Overview
Client proctored exam delivery

System requirements
Configure Internet connectivity

Configure site
Configure test site for testing event

Site activation
Tasks to activate the site

Before an event
Tasks to complete before a test event

Event day
Tasks to complete on event day

Test the system
Schedule test and complete exam

Client proctored – appointment required – admin user guide

Athena—Browser Edition test driver

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Overview

Roles

Symbols

Contacts

Technical support

Overview

Client proctored – appointment required exam delivery allows clients to set up a testing site at their own facility, using their own equipment. Clients are responsible for maintaining site configurations, setting up their own proctors, and running the testing site. The Pearson VUE Browser Lock secure browser launches Exam Launchpad. Exams are then delivered via the Athena—Browser Edition test driver.

This document covers how to install and configure all the software and site settings so you can administer your own Client proctored testing site.

This section identifies symbols you will see in this document and how to contact VUE Support Services (VSS) for technical assistance.

See the Client proctored – appointment required A-BE proctor user guide for instructions on how to administer a Client proctored – appointment required testing event. This guide was written for proctors to include only those procedures needed to administer a testing event.

Note

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

Overview

Roles

Symbols

Contacts

Technical support

Roles

Actions performed by the Site Administrator

Actions performed by the proctor

Actions performed by the candidate

Symbols in this document

Additional notes for users

Warnings users must pay attention to

Used when security measures are discussed in the guide.

Overview

Roles

Symbols

Contacts

Technical support

Contacts

The Contacts page identifies who to contact for non-technical support, for example assistance with accommodations, exam registration issues, or help on maintaining your schedule.

Technical support

For technical support issues such as trouble with software or issues with connectivity, please visit the **Pearson VUE VSS Support** page at www.pearsonhelp.com. This site allows you to connect with a remote operator to receive support, use Live chat to connect with a VUE Support Specialist, locate the region-specific phone numbers to call and speak with a VUE Support Specialist, as well as other support links.

System requirements

Proctor & Candidate requirements

Internet access

Configure Internet connectivity

System requirements

This section provides information you need to prepare a site for a Client proctored – appointment required testing event. Please make sure you read this information carefully and perform all necessary procedures before starting the process described in the Configure Site section of this document.

All tasks in this section are performed by the site administrator or the local network administrator.

- Verify your Administration workstation and all exam delivery workstations meet the minimum system requirements
- Verify the Administration workstation and all exam delivery workstations can properly connect to the Internet
- Verify the Administration workstation and all exam delivery workstations can access the required URLS to deliver and administer exams

Note

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

System requirements

Proctor & candidate requirements

Internet access

Configure Internet connectivity

Proctor & candidate technical requirements

Caution

Pearson VUE does not support the following:

- **Virtual machines** in any form are prohibited

Site administrators must ensure the exam delivery and proctor workstations meet the minimum system requirements to deliver an exam.

See the Advanced technical requirements document for a complete list of the minimum and recommended exam delivery and administration workstation system requirements.

- Client proctored – appointment required Advanced Technical Requirements for A—BE

System requirements

Proctor & candidate requirements

Internet access

Configure Internet connectivity

Caution

If you have any trouble running the IBT exam(s) using the Pearson VUE Browser Lock secure browser or the Athena—Browser Edition (A-BE) test driver, check the Advanced Technical Requirements for additional configuration that may be required.

Touch Screen Laptops, Tablets and Smartphones are strictly prohibited. (Examples of prohibited portable computing devices include, but are not limited to: Surface Pro, Chromebooks, Android and iOS phones, and tablets.) Using a wired network connection is strongly encouraged because it is more secure and more reliable. Since the proctor and Pearson VUE do not control the internet, performance is dependent on the local internet connection. Keep in mind that a slow internet connection may impact the candidate's experience.

Caution

If candidates will use wireless connections, it is the Test Administrator's (proctor) responsibility to verify the wireless connection is configured to meet the following requirement prior to candidate testing:

- The wireless connection must be set with the highest level of security available—**WPA2** (preferred) or **WPA**.
- WEP is not allowed.
- Open or unsecured wireless networks are strictly prohibited.

System requirements

Proctor & Candidate requirements

Internet access

Configure Internet connectivity

On the day of the testing event, proctors must run a Connection Check from the exam delivery room to ensure the internet bandwidth can handle the volume of exams and to ensure a connection to the cluster can be made. See the Run Connection Check section.

Internet access

Both the Administration workstation and the exam delivery workstations must have access to the Internet to maintain site information, access the Connect/ServiceDirect case reporting system, and to deliver internet-based exams. For performance reasons, access must be through an existing office LAN connection to the Internet, or another high-speed option such as cable, DSL, or ISDN.

The speed and availability of your test center's Internet connection will have a direct impact on the quality of your test center's operations.

System requirements

Proctor & Candidate requirements

Internet access

Configure Internet connectivity

Configure Internet connectivity settings

The Client proctored – appointment required test center requires access on the **Administration** and **Exam Delivery Workstations** to the following URLs during setup and/or delivery. Please work with the local network administrator to ensure that the following websites can be accessed:

WEBSITE	ADMINISTRATION WORKSTATION	EXAM DELIVERY WORKSTATION
www.pearsonvue.com	N/A	Required for candidates to register and pay for exams
https://connect.pearsonvue.com/Connect/#/authenticate/login	Required as part of the setup process to access the case, download the security certificate, and secure browser.	N/A

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Create Proctor users

Note

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

Configure the site

Client proctored – appointment required exam delivery consists of an administration workstation and one or more exam delivery workstations connected to the Internet. The Client proctored – appointment required applications are accessed on these workstations.

There are four web-based applications that work together to manage exam delivery at Client proctored centers: **Site Manager**, **Connect User Management**, **Proctoring**, and **Exam Launchpad** via the secure browser.

This section of the document walks you through:

- How the initial site user is added to the system and how to login to the Connect portal, verifying your user profile is assigned the correct roles
- Verifying your user account is properly configured
- How to configure open and closed site rules, set up exam delivery workstations, set up assets, enter site directions, and select site contacts in Site Manager
- How to create Proctor users that will admit candidates for exams and unlock the exams, and capture candidate photographs if the client requires it

Configure site

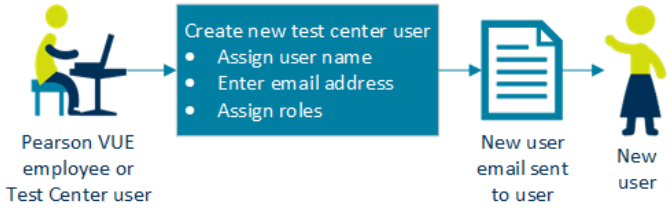
- New user flow
- Login to Connect
- Connect User Management
- Site Manager configuration
- Create Proctor users

Connect portal new user flow

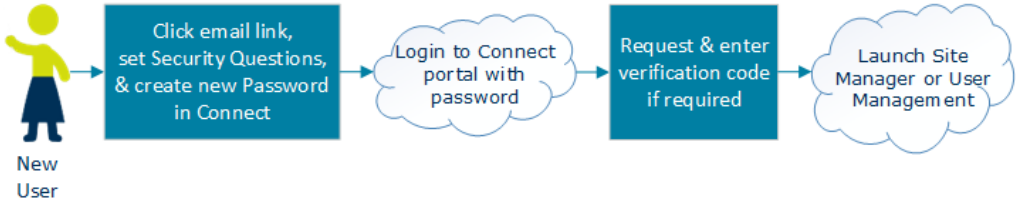
To launch **Site Manager**, you must login to the **Connect** portal.

A Pearson VUE employee or an authorized site user creates new site user accounts. When a user profile is created, a username is assigned, and the system generates a new user email that is sent to the user to facilitate activating the user account.

Create New Test Center User



New User First Time Login to Connect Portal



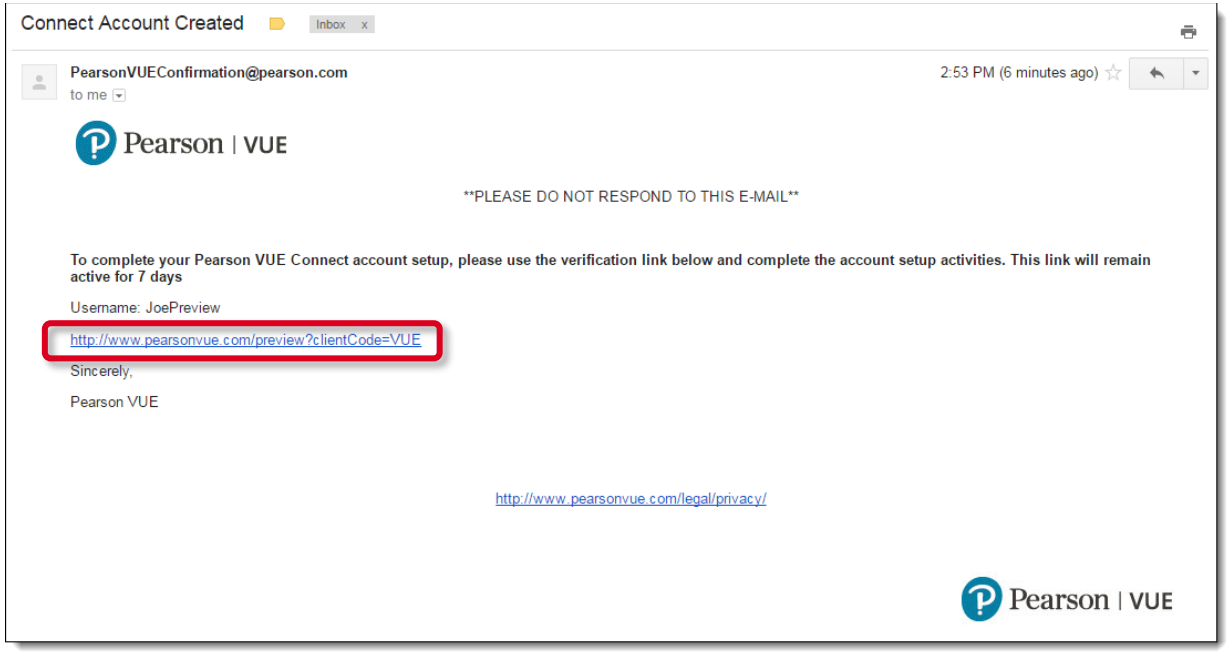
Property of Pearson VUE

Configure site

- New user flow
- **Login to Connect**
  - Set security questions
  - Create Connect password
- Connect User Management
- Site Manager configuration
- Create Proctor users

Login to Connect portal for the first time

1. Locate your account created **email** and **click the link** to complete the account creation.



Property of Pearson VUE

Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users

Note

The only way to access the first-time user Security Questions configuration screen is by selecting the link in the email. The email link is only **valid for 7 days**. If you cannot find the system generated email or try and access Connect eight or more days after the email was generated, you have several options.

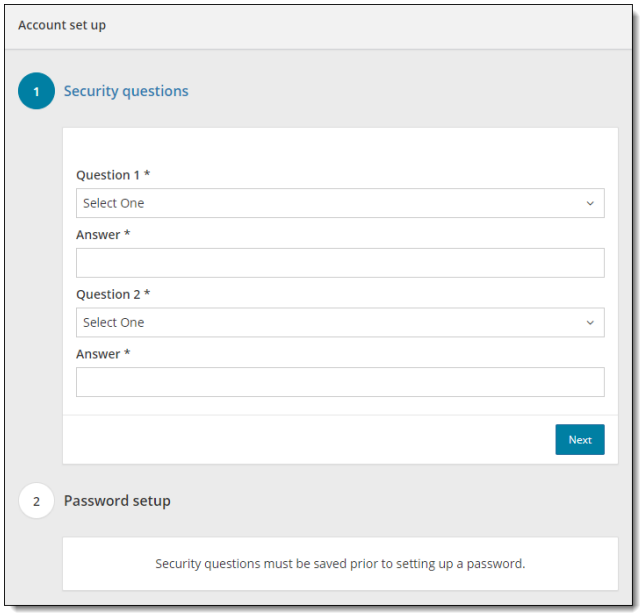
- Use the **Forgot my password** link on the login page, enter your **Username** and **Site ID** and select **Answer your security questions**. Enter the answers and select **Reset password**. Enter a **new password** and select **Submit**.
- Contact your Test Administrator or VSS to reset your account which triggers a new email to reset your password and security questions.

Configure site

- New user flow
- Login to Connect
- **Set security questions**
- Create Connect password
- Connect User Management
- Site Manager configuration
- Create Proctor users

Set security questions

1. Select a question from the **Question 1** drop-down list.



2. Type the answer to the security questions in the first **Answer** field.

Note

The security questions are used to unlock your account if you cannot remember your password. The answers are not case sensitive. There are no limits to the answers you must provide, but you should keep your answers simple because you must remember what you typed to unlock your account if you cannot remember your password.

Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

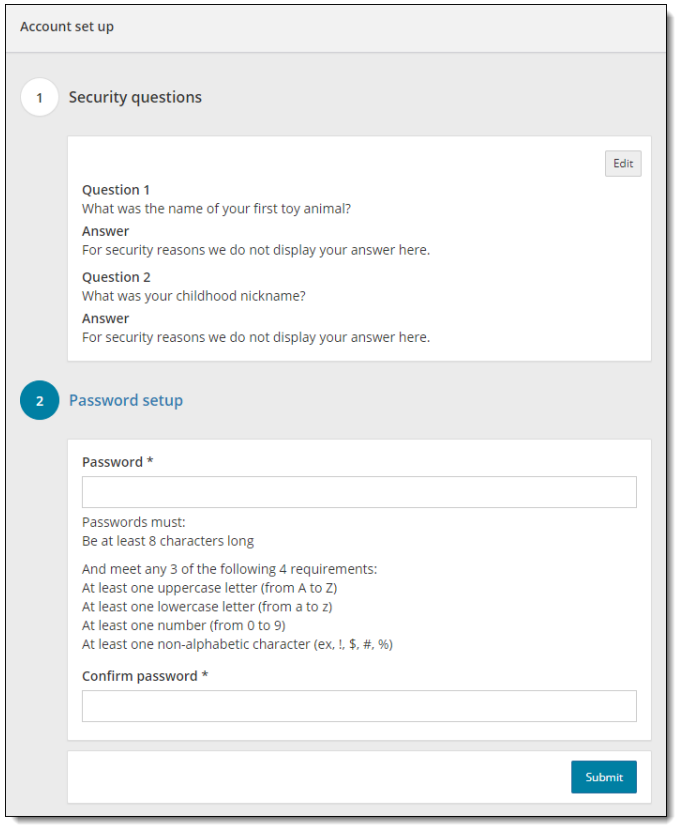
Site Manager configuration

Create Proctor users

3. Select a question from the **Question 2** drop-down list.
4. Type the answer to the security question in the second **Answer** field.
5. Select **Next**.

Create Connect Password

1. You must create a strong password. Enter your **Password** and **Confirm your Password**.



Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users

Note

Strong Passwords are required. The password is used to login to Connect and Exam Launchpad. A password must adhere to the following rules:

- **Minimum 8 characters**
- Must contain **three** of the following:
  - **Uppercase** English letters (A, B, C, … Z)
  - **Lowercase** English letters (a, b, c, … z)
  - Westernized Arabic **numerals** (0, 1, 2, …9)
  - **Special Characters** (**&**, *****, **%**, etc.)
- **Cannot contain your username**
- Must be **updated every 60 days**
- **Cannot be repeated within a 366-day period**

e.g., PCuser_1, Run&Jump, U8Lunch

2. Select **Submit**. The **Connect Login** page is displayed and notifies you that your account has been successfully set up.

Configure site

New user flow

Login to Connect

Set security questions

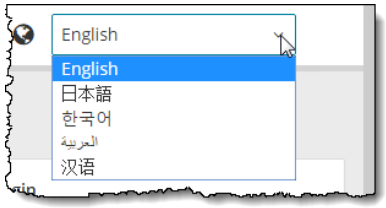
Create Connect password

Connect User Management

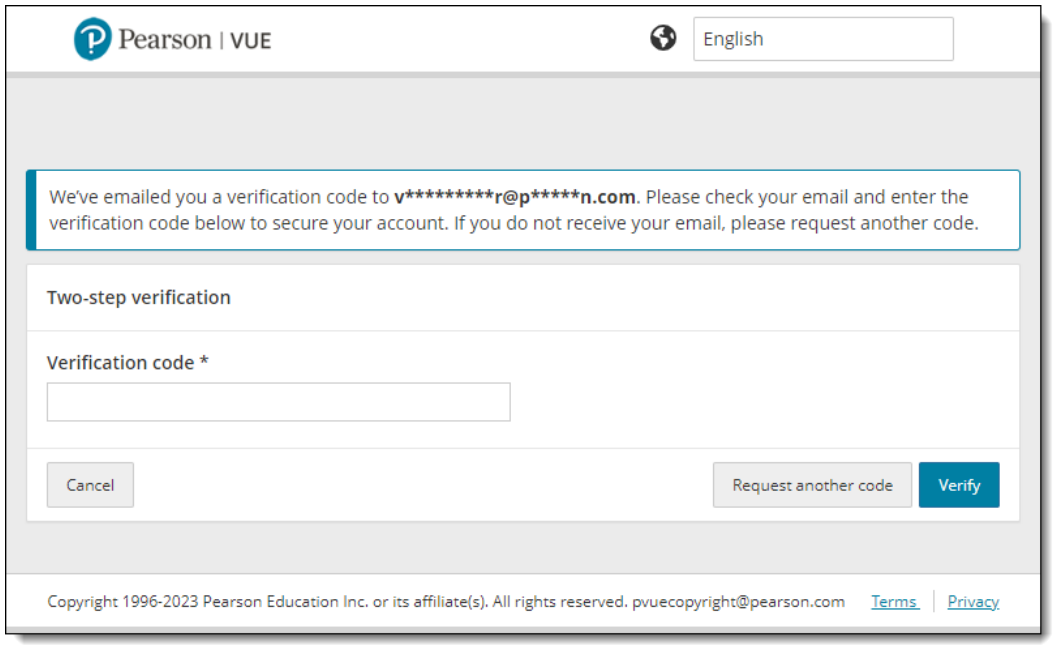
Site Manager configuration

Create Proctor users

3. Select **I understand** to consent to the use of the tracking cookies.
4. Select the desired language for the user interface from the **Language** drop-down list.



5. Enter your **Username**, **Password**, **Site ID**, and select **Login**.
6. If the Two-step verification page appears, a new verification code is issued and emailed to the email address on file for your user profile.



Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

Site Manager configuration

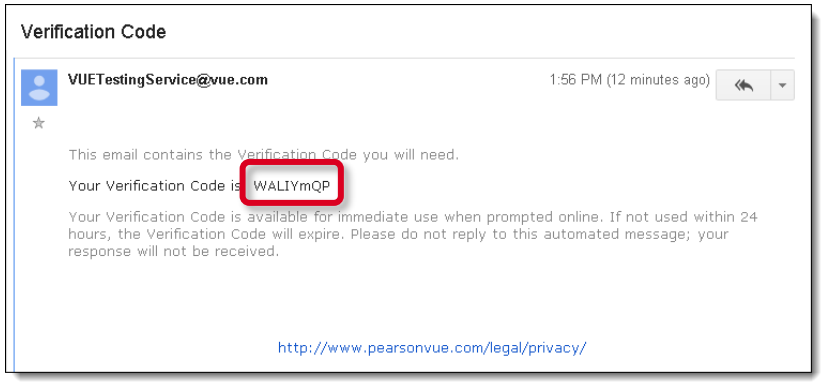
Create Proctor users

Caution

To login to the Connect portal, you must provide your **Username**, **Password**, and **SiteID**, as well as a system generated **Verification code**. The new verification code is only **valid for 24 hours**. If you do not use the new verification code to login to Connect within 24 hours, the code expires, and you must request a new code.

*Every user must have a verification code for **each browser** on **each workstation** where the Connect portal is launched.*

7. Locate the **Verification Code email** associated with the user and **copy** the **Verification Code**.



8. Go back to the **Two-step verification** page and **paste** the **Verification code** in the field. Select **Verify**.

Configure site

New user flow

Login to Connect

Set security questions

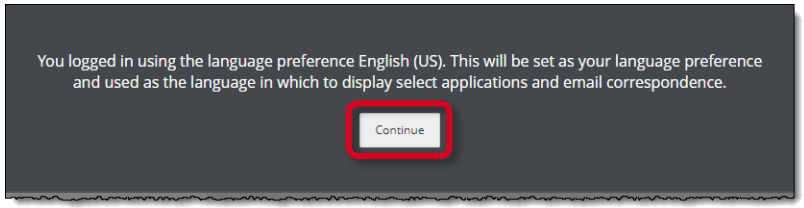
Create Connect password

Connect User Management

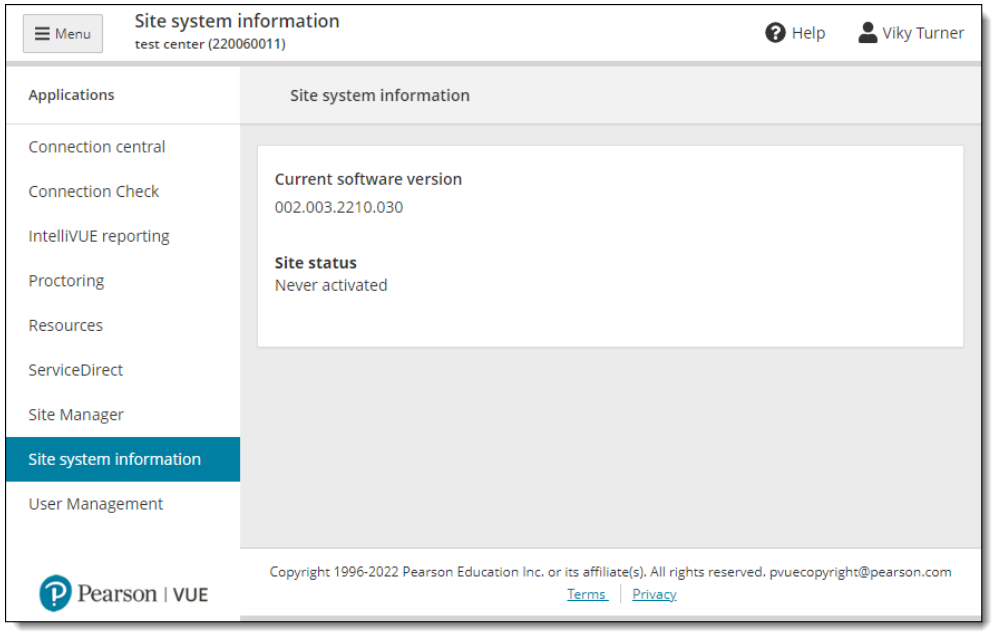
Site Manager configuration

Create Proctor users

9. Select **Continue** to verify you are setting the language preference for the Connect portal user interface.



The Connect portal landing page is displayed. The Site system information page notifies you your site has never been activated. See Activate your site for details on activating your site.



Property of Pearson VUE

Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users

Note

If you forget your password or if you incorrectly type your password, you have a maximum of **5 login attempts** before the system locks you out. On the sixth incorrect attempt, a message states that you have exceeded the maximum number of login attempts.

You must reset your password. Use the password reset option on the login page to reset your password. If you have any trouble resetting your password, contact your Connect portal System Administrator for assistance.

Property of Pearson VUE

Configure site

New user flow

Login to Connect

Connect User Management

Update user account

Update password & security questions

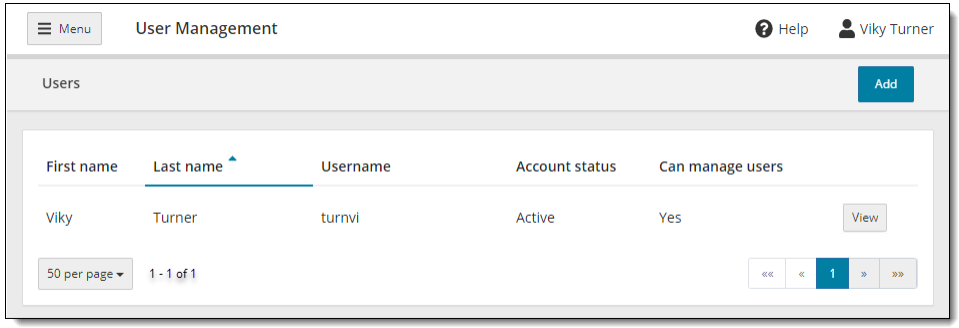
Site Manager configuration

Create Proctor users

Connect User Management

Site administrators use the **Connect User Management** application to manage the site's users that need access to the various Client proctored – appointment required applications. This is where you will set up accounts for staff members who will use Proctoring and specify which applications they can use.

1. Select the **User Management** menu in the left navigation pane.
2. The **Users** page opens and displays the list of users currently configured for your site.

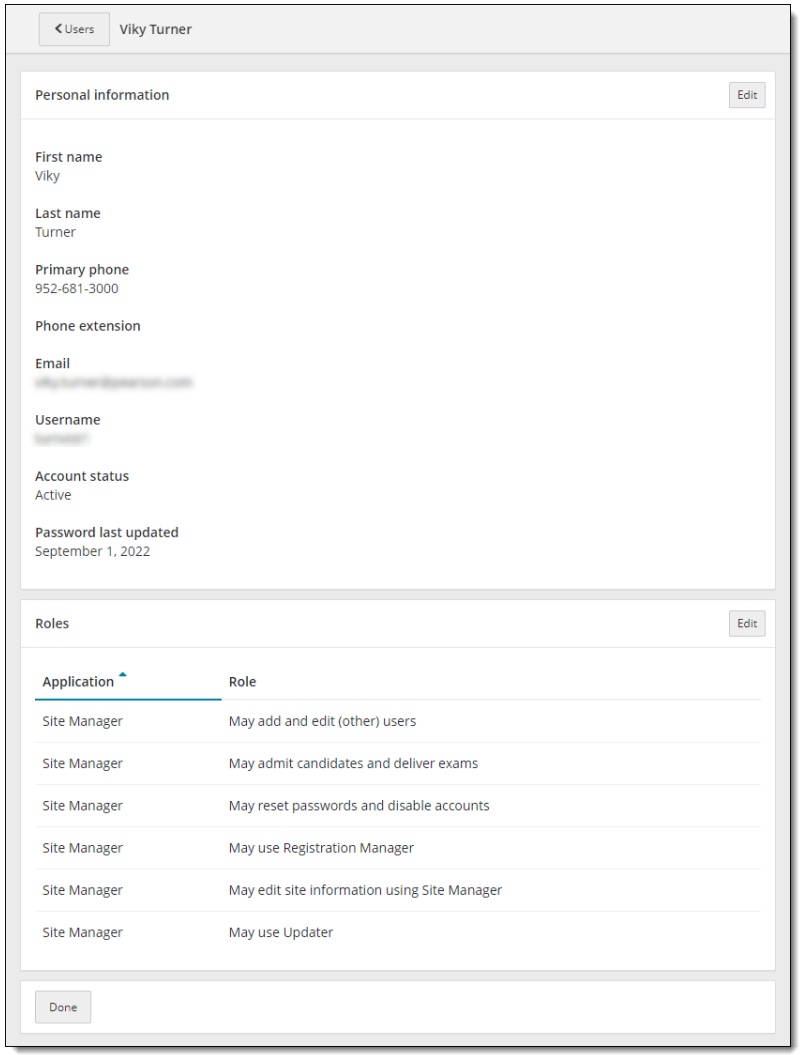


Configure site

- New user flow
- Login to Connect
- Connect User Management
- **Update user account**
  - Update password & security questions
- Site Manager configuration
- Create Proctor users

Update your user account

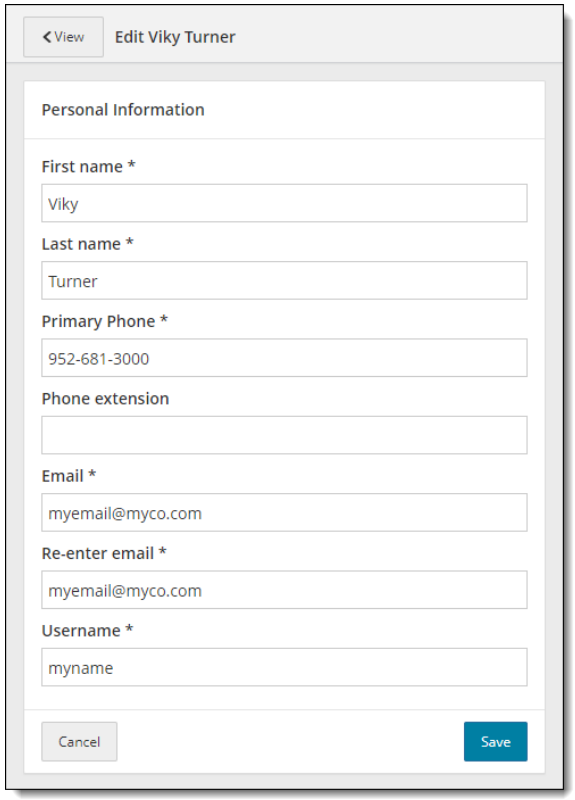
1. Select the **View** button for your user account. The user account page is displayed.



Configure site

- New user flow
- Login to Connect
- Connect User Management
- **Update user account**
  - Update password & security questions
- Site Manager configuration
- Create Proctor users

2. Select the **Edit** button in the **Personal Information** panel. The Edit Personal Information page opens.



3. Modify any of your personal information.
   a. **First name**—user's first name. Required field.
   b. **Last name**—user's last name. Required field.
   c. **Primary Phone**—user's primary phone number. Required field.
   d. **Phone extension**—user's phone extension. Optional field.

Configure site

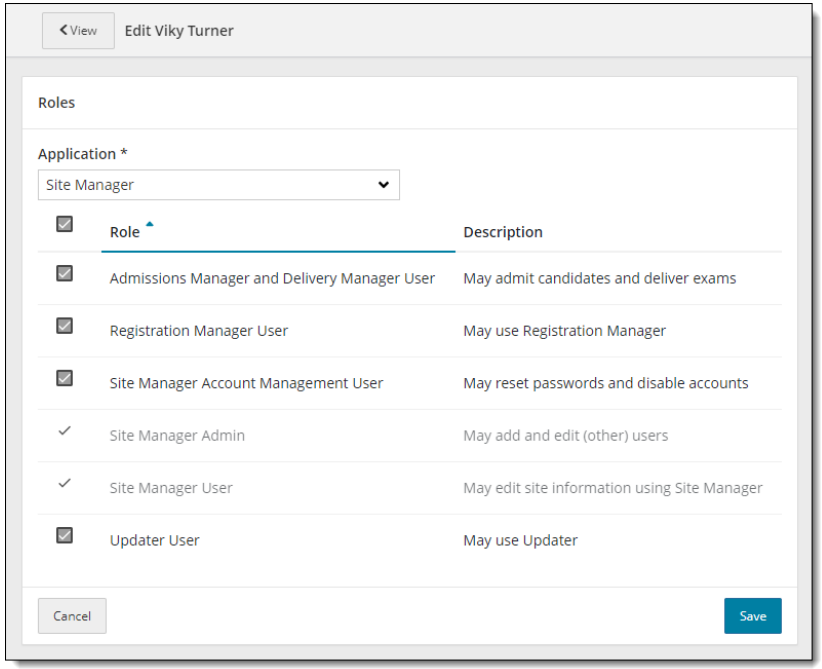
- New user flow
- Login to Connect
- Connect User Management
- **Update user account**
  - Update password & security questions
- Site Manager configuration
- Create Proctor users

e. **Email**—user's email address. Required field. The email address must be in a valid email address format. The system does not verify if the email address is valid, it only verifies if the email address format is valid.

f. **Re-enter email**—re-enter user's email address. Required field. The email addresses must match. This field is only displayed if the email field is modified.

g. **Username**—each user must have a unique username. The username cannot match any other user at your site. The username must be a minimum of 2 characters. The system warns you if the username is over the maximum number of characters. Required Field.

4. Select **Save**.
5. Select the **Edit** button in the **Roles** panel. The **Edit Roles** page opens.



Configure site

- New user flow
- Login to Connect
- Connect User Management
- **Update user account**
  - Update password & security questions
- Site Manager configuration
- Create Proctor users

Note

Up to two users per site may be assigned the **May add and edit (other) users** role.

Pearson VUE recommends that 2 users per site be assigned the **May reset passwords and lock/unlock user accounts**. That way if a user locks their account there are at least two people who can unlock and/or reset the account for the user locked out of their account.

6. Select the following roles for the Test Center Administrator role.
   - **May edit site information using Site Manager**
     (Site admin cannot remove this role from their profile)
   - **May add and edit (other) users**
     (Site admin cannot remove this role from their profile)
   - **May reset passwords and disable accounts**
   - **May admit candidates and deliver exams**

   See the **Connect User Management** online help for a description of all the roles that may be assigned to a user.
7. Select **Save**. A message notifies you that the user account has been successfully updated.
8. Select the **Users** button at the top of the page, or the **Done** button at the bottom of the page to return to the Users list.

Configure site

New user flow

Login to Connect

Connect User Management

Update user account

Update password & security questions

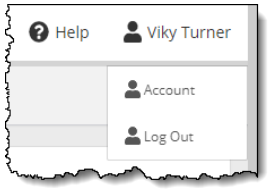
Site Manager configuration

Create Proctor users

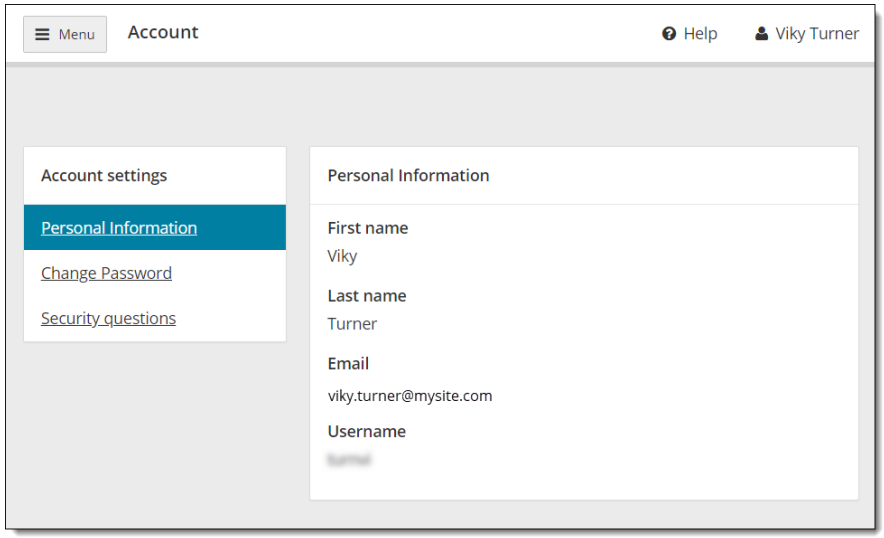
Update your password and security questions

If you want to change your Connect user password or security questions, you can do this through the Connect Account settings.

1. Select your **User Account name** in the upper right-hand corner of Connect and select the **Account** menu.



The **Account Personal Information** page opens.



2. See the Change User Password and Change User Security Questions help topics in the **Connect portal** help for details.

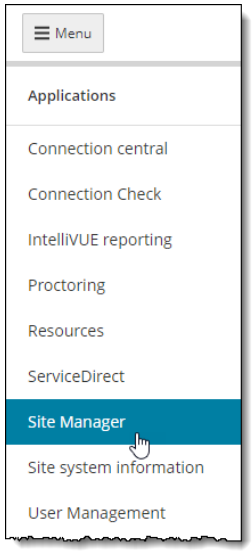
Configure site

- New user flow
- Login to Connect
- Connect User Management
- **Site Manager configuration**
  - Set open & closed rules
  - Set up workstations
  - Set up assets
  - Enter directions
  - Create other accounts and select contacts
- Create Proctor users

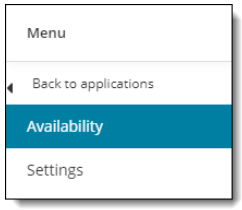
Site Manager configuration

The Site Manager application is used to set up some basic information about the site and its workstations, so you are prepared to deliver exams for a testing event. All these things must be done before you can deliver any candidate exams.

1. Select **Site Manager** on the left navigation menu. If the navigation pane is not displayed, select the **Show/Hide navigation Menu** button.



2. The two Site Manager category menus are displayed: **Availability** and **Settings**.



Property of Pearson VUE

Configure site

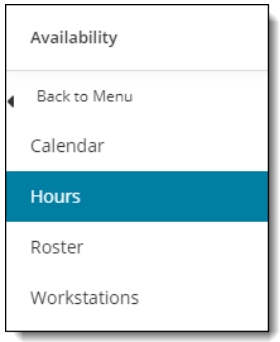
- New user flow
- Login to Connect
- Connect User Management
- Site Manager configuration
- **Set open & closed rules**
- Set up workstations
- Set up assets
- Enter directions
- Create other accounts and select contacts
- Create Proctor users

Set up open and closed rules

Open and closed site availability rules define the hours of operation for your site. Open rules define specific days and hours that your site is available to deliver exams. Closed rules define specific days and hours that your site is specifically closed (such as on holidays or for an emergency). Candidates are prevented from registering for exams during closed hours.

The testing system evaluates the rules you create when candidates register for an exam appointment. Closed rules override all open rules for the period selected in the closed rule. The closed rule prevents candidates from registering for exam appointments during the dates and times when a site is scheduled to be closed.

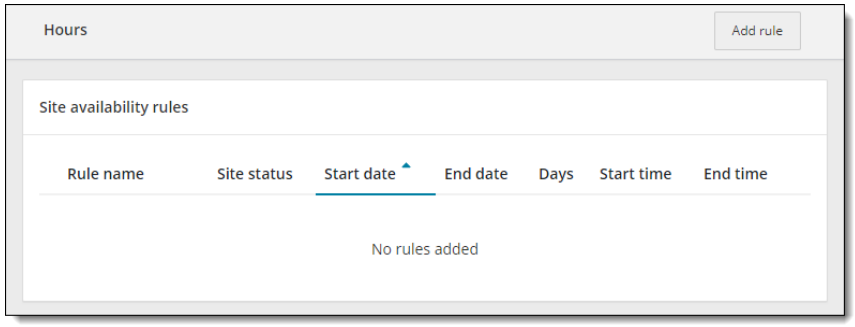
1. Select the **Availability** category and then select the **Hours** menu in the left navigation.



Configure site

- New user flow
- Login to Connect
- Connect User Management
- Site Manager configuration
  - Set open & closed rules
  - **Set up workstations**
  - Set up assets
  - Enter directions
  - Create other accounts and select contacts
- Create Proctor users

2. The **Hours** page opens and displays the list of open and closed rules configured for your site.

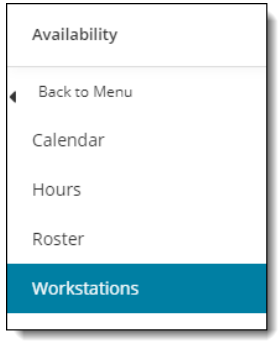


3. Add both open and closed site availability rules for your site. See the Add Open and Closed Site Availability Rules topic in the **Site Manager** online help for details.

Set up exam delivery workstations

Workstations are the physical computers needed to deliver an exam to a candidate. Each exam delivery workstation in your center must be entered in the testing system, so that the system knows how many workstations are available for candidates at any given time.

1. Select the **Availability** category and then select the **Workstations** menu on the left navigation menu.

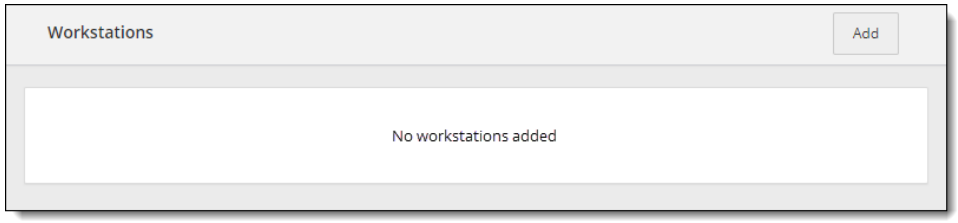


Property of Pearson VUE

Configure site

- New user flow
- Login to Connect
- Connect User Management
- Site Manager configuration
  - Set open & closed rules
  - **Set up workstations**
  - Set up assets
  - Enter directions
  - Create other accounts and select contacts
- Create Proctor users

The **Workstations** page opens.



Note

You must create a Workstation entry for every single exam delivery workstation in your site. **If you have a travelling Client proctored – appointment required site, you must adjust this number for each event to match the number of candidates that will be taking exams**

2. Add workstations for your site. See the Add and Edit Workstations topic in the **Site Manager** online help for details.
3. Add workstation unavailability rules if a workstation will be unavailable for exam delivery. See the Work with Workstation Unavailability Rules topic in the **Site Manager** help for details.

Configure site

- New user flow
- Login to Connect
- Connect User Management
- Site Manager configuration
  - Set open & closed rules
  - Set up workstations
  - **Set up assets**
  - **Enter directions**
  - Create other accounts and select contacts
- Create Proctor users

Set up assets

Assets are resources needed to deliver an exam to a candidate. Assets include the applications used as part of the testing process and supporting materials, such as exhibits. The assets you add to your site are tracked by the Pearson VUE Testing System, and they are used to determine whether an exam can be scheduled at your site. See the Assets topic in the **Site Manager** online help.

Enter directions

The testing system must contain clear and accurate directions to your site. These directions are used by candidates scheduling exams at your center through the Pearson VUE Candidate website or a Pearson VUE Call Center. For help in entering directions in Site Manager, see the Location topic in the **Site Manager** online help.

Configure site

- New user flow
- Login to Connect
- Connect User Management
- Site Manager configuration
  - Set open & closed rules
  - Set up workstations
  - Set up assets
  - Enter directions
  - **Create other accounts and select contacts**
- Create Proctor users

Create user accounts and select contacts

Pearson VUE must have the names of all staff members at your site who are responsible for various roles. The **Settings** category **Contacts** page in Site Manager allows you to quickly select the staff members that fulfill these roles. Before you can select people's names on the Contacts page, you must create user accounts for each of them.

- To set up user accounts for other staff members and assign them the necessary roles, refer to the Add Users topic in the **Connect User Management** online help.
- To add titles for the contact people at your site, refer to the Contacts topic in the **Site Manager** online help.

Note

You must add a "Chief Administrator", "Billing" and "On-site Technical" title to a contact before you can activate the site.

Configure site

New user flow

Login to Connect

Connect User Management

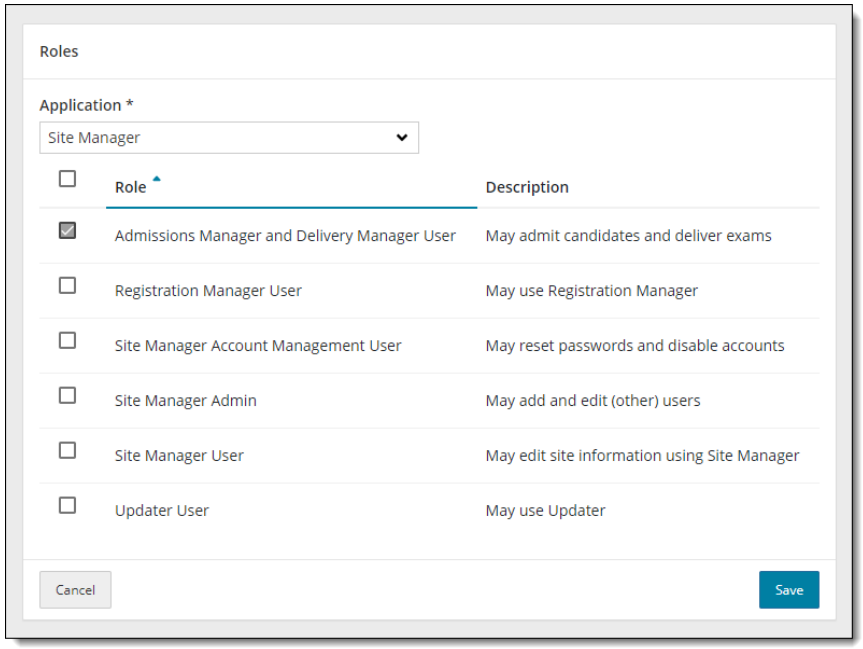
Site Manager configuration

Create proctor users

Create Proctor users

Any user that will proctor exams must have a user account with the **May admit candidates and deliver exams** role. No other roles are required for proctors.

1. Create a new user following the instructions in the Add Users topic in the **Connect User Management** online help.
2. Assign the proctor user the **May admit candidates and deliver exams** role.



Property of Pearson VUE

Site activation

Site activation checklist

Activate your site

Site activation

After configuring your site, you must activate the site so you can deliver candidate exams. We recommend you also test your site following the instructions in the Appendix: Test the System section of this document.

Site activation checklist

Note

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

This is a list of the items required to activate the exams for your testing site.

Site Manager Setup

- ☐ An **open rule** for the site's standard open hours is set up in the Availability category on the Hours page.
- ☐ Exam delivery workstations have been set up – one for each workstation where the exam will be delivered.

Personnel

- ☐ All Personnel who will be operating the Client proctored test center for Pearson VUE have been added in Connect User Management.

Note

- ☐ The **Chief Administrator**, **Billing**, **Contract**, and **On Site Technical Support contacts** have been added to the list in the Settings category on the Contacts page in Site Manager. See the Contacts topic in the Site Manager online help.

Site Activation

Site activation checklist

Activate your site

Set Administrator Roles

- [ ] The chief administrator and one other user must have the **May add and edit (other) users** role. Additional Administrators may be added and assigned the **May reset passwords and disable accounts** role.

Run Connection Check

- [ ] Run Connection Check from the Connect portal on the **Administration workstation** at the exam delivery location to verify the internet connection is robust enough to handle the number of candidates that will be testing that day.

ServiceDirect

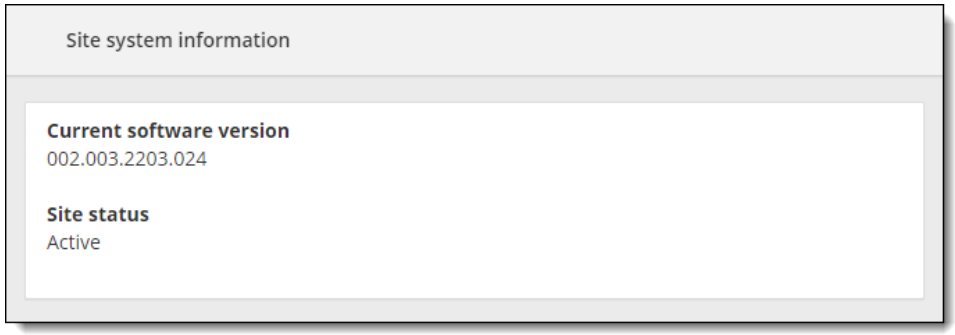
- [ ] Create a Case in ServiceDirect using instructions from chapter 7 in the Client Test Center Policies & Procedures Guide.

Activate your site

- Complete the items in the Site Activation Checklist.
- **Site Manager Setup**—Instructions for these items are provided in the Site Manager configuration section of this document.
- **MinSpec-ZFP-TDFT** exam has been taken to test the admissions process. (Recommended, but not required.) See the Test the system section of this document.
- **Create a ServiceDirect case to activate your site**

After you have completed these items, please allow 1 business day for VUE Support Services to activate and authorize your test center to deliver Pearson VUE exams.

Once your site is activated, the Site system information page in the Connect portal now lists your Site status as **Active**, and the current VUE Testing System software version installed on the Hub is displayed.



Before an event

Run Connection Check

Create a proctoring event

Before an event

Several actions must be completed by the proctor prior to the event day.

This section of the document walks you through:

- Running Connection Check to verify that the site can connect to the Internet and successfully deliver exams using the Athena—Browser Edition test driver
- Create a proctoring event to admit candidates for their exams on testing day

Note

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

Run Connection Check from Connect portal

Prior to running any IBT exam on an exam delivery workstation, you must verify that the site can connect to the Internet and successfully deliver exams using the Athena—Browser Edition test driver. The **Connection Check** application was designed to allow users to verify that they can connect to the Internet and successfully deliver exams using the Athena—Browser Edition test driver. The connection check performs two tasks. A speed test determines the upload and download speeds of your current internet connection. The connection test verifies connectivity to the servers that are used to deliver an exam. You must successfully pass both the speed test and the connection test to deliver an Athena—Browser Edition exam on the Pearson VUE Browser Lock secure browser or the candidate may encounter issues with delivering the exam.

Note

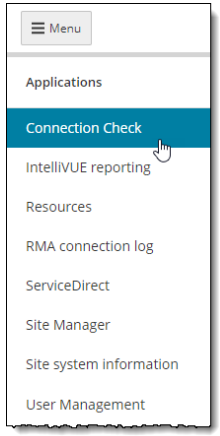
The Proctor must run a connection check on their system to run the TDFT for testing purposes. Proctors must run the connection check at the test venue prior to launching an exam at the event to ensure the Internet connection is working properly.

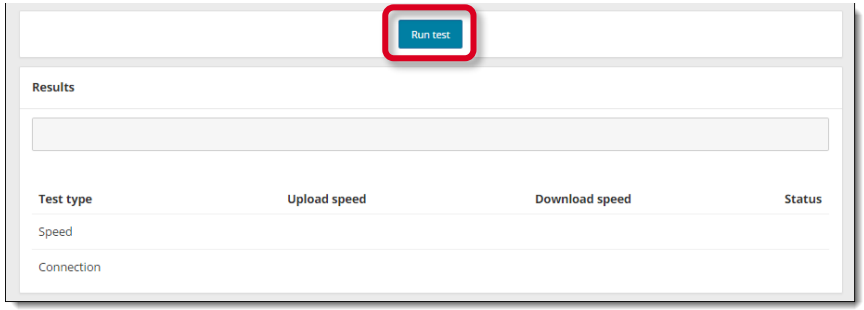
Before an event

Run Connection Check

Create a proctoring event

1. In the Connect portal, select the **Back to Menu** option on the left navigation menu.
2. Select the **Back to applications** option on the left navigation menu.
3. Select the **Connection Check** menu.
4. **Connection Check** opens. Select the **Run test** button.





The connection check performs two tasks: runs a speed test and a connection test.

- The speed test determines the upload and download speeds of your current internet connection for the site.
- The connection test verifies connectivity to the servers that are used to deliver an exam.

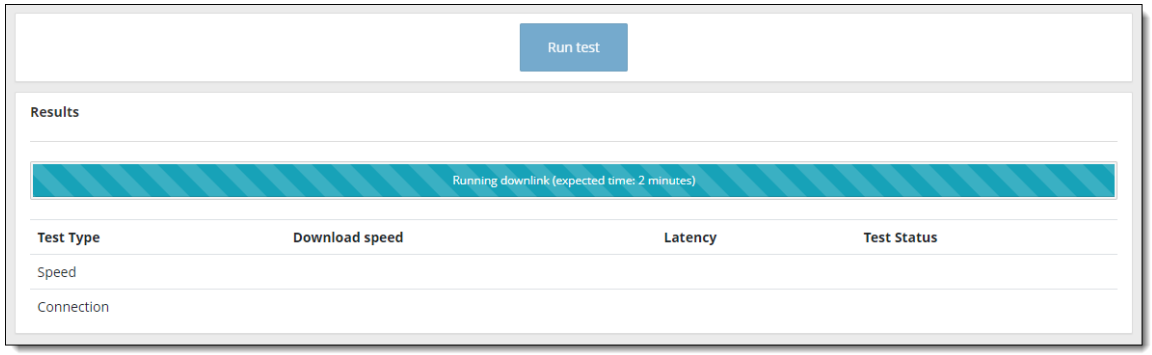
Your site **must pass both the speed test and the connection test** to successfully deliver an Athena—Browser Edition exam.

Before an event

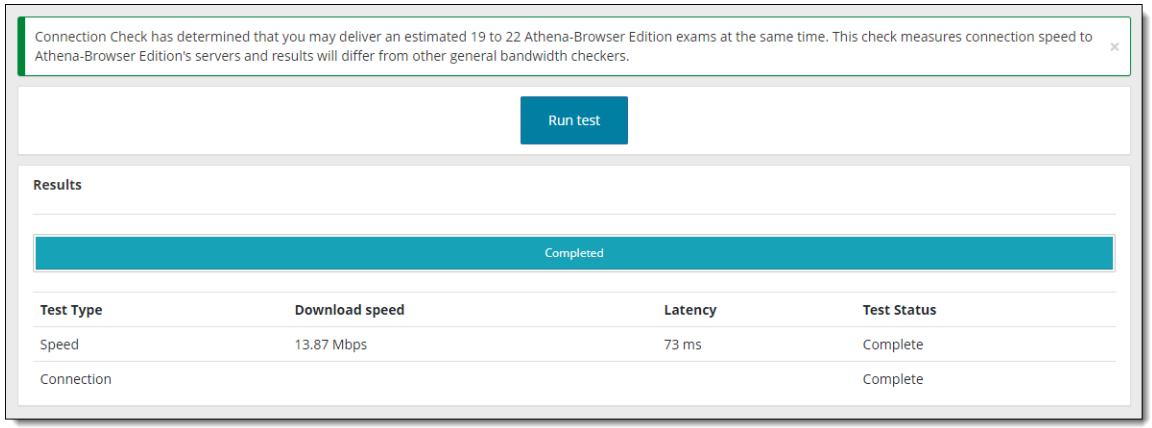
Run Connection Check

Create a proctoring event

5. The Speed test displays a progress bar as the application is running.



If the speed test and the connection test were both successful, a message identifies the estimated number of Athena—Browser Edition exams that can be delivered concurrently from your location.

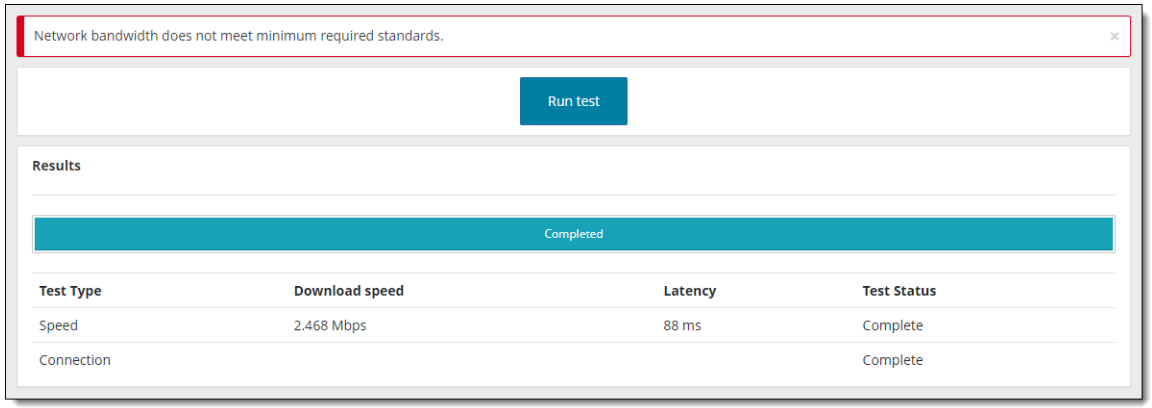


Before an event

Run Connection Check

Create a proctoring event

If either the speed test or the connection test failed, a message states connection check failed and Athena—Browser Edition exams cannot be delivered from your location.



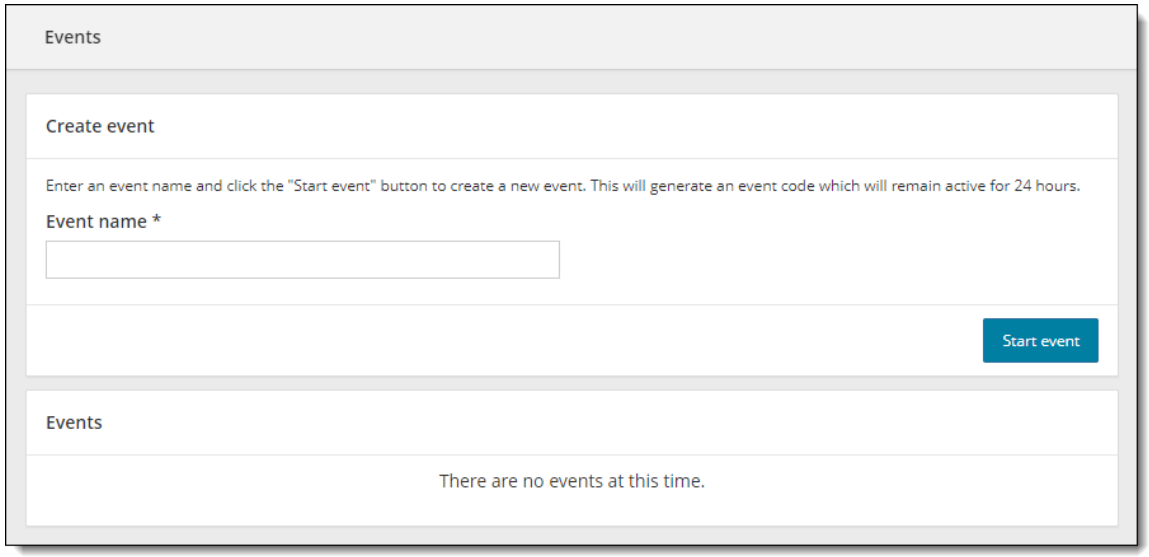
6. If your connection check fails, see the Connection Check online help for advice on troubleshooting a failed connection check. Select the **Help** button on the Connect ribbon at the top of the window.

Create a proctoring event

Prior to a testing event proctors must create an event in the **Proctoring** application in the Connect portal. Events are used to admit candidates for their exams on testing day. The Proctoring application allows proctors to create the event, view the event, view the candidate and exam details, admit candidates for the event, and unlock exams for the candidate to begin testing. Events may be reused for multiple testing days.

1. Select the **Proctoring** menu in the left navigation pane.
2. The **Events** dashboard opens.

   If this is the first time a user at the site has worked with the Proctoring application, no events are listed on the Events dashboard.



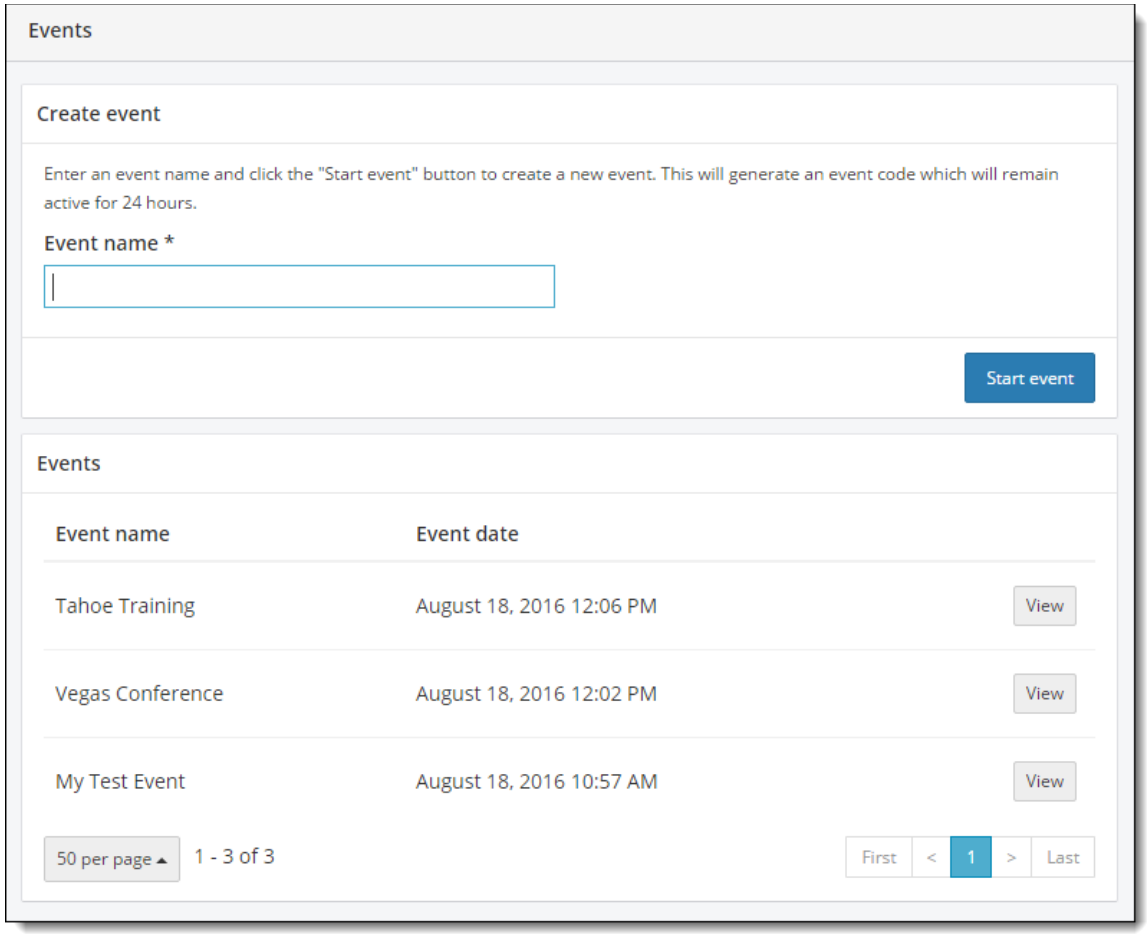
Property of Pearson VUE

Before an event

Run Connection Check

Create proctoring event

Once any proctor at the site creates an event, the events are listed by Event creation date. The events are listed in the most recently created order to the oldest event created order. Users will see all events that have been created for the site by any proctor.

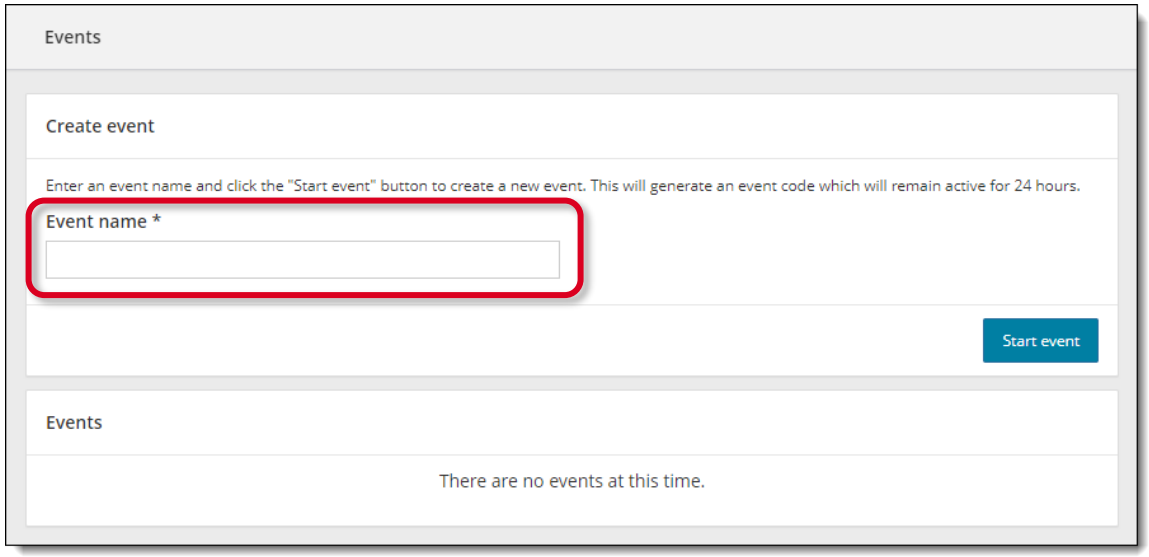


Before an event

Run Connection Check

Create proctoring event

3. On the Events dashboard, enter an **Event name** in the **Create event** section.



Note

- Event names can be a max of 50 characters. If you exceed this limit a warning message reminds you the entry must be 50 characters or less.
- Event names can be duplicated because each event is given an event creation date and time stamp that makes it unique.
- If you have many proctors for your site, you may recommend that proctors include their name as part of the event name. Proctors can see the list of all events for the site, but the events do not indicate which proctor created the event. Adding the proctor's name will make it easier for the proctors to easily see which proctors created the event.

Before an event

Run Connection Check

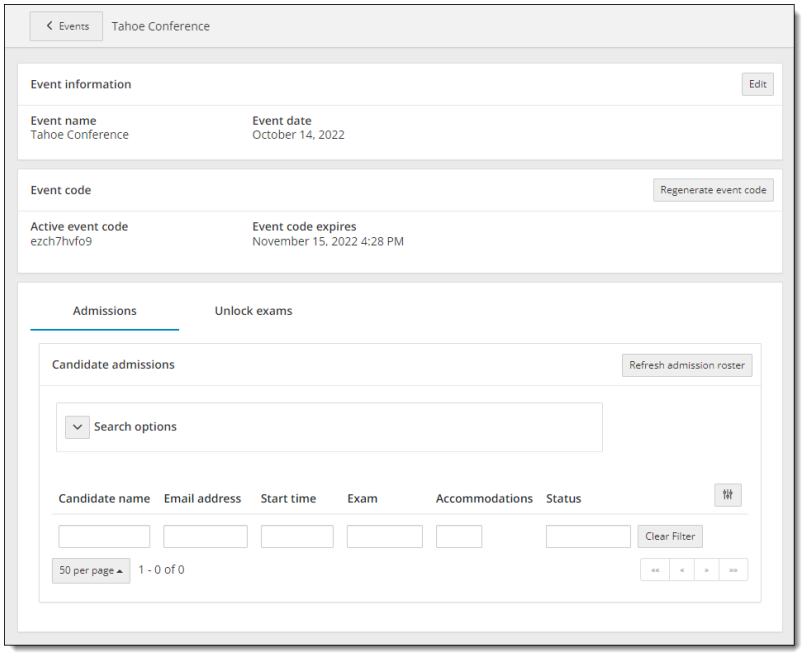
Create proctoring event

4. Select the **Start event** button.

> **Note**
>
> Make sure you want to create the event before you select **Start event**.
>
> There is **no way to delete an event** once it has been created.
>
> You may edit the event name once it has been created. The date and time stamp are never altered.

The event details page is displayed.

- The event is assigned an **event creation date and time**.
- The event is assigned an **event code** that is active for 24-hours.
- Under the Admissions tab, the **candidate admission roster** is empty until a candidate registers for an exam. It contains a roster of all candidates that have registered for an exam to be taken at your site on the current day.



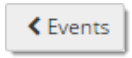
Before an event

Run Connection Check

Create proctoring event

Note

- Event codes are used to unlock candidate exams. Candidates enter the event code during the testing process allowing proctors to unlock the exam from a single, centralized location.
- Event codes remain active for 24 hours from the moment they are generated.
- It is the proctor's responsibility to communicate this event code to the candidate at the event. It is up to the proctor at the event to determine the best method of communicating the code to the candidates. Possible options include:
  - Write the event code on a whiteboard in the exam delivery room.
  - Print the event code on a slip of paper and hand it to the candidate as they enter the exam delivery room and collect it after candidates have entered it into their system.
- If an event code is compromised in any way, or if proctors want to continue using an event for more than the 24 hours the event code is valid, proctors may regenerate a new event code which is valid for 24 hours from the time it was regenerated. When a new event code is generated, the previous event code expires. Candidates may no longer be admitted with an expired event code. The event is now active for 24 hours based on the active event code.

5. Select the **Events** button 

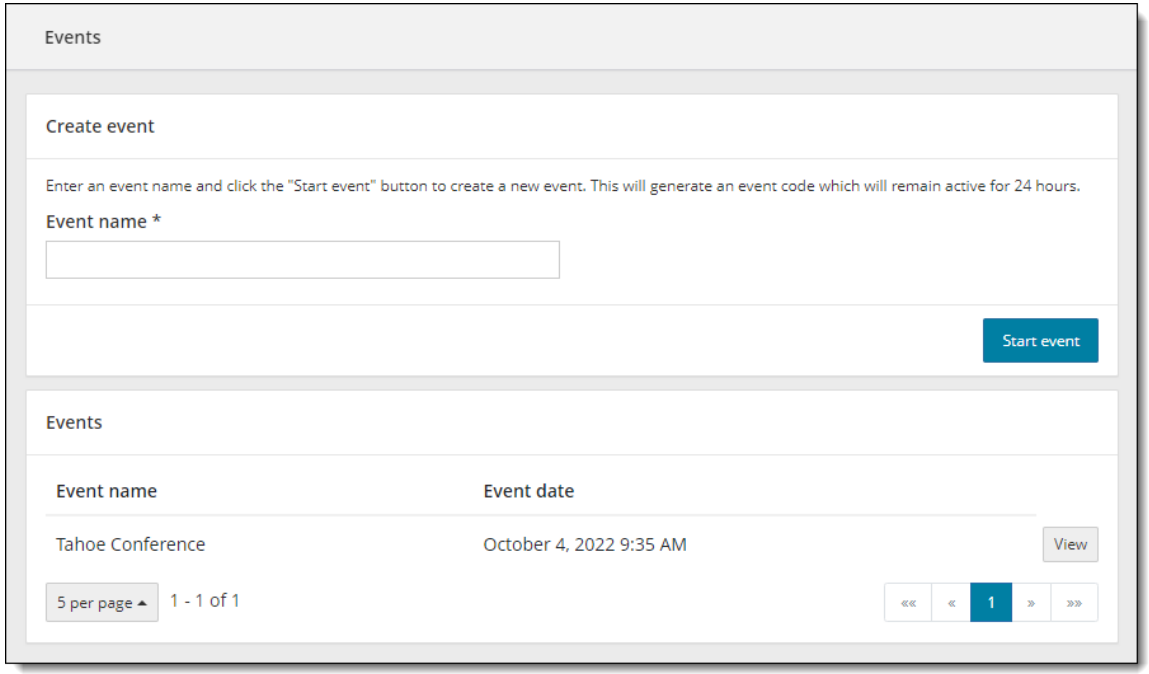
at the top of the **Event Details** page.

Before an event

Run Connection Check

Create proctoring event

The Events dashboard is displayed. The newly created event is listed at the bottom of the page in the Events list. If you have created more than one event, the events are listed in the most recently created to the oldest event created order. The Event date column is the date and time the event was created. The event code determines when the event is active and exam registrations may be unlocked for testing.



Event day

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

Note

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

Event day

On event day, the proctor must perform several tasks before the candidates arrive for testing.

- Proctors must launch the secure browser on every exam delivery workstation which opens to Exam Launchpad where candidates enter their personal information and event code so the exam can be unlocked. You may alternatively place the secure browser/Browser Lock executable on the exam delivery workstation for the day of testing. Browser Lock must be downloaded from the client web page prior to each testing day to ensure the most current version is utilized.
- Proctors must ensure there is an active event code for the event they will use to admit candidates and unlock exams.
- Proctors must write the event code on a whiteboard in the exam delivery room, or otherwise communicate the event code, so candidates can enter the event code in Exam Launchpad.

Proctors and/or admission staff use the **Proctoring** application to admit candidates and unlock exam registrations. Candidates use the **Exam Launchpad** secure browser to complete their exams.

This section of the document walks you through:

- Admitting candidates
- Seating candidates for exams
- Unlocking exams
- Removing the secure browser from the exam delivery workstations once candidates have completed their exams

Event day

- **Launch secure browser**
- Verify event code is active
- Admit candidates without photo capture
- Admit candidates with photo capture
- Seat candidates for exam
- Unlock exam
- Remove secure browser

Launch the secure browser

Prior to the testing event, proctors must download the secure browser on every exam delivery workstation. Always download the secure browser from the website to ensure you have the most current version of the secure browser for the testing day.

Note

Proctors must launch the secure browser on every exam delivery workstation. The Candidate Search page should be ready for every candidate as they are seated at the exam delivery workstation. Proctors may alternatively place the executable on the exam delivery desktop and ask candidates to double-click the executable to launch the secure browser.

Note

Any workstation used to deliver a candidate exam must use the Pearson VUE Browser Lock secure web browser to launch the exams.

As a best practice you should **save any open files** and **close all open applications** prior to launching an exam.

Event day

- **Launch secure browser**
- Verify event code is active
- Admit candidates without photo capture
- Admit candidates with photo capture
- Seat candidates for exam
- Unlock exam
- Remove secure browser

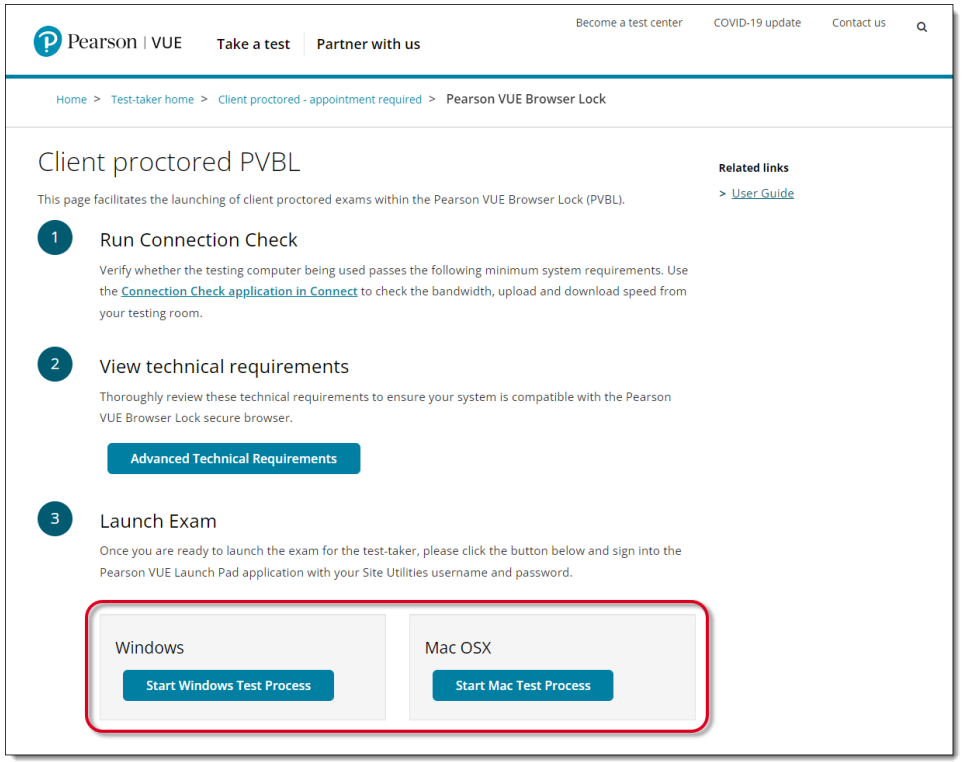
1. On the **Exam Delivery** workstation, launch an **Internet** browser and navigate to the **Client proctored PVBL** landing page on the Pearson VUE website.

   https://home.pearsonvue.com/cp/pvbl

   Exception:

   If you have a client specific landing page navigate to the Client proctored – appointment required landing page:
   https://home.pearsonvue.com/<clientname>/cp

2. Locate and select the **Start <OS> Test Process** button that matches your operating system.



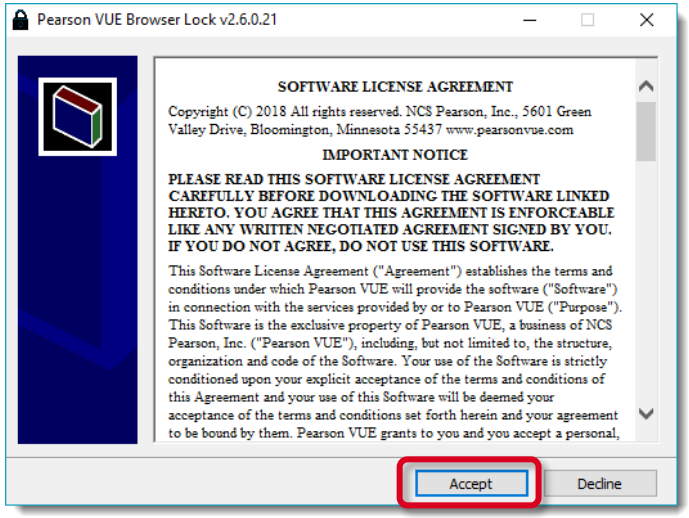
Event day

- **Launch secure browser**
- Verify event code is active
- Admit candidates without photo capture
- Admit candidates with photo capture
- Seat candidates for exam
- Unlock exam
- Remove secure browser

3. Open **Windows Explorer** and navigate to the **Downloads** folder. Double-click **CTC.exe** to launch the Pearson VUE Browser Lock secure browser.

> **Note**
>
> Always download the secure browser off the website for that day's event rather than saving it to the local machine. This ensures the current version of the secure browser is always used for exam delivery.

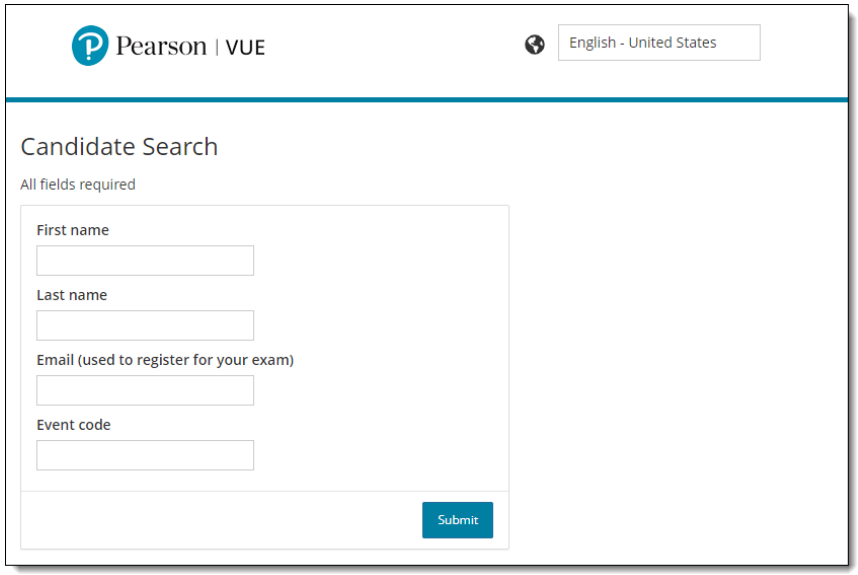
4. Read the Software License Agreement. Select the **Accept** button.



Event day

- **Launch secure browser**
- Verify event code is active
- Admit candidates without photo capture
- Admit candidates with photo capture
- Seat candidates for exam
- Unlock exam
- Remove secure browser

5. The **Exam Launchpad** opens in a secure browser.



Property of Pearson VUE

Event day

- Launch secure browser
- **Verify event code is active**
- Admit candidates without photo capture
- Admit candidates with photo capture
- Seat candidates for exam
- Unlock exam
- Remove secure browser

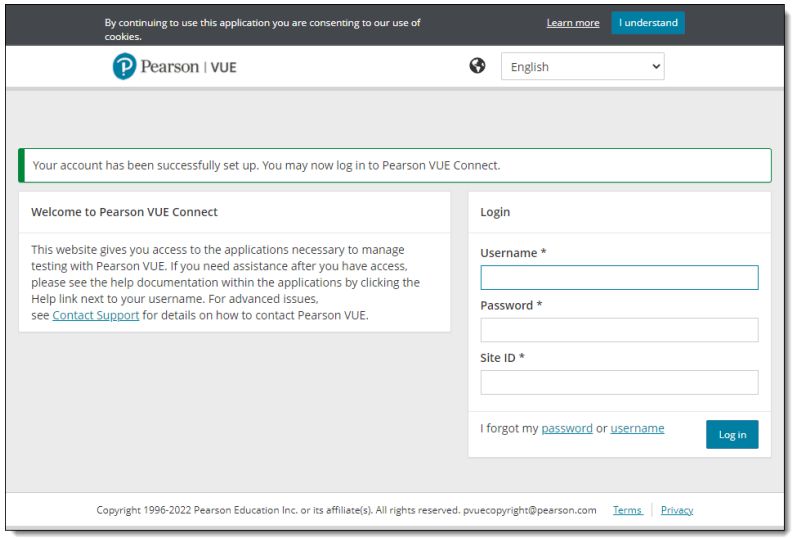
Verify event code is active

Proctors must provide the event code to candidates on the day of the testing event. If the event was created more than 24 hours before the event, or if the current event code will expire before all candidates finish their exam, you must generate a new event code.

1. On the proctor workstation, open a web browser and navigate to the Connect portal.

   https://connect.pearsonvue.com/Connect/#/authenticate

2. Enter your **Username**, **Password**, and **Site ID**, and select **Login**.



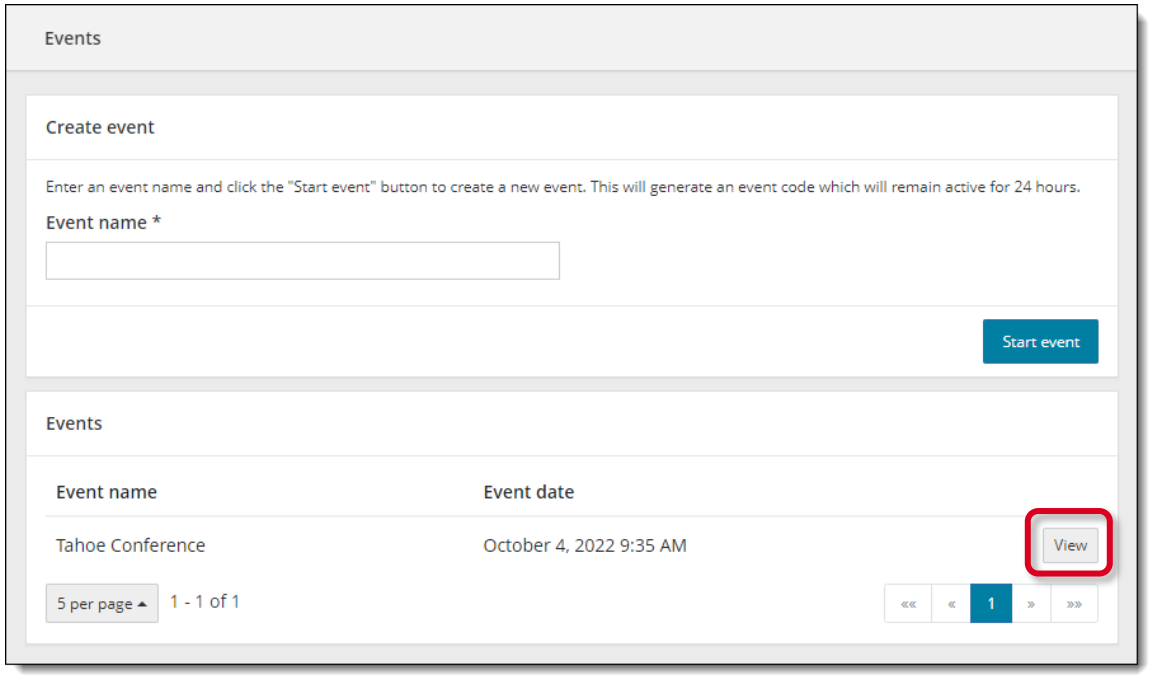
Property of Pearson VUE

Event day

- Launch secure browser
- **Verify event code is active**
- Admit candidates without photo capture
- Admit candidates with photo capture
- Seat candidates for exam
- Unlock exam
- Remove secure browser

3. Select the **Proctoring** menu in the left navigation pane.

   The **Events** dashboard opens and lists all the events that have been created for your testing site.

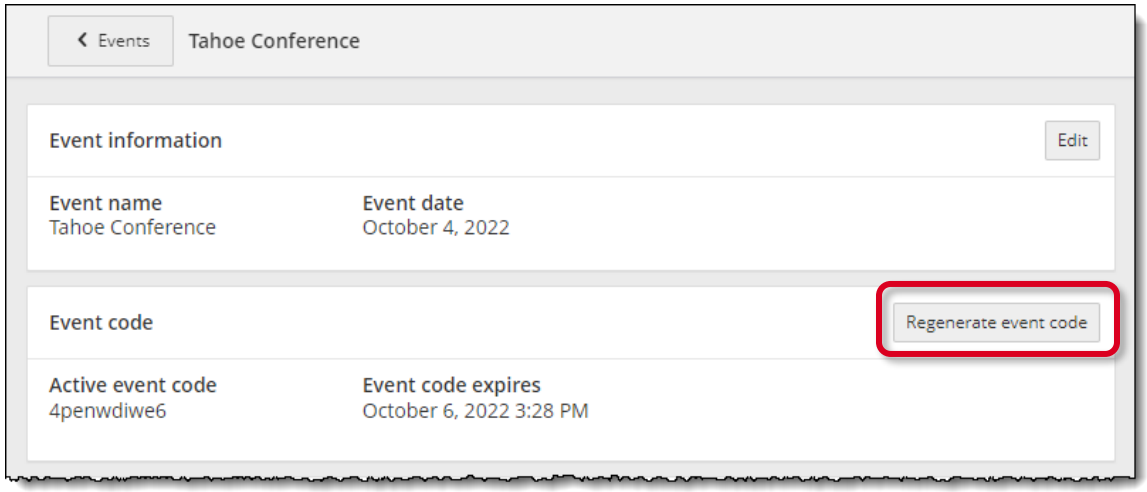


4. Locate your event in the list and select the event's **View** button.

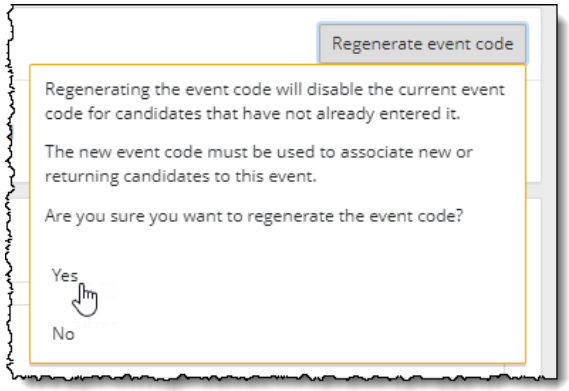
Event day

- Launch secure browser
- **Verify event code is active**
- Admit candidates without photo capture
- Admit candidates with photo capture
- Seat candidates for exam
- Unlock exam
- Remove secure browser

The event information and the current event code are listed at the top of the event page.



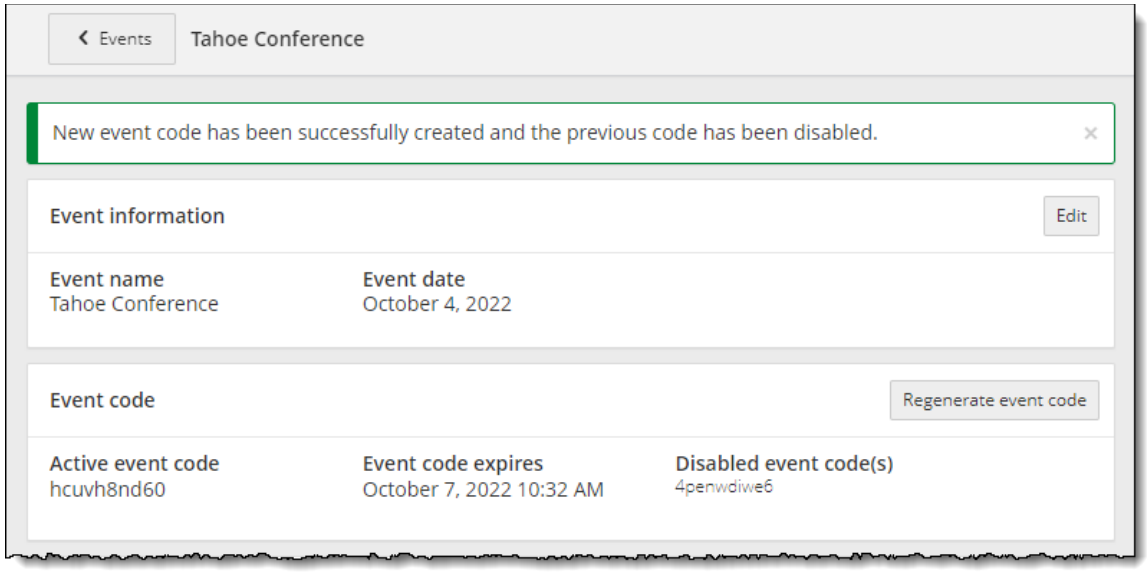
5. If you need to create a new event code, select the **Regenerate event code** button.
6. Select **Yes** to confirm you want to regenerate the event code.



Event day

- Launch secure browser
- **Verify event code is active**
- Admit candidates without photo capture
- Admit candidates with photo capture
- Seat candidates for exam
- Unlock exam
- Remove secure browser

A message notifies you that the new event code has been successfully created and the previous code has been disabled. The new event code is active for an additional 24 hours. The previous code is listed on the right side of the table under the Disabled event code(s) heading.



7. Write the active event code on a whiteboard in the exam delivery room. Candidates must enter the event code to allow the proctor to unlock their exam.

Event day

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

Admit candidates without photo capture

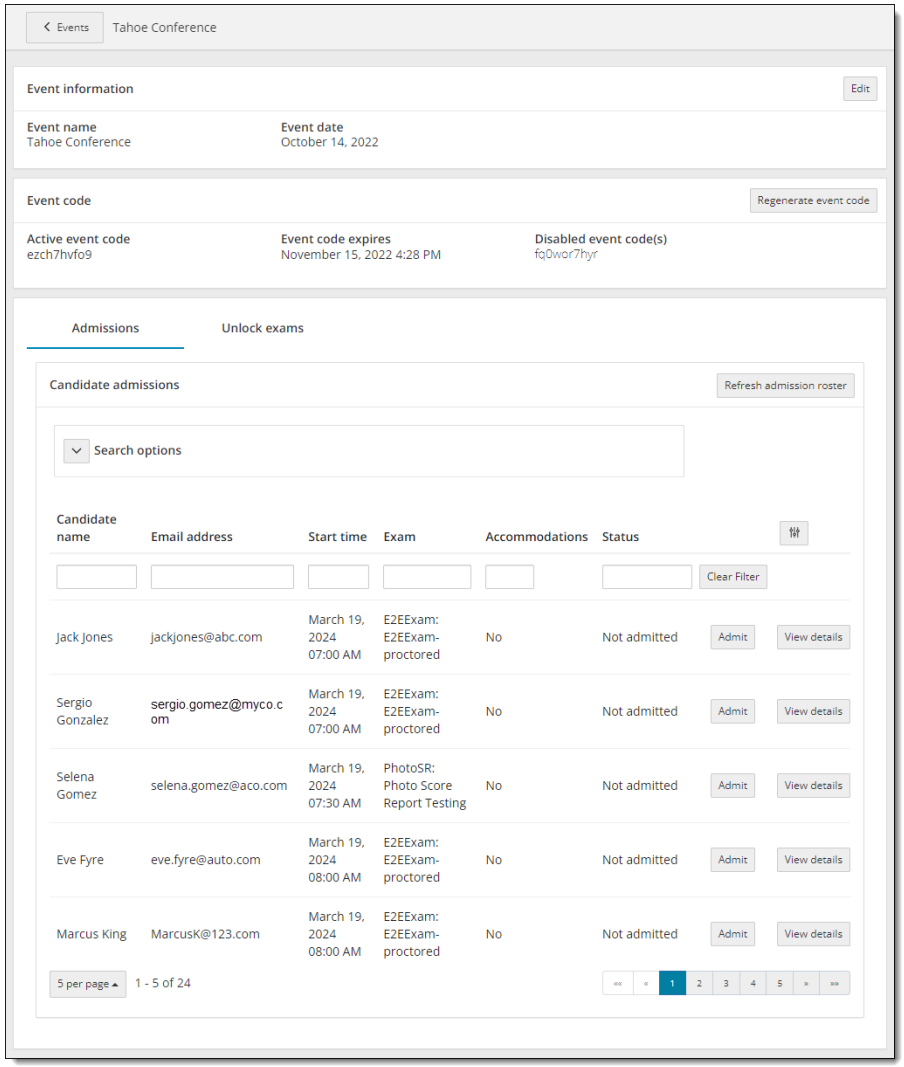
Admission staff or Proctors with the **May admit candidates and deliver exams** use the **Proctoring** application to admit candidates for their exams. When candidates register for an exam at your testing site, all candidates registered for that day's testing appear in all the events for the site. This allows you to use multiple proctors to admit candidates for exams. You may only admit candidates that are scheduled for the current day. If the client does not require a photo of the candidate, the **Admit** button appears on the Candidate admissions page. If the button says **Take photo**, see Admit candidates with photo capture.

1. Open the **Proctoring** application.
2. Locate your event in the list and select the event's **View** button.

Event day

- Launch secure browser
- Verify event code is active
- **Admit candidates without photo capture**
- Admit candidates with photo capture
- Seat candidates for exam
- Unlock exam
- Remove secure browser

The event details page lists all candidates that have registered for exams at your testing site on the Admissions tab at the bottom of the page. Exam registrations are listed in ascending order by exam start time.



Event day

- Launch secure browser
- Verify event code is active
- **Admit candidates without photo capture**
- Admit candidates with photo capture
- Seat candidates for exam
- Unlock exam
- Remove secure browser

3. As each candidate arrives, check their ID, and locate the desired candidate in the admissions list. You can use the advanced search feature or the advanced filter feature to locate the candidate.

Note

You may locate an exam registration by candidate first name, last name, email address, Registration ID, or registration dates.

You can search by **only first name**, **only last name**, or by **first name and last name**. Partial searches are allowed. These fields are not case sensitive.

You must enter **two or more characters** in the first name and/or last name field.

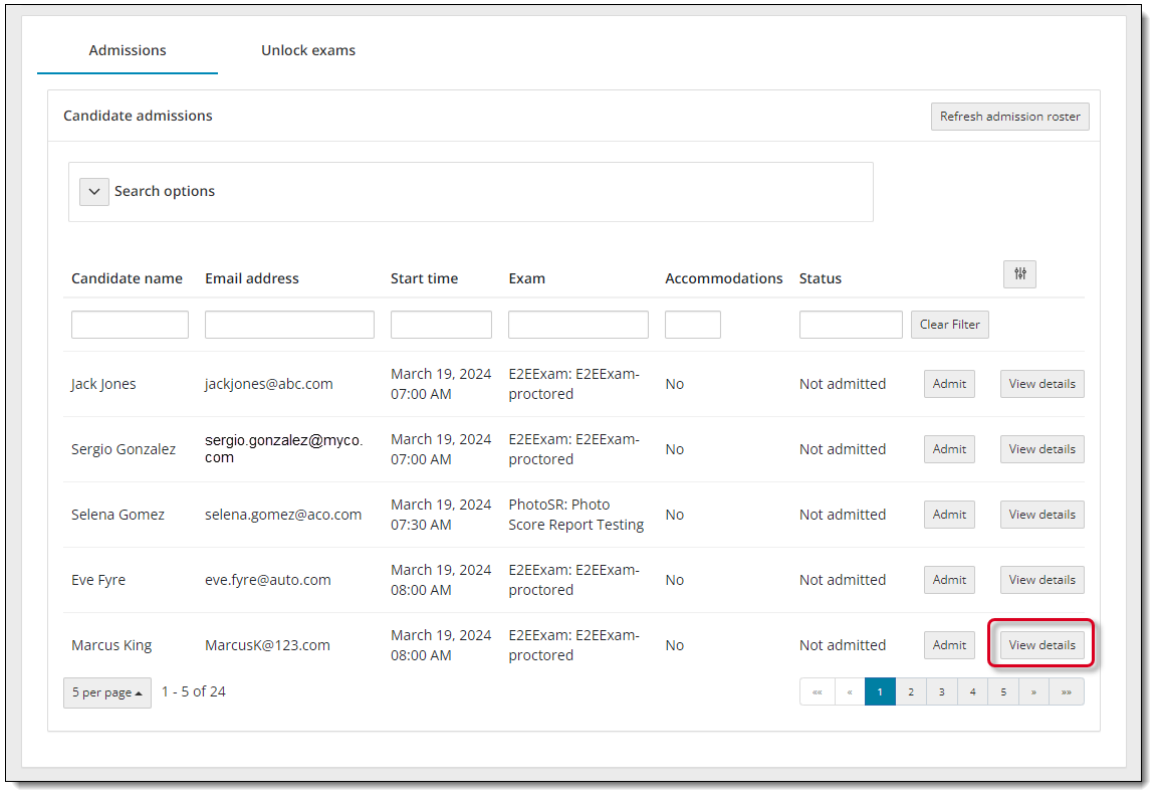
You cannot search for characters in the middle of a name, just the beginning characters in either the first or last name.

Alternately, you may use the **advanced filter** fields to locate the desired candidate. See the Admit candidates for an exam: Search for candidate using the advanced filters help topic.

Event day

- Launch secure browser
- Verify event code is active
- **Admit candidates without photo capture**
- Admit candidates with photo capture
- Seat candidates for exam
- Unlock exam
- Remove secure browser

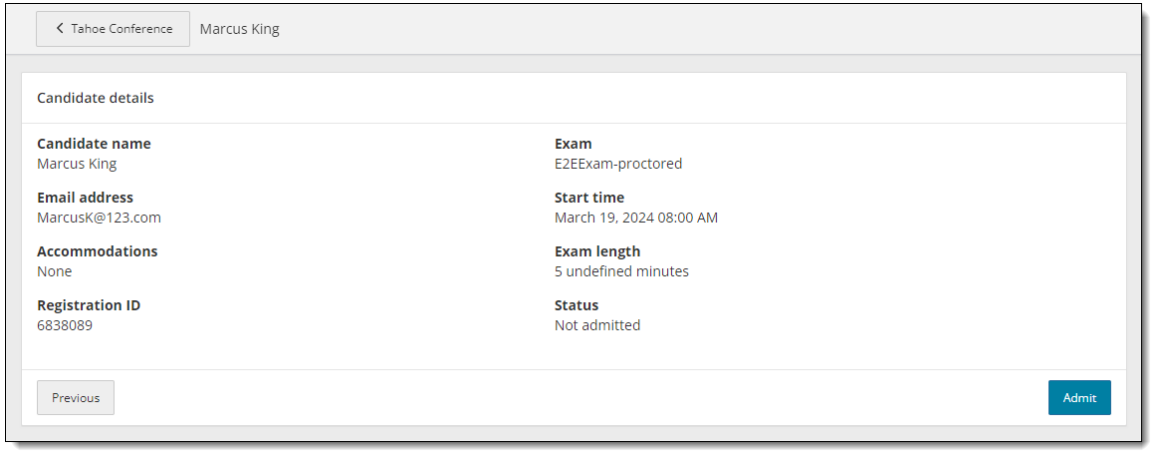
4. You can select the **View details** button to see the exam details for the candidate.



Event day

- Launch secure browser
- Verify event code is active
- **Admit candidates without photo capture**
- Admit candidates with photo capture
- Seat candidates for exam
- Unlock exam
- Remove secure browser

The **Candidate details** page identifies the candidate's name, email address, any accommodations the candidate has for the exam, the Registration ID, the exam the candidate is registered to take, the exam start time, the exam length, and the current status of the exam (Not admitted, Admitted, Unlock requested, Exam in Progress, or Completed).

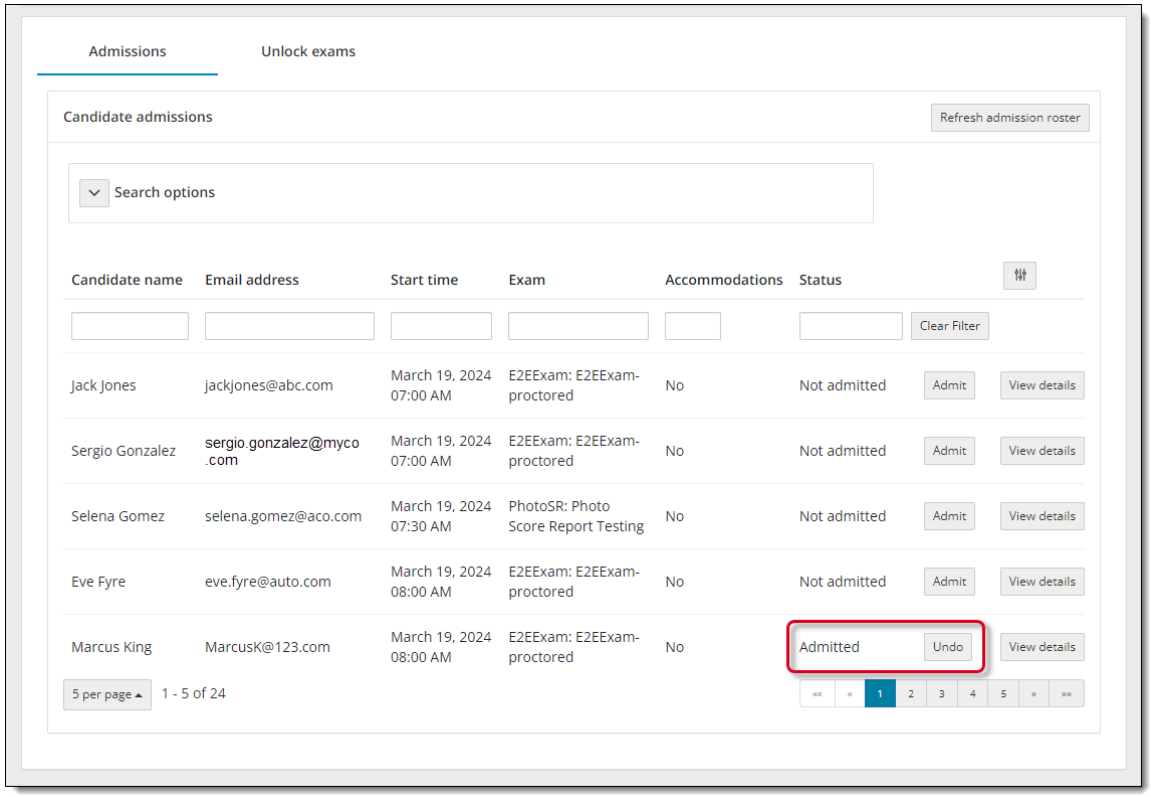


5. You may admit the candidate for the exam by selecting the **Admit** button on this page, or by selecting the **Previous** button and selecting the **Admit** button on the Admissions tab.

Event day

- Launch secure browser
- Verify event code is active
- **Admit candidates without photo capture**
- Admit candidates with photo capture
- Seat candidates for exam
- Unlock exam
- Remove secure browser

The candidate registration on the Admissions tab is now listed as Admitted and the Admit button now says Undo.



6. Select the **Previous** button to return to the Candidate admissions roster.
7. If you inadvertently admitted the wrong candidate, select the **Undo** button and the status changes to **Not admitted** and the button changes back to Admit.
8. Select the **Refresh admission roster** button frequently to ensure any new exam registrations appear on the page.

Event day

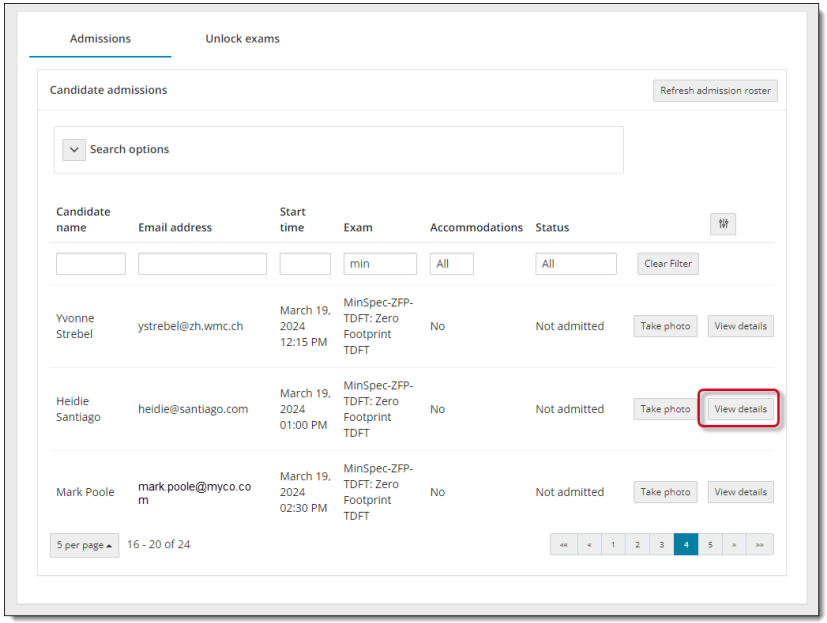
- Launch secure browser
- Verify event code is active
- Admit candidates without photo capture
- **Admit candidates with photo capture**
- Seat candidates for exam
- Unlock exam
- Remove secure browser

Admit candidates with photo capture

Admission staff or Proctors with the **May admit candidates and deliver exams** use the **Proctoring** application to admit candidates for their exams. When candidates register for an exam at your testing site, all candidates registered for that day's testing appear in all the events for the site. This allows you to use multiple proctors to admit candidates for exams. You may only admit candidates that are scheduled for the current day. If the client requires a photo of the candidate, the **Take photo** button appears on the Candidate admissions page. If the button says **Admit**, see Admit candidates without photo capture.

1. Open the **Proctoring** application.
2. Locate your event in the list and select the event's **View** button.

   The event details page lists all candidates that have registered for exams at your testing site on the Admissions tab at the bottom of the page. Exam registrations are listed in ascending order by exam start time.



Property of Pearson VUE

Event day

- Launch secure browser
- Verify event code is active
- Admit candidates without photo capture
- **Admit candidates with photo capture**
- Seat candidates for exam
- Unlock exam
- Remove secure browser

3. As each candidate arrives, check their ID, and locate the desired candidate in the admissions list. You can use the advanced search feature or the advanced filter feature to locate the candidate.

Note

You may locate an exam registration by candidate first name, last name, email address, Registration ID, or registration dates.

You can search by **only first name**, **only last name**, or by **first name and last name**. Partial searches are allowed. These fields are not case sensitive.

You must enter **two or more characters** in the first name and/or last name field.

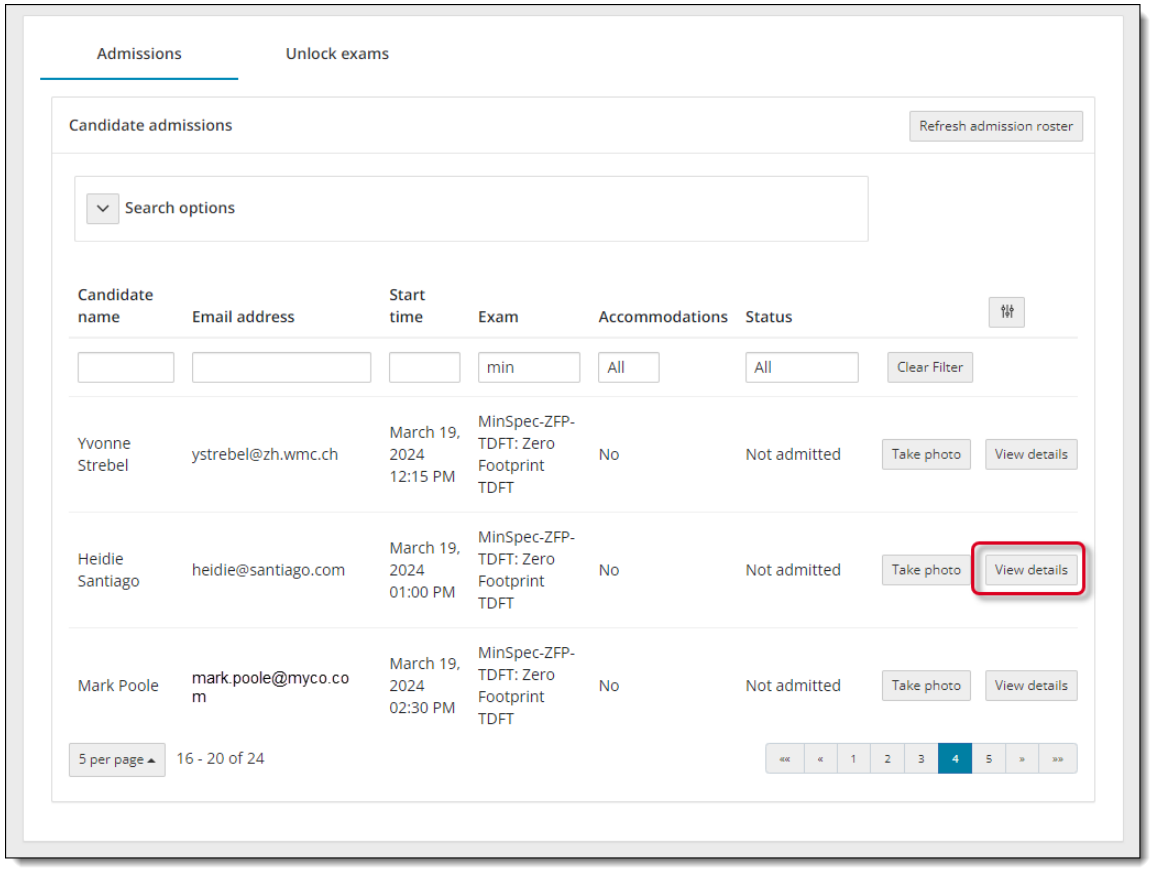
You cannot search for characters in the middle of a name, just the beginning characters in either the first or last name.

Alternately, you may use the **advanced filter** fields to locate the desired candidate. See the Admit candidates for an exam: Search for candidate using the advanced filters help topic.

Event day

- Launch secure browser
- Verify event code is active
- Admit candidates without photo capture
- **Admit candidates with photo capture**
- Seat candidates for exam
- Unlock exam
- Remove secure browser

4. You can select the **View details** button to see the details for the candidate registration.



Property of Pearson VUE

Event day

Launch secure browser

Verify event code is active

Admit candidates without photo capture

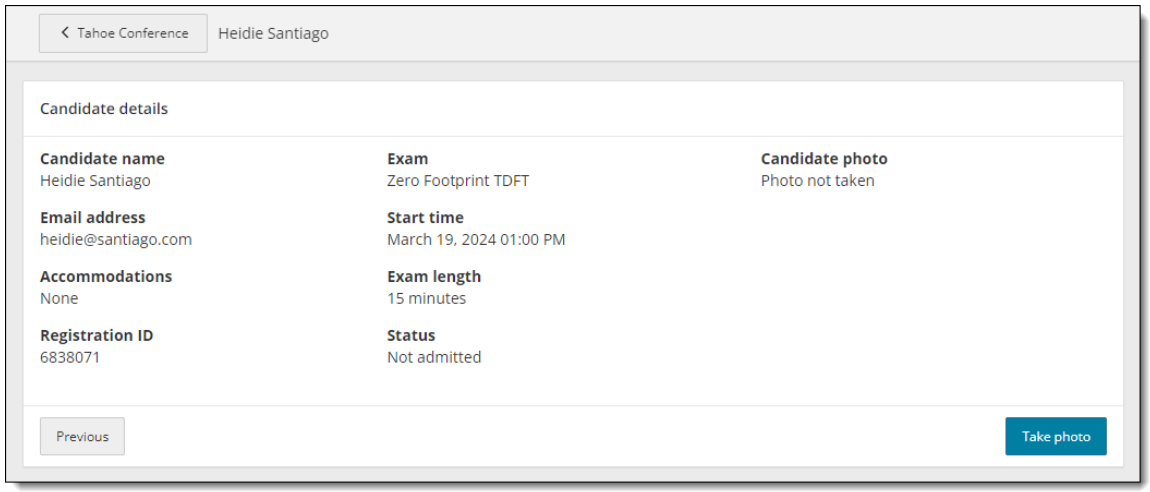
Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

The view Candidate details page identifies the candidate's name, email address, any accommodations the candidate has for the exam, the Registration ID, the exam the candidate is registered to take, the exam start time, the exam length, the current status of the exam (Not admitted, Admitted, Unlock requested, Exam in Progress, or Completed), and the Candidate photo status (Photo not taken if you have not admitted the candidate for the exam).

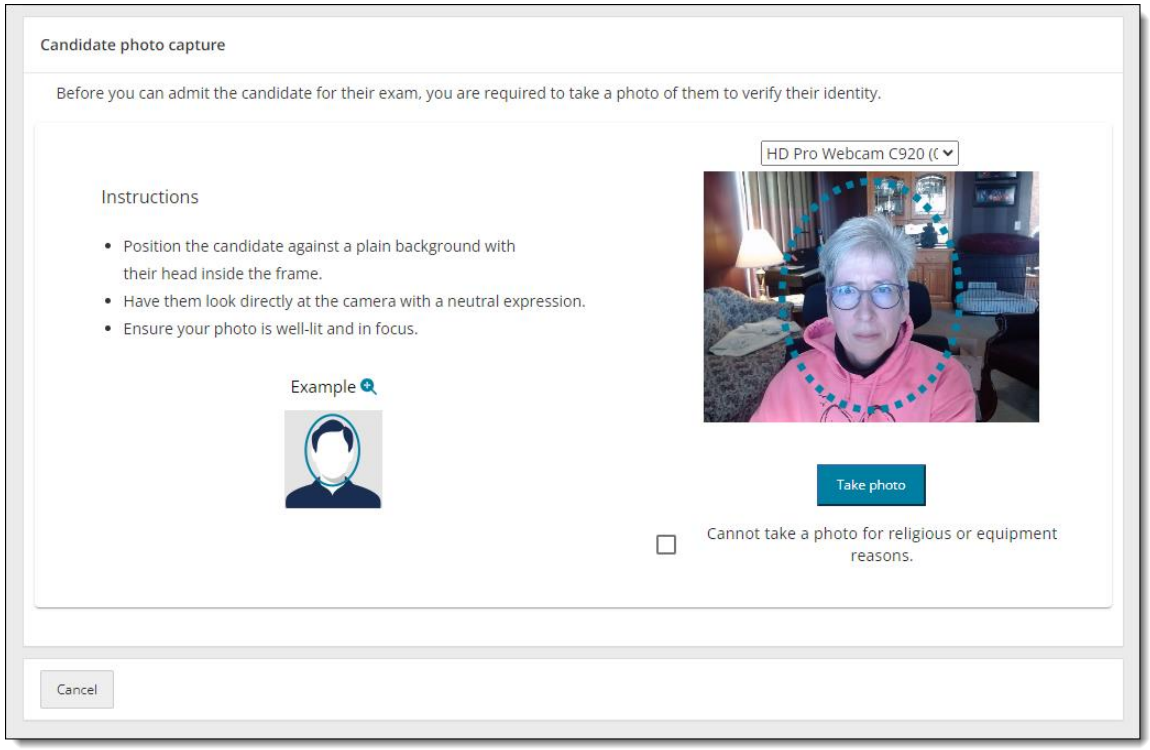


5. You may admit the candidate for the exam by selecting the **Take photo** button on this page, or by selecting the **Previous** button and selecting the **Take photo** button on the Admissions tab.

Event day

- Launch secure browser
- Verify event code is active
- Admit candidates without photo capture
- **Admit candidates with photo capture**
- Seat candidates for exam
- Unlock exam
- Remove secure browser

The Candidate photo capture page appears.

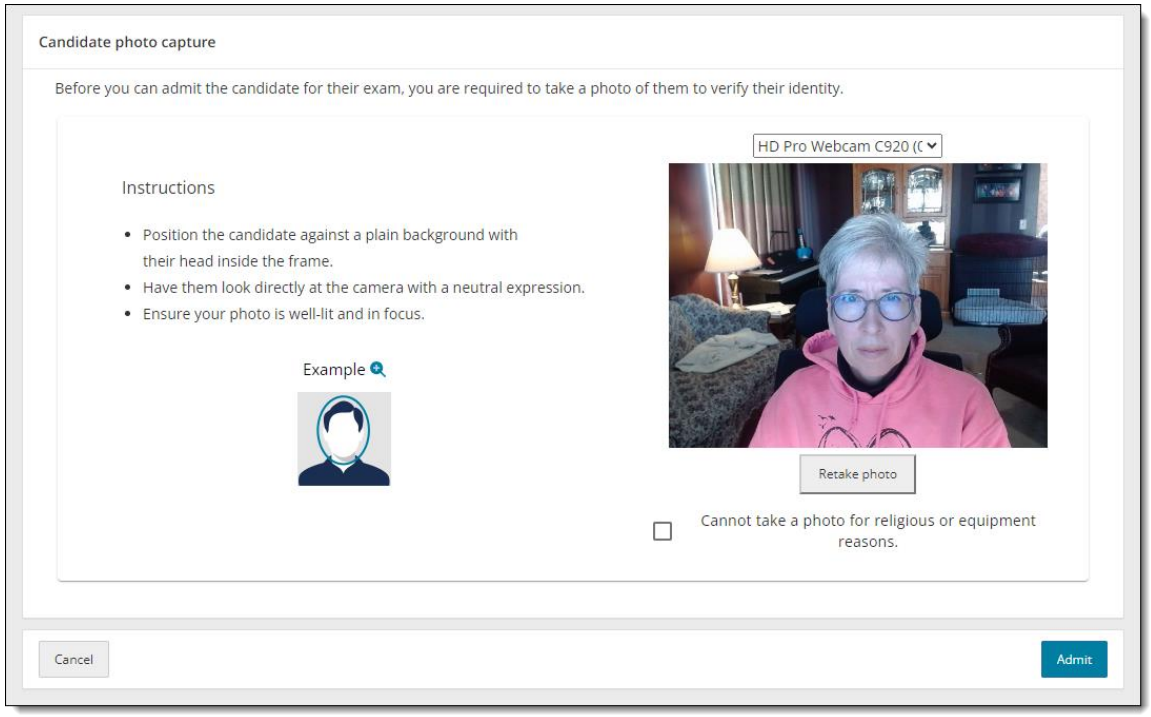


6. You must take a photo of the candidate to verify their identity. You may use an external camera, or by using the camera on the laptop.
7. Position the candidate against a plain background with their head inside the dotted circle.
8. Have the candidate look directly at the camera with a neutral expression.
9. Select the **Take Photo** button.

Event day

- Launch secure browser
- Verify event code is active
- Admit candidates without photo capture
- **Admit candidates with photo capture**
- Seat candidates for exam
- Unlock exam
- Remove secure browser

10. The photo is captured. If you did not capture a good photo, you may select the **Retake photo** button and take the photo again.

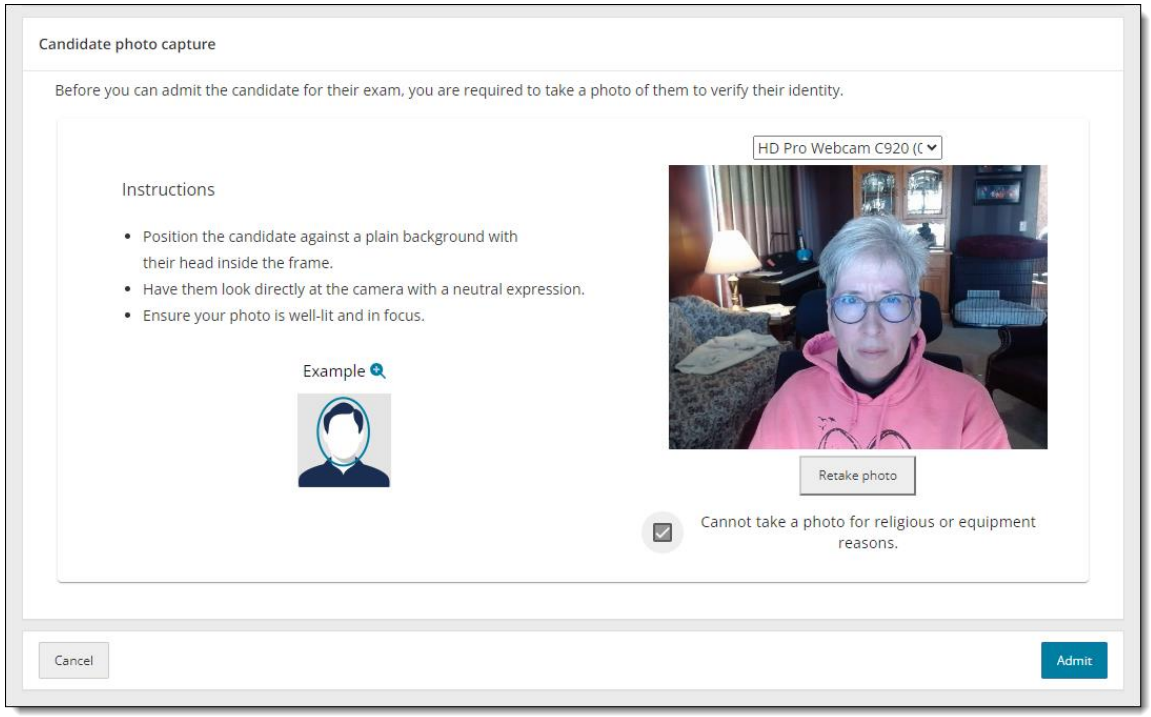


Property of Pearson VUE

Event day

- Launch secure browser
- Verify event code is active
- Admit candidates without photo capture
- **Admit candidates with photo capture**
- Seat candidates for exam
- Unlock exam
- Remove secure browser

11. If there are religious objections to having a photo taken, or if there are issues with the camera preventing you from taking a photo, select the **Cannot take a photo for religious or equipment reasons** check box.



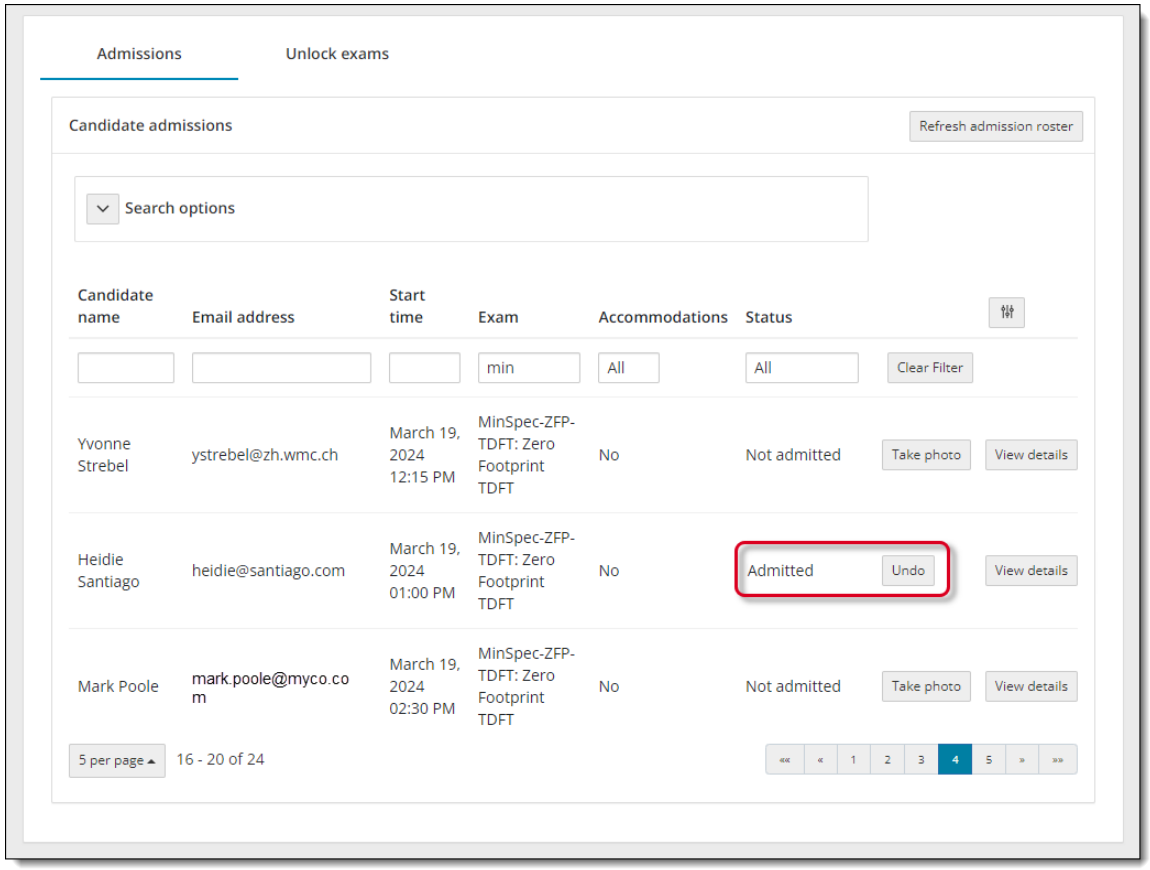
12. Select the **Admit** button.

Property of Pearson VUE

Event day

- Launch secure browser
- Verify event code is active
- Admit candidates without photo capture
- **Admit candidates with photo capture**
- Seat candidates for exam
- Unlock exam
- Remove secure browser

The candidate registration on the Admissions tab is now listed as Admitted and the Take photo button now says Undo.

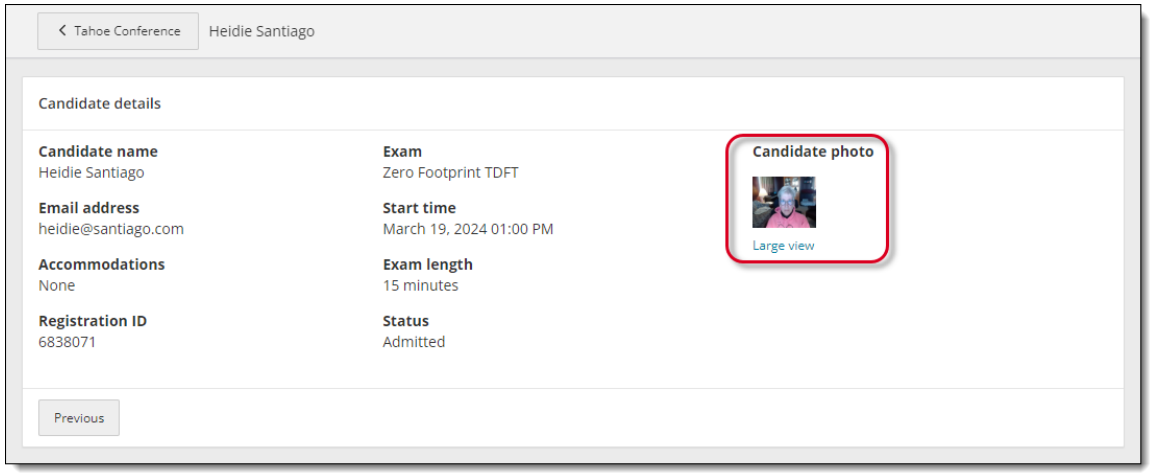


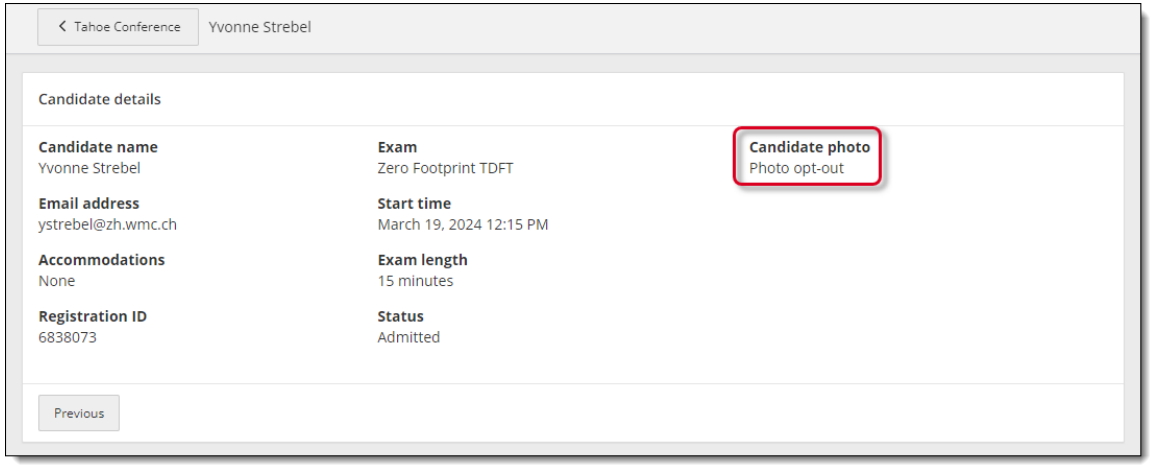
Property of Pearson VUE

Event day

- Launch secure browser
- Verify event code is active
- Admit candidates without photo capture
- **Admit candidates with photo capture**
- Seat candidates for exam
- Unlock exam
- Remove secure browser

Select the **View details** button for a candidate admitted with photo capture enabled. The Candidate photo is displayed, or Photo opt-out is displayed.





Property of Pearson VUE

Event day

Launch secure browser
Verify event code is active
Admit candidates without photo capture
Admit candidates with photo capture
Seat candidates for exam
Unlock exam
Remove secure browser

13. Select the **Previous** button to return to the Candidate admissions roster.
14. If you inadvertently admitted the wrong candidate, select the **Undo** button and the status changes to **Not admitted** and the button changes to Take photo.
15. Select the **Refresh admission roster** button frequently to ensure any new exam registrations appear on the page.

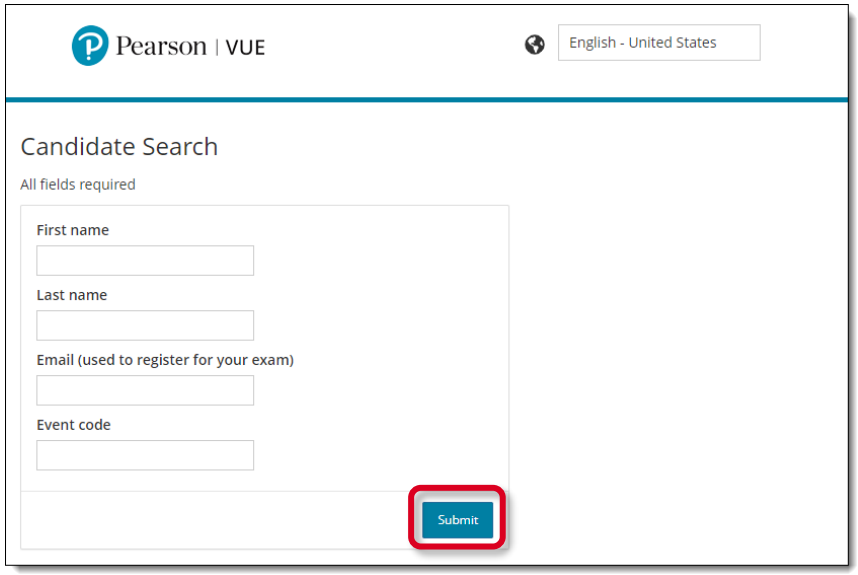
Event day

- Launch secure browser
- Verify event code is active
- Admit candidates without photo capture
- Admit candidates with photo capture
- **Seat candidates for exam**
- Unlock exam
- Remove secure browser

Seat candidate for exam

1. Once you have admitted the candidate, you must escort the candidate to the exam delivery room and seat them at an exam delivery workstation. Ensure the **Secure Browser** is open to the **Candidate Search** page for the candidate.

2. Candidate enters their **First name**, **Last name**, **Email**, and the **Event code** you supplied them and selects **Submit**.



Property of Pearson VUE

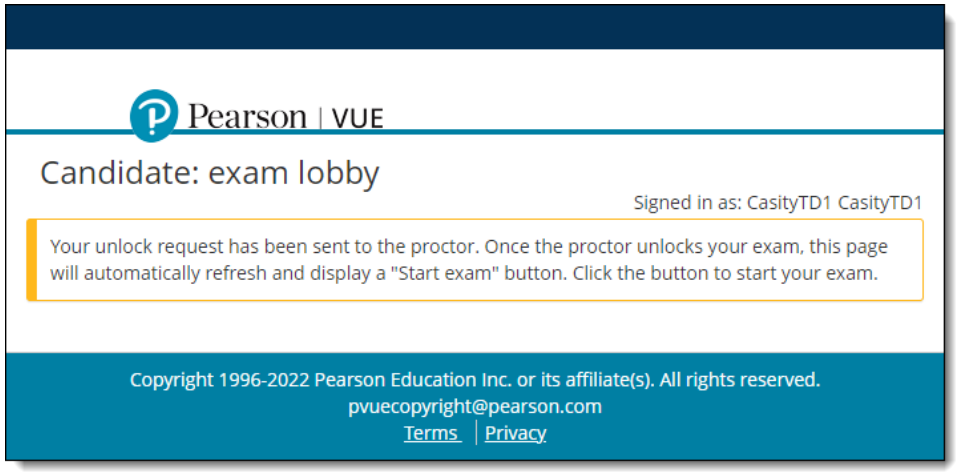
Event day

- Launch secure browser
- Verify event code is active
- Admit candidates without photo capture
- Admit candidates with photo capture
- **Seat candidates for exam**
- Unlock exam
- Remove secure browser

Note

The **First name**, **Last name**, and **Email** fields are not case sensitive, but candidates must enter the name and email exactly as it was created in the system when they registered for the exam.

The secure browser Candidate: exam lobby page notifies the candidate that the unlock request has been sent to the proctor. Once the proctor unlocks the exam the candidate may begin their exam.



Event day

- Launch secure browser
- Verify event code is active
- Admit candidates without photo capture
- Admit candidates with photo capture
- Seat candidates for exam
- **Unlock exam**
- Remove secure browser

Unlock exam

Once the candidate submits their personal information and the event code, the Admissions tab lists the exam status as **Unlock requested**. Proctors must unlock the exam on the **Unlock exams** tab.

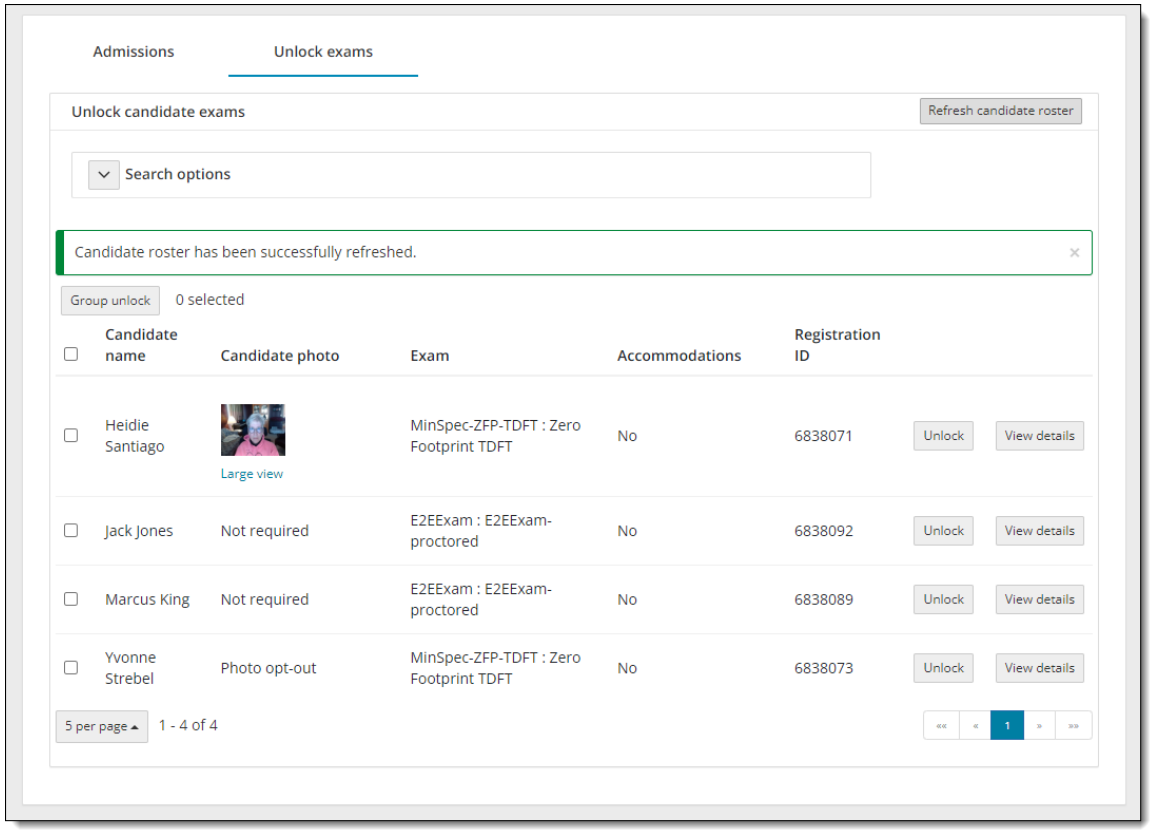
1. Select the **Unlock exams** tab.
2. Select the **Refresh candidate roster** button to ensure you see the current list of candidates waiting to have their exams unlocked.

Property of Pearson VUE

Event day

- Launch secure browser
- Verify event code is active
- Admit candidates without photo capture
- Admit candidates with photo capture
- Seat candidates for exam
- **Unlock exam**
- Remove secure browser

The Unlock exams tab includes the Candidate photo if the candidate requires photo capture for admitting the candidate for an exam.



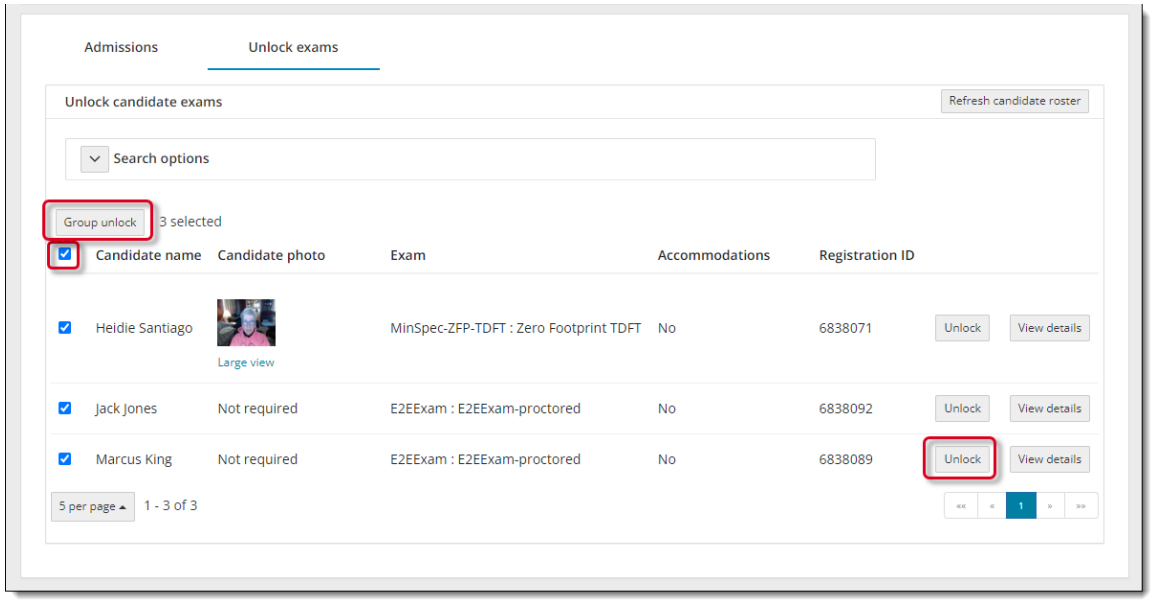
- When photo capture is not required, the Candidate photo column displays **Not required**.
- When photo capture is required, the Candidate photo column displays the **candidate photo** or **Photo opt-out**.

Property of Pearson VUE

Event day

- Launch secure browser
- Verify event code is active
- Admit candidates without photo capture
- Admit candidates with photo capture
- Seat candidates for exam
- **Unlock exam**
- Remove secure browser

3. To unlock a single candidate exam, the Proctor selects the desired candidate's **Unlock** button. To unlock all candidates waiting to start their exams, select the checkbox to the left of the Candidate name header. This selects all the candidate checkboxes. Select the **Group Unlock** button.



If you unlocked a single exam the Exam status on the **Unlock exams** tab changes to **unlocked** and a message notifies you the exam has been unlocked. The next time the candidate roster is refreshed, the unlocked exam is removed from the Unlock exams tab and only locked exams are listed.

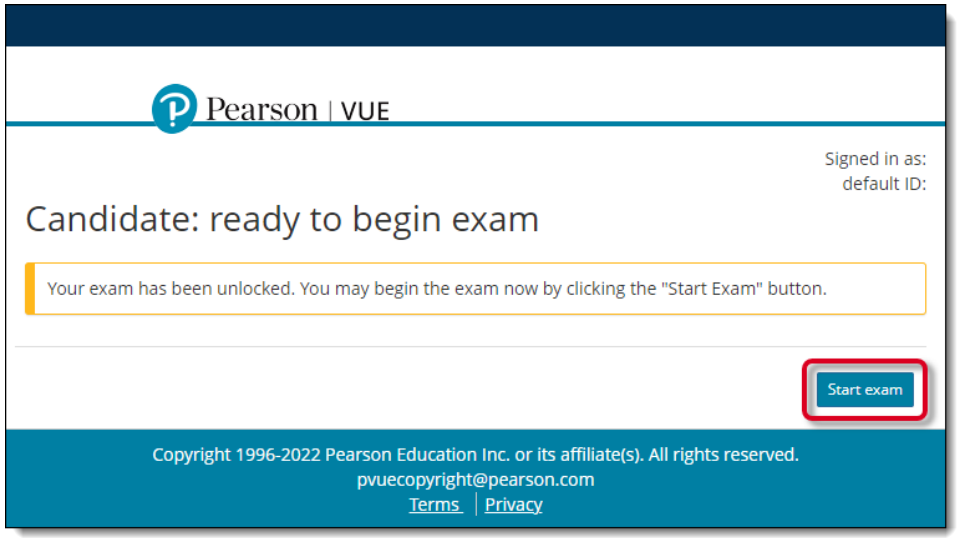
If you group unlocked a bunch of exams, the exams are unlocked and the unlocked exams are no longer displayed on the Unlock exams tab.

The Exam status on the **Admissions tab** changes to **Exam in progress** for unlocked exams.

Event day

- Launch secure browser
- Verify event code is active
- Admit candidates without photo capture
- Admit candidates with photo capture
- Seat candidates for exam
- Unlock exam
- **Remove secure browser**

4. The secure browser now changes to **Candidate: ready to begin exam**. The **candidate** selects the **Start exam** button.



5. Candidate completes the exam.

   Once the candidate completes the exam, the **Admissions** tab lists the exam status as **Complete**.

Remove secure browser

Once all testing is completed for the day, Pearson VUE recommends you remove the secure browser from each exam delivery workstation.

1. Open a **Windows Explorer** window and navigate to the **Downloads** directory.
2. Locate the **CTC.exe** file and **Delete** it.

Test the system

Schedule exam appointment

Admit and unlock exam

Appendix: Test the system

The testing procedure ensures that the site installation works from end to end. Prior to a testing event, Pearson VUE recommends that you register for a practice exam so you can run through admitting candidates for exams. Start by calling your local VUE Support Specialist to create a candidate account for yourself and to schedule yourself for an exam appointment which you can run on an exam delivery workstation. Then use **Proctoring** to admit yourself for the exam and use **Exam Launchpad** to take the practice exam.

This section of the document walks you through:

- Scheduling a Test Driver Functionality Test (TDFT)
- Admitting yourself for the TDFT exam
- Unlocking the exam
- Completing the exam

Note

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

Schedule exam appointment

Note

This is an optional procedure, but Pearson VUE strongly recommends you register for a TDFT so you can run through the procedure for unlocking an exam and running the secure web browser allowing you to launch an exam prior to an exam event.

In this procedure you must contact your local VUE Support Services team to create a candidate account for yourself so you can register for the Test Driver Functionality Tests (TDFT). Please create an account using your own name and address information. You can then use the same account later when running other test exams. Do not create a generic or "dummy" account such as "VUE Admin" or "Mickey Mouse".

Test Driver Functionality Tests (TDFTs) are exams that Pearson VUE has created to test various types of functionalities on exam delivery workstations. Running these exams ensures that the workstation is prepared to deliver Pearson VUE exams.
To perform this process, you must schedule yourself for one appointment which you will take on your administration workstation.

Test the system

Schedule exam appointment

Admit and unlock exam

Note

The process of creating candidate accounts and registering for all other exams besides the **MinSpec-ZFP-TDFT** should be done by calling the **Call Center** or by going to the appropriate **Pearson VUE website program landing page** to register for the exams. We are only asking you to call VSS for purposes of ensuring that your test center is ready to deliver exams once you go live.

Follow these steps to create your candidate account and register for the **MinSpec-ZFP-TDFT** exam:

1. **Call your local Pearson VUE Support representative** using the appropriate phone number in the Technical Support section of this guide.
2. Ask the VSS representative to **create a candidate account** for you. You must supply the following information:

   First name, Last name, Email, Country, Address, City, State, Postal Code, and Phone number.
3. Ask the VSS representative to **register** you for the **MinSpec-ZFP-TDFT exam**. Provide the date you will run the exam.

Test the system

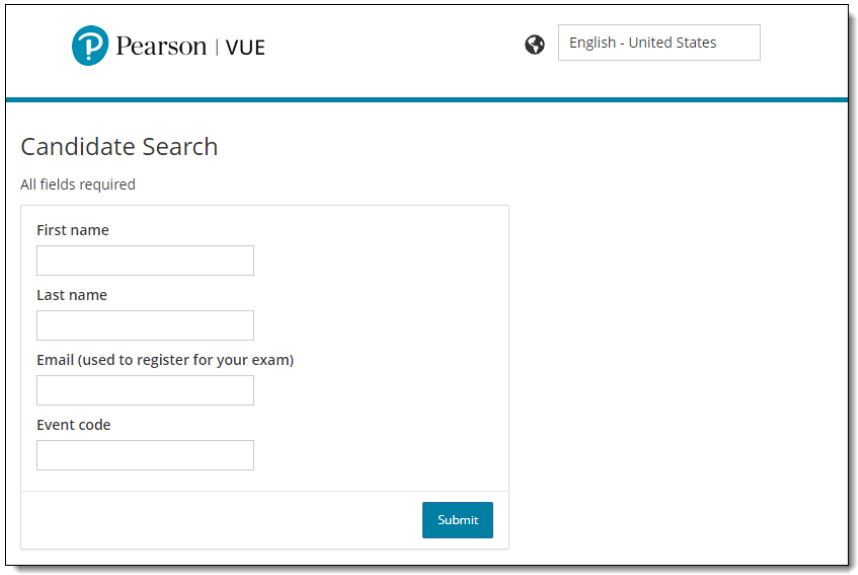
Schedule exam appointment

Admit and unlock exam

Admit and unlock exam for delivery

Before you can launch an exam, you must first admit yourself for the exam. You may only unlock appointments that are scheduled for the current day.

1. Open the **Proctoring** application on the proctor administration workstation.
2. **View** your event.
3. Select the **Admit** button for your candidate registration.
4. On an exam delivery workstation download the Exam Launchpad secure browser from the Client proctored PVBL landing page.
5. Enter your **First name**, **Last name**, **Email address**, the **Event code** for your event, and select **Submit**.



6. On the proctor administration workstation, select the **Unlock exams** tab for your event.
7. Select the **Unlock** button for your exam.
8. On the exam delivery workstation, select the **Start exam** button and complete the exam.

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