
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 VUE Browser Lock

Overview

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Symbols

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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Roles



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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Set-up/maintain proctor accounts

Create private access codes

Create a proctoring event

Check exam authorizations

Run connection check

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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 Connection Check to ensure the tests can be delivered at the testing venue. This checks for both a speed test and connection test.

Before the event

Set-up/maintain proctor accounts

Create private access codes

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Check exam authorizations

Run connection check

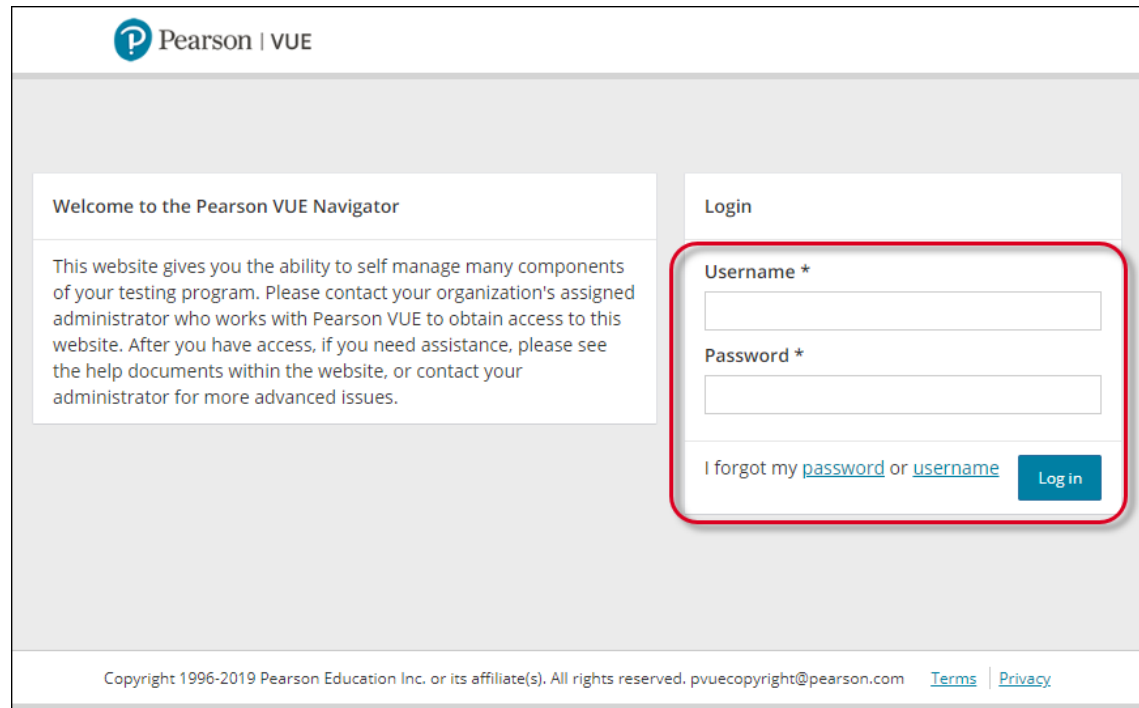
Set-up/maintain proctor accounts



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>



Pearson | VUE

Welcome to the Pearson VUE Navigator

This website gives you the ability to self manage many components of your testing program. Please contact your organization's assigned administrator who works with Pearson VUE to obtain access to this website. After you have access, if you need assistance, please see the help documents within the website, or contact your administrator for more advanced issues.

Login

Username *

Password *

I forgot my [password](#) or [username](#)

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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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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 Connection Check](#) 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**.

Events View proctor information

Create event

Enter an event name and click the "Start event" button to create a new event. This will generate an event code which will remain active for 24 hours.

Event name *

Start event

Events

There are no events at this time.

Before the event

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Run connection check

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.

Before the event

Set-up/maintain proctor accounts

Create private access codes

Create a proctoring event

Check exam authorizations

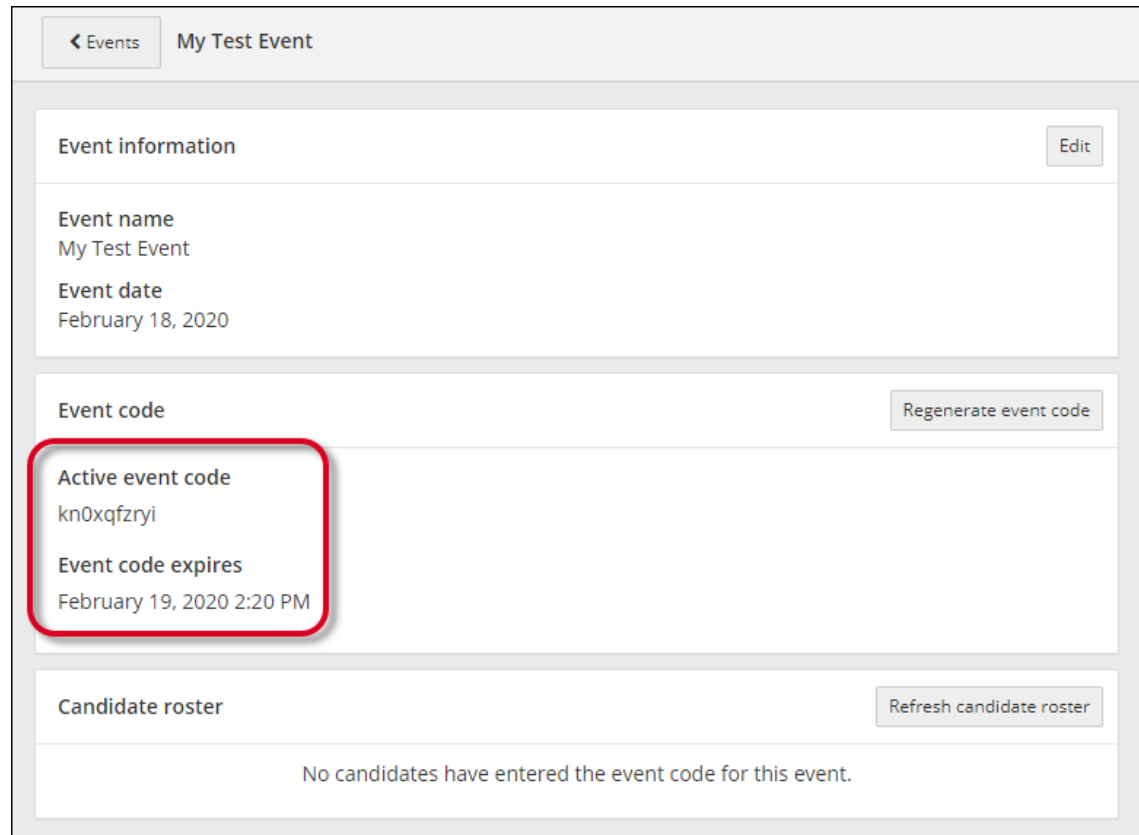
Run connection check

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**.



← Events My Test Event

Event information Edit

Event name
My Test Event

Event date
February 18, 2020

Event code Regenerate event code

Active event code
kn0xqfzryi

Event code expires
February 19, 2020 2:20 PM

Candidate roster Refresh candidate roster

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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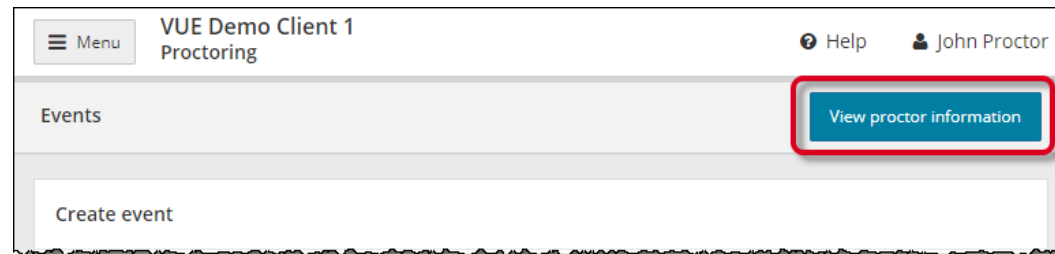
Run connection check

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.



Before the event

Set-up/maintain proctor accounts

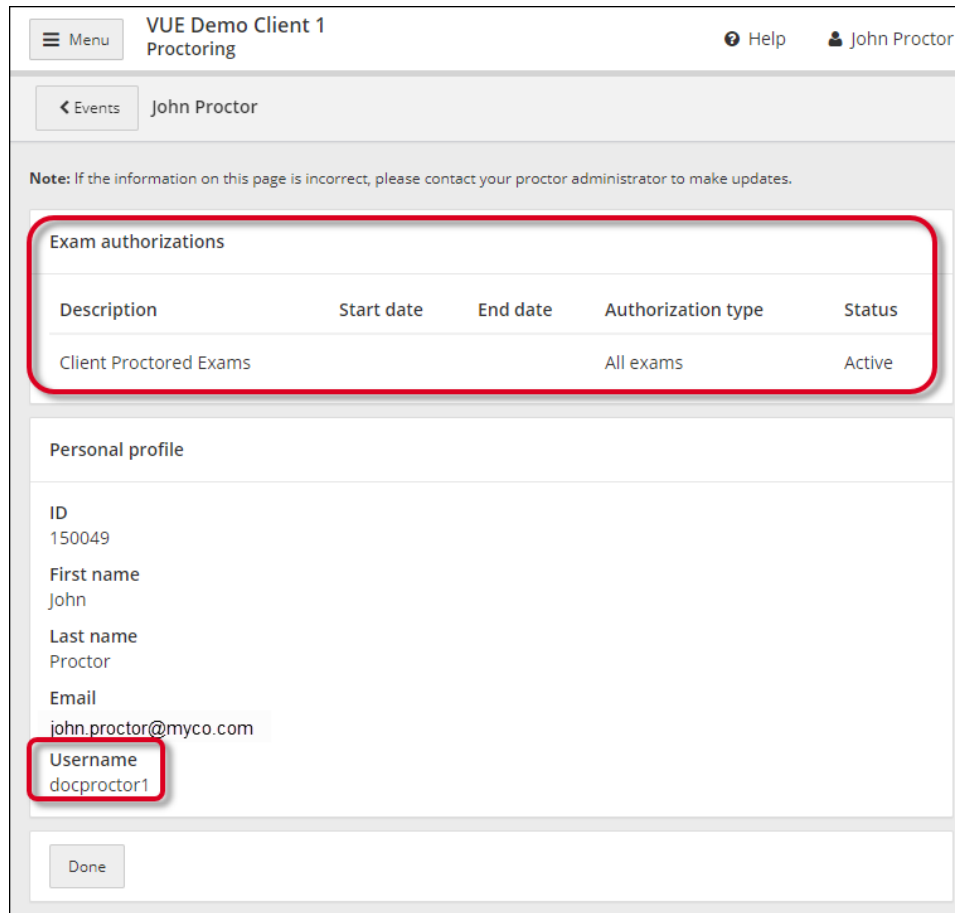
Create private access codes

Create a proctoring event

Check exam authorizations

Run connection check

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 navigation bar with a menu icon, the text "VUE Demo Client 1 Proctoring", a help icon, and the user name "John Proctor". Below this is a breadcrumb trail showing "< Events 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

A "Done" button is located at the bottom of the page.

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

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Run connection check

Note



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

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 **Connection Check** application.
3. Click **Run test**.

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

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

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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 VUE Browser Lock secure browser and either launch the test they pre-registered for, or they may register for the test at the event.
- The 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 taker 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.

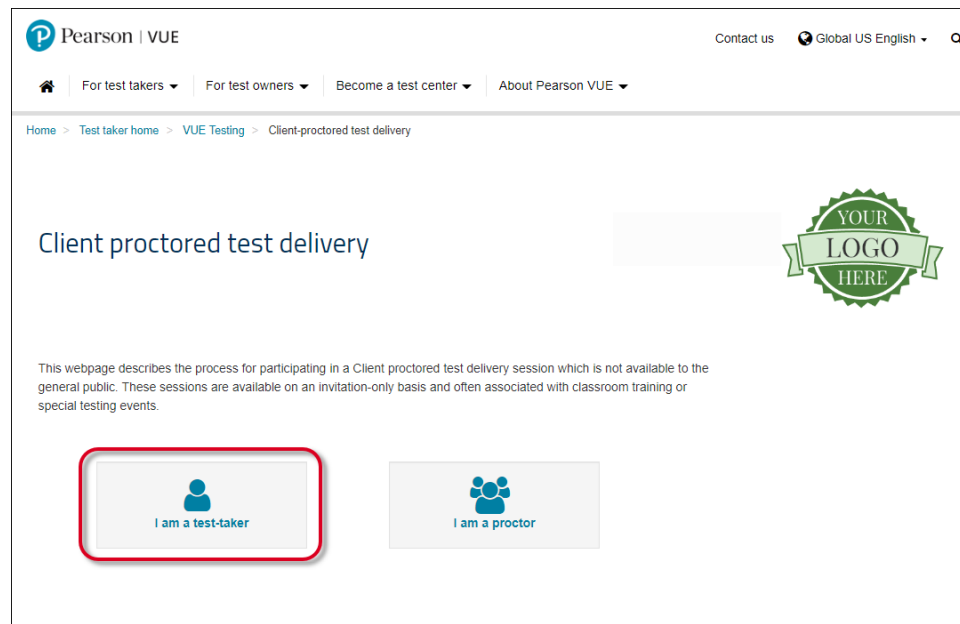
All steps in this section are performed by the **test taker**.

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** button.



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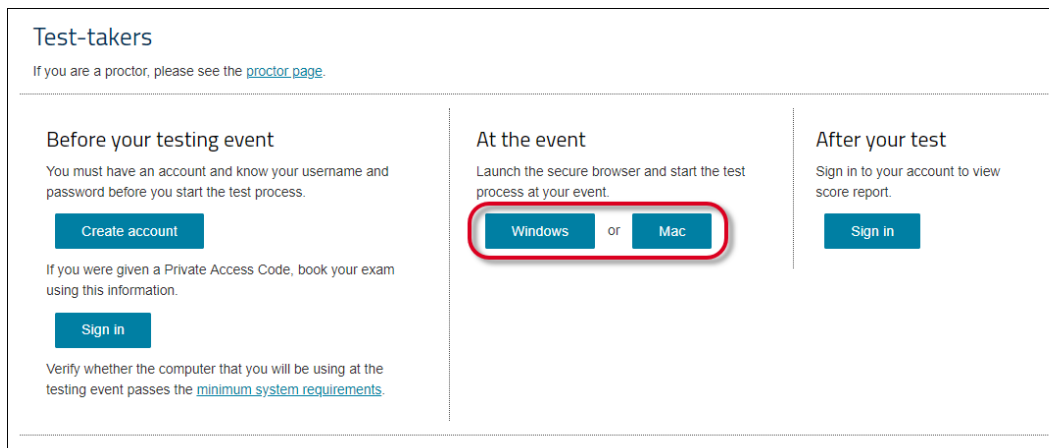
Resume test

Technical troubleshooting

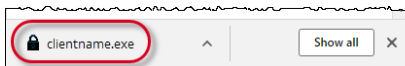
Add time to test (i.e., ESL)

View score report



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



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



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

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

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Resume test

Technical troubleshooting

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

View score report

Test taker begins test (pre-registered)



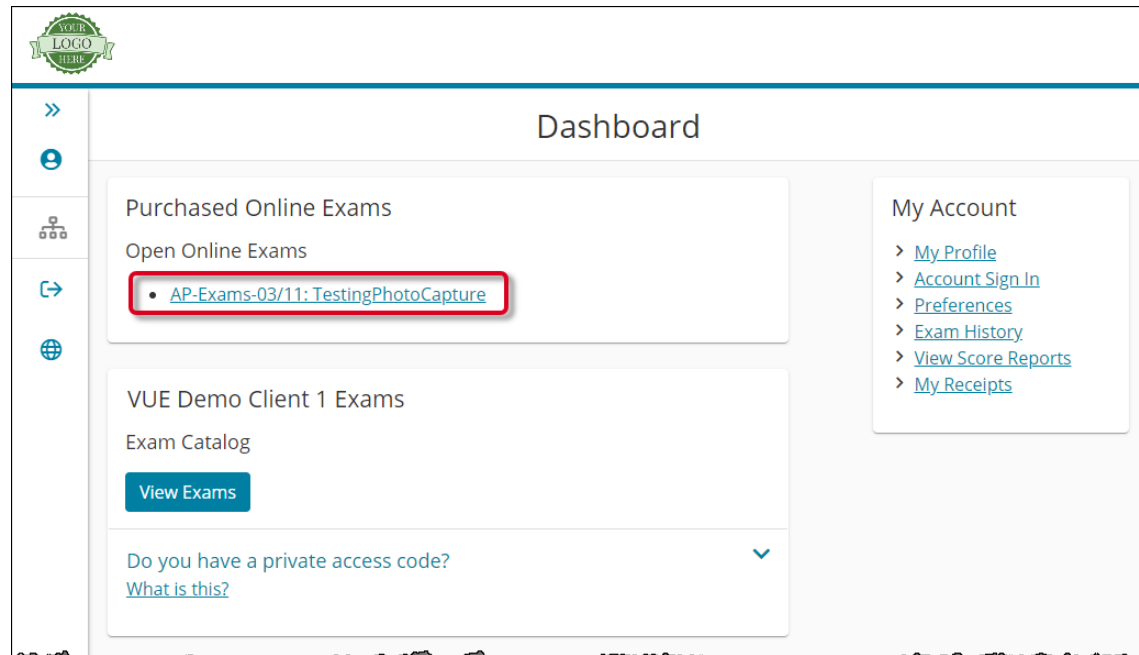
If the test taker pre-registered for the test, they can select the test in the *Open Online Exams* section to launch the test.

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.



The screenshot shows a user's dashboard with a sidebar on the left containing navigation icons. The main content area is titled 'Dashboard' and includes several sections: 'Purchased Online Exams', 'Open Online Exams' (with a red box around the item 'AP-Exams-03/11: TestingPhotoCapture'), 'VUE Demo Client 1 Exams', and 'Exam Catalog' with a 'View Exams' button. On the right side, there is a 'My Account' section with links for 'My Profile', 'Account Sign In', 'Preferences', 'Exam History', 'View Score Reports', and 'My Receipts'. At the bottom, there is a question 'Do you have a private access code?' with a 'What is this?' link and a dropdown arrow.

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Download secure browser

Begin test (pre-registered)

Walk-in registration

Capture photo (optional)

Enter event code

Group unlock tests

Manually unlock tests

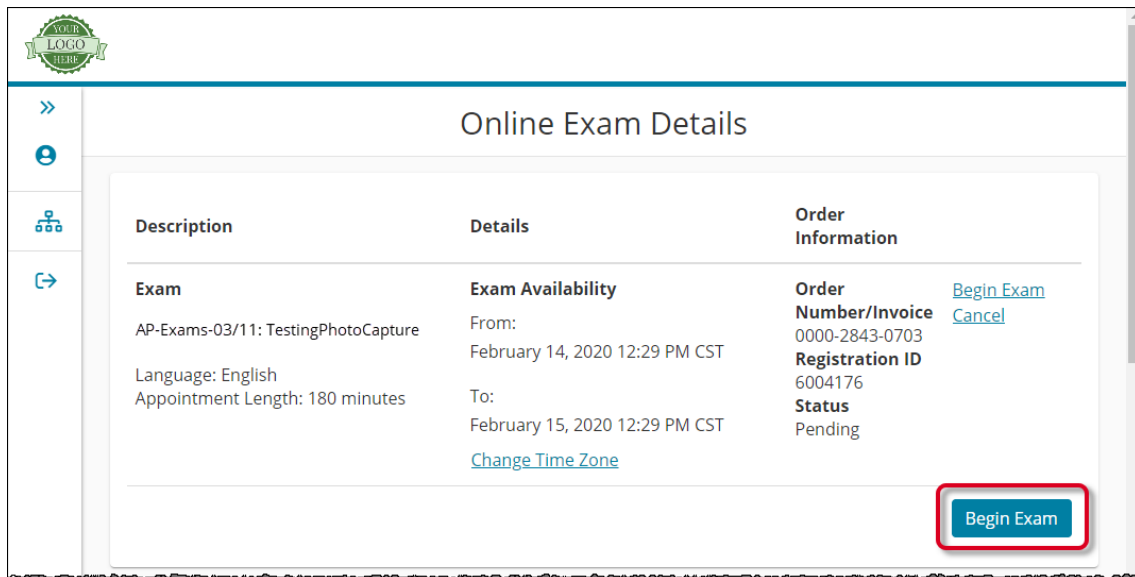
Resume test

Technical troubleshooting

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

View score report

2. Click **Begin Exam**.



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

Note



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

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

Walk-in registration

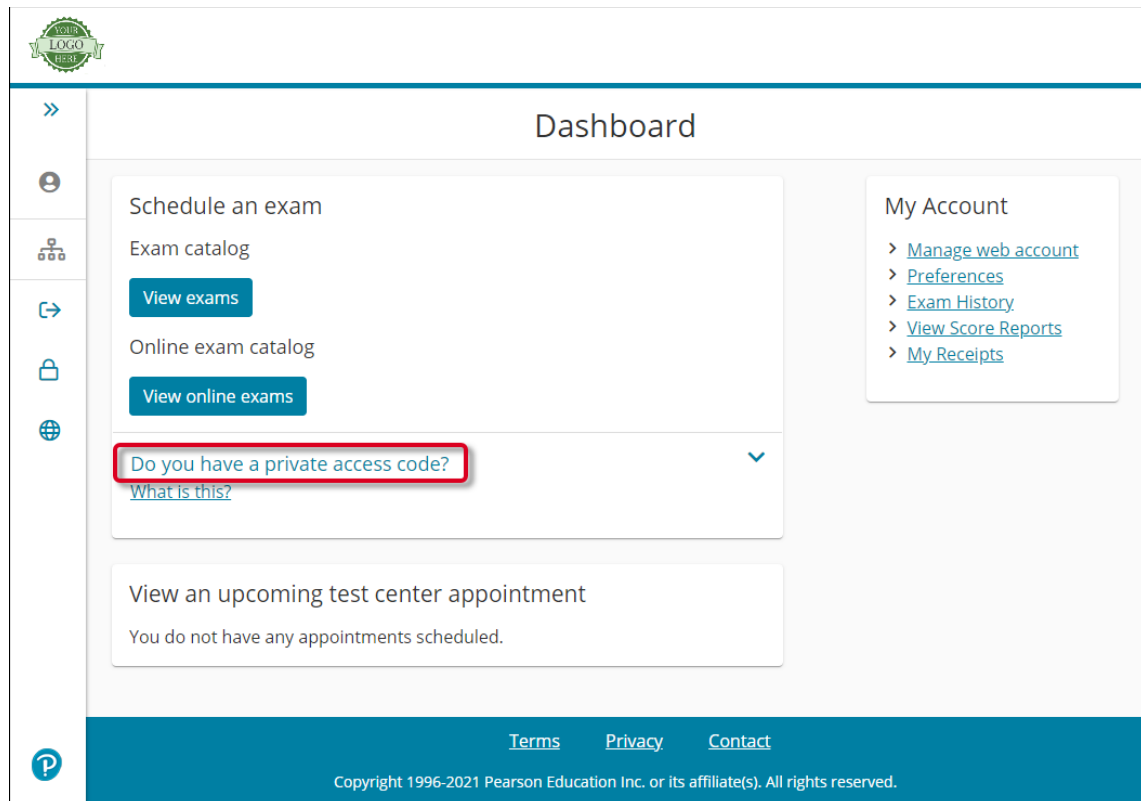
Note



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

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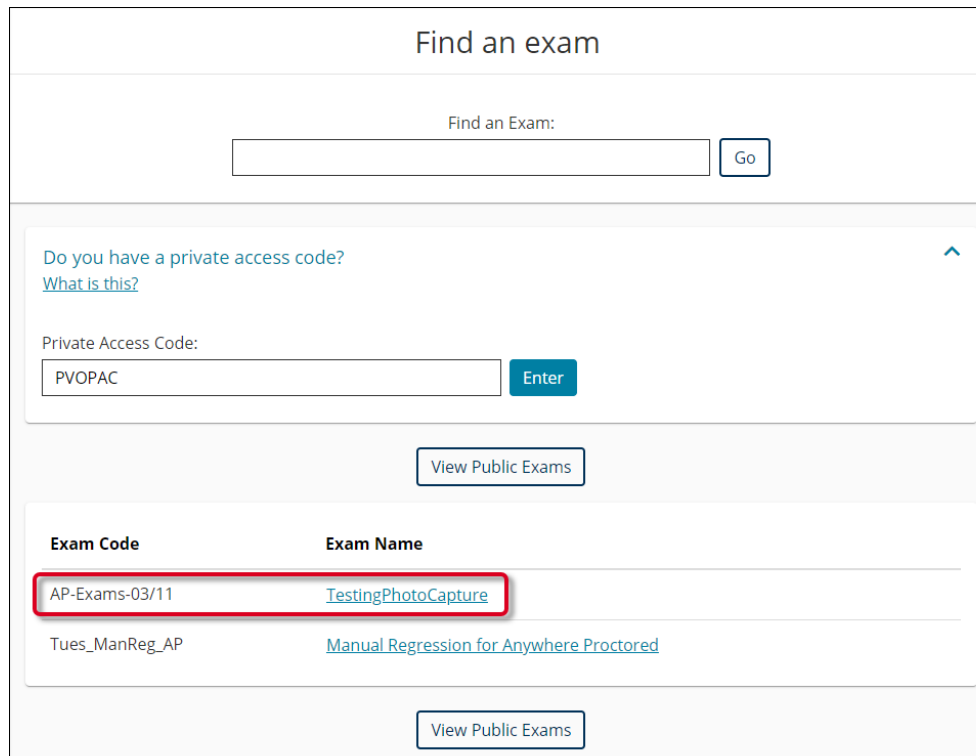
Add time to test (i.e., ESL)

View score report

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



3. Find your test and click the link.



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**.

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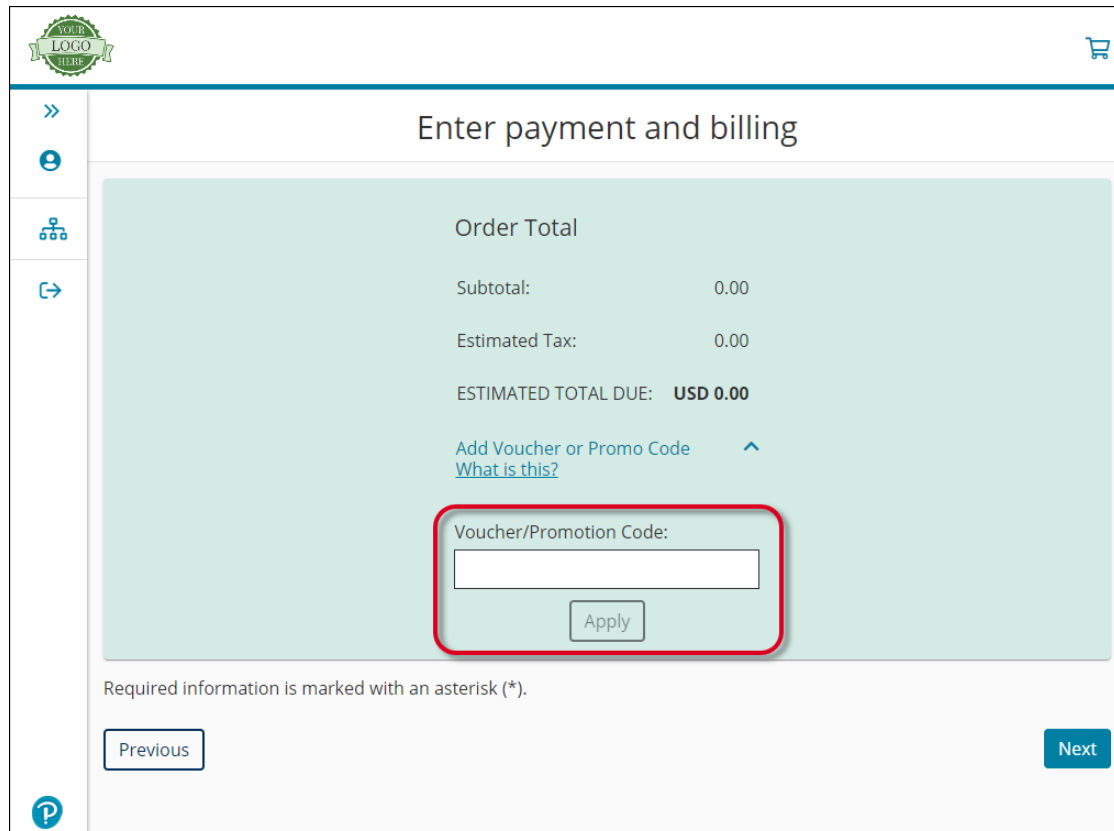
Resume test

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:

Apply

Required information is marked with an asterisk (*).

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

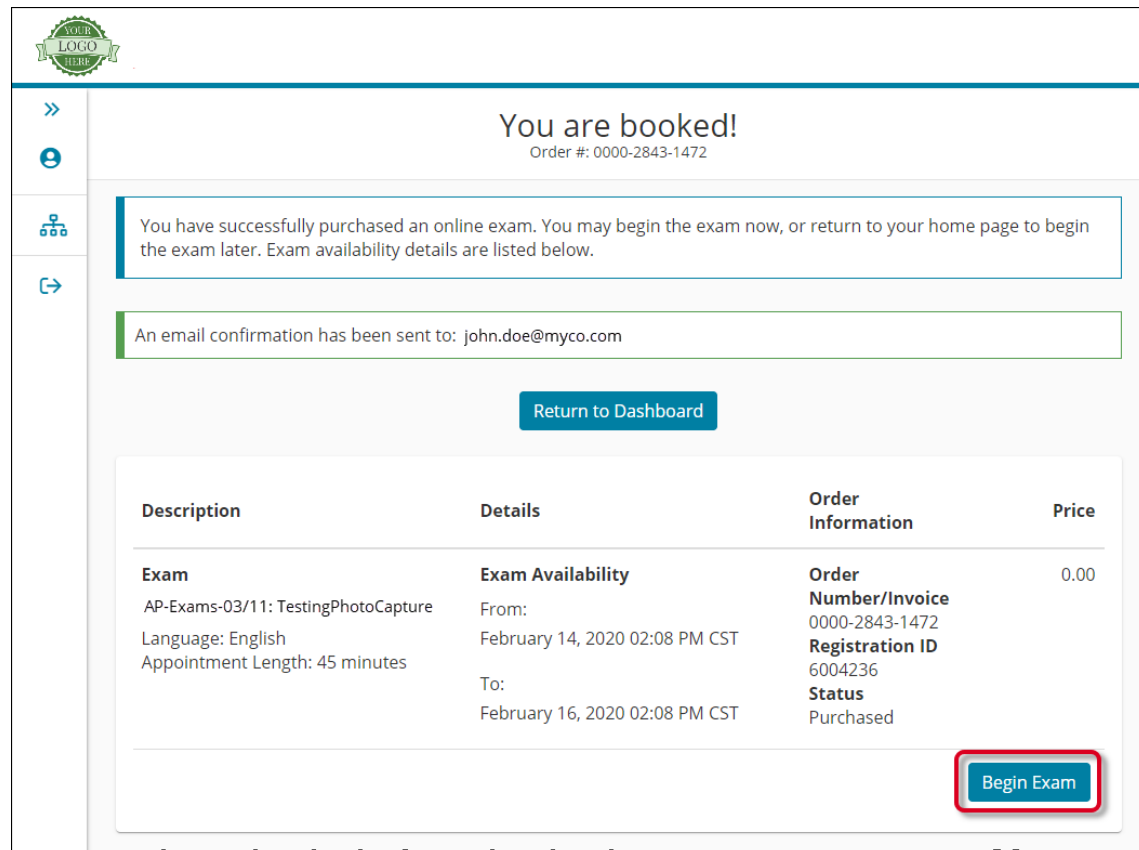
11.Enter **Billing Address**, click **Next**.

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

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Test taker captures photo (optional)

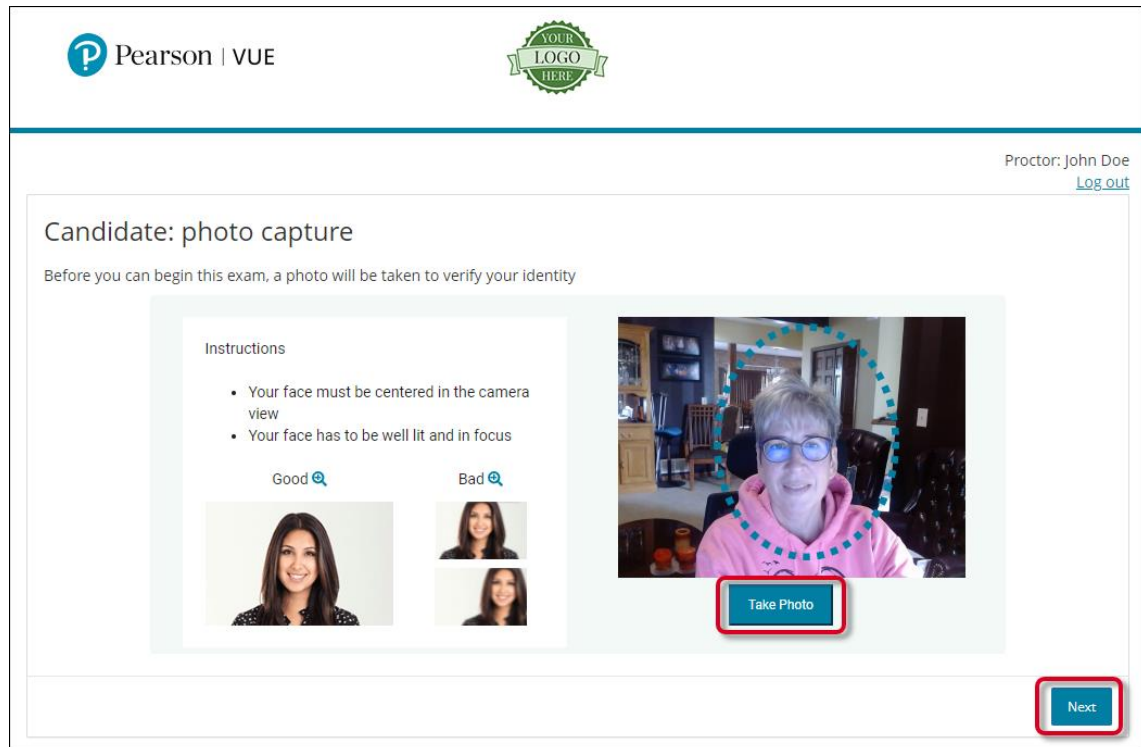
Note



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



1. Ensure your face is centered in the circle. Click **Take Photo.**



2. Click **Next.**

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Test taker enters event code

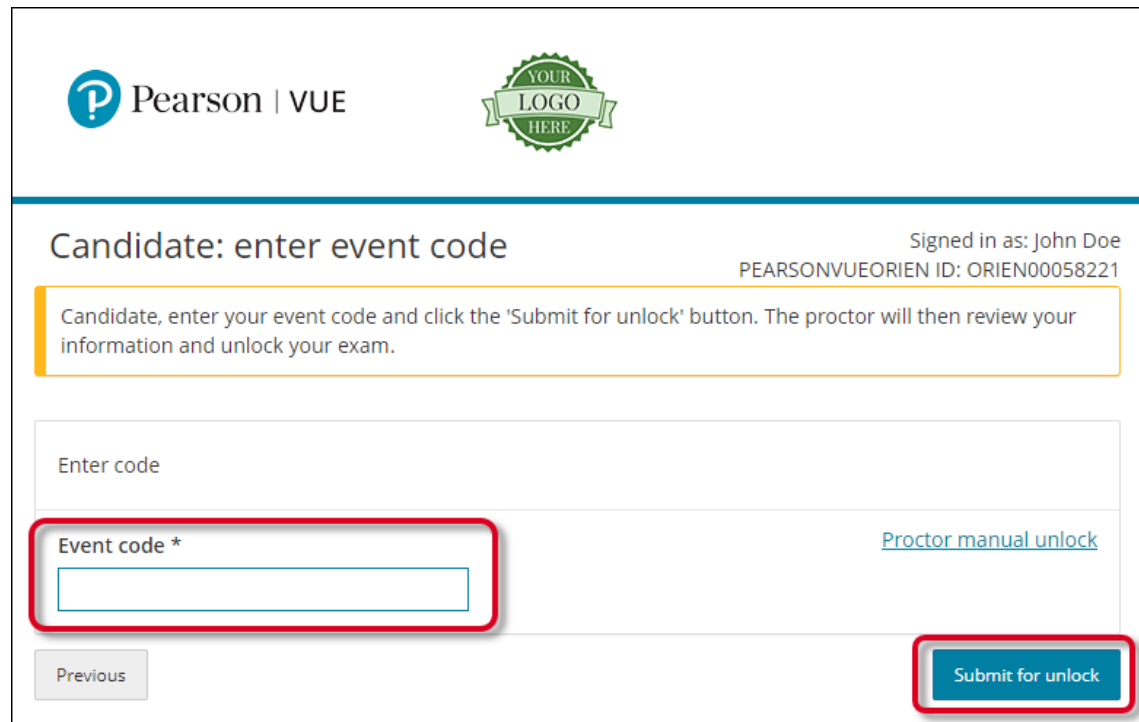
Note



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

YOUR LOGO HERE

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](#)

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Submit for unlock

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Capture photo (optional)

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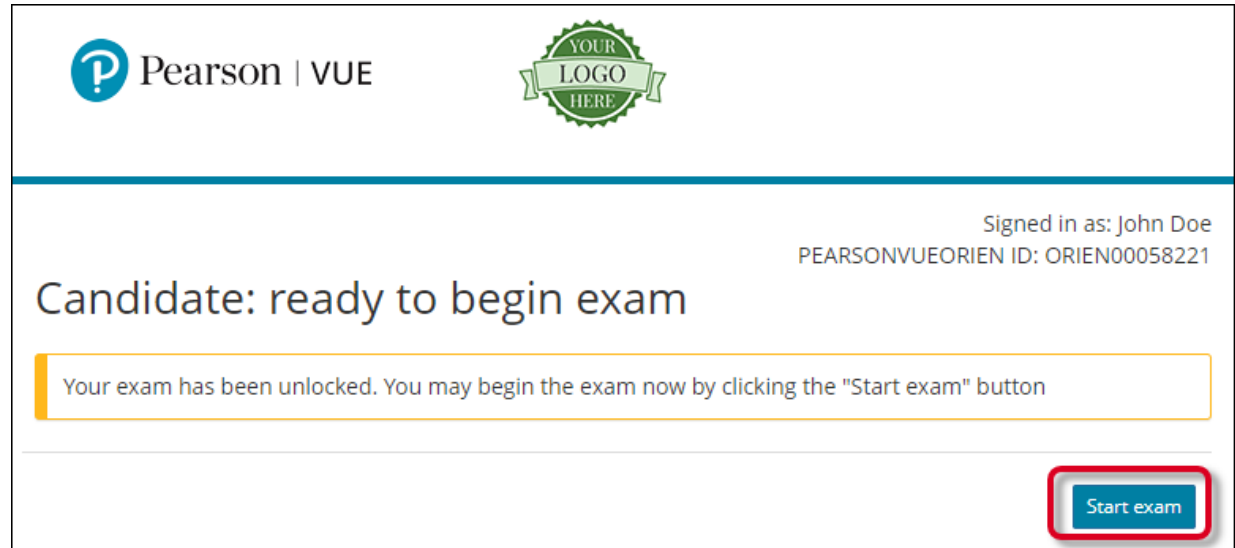
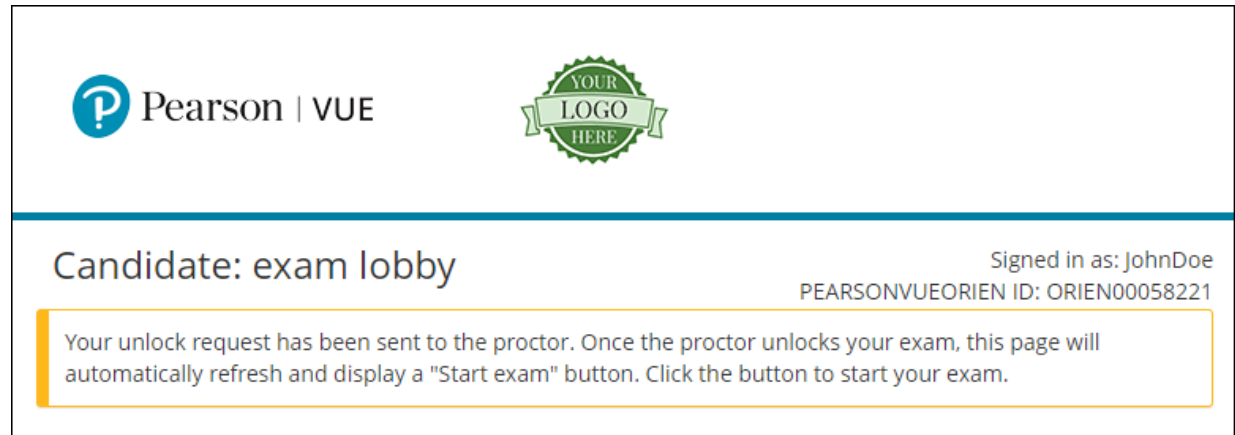
Resume test

Technical troubleshooting

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

View score report

2. 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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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 clicks **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.

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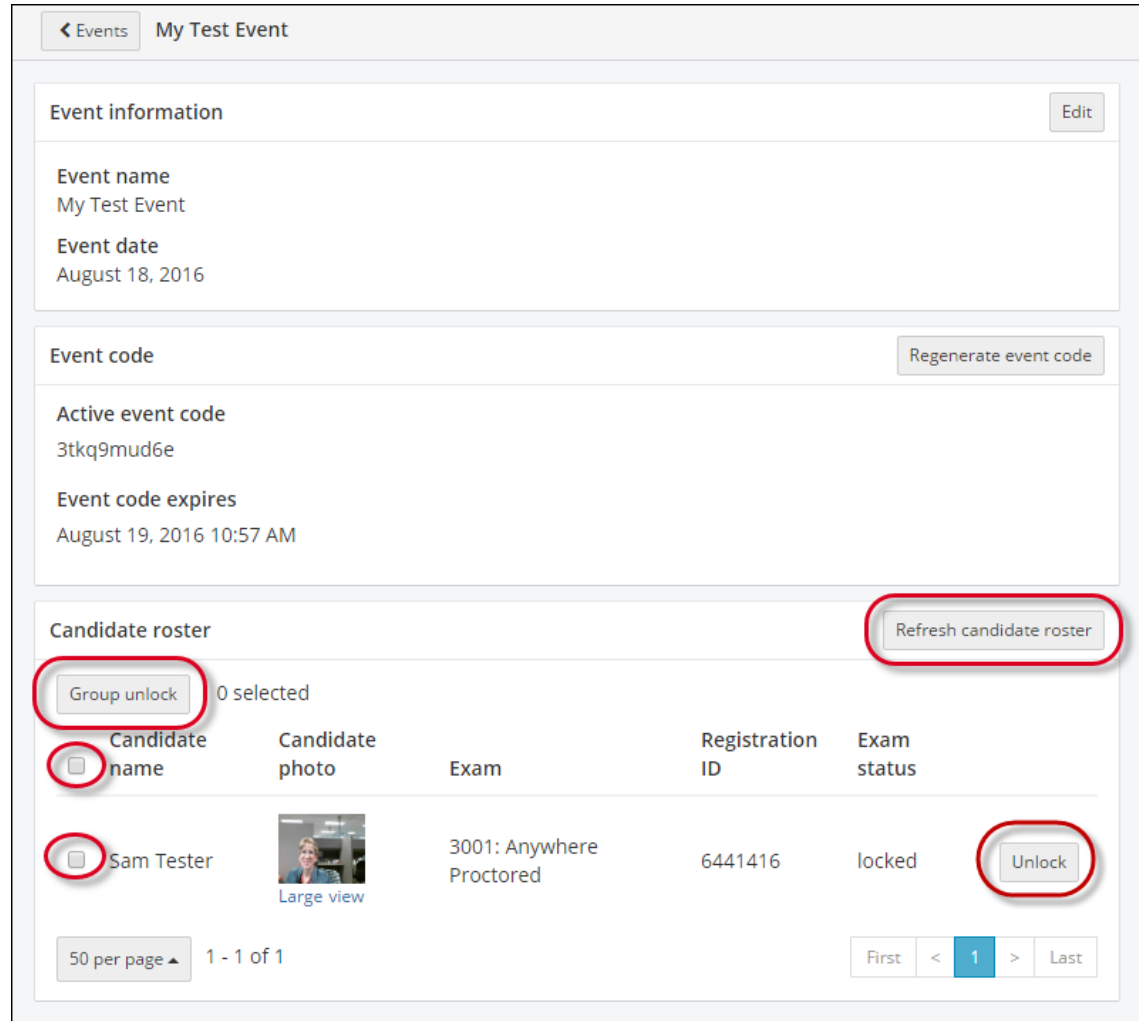
Resume test

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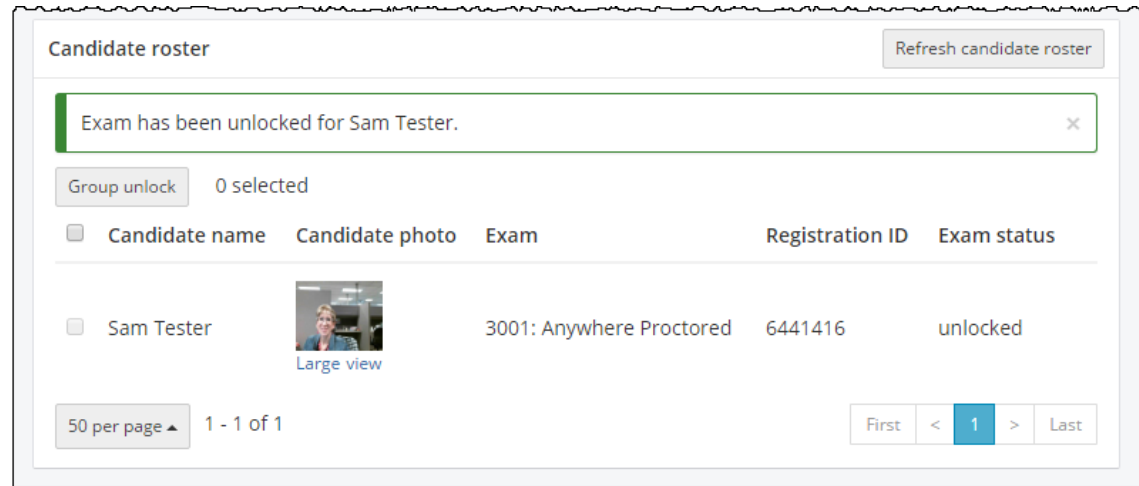
Add time to test (i.e., ESL)

View score report

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.



The screenshot shows the 'Candidate roster' interface. At the top right, there is a 'Refresh candidate roster' button. A green notification box at the top states 'Exam has been unlocked for Sam Tester.' Below this, there is a 'Group unlock' button and a '0 selected' indicator. The roster table has columns for 'Candidate name', 'Candidate photo', 'Exam', 'Registration ID', and 'Exam status'. One row is visible for 'Sam Tester' with a photo, the exam '3001: Anywhere Proctored', registration ID '6441416', and status 'unlocked'. At the bottom, there is a '50 per page' dropdown, '1 - 1 of 1' pagination, and 'First', '<', '1', '>', 'Last' navigation buttons.

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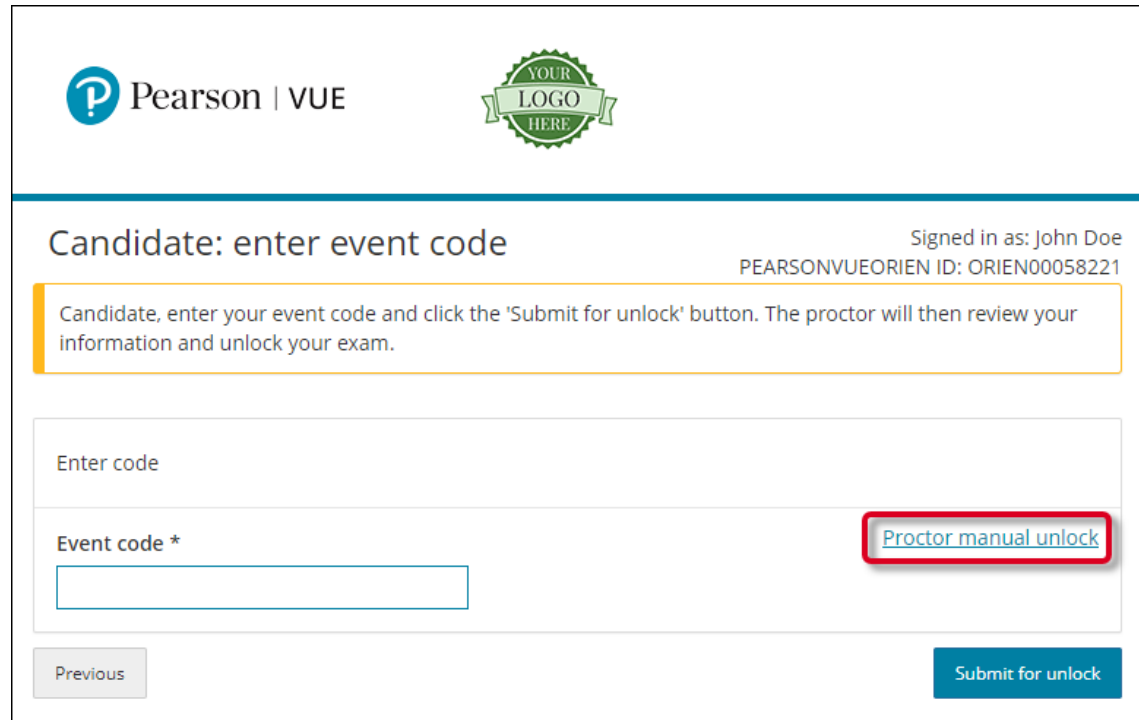
View score report



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 from the client web flow.

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

1. On the **Candidate: enter event code** page, proctor clicks 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](#)

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Technical troubleshooting

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

View score report

2. Review the test taker photo.

Signed in as: John Doe
 PEARSONVUEORIENT 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.

Proctor authentication

Note



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

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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.

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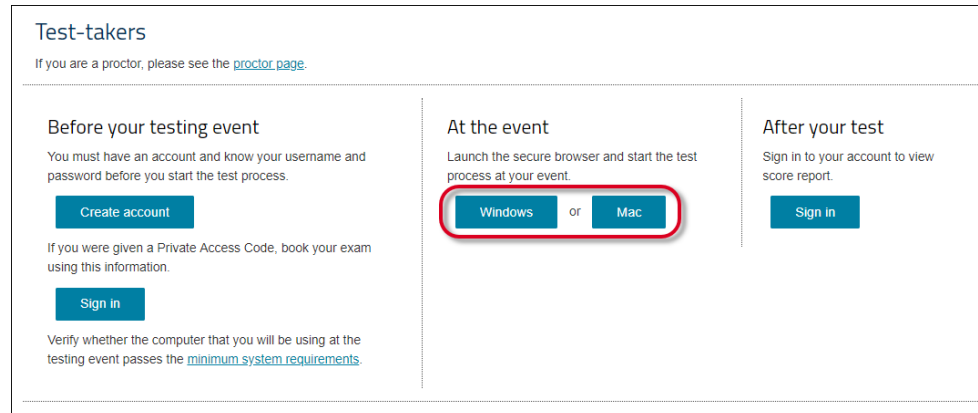
Technical troubleshooting
Add time to test (i.e., ESL)
View score report

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 candidate 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 **Windows** or **Mac** to re-launch the test in a secure browser. Test takers must select the appropriate operating system.



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

Before your testing event
You must have an account and know your username and password before you start the test process.
[Create account](#)

If you were given a Private Access Code, book your exam using this information.
[Sign in](#)

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

At the event
Launch the secure browser and start the test process at your event.
[Windows](#) or [Mac](#)

After your test
Sign in to your account to view score report.
[Sign in](#)

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

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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

6. Select **Resume exam**.
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://wsr.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 manually 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.

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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 link to launch the appropriate secure browser version for either **Windows** or **Mac**.

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: [Windows](#) or [Mac](#)
- 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.

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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**.

Pearson | VUE English - United States

Candidate Search

All fields required

First name

Last name

Email (used to register for your exam)

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Launch test when candidate website is down

Launch secure browser

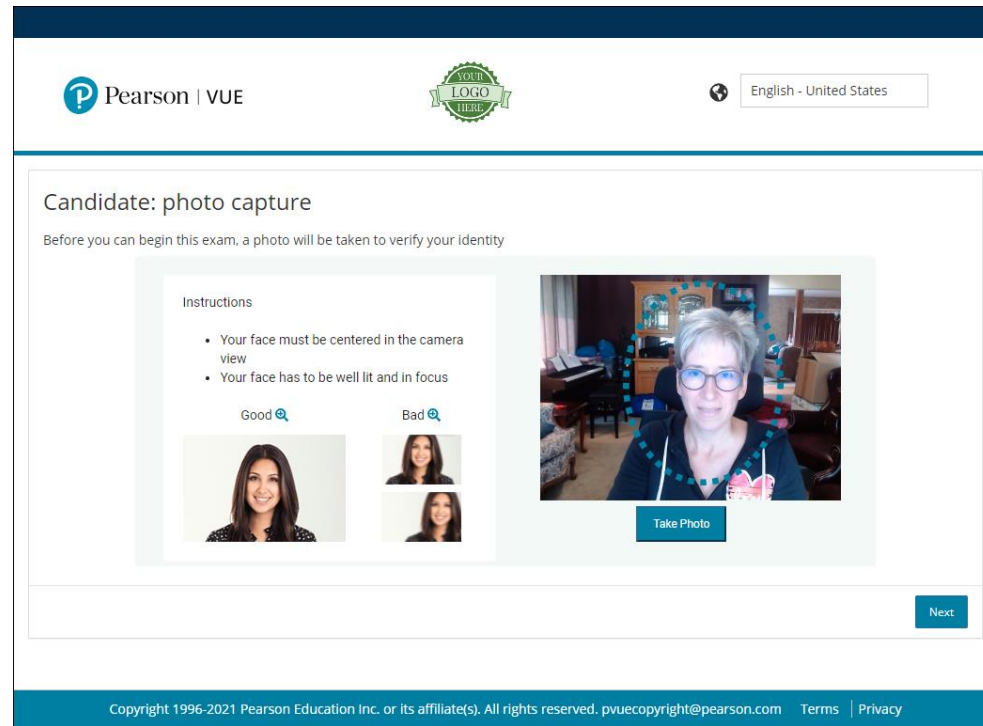
Candidate search and photo capture

Restart test

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

View score report

2. 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](#).



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

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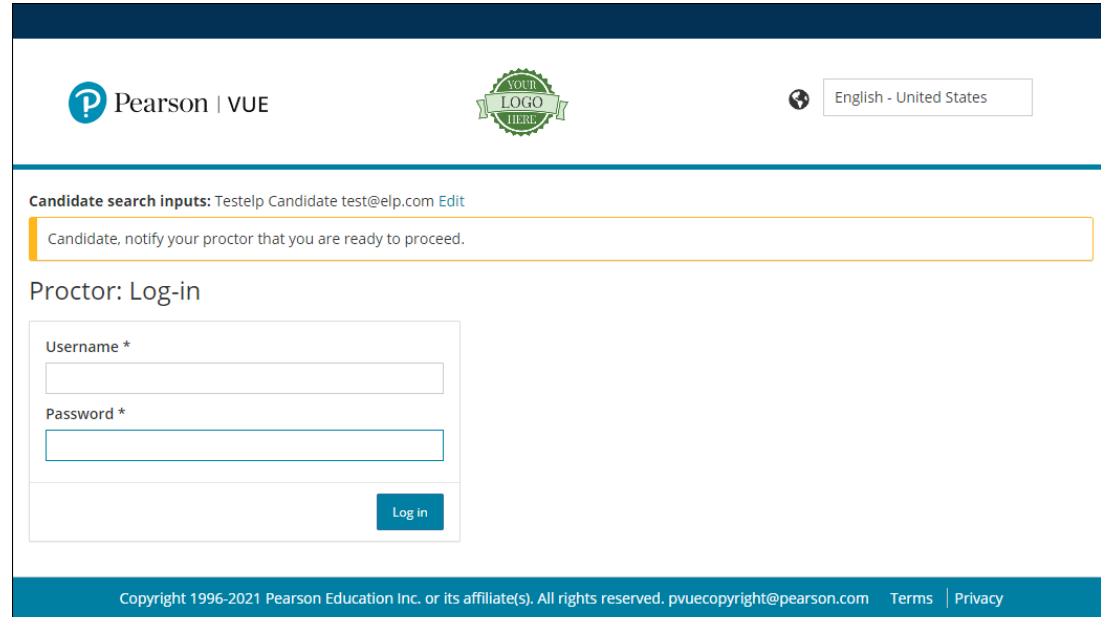
Add time to test (i.e., ESL)

View score report

Proctor starts test



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



The screenshot shows the Pearson VUE Proctor Log-in interface. At the top, there is a navigation bar with the Pearson VUE logo, a 'YOUR LOGO HERE' placeholder, and a language selector set to 'English - United States'. Below the navigation bar, there is a section for 'Candidate search inputs' showing 'Testelp Candidate test@elp.com' with an 'Edit' link. A message box prompts the candidate to notify the proctor. The main section is titled 'Proctor: Log-in' and contains two input fields: 'Username *' and 'Password *'. A 'Log in' button is located below the password field. At the bottom of the page, there is a footer with copyright information: 'Copyright 1996-2021 Pearson Education Inc. or its affiliate(s). All rights reserved. pvuecopyright@pearson.com' and links for 'Terms' and 'Privacy'.

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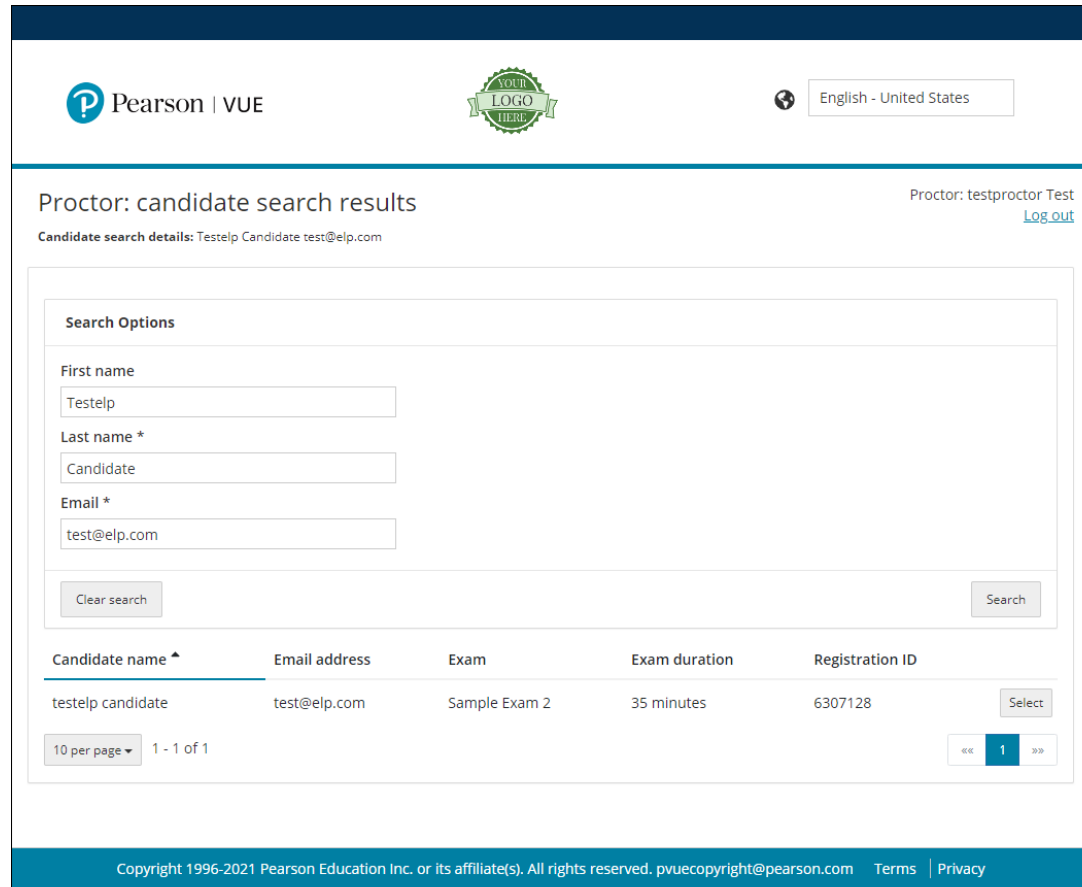
Candidate search and photo capture

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.



Proctor: candidate search results

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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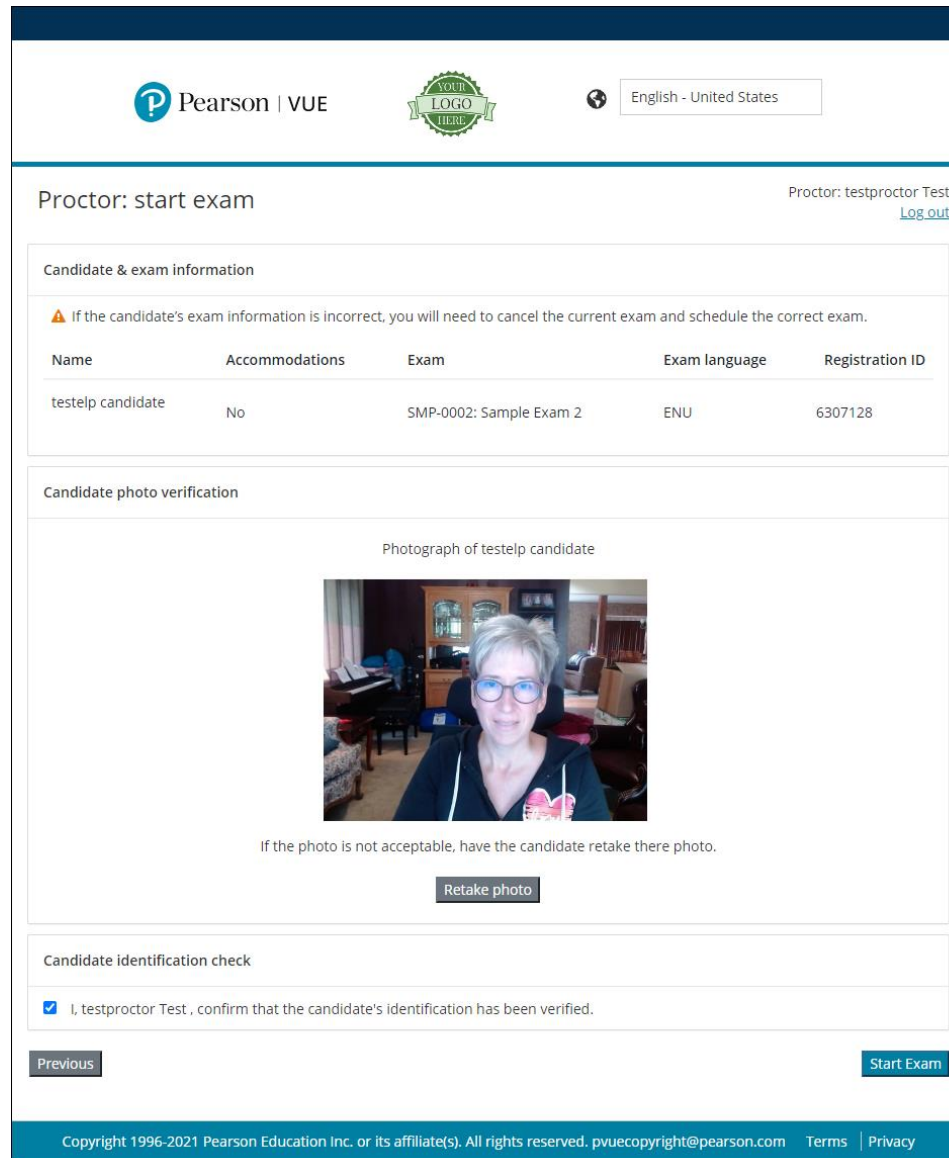
Candidate search and photo capture

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' interface. At the top, there is a Pearson | VUE logo, a 'YOUR LOGO HERE' placeholder, and a language selection dropdown set to 'English - United States'. The page title is 'Proctor: start exam' with a 'Proctor: testproctor Test' and a 'Log out' link. Below this is a 'Candidate & exam information' section with a warning: 'If the candidate's exam information is incorrect, you will need to cancel the current exam and schedule the correct exam.' A table displays the candidate's details:

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. It contains a placeholder for the candidate's photo, labeled 'Photograph of testelp candidate'. A photo of a woman with short grey hair and glasses 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 of this section 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.' At the bottom of the page are 'Previous' and 'Start Exam' buttons. 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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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
You must have an account and know your username and password before you start the test process.

[Create account](#)

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

[Sign in](#)

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

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

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

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

[Sign in](#)

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

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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