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This document focuses on taking the Imaging Informatics Professional (IIP) certification test online. Visit the [ABII Pearson VUE site](#), [OnVUE Candidate Technical Requirements](#), [Pearson VUE Online Testing Guide](#) and the [ABII Certification Guide](#) for more information.



**Read this document carefully – don't skim it! You'll need all this information to successfully schedule and complete your test.**



## APPLICATION

Application for certification is done online at [www.abii.org](http://www.abii.org). You must first create an account that includes login identification and an account profile. The online system will guide you through creating a profile, demonstrating eligibility requirements, and submitting payment. Be sure to securely save your login identification and password.

After you've completed the application for certification step in your account profile at [www.abii.org](http://www.abii.org), we'll assign your testing window. **Wait 24 hours before contacting Pearson VUE to allow time for them to receive your authorization information.**

## ADA ACCOMMODATIONS

ABII complies with the Americans with Disabilities Act (ADA) and provides reasonable testing accommodations to candidates who demonstrate that they have an ADA-qualifying disability. Candidates must submit the necessary documentation in order to be considered for accommodations. Processing an ADA request can take up to three weeks after you submit your supporting documentation to Paradigm Testing for review.

### How to Request Accommodations

Start by answering "yes" to the question about testing accommodations on your application for certification. After we receive your application, we'll send you instructions on how to apply for accommodations.

Your application will be on hold until you submit your accommodation request and Paradigm processes it. You won't be able to schedule your test until we send you a decision letter. If you don't submit a request within a year, we'll process your application without accommodations and assign you an exam window. At that point, we can't grant any accommodations.

If you answer "no" to the testing accommodations question on your application, you'll need to take the exam without them.

## BEFORE SCHEDULING YOUR ONLINE TEST APPOINTMENT

1. **Review:** Carefully read this document and all information on the [Pearson VUE site](#), including the [Pearson VUE Online Testing Guide](#).
2. **Watch:** View the [video](#) on the OnVUE online proctoring page to understand what to expect. Please note this video does not cover ABII's environment requirements (see Page 2).
3. **Prepare:** Ensure you have the necessary technology, environment, and identification before scheduling your test (details below).

ABII complies with the Americans with Disabilities Act (ADA) and provides reasonable testing accommodations to candidates who demonstrate that they have an ADA-qualifying disability. If you need accommodations under the Americans With Disabilities Act (ADA), **you'll have to take your test at a Pearson VUE test center.**

For more information on the process for requesting ADA accommodations, see the [ABII Certification Guide](#).

### Be Sure You Have Suitable Technology

**Technical Requirements:** Your computer must meet specific technical requirements. Download and run the OnVUE system test to check your microphone, camera, and other system functions. For a detailed list of technical requirements, visit the Pearson VUE [OnVUE Candidate Technical Requirements](#).

**Security Settings:** Adjust your computer's security and privacy settings to allow OnVUE access to your webcam, audio, and microphone.

**Secure Browser:** OnVUE will open a secure browser for your test. You won't be able to print, copy, paste, switch tasks, access other applications, or take screenshots.

**Disable Programs:** Turn off firewalls and antivirus scans, as they can impair performance or prevent test completion.

**Test Equipment:** Ensure your webcam and audio/microphone are working properly.

**Enable Cookies:** Make sure internet cookies are enabled.

**Support:** For questions, check the FAQs on the linked page, call Pearson VUE at 952.905.7161 or 800.632.9055, or use the yellow chat button in the lower right corner of your screen.

**Test Center Option:** If unsure about your system or internet connection, consider scheduling your test at a Pearson VUE test center.

**For the Best Technical Experience** this chart highlights common trouble spots:

DO	DON'T
Use a laptop or desktop computer.	Don't use an iPad, tablet, iOS, or Mac OS. They don't interact well with Pearson VUE's system.
Use only one monitor—and we don't allow external monitors if you're using a laptop.	Don't use a touch screen monitor.
Be prepared to take the test without headphones or background music.	Don't use any type of headphones or headsets.

Have a separate webcam if you're using a desktop computer—even if your monitor has a built-in webcam. Otherwise, have a mirror handy.	Don't forget that you'll need to show your work area to your proctor. That's why you'll need the webcam or mirror.
Use a wired network.	Pearson strongly recommends using a wired network rather than a wireless network, as it provides better exam delivery performance. If you use a wireless network and it disconnects during your session, your test will end and we'll score it.
Use your personal, private computer.	Don't use a public or work computer, because firewalls and technical compatibility can change or otherwise affect your ability to complete the test.
Use the most up to date versions of Edge, Safari, Chrome or Firefox to register and download the secure browser.	Don't use other or outdated browsers, because they might affect your ability to access the test.
Run the OnVUE system test at least twice <b>before</b> test day. Use the same: <ul style="list-style-type: none"> <li>• Computer</li> <li>• Location</li> <li>• And internet network that you'll use for your test.</li> </ul> <p>If you have technical issues, consider rescheduling at a Pearson VUE test center.</p>	Don't forget to run the OnVUE system test again <b>on</b> the day of your test appointment. <p>If you have issues:</p> <ul style="list-style-type: none"> <li>• Reboot</li> <li>• Check all connections</li> <li>• Use Chat to try to contact Pearson VUE or your proctor.</li> </ul> <p>If you're unable to connect, you'll need to reschedule your test. Pearson VUE will allow you to reschedule twice for free before charging a cancellation fee.</p>
Have a cellphone available in case you experience difficulties. (See Have Access to a Cellphone, Page 4.)	Don't have your cellphone within reach when you sit at your computer for the test. (See Have Access to a Cellphone, Page 4.)

## Find an Appropriate Space

Check the [tips](#) on Pearson VUE's website and the [Pearson VUE Online Testing Guide](#) for a full list of environment restrictions. If you aren't sure whether your location is acceptable, we recommend scheduling your test at a Pearson VUE test center.

Select a desk or table in an uncluttered, private room **with a door that closes**. Choose a quiet location with no music or other background noise. The room must be well-lit, so you can see the assessment and the proctor can see you. Don't allow other adults, children, or pets in your testing space.

Remove all books, notepads, study materials, paper, and writing instruments. Also remove any electronic communication, recording, or listening devices from your testing space. Electronic devices include, but aren't limited to:

- Calculators (the program includes basic and scientific calculators)
- Cameras or other photographic devices
- Compact disk or other media players
- Computing watches or smart watches
- Laptop computers, tablets, or any computer other than the one on which you're taking the test
- Monitors other than the one on which you're taking the test
- Virtual assistants and voice-activated devices
- Removable storage devices
- Scan pens
- Televisions, including those used as monitors

You will need access to a cellphone (see Page 5 for details).

## Have Appropriate Identification

You must have one form of acceptable, unexpired identification to take your test.

- Your ID must be an official, government-issued ID, such as a driver's license, state ID card, passport, or tribal ID.
- Your ID must include your printed name, your photo, and your signature.
- It must show your signature and printed name **exactly as it appears in your ABII profile**. An exact match includes any cultural variations in your name (for example, the order in which your surname and given name appear).
- Make sure your ID won't expire before you take your test.

Permanent registration cards ("green cards") and other IDs that don't include your signature aren't acceptable. If Pearson VUE doesn't accept your ID, you might have to pay a fee.

If you've changed your name from the one ABII has on file, contact us by e-mail at [info@abii.org](mailto:info@abii.org) or call us at 651.994.6410 to submit documentation verifying your name change before you schedule your appointment.

## MAKE YOUR APPOINTMENT

Application for certification is done online at [www.abii.org](http://www.abii.org). You must first create an account that includes login identification and an account profile. The online system will guide you through creating a profile, demonstrating eligibility requirements, and submitting payment. Be sure to securely save your login identification and password.

After you've completed the application for certification step in your account profile at [www.abii.org](http://www.abii.org), we'll assign your testing window. **Wait 24 hours before contacting Pearson VUE, to allow time for them to receive your authorization information.** Then, if your technology, environment, and identification are appropriate, you can schedule your online test. Follow the instructions on the [Pearson VUE site](#).

Begin by creating a Pearson VUE account or signing in if you already have one.

- **Make sure you select the appropriate time zone and time of day (a.m. or p.m.).** On the Pearson VUE dashboard, select Preferences. Then scroll to the bottom and select the appropriate time zone.
- You should receive an email confirmation from Pearson VUE immediately after you schedule the appointment.
- If you don't receive a message, your appointment isn't confirmed. Go back and make sure you confirmed your selection.
- [Contact Pearson VUE](#) right away if you need to make corrections.

The Pearson VUE email contains your appointment date and time, along with other important information. Keep it until you complete your test.

## How to Change or Cancel an Appointment

You may cancel or reschedule your appointment online or by calling Pearson VUE up to 30 minutes before your scheduled appointment. (This timing applies exclusively to online tests.)

- If you call, you must speak to a scheduler, as leaving a message won't suffice.
- Pearson VUE will send you an email confirmation immediately after you reschedule or cancel an appointment.
- If you don't receive an email confirmation, contact Pearson VUE at 800.632.9055 **right away** to confirm your appointment date and time. Request a new email confirmation.
- Pearson VUE charges a rescheduling fee each time you cancel or reschedule your appointment. You'll need to pay using a credit card.
- ABII charges a reauthorization fee if you miss your appointment without canceling or rescheduling it.

## BEFORE YOUR ONLINE TEST BEGINS

Be ready for your test before you log in. Review the technology, environment, and identification requirements beginning on Page 1.

Take care of all personal needs before you begin. You are unable to take breaks, eat, drink, smoke, or chew gum during the test. Please dress appropriately, because Pearson VUE will record your session for security purposes.

### Have Access to a Cellphone

You'll need a cellphone and **one form of appropriate identification** (see Page 4) to check in for your test. Your proctor will tell you when to take a picture of your ID with your phone. If you have problems taking a picture with your cellphone, clean the camera lens and try again.

If your ID doesn't meet our requirements, Pearson VUE will end your test. You might have to pay a reauthorization fee to reschedule your appointment.

You may need to use your cellphone if you have trouble with your online technology. In that case, **your proctor will call you**, and the number will display as 617-379-0635; caller ID might also identify the number as Pearson VUE. If that number or contact information appears, answer the call. Be sure to have this number in your phone contacts list, so you'll know if your proctor is trying to call you.

Otherwise, **mute your cell phone and place it face down, out of reach behind you**. Don't touch it without your proctor's explicit permission. (In that case, the proctor must be able to see you use the phone.) Failure to follow these instructions may result in your test being terminated by the proctor.

### Sign in with Pearson VUE

Review the technology requirements (beginning on Page 1) before you begin your session. Sign in to the Pearson VUE website **at least 30 minutes before your test**. Your Pearson VUE email confirmation includes a sign-in link. You can also use your online Pearson VUE account.

If you have difficulties signing in, contact Pearson VUE's customer service team or use the Pearson OnVUE Support chat function. See *What If Something Goes Wrong?* (Page 6) to learn what happens if you can't launch your test because of technical difficulties.

Have your identification and cellphone in the room with you when you start your test. Your proctor will tell you when to take a picture of your ID with your phone.

We recommend that you complete the tutorial at the beginning of the test.

## Accept ABII's Nondisclosure Agreement

Before your test begins, ABII's Nondisclosure Agreement will appear on your screen. You'll have **two minutes** to read and accept it.

If you don't accept within two minutes, your session will end, and you won't be able to take the test that day. To reschedule, you'll need to reapply, pay the reauthorization fee, and book a new appointment.

## DURING YOUR TEST

If you need help during your test, click the yellow chat icon to contact your proctor.

Be aware of all environmental requirements (see Page 2). Follow all onscreen instructions and verbal directions from your proctor.

- Your greeter will ask you to sweep your webcam around your test area, or use a mirror, to check for security concerns.
- Once you connect with the Pearson VUE greeter, you can't move out of sight of the camera or your proctor until you've completed your test.
  - Your webcam must remain focused on you with an uninterrupted and unobstructed view.
  - Keep your eyes on the screen.
  - Don't read questions out loud or move your lips.
  - Don't talk with anyone other than the greeter or your proctor.
- No pets or other people, including children, can enter the room during your test.

## WHAT IF SOMETHING GOES WRONG?

Never use your phone to contact Pearson VUE during your exam. Always use the chat function. If a proctor doesn't respond, you might have a connectivity issue. In that case, try using the chat function on the OnVUE download page you used when checking in.

### If You Can't Launch Your Test

If you can't launch your online test because you experience technical difficulties:

- Pearson VUE will end your test.

- Pearson VUE allows you to reschedule your appointment up to two times for free if you experience technical difficulties before you answer any questions.
- If you can't launch your online test after a second appointment, schedule your next appointment at a test center.
- If you schedule a third online attempt and you can't successfully launch the test, we'll record your test as a no-show. You'll pay a reauthorization fee to ABII to reschedule your test.

### **If Another Program or Window Opens or Runs**

If any other programs or browser windows open or run on your computer, the proctor will end the test. If you've begun the test, we'll score any questions you answered.

If you haven't started the test, your Pearson VUE greeter or proctor will cancel your appointment. Once canceled, you'll be able to schedule a new appointment.

### **If You Lose Your Connection**

If you lose your OnVUE connection, use the Pearson VUE chat function on your program's online testing page to contact your Pearson VUE greeter or proctor.

### **If Pearson VUE Ends Your Test**

Your Pearson VUE greeter or proctor can end your test if:

- You log in more than 15 minutes late for your appointment.
- You leave the testing space or move out of sight of the camera after you start communicating with the Pearson VUE greeter.
- A person or pet enters the room where you're taking your test.
- You don't follow the proctor's instructions.
- You don't address any concerns the proctor identifies before or during your test.
- You use your phone without the proctor's authorization.
- You're found to have access to or have used an electronic device during your test.

If the proctor determines that you're not following expectations, the proctor will stop your test and warn you. If you don't heed the warning, the proctor will end your test. If the proctor ends your test, ABII will score any completed responses. In addition, you might be subject to an ethics review.

## **AFTER YOUR TEST**

You will see a preliminary score at the end of your test. Once we process your test, your final score will appear in your ABII profile. Allow up to 30 days for us to post your results.

## MISCONDUCT

Many security measures are enforced during test administration to ensure the integrity of ABII tests. Be aware that candidates will be observed at all times while taking the test. This includes direct observation by test center staff, as well as video and audio recording of the testing session.

Any irregular behavior during or in connection with the test – as evidenced by observation, statistical analysis of answers or otherwise – will constitute grounds for ABII to permanently bar the candidate from all future tests, to terminate the candidate's participation in the test, to invalidate the results of that test and any prior ABII test, to withhold scores or certificates, to revoke or suspend a certificate, to censure or to take any other appropriate action.

The test and related materials are copyrighted as the sole property of ABII and must not be removed from the test area or reproduced in any way. Reproduction of copyrighted material, in whole or in part, is a federal offense and may subject the candidate to the sanctions listed above. Individuals who engage in any of the following conduct will be dismissed from the test center and test administration, and their test scores will be canceled.

You could jeopardize your credential if you:

- Tamper with the operation of your computer.
- Attempt to use the computer for anything other than completing your test.
- Use notes or other materials during your assessment. Don't write on paper, your clothing, or your skin.
- Make copies of test questions.
- Remove or attempt to remove test questions and answers—in whole or in part—from the room in which you're taking your test.
- Obtain test questions before you take your test.
- Ask someone else to take the test for you.
- Attempt to take the test for someone else.
- Share assessment questions or answers with anyone.
- Steal our copyrighted material.
- Give or receive unauthorized help.
- Otherwise cheat on the test.
- Create a disturbance of any kind.

## APPEALS

### Appeals of Test Administration Procedures

ABII makes every effort to assure that tests are fairly administered in a comfortable and safe environment. You may request a review of procedures if you believe that a test was administered in a manner that substantially deviated from normal testing procedures.

If you wish to request a review you must submit a specific letter to ABII detailing the nature of the alleged deviation from normal testing procedures. Letters to ABII should indicate the administration date and test center location. The letter must be postmarked within two days of the date of test administration.

You must notify ABII in writing of any negative situations before test results are released. ABII will not investigate complaints after the candidate has received his or her results.

## Appeals of Test Scoring

ABII employs several quality-control procedures to ensure that all tests are scored with complete accuracy. However, you may request a review of the accuracy of the scoring process for the selected response (e.g., multiple choice, sorted list, select multiple) section of the test if you feel an error has occurred.

To obtain a review of scoring, send a letter or request detailing the specific reason a scoring error is suspected. Requests must be postmarked within 14 days of the score report having been posted by ABII and must be accompanied by a \$25 fee. ABII will review your responses to each question, compare those responses to the answer key, and recalculate both raw scores and scaled scores.

ABII will inform you of its findings within 30 days of receiving your written request. If ABII finds evidence of any scoring error, your original score will be canceled, and you will be notified of your corrected score.

## To File an Appeal

If you think the administration of your test deviated substantially from normal procedures, you may request a review of the procedures. To do so:

- Verify that the proctor will file a report regarding your issue.
- Request the incident number from that report.
- Submit a completed eligibility appeal request to ABII, detailing the specific nature of the alleged deviation from normal testing procedures, within two business days of the date of your test.