

# Application access support

Access related support is provided for the following applications: Navigator, Remote desktop, Multi-factor authentication, etc.

**Language:** Support is available in English language at this time

**Support requests:**

- Request support by completing the Application access support request form OR
- Call First Level Support and submit the completed Application access support Request form.

**Support hours:**

- Navigator password reset available 24 x 7 by calling First Level support
- All other Application access support services are available M-F in all regions (24x5) and Sat/Sun support by contacting First Level support.

**Support service:**

Application	Request Type
User Management (For any of the above applications)	<ul style="list-style-type: none"> <li>• Reset password</li> <li>• Activate/Deactivate account</li> </ul>
Remote desktop	Reset password
Multi-factor Authentication	Reset password
Location Codes	
Proctor Management	Creation or Proctor and Management
Organizations	Create Organization & Assign proctors
Private Access Codes	Forgot PAC code
Preview	
MPV Support	
Group Scheduling	

**Navigator Prioritization Levels:**

Priority	Response Time (best effort)	Guidelines/Examples
1 - Urgent	After receiving initial call, updates every 2 hours until resolved	<ul style="list-style-type: none"> <li>• Password reset</li> <li>• System is unavailable for all users</li> <li>• Proctor needs to unlock an exam on the same day</li> <li>• Poor performance making system unusable</li> </ul>

2 – High	Same business day response and every day until resolved	<ul style="list-style-type: none"> <li>• Problem affecting one or more users such that they are not able to complete a critical task</li> <li>• Proctor needs to unlock an exam within the next day or two and is unable</li> </ul>
3 – Normal	2 <sup>nd</sup> business day response and every 3 days until resolved	<ul style="list-style-type: none"> <li>• Activate/Deactivate account</li> <li>• Problem affecting one or more users such that they cannot complete a non-critical tasks, or there is a work-around which allows them to complete it</li> </ul>
	3 <sup>rd</sup> business day response and as appropriate until resolved	<ul style="list-style-type: none"> <li>• System usage questions</li> <li>• Minor display issues</li> </ul>

**Tracking:** All support requests via email or phone are logged. First level support calls are recorded

**Support contact phone numbers:**

Available on webpage: [www.pearsonvue.com/appsupport](http://www.pearsonvue.com/appsupport)

**Password reset help:**

To reset your password or username, click the 'I forgot my [password](#) or [username](#)' link next to the Log in button on the Navigator login page: <https://navigator.pearsonvue.com/Navigator/authenticate/login>. This option will send an email which includes a link that can be used to reset and re-activate your account.

**Please note** that once the account has been re-activated, this link cannot be re-used. Users will need to login with their updated credentials here: <https://navigator.pearsonvue.com/Navigator/authenticate/login>.