Change time zone](#)

\*How do you want available times displayed?

12 HR

24 HR

\*How do you want available times displayed?

12 HR

24 HR

\*How do you want available times displayed?

12 HR

24 HR

Morning

Afternoon

12:00 AM

12:15 PM

12:15 AM

12:30 PM

12:30 AM

12:45 PM

12:45 AM

01:00 PM

01:00 AM

01:15 PM

01:15 AM

01:30 PM

01:30 AM

01:45 PM

Morning

Afternoon

00:00

12:15

00:15

12:30

00:30

12:45

00:45

13:00

01:00

13:15

01:15

13:30

01:30

13:45

# Confirm Appointment Details

## Cart

Description	Details	Price	Actions
<b>Exam</b> GED_OV: GED® Test  Content Areas <ul style="list-style-type: none"><li>MAT_OV: GED® Test - Mathematical Reasoning</li></ul> Language: English Exam Length: 120 minutes	<b>Appointment</b> Friday, May 1, 2020 Start Time: 12:00 PM CDT <a href="#">Change Appointment</a>	30.00	<a href="#">Remove</a>

### Total Due

Subtotal: 30.00

Estimated Tax: 0.00

**ESTIMATED TOTAL DUE: USD 30.00**

You can enter voucher/promotion codes on the payment screen.

# Payment

## Enter payment and billing

### Order Total

Subtotal: 30.00

Estimated Tax: 0.00

ESTIMATED TOTAL DUE: USD 30.00

[Add Voucher or Promo Code](#)  
[What is this?](#)

Voucher/Promotion Code:

APPLY

Required information is marked with an asterisk (\*).

### Card Details

We accept the following cards:



\*Card Type:

\*Card Number:

(Do not include hyphens or spaces)

\*Expiration Date:

\*Cardholder's Name:

(Name as it appears on card)



## Almost there...

Description	Details	Price
<b>Exam</b> GED_OV: GED® Test  Content Areas <ul style="list-style-type: none"><li>MAT_OV: GED® Test - Mathematical Reasoning</li></ul> Language: English Exam Length: 112 minutes	<b>Appointment</b> Wednesday, April 7, 2021 Check-in time: 02:30 PM CDT Start time: 03:00 PM CDT	30.00

### Exams for

**Name:**  
Christine Blaisdell

### Order Total

Subtotal: 30.00  
  
Tax: 0.00

TOTAL DUE: USD 0.00

SUBMIT ORDER

# Test Appointment Confirmation

## It's time to test your system

Order #: 0057-5542-7170

Your appointment is confirmed! An order confirmation containing important exam day information has been sent to:

### What's next?

RUN A SYSTEM TEST

We need to verify that the computer and internet connection you plan to use on exam day meet the [minimum requirements](#) for online testing. It'll just take 5 minutes to run:



Equipment checks



Exam simulation





# Preparing Your Students

# To-Do List Test SUCCESS

- Watch the OP videos
- View the computer tutorial (repeat as needed)
- Learn the basic tools of the test (highlighter, font/color change, text size, etc.)
- View the calculator tutorial (repeat as needed)
- Learn the calculator keys for required operations
- Know where to find and how to use test resources (calculator, symbol tool, formula page, calculator reference)
- Learn to use the onscreen whiteboard (best for math equations)
- Learn to use the onscreen scratchpad (best for RLA notes)
- Repeat all of above as needed

# Common Issues to Avoid

- Poor internet connection: *hotspots are not supported*
- **Must have webcam:** *Using cell phone cameras as substitute not supported*
- Unauthorized materials
- Another person in the room
- Tester left view of webcam

# Know the OP Rules

## Online GED Exam Rules

- Cheating is strictly prohibited
- You consent to being videotaped and recorded
- You must be in a private, walled room with a closed door
- No one else is permitted in the room once your exam has started, for any reason
- You may not leave your work area for any reason
- You cannot use a calculator or scratch paper, take physical notes or talk
- Personal items, mobile phones, headphones and watches must be out of reach
- Food, smoking and gum are prohibited
- You cannot move your webcam once your testing session has started
- Mumbling, speaking out loud or covering your mouth will lead to a warning
- Headphones and headsets (wired or Bluetooth) are not allowed unless explicitly approved

**Breaking any of these rules will result in your exam being revoked, loss of payment, and you will be banned from testing in the future.**

# CBT Tutorial and Calculator Tutorial

[About The Test](#)[Study](#)[Grads and Transcripts](#)[Blog](#)[Log In](#)[SIGN UP](#)[Prep Products](#)[Promote Your Program](#)[State Policies](#)[Test Administration](#)[GED Manager & GEDPrep Connect](#)[GED Option](#)

## Top Resources



Professional  
Development Training

[View Resource](#)

Resources to Guide Your  
Instruction

[View Resource](#)

Free Classroom Materials

## Tutorials

Students should practice with these tutorials so they learn about various question types and become familiar with how the test and calculator work. The tutorials work best on a computer (not a smartphone or tablet).

### Computer-Based Test Tutorial

[View Now](#)[View Now - In Spanish](#)

### Calculator Tutorial

[View Now](#)[View Now - In Spanish](#)

# Computer Tutorial

Tutorial - Candidate Name

Navigator - click on a page to go to it

Section#	Status
Section 4 - Mathematics Resources	
Section 4 - Mathematics Resources	Unseen
How to Open and Move the Calculator	Unseen
How to Move and Size Documents	Unseen
Basic Operations of the Calculator	Unseen
Practice with the Calculator	Unseen
Calculator Reference	Unseen
Æ Symbol Tool	Unseen
Formula Sheet	Unseen
Practice with All the Mathematics Resources	Unseen
Section 5 - Test-Tracking Tools	
36 Unseen/Incomplete/Not Viewed	

Close

Navigator Next →

<https://ged.com/practice-test/en/computer-demonstrator/>

# Calculator Tutorial

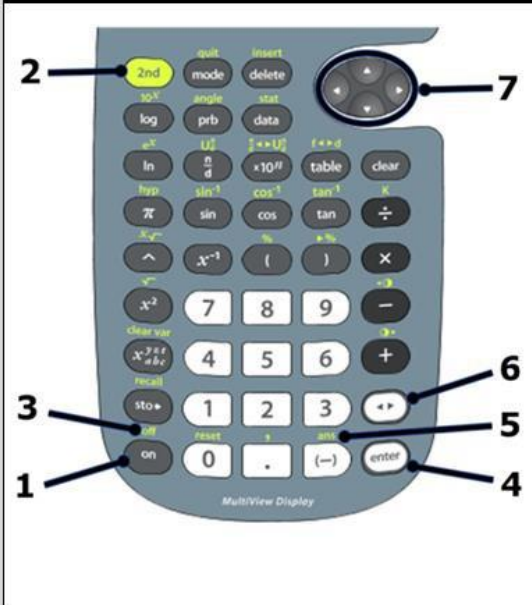
## Calculator Tutorial










### Calculator

#### Instructions

#### Basic Operations of the Calculator

Locate the **basic keys** on the image and review their **functions** in the numbered list.



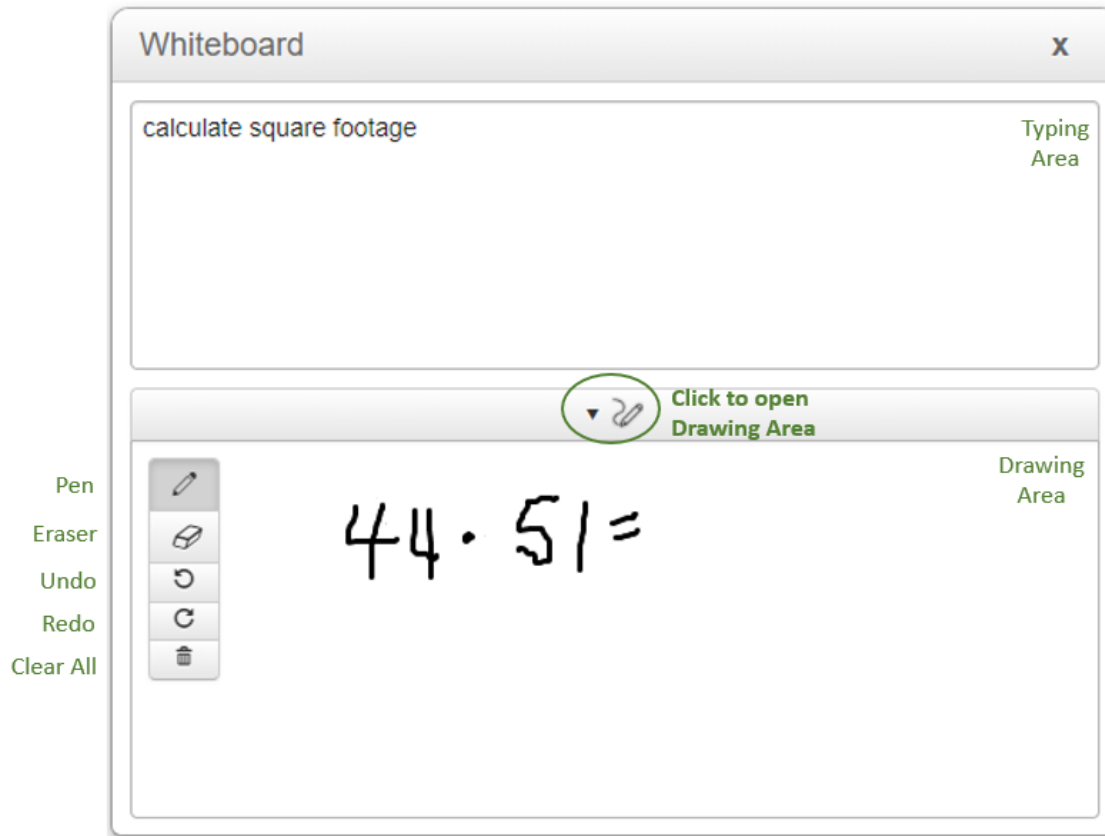
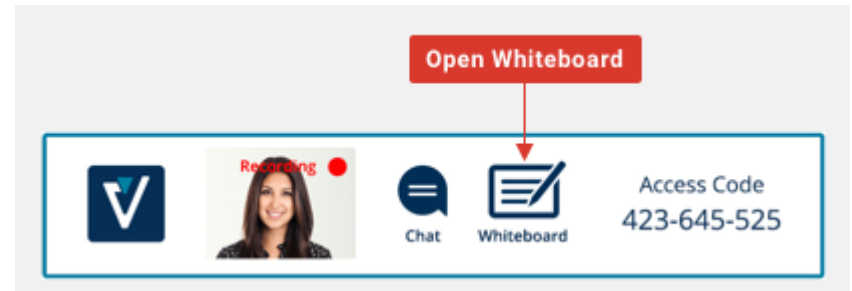
- 1  turns on the calculator.
- 2  turns on the 2nd indicator and accesses the function shown above the next key you press.
- 3   turns off the calculator and clears the display.
- 4  completes the operation or executes the command.
- 5   recalls the most recently calculated result and displays it as Ans.
- 6  toggles the answer between fraction and decimal, exact square root and decimal, and exact pi and decimals formats.
- 7  allows you to move the cursor on the screen and in operations as necessary.

Practice with the Calculator keys on the next page.

← Previous | Next →

<https://ged.com/practice-test/en/calculator/>

# Whiteboard Practice



Practice using the  
online whiteboard



# One More Tool – The Scratch Pad

- Is provided in addition to the Whiteboard
- Does not have the pen functionality of the whiteboard
- Can be opened and closed as a pop-up while taking the test
- Use to take notes from reading passages

The screenshot displays the GED® Test interface for the RLA section. At the top, a blue header bar contains the text "GED® Test - RLA - Candidate Name" on the left, a clock icon and "Time Remaining 00:26:32" on the right, and "Question 1 of 1" and a flag icon with "Flag for Review" on the far right. Below the header, a toolbar shows a yellow highlighter icon, a dropdown menu with "Highlight (J)", and a "Scratch Pad" icon. The main content area shows a reading passage titled "Lessons on the Savanna" by Roland Smith, with a list of 10 numbered questions. A "Scratch Pad" pop-up window is open in the center, featuring a blue title bar with a close button (X), a toolbar with "Cut", "Copy", "Paste", "Undo", and "Redo" buttons, and a large white text area. Red callout boxes with arrows point to the "Close Scratch Pad" button (top right of the pop-up) and the "Resize Scratch Pad" handle (bottom right of the pop-up). The bottom of the interface has a blue bar with "Previous" and "Next" navigation buttons.

# The 5 Things Every Educator Needs to Know to Help Students Take an OP Test

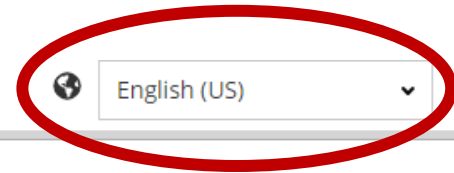
1. They can find all the info they need about this option at GED.com under “About the Test” or in their GED.com account
2. Before test day students should practice with the Whiteboard tool to get comfortable before they test
3. Complete the online system check before scheduling – to make sure their equipment works properly
4. Encourage student to check-in 30 minutes before their OP test appointment
5. The content on the OP test is the same content they’d see when testing in person



# System Test

*Possible Points of Failure*

# System Test – Available in multiple languages



## System Test

☒ I confirm that on my exam day I will be using this same testing space, computer, and internet connection.

**Alert!** Work computers generally have more restrictions that may prevent a successful test. Ensure you are not behind a corporate firewall, and shut down any **Virtual Private Networks (VPNs)** or **Virtual Machines**.

### 1. Copy Access Code

Click '**Copy Access Code**'.

This code will authorize you to perform a system test.

513-060-799

Copy Access Code

### 2. Download OnVUE


Click '**Download**'.


Download

### 3. Run OnVUE

Run the OnVUE application from your Downloads folder.

# Using a Cell Phone or Incompatible Computer to Test System

English (US) ▾



This Operating System (OS) does not meet the minimum requirements for launching OnVUE.

OnVUE only supports:

- Windows 10 (64-bit) (excluding 'S Mode')
- Windows 8.1 (64-bit) (all editions except 'RT')
- MacOS 10.13 and above (excluding beta versions)

Mobile devices are not supported.

Please return to the prior step and try again using an Operating System (OS) that meets the minimum requirements to continue.

Copyright © 1996-2021 Pearson Education, Inc. or its affiliate(s). All rights reserved.

# Network Check

- Download speed
- Application connectivity
- Athena Browser Edition
- Video streaming thru the cloud



System check - Network checks

Network connections 



Checking your network to ensure it meets the requirements to take an exam: 25%

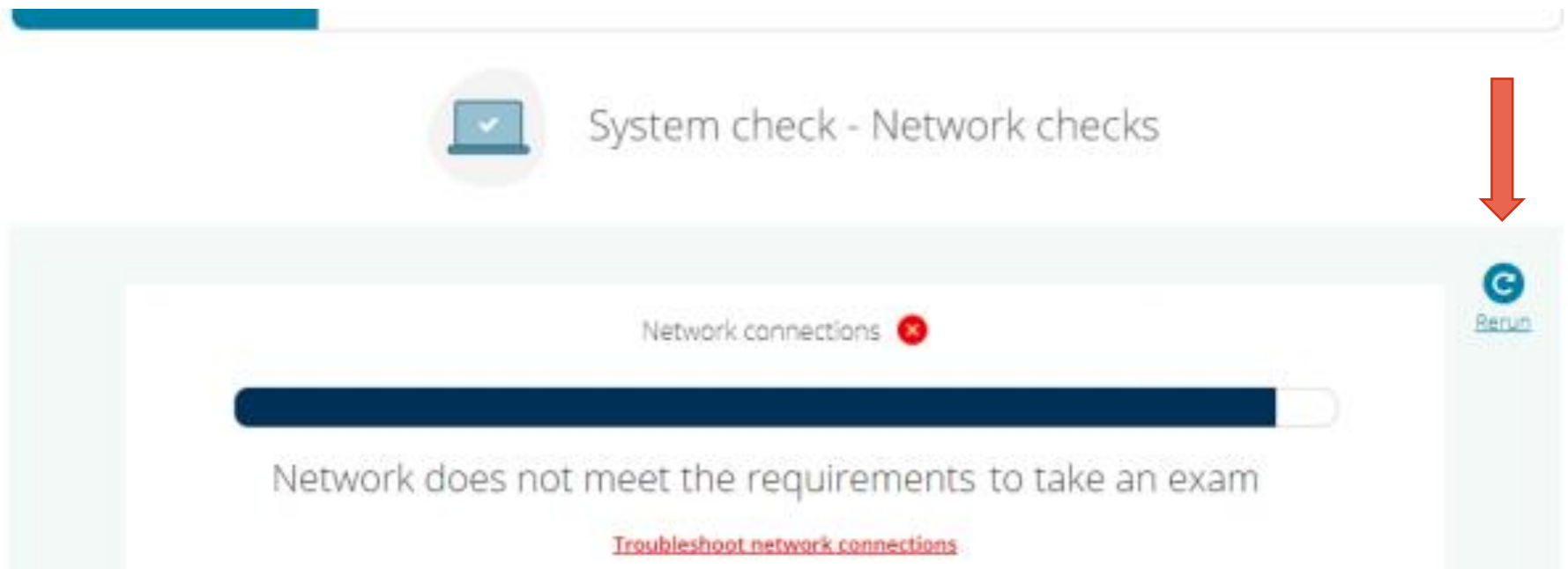
This check may take some time depending on your connection speeds. Checking (current check).

# Network Check - Failure

If any fail, student sees a red X

Click for details on failure

Troubleshoot and Rerun checks



# Failed Internet Speed - Details

## Internet speed results and requirements:

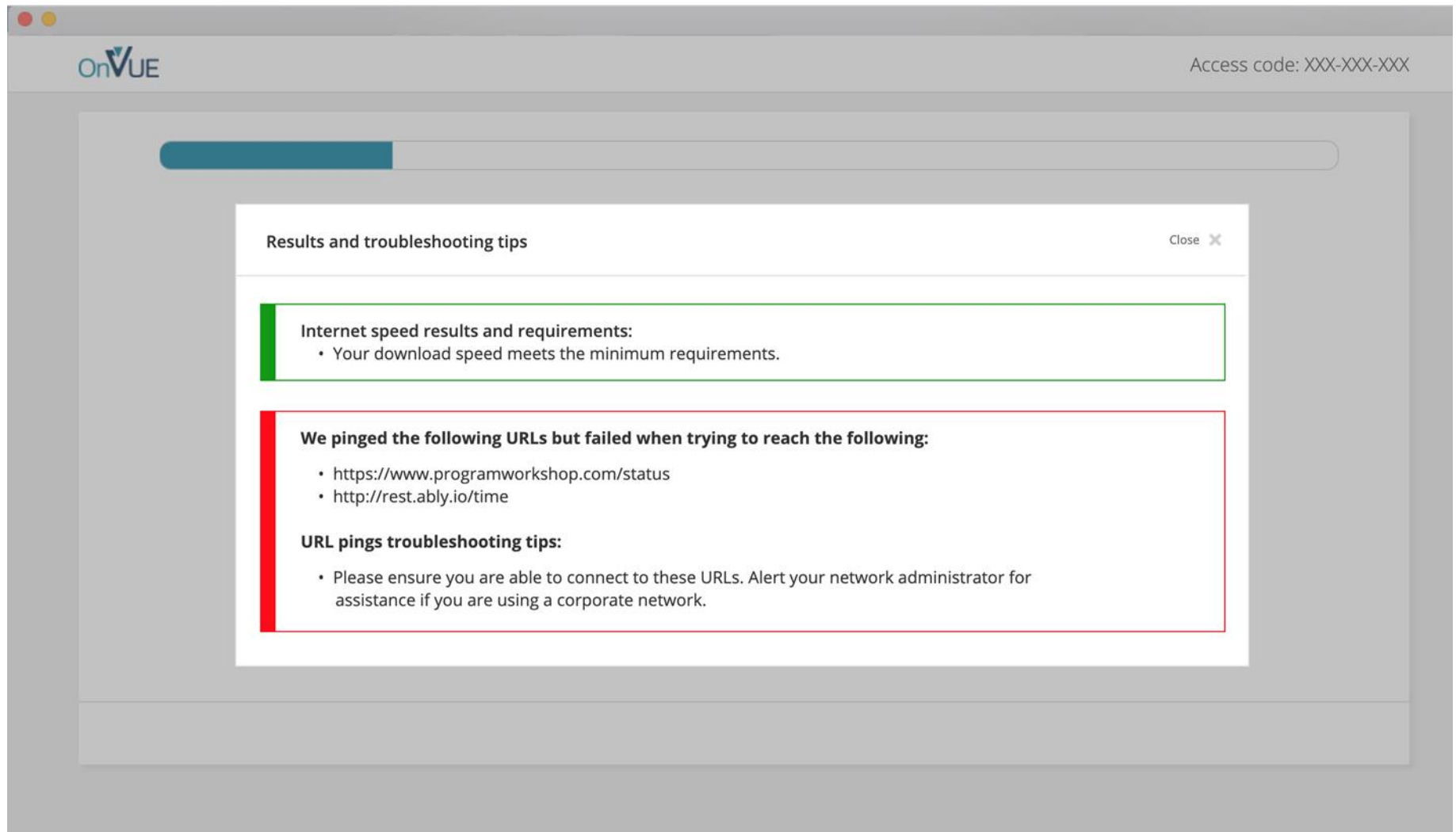
Your download speed is 0.45 Mbps.

## Internet speed troubleshooting tips:

- Run an independent speed test ([speedtest.net](https://speedtest.net)) to ensure that you are able to sustain a download speed of 1 Mbps and an upload speed of 1 Mbps.
- Avoid network configurations that involve proxy servers, advanced firewall security configurations (such as corporate firewalls and VPNs), and other network security measures such as but not limited to packet filtering or packet inspection.
- Tethering to a mobile hotspot is explicitly prohibited.
- If problems still persist, consult with your organization's IT administrator and/or hardware manufacturer.



# Failed Ping Test Check - Details



The screenshot shows a web application window titled "OnVUE" with an "Access code: XXX-XXX-XXX" in the top right corner. A modal dialog box titled "Results and troubleshooting tips" is open, featuring a "Close" button with an 'X' icon. The dialog contains two sections: a green-bordered box for internet speed results and a red-bordered box for failed ping URLs and troubleshooting tips.

**Results and troubleshooting tips** Close X

**Internet speed results and requirements:**

- Your download speed meets the minimum requirements.

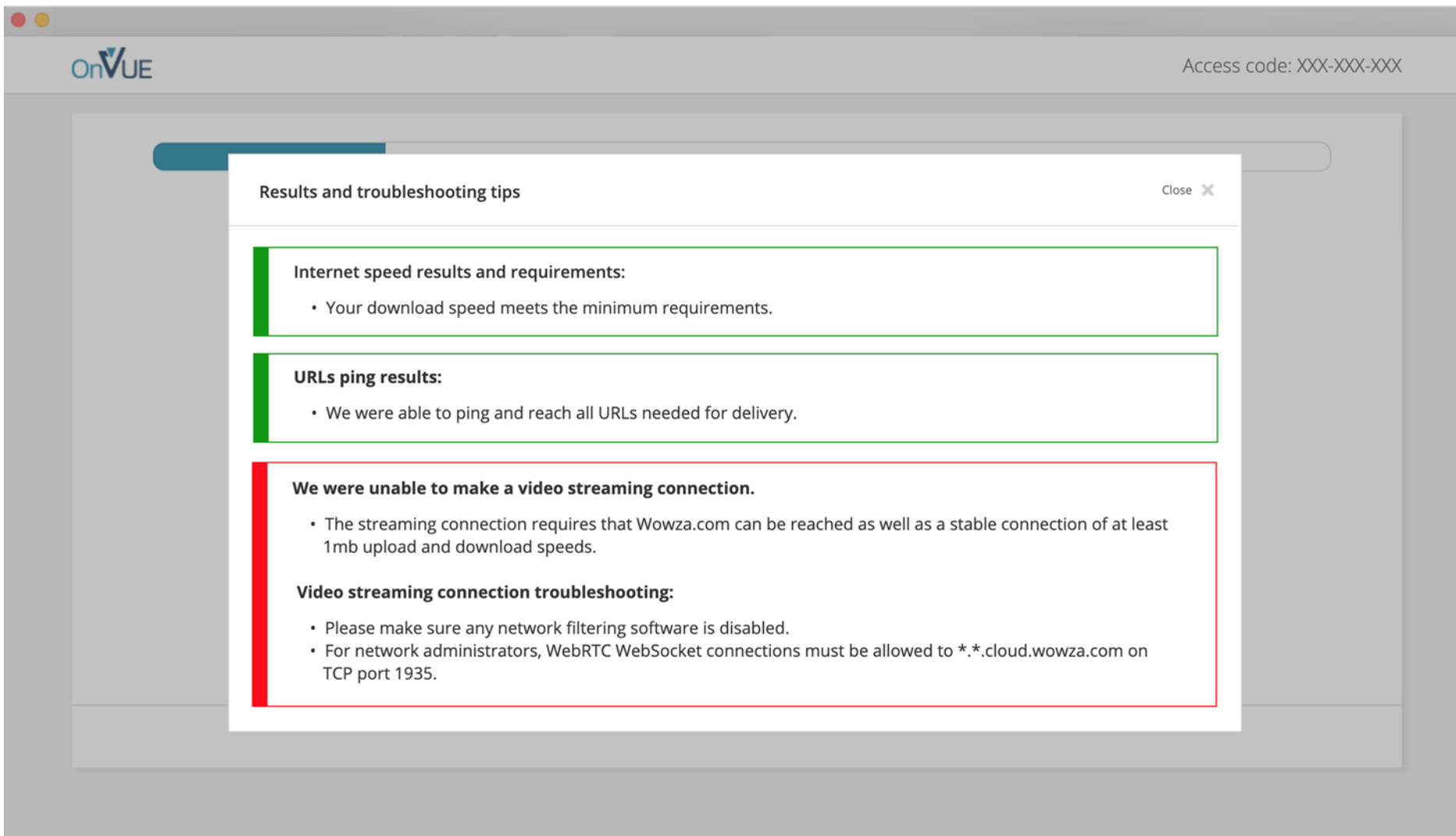
**We pinged the following URLs but failed when trying to reach the following:**

- <https://www.programworkshop.com/status>
- <http://rest.ably.io/time>

**URL pings troubleshooting tips:**

- Please ensure you are able to connect to these URLs. Alert your network administrator for assistance if you are using a corporate network.

# Failed Video Check - Details



The screenshot shows a web application window titled "OnVUE" with an "Access code: XXX-XXX-XXX" in the top right. A modal window titled "Results and troubleshooting tips" is open, featuring a "Close" button with an 'x' icon. The modal contains three sections: "Internet speed results and requirements:" with a green border and a single bullet point; "URLs ping results:" with a green border and a single bullet point; and "We were unable to make a video streaming connection." with a red border. This red section includes a sub-header "Video streaming connection troubleshooting:" followed by two bullet points.

OnVUE

Access code: XXX-XXX-XXX

Results and troubleshooting tips Close ✕

**Internet speed results and requirements:**

- Your download speed meets the minimum requirements.

**URLs ping results:**

- We were able to ping and reach all URLs needed for delivery.

**We were unable to make a video streaming connection.**

- The streaming connection requires that Wowza.com can be reached as well as a stable connection of at least 1mb upload and download speeds.

**Video streaming connection troubleshooting:**

- Please make sure any network filtering software is disabled.
- For network administrators, WebRTC WebSocket connections must be allowed to \*.\*.cloud.wowza.com on TCP port 1935.

# Equipment Checks



## System check - Equipment checks

### Microphone

Test your microphone by speaking aloud.

Start microphone check

### Speakers



Start the audio sample.

Start speaker check

### Webcam



Start webcam check



# Microphone Failure

Failures can be due to hardware or permissions

**Hardware issue**—the following messages are displayed on both Macs and PCs if a candidate's microphone is absent or not functioning:

**Microphone results and requirements:**

- We were unable to detect sound from your microphone.

**How to troubleshoot your microphone access issue:**

- Ensure that a microphone is connected and is an active device.
  - Your microphone must be enabled in your device settings.
  - Your microphone will fail if it is muted.
- Speak out loud during the microphone check to confirm your device is active and enabled.
  - Your microphone must hear audible sounds in the room.
- Try selecting a different microphone option.
- Consult with your organization's IT administrator if your microphone continues to fail.

**Permissions issue on Macs**—messages for Macs when permission is not granted:

**Microphone results and requirements:**

- We require access to your microphone. Please adjust your settings to allow access.

**How to troubleshoot your microphone access issue:**

1. On your Mac, choose "Apple menu" > "System Preferences" > "Security & Privacy" > "Privacy".
2. Select "Microphone".
3. Select the checkbox next to the OnVUE application to allow it to access the microphone.
4. Once you've allowed webcam access to the OnVUE application, start the equipment check again.

**Permissions issue on PCs**—messages for PCs when permission is not granted:

**Microphone results and requirements:**

- We require access to your microphone. Please adjust your settings to allow access.

**How to troubleshoot your microphone access issue:**

1. Select "Start" > "Settings" > "Privacy" > "Microphone". In "Allow access to the microphone on this device", select "Change" and make sure Microphone access for this device is turned on.
2. Then, allow the OnVUE application access to your microphone. In "Microphone settings," go to "Allow apps to access your microphone" and make sure it's turned on.
3. Once you've allowed webcam access to the OnVUE application, start the equipment check again.

# Speaker Failure

**For Mac users**—OnVUE displays these messages:

**Speaker test results and requirements:**

- You have indicated that you could not hear the sound playing. You must be able to hear audio to continue the check-in process.

**How to troubleshoot speaker issues:**

- Make sure your speakers are powered on and not muted.
- Check your sound settings:
  1. From the Apple menu, choose System Preferences.
  2. Click Sound.
  3. Click the Output tab; then select the built-in speakers.
  4. If the Output volume slider is set low, move the slider to the right and test again.
  5. If the Mute checkbox is selected, deselect it and test again.
- If problems still persist, consult with your organization's IT administrator and/or hardware manufacturer.

**For PC users**—OnVUE displays these messages:

**Speaker test results and requirements:**

- You have indicated that you could not hear the sound playing. You must be able to hear audio to continue the check-in process.

**How to troubleshoot speaker issues:**

- Make sure your speakers are powered on and not muted.
- If multiple audio output devices are available, check that you have the appropriate one selected.
  1. Select the Speakers icon on the taskbar.
  2. Select the arrow to open a list of audio devices connected to your computer.
  3. Check that your audio is playing to the audio device you prefer, such as internal or external speakers.
- If problems still persist, consult with your organization's IT administrator and/or hardware manufacturer.

# Webcam Failure

Failures can be due to hardware or permissions

## Webcam results and requirements:

- We were unable to make a webcam connection.

## How to troubleshoot webcam issues:

- Ensure that a webcam is connected to your device and has been powered on.
- Confirm that your device has detected your webcam.
- Ensure that your webcam is enabled in your device settings.
- If your device has multiple webcams connected, try selecting a different one from the list.
- If problems still persist, consult with your organization's IT administrator and/or hardware manufacturer.

If OnVUE lacks permission to use the webcam, troubleshooting messages are tailored according to whether candidates are using a Mac or a PC.

**For Mac users**—these messages are displayed on a Mac if permission is not granted:

## Webcam results and requirements:

- We require access to your webcam. Please adjust your settings to allow access.

## How to troubleshoot webcam issue:

1. On your Mac, choose "Apple menu" > "System Preferences" > "Security & Privacy" > "Privacy".
2. Select "Camera".
3. Select the checkbox next to the OnVUE application and allow it to access your camera.
4. Once you've allowed camera access to the OnVUE application, start the equipment check again.

**For PC users**—these messages are displayed on a PC if permission is not granted:


## Webcam results and requirements:


- We require access to your webcam. Please adjust your settings to allow access.

## How to troubleshoot webcam issues:

1. Select "Start" > "Settings" > "Privacy" > "Camera". In "Allow access to the camera on this device", select "Change" and make sure camera access for this device is turned on.
2. Then, allow the OnVUE application access to your camera. In "Camera settings," go to "Allow apps to access your camera" and make sure it's turned on.

# Close Apps & Run OnVUE Exam Simulation

Access Code: 653-163-446



## System test - Exam simulation - Close all applications except Finder and OnVUE


**Minimize risk of disruption by following the instructions below:**

1. Click "Test" to see which applications running on your computer could prevent exam launch.
2. Quit other applications via the application menu.

Retest

**Close the application(s) listed below.**

google chrome  
microsoft teams  
screen shot



Previous

Next

# OnVUE Exam Simulation – 1 item to answer in test driver



System test - Exam simulation - Launch simulation!

You're almost there!

Launch and complete this quick simulation to confirm your testing experience goes smoothly on exam day.

Launch simulation



# System Test Complete – Return to GED



Congratulations!

You've completed testing your system.

What's next?

1. Get ready! On exam day, make sure you prepare your testing space — and don't forget to bring your acceptable government-issued ID.
2. If your testing space, computer, and/or internet change prior to exam day, we suggest running a system test again to avoid any issues on exam day.

Close

# Test Day Check-In

# Home Page on Day of Test

The screenshot shows the GED Testing Service home page on the day of the test. At the top, there is a blue header bar. Below it, a white navigation bar contains four icons with labels: Language Arts (book icon), Social Studies (globe icon), Science (flask icon), and Math (minus, multiply, plus, divide symbols). Below the navigation bar, there is a white card for an appointment. The card has a calendar icon on the left, the text 'APPOINTMENT Online Social Studies Test' in the center, and a 'LAUNCH' button on the right. Below the text, it says 'Today, 2:00 PM CDT' and 'Appointment details'. Below the appointment card, there is a large white modal window with a close button (X) in the top right corner. The modal has the heading 'It's test day!' and a paragraph of text: 'Good luck. If you haven't already done so, be sure to do a computer system check to make sure you are able to take your online test. Then, prepare your workspace and launch your test up to 30 minutes before your appointment time.' At the bottom of the modal, there are two buttons: 'SYSTEM CHECK' and 'PREPARE YOUR WORKSPACE'.

Language Arts Social Studies Science Math

APPOINTMENT  
Online Social Studies Test  
Today, 2:00 PM CDT

LAUNCH  
Appointment details

It's test day!

Good luck. If you haven't already done so, be sure to do a computer system check to make sure you are able to take your online test. Then, prepare your workspace and launch your test up to 30 minutes before your appointment time.

SYSTEM CHECK PREPARE YOUR WORKSPACE

# Rules Reminder Video Automatically Plays When Test is Launched

## Rules Reminder

Before you begin your GED online test, we want to remind you of a few rules.



# Check In for Test

**It's time to check in!**

Description	Details	Order Information
<b>Exam</b> GED_OV: GED® Test  Content Areas <ul style="list-style-type: none"><li>• SCI_OV: GED® Test - Science</li></ul> Language: English Exam Length: 90 minutes	<b>Appointment</b> Tuesday, March 9, 2021 Check-in time: 04:15 PM CST Start time: 04:45 PM CST  <a href="#">CHECK IN</a>	<b>Order</b>  <b>Number/Invoice</b> <a href="#">Reschedule</a> 0057-5542- <a href="#">Cancel</a> 7170 <b>Registration ID</b> 392581414 <b>Status</b> Purchased

## GED Testing Service Policies

### Admission Policy

Please note this exam is proctored in English only.

# Live Chat Available During Check-In



English (US)



**Alert! Work computers generally have more restrictions that may prevent a successful test. Ensure you are not behind a corporate firewall, and shut down any 'Virtual Private Networks' (VPNs) or 'Virtual Machines'.**

## 1. Copy Access Code

Click '**Copy Access Code**'.

This code will authorize you to start the exam check-in process.

726-653-655

Copy Access Code

## 2. Download OnVUE

Click '**Download**'.

**Alert! Mac users, you may need to allow OnVUE within 'System Preferences: Security & Privacy: Privacy' settings for Microphone, Camera, Automation, and Input Monitoring.**

Download

Run the OnVUE



**Pearson OnVue Support**

Typically replies within 7 minutes

Pearson OnVUE



Hello there! Need help? Reach out to us right here, and we'll get back to you as soon as we can!

Reply here...



Copyright © 1996-2021 Pearson Education, Inc. or its affiliate(s). All rights reserved.

# Enter Access Code & Mobile Number



Unlock OnVUE

Confirm or enter your access code

If you copied your access code, just make sure this is the correct one. Otherwise, you can find your access code on the same page from which you downloaded the OnVUE application.

Next



Enter your phone number

Enter the phone number you can be reached at during your check-in and exam.

+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.

# Verify Age & Begin Check In Process

Check-In Process

What you need to do to take your exam



Equipment checks



Your picture




Photo identification



Workspace verification




Close all applications

☒ I am eighteen years of age or older.


☐ I am under eighteen years of age.




# Equipment Checks




## Diagnostics - Equipment checks

Microphone 


Default - Computer - Mic ▾


Speakers 



Can you hear the music playing?

☒ Yes ☐ No

Webcam 

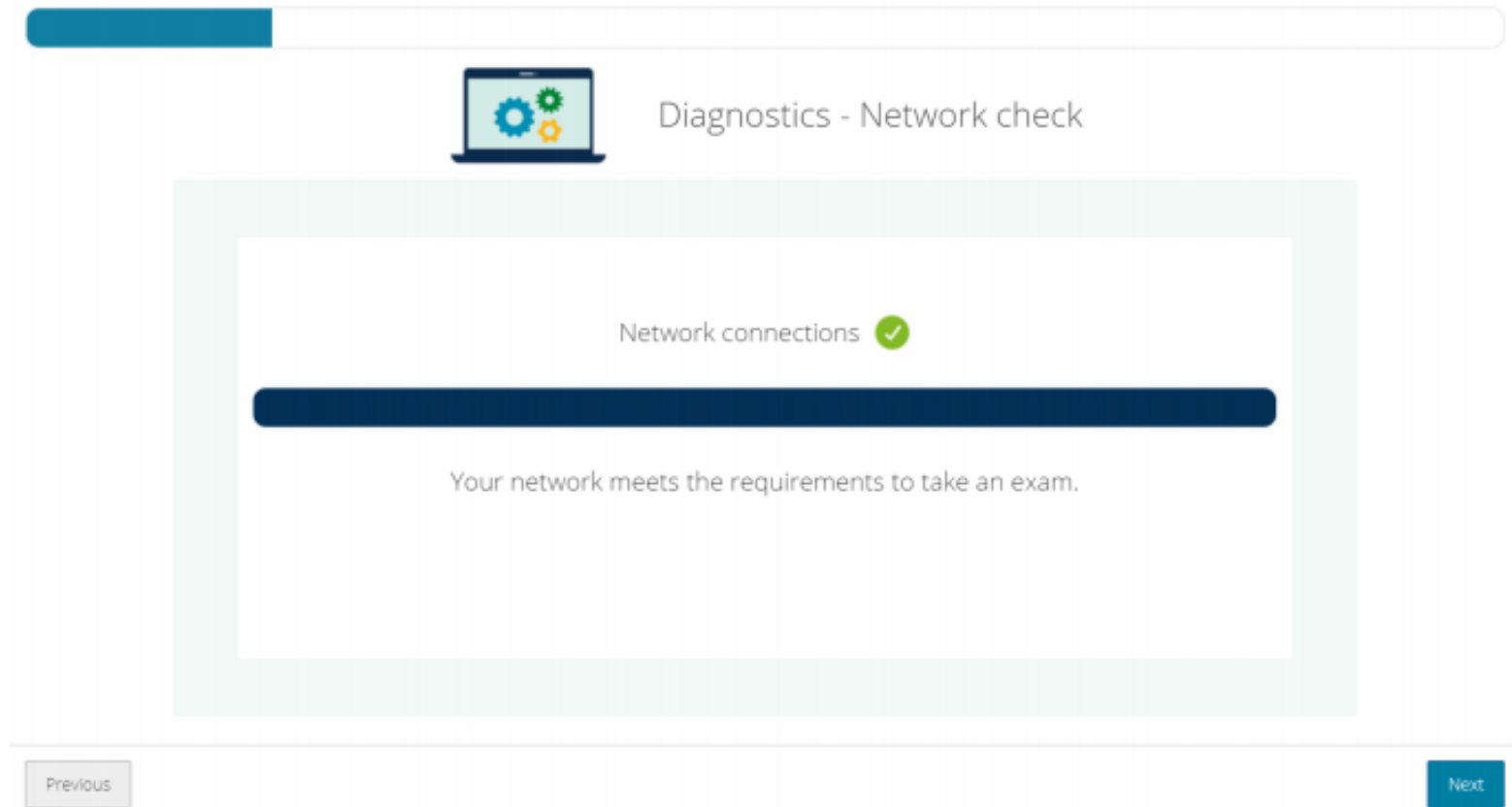


Integrated Webcam (1600 x 1080) ▾

Previous

Next

# Network Checks



The image shows a software interface for a network check. At the top, a progress bar is partially filled with blue. Below it, a laptop icon displays three interlocking gears (blue, green, and orange). To the right of the icon, the text "Diagnostics - Network check" is displayed. The main content area is a light green rectangle containing a white box. Inside the white box, the text "Network connections" is followed by a green checkmark icon. Below this, a thick dark blue horizontal bar is shown. Underneath the bar, the text "Your network meets the requirements to take an exam." is displayed. At the bottom left, there is a "Previous" button, and at the bottom right, there is a "Next" button.

Diagnostics - Network check


Network connections ✓

Your network meets the requirements to take an exam.


Previous Next

# Switch to Mobile

Use your mobile phone to take your required verification photos



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



Your picture





Photo identification



Workspace verification

1. Select access method

- ☒ Text message
- ☐ Type URL into mobile phone

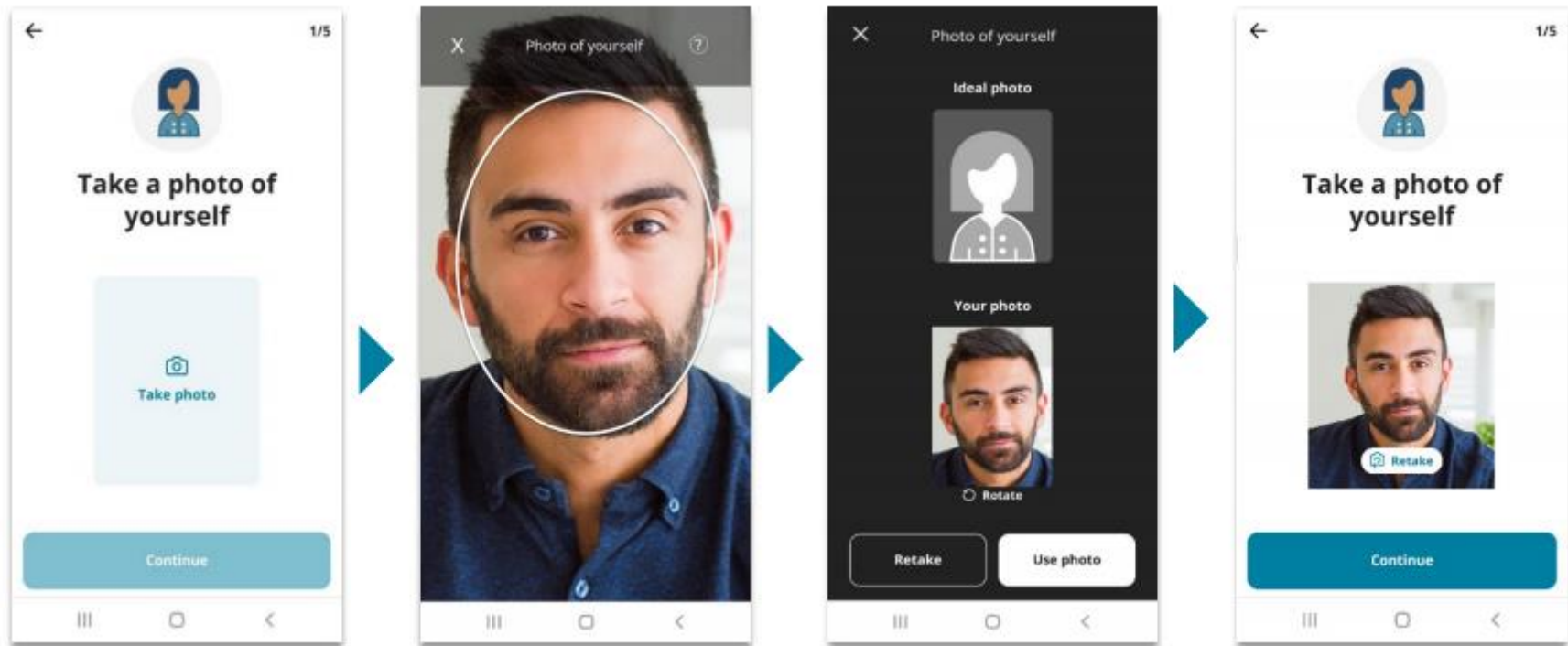
2. Enter contact information

☐ I accept the [terms and conditions](#)

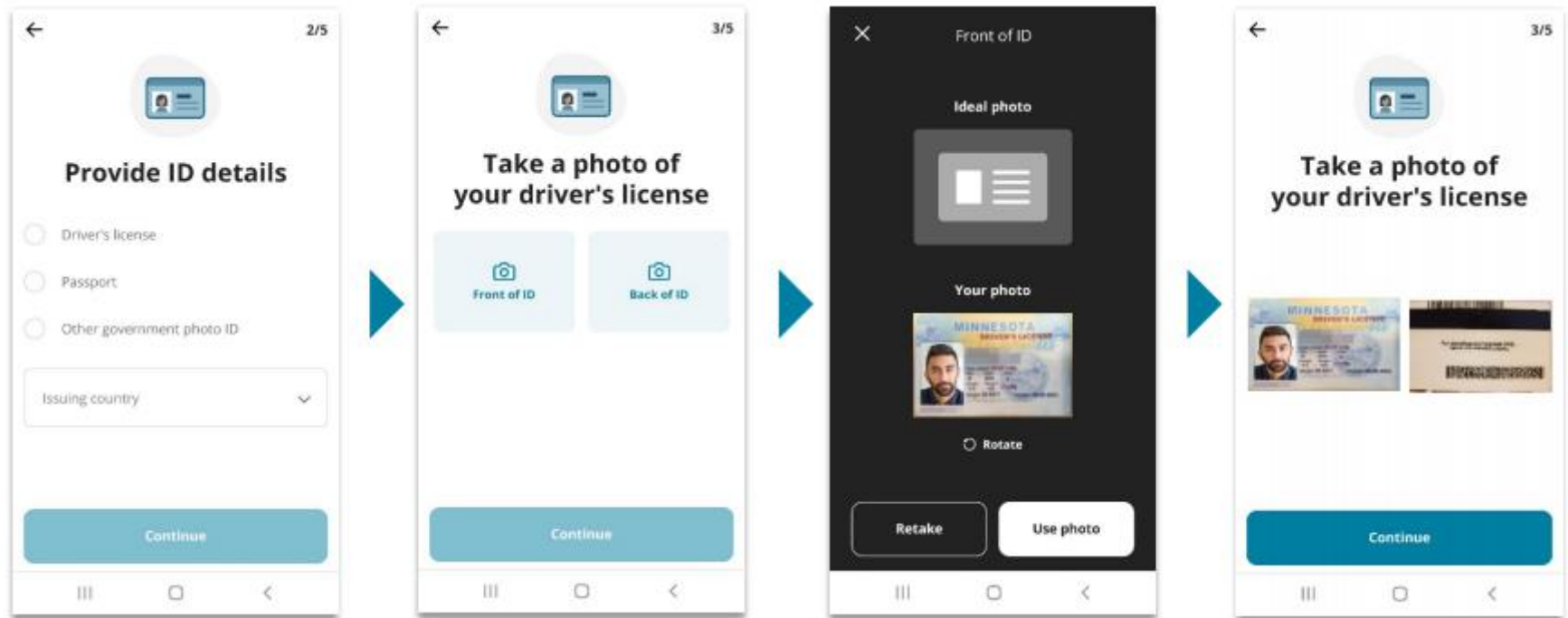
Previous

Next

# Mobile Check-In: Headshot Photos



# Mobile Check-In: Gov't ID Photos



# Live Chat Available During Photo Upload



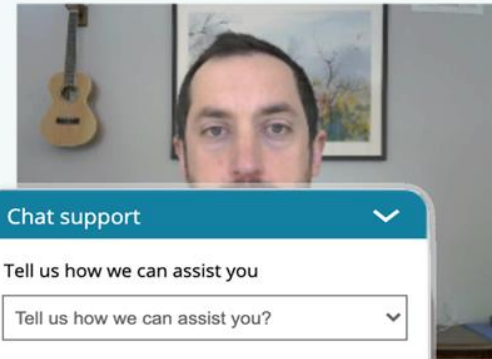
Take picture(s) of your identification

## Identification

- ✓ Select identification type
  - Driver's license
  - Passport
  - Other government photo identification

## Instructions

Select identification type  
Select issuing country of your identification



## Chat support

Tell us how we can assist you

Tell us how we can assist you?

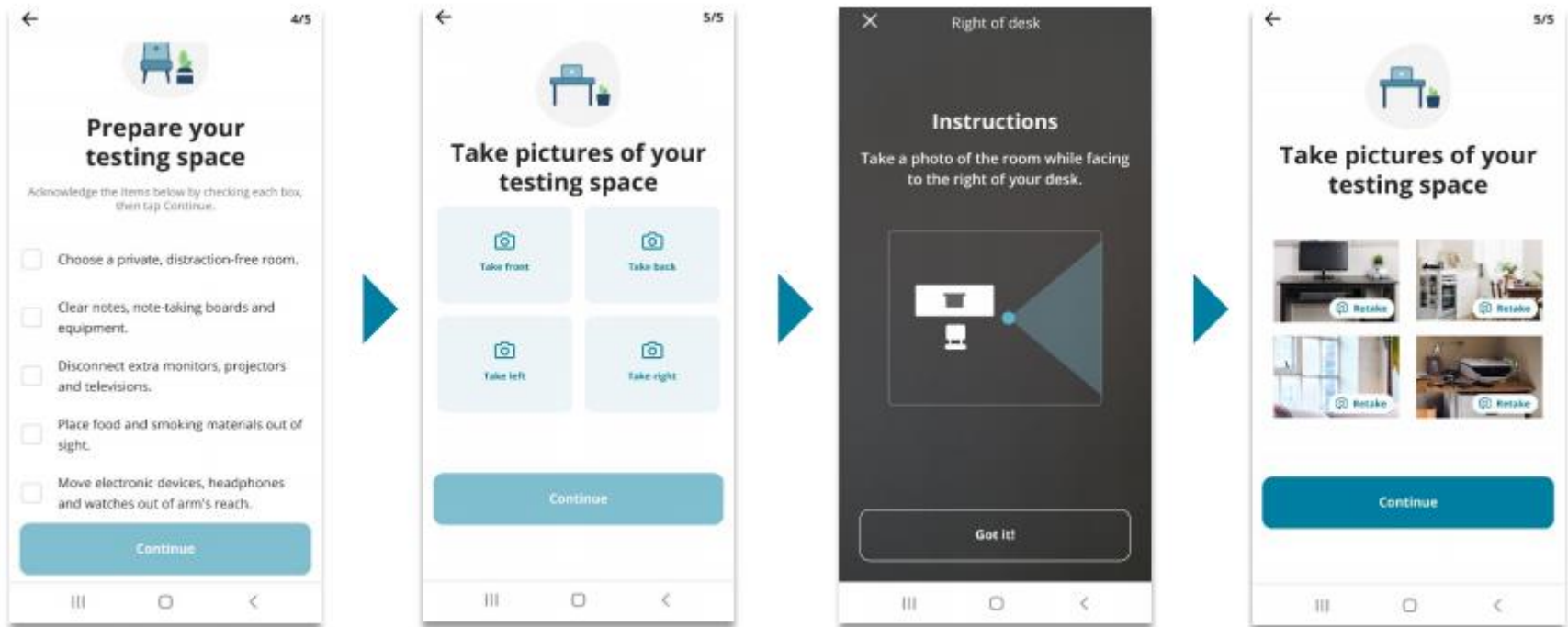
Type your message

Cancel

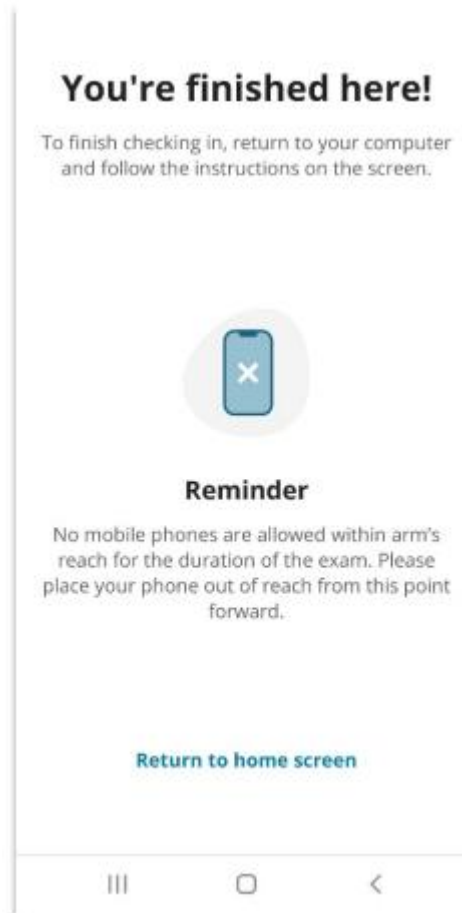
Submit

Previous

# Mobile Check-In: Room Photos



# Mobile Check-In Complete





# Close All Applications - Details



An unapproved application is running, so we couldn't launch your exam.

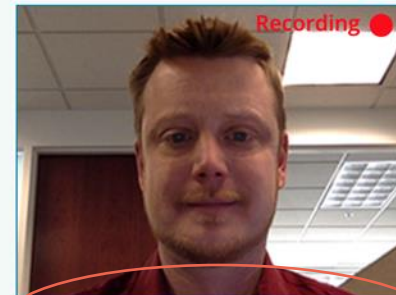
**Make sure all applications are shut down by following the instructions below:**

1. The dock must not show dots under any application icons except Finder (🔍) and OnVUE (V).



**Note:** Your exam will not launch if any applications (except for OnVUE and Finder) remain open.

2. Quit other applications via the application menu.

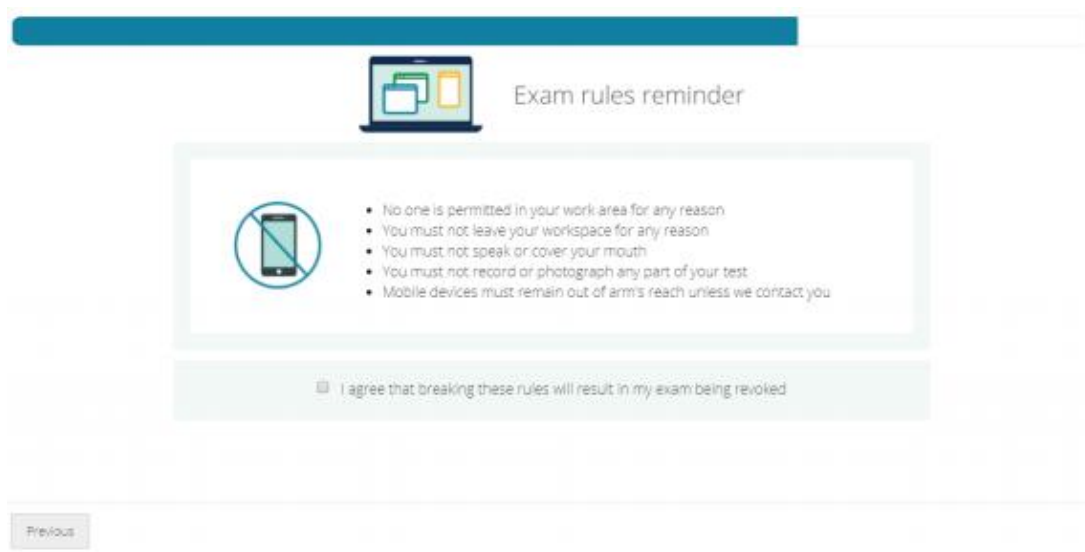


If webcam feed is black, you may be at risk for having your exam revoked.

# Student Must Agree to Exam Rules

- No one is permitted in your work area for any reason
- You may not leave your work area for any reason
- You cannot use scratch paper, take physical notes or talk
- Place mobiles, headphones and watches out of reach
- Food, drinks, smoking and gum are prohibited

I agree that breaking these rules will result in my exam being revoked



The screenshot shows a digital interface for the GED exam. At the top, there is a blue header bar. Below it, a laptop icon displays a document with a yellow highlight, and the text "Exam rules reminder" is to its right. A central white box contains a circular icon of a smartphone with a diagonal line through it, indicating prohibition. To the right of this icon is a bulleted list of rules. Below the list, there is a checkbox followed by the text "I agree that breaking these rules will result in my exam being revoked". At the bottom left of the interface, there is a "Previous" button.

Exam rules reminder

- No one is permitted in your work area for any reason
- You must not leave your workspace for any reason
- You must not speak or cover your mouth
- You must not record or photograph any part of your test
- Mobile devices must remain out of arm's reach unless we contact you


☐ I agree that breaking these rules will result in my exam being revoked

Previous

# Now Waiting for a Proctor

OnVUE

Access code: 764-156-912


 You are almost done with the check-in process

It's almost test time!

Remember: Don't leave the webcam view and don't let anyone enter the space during testing.

Queue position: **You're up next!**

We'll just need to verify your details. We will contact you through chat, your computer speakers or mobile (from a 617 area code) if necessary.



If you don't see your face displayed, you may be at risk of having your exam revoked.

Queue Position tells student their position in line - refreshes every 60 seconds.

# Internet Trouble During Exam

You have lost your internet connection. OnVUE is disabled until your connection is restored.



Your internet connection appears to be unstable...

If you think your internet is now stable and you're ready to resume your exam, click "Relaunch".

Relaunch

# Proctor Communications

- Student can text Proctor through Live Chat at any time if they are having trouble
- Proctor may text student through Live Chat to warn them of rule breaking
- Student will always get a warning before their test is ended due to breaking a rule
- If Live Chat isn't working, Proctor may talk to student through computer
- If connection isn't good, Proctor will call student on mobile phone

# Troubleshoot Issues

- Students should do both system test from GED account and system test from VUE during scheduling. If anything isn't fully green, they need to fix their system before test day.
- Plug in laptop
- Have everyone else in house off internet and tell them they can't enter room
- If student can't see themselves in webcam window, they will not be able to test
- If any technical issues occurring on test day or during check in, student should reschedule test to troubleshoot

# Questions?



# Thank you!

Scott Salesses  
Regional Manager, State Relationships  
[Scott.Salesses@GED.com](mailto:Scott.Salesses@GED.com)

Chris Blaisdell  
Sr. Product Manager  
[Chris.Blaisdell@GED.com](mailto:Chris.Blaisdell@GED.com)

