Troubleshooting guide for online exams

What to do in the event of a technical issue

If you do experience a technical issue during your exam, please follow these steps:

1. First, don't panic. Your progress through the exam will be saved, so there's no need to stress.
2. Reach out to your proctor via chat. They may be able to relaunch your exam for you, if required, or help you relaunch your own exam. If you can't reach your proctor, it's possible your internet connection has dropped, so it's time for step 3.
3. Compare your experience with the information and images below, to identity the likely cause. Then, follow the relevant troubleshooting steps to address the issue and continue your exam.
4. If you still can't address the issue or continue your exam, please close the application before contacting CPA Australia.

It's your responsibility to ensure you meet the online exam requirements. Most technical issues are caused by the use of a work computer, a computer with a VPN, an application running in the background, or an unstable internet connection. Making sure you're using a personal computer, wired internet connection and have closed all applications (except OnVUE) will help to minimise any potential technical issues.

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Before your exam - the check-in process
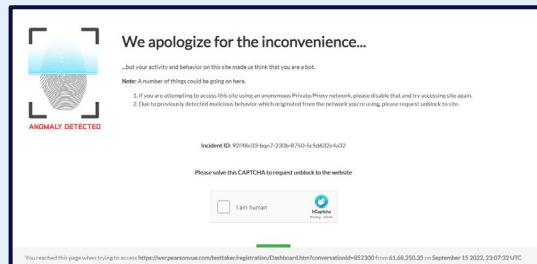
| Issue	Visual	Steps to support
No 'Check In' button when launching Pearson VUE		• Check your confirmation or reminder email from Pearson VUE to confirm your appointment time (noting the 'time zone' in which your appointment has been scheduled). • The 'Check In' button will appear **30 minutes before** your exam start time. While this button will remain visible 15 minutes after your appointment time, we encourage you start the check-in process sooner rather than later. • If you can't see the button, you may be too early or too late for your exam. • You'll also find a check-in link in your confirmation and reminder email if you are experiencing any issues logging into My CPA Program.
CAPTCHA test during check in		• As you progress through the check-in process, you may be asked to complete a CAPTCHA test. If so, you'll see the screen at left. • Once you tick the box, you'll be asked to identify certain images based on a description, to verify you're not a robot. • You'll need to identify the images correctly in order to progress and launch your exam.
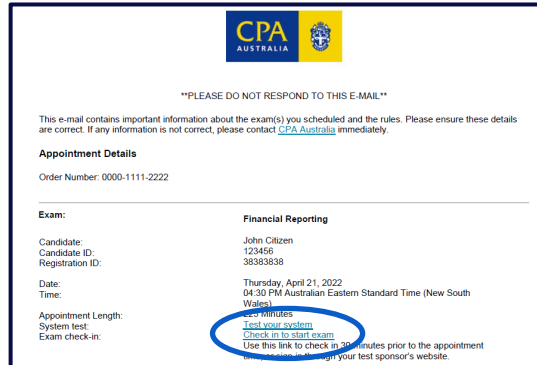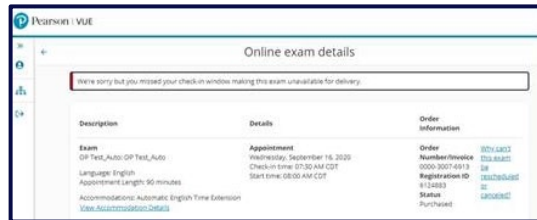
2

Cannot download the OnVUE application
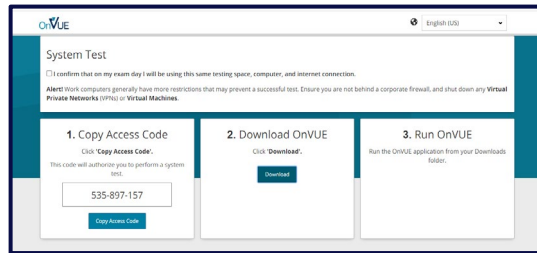
- If OnVUE won't download, it's likely your computer didn't meet the technical requirements – possibly due to a slow internet connection, or firewalls blocking OnVUE.
- Complete another System Test to check your computer and network. If the issue persists, try using a different computer or network if you have one readily available.

No access code at launch
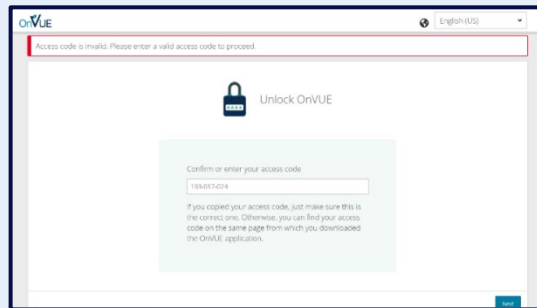
- If you see this screen while attempting to **launch your exam for the first time,** we recommend you start the check-in process again to receive a new access code.
- You can do so by logging back into **My CPA Program** or following the link in your confirmation or reminder email from Pearson VUE.
- If you see an invalid access code **after attempting the 'Restart/relaunch exam' steps** (i.e., where you've started your exam but had to relaunch after experiencing an issue and the check-in window is closed) please contact CPA Australia.
- If you see **no access code** after attempting to relaunch your exam, please see the **'Invalid access code after relaunch'** steps in the **'During your exam'** below.

Cannot launch the OnVUE application due to an unsupported operating system

- If you try to launch the OnVUE application using an unsupported operating system, you'll receive a message indicating that the version of the operating system you are using does not meet the minimum requirements for launching OnVUE.
- You should ensure your device meets one of the below:
  - Windows 11 & 10 (64-bit) (excluding 'S Mode')
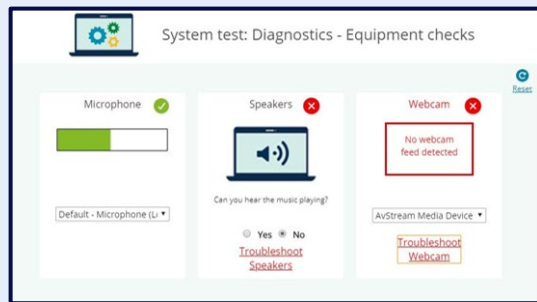 - MacOS 10.15 and above (excluding beta versions)

A reminder that mobile devices are not supported.

- Please return to the previous step and try again using an operating system that meets the requirements (this may require an update).

If you're using an Apple Mac computer

- You may need to manually grant permission for the OnVUE application to run. If you haven't done so, you may encounter a pop-up when trying to launch your exam.
- Before your exam: refer to the **Mac special note** on page 3 of the Pearson VUE technical requirements for guidance on adjusting your settings.
- During your exam: follow the **Restart/relaunch** instructions below, then refer to the **Mac special note** on page 3 of the Pearson VUE technical requirements.

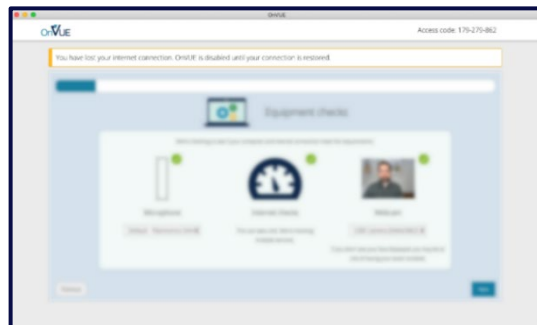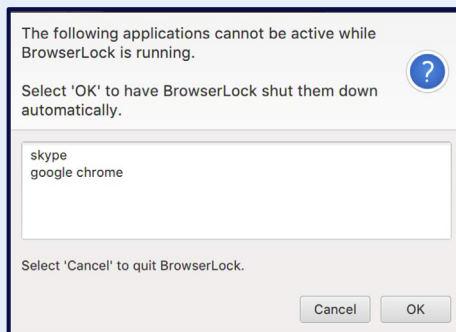|	
Failed system test: Diagnostics – equipment checks	**Before your exam:** • It's critical you complete and pass the system test before the day of your exam and troubleshoot any issues. **On the day of your exam:** • During check-in, you'll complete another system test (this one is called a 'diagnostic' test). You must pass this to proceed with your exam. • If you don't pass this test, click the troubleshooting links on screen and follow the instructions to resolve the issue. • If you still don't pass, this is the time to switch to a different computer or network if you have one readily available. • We recommend you begin your check-in at least 30 minutes before your appointment to resolve any unexpected technical issues. If required, you may need to find an alternate device or stronger internet connection.
Connection lost during check-in	If you see a message stating: *"You have lost your internet connection. OnVUE is disabled until your connection is restored."* Find a stable internet connection (we recommend a wired connection) and see if your connection is restored. If this is not successful, follow the instructions in the '**Restart/Relaunch exam**' section below.
'Browser Lock' error message during check-in	• The exam won't launch with other applications open – this is called 'Browser Lock'. • If you receive a message indicating that you have applications open, click the 'OK' button to close the program/s. • Next, click the 'test' button in the following pop-up – this will allow you to verify whether all applications were successfully closed. • If you need to close applications yourself, follow the steps in the '**If an application launches during check-in or your exam**' section below.
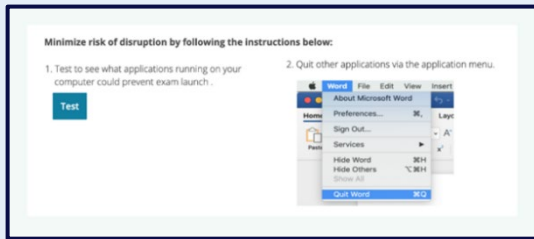
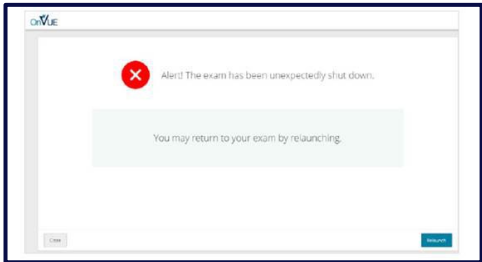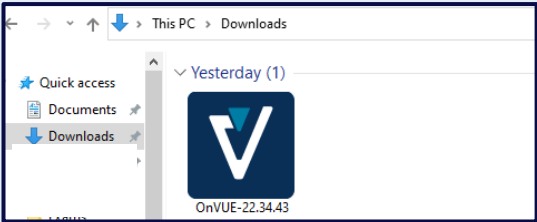**Extended wait for exam to launch (at the end of the check-in process)**
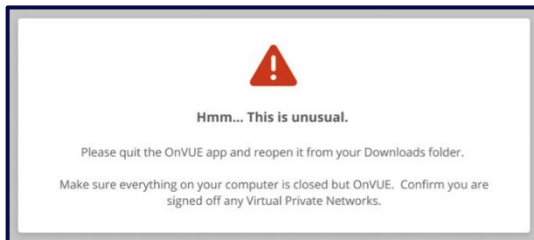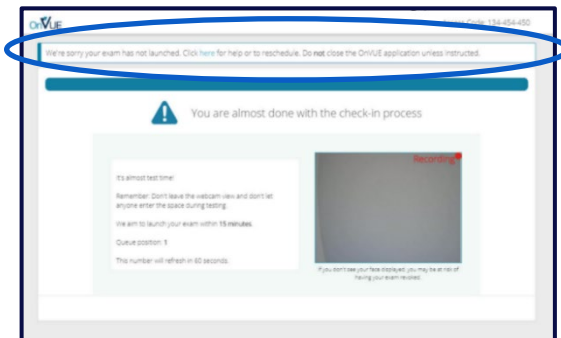
- You'll be able to see your position in the 'queue' while waiting to start your exam. Your position will update every 60 seconds.
- If your wait time exceeds 15 minutes, a banner will appear with a link to contact Pearson VUE with any questions or concerns.
- If your wait time exceeds 30 minutes, a message will appear indicating longer-than-normal wait times. It's important you remain in your seat and follow all exam rules.
- If one of the following occurs, there may be an issue with your internet connection even if you've passed the system test. Please follow the instructions in the '**Restart/Relaunch exam**' section below if:
  - your position in the queue does not progress
  - your position in the queue increases
  - you are waiting longer than 30 minutes (starting from your time in the queue, not the time since you began the check-in process).
- Once you've connected with a greeter and they've completed their necessary checks, they will launch your exam. If the launch takes more than five minutes, you'll be instructed to quit and relaunch your exam. Please follow the instructions in the '**Restart/Relaunch exam**' section below.

Pearson VUE FAQs
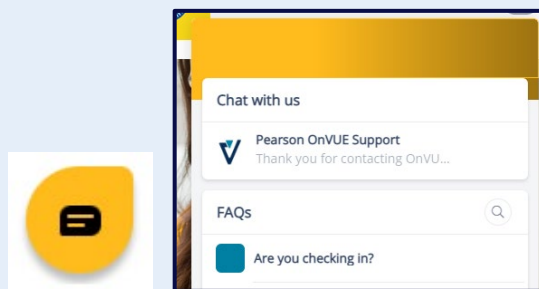
- You can also check the Pearson VUE FAQs for more information about issues that may occur during the check-in process.
- You can find these by visiting the Pearson VUE website (home.pearsonvue.com/cpaaustralia/onvue) and clicking the icon at the bottom right of the page (screenshot at left).
- There is also an online chat feature so you can easily reach a team member at Pearson VUE for support.
- Please note, as you won't be able to open your browser during your exam, we recommend using this function before or after your appointment, or during the check-in process **only**.

During your exam

Issue	Visual – if applicable	Steps to support
Unexpected exam shutdown		• This screen will appear if you are experiencing persistent connectivity issues, often related to a poor internet connection. • If you see this screen, you should click the '**Relaunch**' button. • The OnVUE application will reopen and add you to the queue. The next available proctor will help you relaunch your exam. • If you click the '**Close**' button instead of '**Relaunch**', the window will close. To resume your exam, find the OnVUE application in your Downloads folder and open the application.
Restart/relaunch exam		There are instances where you may need to relaunch your own exam, such as: • if you've been waiting in the queue for longer than 30 minutes and can't make contact with Pearson VUE • if you have technical issues (e.g., complete screen freeze) during your exam and can't contact your proctor via chat. • if you're experiencing persistent lagging, freezing, or other connectivity issues. • if you've been instructed by your proctor or greeter to complete a restart or relaunch because of connectivity issues. If your proctor advises that there are connection issues and instructs you to relaunch your exam, you must follow their instructions. There may not be obvious issues on your end, for example, your proctor may advise that there are video streaming issues. Even though you may be able to see yourself on screen, you must relaunch your exam as instructed to ensure your proctor can see you. If you need to restart your exam at any stage, you **do not** need to go back into My CPA Program. Follow these steps to restart: • **PC users:** o Press **Control + Alt + Delete** to access **Task Manager**. o Select the OnVUE application and click '**End Task**'. • **MAC users:** o Open **Activity Monitor** by pressing **Command + Spacebar** o Type the word **Activity Monitor** and select this option. o Locate the OnVUE application and **Force Quit**.

- Then, find the OnVUE application in your '**Downloads**' folder and double click. If you have multiple versions of the OnVUE application in your 'Downloads' folder, open the most recent version and delete any older versions.
- Complete any requested check in steps and click next. Your exam should reload and begin. Please note, your progress through your exam will be saved.
- If your exam does not relaunch, please contact Pearson VUE via the 'Help' button for support.

Invalid or no access code after exam relaunch

If you have no access code

If you do need to relaunch your exam, you'll be asked to enter or confirm your access code. This should automatically populate.
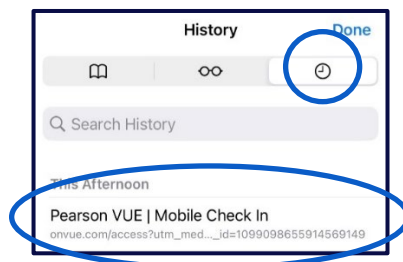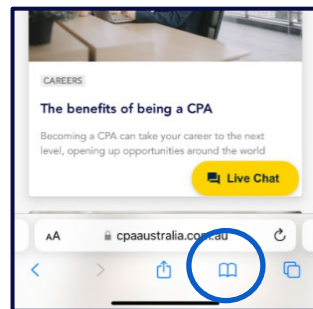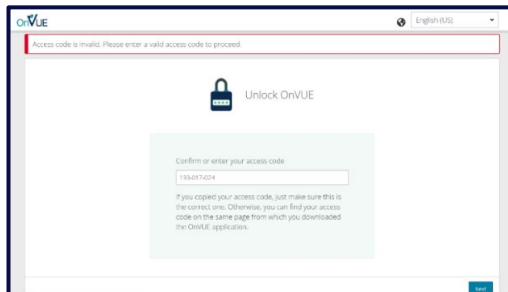
If your code doesn't automatically appear, you can follow these steps to locate your code:

- Grab your phone or the device you originally used to take photos during the exam check in process.
- Open your browser and go to 'browser history'
  - In Safari, click the open book icon, followed by the clock icon (screenshots at left)
  - In Chrome, click **More** (the three dots) at the top right, and then click **History**. If your address bar is at the bottom, swipe up on the address bar. Click **History**.
- From here, open **Pearson VUE | Mobile Check.**
- Your original access code should appear on this screen. You can then type this code into the required field on your computer.
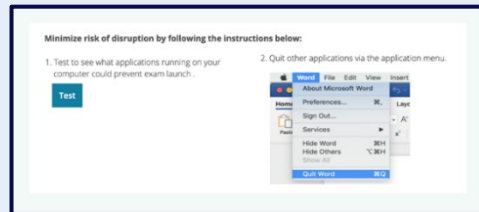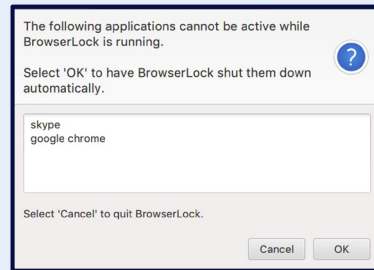
If your access code is invalid

If you can't find your code using the steps above, or the code is invalid, it's possible your exam has been terminated. Please contact CPA Australia to discuss your options.

|		
'Browser Lock' error message during exam		• Browser Lock runs for the duration of the exam. If another program loads or automatically restarts during your exam, Browser Lock will stop your exam. • If you see this message pop up, follow the on-screen instructions (click 'OK' to have Browser Lock shut down the applications automatically). • Then, click on the 'test' button in the next pop-up – this will allow you to verify whether all applications were successfully closed. • You may then see the 'Unexpected Exam Shutdown' visual. Follow the steps to relaunch as outlined in the '**Unexpected exam shutdown**' section above. • You won't be able to continue your exam until you close all other applications. • If you need to close applications yourself follow the steps in the '**If an application launches during check-in or your exam'** section below.
Exam screen freezes/goes blank, or you experience significant lagging or unable to type		• If your exam screen freezes or goes blank, this is usually due to a connection problem. If you experience this issue, you may have difficulty contacting your proctor via the 'chat' function. • Your proctor may attempt to contact you via your mobile phone if they are noticing connectivity problems. • If you are experiencing connectivity problems, you should follow the instructions from your proctor if they have made contact, or relaunch your exam following the '**Restart/Relaunch exam**' section above. • If you experience a technical issue, it's important to know that the proctor is unable to add extra time to your exam clock to compensate for any time you believe you may have lost. • The proctor is there to supervise and can only provide limited technical support.
Pop-up message from proctor		• During your exam, pop-up warning messages may be sent by a proctor to remind you of certain exam rules. These messages may include warnings relating to: o Leaning partially offscreen o Mumbling or speaking aloud o Wearing headphones • If you receive a warning message during your exam, you must click 'OK' to close the message and continue with your exam.

If an application launches during check-in or your exam

Visual	Steps to support
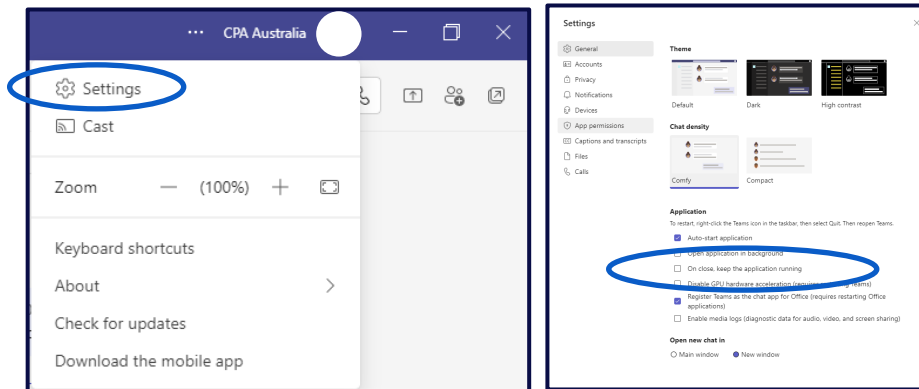
Some of the most common applications that have affected CPA Program candidates are:

- Task manager (taskmgr)
- Dropbox (dbxsvc)
- Zoom (zoomsharingservice)
- Microsoft Teams (microsoftteams)
- Chrome or Safari

Gaming platforms/services also frequently interrupt online exams, so it's best to log out and completely close these before you start the check-in process.

The majority of applications can be closed using the following instructions:

- **PC users:**
  - Press **Control + Alt + Delete** to access **Task Manager**.
  - Select the application and click '**End Task**'.
- **MAC users:**
  - Open **Activity Monitor** by pressing **Command + Spacebar**
  - Type the word **Activity Monitor** and select this option.
  - Locate the application and **Force Quit**.

If an application continues to interrupt your exam, you may need to update its settings. Some examples are below.

Microsoft Teams

- Launch the Teams application and click the **three dots** next to your profile icon at the top right. From the drop-down menu, click **Settings.**
- In the **Application** section of the **General** tab, uncheck '**On close, keep the application running'**

Dropbox

- Click the Dropbox icon in the system area. Click your **profile**.
- Select **Preferences** from the drop-down menu.
- Untick **Start Dropbox on system startup** and click **Apply** and **OK**.
- Click the Dropbox icon to open the application. Click your profile to open the dropdown menu an select **Quit.**