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## Overview

Client proctored test delivery

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## Before the event

Complete tasks prior to testing event

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## During the event

Tasks for testing event



# Client proctored – test delivery

**Admit CompTIA candidates for Pearson VUE Browser Lock test delivery**

## Overview

Roles

Symbols

**Note:**

Use the links in this sidebar and at the bottom of the page to navigate through the document.

# Overview

Client proctored test delivery offers the freedom to administer a certification test anywhere, anytime. With Client proctored delivery, your test can go “on-the-road” by managing the test details yourself using Pearson VUE delivery software.

Tests can be delivered wherever you are—at your corporate training center or a conference—with no special hardware needed. Client proctored testing supports a true bring your own device model in which test takers can test on their own computers. All administrative tools are web-based.

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**Overview**

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## Roles



Actions performed by the proctor



Actions performed by the candidate

## Symbols in this document



Additional notes for users

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## Before the event

Check exam authorizations

Run connection check

**Note:**

Use the links in this sidebar and at the bottom of the page to navigate through the document.

# Before the event

Prior to any testing event, proctors must perform a series of tasks in preparation for the testing event.


- All proctors must set up their authorization questions and password in Navigator so they can unlock test registrations.
- Proctors can also view their exam authorizations in the Proctoring application.
- Proctors must run a Connection Check to ensure the tests can be delivered at the testing venue. This checks for both a speed test and connection test.

## Before the event

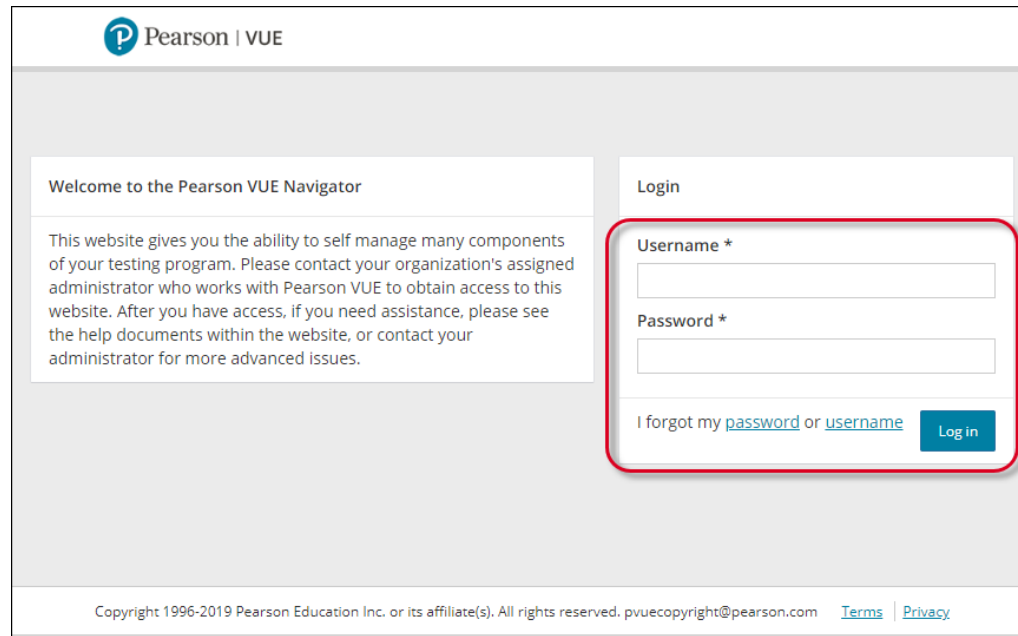
### Check exam authorizations

Run connection check

# Proctors check exam authorizations

 Prior to proctoring a test, proctors must login to Navigator to set their security questions and password. The Navigator username and password are used to unlock exams at the testing event.

1. When users are set up as proctors, an email is sent to the proctor to activate their account. They must click on the link in the email within seven (7) days of receipt to activate their account. They must log in and set up their security questions and password.
2. Launch the **Pearson VUE Navigator** portal and **Log in** with the username and password. <https://navigator.pearsonvue.com/Navigator/authenticate/login>



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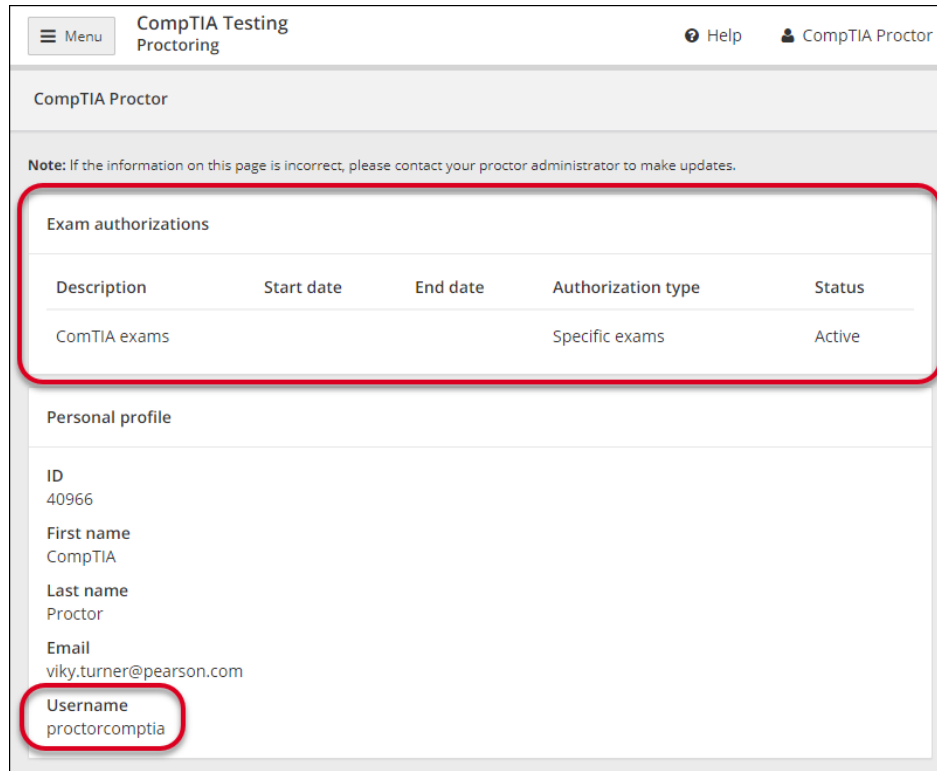
## Before the event

### Check exam authorizations

Run connection check

3. Open the **Proctoring** application in the left navigation.

Proctors are authorized to proctor specific tests. The exam authorizations section lists all the exam authorizations assigned to the proctor. An exam authorization may be set up for a single test, or a group of tests. The proctor information page lists the exam authorizations, not the specific tests the proctor is authorized to proctor.



Description	Start date	End date	Authorization type	Status
ComTIA exams			Specific exams	Active

**Personal profile**

ID  
40966

First name  
CompTIA

Last name  
Proctor

Email  
viky.turner@pearson.com

Username  
proctorcomptia

4. Click your **Username** in the upper right-hand corner and choose **Logout** from the drop-down menu.

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## Before the event

Check exam authorizations

### Run connection check

# Run connection check

#### Note



Proctors must run connection check at the test venue prior to launching a test at the event to ensure the Internet connection is working properly.

1. Launch the **Pearson VUE Navigator** portal and **Log in**.  
<https://navigator.pearsonvue.com/Navigator/authenticate/login>
2. Open the **Connection Check** application.
3. Click **Run test**.

You **must pass both the speed test and the connection test** to successfully deliver tests.

- If the speed test and the connection test were both successful, a message states that the connection check ran successfully. It also identifies how many tests can be run concurrently at your location.
- If the connection fails, see the [Connection Check online help](#) for advice on troubleshooting a failed connection check.

## During the event

Manage admissions

Unlock tests

Resume test

Technical troubleshooting

View score report

### Note:

Use the links in this sidebar and at the bottom of the page to navigate through the document.

## During the event

The following tasks are performed during the testing event. Some tasks are performed by the proctor administrator, and some tasks are performed by the test taker.

- Test takers must download the Pearson VUE Browser Lock secure browser and either launch the test they pre-registered for, or they may register for the test at the event.
- The proctor unlocks the test so the test taker can complete the test.
- If the test has been stopped for any reason, there is a section describing how to resume the test. See the [Resume test](#) section for details.
- If technical difficulties are encountered, see the [Technical Troubleshooting](#) section for details.
- At the end of the test, test taker may view their score report on the client website.

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## During the event

### Manage admissions

#### Download secure browser

Begin test (pre-registered)

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## Manage admissions

### Note

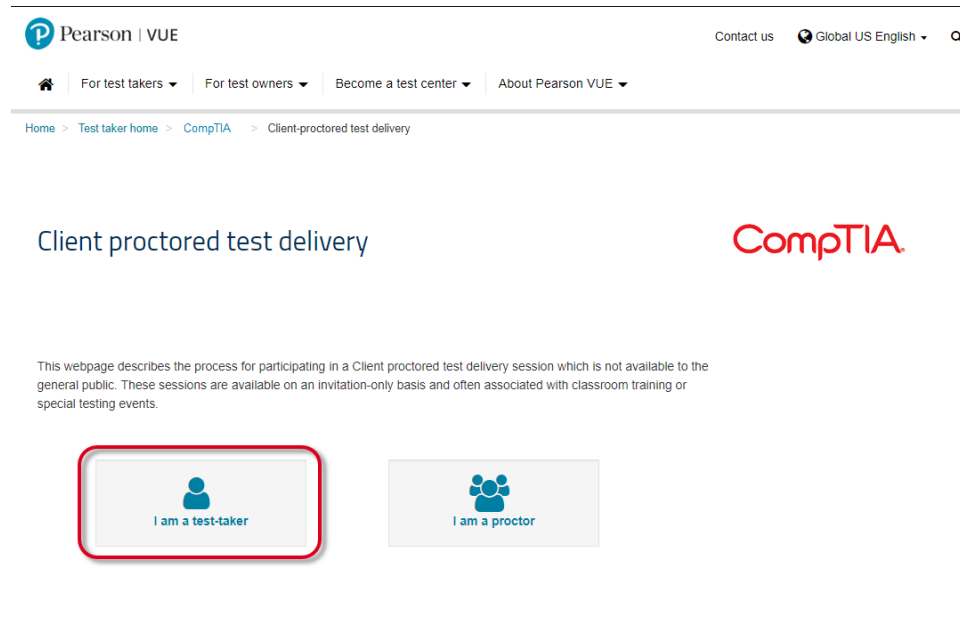


Test takers must **save any open files** and **close all open applications** prior to launching a test.

## Test taker downloads secure browser



1. Instruct test taker to launch the client landing page <https://pearsonvue.com/comptia/client-proctored>.
2. Click **I am a test taker** button.



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## During the event

### Manage admissions

#### Download secure browser

Begin test (pre-registered)

Walk-in registration

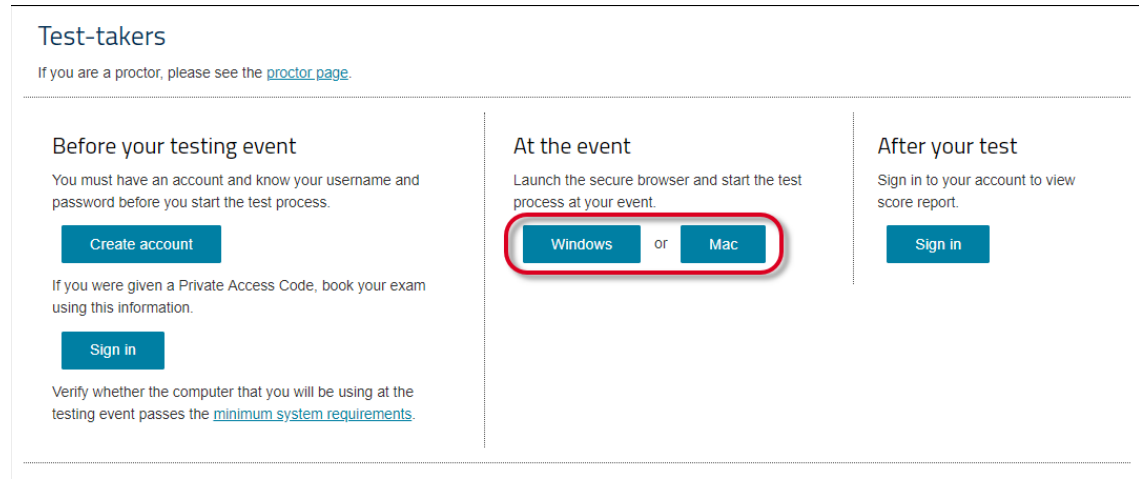
Unlock tests

Resume test

Technical troubleshooting

View score report

- Click **Windows** or **Mac** to download the secure browser for the appropriate operating system.



**Test-takers**  
If you are a proctor, please see the [proctor page](#).

**Before your testing event**  
You must have an account and know your username and password before you start the test process.

[Create account](#)

If you were given a Private Access Code, book your exam using this information.

[Sign in](#)

Verify whether the computer that you will be using at the testing event passes the [minimum system requirements](#).

**At the event**  
Launch the secure browser and start the test process at your event.

[Windows](#) or [Mac](#)


**After your test**  
Sign in to your account to view score report.

[Sign in](#)

- Click the **Pearson VUE Browser Lock installer.exe** to download the secure browser.



- Click **Agree** for the License Agreement.
- Enter **Username** and **Password** and click **Sign In**.

<p><b>Note</b></p> 	<p>If the test taker did not create a Pearson VUE web account prior to arriving at the test center, they must do so now or they will be unable to proceed.</p>
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**Begin test (pre-registered)**

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## Test taker begins test (pre-registered)



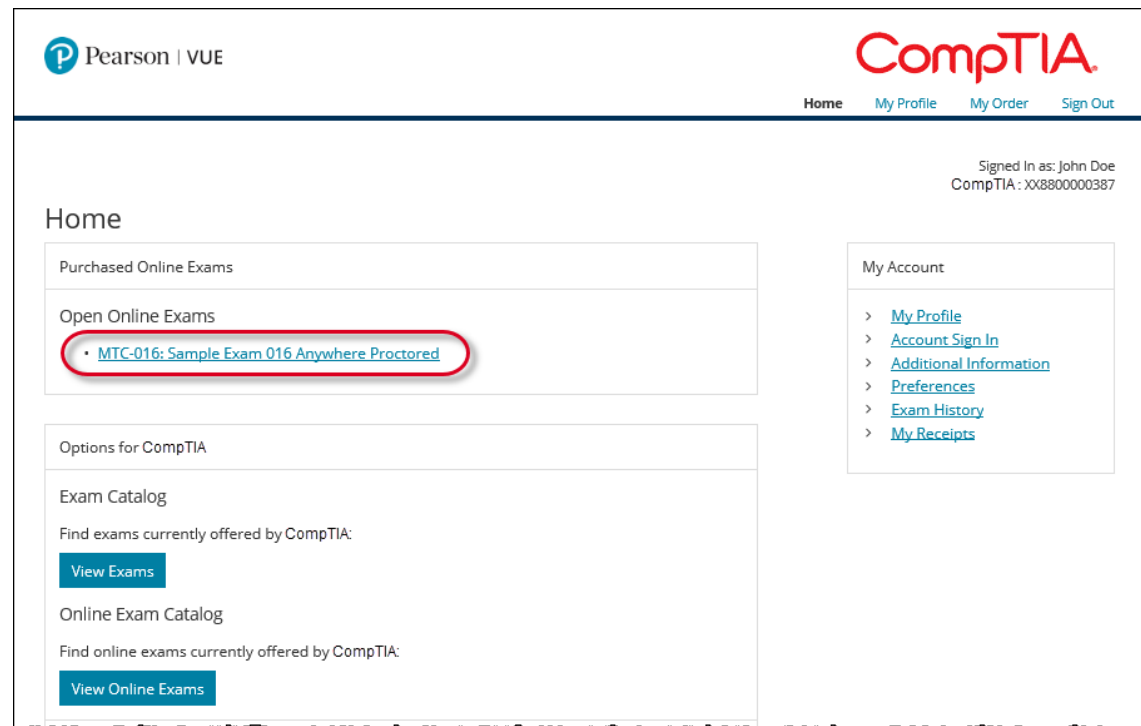
If the test taker pre-registered for the test, they can select the test in the *Open Online Exams* section to launch the test.

### Note



If the test taker has not registered for a test, see the [Walk-in registration](#) section for details on registering for a test.

1. Locate your test in the **Open Online Exams** list and click the test name.



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**Begin test (pre-registered)**

Walk-in registration

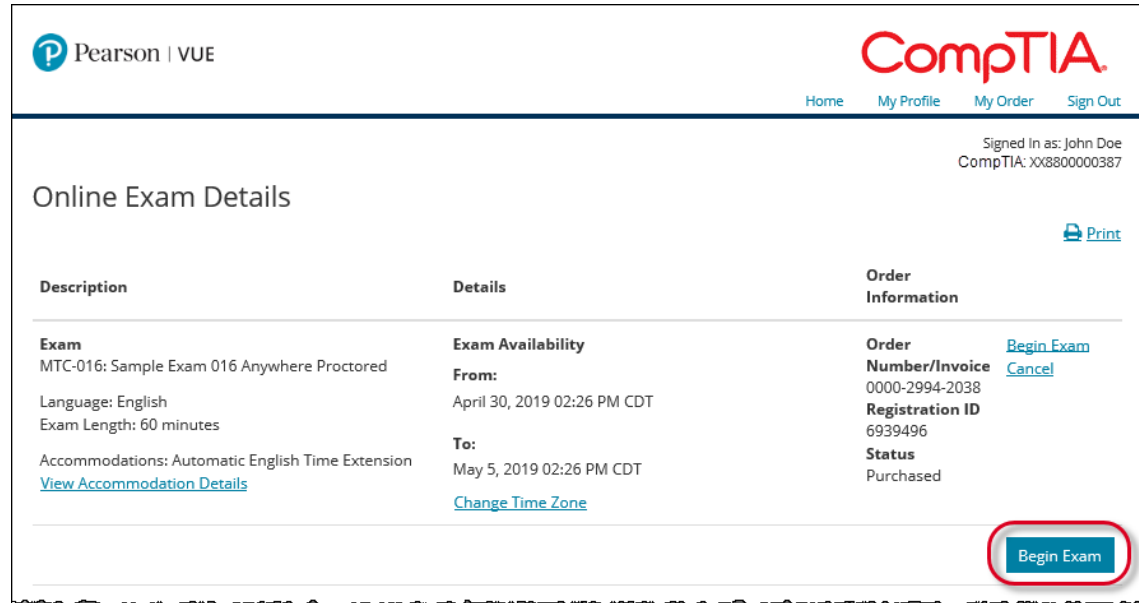
Unlock tests

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2. Click **Begin Exam**.



The screenshot shows the Pearson VUE CompTIA online exam details page. The page header includes the Pearson VUE logo and the CompTIA logo. The user is signed in as John Doe with the CompTIA ID XX8800000387. The page title is 'Online Exam Details'. There is a 'Print' button. The main content is divided into three columns: Description, Details, and Order Information. The Description column contains the exam name 'MTC-016: Sample Exam 016 Anywhere Proctored', language 'English', exam length '60 minutes', and accommodations 'Automatic English Time Extension' with a link to 'View Accommodation Details'. The Details column contains 'Exam Availability' with 'From' and 'To' dates and times, and a link to 'Change Time Zone'. The Order Information column contains 'Order Number/Invoice' '0000-2994-2038', 'Registration ID' '6939496', and 'Status' 'Purchased'. There are links for 'Begin Exam' and 'Cancel'. A red circle highlights the 'Begin Exam' button at the bottom right of the page.

Description	Details	Order Information
<b>Exam</b> MTC-016: Sample Exam 016 Anywhere Proctored Language: English Exam Length: 60 minutes Accommodations: Automatic English Time Extension <a href="#">View Accommodation Details</a>	<b>Exam Availability</b> <b>From:</b> April 30, 2019 02:26 PM CDT <b>To:</b> May 5, 2019 02:26 PM CDT <a href="#">Change Time Zone</a>	<b>Order Number/Invoice</b> 0000-2994-2038 <b>Registration ID</b> 6939496 <b>Status</b> Purchased <a href="#">Begin Exam</a> <a href="#">Cancel</a>

### Note



Skip ahead to [Unlock tests](#).

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**Walk-in registration**

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## Walk-in registration

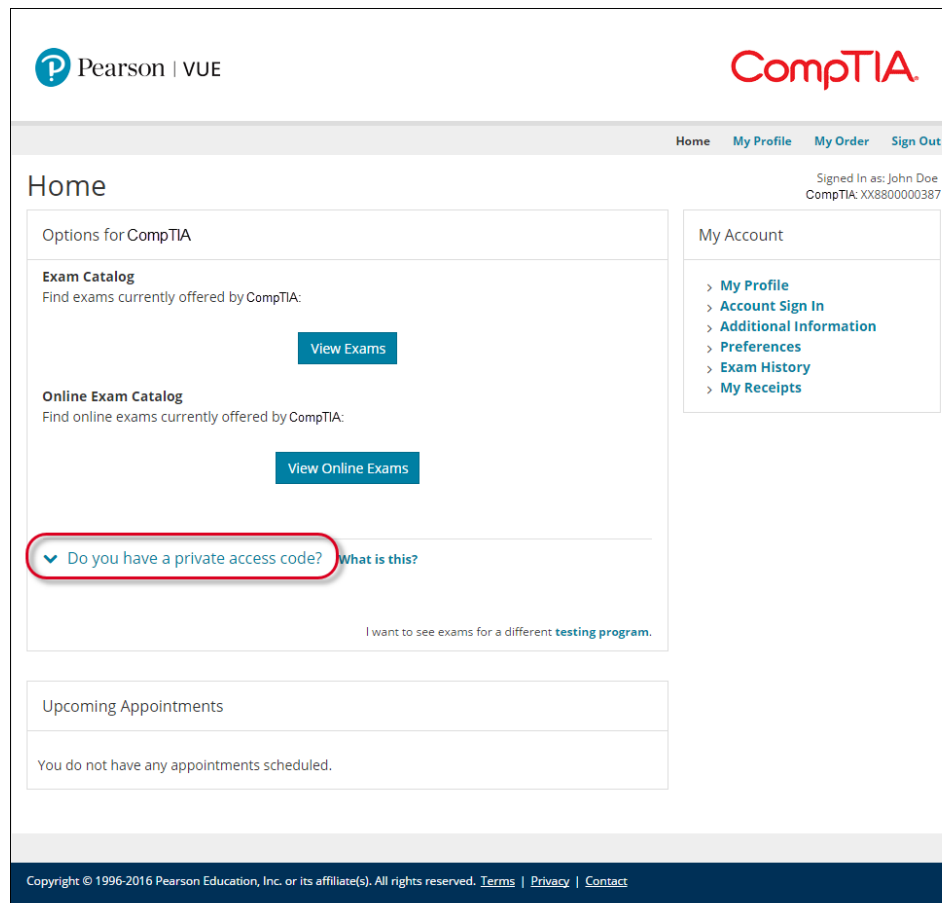
### Note



If test takers did not pre-register for the test, they must register at the event.



1. Click **Do you have a private access code.**



The screenshot shows the Pearson VUE website interface. At the top, there's a navigation bar with 'Home', 'My Profile', 'My Order', and 'Sign Out'. The main content area is titled 'Home' and includes sections for 'Options for CompTIA', 'Exam Catalog', 'Online Exam Catalog', and 'Upcoming Appointments'. A red circle highlights the link 'Do you have a private access code?' in the 'Exam Catalog' section. To the right, there's a 'My Account' sidebar with links like 'My Profile', 'Account Sign In', 'Additional Information', 'Preferences', 'Exam History', and 'My Receipts'.

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Begin test (pre-registered)

### Walk-in registration

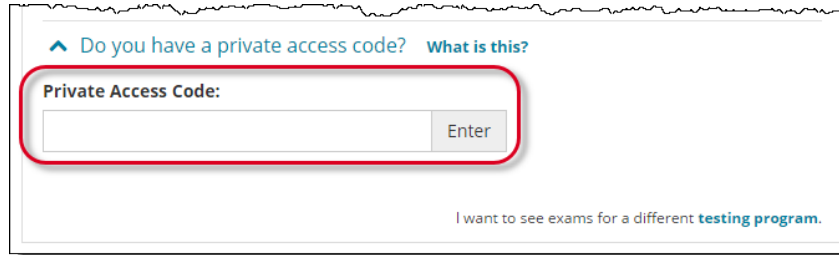
Unlock tests

Resume test

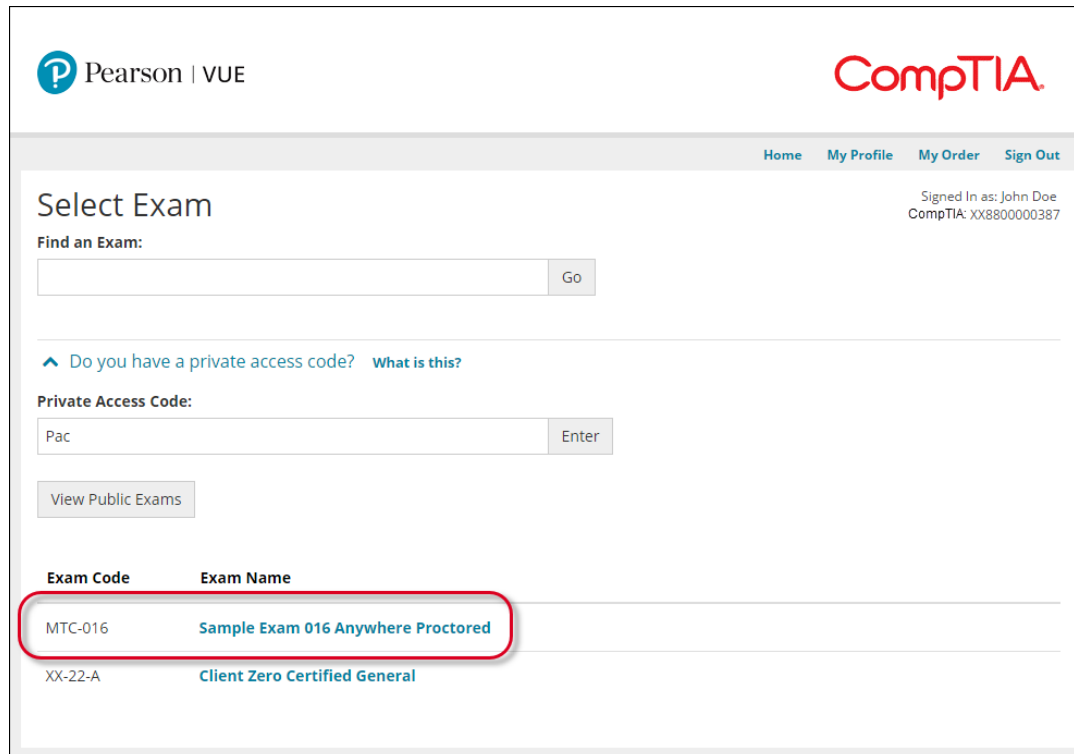
Technical troubleshooting

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2. Enter the **Private Access Code** (PAC) and click **Enter**.



3. Find your test and click the link.



4. Click **Register for this Exam**.

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## During the event

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### Walk-in registration

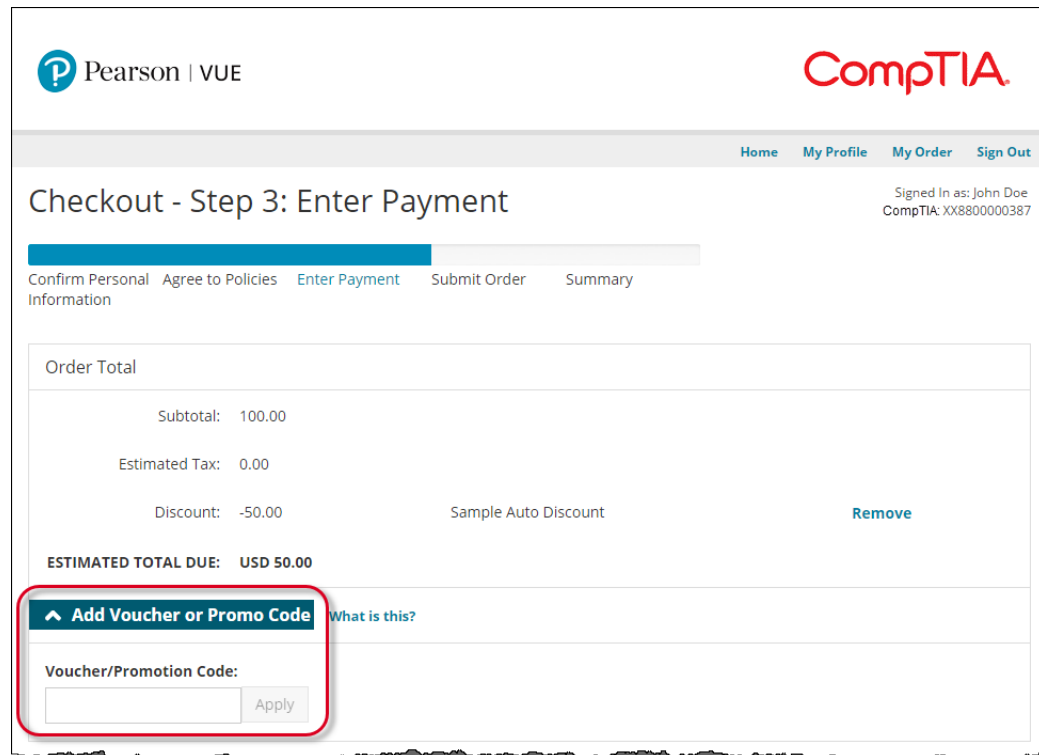
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5. Review the order and click **Proceed to Checkout**.
6. **Confirm Personal Information** and click **Next**.
7. **Read** and **agree** to the exam policies.
8. If you are paying for the test with a voucher code, enter the **Voucher/Promotion Code** and click **Apply**. Otherwise proceed to the **Payment Options**.



Pearson | VUE CompTIA

Home My Profile My Order Sign Out

Signed In as: John Doe  
CompTIA: XX880000387

### Checkout - Step 3: Enter Payment

Confirm Personal Information Agree to Policies **Enter Payment** Submit Order Summary

Order Total

Subtotal: 100.00

Estimated Tax: 0.00

Discount: -50.00 Sample Auto Discount [Remove](#)

**ESTIMATED TOTAL DUE: USD 50.00**

**^ Add Voucher or Promo Code** [What is this?](#)

Voucher/Promotion Code:

[Apply](#)

9. Select **Payment Options**.
10. Enter **Billing Address** and click **Submit Order**.
11. Click **Begin Exam**.

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## During the event

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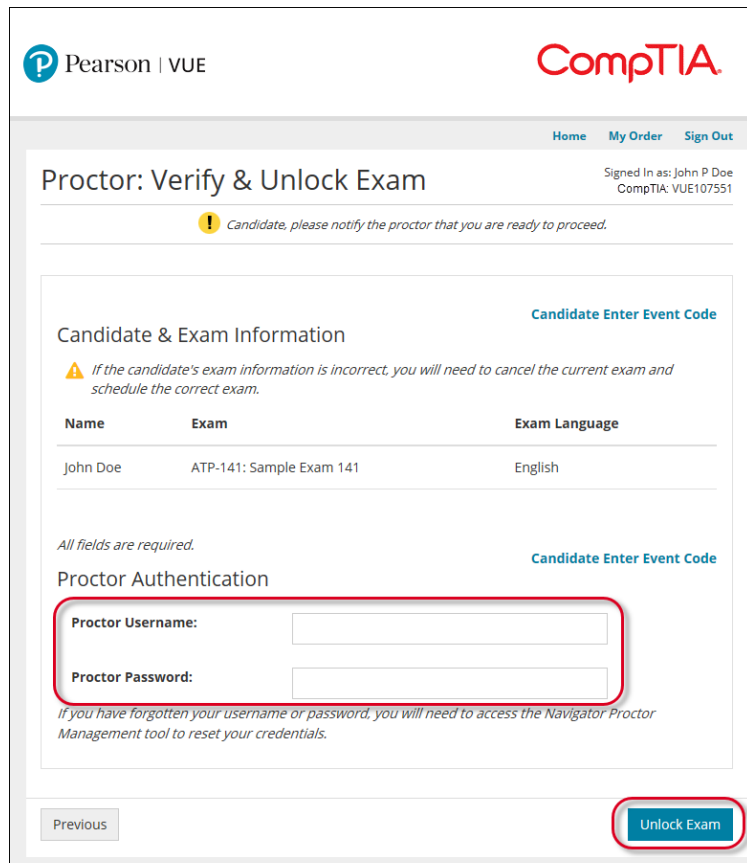
## Unlock tests



1. Candidate notifies the proctor they are ready to begin the exam.

2. Enter your **Proctor Username** and **Password**.

(The Proctor username and password are the same username and password that are used to log in to Pearson VUE Navigator portal.)



The screenshot shows the 'Proctor: Verify & Unlock Exam' page in the Pearson VUE Navigator portal. The page header includes the Pearson VUE logo and the CompTIA logo. A navigation bar at the top right contains links for 'Home', 'My Order', and 'Sign Out'. The main heading is 'Proctor: Verify & Unlock Exam', with a sub-header 'Signed In as: John P. Doe, CompTIA: VUE107551'. A yellow warning icon and text state: 'Candidate, please notify the proctor that you are ready to proceed.' Below this is a section for 'Candidate & Exam Information' with a link 'Candidate Enter Event Code'. A warning icon and text state: 'If the candidate's exam information is incorrect, you will need to cancel the current exam and schedule the correct exam.' The table below shows the candidate's information:

Name	Exam	Exam Language
John Doe	ATP-141: Sample Exam 141	English

Below the table, it states 'All fields are required.' and 'Candidate Enter Event Code'. The 'Proctor Authentication' section contains two input fields: 'Proctor Username:' and 'Proctor Password:'. A red box highlights these fields. Below the fields, a note states: 'If you have forgotten your username or password, you will need to access the Navigator Proctor Management tool to reset your credentials.' At the bottom, there are two buttons: 'Previous' and 'Unlock Exam' (highlighted with a red box).

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### 3. Click **Unlock Exam**.

#### Note



When proctors unlock a test, the test starts immediately. The test taker must be ready to begin the test. Verify with the test taker that they are ready to begin the test before you click Unlock Exam.

## Resume test



If the test stops running for any reason (e.g., lose internet service, fire alarm, etc.), the test taker may resume the test when they return to the test delivery room.

1. Launch the client landing page <https://pearsonvue.com/comptia/client-proctored>.
2. Click **I am a test taker** link.
3. Click **Windows** or **Mac** to re-launch the test in a secure browser. Test takers must select the appropriate operating system.

Test-takers

If you are a proctor, please see the [proctor page](#).

Before your testing event

You must have an account and know your username and password before you start the test process.

Create account

If you were given a Private Access Code, book your exam using this information.

Sign in

Verify whether the computer that you will be using at the testing event passes the [minimum system requirements](#).

At the event

Launch the secure browser and start the test process at your event.

Windows or Mac

After your test

Sign in to your account to view score report.

Sign in

4. Enter **Username** and **Password**, and click **Sign In**.

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5. Click the test below **Online exam**.
6. Select **Resume exam**.
7. The Proctor unlocks the test registration.
8. Test taker resumes testing on the question following the last question they answered.

## Technical troubleshooting



Before contacting support, check out this informative [Client proctored client support FAQ](#) to find a solution to your problem. If you have locked your Navigator account by unsuccessfully trying to log in more than 5 times, contact our **Client Application Support** team for assistance at <https://wsr.pearsonvue.com/appsupport/>.

## During the event

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Technical troubleshooting

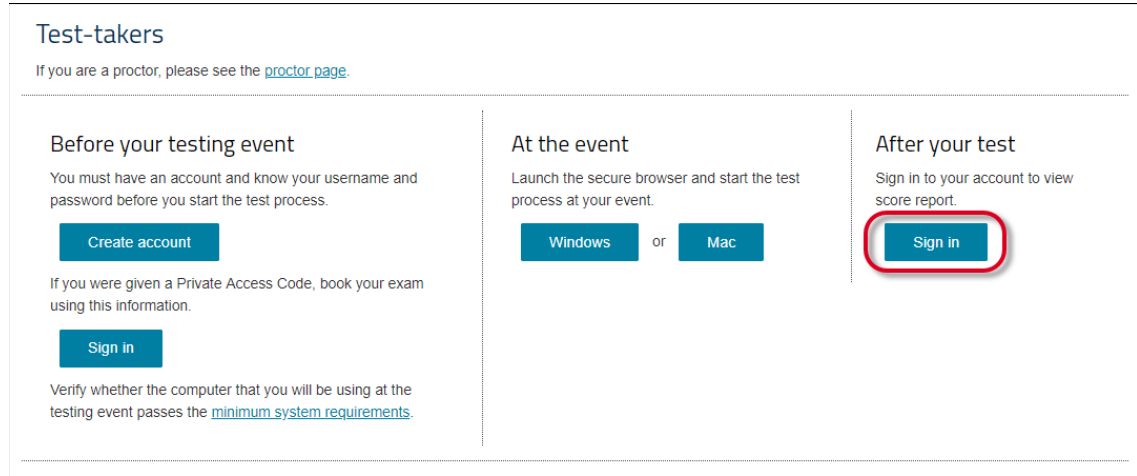
**View score report**

# View score report



The test taker's score report is available for viewing immediately following the test completion.

1. Launch the client landing page <https://pearsonvue.com/comptia/client-proctored>.
2. Click **I am a test taker** link.
3. Click **Sign in** below *After your test*.



**Test-takers**  
If you are a proctor, please see the [proctor page](#).

**Before your testing event**  
You must have an account and know your username and password before you start the test process.

[Create account](#)

If you were given a Private Access Code, book your exam using this information.

[Sign in](#)

Verify whether the computer that you will be using at the testing event passes the [minimum system requirements](#).

**At the event**  
Launch the secure browser and start the test process at your event.

[Windows](#) or [Mac](#)

**After your test**  
Sign in to your account to view score report.

[Sign in](#)

4. Enter **Username** and **Password** and click **Sign In**.
5. Click **View Score Reports**.
6. Locate the score report and click **View**.
7. Click **Open** in the download score report ribbon.

The score report opens as a PDF file.

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