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### Overview

Client proctored test delivery

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### Before the event

Complete tasks prior to testing  
event

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Tasks for testing event



# Client proctored – no appointment required – admin user guide

## **Pearson VUE Browser Lock**

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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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### **Note:**

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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 will 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 Connection Check to ensure the tests can be delivered at the testing venue. This checks for both a speed test and connection test.

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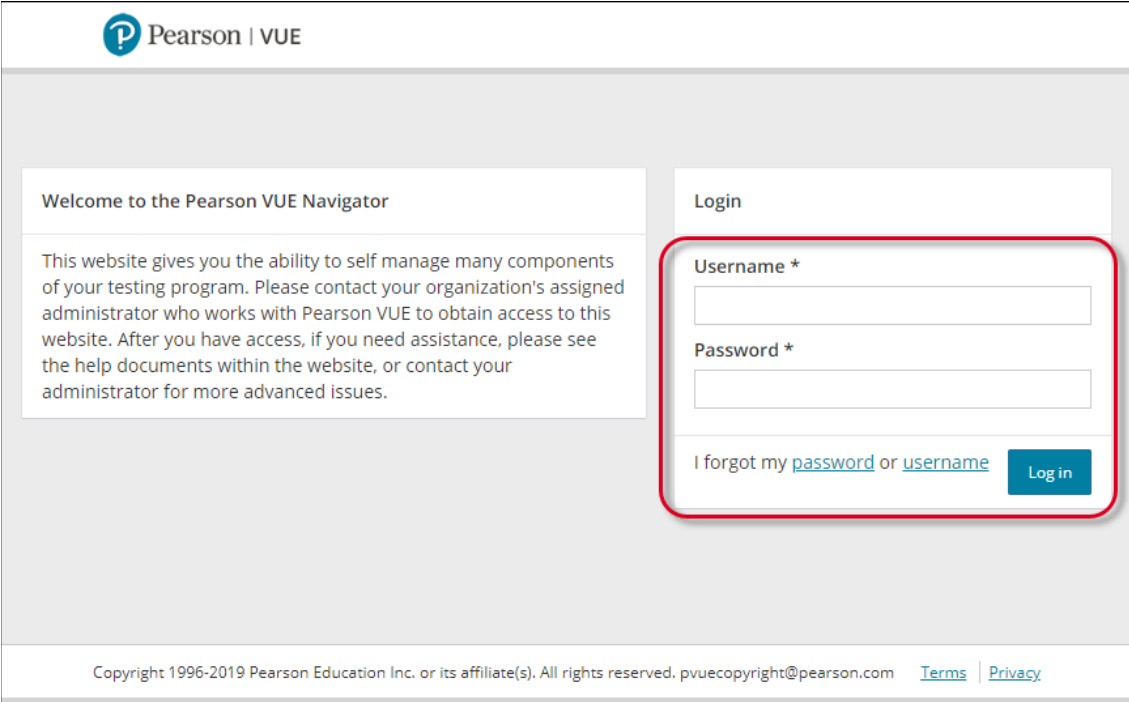
[Run connection check](#)

# 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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# 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 Connection Check](#) 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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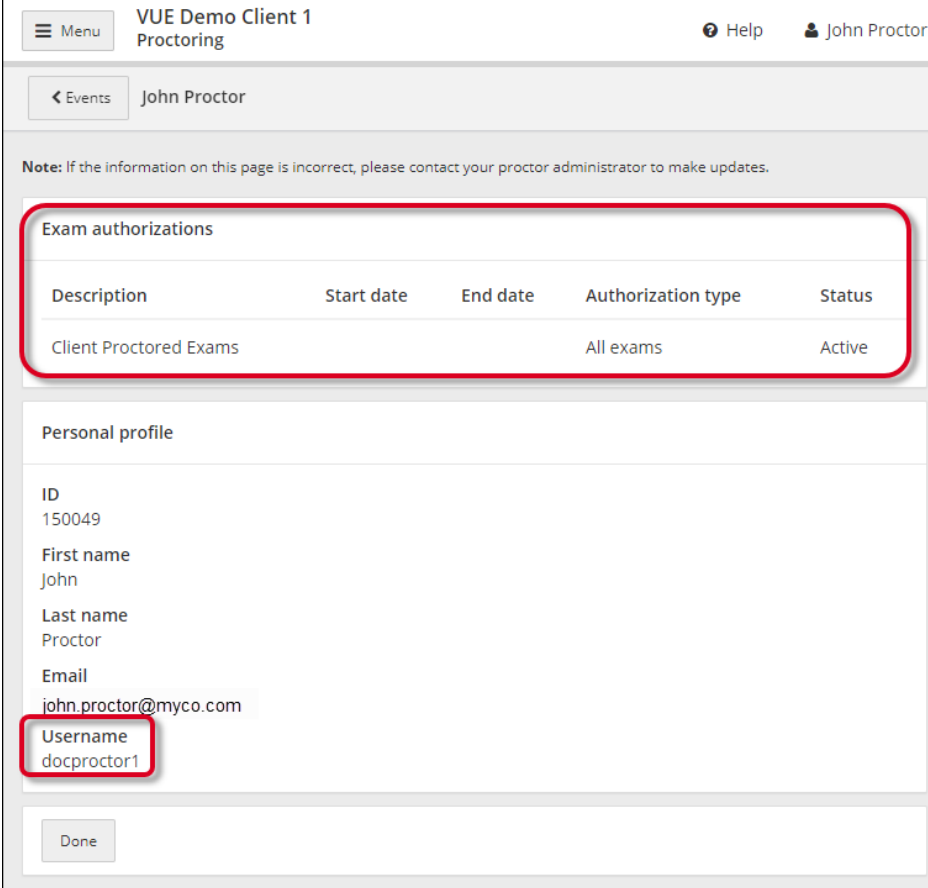
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The exam authorizations section lists all the exam authorizations assigned to the proctor. An exam authorization may be set up for a single test, or a group of tests. The proctor information page lists the exam authorizations, not the specific tests 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 connection check



## Note



Proctors must run connection check at the test venue prior to launching a test at the event to ensure the Internet connection is working properly.

1. All steps in this section are performed by the **proctor**.
2. Launch the **Pearson VUE Navigator** portal and **Log in**.  
<https://navigator.pearsonvue.com/Navigator/authenticate/login>
3. Open the **Connection Check** application.
4. Select **Run test**.

You **must pass both the speed test and the connection test** to successfully deliver tests.

- If the speed test and the connection test were both successful, a message states that the connection check ran successfully. It also identifies how many tests can be run concurrently at your location.
- If the connection fails, see the [Connection Check online help](#) for advice on troubleshooting a failed connection check.

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## 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 VUE Browser Lock 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 test when 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 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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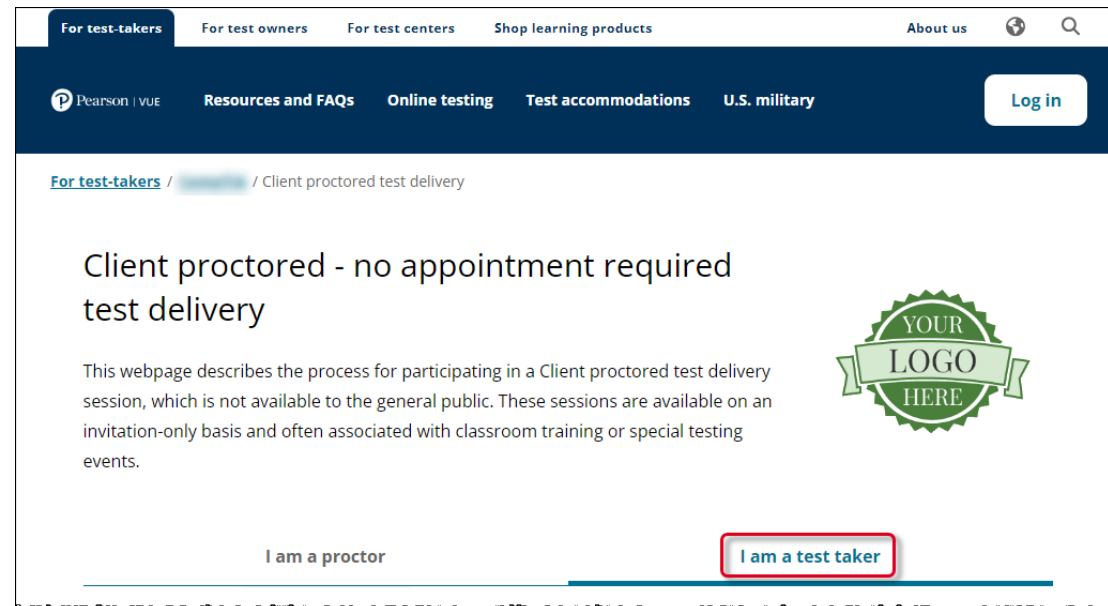
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## Test taker downloads secure browser



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



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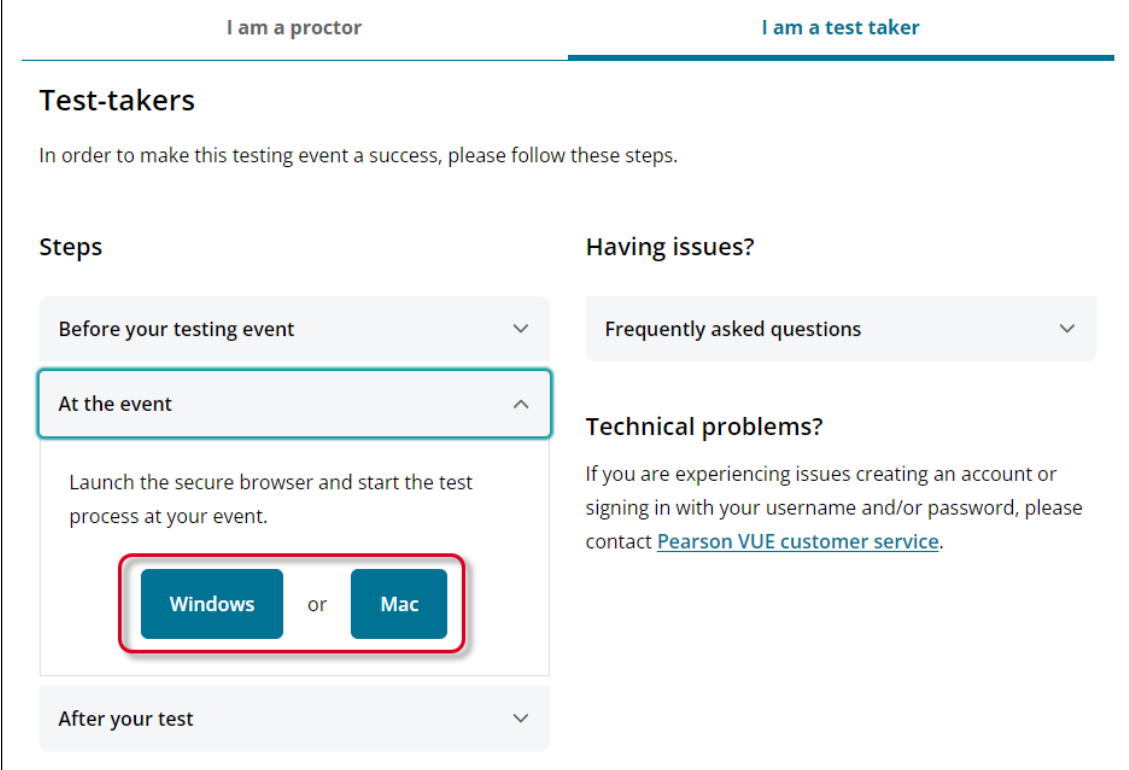
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- Expand the **At the event** section and select **Windows** or **Mac** to download the secure browser for the appropriate operating system.



The screenshot shows the Pearson VUE interface for 'At the event'. At the top, there are two tabs: 'I am a proctor' and 'I am a test taker'. The 'I am a test taker' tab is selected. Below the tabs, the section is titled 'Test-takers' with the instruction: 'In order to make this testing event a success, please follow these steps.' There are two main columns. The left column is titled 'Steps' and contains three expandable sections: 'Before your testing event', 'At the event' (which is expanded and highlighted with a red box), and 'After your test'. The 'At the event' section contains the text 'Launch the secure browser and start the test process at your event.' and two buttons: 'Windows' and 'Mac', separated by the word 'or'. The right column is titled 'Having issues?' and contains two sections: 'Frequently asked questions' and 'Technical problems?'. The 'Technical problems?' section contains the text: '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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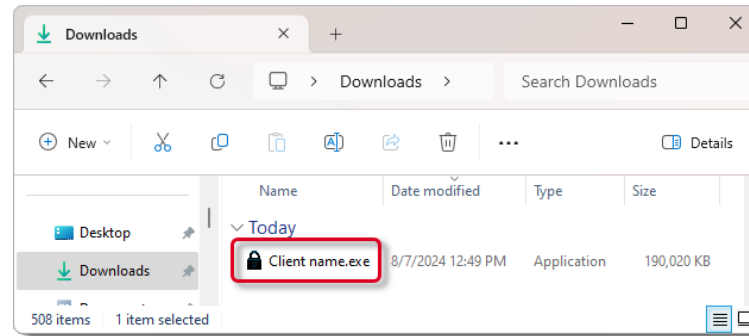
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- The **Client name.exe** secure browser is downloaded to your system. Open Windows Explorer and **launch** the **secure browser**. It is most likely in the **Downloads** folder.



- Select **Agree** for the License Agreement.
- 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.



### 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](#).

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## Test taker begins test (pre-registered)



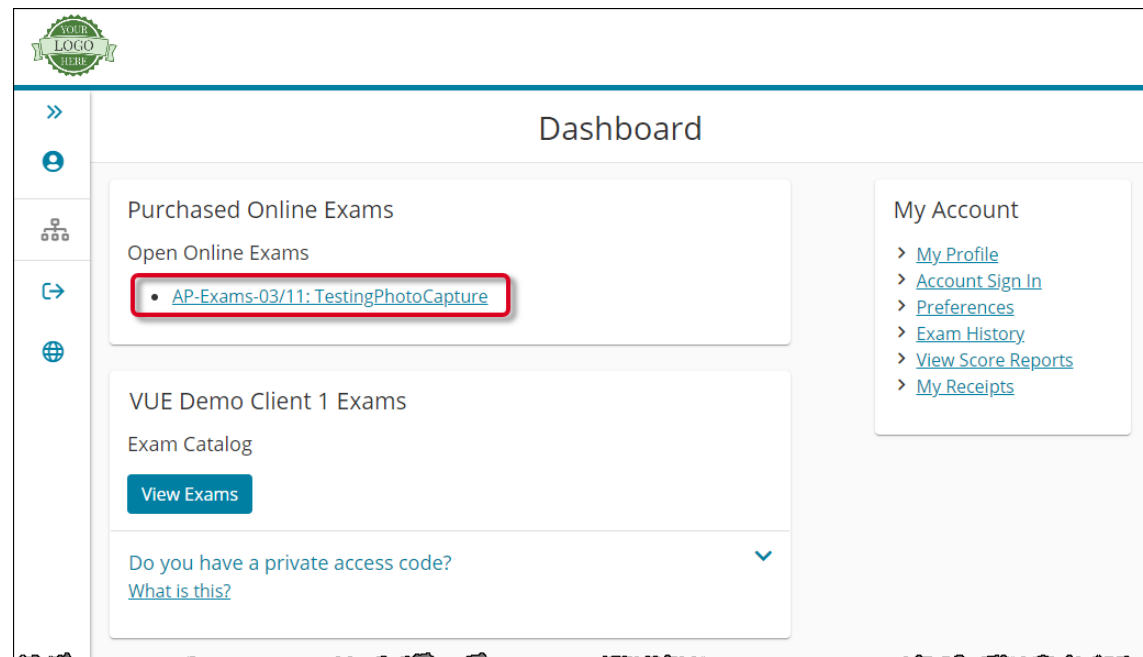
If the test taker pre-registered for the test, they can select the test in the **Open Online Exams** section to launch the test.



### Note

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

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



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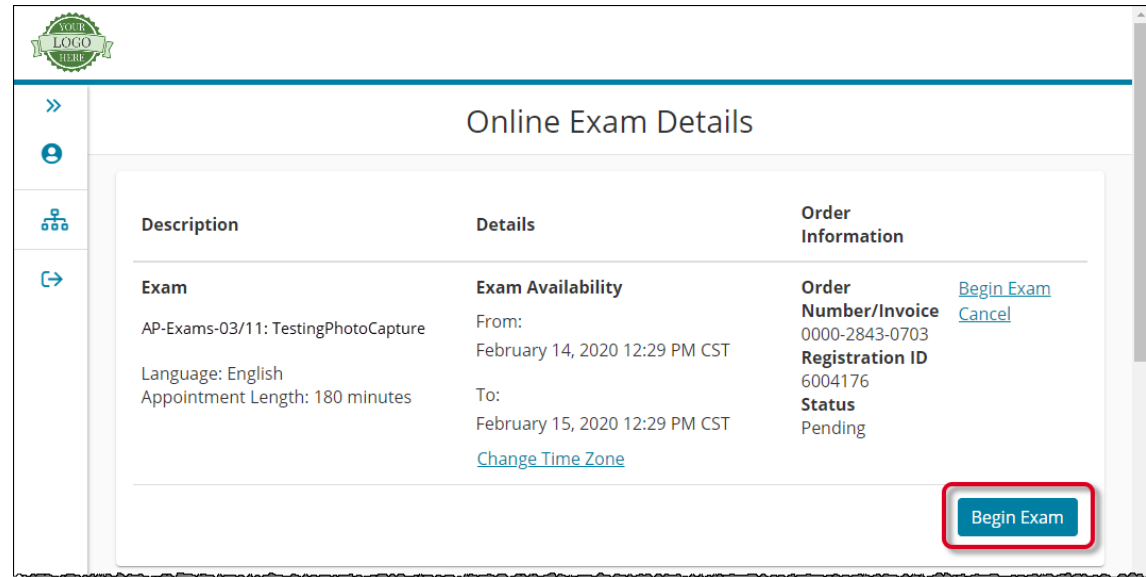
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2. Select **Begin Exam**.



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> 0000-2843-0703 <b>Registration ID</b> 6004176 <b>Status</b> Pending <a href="#">Begin Exam</a> <a href="#">Cancel</a>



### Note

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

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## Walk-in registration

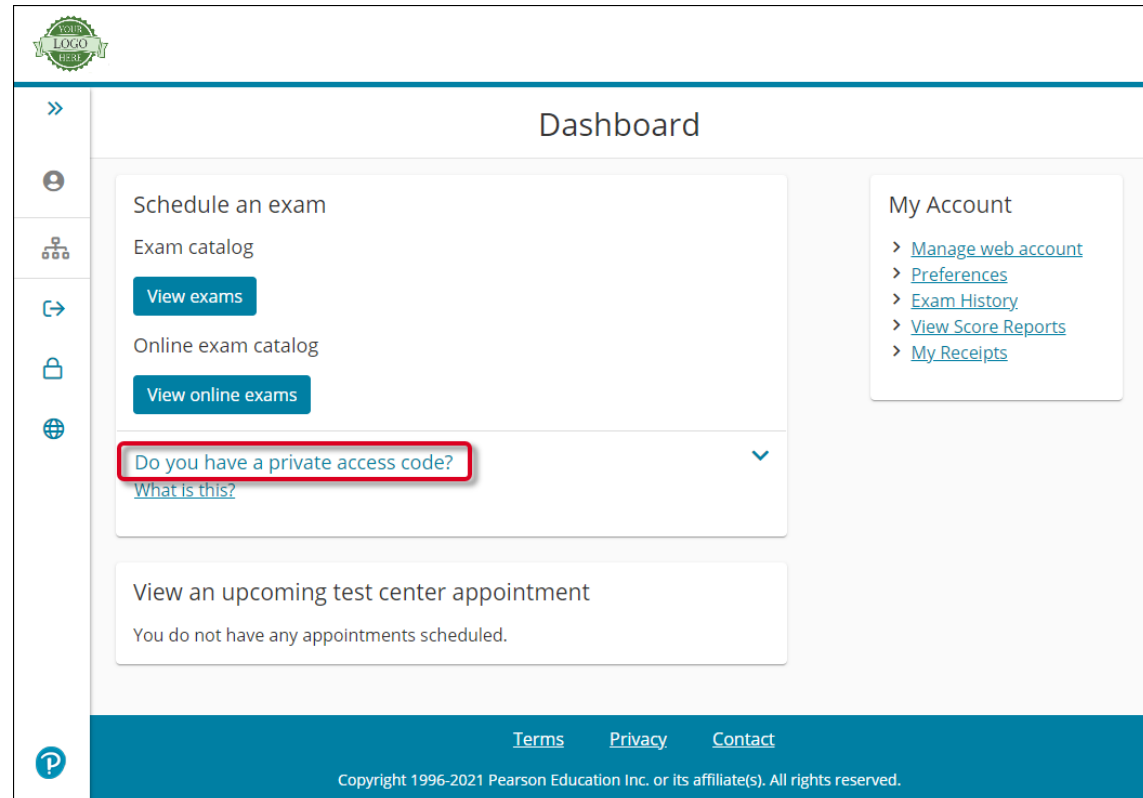


### Note

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.**



The screenshot shows the Pearson VUE Dashboard. On the left is a sidebar with navigation icons. The main content area is titled 'Dashboard' and contains several sections. The 'Schedule an exam' section includes links to 'Exam catalog' and 'Online exam catalog', each with a 'View' button. Below these is a dropdown menu titled 'Do you have a private access code?' which is highlighted with a red rectangle. Under this dropdown is a link 'What is this?'. The 'View an upcoming test center appointment' section shows a message: 'You do not have any appointments scheduled.' On the right side of the dashboard is a 'My Account' section with links to 'Manage web account', 'Preferences', 'Exam History', 'View Score Reports', and 'My Receipts'. The footer contains links for 'Terms', 'Privacy', and 'Contact', along with a copyright notice: 'Copyright 1996-2021 Pearson Education Inc. or its affiliate(s). All rights reserved.'

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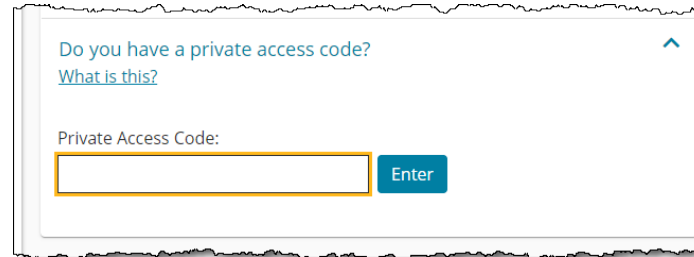
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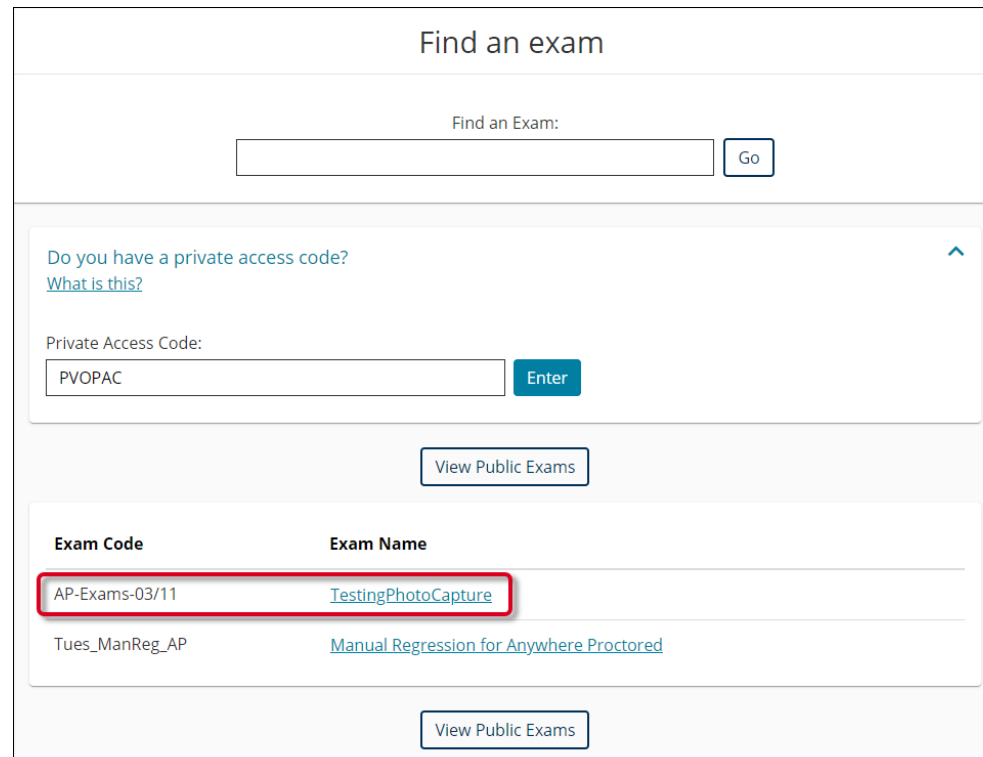
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2. Enter the **Private Access Code** (PAC) and select **Enter**.



3. Find your test 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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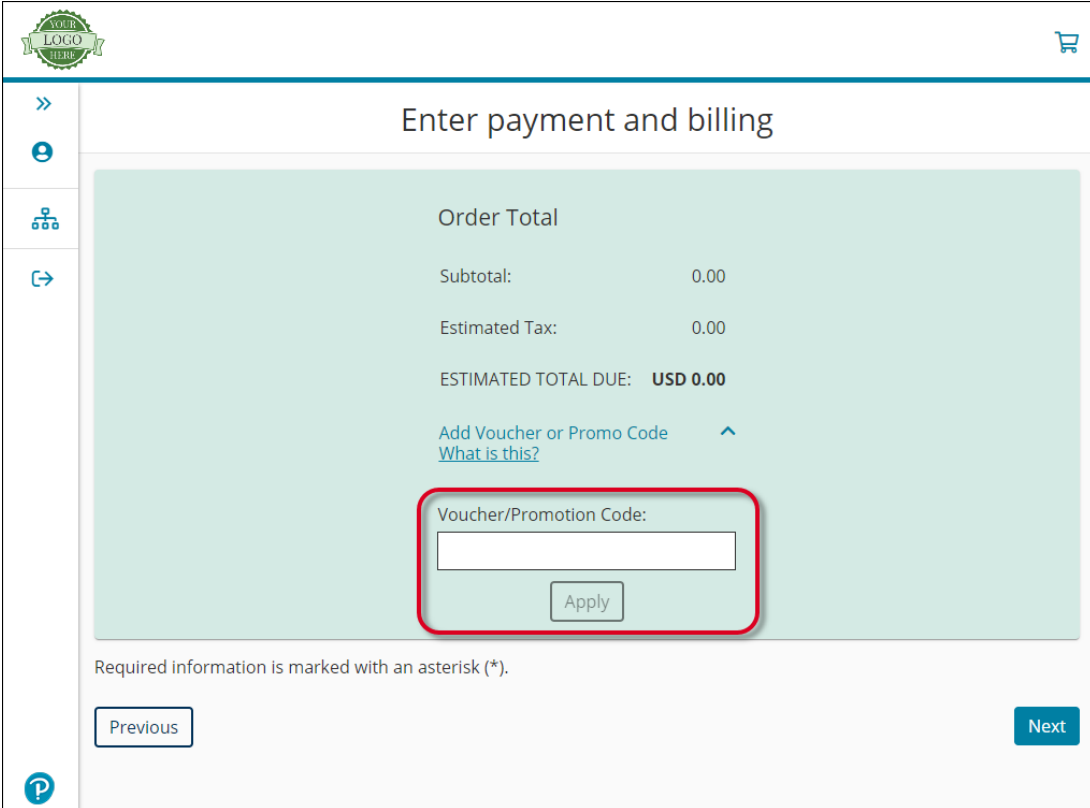
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5. **Read** the exam policies and select **Agree**.
6. Review the **Exam Details**.
7. **Review and Confirm contact information** below the exam details and select **Edit** if changes are required to candidate name or telephone number.
8. Review the 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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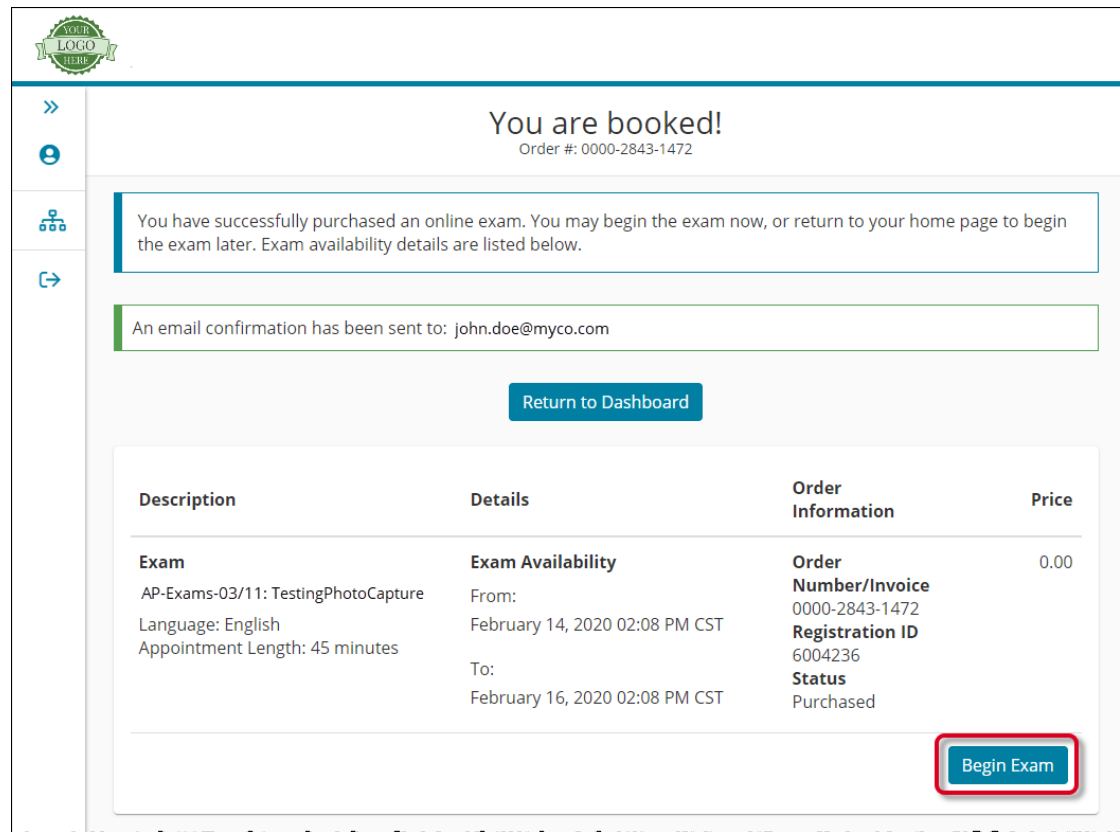
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10. If you are paying for the exam, select the **Payment Type**.
11. Enter **Billing Address**, select **Next**.
12. Review the order and select **Submit Order**.
13. You must acknowledge the policies and terms of sale and select **Agree and proceed**.
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)

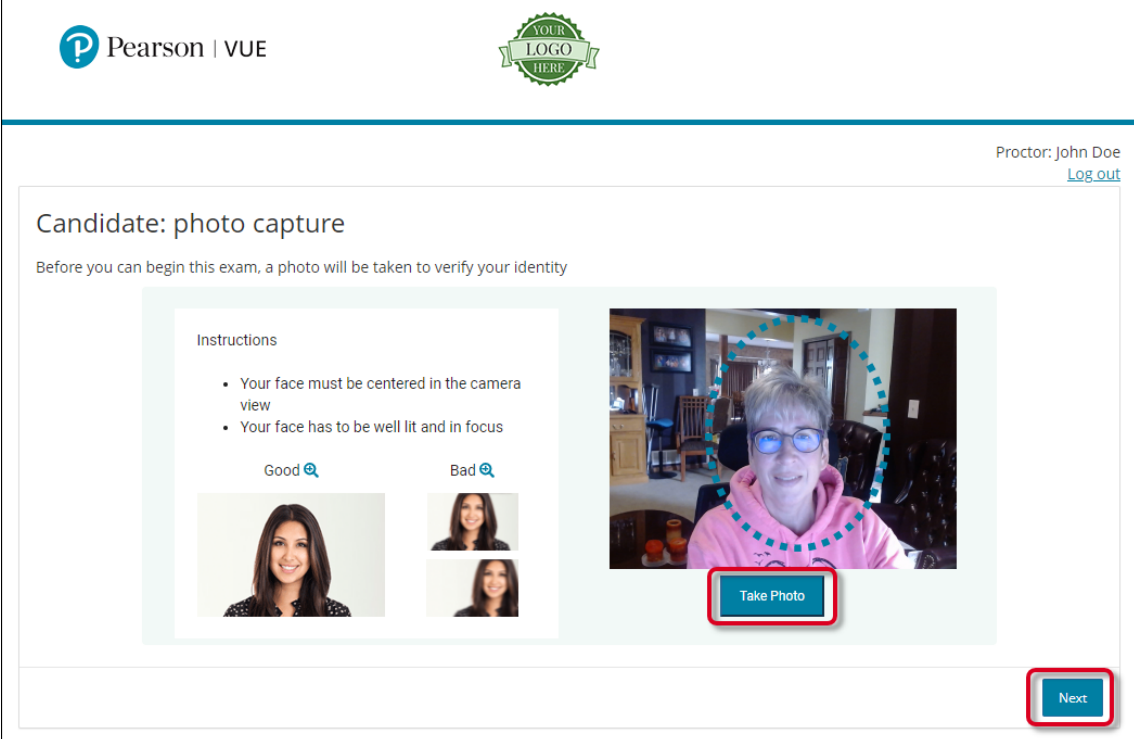


### Note

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



1. Ensure your face is centered in the circle. Select **Take Photo**.



2. Select **Next**.

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## Test taker enters event code

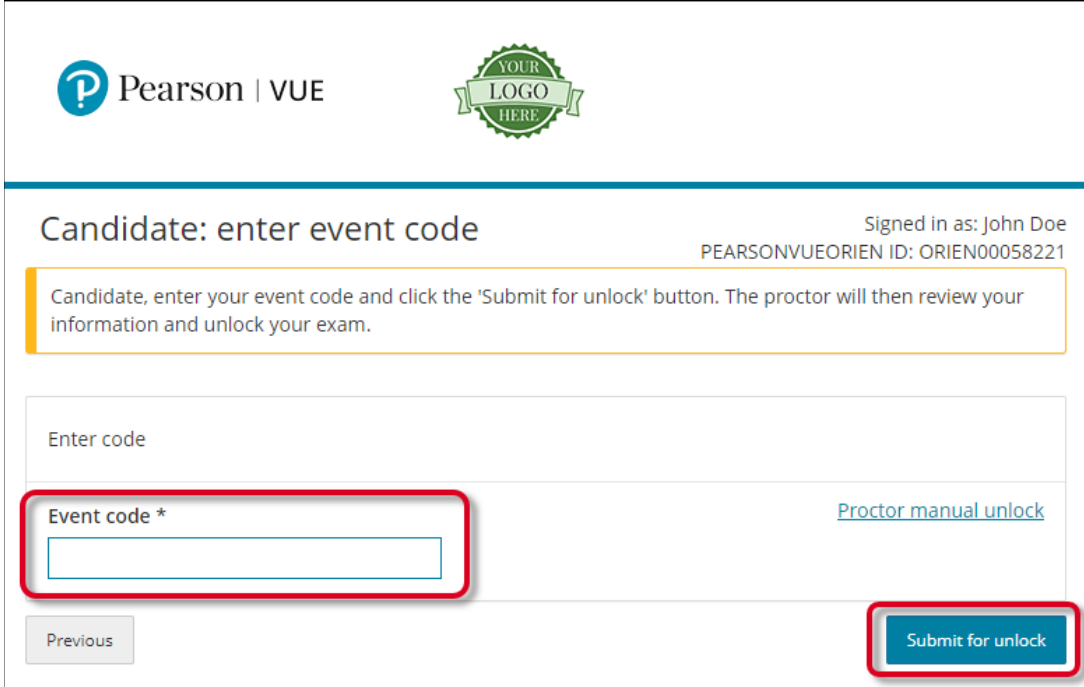




### Note

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  
PEARSONVUEORIENT 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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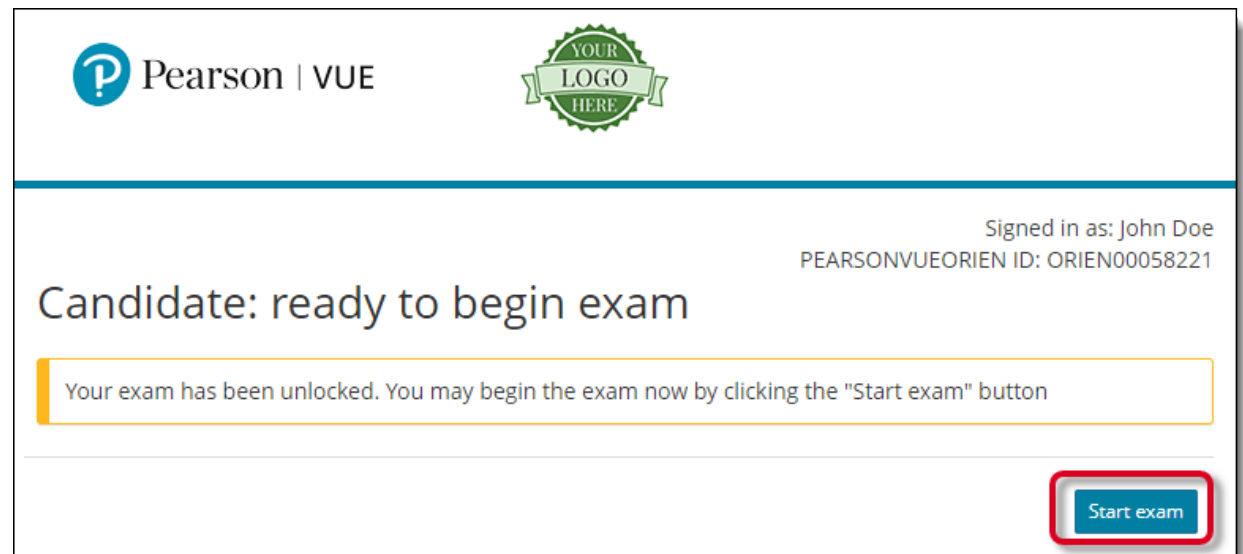
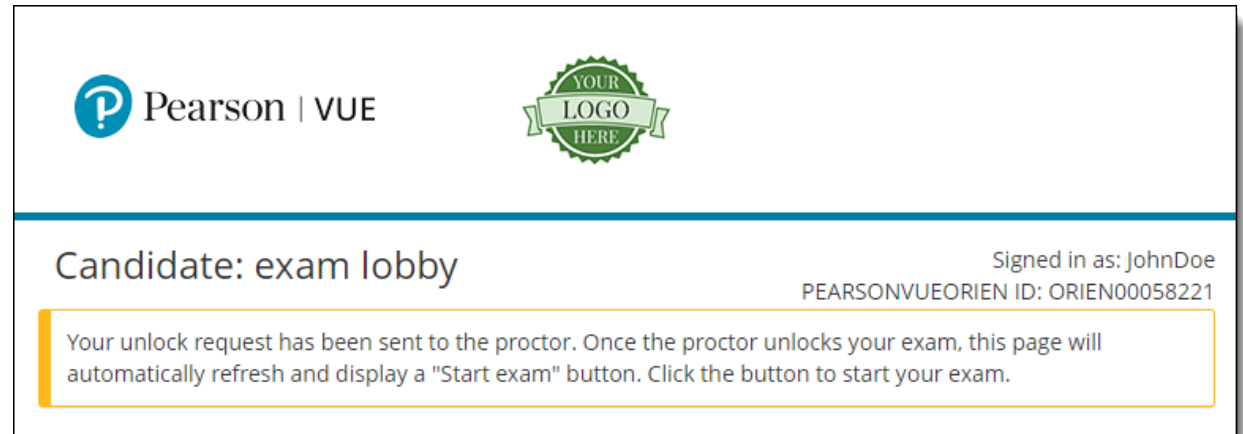
[Resume test](#)

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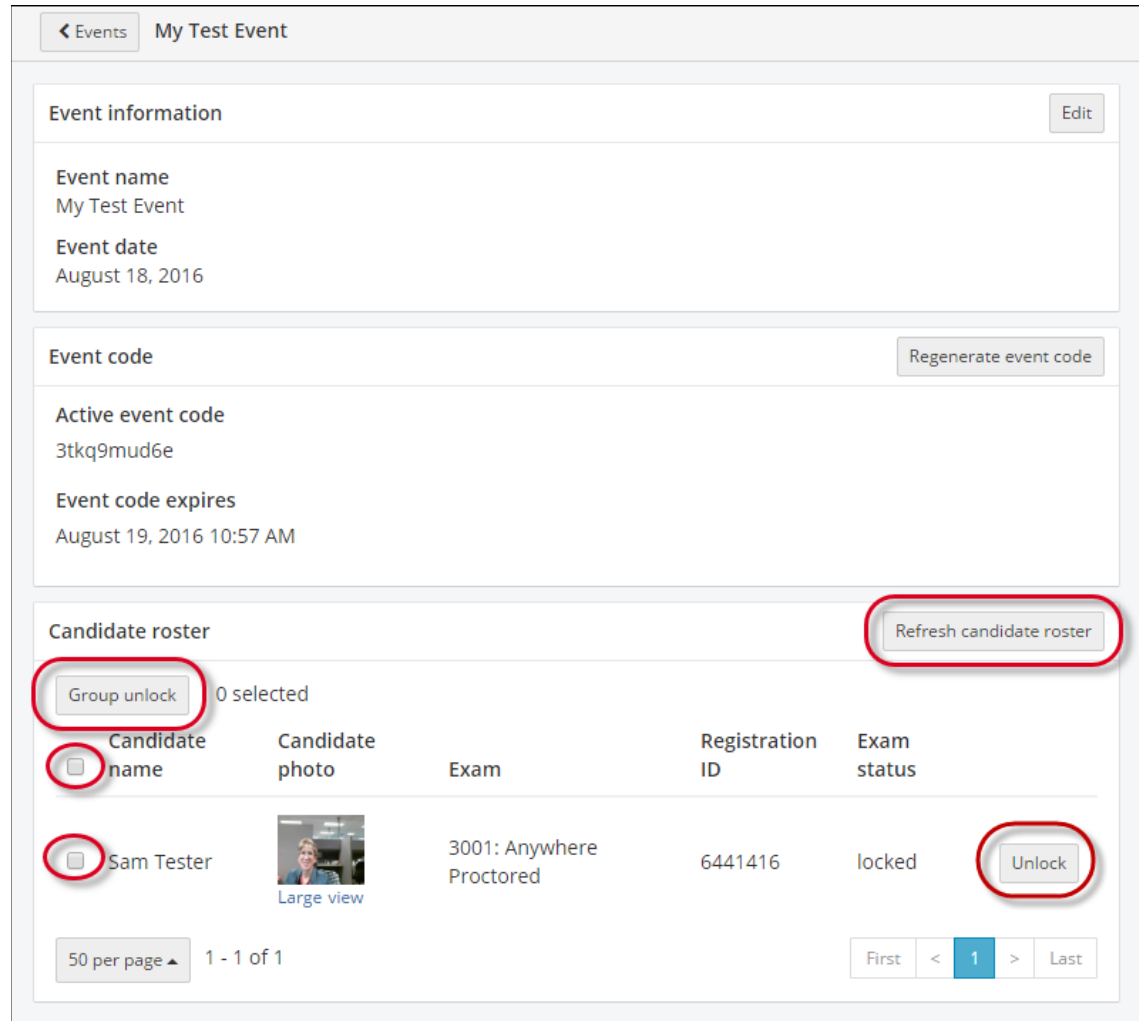
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4. **Refresh the candidate roster** to ensure all test takers are listed on the roster.



**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>

50 per page ▲ 1 - 1 of 1

First < 1 > Last

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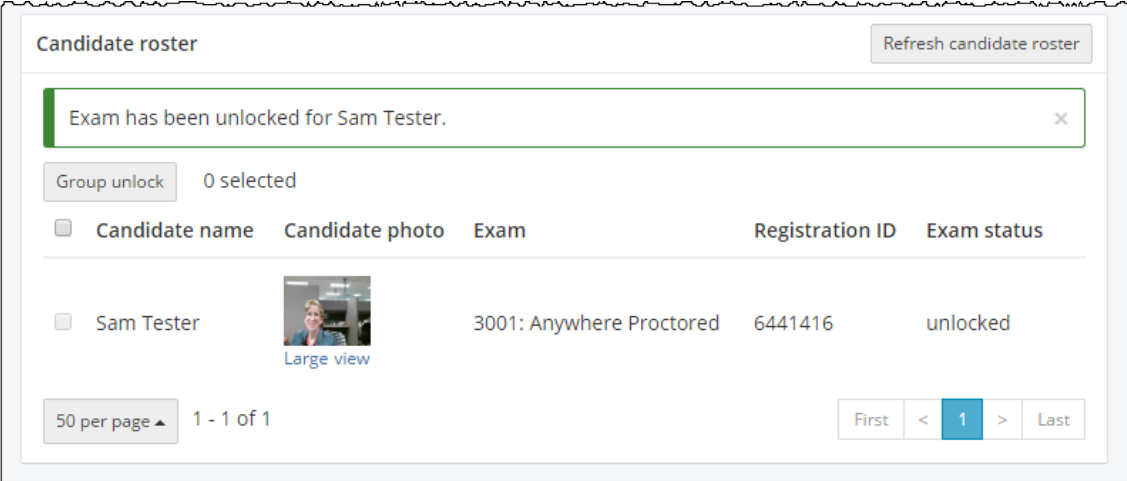
[Add time to test \(i.e., ESL\)](#)

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## 5. **Unlock** tests for test takers.

- Select 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 **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-bordered 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: '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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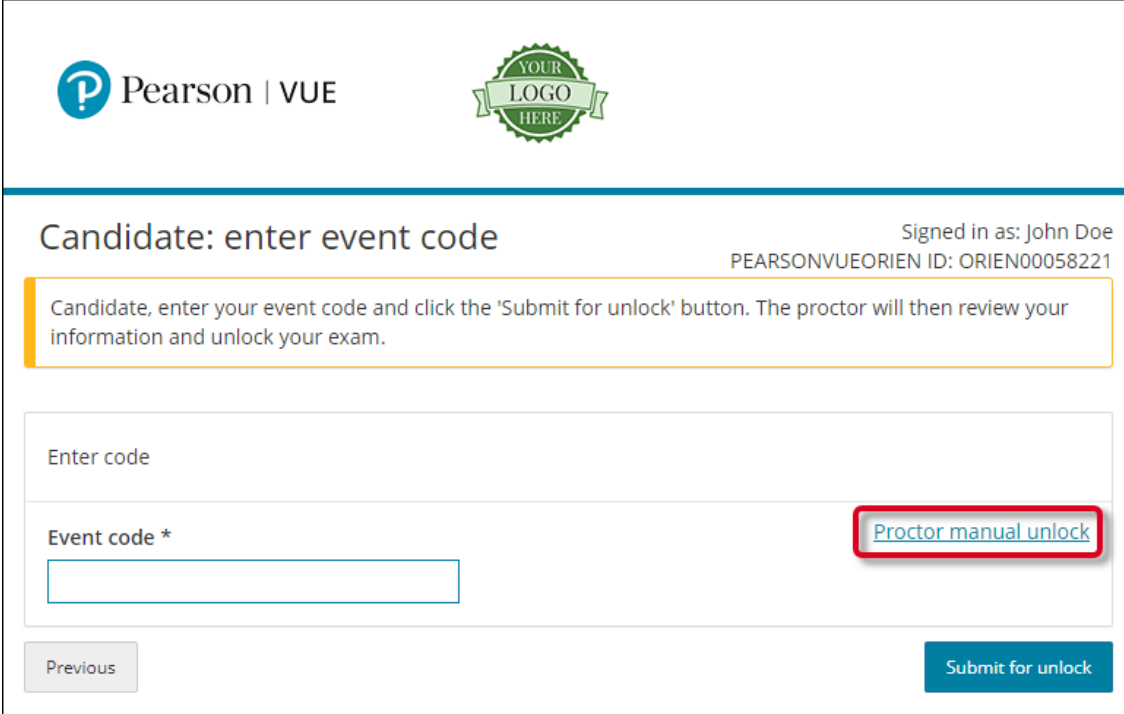
[View score report](#)

# 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 from the client web flow.

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

1. On the **Candidate: enter event code** page, proctor selects the **Proctor manual unlock** link.



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## 2. Review the test taker photo.

 **Pearson** | VUE



Signed in as: John Doe  
PEARSONVUEORIEID: ORIEN0058221

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

Proctor username

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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## 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 candidate website is unavailable](#) to resume the test.

1. Test taker launches the client landing page  
**<https://www.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.

Pearson VUE customer service.'"/>

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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 manually 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://www.pearsonvue.com/us/en/<clientname>/client-proctored.html>.
2. Select the **I am a proctor** link.
3. Scroll down to the **Technical problems during the exam delivery** section and select the link to launch the appropriate secure browser version for either **Windows** or **Mac**.

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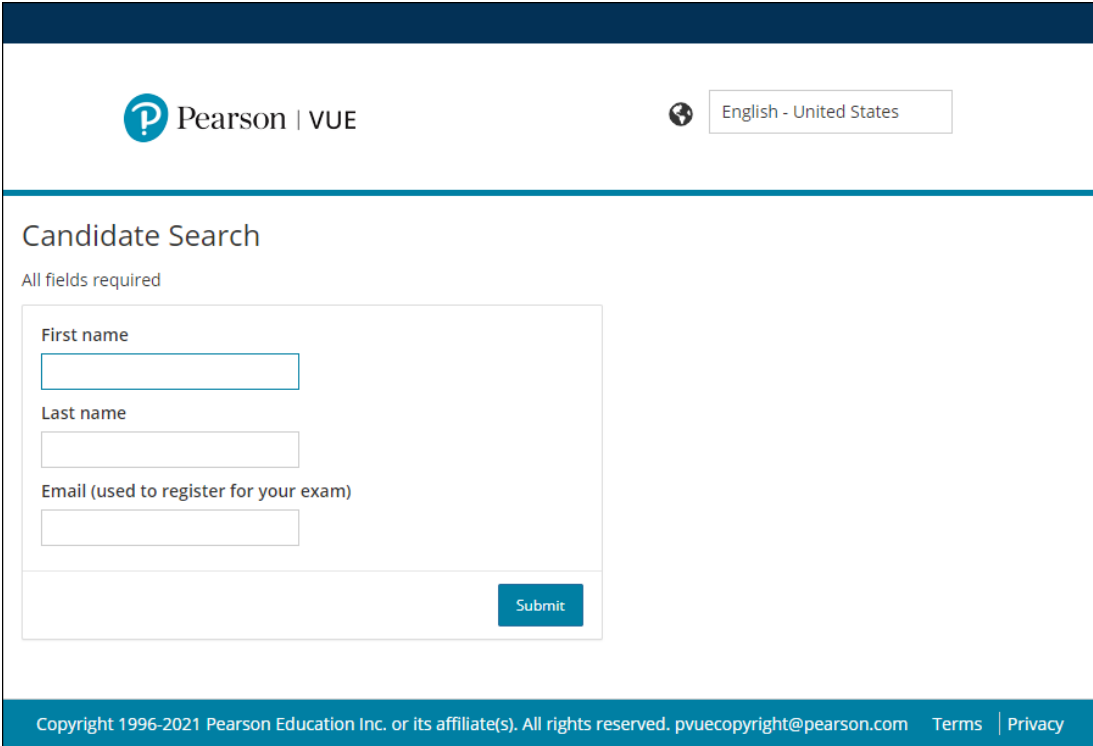
[Add time to test \(i.e., ESL\)](#)

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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 your exam) and selects **Submit**.



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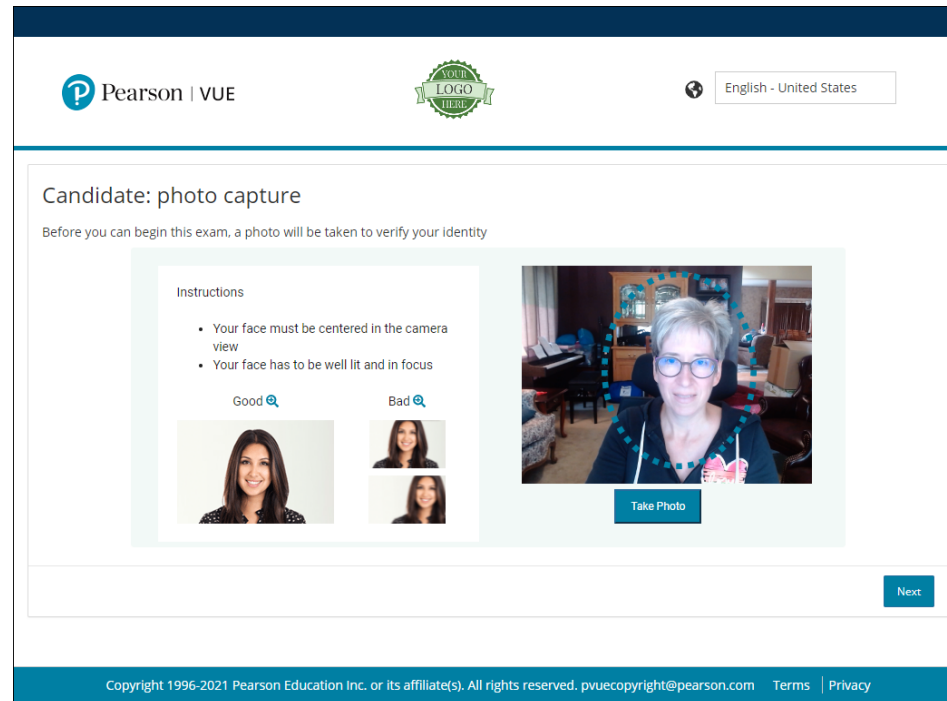
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- 
2. If the client is configured to use photo capture for this delivery mode, the **Candidate: photo capture** page opens, otherwise the **Proctor: Log-in** page opens. See [Proctor restarts test](#).



- 
- 
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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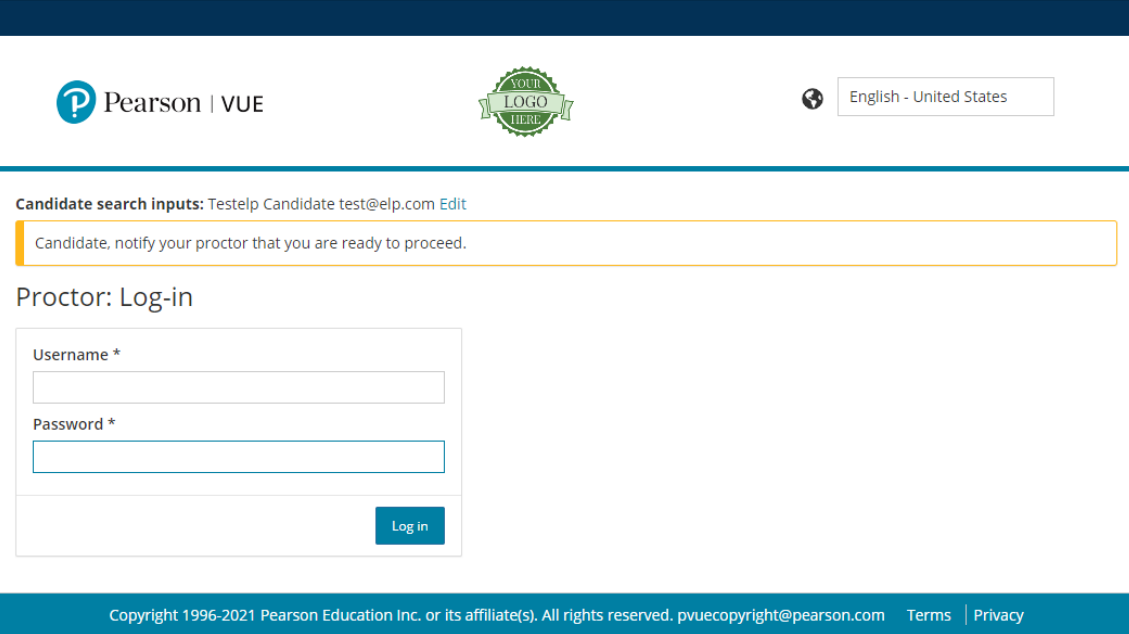
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## Proctor restarts test



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, the 'Candidate search inputs' section shows 'Testelp Candidate test@elp.com' with an 'Edit' link. A message box states 'Candidate, notify your proctor that you are ready to proceed.' The 'Proctor: Log-in' section contains a form with 'Username \*' and 'Password \*' fields, and a 'Log in' button. The footer displays copyright information: 'Copyright 1996-2021 Pearson Education Inc. or its affiliate(s). All rights reserved. pvuecopyright@pearson.com' along with links for 'Terms' and 'Privacy'.

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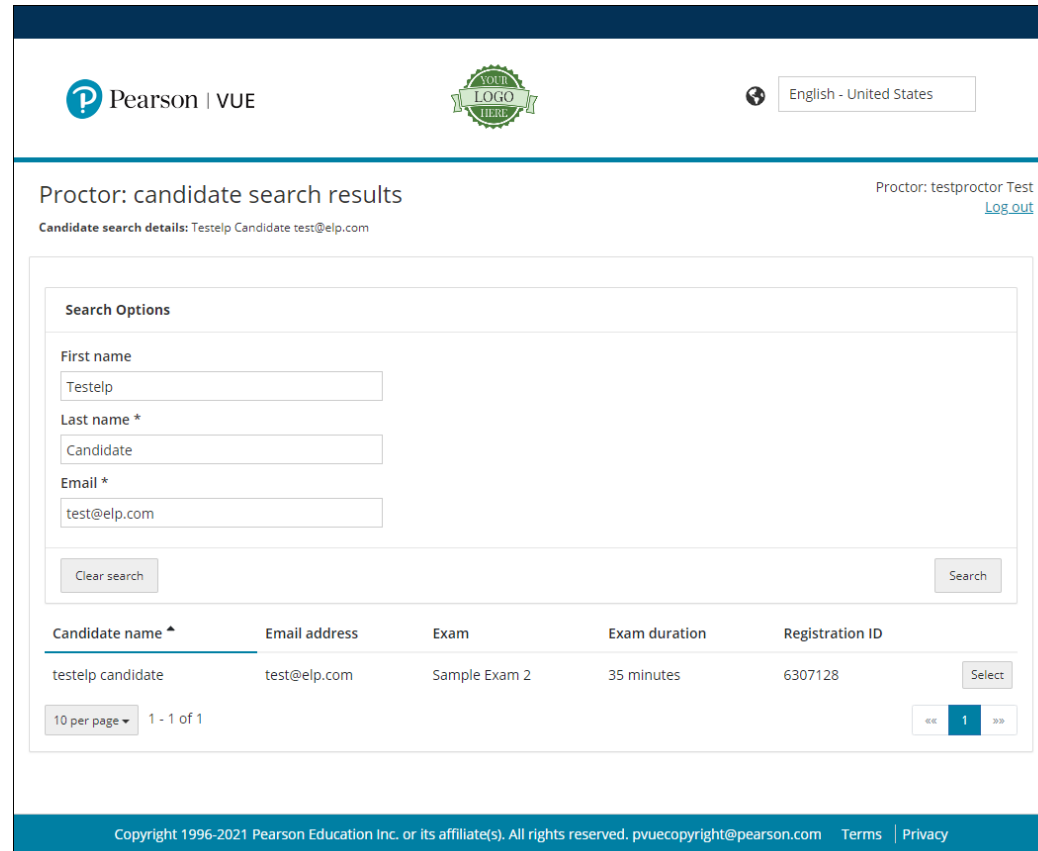
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2. On the **Proctor: candidate search results** page. Select the **Select** button for the specific exam the test taker is completing. Multiple exams could be listed.



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

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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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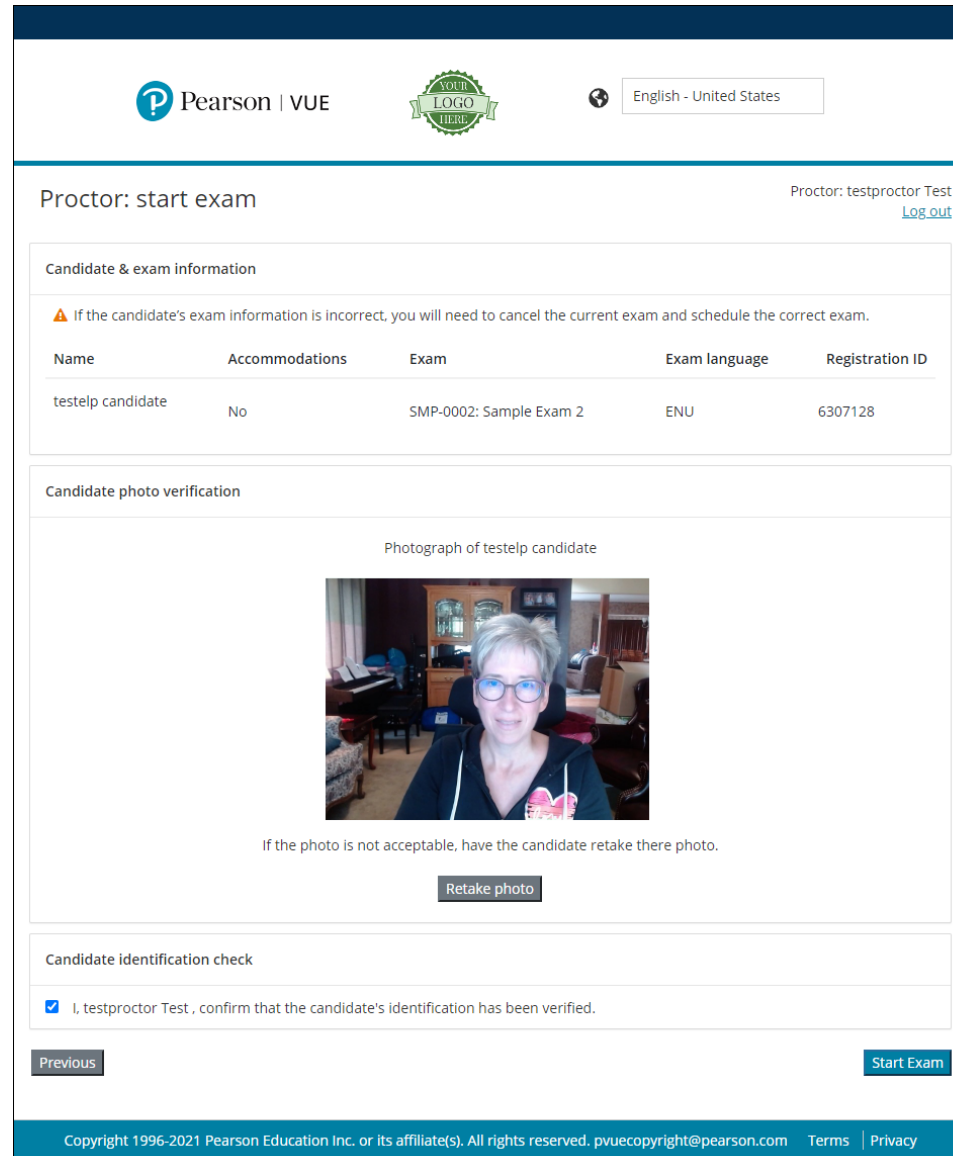
[Candidate search and photo capture](#)



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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
testtelp candidate	No	SMP-0002: Sample Exam 2	ENU	6307128

Candidate photo verification

Photograph of testtelp 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://www.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**.

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1. 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 website to view the score report.

For Pearson VUE hosted clients, follow the instructions below.

2. Select **View Score Reports**.
3. Locate the score report and select **View**.
4. Select **Open** in the download score report ribbon.

The score report opens as a PDF file.

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