



PearsonVue OnVue

EXAMS FAQ AND SUPPORT

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The AMA, IAM and PearsonVue

Your examination is owned and controlled by the Institute of Asset management (IAM). PearsonVue are the examination facilitator, they provide the systems to access and run the examination. The Asset Management Academy (AMA) is your training provider, endorsed by the IAM and in many cases procured your examination voucher on your or your company's behalf.



Asset Management Academy (AMA)

Training provider endorsed by the IAM. Contact us for any training related enquiries/issues

enquiries@am-academy.com



The Institute of Asset Management (IAM)

The exam and qualification owner. The IAM set the syllabus, own the qualifications, endorse training and procure the examinations system provider (Pearson Vue)

Contact the IAM for membership or qualifications support

exams@theiam.org



Pearson Vue

The exam system provider. A globally renowned examinations provider, used by companies such as Microsoft to test and certify individuals.

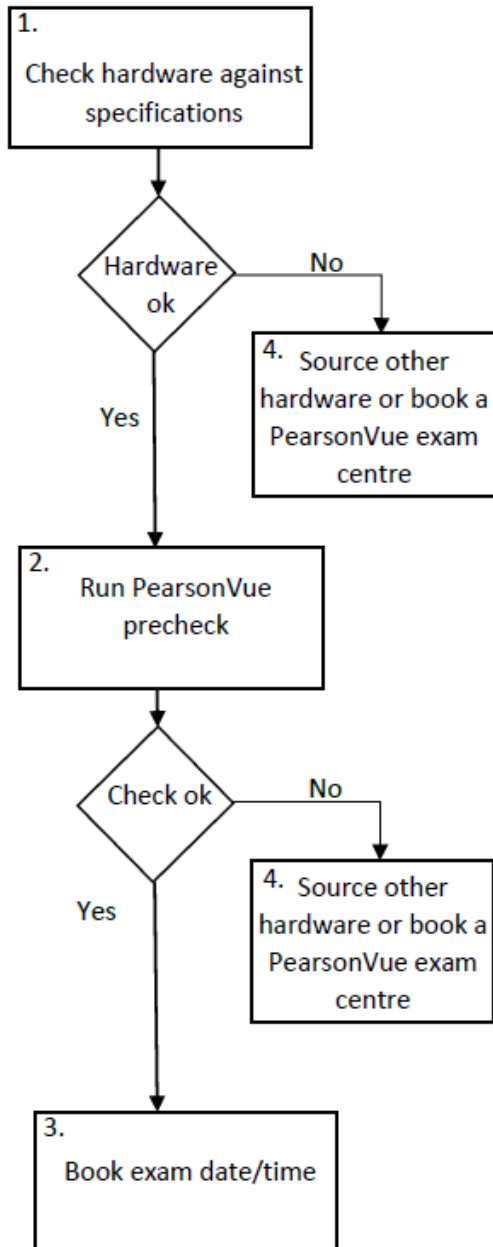
Contact PearsonVue for exam issues.

0800-7319905, or use the chat feature at the bottom of the following page:

<https://home.pearsonvue.com/theiam/onvue>

Pre-Exam

Overview of registration steps



1. Do you have appropriate Hardware?

Refer to the specifications attached. If you are using a corporate machine and it is not suitable please try and source an alternative device which meets the requirements.

2. Run PearsonVue precheck

<https://home.pearsonvue.com/theiam/onvue>
Go to the address provided and run the 'Test my system' option.

3. Book exam date/time

After running the 'Test my system' choose the second option on that page link to book your exam.

The link will take you to the IAM website. If you do not yet have an IAM account, please register for one and choose the free option. Once registered head back to Pearson and start the exam registration process

<https://home.pearsonvue.com/theiam/onvue>
You will need to either pay for the exam at this point, or if your organisation has purchased vouchers you will need your voucher code at the checkout to zero the cost of the exam.

Pay particular attention to the timezone of the booking. Refer to our guidance video for more information.

<https://www.youtube.com/watch?v=FHsgUE7O2hk&t=2s>

4. Booking a public examination

Follow the steps for (3) but choose the first option when presented with the screen shown here.

How do you want to take your exam? [Exam delivery option descriptions](#)

- At a local test center
- At a home or office
- I have a Private Access Code

Hardware requirements

	Minimum Required	Recommended Specifications
Operating System	Windows 10 (64-bit) – (excluding 'S Mode') Windows 8.1 (64-bit) – (all editions except 'RT') macOS High Sierra (10.13) and above – (excluding beta versions) Note: macOS, starting with Mojave , now requires permission from the user to allow any hardware access to an application, which includes OnVUE (proctorapp). Candidates should be prompted to allow this application.	
	Note: Windows Operating Systems must pass Genuine Windows Validation. <ul style="list-style-type: none"> • Windows 7, Windows Vista and Windows XP are strictly prohibited for exam delivery • All Linux/Unix based Operating Systems are strictly prohibited 	
Firewall	Corporate firewalls (including VPNs) or proxies often cause this delivery method to fail. We recommend testing on a personal computer. Work computers generally have more restrictions that may prevent successful delivery. Please take your exam in a setting without a corporate firewall.	
RAM	OS specified Minimum RAM	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 .
	Note: All touch screens are strictly forbidden.	
Supported Internet Browsers	The newest versions of Microsoft Edge , Safari , Chrome , and Firefox , or Internet Explorer 11 for web registrations or downloading the secure browser.	
Internet Connection	For optimal performance, a reliable and stable connection speed of 3 Mbps down/up is required.	
	We recommend testing on a wired network as opposed to a wireless network. If testing from home, ask others within the household to avoid internet use during your exam session. Tethering to a mobile hotspot is explicitly prohibited.	
Webcam	Webcam must have a minimum resolution of 640x480 @ 10 fps .	
	Webcam may be internal, or an external webcam connected to the computer. Note: Mobile phones are strictly prohibited as a webcam for exam delivery. Note: Mac OS users may need to allow OnVUE within their System Preferences: Security & Privacy: Privacy settings for camera.	
Sound & Microphone	Verify the audio and microphone are not muted.	
	Headphones and headsets (wired or Bluetooth) are not allowed unless explicitly approved by your test sponsor. Note: Mac OS users may need to allow OnVUE within their System Preferences: Security & Privacy: Privacy settings for microphone.	
Browser Settings	Internet Cookies must be enabled. Any pop-up blocking setting(s) must be disabled.	
Device	All tablets are strictly prohibited, unless it has a physical keyboard and meets the operating system requirements mentioned earlier.	

IAM Membership registration issues

If you have checked this FAQ and are still experiencing unresolvable IAM Membership registration issues, please contact the IAM as your first port of call: exams@theiam.org

Corporate discount is not available

You might get a message upon sign-up that your email address does not entitle you to a corporate discount. This is a normal message and can be ignored, it will not affect your examination.

Activation email not received

The IAM Membership system can take up to 2 hours to send the activation emails. Please be patient and ensure you have checked your junk/spam email folders.

Which IAM Membership option?

In order to sit the examination, the free 'My IAM Account' option is perfectly acceptable. As you progress through your journey in Asset Management you may wish to consider upgrading to a full paid membership.

Pearson OnVue pre-test issues

The below FAQs assume you have already checked and passed the Hardware requirements.

I cannot download the 'test my system' executable file

In order to run the examination, you will have to download and run an executable file. If this is blocked by your system access policies, you will need to speak with your internal IT team or try to source a personal laptop.

Test my system white screen

If you are progressing through the 'Test my system' dialogues and see a blank screen:

1. Try re-running the tests (including a full system reboot)
2. Check which internet browser is being loaded by default and that it meets the requirements stated.
Where possible try another browser (Chrome ideally)
3. Where possible try another computer
4. Contact PearsonVue on 0800-7319905, or use the chat feature at the bottom of the following page: <https://home.pearsonvue.com/theiam/onvue>

Pearson OnVue booking issues

Preferred time/date not available

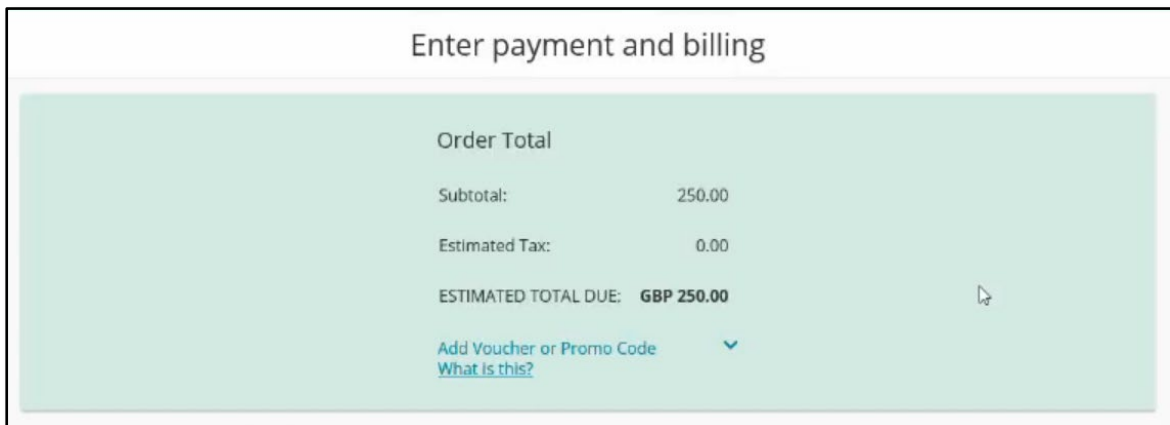
There are limited spaces available for each exam session, please book early to avoid disappointment.

Timezone incorrect

During your booking session, please pay attention to the timezone, especially if you are booking in advance of a pending daylight savings change. It is possible to log back in and amend your booking to reflect the correct timezone.

Payment being requested

If you or your company have bought an exam voucher and have reached the payment page simply proceed to the checkout, read and agree to the policies and look for the text that says 'Add voucher or Promo Code', click this and enter your code to zero the cost.



The screenshot shows a payment page titled "Enter payment and billing". It displays the following order summary:

Order Total	
Subtotal:	250.00
Estimated Tax:	0.00
ESTIMATED TOTAL DUE:	GBP 250.00

Below the summary, there is a link that says "Add Voucher or Promo Code" with a dropdown arrow, and a smaller link below it that says "What is this?".

Exam day

Timings

How soon should I log on for my exam?

Pearson Vue recommend at least 30 minutes, however we would advise as much as 1 hour to ensure everything is working correctly. You will need to ensure your exam space is set up well in advance of this by clearing your desk and ensuring you will not be disturbed. We also recommend that no-one else uses the internet during the exam time to ensure a smooth experience.

How long will the exam take?

The IAM Certificate examination runs for a maximum of 2 hours.

The IAM Diploma exam runs for a maximum of 3 hours.

It is advisable that you make allowances to use the entire time and if you finish early use that time to check through your answers.

Including the pre-exam setup and post exam feedback survey, we advise you allow a full half day for your exam.

I need to reschedule my exam date, how do I do this?

You must contact Pearson VUE or access your online Pearson VUE account to cancel/reschedule your exam at least a minimum of 24 hours prior to your appointment. Exams cannot be cancelled/rescheduled less than 24 hours prior to your appointment. Failure to cancel/reschedule in time or failure to appear for your appointment will result in the forfeiture of your exam fee.

Contact PearsonVue on 0800-7319905, or use the chat feature at the bottom of the following page <https://home.pearsonvue.com/theiam/onvue> to reschedule and existing appointment.

What else should I do on exam day?

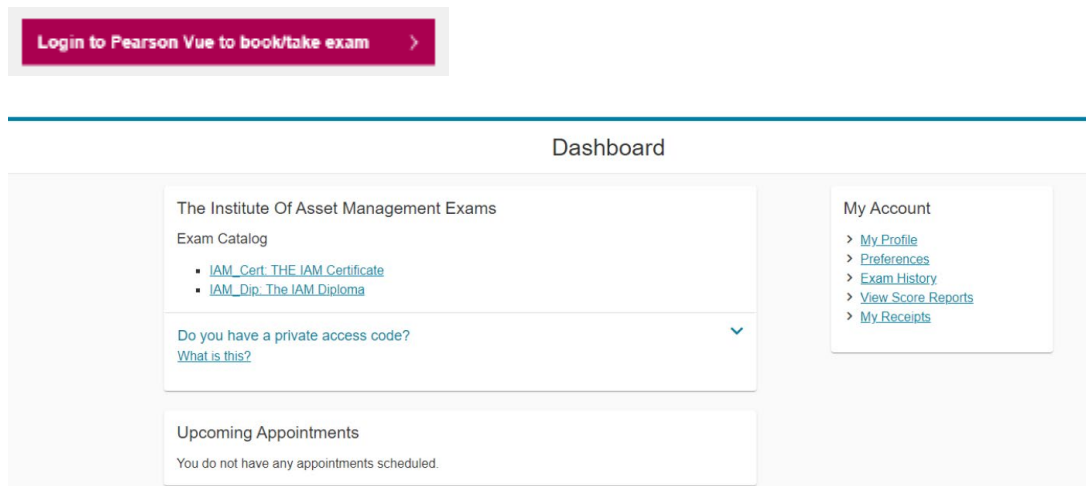
If you are sitting the examination using OnVue from home, be sure to fully read and comply with the requirements. The invigilation system is strict and failing to follow the rules can result in the termination of your examination without warning. Some examples of precautions you should take:

- Remove your watch
- Ensure no-one will disturb you or enter the view of the camera
- Be ready to sit for the full examination time

Logging on

How do I start my exam?

Log into the IAM Portal and then click any 'book now' or 'Login to Pearson Vue' button on Exam web pages and head over to your Pearson Vue membership dashboard.



From here you will see what exams you have scheduled. Follow the exam links to log into your exam.

Once logged in you will be held in a lobby awaiting the Pearson Proctor to start your exam.

I have been waiting but nothing has happened

If your exam does not start on time, please contact PearsonVue on 0800-7319905, or use the chat feature at the bottom of the following page: <https://home.pearsonvue.com/theiam/onvue>

Support

Who do I contact for support during my exam?

For any issues during your exam, please use the in-built chat feature. If you attempt to make a phone call during the exam you will automatically be removed from the examination and risk losing your examination voucher.

My exam ended without warning – what do I do?

If the Pearson OnVue AI detects any unusual sounds or motion your exam may end. If you believe this has happened unfairly, please contact PearsonVue to get your session reviewed and voucher reinstated. You will have to rebook your exam if this happens.

Contact PearsonVue on 0800-7319905, or use the chat feature at the bottom of the following page:
<https://home.pearsonvue.com/theiam/onvue>

Post Exam

Accessing results

How do I access my results?

Once your examination is complete your results will be available. This is usually instant; however it has been reported to take up to 2 hours. Your results will be available within your PearsonVue account accessed once logged into your 'IAM account' in the same way as when booked and starting the exam

Do I get a certificate?

The IAM will send you a certificate following your successful examination result. Please allow up to 2 weeks to receive this and keep an eye on your emails and junk/spam folders.

What does the result tell me?

Your examination result will give you pass rates for each module as well as the overall pass result. Please refer to the IAMs candidate guidance for more information about each module and the pass requirements.

<https://theiam.org/professional-development/qualifications/information-for-candidates/>

How do I book a resit?

If you were not successful on your examination attempt, you will need to follow the process again to re-attempt the examination. A new exam voucher will be required at full price.

If your employer paid for your examination, please contact the organiser with regards to their policy for resits and payment responsibility.