



Event Day

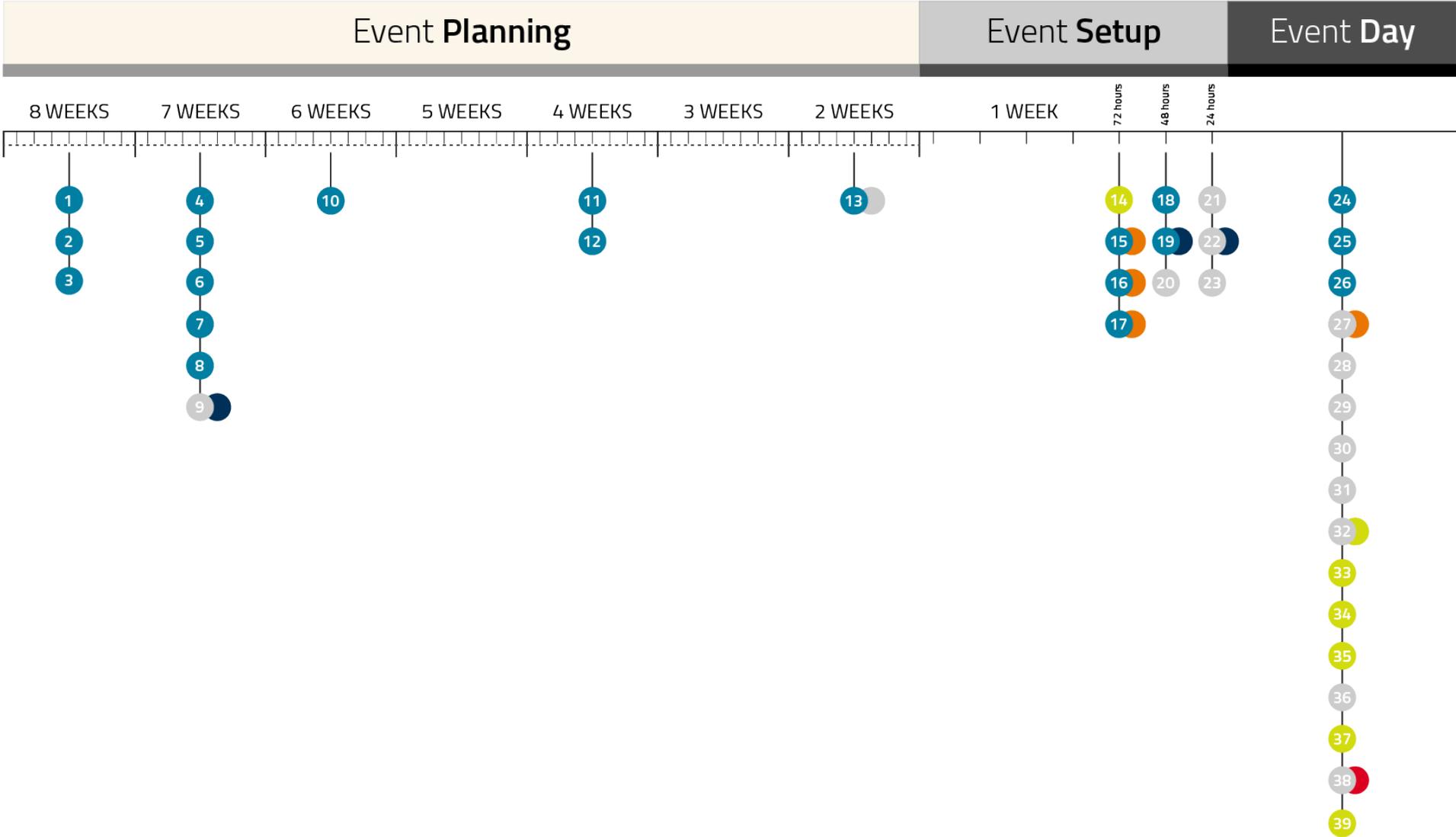
Implementation Guide

This document is a guideline for best practices and is not intended to cover every scenario of a Client proctored testing event. Each testing event will have its own circumstances and considerations and vary in terms of scale and scope. Please contact your Pearson VUE program manager with additional questions.

EVENT DAY IMPLEMENTATION TIMELINE

The timeline below is a summary of the personnel and events involved in event day implementation. Click each section/number to jump to more details.

- ADMIN
- PROCTOR
- EVENT COORDINATOR
- CANDIDATE
- LOCAL/ON-SITE IT
- PROGRAM MANAGER



EVENT PLANNING DETAILS

WHEN	#	WHO	WHAT	DETAILS
8 WEEKS	1	ADMIN	Determine testing event date and location	For example, office city/state/country, date/month/year
	2	ADMIN	Determine: <ul style="list-style-type: none"> • # of candidates testing • # of exams to be delivered • # of testing sessions • # of workstations needed 	For example: <ul style="list-style-type: none"> • 20 candidates • 40 exams • 2 testing sessions • 20 workstations per session
	3	ADMIN	Secure commitment for proctoring the testing event	Test sponsor contact: <ol style="list-style-type: none"> 1. Proctor 1 2. Proctor 2 3. Proctor 3 <p>Verify that the Pearson VUE outage schedule does not impact the testing dates.</p>
7 WEEKS	4	ADMIN	Book a room for the event large enough to accommodate # of workstations needed per session	
	5	ADMIN	If applicable in advance of testing: Identify candidates who will be testing during the event, provide them with relevant details, and confirm attendance	Contact candidates and inform them of the date, time, location, and any other relevant logistics so they can arrive at the event on time.

6 WEEKS	6	ADMIN	Determine how candidates will pay for the exams — they can use a voucher provided by the admin or use their own credit cards.	<p>Communicate clearly to candidates how the exam will be paid for. There are two payment options:</p> <ol style="list-style-type: none"> 1. Candidates bring a credit card to the testing event 2. Test sponsor provides candidates with a voucher (test sponsors must communicate to candidates when and how they can expect to receive the voucher)
	7	ADMIN	Contact Pearson VUE program manager or the voucher store to purchase vouchers	Program manager or test sponsor to order vouchers from voucher store and provide to test sponsor admin
	8	ADMIN	Determine source of testing computers	<p>Option 1: Candidates bring their own devices.</p> <p>Option 2: Test sponsor/partner provides devices (either existing or rented). If renting for testing site, ensure the lease does not expire during the testing time frame.</p> <p>Verify that the supplied equipment meets ALL system requirements:</p> <p>Pearson VUE Browser Lock system requirements</p>
	9	PROCTOR, EVENT COORDINATOR	Ensure on-site technical staff is available	Technical staff will be necessary to troubleshoot issues on site. Pearson VUE has no visibility to on-location internet/bandwidth setup or firewall issues.
	10	ADMIN	Communications	Set up weekly meetings with the team to make sure the event is on track and troubleshoot any issues.

4 WEEKS	11	ADMIN	Admin to create/set up Private Access Codes (PACs)	Assign exams to PAC(s) which will be communicated to candidates so they can complete exam registration.
	12	ADMIN	Create/set up proctor authorizations	Set proctors up in the Proctor Management application (available in the Pearson VUE Navigator Portal) with usernames and authorization rights to proctor (dates and exams)
2 WEEKS	13	ADMIN, PROCTORS	Training	Admin will train or arrange the training of proctors regarding technical setup of the testing space, diligent monitoring of candidate during testing, and any special instructions.

EVENT SETUP DETAILS

WHEN	#	WHO	WHAT	DETAILS
72 HOURS	14	CANDIDATE	For SSO clients: Create account (either on the test sponsor site or Pearson VUE candidate website)	Inform candidates to create their profiles if they don't have one already on the test sponsor site or Pearson VUE candidate website. Inform candidates to bring a government-issued photo ID to the testing event, if applicable.
	15	ADMIN, IT	Set up testing room: Secure laptops/workstations for testing event from local IT vendor or ensure candidates bring their own	Pearson VUE Browser Lock system requirements
	16	ADMIN, IT	Download Browser Lock on each workstation, and ensure network settings/configuration are set up	The secure browser launch button is in #4 of webpage <i>home.pearsonvue.com/testsporsorname/client-proctored/exam-proctors</i>

		<p>correctly on all candidate workstations</p>	<p>Hint: You can download the secure browser from the Client proctored webpage (home.pearsonvue.com/testsponsorname/client-proctored) to each testing computer, OR to speed up the process, download once to a network or jump drive and load it to each computer (this is a faster option since it eliminates the need to re-download the file).</p> <p>If candidates are bringing their own computers, they should download Browser Lock to their computer from the client home page prior to testing.</p> <p>If outsourcing the laptops, the test sponsor will need to be in possession of those laptops prior to the event to download the secure browser.</p>
	<p>17 ADMIN, IT</p>	<p>Ensure sufficient computer setup and network connectivity/bandwidth for all workstations</p>	<p>For clients using the A-BE test driver: The exams are delivered in an online environment and having a strong sustained network connection is required for successful exam delivery.</p> <p>Pearson VUE Browser Lock system requirements</p> <p>For test sponsor/partner provided testing computers: Proctors can run Connection Check (available in the Pearson VUE Navigator Portal) on each testing computer.</p>
<p>48 HOURS</p>	<p>18 ADMIN</p>	<p>Set up and communicate Private Access Code(s)</p>	<p>Set up Private Access Code (PAC) in the Pearson VUE Navigator Portal and communicate to the proctor(s).</p> <p>Know your username and password to launch exams.</p> <p>Pearson VUE Navigator Portal: support@clientsupport.pearsonvue.com</p>
	<p>19 ADMIN, EVENT COORDINATOR</p>	<p>Communicate to candidates</p>	<p>Communicate location and directions to the testing event, including:</p> <ul style="list-style-type: none"> • Testing event hours

- Candidate account/profile creation
home.pearsonvue.com/testsponsorname/client-proctored

1-2 days prior to the event:

- Inform candidates that they need to bring their username and password for their account to the event
- Candidates should also bring identification to the event (as required by the test sponsor for testing events)
- Communicate to candidates how they can retrieve their score reports after the event (Pearson VUE candidate website — view score reports or site if SSO)

24 HOURS

20	PROCTOR	Preparation	<p>Know your proctor username and password to launch exams and confirm it is valid by logging into the Pearson VUE Navigator Portal.</p> <p>Know your technical escalation plan — if you have issues with your Navigator login, contact: support@clientsupport.pearsonvue.com</p>
21	PROCTOR	Ensure there are adequate power plug-ins/strips	Each testing computer must be plugged into a power source to ensure continual testing capability.
22	PROCTOR, EVENT COORDINATOR	Ensure on-site technical staff is available	Technical staff may be necessary to troubleshoot issues on-site. Pearson VUE has no visibility with on-location internet/bandwidth setup or issues.
23	PROCTOR	<p>For clients configured for Group Unlock: Create Client proctored event code in the Pearson VUE Navigator Portal</p>	<p>Log in to the Proctoring application (in the Pearson VUE Navigator Portal) and create the event code. (Code is valid for 24 hours from the time it is created to the time it is entered by candidate.)</p> <p>Client proctored User Guide</p>

EVENT DAY DETAILS

WHEN	#	WHO	WHAT	DETAILS
EVENT DAY	24	ADMIN	Visual elements (optional)	Put signage up for directions/branding as needed.
	25	ADMIN	Catering (optional)	Arrange for meals/snacks if required.
	26	ADMIN	Swag (optional)	Have swag ready to be given out after the testing event, if desired.
	27	PROCTOR, IT (if needed)	Run Connection Check on each testing workstation	Proctors can run Connection Check (available in the Pearson VUE Navigator Portal) on each testing computer. This will provide information on upload and download speed and give an indication of how many tests may be run concurrently given the bandwidth in that room on that day.
	28	PROCTOR	Welcome candidates	Once candidates arrive, conduct introductions, review testing guidelines and policies, and review emergency and bathroom policies.
	29	PROCTOR	Follow admission steps for all candidates	Recommended Admission Steps
	30	PROCTOR	Have all candidates read the printed copy of the Client proctored Candidate Rules Agreement	Client proctored Candidate Rules Agreement
	31	PROCTOR	Communicate event code to candidates	The event code is created by the admin and/or event coordinator in the Pearson VUE Navigator Portal no more than 24 hours prior to the event (see Step 23).

32	PROCTOR, CANDIDATE	Download (Start) Browser Lock (secure browser)	<p>Browser lock launch button is in #4 of the webpage <i>home.pearsonvue.com/testsponsorname/client-proctored/exam-proctors</i> (on the proctor page and the test taker page).</p> <p>You can download the secure browser from the Client proctored webpage (<i>home.pearsonvue.com/testsponsorname/client-proctored</i>) to each testing computer, OR to speed up the process, download once to a network or jump drive and load it to each computer (this is a faster option since it eliminates the need to re-download the file).</p> <p>If candidates are bringing their own computers, they should download Browser Lock to their computers from the client home page prior to testing.</p>
33	CANDIDATE	Log in to the Pearson VUE candidate website/test sponsor and create candidate exam registration (if not already completed)	Client proctored User Guide
34	CANDIDATE	Enter payment information — use voucher code provided, or enter credit card information as applicable, enter event code and wait	Client proctored User Guide
35	CANDIDATE	For Group Unlock: Enter event code in candidate website	Client proctored User Guide
36	PROCTOR	For Group Unlock: Unlock exam for candidates using the Proctoring application in the Pearson VUE Navigator Portal or the Pearson VUE candidate website	Client proctored User Guide

37	CANDIDATE	Complete exam and (optional) survey	Candidates must adhere to the testing center policies.
38	PROCTOR, PROGRAM MANAGER	Proctor all candidates to ensure no violation of exam policies occurs, and no cheating or talking takes place — escort as needed upon completion	All violations must be reported to the client administrator and the Pearson VUE program manager.
39	CANDIDATE	Log in to Pearson VUE (or test sponsor site) to view score report	Client proctored User Guide

Optional best practice for setup: Set dividers around every other seat if candidates will be seated in a row.

EMERGENCY POLICIES

- **Breaks:** Defined by test sponsor
- **Power outages:** If the test center experiences a power outage or a situation in which the testing room needs to be evacuated, such as in a fire drill, candidates should resume testing if the event lasts fewer than 30 minutes. If a candidate decides to wait, but then later decides that he or she cannot wait any longer, the candidate may still reschedule. Candidates who resume testing waive their right to reschedule the exam.
- **Medical emergency:** In situations that involve a candidate medical emergency, remove the candidate from the testing room, if possible. However, remove the candidate only if you are sure that you will not injure the candidate or further complicate the injury or condition. Call 911 or the local paramedic or emergency services.
- Please ensure that **emergency evacuation procedures** are in place.

HELP AND SUPPORT

- [Technical FAQs](#)
- Client proctored landing page: *home.pearsonvue.com/testsponsorname/client-proctored*
- [Pearson VUE customer service \(for candidates\)](#)
- Test takers self-service: *home.pearsonvue.com/testsponsorname/client-proctored/test-takers*
- Proctor login issues: <http://www.pearsonvue.com/appsupport/>
- [Client proctored User Guide](#)

Proctor login issues - Client Application Support (CAPPS)

(For Navigator username issues — e.g., can't log in, locked out, can't unlock exam, etc.)

Contact information can be found at: <http://www.pearsonvue.com/appsupport/>

Candidate login/exam sign-up support

(For issues with completing exam registration (signing up for exam), creating candidate account, etc.)

- Test takers self-service: *home.pearsonvue.com/testsponsorname/client-proctored/test-takers*
- Pearson VUE customer service (for candidates): <https://home.pearsonvue.com/test-taker/Customer-service.aspx>