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## Overview

Client proctored test delivery

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## Before the event

Complete tasks prior to testing event

---

## During the event

Tasks for testing event



# Client proctored - no appointment required – admin user guide

## Admit CompTIA candidates for Pearson VUE Browser Lock test delivery

## Overview

Roles

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### Note:

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# Overview

Client proctored 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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## Overview

**Roles**

**Symbols**

# Roles



Actions performed by the proctor



Actions performed by the candidate

# Symbols in this document



Additional notes for users

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## Before the event

Check exam authorizations

Run connection check



### Note:

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# Before the event

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


- All proctors must set up their authorization questions and password in Navigator so they can unlock test registrations.
- Proctors can also view their exam authorizations in the Proctoring application.
- 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.

## Before the event

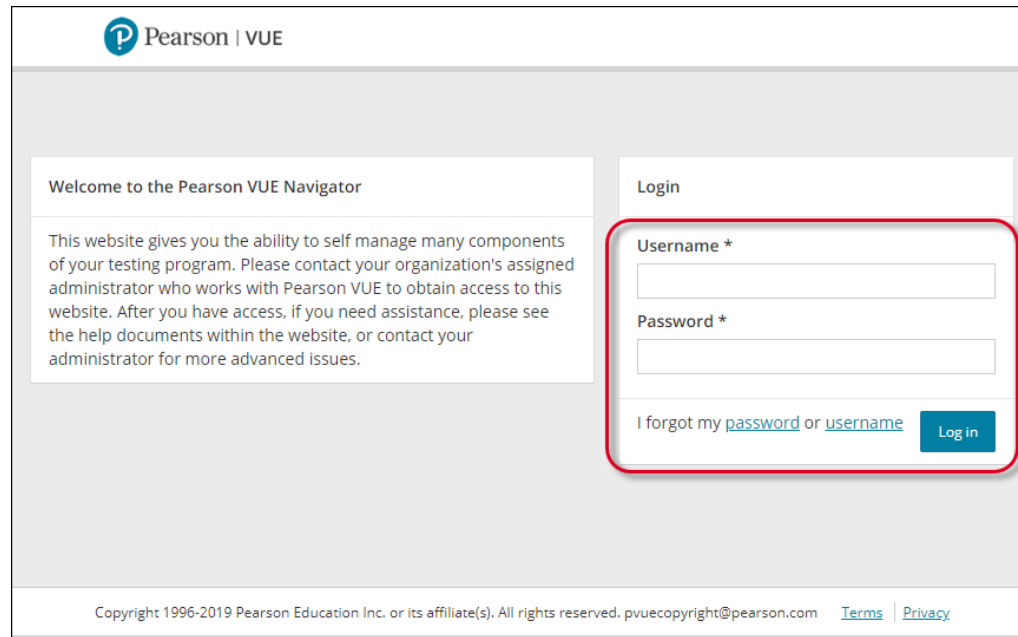
### Check exam authorizations


Run connection check

# Proctors check exam authorizations

 Prior to proctoring a test, proctors must login to Navigator to set their security questions and password. The Navigator username and password are used to unlock exams at the testing event.

1. When users are set up as proctors, an email is sent to the proctor to activate their account. They 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.
2. Launch the **Pearson VUE Navigator** portal and **Log in** with the username and password. <https://navigator.pearsonvue.com/Navigator/authenticate/login>



 **Pearson | VUE**

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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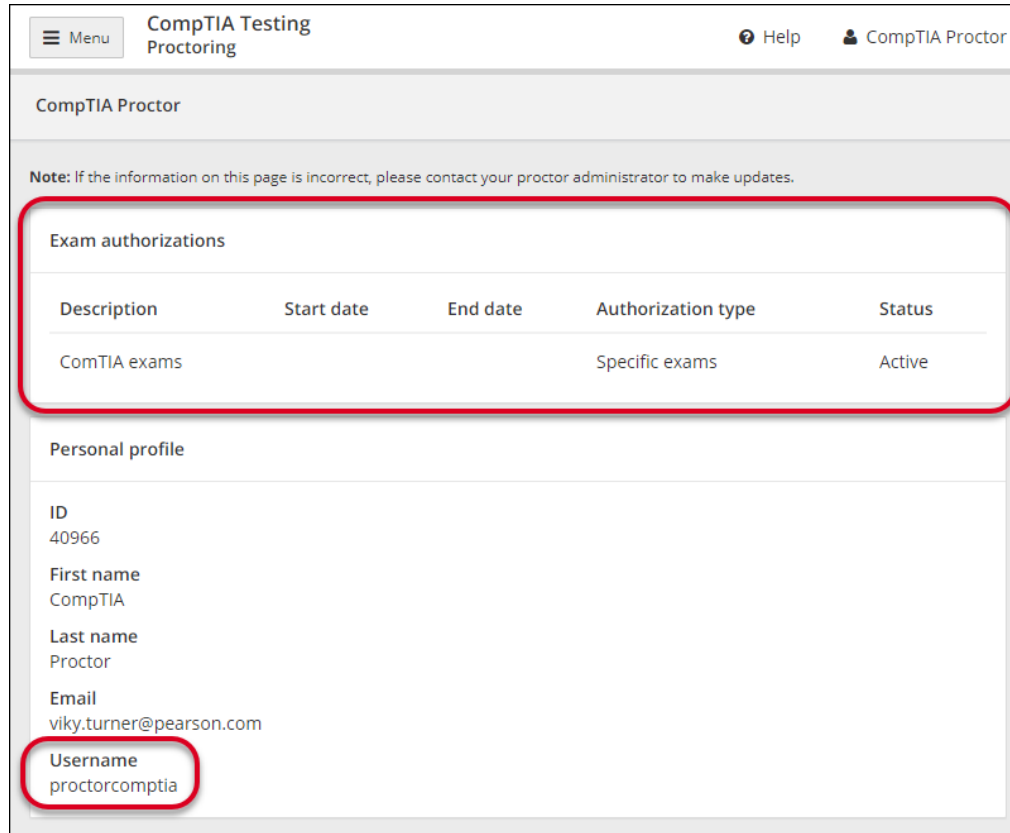
## Before the event

### Check exam authorizations

Run connection check

3. Open the **Proctoring** application in the left navigation.

Proctors are authorized to proctor specific tests. 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.



Description	Start date	End date	Authorization type	Status
ComTIA exams			Specific exams	Active

**Personal profile**

ID  
40966

First name  
CompTIA

Last name  
Proctor

Email  
viky.turner@pearson.com

Username  
proctorcomptia

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

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## Before the event

Check exam authorizations

**Run connection check**

# 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. Launch the **Pearson VUE Navigator** portal and **Log in**.  
<https://navigator.pearsonvue.com/Navigator/authenticate/login>
2. Open the **Connection Check** application.
3. 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 launch the test they pre-registered for, or they may register for the test at the event.
- 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.
- At the end of the test, test taker 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**.

## During the event

Manage admissions

**Download secure browser**

Begin test (pre-registered)

Walk-in registration

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Resume test

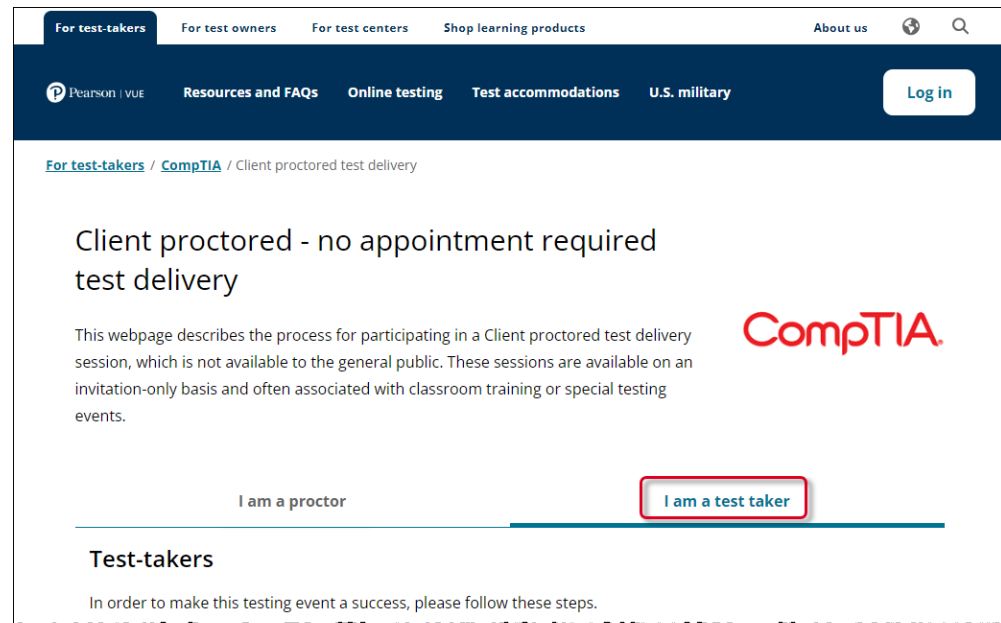
Technical troubleshooting

View score report

## Test taker downloads secure browser



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



## During the event

Manage admissions

**Download secure browser**

Begin test (pre-registered)

Walk-in registration

Unlock tests

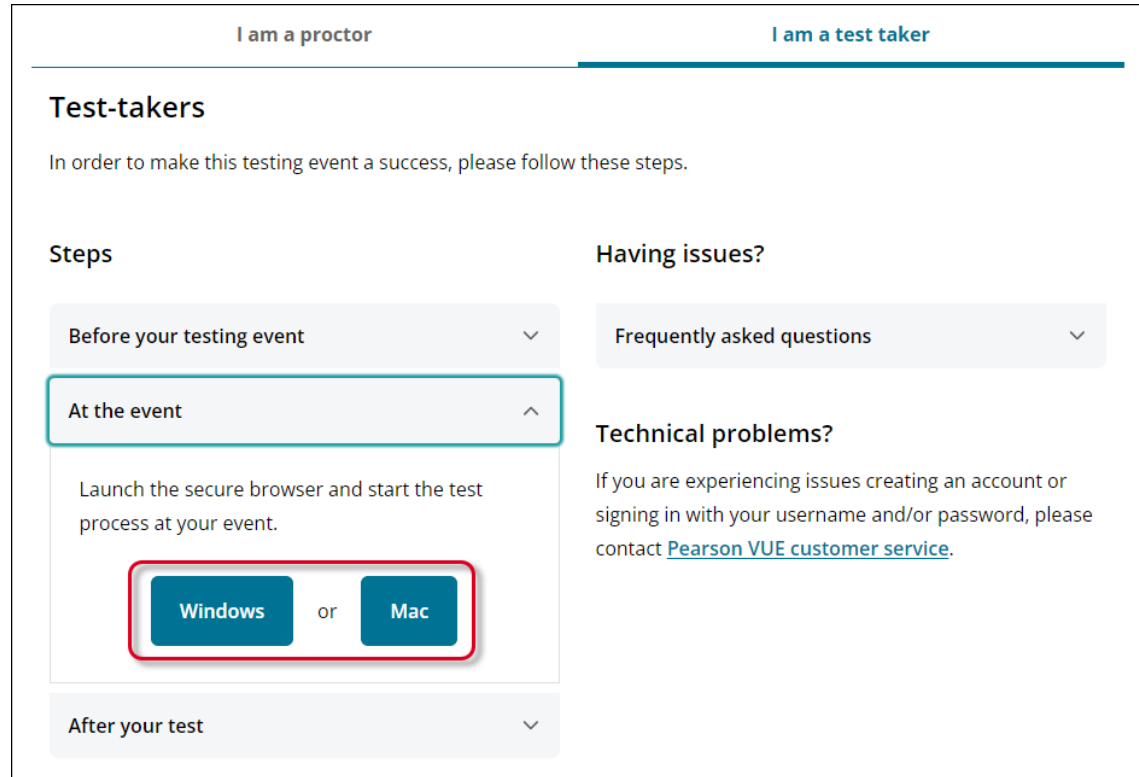
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- Expand the **At the event** section and select **Windows** or **Mac** to download the secure browser for the appropriate operating system.



The screenshot shows the 'During the event' section of the Pearson VUE interface. 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 'Test-takers' section is displayed. It includes a heading 'Test-takers' and a subheading 'In order to make this testing event a success, please follow these steps.' Below this, there are two columns. The left column is titled 'Steps' and contains a list of steps: 'Before your testing event', 'At the event', and 'After your test'. The 'At the event' step is expanded, showing the instruction 'Launch the secure browser and start the test process at your event.' Below this instruction are two buttons: 'Windows' and 'Mac', separated by the word 'or'. The right column is titled 'Having issues?' and contains a subheading 'Technical problems?' and a paragraph of text: 'If you are experiencing issues creating an account or signing in with your username and/or password, please contact [Pearson VUE customer service](#).' Below the paragraph is a dropdown menu labeled 'Frequently asked questions'.

## During the event

Manage admissions

**Download secure browser**

Begin test (pre-registered)

Walk-in registration

Unlock tests

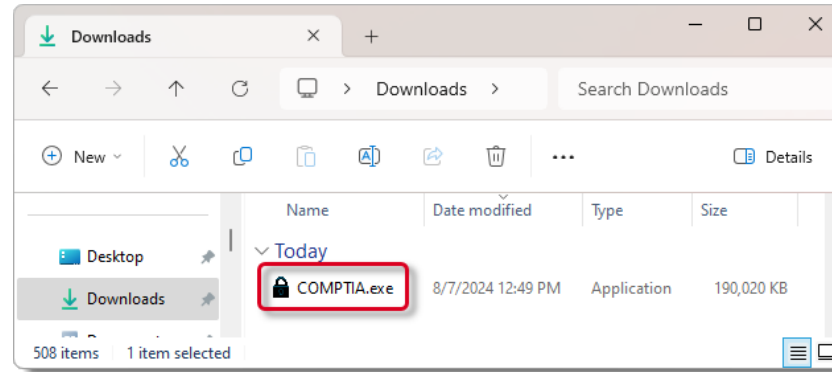
Manually shut down secure browser

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- The **COMPTIA.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)



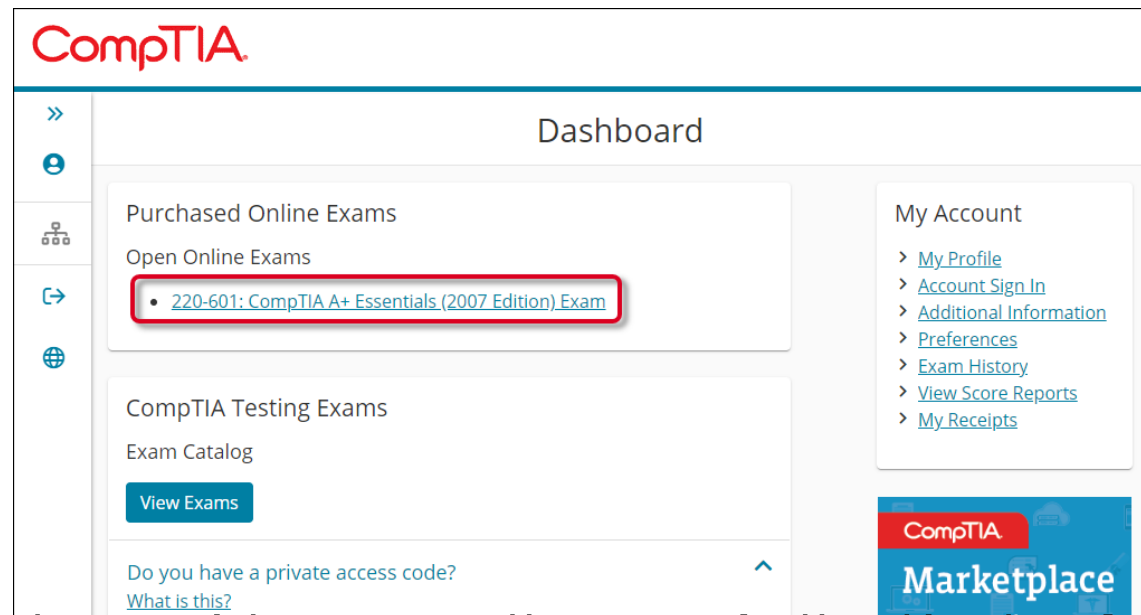
If the test taker pre-registered for the test, they can select the test in the **Open Online Exams** section to launch the test.



### 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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2. Select **Begin Exam**.

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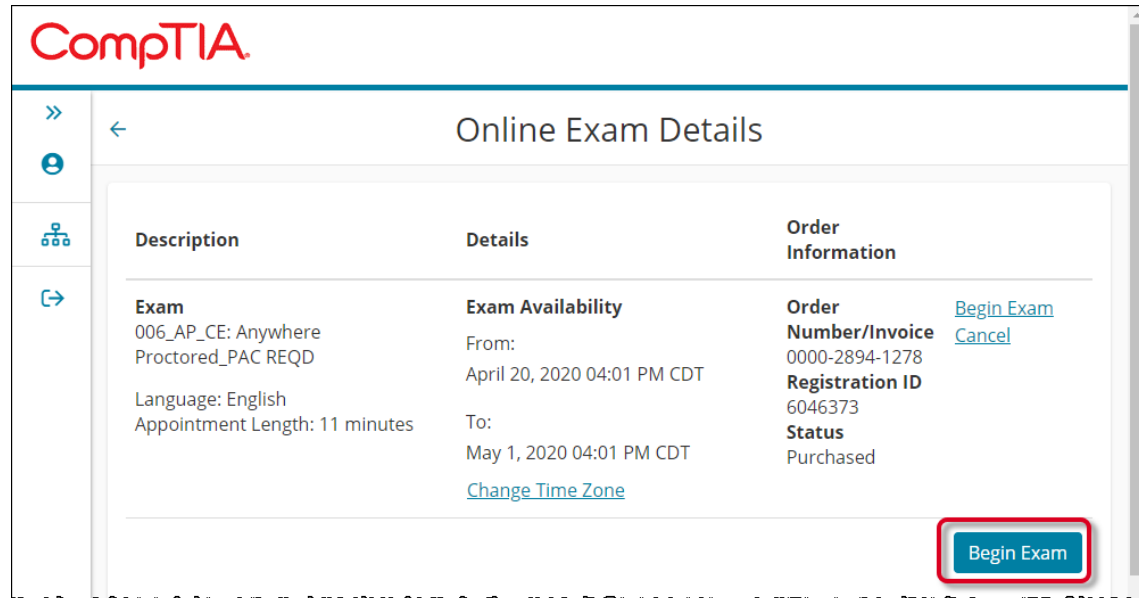
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**CompTIA**

### Online Exam Details

Description	Details	Order Information
<b>Exam</b> 006_AP_CE: Anywhere Proctored_PAC REQD  Language: English Appointment Length: 11 minutes	<b>Exam Availability</b> From: April 20, 2020 04:01 PM CDT  To: May 1, 2020 04:01 PM CDT <a href="#">Change Time Zone</a>	<b>Order Number/Invoice</b> <a href="#">Begin Exam</a> 0000-2894-1278 <b>Registration ID</b> 6046373 <b>Status</b> Purchased <a href="#">Cancel</a>

**Begin Exam**



### Note

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

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## Walk-in registration

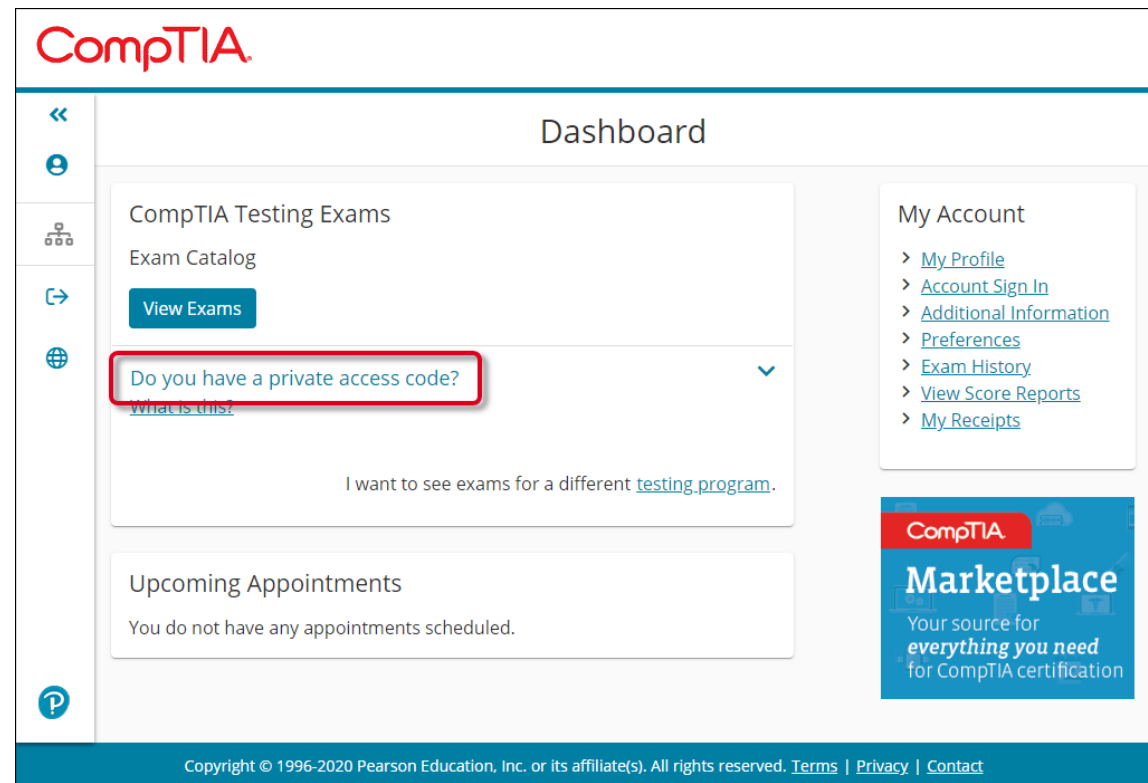


### Note

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.**



## During the event

Manage admissions

Download secure browser

Begin test (pre-registered)

### Walk-in registration

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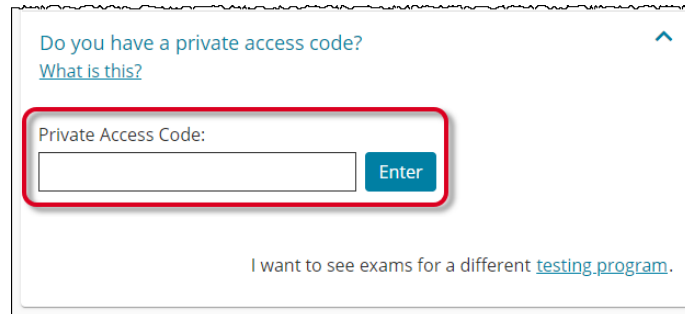
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2. Enter the **Private Access Code** (PAC) and select **Enter**.



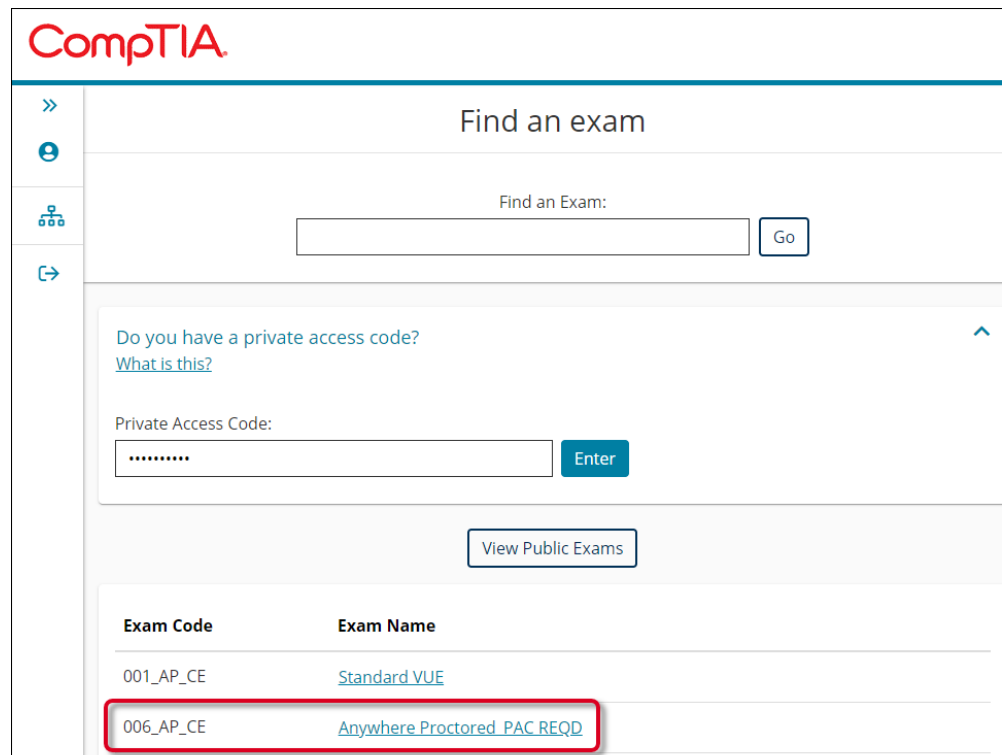
Do you have a private access code?  
[What is this?](#)

Private Access Code:

**Enter**

I want to see exams for a different [testing program](#).

3. Find your test and select the link.



**CompTIA**

Find an exam

Find an Exam:  **Go**

Do you have a private access code?  
[What is this?](#)

Private Access Code:

**Enter**

**View Public Exams**

Exam Code	Exam Name
001_AP_CE	<a href="#">Standard VUE</a>
006_AP_CE	<a href="#">Anywhere Proctored PAC REQD</a>

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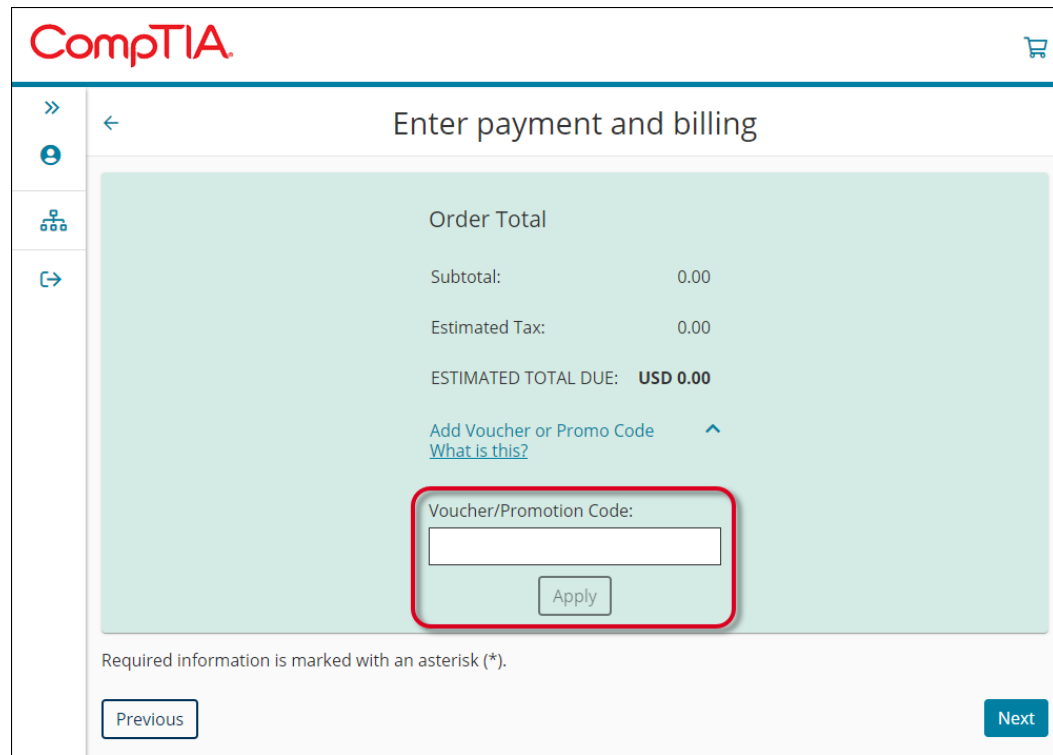
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4. Answer the **Additional Questions from CompTIA Testing** and select **Next**.
5. Review the client policies and select **Agree**.
6. Review the **Exam Details**.
7. **Review and Confirm contact information** below the exam details and select **Edit** if changes are required to candidate name or telephone number.
8. Select **Next**.
9. If you are paying for the test with a voucher code, enter the **Voucher/Promotion Code** and select **Apply**. Otherwise select **Next**.



CompTIA

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:

Apply

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

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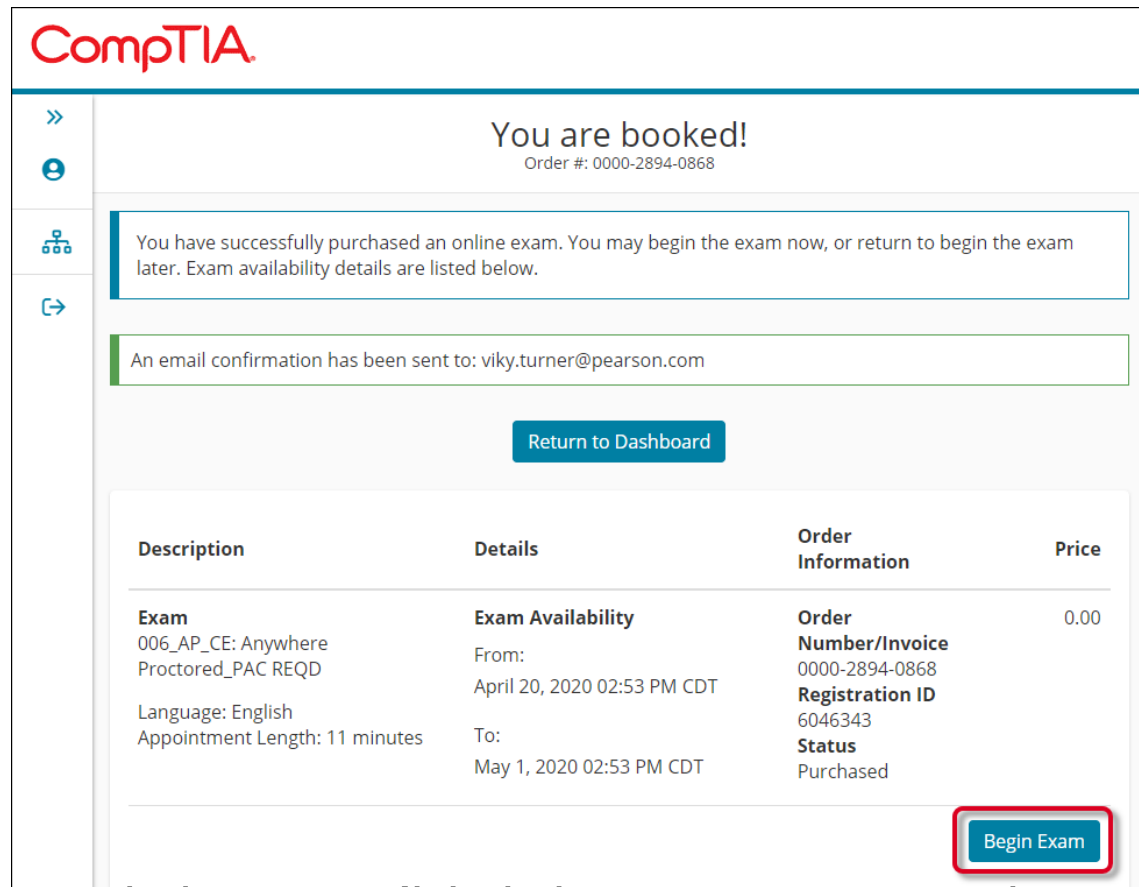
10. If you are paying for the exam, select the **Payment Type**.

11. Enter **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. Select **Begin Exam**.



**CompTIA**

**You are booked!**  
Order #: 0000-2894-0868

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

An email confirmation has been sent to: viky.turner@pearson.com

[Return to Dashboard](#)

Description	Details	Order Information	Price
<b>Exam</b> 006_AP_CE: Anywhere Proctored_PAC REQD  Language: English Appointment Length: 11 minutes	<b>Exam Availability</b> From: April 20, 2020 02:53 PM CDT  To: May 1, 2020 02:53 PM CDT	<b>Order Number/Invoice</b> 0000-2894-0868 <b>Registration ID</b> 6046343 <b>Status</b> Purchased	0.00

[Begin Exam](#)

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## Unlock tests

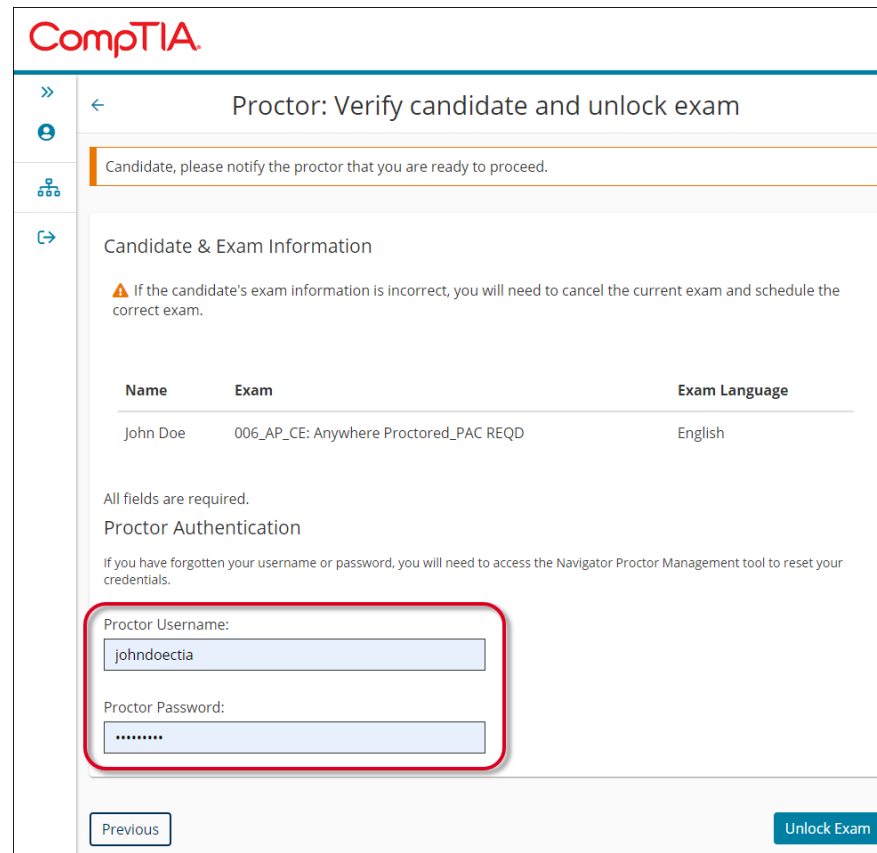


1. Candidate notifies the proctor they are ready to begin the test.



2. 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.)



The screenshot shows the 'Proctor: Verify candidate and unlock exam' interface. At the top, there is a message: 'Candidate, please notify the proctor that you are ready to proceed.' Below this is a section titled 'Candidate & Exam Information' with a warning icon and text: 'If the candidate's exam information is incorrect, you will need to cancel the current exam and schedule the correct exam.' A table displays the candidate's information:

Name	Exam	Exam Language
John Doe	006_AP_CE: Anywhere Proctored_PAC REQD	English

Below the table, it states 'All fields are required.' and 'Proctor Authentication'. A note says: 'If you have forgotten your username or password, you will need to access the Navigator Proctor Management tool to reset your credentials.' The authentication fields are highlighted with a red box:

Proctor Username:

Proctor Password:

At the bottom, there are 'Previous' and 'Unlock Exam' buttons.

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3. Select **Unlock 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 click 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., lose 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. Launch the client landing page <https://www.pearsonvue.com/us/en/comptia/client-proctored.html>.
2. Select the **I am a test taker** tab.

## During the event

Manage admissions

Unlock tests

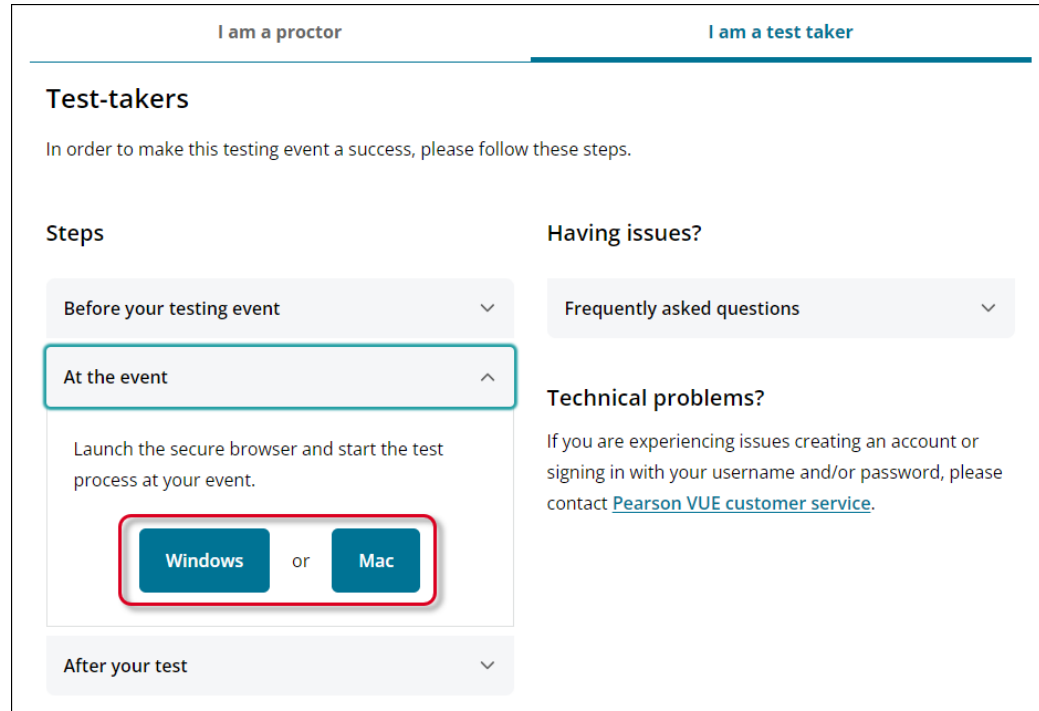
Manually shut down secure browser

**Resume test**

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3. Select **Windows** or **Mac** to re-launch the test in a secure browser. Test takers must select the appropriate operating system.



The screenshot shows the 'I am a test taker' tab in the Pearson VUE interface. The 'Test-takers' section is active, displaying instructions to follow steps for a successful testing event. The 'Steps' section has three expandable items: 'Before your testing event', 'At the event' (which is expanded), and 'After your test'. The 'At the event' section contains the instruction 'Launch the secure browser and start the test process at your event.' Below this instruction are two buttons, 'Windows' and 'Mac', separated by the word 'or'. These buttons are highlighted with a red rectangular border. To the right of the 'Steps' section, there are two links: 'Frequently asked questions' and 'Technical problems?'. The 'Technical problems?' link is followed by a paragraph of text: 'If you are experiencing issues creating an account or signing in with your username and/or password, please contact [Pearson VUE customer service](#).'

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.
8. Test taker resumes testing on the question following the last question they answered.

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### Technical troubleshooting

#### Launch test when candidate website is down

Launch secure browser

Candidate search

Restart test

View score report

# 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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**Launch secure browser**

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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/comptia/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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Launch test when candidate website is down

Launch secure browser

**Candidate search**

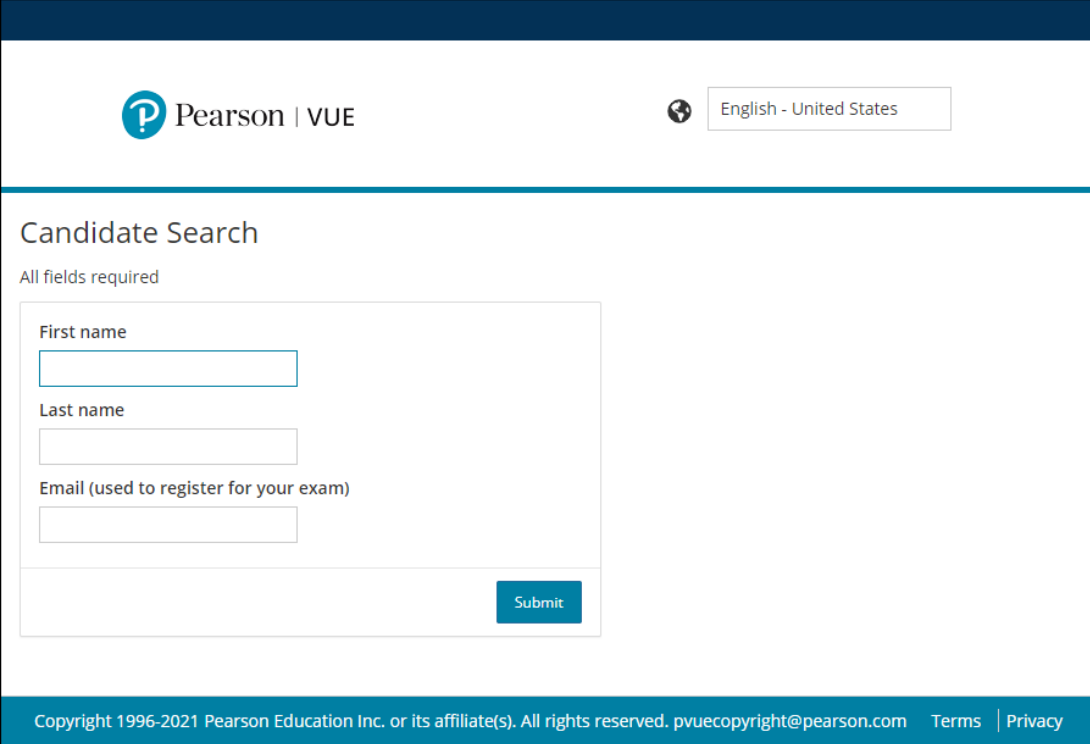
Restart test

View score report

## Candidate search



1. When the secure browser opens, it opens to the **Candidate Search** page.



2. Test Taker enters their **First name**, **Last name**, and **Email** (used to register for your exam).

3. Select **Submit**.

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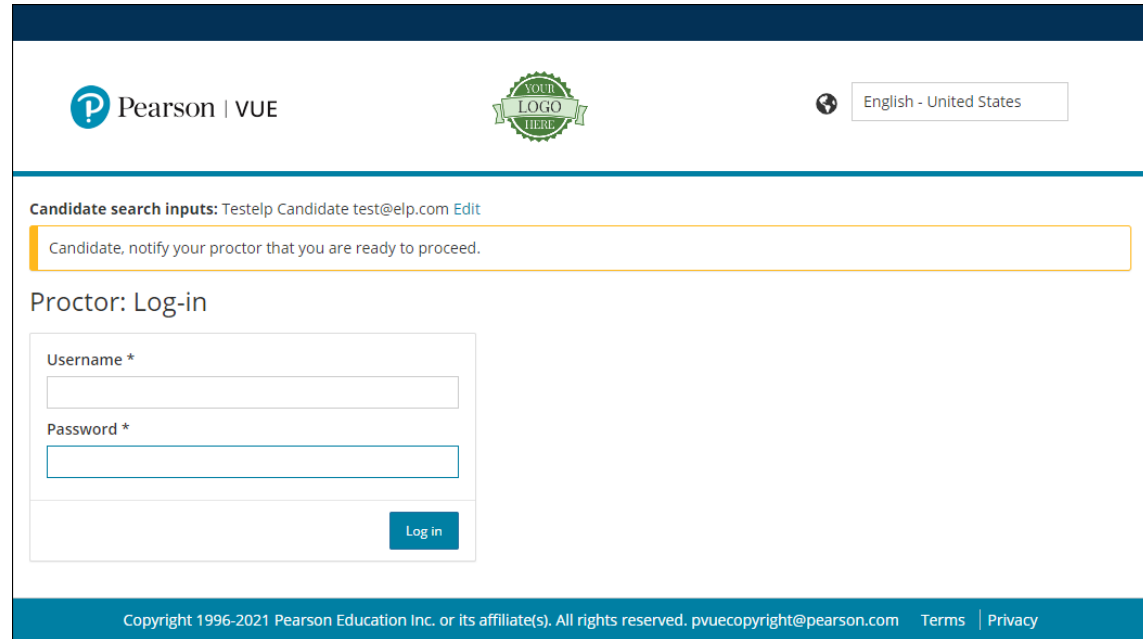
**Restart test**

View score report

## Proctor starts 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 green seal that says "YOUR LOGO HERE", and a language selector set to "English - United States". Below the header, there is a section titled "Candidate search inputs: Testelp Candidate test@elp.com Edit". Underneath this, there is a yellow box with the text "Candidate, notify your proctor that you are ready to proceed." Below this, there is a section titled "Proctor: Log-in". This section contains two input fields: "Username \*" and "Password \*". Below these fields is a blue "Log in" button. At the bottom of the page, there is a footer with the text "Copyright 1996-2021 Pearson Education Inc. or its affiliate(s). All rights reserved. pvuecopyright@pearson.com Terms Privacy".

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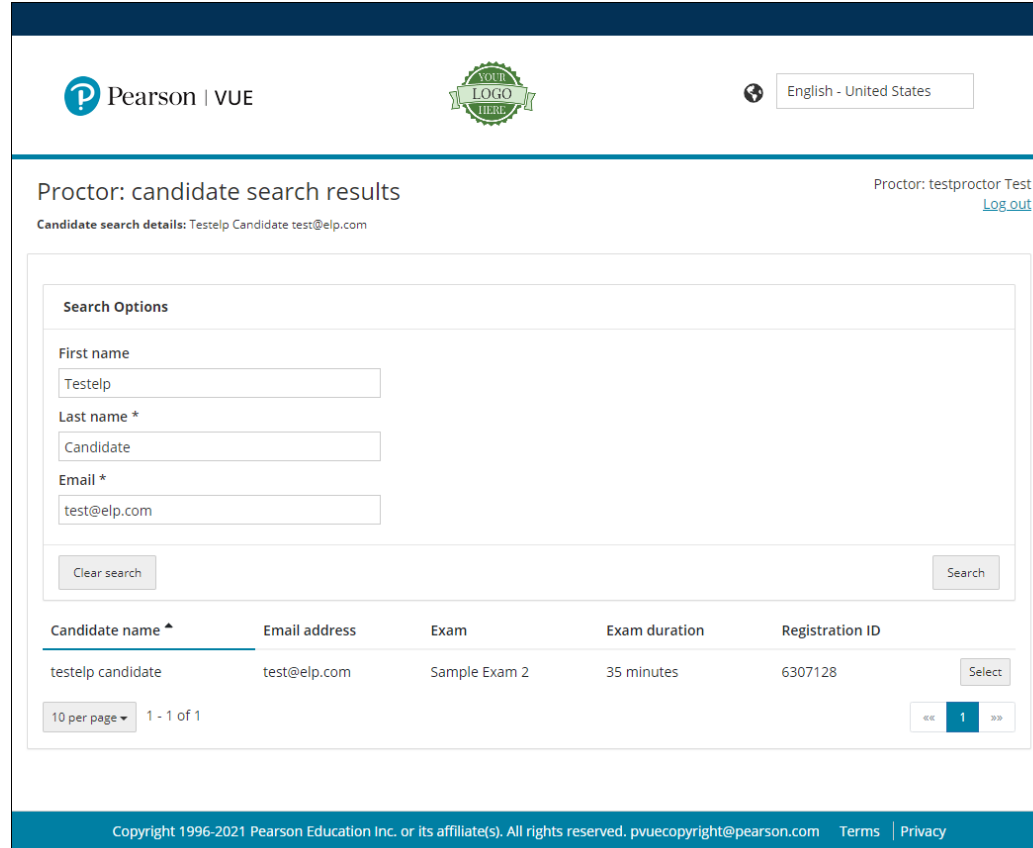
Launch secure browser

Candidate search

**Restart test**

View score report

- 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.



**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	<a href="#">Select</a>

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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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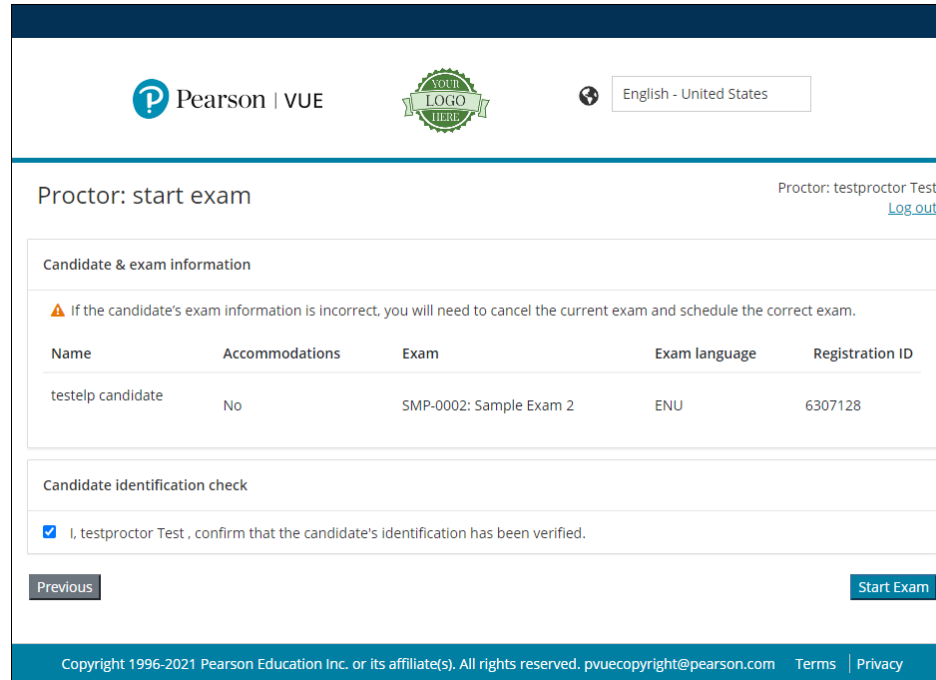
Candidate search

**Restart test**

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Home

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



The screenshot shows the 'Proctor: start exam' page. At the top, there is a Pearson | VUE logo, a 'YOUR LOGO HERE' placeholder, and a language selector set to 'English - United States'. The main heading is 'Proctor: start exam' with a 'Log out' link. Below this is a 'Candidate & exam information' section with a warning: 'If the candidate's exam information is incorrect, you will need to cancel the current exam and schedule the correct exam.' A table follows with columns: Name, Accommodations, Exam, Exam language, and Registration ID. The table contains one row: 'testelp candidate', 'No', 'SMP-0002: Sample Exam 2', 'ENU', and '6307128'. Below the table is a 'Candidate identification check' section with a checked checkbox: 'I, testproctor Test, confirm that the candidate's identification has been verified.' At the bottom of this section are 'Previous' and 'Start Exam' buttons. The footer contains copyright information: 'Copyright 1996-2021 Pearson Education Inc. or its affiliate(s). All rights reserved. pvuecopyright@pearson.com' and links for 'Terms' and 'Privacy'.

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

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

5. 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.

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## During the event

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Resume test

Technical troubleshooting

**View score report**

# View score report



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

1. Launch the client landing page  
<https://www.pearsonvue.com/us/en/comptia/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**.
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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