
Overview

Client proctored test delivery

Before the event

Complete tasks prior to testing event

During the event

Tasks for testing event



Client proctored - no appointment required – user guide

Pearson – ITS secure browser

Overview

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Note:

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Overview

Client proctored no appointment required test delivery offers the freedom to administer a certification test anywhere, anytime. With Client proctored delivery, your test can go “on-the-road” by managing the test details yourself using Pearson VUE delivery software.

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

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Actions performed or delegated by the Test Sponsor



Actions performed by the proctor



Actions performed by the test taker

Symbols in this document



Additional notes for users



Warnings users must pay attention to



Tips for users

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

Before the event

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

- All proctors who will oversee test takers must be set up with a username/password so they can unlock test registrations. This includes granting them access to the specific tests and dates they will proctor.
- A Private Access Code must be created to allow test takers to register for the test.
- A Proctoring Event must be created to use the group unlock feature. This ties the test taker to the proctor with an event code the test taker enters to notify the proctor they are ready to begin the test.
- Proctors should check their exam authorizations prior to proctoring a testing event.
- Proctors must run a Test Simulation, and they must run a System Check on the testing workstations to ensure the tests can be delivered at the testing venue.
- There are several other tools listed in the Troubleshoot connectivity section you can use to ensure test delivery runs smoothly during your event.

Before the event

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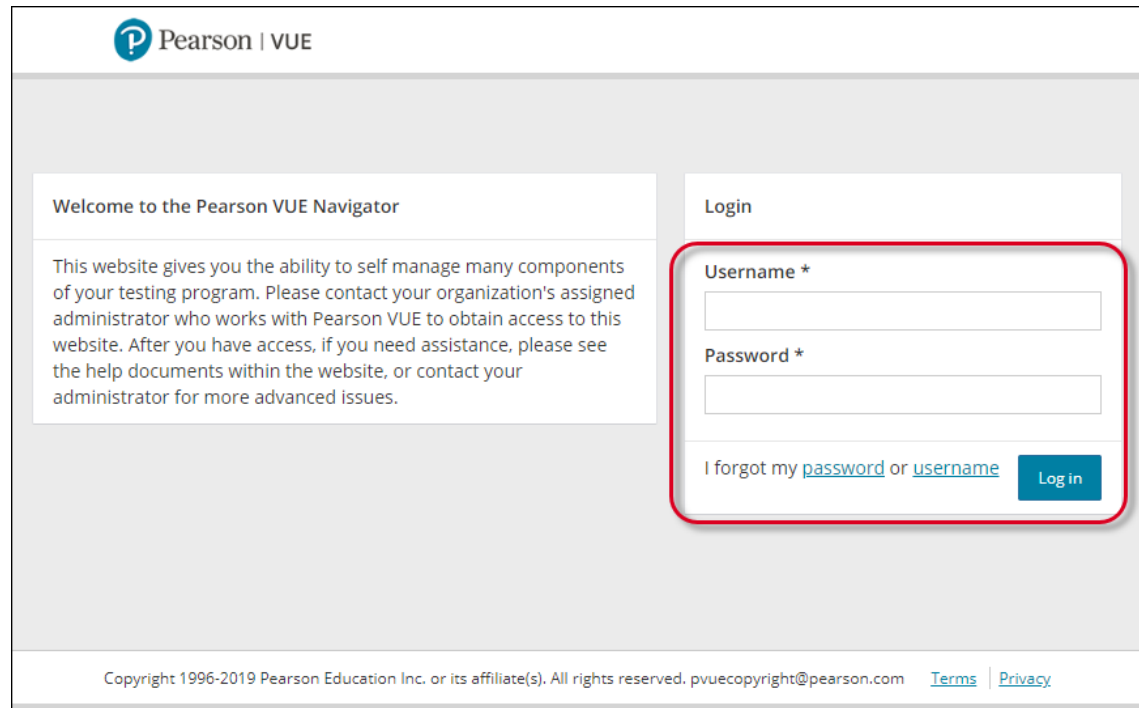
Troubleshoot connectivity

Set-up/maintain proctor accounts



Prior to proctoring a test, the proctor administrator must create proctor accounts for each proctor who will start tests. This is done in the Proctor Management application within the Pearson VUE Navigator portal.

1. Launch the **Pearson VUE Navigator** portal and **Log in**.
<https://navigator.pearsonvue.com/Navigator/authenticate/login>



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Note



For detailed information on how to set-up/create a proctor account and add exam authorizations, please see the [Proctor Management online help](#) while in the Proctor Management application.

2. An email is sent to the proctor to activate their account. **All proctors must click on the link in the email within seven (7) days** of receipt to activate their account. They must log in and set up their security questions and password.

The proctor can then log in to Navigator via the link above and select the **Proctoring** application to view the tests and dates they are authorized to proctor.

Create private access codes



You must create a Private Access Code (PAC) assigned to the Anywhere Proctored delivery mode to make a test private to the Client proctored test takers and for the Pearson VUE registration system to know what scheduling flow to offer. For example, with Client proctored tests the system bypasses the location/date/time after the test taker has chosen their test. A PAC can only be used for a single delivery mode. A PAC cannot be shared across delivery modes. If you want to add a PAC to different delivery modes, you must create a separate PAC for each delivery mode.

Note



Please see the [Private Access Codes online help](#) in the Private Access Codes (PAC) application of the Pearson Navigator portal for assistance in setting up PACs.

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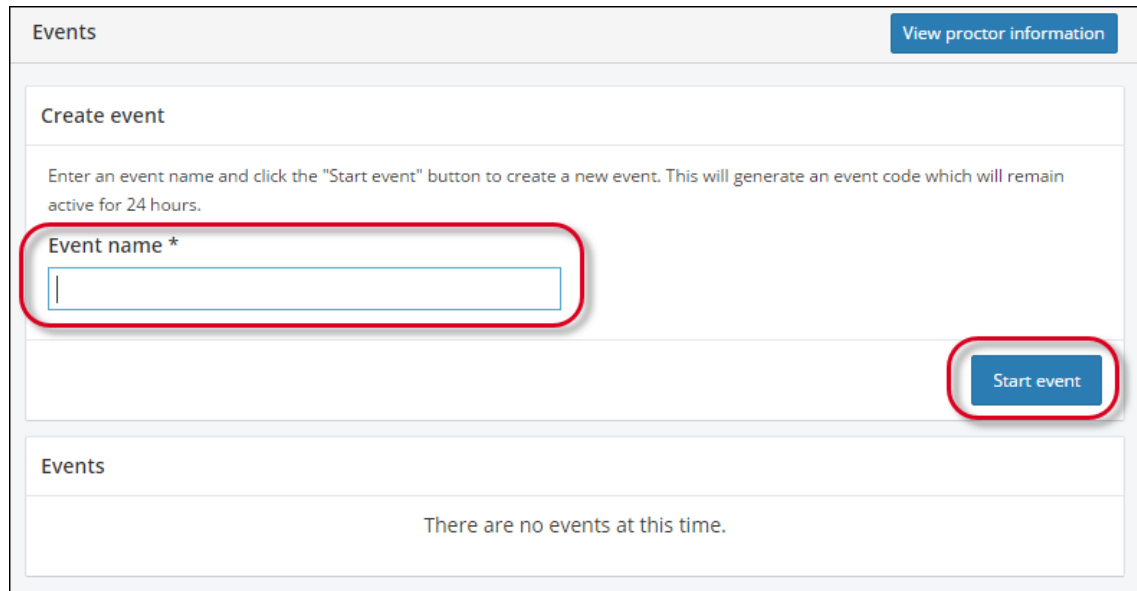
Troubleshoot connectivity

Create a proctoring event

 Most clients are configured to use the Group Unlock feature in the **Proctoring** application within the Pearson VUE Navigator portal. Prior to proctoring a test, proctors must create a Proctoring **Event**. If you are not using the group unlock functionality, skip ahead to the [Run Test Simulation](#) section.

All steps in this section are performed by the **proctor administrator**.

1. Launch the **Pearson VUE Navigator** portal and **Log in**.
<https://navigator.pearsonvue.com/Navigator/authenticate/login>
2. Open the **Proctoring** application.
3. Name the **Testing Event**.



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Tips



- Give the event a meaningful name, such as the name of the test or the name of the conference so that it is easier to locate and remember your event. If there are a lot of proctors for the client, proctors should add their name to the event title.
- Event names can be a **max of 50 characters**.
- Event names can be duplicated because each event is given an **event date and time stamp** that makes it unique.

Note



Please see the [Proctoring online help](#) in the Proctoring application of the Pearson Navigator portal for assistance in creating events.

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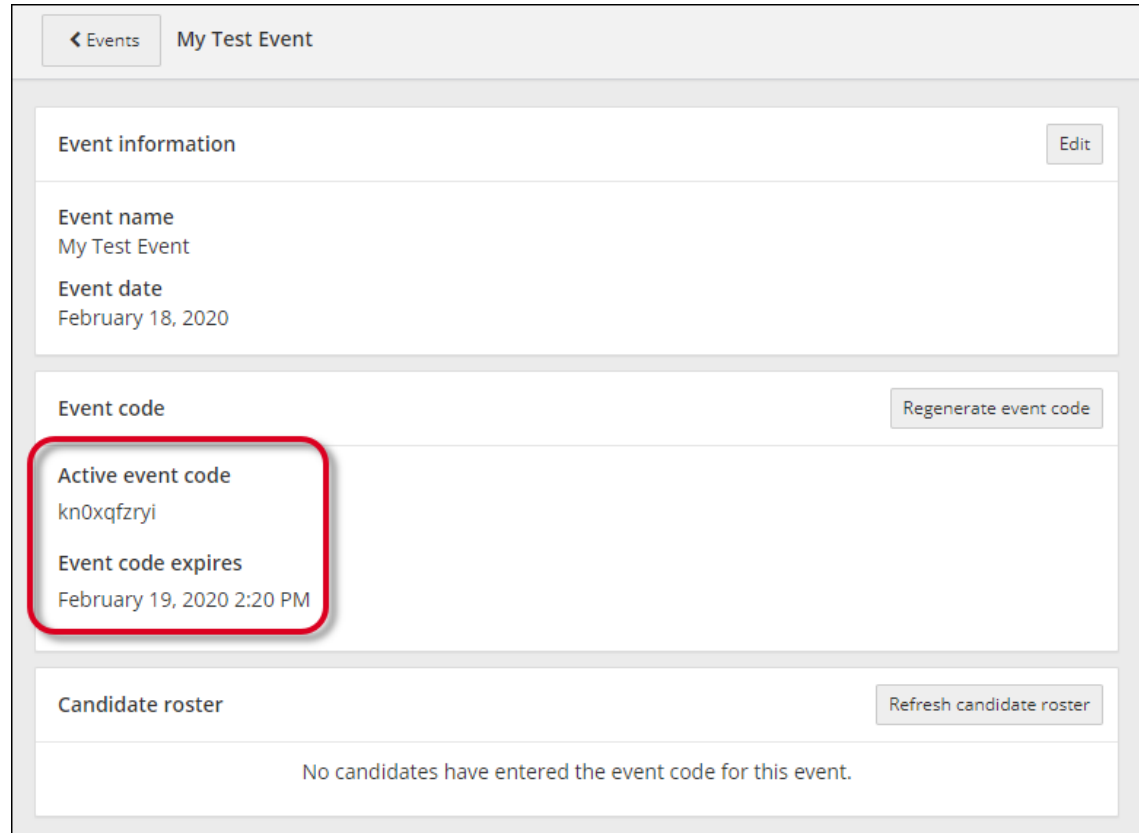
Troubleshoot connectivity

4. Click **Start Event**.

Note



- The event is assigned an **event creation date** and time.
- The event is assigned an **Event code** that is **active for 24-hours**.



The screenshot shows the 'My Test Event' page. It has a header with a back arrow and 'Events' link, followed by 'My Test Event'. The main content is divided into three sections: 'Event information' with an 'Edit' button, 'Event code' with a 'Regenerate event code' button, and 'Candidate roster' with a 'Refresh candidate roster' button. The 'Event code' section is highlighted with a red box and contains the following text:

Active event code
kn0xqfzryi
Event code expires
February 19, 2020 2:20 PM

The 'Candidate roster' section shows the message: 'No candidates have entered the event code for this event.'

The event is now ready to unlock tests for test takers.

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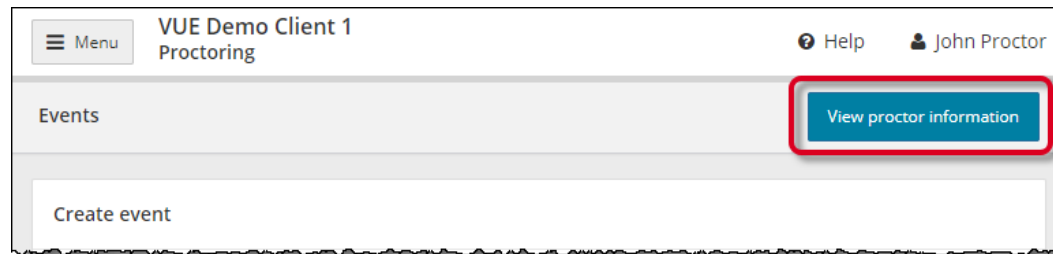
Proctors check exam authorizations



Proctors are authorized to proctor specific tests. The exam authorizations can be viewed in the Navigator portal Proctoring application.

All steps in this section are performed by the **proctor**.

1. Launch the **Pearson VUE Navigator** portal and **Log in**.
<https://navigator.pearsonvue.com/Navigator/authenticate/login>
2. Open the **Proctoring** application in the left navigation.
3. Click the **View proctor information** button at the top of the page.



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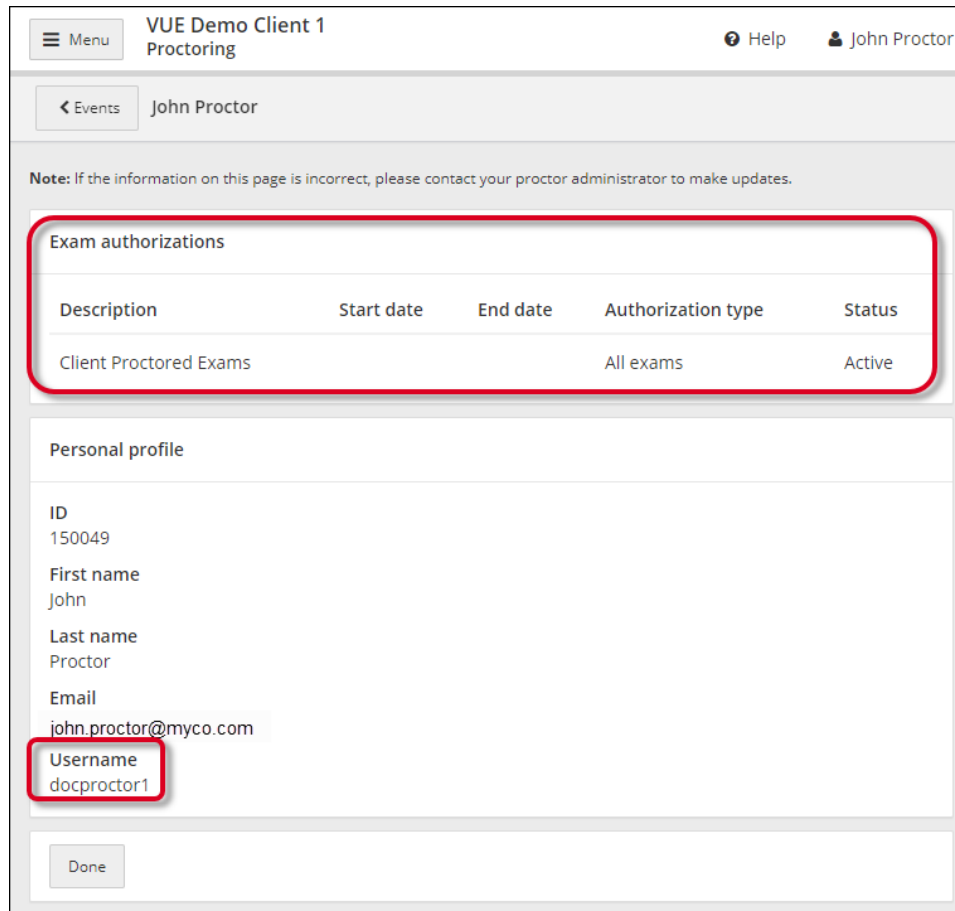
Check exam authorizations

Run Test Simulation

Run System Check

Troubleshoot connectivity

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



The screenshot shows the VUE Demo Client 1 Proctoring interface. At the top, there is a header with a menu icon, the text "VUE Demo Client 1 Proctoring", a help icon, and the user name "John Proctor". Below the header, there is a breadcrumb trail showing "< Events" and "John Proctor". A note states: "Note: If the information on this page is incorrect, please contact your proctor administrator to make updates." The main content area is divided into two sections. The first section, titled "Exam authorizations", contains a table with the following data:

Description	Start date	End date	Authorization type	Status
Client Proctored Exams			All exams	Active

The second section, titled "Personal profile", contains the following information:

- ID: 150049
- First name: John
- Last name: Proctor
- Email: john.proctor@myco.com
- Username: docproctor1

At the bottom of the page, there is a "Done" button.

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

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Run Test Simulation

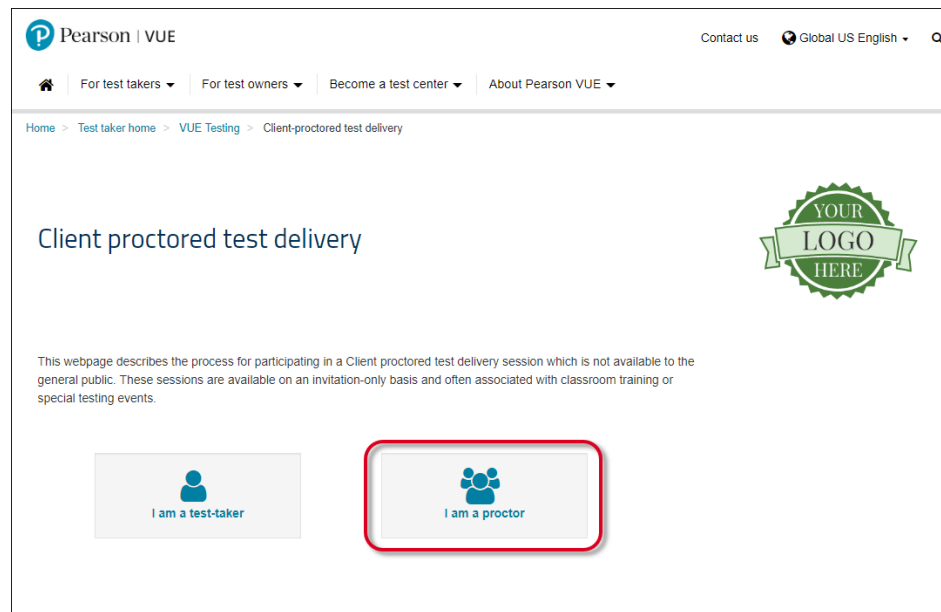
Note



Prior to a testing event, 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 test delivery.**



1. Launch the <https://pearsonvue.com/<clientname>/client-proctored> landing page on the **proctor workstation**.
2. Click the **I am a proctor** link.



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3. Click **Check readiness**.

Exam proctors

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

To get started with Pearson VUE Client proctored test delivery, review the following steps. Client proctored exams have specific technical and system requirements which have to be met in order to deliver an exam. For more resources, check out the Client Proctored Documentation application in [Navigator](#).

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

- 1** Verify test-taker's web account
All test-takers must have a valid web account.
[More information »](#)
- 2** Check readiness
Run the system check and test simulation to test the bandwidth, upload and download speed from your testing room on each computer. Turn browser pop-up blocker off during the system test.
[Check readiness »](#)
- 3** View system requirements
Verify whether the computer being used meets the system requirements.
[System requirements »](#)
- 4** Download secure browser
Download the secure browser to start the test process.
[Download secure browser](#)

Before the event

Set-up/maintain proctor accounts

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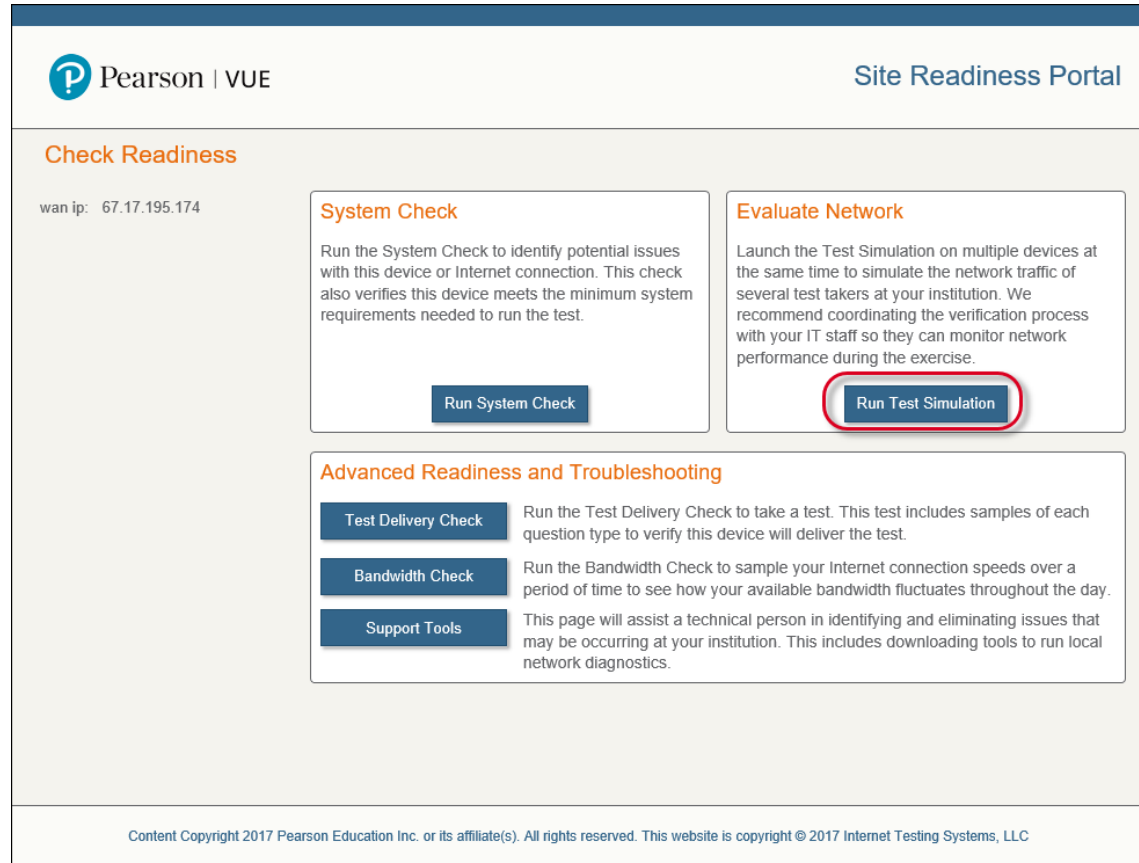
Check exam authorizations

Run Test Simulation

Run System Check

Troubleshoot connectivity

- Click **Run Test Simulation** in the *Evaluate Network* section.



The screenshot shows the Pearson VUE Site Readiness Portal. The header includes the Pearson VUE logo and the title 'Site Readiness Portal'. The main content area is titled 'Check Readiness' and displays the WAN IP address 'wan ip: 67.17.195.174'. There are three main sections: 'System Check', 'Evaluate Network', and 'Advanced Readiness and Troubleshooting'. The 'Evaluate Network' section contains a button labeled 'Run Test Simulation', which is highlighted with a red circle. The 'Advanced Readiness and Troubleshooting' section contains three sub-sections: 'Test Delivery Check', 'Bandwidth Check', and 'Support Tools', each with a brief description of the tool's function.

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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Before the event

Set-up/maintain proctor accounts

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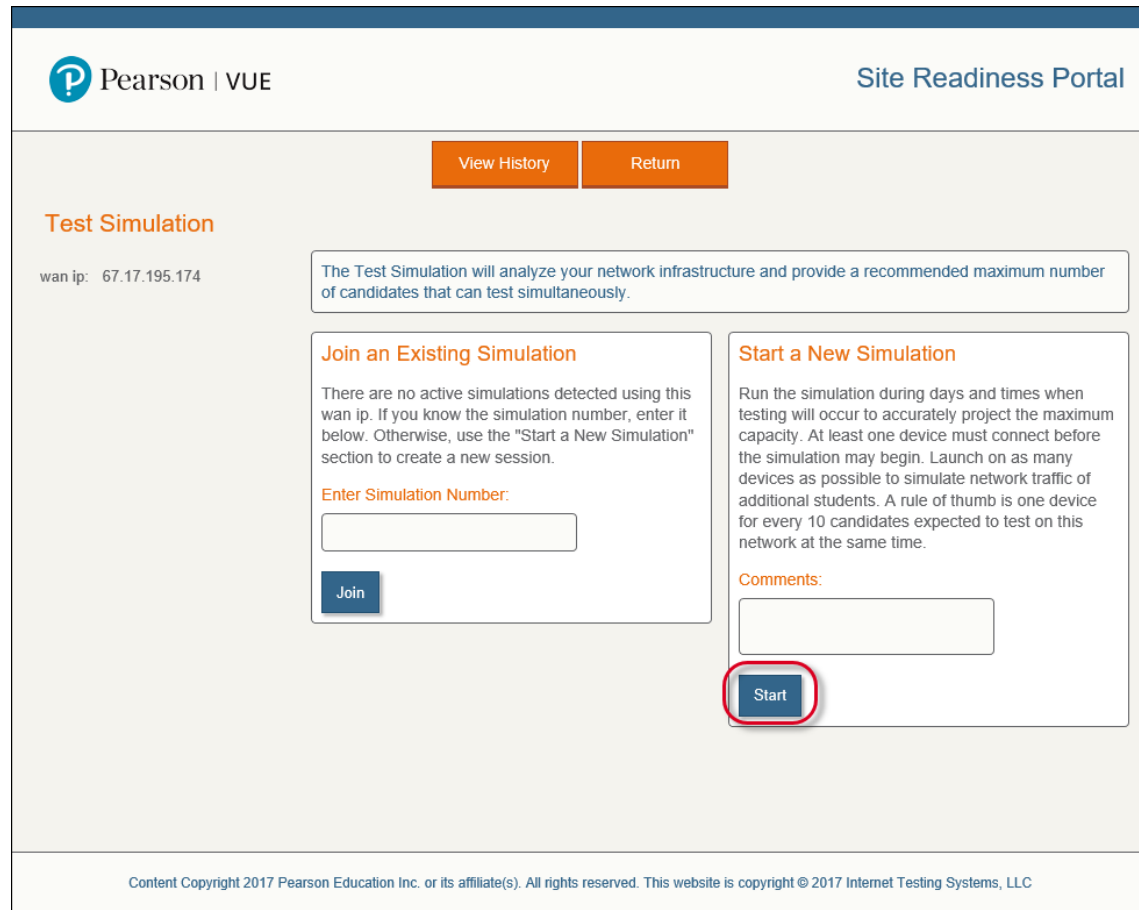
Check exam authorizations

Run Test Simulation

Run System Check

Troubleshoot connectivity

5. Click **Start** under *Start a New Simulation*.



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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Before the event

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Create private access codes

Create a proctoring event


Check exam authorizations

Run Test Simulation

Run System Check

Troubleshoot connectivity

Take note of the **Simulation #**. You must enter the simulation number on the testing workstations.


Site Readiness Portal

Return

Test Simulation: Controller

wan ip : 67.17.195.174

Simulation # : 5

Test Name : NonPVTG 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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Before the event

Set-up/maintain proctor accounts

Create private access codes

Create a proctoring event

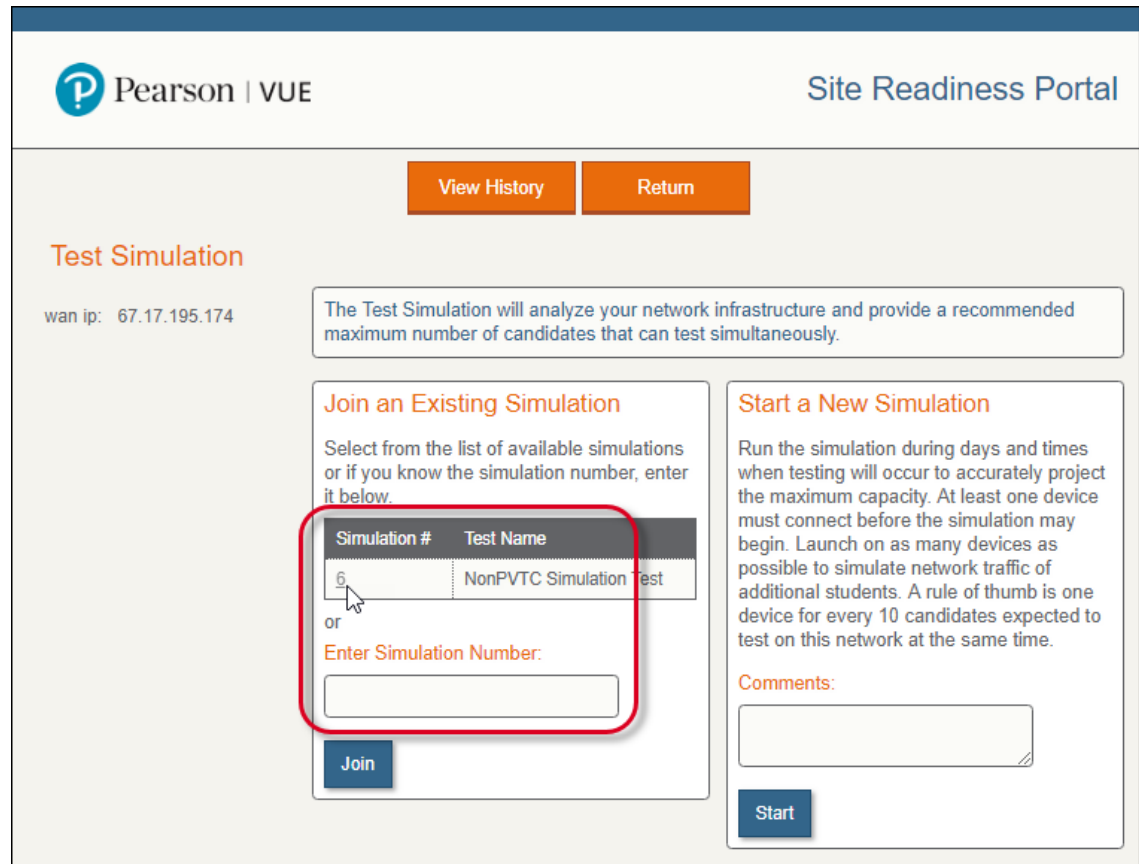
Check exam authorizations

Run Test Simulation

Run System Check

Troubleshoot connectivity

- Go to consecutive testing workstations and launch the client landing page <https://pearsonvue.com/<clientname>/client-proctored>. Click **I am a proctor**, and click **System Test**.
- Click the **Simulation #** or enter the **Simulation Number** in the *Join Existing Simulation* text box and click **Join**.



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

Select from the list of available simulations or if you know the simulation number, enter it below.

Simulation #	Test Name
6	NonPVTC Simulation Test

or

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](#)

Before the event

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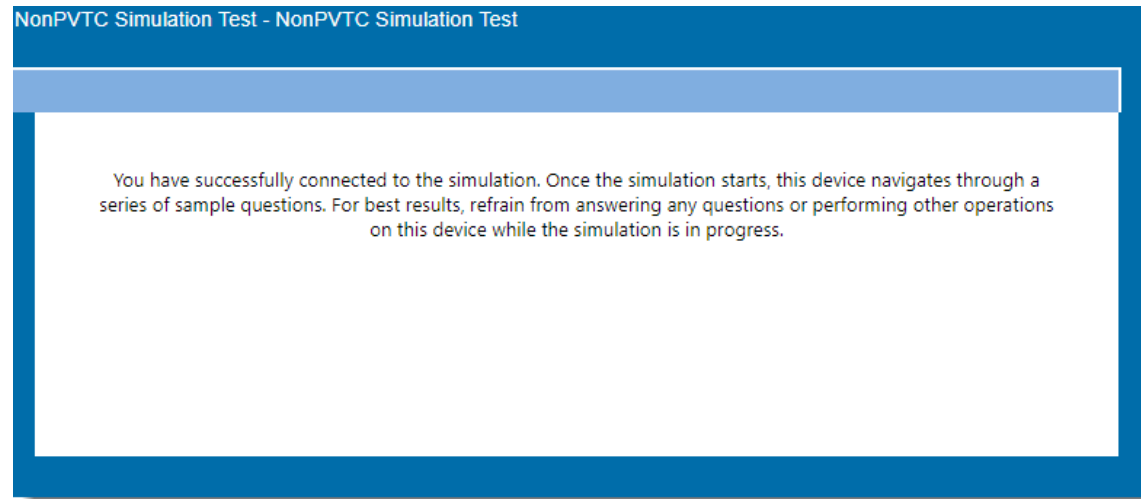
Check exam authorizations

Run Test Simulation

Run System Check

Troubleshoot connectivity

A simulated test appears on the testing workstation. Do not close this window.



8. Repeat this simulation on multiple testing workstations.

Before the event

Set-up/maintain proctor accounts

Create private access codes

Create a proctoring event


Check exam authorizations

Run Test Simulation

Run System Check

Troubleshoot connectivity

- Go back to the Proctor workstation and click **Start** in the *Test Simulation: Controller* page.


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

Before the event

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Check exam authorizations

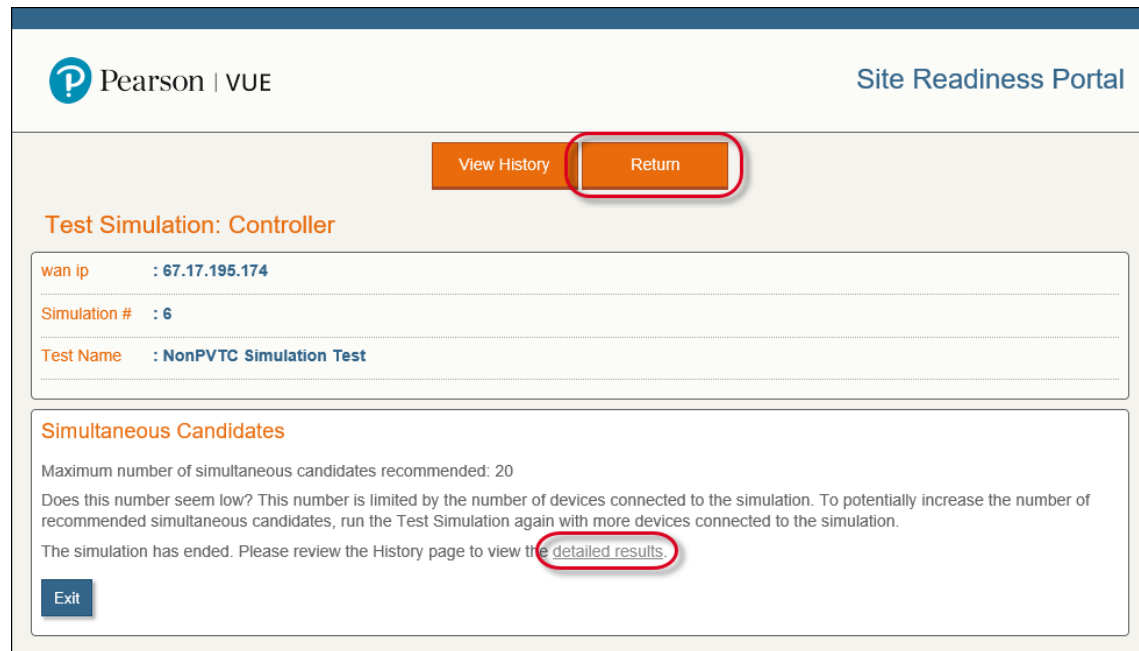
Run Test Simulation

Run System Check

Troubleshoot connectivity

On each testing workstation, simulated tests 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 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

10. Click **Return**.

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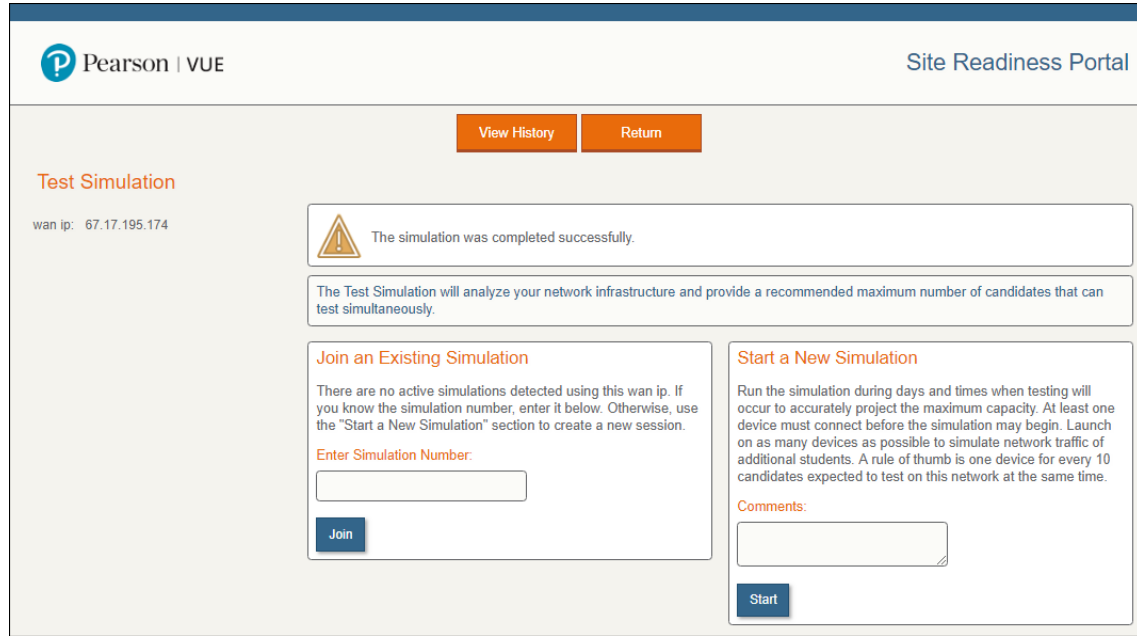
Check exam authorizations

Run Test Simulation

Run System Check

Troubleshoot connectivity

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



The screenshot shows the 'Site Readiness Portal' interface. At the top, there's a header with the Pearson VUE logo and the text 'Site Readiness Portal'. Below the header, there are two orange buttons: 'View History' and 'Return'. The main content area is titled 'Test Simulation' and shows a 'wan ip: 67.17.195.174'. A yellow warning icon with an exclamation mark is displayed, followed by the text 'The simulation was completed successfully.' Below this, a message states: 'The Test Simulation will analyze your network infrastructure and provide a recommended maximum number of candidates that can test simultaneously.' There are two main sections: 'Join an Existing Simulation' and 'Start a New Simulation'. The 'Join an Existing Simulation' section contains the text: '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.' It has a label 'Enter Simulation Number:' followed by a text input field and a 'Join' button. The 'Start a New Simulation' section contains 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.' It has a 'Comments:' label followed by a text area and a 'Start' button.

11. **Close** the web browser on each of the testing workstations.

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Check exam authorizations

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Troubleshoot connectivity

Run System Check on test taker workstation

Note

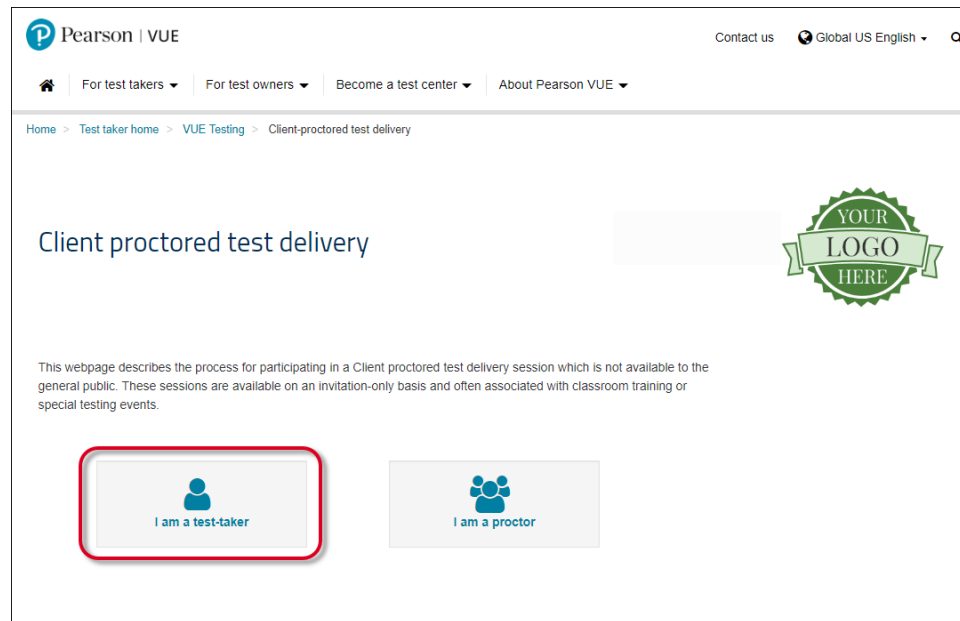


If test takers will complete tests on client provided workstations, proctors must run a system check on each testing workstation before test takers are seated for the test, to ensure the device can successfully deliver tests.



Test takers can run a system check on their own device prior to beginning the test if they are bringing their own machine for the event.

1. On each testing workstation, navigate to the client landing page <https://pearsonvue.com/<clientname>/client-proctored>.
2. Click **I am a test taker**.



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3. Click **Run system check**.

Test-takers

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

Before your testing event

Run a system check on the computer that will be used to take the exam and verify whether it passes the [minimum system requirements](#).

Run system check

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

Create account

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

Sign in

At the event

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

Launch browser

After your test

Sign in to your account to view score report.

Sign in

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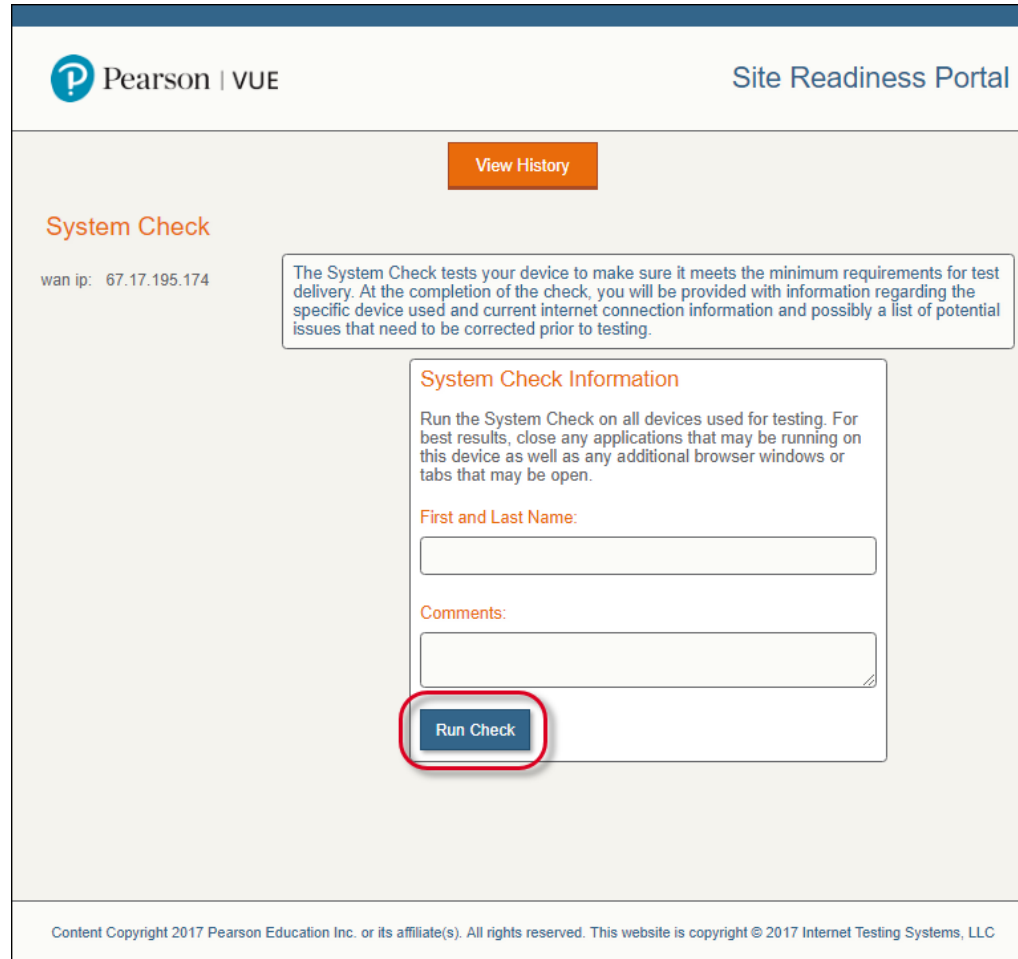
Troubleshoot connectivity

- Click **Run Check** in the *System Check Information* section.

Note



ITS recommends you close any applications running on the testing workstation, as well as any additional browser tabs before running the system check.



Pearson | VUE Site Readiness Portal

[View History](#)

System Check

wan ip: 67.17.195.174

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:

- Testing workstation has a valid Operating System
- Display settings are configured properly
- Internet browser supports the use of cookies
- Test will successfully launch
- Internet bandwidth available to the computer and identifies how many simulation test 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 a test. Ensure the *Browser*, *Operating System*, *Display*, and *Internet Connection* all meet the minimum specifications.

Caution



The workstation must pass the system check. If a testing workstation fails the system check or detects issues that may affect test delivery, 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 test using **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 test on a system that does not pass the system check or the test taker will be unable to complete the test and may be subject to the client rescheduling fees and/or policies.**

5. Click **Return**.

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Run Test Delivery Check

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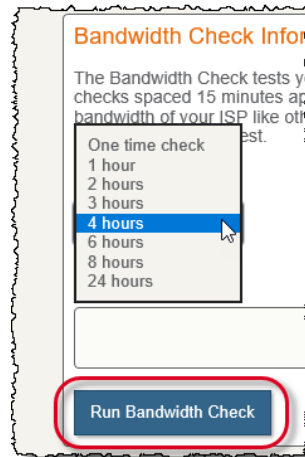
In addition to running a test simulation and system check, ITS has provided several other tools to ensure test delivery runs smoothly during your event.

Run Bandwidth Check



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

1. Click **Bandwidth Check** on the *Check Readiness* page.
2. Select the **Duration** for the bandwidth check from the drop-down list and click **Run Bandwidth Check**.



3. The bandwidth check runs through the simulation and creates a detailed report. Click **View Detailed Results**.

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Troubleshoot connectivity

Run Bandwidth Check

Run Test Delivery Check

Support Tools

Run Test Delivery Check



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

1. Click **Test Delivery Check** on the *Check Readiness* tab.
2. A practice test opens. Run through the practice test and complete each question type.
3. Click **Finish** and then **End Exam**.

Support Tools



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

Caution



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.**

During the event

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Technical troubleshooting

Add time to test (i.e., ESL)

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Note:

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

During the event

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

- Test takers must download the Pearson - ITS secure browser and either launch the test they pre-registered for, or they may register for the test at the event.
- The test taker captures their photo if the client has opted to include photo capture.
- The test taker enters the event code if the client has opted to use the group unlock feature.
- The proctor unlocks the test so the test taker can complete the test.
- If the test has been stopped for any reason, there is a section describing how to resume the test. See the [Resume test](#) section for details.
- If technical difficulties are encountered, see the [Technical Troubleshooting](#) section for details. This includes steps to [Launch test when candidate website is unavailable](#) if candidate websites are unavailable.
- If a test taker needs additional time to complete the test because they speak English as a Second Language (ESL), proctors must contact Pearson VUE Support Services (VSS) for an accommodation. The [Add time to test](#) section provides the phone numbers to contact VSS for assistance.
- At the end of the test, test takers may view their score report on the client website.

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Add time to test (i.e., ESL)

View score report

Manage admissions

Note



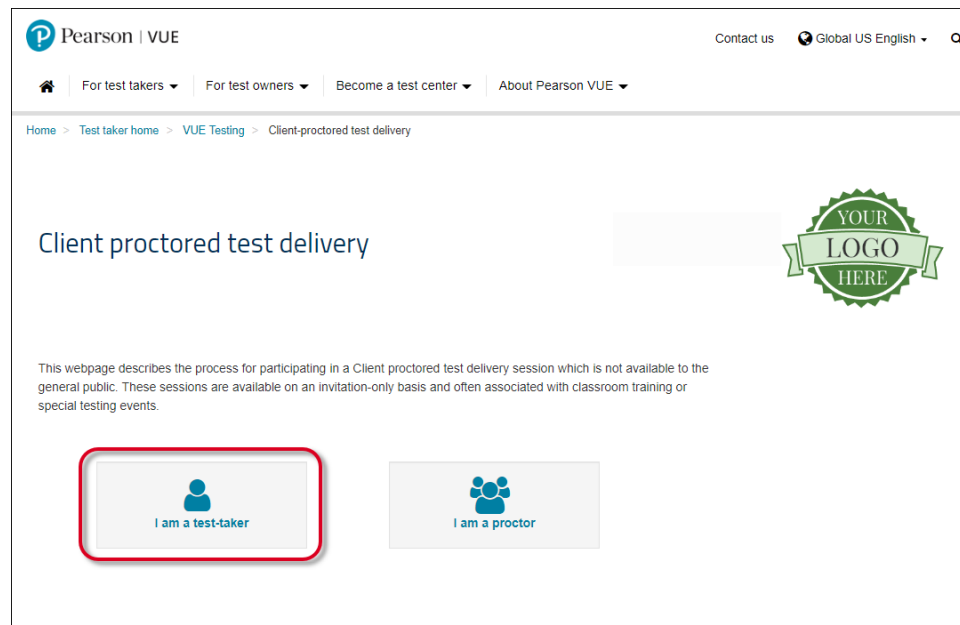
Test takers must **save any open files** and **close all open applications** prior to launching a test.

All steps in this section are performed by the **test taker**.

Test Taker downloads secure browser



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



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Capture photo (optional)

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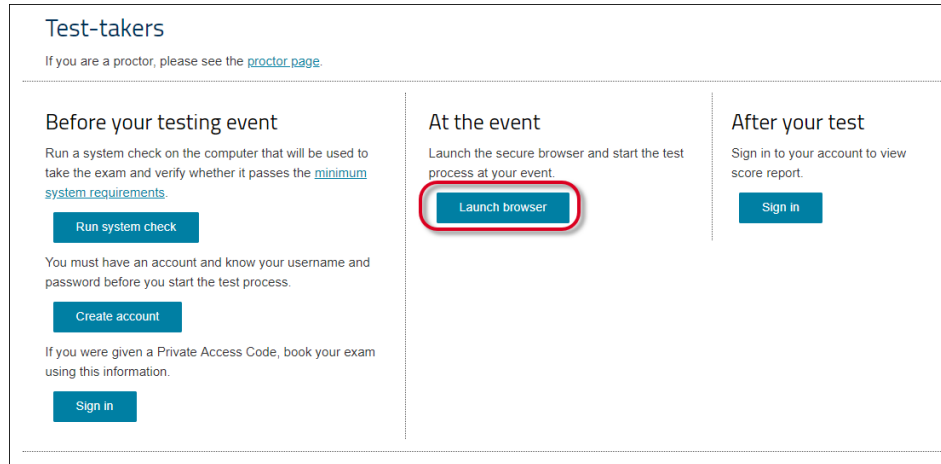
Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

3. Click **Launch browser**.




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

Before your testing event	At the event	After your test
<p>Run a system check on the computer that will be used to take the exam and verify whether it passes the minimum system requirements.</p> <p>Run system check</p> <p>You must have an account and know your username and password before you start the test process.</p> <p>Create account</p> <p>If you were given a Private Access Code, book your exam using this information.</p> <p>Sign in</p>	<p>Launch the secure browser and start the test process at your event.</p> <p>Launch browser</p>	<p>Sign in to your account to view score report.</p> <p>Sign in</p>

4. Click the **SB Browser.exe** to download the secure browser.




SB Browser (1).exe

<p>Note</p> 	<p>Always run the browser off the website rather than saving it to the local workstation. This ensures the current version of the test driver is always used for test delivery.</p>
---	---

5. Click **Run** in the *Open File – Security Warning* dialog box.

6. Enter **Username** and **Password** and click **Sign In**.

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

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Note



If the candidate website is unavailable when test takers launch the test via the secure browser, they will see an error message. Proctors must manually launch the test via the secure browser. See [Launch test when candidate website is unavailable](#).

Test taker begins test (pre-registered)



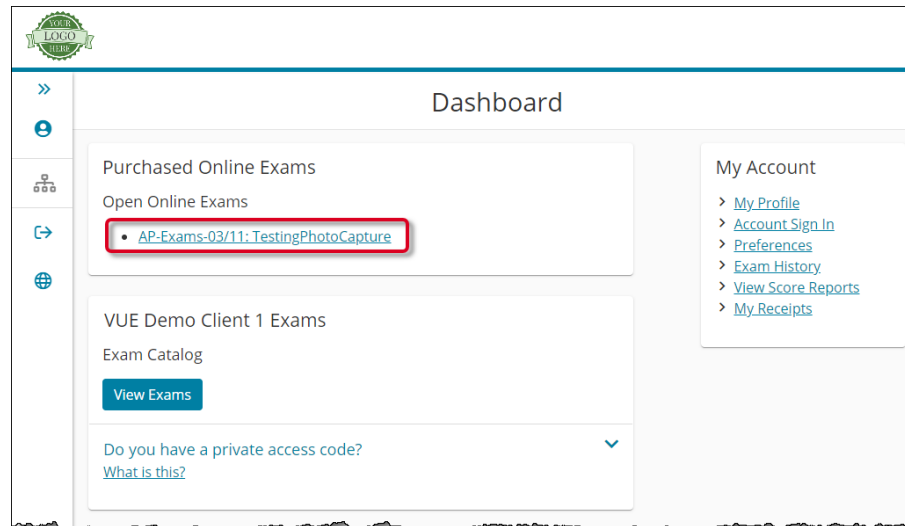
If the test taker pre-registered for the test, they can select the test in the *Open Online Exams* section to launch the test.

Note



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

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



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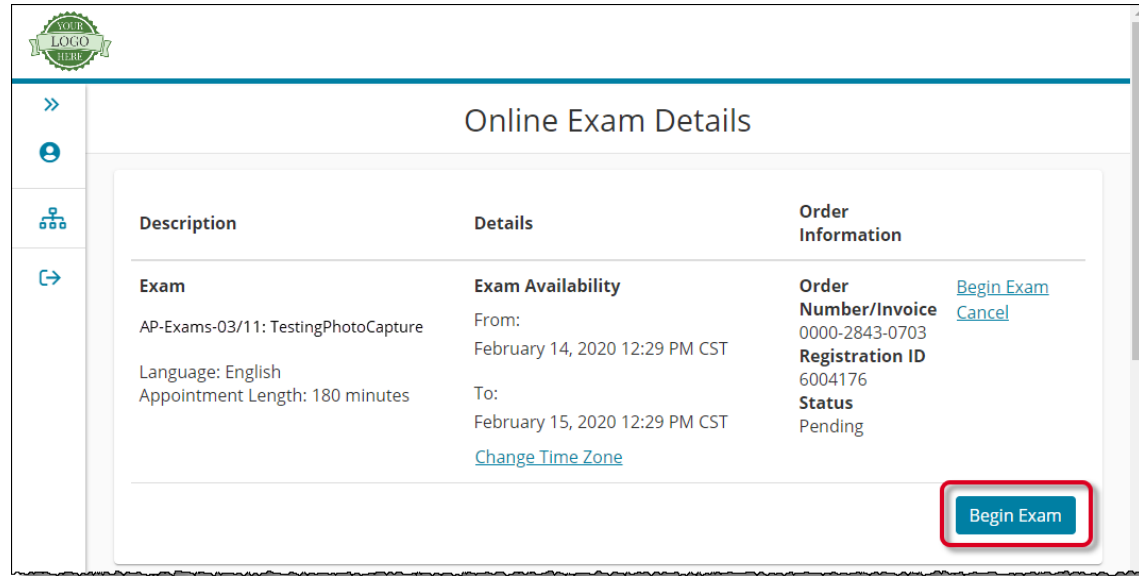
Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

2. Click **Begin Exam**.



Online Exam Details

Description	Details	Order Information
Exam AP-Exams-03/11: TestingPhotoCapture Language: English Appointment Length: 180 minutes	Exam Availability From: February 14, 2020 12:29 PM CST To: February 15, 2020 12:29 PM CST Change Time Zone	Order Number/Invoice 0000-2843-0703 Registration ID 6004176 Status Pending

[Begin Exam](#) [Cancel](#)

Begin Exam

Note



Skip ahead to [Test taker captures photo](#) (optional).

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Capture photo (optional)

Enter event code

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Manually unlock tests

Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

Walk-in registration

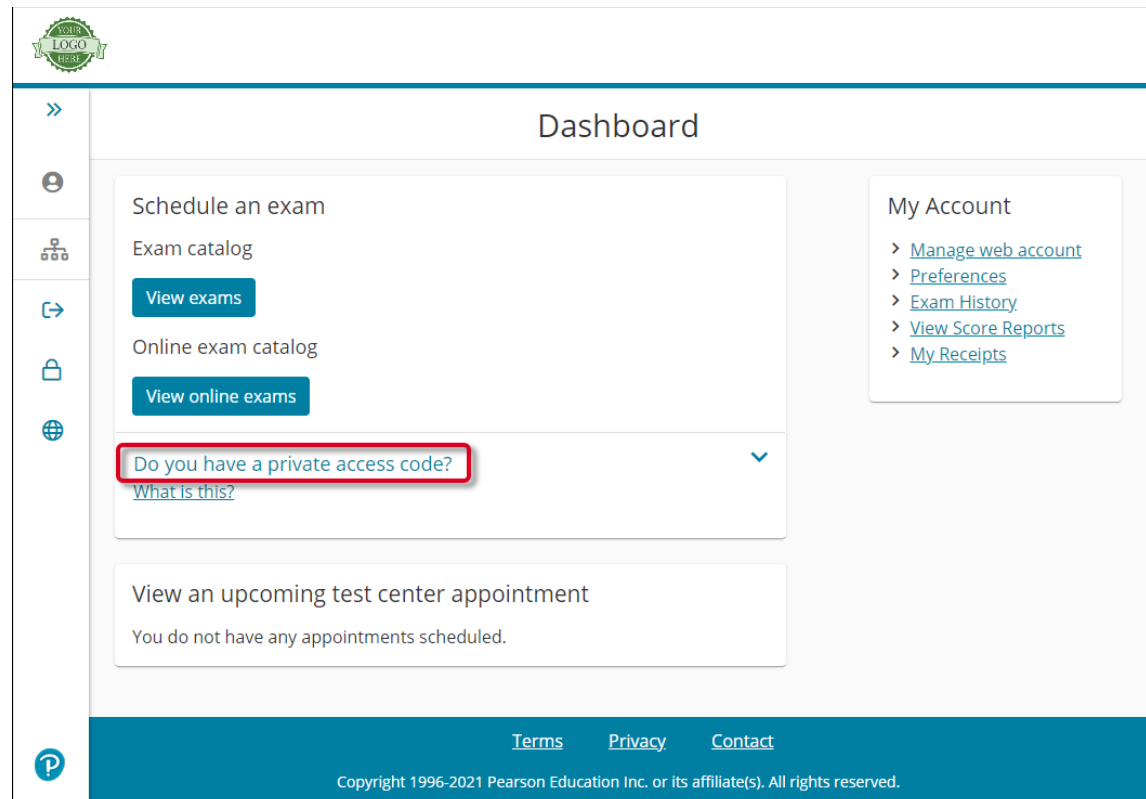
Note



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



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



The screenshot shows the Pearson VUE Dashboard. On the left is a sidebar with navigation icons. The main content area is titled 'Dashboard' and contains several sections: 'Schedule an exam' with links to 'Exam catalog' and 'Online exam catalog', each with a 'View' button; a section titled 'Do you have a private access code?' with a dropdown arrow and a link 'What is this?'; and a section for 'View an upcoming test center appointment' which states 'You do not have any appointments scheduled.' On the right is a 'My Account' section with links to 'Manage web account', 'Preferences', 'Exam History', 'View Score Reports', and 'My Receipts'. The footer contains links for 'Terms', 'Privacy', and 'Contact', along with a copyright notice: 'Copyright 1996-2021 Pearson Education Inc. or its affiliate(s). All rights reserved.'

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Capture photo (optional)

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Add time to test (i.e., ESL)

View score report

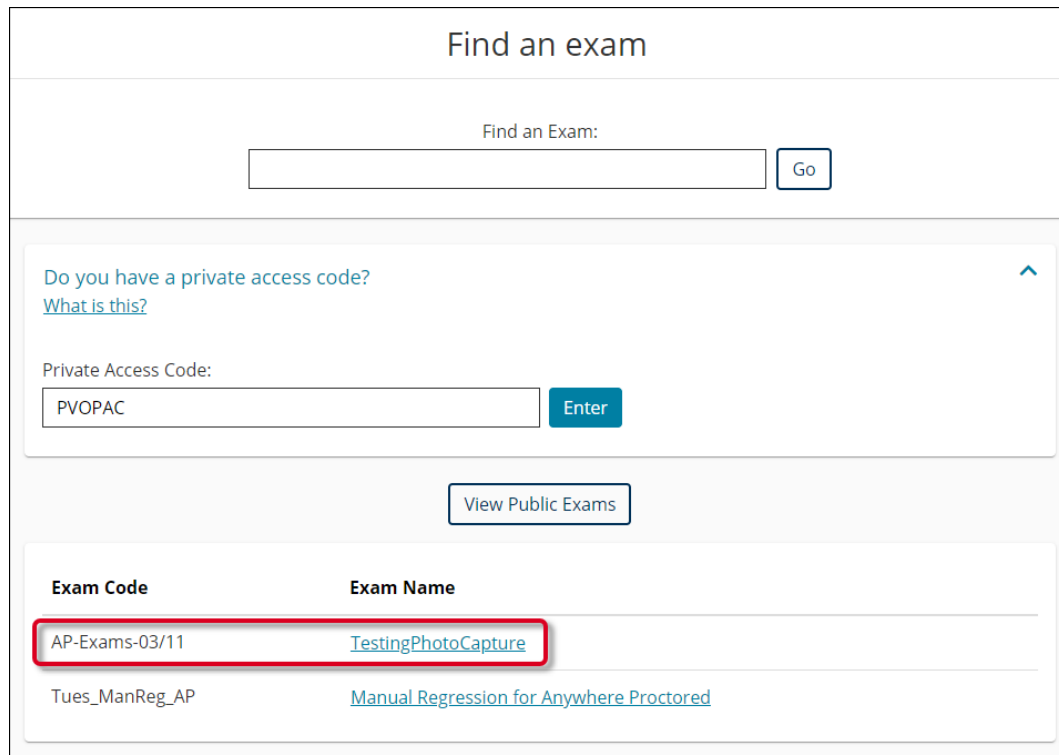
2. Enter **Private Access Code** (PAC) and click **Enter**.



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

Private Access Code:

3. Find your test and click the link.



Find an exam

Find an Exam:

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

Private Access Code:

Exam Code	Exam Name
AP-Exams-03/11	TestingPhotoCapture
Tues_ManReg_AP	Manual Regression for Anywhere Proctored

4. Review the client policies and click **Agree**.

Home	Overview	Before the event	During the event
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During the event

Manage admissions

Download secure browser

Begin test (pre-registered)

Walk-in registration

Capture photo (optional)

Enter event code

Group unlock tests

Manually unlock tests

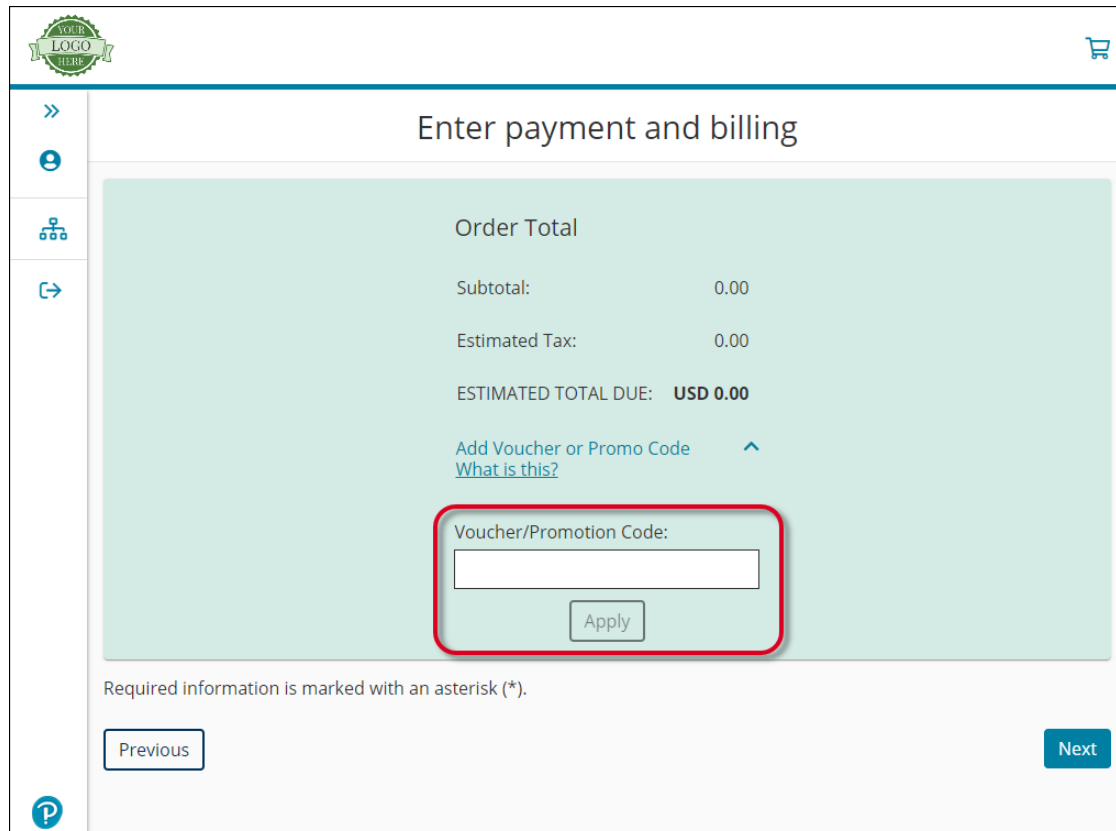
Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

5. **Read** the exam policies and click **Agree**.
6. Review the **Exam Details**.
7. **Review and Confirm contact information** below the exam details and click **Edit** if changes are required to candidate name or telephone number.
8. Review the order and click **Proceed to Checkout**.
9. If you are paying for the test with a voucher code, enter the **Voucher/Promotion Code** and click **Apply**. Otherwise proceed to the **Payment Options**.



Enter payment and billing

Order Total

Subtotal: 0.00

Estimated Tax: 0.00

ESTIMATED TOTAL DUE: **USD 0.00**

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

Voucher/Promotion Code:

Required information is marked with an asterisk (*).

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Technical troubleshooting

Add time to test (i.e., ESL)

View score report

10. If you are paying for the exam, select the **Payment Type**.

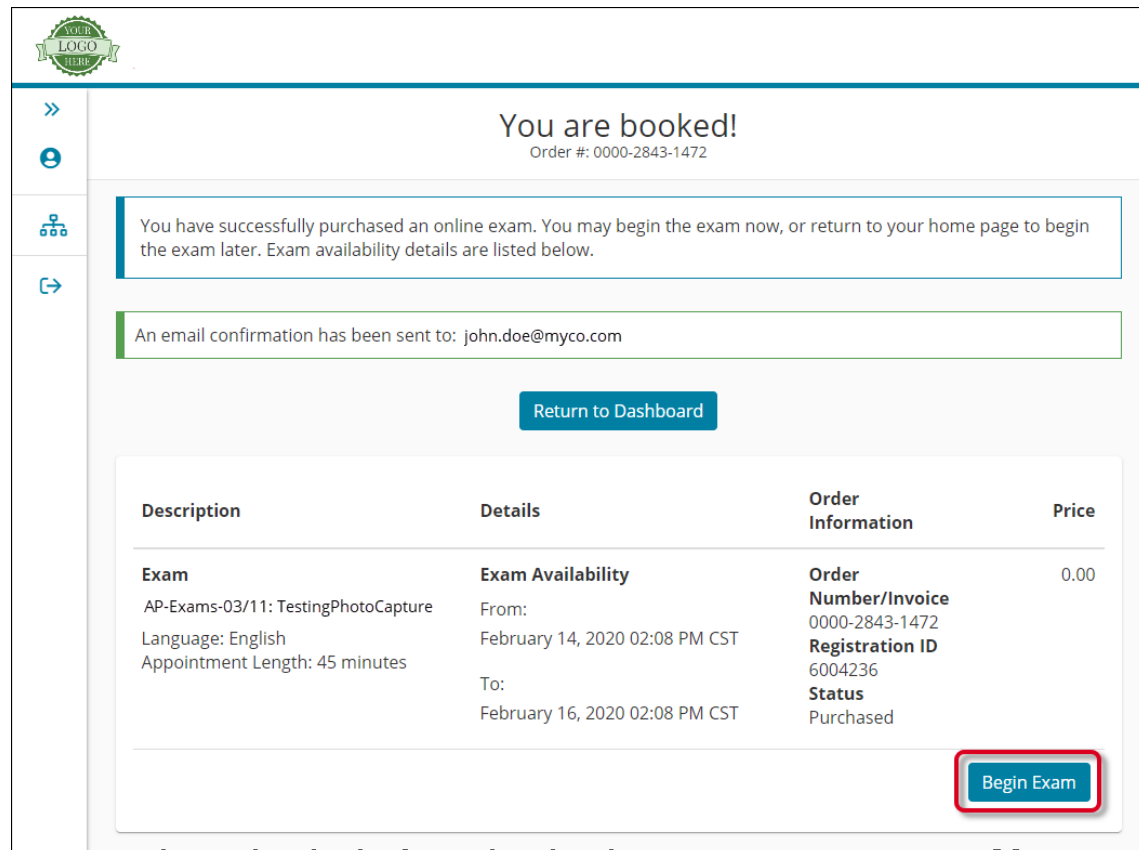
11. Enter **Billing Address**, click **Next**.

12. Review the order and click **Submit Order**.

13. You must acknowledge the policies and terms of sale and click **Agree and proceed**.

14. Enter your payment information and click **Pay**.

15. Click **Begin Exam**.



You are booked!
Order #: 0000-2843-1472

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: john.doe@myco.com

[Return to Dashboard](#)

Description	Details	Order Information	Price
Exam AP-Exams-03/11: TestingPhotoCapture Language: English Appointment Length: 45 minutes	Exam Availability From: February 14, 2020 02:08 PM CST To: February 16, 2020 02:08 PM CST	Order Number/Invoice 0000-2843-1472 Registration ID 6004236 Status Purchased	0.00

[Begin Exam](#)

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Capture photo (optional)

Enter event code

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Technical troubleshooting

Add time to test (i.e., ESL)

View score report

Test taker captures photo (optional)

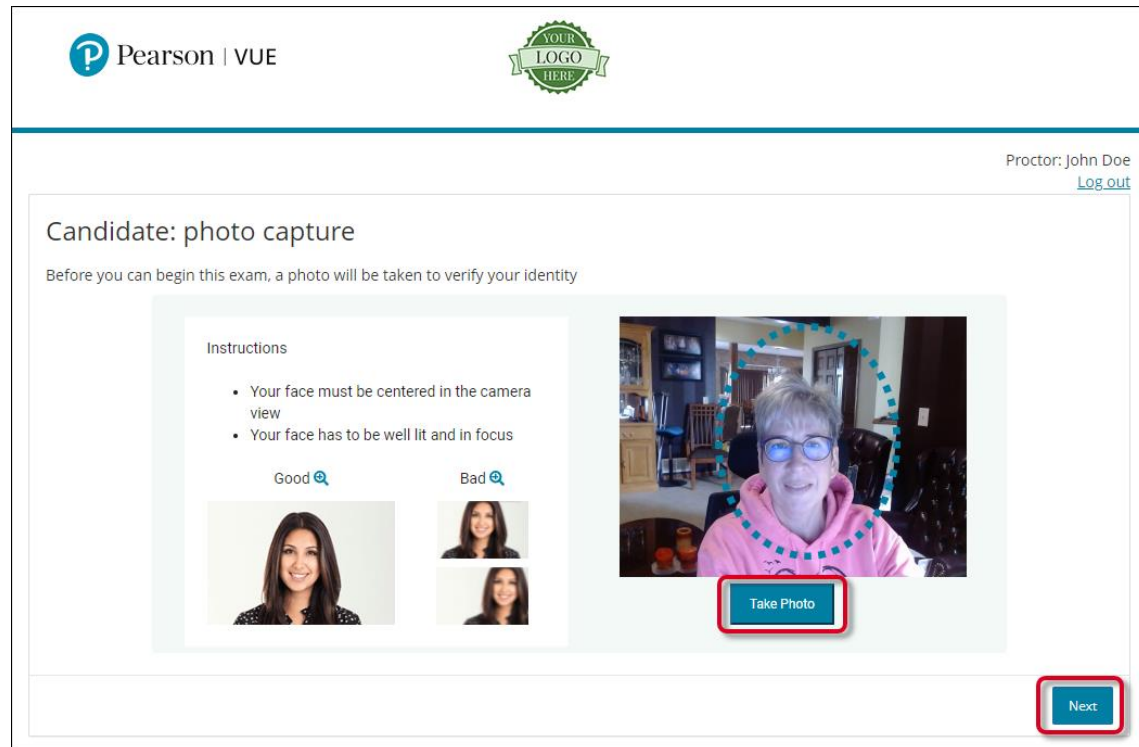
Note



If you are not using photo capture, skip ahead to [Test taker enters event code.](#)



1. The camera should be activated in the Camera View pane on the left. Click **Take Photo**.



2. Click **Next**.

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Begin test (pre-registered)

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Capture photo (optional)

Enter event code

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Technical troubleshooting

Add time to test (i.e., ESL)

View score report

Test taker enters event code

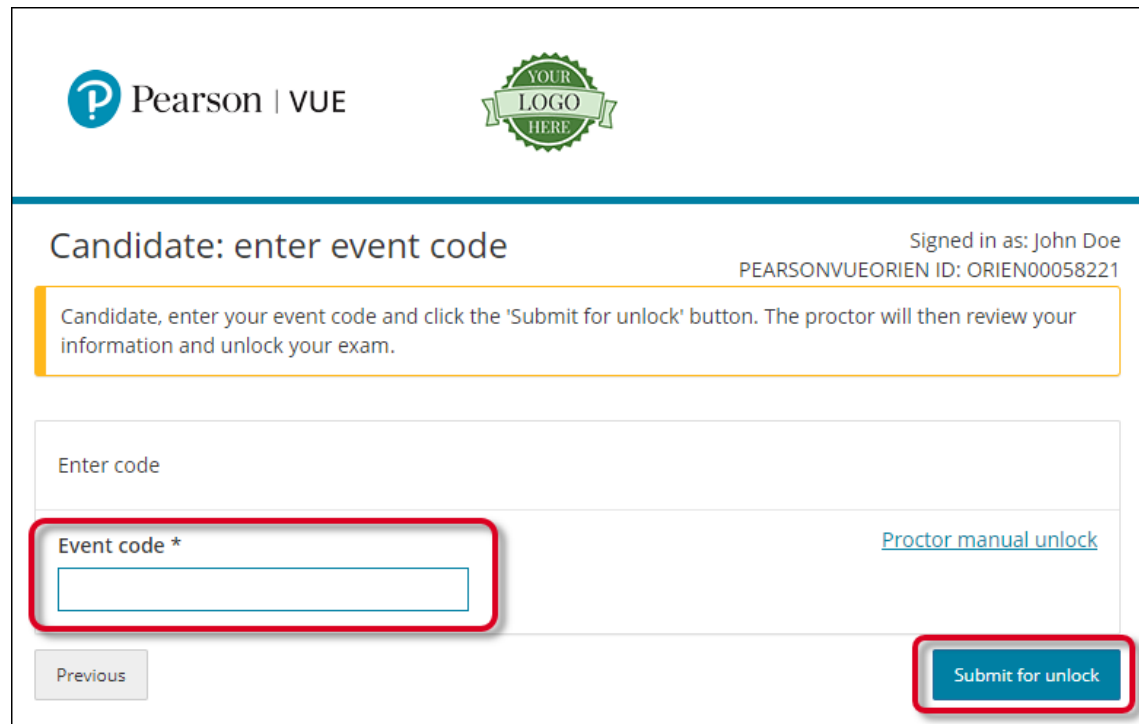
Note





If you are not using the Proctoring application for unlocking a group of tests for test takers, see [Manually unlock tests](#) for details on unlocking individual tests.



1. Test taker enters the **Event Code** supplied by the proctor and clicks **Submit for Unlock**. (See [Event codes](#) in the Create a proctoring event section above.)



 **Pearson | VUE** 

Candidate: enter event code Signed in as: John Doe
PEARSONVUEORIEN ID: ORIEN00058221

Candidate, enter your event code and click the 'Submit for unlock' button. The proctor will then review your information and unlock your exam.

Enter code

Event code *

[Proctor manual unlock](#)

Previous Submit for unlock

During the event

Manage admissions

Download secure browser

Begin test (pre-registered)

Walk-in registration

Capture photo (optional)

Enter event code

Group unlock tests

Manually unlock tests

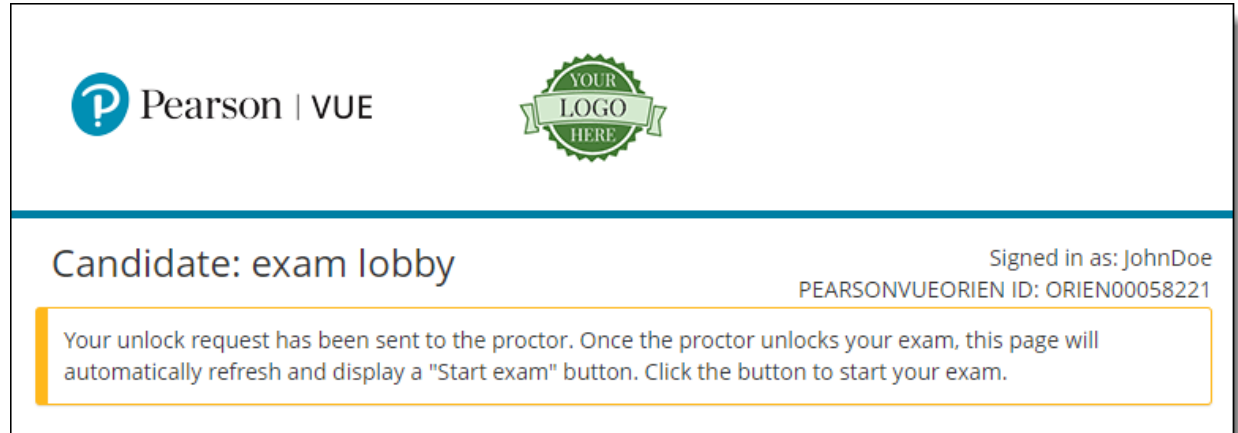
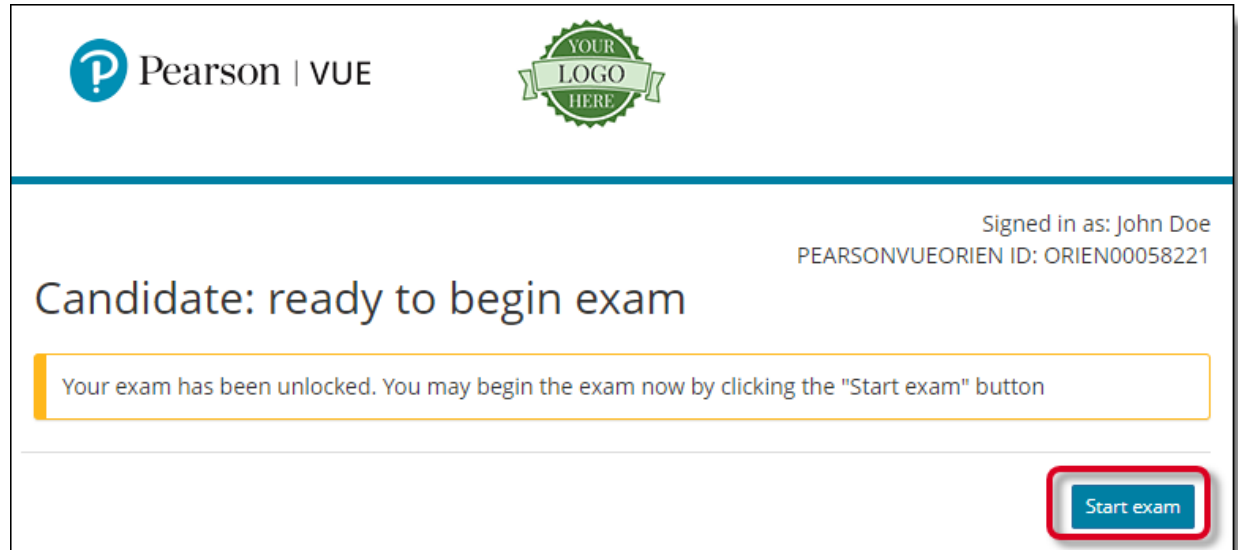
Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

- The **Candidate: Exam Lobby** page is displayed. Wait for the proctor to unlock the test. Once the test is unlocked, within 15 seconds the **Ready to Begin Exam** page is automatically displayed. Click **Start Exam**.

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View score report

Group unlock tests

Note



If you are not using the Proctoring application for group unlocking tests, see [Manually unlock tests](#) for details on unlocking individual tests.

All steps in this section are performed by the **proctor**.



1. Launch the **Pearson VUE Navigator** portal and **Log in**.
<https://navigator.pearsonvue.com/Navigator/authenticate/login>
2. Open the **Proctoring** application.
3. Find your event in the list and click the **View** button.

During the event

Manage admissions

Group unlock tests

Manually unlock tests

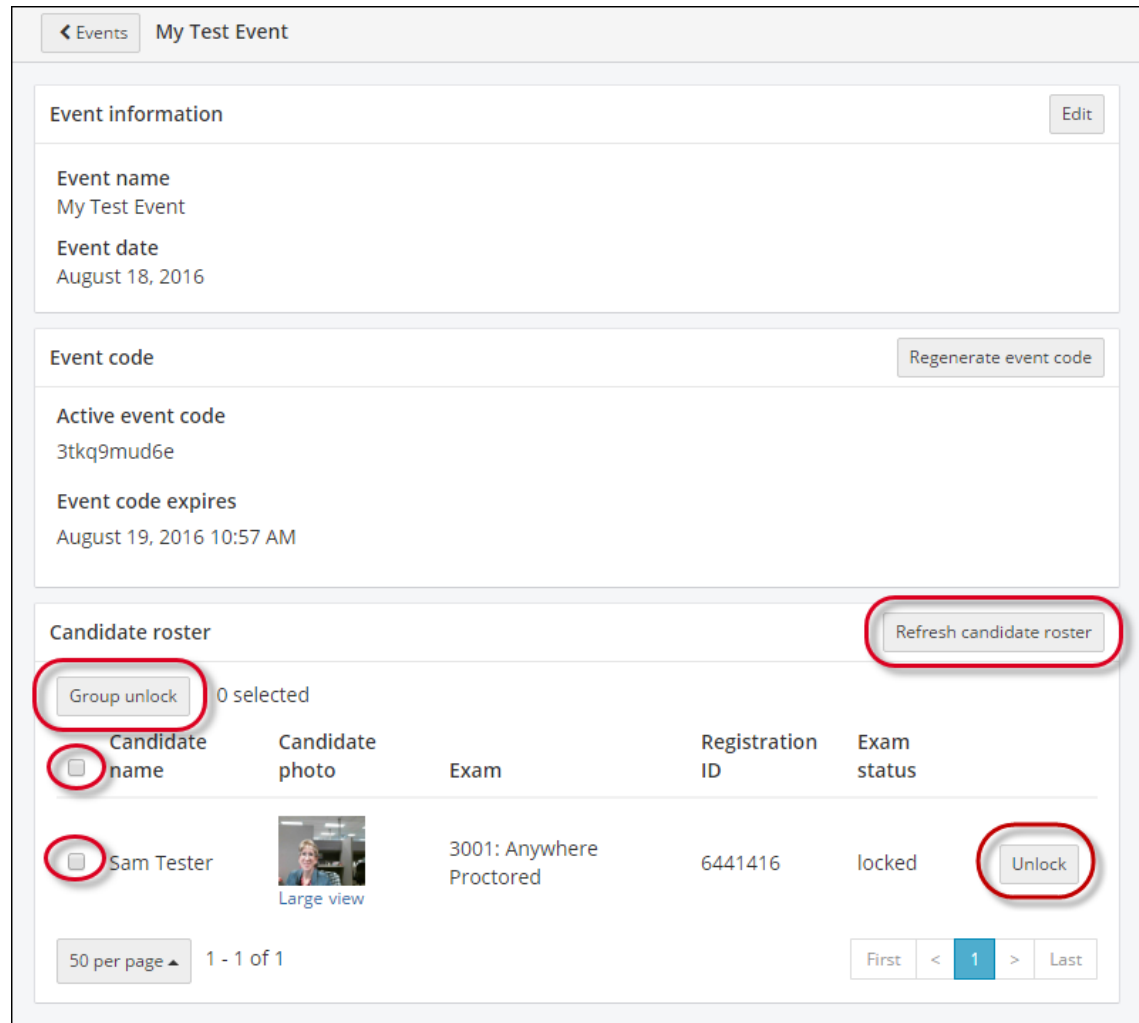
Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

4. **Refresh the candidate roster** to ensure all test takers are listed on the roster.



← Events My Test Event

Event information Edit

Event name
My Test Event

Event date
August 18, 2016


Event code Regenerate event code

Active event code
3tkq9mud6e

Event code expires
August 19, 2016 10:57 AM

Candidate roster Refresh candidate roster

Group unlock 0 selected

<input type="checkbox"/>	Candidate name	Candidate photo	Exam	Registration ID	Exam status
<input type="checkbox"/>	Sam Tester	 Large view	3001: Anywhere Proctored	6441416	locked Unlock

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First < 1 > Last

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Add time to test (i.e., ESL)

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5. **Unlock** tests for test takers.

- Click individual test taker **Unlock** button.
– Or –
- Click the selector box to the left of the test taker's name and click **Group unlock**.
– Or –
- Click the selector box to the left of **Candidate name** to select all the test takers in a locked status. Click the **Group unlock** button.


A message at the top of the roster identifies which tests have been unlocked.

Candidate roster

Refresh candidate roster

Exam has been unlocked for Sam Tester.

Group unlock 0 selected

<input type="checkbox"/>	Candidate name	Candidate photo	Exam	Registration ID	Exam status
<input type="checkbox"/>	Sam Tester	 Large view	3001: Anywhere Proctored	6441416	unlocked

50 per page ▲

1 - 1 of 1

First

<

1

>

Last

During the event

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Technical troubleshooting

Add time to test (i.e., ESL)

View score report

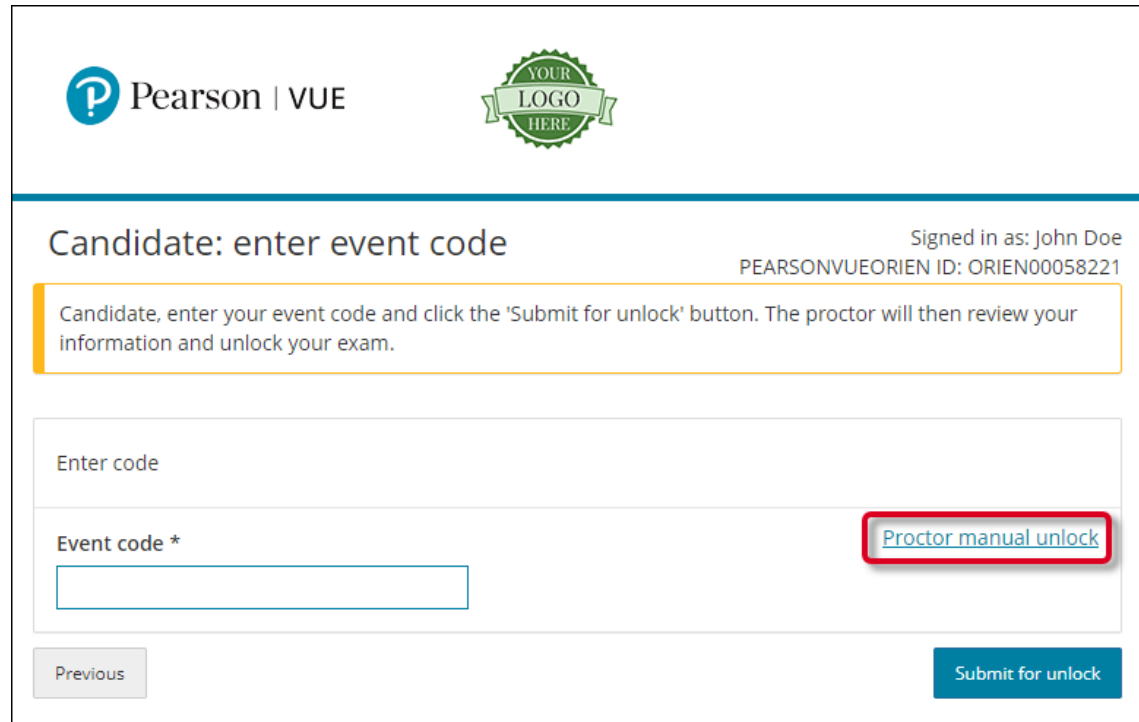
Manually unlock tests





If you have any issues with unlocking tests through the Proctoring application, or if you are not using the group unlock feature, tests may be manually unlocked.

All steps in this section are performed by the **proctor**.

1. On the **Candidate: Enter Event Code** page, click the **Proctor Manual Unlock** link.



 **Pearson | VUE** 

Candidate: enter event code Signed in as: John Doe
PEARSONVUEORIE ID: ORIEN00058221

Candidate, enter your event code and click the 'Submit for unlock' button. The proctor will then review your information and unlock your exam.

Enter code

Event code *

[Proctor manual unlock](#)

Previous Submit for unlock

During the event

Manage admissions

Group unlock tests

Manually unlock tests

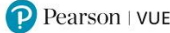

Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

2. Review the test taker photo.

Signed in as: John Doe
PEARSONVUEORIE ID: ORIEN00058221

Proctor: start exam
[Candidate enter event code](#)

Candidate, notify your 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.

Candidate name	Accommodations	Exam	Exam language	Registration ID
John Doe	No	AP-Exams-03/11: TestingPhotoCapture	ENU	6531631

Candidate photo verification

Photograph of John Doe



If the photo is not acceptable, have the candidate retake their photo.

[Retake photo](#)

Proctor authentication
[Candidate enter event code](#)

Proctor username

Proctor password

[Previous](#)
[Start exam](#)

Note



If you did not use photo capture, this page does not include the **Candidate Photo Verification** section.

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Add time to test (i.e., ESL)

View score report

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

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

4. Click **Start exam**.

Note



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

During the event

Manage admissions
Group unlock tests
Manually unlock tests

Resume test

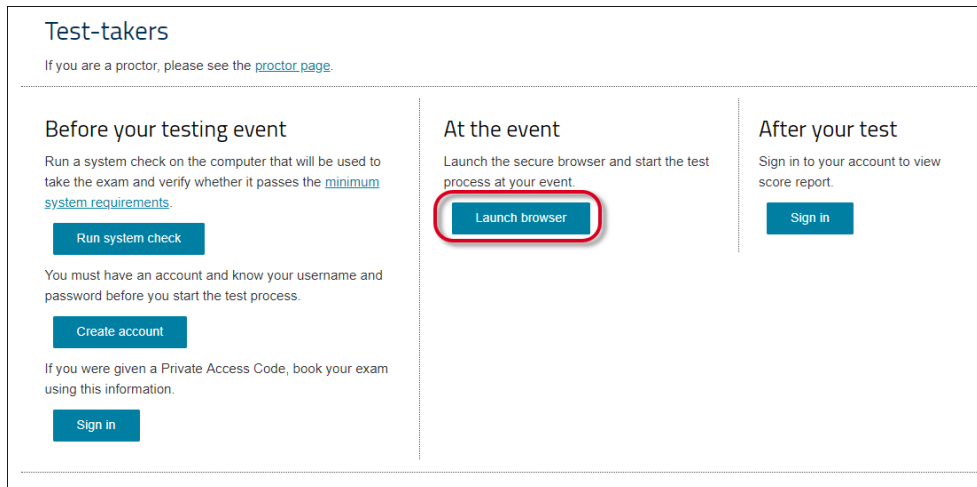
Technical troubleshooting
Add time to test (i.e., ESL)
View score report

Resume test



If the test stops running for any reason (e.g., lose internet service, fire alarm, etc.), the test taker may resume the test when they return to the test delivery room. From the candidate website, use the following steps to resume the test. If the candidate website is not available, follow the steps in [Launch test when website is unavailable](#) to resume the test.

1. Test taker launches the client landing page
<https://home.pearsonvue.com/<clientname>/client-proctored>.
2. Click **I am a test taker** link.
3. Click **Launch browser** to relaunch the test in a secure browser.



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

Before your testing event	At the event	After your test
<p>Run a system check on the computer that will be used to take the exam and verify whether it passes the minimum system requirements.</p> <p>Run system check</p> <p>You must have an account and know your username and password before you start the test process.</p> <p>Create account</p> <p>If you were given a Private Access Code, book your exam using this information.</p> <p>Sign in</p>	<p>Launch the secure browser and start the test process at your event.</p> <p>Launch browser</p>	<p>Sign in to your account to view score report.</p> <p>Sign in</p>

4. Enter **Username** and **Password**, and click **Sign In**.
5. Click the test below **Online exam**.
6. Select **Resume exam**.

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Resume test

Technical troubleshooting

Launch test when candidate website is down

Launch secure browser

Candidate search and
photo capture


Restart test

Add time to test (i.e., ESL)

View score report

7. The Proctor unlocks the test registration again using Proctor Management or by manually unlocking the test.
8. Test taker resumes testing on the question following the last question they answered.

Technical troubleshooting

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

If the candidate website is unavailable to launch tests and you have test takers who created their exam registration prior to the website becoming unavailable, see the following steps to launch their tests with the secure browser. This is not an option if test takers have not created their test registration with Pearson VUE prior to the candidate website becoming unavailable.

Launch test when candidate website is unavailable

If candidate websites are unavailable and test takers have registered for their test prior to arriving to test, proctors may manually launch the test using the secure browser, which is hosted on the proctor's Client proctored landing page.

During the event

Manage admissions

Group unlock tests

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Resume test

Technical troubleshooting

Launch test when candidate website is down

Launch secure browser

Candidate search and photo capture

Restart test

Add time to test (i.e., ESL)

View score report

Proctor launches secure browser



1. On the test taker's workstation, Proctor navigates to the client landing page <https://home.pearsonvue.com/<clientname>/client-proctored>.
2. Click the **I am a proctor** link.
3. Scroll down to the **Technical problems during the exam delivery** section and click the **Launch secure browser** link.

Having issues?

Frequently asked questions

Technical problems during the exam delivery?

- If the candidate website is not available, you can still deliver exams for candidates who are already registered for their exam.
 - [Launch secure browser](#)
- Check the [release schedule](#).
- Read the [client support FAQs](#) to find a solution to your problem.
- Review the [advanced technical requirements document](#) to ensure your technical setup will meet all requirements to deliver these exams. Contact your on-site technical support for additional assistance.
- If you are having trouble with your username, password or Private Access Code, please contact:

Email: *Coming soon*
If unavailable, contact [Pearson VUE Client Application Support](#) for assistance.

During the event

Manage admissions

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Manually unlock tests

Resume test

Technical troubleshooting

Launch test when candidate website is down

Launch secure browser

Candidate search and photo capture

Restart test

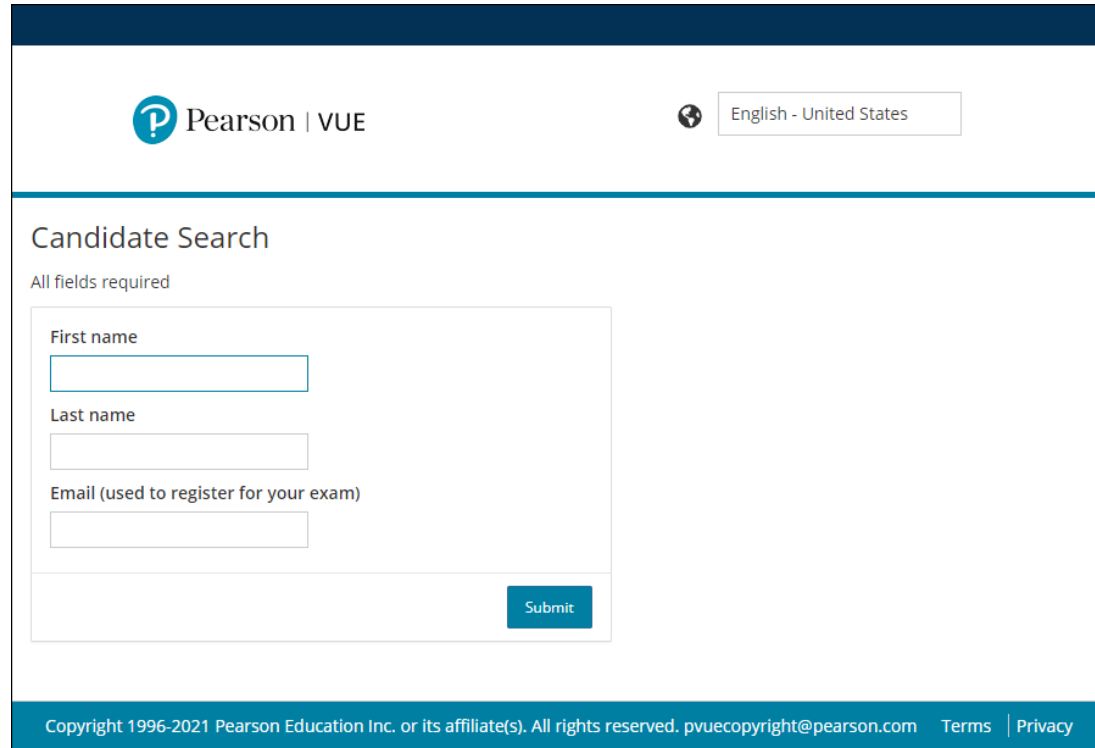
Add time to test (i.e., ESL)

View score report

Candidate search and photo capture



1. When the secure browser opens, it opens to the **Candidate Search** page. Test Taker enters their **First name**, **Last name**, and **Email** (used to register for your exam) and clicks **Submit**.



During the event

Manage admissions

Group unlock tests

Manually unlock tests

Resume test

Technical troubleshooting

Launch test when candidate
website is down

Launch secure browser

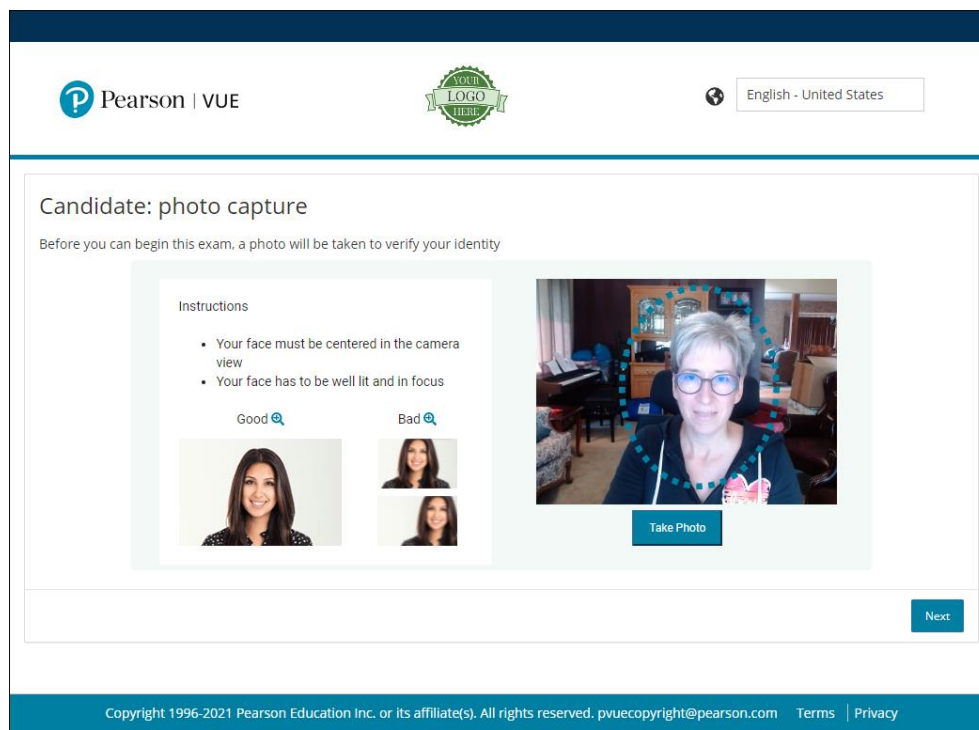
**Candidate search and
photo capture**

Restart test

Add time to test (i.e., ESL)

View score report

- If the client is configured to use photo capture for this delivery mode, the **Candidate: photo capture** page opens, otherwise the **Proctor: Log-in** page opens. See [Proctor starts test](#).



- Center your face in the blue circle, look directly at the camera, and click **Take Photo**.
- If you are not satisfied with the picture, click **Retake Photo**.
- Center your face in the blue circle again, look directly at the camera, and click **Take Photo**.
- Click **Next**. The **Proctor: Log-in** page opens.
- Notify the proctor that you are ready to proceed.

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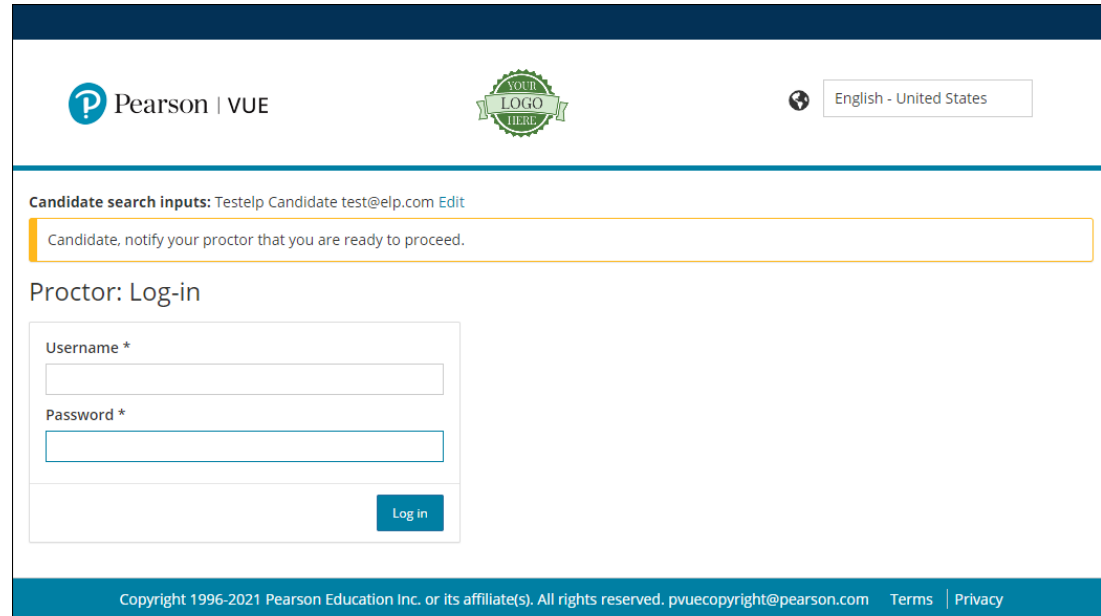
Add time to test (i.e., ESL)

View score report

Proctor restarts test



1. Proctor enters proctor **Username** and **Password**, and clicks **Log in**.



The screenshot shows the Pearson VUE Proctor Log-in page. At the top, there is a header with the Pearson VUE logo, a 'YOUR LOGO HERE' placeholder, and a language selector set to 'English - United States'. Below the header, the page displays 'Candidate search inputs: Testelp Candidate test@elp.com Edit'. A message box says 'Candidate, notify your proctor that you are ready to proceed.' The main section is titled 'Proctor: Log-in' and contains a form with 'Username *' and 'Password *' fields, and a 'Log in' button. The footer contains copyright information: 'Copyright 1996-2021 Pearson Education Inc. or its affiliate(s). All rights reserved. pvuecopyright@pearson.com Terms Privacy'.

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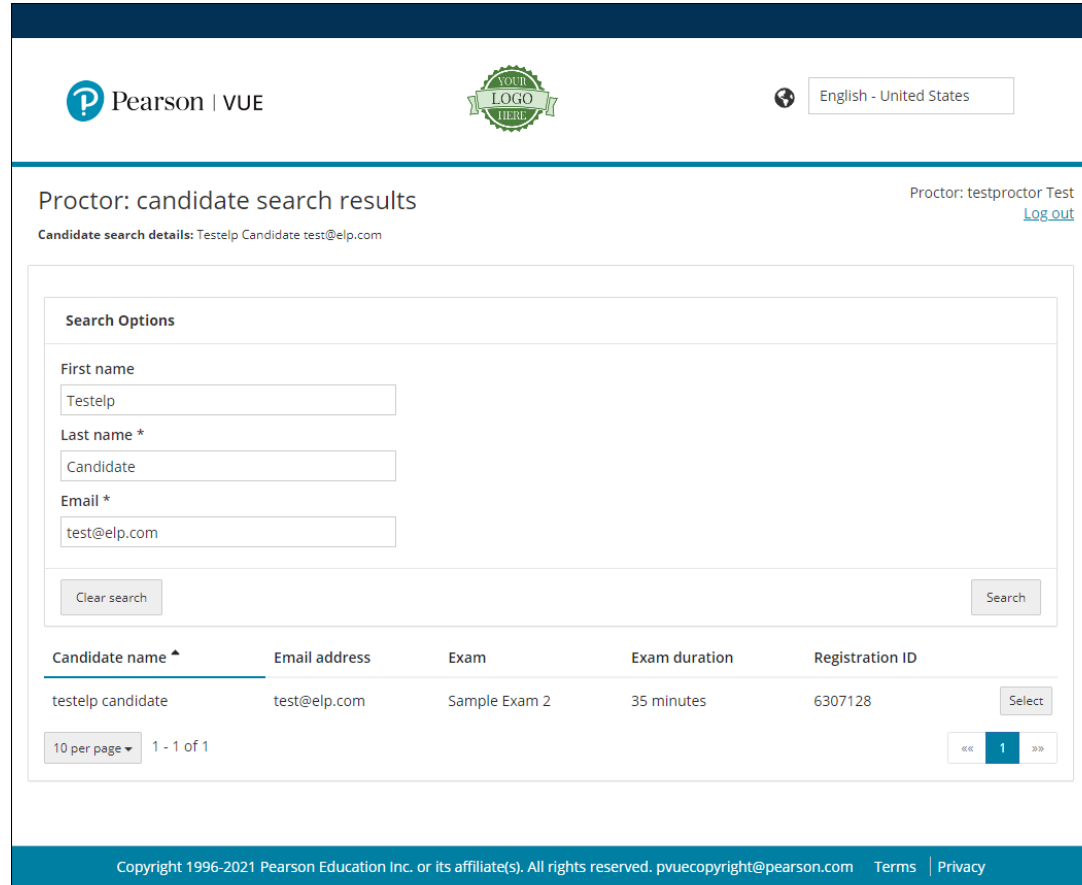
Candidate search and photo capture

Restart test

Add time to test (i.e., ESL)

View score report

- On the **Proctor: candidate search results** page. Click the **Select** button for the specific exam the test taker is completing. Multiple exams could be listed.



Pearson | VUE

English - United States

Proctor: candidate search results

Proctor: testproctor Test [Log out](#)

Candidate search details: Testelp Candidate test@elp.com

Search Options

First name
Testelp

Last name *
Candidate

Email *
test@elp.com

Clear search Search

Candidate name ^	Email address	Exam	Exam duration	Registration ID	
testelp candidate	test@elp.com	Sample Exam 2	35 minutes	6307128	Select

10 per page 1 - 1 of 1

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Note



The **Select** button does not appear for test takers where the proctor is not authorized to proctor a specific test.

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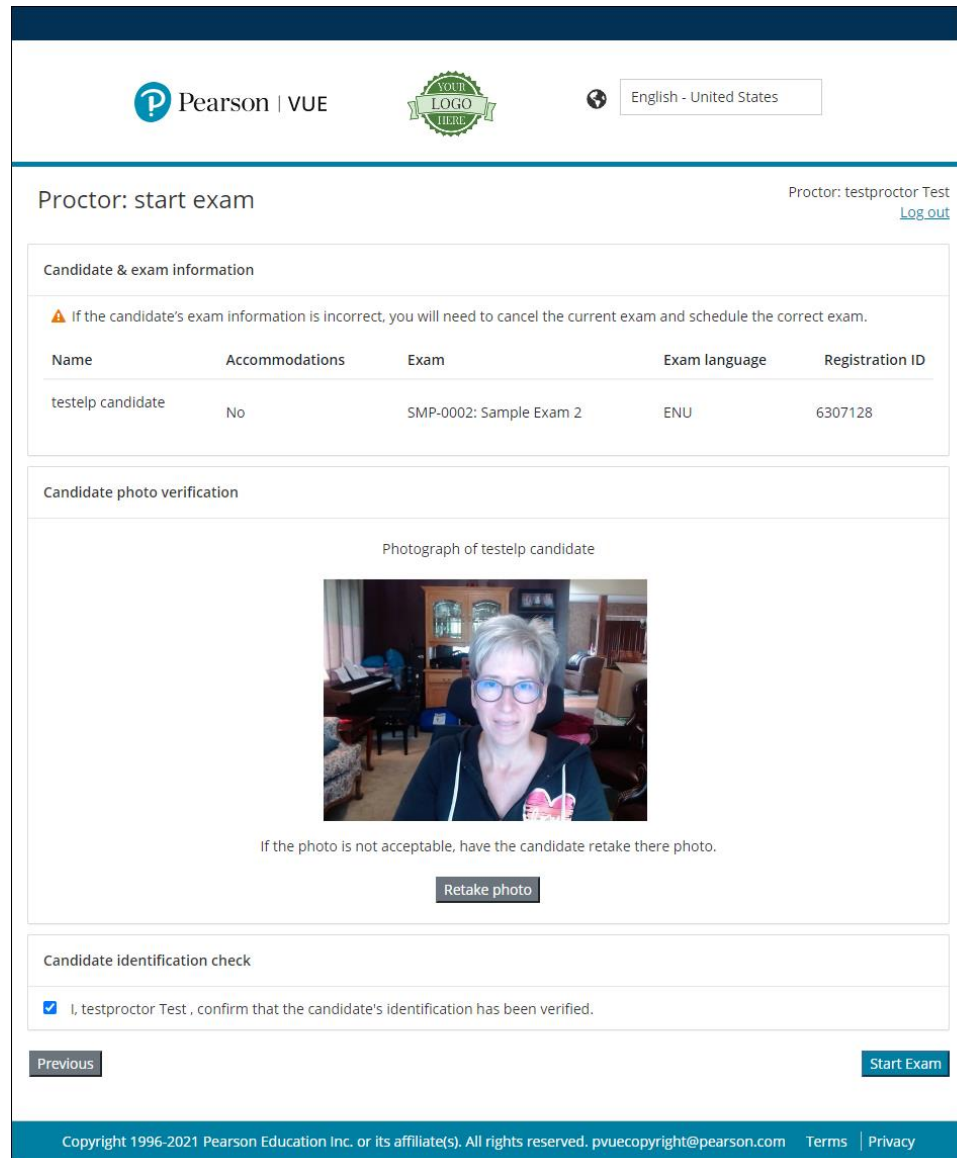
Candidate search and
photo capture

Restart test

Add time to test (i.e., ESL)

View score report

3. Verify the correct candidate and test are selected on the **Proctor: start exam** page.



The screenshot shows the 'Proctor: start exam' page in the Pearson VUE interface. The page header includes the Pearson VUE logo, a 'YOUR LOGO HERE' placeholder, and a language selector set to 'English - United States'. The main heading is 'Proctor: start exam' with a 'Log out' link. Below this is a section for 'Candidate & exam information' which includes a warning about incorrect information and a table with the following data:

Name	Accommodations	Exam	Exam language	Registration ID
testelp candidate	No	SMP-0002: Sample Exam 2	ENU	6307128

Below the table is a 'Candidate photo verification' section with a placeholder for the 'Photograph of testelp candidate'. A sample photo of a woman is shown. Below the photo is the instruction: 'If the photo is not acceptable, have the candidate retake there photo.' and a 'Retake photo' button. At the bottom is a 'Candidate identification check' section with a checked checkbox and the text: 'I, testproctor Test, confirm that the candidate's identification has been verified.' There are 'Previous' and 'Start Exam' buttons at the bottom of the form. The footer contains copyright information and links for Terms and Privacy.

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4. If the photo of the candidate is not good, click **Retake photo**. This opens the **Candidate: photo capture** page.



5. Test taker clicks **Retake Photo**.

6. Test taker centers face in the blue circle, looks directly at the camera, clicks **Take Photo**, and clicks **Next**.



7. Proctor selects the **I, <proctor name>, confirm that the candidate's identification has been verified** checkbox.

8. Click **Start Exam**.

Note



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

Add time to test (i.e., ESL)



You must contact **Pearson VUE Support Services** if a time extension is needed for a test (e.g., internet interruption, fire alarm, time extension for users that speak English as a Second Language, etc.).

The list of non-technical phone numbers by region are listed in the [Contact Support](#) page. To contact VSS support, click the **PearsonHelp.com** link in the document.

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View score report



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

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

Test-takers

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

Before your testing event

Run a system check on the computer that will be used to take the exam and verify whether it passes the [minimum system requirements](#).

Run system check

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

Create account

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

Sign in

At the event

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

Launch browser

After your test

Sign in to your account to view score report.

Sign in

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

Note



For Single Sign-On clients, test takers access the client website and follow the instructions on the website to view the score report.
For Pearson VUE hosted clients, follow the instructions below.

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5. Click **View Score Reports**.
6. Locate the score report and click **View**.
7. Click **Open** in the download score report ribbon.
The score report opens as a PDF file.

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