Palo Alto Networks
Online Proctored Exams FAQ

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Frequently Asked Questions

Q1. What are Online Proctored (OP) exams?

- Exams that are delivered through Pearson VUE’s OnVUE testing platform.
- Palo Alto Networks candidates now have the option to take exams in the privacy and convenience of their home or office.
- Exams are monitored remotely while you take the exam from your own space.

Q2. Where can I take my OP exam?

- At home or in your office.
- OP requires a walled room with a closed door, and no distractions.
- No one else is permitted in the room with you while you are testing.

Q3. What are the system requirements for taking my exam with OnVUE proctoring?

- System and environmental requirements can be found at https://home.pearsonvue.com/paloaltonetworks/onvue. Please reference to this site for the most up-to-date requirements
- **Operating System Required**: Windows 10, Windows 8.1 (32-bit and 64-bit), or Mac OS 10.13 and later (excluding beta versions)
- **Firewall**: No corporate firewalls. Turn off firewalls on your network.
- **Virtual Private Network**: Turn off your VPN application.
- **RAM Required**: 4GB of RAM
- **Display**: Single monitor only. Minimum resolution: 1024 x 768 in 16-bit color
- **Internet Browser**: The newest versions of Microsoft Edge, Safari, Chrome, and Firefox or Internet Explorer 11
- **Webcam**: Minimum resolution of 640x480 @ 10 fps
- **Sound and Microphone**: Verify the audio and microphone are not on mute.
- **Browser Settings**: Internet cookies must be enabled and popup blocking setting(s) must be disabled.
- **Internet Connection**: For optimal performance, a reliable and stable connection speed of 3Mbps down and 2Mbps up is required.
- **Device**: All tablets are strictly forbidden, unless the tablet has a physical keyboard and also meets the operating system requirements mentioned earlier.
● **Power:** Ensure you are connected to a power source before starting your exam to avoid draining your battery during the exam.

● Please visit our Palo Alto Networks Pearson OnVUE webpage and perform a simulation test in the “Run system test” section.

**Q4. What are the system limitations?**

- Windows operating systems must pass Genuine Windows Validation.
- Windows Vista, Windows XP, and Windows 7 are strictly prohibited for exam delivery.
- All Linux- and Unix-based operating systems are strictly prohibited.
- Headsets cannot be used.

**Q5. Is technical software assistance available during the exam?**

- If there is a technical software issue during exam delivery, the Remote Proctor will contact you via phone or through chat/VoIP using the PVProctor software. If there is an issue after exam delivery, please contact Pearson VUE and have the Case Report number provided by your Remote Proctor available.

**Q6. What happens if my internet connection drops during my exam?**

- As in a testing center, if your connectivity is lost, go back to your Pearson VUE login page and select your Online exam. The proctor will assist, and the exam will start where you left off.

**Q7. Where do I go to schedule my exam?**

- Register and schedule for an OnVUE online proctored exam at [https://home.pearsonvue.com/paloaltonetworks](https://home.pearsonvue.com/paloaltonetworks)
- Sign in or create an account in Pearson VUE to schedule.
- Select the exam you want to take on the “Dashboard” page.
- On the “Select exam options” page, select the option “At a home or office.”
- Complete the scheduling process.

**Q8. Which type of identification will I be required to present?**

- You are required to present a current, government-issued form of ID. The name on your ID must match the name in your Pearson VUE account profile, and your ID should have a current photo and signature.

**Q9. What should I do prior to logging in to my account to take my exam?**

- Shut down any non-essential applications such as email, chat, Facebook, or Skype.
- Have your acceptable identification available so that your identity can be verified.
- Make sure you have performed the “Run system test” task ([https://home.pearsonvue.com/paloaltonetworks/onvue](https://home.pearsonvue.com/paloaltonetworks/onvue)).
● Remove books, notepads, sticky notes, papers, pens, pencils, and other writing instruments and objects from the location where you will take your exam.
● Be sure any other electronic devices are unplugged and turned off. Items on the wall with writing on them, such as whiteboards, will be inspected.

Q10. Where do I go to check in on exam day?

● At least 15 minutes before your scheduled start time, sign in to your Pearson VUE account at https://home.pearsonvue.com/paloaltonetworks.
● Under “Open Online Exams” and select the exam link, select “Begin exam.”
● You will be placed into a queue and will be connected with the next available Remote Proctor.
● The check-in process takes about 15 minutes for candidates that have previously completed a simulation test.
● Note: Don’t be late or your scheduled exam will be cancelled and you will be marked as a No Show.
● Workspace– During the check-in process, you will be asked to take photos of your work area, which will be checked by a proctor prior to exam launch. This can be done with your phone or with your webcam.

Q11. How do I communicate with the Remote Proctor?

● Depending on your preference, the Remote Proctor will call you on your phone or through VoIP (microphone and speakers required) using the proctoring software when you are in the check-in process. You also will be able to communicate with a Remote Proctor via chat. All communication with the Remote Proctor is conducted in English.

Q12. What are the exam rules about personal belongings?

● During the exam, you may not access the following personal items: handheld computers or other electronic devices, pagers, watches, wallets, purses, hats (or other head coverings), bags, coats, books, notes, or any other materials not specifically approved.
● If you are wearing long sleeves, you may be asked to roll up your sleeves to show that there is no writing on your arms.
● Watches must be removed and placed out of sight or reach during the exam.
● If you are wearing a tie, you may be asked to lift the tie to show the Proctor that nothing is hidden under the tie.
● If you have long hair that covers your ears, you may be asked to pull your hair back to show the Remote Proctor that nothing is attached to your ear.

Q13. Can I eat, drink, or take a break during the exam?

● Breaks are not allowed during the exam for any reason, and leaving your desk will invalidate your score. Eating, drinking, smoking, and chewing gum are prohibited during the exam.
Q14. Can I receive any exam assistance during the exam?

- You may not receive any assistance from other individuals while taking the exam and you may not allow the computer screen that presents the exam questions to be seen by other individuals.
- You are not allowed to use any external materials and are not permitted to use scratch paper, erasable whiteboards, or any other writing object during the exam.
- If a third party enters the room during the testing process, your exam will be terminated.
- The remote proctor cannot answer questions related to exam content.

Q15. What if I need additional information?

- For additional information, please see the Palo Alto Networks Pearson VUE onVUE webpage (https://home.pearsonvue.com/paloaltonetworks/onvue)
- For further questions, please email us at certification@paloaltonetworks.com

Q16. In which geographical locations is the Pearson VUEs OnVUE Online Proctored available?

- OnVUE is available globally except in these countries: Slovenia (privacy laws) and non-sanctioned (OFAC) countries: Cuba, Iran, North Korea, Sudan, and Syria (There is no VUE Testing Center availability in these same countries).
- Due to Pearson’s experience with limited internet and connectivity challenges, testing in China also is not supported.
- Note: All interaction with Pearson Online Proctors is in English.

Q17. Where can I find additional information about Palo Alto Networks certifications, retake and recertification policies, and recommended prerequisites and resources?

- Palo Alto Networks Certification programs details are located at https://www.paloaltonetworks.com/services/education/certification.html