

Client proctored – appointment required ITS proctor user guide

Overview

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

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

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

Before an event

Run test simulation

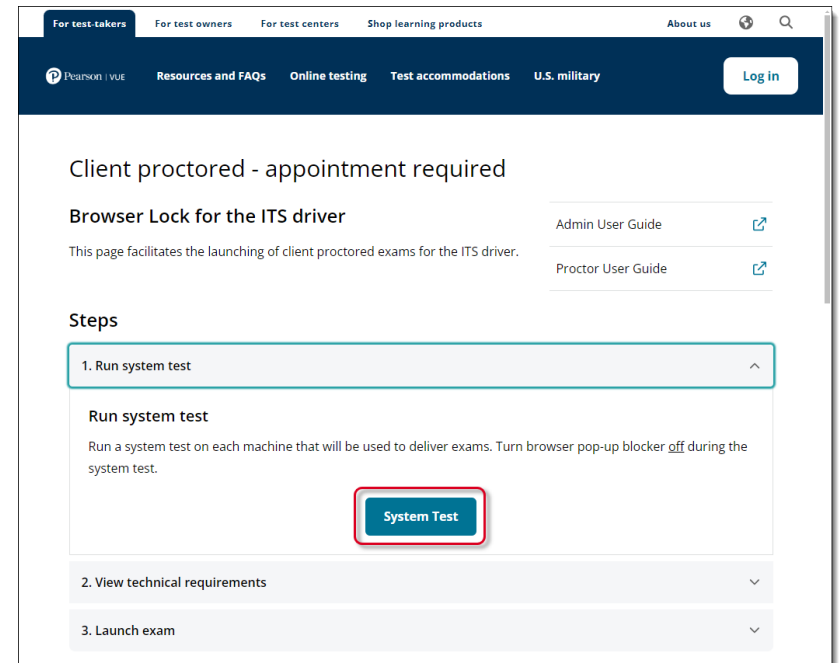
Prior to running any IBT exam on an exam delivery workstation, you must verify that the site can connect to the Internet and successfully deliver exams using the Pearson ITS test driver. ITS has provided a suite of tools with the **Site Readiness Portal** to assist proctors in troubleshooting site readiness. 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.**

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.

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

The screenshot shows the 'Site Readiness Portal' interface. At the top, it says 'Pearson | VUE' and 'Site Readiness Portal'. Below this, there's a 'Check Readiness' section with a 'wan ip: 67.17.195.174'. There are two main columns: 'System Check' and 'Evaluate Network'. The 'System Check' column has a description and a 'Run System Check' button. The 'Evaluate Network' column has a description and a 'Run Test Simulation' button. Below these, there's an 'Advanced Readiness and Troubleshooting' section with three sub-sections: 'Test Delivery Check', 'Bandwidth Check', and 'Support Tools', each with a brief description and a button.

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

The screenshot shows the 'Test Simulation: Controller' page. At the top, it says 'Pearson | VUE' and 'Site Readiness Portal'. There's a 'Return' button. Below this, there's a 'Test Simulation: Controller' section with a red border. It contains fields for 'wan ip: 67.17.195.174', 'Simulation #: 5', and 'Test Name: NonPVTC Simulation Test'. Below this, there's a paragraph of instructions and a warning. Then, there's a table with two columns: '# of Active Stations' and 'Currently Simulating', both showing '0'. Below the table, there's an 'Activity' section with a table with columns: 'Attempt', 'Time', 'Simulated', '# Errors', 'Avg Navigation Time (ms)', and 'Status'. Below the table, there's a note: 'Each attempt takes 45 seconds to complete.' and a 'Start' button.

5. Proceed to consecutive **exam delivery** workstations and launch the Site Readiness Portal at <http://readiness.vue.programworkshop.com/>.
6. Select **Run Test Simulation**.

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

Pearson | VUE Site Readiness Portal

View History Return

Test Simulation

wan ip: 67.17.195.174

The Test Simulation will analyze your network infrastructure and provide a recommended maximum number of candidates that can test simultaneously.

Join an Existing Simulation

Select from the list of available simulations or if you know the simulation number, enter it below.

Simulation #	Test Name
5	NonPVTC Simulation Test

or

Enter Simulation Number:

Join

Start a New Simulation

Run the simulation during days and times when testing will occur to accurately project the maximum capacity. At least one device must connect before the simulation may begin. Launch on as many devices as possible to simulate network traffic of additional students. A rule of thumb is one device for every 10 candidates expected to test on this network at the same time.

Comments:

Start

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

NonPVTC Simulation Test - NonPVTC Simulation Test

You have successfully connected to the simulation. Once the simulation starts, this device navigates through a series of sample questions. For best results, refrain from answering any questions or performing other operations on this device while the simulation is in progress.

8. Repeat steps 5, 6, and 7 on multiple exam delivery workstations.
9. Go back to the **Administration** workstation and select **Start**.

Pearson | VUE Site Readiness Portal

Return

Test Simulation: Controller

wan ip : 67.17.195.174

Simulation # : 6

Test Name : NonPVTC Simulation Test

To connect another device, go to the Test Simulation page on each device and follow the instructions. Run the simulation during days and times when testing will occur to accurately project the maximum capacity. At least one device must connect before the simulation may begin. Launch on as many devices as possible to simulate network traffic of additional students. A rule of thumb is one device for every 10 candidates expected to test on this network at the same time.

Warning: If this device enters sleep mode or experiences any network interruptions, this simulation will no longer be active and a new simulation will need to be created.

# of Active Stations	Currently Simulating
2	0

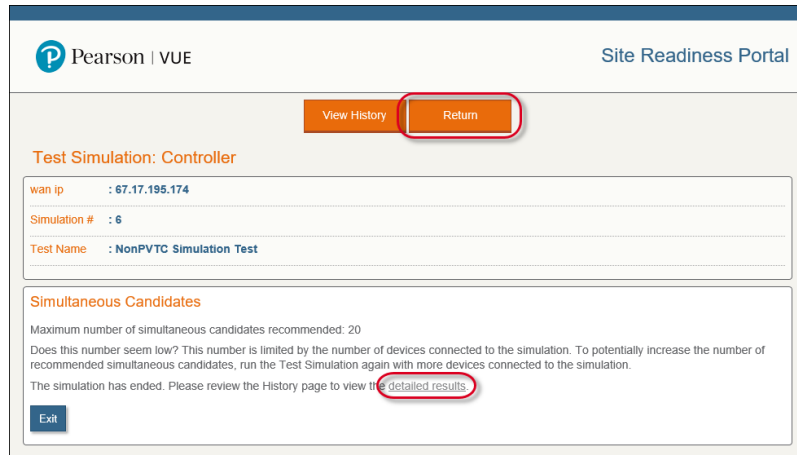
Activity

Attempt	Time	Simulated	# Errors	Avg Navigation Time (ms)	Status
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Each attempt takes 45 seconds to complete.

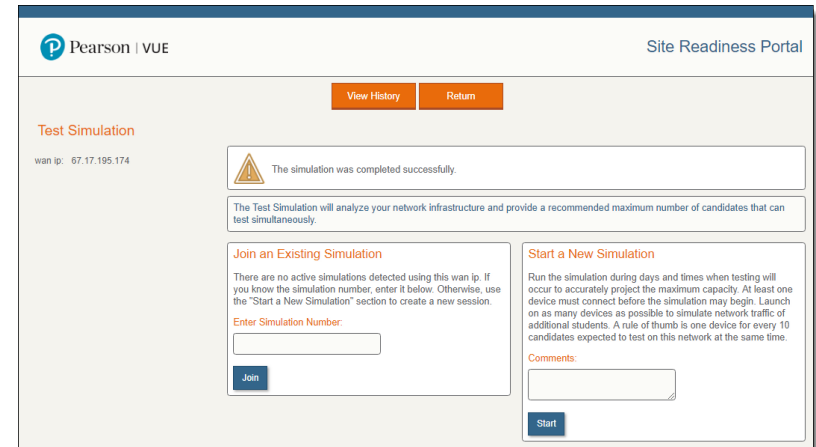
Start

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.



10. Select **Return** on the Administration workstation.
You are returned to the Check Readiness page.

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



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

Create a proctoring event

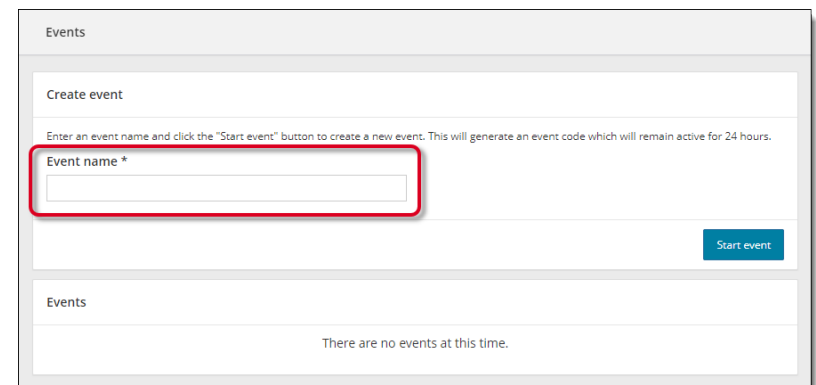
Prior to a testing event proctors must create an event in the **Proctoring** application in the Connect portal. Events are used to admit candidates for their exams on testing day. The Proctoring application allows proctors to create the event, view the event, view the candidate and exam details, admit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

1. Open a web browser window and navigate to the **Connect** portal:
<https://connect.pearsonvue.com/Connect/#/authenticate>
2. Enter your **Username**, **Password**, and **Site ID**, and select **Log in**.
3. Select the **Proctoring** menu in the left navigation pane.
4. The **Events** dashboard opens.

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

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

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



The screenshot shows the 'Events' dashboard. At the top, there's a 'Create event' section. It contains a text input field labeled 'Event name *' which is highlighted with a red rectangular box. To the right of the input field is a blue button labeled 'Start event'. Below the 'Create event' section, there's an 'Events' section which currently displays the message '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.

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

The screenshot displays the 'Tahoe Conference' event details page. At the top, there's a navigation bar with a back arrow and the event name. Below this, the 'Event information' section shows the event name 'Tahoe Conference' and the event date 'September 2, 2025'. The 'Event code' section shows the active event code 'cooss2wlmf' and the event code expiration date 'September 3, 2025 3:55 PM'. The 'Admissions' tab is selected, showing a 'Candidate admissions' section with a 'Refresh admission roster' button. Below this is a search bar with a dropdown arrow and the text 'Search options'. A table with columns 'Candidate name', 'Email address', 'Start time', 'Exam', 'Accommodations', and 'Status' is shown. The table is currently empty, and a message 'There are no search results.' is displayed at the bottom.

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



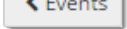
Note

- Event codes are used to unlock candidate exams. Candidates enter the event code during the testing process allowing proctors to unlock the exam from a single, centralized location.
- Event codes remain active for 24 hours from the moment they are generated.
- It is the proctor's responsibility to communicate this event code to the candidate at the event. It is up to the proctor at the event to determine the best method of communicating the code to the candidates. Possible options include:
 - Write the event code on a whiteboard in the exam delivery room.
 - Print the event code on a slip of paper and hand it to the candidate as they enter the exam delivery room and collect it after candidates have entered it into their system.

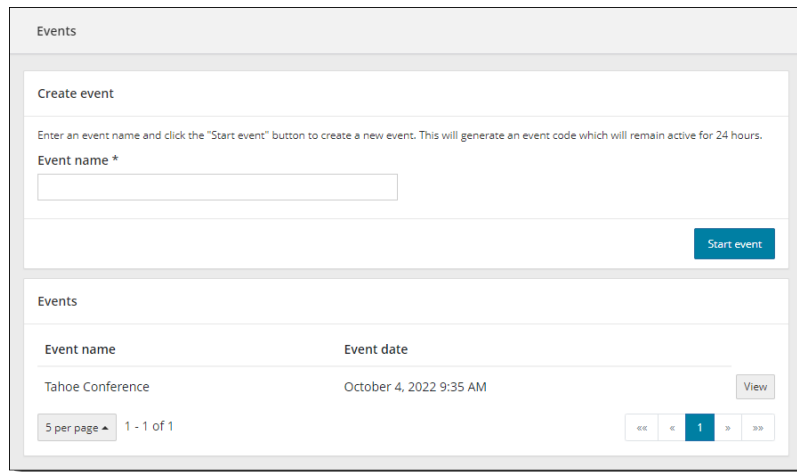


Note

- If an event code is compromised in any way, or if proctors want to continue using an event for more than the 24 hours the event code is valid, proctors may regenerate a new event code which is valid for 24 hours from the time it was regenerated. When a new event code is generated, the previous event code expires. Candidates may no longer be admitted with an expired event code. The event is now active for 24 hours based on the active event code.

7. Select the **Events** button  at the top of the Event Details page.

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



The screenshot shows the 'Events' dashboard. At the top, there is a 'Create event' section with a text input field for 'Event name *' and a 'Start event' button. Below this is a table titled 'Events' with columns 'Event name' and 'Event date'. The table contains one entry: 'Tahoe Conference' with the date 'October 4, 2022 9:35 AM'. At the bottom of the table is a 'View' button. The page also includes pagination controls showing '5 per page' and '1 - 1 of 1'.

Event day

Launch the secure browser

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



Note

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



Note

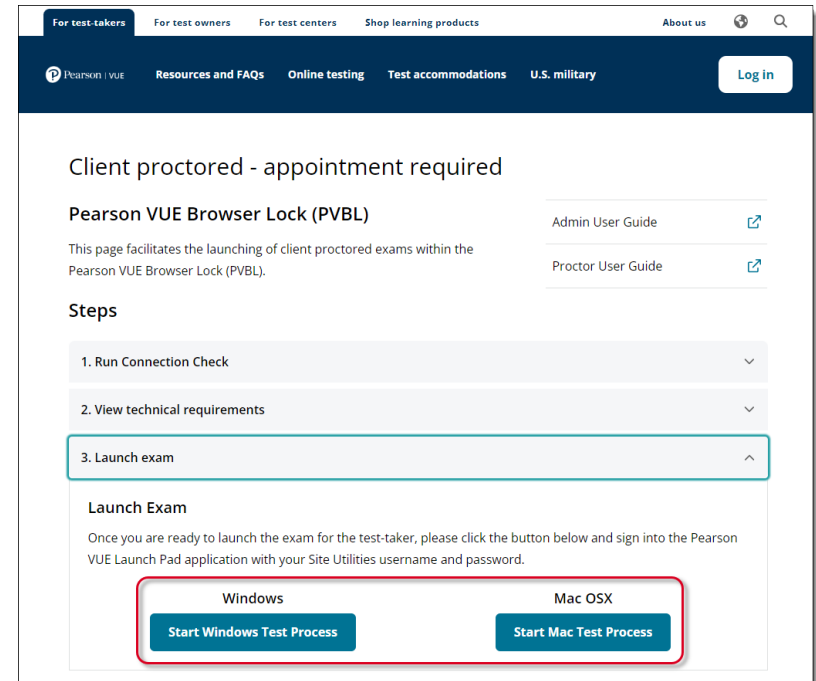
Any workstation used to deliver a candidate exam must use the Pearson VUE Browser Lock secure web browser to launch the exams.

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

1. On the **Exam delivery** workstation, launch an Internet browser and navigate to the **BrowserLock for the ITS driver** landing page on the Pearson VUE website.

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

2. Locate and select the **Start <OS> Test Process** button that matches your operating system.



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



Note

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

4. Read the Software License Agreement. Select the **Accept** button.
5. The **Exam Launchpad** opens in a secure browser.

The screenshot shows the Pearson | VUE Candidate Search interface. At the top, there is a Pearson logo and a language selector set to 'English - United States'. Below this is a 'Candidate Search' section with the text 'All fields required'. There are four input fields: 'First name', 'Last name', 'Email (used to register for your exam)', and 'Event code'. A 'Submit' button is located at the bottom right of the form.

Verify event code is active

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

1. Open a web browser window and navigate to the **Connect** portal:
<https://connect.pearsonvue.com/Connect/#/authenticate>
2. Locate your testing event in the Events list and select the event's **View** button.

The screenshot shows the 'Events' section of the Pearson | VUE Connect portal. At the top, there is a 'Create event' section with instructions and an 'Event name' input field, followed by a 'Start event' button. Below this is a table of events. The table has two columns: 'Event name' and 'Event date'. The first row shows 'Tahoe Conference' and 'September 2, 2025 3:55 PM'. To the right of the table, there are 'Delete' and 'View' buttons. The 'View' button is highlighted with a red box. At the bottom, there is a pagination bar showing '5 per page' and '1 - 1 of 1'.

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

The screenshot shows a web interface for managing events. At the top, there's a breadcrumb trail: < Events > My on site event. Below this is a section titled 'Event information' with an 'Edit' button. It contains two rows: 'Event name' with the value 'My on site event' and 'Event date' with the value 'October 6, 2022'. Below that is a section titled 'Event code'. It contains two rows: 'Active event code' with the value 'yzwdyn8kql' and 'Event code expires' with the value 'October 7, 2022 11:27 AM'. A red rectangular box is drawn around a button labeled 'Regenerate event code' located to the right of the 'Event code' section.

4. Select **Yes** to confirm you want to regenerate the event code. A message notifies you that the new event code has been successfully created and the previous code has been disabled. The new event code is active for an additional 24 hours.
5. Give the event code to the candidate either on a white board in the room or on a piece of paper. Candidates must enter the event code to allow the proctor to unlock their exam.

Admit candidates without photo capture

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

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

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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.

The screenshot shows the 'Proctoring' interface with the 'Admissions' tab selected. The 'Event information' section displays 'Tahoe Conference' as the event name and 'October 14, 2022' as the event date. The 'Event code' section shows an active event code 'ezch7hvf09', an expiration date of 'November 15, 2022 4:28 PM', and a disabled event code 'fq0w0r7hyr'. The 'Candidate admissions' table lists six candidates with their details and 'Admit' and 'View details' buttons. The 'View details' button for Marcus King is highlighted with a red box.

Candidate name	Email address	Start time	Exam	Accommodations	Status	
Jack Jones	jackjones@abc.com	March 15, 2024 07:00 AM	E2EEExam: E2EEExam-proctored	No	Not admitted	Admit View details
Eve Fyre	eve.fyre@auto.com	March 15, 2024 08:00 AM	E2EEExam: E2EEExam-proctored	No	Not admitted	Admit View details
Marcus King	Marcusk@123.com	March 15, 2024 08:00 AM	E2EEExam: E2EEExam-proctored	No	Not admitted	Admit View details
Bailey Sanborn	bailey.sanborn@pearson.com	March 15, 2024 09:15 AM	E2EEExam: E2EEExam-proctored	No	Not admitted	Admit View details
selva prabu	selvaprabu@test.com	March 15, 2024 09:30 AM	RM_3_ZFP: IBT@ZFP Only	No	Not admitted	Admit View details

2. As each candidate arrives, check their ID, and locate the desired candidate in the Admissions list. You can use the **Search** feature or the **Advanced filter** fields.
3. You can select the **View details** button to see the exam details for the candidate.

The screenshot shows the 'Admissions' interface with the 'Candidate admissions' table. The table lists six candidates with their details and 'Admit' and 'View details' buttons. The 'View details' button for Marcus King is highlighted with a red box.

Candidate name	Email address	Start time	Exam	Accommodations	Status	
Jack Jones	jackjones@abc.com	March 19, 2024 07:00 AM	E2EEExam: E2EEExam-proctored	No	Not admitted	Admit View details
Sergio Gonzalez	sergio.gonzalez@myco.com	March 19, 2024 07:00 AM	E2EEExam: E2EEExam-proctored	No	Not admitted	Admit View details
Selena Gomez	selena.gomez@aco.com	March 19, 2024 07:30 AM	PhotoSR: Photo Score Report Testing	No	Not admitted	Admit View details
Eve Fyre	eve.fyre@auto.com	March 19, 2024 08:00 AM	E2EEExam: E2EEExam-proctored	No	Not admitted	Admit View details
Marcus King	Marcusk@123.com	March 19, 2024 08:00 AM	E2EEExam: E2EEExam-proctored	No	Not admitted	Admit View details

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

The screenshot shows the 'Candidate details' page for Marcus King. It displays the following information:

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

At the bottom, there are 'Previous' and 'Admit' buttons.

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

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

The screenshot shows the 'Admissions' tab with a table of candidate admissions. The table has columns for Candidate name, Email address, Start time, Exam, Accommodations, and Status. The status for Marcus King is 'Admitted', and the 'Admit' button has changed to 'Undo'. A red box highlights the 'Admitted' status and the 'Undo' button for Marcus King.

Candidate name	Email address	Start time	Exam	Accommodations	Status	
Jack Jones	jackjones@abc.com	March 19, 2024 07:00 AM	E2EExam: E2EExam-proctored	No	Not admitted	Admit View details
Sergio Gonzalez	sergio.gonzalez@myco.com	March 19, 2024 07:00 AM	E2EExam: E2EExam-proctored	No	Not admitted	Admit View details
Selena Gomez	selena.gomez@aco.com	March 19, 2024 07:30 AM	PhotoSR: Photo Score Report Testing	No	Not admitted	Admit View details
Eve Fyre	eve.fyre@auto.com	March 19, 2024 08:00 AM	E2EExam: E2EExam-proctored	No	Not admitted	Admit View details
Marcus King	MarcusK@123.com	March 19, 2024 08:00 AM	E2EExam: E2EExam-proctored	No	Admitted	Undo View details

At the bottom, there is a '5 per page' dropdown and a pagination bar showing '1 - 5 of 24'.

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

Admit candidates with photo capture

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

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

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

Menu Proctoring Help Viky Turner

< Events Tahoe Conference

Event information Edit

Event name Tahoe Conference Event date October 14, 2022

Event code Regenerate event code

Active event code ezch7hvf09 Event code expires November 15, 2022 4:28 PM Disabled event code(s) fq0w0r7hyr

Admissions Unlock exams

Candidate admissions Refresh admission roster

Search options

Candidate name	Email address	Start time	Exam	Accommodations	Status	
Roody Roodie	roodie@test.com	March 15, 2024 09:30 AM	RM_3_ZFP: IBT@ZFP Only	No	Not admitted	Take photo View details
Brad Hoek	brad@ww.com	March 15, 2024 09:45 AM	MinSpec-ZFP-TDFT: Zero Footprint TDFT	No	Not admitted	Take photo View details
Tommy Brezenski	tommy.brezenski@wenhen123.com	March 15, 2024 10:45 AM	RM_3_ZFP: IBT@ZFP Only	No	Not admitted	Take photo View details
James Sanborn	James.Sanborn@pearson.com	March 15, 2024 11:15 AM	E2EExam: E2EExam-proctored	No	Not admitted	Take photo View details
Vasundhara Johnson	vasundhara.johnson@hotmail.com	March 15, 2024 11:45 AM	E2EExam: E2EExam-proctored	No	Not admitted	Take photo View details

5 per page 6 - 10 of 18

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

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

The screenshot shows the 'Admissions' tab with a table of candidate admissions. The table has columns for Candidate name, Email address, Start time, Exam, Accommodations, and Status. The candidate Heidi Santiago is listed with the email heidie@santiago.com, start time March 19, 2024 01:00 PM, exam MinSpec-ZFP-TDFT: Zero Footprint TDFT, accommodations No, and status Not admitted. The 'View details' button for Heidi Santiago is highlighted with a red box.

Candidate name	Email address	Start time	Exam	Accommodations	Status
Yvonne Strebel	ystrebel@zh.wmc.ch	March 19, 2024 12:15 PM	MinSpec-ZFP-TDFT: Zero Footprint TDFT	No	Not admitted
Heidi Santiago	heidie@santiago.com	March 19, 2024 01:00 PM	MinSpec-ZFP-TDFT: Zero Footprint TDFT	No	Not admitted
Mark Poole	mark.poole@myco.com	March 19, 2024 02:30 PM	MinSpec-ZFP-TDFT: Zero Footprint TDFT	No	Not admitted

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).

The screenshot shows the 'Candidate details' page for Heidi Santiago. It displays the following information:

- Candidate name:** Heidi Santiago
- Email address:** heidie@santiago.com
- Accommodations:** None
- Registration ID:** 6838071
- Exam:** Zero Footprint TDFT
- Start time:** March 19, 2024 01:00 PM
- Exam length:** 15 minutes
- Status:** Not admitted
- Candidate photo:** Photo not taken

Buttons for 'Previous' and 'Take photo' are visible at the bottom.

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

The candidate photo capture page appears.

The screenshot shows the 'Candidate photo capture' page. It includes instructions for taking a photo and a live video feed of the candidate. The instructions are:

- Position the candidate against a plain background with their head inside the frame.
- Have them look directly at the camera with a neutral expression.
- Ensure your photo is well-lit and in focus.

A live video feed shows a candidate with glasses and a pink shirt. A 'Take photo' button is visible below the feed. A checkbox option is present: ☐ Cannot take a photo for religious or equipment reasons.

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5. You must take a photo of the candidate to verify their identity. You may use an external camera, or by using the camera on the laptop.
6. Position the candidate against a plain background with their head inside the dotted circle.
7. Have the candidate look directly at the camera with a neutral expression.
8. Select the **Take photo** button.
9. The photo is captured. If you did not capture a good photo, you may select the **Retake photo** button and take the photo again.

Candidate photo capture

Before you can admit the candidate for their exam, you are required to take a photo of them to verify their identity.

Instructions

- Position the candidate against a plain background with their head inside the frame.
- Have them look directly at the camera with a neutral expression.
- Ensure your photo is well-lit and in focus.

Example

Retake photo

☐ Cannot take a photo for religious or equipment reasons.

Cancel Admit

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

Candidate photo capture

Before you can admit the candidate for their exam, you are required to take a photo of them to verify their identity.

Instructions

- Position the candidate against a plain background with their head inside the frame.
- Have them look directly at the camera with a neutral expression.
- Ensure your photo is well-lit and in focus.

Example

Retake photo

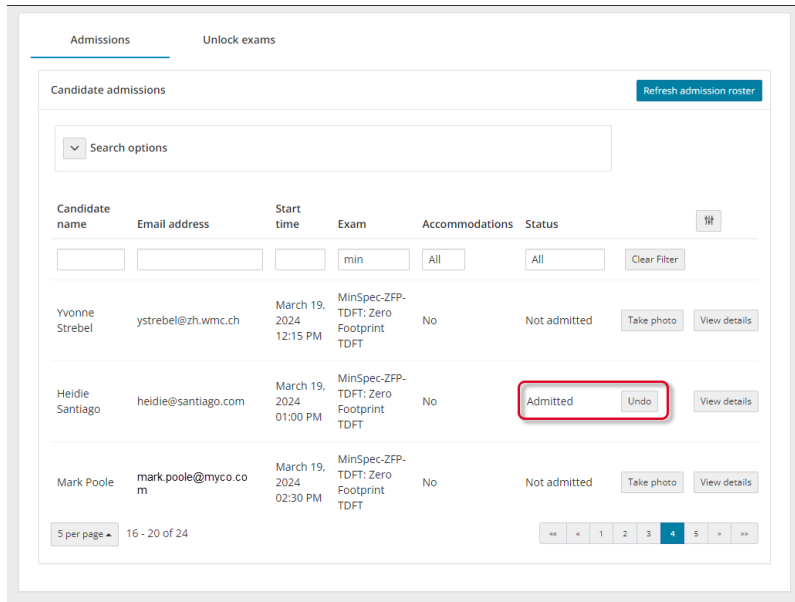
☒ Cannot take a photo for religious or equipment reasons.

Cancel Admit

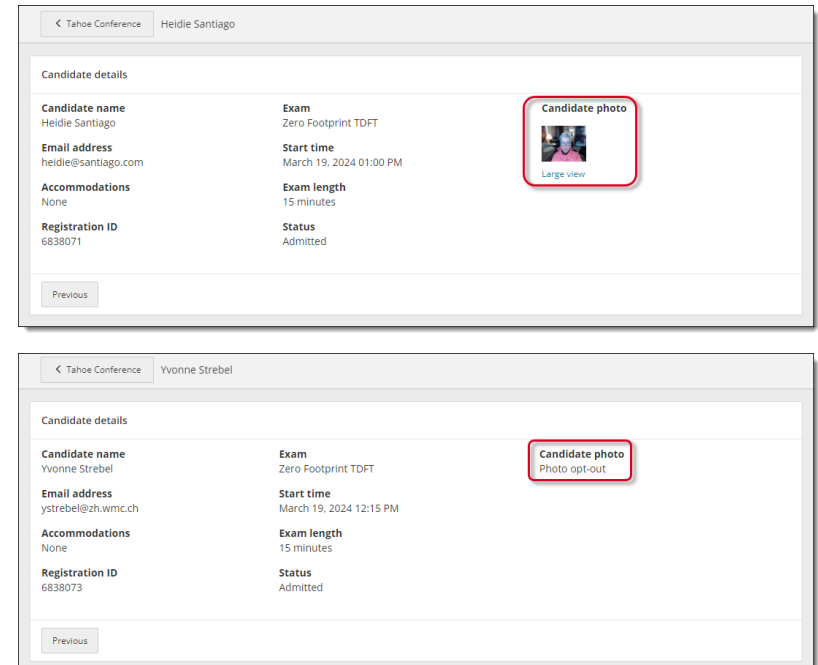
11. Select the **Admit** button.

Client proctored - appt required ITS proctor user guide

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



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

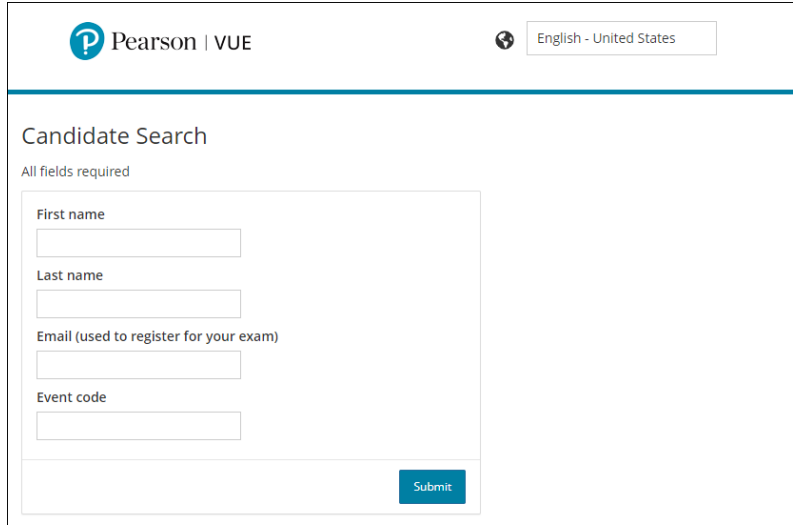


12. Select the **Previous** button to return to the Candidate admissions roster.
13. If you inadvertently admitted the wrong candidate, select the **Undo** button and the status changes back to **Not admitted** and the button changes to back to Take photo.

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

Seat candidate for exam

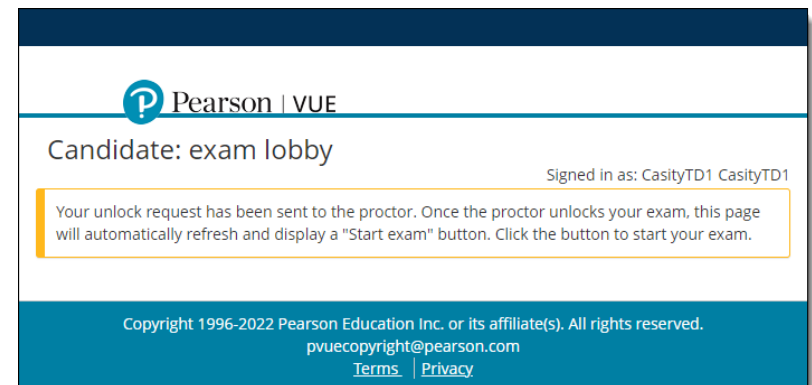
1. Once you have admitted the candidate, you must escort the candidate to the exam delivery room and seat them at an exam delivery workstation. Ensure the **Secure Browser** is open to the **Candidate Search** page for the candidate.
2. Candidate enters their **First name**, **Last name**, **Email**, and the **Event code** you supplied them and selects **Submit**.



Note

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

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

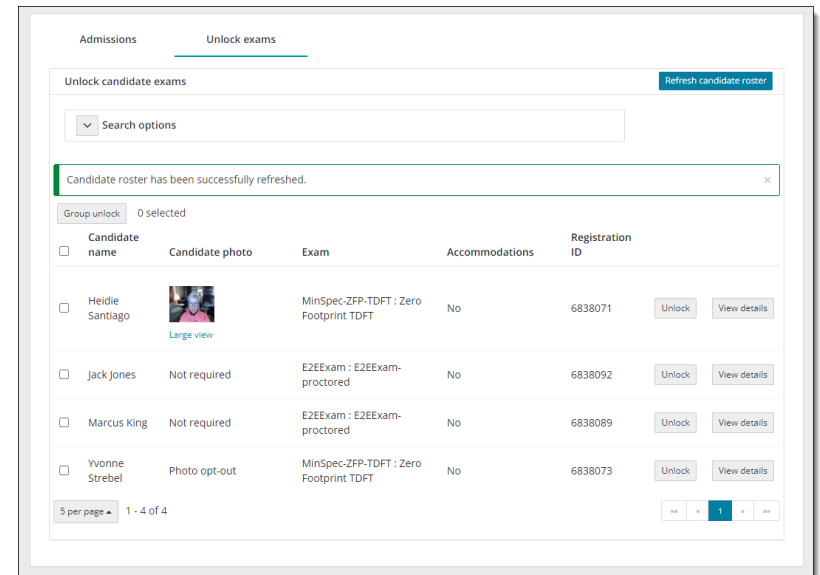


Unlock exam

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

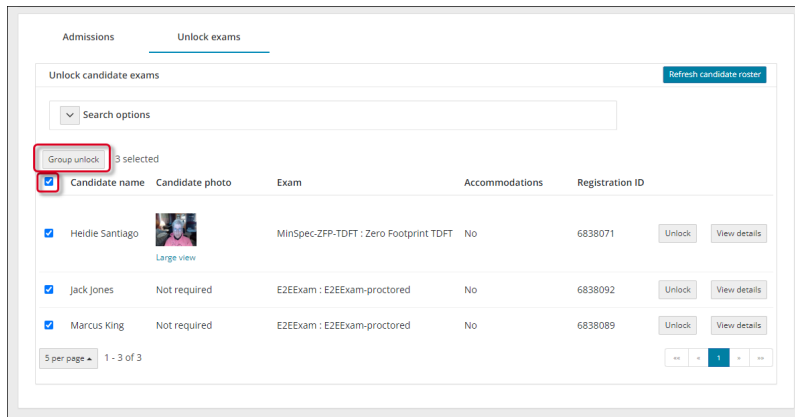
1. In the Proctoring application, select the **Unlock exams** tab.
2. Select the **Refresh candidate roster** button to ensure you see the current list of candidates waiting to have their exams unlocked.

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



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

- 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.

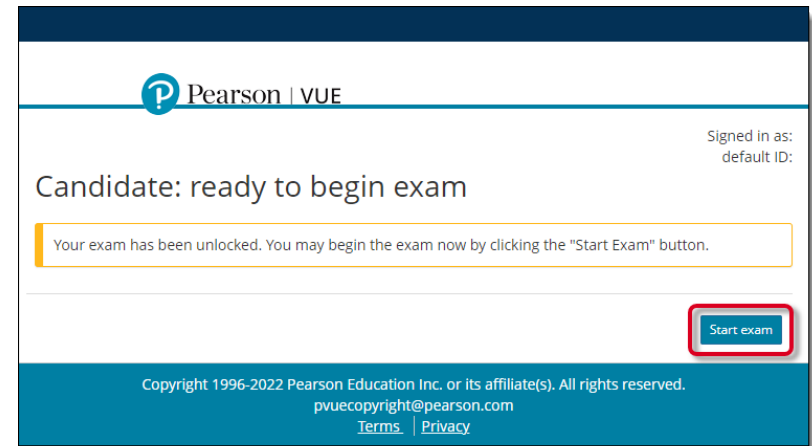


If you unlocked a single exam the Exam status on the **Unlock exams** tab changes to **unlocked** and a message notifies you the exam has been unlocked. The next time the candidate roster is refreshed, the unlocked exam is removed from the Unlock exams tab and only locked exams are listed.

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.

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



- Candidate completes the exam.

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

Manually shut down the secure browser

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

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

Remove secure browser

Once all testing is completed for the day, Pearson VUE recommends you remove the secure browser from each exam delivery workstation.

1. Open a **Windows Explorer** window and navigate to the **Downloads** directory.
2. Locate the **CTC.exe** file and **Delete** it.

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