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Client proctored – appointment required A—BE admin user guide

Client proctored – appointment required – admin user guide Athena—Browser Edition test driver

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Overview

Client proctored – appointment required exam delivery allows clients to set up a testing site at their own facility, using their own equipment. Clients are responsible for maintaining site configurations, setting up their own proctors, and running the testing site. The Pearson VUE Browser Lock secure browser launches Exam Launchpad. Exams are then delivered via the Athena—Browser Edition test driver.

This document covers how to install and configure all the software and site settings so you can administer your own Client proctored testing site.

This section identifies symbols you will see in this document and how to contact VUE Support Services (VSS) for technical assistance.

See the Client proctored – appointment required A-BE proctor user guide for instructions on how to administer a Client proctored – appointment required testing event. This guide was written for proctors to include only those procedures needed to administer a testing event.





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- Actions performed by the proctor
- **H**
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Symbols in this document



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Identifies security measures.





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Contacts

The <u>Contacts</u> page identifies who to contact for non-technical support, for example assistance with accommodations, exam registration issues, or help on maintaining your schedule.

Technical support



For technical support issues such as trouble with software or issues with connectivity, please visit the Pearson VUE VSS Support page at <u>https://www.pearsonvue.com/us/en/help.html</u>. This site allows you to connect with a remote operator to receive support, use Live chat to connect with a VUE Support Specialist, locate the region-specific phone numbers to

call and speak with a VUE Support Specialist, as well as other support links.





System requirements

Proctor and candidate requirements

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System requirements

This section provides information you need to prepare a site for a Client proctored – appointment required testing event. Please make sure you read this information carefully and perform all necessary procedures before starting the process described in the <u>Configure Site</u> section of this document.

All tasks in this section are performed by the site administrator or the local network administrator.

- Verify your Administration workstation and all exam delivery workstations meet the minimum system requirements.
- Verify the Administration workstation and all exam delivery workstations can properly connect to the Internet.
- Verify the Administration workstation and all exam delivery workstations can access the required URLS to deliver and administer exams.





System requirements

Proctor and candidate requirements

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Configure Internet connectivity

Proctor and candidate technical requirements

Caution

Pearson VUE does not support the following:

• Virtual machines in any form are prohibited.



Site administrators must ensure the exam delivery and proctor workstations meet the minimum system requirements to deliver an exam.

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See the Advanced technical requirements document for a complete list of the minimum and recommended exam delivery and administration workstation system requirements.

• Client proctored – appointment required advanced technical requirements for A-BE





System requirements

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 $/! \$

If you have any trouble running the IBT exam(s) using the Pearson VUE Browser Lock secure browser or the Athena—Browser Edition (A-BE) test driver, check the Advanced Technical Requirements for additional configuration that may be required.

Touch Screen Laptops, Tablets and Smartphones are strictly prohibited. (Examples of prohibited portable computing devices include, but are not limited to: Surface Pro, Chromebooks, Android and iOS phones, and tablets.) Using a wired network connection is strongly encouraged because it is more secure and more reliable. Since the proctor and Pearson VUE do not control the internet, performance is dependent on the local internet connection. Keep in mind that a slow internet connection may negatively impact the candidate's experience.

Caution

If candidates will use wireless connections, it is the Test Administrator's (proctor) responsibility to verify the wireless connection is configured to meet the following requirement prior to candidate testing:

- The wireless connection must be set with the highest level of security available—WPA2 (preferred) or WPA.
- WEP is not allowed.
- Open or unsecured wireless networks are strictly prohibited.

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On the day of the testing event, proctors must run a Connection Check from the exam delivery room to ensure the internet bandwidth can handle the volume of exams and to ensure a connection to the cluster can be made. See the <u>Run Connection Check</u> section.

Internet access

Both the Administration workstation and the exam delivery workstations must have access to the Internet to maintain site information, access the Connect/ServiceDirect case reporting system, and deliver internet-based exams. For performance reasons, access must be through an existing office LAN connection to the Internet, or another high-speed option such as cable, DSL, or ISDN.

The speed and availability of your test center's Internet connection will have a direct impact on the quality of your test center's operations.





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Configure Internet connectivity settings

The Client proctored – appointment required test center requires access on the **Administration** and **Exam Delivery Workstations** to the following URLs during setup and/or delivery. Please work with the local network administrator to ensure that the following websites can be accessed:

Website

www.pearsonvue.com

Exam delivery workstation

• Required for candidates to register and pay for exams

https://connect.pearsonvue.com/Connect/#/authenticate/login

Administration workstation

• Required as part of the setup process to access the case, download the security certificate, and secure browser.





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Configure the site

Client proctored – appointment required exam delivery consists of an administration workstation and one or more exam delivery workstations connected to the Internet. The Client proctored – appointment required applications are accessed on these workstations.

There are four web-based applications that work together to manage exam delivery at Client proctored centers: **Site Manager**, **Connect User Management**, **Proctoring**, and **Exam Launchpad** via the secure browser.

This section of the document walks you through:

- How the initial site user is added to the system and how to login to the Connect portal, verifying your user profile is assigned the correct roles.
- Verifying your user account is properly configured.
- How to configure open and closed site rules, set up exam delivery workstations, set up assets, enter site directions, and select site contacts in Site Manager.
- How to create Proctor users that will admit candidates for exams and unlock the exams, and capture candidate photographs if the client requires it.





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Connect portal new user flow

To launch **Site Manager**, you must login to the **Connect** portal.

A Pearson VUE employee or an authorized site user creates new site user accounts. When a user profile is created, a username is assigned, and the system generates a new user email that is sent to the user to facilitate activating the user account.

Create New Test Center User



New User First Time Login to Connect Portal



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Login to Connect portal for the first time

1. Locate your account created email and select the link to complete the account creation.







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Note

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The only way to access the first-time user Security Questions configuration screen is by selecting the link in the email. The email link is only **valid for 7 days**. If you cannot find the system generated email or try and access Connect eight or more days after the email was generated, you have several options.

- Use the Forgot my password link on the login page, enter your Username and Site ID and select Answer your security questions. Enter the answers and select Reset password. Enter a new password and select Submit.
- Contact your Test Administrator or VSS to reset your account which triggers a new email to reset your password and security questions.



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Create Connect password	
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1. Select a question from the **Question 1** drop-down list.

Account se	tup
1 See	curity questions
q	Juestion 1 *
	Select One v
A	inswer *
ç	Question 2 *
	Select One v
A	inswer *
	Next
2 Pa	ssword setup
	Security questions must be saved prior to setting up a password.

2. Type the answer to the security questions in the first **Answer** field.

Note

Set security questions

The security questions are used to unlock your account if you cannot remember your password. The answers are not case sensitive. There are no limits to the answers you must provide, but you should keep your answers simple because you must remember what you typed to unlock your account if you cannot remember your password.

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- 3. Select a question from the **Question 2** drop-down list.
- 4. Type the answer to the security question in the second **Answer** field.
- 5. Select Next.

Create Connect password

1. You must create a strong password. Enter your **Password** and **Confirm your Password**.

Before event

Event day

	Account set up							
	1 Security questions							
	Design 1 What was the name of your first toy animal? Answer To security reasons we do not display your answer here. Austian 2 What is your spouse or significant other's nickname? Answer To security reasons we do not display your answer here. Password setup Memerason 2 Password setup Memerason 2 Passwords must: Be at least 12 characters long And meet any 3 of the following 4 requirements: At least one number (from A to 2) At least one number (from 10 5) At least n							
<u>System reqs</u>	<u>Site activation</u>							

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Note

Strong Passwords are required. The password is used to login to Connect and Exam Launchpad. A password must adhere to the following rules:

- Minimum 12 characters
- Must contain any **three** of the following 4 requirements:
 - At least one **uppercase** letter (A, B, C, ... Z)
 - At least one **lowercase** letter (a, b, c, ... z)
 - At least one **number** (0, 1, 2, ...9)
 - At least one **non-alphabetic character** (#, \$, %, etc.)
- Cannot contain your username
- Must be updated every 60 days
- Cannot be repeated within a 4-year period
- 2. Select **Submit**. The **Connect Login** page is displayed and notifies you that your account has been successfully set up.





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list.	
3	English
5	English
2	한국어
ł	العربية
	汉语
ţ	日本語
{	Français

- 5. Enter your **Username**, **Password**, **Site ID**, and select **Login**.
- 6. If the Two-step verification page appears, a new verification code is issued and emailed to the email address on file for your user profile.

3. Select the I understand option to consent to the use of the tracking cookies.

4. Select the desired language for the user interface from the Language drop-down

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<u>sers</u>		Pearson VUE	3	English	
		We've emailed you a verification code to v** verification code below to secure your accou	******r@p*****n.com. Pleas nt. If you do not receive your e	se check your email and enter t mail, please request another c	the ode.
		Two-step verification			
		Verification code *			
		Cancel		Request another code	Verify
I	Ļ	Copyright 1996-2023 Pearson Education Inc. or its af	filiate(s). All rights reserved. pvueco	pyright@pearson.com <u>Terms</u>	Privacy
<u>Overview</u>	<u>System reqs</u>	Configure site Site ac	tivation Before	<u>event</u> <u>Event</u>	t day <u>Test system</u>

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Caution

To login to the Connect portal, you must provide your **Username**, **Password**, and **SiteID**, as well as a system generated **Verification code**. The new verification code is only **valid for 24 hours**. If you do not use the new verification code to login to Connect within 24 hours, the code expires, and you must request a new code.

Every user must have a verification code for <u>each browser</u> on <u>each</u> <u>workstation</u> where the Connect portal is launched.

7. Locate the **Verification Code email** associated with the user and **copy** the **Verification Code**.



8. Go back to the **Two-step verification** page and **paste** the **Verification code** in the field. Select **Verify**.

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9. Select **Continue** to verify you are setting the language preference for the Connect portal user interface.



The Connect portal landing page is displayed. The Site system information page notifies you your site has never been activated. See <u>Activate your site</u> for details on activating your site.

E Menu Site syst	em information (220060011)		🕜 Help	L Viky Turner	
Applications	Site system information				
Connection central Connection Check IntelliVUE reporting Proctoring Resources ServiceDirect Site Manager Site system information User Management	Current software version 002.003.2210.030 Site status Never activated				
Pearson VU	Copyright 1996-2022 Pearson Educat	ion Inc. or its affiliate(s). All rights res Terms Privacy	served. pvuecopyrig	ht@pearson.com	1
em reqs	<u>Site activation</u>	Before event	Event	<u>t day</u>	<u>Test s</u>

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If you forget your password or if you incorrectly type your password, you have a maximum of **5 login attempts** before the system locks you out. On the sixth incorrect attempt, a message states that you have exceeded the maximum number of login attempts.

You must reset your password. Use the password reset option on the login page to reset your password. If you have any trouble resetting your password, contact your Connect portal System Administrator for assistance.





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Connect User Management

Site administrators use the **Connect User Management** application to manage the site's users that need access to the various Client proctored – appointment required applications. This is where you set up accounts for staff members who use the Proctoring application and specify which applications they can use.

- 1. Select the **User Management** menu in the left navigation panel.
- 2. The **Users** page opens and displays the list of users currently configured for your site.

🗮 Menu	User Management				🕑 Help	L Viky Turner
Users						Add
First name	Last name	Username	Account status	Can manage	users	
Viky	Turner	turnvi	Active	Yes		View
50 per page ▼	1 - 1 of 1				«« «	» »»





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Update your user account

1. Select the **View** button for your user account. The user account page is displayed.



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2.	Select the Edit button in the Personal Information panel. The Edit Personal	
	Information page opens.	

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< View	Edit Viky Turner		
Persona	Information		
First nar	ne *		
Viky			
Last nan	1e *		
Turner			
Primary	Phone *		
952-681	-3000		
Phone e	ktension		
Email *			
myema	l@myco.com		
Re-enter	email *		
myema	l@myco.com		
Usernan	ne *		
mynam	2		
Cancel			Save

- 3. Modify any of your personal information.
 - a. First name—user's first name. Required field.
 - b. Last name—user's last name. Required field.
 - c. **Primary Phone**—user's primary phone number. Required field.
 - d. **Phone extension**—user's phone extension.





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- e. **Email**—user's email address. Required field. The email address must be in a valid email address format. The system does not verify if the email address is valid, it only verifies if the email address format is valid.
- f. **Re-enter email**—re-enter user's email address. **Required field**. The email addresses must match. This field is only displayed if the email field is modified.
- g. **Username**—each user must have a unique username. The username cannot match any other user at your site. The username must be a minimum of 2 characters. The system warns you if the username is over the maximum number of characters. Required Field.

4. Select Save.

5. Select the **Edit** button in the **Roles** panel. The Edit Roles page opens.

oles	ion *				-1	
ite Ma	nager 🗸					
\checkmark	Role	D	escriptio	on		
\checkmark	Admissions Manager and Delivery Manager Use	M	1ay admi	t candidates and deliver exams		
\checkmark	Registration Manager User	M	1ay use R	legistration Manager		
\checkmark	Site Manager Account Management User	M	1ay reset	passwords and disable accounts		
~	Site Manager Admin	M	1ay add a	and edit (other) users		
~	Site Manager User	M	1ay edit s	ite information using Site Manager		
×	Updater User	М	1ay use L	Jpdater		
Jancel				Save		

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Note

Up to two users per site may be assigned the May add and edit (other) users role.

Pearson VUE recommends that 2 users per site be assigned the **May reset passwords and lock/unlock user accounts**. That way if a user locks their account there are at least two people who can unlock and/or reset the account for the user locked out of their account.

- 6. Select the following roles for the Test Center Administrator role.
 - May edit site information using Site Manager (Site admin cannot remove this role from their profile)
 - May add and edit (other) users (Site admin cannot remove this role from their profile)
 - May reset passwords and disable accounts
 - May admit candidates and deliver exams

See the <u>Connect User Management</u> online help for a description of all the roles that may be assigned to a user.

- 7. Select **Save**. A message notifies you that the user account has been successfully updated.
- 8. Select the **Users** button at the top of the page, or the **Done** button at the bottom of the page to return to the Users list.



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Update your password and security questions

If you want to change your Connect user password or security questions, you can do this through the Connect Account settings.

1. Select your **User Account name** in the upper right-hand corner of Connect and select the **Account** menu.



The Account Personal Information page opens.

≡ Menu Account		🛿 Help	🛓 Viky Turner
Account settings	Personal Information		
Personal Information	First name		
Change Password	Viky		
Security questions	Last name Turner		
	Email viky.turner@mysite.com Username		

2. See the <u>Change User Password</u> and <u>Change User Security Questions</u> help topics in the **Connect portal help** for details.





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The Site Manager application is used to set up some basic information about the site and its workstations, so you are prepared to deliver exams for a testing event. All these things must be done before you can deliver any candidate exams.

1. Select **Site Manager** on the left navigation menu. If the navigation panel is not displayed, select the **Show/Hide navigation Menu** button.

≡ Menu
Applications
Connection central
Connection Check
IntelliVUE reporting
Proctoring
Resources
ServiceDirect
Site Manager
Site system information
User Management

2. The two Site Manager category menus are displayed: **Availability** and **Settings**.





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Set up open and closed rules

Open and closed site availability rules define the hours of operation for your site. Open rules define specific days and hours that your site is available to deliver exams. Closed rules define specific days and hours that your site is specifically closed (such as on holidays or for an emergency). Candidates are prevented from registering for exams during closed hours.

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The testing system evaluates the rules you create when candidates register for an exam appointment. Closed rules override all open rules for the period selected in the closed rule. The closed rule prevents candidates from registering for exam appointments during the dates and times when a site is scheduled to be closed.

1. Select the **Availability** category and then select the **Hours** menu in the left navigation.

	Availability
•	Back to Menu
	Calendar
	Hours
	Hours Roster





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2. The **Hours** page opens and displays the list of open and closed rules configured for your site.

	Hours						Add rule	
	Site availability rules							
	Rule name	Site status	Start date ¹	End date	Days	Start time	End time	
No rules added								

3. Add both open and closed site availability rules for your site. See the <u>Add open and</u> <u>closed site availability rules</u> topic in the Site Manager online help for details.

Set up exam delivery workstations

Workstations are the physical computers needed to deliver an exam to a candidate. Each exam delivery workstation in your center must be entered into the testing system, so that the system knows how many workstations are available for candidates at any given time.

1. Select the **Availability** category and then select the **Workstations** menu on the left navigation panel.





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The **Workstations** page opens.

Workstations		Add
	No workstations added	

Note

You must create a Workstation entry for every single exam delivery workstation in your site. If you have a travelling Client proctored – appointment required site, you must adjust this number for each event to match the number of candidates taking exams for the event.

- 2. Add workstations for your site. See the <u>Add and edit workstations</u> topic in the **Site Manager** online help for details.
- 3. Add workstation unavailability rules if a workstation is unavailable for exam delivery. See the <u>Work with workstation unavailability rules</u> topic in the **Site Manager** help for details.





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Set up assets

Assets are resources needed to deliver an exam to a candidate. Assets include the applications used as part of the testing process and supporting materials, such as exhibits. The assets you add to your site are tracked by the Pearson VUE Testing System, and they are used to determine whether an exam can be scheduled at your site. See the <u>Assets</u> topic in the **Site Manager** online help.

Enter directions

The testing system must contain clear and accurate directions to your site. These directions are used by candidates scheduling exams at your center through the Pearson VUE Candidate website or a Pearson VUE Call Center. For help in entering directions in Site Manager, see the Location topic in the **Site Manager** online help.





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Create user accounts and select contacts

Pearson VUE must have the names of all staff members at your site who are responsible for various roles. The **Settings** category **Contacts** page in Site Manager allows you to quickly select the staff members that fulfill these roles. Before you can select people's names on the Contacts page, you must create user accounts for each of them.

- To set up user accounts for other staff members and assign them the necessary roles, refer to the <u>Add Users</u> topic in the **Connect User Management** online help.
- To add titles for the contact people at your site, refer to the <u>Contacts</u> topic in the **Site Manager** online help.

Note

D

You must add a "**Chief Administrator**", "**Billing**" and "**On-site Technical**" title to a contact before you can activate the site.



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Create Proctor users



Any user that will proctor exams must have a user account with the **May admit candidates and deliver exams** role. No other roles are required for proctors.

- 1. Create a new user following the instructions in the <u>Add Users</u> topic in the **Connect User Management** online help.
- 2. Assign the proctor user the May admit candidates and deliver exams role.

plicat	ion *	
ite Ma	anager 🗸 🗸	
	Role	Description
\checkmark	Admissions Manager and Delivery Manager User	May admit candidates and deliver exams
	Registration Manager User	May use Registration Manager
	Site Manager Account Management User	May reset passwords and disable accounts
	Site Manager Admin	May add and edit (other) users
	Site Manager User	May edit site information using Site Manager
	Updater User	May use Updater

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Site activation

After configuring your site, you must activate the site so you can deliver candidate exams. We recommend you also test your site following the instructions in the <u>Appendix: Test</u> <u>the System</u> section of this document.

Site activation checklist

This is a list of the items required to activate the exams for your testing site.

Site Manager Setup

An **open rule** for the site's standard open hours is set up in the **Availability** category on the **Hours** page.

Exam delivery workstations have been set up – one for each workstation where the exam will be delivered.

Personnel

All Personnel who will be operating the Client proctored test center for Pearson VUE have been added in Connect User Management.

The **Chief Administrator**, **Billing**, **Contract**, and **On Site Technical Support contacts** have been added to the list in the **Settings** category on the **Contacts** page in Site Manager. See the <u>Contacts</u> topic in the **Site Manager** online help.





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Section navigation

Site activation

Site activation checklist

Activate your site

Set Administrator Roles

The chief administrator and one other user must have the May add and edit (other) users role. Additional Administrators may be added and assigned the May reset passwords and disable accounts role.

Run Connection Check

Run Connection Check from the Connect portal on the Administration workstation at the exam delivery location to verify the internet connection is robust enough to handle the number of candidates that will be testing that day.

ServiceDirect

Create a Case in ServiceDirect using instructions from chapter 7 in the **Client Test** Center Policies & Procedures Guide.





Site activation

Site activation checklist

Activate your site

Client proctored – appointment required A—BE admin user guide

Activate your site

- Complete the items in the <u>Site activation checklist</u>.
- **Site Manager Setup**—Instructions for these items are provided in the <u>Site Manager</u> <u>configuration</u> section of this document.
- **MinSpec-ZFP-TDFT** exam has been taken to test the admissions process. (Recommended but not required.) See the <u>Test the system</u> section of this document.

After you have completed these items, please allow 1 business day for VUE Support Services to activate and authorize your test center to deliver Pearson VUE exams.

Once your site is activated, the Site system information page in the Connect portal now lists your Site status as **Active**, and the current VUE Testing System software version installed on the Hub is displayed.

	Site system information	
	Current software version 002.003.2203.024 Site status Active	
_		




Before an event

Run Connection Check

Note:

Create a proctoring event

Use the links in this sidebar and at the bottom of the page to navigate through the document. Client proctored – appointment required A—BE admin user guide

Before an event

Several actions must be completed by the proctor prior to the event day.

This section of the document walks you through:

- Run Connection Check to verify that the site can connect to the Internet and successfully deliver exams using the Athena—Browser Edition test driver.
- Create a proctoring event to admit candidates for their exams on testing day.





Before an event

Run Connection Check

Create a proctoring event

Client proctored – appointment required A—BE admin user guide

Run Connection Check from Connect portal

Prior to running any IBT exam on an exam delivery workstation, you must verify that the site can connect to the Internet and successfully deliver exams using the Athena— Browser Edition test driver. The **Connection Check** application was designed to allow users to verify that they can connect to the Internet and successfully deliver exams using the Athena—Browser Edition test driver. The connection check performs two tasks. A speed test determines the upload and download speeds of your current internet connection. The connection test verifies connectivity to the servers that are used to deliver an exam. You must successfully pass both the speed test and the connection test to deliver an Athena—Browser Edition exam on the Pearson VUE Browser Lock secure browser or the candidate may encounter issues with delivering the exam.



Note

The Proctor must run a connection check on their system to run the TDFT for testing purposes. Proctors must run the connection check at the test venue prior to launching an exam at the event to ensure the Internet connection is working properly.



Client proctored – appointment required A—BE admin user guide

Section navigation

Before an event

Run Connection Check

Create a proctoring event

1. In the Connect portal, select the **Back to Menu** option on the left navigation panel.

≡ Menu
Applications
Connection Check
IntelliVUE reporting
Resources
RMA connection log
ServiceDirect
Site Manager
Site system information
User Management

- 2. Select the **Back to applications** option on the left navigation panel.
- 3. Select the **Connection Check** menu.
- 4. Connection Check opens. Select the Run test button.

Run test						
Results						
Test type	Upload speed	Download speed	Status			
Speed						
Connection						





Before an event

Run Connection Check

Create a proctoring event

Client proctored – appointment required A—BE admin user guide

The connection check performs two tasks: runs a speed test and a connection test.

- The speed test determines the upload and download speeds of your current internet connection for the site.
- The connection test verifies connectivity to the servers that are used to deliver an exam.

Your site **must pass both the speed test and the connection test** to successfully deliver an Athena—Browser Edition exam.

5. The Speed test displays a progress bar as the application is running.

		Run test	
esults			
	Running dow	vnlink (expected time: 2 minutes)	
Test Type	Running dow Download speed	vnlink (expected time: 2 minutes) Latency	Test Status
Test Type	Running dow Download speed	vnlink (expected time: 2 minutes) Latency	Test Status





Before an event

Run Connection Check

Create a proctoring event

Client proctored – appointment required A—BE admin user guide

If the speed test and the connection test were both successful, a message identifies the estimated number of Athena—Browser Edition exams that can be delivered concurrently from your location.

Connection Check has determined that you may deliver an estimated 19 to 22 Athena-Browser Edition exams at the same time. This check measures connection speed to Athena-Browser Edition's servers and results will differ from other general bandwidth checkers.							
Run test							
Results	Results						
Completed							
Test Type	Download speed	Latency	Test Status				
Speed	13.87 Mbps	73 ms	Complete				
Connection			Complete				

If either the speed test or the connection test failed, a message states connection check failed and Athena—Browser Edition exams cannot be delivered from your location.

Network bandwidth does	not meet minimum required standards.		
		Run test	
Results			
		Completed	
Test Type	Download speed	Latency	Test Status
Speed	2.468 Mbps	88 ms	Complete
Connection			Complete





Before an event

Run Connection Check

Create a proctoring event

Client proctored – appointment required A—BE admin user guide

6. If your connection check fails, see the Connection Check online help for advice on troubleshooting a failed connection check. Select the **Help** button on the Connect ribbon at the top of the window.





Client proctored – appointment required A—BE admin user guide

Section navigation

Before an event

Run Connection Check

Create a proctoring event

Create a proctoring event

Prior to a testing event proctors must create an event in the **Proctoring** application in the Connect portal. Events are used to admit candidates for their exams on testing day. The Proctoring application allows proctors to create the event, view the event, view the candidate and exam details, admit candidates for the event, and unlock exams for the candidate to begin testing. Events may be reused for multiple testing days.

- 1. Select the **Proctoring** menu from the left navigation panel.
- 2. The **Events** dashboard opens.

If this is the first time a user at the site has worked with the Proctoring application, no events are listed on the Events dashboard.

Events
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 an event

Run Connection Check

Create a proctoring event

Client proctored – appointment required A—BE admin user guide

Once any proctor at the site creates an event, the events are listed by Event creation date. The events are listed in the most recently created order to the oldest event created order. Users see all events that have been created for the site by any proctor.

Events		
Create event		
Enter an event name and click the "Start even active for 24 hours. Event name *	nt" button to create a new event. This will generate an eve	ent code which will remain
		Start event
Events		
Event name	Event date	
Tahoe Training	August 18, 2016 12:06 PM	View
Vegas Conference	August 18, 2016 12:02 PM	View
My Test Event	August 18, 2016 10:57 AM	View
50 per page 🔺 1 - 3 of 3		First < 1 > Last





Client proctored – appointment required A—BE admin user guide

Section navigation

Before an event

Run Connection Check

<u>Create a proctoring event</u>

3. (On the Events dashboard,	enter an Event nam	ne in the Create event sectior
------	--------------------------	--------------------	--

Events	
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.	

Note

- Event names can be a maximum of 50 characters. If you exceed this limit a warning message reminds you the entry must be 50 characters or less.
- Event names can be duplicated because each event is given an event creation date and time stamp that makes it unique.
- If you have many proctors for your site, you may recommend that proctors include their name as part of the event name. Proctors can see the list of all events for the site, but the events do not indicate which proctor created the event. Adding the proctor's name makes it easier for proctors to easily see which proctors created the event.

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e <u>Site activation</u>

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<u>Test system</u>



Before an event

Run Connection Check

Create a proctoring event

Client proctored – appointment required A—BE admin user guide

4. Select the **Start event** button.



Make sure you want to create the event before you select **Start event**.

There is **no way to delete an event** once it has been created.

You may edit the event name once it has been created. The date and time stamp are never altered.





Before an event

Run Connection Check

Create a proctoring event

Client proctored – appointment required A—BE admin user guide

The event details page is displayed.

K Events Tahoe Conference		
Event information		Edit
Event name Tahoe Conference	Event date October 14, 2022	
Event code		Regenerate event code
Active event code ezch7hvfo9	Event code expires November 15, 2022 4:28 PM	
Admissions Unic	ick exams	Refresh admission roster
Search options		
Candidate name Email address	S Start time Exam Accommodations Status	96 9
50 per page 🔺 1 - 0 of 0		Clear Filter

- The event is assigned an event creation date and time.
- The event is assigned an **event code** that is active for **24 hours**.
- Under the Admissions tab, the **candidate admission roster** is empty until a candidate registers for an exam. It contains a roster of all candidates that have registered for an exam to be taken at your site on the current day.





Before an event

Run Connection Check

Create a proctoring event

Note

- Event codes are used to unlock candidate exams. Candidates enter the event code during the testing process allowing proctors to unlock the exam from a single, centralized location.
- Event codes remain active for 24 hours from the moment they are generated.
- It is the proctor's responsibility to communicate this event code to the candidate at the event. It is up to the proctor at the event to determine the best method of communicating the code to the candidates. Possible options include:
 - Write the event code on a whiteboard in the exam delivery room.
 - Print the event code on a slip of paper and hand it to the candidate as they enter the exam delivery room and collect it after candidates have entered it into their system.
- If an event code is compromised in any way, or if proctors want to continue using an event for more than 24 hours the event code is valid, proctors may regenerate a new event code which is valid for 24 hours from the time it was regenerated. When a new event code is generated, the previous event code expires. Candidates may no longer be admitted with an expired event code. The event is now active for 24 hours based on the active event code.

 5. Select the Events button set to pof the Event Details page.

 Home
 Overview
 System reqs
 Configure site
 Site activation
 Before event
 Event day
 Test system



Before an event

Run Connection Check

Create a proctoring event

Client proctored – appointment required A—BE admin user guide

The Events dashboard is displayed. The newly created event is listed at the bottom of the page in the Events list. If you have created more than one event, the events are listed in the most recently created to the oldest event created order. The Event date column is the date and time the event was created. The event code determines when the event is active, and exam registrations may be unlocked for testing.

Events		
Create event		
Enter an event name and click the "Start event" button to cr Event name *	reate a new event. This will generate an event code which will remain active for 24 hours.	
	Start event	
Events		
Event name	Event date	
Tahoe Conference	October 4, 2022 9:35 AM View	
5 per page 🔺 1 - 1 of 1	«« « 1 » »»	





Event day

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

<u>Unlock exam</u>

Manually shut down secure browser

Remove secure browser

Ø

Note:

Use the links in this sidebar and at the bottom of the page to navigate through the document. Client proctored – appointment required A—BE admin user guide

Event day

On event day, the proctor must perform several tasks before the candidates arrive for testing.

- Proctors must launch the secure browser on every exam delivery workstation which opens to Exam Launchpad where candidates enter their personal information and event code so the exam can be unlocked. You may alternatively place the secure browser/Browser Lock executable on the exam delivery workstation for the day of testing. Browser Lock must be downloaded from the client web page prior to each testing day to ensure the most current version is utilized.
- Proctors must ensure there is an active event code for the event they will use to admit candidates and unlock exams.
- Proctors must write the event code on a whiteboard in the exam delivery room, or otherwise communicate the event code, so candidates can enter the event code in Exam Launchpad.

Proctors and/or admission staff use the Proctoring application to admit candidates and unlock exam registrations. Candidates use the Exam Launchpad secure browser to complete their exams.

This section of the document walks you through:

- Admitting candidates
- Seating candidates for exams
- Unlocking exams
- Removing the secure browser from the exam delivery workstations once candidates have completed their exams

<u>Home</u>	<u>Overview</u>	<u>System reqs</u>	<u>Configure site</u>	Site activation	<u>Before event</u>	<u>Event day</u>	<u>Test system</u>
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Event day

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

Launch the secure browser

Prior to the testing event, proctors must download the secure browser on every exam delivery workstation. Always download the secure browser from the website to ensure you have the most current version of the secure browser for the testing day.

Note

Proctors must launch the secure browser on every exam delivery workstation. The Candidate Search page should be ready for every candidate as they are seated at the exam delivery workstation. Proctors may alternatively place the executable on the exam delivery desktop and ask candidates to double-click the executable to launch the secure browser.

Note

Any workstation used to deliver a candidate exam must use the Pearson VUE Browser Lock secure web browser to launch the exams.

As a best practice, **save any open files** and **close all open applications** prior to launching an exam.





Test system



Event day

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Overview

Remove secure browser

Client proctored – appointment required A—BE admin user guide

1. On the **Exam Delivery** workstation, launch an **Internet browser** and navigate to the **Client proctored PVBL** landing page on the Pearson VUE website.

https://www.pearsonvue.com/us/en/test-takers/cp/ar/pvbl.html

2. Expand the **Launch exam** section and select the **Start <OS> Test Process** button that matches your operating system.

For test-takers For test	towners For test centers Sho	p learning products	About us	3 C
Pearson vue Resour	rces and FAQs Online testing	Test accommodations	U.S. military	Log in
Client proct	tored - appointme	nt required		
Pearson VUE	Browser Lock (PVBL)		Admin User Guide	ď
This page facilitates t Pearson VUE Browse	he launching of client proctored e: r Lock (PVBL).	xams within the	Proctor User Guide	ď
Steps				
1. Run Connection	Check			~
2. View technical r	equirements			~
3. Launch exam				^
Launch Exam Once you are read VUE Launch Pad a	dy to launch the exam for the test- application with your Site Utilities u	-taker, please click the bu username and password	utton below and sign into the Pea	arson
Sta	Windows rt Windows Test Process	St	Mac OSX tart Mac Test Process	

Home



Event day

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

3. Open **Windows Explorer** and navigate to the **Downloads** folder. Launch the **CTC.exe** Pearson VUE Browser Lock secure browser.



Always download the secure browser off the website for that day's event rather than saving it to the local machine. This ensures the current version of the secure browser is always used for exam delivery.

4. Read the Software License Agreement. Select the **Accept** button.

Pearson VUE Brow	vser Lock v2.6.0.21 —	×
	SOFTWARE LICENSE AGREEMENT Copyright (C) 2018 All rights reserved. NCS Pearson, Inc., 5601 Green Valley Drive, Bloomington, Minnesota 55437 www.pearsonvue.com	^
	PLEASE READ THIS SOFTWARE LICENSE AGREEMENT CAREFULLY BEFORE DOWNLOADING THE SOFTWARE LINKED HERETO. YOU AGREE THAT THIS AGREEMENT IS ENFORCEABLE LIKE ANY WRITTEN NEGOTIATED AGREEMENT SIGNED BY YOU. IF YOU DO NOT AGREE, DO NOT USE THIS SOFTWARE.	
	This Software License Agreement ("Agreement") establishes the terms and conditions under which Pearson VUE will provide the software ("Software") in connection with the services provided by or to Pearson VUE ("Purpose"). This Software is the exclusive property of Pearson VUE, a business of NCS Pearson, Inc. ("Pearson VUE"), including, but not limited to, the structure, organization and code of the Software. Your use of the Software is strictly conditioned upon your explicit acceptance of the terms and conditions of this Agreement and your use of this Software will be deemed your acceptance of the terms and conditions set forth herein and your agreement to be bound by them. Pearson VUE grants to you and you accept a personal,	~
	Accept Decline	





Event day

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

5. **Exam Launchpad** opens in a secure browser.

Pearson VUE	English - United States
Candidate Search	
All fields required	
First name	
Last name	
Email (used to register for your exam)	
Event code	
	Submit





Event day

Launch secure browser

<u>Verify event code is active</u>

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Overview

Remove secure browser

Client proctored – appointment required A—BE admin user guide

Verify event code is active

Proctors must provide the event code to candidates on the day of the testing event. If the event was created more than 24 hours before the event, or if the current event code will expire before all candidates finish their exam, you must generate a new event code.

1. On the proctor workstation, open a web browser and navigate to the Connect portal.

https://connect.pearsonvue.com/Connect/#/authenticate

2. Enter your Username, Password, and Site ID, and select Login.

Person IVUE English Vour account has been successfully set up. You may now log in to Pearson VUE Connect. Wetcome to Pearson VUE Connect This website gives you access to the applications necessary to manage testing with Pearson VUE. Type areason the type areason type areason the type areason type areason the type areason the type areason type areason the type areason type areason the type areason the type areason type areason the type areason the type areason type ar		By continuing to use this application you are consenting to our use of cookies.	Learn more I understand
Vour account has been successfully set up. You may now log In to Pearson VUE Connect. Welcome to Pearson VUE Connect This website gives you access to the applications necessary to manage testing with Pearson VUE. If you need assistance after you have access. please see the help documentation within the applications by clicking the Help link next to your username. For advanced issues. See Contact Support for details on how to contact Pearson VUE. Reserved. Ste Contact Support for details on how to contact Pearson VUE. Inforget my password or username Inforget my password or username Copyright 1996-2022 Pearson Education Inc. or its affiliate(s). All rights reserved. puvecopyright@pearson.com Terms Pusername System reqs Configure site Site activation Before event Event day		Pearson VUE	Sensitive Sensit
Your account has been successfully set up. You may now log in to Pearson VUE Connect. Welcome to Pearson VUE Connect This website gives you access to the applications necessary to manage testing with Pearson VUE. If you need assistance after you have access, please see the help documentation within the applications by clicking the Help link next to your username. For advanced issues. see Contact Support for details on how to contact Pearson VUE. View of the to pearson Education Inc. or its affiliate(s). All rights reserved. pruecopyright@pearson.com I forgot my password or username Copyright 1996-2022 Pearson Education Inc. or its affiliate(s). All rights reserved. pruecopyright@pearson.com System reqs Configure site Site activation Before event			
Welcome to Pearson VUE Connect Login This website gives you access to the applications necessary to manage testing with Pearson VUE. If you need assistance after you have access, please see the help documentation within the applications by dicking the Help link next to your username. For advanced issues, see Contact Support for details on how to contact Pearson VUE. Username * Password *		Your account has been successfully set up. You may now log in to Pearson VL	JE Connect.
This website gives you access to the applications necessary to manage testing with Pearson VUE. If you need assistance after you have access, please see the help documentation within the applications by clicking the Help link next to your username. For advanced issues, see <u>Contact Support</u> for details on how to contact Pearson VUE. Username *		Welcome to Pearson VUE Connect	Login
please see the help documentation within the applications by clicking the Help link next to your username. For advanced issues, see Contact Support for details on how to contact Pearson VUE. Password * Site ID *		This website gives you access to the applications necessary to manage testing with Pearson VUE. If you need assistance after you have access.	Username *
System reqs Configure site Site activation Before event Event day		please see the help documentation within the applications by clicking the Help link next to your username. For advanced issues,	Password *
Copyright 1996-2022 Pearson Education Inc. or its affiliate(s). All rights reserved. pvuecopyright@pearson.com Terms Privacy System reqs Configure site Site activation Before event Event day		see <u>Contact Support</u> for details on now to contact rearson voe.	Site ID *
I forgot my password or username Log in Copyright 1996-2022 Pearson Education Inc. or its affiliate(s). All rights reserved. pvuecopyright@pearson.com Terms. Privacy System reqs Configure site Site activation Before event Event day			
Copyright 1996-2022 Pearson Education Inc. or its affiliate(s). All rights reserved. pvuecopyright@pearson.com Terms Privacy System reqs Configure site Site activation Before event Event day			I forgot my <u>password</u> or <u>username</u> Log in
Copyright 1996-2022 Pearson Education Inc. or its affiliate(s). All rights reserved. pvuecopyright@pearson.com Terms Privacy System reqs Configure site Site activation Before event Event day			
System reqsConfigure siteSite activationBefore eventEvent day	E	Copyright 1996-2022 Pearson Education Inc. or its affiliate(s). All rights reser	ved. pvuecopyright@pearson.com <u>Terms</u> <u>Privacy</u>
System reqs Configure site Site activation Before event	6		
	<u>System reqs</u>	<u>Configure site</u> <u>Site activation</u>	<u>Before event</u> <u>Event day</u>

Home



Event day

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

3. Select the **Proctoring** menu from the left navigation panel.

The **Events** dashboard opens and lists all the events that have been created for your testing site.

Events	
Create event	
Enter an event name and click the "Start event" button to c	create a new event. This will generate an event code which will remain active for 24 hours.
Event name *	
	Start event
Events	
Event name	Event date
Tahoe Conference	October 4, 2022 9:35 AM
5 per page 🔺 1 - 1 of 1	«« « 1 » »»

4. Locate your event in the list and select the event's **View** button.





Event day

Launch secure browser

Verify event code is active

Admit candidates without photo capture

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Unlock exam

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browser			

Remove secure browser

Client proctored – appointment required A—BE admin user guide

The event information and the current event code are listed at the top of the event page.

K Events Tahoe Conference	ce	
Event information		Edit
Event name Tahoe Conference	Event date October 4, 2022	
Event code		Regenerate event code
Active event code 4penwdiwe6	Event code expires October 6, 2022 3:28 PM	

- 5. If you need to create a new event code, select the **Regenerate event code** button.
- 6. Select **Yes** to confirm you want to regenerate the event code.







Event day

Launch secure browser

<u>Verify event code is active</u>

Admit candidates without photo capture

Admit candidates with photo capture

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A message notifies you that the new event code has been successfully created, and the previous code has been disabled. The new event code is active for an additional 24 hours. The previous code is listed on the right side of the table under the Disabled event code(s) heading.

K Events Tahoe Confe	erence		
New event code has been s	uccessfully created and the previou	s code has been disabled.	×
Event information			Edit
Event name Tahoe Conference	Event date October 4, 2022		
Event code		Re	egenerate event code
Active event code hcuvh8nd60	Event code expires October 7, 2022 10:32 AM	Disabled event code(s) 4penwdiwe6	
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	

7. Write the active event code on a whiteboard in the exam delivery room. Candidates must enter the event code to allow the proctor to unlock their exam.





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

<u>Unlock exam</u>

Manually shut down secure browser

Remove secure browser

## Admit candidates without photo capture

Admission staff or Proctors with the **May admit candidates and deliver exams** role use the **Proctoring** application to admit candidates for their exams. When candidates register for an exam at your testing site, all candidates registered for that day's testing appear in all the events for the site. This allows you to use multiple proctors to admit candidates for exams. You may only admit candidates that are scheduled for the current day. If the client does not require a photo of the candidate, the **Admit** button appears on the Candidate admissions page. If the button says **Take photo**, see <u>Admit candidates with</u> <u>photo capture</u>.

- 1. Open the **Proctoring** application.
- 2. Locate your event in the list and select the event's **View** button.





#### **Event day**

Launch secure browser Verify event code is active Admit candidates without photo capture Admit candidates with photo capture Seat candidates for exam Unlock exam Manually shut down secure browser Remove secure browser

**Overview** 

Client proctored – appointment required A—BE admin user guide

The event details page lists all candidates that have registered for exams at your testing site on the Admissions tab at the bottom of the page. Exam registrations are listed in ascending order by exam start time.

/ent information		uent dete					Edi	τ
noe Conference	C	october 14, 202	2					
vent code						Re	generate event cod	
<b>ctive event code</b> zch7hvfo9	E	vent code expi lovember 15, 20	res 022 4:28 PM	Disabled e fq0wor7hy	event code(s) r			
Admissions	Unlock exa	ms						
Candidate admi	ssions					Refresh a	dmission roster	
Search o	ptions							
Candidate name	Email address	Start time	Exam	Accommodations	Status		ŶĺŶ	
						Clear Filter		
Jack Jones	jackjones@abc.com	March 19, 2024 07:00 AM	E2EExam: E2EExam- proctored	No	Not admitted	Admit	View details	
Sergio Gonzalez	sergio.gomez@myco.c om	March 19, 2024 07:00 AM	E2EExam: E2EExam- proctored	No	Not admitted	Admit	View details	
Selena Gomez	selena.gomez@aco.com	March 19, 2024 07:30 AM	PhotoSR: Photo Score Report Testing	No	Not admitted	Admit	View details	
Eve Fyre	eve.fyre@auto.com	March 19, 2024 08:00 AM	E2EExam: E2EExam- proctored	No	Not admitted	Admit	View details	
Marcus King	MarcusK@123.com	March 19, 2024 08:00 AM	E2EExam: E2EExam- proctored	No	Not admitted	Admit	View details	
5 per page ▲ 1	- 5 of 24				aa a <b>1</b>	2 3 4	5 > >>	

Home



#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

3. As each candidate arrives, check their ID, and locate the desired candidate in the admissions list. You can use the advanced search feature or the advanced filter feature to locate the candidate.



### Note

You may locate an exam registration by candidate first name, last name, email address, Registration ID, or registration dates.

You can search by **only first name**, **only last name**, or by **first name and last name**. Partial searches are allowed. These fields are not case sensitive.

You must enter **two or more characters** in the first name and/or last name field.

#### You cannot search for characters in the middle of a name, just the beginning characters in either the first or last name.

Alternately, you may use the **advanced filter** fields to locate the desired candidate. See the <u>Admit candidates for an exam: Search for candidate using</u> <u>the advanced filters</u> help topic in the Proctoring online help.



#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

4. You can select the **View details** button to see the exam details for the candidate.

Admissions	Unlock exams						
andidate admissic	ons					Refresh ac	lmission roster
✓ Search optio	ons						
Candidate name	Email address	Start time	Exam	Accommodations	Status		010 101
					(	llear Filter	
Jack Jones	jackjones@abc.com	March 19, 2024 07:00 AM	E2EExam: E2EExam- proctored	No	Not admitted	Admit	View details
Sergio Gonzalez	sergio.gonzalez@myco. com	March 19, 2024 07:00 AM	E2EExam: E2EExam- proctored	No	Not admitted	Admit	View details
Selena Gomez	selena.gomez@aco.com	March 19, 2024 07:30 AM	PhotoSR: Photo Score Report Testing	No	Not admitted	Admit	View details
Eve Fyre	eve.fyre@auto.com	March 19, 2024 08:00 AM	E2EExam: E2EExam- proctored	No	Not admitted	Admit	View details
Marcus King	MarcusK@123.com	March 19, 2024 08:00 AM	E2EExam: E2EExam- proctored	No	Not admitted	Admit	View details
5 per page 🔺 1 - 5	of 24				«« « <b>1 2</b>	3 4	5 × ××





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

The **Candidate details** page identifies the candidate's name, email address, any accommodations the candidate has for the exam, the Registration ID, the exam the candidate is registered to take, the exam start time, the exam length, and the status of the exam (Not admitted, Admitted, Unlock requested, Exam in Progress, or Completed).

K Tahoe Conference Marcus King	
Candidate details	
Candidate name	Exam
Marcus King	E2EExam-proctored
Email address	Start time
MarcusK@123.com	March 19, 2024 08:00 AM
Accommodations	Exam length
None	5 undefined minutes
Registration ID	Status
6838089	Not admitted
Previous	Admit

5. You may admit the candidate for the exam by selecting the **Admit** button on this page, or by selecting the **Previous** button and selecting the **Admit** button on the **Admissions** tab.





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

The candidate registration on the Admissions tab is now listed as Admitted and the Admit button now says Undo.

andidate admissio	ons					Refresh admission roster
✓ Search opti	ons					
Candidate name	Email address	Start time	Exam	Accommodations	Status	ŶŀŶ
					C	lear Filter
Jack Jones	jackjones@abc.com	March 19, 2024 07:00 AM	E2EExam: E2EExam- proctored	No	Not admitted	Admit View details
Sergio Gonzalez	sergio.gonzalez@myco .com	March 19, 2024 07:00 AM	E2EExam: E2EExam- proctored	No	Not admitted	Admit View details
Selena Gomez	selena.gomez@aco.com	March 19, 2024 07:30 AM	PhotoSR: Photo Score Report Testing	No	Not admitted	Admit View details
Eve Fyre	eve.fyre@auto.com	March 19, 2024 08:00 AM	E2EExam: E2EExam- proctored	No	Not admitted	Admit View details
Marcus King	MarcusK@123.com	March 19, 2024 08:00 AM	E2EExam: E2EExam- proctored	No	Admitted	Undo View details
5 per page 🔺 1 - 5	of 24				«« « <b>1</b> 2	3 4 5 » »»

- 6. Select the **Previous** button to return to the Candidate admissions roster.
- 7. If you inadvertently admitted the wrong candidate, select the **Undo** button and the status changes to **Not admitted** and the button changes back to **Admit**.
- 8. Select the **Refresh admission roster** button frequently to ensure any new exam registrations appear on the page.





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

## Admit candidates with photo capture

Admission staff or Proctors with the **May admit candidates and deliver exams** role use the **Proctoring** application to admit candidates for their exams. When candidates register for an exam at your testing site, all candidates registered for that day's testing appear in all the events for the site. This allows you to use multiple proctors to admit candidates for exams. You may only admit candidates that are scheduled for the current day. If the client requires a photo of the candidate, the **Take photo** button appears on the Candidate admissions page. If the button says **Admit**, see <u>Admit candidates without</u> <u>photo capture</u>.

- 1. Open the **Proctoring** application.
- 2. Locate your event in the list and select the event's **View** button.





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

The event details page lists all candidates that have registered for exams at your testing site on the Admissions tab at the bottom of the page. Exam registrations are listed in ascending order by exam start time.

andidate adı	nissions					Refresh admission roste
✓ Search						
Candidate name	Email address	Start time	Exam	Accommodations	Status	ទុំរំតុំ
			min	All	All	Clear Filter
Yvonne Strebel	ystrebel@zh.wmc.ch	March 19, 2024 12:15 PM	MinSpec-ZFP- TDFT: Zero Footprint TDFT	No	Not admitted	Take photo View details
Heidie Santiago	heidie@santiago.com	March 19, 2024 01:00 PM	MinSpec-ZFP- TDFT: Zero Footprint TDFT	No	Not admitted	Take photo View details
Mark Poole	mark.poole@myco.co m	March 19, 2024 02:30 PM	MinSpec-ZFP- TDFT: Zero Footprint TDFT	No	Not admitted	Take photo View details





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

3. As each candidate arrives, check their ID, and locate the desired candidate in the admissions list. You can use the advanced search feature or the advanced filter feature to locate the candidate.

# Note

B

You may locate an exam registration by candidate first name, last name, email address, Registration ID, or registration dates.

You can search by **only first name**, **only last name**, or by **first name and last name**. Partial searches are allowed. These fields are not case sensitive.

You must enter **two or more characters** in the first name and/or last name field.

#### You cannot search for characters in the middle of a name, just the beginning characters in either the first or last name.

Alternately, you may use the **advanced filter** fields to locate the desired candidate. See the <u>Admit candidates for an exam: Search for candidate using</u> <u>the advanced filters</u> help topic in the Proctoring online help.



#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

4. You can select the **View details** button to see the details for the candidate registration.

andidate adr	nissions					Refresh admission roster
✓ Search	options					
Candidate name	Email address	Start time	Exam	Accommodations	Status	수비승 바람
			min	All	All	lear Filter
Yvonne Strebel	ystrebel@zh.wmc.ch	March 19, 2024 12:15 PM	MinSpec-ZFP- TDFT: Zero Footprint TDFT	No	Not admitted	ke photo View details
Heidie Santiago	heidie@santiago.com	March 19, 2024 01:00 PM	MinSpec-ZFP- TDFT: Zero Footprint TDFT	No	Not admitted	ke photo View details
Mark Poole	mark.poole@myco.co m	March 19, 2024 02:30 PM	MinSpec-ZFP- TDFT: Zero Footprint TDFT	No	Not admitted	View details
5 per page 🔺	16 - 20 of 24				«« « 1 2	3 4 5 » »»





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

The view Candidate details page identifies the candidate's name, email address, any accommodations the candidate has for the exam, the Registration ID, the exam the candidate is registered to take, the exam start time, the exam length, the current status of the exam (Not admitted, Admitted, Unlock requested, Exam in Progress, or Completed), and the Candidate photo status (Photo not taken if you have not admitted the candidate for the exam).

K Tahoe Conference Heidie Santiago			
Candidate details			
Candidate name	Exam	Candidate photo	
Heidie Santiago	Zero Footprint TDFT	Photo not taken	
Email address	Start time		
heidie@santiago.com	March 19, 2024 01:00 PM		
Accommodations	Exam length		
None	15 minutes		
Registration ID	Status		
6838071	Not admitted		
Previous			Take photo

5. You may admit the candidate for the exam by selecting the **Take photo** button on this page, or by selecting the **Previous** button and selecting the **Take photo** button on the **Admissions** tab.





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

#### The Candidate photo capture page appears.



- 6. You must take a photo of the candidate to verify their identity. You may use an external camera, or by using the camera on the laptop.
- 7. Position the candidate against a plain background with their head inside the dotted circle.
- 8. Have the candidate look directly at the camera with a neutral expression.
- 9. Select the **Take Photo** button.





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

10. The photo is captured. If you did not capture a good photo, you may select the **Retake photo** button and take the photo again.







#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

<u>Unlock exam</u>

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

11. If there are religious objections to having a photo taken, or if there are issues with the camera preventing you from taking a photo, select the **Cannot take a photo for religious or equipment reasons** check box.



12. Select the **Admit** button.




#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

<u>Unlock exam</u>

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

The candidate registration on the Admissions tab is now listed as Admitted and the Take photo button now says Undo.

andidate ad	Refresh a	dmission roster					
Candidate	Search options						¢Į¢
name			min	All	All	Clear Filter	
Yvonne Strebel	ystrebel@zh.wmc.ch	March 19, 2024 12:15 PM	MinSpec-ZFP- TDFT: Zero Footprint TDFT	No	Not admitted	Take photo	View details
Heidie Santiago	heidie@santiago.com	March 19, 2024 01:00 PM	MinSpec-ZFP- TDFT: Zero Footprint TDFT	No	Admitted	Undo	View details
Mark Poole	mark.poole@myco.co m	March 19, 2024 02:30 PM	MinSpec-ZFP- TDFT: Zero Footprint TDFT	No	Not admitted	Take photo	View details
5 per page 🔺	16 - 20 of 24				«« « 1	2 3 4	5 » »»





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

Select the **View details** button for a candidate that was admitted with photo capture enabled. The Candidate photo is displayed, or Photo opt-out is displayed.

K Tahoe Conference Heidie Santiago		
Candidate details		
Candidate name Heidie Santiago	<b>Exam</b> Zero Footprint TDFT	Candidate photo
Email address heidie@santiago.com	Start time March 19, 2024 01:00 PM	Large view
Accommodations None	<b>Exam length</b> 15 minutes	
Registration ID 6838071	<b>Status</b> Admitted	
Previous		
K Tahoe Conference Yvonne Strebel		
Candidate details     Yuonne Strebel		
Candidate details     Candidate name     Yvonne Strebel	<b>Exam</b> Zero Footprint TDFT	Candidate photo Photo opt-out
<ul> <li>Tahoe Conference Yvonne Strebel</li> <li>Candidate details</li> <li>Candidate name Yvonne Strebel</li> <li>Email address ystrebel@zh.wmc.ch</li> </ul>	<b>Exam</b> Zero Footprint TDFT <b>Start time</b> March 19, 2024 12:15 PM	Candidate photo Photo opt-out
<ul> <li>Tahoe Conference Yvonne Strebel</li> <li>Candidate details</li> <li>Candidate name Yvonne Strebel</li> <li>Email address ystrebel@zh.wmc.ch</li> <li>Accommodations None</li> </ul>	Exam Zero Footprint TDFT Start time March 19, 2024 12:15 PM Exam length 15 minutes	Candidate photo Photo opt-out
< Tahoe Conference     Yvonne Strebel       Candidate details     Candidate name       Yvonne Strebel     Email address       ystrebel@zh.wmc.ch     Accommodations       None     Registration ID       6838073     6838073	Exam Zero Footprint TDFT Start time March 19, 2024 12:15 PM Exam length 15 minutes Status Admitted	Candidate photo Photo opt-out
< Tahoe Conference     Yvonne Strebel       Candidate details     Candidate name       Yvonne Strebel     Email address       ystrebel@zh.wmc.ch     Accommodations       None     Registration ID       6838073     Previous	Exam Zero Footprint TDFT Start time March 19, 2024 12:15 PM Exam length 15 minutes Status Admitted	Candidate photo Photo opt-out





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

- 13. Select the **Previous** button to return to the Candidate admissions roster.
- 14. If you inadvertently admitted the wrong candidate, select the **Undo** button and the status changes to **Not admitted** and the button changes to Take photo.
- 15. Select the **Refresh admission roster** button frequently to ensure any new exam registrations appear on the page.





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

### Seat candidate for exam

 Once you have admitted the candidate, you must escort the candidate to the exam delivery room and seat them at an exam delivery workstation. Ensure the Secure Browser is open to the Candidate Search page for the candidate.



2. Candidate enters their **First name**, **Last name**, **Email**, and the **Event code** you supplied them and selects **Submit**.

Pearson   VUE	•	English - United States
Candidate Search		
First name		
Email (used to register for your exam)		
Event code		
	Submit	





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

<u>Seat candidates for exam</u>

<u>Unlock exam</u>

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

### Note

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The **First name**, **Last name**, and **Email** fields are not case sensitive, but candidates must enter the name and email exactly as it was created in the system when they registered for the exam.

The secure browser Candidate: exam lobby page notifies the candidate that the unlock request has been sent to the proctor. Once the proctor unlocks the exam, the candidate may begin their exam.

### Pearson | VUE

#### Candidate: exam lobby

Signed in as: CasityTD1 CasityTD1

Your unlock request has been sent to the proctor. Once the proctor unlocks your exam, this page will automatically refresh and display a "Start exam" button. Click the button to start your exam.

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#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

### Unlock exam

Once the candidate submits their personal information and the event code, the Admissions tab lists the exam status as **Unlock requested**. Proctors must unlock the exam on the **Unlock exams** tab.

- 1. Select the Unlock exams tab.
- 2. Select the **Refresh candidate roster** button to ensure you see the current list of candidates waiting to have their exams unlocked.





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

The Unlock exams tab includes the Candidate photo if the candidate requires photo capture for admitting the candidate for an exam.

	Admissions	Unlock exams				
Un	lock candidate e	Refresh candidate roster				
	✓ Search opti					
Ca	ndidate roster h	as been successfully refres	hed.			×
Gro	up unlock 0 se	lected				
	Candidate name	Candidate photo	Exam	Accommodations	Registration ID	
	Heidie Santiago	Large view	MinSpec-ZFP-TDFT : Zero Footprint TDFT	No	6838071	Unlock View details
	Jack Jones	Not required	E2EExam : E2EExam- proctored	No	6838092	Unlock View details
	Marcus King	Not required	E2EExam : E2EExam- proctored	No	6838089	Unlock View details
	Yvonne Strebel	Photo opt-out	MinSpec-ZFP-TDFT : Zero Footprint TDFT	No	6838073	Unlock View details
5 per	r page ▲ 1 - 4 of	«« « <b>1</b> » »»				

- When photo capture is not required, the Candidate photo column displays **Not required.**
- When photo capture is required, the Candidate photo column displays the **candidate photo** or **Photo opt-out**.





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Client proctored – appointment required A—BE admin user guide

 To unlock a single candidate exam, the Proctor selects the desired candidate's Unlock button. To unlock all candidates waiting to start their exams, select the checkbox to the left of the Candidate name header. This selects all the candidate checkboxes. Select the Group Unlock button.

A	Admissions	Unlock exams				
Unlo	ock candidate exan	ns				Refresh candidate roster
	✓ Search options					
Grou	p unlock 3 selecte	ed	Fyam	Accommodations	Registration ID	
٦	candidate name	candidate photo	Exam	Accommodations	Registration ib	
~	Heidie Santiago	Large view	MinSpec-ZFP-TDFT : Zero Footprint TDFT	No	6838071	Unlock View details
<b>~</b>	Jack Jones	Not required	E2EExam : E2EExam-proctored	No	6838092	Unlock View details
<b>~</b>	Marcus King	Not required	E2EExam : E2EExam-proctored	No	6838089	Unlock View details
5 per	page 🔺 1 - 3 of 3					«« « <b>1</b> » »»

If you unlocked a single exam the Exam status on the **Unlock exams** tab changes to **unlocked** and a message notifies you the exam has been unlocked. The next time the candidate roster is refreshed, the unlocked exam is removed from the Unlock exams tab and only locked exams are listed.

If group unlock was used on a bunch of exams, the exams are unlocked and the unlocked exams are no longer displayed on the Unlock exams tab.

The Exam status on the **Admissions tab** changes to **Exam in progress** for unlocked exams.





**Event day** 

#### Section navigation

photo capture

Unlock exam

browser

capture

Launch secure browser

Verify event code is active

Admit candidates without

Admit candidates with photo

Seat candidates for exam

Manually shut down secure

Remove secure browser

#### . ₩

The secure browser now changes to Candidate: ready to begin exam.
 The candidate selects the Start exam button.

Client proctored – appointment required A—BE admin user guide

Pearson   VUE
Signed in as: default ID:
Candidate: ready to begin exam
Your exam has been unlocked. You may begin the exam now by clicking the "Start Exam" button.
Start exam
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#### 5. Candidate completes the exam.

Once the candidate completes the exam, the **Admissions** tab lists the exam status as **Complete**.





#### **Event day**

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

## Manually shut down the secure browser

There are times when the proctor must manually shut down or close the secure browser during an exam. This should only be done in emergency situations.

- For **Windows** operating systems use the **Alt+F4** command on the keyboard. ٠
- For **Mac** operating systems use the **Command+Q** command on the keyboard. ٠

### Remove secure browser

- ****
  - Once all testing is completed for the day, Pearson VUE recommends you remove the secure browser from each exam delivery workstation.
  - 1. Open a Windows Explorer window and navigate to the Downloads directory.
  - 2. Locate the **CTC.exe** file and **Delete** it.



#### Test the system

Schedule exam appointment

#### Admit and unlock exam

# Note:

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

## **Appendix: Test the system**

The testing procedure ensures that the site installation works from end to end. Prior to a testing event, Pearson VUE recommends that you register for a practice exam so you can run through admitting candidates for exams. Start by calling your local VUE Support Specialist to create a candidate account for you and to schedule an exam appointment which you can run on an exam delivery workstation. Then use **Proctoring** to admit yourself for the exam and use **Exam Launchpad** to take the practice exam.

This section of the document walks you through:

- Scheduling a Test Driver Functionality Test (TDFT)
- Admitting yourself for the TDFT exam
- Unlocking the exam
- Completing the exam





Client proctored – appointment required A—BE admin user guide

#### **Section navigation**

#### Test the system

Schedule exam appointment

Admit and unlock exam

Schedule exam appointment



This is an optional procedure, but Pearson VUE strongly recommends you register for a TDFT so you can run through the procedure for unlocking an exam and running the secure web browser allowing you to launch an exam prior to an exam event.

In this procedure you must contact your local VUE Support Services team to create a candidate account for yourself so you can register for the Test Driver Functionality Tests (TDFT). Please create an account using your own name and address information. You can then use the same account later when running other test exams. Do not create a generic or "dummy" account such as "VUE Admin" or "Mickey Mouse".

Test Driver Functionality Tests (TDFTs) are exams that Pearson VUE has created to test various types of functionalities on exam delivery workstations. Running these exams ensures that the workstation is prepared to deliver Pearson VUE exams. To perform this process, you must schedule one appointment which you will take on your administration workstation.





#### <u>Test the system</u>

Schedule exam appointment

Admit and unlock exam

Note

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The process of creating candidate accounts and registering for all other exams besides the **MinSpec-ZFP-TDFT** should be done by calling the **Call Center** or by going to the appropriate **Pearson VUE website program landing page** to register for the exams. We are only asking you to call VSS for purposes of ensuring that your test center is ready to deliver exams once you go live.

Follow these steps to create your candidate account and register for the **MinSpec-ZFP-TDFT** exam:

- 1. **Call your local Pearson VUE Support representative** using the appropriate phone number in the <u>Technical Support</u> section of this guide.
- 2. Ask the VSS representative to **create a candidate account** for you. You must supply the following information:

First name, Last name, Email, Country, Address, City, State, Postal Code, and Phone number.

3. Ask the VSS representative to **register** you for the **MinSpec-ZFP-TDFT** exam. Provide the date you will run the exam.





#### Test the system

Schedule exam appointment

Admit and unlock exam

Client proctored – appointment required A—BE admin user guide

# Admit and unlock exam for delivery

Before you can launch an exam, you must first admit yourself for the exam. You may only unlock appointments that are scheduled for the current day.

- 1. Open the **Proctoring** application on the proctor administration workstation.
- 2. View your event.
- 3. Select the **Admit** button for your candidate registration.
- 4. On an exam delivery workstation **download** the **Exam Launchpad** secure browser from the Client proctored PVBL landing page.
- 5. Enter your **First name**, **Last name**, **Email address**, the **Event code** for your event, and select **Submit**.

		Pearson   VUE		English - United States		
	Ca	ndidate Search				
	F	rst name				
		ast name mail (used to register for your exa	m)			
	E	vent code				
			Submit			
<u>Overview</u>	<u>System reqs</u>	<u>Configure site</u>	<u>Site activation</u>	<u>Before event</u>	<u>Event day</u>	Test syst

Home



#### Test the system

Schedule exam appointment

Admit and unlock exam

Client proctored – appointment required A—BE admin user guide

- 6. On the proctor administration workstation, select the **Unlock exams** tab for your event.
- 7. Select the **Unlock** button for your exam.
- 8. On the exam delivery workstation, select the **Start exam** button and complete the exam.





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