INTERESTED IN TAKING YOUR CSEP THEORY EXAM ONLINE?

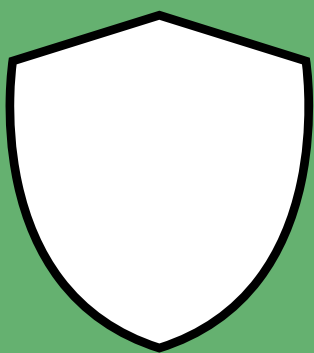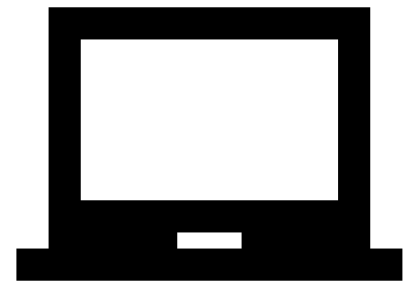## FOLLOW THE BELOW TO ENSURE A SUCCESSFUL ONLINE EXAM

MAKE SURE ALL PROGRAMS ARE OFF

Ensure you have quit all programs before beginning your online exam. All programs including those running in the background must be closed. If you have any programs running, this will be considered a no-show and you will have to pay for a new attempt.

ENSURE ALL SYSTEMS ARE UP TO DATE

System updates cannot happen during exam. Auto-update should be turned off for all programs before starting online proctoring. Proctor will end exam if a program starts running in the background.

ANTI-VIRUS SOFTWARE CAN INTERFERE

Anti-virus software can prevent the online proctoring program from running on your system. In order to complete your online exam, all programs including anti-virus must be closed.

POP-UP BLOCKERS MUST BE TURNED OFF

Pop-up blockers in your internet browser will prevent pop-ups and notifications from your exam. Ensure the blocker is turned off so you can run all programs required for your exam.

ISSUES DURING EXAM

If you experience an issue during your exam, contact your exam proctor right away, and they will contact the phone number you provided. **If your exam ends suddenly, contact Pearson VUE immediately through their online chat.**

Failure to follow the above will result in termination of your exam. No refunds will be offered, and subsequent attempts will be subject to full test fees.

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