Your online exam checklist
CPA Program

Before your exam

Before working through this checklist, make sure you've read the information on the online exam webpage and completed the 'Preparing for an Online Proctored Exam' e-module in My Online Learning. We suggest you complete these steps **one week** before your exam.

Step	Description
Step one	**Check your appointment details and log into My CPA Program** Prepare to log in to My CPA Program, and make sure you understand the **date, time, and time-zone** of your appointment. Tick the box as you complete each step: ☐ I've checked my exam date, time and time-zone in my confirmation or reminder email from Pearson VUE. ☐ I've logged into My CPA Program using my username and password **Reminder:** If you've forgotten your password, reset it now.
Step two	**Prepare your technology** It's your responsibility to ensure you meet the online exam technical requirements. If you don't meet the requirements on the day, you may not be able to sit your exam. The three main causes of technical issues are: • Using a work computer • Having a poor or inconsistent internet connection • Having applications running in the background (MS Teams, Zoom, Dropbox etc.) You **must:** • Find the strongest and most stable internet connection available. This is a **wired** connection for most regions, so we strongly recommend you find or purchase an ethernet cable so you can connect directly to your modem. • Use a normal browser (not a private or incognito browser) to open OnVUE and ensure your browser history is enabled. • Source a personal computer (not a work computer). If you don't have your own, you may need to borrow a personal computer from friend or family member. We've received feedback that candidates have a better exam experience when using a PC, rather than a Mac. You may wish to consider this when choosing your exam computer. Tick the box as you complete each step: ☐ I've read the Pearson VUE technical requirements and feel confident that my computer meets the requirements for an online exams – in particular: • I have recently performed an operating system update and I'm using: o Windows 10 or Windows 11 (64-bit) (excluding 'S Mode'), or o macOS version 10.15 or higher – (excluding beta versions). • I'm using a **personal device** (not a workplace device), and it does **not** have a corporate firewall (or a VPN). • I'm using the strongest possible internet connection with a speed of **6Mbps down and**

Step	Description

3Mbps up. We recommend well above 6Mbps down/up.
- My internet cookies are enabled.

☐ I've passed the system test at the same time of day as my appointment, using the computer I'll use for my exam, to ensure my internet speed is reliable.

☐ I understand I can't have anything running in the background during my exam, and I've checked and turned any applications off – **including Microsoft Teams, Zoom and gaming apps.**

☐ I understand I should sign out of certain cloud-based applications (e.g., Dropbox) to avoid interruptions during my exam.

☐ I understand that any scheduled updates (e.g., Windows, antivirus, MAC) will interrupt my exam, and I've checked that future updates are scheduled well before or well after my appointment.

☐ I understand that if I am using a Mac computer, I'll may need to manually grant permission for the OnVUE application to run, using the guidance within the **Mac special note** on page 3 of the Pearson VUE technical requirements for guidance.

Reminder: You'll complete another system test as part of the check-in process. If you don't pass, you won't be able to proceed with your exam, and you may not be eligible for a refund or re-sit.

Step three

Prepare your exam room

You must ensure your exam room meets the online exam requirements - if you don't meet the requirements on the day, you may be unable to proceed with your exam.

Tick the box as you complete each step:

☐ I've read the room requirements and feel confident that my exam room is:
- private and enclosed, and no one can see my computer screen.
- quiet and well lit.
- clear within arm's reach and I've unplugged any secondary monitors.

☐ I've told everyone in my home **not** to enter my room at any time during my exam - from check-in until I've finished the end-of-exam survey.

Step four

Prepare for the check-in process

The check-in process will ensure your computer, room, ID and permitted items meet the online exam requirements.

During check-in, you may need to complete a CAPTCHA test. The test will ask you to identify certain images based on a brief description, to verify you're not a robot.

Tick the box once you've completed this step:

☐ I've reviewed the information about the check-in process.

☐ I understand that I may need to complete a CAPTCHA test as part of this process.

Step five

Prepare your permitted items

Ensure you have your ID and permitted items ready for your appointment. All items should be placed in front of your computer or slightly to the side. Your proctor may ask to inspect these before you begin your exam.

Tick the box as you complete each step:

☐ I have a government-issued ID that contains my full name, date of birth and photograph. The name on my ID is in English and exactly matches the name on my member profile.

☐ My ID is up-to-date and **not expired**.

☐ I have **one** personal, silent and non-programmable calculator that meets the guidelines.

Step	Description
	☐ I have a printed copy of my study guide, reference materials and troubleshooting guide which is available on the CPA Australia website.
	☐ I have a clear glass or container for water.
	☐ I've removed pens, pencils and blank paper from reach, as these are strictly prohibited.
Step six	**Familiarise yourself with the role of your online proctor** The role of your proctor is to uphold the integrity of the exam process and ensure all exam rules and policies are followed. Tick the box as you complete each step: ☐ I've reviewed the information about online proctors and re-read the online exam rules. ☐ I understand that proctors may make requests or undertake security checks multiple times during my exam, and I must comply with their instructions. ☐ I've read the Pearson VUE policies and procedures, including the possible inspections and warnings from my proctor. I understand my proctor can: • Ask me to show an area of my room or desk, or to perform a room scan using my webcam to ensure my room is secure. • Ask me to adjust my webcam multiple times, if required. • Ask me to show my calculator or other permitted items. • Give me a warning if I cover my mouth, move beyond the view of my webcam, turn away from the webcam, mumble or speak aloud. • Terminate my exam due to any disruptive, threatening, or fraudulent behaviour, or any activity that breaches the exam rules. • Terminate my exam if I don't respond to prior warnings or requests. • Terminate my exam if I experience persistent technical issues that can't be resolved. ☐ I understand that my proctor may be able to provide basic technical support, but they **are not** responsible for troubleshooting or resolving technical issues. If I experience technical issues, I will refer to my troubleshooting guide, complete a hard reboot, and relaunch the OnVUE app. ☐ I understand I'm not allowed to communicate with others, including anyone in my home. If someone does enter my room during the exam, I will say 'Please leave. I am testing' and won't communicate with them further.
Step seven	**Review your exam policies** Tick the boxes to confirm you've read and understood each policy: ☐ The CPA Program rules and regulations ☐ The Exam Scheduling Policy ☐ The Non-disclosure Agreement ☐ The Pearson VUE Online Proctored Exam Policies ☐ The Pearson VUE Terms and Conditions ☐ The Pearson VUE Privacy Policy ☐ The Academic Misconduct Policy **Reminder:** While you're free to discuss how you felt about your exam with peers or friends, remember that you cannot discuss exam questions or receive information about exam content. This applies whether you're in person, or communicating via social media, through online forums or via messaging apps. Make sure you read through our guidance about academic integrity, so you are confident you are complying with our Academic Misconduct Policy.

Step	Description
Step eight	**Undertake some final checks** Tick the box as you complete each step: ☐ I've read the information on the online exam and CPA Program Exam FAQ webpages ☐ I've reviewed the 'Preparing for an Online Proctored Exam' e-module in My Online Learning. ☐ I've reviewed the **CPA Program Exam Software Demonstration** in My Online Learning. I understand the platform and how to use the online whiteboard, calculator and scratchpad.

During your exam

We suggest you review these steps **three days** before your exam, and complete the checklist immediately before your appointment. You can also print this section to refer to during your exam.

Step	Description
Step one	**Prepare for your appointment** Complete these steps at least 45 minutes before your appointment start time. ☐ I've gone to the bathroom and have had something to eat/drink. ☐ I've completed another system test to identify any unexpected issues before check in. ☐ My device meets all requirements, and my exam room is prepared. ☐ My permitted items are stacked neatly on my desk so they can be inspected by the proctor. Once you've started the check-in process, you can't change rooms, move your computer or webcam or leave your desk to turn on lights, open windows or adjust other settings. Ensure your room will remain enclosed, private and well-lit for your entire exam. **Reminder**: You must always remain front-facing and in view of your webcam, including when you refer to your notes. We recommend you place these directly in front of you or slightly to the side to avoid receiving a warning from your proctor.
Step two	**Understand the mobile phone policy** You can only use your phone during the check-in process or if you experience a technical issue. Any phone use, including (but not limited to) texting, using apps or taking a call from someone other than Pearson VUE is strictly prohibited and may cause your exam to be terminated. Tick the boxes to confirm you've read and understood the mobile phone policy: **Storing your phone** ☐ I will keep my phone in my exam room, but out of reach. I understand I must not be able to access it from my seat. I'll put it on silent or vibrate to minimise disruption during my exam. **Incoming calls** ☐ If my phone does ring during my exam, I will only answer if it is the proctor and the number shows as **617-379-0635**, or the caller ID shows **Pearson VUE**. If my phone rings and the call is not from a proctor, **I won't answer it.** **Outbound calls and other notifications** ☐ **I won't make a call for any reason.** To reach Pearson VUE Support, I'll use the chat function within the exam platform. ☐ Pearson VUE will not SMS during the exam. If I receive an SMS, **I'll ignore it.** ☐ If my phone sounds or an alarm goes off after my exam has started and I want to silence it, I'll advise the proctor and wait for their acknowledgement. It is at the sole discretion of the proctor

Step	Description
	if I am permitted to leave my desk to access my phone and turn off the sound. I will only do so if they grant me permission. ☐ Once I've silenced any alarms or notifications, I'll place my phone back out of reach.
Step three	**Accessing your exam** Complete these steps at least 30 minutes before your appointment start time. ☐ Log into My CPA Program, navigate to your subject and click **'Manage Exam'**. You'll be taken to the Pearson VUE website. ☐ Select the exam you'll be sitting and click **'Check In'.** You'll be prompted to download the OnVUE software and follow the check-in process. For a smooth check-in: • Allow plenty of time so you can resolve any unexpected issues. • Ensure the photo/s of your ID are clear. Your proctor may ask you to retake blurry images which could lengthen your check-in. • When photographing your exam room, make sure your permitted items are clearly visible, including your calculator. If you don't see the 'Check In' button, you're either too early or too late for your appointment. Check your reminder email from Pearson VUE to check your exam date, time and time-zone. **Reminder:** Close all programs, applications and browsers, aside from the exam software. Even if you've passed the system test, you should check the applications running on your computer to ensure they aren't scheduled to update or sync during your exam.
Step four	**The exam queue** Once you've completed the check-in process, you'll be added to a virtual queue alongside other candidates waiting to begin an exam. During this time, you'll see an alert stating, **'You are almost done with the check-in process'**, as well as your number in the queue – this will update every 60 seconds. As you wait in the queue for a proctor: ☐ You're under exam conditions and **must not** move from the view of your webcam, interact with another person or use your phone. ☐ You must not call CPA Australia – if you're concerned about your wait time, a link will appear after 15 minutes through which you can contact your proctor. ☐ On busier days, your wait time may reach 30 minutes (from the time you enter the queue, not from the time you begin the check-in process). If this occurs, a message will appear indicating longer-than-usual wait times. You can review your notes and study guide during this time. If, after 30 minutes, you don't see a message indicating longer-than-usual wait times, or your position in the queue does not change, you're likely experiencing a poor or unstable internet connection. Refer to the **online exam troubleshooting guide**, available on the CPA Australia website for support. **Reminder**: Your wait time is not based on how quickly you complete the check-in, it's based on your appointment start time. This means candidates with an earlier appointment may be placed ahead of you in the queue, even if they start their check-in later. Please be reassured that your wait time won't impact your exam time.
Step five	**Pause exam – your five-minute break** You're allowed **one five-minute unscheduled break during your exam.** To take your break, follow the steps below:

Step	Description
	☐ When you're ready, click the **'Pause Exam'** button at the top right of your screen, and then click **'Pause Exam'** again in the pop-up box.
	☐ You can then leave the view of your webcam (you **do not** need to tell your proctor). You can only use your break **once**.
	☐ If you accidentally click **'Pause Exam'** and you don't want to take your break, you must click **'Cancel'** immediately. Once your break begins, you won't be able to cancel the request. You'll continue to be recorded during your break.
	☐ You must not access any devices (such as mobile phones or smart watches) during your break.
	☐ After your break, click 'Resume' - you may be asked to perform a room scan to ensure you have not introduced new items or materials.
	This is the only time you can leave your webcam during your exam. If you don't use the full five minutes, you can't use the remaining time for another break later in the exam. No further breaks are permitted at any time, including taking a bathroom break. Ensure you plan your time well so you can use your single break wisely and appropriately.
Step six	### The online exam rules You'll be supervised by a proctor from the time you enter the queue to the time you close the exam application. There are certain rules you must abide by, including: ☐ You must be the **only person seen, heard or present** in your exam room. ☐ You must **not** leave the view of your webcam (except when you pause your exam) or **move your webcam.** ☐ You must **not** eat or smoke. ☐ You must **not** change your environment (e.g., open a window or blind). ☐ You must **not** speak, mumble or read your questions out loud. ☐ You must **not** cover your mouth or face. ☐ You must **not** use pen or pencil. ☐ You must **not** access or use a mobile phone (please see Step 2 for more information). ☐ You must **not** wear headphones, AirPods or any type of earpiece or headset. ☐ You **must always** remain forward-facing and within the view of the webcam, even if you are referring to your notes or study guide. ☐ You must **not** introduce any new items not photographed during the check-in process. **Reminder:** Aside from your five-minute break, you must not leave the view of your webcam for your entire exam, which includes the end-of-exam survey. If you leave your desk at any other time (e.g., to turn on a light in your room, refill your drink, or take an additional bathroom break) or move to another location (e.g., take your computer to another room without direction from the proctor), your exam may be terminated.
Step seven	### Your exam tools Tick the boxes to confirm you've read and understood each step: **Your exam tutorial** ☐ Before your exam timer starts, you'll be led through a short tutorial demonstrating the question types you'll see and how to navigate your exam, including your on-screen tools and scrolling. You'll have an additional ten minutes to complete this tutorial. **Online calculator**

Step	Description
	☐ Access your calculator via the **'Calculator'** button at the top left of your screen. It's available in both scientific and standard modes.
	Online note-taking
	☐ Access your online scratchpad via the **'Scratchpad'** button next to 'Calculator' at the top left of your exam screen. Your online whiteboard is available in the bar at the top of your screen, next to your proctor chat button. We prefer to use the scratchpad for quick calculations or workings.
	Extended-response questions
	☐ If your exam has extended-response questions, there will be a split-screen that may require you to **scroll down and across** to see the full question. If you haven't viewed the full contents before moving to the next question, a pop-up will appear reminding you to scroll. You can adjust the width of the screen by dragging the vertical blue bar to the left or right.
	☐ If your exam includes **worksheet items,** you'll be required to enter numerical responses. You may need to use the scroll bars (across and down) to view the full worksheet. You may also use the 'zoom' function to adjust the size of the worksheet to suit your screen, or adjust the width of the screen by clicking on the vertical bar and dragging this to the left (to see the worksheet item) and to the right (to see the case information).
	While your proctor is available to support you in the event of a technical issue, they won't be able to see your screen and won't be aware of the questions or functionality of your exam. That's why you **must** work through the tutorial carefully at the start of your exam.
Step eight	### Troubleshooting and support In the event of a technical issue during your exam, please follow these steps: 1. **Contact your proctor** via the chat function to alert them to the issue. They may instruct you to relaunch your exam. If this occurs, you'll rejoin the exam queue and your exam will resume where you left off. 2. **Check Pearson VUE's guidance** by visiting the OnVUE webpage and clicking the chat icon at bottom right. 3. **Refer to the Troubleshooting Guide**. Crosscheck each of the 'issues' against your experience and follow the steps provided. 4. If your exam screen freezes or goes blank and you can't contact your proctor, complete a restart/relaunch of your exam. Follow the directions below or refer to the troubleshooting guide: a) Locate your Downloads folder and reopen the OnVUE application. b) Complete any necessary check-in steps and then click Next. Your exam should reload and begin. 5. If you are unable to relaunch and you can't access your exam using the troubleshooting guide, you may leave your desk to access your phone and contact CPA Australia (please see Step 10 for more information). The most common cause of technical issues is poor internet speed or connection, the use of a work computer rather than a personal device and applications running in the background. The quickest way to address an issue is to check the **online exam troubleshooting guide.** We suggest you review and print out this guide in advance so you're familiar with the steps you can take if your exam freezes, or you can't contact your proctor on the day. You **must not** call CPA Australia during your exam.
Step nine	### Finishing your exam After you finish your exam, you'll be asked to complete a ten-minute survey. You'll need to click through this to officially end your exam. You'll still be under supervision, so ensure you follow the exam rules until you've completely closed the application.