

Anywhere Proctored User Guide

Admit CompTIA candidates for ITS AP exam delivery



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PearsonVUE.com

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1. Overview

Anywhere Proctored exam delivery allows clients to administer their own exams by providing their own proctors. This document explains how proctors will admit candidates for Anywhere Proctored exams, unlock candidate exams, and view the candidate score report following the exam.

Symbols in this document



Actions performed by the candidate.



Actions performed by the proctor.



Additional notes for users.

Minimum Technical Specifications

In addition to specifications needed to deliver exams in Anywhere Proctored delivery mode, a workstation must meet these minimum specifications:

- ❖ **Supported Operating Systems:** **Windows 10, Windows 8.1, **Windows 7** – Live Tiles disabled
- ❖ **Internet Browser:** **Microsoft Edge** latest version, **Internet Explorer 11, Chrome** latest version, **Firefox** latest version
- ❖ **Local install permissions are required on the exam delivery workstation**
- ❖ **Touch Screen Laptops, Tablets and Smartphones** are strictly prohibited

Warning



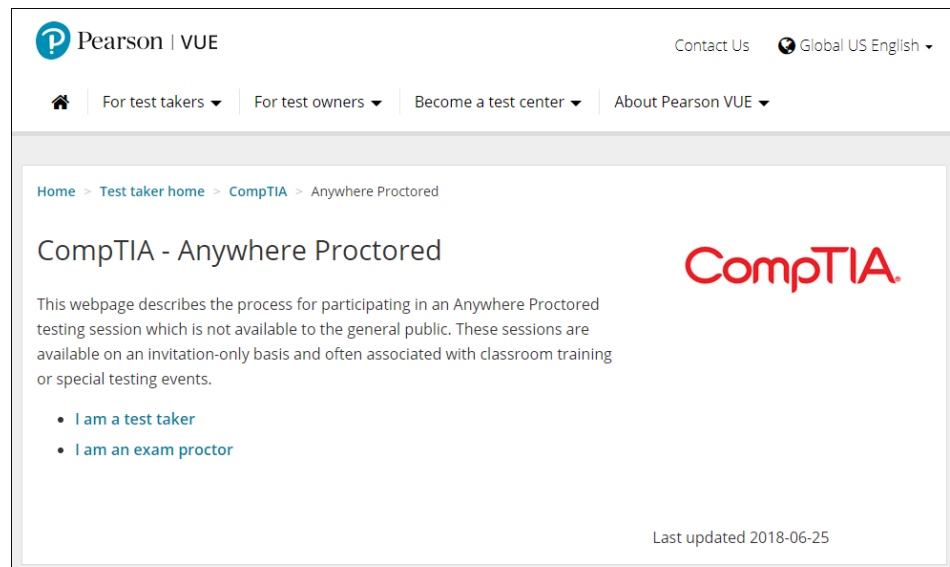
On January 14, 2020, Pearson VUE will no longer provide support for Pearson VUE software on Windows 7 operating systems.

We recommend you upgrade to **Windows 10 OS** for all workstations supporting and delivering Anywhere Proctored (AP) exams prior to January 2020.

2. Candidate Admissions

The admissions process consists of the following basic procedures: candidates register for an exam, and proctors admit the candidates by unlocking the exam. Candidates may then complete the exam. Once the exam is completed, the candidate may open the score report on the candidate website at <https://home.pearsonvue.com/test-taker.aspx>.

The candidate journey begins on the client landing page <http://pearsonvue.com/comptia/ap/>. There are two links on the client landing page, one that pertains to exam proctors, and one that pertains to candidates that will be taking an Anywhere Proctored exam.



Exam Proctor instructions

Prior to candidate testing, proctors should be familiar with the minimum technical specifications for delivering an Anywhere Proctored exam. Make sure candidates have created their web accounts before beginning the testing process. Prior to candidate testing, proctors should run a **Test Simulation**. If candidates will take the test on client supplied computers, run a **system check** on each exam delivery workstation. Make sure your testing does not fall within the Pearson VUE outage window.

CompTIA - Anywhere Proctored

Exam Proctors

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

To get started with Anywhere Proctored, review the following steps. Anywhere Proctored exams have specific technical and system requirements which have to be met in order to deliver an exam.

Proctors **must be present** for the duration of exam delivery and actively monitor the exam administration.

- 1** Verify web accounts
All candidates must have a Pearson VUE username and password for CompTIA before they can take an exam. Make sure test takers have created their [web account](#) **before** they start the test process.
- 2** Verify system requirements
Verify whether the computer being used passes the following minimum system requirements.

System requirements
- 3** Run system test
Run a system test on each machine that will be used to deliver the Anywhere Proctored exam. Turn browser pop-up blocker off during the system test.

System Test
- 4** Start test
If you are ready to start the test process, please click the button below to download the secure browser. You must check each test taker's identification prior to starting the exam.

Start test process

Having issues?



Frequently asked questions



Prior to the event

Verify the following are received and confirmed **72 hours** prior to the event

- Private Access Codes
- Proctor Credentials
- Correct Exams Display

If you find any issues prior to the day of the event with the Private Access Code, exam display and/or proctor credentials, please contact CompTIA via the following email address: proctorhelp@comptia.org

Technical problems during the exam delivery?

1. Check [Outage Schedule](#)
2. If you are experiencing issues with your username, password or Private Access Code, please contact:
Email: proctorhelp@comptia.org
3. If a technical issue arises during the time the exam is being delivered, the proctor (not the test taker) should go to [Pearson VUE Client Application Support](#) for assistance.

Run Test Simulation

Prior to candidate testing, proctors should launch the **Test Simulation** on multiple devices at the same time to simulate the network traffic of several test takers at your site. You must use one device as the controller of the simulation. We recommend you start the simulation on the proctor workstation. Or one that will not be used for exam delivery.



1. **Proctor** navigates to client website at <http://pearsonvue.com/comptia/ap/>.
2. **Proctor** clicks the **Run Test Simulation** button on the proctor device.





3. **Proctor** clicks **Start** in the *Start a New Simulation* box on the right-hand side of the page.

Pearson | VUE Site Readiness Portal

View History Return

Test Simulation

wan ip: 67.17.195.174

The Test Simulation will analyze your network infrastructure and provide a recommended maximum number of candidates that can test simultaneously.

Join an Existing Simulation

There are no active simulations detected using this wan ip. If you know the simulation number, enter it below. Otherwise, use the "Start a New Simulation" section to create a new session.

Enter Simulation Number:

Join

Start a New Simulation

Run the simulation during days and times when testing will occur to accurately project the maximum capacity. At least one device must connect before the simulation may begin. Launch on as many devices as possible to simulate network traffic of additional students. A rule of thumb is one device for every 10 candidates expected to test on this network at the same time.

Comments:

Start

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4. Take note of the **Simulation #**. You must enter this simulation number on the exam delivery workstations.

Pearson | VUE Site Readiness Portal

Return

Test Simulation: Controller

wan ip : 67.17.195.174

Simulation # : 5

Test Name : NonPVT Simulation Test

To connect another device, go to the Test Simulation page on each device and follow the instructions. Run the simulation during days and times when testing will occur to accurately project the maximum capacity. At least one device must connect before the simulation may begin. Launch on as many devices as possible to simulate network traffic of additional students. A rule of thumb is one device for every 10 candidates expected to test on this network at the same time.

Warning: If this device enters sleep mode or experiences any network interruptions, this simulation will no longer be active and a new simulation will need to be created.

| # of Active Stations | Currently Simulating |
|----------------------|----------------------|
| 0 | 0 |

Activity

| Attempt | Time | Simulated | # Errors | Avg Navigation Time (ms) | Status |
|---------|------|-----------|----------|--------------------------|--------|
|---------|------|-----------|----------|--------------------------|--------|

Each attempt takes 45 seconds to complete.

Start

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5. **Proctor** goes to consecutive exam delivery workstations and clicks **Run Test Simulation**.
6. **Proctor** clicks the **Simulation Number** or enters the simulation number in the *Join Existing Simulation* text box.

A simulated exam appears on the exam delivery workstation. Do not close this window.

7. **Proctor** repeats steps 5 and 6 on multiple exam delivery workstations.



8. **Proctor** goes back to the Proctor workstation and clicks **Start**.

Pearson | VUE Site Readiness Portal

Return

Test Simulation: Controller

wan ip : 67.17.195.174

Simulation # : 6

Test Name : NonPVTc Simulation Test

To connect another device, go to the Test Simulation page on each device and follow the instructions. Run the simulation during days and times when testing will occur to accurately project the maximum capacity. At least one device must connect before the simulation may begin. Launch on as many devices as possible to simulate network traffic of additional students. A rule of thumb is one device for every 10 candidates expected to test on this network at the same time.

Warning: If this device enters sleep mode or experiences any network interruptions, this simulation will no longer be active and a new simulation will need to be created.

| # of Active Stations | Currently Simulating |
|----------------------|----------------------|
| 2 | 0 |

Activity

| Attempt | Time | Simulated | # Errors | Avg Navigation Time (ms) | Status |
|---------|------|-----------|----------|--------------------------|--------|
|---------|------|-----------|----------|--------------------------|--------|

Each attempt takes 45 seconds to complete.

Start

On each exam delivery workstation, simulated exams are run. The proctor workstation keeps a running list of how many simulations pass. Once the simulations are done running, you can view a detailed report by clicking on the **detailed results** link.

Pearson | VUE Site Readiness Portal

View History Return

Test Simulation: Controller

wan ip : 67.17.195.174

Simulation # : 6

Test Name : NonPVTc Simulation Test

Simultaneous Candidates

Maximum number of simultaneous candidates recommended: 20

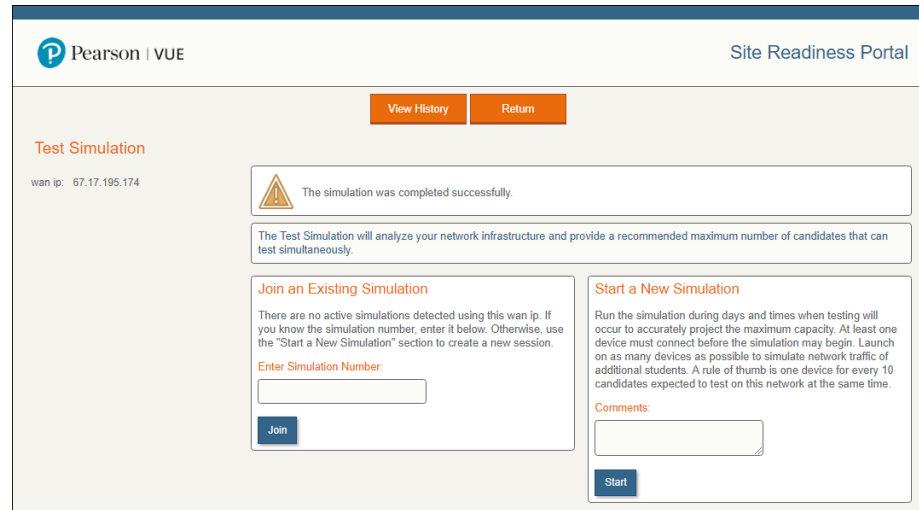
Does this number seem low? This number is limited by the number of devices connected to the simulation. To potentially increase the number of recommended simultaneous candidates, run the Test Simulation again with more devices connected to the simulation.

The simulation has ended. Please review the History page to view the detailed results.

Exit

9. **Proctor** clicks **Return** on the proctor workstation.

On each of the exam delivery workstations, proctors are notified that the simulation was completed successfully.



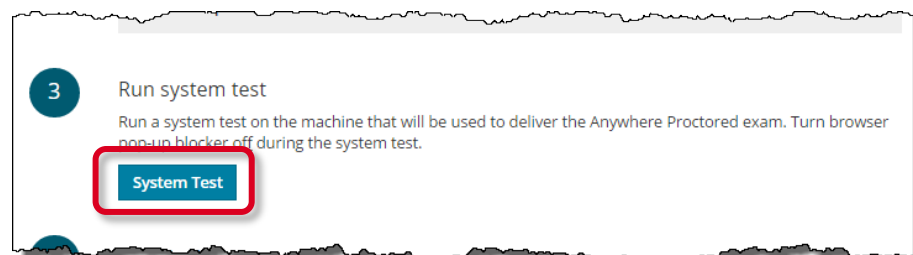
10. **Proctor** closes the web browser on each of the exam delivery workstations.

Run System Check on candidate workstation

If candidates will complete exams on client provided workstations, proctors must run a system check on each exam delivery workstation before candidates are seated for the exam to ensure the device can successfully deliver exams.



1. **Proctor** navigates to client website at <http://pearsonvue.com/comptia/ap/>.
2. **Proctor** clicks **I am an exam proctor** link.
3. **Proctor** must run a system test on each workstation candidates will use to take the exam by clicking the **System Test** button.





- The *Site Readiness Portal* launches in a new browser tab.
Proctor clicks **Run System Check**.

Pearson | VUE Site Readiness Portal

Check Readiness

wan ip: 67.17.195.174

System Check
Run the System Check to identify potential issues with this device or Internet connection. This check also verifies this device meets the minimum system requirements needed to run the test.

Run System Check

Evaluate Network
Launch the Test Simulation on multiple devices at the same time to simulate the network traffic of several test takers at your institution. We recommend coordinating the verification process with your IT staff so they can monitor network performance during the exercise.

Run Test Simulation

Advanced Readiness and Troubleshooting

Test Delivery Check Run the Test Delivery Check to take a test. This test includes samples of each question type to verify this device will deliver the test.

Bandwidth Check Run the Bandwidth Check to sample your Internet connection speeds over a period of time to see how your available bandwidth fluctuates throughout the day.

Support Tools This page will assist a technical person in identifying and eliminating issues that may be occurring at your institution. This includes downloading tools to run local network diagnostics.

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- Proctor** clicks **Run Check**. ITS recommends you close any applications running on the device as well as any additional browsers or tabs before running the system check.

Pearson | VUE Site Readiness Portal

View History Return

System Check

wan ip: 159.182.1.4

The System Check tests your device to make sure it meets the minimum requirements for test delivery. At the completion of the check, you will be provided with information regarding the specific device used and current internet connection information and possibly a list of potential issues that need to be corrected prior to testing.

System Check Information
Run the System Check on all devices used for testing. For best results, close any applications that may be running on this device as well as any additional browser windows or tabs that may be open.

First and Last Name:

Comments:

Run Check

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System Check verifies the following system settings:

- Exam delivery machine has a valid Operating System
- Display settings are configured properly
- Internet browser supports the use of cookies
- Exam will successfully launch
- Internet bandwidth available to the computer and identifies how many simultaneous exam deliveries may occur at the location

The system check takes a few minutes to run. A **System Check** report appears that identifies if all components meet the minimum system requirements for delivering an exam. Ensure the Browser, Operating System, Display, and Internet Connection all meet the minimum specifications.

Pearson | VUE

Site Readiness Portal

Download
Run Again
View History
Return

System Check Results

This device meets all site requirements. A Secure Browser may be required for delivery of the operational test. If needed, be sure to install the Secure Browser on the device prior to the test.

Additional Information

| Name | test | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|------------------------------|---|--|----------------|--------|---|----|---------------|---|----|--------------|---|---|--|---|---|--------------|---|---|---|---|---|--|---|----|--|---|---|-----------|
| wan ip Address | 158.182.1.4 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Date/Time of Report (Local) | 02/08/2018 04:27:25 PM | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Date/Time of Report (Server) | 02/08/2018 09:28:24 PM | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Country | US | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Display Resolution | 1821 x 1024 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Display Colors | 24 - bit | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Browser | Internet Explorer | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Browser Version | 11.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Platform | Windows 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cookies | Supported | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Compression | Supported | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HTML 5 Audio | Supported | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HTML 5 Video | Supported | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flash Plug-in | 27.0.0.187 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Windows Media Player | 12.0.15063.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HTTP Latency | 95 ms | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| User Agent String | Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; rv:11.0) like Gecko | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| System Language | en-US | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Download Speed | 2 Mbps (192 KB/s) | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Upload Speed | 2 Mbps (221 KB/s) | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Traceroute | <div>Traceroute Detail</div> <table> <tr> <th>Hop#</th> <th>Latency(in ms)</th> <th>Router</th> </tr> <tr> <td>1</td> <td><1</td> <td>208.188.12.58</td> </tr> <tr> <td>2</td> <td>47</td> <td>64.27.83.140</td> </tr> <tr> <td>3</td> <td>1</td> <td>1a6-2-core2.nyc.datapipe.net [64.27.83.20]</td> </tr> <tr> <td>4</td> <td>1</td> <td>64.27.83.183</td> </tr> <tr> <td>5</td> <td>1</td> <td>nyc2-edge-01.inet.qwest.net [206.45.183.33]</td> </tr> <tr> <td>6</td> <td>3</td> <td>nyc2-core-01.inet.qwest.net [206.171.134.33]</td> </tr> <tr> <td>7</td> <td>26</td> <td>63-158-219-134.dia.static.qwest.net [63.158.219.134]</td> </tr> <tr> <td>8</td> <td>*</td> <td>Timed out</td> </tr> </table> <p>Number of Hops: 8 hops Latency: 0 ms</p> | Hop# | Latency(in ms) | Router | 1 | <1 | 208.188.12.58 | 2 | 47 | 64.27.83.140 | 3 | 1 | 1a6-2-core2.nyc.datapipe.net [64.27.83.20] | 4 | 1 | 64.27.83.183 | 5 | 1 | nyc2-edge-01.inet.qwest.net [206.45.183.33] | 6 | 3 | nyc2-core-01.inet.qwest.net [206.171.134.33] | 7 | 26 | 63-158-219-134.dia.static.qwest.net [63.158.219.134] | 8 | * | Timed out |
| Hop# | Latency(in ms) | Router | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | <1 | 208.188.12.58 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | 47 | 64.27.83.140 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | 1 | 1a6-2-core2.nyc.datapipe.net [64.27.83.20] | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | 1 | 64.27.83.183 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | 1 | nyc2-edge-01.inet.qwest.net [206.45.183.33] | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | 3 | nyc2-core-01.inet.qwest.net [206.171.134.33] | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | 26 | 63-158-219-134.dia.static.qwest.net [63.158.219.134] | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | * | Timed out | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HTTP Protocol | HTTP/1.1 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mime Types | application/x-adobeasmdetect, application/x-shockwave-flash, application/futuresplash, application/x-silverlight-2, application/x-silverlight | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of Checks | 17 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of Checks Passed | 17 | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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Caution

The workstation must pass the system check. If a candidate workstation fails the system check or detects issues that may affect exam delivery (see example below), you must resolve the issue(s) and rerun the system check. If it still does not pass, see the [advanced minimum specifications](#) for details on how to resolve the issue. You may also run [Test Simulations](#), run a sample exam using the [Test Delivery Check](#), perform a [Bandwidth Check](#), or view [Support Tools](#) for additional information on how to resolve any issues. **DO NOT launch a client exam on a system that does not pass the system check or the candidate will be unable to complete the exam and may be subject to the client rescheduling fees and/or policies.**

Pearson | VUE Site Readiness Portal

Download Run Again View History **Return**

System Check Results

This device meets all site requirements, but may need attention. A Secure Browser may be required for delivery of the operational test. If needed, be sure to install the Secure Browser on the device prior to the test.

Results

| Check | Status | Details | | |
|------------------------------|-------------------------------|---|-----------------------|-------------------------------|
| Flash Plug-in | Not Supported | This browser does not use a supported version of the Flash plug-in (version 20 or higher). Download the latest Flash plug-in from the Adobe website. | | |
| Windows Media Player Plug-in | Not Supported | This browser does not use a supported version of the Windows Media Player plug-in. Download the latest Windows Media Player plug-in from the Microsoft website. | | |
| Simultaneous Users | n/a | <p>The current Internet bandwidth available to this computer is sufficient for testing a limited number of simultaneous test takers. Your location may be able to support the following estimated number of test takers:</p> <table border="1"> <tr> <td>Standard Online Tests</td> <td>178* simultaneous test takers</td> </tr> </table> <p>IMPORTANT! The calculated number of simultaneous test takers is valid for wired connections only. The quality of your local network can drastically reduce the number of simultaneous test takers, resulting in navigation delays and "Communications Errors" during the test.</p> <p>View More</p> | Standard Online Tests | 178* simultaneous test takers |
| Standard Online Tests | 178* simultaneous test takers | | | |

[Additional Information](#)



6. **Proctor** clicks **Return**.

Run Bandwidth Check

Prior to candidate testing, you may want to run a Bandwidth Check to sample your Internet connection speeds over a period of time to see how your available bandwidth fluctuates throughout the day.



1. **Proctor** clicks **Bandwidth Check** on the *Check Readiness* page.

The Bandwidth Check page opens.

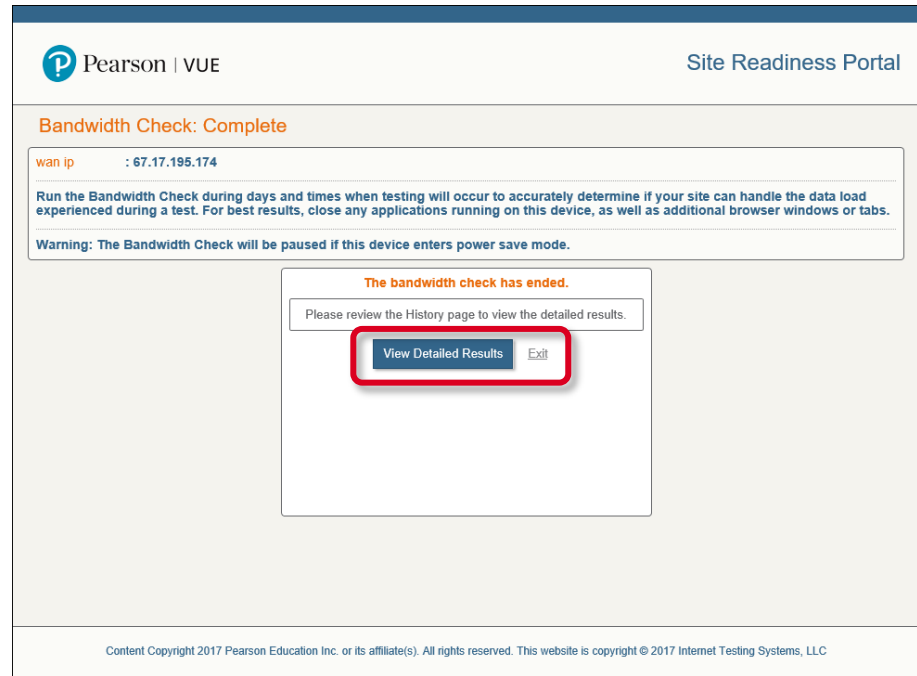
The screenshot shows the 'Bandwidth Check' page in the Pearson | VUE Site Readiness Portal. At the top, there are 'View History' and 'Return' buttons. Below the title 'Bandwidth Check', the WAN IP is listed as 67.17.195.174. A red box highlights the 'Duration' dropdown menu, which is currently set to '4 hours'. Below this is a 'Comments' text area and a 'Run Bandwidth Check' button. A text box explains that the check tests network ability with spaced checks and does not check ISP bandwidth. The footer contains copyright information for Pearson Education Inc. and Internet Testing Systems, LLC.

2. **Proctor** selects the desired **Duration** for the bandwidth check from the drop-down list and clicks **Run Bandwidth Check**.

This close-up shows the 'Duration' dropdown menu with the following options: 'One time check', '1 hour', '2 hours', '3 hours', '4 hours' (highlighted with a blue bar and a mouse cursor), '6 hours', '8 hours', and '24 hours'. Below the dropdown is a 'Run Bandwidth Check' button, which is also highlighted with a red box.



3. The bandwidth check runs through the simulation and creates a detailed report. **Proctor** clicks **View Detailed Results** to view the report or clicks **Exit** to return to the Check Readiness page.



Run Test Delivery Check

Proctors can run the Test Delivery Check to take a practice exam. This exam includes samples of each question type to verify the device can deliver the exam.



1. On the *Check Readiness* tab, **Proctor** clicks **Test Delivery Check**.
2. A practice exam opens. Proctor runs through the practice exam and completes each question type. At the end of the exam click **Finish** and **End Exam**.

Support Tools

If issues, such as communications errors, occur while delivering exams or running Test Simulations, your IT group can use MTR (My Traceroute) to help diagnose local network problems.

These configuration settings and requirements should only be implemented if you are confident you understand and can implement these settings and configuration changes. If you do not understand these configuration settings and requirements **DO NOT make changes without first consulting with the local Technology Professional.**

Test Taker instructions

Candidates must follow the instructions identified in the Test Takers section to complete the exam. Candidates must have a Pearson VUE web account username and password. If candidates are bringing their own device for testing they must check the minimum technical specifications to ensure their computer can deliver the exam, and they must run a system check before starting the exam delivery process.

CompTIA - Anywhere Proctored

Test Takers

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

At some events, a computer will be supplied for you. At others, you may be asked to bring your own. If you use your own computer to test, please follow the steps below. If a computer will be supplied for you, please just complete Step 1.

- 1** Create web account
You must have a Pearson VUE username and password for CompTIA before you can take an exam. Make sure that you have created a [web account](#) **before** you start the test process.

If you already have a Pearson VUE web account, but cannot remember your username or password, you can [look up your username](#) or [reset your password](#) online.
- 2** Verify system requirements
Verify whether the computer being used passes the following minimum system requirements.

System requirements ▼
- 3** Run system test
Run a system test on the machine that will be used to deliver the Anywhere Proctored exam. Turn browser pop-up blocker [off](#) during the system test.

System Test
- 4** Start test
If you are ready to start the test process, please click the button below to download the secure browser.

Start test process

Having issues?

? Frequently asked questions ▼

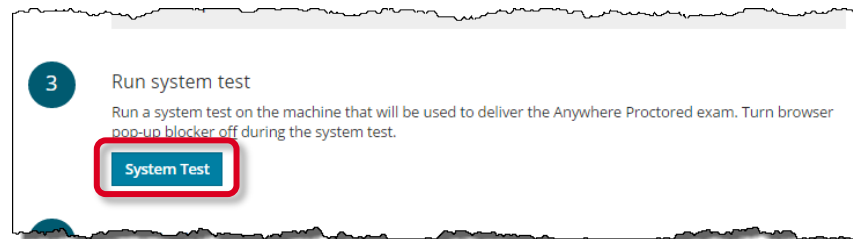
Technical problems?
If you experiencing issues with your username and/or password, please contact [Pearson VUE customer service](#).

Candidate runs System Check on candidate workstation



If candidates bring their own device for testing, they must run a system check to ensure they can successfully deliver an exam.

1. **Candidate** navigates to client website at <http://pearsonvue.com/comptia/ap/>.
2. **Candidate** clicks **I am a test taker** link.
3. **Candidate** must run a system test on the workstation they will use to take the exam by clicking the **System Test** button.




4. The *Site Readiness Portal* launches in a new browser tab. **Candidate** clicks **Run Check**. ITS recommends you close any applications running on the device as well as any additional browsers or tabs before running the system check.

System Check verifies the following system settings:

- Exam delivery machine has a valid Operating System
- Display settings are configured properly
- Internet browser supports the use of cookies
- Exam will successfully launch
- Internet bandwidth available to the computer and identifies how many simultaneous exam deliveries may occur at the location

The system check takes a few minutes to run. A **System Check** report appears that identifies if all components meet the minimum system requirements for delivering an exam. Ensure the Browser, Operating System, Display, and Internet Connection all meet the minimum specifications.


Pearson | VUE
Site Readiness Portal

Download
Run Again
View History
Return

System Check Results


This device meets all site requirements. A Secure Browser may be required for delivery of the operational test. If needed, be sure to install the Secure Browser on the device prior to the test.

Additional Information

| wan ip Address | 67.17.195.174 | | | | | | | | | | | | | | | | | | | | | |
|------------------------------|---|---|----------------|--------|---|----|---------------|---|----|--------------|---|---|--|---|---|--------------|---|---|---|---|---|-----------|
| Date/Time of Report (Local) | 02/12/2018 10:56:47 AM | | | | | | | | | | | | | | | | | | | | | |
| Date/Time of Report (Server) | 02/12/2018 03:57:48 PM | | | | | | | | | | | | | | | | | | | | | |
| Country | US | | | | | | | | | | | | | | | | | | | | | |
| Display Resolution | 1920 x 1080 | | | | | | | | | | | | | | | | | | | | | |
| Display Colors | 24 - bit | | | | | | | | | | | | | | | | | | | | | |
| Browser | Internet Explorer | | | | | | | | | | | | | | | | | | | | | |
| Browser Version | 11.0 | | | | | | | | | | | | | | | | | | | | | |
| Platform | Windows 10 | | | | | | | | | | | | | | | | | | | | | |
| Cookies | Supported | | | | | | | | | | | | | | | | | | | | | |
| Compression | Supported | | | | | | | | | | | | | | | | | | | | | |
| HTML 5 Audio | Supported | | | | | | | | | | | | | | | | | | | | | |
| HTML 5 Video | Supported | | | | | | | | | | | | | | | | | | | | | |
| Flash Plug-in | 27.0.0.187 | | | | | | | | | | | | | | | | | | | | | |
| Windows Media Player | 12.0.15063.0 | | | | | | | | | | | | | | | | | | | | | |
| HTTP Latency | 52 ms | | | | | | | | | | | | | | | | | | | | | |
| User Agent String | Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; rv:11.0) like Gecko | | | | | | | | | | | | | | | | | | | | | |
| System Language | en-US | | | | | | | | | | | | | | | | | | | | | |
| Download Speed | 6 Mbps (767 KB/s) | | | | | | | | | | | | | | | | | | | | | |
| Upload Speed | 4 Mbps (431 KB/s) | | | | | | | | | | | | | | | | | | | | | |
| Traceroute | <h4>Traceroute Detail</h4> <table> <thead> <tr> <th>Hop#</th> <th>Latency(in ms)</th> <th>Router</th> </tr> </thead> <tbody> <tr><td>1</td><td><1</td><td>206.188.12.59</td></tr> <tr><td>2</td><td><1</td><td>64.27.83.138</td></tr> <tr><td>3</td><td>1</td><td>te6-2.core2.nyc.datapipe.net [64.27.83.20]</td></tr> <tr><td>4</td><td>1</td><td>64.27.83.163</td></tr> <tr><td>5</td><td>1</td><td>6-1-38.ear2.newyork1.level3.net [4.35.90.109]</td></tr> <tr><td>6</td><td>*</td><td>Timed out</td></tr> </tbody> </table> <p>Number of Hops: 6 hops Latency: 0 ms</p> | Hop# | Latency(in ms) | Router | 1 | <1 | 206.188.12.59 | 2 | <1 | 64.27.83.138 | 3 | 1 | te6-2.core2.nyc.datapipe.net [64.27.83.20] | 4 | 1 | 64.27.83.163 | 5 | 1 | 6-1-38.ear2.newyork1.level3.net [4.35.90.109] | 6 | * | Timed out |
| Hop# | Latency(in ms) | Router | | | | | | | | | | | | | | | | | | | | |
| 1 | <1 | 206.188.12.59 | | | | | | | | | | | | | | | | | | | | |
| 2 | <1 | 64.27.83.138 | | | | | | | | | | | | | | | | | | | | |
| 3 | 1 | te6-2.core2.nyc.datapipe.net [64.27.83.20] | | | | | | | | | | | | | | | | | | | | |
| 4 | 1 | 64.27.83.163 | | | | | | | | | | | | | | | | | | | | |
| 5 | 1 | 6-1-38.ear2.newyork1.level3.net [4.35.90.109] | | | | | | | | | | | | | | | | | | | | |
| 6 | * | Timed out | | | | | | | | | | | | | | | | | | | | |
| HTTP Protocol | HTTP/1.1 | | | | | | | | | | | | | | | | | | | | | |
| Mime Types | application/x-adobeasmdetect, application/x-shockwave-flash, application/futuresplash, application/x-silverlight-2, application/x-silverlight | | | | | | | | | | | | | | | | | | | | | |
| Number of Checks | 18 | | | | | | | | | | | | | | | | | | | | | |
| Number of Checks Passed | 18 | | | | | | | | | | | | | | | | | | | | | |

Caution



The workstation must pass the system check. If a candidate workstation fails the system check or detects issues that may affect exam delivery (see example below), **contact your proctor** to help resolve the issues. **DO NOT launch a client exam on a system that does not pass the system check or the candidate will be unable to complete the exam and may be subject to the client rescheduling fees and/or policies.**

Pearson | VUE Site Readiness Portal

Download Run Again View History Return

System Check Results

This device meets all site requirements, but may need attention. A Secure Browser may be required for delivery of the operational test. If needed, be sure to install the Secure Browser on the device prior to the test.

Results

| Check | Status | Details | | |
|------------------------------|-------------------------------|---|-----------------------|-------------------------------|
| Flash Plug-in | Not Supported | This browser does not use a supported version of the Flash plug-in (version 20 or higher). Download the latest Flash plug-in from the Adobe website. | | |
| Windows Media Player Plug-in | Not Supported | This browser does not use a supported version of the Windows Media Player plug-in. Download the latest Windows Media Player plug-in from the Microsoft website. | | |
| Simultaneous Users | n/a | The current Internet bandwidth available to this computer is sufficient for testing a limited number of simultaneous test takers. Your location may be able to support the following estimated number of test takers: <table border="1"><tr><td>Standard Online Tests</td><td>178* simultaneous test takers</td></tr></table> <p>IMPORTANT! The calculated number of simultaneous test takers is valid for wired connections only. The quality of your local network can drastically reduce the number of simultaneous test takers, resulting in navigation delays and "Communications Errors" during the test. View More</p> | Standard Online Tests | 178* simultaneous test takers |
| Standard Online Tests | 178* simultaneous test takers | | | |

Additional Information

The quality of your local network can drastically reduce the number of simultaneous test takers, resulting in navigation delays and "Communications Errors" during the test. [View More](#)

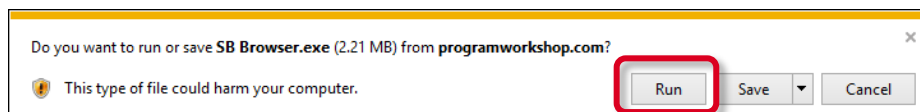


5. **Candidate closes** the **System Check** tab and goes back to the client/ap web page.

Candidate downloads secure browser



1. **Candidate** navigates back to <http://pearsonvue.com/comptia/ap/>.
2. **Candidate** clicks **Start test process**.
3. **Candidate** clicks **Run** in the **Do you want to run or save SB Browser.exe** ribbon.



Note



Always run the browser off the website rather than saving it to the local machine. This ensures the current version of the exam driver is always used for exam delivery.

4. **Candidate** enters **Username** and **Password** and clicks **Sign In**.

Note



If candidate 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.

Candidate registers for exam



1. **Candidate** clicks **Do you have a private access code** link.

The screenshot shows the Pearson | VUE CompTIA Home page. The user is signed in as 'Sam Tester' with a 'CompTIA ID: ID Pending'. The page has a navigation bar with links for Home, My Profile, My Order, and Sign Out. The main content area is titled 'Home' and contains several sections: 'Options for CompTIA Testing', 'Exam Catalog' (with a 'View Exams' button), 'Online Exam Catalog' (with a 'View Online Exams' button), 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 is a 'My Account' sidebar with links for My Profile, Account Sign In, Additional Information, Preferences, Exam History, View Score Reports, and My Receipts. At the bottom right, there is a 'CompTIA Marketplace' banner.

2. **Candidate** enters **Private Access Code** (PAC) provided by the Proctor and clicks **Enter**.

The screenshot shows a form for entering a Private Access Code. The form has a title 'Do you have a private access code?' with a 'What is this?' link. Below the title is a text input field labeled 'Private Access Code:' and an 'Enter' button. A red circle highlights the input field and the 'Enter' button. At the bottom right, there is a link 'I want to see exams for a different testing program.'



3. If there is more than one exam assigned to a Private Access Code, **candidate** must select the desired exam on the **Select Exam** page by clicking the **Exam Name** link.

Pearson | VUE CompTIA

Home My Profile My Order Sign Out

Signed in as: Sam Tester
CompTIA ID: ID Pending

Select Exam

Find an Exam:

Do you have a private access code? [What is this?](#)

Private Access Code:

View Public Exams

| Exam Code | Exam Name |
|-------------|--|
| 001-CE_Test | Anywhere Proctored wPAC |
| 012-AP | AP Only |
| APE-Test | My Anywhere Proctored Exam |

4. If the exam may be delivered in multiple languages, **candidate** selects the **preferred exam language** and clicks **Next**.

Home My Profile My Order Sign Out

Signed in as: Sam Tester
CompTIA ID: ID Pending

Select Exam Language

For: 001-CE_Test: Anywhere Proctored wPAC

What is your preferred language for the exam?

☒ English
☐ Japanese
☐ Spanish-Castilian

Previous Next



5. **Candidate** reviews **Exam Details** and clicks **Register for this Exam**.

Home My Profile My Order Sign Out

Signed In as: Sam Tester
CompTIA ID: ID Pending

Exam Details

Exam:
001-CE_Test: Anywhere Proctored wPAC
[View Testing Policies](#)

Price*:
USD 10.00

Language:
English

Exam Availability:
October 1, 2018 - October 2, 2018

System Requirements:
Exam Level "Minimum System Requirements" for CompTIA - Testing

*Prices listed are based on today's date and do not include local taxes which may be applicable.

Previous Register for this Exam

6. **Candidate** answers any registration questions, and clicks **Next**.

Home My Profile My Order Sign Out

Signed In as: Sam Tester
CompTIA ID: ID Pending

Additional Questions from CompTIA Testing

For: APE-Test: My Anywhere Proctored Exam

Required information is marked with an asterisk (*).

Enter information on this page in the Roman alphabet. (Alphanumeric)

Are you a veteran using government funding (e.g. WIA, Post 9/11 GI Bill) to pay for your CompTIA certification costs?

☒ Yes
☐ No

***Are you taking a CompTIA exam in the country of which you are a citizen/permanent legal resident?**

☐ Yes
☐ No

For more information please email examsecurity@comptia.org.
CompTIA may randomly audit your exam records.
If this occurs, you will need to submit the requested information to complete the audit within the given timeframe.
Failure to respond will result in the invalidation of your exam score.
Note: If you do not possess proper authorization to test out of country, the exam score will be invalidated and the certification will be removed.

If you need to make any changes to any field in bold, please contact our [customer service team](#).

Previous Next



7. **Candidate** clicks **Proceed to Checkout** on the My Order page.

My Order

| Description | Details | Price | Actions |
|--|---|-------|------------------------|
| Exam 001-CE_Test: Anywhere Proctored w/PAC Language: English Appointment Length: 40 minutes | Exam Availability From: October 1, 2018 To: October 2, 2018 | 10.00 | Remove |

Total Due

Subtotal: 10.00
Estimated Tax: 0.00
ESTIMATED TOTAL DUE: USD 10.00

[Add Another Exam](#) [Proceed to Checkout](#)

You can enter voucher/promotion codes on the payment screen.

8. **Candidate Confirms Personal Information** and clicks **Next**.

Checkout - Step 1 of 5: Confirm Personal Information

Name: Sam Tester

Telephone: +1 952-681-3941 [Edit](#)

Correspondence Language: [Edit](#)

Confirmation Preferences:

Reminder Preferences:

[Previous](#) [Next](#)

9. **Candidate** reads client policies, selects **I have read and agree to the Client policies listed above** and clicks **Next**.

Checkout - Step 2 of 5: Agree to Policies

CompTIA Testing Terms and Conditions

This is a Proctored Exam Category level policy under the Terms & Conditions.

CompTIA Testing Policies

[Click here to read all policies.](#)

☒ I have read and agree to the CompTIA Testing policies listed above.

[Previous](#) [Next](#)

On the Enter Payment page there are 3 separate sections:
Order Total, **Payment Options**, and **Billing Address**.



10. **Candidate** clicks **Add Voucher or Promo Code** link if they are paying for the exam with a voucher code, enters **Voucher/Promotion Code**, and clicks **Apply**. Otherwise the candidate proceeds to the Payment Options section.

Checkout - Step 3 of 5: Enter Payment

Order Total

Subtotal: 10.00

Estimated Tax: 0.00

ESTIMATED TOTAL DUE: USD 10.00

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

Voucher/Promotion Code:

Apply

11. **Candidate** selects **Payment Options** if paying for the exam via electronic payment.

Required information is marked with an asterisk (*).

Payment Options





I would like to pay for this order with the following:

☒ Credit/Debit Card

☐ Electronic Check (Exams paid by Electronic Check must be scheduled on or after 7 Oct 2018. Please select a later appointment date or a different payment type.)

Card Details

We accept the following cards:

*Card Type:

Select one...

*Card Number:

(Do not include hyphens or spaces)

*Expiration Date:

10 2018

*Cardholder's Name:

(Name as it appears on card)

*Security Code:

[What is this?](#)



12. Candidate enters the **Billing Address** and clicks **Next**.

Billing Address

This address must match the address that appears on the account.

***Country/Region:**
United States ☐

***Address 1:**
5601 Green Valley Dr.

Address 2:

Address 3:

***City:**
Bloomington

***State:**
Minnesota ☐

***Zip/Postal Code:**
55437

***Telephone:**
+ 1 952-681-3941
[Country Codes](#)

Your card will not be charged until you submit your order on the next page.

Previous **Next**

13. Candidate clicks **Submit Order**.

Home My Profile My Order Sign Out

Signed in as: Sam Tester
CompTIA ID: ID Pending

Checkout - Step 4 of 5: Submit Order

Your order is NOT complete until you click the "Submit Order" button.

Confirm Order Details

| Description | Details | Price |
|---|--|-------|
| Exam 001-CE_Test: Anywhere Proctored w/PAC Language: English Appointment Length: 40 minutes | Exam Availability From: October 1, 2018 To: October 2, 2018 | 10.00 |

Payment Details

Exams for
Name:
Sam Tester
CompTIA ID:
ID Pending

Order Total

| | |
|-------------------|------------------|
| Subtotal: | 10.00 |
| Tax: | 0.00 |
| TOTAL DUE: | USD 10.00 |
| VISA ****1443 | USD 10.00 |

Previous Cancel Order **Submit Order**



14. **Candidate** clicks the **Begin Exam** link on the **Summary** page and notifies proctor they are ready to begin their exam.

[Home](#) [My Profile](#) [My Order](#) [Sign Out](#)

Checkout - Step 5 of 5: Summary

Signed In as: Sam Tester
CompTIA ID: ID Pending

You have successfully purchased an online exam. You may begin the exam now, or return to your home page to begin the exam later. Exam availability details are listed below.

An email confirmation has been sent to: vilyturner@msn.com [Print Summary](#)

Online Exam Details

| Description | Details | Order Information | Price |
|--|--|--|-------|
| Exam 001-CE_Test: Anywhere Porctored wPAC Language: English Appointment Length: 40 minutes | Exam Availability From: October 1, 2018 10:51 AM CDT To: October 2, 2018 10:51 AM CDT | Order Number/Invoice 0000-2803-1191 Registration ID 6824495 Status Pending | 10.00 |

[Begin Exam](#)

Proctor admits candidate for exam



1. **Proctor** enters **Proctor Username** and **Proctor Password** and clicks **Unlock exam**.

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



Note

When you unlock an exam, the exam starts immediately. The candidate must be ready to begin the exam immediately. Verify with the candidate that they are ready to begin the exam.

Home My Profile My Order Sign Out

Signed In as: Sam Tester
CompTIA ID: ID Pending

Proctor: Verify & Unlock Exam

Candidate, please notify the proctor that you are ready to proceed.

Candidate & Exam Information

⚠ If the candidate's exam information is incorrect, you will need to cancel the current exam and schedule the correct exam.

| Name | Exam | Exam Language |
|------------|--------------------------------------|---------------|
| Sam Tester | 001-CE_Test: Anywhere Proctored wPAC | English |

All fields are required.

Proctor Authentication

Proctor Username:

Proctor Password:

If you have forgotten your username or password, you will need to access the Navigator Proctor Management tool to reset your credentials.

Previous **Unlock Exam**



2. **Candidate** completes the exam.
3. At the end of the exam, the **candidate** returns to the Home page.

Candidate views Score Report on candidate website

The candidate score report is available for viewing on the candidate website immediately following the exam completion.



1. **Candidate** opens web browser and navigates to <https://home.pearsonvue.com/test-taker.aspx>.
2. **Candidate** searches for **client name**, enters **Username** and **Password** and clicks **Sign In**.
3. **Candidate** clicks **View Score Reports**.
4. **Candidate** locates their score report and clicks **View**.
5. **Candidate** clicks **Open** in the download score report ribbon.

The score report opens as a PDF file.

6. **Candidate closes** the **score report**.
7. **Candidate logs off** the candidate website.