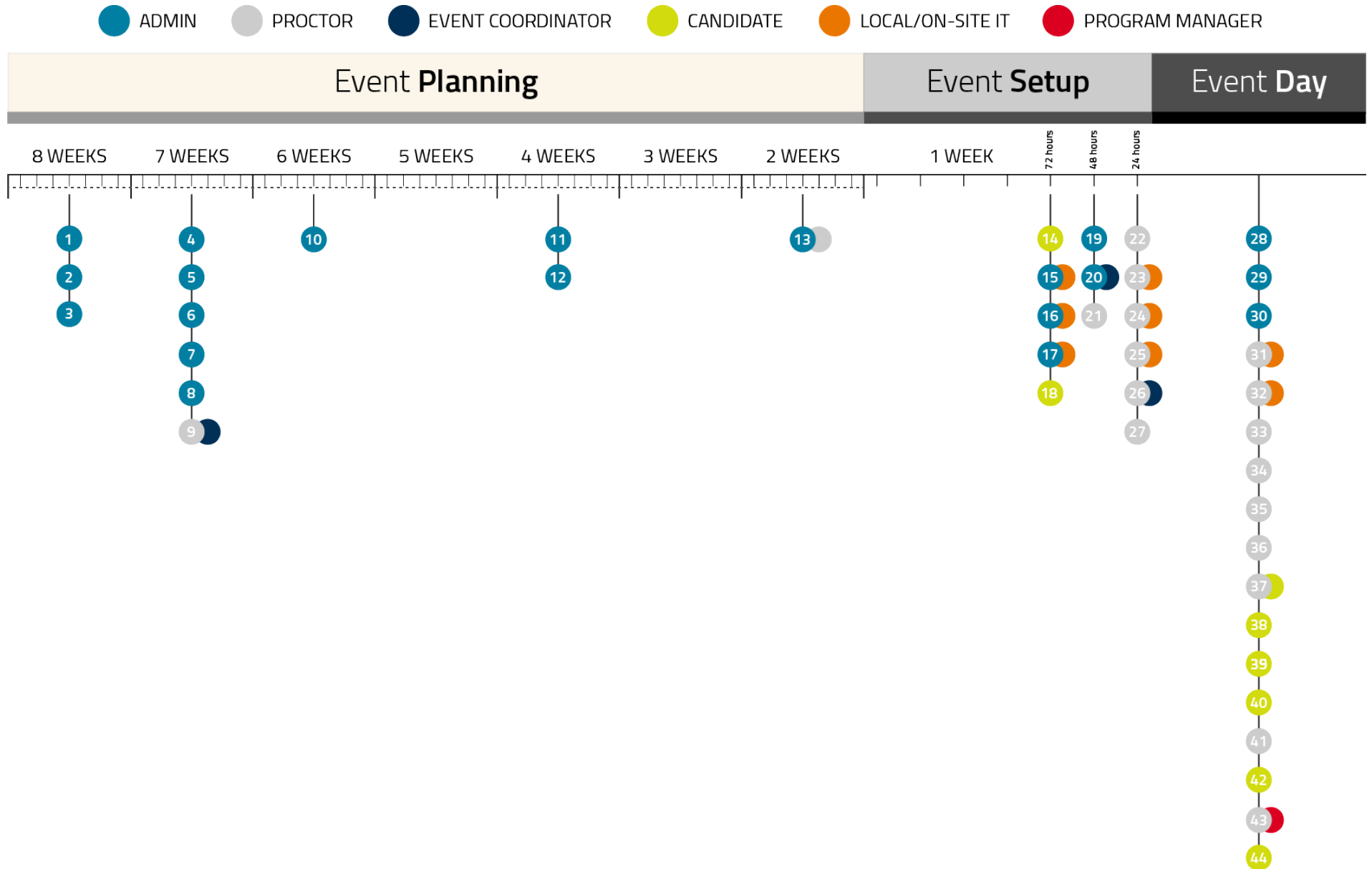# Event Day

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** | Event **Setup** | Event **Day** |

| 8 WEEKS | 7 WEEKS | 6 WEEKS | 5 WEEKS | 4 WEEKS | 3 WEEKS | 2 WEEKS | 1 WEEK | 72 hours | 48 hours | 24 hours | |

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: • # of candidates testing • # of exams to be delivered • # of testing sessions • # of workstations needed	For example: • 20 candidates • 40 exams • 2 testing sessions • 20 workstations per session
	3	ADMIN	Secure commitment for proctoring the testing event	Test sponsor contact: 1. Proctor 1 2. Proctor 2 3. Proctor 3 Verify that the Pearson VUE outage schedule does not impact the testing dates.
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	ADMIN	Determine how candidates will pay for the exams — they can use a voucher provided by the admin or use their own credit cards.	Communicate clearly to candidates how the exam will be paid for. There are two payment options: 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	**Option 1:** Candidates bring their own devices. **Option 2:** Test sponsor/partner provides devices (either existing or rented). If renting for testing site, ensure the lease does not expire during testing time frame. Verify that the supplied equipment meets ALL system requirements: **Client proctored – no appointment required advanced technical requirements - ITS test driver**
	9	PROCTOR, EVENT COORDINATOR	Ensure on-site technical staff is available at testing site	Technical staff will be necessary to troubleshoot issues on site. Pearson VUE has no visibility with on-location internet/bandwidth setup or firewall issues.
6 WEEKS	**10**	ADMIN	Communications	Set up weekly meetings with the team to make sure the event is on track and troubleshoot any issues.

WHEN	#	WHO		
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	**Client proctored – no appointment required advanced technical requirements - ITS test driver**
	16	ADMIN, IT	Download Secure Browser on each workstation, and ensure network settings/configuration are set up	The secure browser launch button is in #4 of webpage *home.pearsonvue.com/**testsponsorname**/client-proctored/exam-proctors* (on the proctor page and the test taker page).

		correctly on all candidate workstations	**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 tore-download the file).
			If candidates are bringing their own computers, they should download the secure browser from the client home page prior to testing.
			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.
17	ADMIN, IT	Ensure sufficient computer setup and network connectivity/bandwidth for all workstations	The exams are delivered in an online environment and having a strong, sustained network connection is required for successful exam delivery.
			[Client proctored – no appointment required advanced technical requirements - ITS test driver](#)
			For test sponsor/partner provided testing computers: Proctors can run System Check on each testing computer: *home.pearsonvue.com/**testsponsorname**/client-proctored/exam-proctors*
18	CANDIDATE	Ensure computer is set up as a testing workstation	**For candidate-provided testing computers:** When candidates get to the testing room, they can run System Check on the Pearson VUE test sponsor Client proctored web page: *home.pearsonvue.com/**testsponsorname**/client-proctored/test-takers*

				This should be done on the same computer and in the testing room so that it is measuring the connectivity on the computer that will be used in the location of testing.
48 HOURS	19	ADMIN	Set up and communicate Private Access Code(s)	Set up Private Access Code (PAC) in the Pearson VUE Navigator Portal and communicate to the proctor(s).
	20	ADMIN, EVENT COORDINATOR	Communicate to candidates	Communicate location and directions to the testing event, including: • 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)
	21	PROCTOR	Preparation	Know your proctor username and password to launch exams and confirm it is valid by logging into the Pearson VUE Navigator Portal. **For PROCTOR technical issues:** Be familiar with your on-site technical escalation plan. If issues occur with Navigator login, contact your test sponsor or Pearson VUE Client Application Support at support@clientsupport.pearsonvue.com.

24 HOURS	22	PROCTOR	Ensure there are adequate power plug-ins/strips	Each testing computer must be plugged into a power source to ensure continual testing capability.
	23	PROCTOR, IT	Run the test simulation on all devices per the instructions and ensure success on all workstations	**For client-provided testing computers:** Run Test Simulation starting it on the admin computer and then adding each testing computer. **Test simulation** **Client proctored User Guide** **For candidate-provided testing computers:** Run System Check on their computers.
	24	PROCTOR, IT	Run Bandwidth Check on all workstations	**Client proctored User Guide** Run Bandwidth Check for a period of time to ensure connectivity will hold a sustained connection. Also found in #3 on *home.pearsonvue.com/**testsponsorname**/client-proctored/exam-proctors*
	25	PROCTOR, IT	Run Test Delivery Check on all workstations	**Test Delivery Check** **Client proctored User Guide**
	26	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 to on-location internet/bandwidth setup or issues.
	27	PROCTOR	**For clients configured for Group Unlock:** Create Client proctored event code in the Pearson VUE Navigator Portal	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.) **Client proctored User Guide**

EVENT DAY DETAILS

WHEN	#	WHO	WHAT	DETAILS
EVENT DAY	28	ADMIN	Visual elements (optional)	Put signage up for directions/branding as needed.
	29	ADMIN	Catering (optional)	Arrange for meals/snacks if required.
	30	ADMIN	Swag (optional)	Have swag ready to be given out after the testing event, if desired.
	31	PROCTOR, IT (if needed)	Run Test Delivery Check on all workstations	[Test Delivery Check](#) [Client proctored User Guide](#) If technical issues occur (internet connectivity, computer updates, etc.) on-site technical support will be necessary. Pearson VUE is unable to assist on client/candidate devices and has no visibility to internet setup, bandwidth, or firewalls. It is imperative to complete the test delivery checks on all workstations on exam day to ensure no changes to network status or connectivity have happened since it was run in advance above. #2 on *home.pearsonvue.com/**testsponsorname**/client-proctored/exam-proctors*
	32	PROCTOR, IT (if needed)	Run Bandwidth Check on all workstations	[Bandwidth Check](#) [Client proctored User Guide](#) These tools will monitor and gather network data for review post-event to review network performance and bandwidth to ensure no changes to network status or connectivity have happened since it was run in advance above.

33	PROCTOR	Welcome candidates	Once candidates arrive, conduct introductions, review testing guidelines and policies, and review emergency and bathroom policies.
34	PROCTOR	(Optional) Follow admission steps for all candidates	**Recommended Admission Steps**
35	PROCTOR	(Optional) Have all candidates read the printed copy of the Client proctored Candidate Rules Agreement	**Client proctored Candidate Rules Agreement**
36	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 27) **Hint:** You can write the event code on a white board in the testing room.
37	PROCTOR, CANDIDATE	Download (start) Secure Browser on each testing computer	The secure browser launch button is in #4 of webpage *home.pearsonvue.com/**testsponsorname**/client-proctored/exam-proctors* (on the proctor page and the test taker page). **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 tore-download the file). If candidates are bringing their own computers, they should download the secure browser from the client home page prior to testing.
38	CANDIDATE	Log in to the Pearson VUE candidate website/test sponsor and create	**Client proctored User Guide**

		candidate exam registration (if not already completed)	
39	CANDIDATE	Enter payment information — use voucher code provided, or enter credit card information as applicable, enter event code and wait	**Client proctored User Guide**
40	CANDIDATE	**For Group Unlock:** Enter event code in the Proctoring application in the Pearson VUE Navigator Portal	**Client proctored User Guide**
41	PROCTOR	**For Group Unlock:** Unlock exam for candidates using the Proctoring application in the Pearson VUE Navigator Portal or the Pearson VUE candidate website — unlock exam for candidates	**Client proctored User Guide**
42	CANDIDATE	Complete exam and (optional) survey	Candidates must adhere to the testing center policies.
43	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.
44	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.
- To resume exams in progress see the **Client proctored User Guide.**

HELP AND SUPPORT

- **Technical FAQs**
- **Client proctored landing page:** *home.pearsonvue.com/**testsponsorname**/client-proctored*
- **Pearson VUE customer service** for candidate registration (exam sign-up) support
- **Test takers self-service:** *home.pearsonvue.com/**testsponsorname**/client-proctored/test-takers*
- **Proctor login issues:** http://www.pearsonvue.com/appsupport/ (For Navigator username issues such as can't log in, locked out, can't unlock exam, etc.)
- **Client proctored User Guide**
- **Support tools for system readiness checks and network diagnostics**