



# Online Exam Instructions for Medi-Cal Peer Support Specialists Certification

Congratulations on your continued professional development. The intent of this guide is to provide applicants with information on what to expect when taking the online certification exam. The California Mental Health Services Authority is the certifying entity for Medi-Cal Peer Support Specialist certifications in California. The exam is being administered by Pearson VUE with OnVUE on-line proctoring.

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## Registering for Your Certification Exam

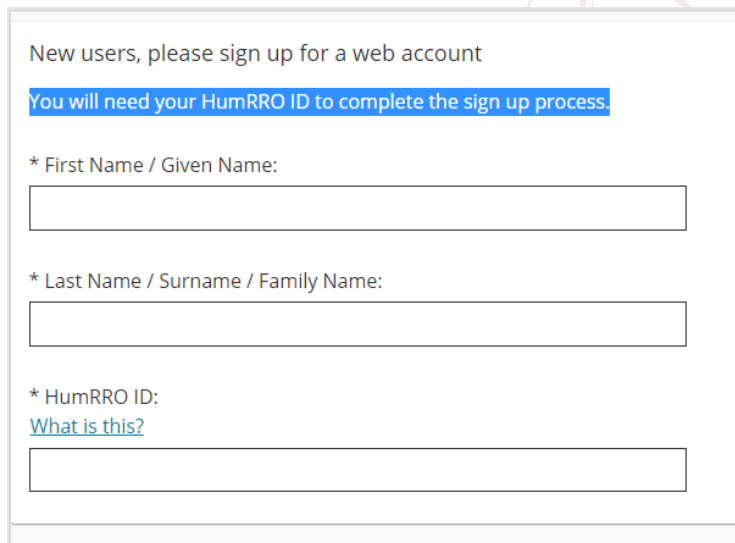
Candidates who have met the [requirements for certification](#) receive an approval letter from CalMHSA. The letter contains important information on next steps for scheduling a certification exam, including a candidate's unique identification number (HumRRO ID). The unique identification number is necessary for scheduling your exam.

### Reasonable Accommodations Request

1. Candidates needing reasonable accommodations for taking the exam must submit the prior to scheduling their exam.
2. Visit our [website](#) to for instructions on how to request accommodations and to download the [Exam Accommodation Form](#).
3. Please submit the form to CalMHSA at least 30 days before the desired testing date.
4. The candidate and Pearson VUE will be notified of the approved reasonable accommodations.

### Creating Your User Profile

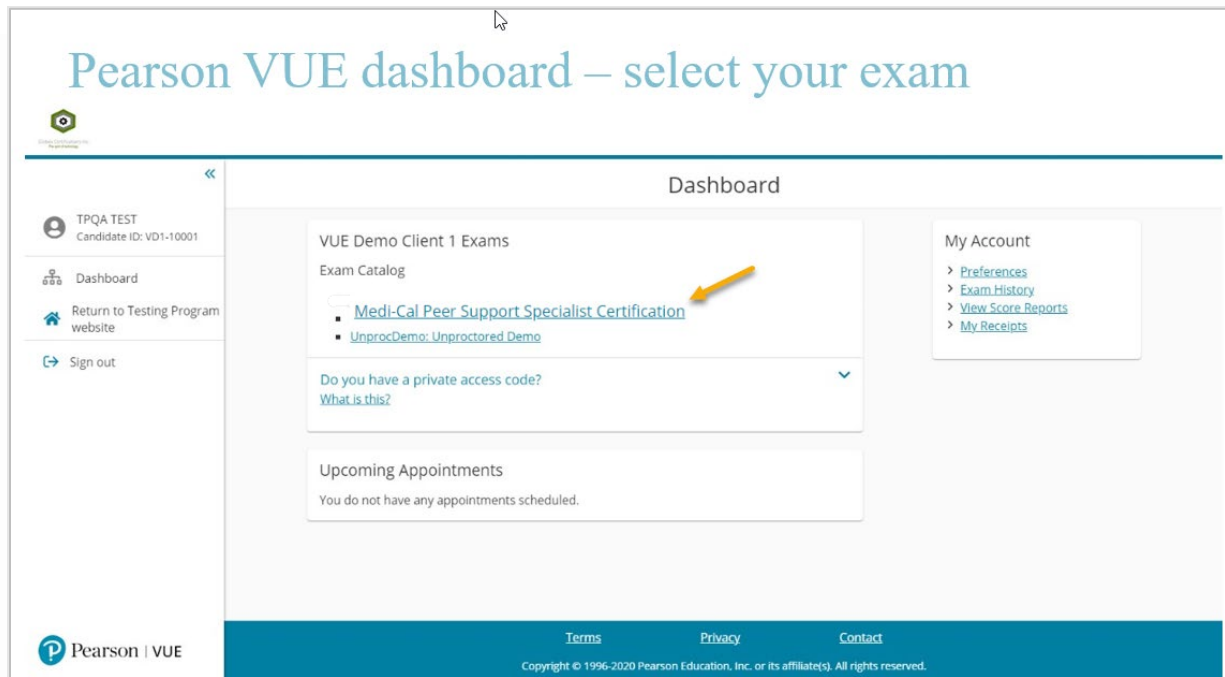
1. Visit the Pearson VUE website <https://home.pearsonvue.com/calmhsa> and create an account. You will need your **HumRRO ID** number to complete the sign-up process. The HumRRO ID can be located on your approval letter from CalMHSA.

A screenshot of the Pearson VUE sign-up form. The form is titled "New users, please sign up for a web account". Below the title is a blue highlighted box with the text "You will need your HumRRO ID to complete the sign up process." The form contains three required fields, each with a label and an asterisk: "\* First Name / Given Name:", "\* Last Name / Surname / Family Name:", and "\* HumRRO ID:". Below the HumRRO ID field is a link that says "What is this?". Each field has a corresponding text input box.

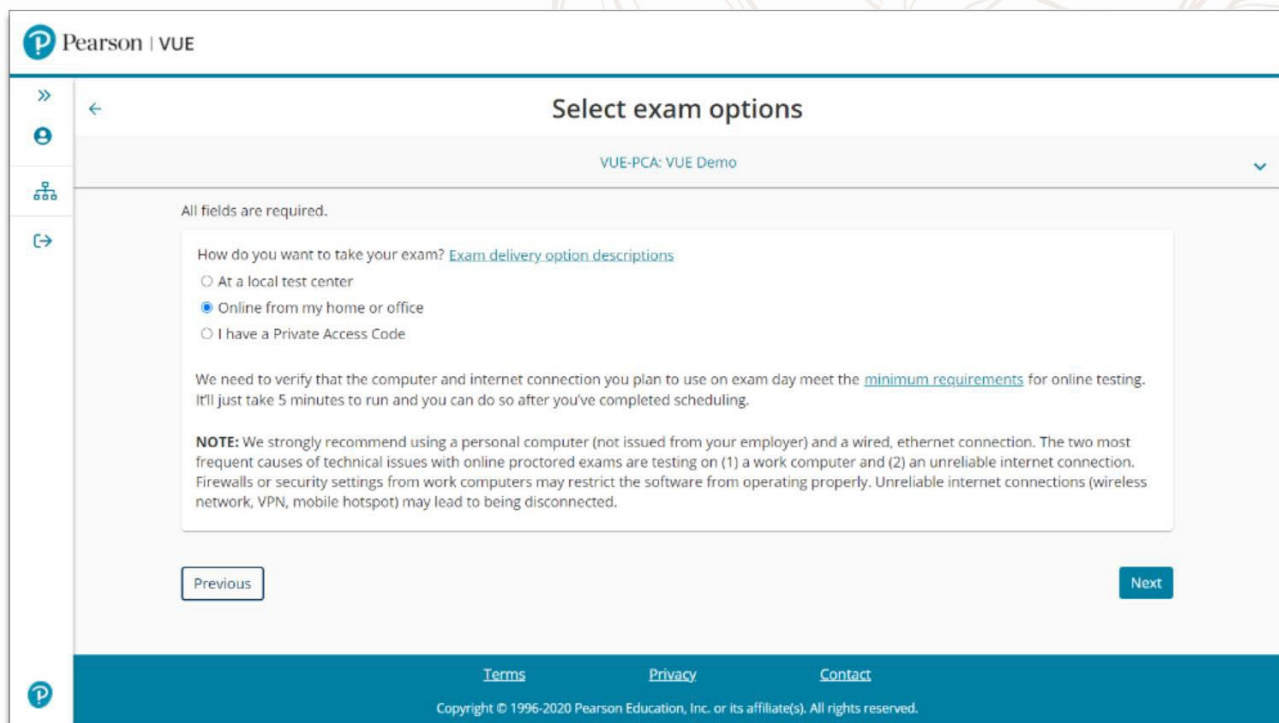
2. Once the new user profile is created, you will receive a confirmation email from Pearson VUE.
3. Log into your email account and follow the instructions on the confirmation email to verify your email account

### Scheduling Your Exam

1. Log into the Pearson VUE website with you newly created account ID and password.
2. Select the exam "Medi-Cal Peer Support Specialist Certification."



3. Select Exam Option “Online from my home or office” and “Next” to continue



4. Select and confirm the scheduled date and time for the certification exam.
5. Double check the **AM / PM** option when scheduling the exam time
6. Ensure you verify the correct time zone and how you want your time displayed

Please note. When scheduling, keep in mind you will need to log in 30-minutes before your scheduled time.

### Find an appointment

VUE-OP: VUE OP test

**Helpful hints:**

- To avoid any issues on exam day, we recommend checking in to your exam 30 minutes before the scheduled start time. This also ensures optimal preparedness but does not guarantee an early admittance or start time.
- Some exams support delivery nearly 24 hours a day. Note whether you have chosen an early morning (01:00 or 01:00 AM) or midday (13:00 or 01:00 PM) appointment.

**Select Date**  
[Why can't I find an available appointment?](#)

November 2020

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Select a date from the calendar. Only available dates can be selected.

Available start times: Tuesday, November 10, 2020

Do we have your correct time zone preference?  
 America/Chicago-CST [Change time zone](#)

\*How do you want available times displayed?

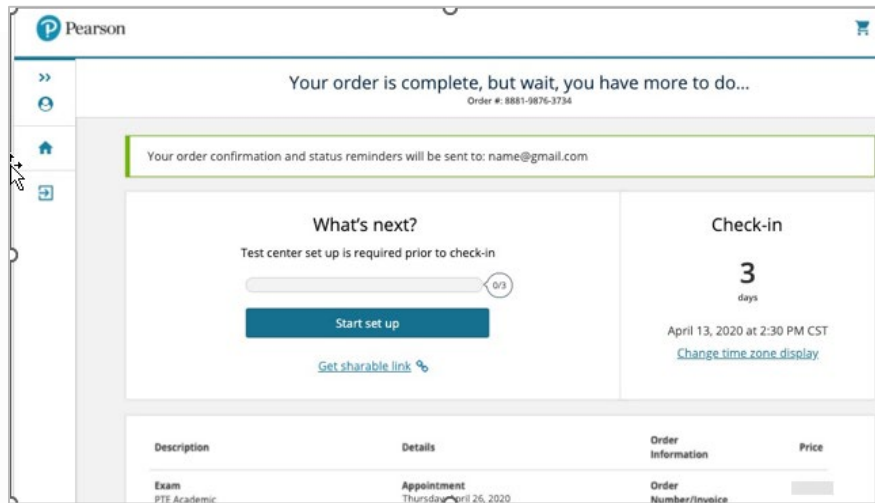
When scheduling keep in mind you want to log in 30 minutes before your scheduled time.

Once you select date, available times will appear here

Ensure your time zone is correct.

7. Once you confirm your exam date and time, you will see a confirmation page and you will receive a confirmation email from Pearson VUE with specific details and important information about your appointment. Please review to confirm your scheduled appointment, again checking the AM/PM selection





8. At the confirmation page you will see an option to 'Test center set up'. You must test your system prior to your exam day. Ensure you are on the computer you will use to take the exam, and then continue to [Run a System Test](#).
9. For support when scheduling exam, see [Support Resources](#)

## Rescheduling or Cancelling Your Exam Appointment

You can reschedule or cancel your exam at any time, up to one hour BEFORE your scheduled appointment. If you wait until you are within the one-hour window of your exam appointment, you will not be able to cancel/reschedule your appointment, will forfeit the entire exam fee, and will be considered a no-show for the appointment. **You will not be able to reschedule your appointment until you submit a retake request and pay associated fees to CalMHSA.**

To reschedule your exam appointment

1. Log into the Exam portal: <https://home.pearsonvue.com/calmhsa> with the user id and password you generated when you created your profile
2. Select the Medi-Cal Peer Support Specialist Certification Exam
3. Click the Reschedule link
4. Follow the steps to select your new date, time and/or test center location
5. Be sure to review your selections and click Confirm Reschedule on the final step
6. Check your email for your new appointment confirmation

To cancel your exam appointment

1. Log into the Exam portal: <https://home.pearsonvue.com/calmhsa> with the user id and password you generated when you created your profile
2. Select the Medi-Cal Peer Support Specialist Certification Exam
3. Click the Cancel Link
4. Click the checkbox to confirm you have read and agree to the Cancellation Policy
5. Click the Confirm Cancellation button in the lower-right corner of the page
6. Check your email for your cancellation confirmation

It's time to check in!

Description	Details	Order Information
<b>Exam</b> PSSC: Medi-Cal Peer Support Specialist Certification  Language: English Length: 160 minutes ⓘ	<b>Appointment</b> Thursday, October 13, 2022 Check-in time: 10:00 AM America/Los_Angeles - PDT Start time: 10:30 AM America/Los_Angeles - PDT  <div style="text-align: center; border: 1px solid #007bff; color: white; padding: 2px 5px; display: inline-block;">Check in</div>	<div style="text-align: right;"> <a href="#">Reschedule</a>  <a href="#">Cancel</a> </div> <b>Order Number/Invoice</b> 0064-5142- <span style="background-color: #ccc; padding: 0 10px;"> </span> <b>Registration ID</b> <span style="background-color: #ccc; padding: 0 10px;"> </span>  <b>Status</b> Purchased

For support with rescheduling your exam, see [Support Resources](#)

## Preparation for the day of Exam

In preparation for the exam, we strongly recommend preparing your test area, ensuring you have the right equipment and internet connection and running a system test prior to the day and time of the exam. You will also need to have your identification ready to photograph at the time of your exam.

### Preparing Your Test Area

The place where you'll take your exam is one of your most crucial decisions. For the best results, prepare your testing environment prior to the exam time. Your test area should be tidy with no distractions. You may not use a headset or multiple monitors, so ensure you prepare for that.

Ensure your test area is:

- **Private:** Ideally, choose an enclosed space that allows for privacy and prevents others from entering or even passing through once you've started your exam. Avoid testing near windows or glass partitions to prevent others from viewing your screen.
- **Quiet:** Background noise may distract proctors monitoring your exam session and could interfere with your session.
- **Free from interruptions:** Inform any other members of your household that you are taking an exam and cannot be interrupted during it.
- **Well lit:** Proctors must be able to see you and your testing space well. Too much background light (natural or electric) could create visibility issues for your proctor, so avoid sitting in front of a window or other strong light.
- **Cleared of personal and preparatory items:** Your test area should be tidy and free of paperwork, notebooks, bulletin boards, or any other distractions. Clear your desk/workspace of all personal and preparatory items, except for those allowed by your exam program, which must be on the desk during check-in. Keep your mobile phone in the room where you're testing, but out of arm's reach; it must be available should we need to contact you.



## Make Sure You Have the Right Equipment

When testing online, you'll provide your own computer equipment, so be sure you've got the following before exam day:

- **Required:** a desktop or a laptop computer. Tablets can only be used as a screen, paired with an external keyboard. Touch screens cannot be used for your exam.
- **Required:** a single monitor. Remove any extra monitors from the testing room, or at least unplug them before taking your test-space photos during check-in.
- **Required:** if using an external monitor with a laptop: an external mouse, keyboard, and webcam, and the lid of your laptop must remain closed throughout your exam.
- **Recommended:** a personal computer rather than an employer-issued computer, which may have additional security settings that can interfere with your exam.

## Recommended Internet Connection

A connection failure or interruption can interfere with, or even end, your online testing session.

To avoid disconnection:

- Use a wired internet connection rather than Wi-Fi, if possible.
- If using Wi-Fi, ask that other household members do not use the internet during your exam.
- Disconnect any VPNs if you have them; OnVUE does not work well with VPNs.

## Run A System Test

The day before your scheduled exam, you will need to complete a "system test" of your computer to make sure your computer system will properly load the exam. **The system test should be performed on the computer you intend to use to take the exam.**

1. Visit the On the Pearson VUE website, select 'Run System Test' or click here: [Run System Test](#).
2. Confirm that you will be using the same testing space by selecting the confirmation box.
3. Follow the instructions by copying the access code, downloading, and running the OnVUE application.

OnVUE English (US)

### System Test

☐ I confirm that on my exam day I will be using this same testing space, computer, and internet connection.

**Alert!** Work computers generally have more restrictions that may prevent a successful test. Ensure you are not behind a corporate firewall, and shut down any **Virtual Private Networks (VPNs)** or **Virtual Machines**.

#### 1. Copy Access Code

Click 'Copy Access Code'.

This code will authorize you to start the exam check-in process.

123-456-789

Copy Access Code

#### 2. Download OnVUE

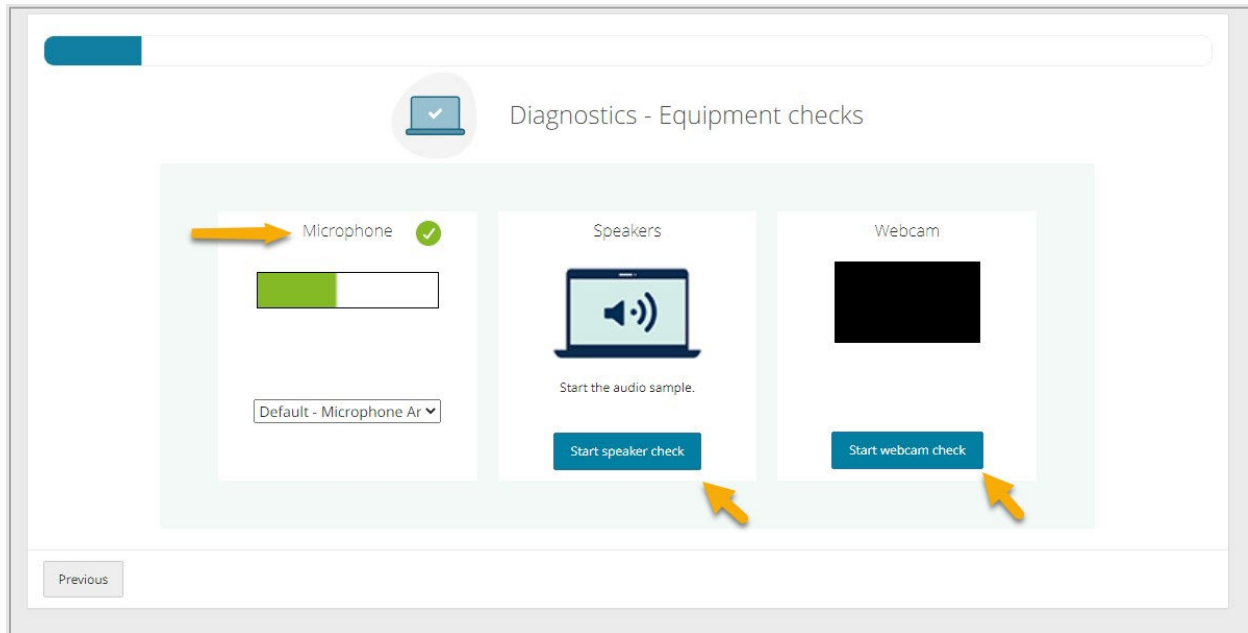
Click 'Download'.

Download

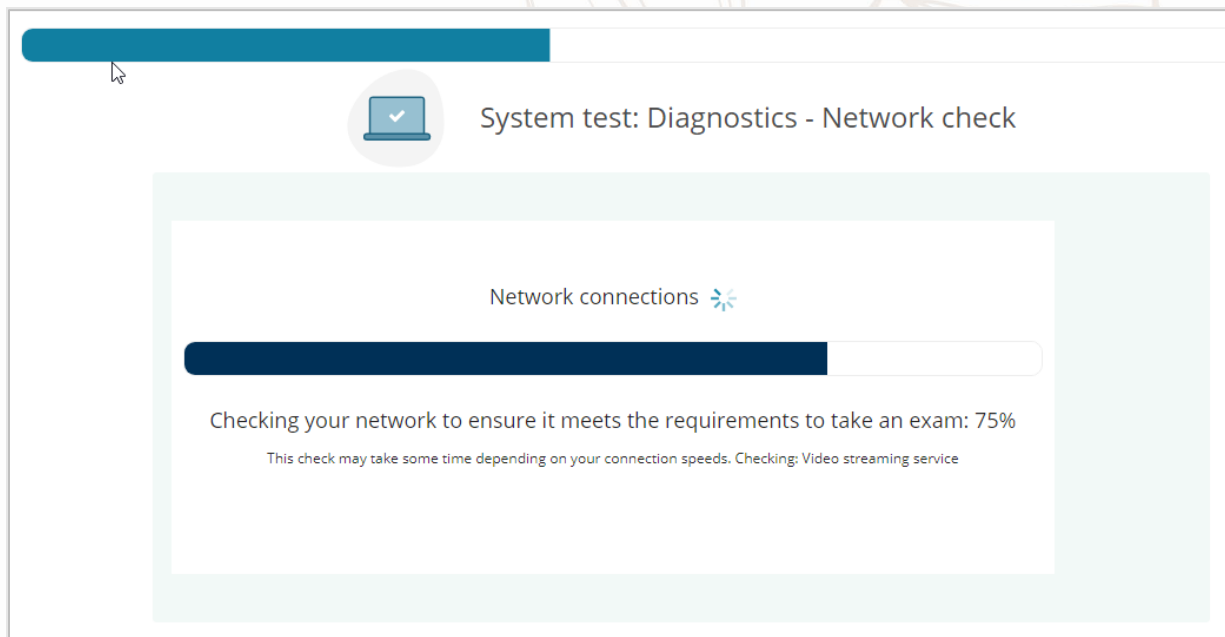
#### 3. Run OnVUE

Run the OnVUE application from your Downloads folder.

4. The system check window will open, and you will begin by testing your microphone, speakers, and webcam. **Pay special attention to the default selection** for microphone, speakers, and webcam to ensure you have the same selection on the exam day.

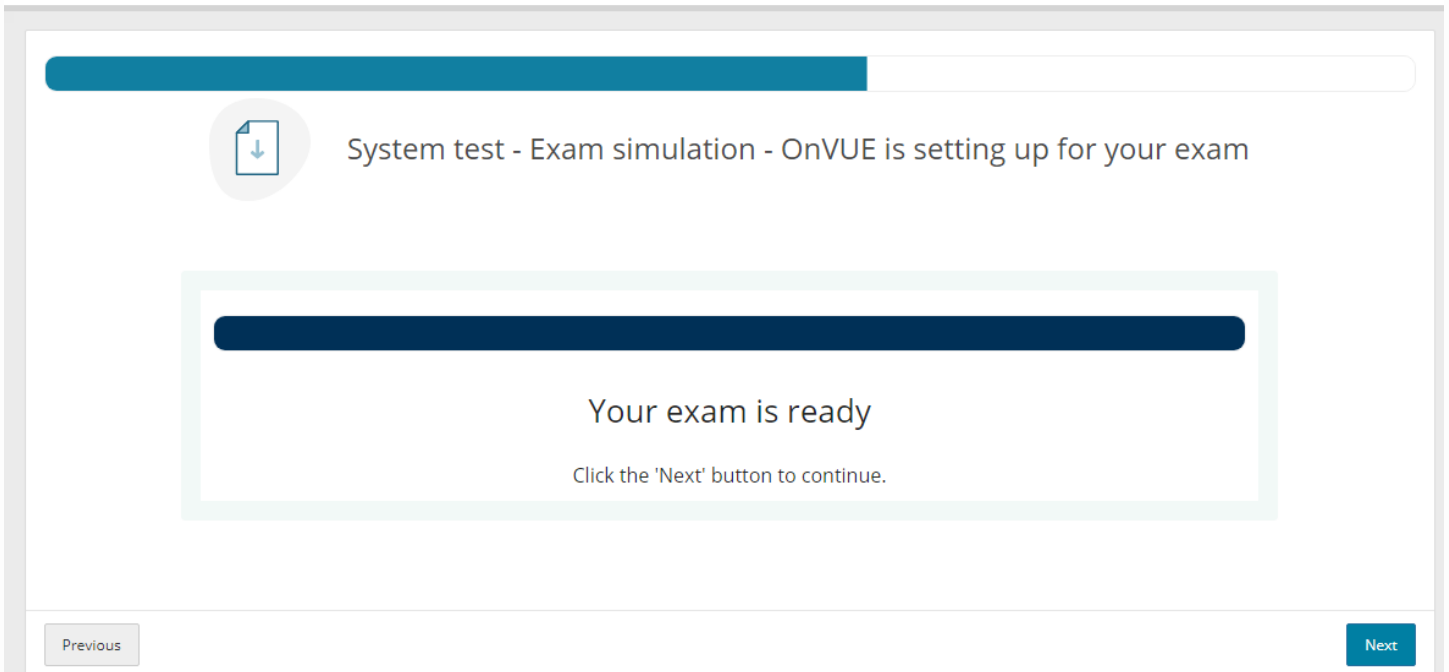


5. Your network connection and speed will be tested.



6. You will receive confirmation on screen that your system is ready for an exam.
7. Select NEXT to simulate a short exam.





## What to Expect Video

For a short video on what to expect from your online exam, follow the link here:

<https://home.pearsonvue.com/onvue/online-testing-video>

## Exam Day Check-In

### Checking in for Your Exam

1. On the day of your exam, log into <https://home.pearsonvue.com/calmhsa> at least 30 minutes before your scheduled test time. You will see a Check-in message window.
2. Select the 'Check in' button.

## It's time to check in!

Description	Details	Order Information
<b>Exam</b> PSSC: Medi-Cal Peer Support Specialist Certification  Language: English Length: 160 minutes ⓘ	<b>Appointment</b> Thursday, October 13, 2022 Check-in time: 10:00 AM America/Los_Angeles - PDT Start time: 10:30 AM America/Los_Angeles - PDT  <a href="#">Check in</a>	<b>Order Number/Invoice</b> <a href="#">Reschedule</a> 0064-5142- <b>Registration ID</b> <a href="#">Cancel</a>  <b>Status</b> Purchased

### HumRRO Policies

#### Admission Policy

This exam is only proctored in English. There is not an option for local language proctoring at this time.

#### Before exam day:

Test your systemTest your system:


- Use the same testing space, computer, and internet connection you plan to use on exam day
- We recommend testing on a personal computer with a webcam. Work computers generally have more restrictions that may prevent successful delivery
- Do not take your exam in a setting with a corporate firewall (including VPN). If you are taking your online exam in your office, please alert your Network Administrator to the [OnVUE system requirements](#)
- Make sure you have a reliable, fast internet connection to download your exam and support a webcam stream

Acquire an acceptable form of ID:

One (1) valid, unexpired, government-issued ID with a signature and photo. The name must match the name on the registration exactly.

### 3. Follow the screen instructions by:

- Copying Access Code
- Downloading the OnVUE application to your computer
- Browsing to your Downloads folder and running the application to install


English (US)

**Alert!** Work computers generally have more restrictions that may prevent a successful test. Ensure you are not behind a corporate firewall, and shut down any **Virtual Private Networks (VPNs)** or **Virtual Machines**.

#### 1. Copy Access Code

Click 'Copy Access Code'.

This code will authorize you to start the exam check-in process.

123-456-789

[Copy Access Code](#)

#### 2. Download OnVUE

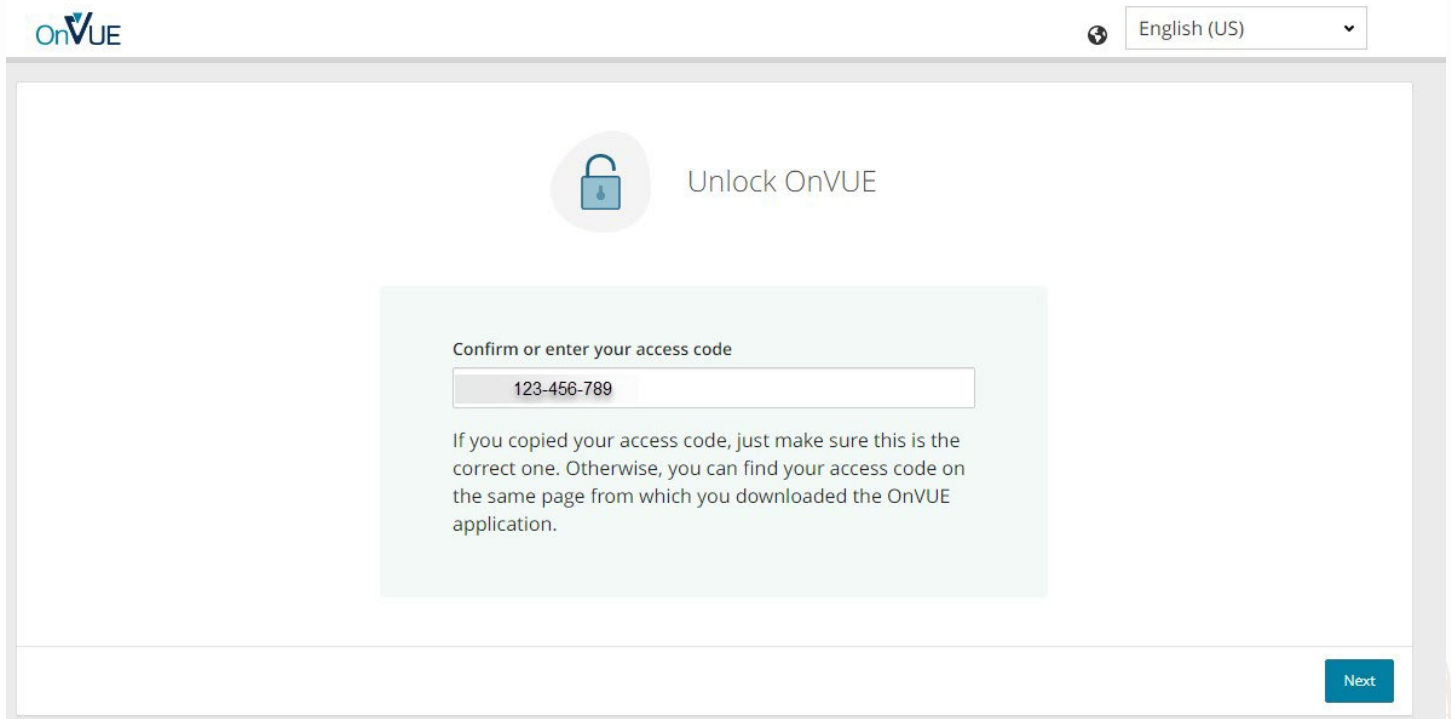
Click 'Download'.

[Download](#)

#### 3. Run OnVUE

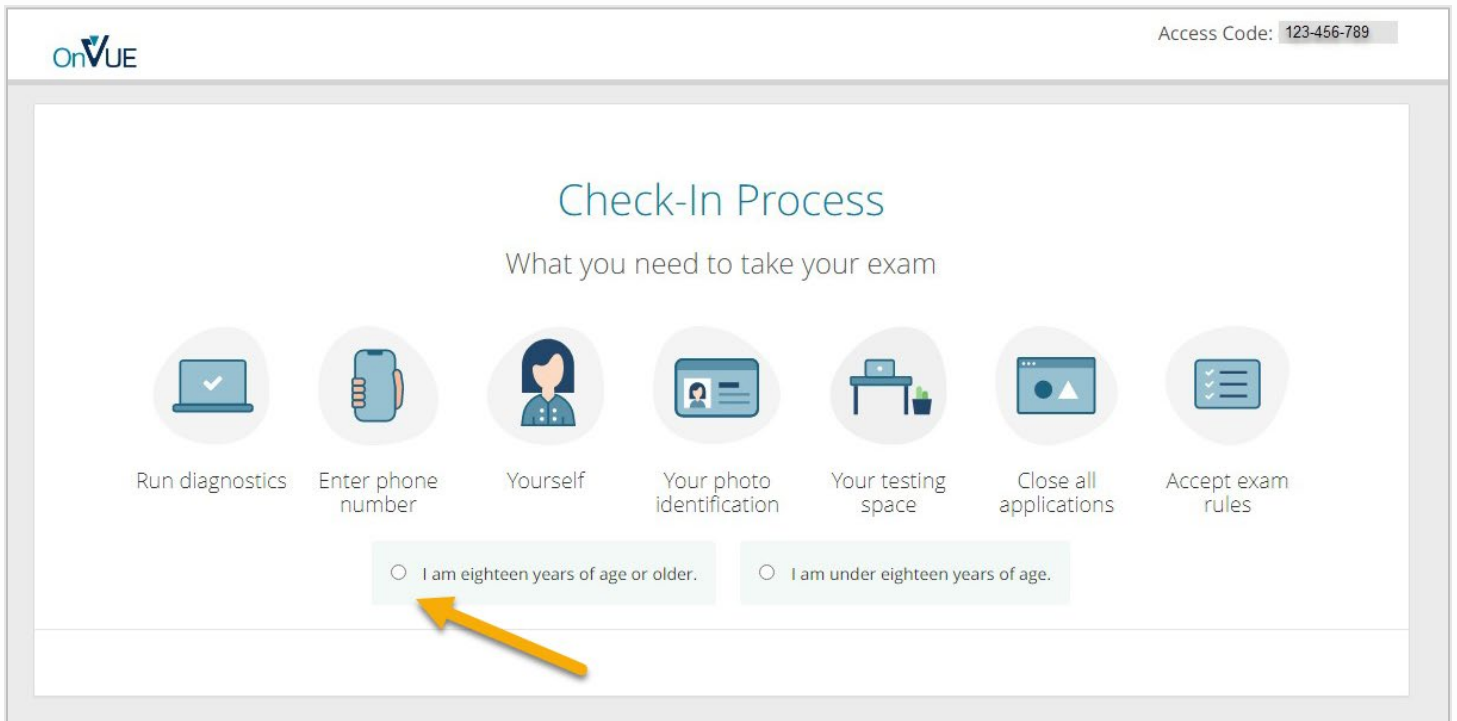
Run the OnVUE application from your Downloads folder.

4. Once you run the OnVUE application, you will confirm or enter your access code.

The image shows the OnVUE application interface. At the top left is the "OnVUE" logo. At the top right is a language dropdown menu set to "English (US)". The main area has a light blue background with a central white box. Inside this box is a blue padlock icon and the text "Unlock OnVUE". Below this is a section titled "Confirm or enter your access code" with a text input field containing "123-456-789". Below the input field is a paragraph of text: "If you copied your access code, just make sure this is the correct one. Otherwise, you can find your access code on the same page from which you downloaded the OnVUE application." At the bottom right of the white box is a blue "Next" button.

5. The Check-in Process Window shows you the remaining items to complete before taking your exam can begin.
  - a. Run diagnostics
  - b. Enter your phone number
  - c. Photograph yourself
  - d. Photograph your ID
  - e. Photograph your testing space
  - f. Close all applications (Do NOT close OnVUE application)
  - g. Accept exam rules

- Select "I am eighteen years of age or older" button.



OnVUE Access Code: 123-456-789

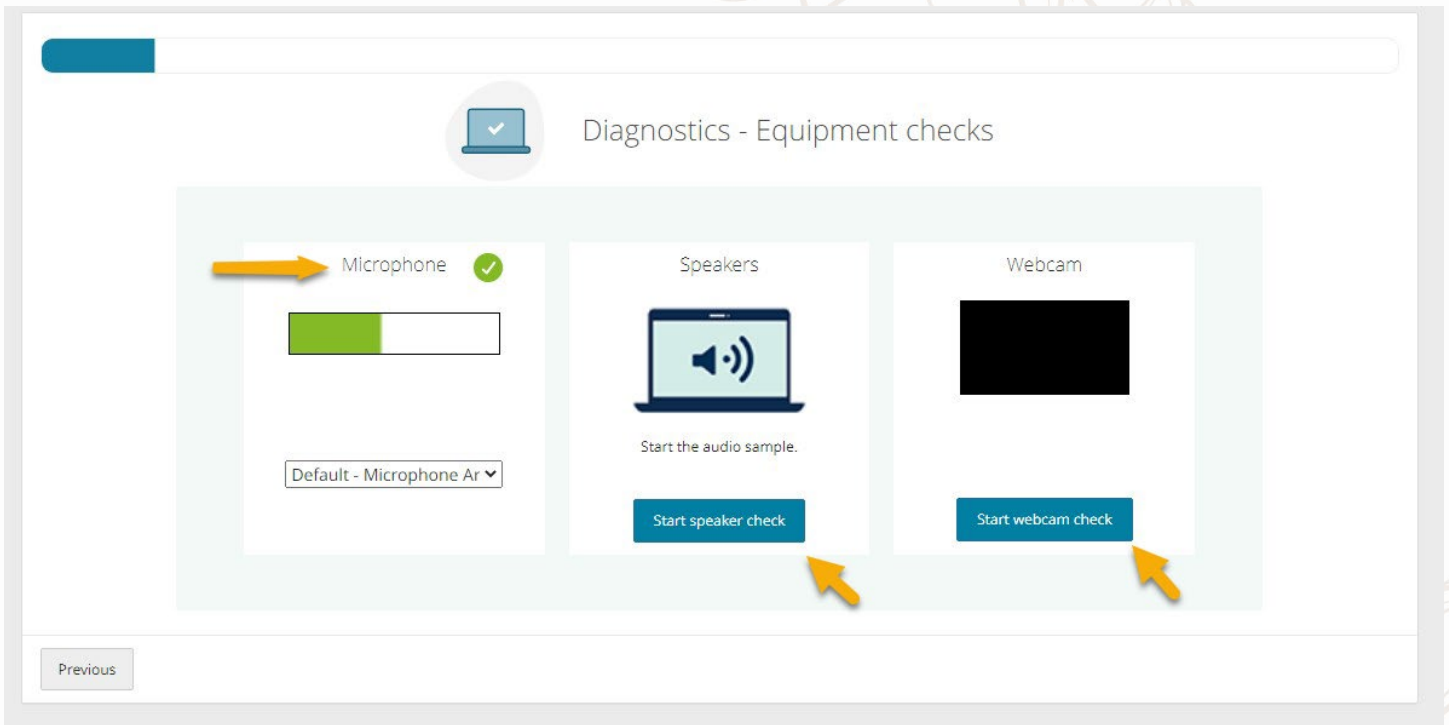
## Check-In Process

What you need to take your exam

- Run diagnostics
- Enter phone number
- Yourself
- Your photo identification
- Your testing space
- Close all applications
- Accept exam rules

☐ I am eighteen years of age or older.
 ☐ I am under eighteen years of age.

- The Diagnostics window will open. Select each component check, first microphone, then speaker, and webcam check. **Pay special attention to the default selection** for microphone, speakers, and webcam to ensure you have the correct selection.



### Diagnostics - Equipment checks

Microphone ☒

Speakers ☐

Webcam ☐

Default - Microphone Ar ▼

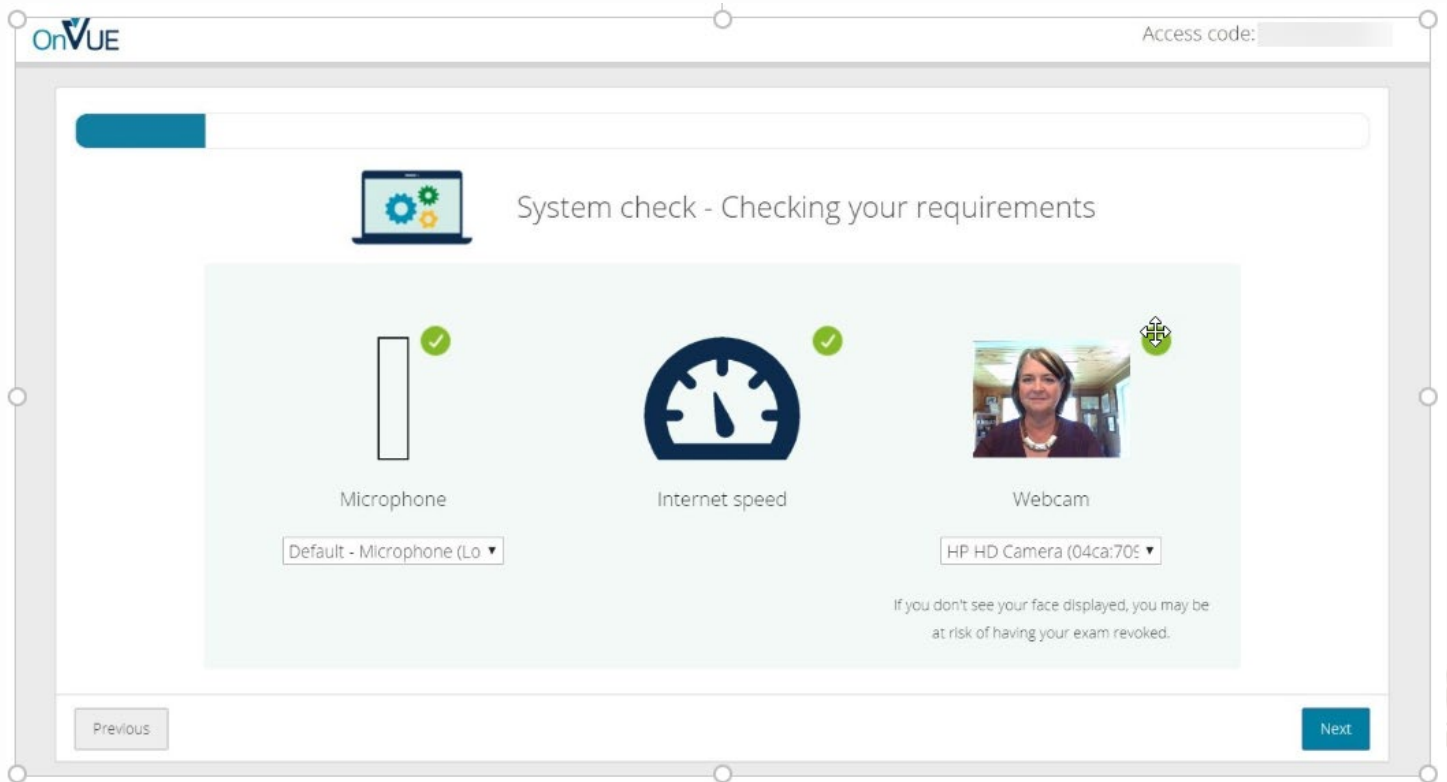
Start speaker check

Start webcam check


Previous




8. When the diagnostic checks are complete, a green checkmark will appear. Select NEXT




OnVUE Access code:

 System check - Checking your requirements




Microphone

Default - Microphone (Lo ▼)



Internet speed



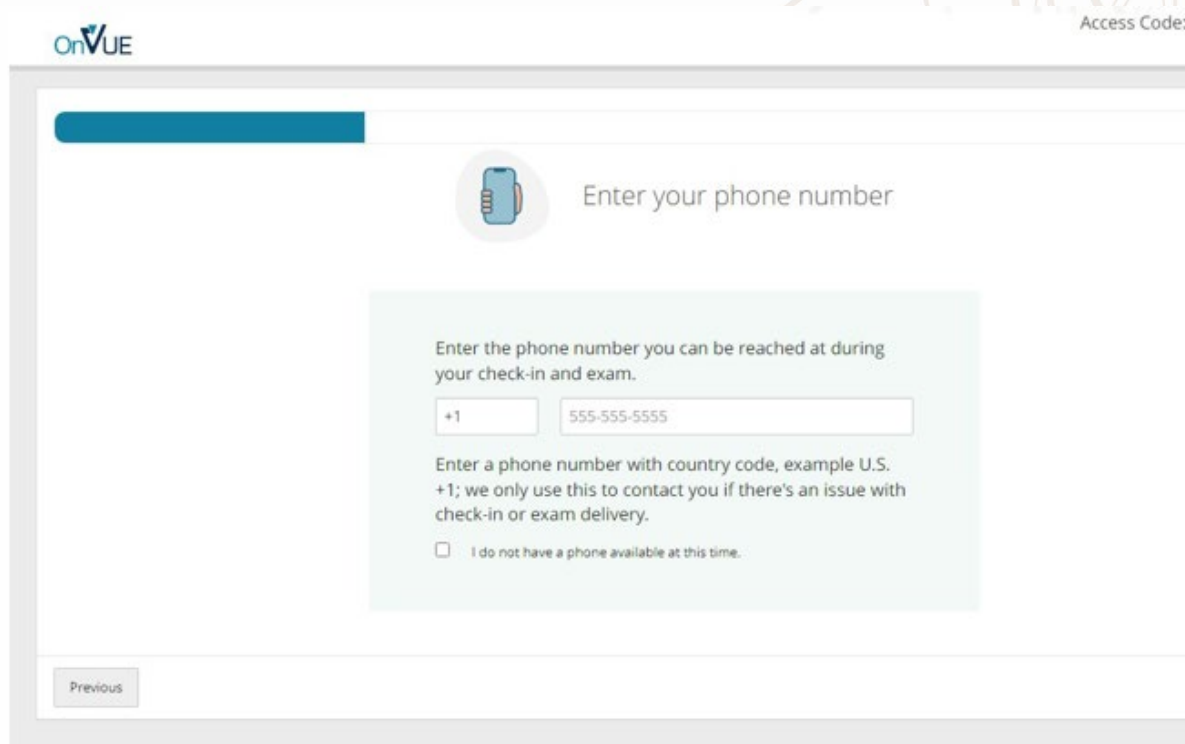
Webcam

HP HD Camera (04ca:705 ▼)


If you don't see your face displayed, you may be at risk of having your exam revoked.

Previous Next

9. Enter your mobile phone number when prompted. If you do not have a phone available, select that option and you will have to use your webcam to take photographs and verify your identification.



OnVUE Access Code:

 Enter your phone number

Enter the phone number you can be reached at during your check-in and exam.

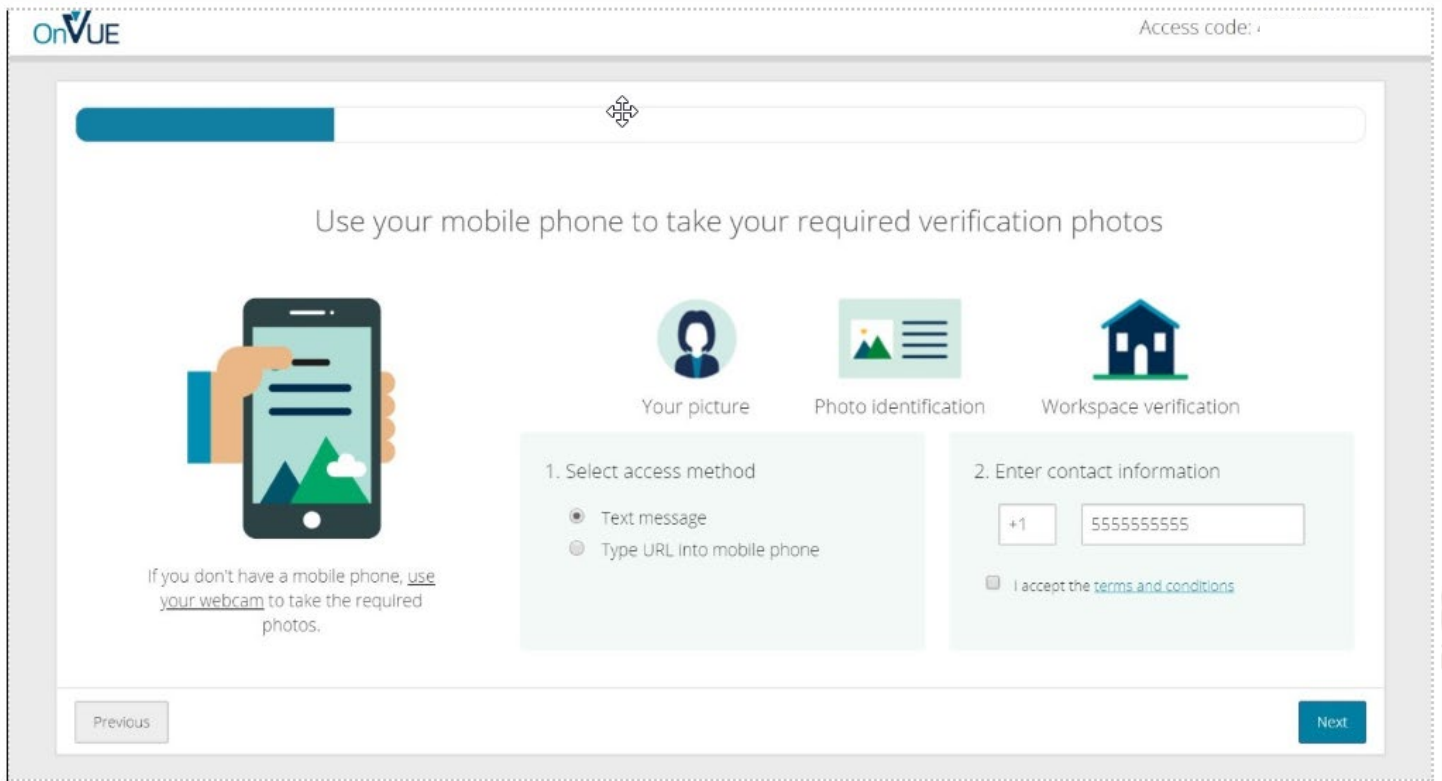
+1

Enter a phone number with country code, example U.S. +1; we only use this to contact you if there's an issue with check-in or exam delivery.

☐ I do not have a phone available at this time.

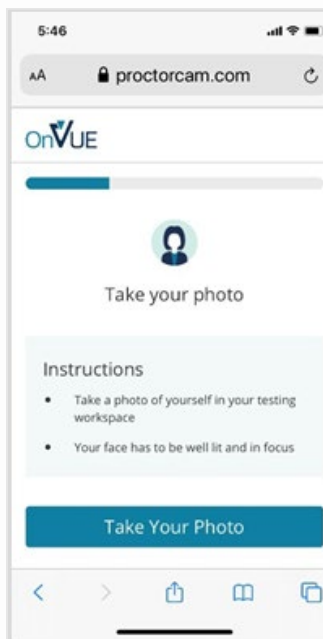
Previous

10. You will be prompted to use your mobile phone to take your required verification photos. Select your access method and will follow the instructions on your phone. Note: If you don't have a mobile phone, you will follow the instructions to use your webcam.



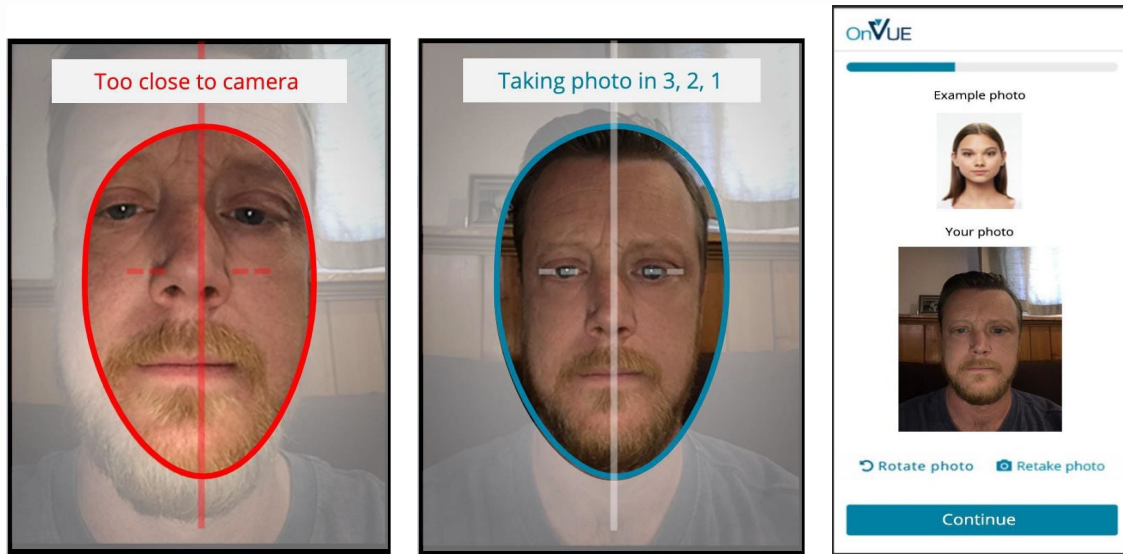
The screenshot shows the OnVUE verification interface. At the top, there is a search bar and an "Access code:" field. The main heading is "Use your mobile phone to take your required verification photos". Below this, there are three icons representing different verification methods: "Your picture" (a person icon), "Photo identification" (a document icon), and "Workspace verification" (a house icon). To the left of these icons is a large illustration of a hand holding a smartphone displaying a verification screen. Below this illustration, text reads: "If you don't have a mobile phone, [use your webcam](#) to take the required photos." Below the icons, there are two numbered steps: "1. Select access method" with radio buttons for "Text message" and "Type URL into mobile phone", and "2. Enter contact information" with a country code dropdown (+1) and a phone number input field (5555555555). There is also a checkbox for "I accept the [terms and conditions](#)". At the bottom, there are "Previous" and "Next" buttons.

11. On your mobile phone, you will take your required photos. The photos will all be submitted with your mobile phone.
- A photo of yourself in your testing area.
  - Your face must be well lit and in focus.
  - Select "Take Your Photo" button.



The screenshot shows the OnVUE mobile app interface. At the top, the status bar shows the time as 5:46 and the URL as proctorcam.com. Below the URL bar, there is a search bar and the OnVUE logo. The main heading is "Take your photo". Below this, there are instructions: "Take a photo of yourself in your testing workspace" and "Your face has to be well lit and in focus". At the bottom, there is a large blue button labeled "Take Your Photo".

12. Ensure your face is centered and in line with the prompts. The photo will be captured and displayed. You may choose to retake or continue.



13. You will be prompted to take picture of your identification.



14. You will be prompted to take pictures of the testing area.
  - a. A photo of your desk area, including the right and left of the desk area. Please note that papers, notebooks, or bulletin boards will need to be out of reach and preferable out of the room where you are taking the test.
  - b. You will be prompted to submit the photos. Once that is done, you will be prompted to return to your computer.

Examples:



15. On your computer, you will read and accept the rules
  - a. No one is permitted in your testing area for any reason.
  - b. You must not leave your testing area for any reason.
  - c. You must not speak or mumble with your mouth covered.
  - d. You must not record or photograph any part of your test.
  - e. Mobile devices must remain out of arm's reach unless we contact you

OnVUE

Access Code:

Exam rules reminder

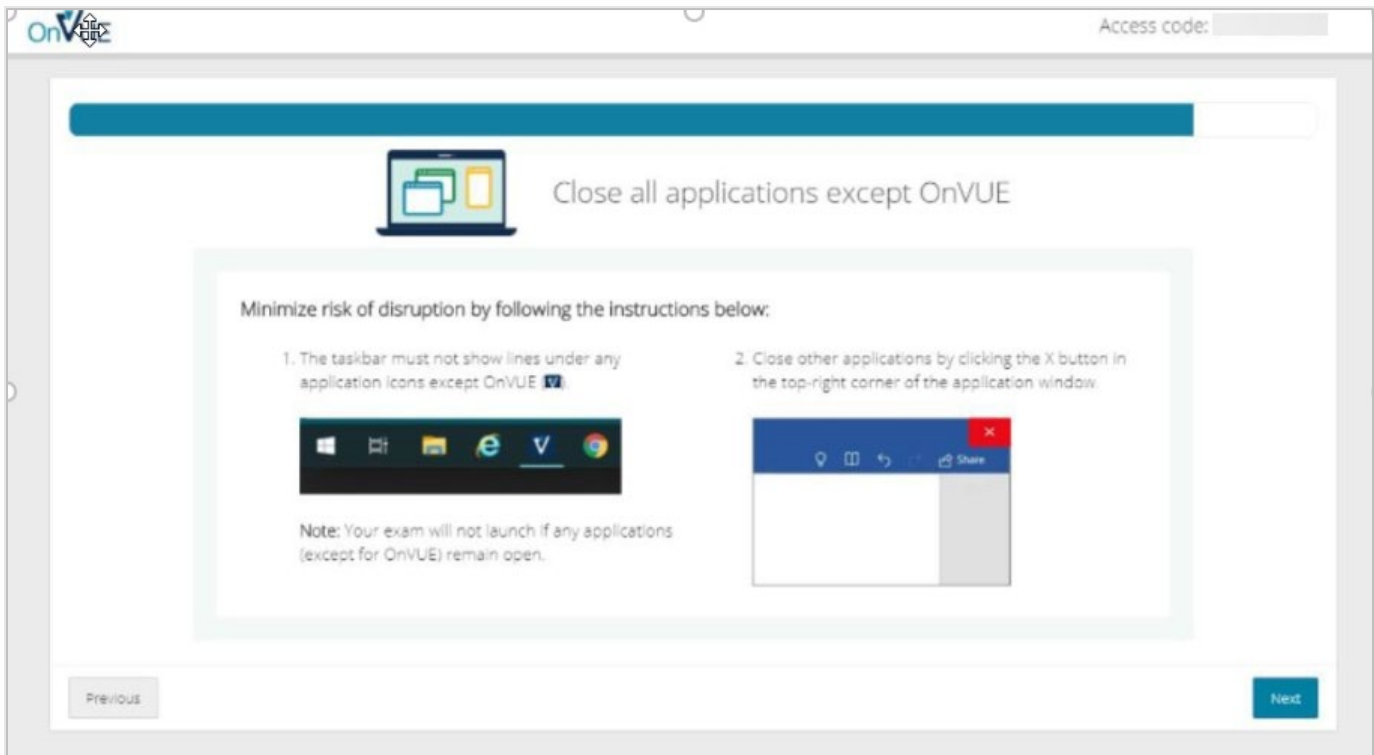
- No one is permitted in your testing area for any reason
- You must not leave your testing area for any reason
- You must not speak or mumble with your mouth covered
- You must not record or photograph any part of your test
- Mobile devices must remain out of arm's reach unless we contact you

☐ I agree that breaking these rules will result in my exam being revoked

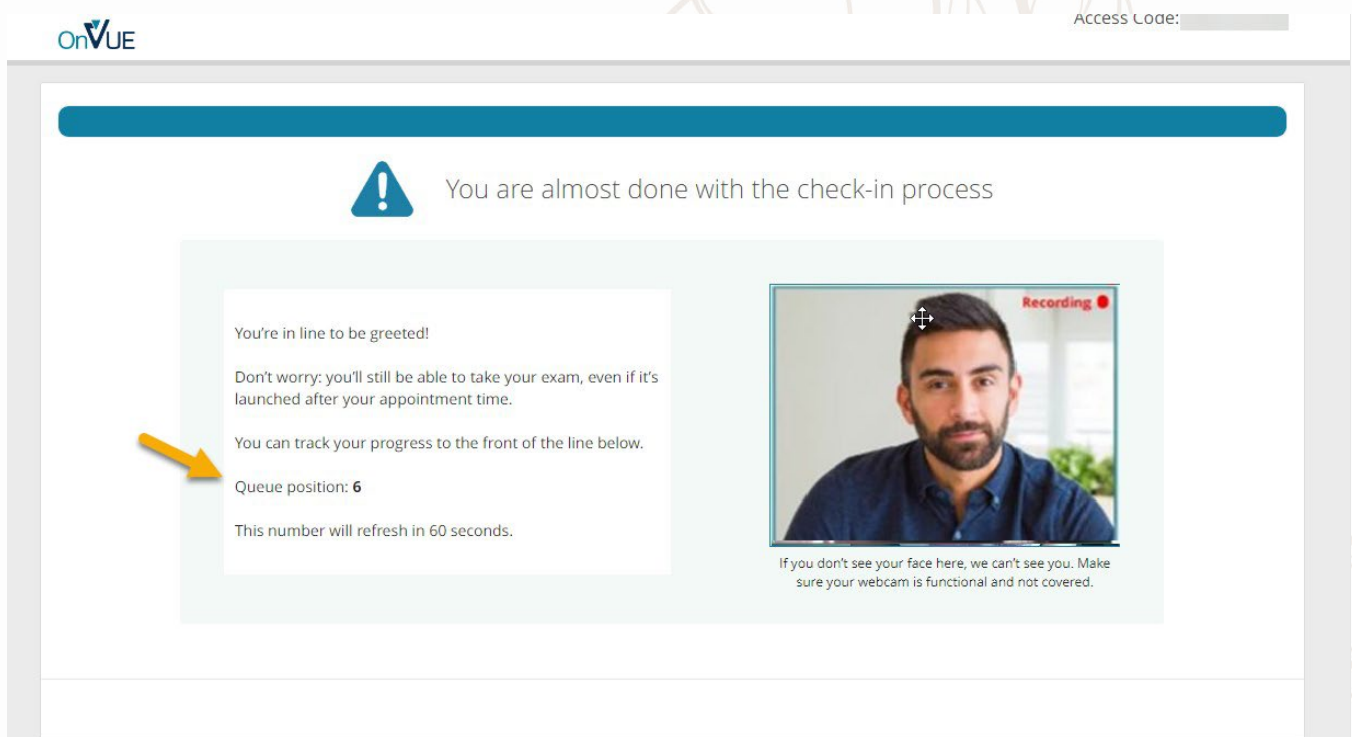
Previous



16. You will then be instructed to close out all other applications. Ensure you do NOT close the testing application or OnVUE window.



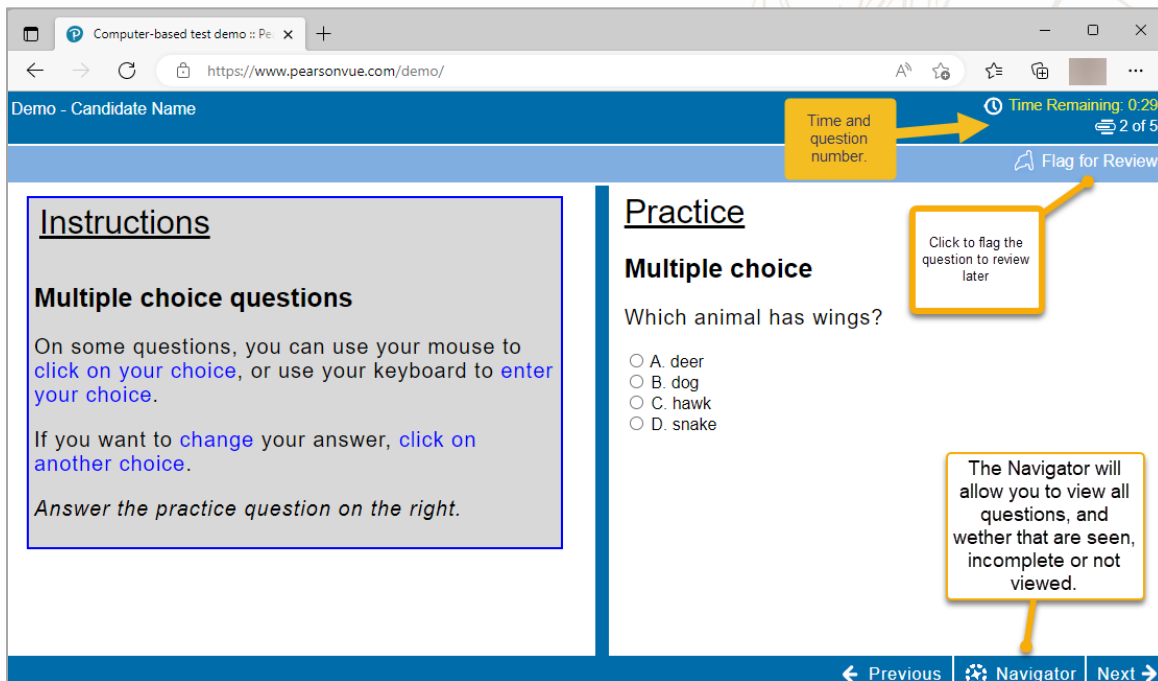
17. You will then be placed in the queue to be greeted. Please note your position in the queue and do NOT close this window. The greeter will review your uploaded photos and start your exam.



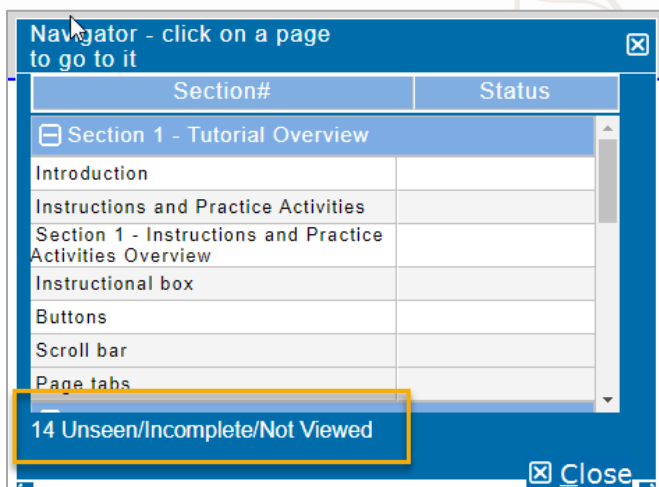
## During Your Exam

### The Exam Window

- While you are taking the exam, you will see a similar window to the below screen shot. You will see the following:
  - Time remaining
  - Current question number from total
  - Flag for review selection
  - Previous and Next controls
  - Navigator



- Selecting the Navigator will open a dialogue box that allows you to view or jump to any question, and to review questions unseen, incomplete or not viewed.



## Support Resources

### Support Types and Availability

Support for registration/scheduling/rescheduling/canceling or any other question is available through the Pearson VUE proctors Monday – Friday, 5:00 AM – 5:00 PM (PST), holidays exempt.

- Telephone: +1-888-536-1460
- Chat: <https://home.pearsonvue.com/calmhsa/contact>

### Support Questions Prior or After Your Exam

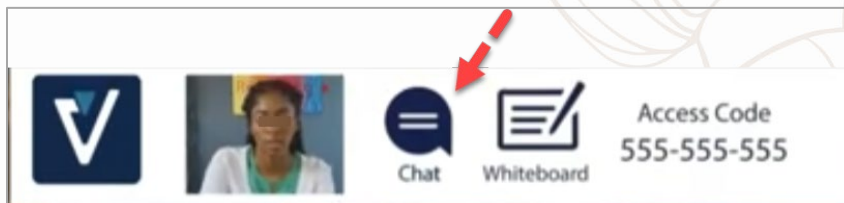
1. There are several ways to get support from the Pearson Vue support team for CalMHSA
  - a. For questions before you register and take the exam, you can visit our Exam Support Page at <https://home.pearsonvue.com/calmhsa/contact>
    - i. Click on the 'Let's Chat!' icon to get online support



- b. You may also call the support line at: 888-536-1460

### Support Questions During Exam

1. While taking your exam, should you need support you may use the Chat box at the top of the Exam Screen to request a proctor to assist with anything.
  - a. **Do not use your phone to call the support line unless requested by the proctor.**



## Exam Results

1. Candidates receive their exam score following the completion of the exam.
  - a. You will receive a pass/no pass score on the screen
  - b. An Exam Results analysis report will be available to you
  - c. Your results will remain on your Pearson Vue dashboard