Pearson VUE

Overview
Client proctored exam delivery

System requirements
Configure Internet connectivity

Configure site
Configure test site for testing event

Site activation
Tasks to activate the site

Before an event
Tasks to complete before a test event

Event day
Tasks to complete on event day

Test the system
Schedule test and complete exam

Troubleshoot
Troubleshoot exam delivery issues

Client proctored – appointment required – admin user guide

Pearson – ITS test driver

Overview

Roles

Symbols

Contacts

Technical support

Note:

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

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 Pearson ITS 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 ITS 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.

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

Property of Pearson VUE

2

Overview

Roles

Symbols

Contacts

Technical support

Roles

 Actions performed by the Site Administrator

 Actions performed by the proctor

 Actions performed by the candidate

Symbols in this document

 Additional notes for users

 Warnings users must pay attention to

 Used when security measures are discussed in the guide.

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

Property of Pearson VUE   3

Overview

Roles

Symbols

Contacts

Technical support

Contacts

The Contacts 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 https://www.pearsonvue.com/us/en/help.html. 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.

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

System requirements

- Proctor and candidate requirements
- Internet access
- Configure Internet connectivity

Note:

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

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 Configure Site 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.

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

Property of Pearson VUE
5

![Pearson VUE logo]

System requirements

- **Proctor and candidate requirements**

- Internet access

- 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.

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 ITS](#)

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

System requirements

Proctor and candidate requirements

Internet access

Configure Internet connectivity

⚠️ **Caution**

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

Smart phone and tablet computers are strictly prohibited (no iPads, iPhones, Android tablets or phones). 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 impact the candidate 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.

Prior to the testing event, proctors must run a system check to verify the exam delivery workstations meet the minimum specifications. See the Run a system check section.

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

Property of Pearson VUE | 7

System requirements

Proctor and candidate requirements

Internet access

Configure Internet connectivity

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 to 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.

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

Configure Internet connectivity settings

System requirements

Proctor and candidate requirements

Internet access

Configure Internet connectivity

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	ADMINISTRATION WORKSTATION	EXAM DELIVERY WORKSTATION
www.pearsonvue.com	N/A	Required for candidates to register and pay for exams
https://connect.pearsonvue.com/Connect/#/authenticate/login	Required as part of the setup process to access the incident, download the security certificate and secure browser. Required to access Site Manager and User Management during site setup and to unlock exams for delivery. Required for exam delivery to check the schedule/roster, log incidents, run reports.	N/A
http://*.starttest*.com	Only required to run a TDFT (Test Driver Functionality Test)	Required to deliver exams
https://*.starttest*.com	Only required to run a TDFT (Test Driver Functionality Test)	Required to deliver exams

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

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Create Proctor users

Note:

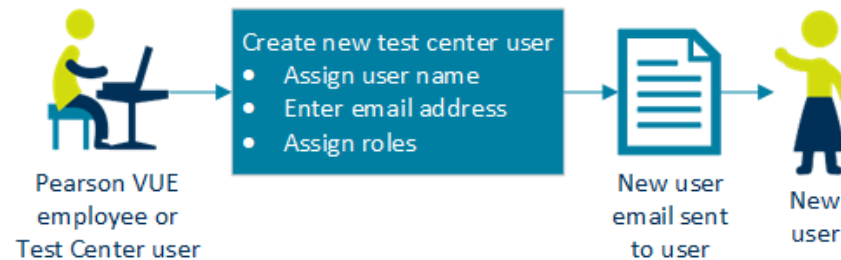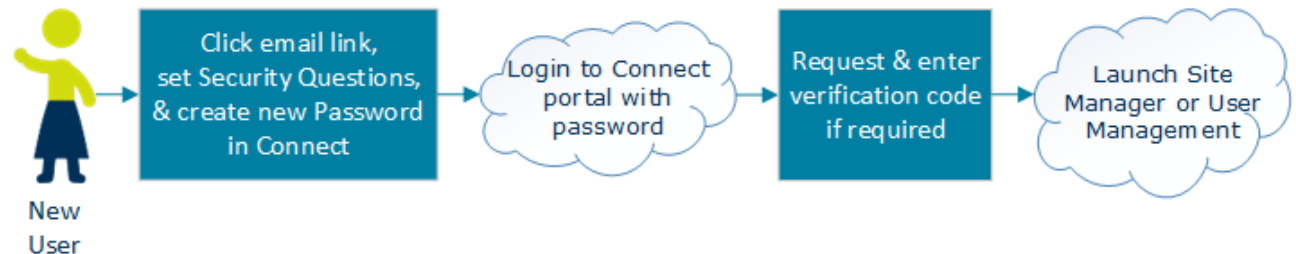Use the links in this sidebar and at the bottom of the page to navigate through the document.

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 – appointment required 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.

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

Property of Pearson VUE

10

Pearson VUE

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Create Proctor users

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

Pearson VUE employee or Test Center user

Create new test center user
- Assign user name
- Enter email address
- Assign roles

New user email sent to user

New user

New User First Time Login to Connect Portal

New User

Click email link, set Security Questions, & create new Password in Connect

Login to Connect portal with password

Request & enter verification code if required

Launch Site Manager or User Management

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

![Pearson VUE logo]

Login to Connect portal for the first time

Configure site

New user flow

Login to Connect

    Set security questions

    Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users

🔒 1. Locate your account created **email** and **select the link** to complete the account creation.
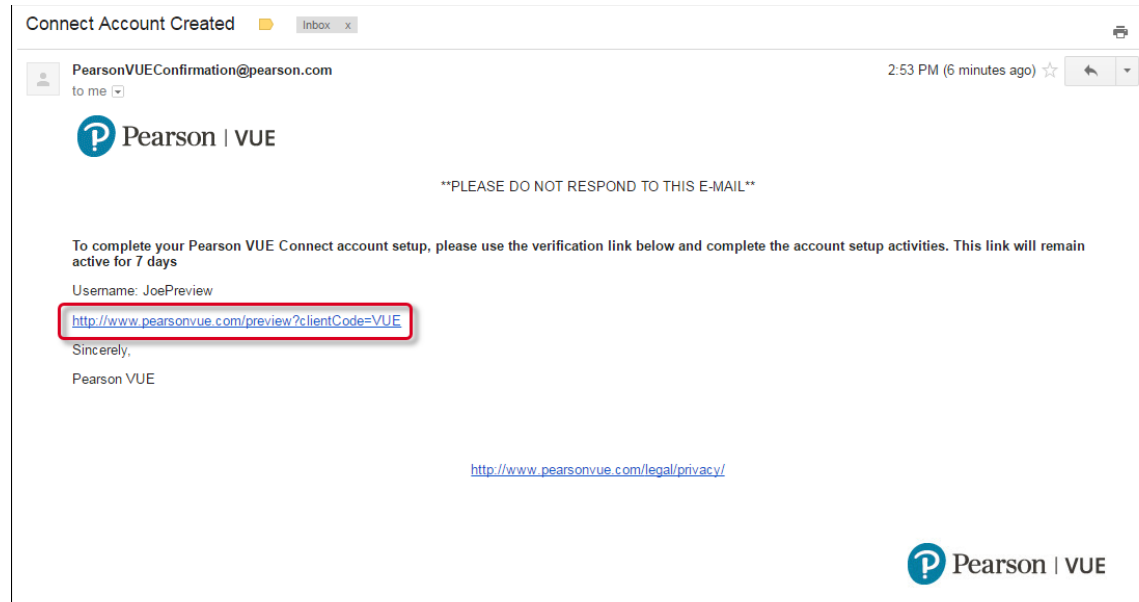
Home	Overview	System reqs	Configure site	Site activation	Before event	Event day	Test system	Troubleshoot

VUE

Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users

Note

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.

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

![Pearson VUE logo]

Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users

Set security questions

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

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

📝 **Note**

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.

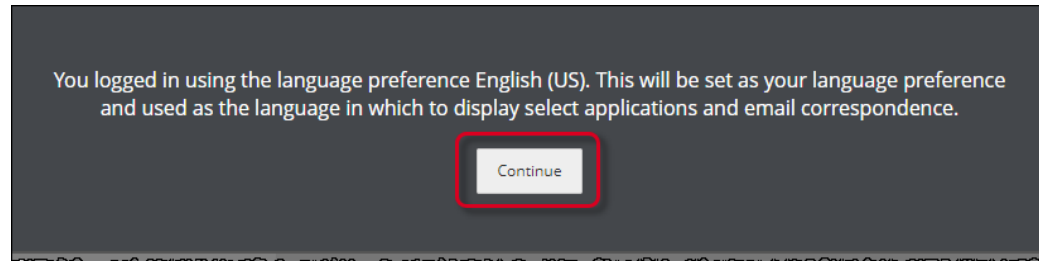| Home	Overview	System reqs	Configure site	Site activation	Before event	Event day	Test system	Troubleshoot

Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

Site Manager configuration
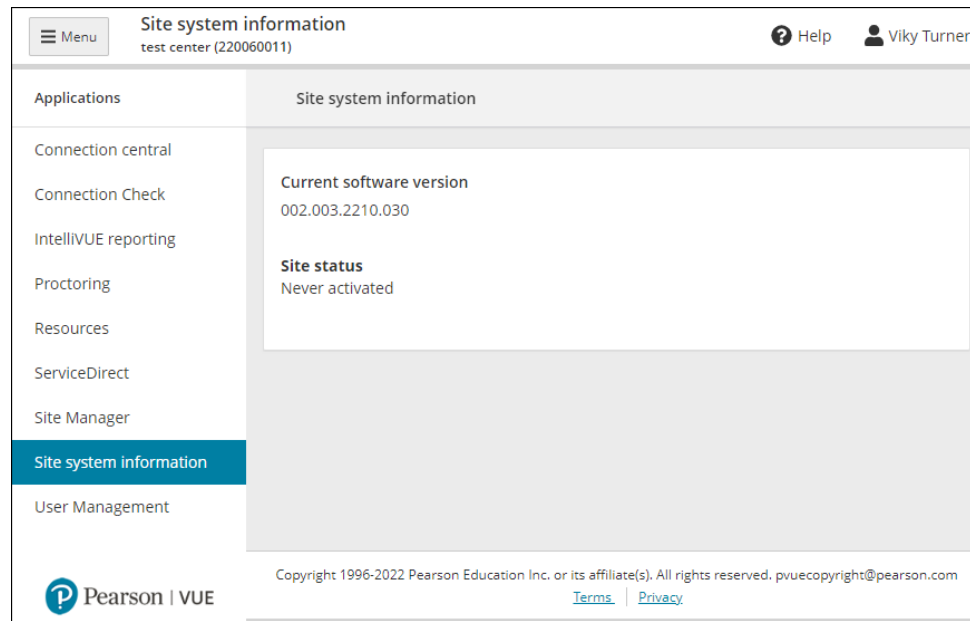
Create Proctor users

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**.

Pearson VUE

Configure site

New user flow

Login to Connect

    Set security questions

Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users

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 8 characters**
- Must contain **three** of the following:
  - **Uppercase** English letters (A, B, C, ... Z)
  - **Lowercase** English letters (a, b, c, ... z)
  - Westernized Arabic **numerals** (0, 1, 2, ...9)
  - **Special Characters** (&, *, %, etc.)
- **Cannot contain your username**
- Must be **updated every 60 days**
- **Cannot be repeated within a 366-day period**

e.g., PCuser_1, Run&Jump, U8Lunch

2. Select **Submit**. The **Connect Login** page is displayed and notifies you that your account has been successfully set up.

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

![Pearson VUE logo]

Configure site

New user flow

Login to Connect

   Set security questions

Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users

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

4. Select the desired language for the user interface from the **Language** drop-down list.
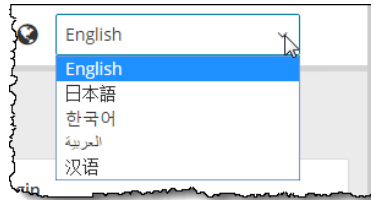
5. Enter your **Username**, **Password**, **Site ID**, and select **Login**.

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.

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

Pearson VUE

Configure site

New user flow

Login to Connect

   Set security questions

Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users

> ⚠️ **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 **each browser** on **each workstation** 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**.

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

Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users

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

You logged in using the language preference English (US). This will be set as your language preference and used as the language in which to display select applications and email correspondence.

Continue

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

☰ Menu	Site system information test center (220060011)	? Help	👤 Viky Turner
Applications	Site system information		
Connection central			
Connection Check	Current software version		
IntelliVUE reporting	002.003.2210.030		
Proctoring			
Resources	**Site status**		
ServiceDirect	Never activated		
Site Manager			
Site system information			
User Management			

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

Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users

Note

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.

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

Property of Pearson VUE 20

![Pearson VUE logo]

Configure site

New user flow

Login to Connect

Connect User Management

Update user account

Update password and security questions

Site Manager configuration
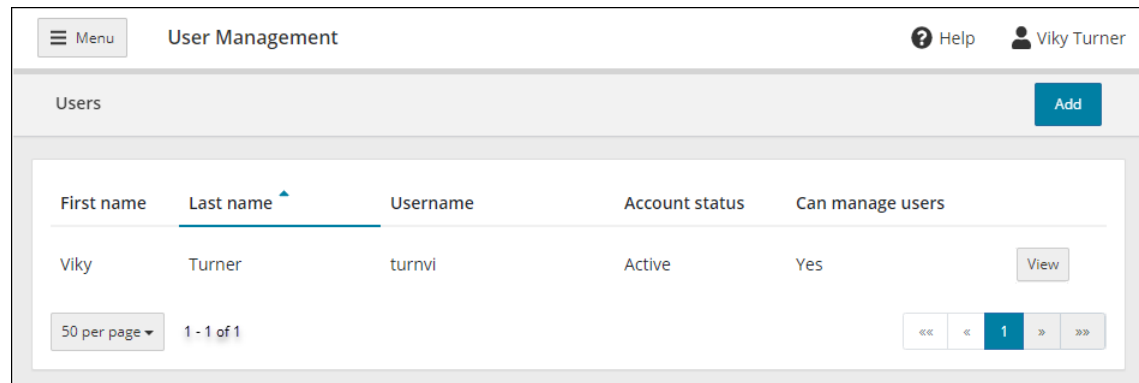
Create Proctor users

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 will set up accounts for staff members who will use Proctoring and specify which applications they can use.

1. Select the **User Management** menu in the left navigation pane.

2. The **Users** page opens and displays the list of users currently configured for your site.

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

Property of Pearson VUE   21

![Pearson VUE logo]

Configure site

New user flow

Login to Connect

Connect User Management

Update user account
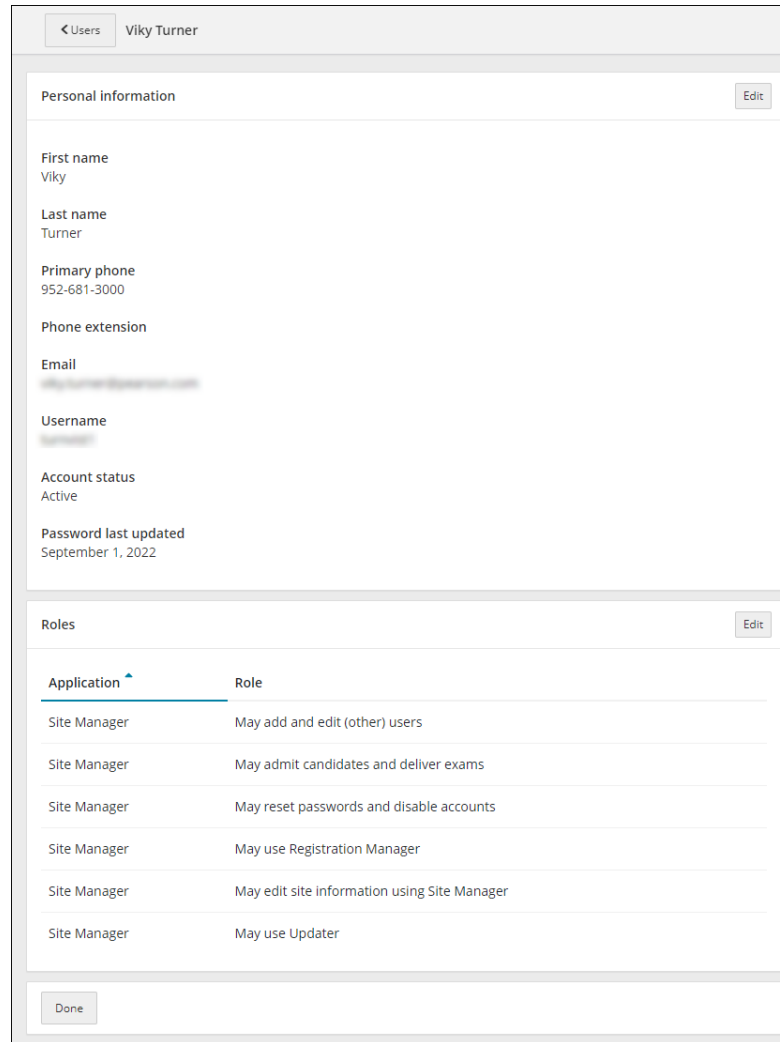
Update password and
security questions
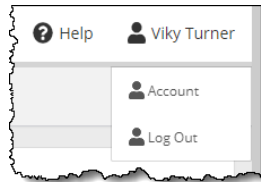
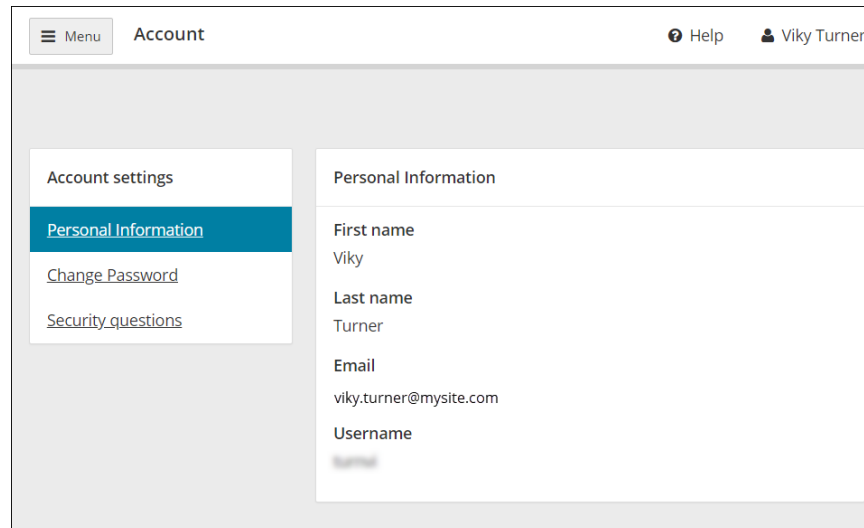Site Manager configuration

Create Proctor users

Update your user account

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

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

Property of Pearson VUE   22

![Pearson VUE logo]

Configure site

New user flow

Login to Connect

Connect User Management

Update user account

Update password and
security questions

Site Manager configuration

Create Proctor users

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

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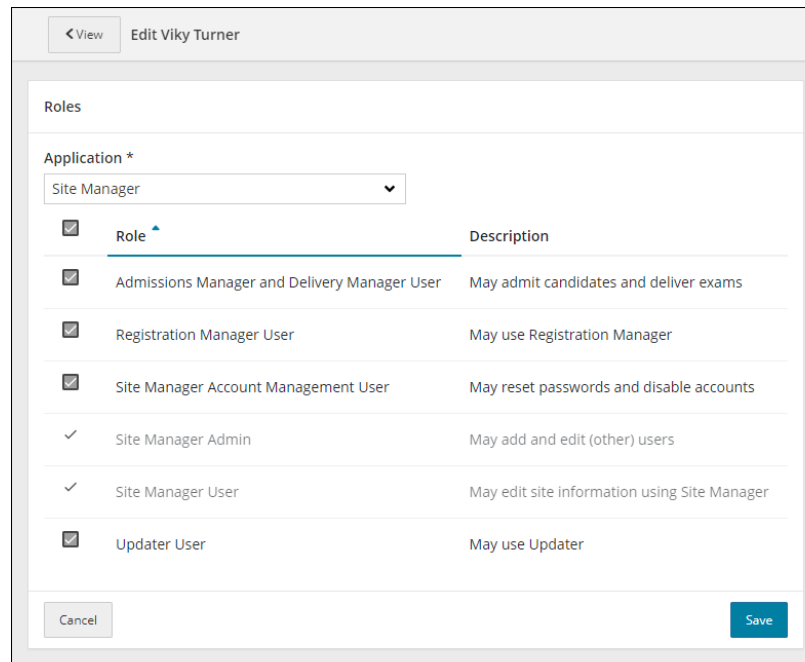
Home	Overview	System reqs	Configure site	Site activation	Before event	Event day	Test system	Troubleshoot

Configure site

New user flow

Login to Connect

Connect User Management

Update user account

Update password and security questions

Site Manager configuration

Create Proctor users

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.

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

Property of Pearson VUE

24

Pearson VUE

Configure site

New user flow

Login to Connect

Connect User Management

Update user account

Update password and
security questions

Site Manager configuration

Create Proctor users

> ### 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 **Connect User Management** 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.

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

![Pearson VUE logo]

Configure site

New user flow

Login to Connect

Connect User Management

Update user account

Update password and security questions

Site Manager configuration

Create Proctor users

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.

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

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

![Pearson VUE logo]

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Set open and closed rules

Set up workstations

Set up assets

Enter directions

Create other accounts and select contacts

Create Proctor users

Site Manager configuration

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 pane is not displayed, select the **Show/Hide navigation Menu** button.
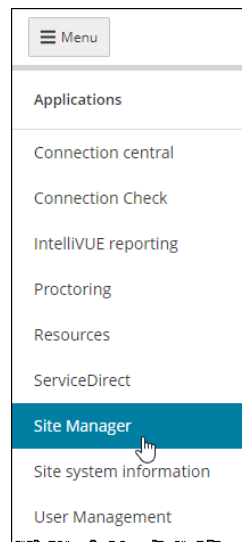
2. The two Site Manager category menus are displayed: **Availability** and **Settings**.
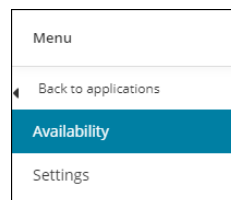
Home	Overview	System reqs	Configure site	Site activation	Before event	Event day	Test system	Troubleshoot

Pearson VUE

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Set open and closed rules

Set up workstations

Set up assets

Enter directions

Create other accounts and select contacts

Create Proctor users

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.

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.
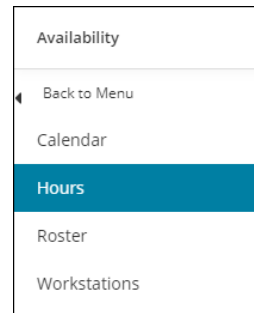
Availability

◄ Back to Menu

Calendar

Hours

Roster

Workstations

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

    Set open and closed rules

    Set up workstations

    Set up assets

    Enter directions

    Create other accounts and select contacts

Create Proctor users

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 ▲	End date	Days	Start time	End time
		No rules added				
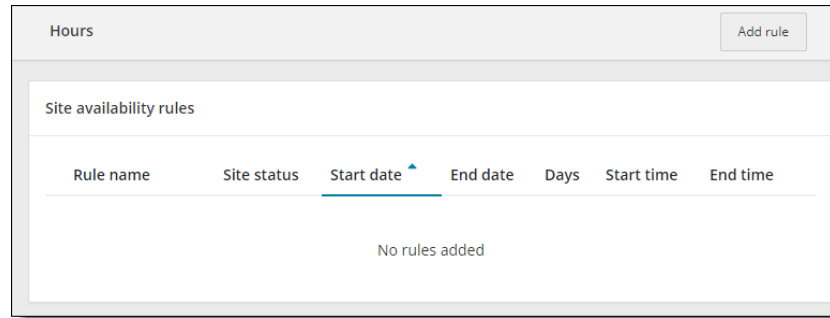
3. Add both open and closed site availability rules for your site. See the Add Open and Closed Site Availability Rules topic in the **Site Manager** online help for details.

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 in 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 in the left navigation.
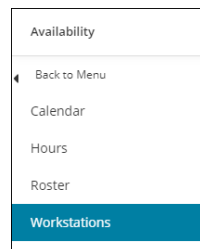
Availability
◄ Back to Menu
Calendar
Hours
Roster
Workstations

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

![Pearson VUE logo]

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

   Set open and closed rules

   Set up workstations

   Set up assets

   Enter directions

   Create other accounts and select contacts

Create Proctor users

The **Workstations** page opens.

Workstations	Add
No workstations added	
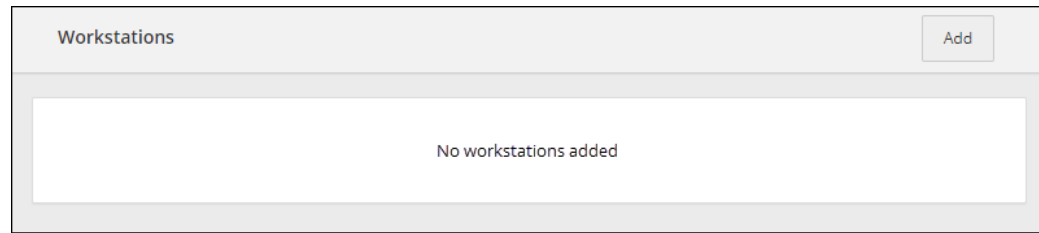
> ### Note
>
> You must create a Workstation entry for every single exam delivery workstation in your site. **If you have a travelling Client proctored – appointment required site, you must adjust this number for each event to match the number of candidates that will be taking exams for the event.**

2. Add workstations for your site. See the Add and Edit Workstations topic in the **Site Manager** online help for details.

3. Add workstation unavailability rules if a workstation will be unavailable for exam delivery. See the Work with Workstation Unavailability Rules topic in the **Site Manager** online help for details.

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

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

  Set open and closed rules

  Set up workstations

  Set up assets

  Enter directions

  Create other accounts and select contacts

Create Proctor users

Set up assets

Assets are resources needed to deliver an exam to a candidate. Assets include the applications used at 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 Assets 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.

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

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Set open and closed rules

Set up workstations

Set up assets

Enter directions

Create other accounts and select contacts

Create Proctor users

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 Add Users topic in the **Connect User Management** online help.

- To add titles for the contact people at your site, refer to the Contacts topic in the **Site Manager** online help.

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

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

Property of Pearson VUE

32

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Create proctor users

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.

Roles		
Application *		
Site Manager ▾		
☐	**Role** ▲	**Description**
☑	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
Cancel		Save

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

Pearson VUE

Site activation

Site activation checklist

Activate your site

Note:

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

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 Appendix: Test the System 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 Contacts topic in the Site Manager online help.

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

Property of Pearson VUE

34

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 System Check

☐ Run system check on the **Administration workstation** at the exam delivery location to verify the internet connection is robust enough to handle the number of candidates testing that day.

☐ Ensure candidates have run the system check on their workstation prior to arriving at the exam event.

ServiceDirect

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

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

Site Activation

Site activation checklist

Activate your site

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 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.

- **Create a ServiceDirect case to activate your site**

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

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

Property of Pearson VUE   36

Pearson VUE
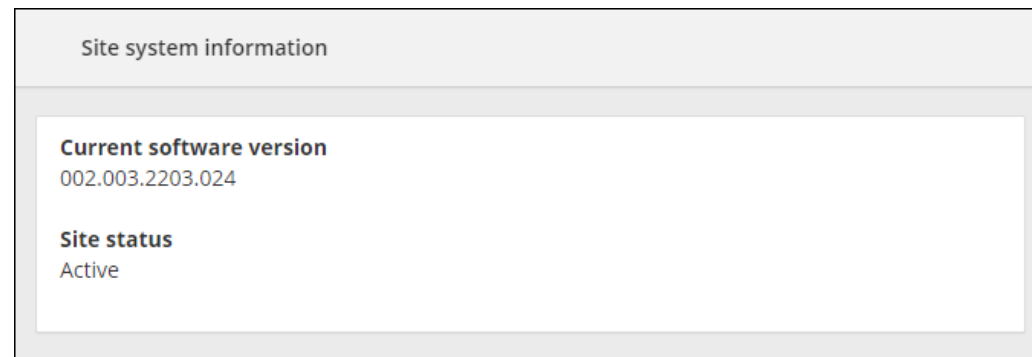
Before an event

Run test simulation

Create a proctoring event

Note:

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

Before an event

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

This section of the document walks you through:

- Running a Test Simulation to verify that the site can connect to the Internet and successfully deliver exams using the Pearson ITS test driver.

- Create a proctoring event to admit candidates for their exams on testing day.

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

Property of Pearson VUE   37

Before an event

Run test simulation

Create a proctoring event

Run test simulation

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 Pearson ITS test driver. ITS has provided a suite of tools with the **Site Readiness Portal** to assist proctors in troubleshooting site readiness. Proctors should run a **Test Simulation** before launching any exams to ensure the workstation can deliver the exam. If candidates will take the exam on client supplied computers, proctors run a System Check on each exam delivery workstation. Otherwise, candidates must run a System Check on their own device.

> **Note**
>
> Prior to a testing event, proctors should launch the **Test Simulation** on multiple devices at the same time to simulate the network traffic of several test takers at your site. **You must start the simulation on the Administration workstation**.

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

![Pearson VUE logo]

Before an event

Run test simulation

Create a proctoring event

1. On the **Administration** workstation, launch an **Internet browser** and navigate to the **Client proctored – ITS Secure Browser** landing page on the Pearson VUE website. https://www.pearsonvue.com/us/en/test-takers/cp/ar/its-pvbl.html

2. Expand the **Run system test** section and select the **System Test** button.

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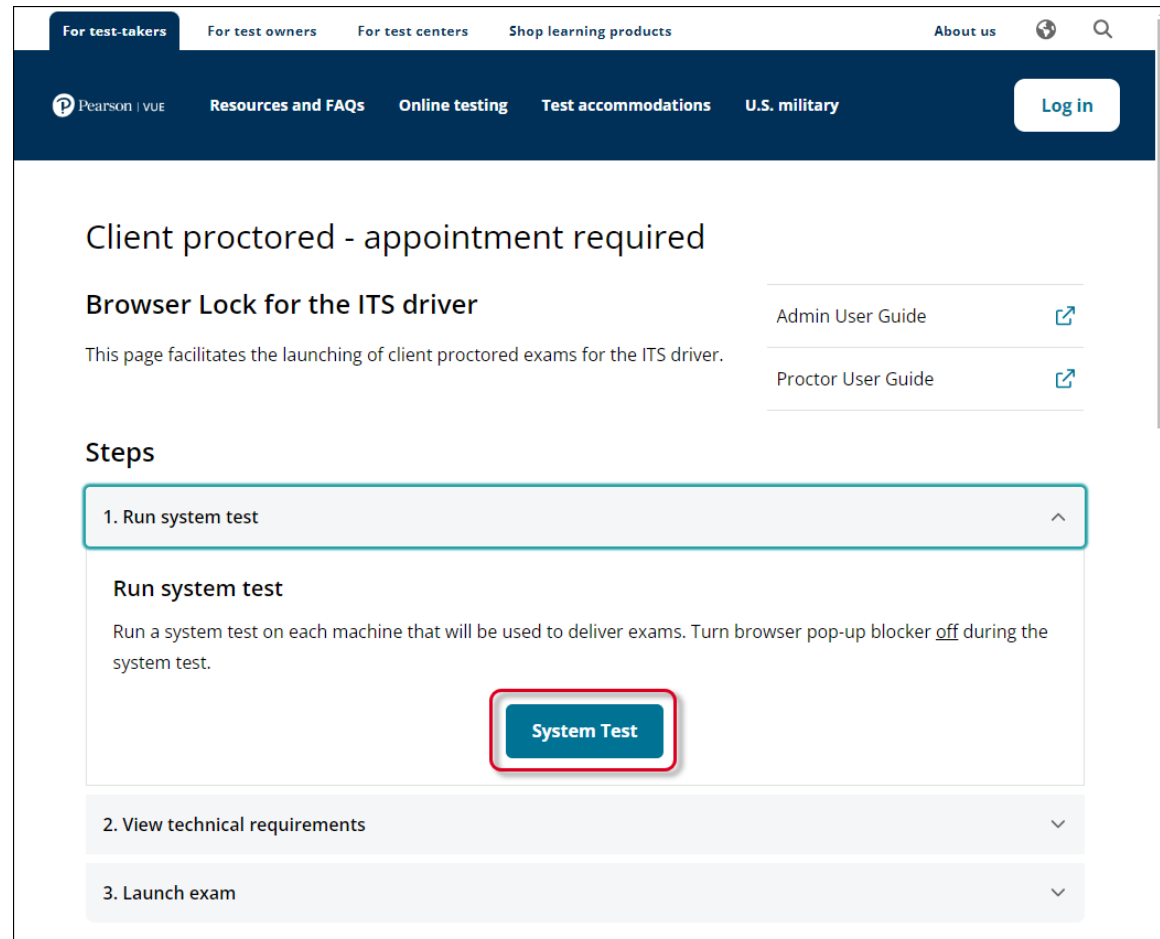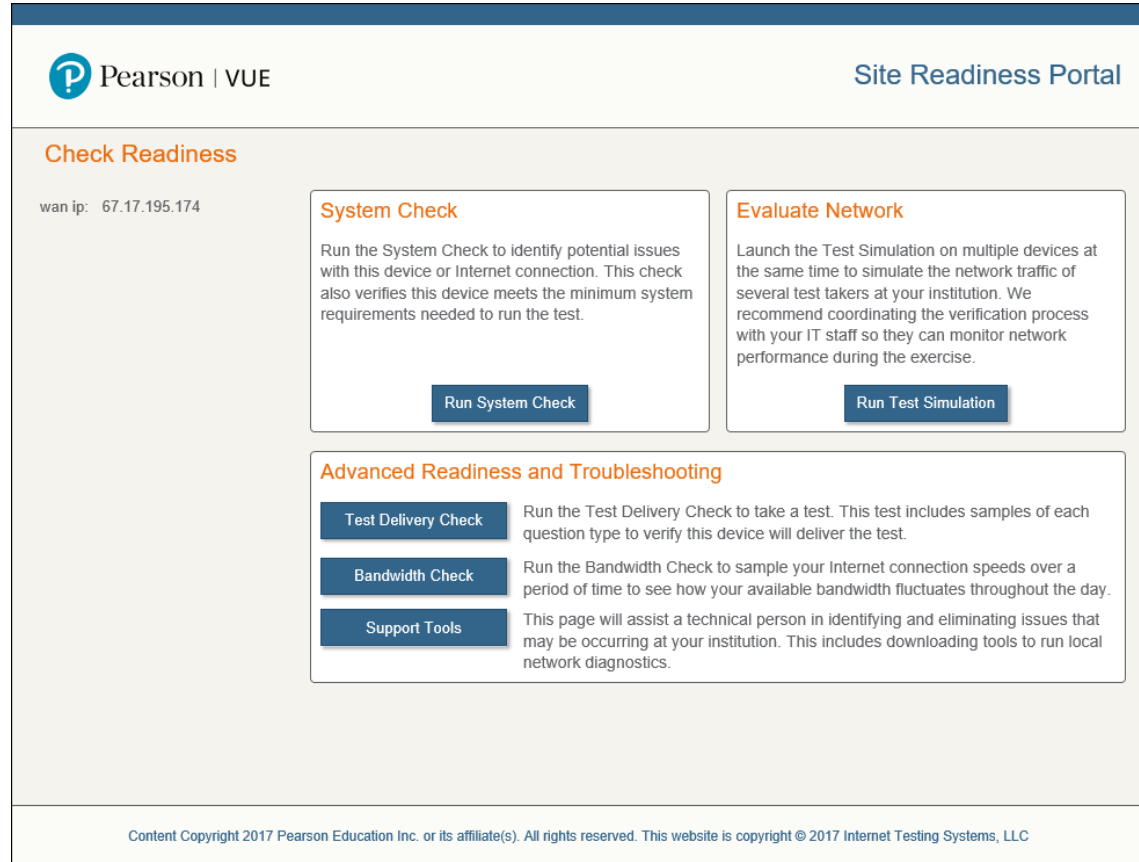
Before an event

Run test simulation

Create a proctoring event

3. The **Site Readiness Portal** launches in a new browser tab. Select the **Run Test Simulation** button on the proctor workstation.

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

Property of Pearson VUE   40
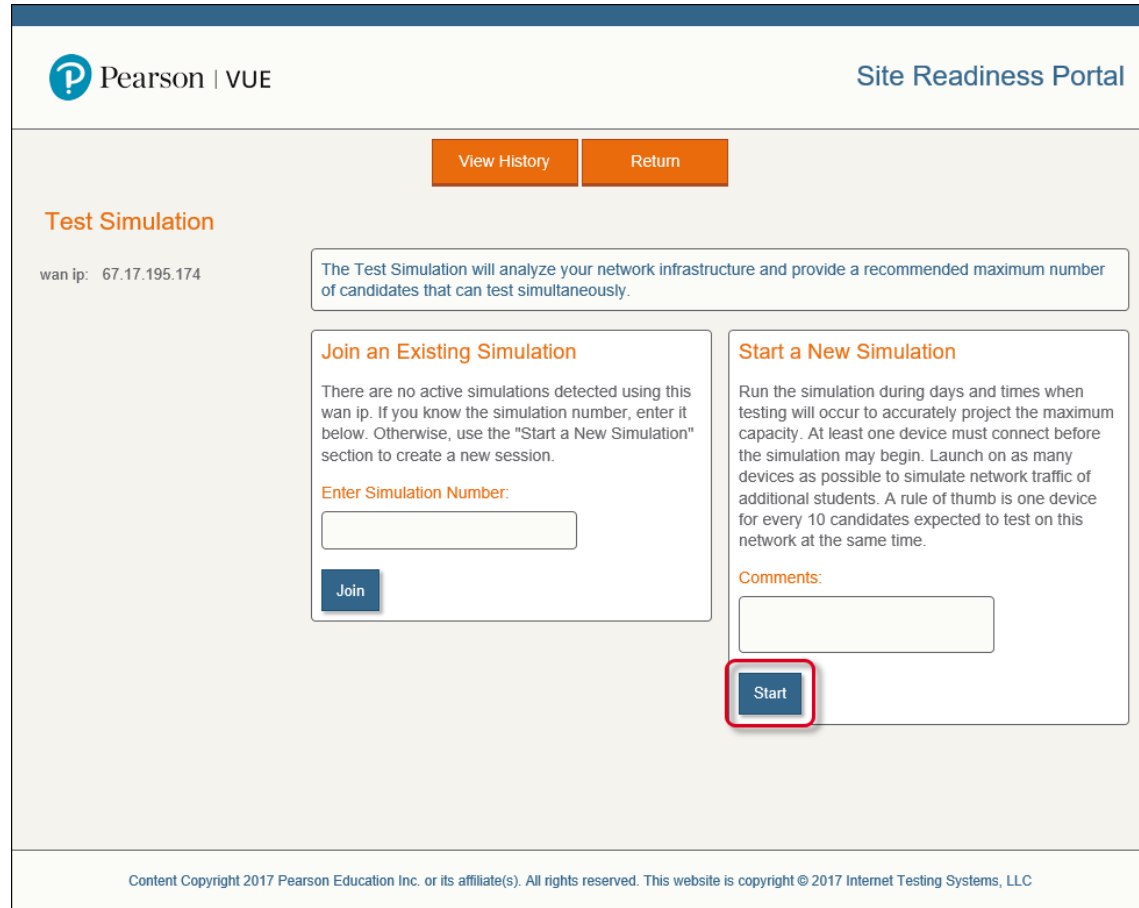
Before an event

Run test simulation

Create a proctoring event

4. Select **Start** in the **Start a New Simulation** box on the right-hand side of the page.

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

Property of Pearson VUE   41

Before an event

Run test simulation

Create a proctoring event

5. Take note of the **Simulation #**. You must enter this simulation number on the exam delivery workstations.

6. Proceed to consecutive **exam delivery** workstations and launch the Site Readiness Portal at http://readiness.vue.programworkshop.com/.

7. Select **Run Test Simulation**.

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

![Pearson VUE logo]

Before an event

Run test simulation

Create a proctoring event

8. Select the **Simulation Number** or enter the simulation number in the **Join Existing Simulation** text box.

A simulated exam appears on the exam delivery workstation. Do not close this window.

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

![Pearson VUE logo]

Before an event

Run test simulation

Create a proctoring event

9. Repeat steps 6, 7, and 8 on multiple exam delivery workstations.

10. Go back to the **Administration** workstation and select **Start**.

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

Before an event

Run test simulation

Create a proctoring event

On each exam delivery workstation, simulated exams are run. The proctor workstation keeps a running list of how many simulations pass. Once the simulations are done running, you can view a detailed report by selecting on the **detailed results** link.
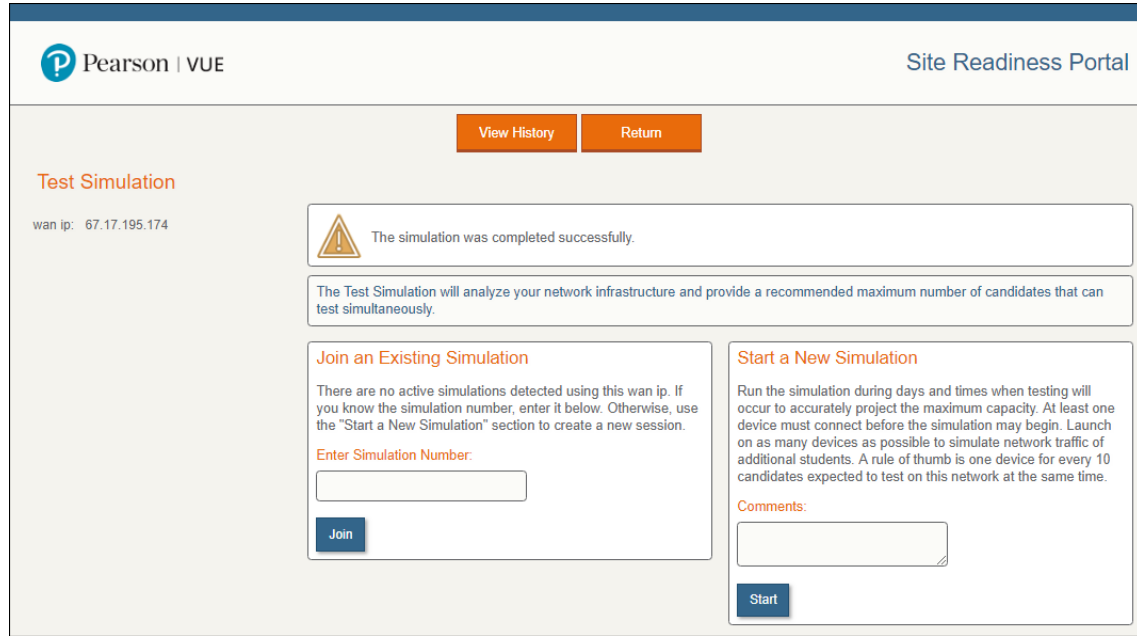
11. Select **Return** on the Administration workstation. You are returned to the Check Readiness page.

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

Before an event

Run test simulation

Create a proctoring event

On each of the exam delivery workstations, proctors are notified that the simulation was completed successfully.

12. **Close** the web browser on each of the exam delivery workstations.

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

![Pearson VUE logo]

Before an event

Run test simulation

Create 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 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.

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.

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

![Pearson VUE logo]

Before an event

Run test simulation

Create proctoring event

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.

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

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

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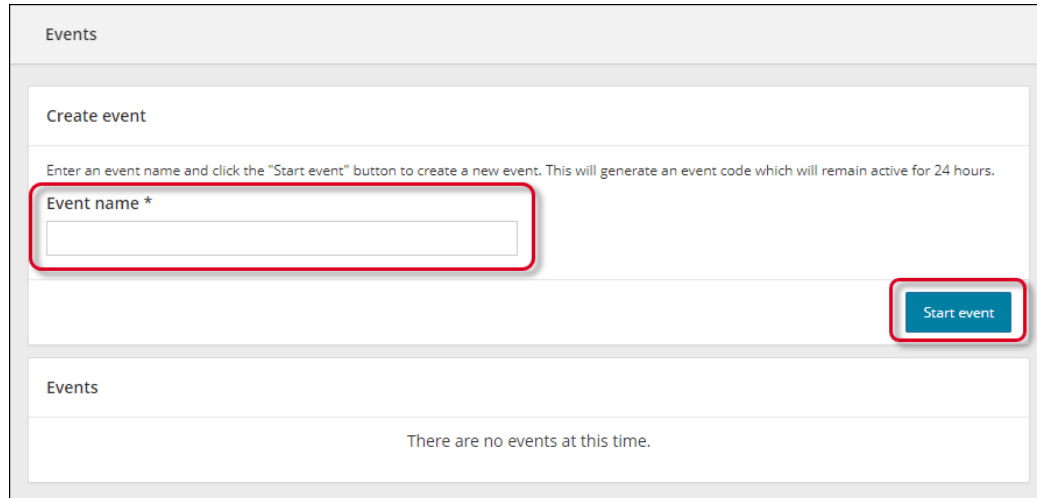
Before an event

Run test simulation

Create proctoring event

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

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 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.

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

Property of Pearson VUE   49

![Pearson VUE logo]

Before an event

Run test simulation

Create proctoring event

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

> 📝 **Note**
>
> 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.
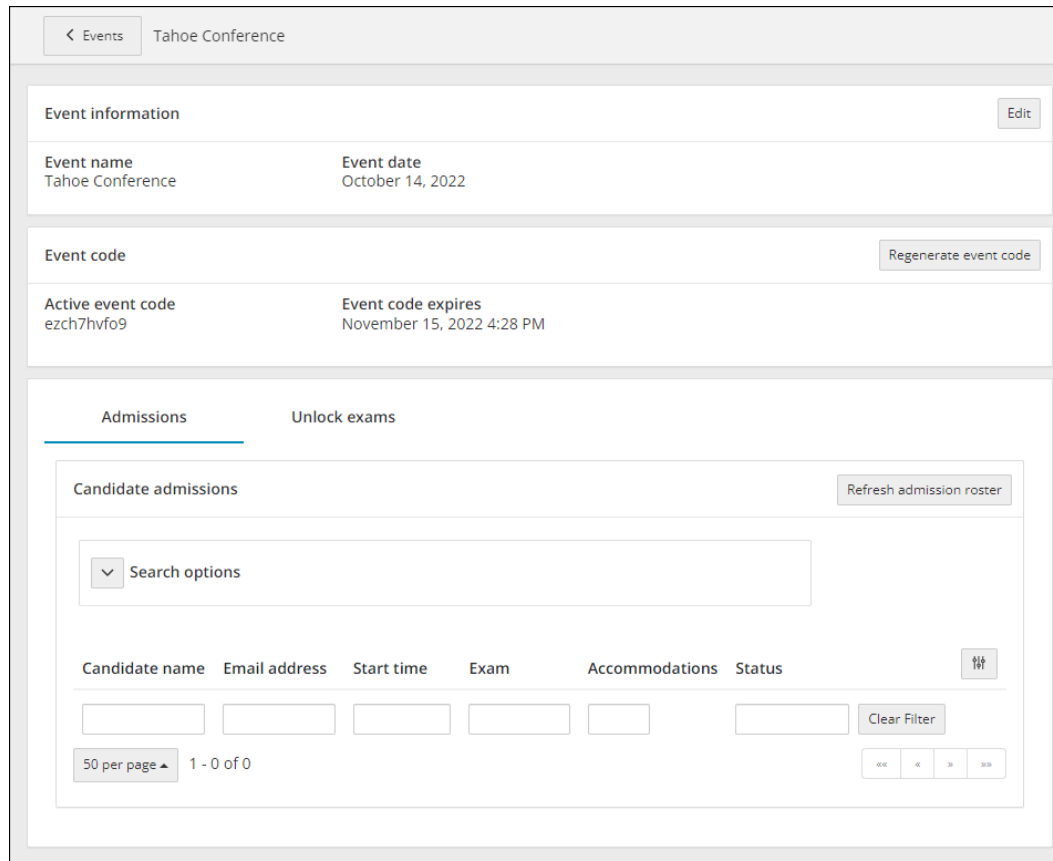
Home | **Overview** | **System reqs** | **Configure site** | **Site activation** | **Before event** | **Event day** | **Test system** | **Troubleshoot**

Property of Pearson VUE   50

Before an event

Run test simulation

Create proctoring event

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 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.

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

Before an event

Run test simulation

Create 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:

  o Write the event code on a whiteboard in the exam delivery room.

  o 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 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.

| **Home** | **Overview** | **System reqs** | **Configure site** | **Site activation** | **Before event** | **Event day** | **Test system** | **Troubleshoot** |
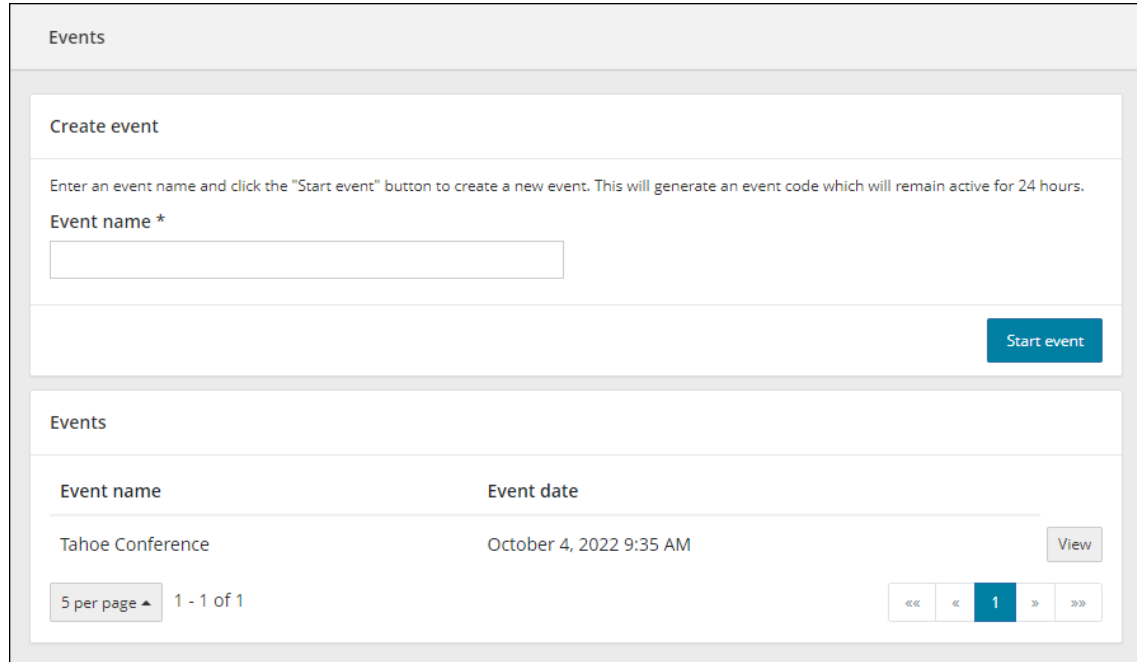
Before an event

Run test simulation

Create proctoring event

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 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	View

5 per page ▲ 1 - 1 of 1   «« « **1** » »»

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

Pearson VUE

Event day

Candidate preparation

Run a System Check

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

Note:

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

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 **Exam Launchpad** to complete their exams.

This section of the document walks you through:

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

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

Property of Pearson VUE   54

Event day

| Candidate preparation |

Run a System Check

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

Candidate preparation

There are several things you must instruct candidates to do both **prior to arriving at the event**, and on the **day of the event**.

- If candidates are bringing their own device to the event, instruct them to run a System Check at home prior to the event to ensure their machine meets the minimum system requirements so they do not show up at the event with a machine that cannot deliver exams. See the Run a system check section.

- If candidates are bringing their own device to the event, instruct them to run a System Check on the day of the event to ensure the Internet connectivity meets the minimum system requirements for delivering the exam at the event. See the Run a system check section.

Instruct candidates to run the **Secure web browser** at the event so you can unlock their exam. See the Launch the secure browser section.

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

Property of Pearson VUE

55

🔒 Run a system check

> 📝
>
> ### Note
>
> The Proctor must run a system check on their system to run an exam. **Candidates must be instructed to run the system check on their workstations prior to the testing event to ensure they can run an exam.** Proctors and candidates must run the system checker at the test venue prior to launching an exam at the event to ensure the Internet connection is working properly.

1. On each **exam delivery workstation**, launch an **Internet browser** and navigate to the **Client proctored – ITS Secure Browser** page at https://www.pearsonvue.com/us/en/test-takers/cp/ar/its-pvbl.html.

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

Property of Pearson VUE

56

Event day

Candidate preparation

Run a system check

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

2. Expand the **Run system test** section and select the **System Test** button.

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

Property of Pearson VUE   57

Event day

3. The **Site Readiness Portal** launches in a new browser tab. Select **Run System Check**.

Event day

Candidate preparation

Run a system check

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

4. Select **Run Check**. ITS recommends you close any applications running on the device as well as any additional browsers or tabs before running the system check.

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

Property of Pearson VUE

59

Event day

Candidate preparation

Run a system check

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

The System Check launches in a new browser tab. It verifies the following system settings:

- Exam delivery machine has a valid Operating System.

- Display settings are configured properly.

- Internet browser is supported.

- Internet browser supports the use of cookies.

- Exam will successfully launch.

- Internet bandwidth available to the computer and identifies how many simultaneous exam deliveries may occur at the location.

The system check takes a few minutes to run. A **System Check** report appears that identifies if all components meet the minimum system requirements for delivering an exam. Ensure the Browser, Operating System, Display, and Internet Connection all meet the minimum specifications.

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

Property of Pearson VUE

60

Event day

Candidate preparation

Run a system check

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

Pearson | VUE   Site Readiness Portal

| Download | Run Again | View History | Return |

System Check Results

✓ This device meets all site requirements. A Secure Browser may be required for delivery of the operational test. If needed, be sure to install the Secure Browser on the device prior to the test.

Additional Information

wan ip Address	67.17.195.174
Date/Time of Report (Local)	02/12/2018 10:56:47 AM
Date/Time of Report (Server)	02/12/2018 03:57:48 PM
Country	US
Display Resolution	1920 x 1080
Display Colors	24 - bit
Browser	Internet Explorer
Browser Version	11.0
Platform	Windows 10
Cookies	Supported
Compression	Supported
HTTP Latency	52 ms

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

Event day

Candidate preparation

Run a system check

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

HTTP Latency	52 ms
User Agent String	Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; rv:11.0) like Gecko
System Language	en-US
Download Speed	6 Mbps (767 KB/s)
Upload Speed	4 Mbps (431 KB/s)
Traceroute	Traceroute Detail

Traceroute Detail

Hop#	Latency(in ms)	Router
1	<1	206.188.12.59
2	<1	64.27.83.138
3	1	te6-2.core2.nyc.datapipe.net [64.27.83.20]
4	1	64.27.83.163
5	1	6-1-38.ear2.newyork1.level3.net [4.35.90.109]
6	*	Timed out

Number of Hops: 6 hops
Latency: 0 ms

HTTP Protocol	HTTP/1.1
Mime Types	application/x-adobeaamdetect, application/x-shockwave-flash, application/futuresplash, application/x-silverlight-2, application/x-silverlight
Number of Checks	18
Number of Checks Passed	18

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

Pearson VUE

Event day

Candidate preparation

Run a system check

Launch secure browser

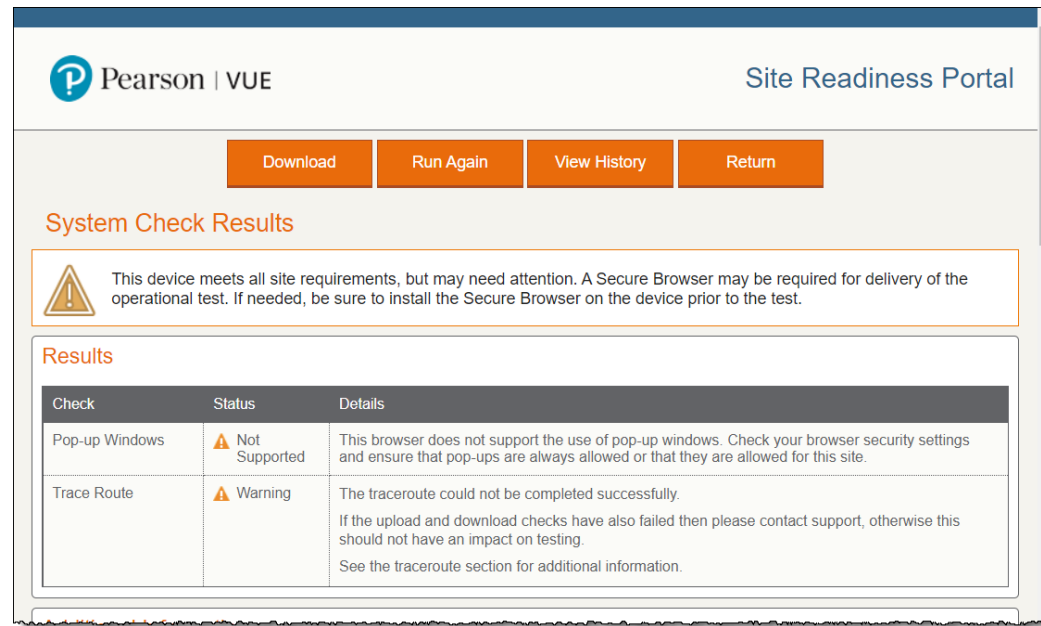Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

⚠️ **Caution**

The workstation must pass the system check. If a candidate workstation fails the system check or detects issues that may affect exam delivery (see example below), you must resolve the issue(s) and rerun the system check. If it still does not pass, see the advanced minimum specifications for details on how to resolve the issue. You may also run **Test Simulations**, run a sample exam using the **Test Delivery Check**, perform a **Bandwidth Check**, or view **Support Tools** for additional information on how to resolve any issues.
DO NOT launch a client exam on a system that does not pass the system check, or the candidate will be unable to complete the exam and may be subject to the client rescheduling fees and/or policies.

See the Troubleshoot Exam Delivery Issues section for additional troubleshooting tools on the **ITS Site Readiness Portal**.

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

Property of Pearson VUE   63

Pearson VUE

Event day

Candidate preparation

Run a system check

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

5. **Close** the **web browser** once you have completed a successful system check on the exam delivery workstation.

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

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

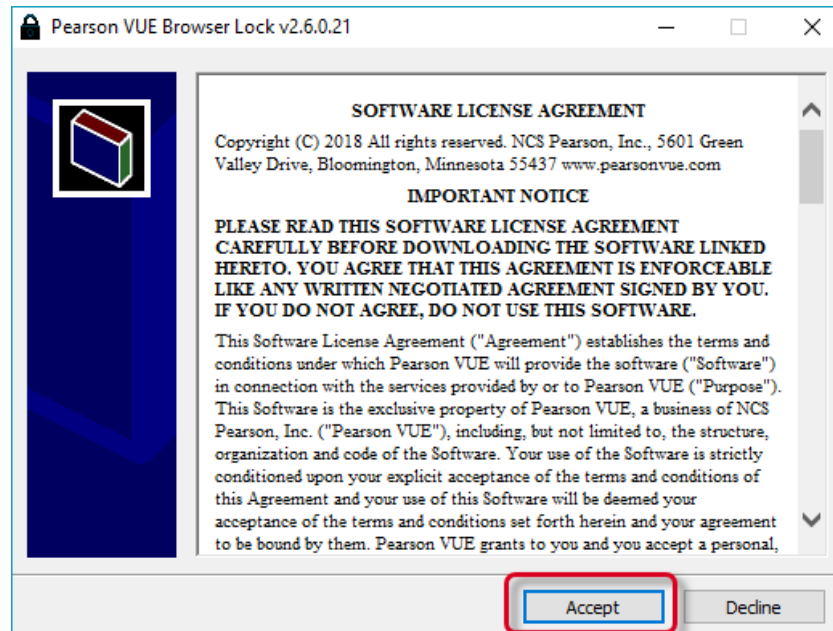Manually shut down secure browser

Remove secure browser

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.

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

Pearson VUE

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture
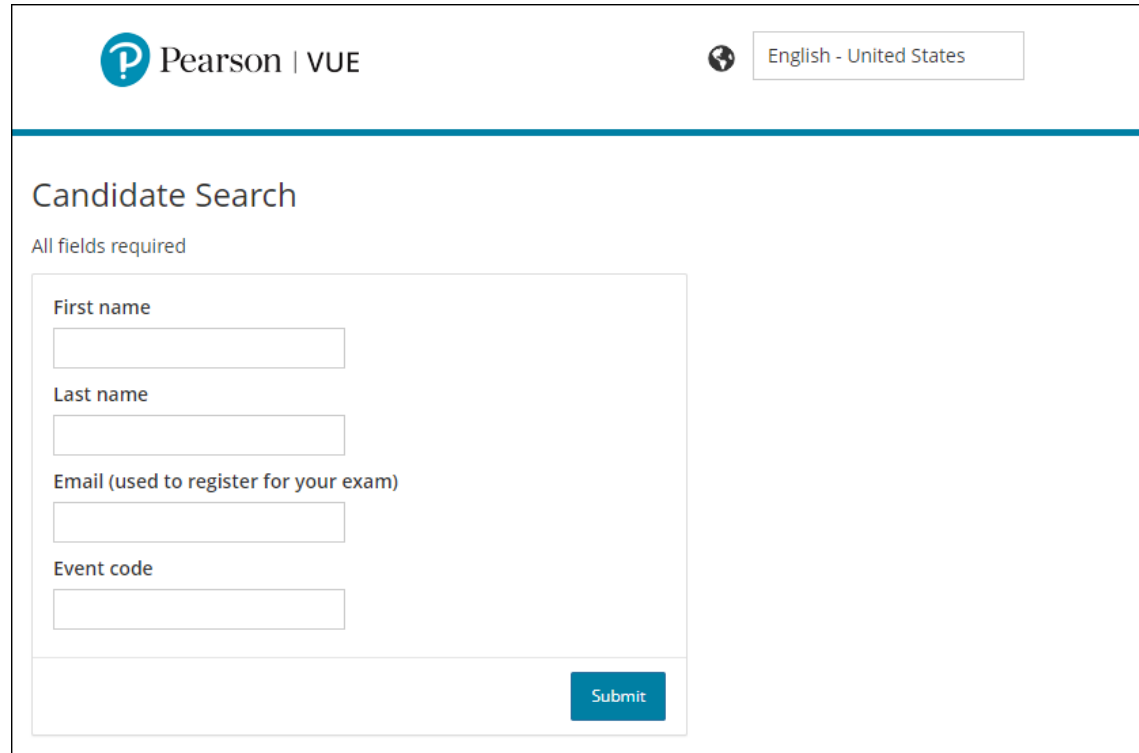
Admit candidates with photo capture

Seat candidates for exam

Unlock exam

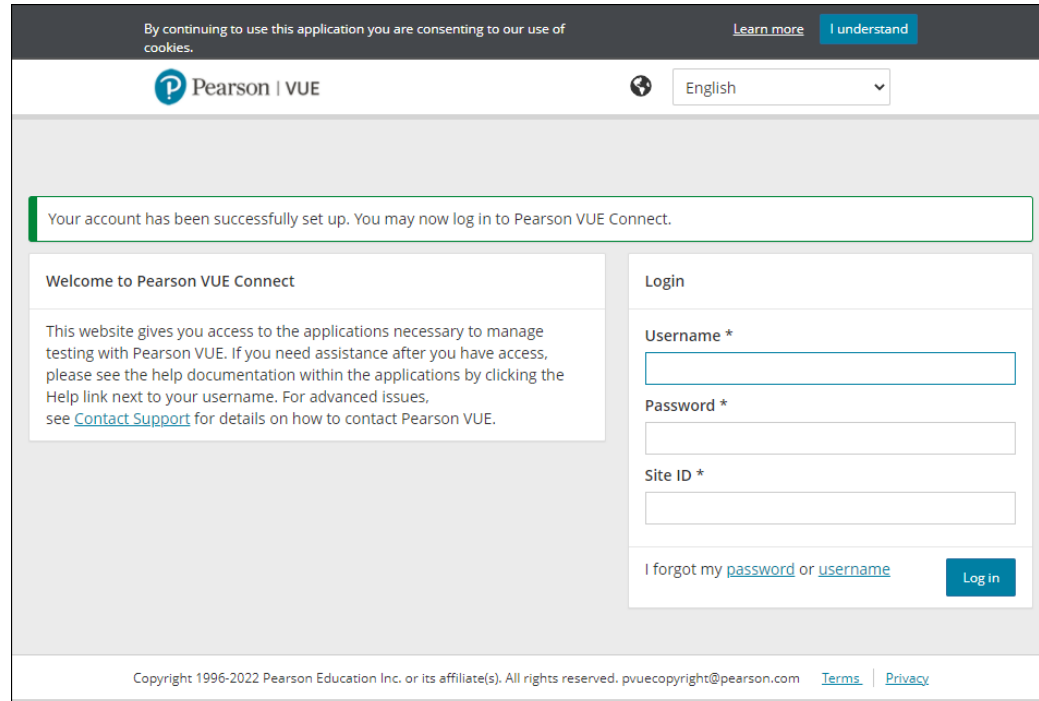Manually shut down secure browser

Remove secure browser

1. On the **Exam Delivery** workstation, launch an **Internet browser** and navigate to the **BrowserLock for the ITS driver** landing page.

   https://www.pearsonvue.com/us/en/test-takers/cp/ar/its-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 owners	For test centers	Shop learning products	About us		

Pearson | VUE   Resources and FAQs   Online testing   Test accommodations   U.S. military   **Log in**

Client proctored - appointment required

Browser Lock for the ITS driver

This page facilitates the launching of client proctored exams for the ITS driver.

Admin User Guide ↗

Proctor User Guide ↗

Steps

1. Run system test	⌄
2. View technical requirements	⌄
3. Launch exam	⌃

Launch Exam

Once you are ready to launch the exam for the test-taker, please click the button below and sign into the Pearson VUE Launch Pad application with your Site Utilities username and password.

Windows	Mac OSX
Start Windows Test Process	**Start Mac Test Process**

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

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

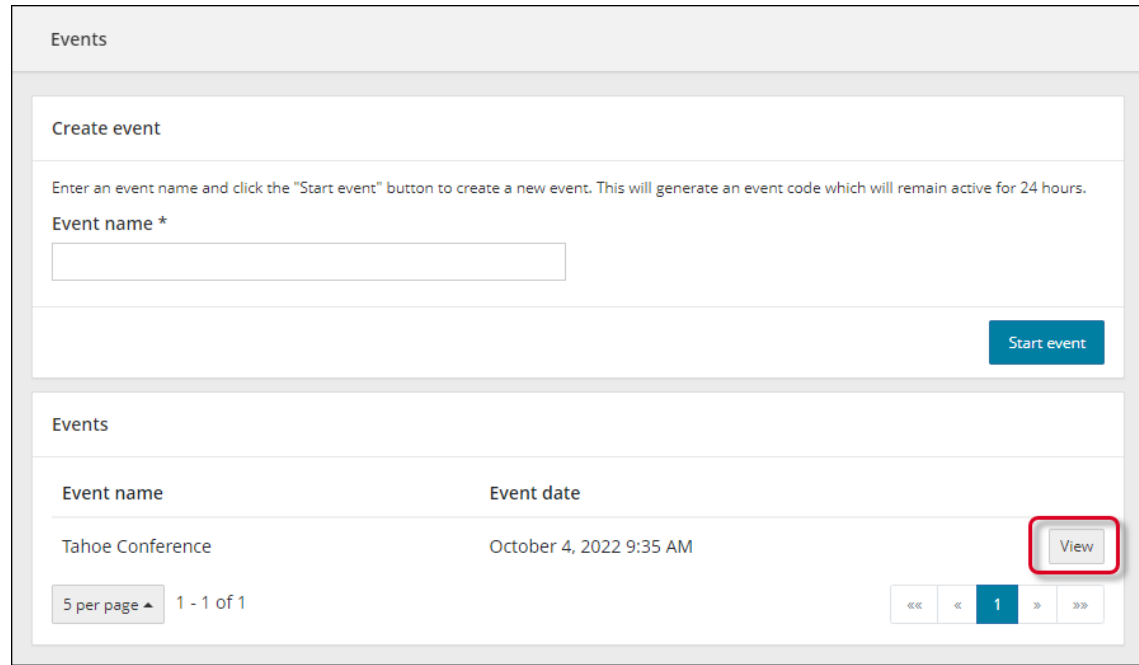Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

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.

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

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67

Event day

Candidate preparation

Run a System Check

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

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

Event day

- Candidate preparation
- Run a System Check
- 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

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**.

Event day

Candidate preparation

Run a System Check

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

3. Select the **Proctoring** menu in the left navigation pane.

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

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

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

Pearson VUE

Event day

Candidate preparation

Run a System Check

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

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

> **< Events** Tahoe Conference
>
> **Event information** Edit
>
> Event name Event date
> Tahoe Conference October 4, 2022
>
> **Event code** Regenerate event code
>
> Active event code Event code expires
> 4penwdiwe6 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.

> Regenerate event code
>
> Regenerating the event code will disable the current event code for candidates that have not already entered it.
>
> The new event code must be used to associate new or returning candidates to this event.
>
> Are you sure you want to regenerate the event code?
>
> Yes
>
> No

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

Event day

Candidate preparation

Run a System Check

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

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.

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.

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

![Pearson VUE logo]

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture
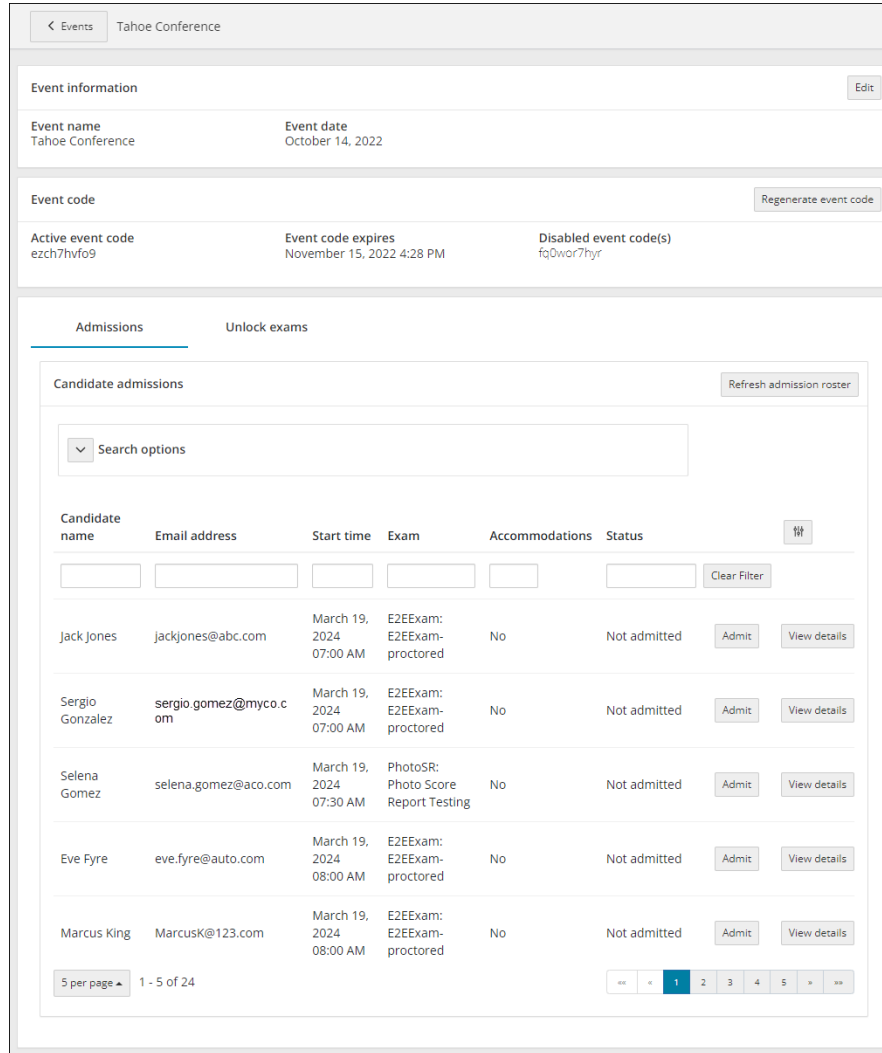
Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

Admit candidates 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. Open the **Proctoring** application.

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

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

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73

Event day

Candidate preparation

Run a System Check

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

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.

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

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74

Event day

Candidate preparation

Run a System Check

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

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 Admit candidates for an exam: Search for candidate using the advanced filters help topic.

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

![Pearson VUE logo]

Event day

Candidate preparation

Run a System Check

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

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

Event day

Candidate preparation

Run a System Check

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

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

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.

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

![Pearson VUE logo]

Event day

Candidate preparation

Run a System Check

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

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

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 to Admit.

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

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

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. Open the **Proctoring** application.

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

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

Property of Pearson VUE   79

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

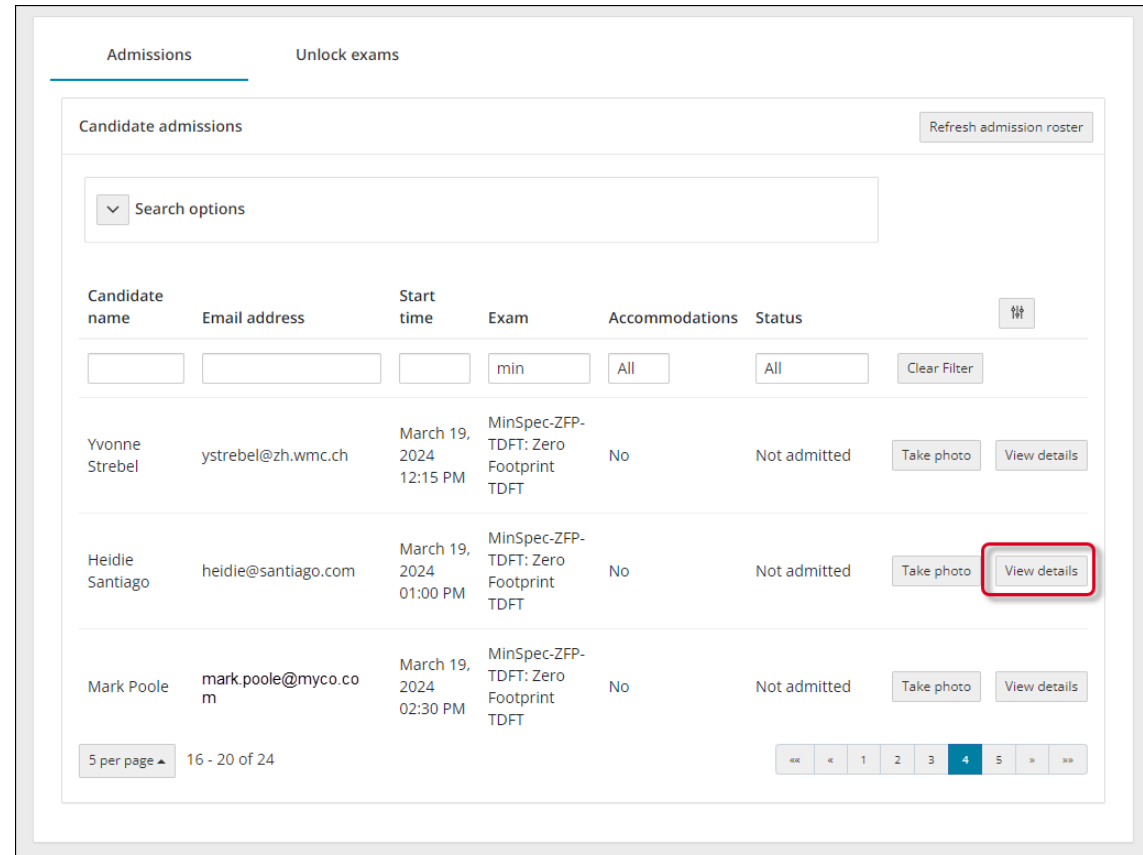**Admit candidates with photo capture**

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

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 on ascending order by exam start time.

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

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80

![Pearson VUE logo]

Event day

Candidate preparation

Run a System Check

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

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 Admit candidates for an exam: Search for candidate using the advanced filters help topic.

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

Pearson VUE

Event day

Candidate preparation

Run a System Check

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

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

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

Event day

Candidate preparation

Run a System Check

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

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).

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.

![Pearson VUE logo]

Event day

Candidate preparation

Run a System Check

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

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.

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

![Pearson VUE logo]

Event day

Candidate preparation

Run a System Check

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

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.

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

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85

![Pearson VUE logo]

Event day

Candidate preparation

Run a System Check

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

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.

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

Event day

Candidate preparation

Run a System Check

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

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

Admissions	Unlock exams

Candidate admissions   Refresh admission roster

⌄ Search options

Candidate name	Email address	Start time	Exam	Accommodations	Status		
		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.com	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 » »» |

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

Property of Pearson VUE   87

![Pearson VUE logo]

Event day

Candidate preparation

Run a System Check

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

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

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

VUE

PEARSON

Event day

Candidate preparation

Run a System Check

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

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.

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

Property of Pearson VUE

89

Event day

Candidate preparation

Run a System Check

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

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**.

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

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Event day

Candidate preparation

Run a System Check

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

📝 **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.

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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

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

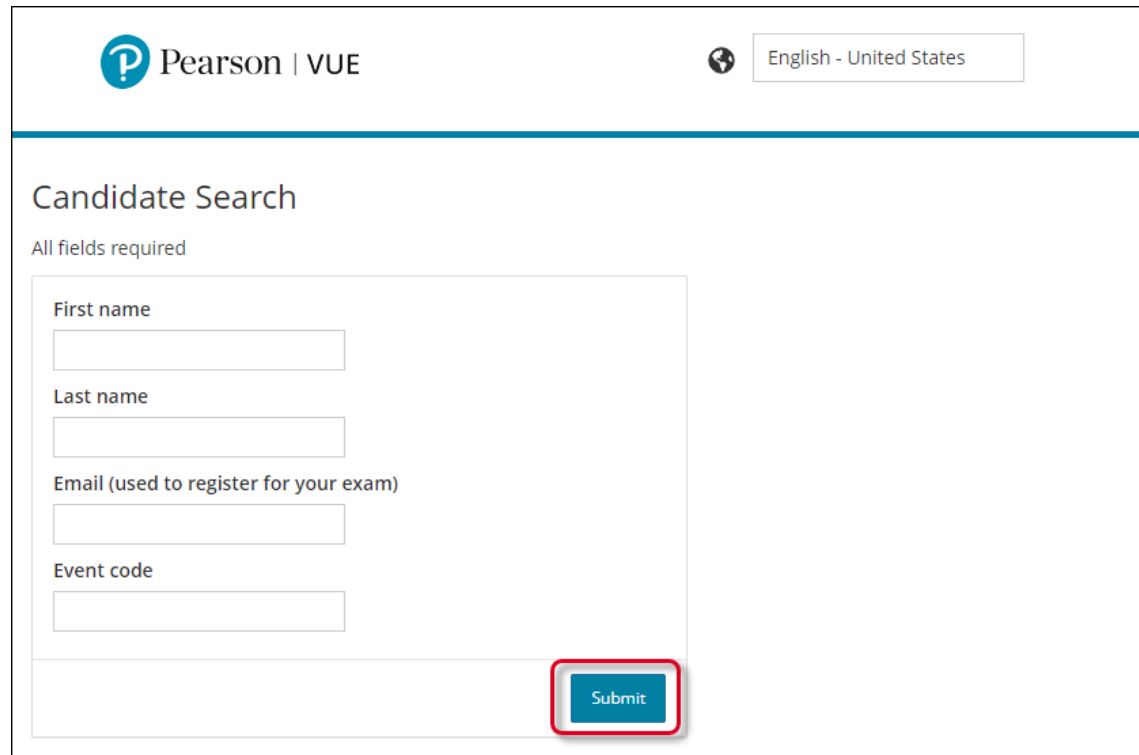Manually shut down secure browser

Remove secure browser

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

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

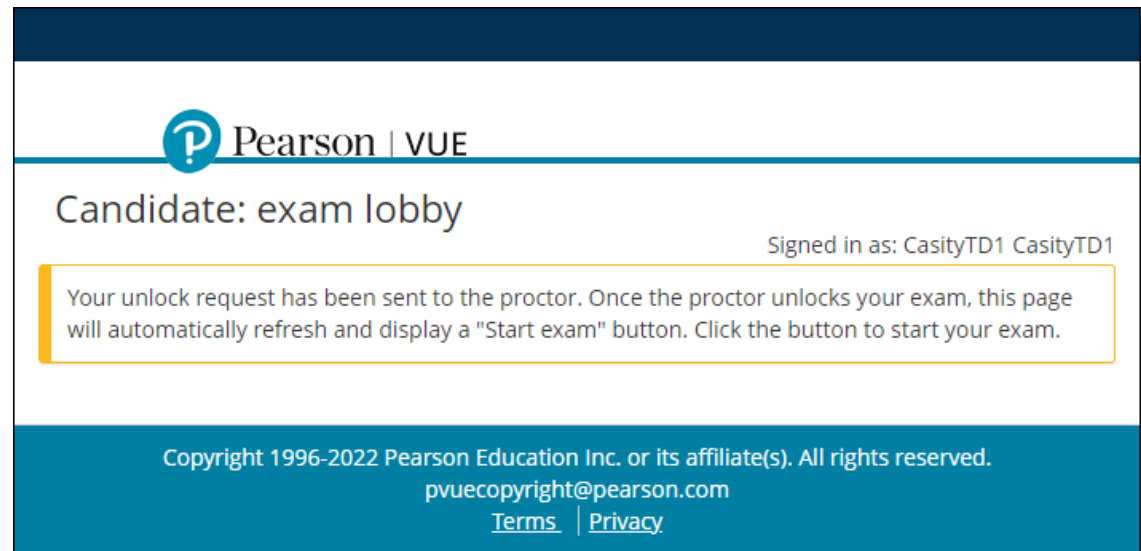Manually shut down secure browser

Remove secure browser

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**.

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

Pearson VUE

Event day

Candidate preparation

Run a System Check

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

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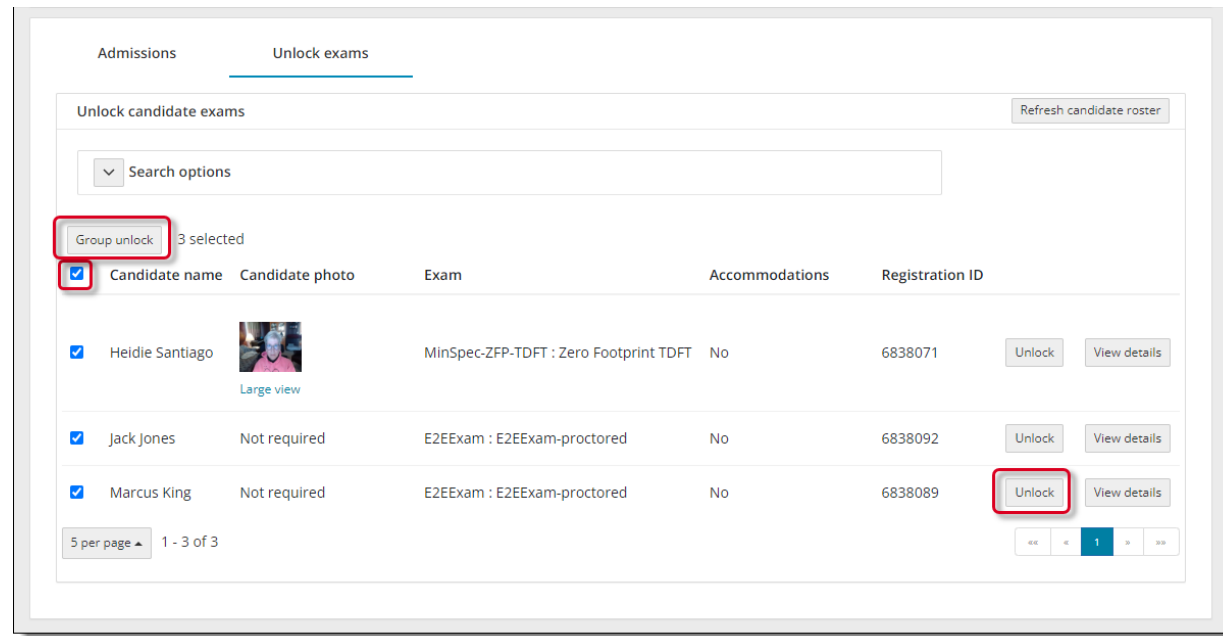
If you unlocked a single exam the Exam status on the **Unlock exams** tab changes to **unlocked** and a message notifies you the exam has been unlocked. The next time the candidate roster is refreshed, the unlocked exam is removed from the Unlock exams tab and only locked exams are listed.

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.

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

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture
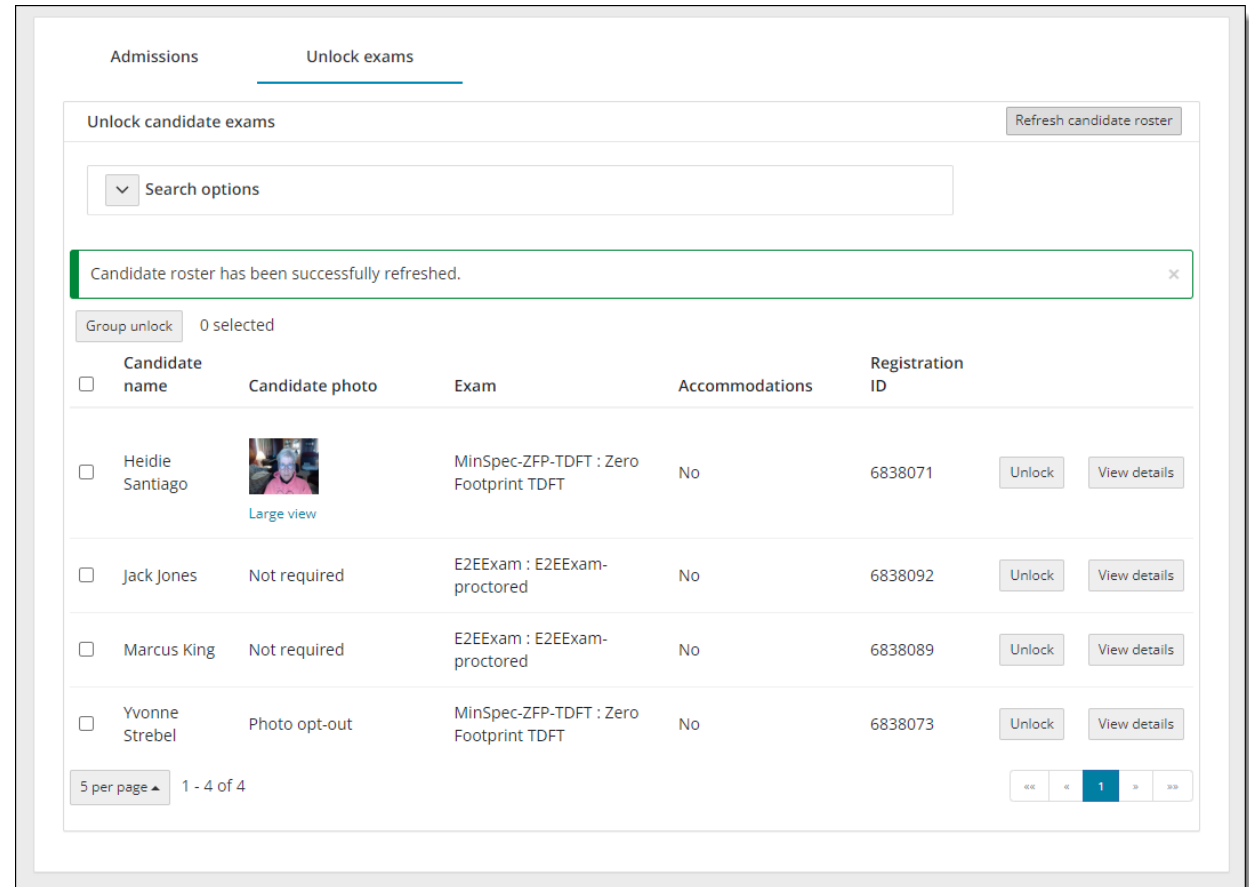
Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Manually shut down secure browser

Remove secure browser

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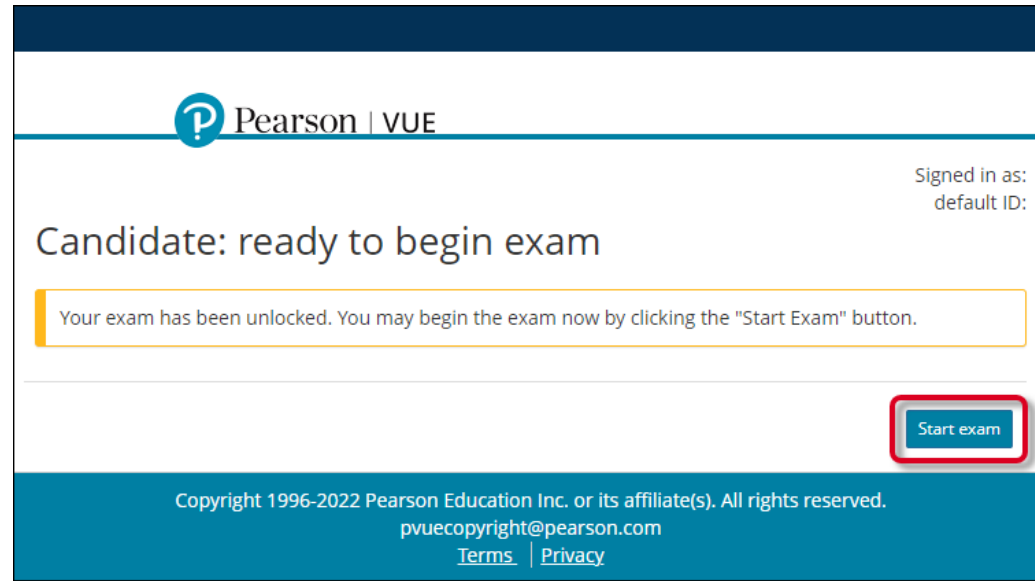
5. Candidate completes the exam.

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

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

Pearson VUE

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.

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

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96

Pearson VUE

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 yourself and to schedule yourself for 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

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

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97

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Test the system

Schedule exam appointment

Admit and unlock exam

Schedule exam appointment

> **Note**
>
> **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 yourself for one appointment which you will take on your administration workstation.

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

Test the system

> **Schedule exam appointment**

Admit and unlock exam

> 📝 **Note**
>
> 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 Technical Support 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.

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

Property of Pearson VUE   99
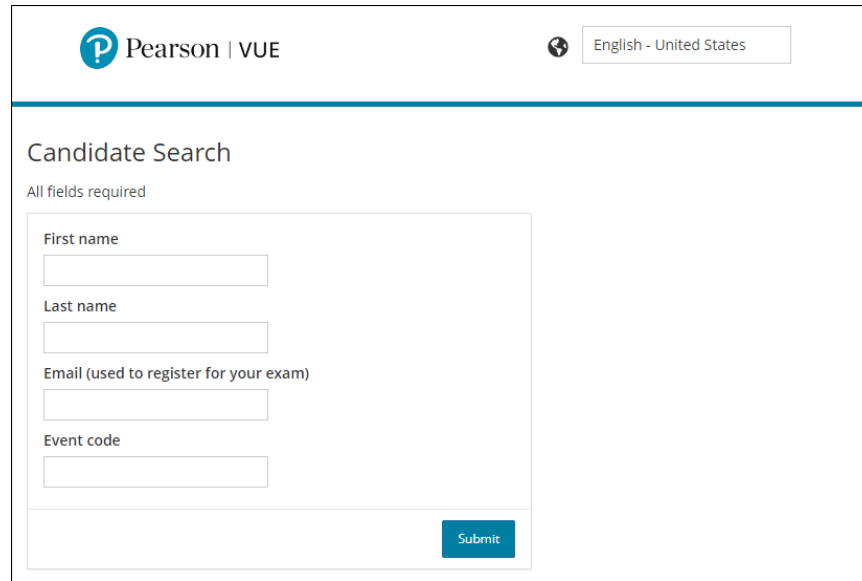
Test the system

Schedule exam appointment

Admit and unlock exam

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**.

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

Property of Pearson VUE   100

Test the system

Schedule exam appointment

Admit and unlock exam

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.

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

Troubleshoot exam delivery

Run bandwidth check

Run test delivery check

Support tools

Note:

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

Troubleshoot exam delivery issues

In addition to the Test Simulator and System Check tools, ITS has provided several other tools you can use to determine if a workstation can successfully deliver an exam. They are available on the ITS Site Readiness Portal.

The testing procedure ensures that the test center installation works from end to end. Prior to a testing event, we recommend 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 yourself and to schedule yourself for an exam appointment which you can run on your administration workstation. Then use **Proctoring** to admit yourself for the exam and use **Exam Launchpad** to take the practice exams.

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

Troubleshoot exam delivery
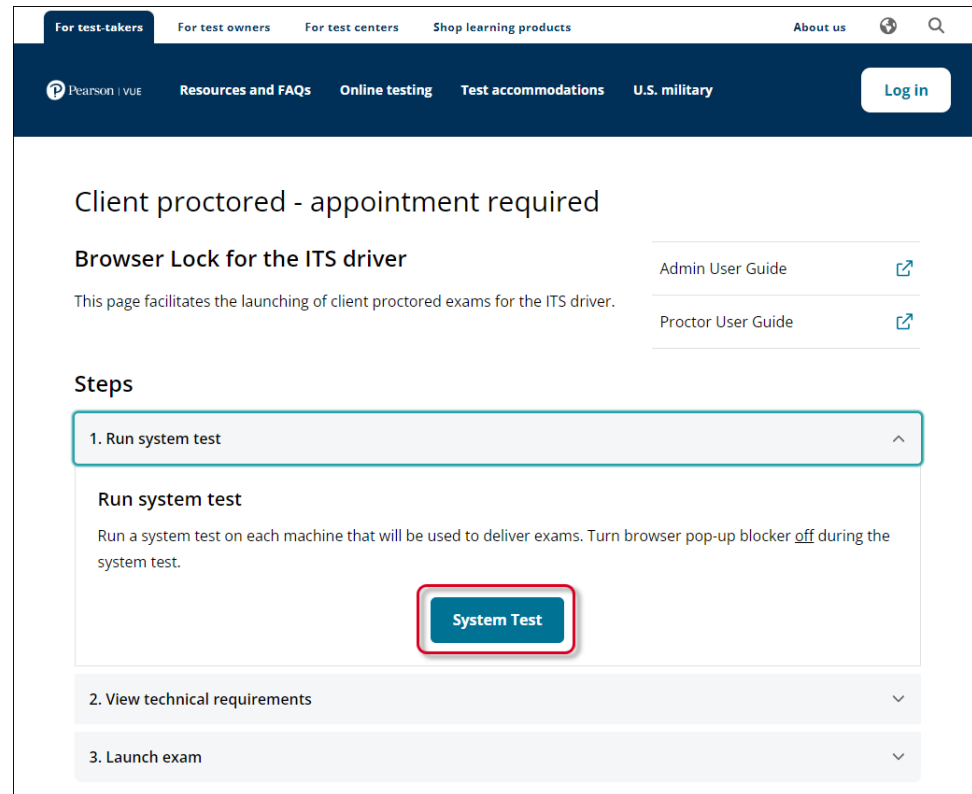
Run bandwidth check

Run test delivery check

Support tools

Run Bandwidth Check

Prior to a testing event, you may want to run a **Bandwidth Check** to sample your Internet connection speeds over a period to see how your available bandwidth fluctuates throughout the day.

1. On the **Administration** workstation, launch an **Internet browser** and navigate to the **Client proctored – ITS Secure Browser** landing page on the Pearson VUE website. https://www.pearsonvue.com/us/en/test-takers/cp/ar/its-pvbl.html

Home | **Overview** | **System reqs** | **Configure site** | **Site activation** | **Before event** | **Event day** | **Test system** | **Troubleshoot**
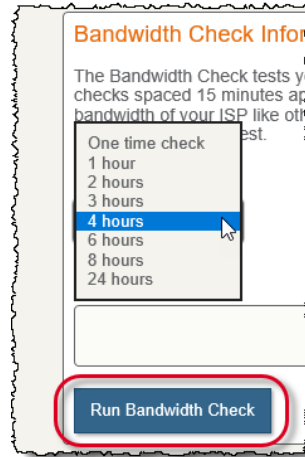
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Troubleshoot exam delivery

Run bandwidth check

Run test delivery check

Support tools

2. Expand the Run system test section and select the **System Test** button.

3. Select **Bandwidth Check** on the **Check Readiness** page.

4. Select the **Duration** for the bandwidth check from the drop-down list and select **Run Bandwidth Check**.

5. The bandwidth check runs through the simulation and creates a detailed report. Select **View Detailed Results**.

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

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104

Pearson VUE

Troubleshoot exam delivery

Run bandwidth check

Run test delivery check

Support tools

Run Test Delivery Check

You can run the **Test Delivery Check** to take a practice exam. This exam includes samples of each question type to verify the device can deliver an exam. You may run this on any exam delivery workstation.

1. Select **Test Delivery Check** on the **Check Readiness** tab.

2. A practice exam opens. Run through the practice exam and complete each question type.

3. Select **Finish** and then **End Exam**.

Support Tools

If issues, such as communications errors, occur while delivering exams or running Test Simulations, your IT group can use MTR (My Traceroute) to help diagnose local network problems.

⚠️ **Caution**

These configuration settings and requirements should only be implemented if you are confident that you understand and can implement these settings and configuration changes. If you do not understand these configuration settings and requirements **DO NOT make changes without first consulting with the local Technology Professional**.

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

Trademark

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