Client proctored – appointment required A-BE proctor user guide

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 the procedures proctors will follow to administer a Client proctored – appointment required testing event.

For a complete understanding of how to install and configure all the software and site settings, see the [Client proctored – appointment required A-BE admin user guide](link).

Before an event

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 allows 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.

1. Open a web browser window and navigate to the **Connect** portal: https://connect.pearsonvue.com/Connect/#/authenticate

2. Enter your **Username**, **Password**, and **Site ID**, and select **Log in**.

3. Select the **Connection Check** menu in the left navigation menu.

4. Connection Check opens. Select the **Run test** button.
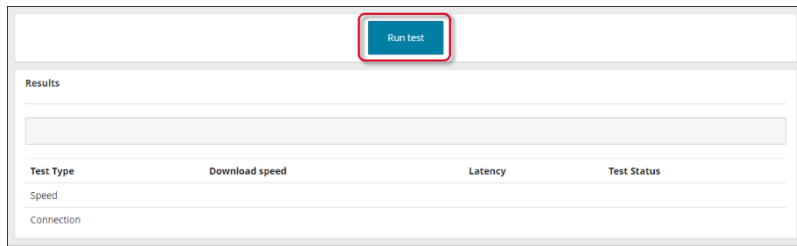
The connection check performs two tasks: runs a speed test and a connection test.

- The speed test determines the upload and download speeds of your current internet connection.

- 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.

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. A Test Status of **Complete** for the **Speed** and **Connection Test** indicates that the test was able to successfully evaluate bandwidth and connectivity.

- **Speed test** – A Failure means that the delivery of an exam may encounter issues with performance or may be unable to deliver successfully.

- **Connection test** – A Failure means that connectivity with the delivery servers could not be established.

If you receive a message stating that you cannot deliver any Athena—Browser Edition exams, this indicates that the Speed/Connection tests have failed and Athena—Browser Edition exams cannot be delivered from your location.

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.
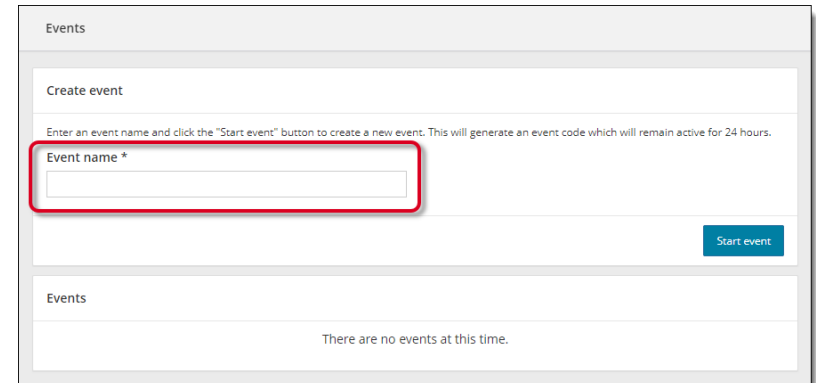
Create a proctoring event

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 in the left navigation pane.

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.

   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 will see all events that have been created for the site by any proctor.

3. On the Events dashboard, enter an **Event name** in the **Create event** section.

> **Note**
>
> - Event names can be a max 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 will make it easier for the proctors to easily see which proctors created the event.

4. Select the **Start event** button. The event details page is displayed.

- 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 admissions 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.
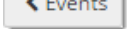
> **Note**
>
> - Event codes are used to unlock candidate exams. Candidates enter the event code during the testing process allowing proctors to unlock the exam from a single, centralized location.
> - Event codes remain active for 24 hours from the moment they are generated.
> - It is the proctor's 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.
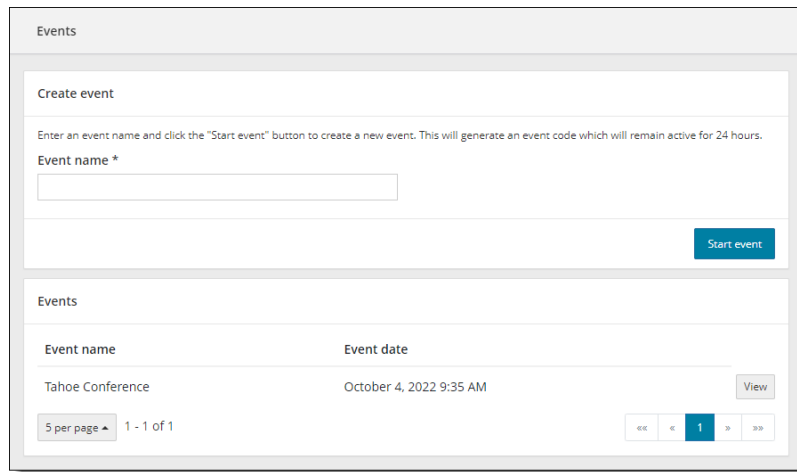
> **Note**
>
> - If an event code is compromised in any way, or if proctors want to continue using an event for more than the 24 hours the event code is valid, proctors may regenerate a new event code which is valid for 24 hours from the time it was regenerated. When a new event code is generated, the 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 ⟨ Events at the top of the Event Details page.

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.

Event day

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 you should **save any open files** and **close all open applications** prior to launching an exam.

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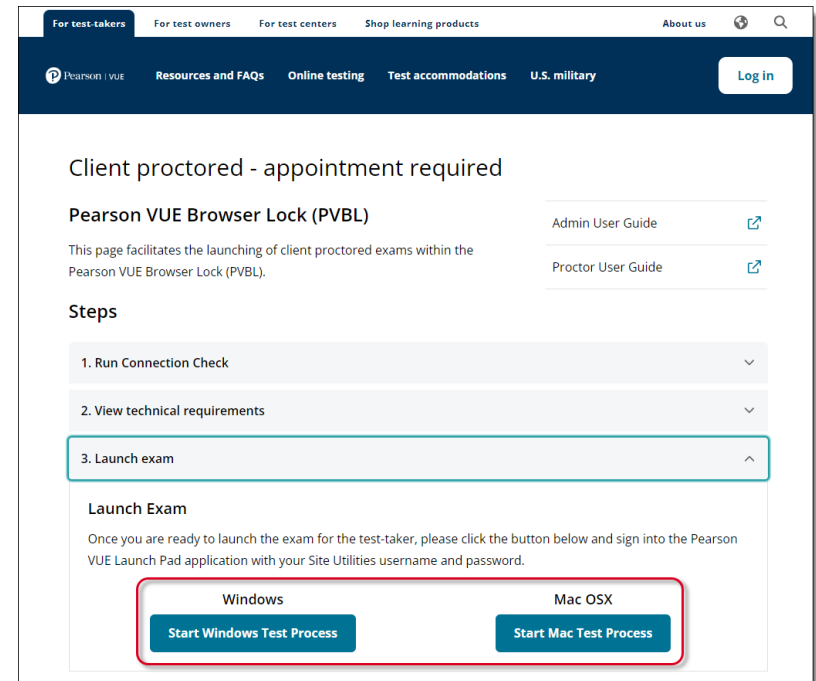
3. Open **Windows Explorer** and navigate to the **Downloads** folder. Launch the **CTC.exe** Pearson VUE Browser Lock secure browser.

> 📝 **Note**
>
> 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.

5. The **Exam Launchpad** opens in a secure browser.
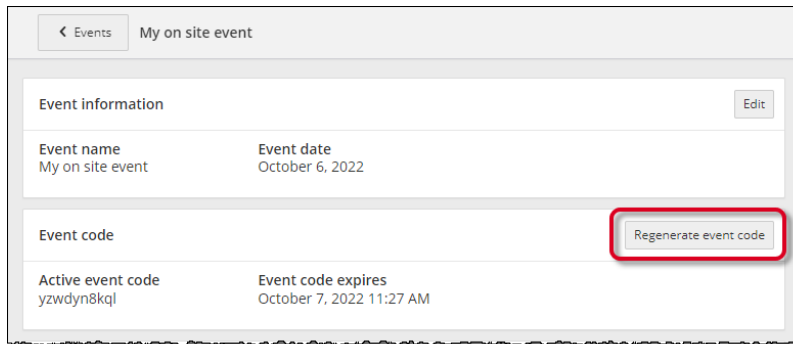
Verify event code is active

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. Open a web browser window and navigate to the **Connect** portal: https://connect.pearsonvue.com/Connect/#/authenticate

2. Locate your testing event in the Events list and select the event's **View** button.

3. The event information and the current code are listed at the top of the event page. If you need to create a new event code, select the **Regenerate event code** button.

4. Select **Yes** to confirm you want to regenerate the event code. 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.

5. Give the event code to the candidate either on a white board in the room or on a piece of paper. Candidates must enter the event code to allow the proctor to unlock their exam.

Admit candidates without photo capture

Admission staff or Proctors with the **May admit candidates and deliver exams** 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 Admit candidates with photo capture.

1. Select the event's **View** button to display the event's Admissions tab.

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.

2. As each candidate arrives, check their ID, and locate the desired candidate in the Admissions list. You can use the **Search** feature or the **Advanced filter** fields.

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

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 current status of the exam (Not admitted, Admitted, Unlock requested, Exam in Progress, or Completed).

4. 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.

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

5. Select the **Previous** button to return to the Candidate admissions roster.

6. If you inadvertently admitted the wrong candidate, select the **Undo** button and the status changes to **Not admitted** and the button changes to Admit.

7. Select the **Refresh admission roster** button frequently to ensure any new exam registrations appear on the page.

Admit candidates with photo capture

Admission staff or Proctors with the **May admit candidates and deliver exams** 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 Admit candidates without photo capture.

1. Select the event's **View** button to display the event's Admissions tab.

   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.

2. As each candidate arrives, check their ID, and locate the candidate in the admissions list. You can use the **Search** feature or the **Advanced filter** fields.

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

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).

4. 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.

The candidate photo capture page appears.

5. 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.

6. Position the candidate against a plain background with their head inside the dotted circle.

7. Have the candidate look directly at the camera with a neutral expression.

8. Select the **Take photo** button.

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

10. 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.

11. Select the **Admit** button.

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

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

12. Select the **Previous** button to return to the Candidate admissions roster.

13. If you inadvertently admitted the wrong candidate, select the **Undo** button and the status changes back to **Not admitted** and the button changes to back to **Take photo**.

14. Select the **Refresh admission roster** button frequently to ensure any new exam registrations appear on the page.

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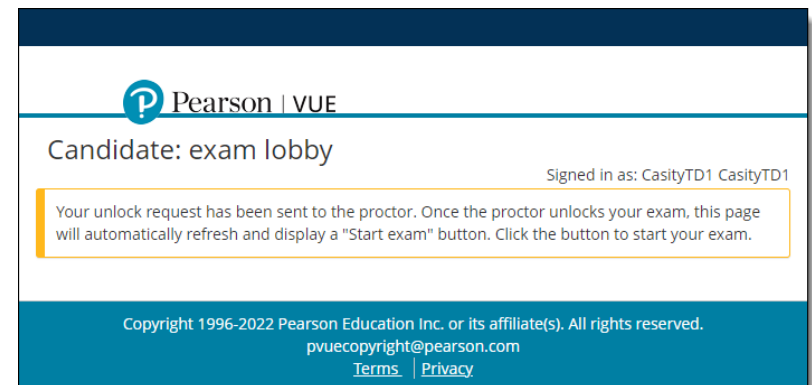
1. Once you have admitted the candidate, you must escort the candidate to the exam delivery room and seat them at an exam delivery workstation. Ensure the **Secure Browser** is open to the **Candidate Search** page for the candidate.

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

> 📝 **Note**
>
> 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.

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. In the Proctoring application, 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.

The Unlock exams tab includes the Candidate photo if the candidate requires photo capture for admitting the candidate for an exam.
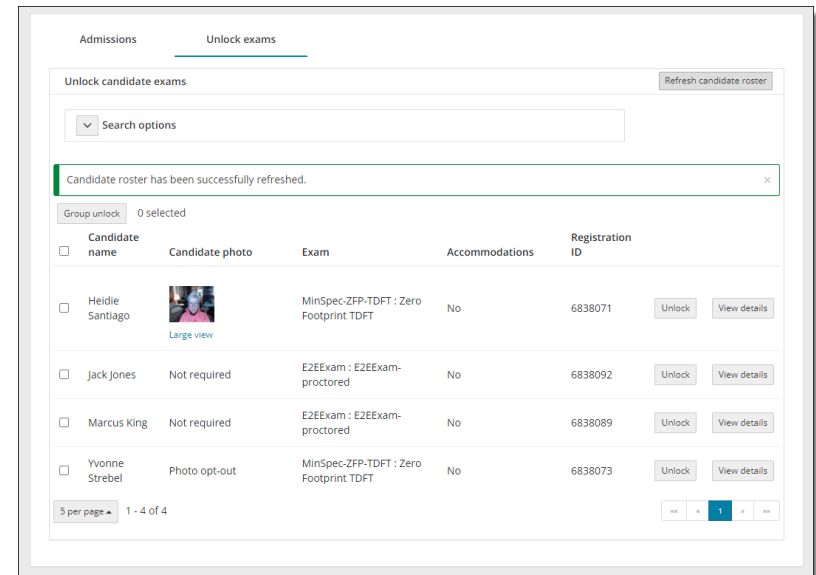
- When photo capture is not required, the Candidate photo column displays **Not required**.

- When photo capture is required, the Candidate photo column displays the **candidate photo** or **Photo opt-out**.

3. 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.
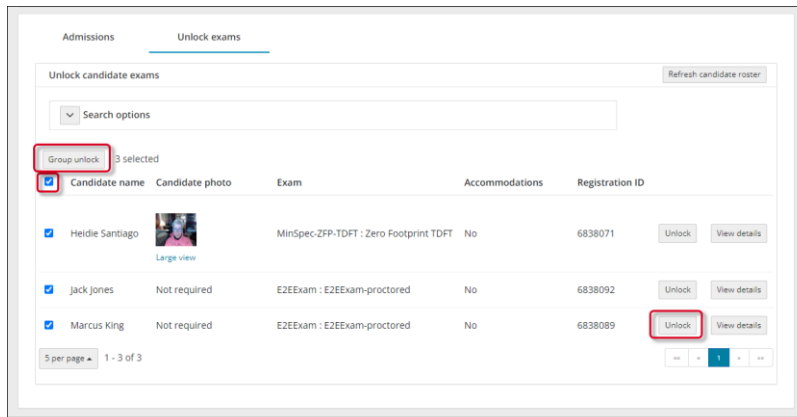
If you unlocked a single exam the Exam status on the **Unlock exams** tab changes to **unlocked** and a message notifies you the exam has been unlocked. The next time the candidate roster is refreshed, the unlocked exam is removed from the Unlock exams tab and only locked exams are listed.

If you group unlocked 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.

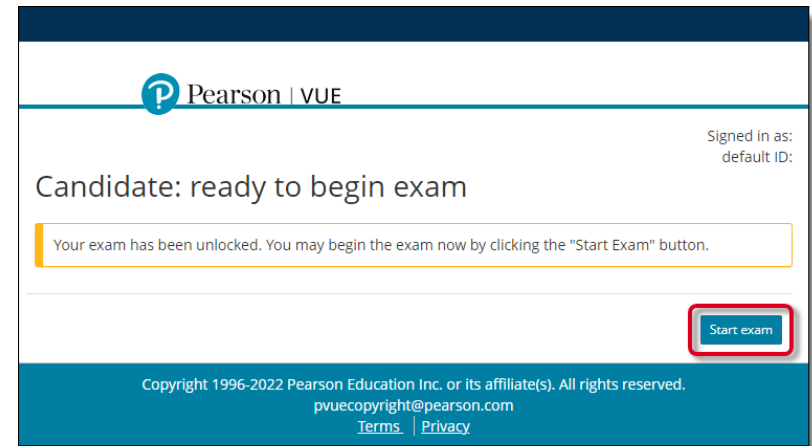4. The secure browser now changes to **Candidate: ready to begin exam**. The candidate selects the **Start Exam** button.

5. Candidate completes the exam.

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

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.

- For **Mac** operating systems use the **Command+Q** command on the keyboard.

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.

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