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### Overview

Client proctored test delivery

---

### Before the event

Complete tasks prior to testing  
event

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### During the event

Tasks for testing event



# Client proctored – no appointment required – admin user guide

**Pearson – ITS secure browser**

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### **Note:**

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# Overview

Client proctored no appointment required test delivery offers the freedom to administer a certification test anywhere, anytime. With Client proctored delivery, your test can go “on-the-road” by managing the test details yourself using Pearson VUE delivery software.

Tests can be delivered wherever you are—at your corporate training center or a conference—with no special hardware needed. Client proctored testing supports a true bring your own device model in which test takers can test on their own computers. All administrative tools are web-based.

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## Roles



Actions performed or delegated by the Test Sponsor



Actions performed by the proctor



Actions performed by the test taker

## Symbols in this document



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Warnings users must pay attention to



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## Before the event

Prior to any testing event, proctor administrators must perform a series of tasks in preparation for the testing event.

- All proctors who oversee test takers must be set up with a username/password so they can unlock test registrations. This includes granting them access to the specific tests and dates they will proctor.
- A Private Access Code must be created to allow test takers to register for the test.
- A Proctoring Event must be created to use the group unlock feature. This ties the test taker to the proctor with an event code the test taker enters to notify the proctor they are ready to begin the test.
- Proctors should check their exam authorizations prior to proctoring a testing event.
- Proctors must run a Test Simulation, and they must run a System Check on the testing workstations to ensure the tests can be delivered at the testing venue.
- There are several other tools listed in the Troubleshoot connectivity section you can use to ensure test delivery runs smoothly during your event.

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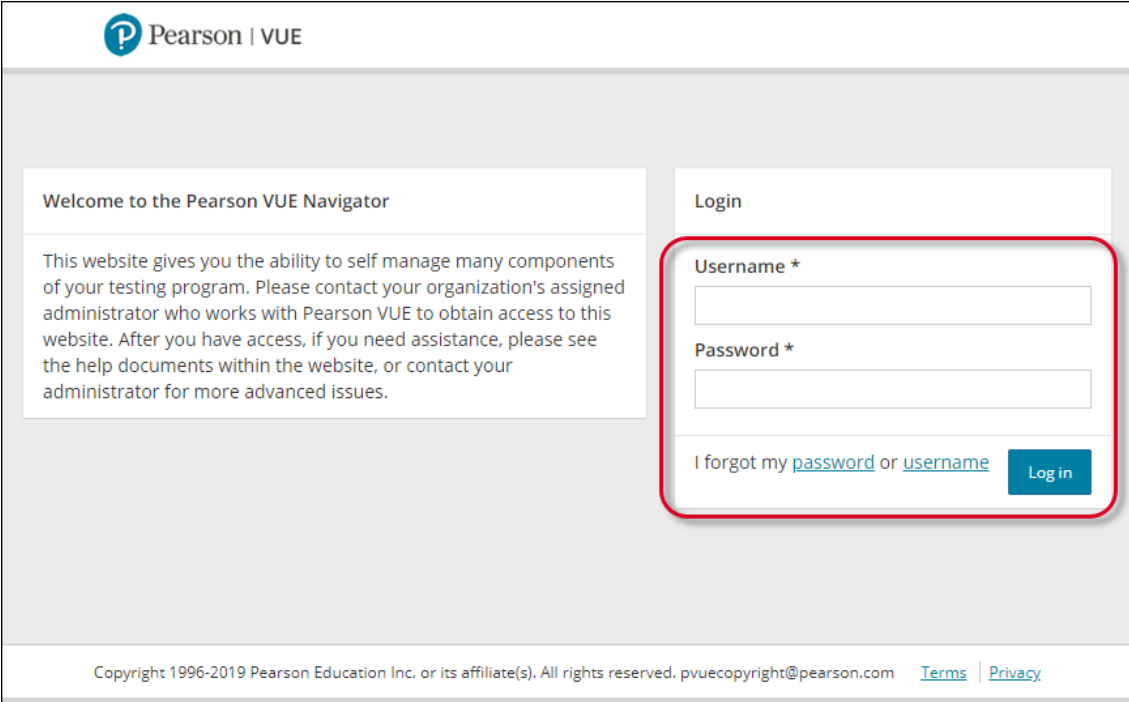
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# Set-up/maintain proctor accounts



Prior to proctoring a test, the proctor administrator must create proctor accounts for each proctor who will start tests. This is done in the Proctor Management application within the Pearson VUE Navigator portal.

1. Launch the **Pearson VUE Navigator** portal and **Log in**.  
<https://navigator.pearsonvue.com/Navigator/authenticate/login>



**Welcome to the Pearson VUE Navigator**

This website gives you the ability to self manage many components of your testing program. Please contact your organization's assigned administrator who works with Pearson VUE to obtain access to this website. After you have access, if you need assistance, please see the help documents within the website, or contact your administrator for more advanced issues.

**Login**

Username \*

Password \*

I forgot my [password](#) or [username](#) **Log in**

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### Note

For detailed information on how to set-up/create a proctor account and add exam authorizations, please see the [Proctor Management online help](#) while in the Proctor Management application.

2. An email is sent to the proctor to activate their account. **All proctors must select the link in the email within seven (7) days** of receipt to activate their account. They must log in and set up their security questions and password.

The proctor can then log in to Navigator via the link above and select the **Proctoring** application to view the tests and dates they are authorized to proctor.

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# Create private access codes



You must create a Private Access Code (PAC) assigned to the Anywhere Proctored delivery mode to make a test private to the Client proctored test takers and for the Pearson VUE registration system to know what scheduling flow to offer. For example, with Client proctored tests the system bypasses the location/date/time after the test taker has chosen their test. A PAC can only be used for a single delivery mode. A PAC cannot be shared across delivery modes. If you want to add a PAC to different delivery modes, you must create a separate PAC for each delivery mode.



## Note

Please see the [Private Access Codes online help](#) in the Private Access Codes (PAC) application of the Pearson Navigator portal for assistance in setting up PACs.

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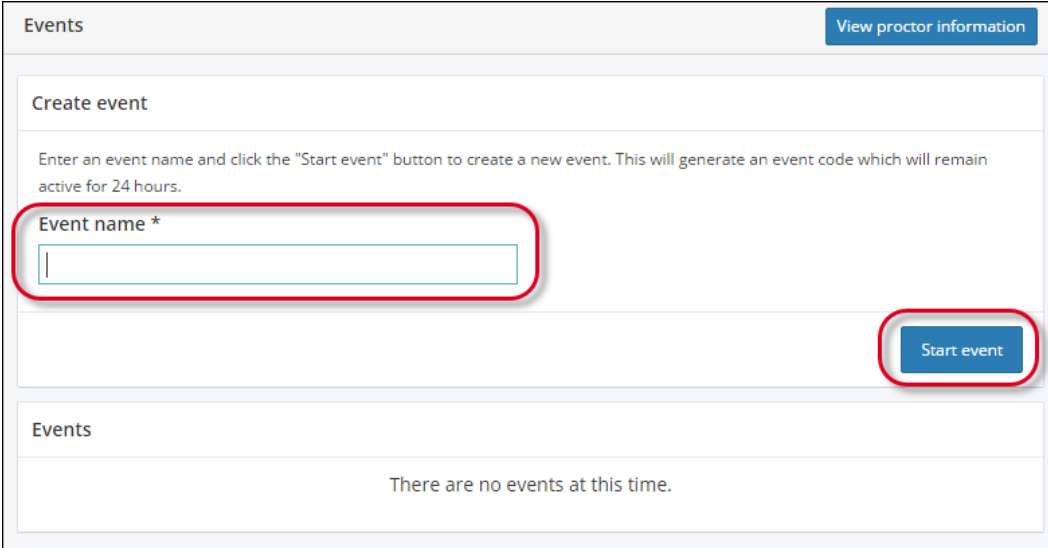
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# Create a proctoring event

 Most clients are configured to use the Group Unlock feature in the **Proctoring** application within the Pearson VUE Navigator portal. Prior to proctoring a test, proctors must create a Proctoring **Event**. If you are not using the group unlock functionality, skip ahead to the [Run Test Simulation](#) section.

All steps in this section are performed by the **proctor administrator**.

1. Launch the **Pearson VUE Navigator** portal and **Log in**.  
<https://navigator.pearsonvue.com/Navigator/authenticate/login>
2. Open the **Proctoring** application.
3. Name the **Testing Event**.



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### Tips

- Give the event a meaningful name, such as the name of the test or the name of the conference so that it is easier to locate and remember your event. If there are a lot of proctors for the client, proctors should add their name to the event title.
- Event names can be a **max of 50 characters**.
- Event names can be duplicated because each event is given an **event date and time stamp** that makes it unique.



### Note

Please see the [Proctoring online help](#) in the Proctoring application of the Pearson Navigator portal for assistance in creating events.

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4. Select **Start Event**.



### Note

- The event is assigned an **event creation date** and time.
- The event is assigned an **Event code** that is **active for 24-hours**.

The event is now ready to unlock tests for test takers.

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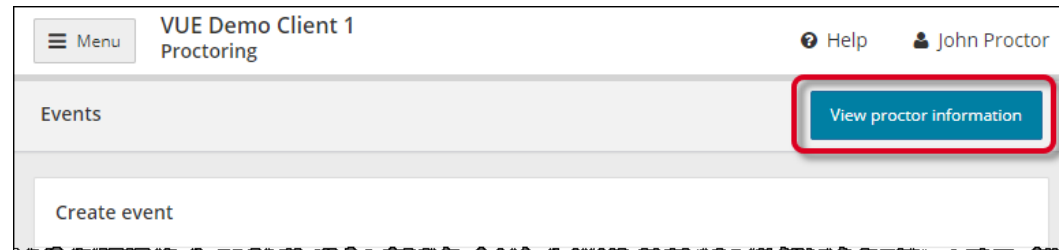
# Proctors check exam authorizations



Proctors are authorized to proctor specific tests. The exam authorizations can be viewed in the Navigator portal Proctoring application.

All steps in this section are performed by the **proctor**.

1. Launch the **Pearson VUE Navigator** portal and **Log in**.  
<https://navigator.pearsonvue.com/Navigator/authenticate/login>
2. Open the **Proctoring** application in the left navigation.
3. Select the **View proctor information** button at the top of the page.



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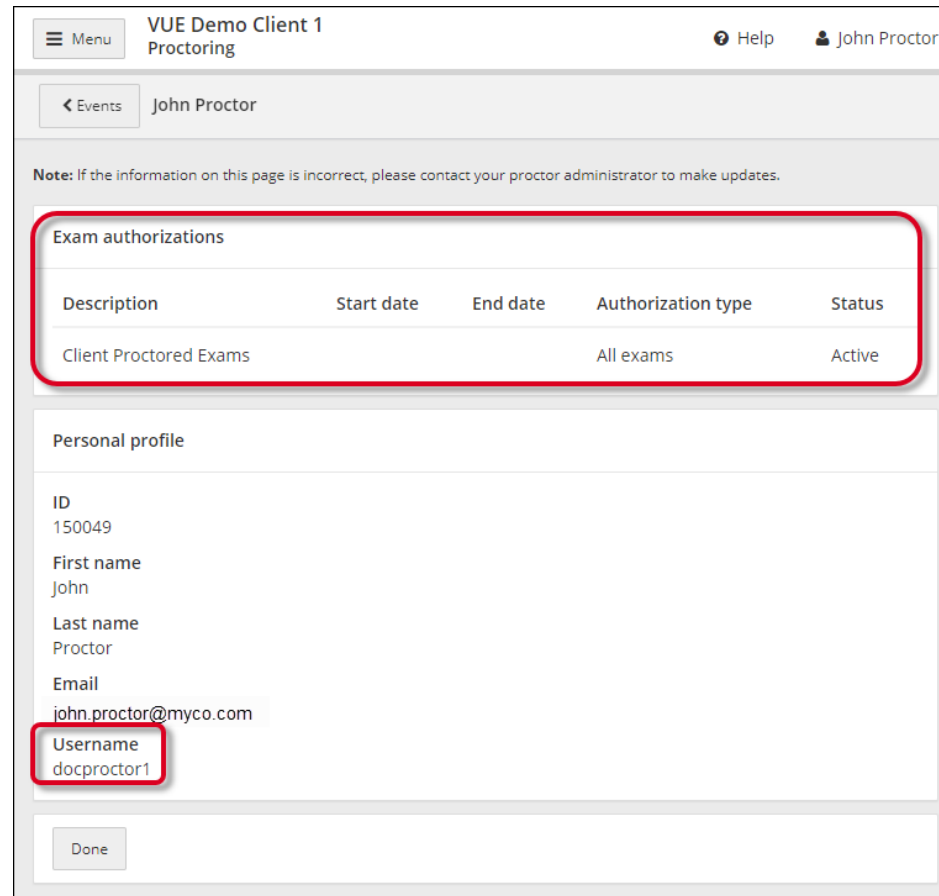
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The exam authorizations section lists all the exam authorizations assigned to the proctor. An exam authorization may be set up for a single test, or a group of tests. The proctor information page lists the exam authorizations, not the specific tests the proctor is authorized to proctor.



The screenshot shows the VUE Demo Client 1 Proctoring interface. At the top, there is a 'Menu' button, the title 'VUE Demo Client 1 Proctoring', and links for 'Help' and 'John Proctor'. Below this is a navigation bar with '< Events' and 'John Proctor'. A note states: 'Note: If the information on this page is incorrect, please contact your proctor administrator to make updates.' The main content area is divided into two sections. The first section, 'Exam authorizations', is highlighted with a red box and contains a table with the following data:

Description	Start date	End date	Authorization type	Status
Client Proctored Exams			All exams	Active

The second section, 'Personal profile', contains the following information:

ID: 150049  
First name: John  
Last name: Proctor  
Email: john.proctor@myco.com  
Username: docproctor1 (highlighted with a red box)

At the bottom of the interface is a 'Done' button.

4. Select your **Username** in the upper right-hand corner and choose **Logout** from the drop-down menu.

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# Run Test Simulation



## 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 use one device as the controller of the simulation. We recommend you start the simulation on the proctor workstation, or one that will not be used for test delivery.**



1. Open a browser window and launch the landing page on the **proctor workstation**.

<https://pearsonvue.com/us/en/<clientname>/client-proctored.html>

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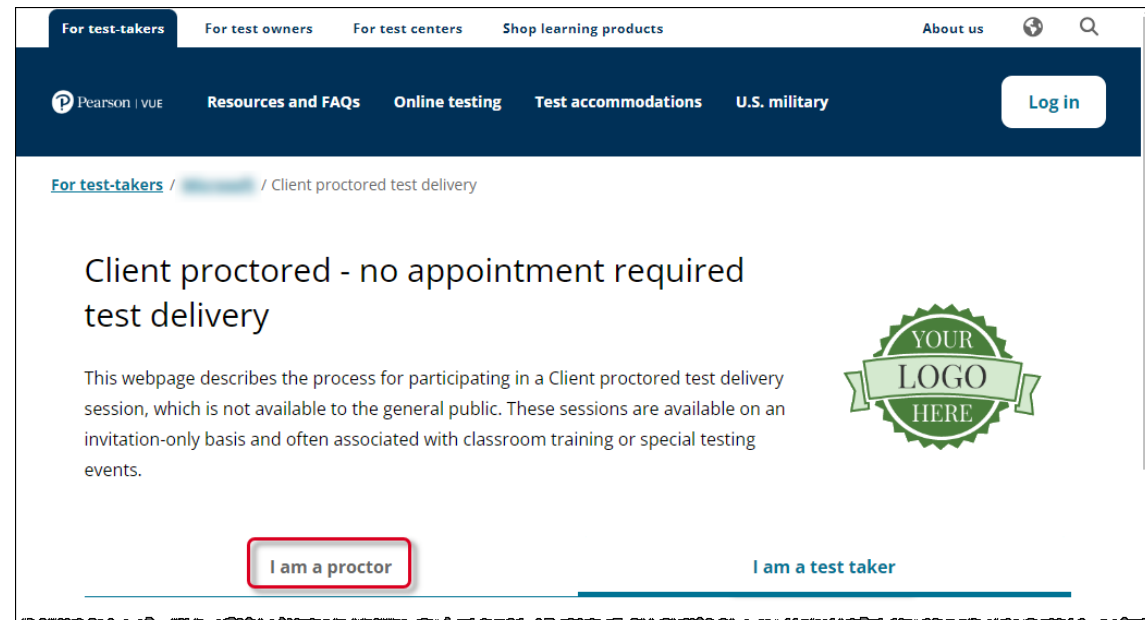
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2. Select the **I am a proctor** tab.



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3. Expand the **Check readiness** section and select **Check readiness**.

**Follow these steps**

1. Verify test-takers web account

2. Check readiness

3. View system requirements

4. Launch secure browser

**Having issues?**

Frequently asked questions

**Technical problems?**

- If the candidate website is not available, you can still deliver exams for candidates who are already registered for their exam.
  - Launch secure browser: [Windows](#) or [Mac](#)
- Check the [release schedule](#).
- Read the [client support FAQs](#) to find a solution to your problem.
- Review the [advanced technical requirements document](#) to ensure your technical setup will meet all requirements to deliver these exams. Contact your on-site technical support for additional assistance.
- If you are having trouble with your username, password or Private Access Code, please contact:

Email: *Coming soon*

If unavailable, contact [Pearson VUE Client Application Support](#) for assistance.

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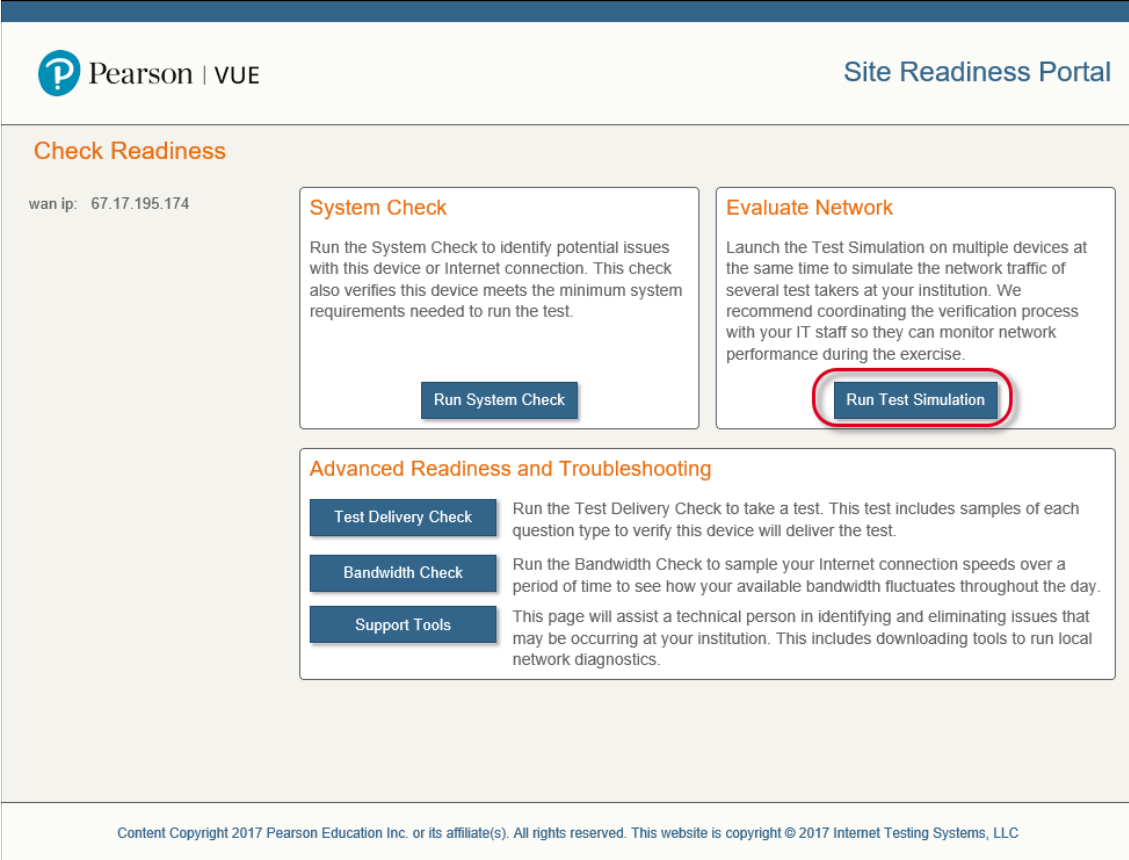
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4. Select **Run Test Simulation** in the **Evaluate Network** section.



The screenshot shows the Pearson VUE Site Readiness Portal. The header includes the Pearson VUE logo and the title "Site Readiness Portal". Below the header, the "Check Readiness" section displays the WAN IP address "wan ip: 67.17.195.174". There are three main sections: "System Check", "Evaluate Network", and "Advanced Readiness and Troubleshooting". The "System Check" section includes a description and a "Run System Check" button. The "Evaluate Network" section includes a description and a "Run Test Simulation" button, which is highlighted with a red circle. The "Advanced Readiness and Troubleshooting" section includes three sub-sections: "Test Delivery Check", "Bandwidth Check", and "Support Tools", each with a description and a button.

**Check Readiness**

wan ip: 67.17.195.174

**System Check**

Run the System Check to identify potential issues with this device or Internet connection. This check also verifies this device meets the minimum system requirements needed to run the test.

**Run System Check**

**Evaluate Network**

Launch the Test Simulation on multiple devices at the same time to simulate the network traffic of several test takers at your institution. We recommend coordinating the verification process with your IT staff so they can monitor network performance during the exercise.

**Run Test Simulation**

**Advanced Readiness and Troubleshooting**

**Test Delivery Check** Run the Test Delivery Check to take a test. This test includes samples of each question type to verify this device will deliver the test.

**Bandwidth Check** Run the Bandwidth Check to sample your Internet connection speeds over a period of time to see how your available bandwidth fluctuates throughout the day.

**Support Tools** This page will assist a technical person in identifying and eliminating issues that may be occurring at your institution. This includes downloading tools to run local network diagnostics.

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5. Select **Start** under **Start a New Simulation**.

The screenshot shows the Pearson VUE Site Readiness Portal. At the top, there's a header with the Pearson VUE logo and the text 'Site Readiness Portal'. Below the header, there are two orange buttons: 'View History' and 'Return'. The main section is titled 'Test Simulation' and displays the WAN IP address 'wan ip: 67.17.195.174'. A text box explains that the Test Simulation will analyze network infrastructure and provide a recommended maximum number of candidates that can test simultaneously. There are two main sections: 'Join an Existing Simulation' and 'Start a New Simulation'. The 'Join an Existing Simulation' section states that there are no active simulations detected and provides a field to 'Enter Simulation Number' with a 'Join' button. The 'Start a New Simulation' section provides instructions on when to run the simulation and includes a 'Comments' field and a 'Start' button, which is highlighted with a red circle. At the bottom, there is a copyright notice: 'Content Copyright 2017 Pearson Education Inc. or its affiliate(s). All rights reserved. This website is copyright © 2017 Internet Testing Systems, LLC'.

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Take note of the **Simulation #**. You must enter the simulation number on the testing workstations.

 Pearson | VUE
 Site Readiness Portal

Return

**Test Simulation: Controller**

wan ip : 67.17.195.174  
 Simulation # : 5  
 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
0	0

**Activity**

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

Start

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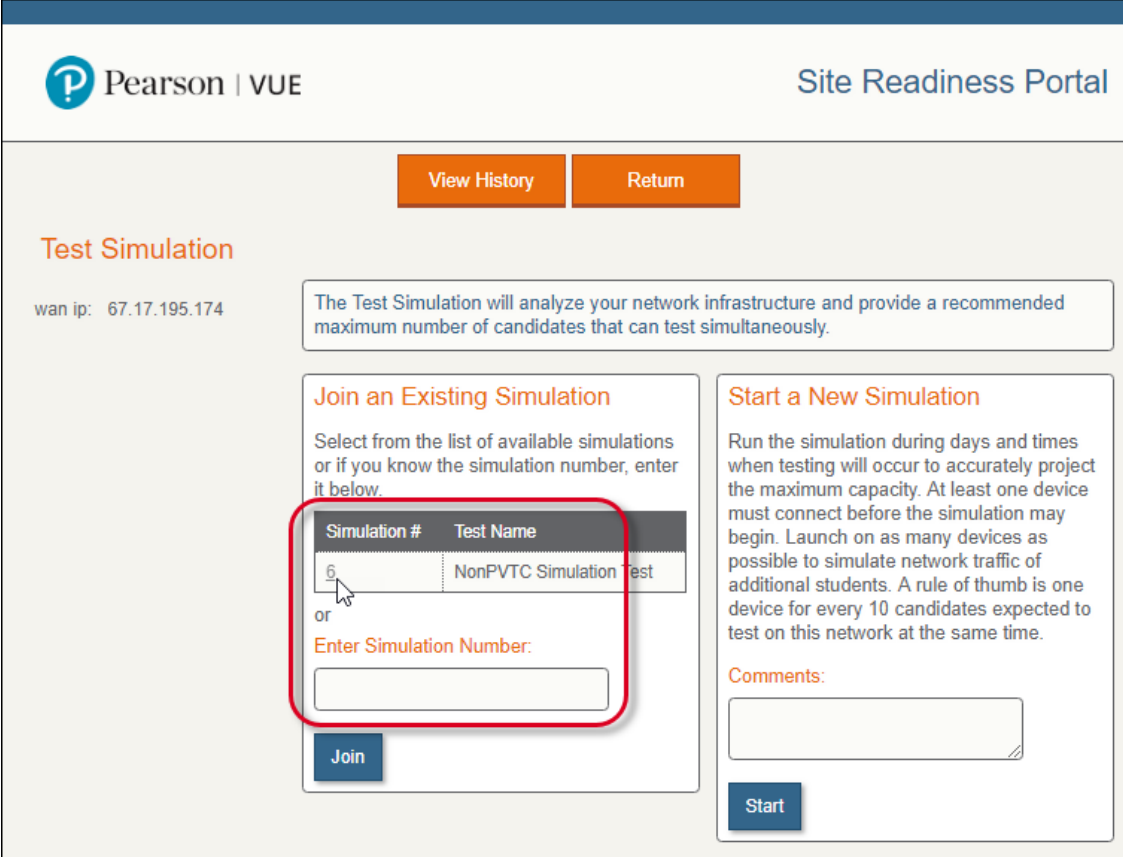
[Check exam authorizations](#)

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- Go to consecutive testing workstations and launch the client landing page <https://pearsonvue.com/us/en/<clientname>/client-proctored.html>. Select **I am a proctor**, and select **System Test**.
- Select the **Simulation #** or enter the **Simulation Number** in the **Join Existing Simulation** text box and select **Join**.



**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
6	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.

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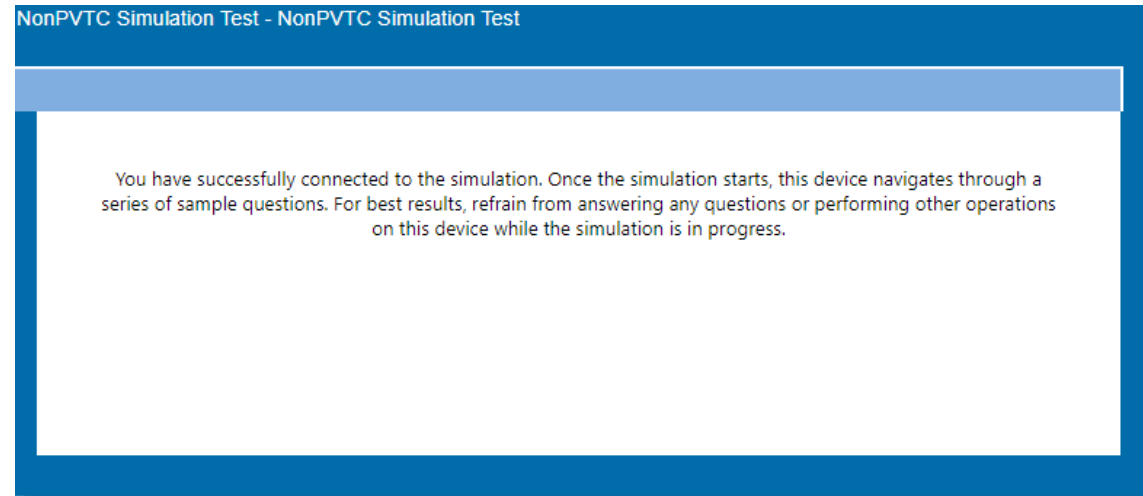
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A simulated test appears on the testing workstation. Do not close this window.



8. Repeat this simulation on multiple testing workstations.

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- Go back to the Proctor workstation and select **Start** in the **Test Simulation: Controller** page.

 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
Each attempt takes 45 seconds to complete.					

Start

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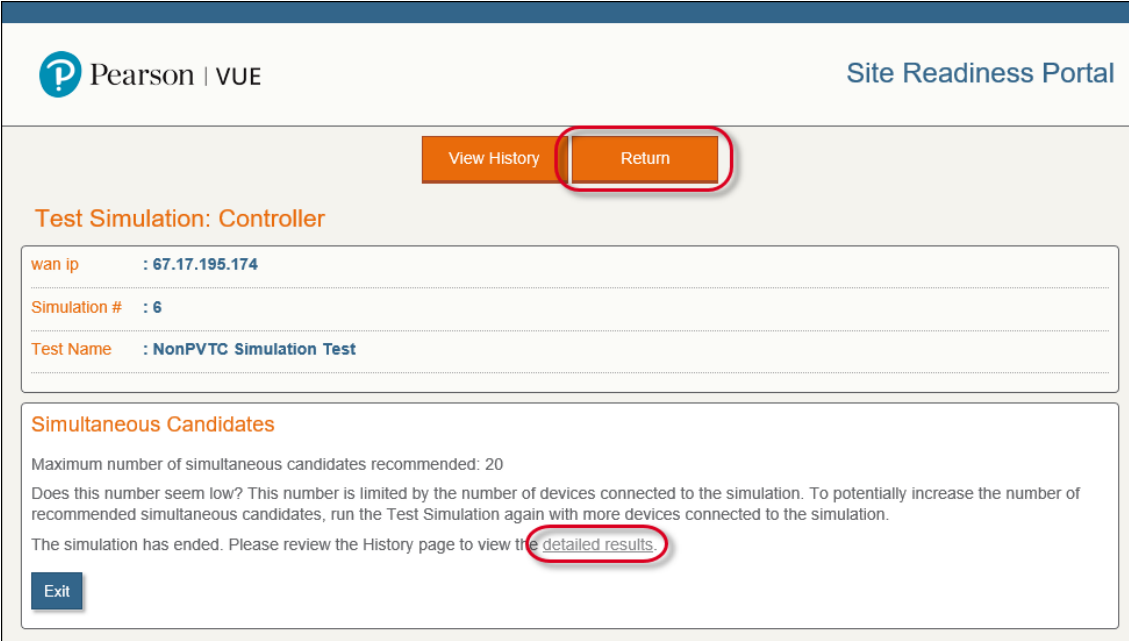
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On each testing workstation, simulated tests are run. The proctor workstation keeps a running list of how many simulations pass.

Once the simulations are finished running, you can view a detailed report by selecting the **detailed results** link.



The screenshot shows the 'Site Readiness Portal' interface. At the top, there's a header with the Pearson VUE logo and the text 'Site Readiness Portal'. Below the header, there are two orange buttons: 'View History' and 'Return'. The 'Return' button is circled in red. The main content area is titled 'Test Simulation: Controller'. It contains a table with the following information:

wan ip	: 67.17.195.174
Simulation #	: 6
Test Name	: NonPVTG Simulation Test

Below the table, there's a section titled 'Simultaneous Candidates'. It contains the following text:

Maximum number of simultaneous candidates recommended: 20  
Does this number seem low? This number is limited by the number of devices connected to the simulation. To potentially increase the number of recommended simultaneous candidates, run the Test Simulation again with more devices connected to the simulation.  
The simulation has ended. Please review the History page to view the **detailed results**.

The 'detailed results' link is circled in red. At the bottom left of the section, there is a blue 'Exit' button.

10. Select **Return**.

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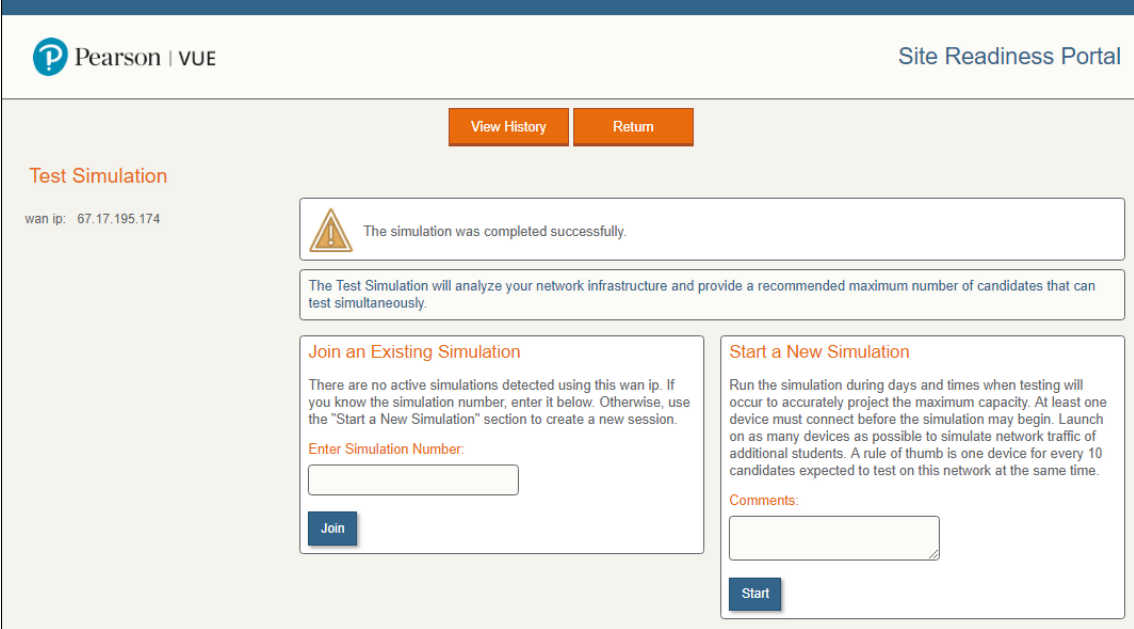
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On each of the testing workstations, proctors are notified that the simulation was completed successfully.



The screenshot shows the 'Site Readiness Portal' interface. At the top, there's a Pearson | VUE logo and a 'Site Readiness Portal' title. Below the header, there are two orange buttons: 'View History' and 'Return'. The main content area is titled 'Test Simulation' and shows a 'wan ip: 67.17.195.174'. A yellow warning icon with an exclamation mark is displayed, followed by the text 'The simulation was completed successfully.' Below this, a message states: 'The Test Simulation will analyze your network infrastructure and provide a recommended maximum number of candidates that can test simultaneously.' There are two main sections: 'Join an Existing Simulation' and 'Start a New Simulation'. The 'Join an Existing Simulation' section includes a text box for 'Enter Simulation Number:' and a 'Join' button. The 'Start a New Simulation' section includes instructions on when to run the simulation and a 'Start' button. A 'Comments:' section with a text area is also present.

11. **Close** the web browser on each of the testing workstations.

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# Run System Check on test taker workstation



## Note



If test takers complete tests on client provided workstations, proctors must run a system check on each testing workstation before test takers are seated for the test, to ensure the device can successfully deliver tests.



Test takers can run a system check on their own device prior to beginning the test if they are bringing their own machine for the event.

1. On each testing workstation, navigate to the client landing page  
<https://pearsonvue.com/us/en/<clientname>/client-proctored.html>.



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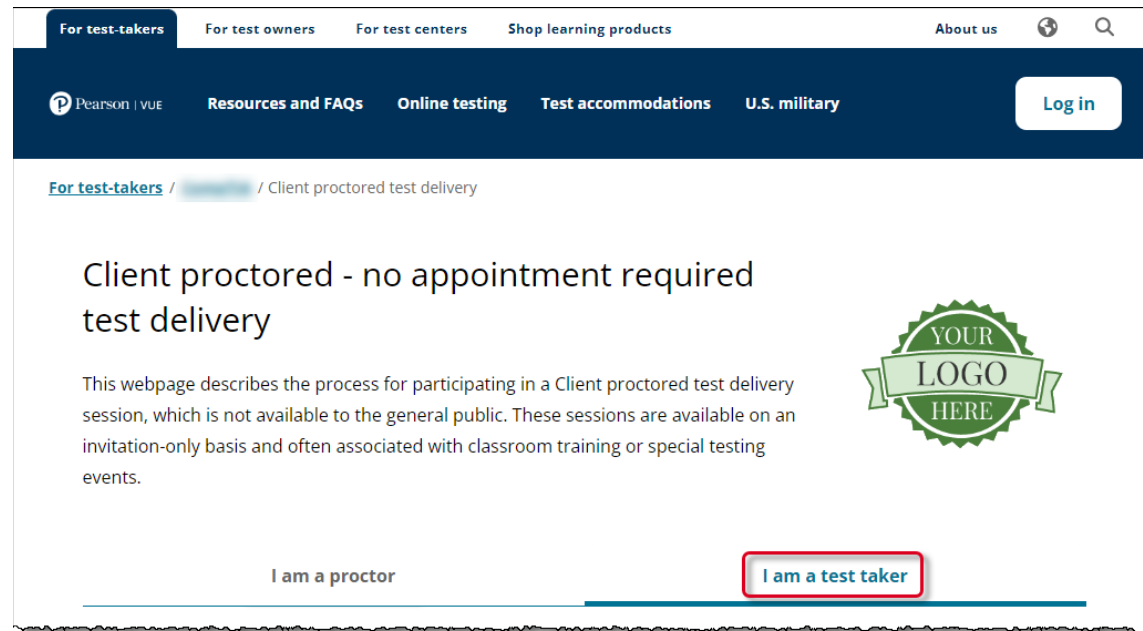
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2. Select the **I am a test taker** tab.



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- Expand the **Before your testing event** section and select **Run system check**.

I am a proctor

I am a test taker

### Test-takers

In order to make this testing event a success, please follow these steps.

#### Steps

Before your testing event

Run a system check on the computer that will be used to take the exam and verify whether it passes the [minimum system requirements](#).

Run system check

You must have a web account before you start the test process. Login and enter the Private Access Code that you were given.

Login

At the event

After your test

#### Having issues?

Frequently asked questions

#### Technical problems?

If you are experiencing issues creating an account or signing in with your username and/or password, please contact [Pearson VUE customer service](#).

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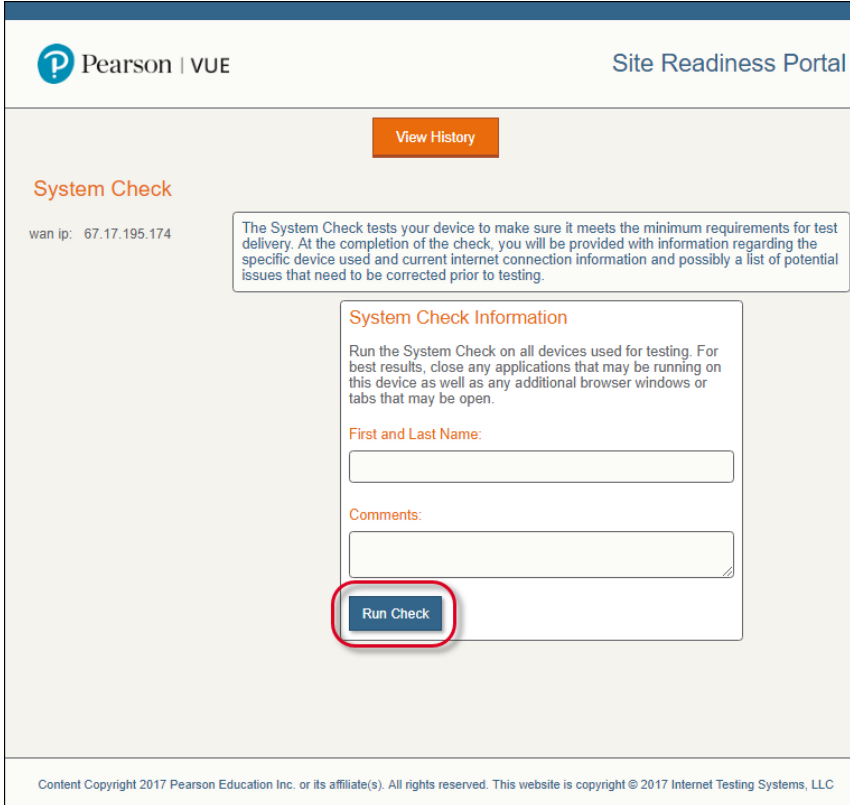
[Troubleshoot connectivity](#)

4. Select **Run Check** in the System Check Information section.



### Note

ITS recommends you close any applications running on the testing workstation, as well as any additional browser tabs before running the system check.



The screenshot shows the 'Site Readiness Portal' for Pearson | VUE. At the top, there's a 'View History' button. Below it, the 'System Check' section is displayed. It includes a 'wan ip: 67.17.195.174' and a text box explaining the purpose of the system check. A 'System Check Information' box contains instructions to run the check on all devices and close applications. Below this, there are input fields for 'First and Last Name' and 'Comments'. The 'Run Check' button is highlighted with a red circle.

Pearson | VUE Site Readiness Portal

View History

System Check

wan ip: 67.17.195.174

The System Check tests your device to make sure it meets the minimum requirements for test delivery. At the completion of the check, you will be provided with information regarding the specific device used and current internet connection information and possibly a list of potential issues that need to be corrected prior to testing.

System Check Information

Run the System Check on all devices used for testing. For best results, close any applications that may be running on this device as well as any additional browser windows or tabs that may be open.

First and Last Name:

Comments:

Run Check

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System check verifies the following system settings:

- Testing workstation has a valid Operating System.
- Display settings are configured properly.
- Internet browser supports the use of cookies.
- Test will successfully launch.
- Internet bandwidth is available to the computer and identifies how many simulation test 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 a test. Ensure the **Browser**, **Operating System**, **Display**, and **Internet Connection** all meet the minimum specifications.



### Caution

The workstation must pass the system check. If a testing workstation fails the system check or detects issues that may affect test delivery, 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 test using **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 test on a system that does not pass the system check, or the test taker will be unable to complete the test and may be subject to the client rescheduling fees and/or policies.**

5. Select **Return**.

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# Troubleshoot connectivity



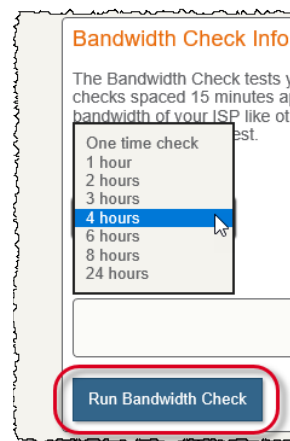
In addition to running test simulation and system check, ITS has provided several other tools to ensure test delivery runs smoothly during your event.

## 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. Select **Bandwidth Check** on the **Check Readiness** page.
2. Select the **Duration** for the Bandwidth Check from the drop-down list and select **Run Bandwidth Check**.



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

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## Run Test Delivery Check



You can run the **Test Delivery Check** to take a practice test. This test includes samples of each question type to verify the device can deliver a test.

1. Select **Test Delivery Check** on the **Check Readiness** tab.
2. A practice test opens. Run through the practice test and complete each question type.
3. Select **Finish** and then **End Exam**.

## Support Tools



If issues, such as communications errors, occur while delivering tests 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.**

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### **Note:**

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

## During the event

The following tasks are performed during the testing event. Some tasks are performed by the proctor administrator, and some tasks are performed by the test taker.

- Test takers must download the Pearson - ITS secure browser and either launch the test they pre-registered for, or they may register for the test at the event.
- The test taker captures their photo if the client has opted to include photo capture.
- The test taker enters the event code if the client has opted to use the group unlock feature.
- The proctor unlocks the test so the test taker can complete the test.
- If the test has been stopped for any reason, there is a section describing how to resume the test. See the [Resume test](#) section for details.
- If technical difficulties are encountered, see the [Technical Troubleshooting](#) section for details. This includes steps to [Launch a test when the candidate website is unavailable](#) if candidate websites are unavailable.
- If a test taker needs additional time to complete the test because they speak English as a Second Language (ESL), proctors must contact Pearson VUE Support Services (VSS) for an accommodation. The [Add time to test](#) section provides the phone numbers to contact VSS for assistance.
- At the end of the test, test takers may view their score report on the client website.

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# Manage admissions



## Note



Test takers must **save any open files** and **close all open applications** prior to launching a test.

All steps in this section are performed by the **test taker**.

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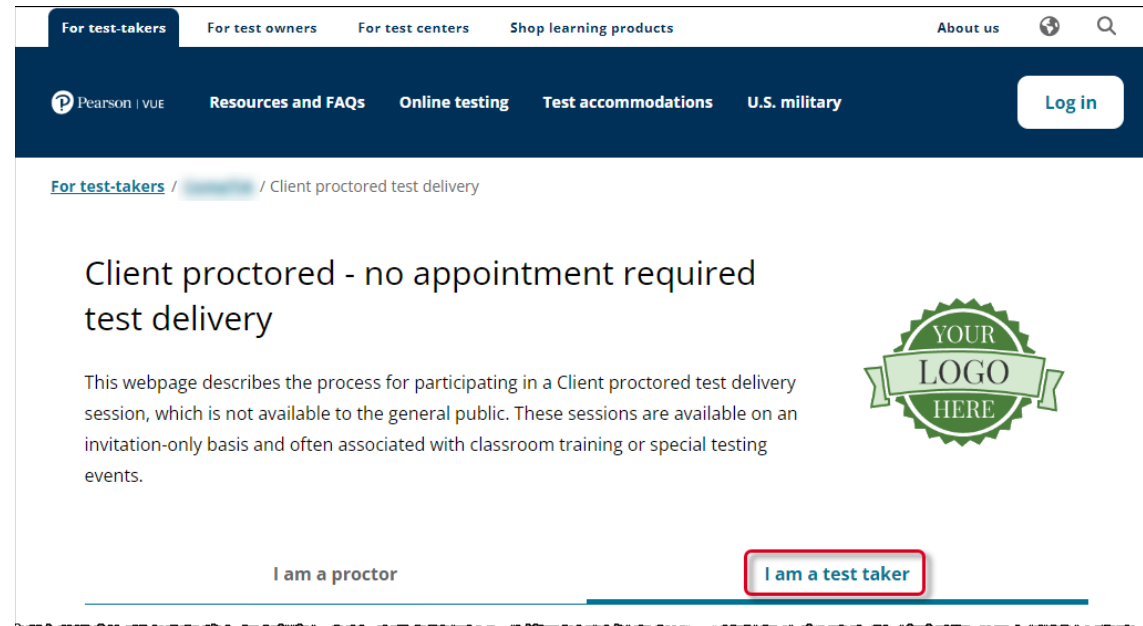
[Add time to test](#)

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## Test Taker downloads secure browser



1. Instruct the test taker to launch the client landing page  
<https://pearsonvue.com/us/en/<clientname>/client-proctored.html>.
2. Select **I am a test taker** tab.



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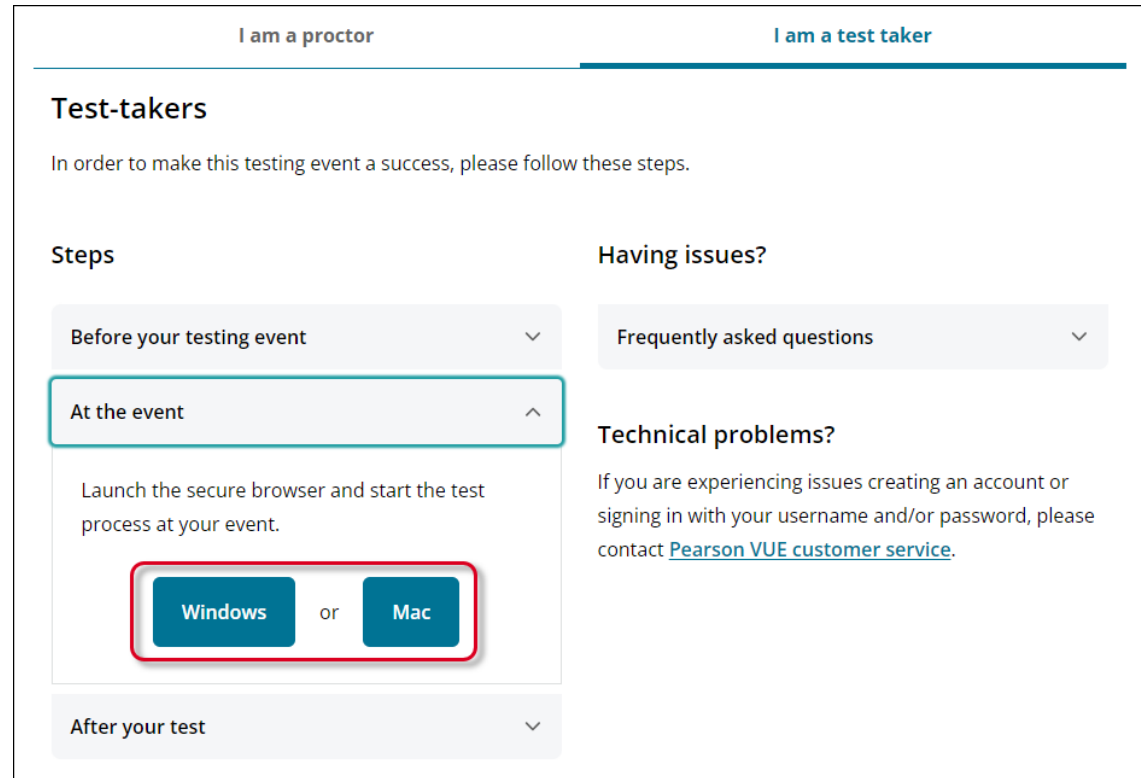
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- Expand the **At the event** section and select **Windows** or **Mac** to download the secure browser for the appropriate operating system.



The screenshot shows the 'I am a test taker' tab in the Pearson VUE interface. Under the 'Test-takers' heading, there is a message: 'In order to make this testing event a success, please follow these steps.' Below this, the 'Steps' section is expanded to 'At the event', which contains the instruction: 'Launch the secure browser and start the test process at your event.' At the bottom of this section, there are two buttons: 'Windows' and 'Mac', separated by the word 'or'. These buttons are highlighted with a red rectangular box. To the right of the 'Steps' section, there are two links: 'Having issues?' with a dropdown menu for 'Frequently asked questions', and 'Technical problems?' with a paragraph of text and a link to 'Pearson VUE customer service'.

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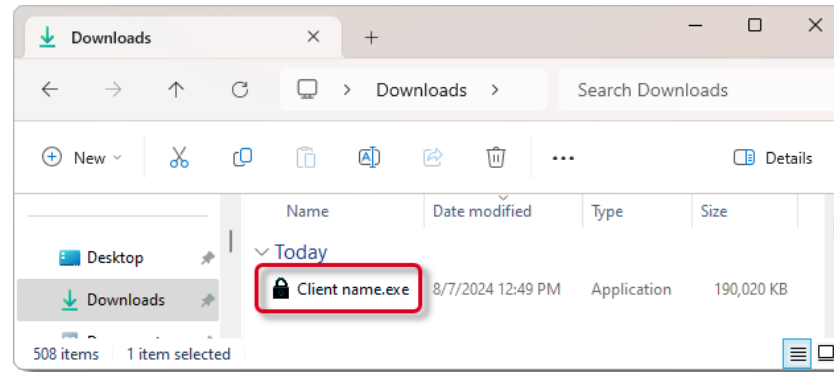
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- The **Client name.exe** secure browser is downloaded to your system. Open Windows Explorer and **launch** the **secure browser**. It is most likely in the **Downloads** folder.



### Note

Always run the browser off the website rather than saving it to the local workstation. This ensures the current version of the test driver is always used for test delivery.

- Select **Run** in the **Open File – Security Warning** dialog box.
- Enter **Username** and **Password** and select **Sign In**.



### Note

If the test taker did not create a Pearson VUE web account prior to arriving at the test center, they must do so now, or they will be unable to proceed.

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#### Note

If the candidate website is unavailable when test takers launch the test via the secure browser, they will see an error message. Proctors must manually launch the test via the secure browser. See [Launch test when candidate website is unavailable](#).

## Test taker begins test (pre-registered)



If the test taker pre-registered for the test, they can select the test in the **Open Online Exams** section to launch the test.



#### Note

If the test taker has not registered for a test, see the [Walk-in registration](#) section for details on registering for a test.

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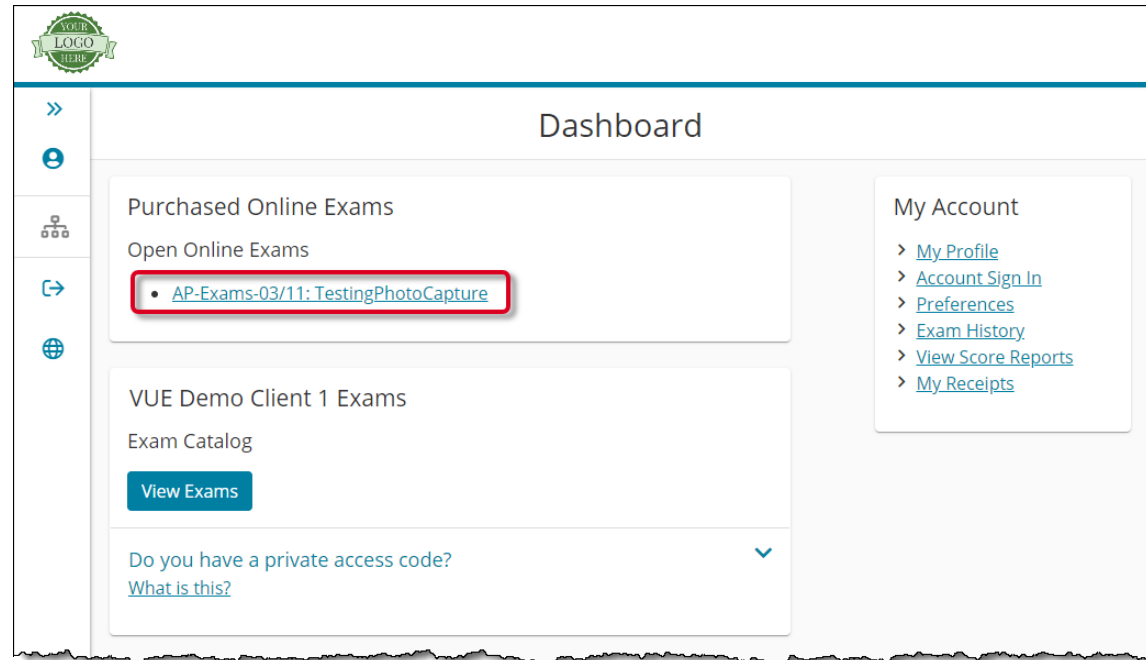
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1. Locate your test in the **Open Online Exams** list and select the test name.



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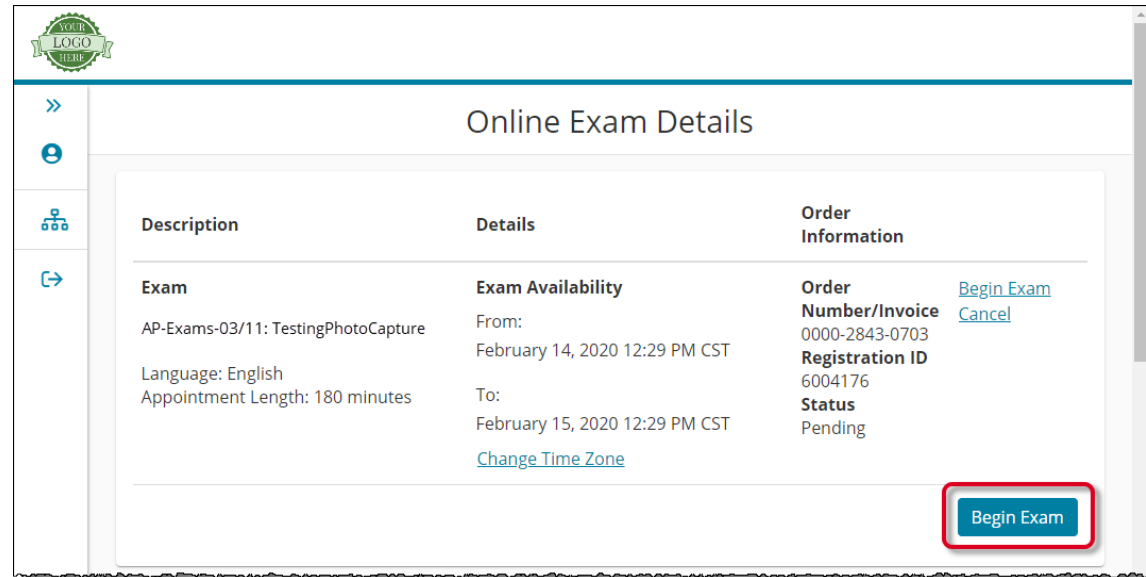
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2. Select **Begin Exam**.



Description	Details	Order Information
<b>Exam</b> AP-Exams-03/11: TestingPhotoCapture Language: English Appointment Length: 180 minutes	<b>Exam Availability</b> From: February 14, 2020 12:29 PM CST To: February 15, 2020 12:29 PM CST <a href="#">Change Time Zone</a>	<b>Order Number/Invoice</b> <a href="#">Begin Exam</a> 0000-2843-0703 <b>Registration ID</b> <a href="#">Cancel</a> 6004176 <b>Status</b> Pending

**Begin Exam**



### Note

Skip ahead to [Test taker captures photo](#) (optional).

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## Walk-in registration

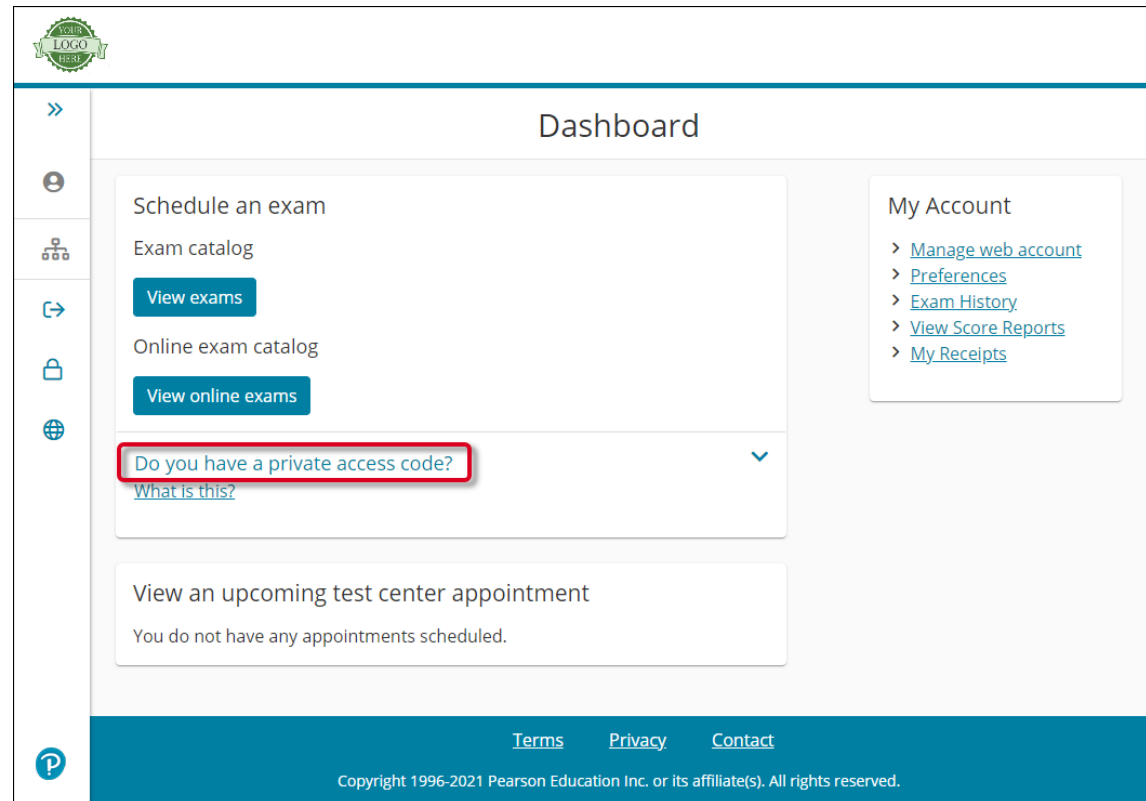


### Note

If test takers did not pre-register for the test, they must register at the event.



1. Select **Do you have a private access code.**



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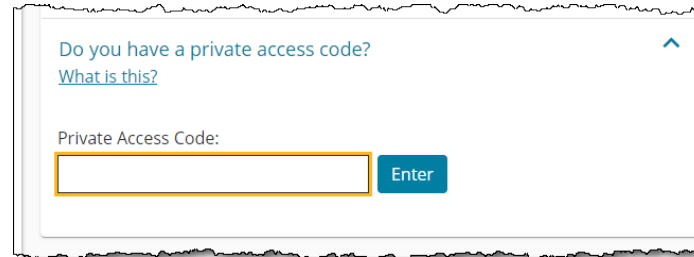
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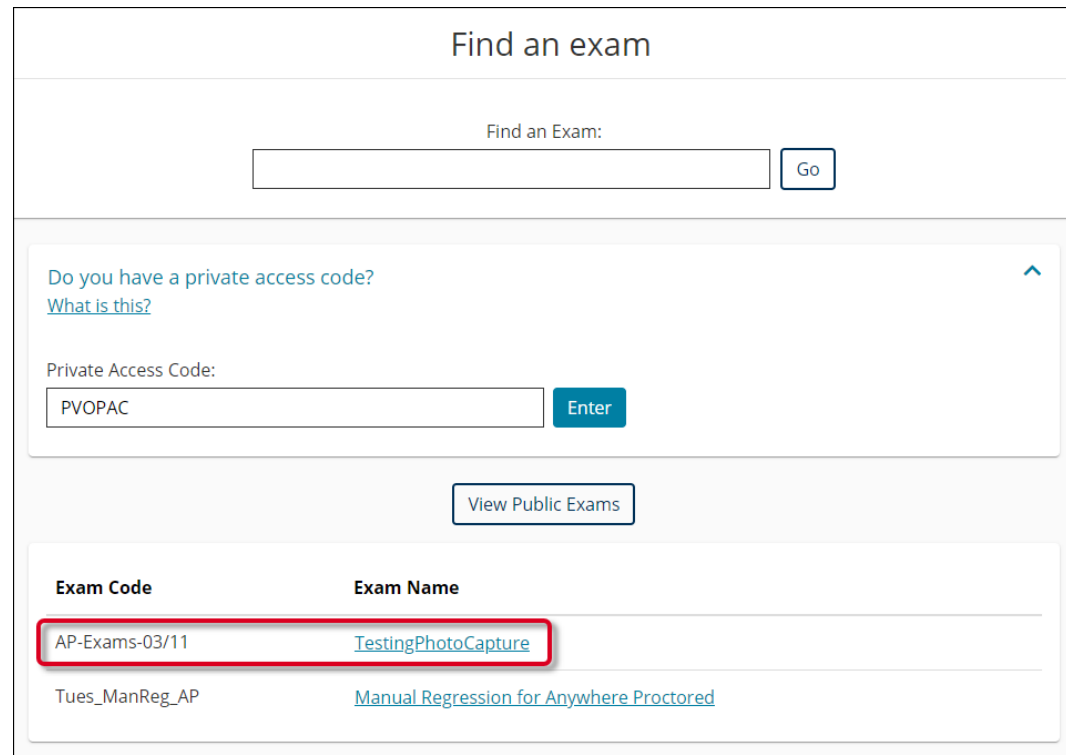
[Add time to test](#)

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2. Enter **Private Access Code** (PAC) and select **Enter**.



3. Find your test in the list and select the link.



Exam Code	Exam Name
AP-Exams-03/11	<a href="#">TestingPhotoCapture</a>
Tues_ManReg_AP	<a href="#">Manual Regression for Anywhere Proctored</a>

4. Review the client policies and select **Agree**.

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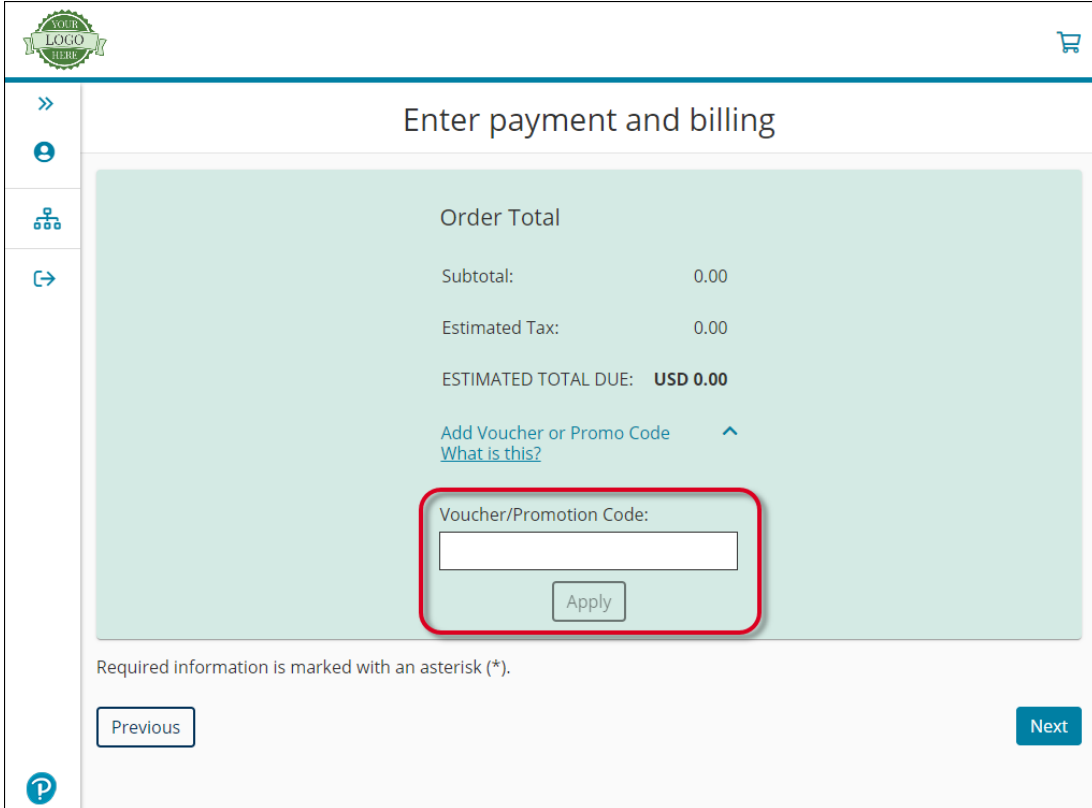
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5. **Read** the exam policies and select **Agree**.
6. Review the **Exam Details**.
7. **Review and Confirm contact information** below the exam details and select **Edit** if changes are required to candidate name or telephone number.
8. Review the order and select **Proceed to Checkout**.
9. If you are paying for the test with a voucher code, enter the **Voucher/Promotion Code** and select **Apply**. Otherwise proceed to the **Payment Options**.



Enter payment and billing

Order Total

Subtotal: 0.00

Estimated Tax: 0.00

ESTIMATED TOTAL DUE: **USD 0.00**

[Add Voucher or Promo Code](#) [What is this?](#)

Voucher/Promotion Code:

Required information is marked with an asterisk (\*).

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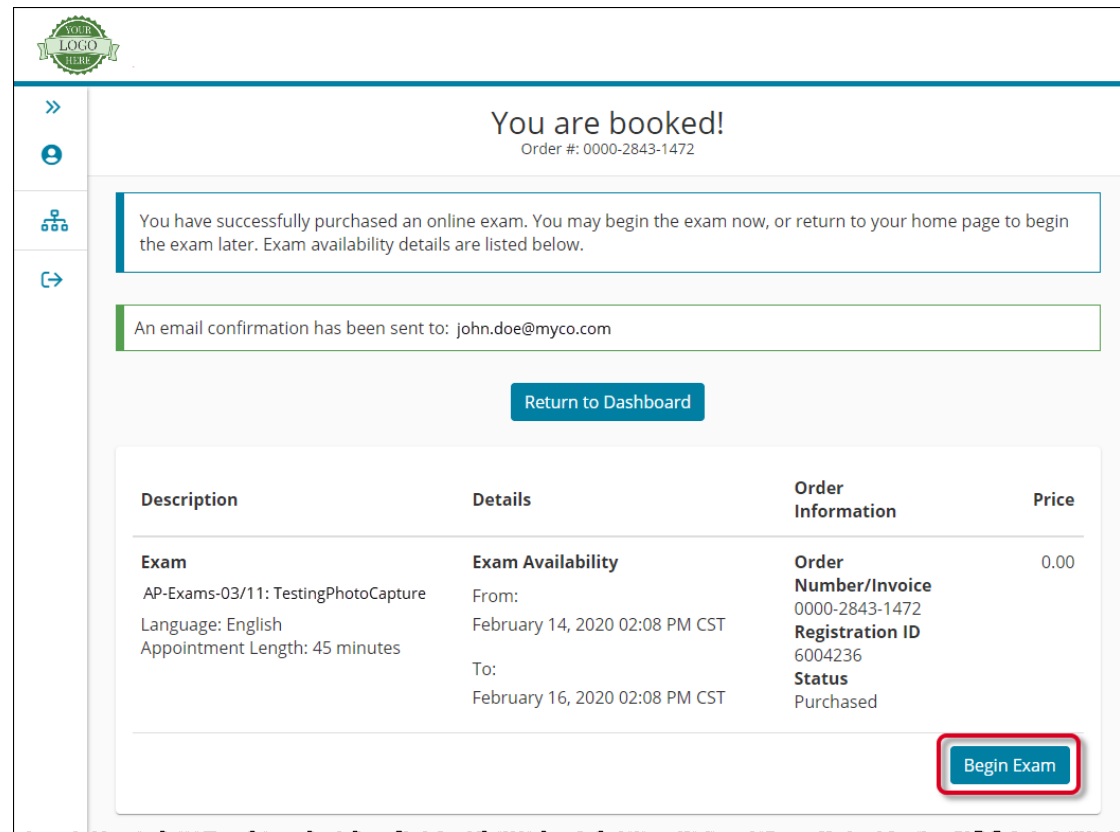
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10. If you are paying for the exam, select the **Payment Type**.
11. Enter the **Billing Address** and select **Next**.
12. Review the order and select **Submit Order**.
13. You must acknowledge the policies and terms of sale and select **Agree and proceed**.
14. Enter your payment information and select **Pay**.
15. Select **Begin Exam**.



**You are booked!**  
Order #: 0000-2843-1472

You have successfully purchased an online exam. You may begin the exam now, or return to your home page to begin the exam later. Exam availability details are listed below.

An email confirmation has been sent to: john.doe@myco.com

[Return to Dashboard](#)

Description	Details	Order Information	Price
<b>Exam</b> AP-Exams-03/11: TestingPhotoCapture Language: English Appointment Length: 45 minutes	<b>Exam Availability</b> From: February 14, 2020 02:08 PM CST To: February 16, 2020 02:08 PM CST	<b>Order Number/Invoice</b> 0000-2843-1472 <b>Registration ID</b> 6004236 <b>Status</b> Purchased	0.00

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## Test taker captures photo (optional)

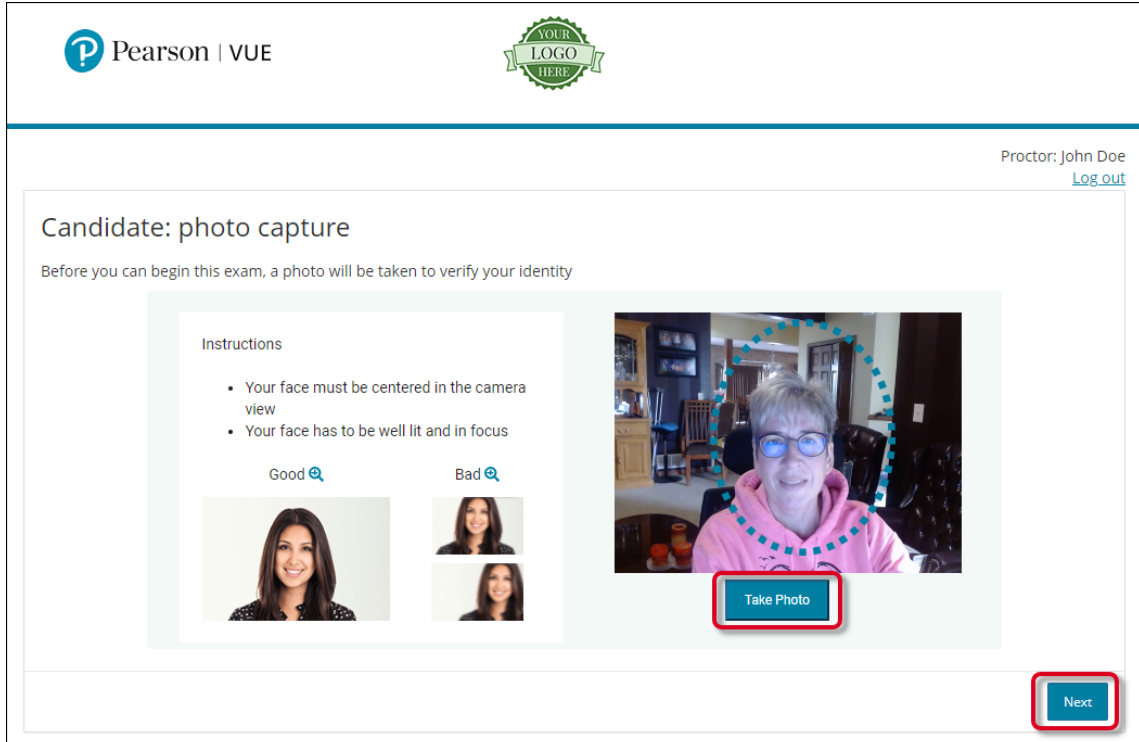


### Note

If you are not using photo capture, skip ahead to [Test taker enters event code](#).



1. The camera should be activated in the Camera View pane on the left. Select **Take Photo**.



The screenshot shows the Pearson VUE test interface. At the top left is the Pearson VUE logo. At the top right is a green circular badge that says "YOUR LOGO HERE". Below the logo is a header bar with "Proctor: John Doe" and a "Log out" link. The main content area is titled "Candidate: photo capture" and includes the instruction "Before you can begin this exam, a photo will be taken to verify your identity". On the left, there is a "Instructions" box with two bullet points: "Your face must be centered in the camera view" and "Your face has to be well lit and in focus". Below the instructions are two example photos: "Good" (a clear, centered face) and "Bad" (a face that is not centered or well-lit). On the right, there is a large video feed showing a candidate's face. A red dashed circle is drawn around the candidate's face. Below the video feed is a red "Take Photo" button. At the bottom right of the interface is a blue "Next" button.

2. Select **Next**.

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## Test taker enters event code

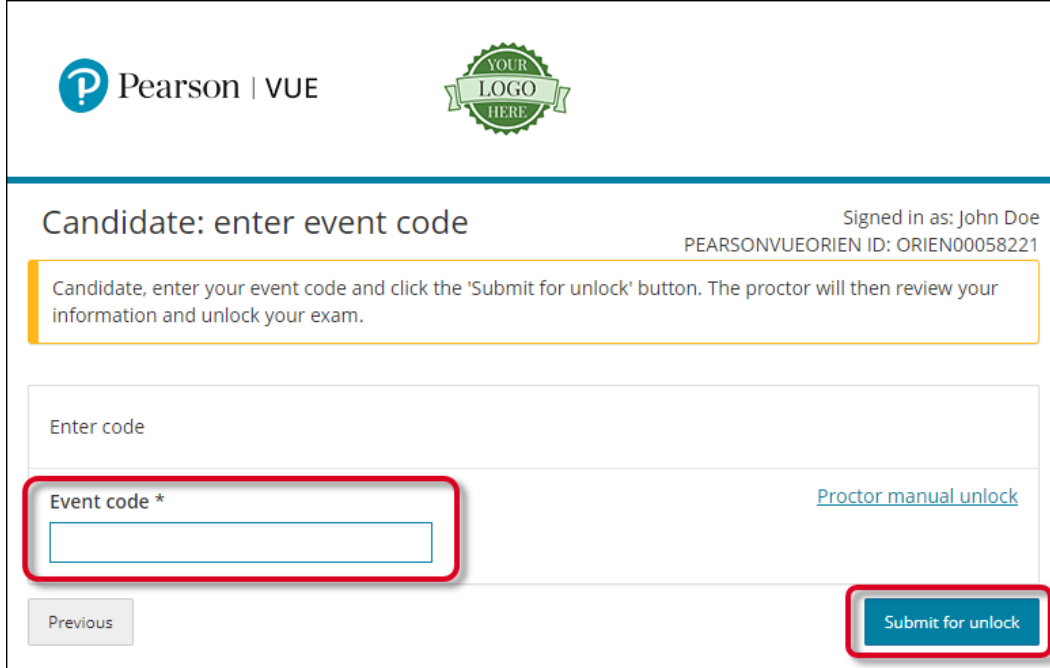




### Note

If you are not using the Proctoring application for unlocking a group of tests for test takers, see [Manually unlock tests](#) for details on unlocking individual tests.



1. Test taker enters the **Event Code** supplied by the proctor and selects **Submit for Unlock**. (See [Event codes](#) in the **Create a proctoring event** section above.)



 **Pearson | VUE** 

Candidate: enter event code Signed in as: John Doe  
PEARSONVUEORIE ID: ORIEN00058221

Candidate, enter your event code and click the 'Submit for unlock' button. The proctor will then review your information and unlock your exam.

Enter code

Event code \*

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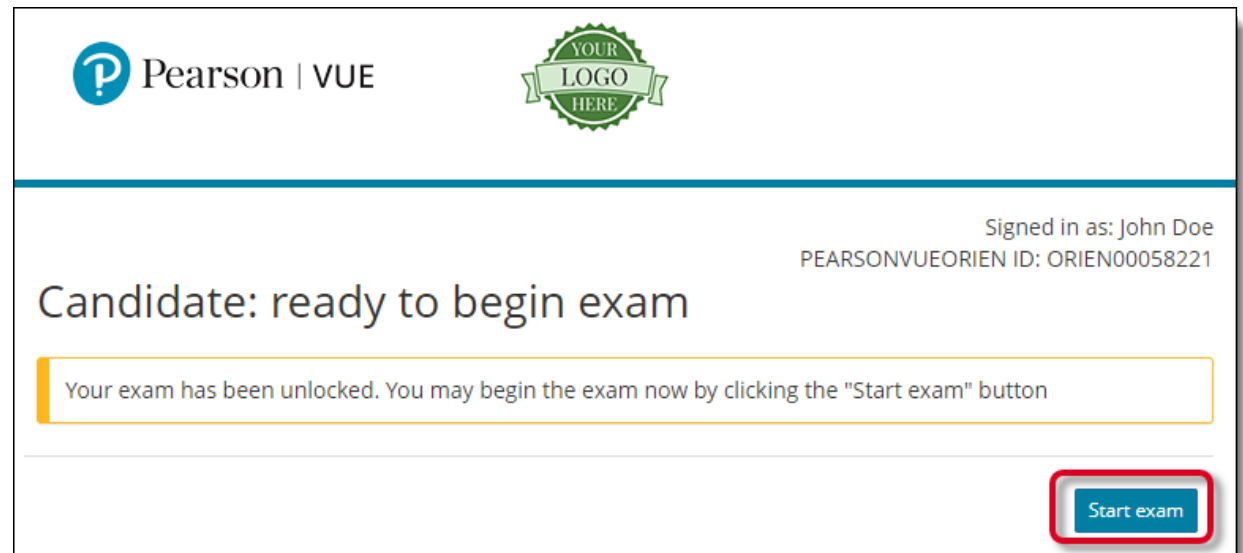
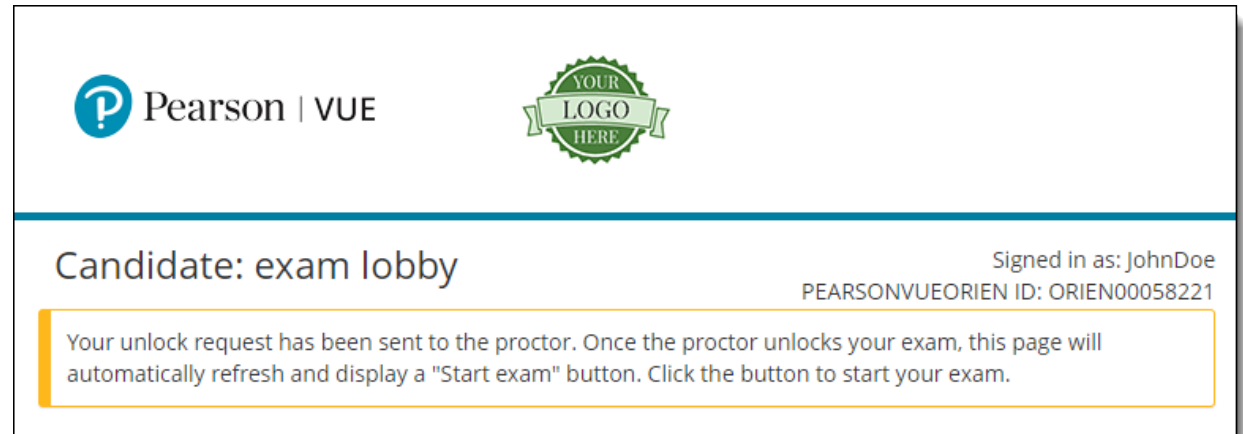
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2. The **Candidate: Exam Lobby** page is displayed. Wait for the proctor to unlock the test. Once the test is unlocked, within 15 seconds the **Ready to Begin Exam** page is automatically displayed. Select **Start Exam**.



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# Group unlock tests



## Note

If you are not using the Proctoring application for unlocking a group of tests for test takers, see [Manually unlock tests](#) for details on unlocking individual tests.

All steps in this section are performed by the **proctor**.



1. Launch the **Pearson VUE Navigator** portal and **Log in**.  
<https://navigator.pearsonvue.com/Navigator/authenticate/login>
2. Open the **Proctoring** application.
3. Find your event in the list and select the **View** button.

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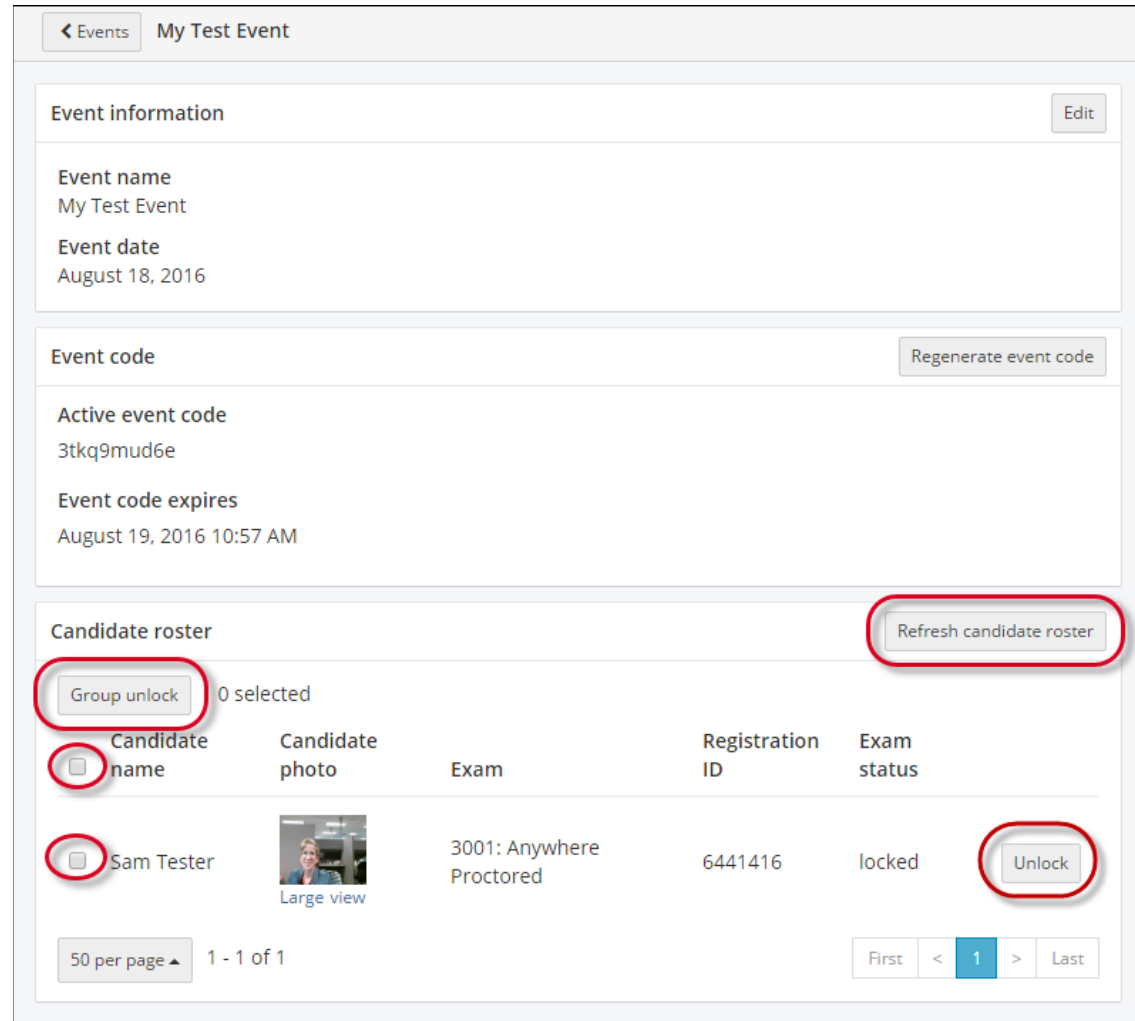
[Resume test](#)

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4. **Refresh the candidate roster** to ensure all test takers are listed on the roster.



**My Test Event**

**Event information** Edit

Event name  
My Test Event

Event date  
August 18, 2016


**Event code** Regenerate event code

Active event code  
3tkq9mud6e

Event code expires  
August 19, 2016 10:57 AM

**Candidate roster** Refresh candidate roster

Group unlock 0 selected

<input type="checkbox"/>	Candidate name	Candidate photo	Exam	Registration ID	Exam status	
<input type="checkbox"/>	Sam Tester	 Large view	3001: Anywhere Proctored	6441416	locked	<span>Unlock</span>

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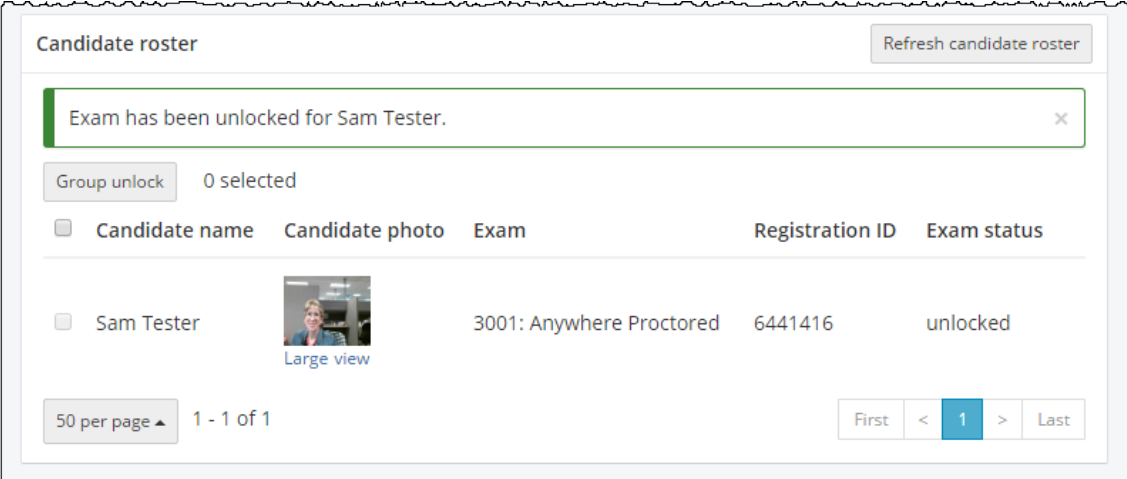
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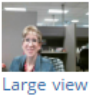
## 5. **Unlock** tests for test takers using one of the following methods.

- Select an individual test taker **Unlock** button.  
– Or –
- Select the selector box to the left of the test taker's name and select **Group unlock**.  
– Or –
- Select the selector box to the left of the **Candidate name** to select all the test takers in a locked status. Select the **Group unlock** button.

A message at the top of the roster identifies which tests have been unlocked.



The screenshot shows the 'Candidate roster' interface. At the top right is a 'Refresh candidate roster' button. A green message box at the top states 'Exam has been unlocked for Sam Tester.' Below this is a 'Group unlock' button and a '0 selected' indicator. The main table has columns: Candidate name, Candidate photo, Exam, Registration ID, and Exam status. One row is visible for 'Sam Tester' with a photo, exam name '3001: Anywhere Proctored', registration ID '6441416', and status 'unlocked'. At the bottom, there is a '50 per page' dropdown, a '1 - 1 of 1' indicator, and pagination buttons for 'First', '<', '1', '>', and 'Last'.

<input type="checkbox"/>	Candidate name	Candidate photo	Exam	Registration ID	Exam status
<input type="checkbox"/>	Sam Tester	 <a href="#">Large view</a>	3001: Anywhere Proctored	6441416	unlocked

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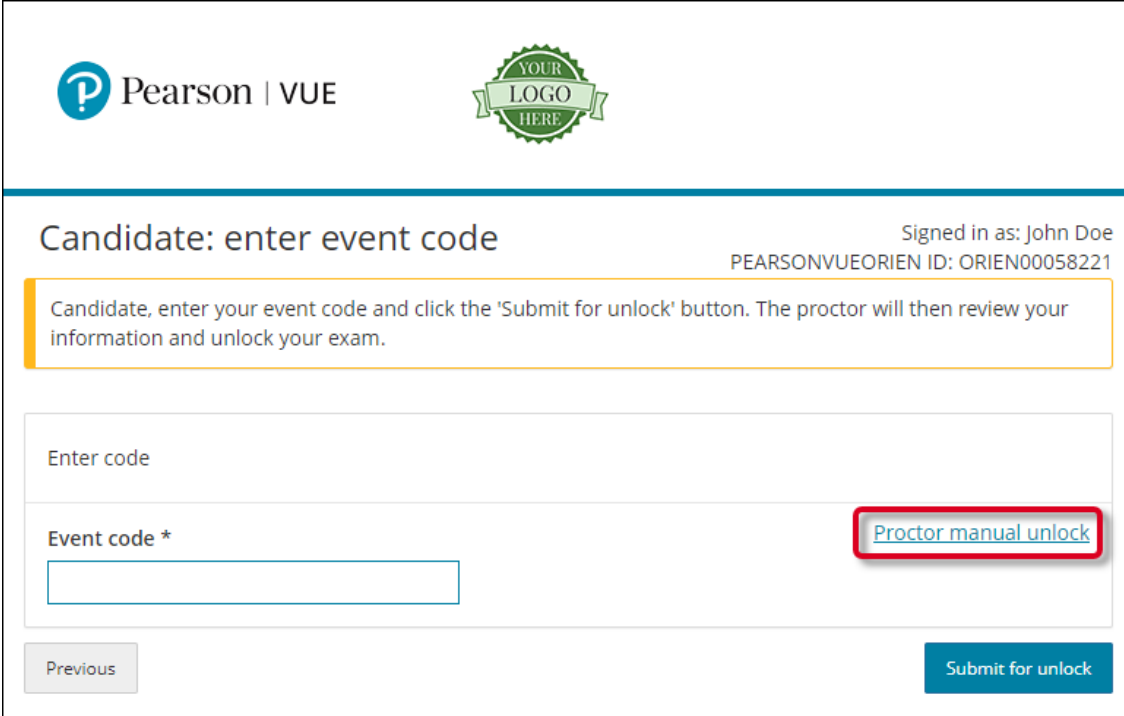
[View score report](#)



# Manually unlock tests

 If you have any issues with unlocking tests through the Proctoring application, or if you are not using the group unlock feature, tests may be manually unlocked.

All steps in this section are performed by the **proctor**.

1. On the **Candidate: Enter Event Code** page, select the **Proctor Manual Unlock** link.



 **Pearson | VUE** 

**Candidate: enter event code** Signed in as: John Doe  
PEARSONVUEORIE ID: ORIEN00058221

Candidate, enter your event code and click the 'Submit for unlock' button. The proctor will then review your information and unlock your exam.

Enter code

Event code \*

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## 2. Review the test taker photo.

Signed in as: John Doe  
PEARSONVUEORIENT ID: ORIEN00058221

Proctor: start exam [Candidate enter event code](#)

Candidate, notify your proctor that you are ready to proceed.


Candidate & exam information

⚠ If the candidate's exam information is incorrect, you will need to cancel the current exam and schedule the correct exam.

Candidate name	Accommodations	Exam	Exam language	Registration ID
John Doe	No	AP-Exams-03/11: TestingPhotoCapture	ENU	6531631

Candidate photo verification

Photograph of John Doe



If the photo is not acceptable, have the candidate retake their photo.

[Retake photo](#)

Proctor authentication

[Candidate enter event code](#)

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Proctor password

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#### Note

If you did not use photo capture, the Proctor: start exam page does not include the **Candidate Photo Verification** section.

3. Enter your **Proctor Username** and **Password**.  
(The Proctor username and password are the same username and password that are used to log in to Pearson VUE Navigator portal.)
4. Select **Start exam**.



#### Note

When proctors unlock a test, the test starts immediately. The test taker must be ready to begin the test. Verify with the test taker that they are ready to begin the test before you select Unlock Exam.

## 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.

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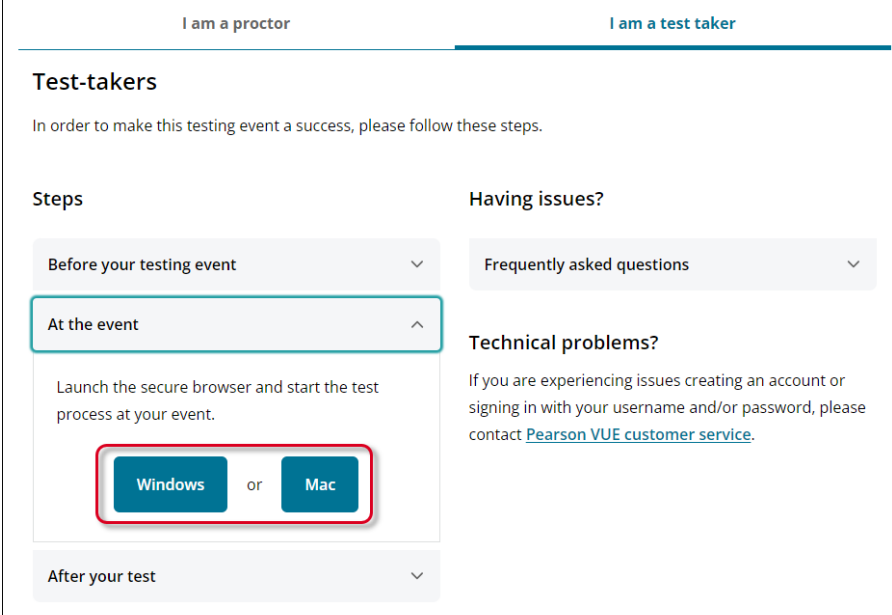
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## Resume test



If the test stops running for any reason (e.g., losing internet service, fire alarm, etc.), the test taker may resume the test when they return to the test delivery room. From the candidate website, use the following steps to resume the test. If the candidate website is not available, follow the steps in [Launch test when website is unavailable](#) to resume the test.

1. Test taker launches the client landing page  
**<https://pearsonvue.com/us/en/<clientname>/client-proctored.html>**.
2. Select the **I am a test taker** tab.
3. Expand the **At the event** section and select **Windows** or **Mac** to re-launch the test in a secure browser. Test takers must select the appropriate operating system.



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4. Enter **Username** and **Password**, and select **Sign In**.
5. Select the test below **Online exam**.
6. Select **Resume exam**.
7. The Proctor unlocks the test registration again using Proctor Management or by manually unlocking the test.
8. Test taker resumes testing on the question following the last question they answered.

## Technical troubleshooting



Before contacting support, check out this informative [Client proctored client support FAQ](#) to find a solution to your problem. If you have locked your Navigator account by unsuccessfully trying to log in more than 5 times, contact our **Client Application Support team** for assistance at <https://www.pearsonvue.com/us/en/appsupport.html>.

If the candidate website is unavailable to launch tests and you have test takers who created their exam registration prior to the website becoming unavailable, see the following steps to launch their tests with the secure browser. This is not an option if test takers have not created their test registration with Pearson VUE prior to the candidate website becoming unavailable.

### Launch test when candidate website is unavailable

If candidate websites are unavailable and test takers have registered for their test prior to arriving to test, proctors may manually launch the test using the secure browser, which is hosted on the proctor's Client proctored landing page.

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## Proctor launches secure browser



1. On the test taker's workstation, Proctor navigates to the client landing page <https://pearsonvue.com/us/en/<clientname>/client-proctored.html>.
2. Select the **I am a proctor** tab.
3. Scroll down to the **Technical problems during the exam delivery** section and select the **Launch secure browser** link.

### Having issues?

Frequently asked questions

### Technical problems?

- If the candidate website is not available, you can still deliver exams for candidates who are already registered for their exam.
  - Launch secure browser: [Windows](#) or [Mac](#)
- Check the [release schedule](#).
- Read the [client support FAQs](#) to find a solution to your problem.
- Review the [advanced technical requirements document](#) to ensure your technical setup will meet all requirements to deliver these exams. Contact your on-site technical support for additional assistance.
- If you are having trouble with your username, password or Private Access Code, please contact:

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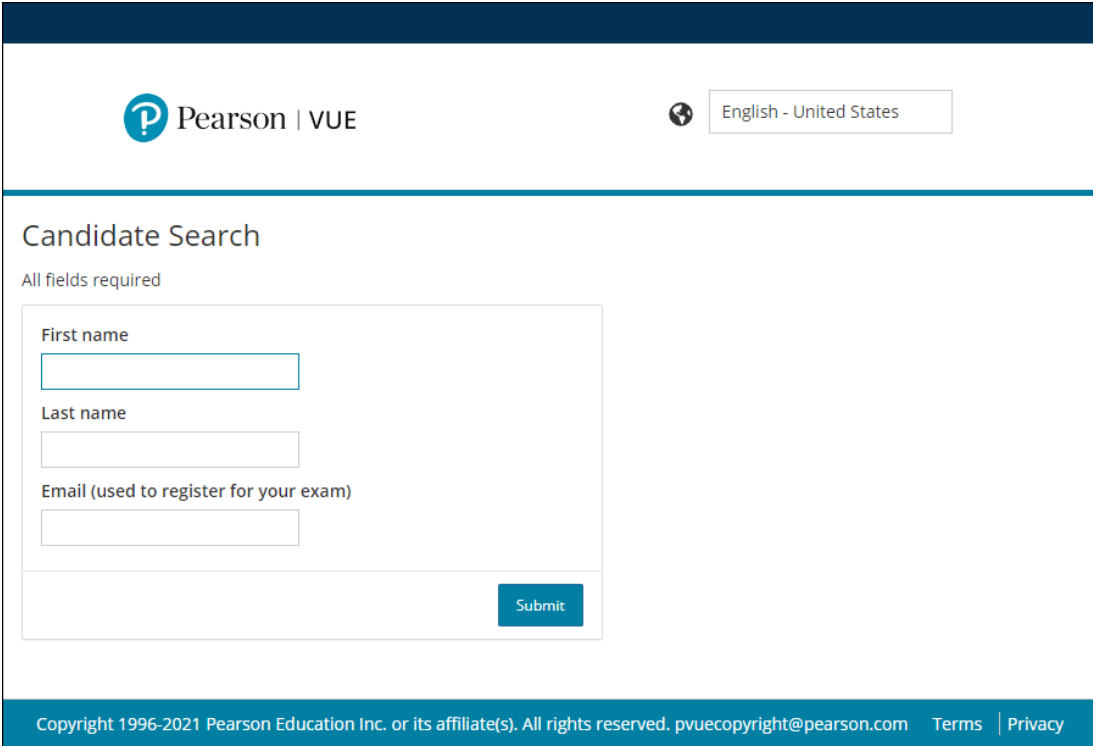
[Add time to test](#)

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## Candidate search and photo capture



1. When the secure browser opens, it opens to the **Candidate Search** page. Test Taker enters their **First name**, **Last name**, and **Email** (used to register for the exam) and selects **Submit**.



The screenshot shows the Pearson VUE Candidate Search page. At the top, there is a header with the Pearson VUE logo on the left and a language selector on the right set to "English - United States". Below the header, the main content area is titled "Candidate Search" and includes the instruction "All fields required". There are three input fields: "First name", "Last name", and "Email (used to register for your exam)". A blue "Submit" button is located at the bottom right of the form. The footer contains copyright information: "Copyright 1996-2021 Pearson Education Inc. or its affiliate(s). All rights reserved. pvuecopyright@pearson.com" and links to "Terms" and "Privacy".

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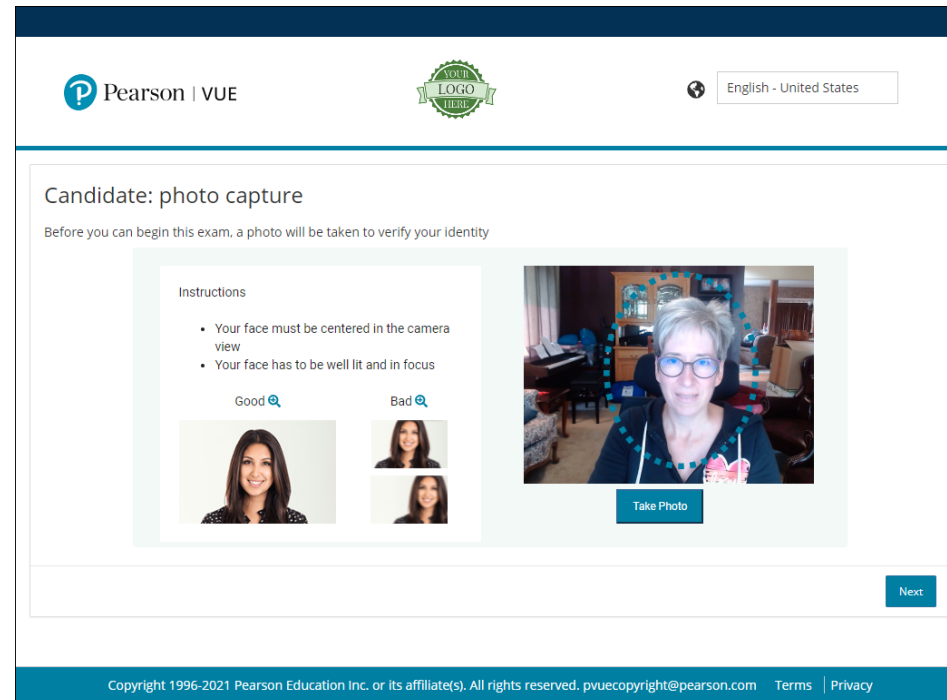
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- 
2. If the client is configured to use photo capture for this delivery mode, the **Candidate: photo capture** page opens, otherwise the **Proctor: Log-in** page opens. See [Proctor starts test](#).



- 
- 
3. Center your face in the blue circle, look directly at the camera, and select **Take Photo**.
4. If you are not satisfied with the picture, select **Retake Photo**.
5. Center your face in the blue circle again, look directly at the camera, and select **Take Photo**.
6. Select **Next**. The **Proctor: Log-in** page opens.
7. Notify the proctor that you are ready to proceed.

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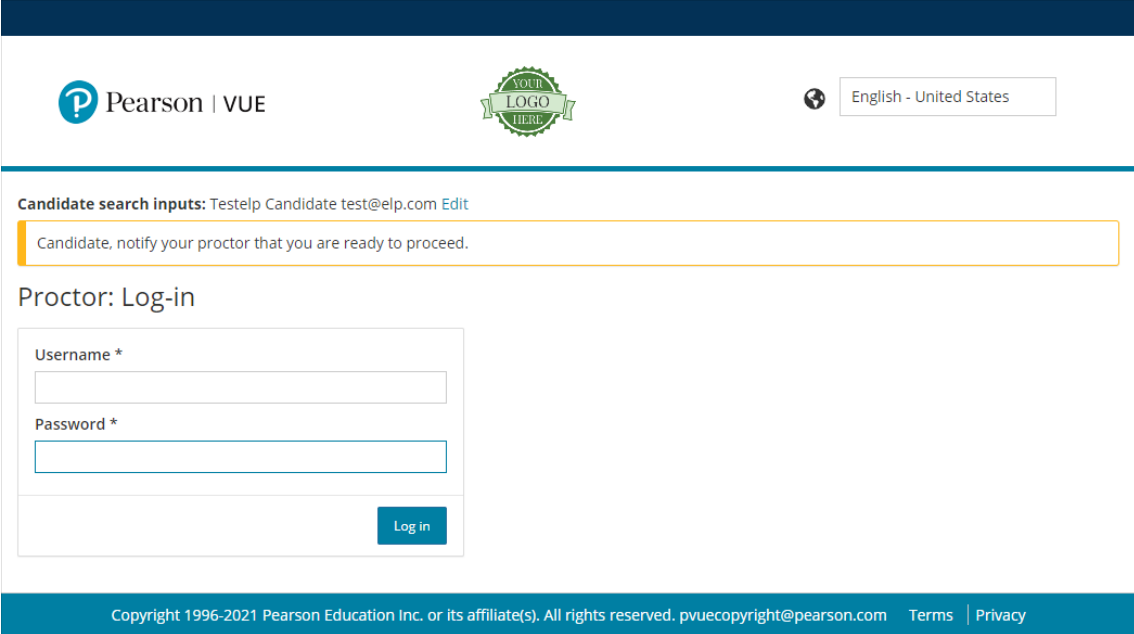
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## Proctor restarts test



1. Proctor enters proctor **Username** and **Password**, and selects **Log in**.



The screenshot shows the Pearson VUE Proctor Log-in interface. At the top, there is a header with the Pearson VUE logo, a 'YOUR LOGO HERE' placeholder, and a language selector set to 'English - United States'. Below the header, there is a section for 'Candidate search inputs' showing 'Testelp Candidate test@elp.com' with an 'Edit' link. A message box says 'Candidate, notify your proctor that you are ready to proceed.' Below this is the 'Proctor: Log-in' section, which contains two input fields: 'Username \*' and 'Password \*'. A 'Log in' button is located at the bottom right of the input fields. At the bottom of the page, there is a footer with copyright information: 'Copyright 1996-2021 Pearson Education Inc. or its affiliate(s). All rights reserved. pvuecopyright@pearson.com' and links for 'Terms' and 'Privacy'.

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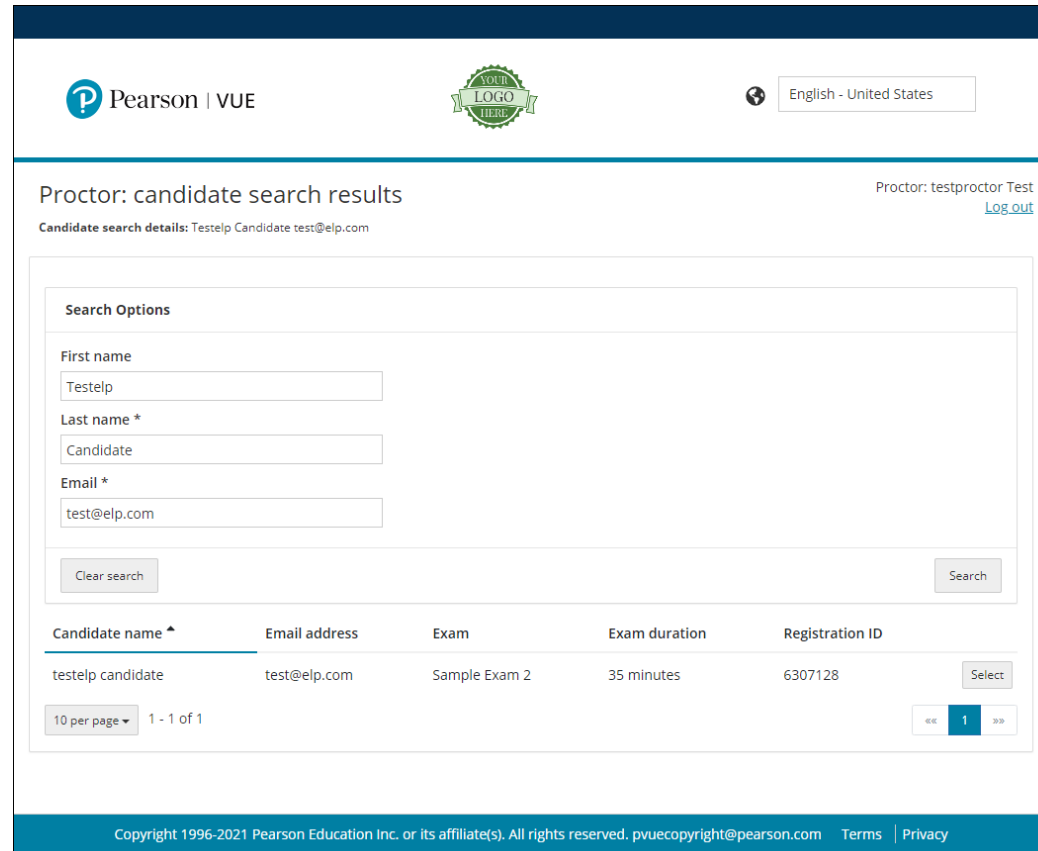
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2. On the **Proctor: candidate search results** page. Select the **Select** button for the specific exam the test taker is completing. Multiple exams could be listed.



Pearson | VUE

English - United States

Proctor: candidate search results

Proctor: testproctor Test [Log out](#)

Candidate search details: Testelp Candidate: test@elp.com

Search Options

First name  
Testelp

Last name \*  
Candidate

Email \*  
test@elp.com

Clear search Search

Candidate name ^	Email address	Exam	Exam duration	Registration ID	
testelp candidate	test@elp.com	Sample Exam 2	35 minutes	6307128	Select

10 per page 1 - 1 of 1

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### Note

The **Select** button does not appear for test takers where the proctor is not authorized to proctor a specific test.

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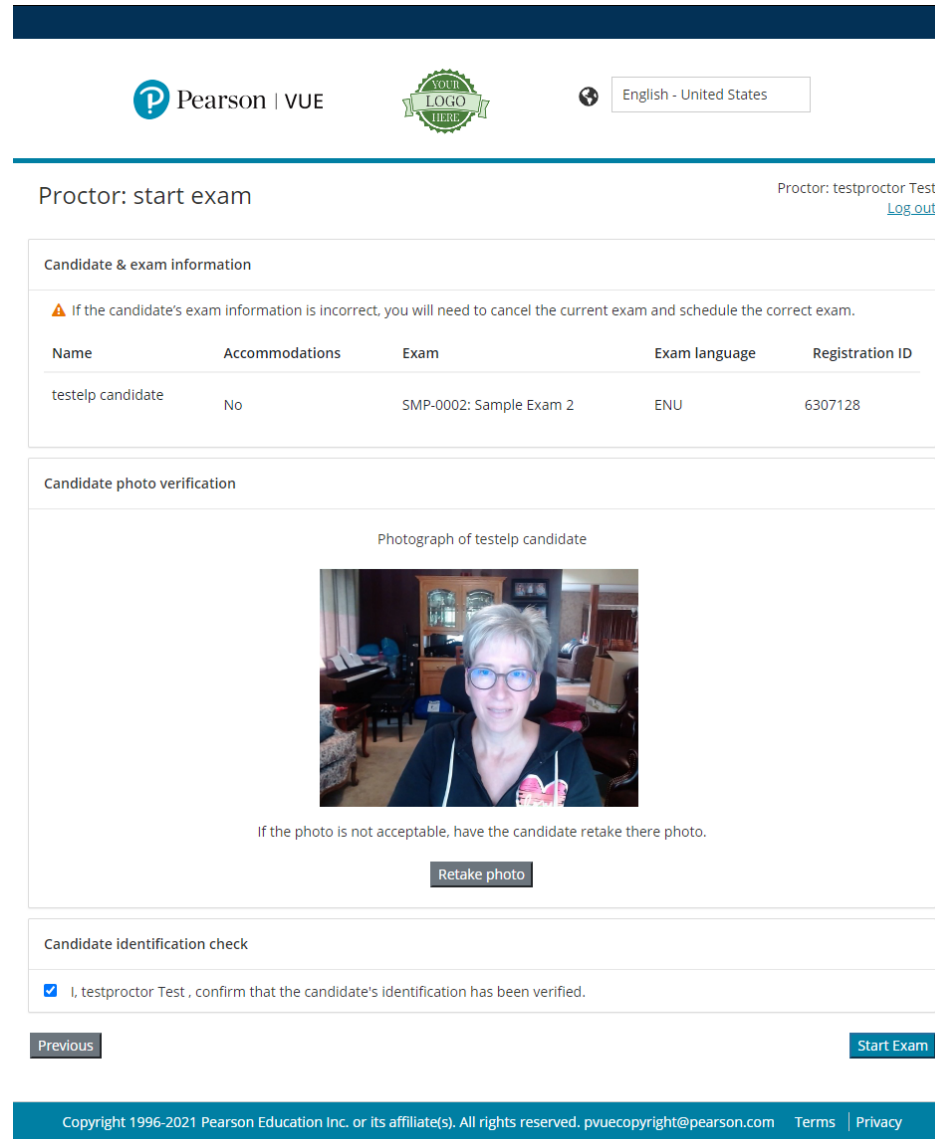
[Candidate search and photo capture](#)




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3. Verify the correct candidate and test are selected on the **Proctor: start exam** page.



 **Pearson | VUE**   English - United States

Proctor: start exam Proctor: testproctor Test [Log out](#)


**Candidate & exam information**

⚠ If the candidate's exam information is incorrect, you will need to cancel the current exam and schedule the correct exam.

Name	Accommodations	Exam	Exam language	Registration ID
testelp candidate	No	SMP-0002: Sample Exam 2	ENU	6307128

**Candidate photo verification**

Photograph of testelp candidate



If the photo is not acceptable, have the candidate retake there photo.

[Retake photo](#)

**Candidate identification check**

☒ I, testproctor Test , confirm that the candidate's identification has been verified.

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4. If the photo of the candidate is not good, select **Retake photo**. This opens the **Candidate: photo capture** page.



5. Test taker selects **Retake Photo**.

6. Test taker centers face in the blue circle, looks directly at the camera, selects **Take Photo**, and selects **Next**.



7. Proctor selects the **I, <proctor name>, confirm that the candidate's identification has been verified** checkbox.

8. Select **Start Exam**.



### Note

When proctors unlock a test, the test starts immediately. The test taker must be ready to begin the test. Verify with the test taker that they are ready to begin the test before you select Start Exam.

## Add time to test (i.e., ESL)



You must contact **Pearson VUE Support Services** if a time extension is needed for a test (e.g., internet interruption, fire alarm, time extension for users that speak English as a Second Language, etc.).

The list of non-technical phone numbers by region are listed in the [Contact Support](#) page. To contact VSS support, select the <https://www.pearsonvue.com/us/en/help.html> link in the document.

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# View score report



The test taker's score report is available for viewing immediately following the test completion. This section is completed by the test taker.

1. Test taker launches the client landing page  
<https://pearsonvue.com/us/en/<clientname>/client-proctored.html>.
2. Select the **I am a test taker** tab.
3. Expand the **After your test** section and select **Login**.

Pearson VUE customer service.'"/>

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4. Enter **Username** and **Password** and select **Sign In**.



#### Note

For Single Sign-On clients, test takers access the client website and follow the instructions on the client website to view the score report.

For Pearson VUE hosted clients, follow the instructions below.

5. Select **View Score Reports**.
6. Locate the score report and select **View**.
7. Select **Open** in the download score report ribbon.

The score report opens as a PDF file.

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