

October 2017

To all Training Programs

Pearson VUE is sending a 'Training Program Report' and a 'Pass/Fail Roster Report' to your email account each month. The report is a password-protected, compressed file. To open the report you will need to use a software program (called a zip program).

Below are the steps to follow using a common zip program:

The email that contains your reports will have the following tag line:

From: **bi.document.delivery@pearson.com**

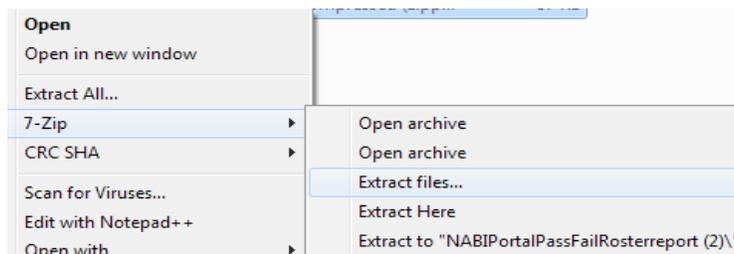
Subject: Pearson BI delivery

Message: Please find attached report <<NameOfReport.zip>>

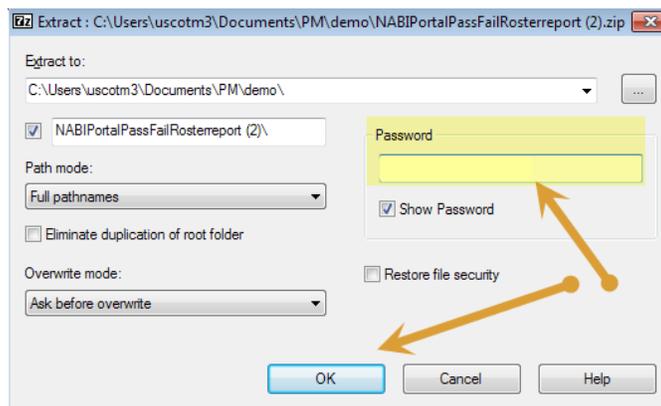
Steps to open your report

(shown using '7-zip program' - other programs will operate similarly):

1. Save the compressed report file from your e-mail to your computer
2. Find the file on your computer
3. Right-click the file and select your extraction software (the extraction software is the zip program you choose to use for opening your files)
4. Choose to extract files



5. Enter the password (provided by Pearson VUE) to extract the file and click 'open': **If you need the password, please contact: NATrainingProgramHelp@pearson.com**



6. You will see the original zip file and the extracted folder on your computer

Name	Date modified	Type	Size
NABIPortalPassFailRosterreport (2)	10/11/2017 12:51 ...	File folder	
NABIPortalPassFailRosterreport (2).zip	10/11/2017 12:49 ...	Compressed (zipp...	87 KB

7. Open the folder with the extracted file to access your data.

Troubleshooting Steps if you aren't receiving reports

1. **Correct email:** Reports will be sent to the email address in our Pearson Credential Management system. If you aren't sure if Pearson VUE has the correct address or you know the contact person has changed, please send an email to NATrainingProgramHelp@pearson.com with your training program and the email and first and last name for the individual who should receive the reports.
2. **Spam filter:** If the email is correct, first check any SPAM filter your organization has that could cause a .zip file to be sent to that SPAM filter. If the report is in your SPAM filter, be certain to highlight the email and click on 'Not Spam' to ensure future reports are not filtered.
3. **Permissions/Firewalls:** The last step if you aren't receiving the reports is to contact your IT department and ask if there are system permissions or firewalls that could be preventing the report from coming through your email. It's important to tell your IT department it is a '.zip' file as that may be a setting your organization scans for.

Once you've ruled out the above scenarios, you should send an email to NATrainingProgramHelp@pearson.com with your training program and contact information so we can work to determine the root cause.

If you are not using a zip utility today:

The decision to use password protected compressed files ensures secure delivery of Personal Identifiable Information (PII). Personal Information (PII) will be included in the monthly report that includes a student's name with exam results.

*.zip is one of the most common compression formats, natively supported by various operating systems and there are many reliable utilities available for free.

If you do not have an unzip utility, you will need to download and install one before you are able to access the report. Pearson VUE is not requiring any specific zip utility as not all applications may work with your computer or network. It is up to your organization to determine which application matches your needs and communicates with the Pearson VUE servers. Pearson VUE does not provide support for this application to gain access to the email attachment; that responsibility lies solely with your IT support staff.

There are many reliable free and commercial utilities available. Below are Internet links to several sites for such utilities.

- <http://www.7-zip.org/>
- Haozip (http://www.haozip.com/Eng/index_en.htm)
- jZip (<http://www.jzip.com/>)

Sincerely,

Pearson VUE Program Management Team
NATrainingProgramHelp@pearson.com