

How to Register to take an Exam with Pearson VUE

Contents

- » How to register for an exam in a test center
- » How to register for an OnVUE (online) exam
- » OnVUE exams: what you need to know
- » Contacting Pearson VUE Customer Service
- » ESL examinations
- » Test accommodations



Note

Please note that the screens presented may vary from those captured here as Pearson VUE adjusts the registration system from time to time, the main workflow however should remain the same.



How to register for an exam in a test center

Starting Point

You may start from either:

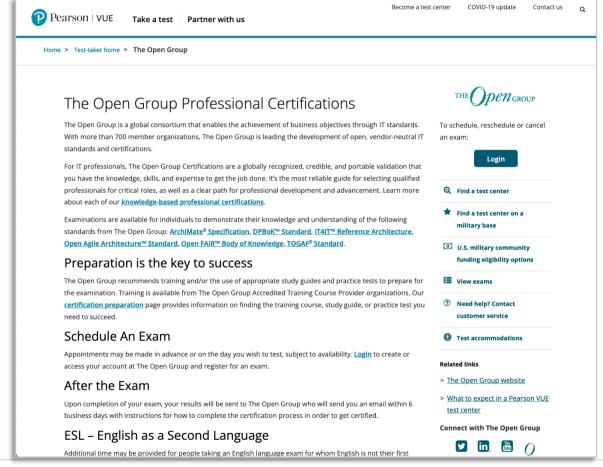
- » The Pearson VUE website:
 - http://pearsonvue.com/theopengroup

OR

- » The Open Group website:
 - http://www.opengroup.org

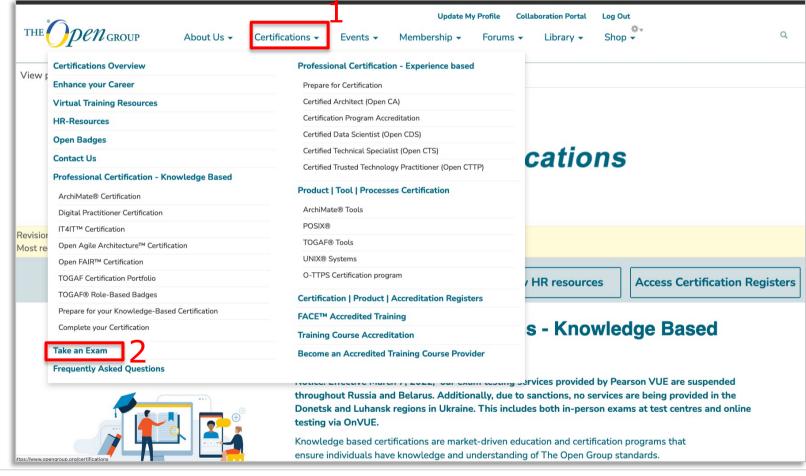


Starting from the Pearson VUE website





Starting from The Open Group website





Both starting points go to: Take an Exam

Exam Information

FAOs on Examinations

Knowledge Based Certifications

Take an Exam — Step 1: Read Carefully

Please read carefully each section before proceeding to Step 2 at the bottom of this page to connect to book an exam, take an exam online, locate a test center, view existing exam registrations, download your receipts, view score reports, reschedule an exam, cancel your exam and more..

Congratulations on starting this journey to your new certification.

In order to book an exam with Pearson VUE your personal information is sent to them in order to make an exam booking and take exams. This includes information from your profile at The Open Group: candidate ID, User Name, Salutation, Given Name, Middle Name, Family Name; Contact information including contact phone numbers and email address, employer information (if present), and mailing address information.







Regulations

You are about to start an important journey to become certified. The value of the certification is set by some regulations. Please read all regulations that apply to taking your examination.

All examinations are subject to: The Open Group Examination Non-disclosure Agreement, Exam Conduct and Security Policy

Before booking an exam please read the Advice Sheet (PDF).

Please also ensure you have a valid contact phone number (check your profile here)

If you are using an exam voucher code please read the Voucher Terms and Conditions Sheet (PDF).

Note: Effective March 7, 2022, Pearson VUE has suspended delivery of all testing services throughout Russia and Belarus. Additionally, due to sanctions, no services are being provided in the Donetsk and Luhansk regions in Ukraine. This includes both in-person exams at test centres and online testing via OnVUE.

Account Required



Take an Exam: Account Required



Account Required

You need an account for The Open Group web sites in order to connect with Pearson VUE, **even** if you wish to register by phone or at a test center.

Use the links below to create an account if you do not have one already, or update an existing profile.

Accented characters in name

If you have an accented character in your name, you may find that when transferred to Pearson VUE this has been converted to the closest non-ascii character. This is a workaround when transferring account details due to a mismatch with character handling in the Pearson VUE side. If you need assistance you can contact The Open Group helpdesk.

Create Account

Update your Profile



Time format

The Pearson VUE exam booking system use the AM/PM convention (a 12 hour clock) to indicate times of day

Time format AM/PM

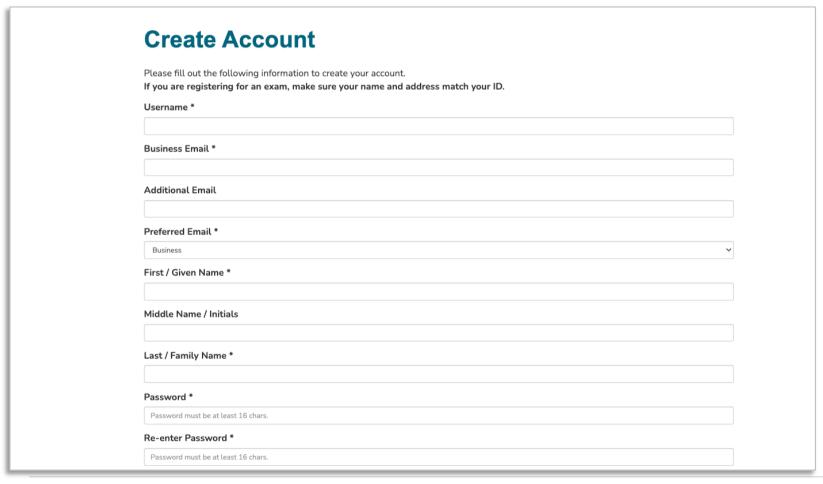
A common issue when booking an exam is to accept the first available timeslot which is often around midnight and to assume it is around midday.

Please check your appointment time carefully, noting that in the online booking system 12:15 AM is 15 minutes past midnight, and 12:15 PM is 15 minutes past midday.

The appointment time will be listed in the confirmation from Pearson VUE. If you need to change it you can login to Pearson VUE as in Step 2.



Take an Exam: Create Account





Take an Exam — Scroll down



Further Advice

Advice concerning The Open Group Exam testing in areas affected by COVID-19 Information on how to take The Open Group Exams remotely using OnVUE.



Support

Q. I receive an ERROR_CANDIDATE_NOT_FOUND error when connecting to my account at Pearson VUE. What should I do?

A. If you are registering for the first time, this indicates we were unable to transfer your details to Pearson VUE due to an issue with your profile. Please check you have a valid phone number (check that there are no spaces or periods in the phone number) and address including State/Region/Province and Country. For address fields please check that the fields are 30 characters or shorter. Addresses in the USA and Canada require a Zip code/Postal code. If after updating you still have errors please contact our helpdesk using the link given on the screen.

Need help with Booking an Exam:

View the exam booking tutorial (PDF)

Taking an Online Proctored exam:

View the Online OnVUE Tutorial or download a copy in PDF format.

For further assistance with with registration, rescheduling, or test results contact Pearson VUE Customer Service

Need help? View a tutorial (PDF) | Read our Advice Sheet (PDF) | 帮帮我

For all other questions please contact us via The Open Group Help Center.

Take an Exam - Step 2 (login required)



Take an Exam – STEP 2

Certification & Accreditation

Certification Home

Knowledge-Based
Certification Home

Open Professions Home

Knowledge Based Certifications

Certifications Services My Certifications English as a Second Language (ESL)

Examinations

Examination Fees

Examination Policies

Special Accommodations

Take an examination

FAQs

Take an Exam — Step 2 of 2

If you have not already done so, please review the instructions in Step 1

Step 2: Connect to Pearson VUE

Connect to book an exam, take an exam online, locate a test center, view existing exam registrations, download your receipts, view score reports, reschedule an exam, cancel your exam and more...

✓ I have read and understand the instructions in Step 1.

L confirm that if booking an exam. I will check the am/pm time of the scheduled exam as noted in Step 1.

Go to the Pearson VUE launch page

For assistance with with taking an online exam, registration, rescheduling, or test results contact Pearson VUE Customer Service.

For all other questions please visit The Open Group Help Center.



Check Your Personal Information

Personal Information

Please review your profile information below for accuracy. Ensure your name is exactly as it appears on the identification you will present to take your exam. If there is not an exact match, you will not be able to take your exam and you will forfeit any fees paid or the youcher used to book the exam.

If any of the information needs to be updated, perform the following steps:

- 1. Select the Update My Profile link at the top of this page
- 2. Return to this Pearson VUE launch page

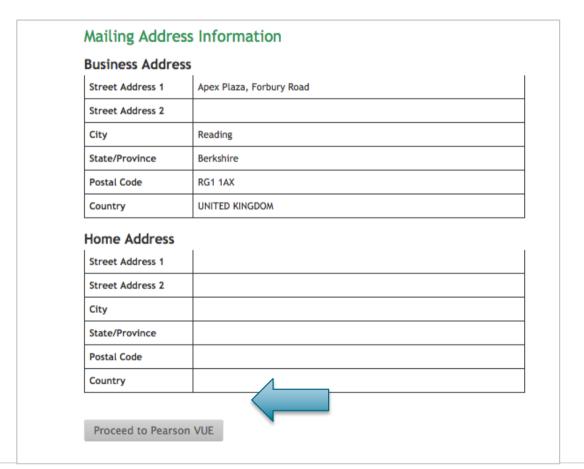
Once you have confirmed that all information is correct and up-to-date, select the Proceed to Pearson VUE button at the bottom of the page to be transferred to the Pearson VUE website.

Personal Information

,	User Name	mary.jones		
	Salutation	Miss		
	Given Name	Mary		
	Middle Name			
	Family Name	Jones		

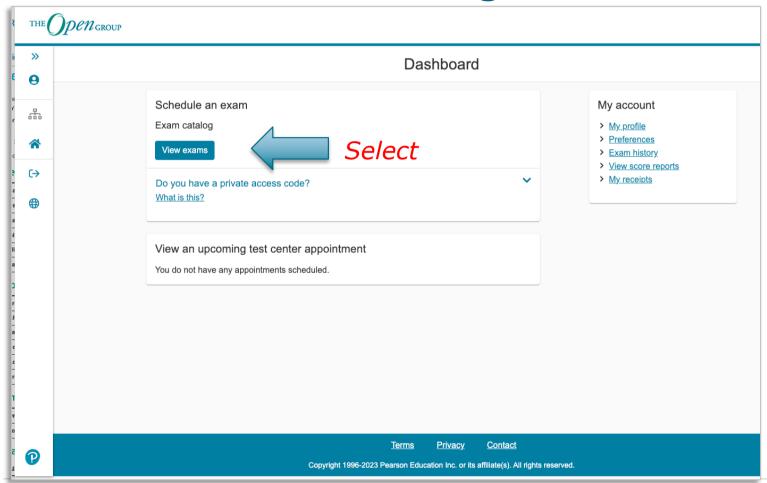


Check Your Personal Information: Proceed to Pearson VUE



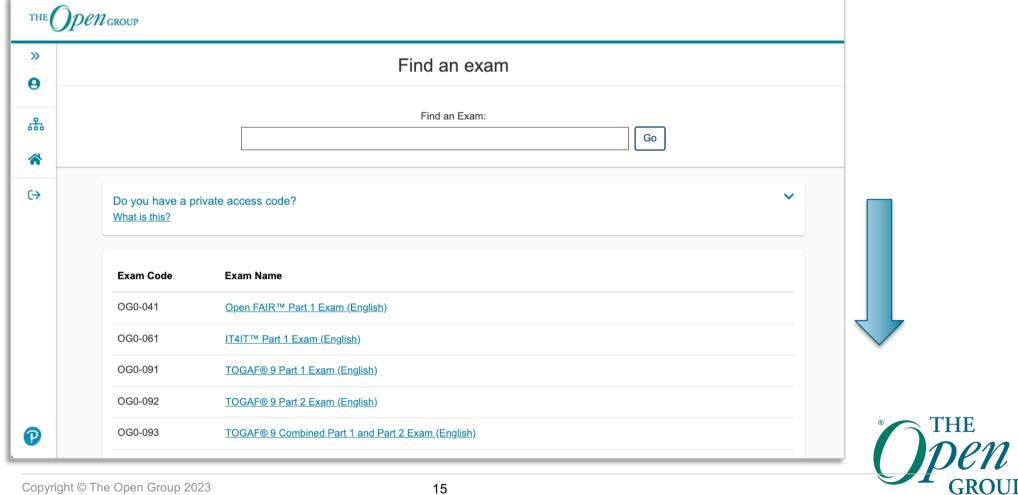


Pearson VUE Exam Registration





Select the Exam



Select the Exam (2)

OGEA-101	TOGAF® Enterprise Architecture Part 1 Exam_(English)
OGEA-102	TOGAF® Enterprise Architecture Part 2 Exam (English)
OGEA-103	TOGAF® Enterprise Architecture Combined Part 1 and Part 2 Exam (English)
OGEA-103-ESL	TOGAF® Enterprise Architecture Combined Part 1 and Part 2 Exam (ESL)
OGEA-10B	TOGAF® Enterprise Architecture Bridge Exam (English)
OGEA-C101	TOGAF Enterprise Architecture Part 1 Exam (Simplified Chinese)
OGEA-C102	TOGAF Enterprise Architecture Part 2 Exam (Simplified Chinese)
OGEA-C103	OGEA-C103 TOGAF Enterprise Architecture Combined Part 1 and 2 Exam (Simplified Chinese)
OGEA-C10B	TOGAF Enterprise Architecture Bridge Exam (Simplified Chinese)
OGEA-F101	TOGAF® Enterprise Architecture Part 1 Exam (French)
OGEA-F102	TOGAF® Enterprise Architecture Part 2 Exam (French)
OGEA-F10B	TOGAF® Enterprise Architecture Bridge Exam (French)
OGIT-101	IT4IT™ 3 Foundation Exam
OGOF-101	<u>Open FAIR™ 2 Foundation Exam</u>



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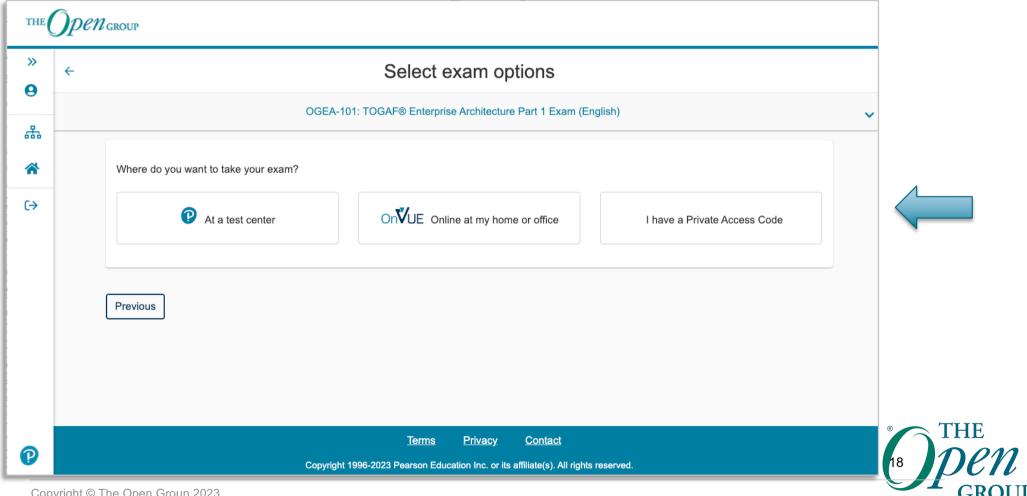
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Exam Delivery Options

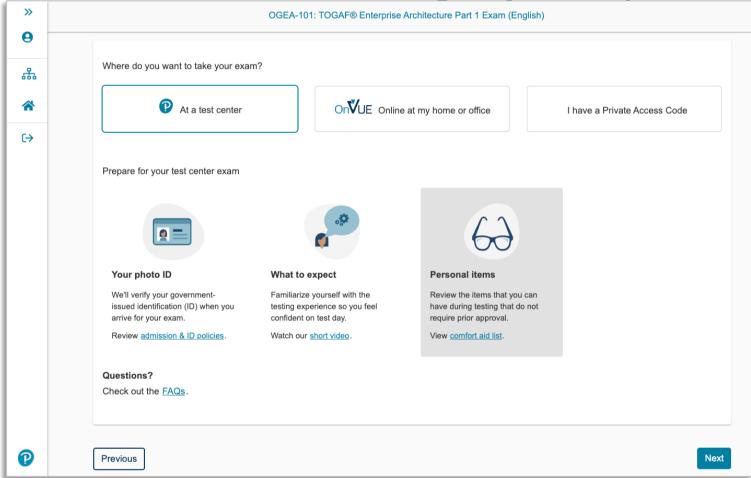
- » There are three delivery options
- 1. At a test center
- 2. At home or in your office (via OnVUE Online Proctored)
- 3. As part of a training course (with a private access code)
- » You will normally use either options 1 or 2
- » You will only be presented the options available for an exam



Select Exam Delivery Option



Select Exam Delivery Option (Test Center)



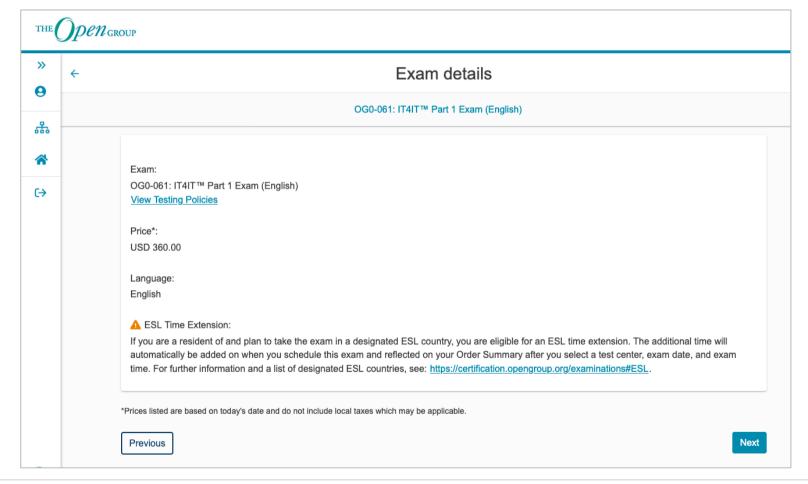


Example 1: Attending a Test Center

- » The following slides show how to register to take an exam at a test center
- » Skip forward to Slide 31 for how to register for an OnVUE Online Proctored exam

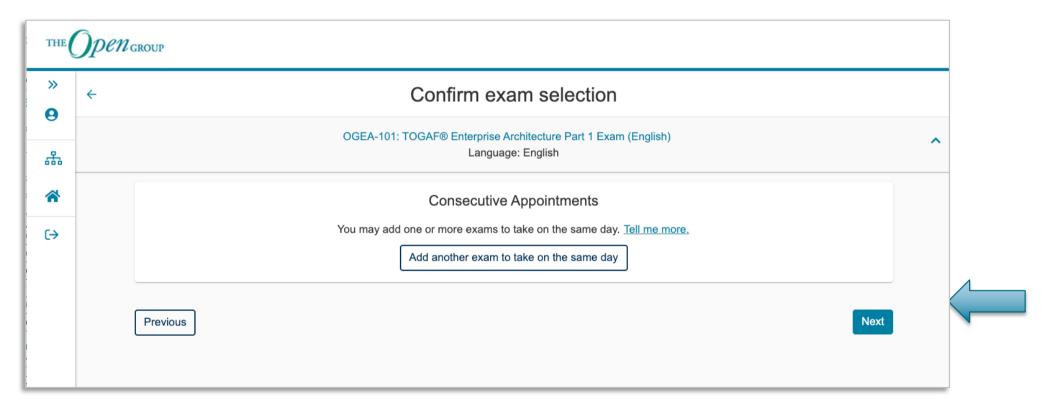


Review Selected Exam



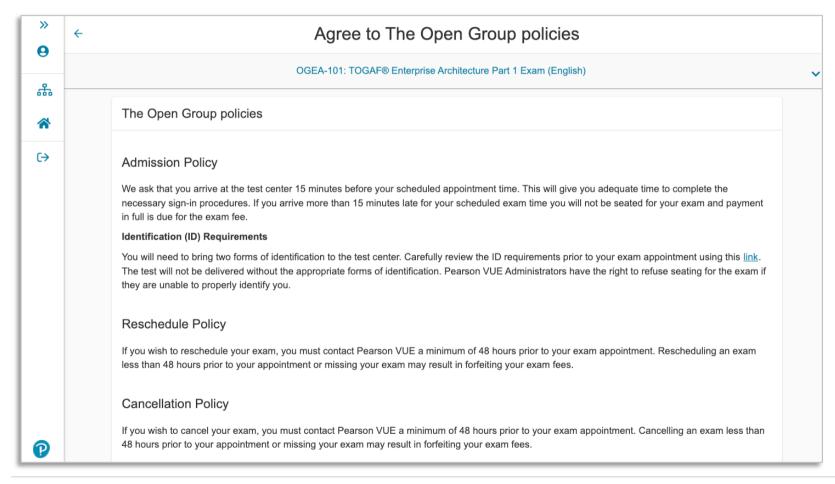


Confirm Exam Selection: Consecutive Appointments



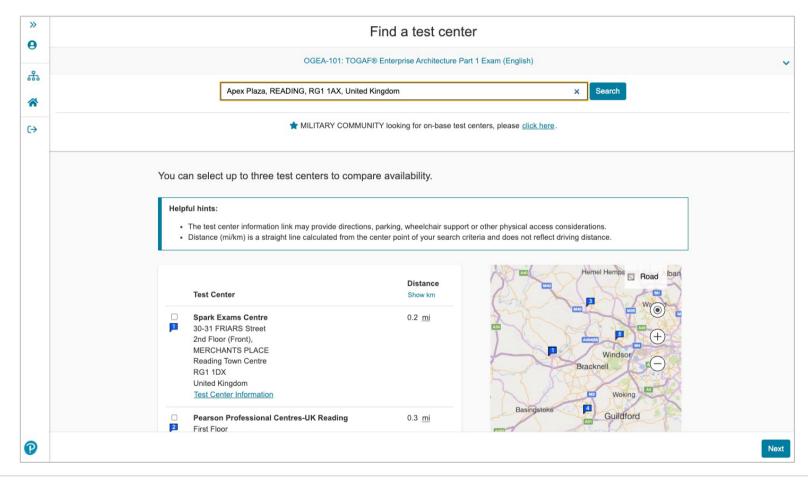


Agree to Policies, including ID Requirements



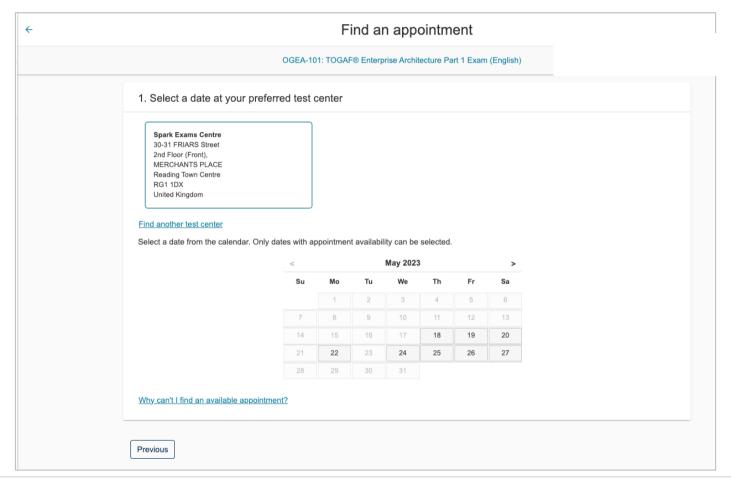


Test Center Search & Selection



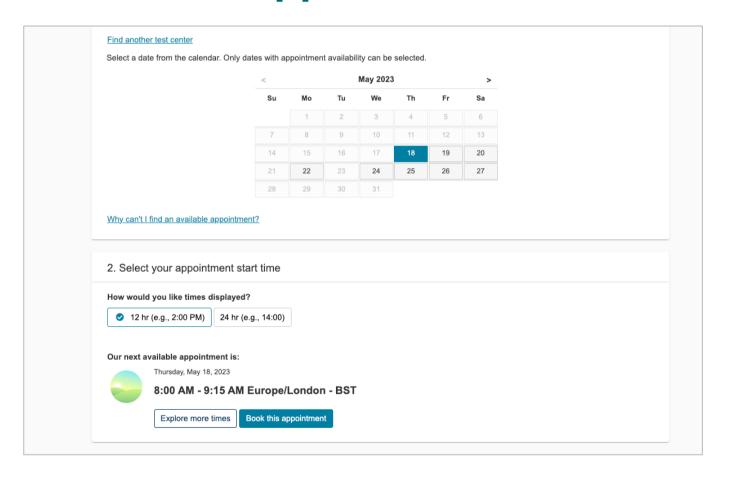


Find an Appointment Date & Time at a Center



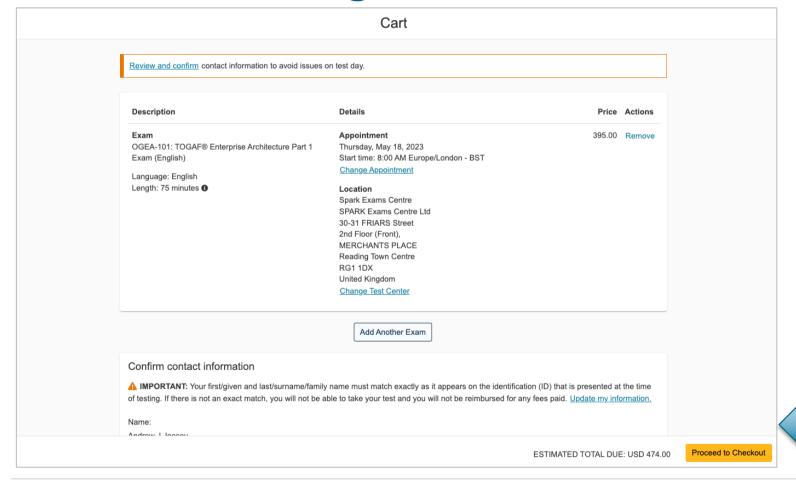


Choose an Appointment time

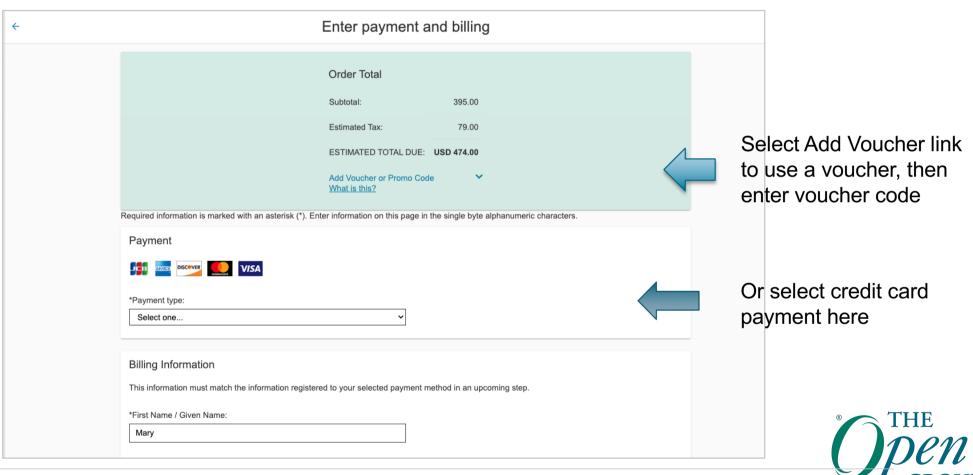




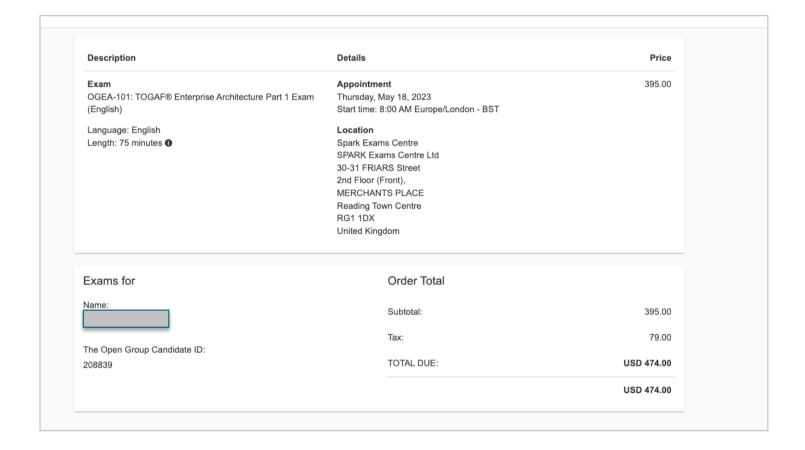
Confirm Booking



Checkout – Payment and Billing



Checkout – Continued





Agree and Proceed

You will be then taken to an external site to complete the payment for the examination



How to register for an Online Proctored exam

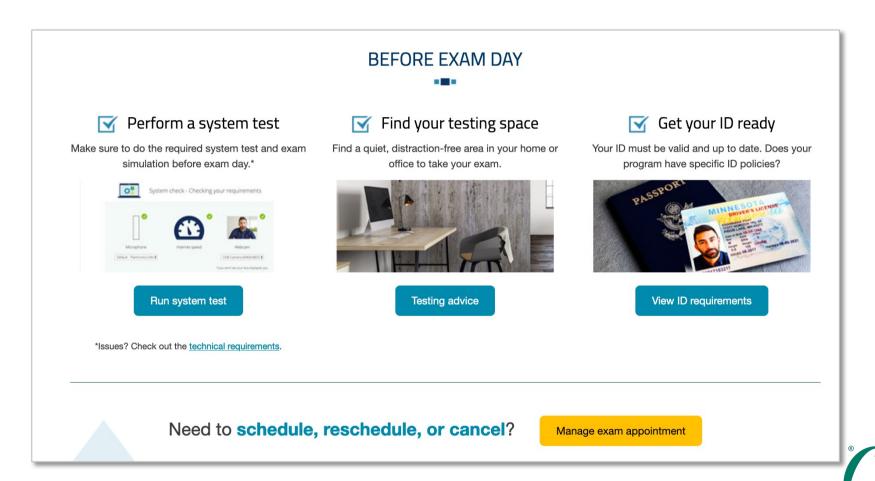
Starting Point

You may start from either:

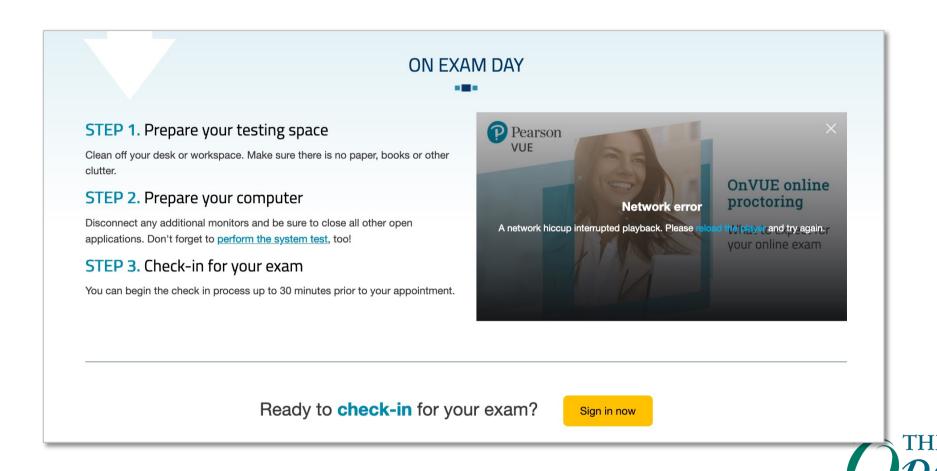
- » The Pearson VUE website:
 - https://home.pearsonvue.com/theopengroup/onvueOR
- » The Open Group website:
 - http://www.opengroup.org



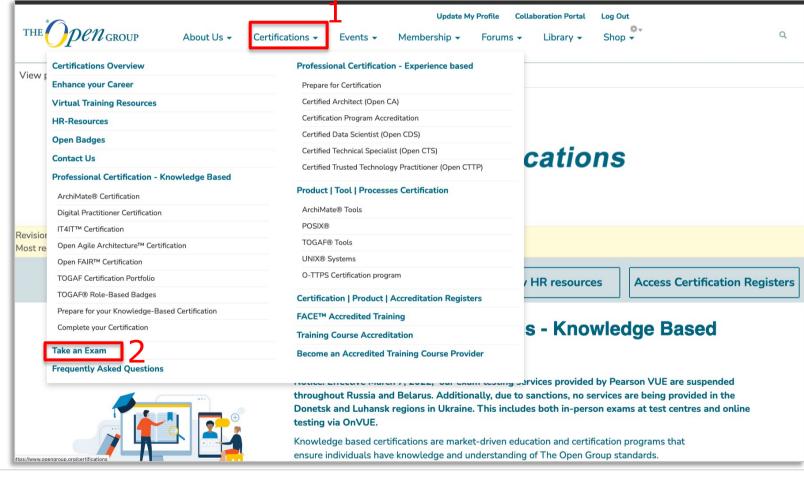
Starting from the Pearson VUE website



Starting from the Pearson VUE website



Starting from The Open Group website



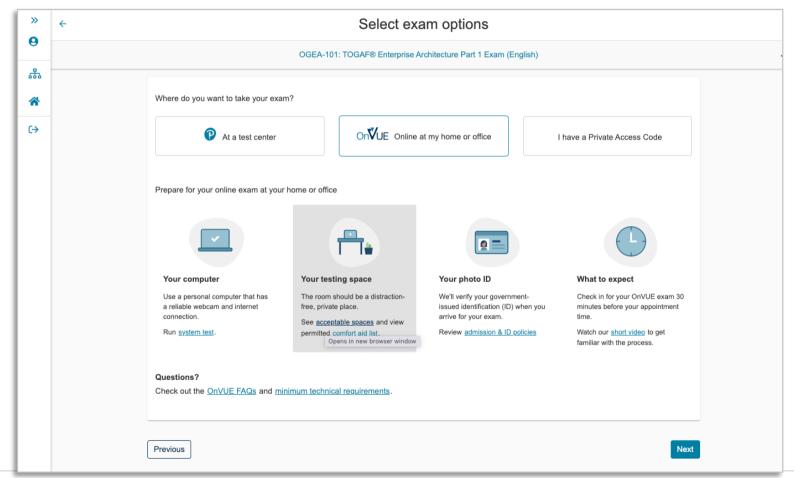


Refer to Earlier Slides for the steps to:

- » Register for an account with The Open Group
- » Login and access Pearson VUE
- » View the exams and select an exam

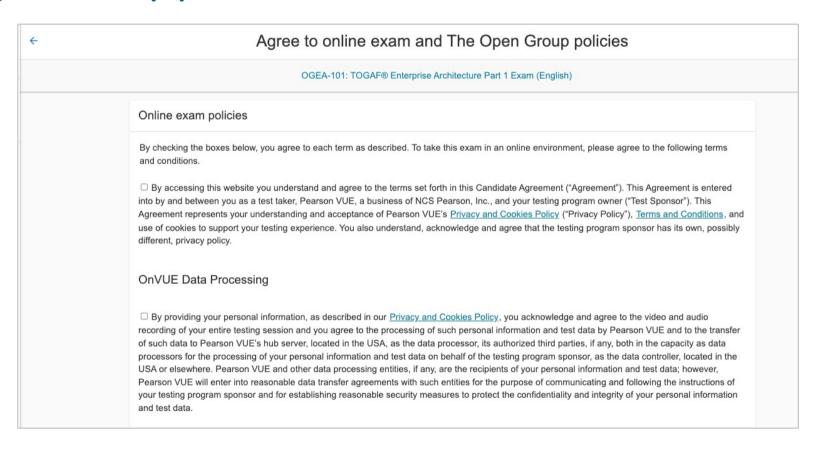


Select Exam Delivery Option





Then you must read and agree to the online testing policies (1)





Then you must read agree to the online testing policies (2)

If you choose to take the test through our online proctoring function, which is not mandatory in the event that there are other ways of taking the test as determined by the testing programme sponsor, you will be monitored during the testing session in real time so that your face, voice, desk and workspace will be captured and possibly recorded during the testing session. You understand, acknowledge and agree that you have no right to privacy at your current location during the exam testing session and you explicitly waive any and all claims asserting a right to individual privacy or other similar claims. By accessing this website and ticking this box you signify your acknowledgement and agreement that any inappropriate or wrongful conduct, as determined in Pearson VUE's or the test proctor's sole discretion, witnessed while monitoring your testing session at your current location will be reported by Pearson VUE to the testing programme sponsor and may also be reported to the appropriate governmental authorities, including, but not limited to, any law enforcement officials.

□ By accessing this website and ticking this box you signify that you understand, acknowledge and agree that if any third party is: 1) detected as being present in your physical location, whether visible or not; or 2) overheard in any manner, whether physically detected through movement and making of noise or through sounds irrespective of whether they are in your current location or not during your testing session, the test will be terminated and you will not receive any score or in the event you've completed the test and received a score your score may be invalidated or revoked. Further, you understand, acknowledge and agree that if your testing session is terminated for this or any other reason you will not receive a test fee refund, credit or voucher.

Previous

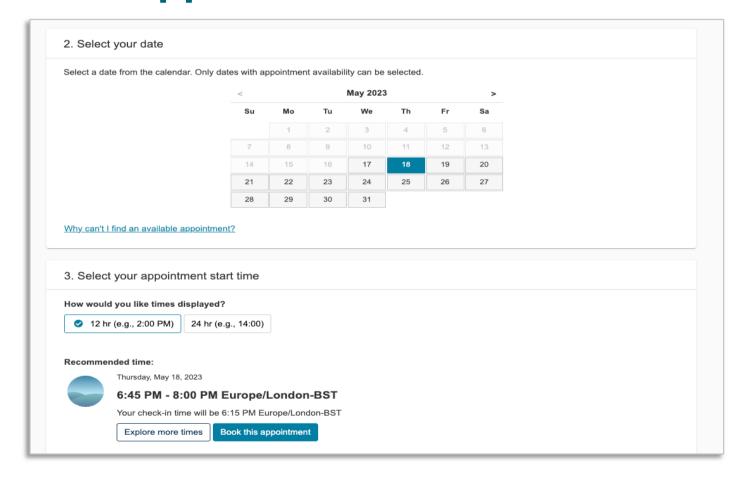


Find an Appointment



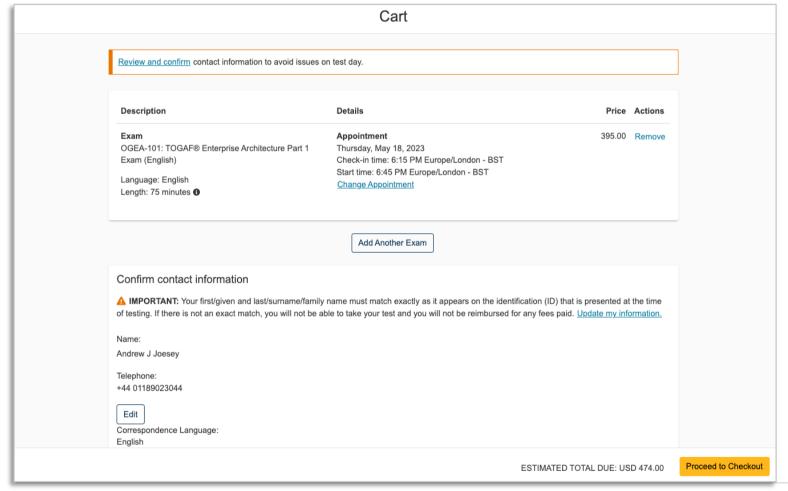


Find an appointment: Select Date and Time



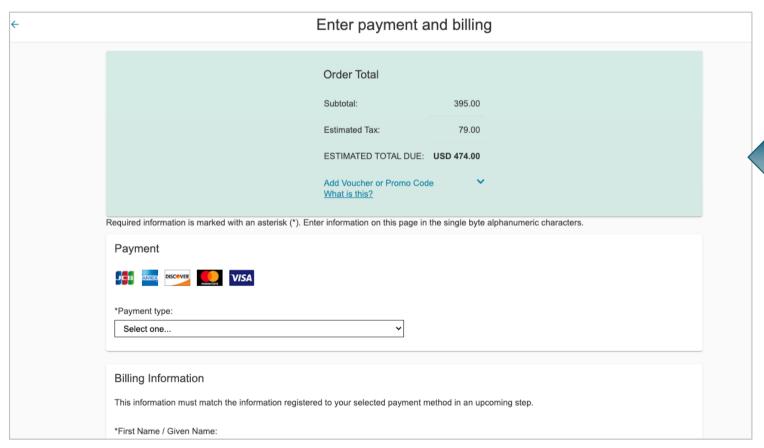


View the Cart





Proceed to Payment and Billing



Select Add Voucher link to use a voucher, then enter voucher code

Or enter Credit Card details



OnVUE Online Proctored exams: What you need to know

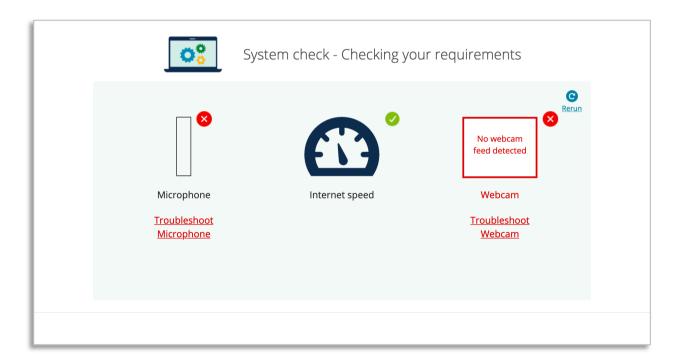


Online Proctored Exams - Limitations

- » All communication with the proctor is done in English only.
- » Online proctored exams are not available in the following countries: China, Slovenia, South Korea.
- » They are also not available in all OFAC sanctioned countries.
- » Known issue with booking OnVUE Online Proctored exams:
- » OnVUE does not support booking two separate exam sessions in one booking, and you will receive an error from the booking system. If you need to book two exams please book them separately. Pearson VUE are aware of the issue.

System Requirements

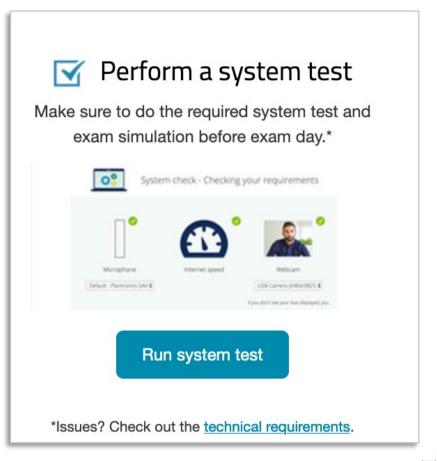
 As part of your booking before exam day, you are advised to run a pre-check, we highly advise that you do so:





System Requirements

- Ensure that you familiarize yourself with the full list of system requirements available here: https://home.pearsonvue.co
 m/theopengroup/onvue
- You are advised to run a comprehensive system check prior to taking the exam. This is to ensure that your machine is set up as it should to allow the exam to take place.





Policies and Procedures

For the list of Policies and Procedures, visit: https://home.pearsonvue.com/theopengroup/onvue

- » You will be given a 30 minute window before your exam starts. You are required to login during this window.
- » Check-in takes approximately 15 minutes for those who already completed the system check (highly advised).
- » Note that you must ensure that you are not interrupted while taking your exam. Should an interruption occur, the proctor will stop the exam immediately and it will be considered a failure.

OnVUE Tutorial

- » View the online tutorial for the setup and check-in process when its time to take your exam
- » https://home.pearsonvue.com/theopengroup/onvue



FAQs – On the day of your exam

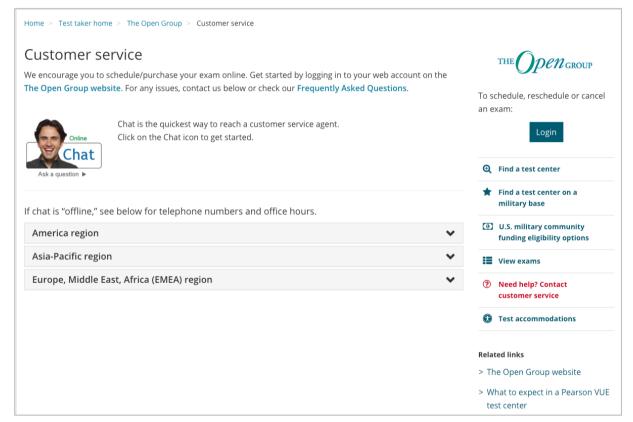
- » Q. I can't see the 'Begin Exam' button. What do I do?
- » A. Start your test within the exam window precisely 30 minutes before and up to 15 minutes after the specific appointment time. If you are unable to see the 'Begin Exam' button within the exam window, please contact your program-specific <u>customer service team</u>.
- » Q. My exam has started. Where is my proctor?
- » A. Following successful self check-in, you should be on a page that says 'You are ready for launch!' Please be patient: the majority of candidates are greeted by their proctor within ten minutes. If you are not contacted by a proctor after ten minutes, please contact your program-specific <u>customer service</u> team.
- » Q. I'm receiving an error message. What should I do?
- » A. Please read the system requirements for online proctoring (on your <u>exam program's homepage</u>) very carefully before registering and complete a system check before test day. Contact your program-specific <u>customer service team</u> to troubleshoot any questions and reduce the likelihood of errors on test day.
- » If, on test day, you are receiving an error message, please contact your program-specific customer service team for support. You can submit a web form (email) about your issue online 24/7.



Pearson VUE Customer Service



Customer Service for Exam Bookings



http://pearsonvue.com/theopengroup/contact/



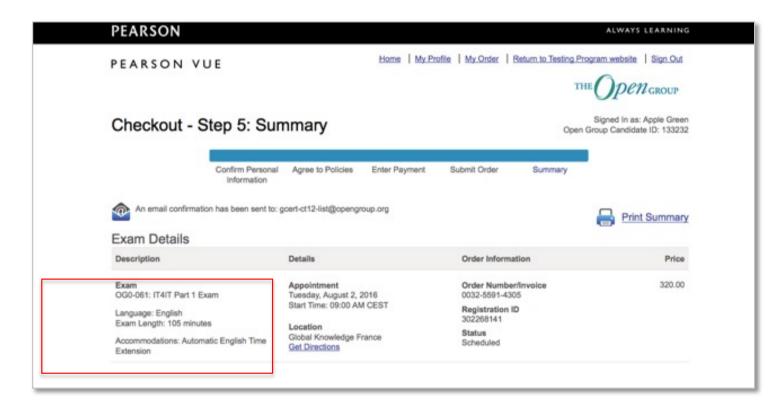
ESL Time Allowance



ESL = English as Second Language

- » Additional time may be available to candidates for whom English is not their first language
- » Part 1 or Part 2 Exam
 - Additional time is added on automatically at registration time for candidates residing in and taking an exam in a country designated as an ESL country
 - The additional time will automatically be added on and reflected on your Order Summary once you complete the registration booking.
- » TOGAF & ArchiMate Combined Exam ESL
 - Must select ESL specific exam in order to be granted additional time (OG0-093-ESL, OG0-023-ESL)

Part 1 / Part 2 ESL time is confirmed once booking process completed





ESL for candidates in a non-ESL Country

- » Candidates may request additional time if they:
 - do not currently reside in a country designated as an ESL country
 - are not native English speakers and do not have professional working proficiency of English
 - are natives of a designated ESL country or a non-English speaking region of their country
- » Must request & obtain approval from The Open Group before booking the exam. Requests will be considered on a case-by-case basis.
- » For approval, requests must be submitted via <u>The Open Group Help Desk</u> at https://help.opengroup.org, select Category: Certification and Accreditation, then program, and include the following:
 - 1. Name of the exam you would like to take
 - 2. Nationality
 - 3. Country you currently live in and the length of time you have been living there
 - 4. Scanned letter from your employer providing rationale for why you need additional time for the exam. The letter must be on company letterhead paper and include the date, name, and signature of the person writing the letter.
 - 5. Any additional evidence you have regarding your level of fluency in English



Further information on ESL

- » ESL Time Allowance
 - https://certification.opengroup.org/examinations#ESL
- » Designated ESL Countries
 - https://certification.opengroup.org/examinations/esl-countries



Test Accommodations



Test Accommodations

Home > For test takers > Test accommodations

Test accommodations

Pearson VUE is committed to providing access for all individuals with disabilities. Depending on your geographic region, test accommodations may also be known as "special arrangements" or "reasonable adjustments."

- What are test accommodations?
- What test accommodations are right for me?
- How do I request a test accommodation?

What are test accommodations?

The purpose of test accommodations is to provide candidates with full access to the test. However, test accommodations are not a guarantee of improved performance or test completion. Pearson VUE provides reasonable and appropriate test accommodations to individuals with documented disabilities who demonstrate a need for test accommodations.

Pearson VUE test accommodations may include things such as:

- · A separate testing room
- · Extra testing time
- A Reader or Recorder

Test accommodations

Select your test program

Lower-cost clinics

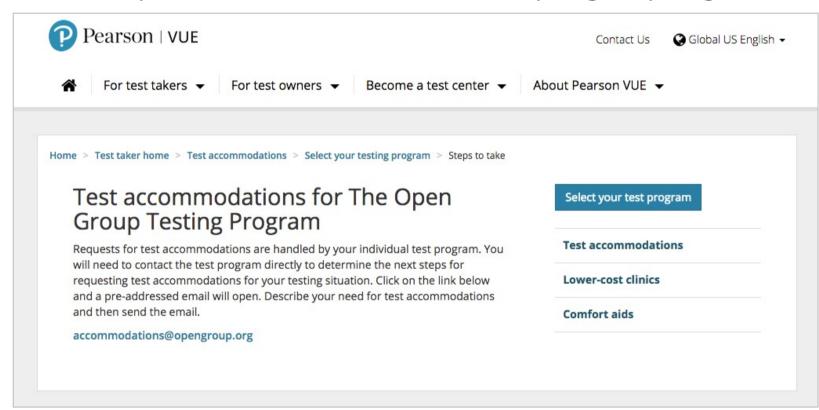
Comfort aids

http://www.pearsonvue.com/accommodations



Test Accommodations

Email request to: accommodations@opengroup.org

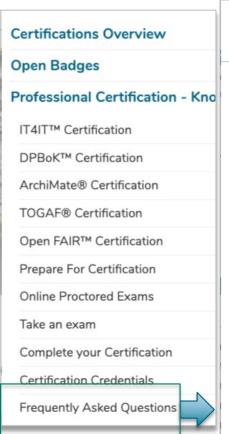


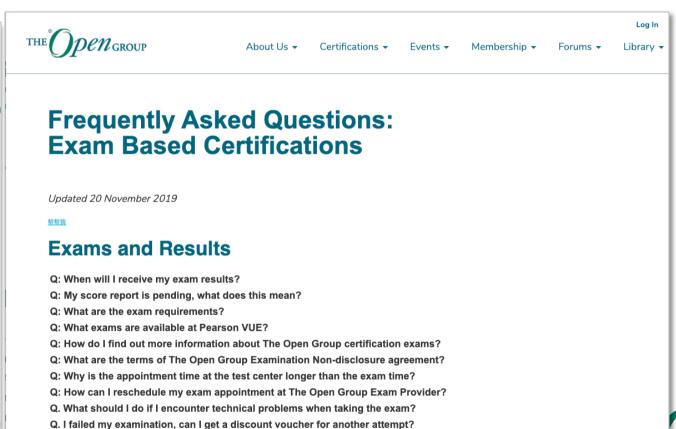


Useful Information



Frequently Asked Questions





The Open Group Help Center

https://help.opengroup.org

EXAM REGISTRATION

How can I find out more information on The Open Group examinations?

How can I register for an ESL exam?

How can I request a test accommodation?

How can I reschedule my exam appointment at The Open Group Exam Provider?

How do I register to take an exam at a Pearson VUE test center?

I am unable to connect to my Open Group account at Pearson VUE

See all 10 articles

OPEN CA AND OPEN CITS CERTIFICATION

I received confirmation that I am Open CITS certified, but I cannot find my name in the directory

What is the deadline to submit my re-certification package?

TOGAF® CERTIFICATION

Can I get a paper copy of my TOGAF certificate?

How do I obtain my TOGAF 9 certificate?

I am TOGAF 8 certified - is there still a bridge to TOGAF 9 certification?

I failed one part of the combined exam - do I need to retake both parts?

When I tried to complete the certification steps, I received an error "At this time, we do not have a record of you passing a TOGAF exam."

EXAM-BASED CERTIFICATION

Can I get an extension on my exam voucher?

How can I access my score report for my exam?

How do I find out more information about The Open Group certification

I cannot find the answer to my question

I received a voucher as part of my training course, what are the terms and conditions?

What are the next steps after completing the exam(s)?

See all 7 articles

PUBLICATIONS / BOOKSTORE

I purchased a document from the bookstore, but haven't received anything

When I try to download a "FREE MEMBERS PDF" publication it says Unauthorized



Useful Links

http://pearsonvue.com/theopengroup Home Page at Pearson VUE

https://certification.opengroup.org/take-exam

http://pearsonvue.com/theopengroup/locate/

http://pearsonvue.com/theopengroup/exams/

http://pearsonvue.com/theopengroup/contact/

http://pearsonvue.com/accommodations/

