Frequently Asked Questions
Anywhere Proctored exam delivery

Language: Support is available in English language at this time

Support hours: First and Second Level support are available 24 x 7

First Level support service:

        Event Manager, Proctor login issues, Private Access Codes (PACs)
        Event day candidate registration issues

Second Level support service:

        Technical application support

Escalations: The First Level support team member will escalate by immediately contacting and transferring the caller to a Second Level support agent or via a call back. The First Level agent would specify the callback time.

Tracking: All calls are logged. First level support calls are recorded.

Support contact phone numbers:

        Available on webpage: www.pearsonvue.com/appsupport