
Overview

Client proctored exam delivery

System requirements

Configure Internet connectivity

Configure site

Configure test site for testing event

Site activation

Tasks to activate the site

Before an event

Tasks to complete before a test event

Event day

Tasks to complete on event day

Test the system

Schedule test and complete exam

Troubleshoot

Troubleshoot exam delivery issues



Client proctored – appointment required – admin user guide

Pearson – ITS test driver

Overview

Roles

Symbols

Contacts

Technical support



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

Overview

Client proctored – appointment required exam delivery allows clients to set up a testing site at their own facility, using their own equipment. Clients are responsible for maintaining site configurations, setting up their own proctors, and running the testing site. The Pearson VUE Browser Lock secure browser launches Exam Launchpad. Exams are then delivered via the Pearson ITS test driver.

This document covers how to install and configure all the software and site settings so you can administer your own Client proctored testing site.

This section identifies symbols you will see in this document and how to contact VUE Support Services (VSS) for technical assistance.

See the [Client proctored – appointment required ITS proctor user guide](#) for instructions on how to administer a Client proctored – appointment required testing event. This guide was written for proctors to include only those procedures needed to administer a testing event.

Home

OverviewSystem
reqsConfigure
siteSite
activationBefore
event

Event day

Test
system

Troubleshoot

Overview

Roles

Symbols

Contacts

Technical support

Roles



Actions performed by the Site Administrator



Actions performed by the proctor



Actions performed by the candidate

Symbols in this document



Additional notes for users



Warnings users must pay attention to



Used when security measures are discussed in the guide.

Home

Overview

System
reqs

Configure
site

Site
activation

Before
event

Event day

Test
system

Troubleshoot

Overview

Roles

Symbols

Contacts

Technical support

Contacts

The [Contacts](#) page identifies who to contact for non-technical support, for example assistance with accommodations, exam registration issues, or help on maintaining your schedule.

Technical support



For technical support issues such as trouble with software or issues with connectivity, please visit the **Pearson VUE VSS Support** page at www.pearsonhelp.com. This site allows you to connect with a remote operator to receive support, use Live chat to connect with a VUE Support Specialist, locate the region-specific phone numbers to call and speak with a VUE Support Specialist, as well as other support links.

Home

Overview

System
reqs

Configure
site

Site
activation

Before
event

Event day

Test
system

Troubleshoot

System requirements

Proctor & candidate requirements

Internet access

Configure Internet connectivity



Note

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

System requirements

This section provides information you need to prepare a site for a Client proctored – appointment required testing event. Please make sure you read this information carefully and perform all necessary procedures before starting the process described in the [Configure Site](#) section of this document.

All tasks in this section are performed by the site administrator or the local network administrator.

- Verify your Administration workstation and all exam delivery workstations meet the minimum system requirements
- Verify the Administration workstation and all exam delivery workstations can properly connect to the Internet
- Verify the Administration workstation and all exam delivery workstations can access the required URLs to deliver and administer exams

System requirements

Proctor & candidate requirements

Internet access

Configure Internet connectivity

Proctor & candidate technical requirements



Caution

Pearson VUE does not support the following:

- **Virtual machines** in any form are prohibited



Site administrators must ensure the exam delivery and proctor workstations meet the minimum system requirements to deliver an exam.

See the Advanced technical requirements document for a complete list of the minimum and recommended exam delivery and administration workstation system requirements.

- [Client proctored - appointment required Advanced Technical Requirements for ITS](#)

System requirements

Proctor & candidate requirements

Internet access

Configure Internet connectivity



Caution

If you have any trouble running the IBT exam(s) using the Pearson VUE Browser Lock secure browser or the ITS test driver, check the Advanced Technical Requirements for additional configuration that may be required.

Smart phone and tablet computers are strictly prohibited (no iPads, iPhones, Android tablets or phones). Using a wired network connection is strongly encouraged because it is more secure and more reliable. Since the proctor and Pearson VUE do not control the internet, performance is dependent on the local internet connection. Keep in mind that a slow internet connection may impact the candidate experience.



Caution

If candidates will use wireless connections, it is the Test Administrator's (proctor) responsibility to verify the wireless connection is configured to meet the following requirement prior to candidate testing:

- The wireless connection must be set with the highest level of security available—**WPA2** (preferred) or **WPA**.
- WEP is not allowed.
- Open or unsecured wireless networks are strictly prohibited.

Prior to the testing event, proctors must run a system check to verify the exam delivery workstations meet the minimum specifications. See the [Run a system check](#) section.

[Home](#)[Overview](#)[System reqs](#)[Configure site](#)[Site activation](#)[Before event](#)[Event day](#)[Test system](#)[Troubleshoot](#)

System requirements

Proctor & candidate
requirements

Internet access

Configure Internet
connectivity

Internet access



Both the Administration workstation and the exam delivery workstations must have access to the Internet to maintain site information, access the Connect/ServiceDirect case reporting system, and to deliver internet-based exams. For performance reasons, access must be through an existing office LAN connection to the Internet, or another high-speed option such as cable, DSL, or ISDN.

The speed and availability of your test center's Internet connection will have a direct impact on the quality of your test center's operations.

System requirements

Proctor & candidate requirements

Internet access

Configure Internet connectivity



The Client proctored – appointment required test center requires access on the **Administration** and **Exam Delivery Workstations** to the following URLs during setup and/or delivery. Please work with the local network administrator to ensure that the following websites can be accessed:

WEBSITE	ADMINISTRATION WORKSTATION	EXAM DELIVERY WORKSTATION
www.pearsonvue.com	N/A	Required for candidates to register and pay for exams
https://connect.pearsonvue.com/Connect/#/authenticate/login	Required as part of the setup process to access the incident, download the security certificate and secure browser. Required to access Site Manager and User Management during site setup and to unlock exams for delivery. Required for exam delivery to check the schedule/roster, log incidents, run reports.	N/A
http://*.starttest*.com	Only required to run a TDFT (Test Driver Functionality Test)	Required to deliver exams
https://*.starttest*.com	Only required to run a TDFT (Test Driver Functionality Test)	Required to deliver exams

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Create Proctor users



Note

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

Configure the site

Client proctored – appointment required exam delivery consists of an administration workstation and one or more exam delivery workstations connected to the Internet. The Client proctored – appointment required applications are accessed on these workstations.

There are four web-based applications that work together to manage exam delivery at Client proctored – appointment required centers: **Site Manager**, **Connect User Management**, **Proctoring**, and **Exam Launchpad** via the secure browser.

This section of the document walks you through:

- How the initial site user is added to the system and how to login to the Connect portal, verifying your user profile is assigned the correct roles
- Verifying your user account is properly configured
- How to configure open and closed site rules, set up exam delivery workstations, set up assets, enter site directions, and select site contacts in Site Manager
- How to create Proctor users that will admit candidates for exams and unlock the exams, and capture candidate photographs if the client requires it

Configure site

New user flow

Login to Connect
Connect User Management
Site Manager configuration
Create Proctor users

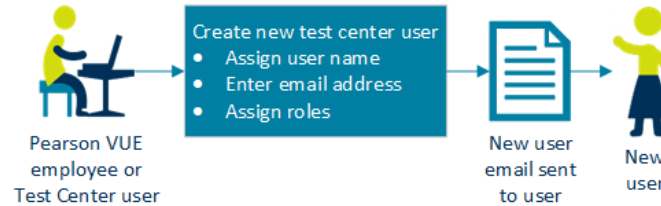
Connect portal new user flow



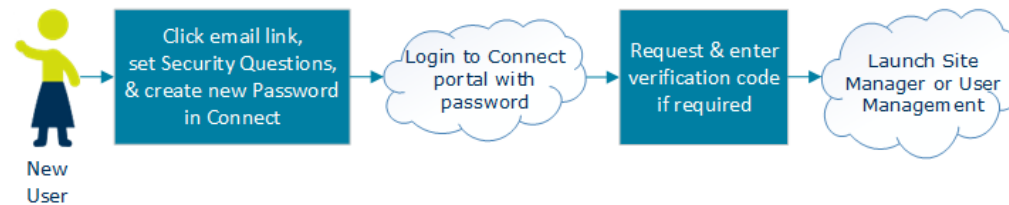
To launch **Site Manager**, you must login to the **Connect** portal.

A Pearson VUE employee or an authorized site user creates new site user accounts. When a user profile is created, a username is assigned, and the system generates a new user email that is sent to the user to facilitate activating the user account.

Create New Test Center User



New User First Time Login to Connect Portal



Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

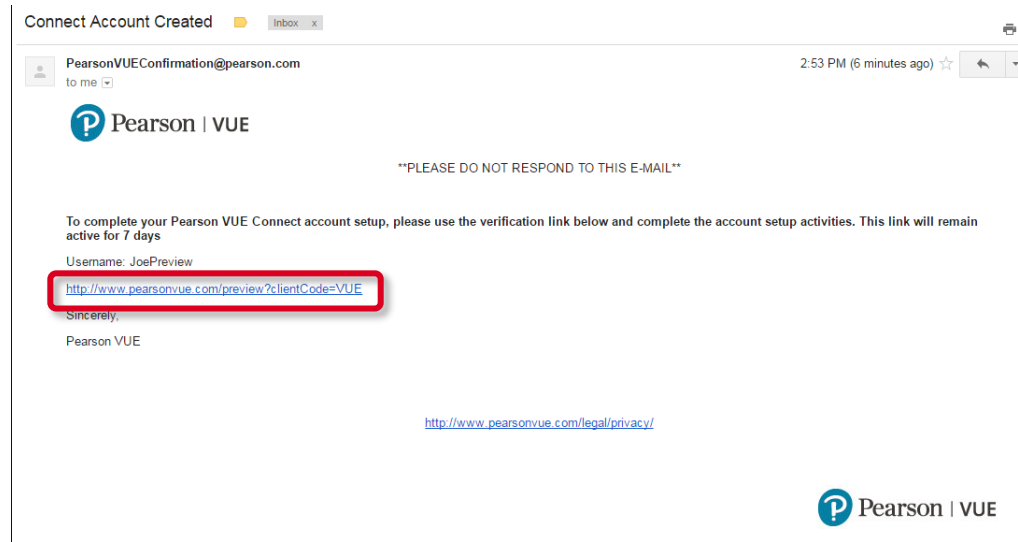
Site Manager configuration

Create Proctor users

Login to Connect portal for the first time



1. Locate your account created **email** and **click the link** to complete the account creation.



Home

Overview

System
reqs

Configure
site

Site
activation

Before
event

Event day

Test
system

Troubleshoot

Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users



Note

The only way to access the first-time user Security Questions configuration screen is by selecting the link in the email. The email link is only **valid for 7 days**. If you cannot find the system generated email or try and access Connect eight or more days after the email was generated, you have several options.

- Use the **Forgot my password** link on the login page, enter your **Username** and **Site ID** and select **Answer your security questions**. Enter the answers and select **Reset password**. Enter a **new password** and select **Submit**.
- Contact your Test Administrator or VSS to reset your account which triggers a new email to reset your password and security questions.

Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

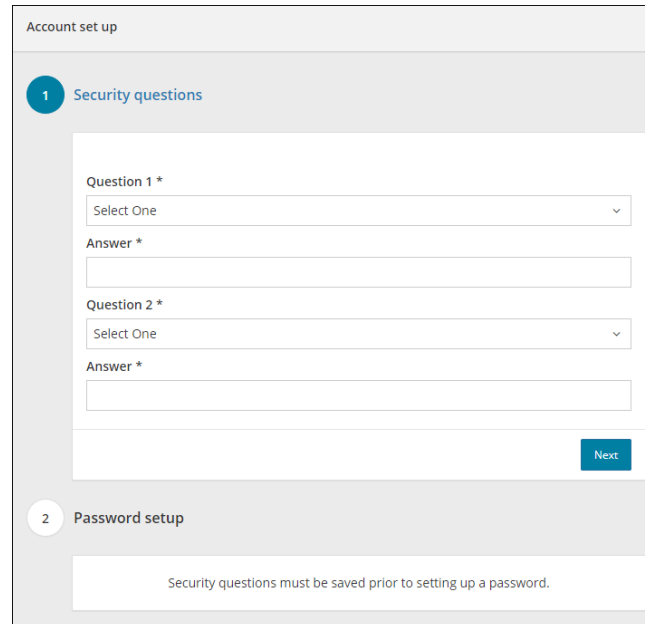
Site Manager configuration

Create Proctor users

Set security questions



1. Select a question from the **Question 1** drop-down list.



2. Type the answer to the security questions in the first **Answer** field.



Note

The security questions are used to unlock your account if you cannot remember your password. The answers are not case sensitive. There are no limits to the answers you must provide, but you should keep your answers simple because you must remember what you typed to unlock your account if you cannot remember your password.

Home

Overview

System
reqs

**Configure
site**

Site
activation

Before
event

Event day

Test
system

Troubleshoot

Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users

3. Select a question from the **Question 2** drop-down list.
4. Type the answer to the security question in the second **Answer** field.
5. Select **Next**.

Create Connect password



1. You must create a strong password. Enter your **Password** and **Confirm your Password**.

Account set up

1 Security questions

Question 1
What was the name of your first toy animal?

Answer
For security reasons we do not display your answer here.

Question 2
What was your childhood nickname?

Answer
For security reasons we do not display your answer here.

2 Password setup

Password *

Passwords must:
Be at least 8 characters long
And meet any 3 of the following 4 requirements:
At least one uppercase letter (from A to Z)
At least one lowercase letter (from a to z)
At least one number (from 0 to 9)
At least one non-alphabetic character (ex. !, \$, #, %)

Confirm password *

Submit

Home

Overview

System
reqs

**Configure
site**

Site
activation

Before
event

Event day

Test
system

Troubleshoot

Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users



Note

Strong Passwords are required. The password is used to login to Connect and Exam Launchpad. A password must adhere to the following rules:

- **Minimum 8 characters**
- Must contain **three** of the following:
 - **Uppercase** English letters (A, B, C, ... Z)
 - **Lowercase** English letters (a, b, c, ... z)
 - Westernized Arabic **numerals** (0, 1, 2, ...9)
 - **Special Characters** (&, *, %, etc.)
- **Cannot contain your username**
- Must be **updated every 60 days**
- **Cannot be repeated within a 366-day period**

e.g., PCuser_1, Run&Jump, U8Lunch

2. Select **Submit**. The **Connect Login** page is displayed and notifies you that your account has been successfully set up.

Configure site

New user flow

Login to Connect

Set security questions

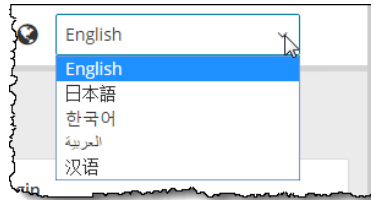
Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users

3. Select **I understand** to consent to the use of the tracking cookies.
4. Select the desired language for the user interface from the **Language** drop-down list.



5. Enter your **Username**, **Password**, **Site ID**, and select **Login**.
6. If the **Two-step verification** page appears, a new verification code is issued and emailed to the email address on file for your user profile.



Configure site

New user flow

Login to Connect

Set security questions

Create Connect password

Connect User Management

Site Manager configuration

Create Proctor users



Caution

To login to the Connect portal, you must provide your **Username**, **Password**, and **SiteID**, as well as a system generated **Verification code**. The new verification code is only **valid for 24 hours**. If you do not use the new verification code to login to Connect within 24 hours, the code expires, and you must request a new code.

*Every user must have a verification code for **each browser** on **each workstation** where the Connect portal is launched.*

7. Locate the **Verification Code email** associated with the user and **copy** the **Verification Code**.



8. Go back to the **Two-step verification** page and **paste** the **Verification code** in the field. Select **Verify**.

Home

Overview

System
reqs

**Configure
site**

Site
activation

Before
event

Event day

Test
system

Troubleshoot

Configure site

New user flow

Login to Connect

Set security questions

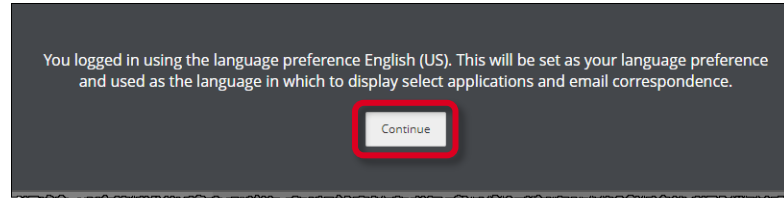
Create Connect password

Connect User Management

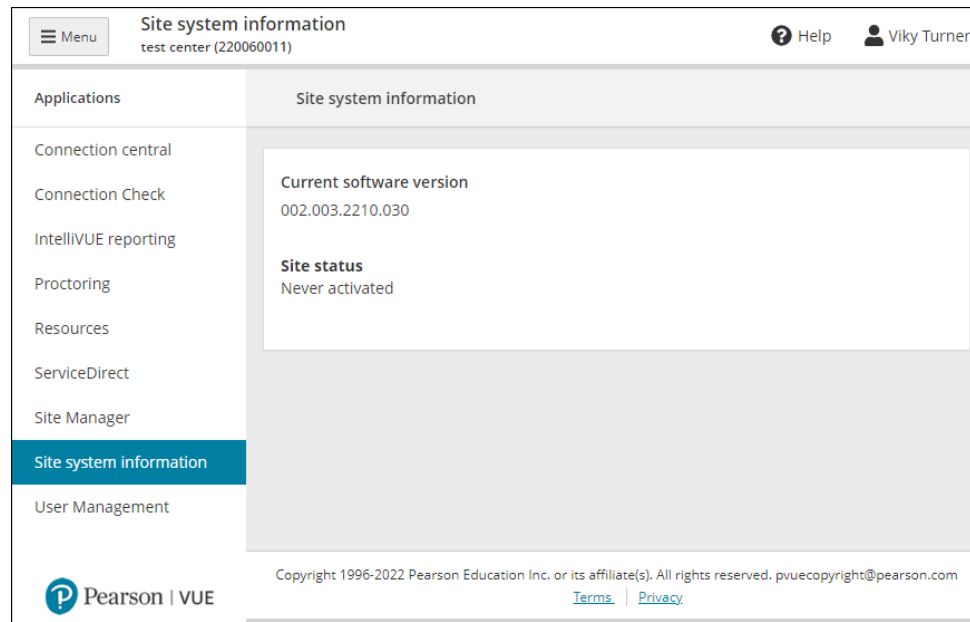
Site Manager configuration

Create Proctor users

9. Select **Continue** to verify you are setting the language preference for the Connect portal user interface.



The Connect portal landing page is displayed. The Site system information page notifies you your site has never been activated. See [Activate your site](#) for details on activating your site.



Configure site

[New user flow](#)[Login to Connect](#)[Set security questions](#)[Create Connect password](#)[Connect User Management](#)[Site Manager configuration](#)[Create Proctor users](#)

Note

If you forget your password or if you incorrectly type your password, you have a maximum of **5 login attempts** before the system locks you out. On the sixth incorrect attempt, a message states that you have exceeded the maximum number of login attempts.

You must reset your password. Use the password reset option on the login page to reset your password. If you have any trouble resetting your password, contact your Connect portal System Administrator for assistance.

Configure site

New user flow

Login to Connect

Connect User Management

Update user account

Update password & security questions

Site Manager configuration

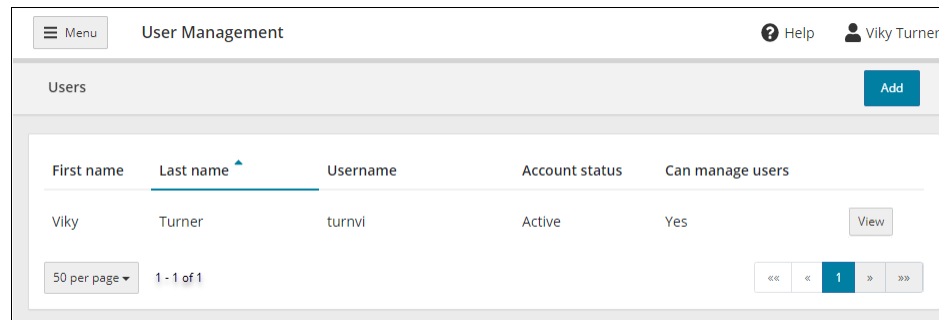
Create Proctor users

Connect User Management



Site administrators use the **Connect User Management** application to manage the site's users that need access to the various Client proctored – appointment required applications. This is where you will set up accounts for staff members who will use Proctoring and specify which applications they can use.

1. Select the **User Management** menu in the left navigation pane.
2. The **Users** page opens and displays the list of users currently configured for your site.



User Management					Help	Viky Turner
Users					Add	
First name	Last name	Username	Account status	Can manage users		
Viky	Turner	turnvi	Active	Yes	View	

50 per page 1 - 1 of 1

Configure site

New user flow

Login to Connect

Connect User Management

Update user account

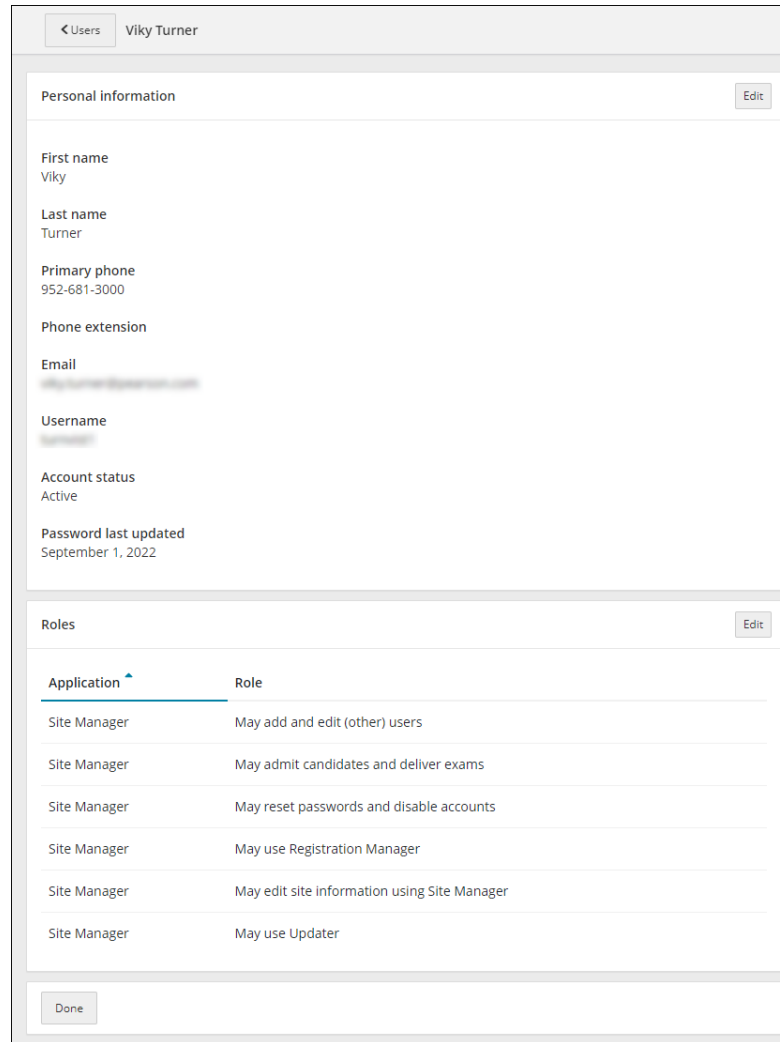
Update password & security questions

Site Manager configuration

Create Proctor users

Update your user account

1. Select the **View** button for your user account. The user account page is displayed.



The screenshot shows a user account management interface. At the top, there is a breadcrumb trail: < Users Viky Turner. Below this, the 'Personal information' section is displayed, with an 'Edit' button in the top right corner. The personal information includes: First name (Viky), Last name (Turner), Primary phone (952-681-3000), Phone extension, Email (redacted), Username (redacted), Account status (Active), and Password last updated (September 1, 2022). Below the personal information section is the 'Roles' section, also with an 'Edit' button. The roles section contains a table with two columns: Application and Role. The table lists six roles for the 'Site Manager' application. At the bottom of the page, there is a 'Done' button.

Application	Role
Site Manager	May add and edit (other) users
Site Manager	May admit candidates and deliver exams
Site Manager	May reset passwords and disable accounts
Site Manager	May use Registration Manager
Site Manager	May edit site information using Site Manager
Site Manager	May use Updater

Configure site

New user flow

Login to Connect

Connect User Management

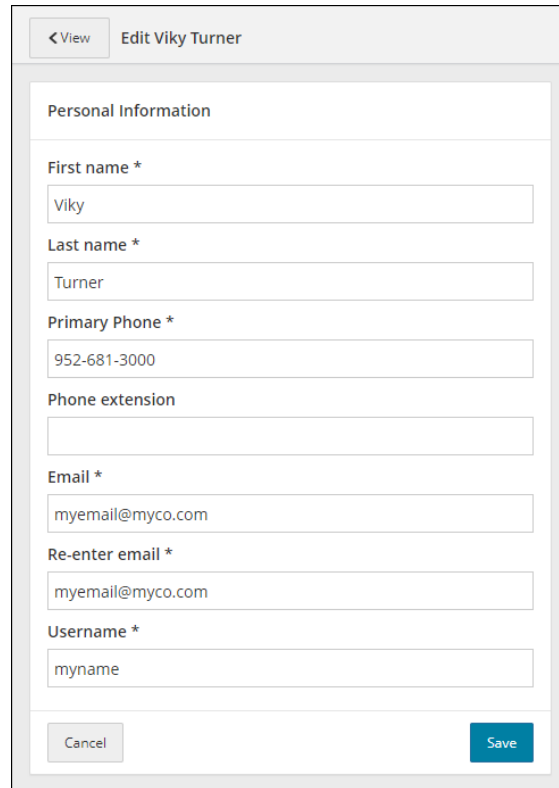
Update user account

Update password & security questions

Site Manager configuration

Create Proctor users

2. Select the **Edit** button in the **Personal Information** panel. The **Edit Personal Information** page opens.



The screenshot shows a web form titled "Edit Viky Turner" with a "< View" button. The form is divided into a "Personal Information" section. It contains the following fields: "First name *" with the value "Viky", "Last name *" with the value "Turner", "Primary Phone *" with the value "952-681-3000", "Phone extension" (empty), "Email *" with the value "myemail@myco.com", "Re-enter email *" with the value "myemail@myco.com", and "Username *" with the value "myname". At the bottom, there are "Cancel" and "Save" buttons.

3. Modify any of your personal information.
 - a. **First name**—user's first name. Required field.
 - b. **Last name**—user's last name. Required field.
 - c. **Primary Phone**—user's primary phone number. Required field.
 - d. **Phone extension**—user's phone extension. Optional field.

Configure site

New user flow

Login to Connect

Connect User Management

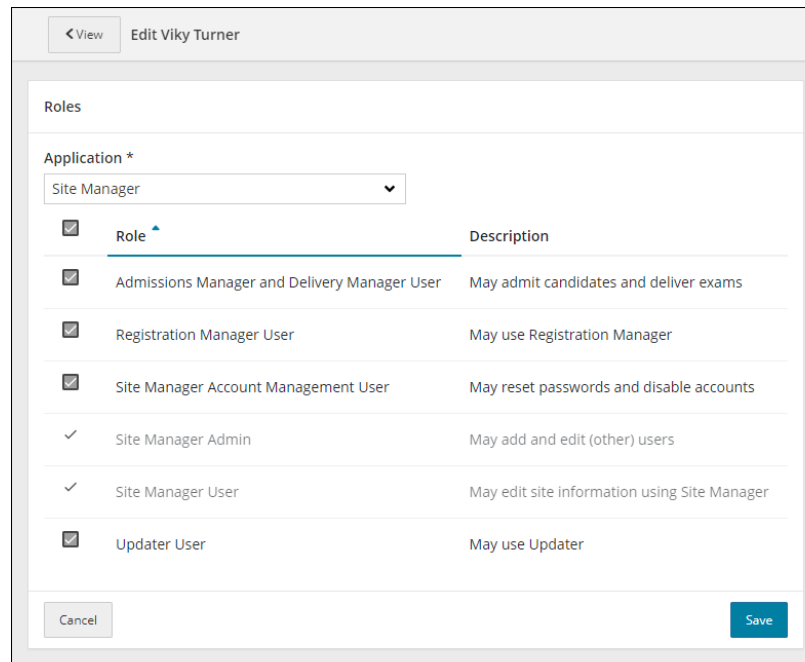
Update user account

Update password & security questions

Site Manager configuration

Create Proctor users

- e. **Email**—user's email address. Required field. The email address must be in a valid email address format. The system does not verify if the email address is valid, it only verifies if the email address format is valid.
 - f. **Re-enter email**—re-enter user's email address. Required field. The email addresses must match. This field is only displayed if the email field is modified.
 - g. **Username**—each user must have a unique username. The username cannot match any other user at your site. The username must be a minimum of 2 characters. The system warns you if the username is over the maximum number of characters. Required Field.
4. Select **Save**.
 5. Select the **Edit** button in the **Roles** panel. The **Edit Roles** page opens.



Roles

Application *
Site Manager

<input checked="" type="checkbox"/> Role	Description
<input checked="" type="checkbox"/> Admissions Manager and Delivery Manager User	May admit candidates and deliver exams
<input checked="" type="checkbox"/> Registration Manager User	May use Registration Manager
<input checked="" type="checkbox"/> Site Manager Account Management User	May reset passwords and disable accounts
<input checked="" type="checkbox"/> Site Manager Admin	May add and edit (other) users
<input checked="" type="checkbox"/> Site Manager User	May edit site information using Site Manager
<input checked="" type="checkbox"/> Updater User	May use Updater

Cancel Save

Configure site

New user flow

Login to Connect

Connect User Management

Update user account

Update password & security questions

Site Manager configuration

Create Proctor users



Note

Up to two users per site may be assigned the **May add and edit (other) users** role.

Pearson VUE recommends that 2 users per site be assigned the **May reset passwords and lock/unlock user accounts**. That way if a user locks their account there are at least two people who can unlock and/or reset the account for the user locked out of their account.

6. Select the following roles for the Test Center Administrator role.

- **May edit site information using Site Manager**
(Site admin cannot remove this role from their profile)
- **May add and edit (other) users**
(Site admin cannot remove this role from their profile)
- **May reset passwords and disable accounts**
- **May admit candidates and deliver exams**

See the **Connect User Management** online help for a description of all the roles that may be assigned to a user.

7. Select **Save**. A message notifies you that the user account has been successfully updated.

8. Select the **Users** button at the top of the page, or the **Done** button at the bottom of the page to return to the Users list.

Configure site

New user flow

Login to Connect

Connect User Management

Update user account

**Update password &
security questions**

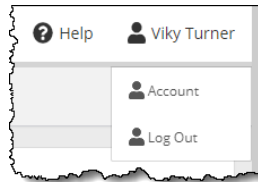
Site Manager configuration

Create Proctor users

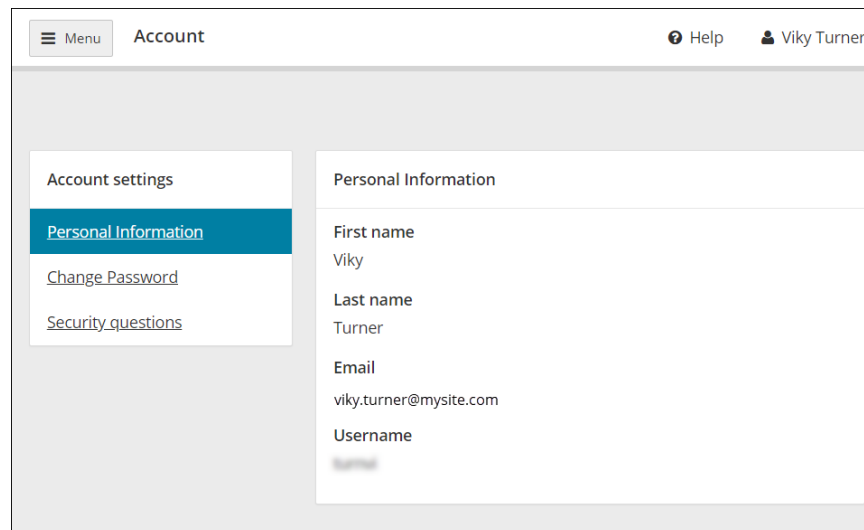
Update your password and security questions

If you want to change your Connect user password or security questions, you can do this through the Connect Account settings.

1. Select your **User Account name** in the upper right-hand corner of Connect and select the **Account** menu.



The **Account Personal Information** page opens.



2. See the [Change User Password](#) and [Change User Security Questions](#) help topics in the **Connect portal help** for details.

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Set open & closed rules

Set up workstations

Set up assets

Enter directions

Create other accounts and select contacts

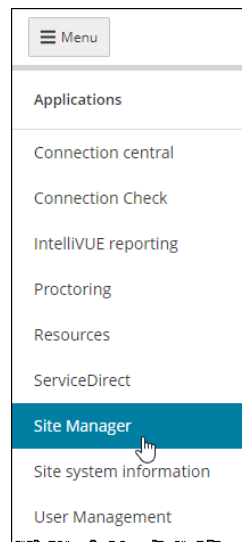
Create Proctor users

Site Manager configuration

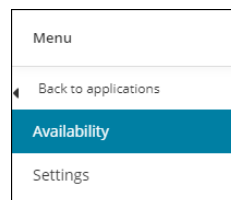


The Site Manager application is used to set up some basic information about the site and its workstations, so you are prepared to deliver exams for a testing event. All these things must be done before you can deliver any candidate exams.

1. Select **Site Manager** on the left navigation menu. If the navigation pane is not displayed, select the **Show/Hide navigation Menu** button.



2. The two Site Manager category menus are displayed: **Availability** and **Settings**.



Home

Overview

System
reqs

Configure
site

Site
activation

Before
event

Event day

Test
system

Troubleshoot

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Set open & closed rules

Set up workstations

Set up assets

Enter directions

Create other accounts and
select contacts

Create Proctor users

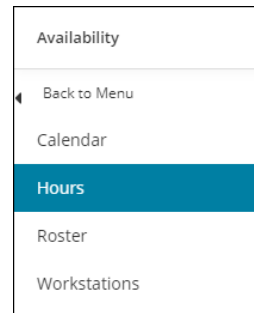
Set up open and closed rules



Open and closed site availability rules define the hours of operation for your site. Open rules define specific days and hours that your site is available to deliver exams. Closed rules define specific days and hours that your site is specifically closed (such as on holidays or for an emergency). Candidates are prevented from registering for exams during closed hours.

The testing system evaluates the rules you create when candidates register for an exam appointment. Closed rules override all open rules for the period selected in the closed rule. The closed rule prevents candidates from registering for exam appointments during the dates and times when a site is scheduled to be closed.

1. Select the **Availability** category and then select the **Hours** menu in the left navigation.



Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Set open & closed rules

Set up workstations

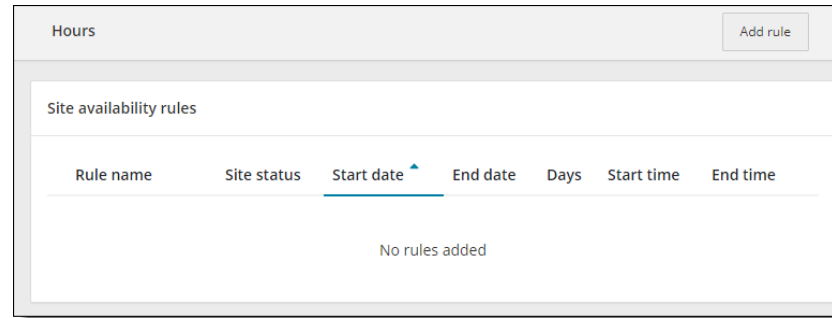
Set up assets

Enter directions

Create other accounts and
select contacts

Create Proctor users

- The **Hours** page opens and displays the list of open and closed rules configured for your site.



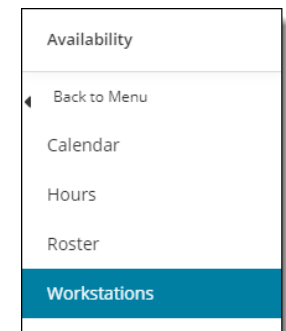
- Add both open and closed site availability rules for your site. See the [Add Open and Closed Site Availability Rules](#) topic in the **Site Manager** online help for details.

Set up exam delivery workstations



Workstations are the physical computers needed to deliver an exam to a candidate. Each exam delivery workstation in your center must be entered in the testing system, so that the system knows how many workstations are available for candidates at any given time.

- Select the **Availability** category and then select the **Workstations** menu in the left navigation.



Home

Overview

System
reqs

Configure
site

Site
activation

Before
event

Event day

Test
system

Troubleshoot

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Set open & closed rules

Set up workstations

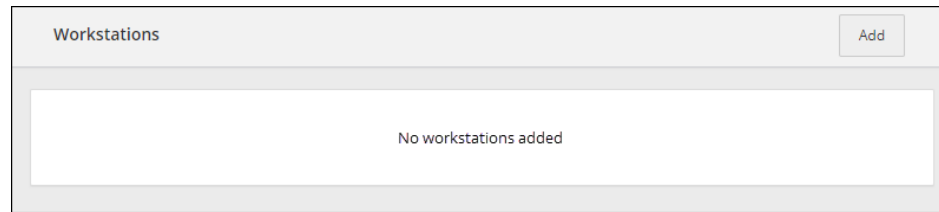
Set up assets

Enter directions

Create other accounts and
select contacts

Create Proctor users

The **Workstations** page opens.



Note

You must create a Workstation entry for every single exam delivery workstation in your site. **If you have a travelling Client proctored – appointment required site, you must adjust this number for each event to match the number of candidates that will be taking exams**

2. Add workstations for your site. See the [Add and Edit Workstations](#) topic in the **Site Manager** online help for details.
3. Add workstation unavailability rules if a workstation will be unavailable for exam delivery. See the [Work with Workstation Unavailability Rules](#) topic in the **Site Manager** online help for details.

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Set open & closed rules

Set up workstations

Set up assets

Enter directions

Create other accounts and
select contacts

Create Proctor users

Set up assets



Assets are resources needed to deliver an exam to a candidate. Assets include the applications used at part of the testing process and supporting materials, such as exhibits. The assets you add to your site are tracked by the Pearson VUE Testing System, and they are used to determine whether an exam can be scheduled at your site. See the [Assets](#) topic in the **Site Manager** online help.

Enter directions



The testing system must contain clear and accurate directions to your site. These directions are used by candidates scheduling exams at your center through the Pearson VUE Candidate website or a Pearson VUE Call Center. For help in entering directions in Site Manager, see the [Location](#) topic in the **Site Manager** online help.

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Set open & closed rules

Set up workstations

Set up assets

Enter directions

**Create other accounts and
select contacts**

Create Proctor users

Create user accounts and select contacts



Pearson VUE must have the names of all staff members at your site who are responsible for various roles. The **Settings** category **Contacts** page in Site Manager allows you to quickly select the staff members that fulfill these roles. Before you can select people's names on the Contacts page, you must create user accounts for each of them.

- To set up user accounts for other staff members and assign them the necessary roles, refer to the [Add Users](#) topic in the **Connect User Management** online help.
- To add titles for the contact people at your site, refer to the [Contacts](#) topic in the **Site Manager** online help.



Note

You must add a "Chief Administrator", "Billing" and "On-site Technical" title to a contact before you can activate the site.

Configure site

New user flow

Login to Connect

Connect User Management

Site Manager configuration

Create proctor users

Create Proctor users



Any user that will proctor exams must have a user account with the **May admit candidates and deliver exams** role. No other roles are required for proctors.

1. Create a new user following the instructions in the [Add Users](#) topic in the **Connect User Management** online help.
2. Assign the proctor user the **May admit candidates and deliver exams** role.

Roles

Application *

Site Manager

<input type="checkbox"/> Role	Description
<input checked="" type="checkbox"/> Admissions Manager and Delivery Manager User	May admit candidates and deliver exams
<input type="checkbox"/> Registration Manager User	May use Registration Manager
<input type="checkbox"/> Site Manager Account Management User	May reset passwords and disable accounts
<input type="checkbox"/> Site Manager Admin	May add and edit (other) users
<input type="checkbox"/> Site Manager User	May edit site information using Site Manager
<input type="checkbox"/> Updater User	May use Updater

Cancel Save

Site activation

Site activation checklist

Activate your site

Site activation

After configuring your site, you must activate the site so you can deliver candidate exams. We recommend you also test your site following the instructions in the [Appendix: Test the System](#) section of this document.

Site activation checklist

This is a list of the items required to activate the exams for your testing site.

Site Manager Setup

- ☐ An open rule for the site's standard open hours is set up in the [Availability](#) category on the [Hours](#) page.
- ☐ [Exam delivery workstations](#) have been set up – one for each workstation where the exam will be delivered.

Personnel

- ☐ All Personnel who will be operating the Client proctored test center for Pearson VUE have been added in Connect User Management.
- ☐ The **Chief Administrator**, **Billing**, **Contract**, and **On Site Technical Support contacts** have been added to the list in the [Settings](#) category on the [Contacts](#) page in Site Manager. See the [Contacts](#) topic in the Site Manager online help.

Note

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

Note

Site Activation

Site activation checklist

Activate your site

Set Administrator Roles

- ☐ The chief administrator and one other user must have the **May add and edit (other) users** role. Additional Administrators may be added and assigned the **May reset passwords and disable accounts** role.

Run System Check

- ☐ Run system check on the **Administration workstation** at the exam delivery location to verify the internet connection is robust enough to handle the number of candidates testing that day.
- ☐ Ensure candidates have run the system check on their workstation prior to arriving at the exam event.

ServiceDirect

- ☐ Create a Case in ServiceDirect using instructions from chapter 7 in the [Client Test Center Policies & Procedures Guide](#).

Site Activation

Site activation checklist

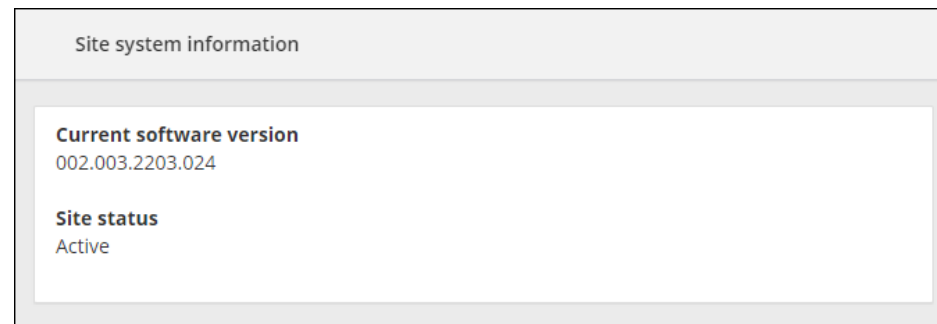
Activate your site

Activate your site

- Complete the items in the [Site Activation Checklist](#).
- **Site Manager Setup**—Instructions for these items are provided in the [Site Manager configuration](#) section of this document.
- **MinSpec-ZFP-TDFT** exam has been taken to test the admissions process. (Recommended, but not required.) See the [Test the system](#) section of this document.
- **Create a ServiceDirect case to activate your site**

After you have completed these items, please allow 1 business day for VUE Support Services to activate and authorize your test center to deliver Pearson VUE exams.

Once your site is activated, the Site system information page in the Connect portal now lists your Site status as **Active**, and the current VUE Testing System software version installed on the Hub is displayed.



Before an event

Run test simulation

Create a proctoring event

Before an event

Several actions must be completed by the proctor prior to the event day.

This section of the document walks you through:

- Running a Test Simulation to verify that the site can connect to the Internet and successfully deliver exams using the Pearson ITS test driver
- Create a proctoring event to admit candidates for their exams on testing day



Note

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

Before an event**Run test simulation**

Create a proctoring event

Run test simulation

Prior to running any IBT exam on an exam delivery workstation, you must verify that the site can connect to the Internet and successfully deliver exams using the Pearson ITS test driver. ITS has provided a suite of tools with the [Site Readiness Portal](#) to assist proctors in troubleshooting site readiness. Proctors should run a [Test Simulation](#) before launching any exams to ensure the workstation can deliver the exam. If candidates will take the exam on client supplied computers, proctors run a [System Check](#) on each exam delivery workstation. Otherwise, candidates must run a System Check on their own device.



Note

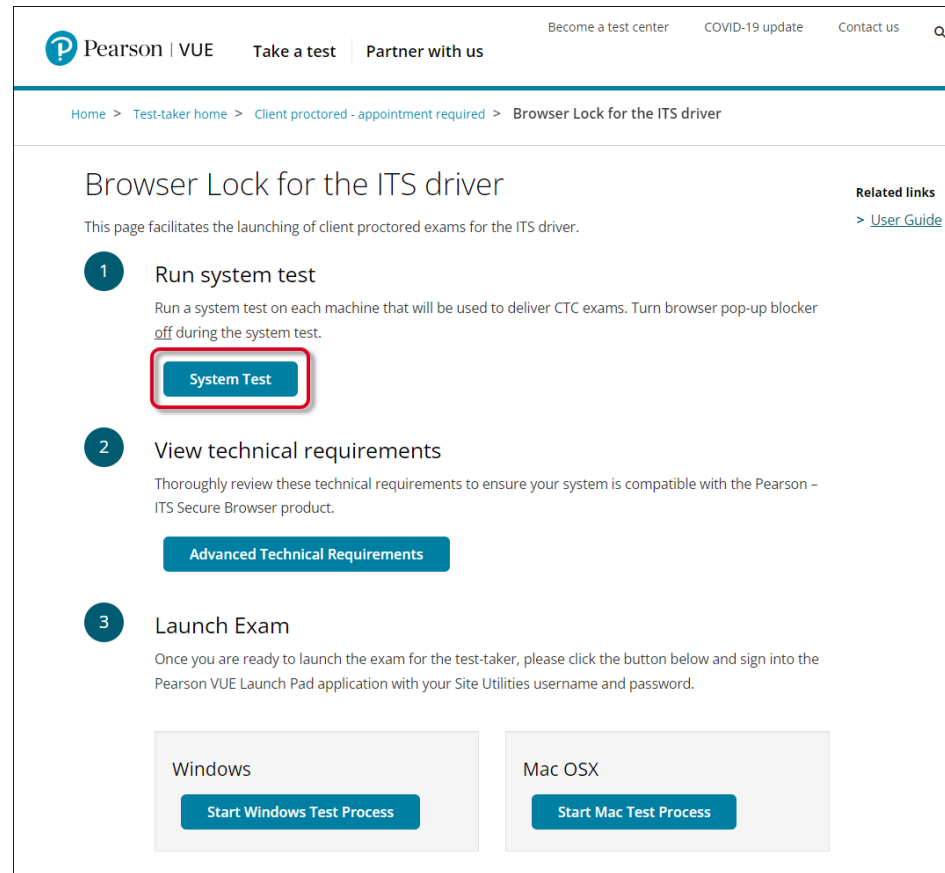
Prior to a testing event, proctors should launch the [Test Simulation](#) on multiple devices at the same time to simulate the network traffic of several test takers at your site. **You must start the simulation on the Administration workstation.**

Before an event

Run test simulation

Create a proctoring event

1. On the **Administration** workstation, launch an **Internet browser** and navigate to the **Client proctored – ITS Secure Browser** landing page on the Pearson VUE website.
<https://home.pearsonvue.com/cp/its-pvbl>



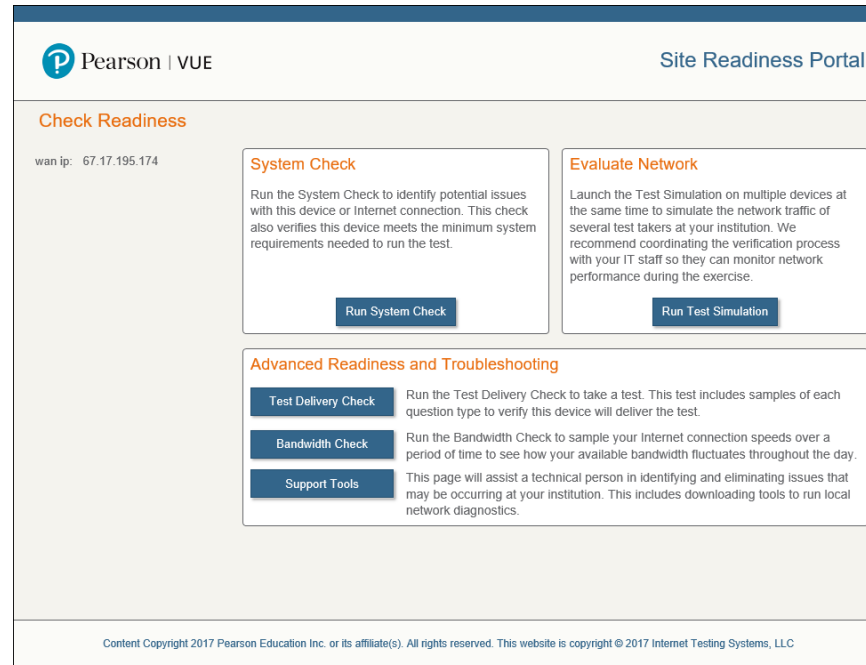
2. Select the **System Test** button.

Before an event

Run test simulation

Create a proctoring event

3. The [Site Readiness Portal](#) launches in a new browser tab. Select the **Run Test Simulation** button on the proctor workstation.

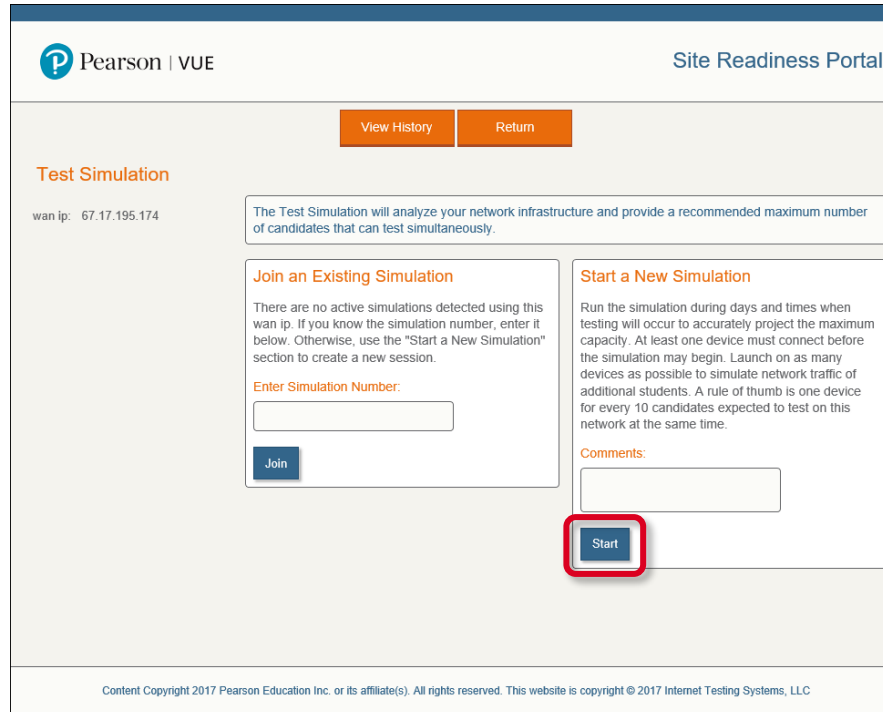


Before an event

Run test simulation

Create a proctoring event

4. Select **Start** in the Start a New Simulation box on the right-hand side of the page.



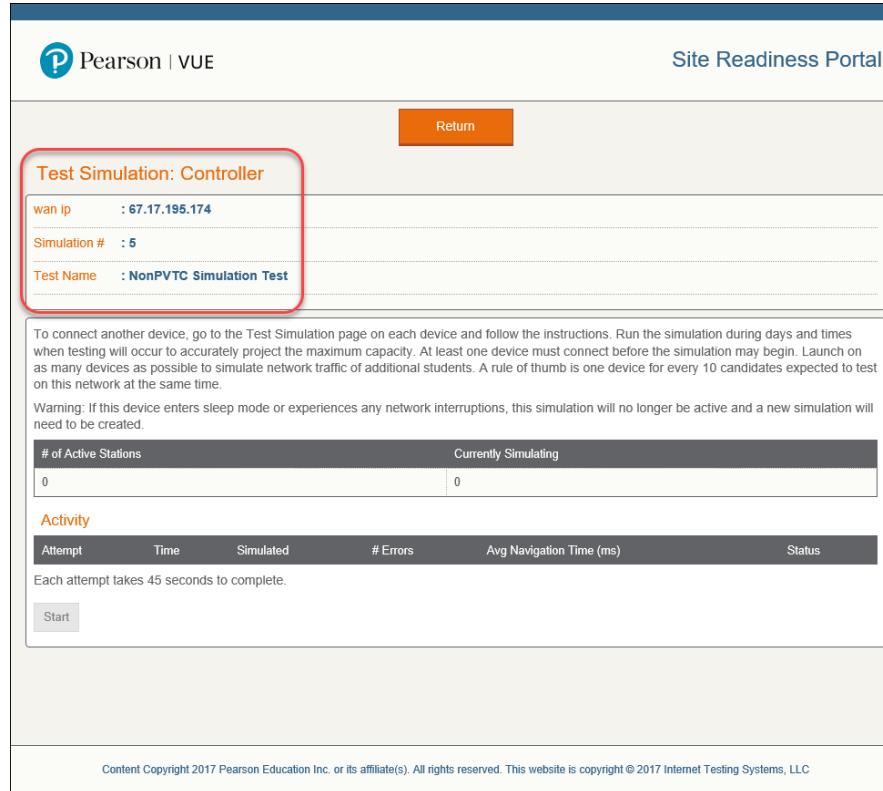
The screenshot shows the Pearson VUE Site Readiness Portal. At the top, there's a header with the Pearson VUE logo and the text "Site Readiness Portal". Below the header, there are two orange buttons: "View History" and "Return". The main content area is titled "Test Simulation" and includes a "wan ip: 67.17.195.174". A text box states: "The Test Simulation will analyze your network infrastructure and provide a recommended maximum number of candidates that can test simultaneously." Below this, there are two main sections: "Join an Existing Simulation" and "Start a New Simulation". The "Join an Existing Simulation" section has a text box for "Enter Simulation Number:" and a "Join" button. The "Start a New Simulation" section has a text box for "Comments:" and a "Start" button, which is highlighted with a red rectangle. At the bottom of the page, 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".

Before an event

Run test simulation

Create a proctoring event

- Take note of the **Simulation #**. You must enter this simulation number on the exam delivery workstations.



Pearson | VUE Site Readiness Portal

Return

Test Simulation: Controller

wan ip : 67.17.195.174

Simulation # : 5

Test Name : NonPVT 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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- Proceed to consecutive **exam delivery** workstations and launch the Site Readiness Portal at <http://readiness.vue.programworkshop.com/>.
- Select **Run Test Simulation**.

Before an event

Run test simulation

Create a proctoring event

8. Select the **Simulation Number** or enter the simulation number in the Join Existing Simulation text box.

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

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.

Comments:

[Start](#)

A simulated exam appears on the exam delivery workstation. Do not close this window.

NonPVTC Simulation Test - NonPVTC Simulation Test


You have successfully connected to the simulation. Once the simulation starts, this device navigates through a series of sample questions. For best results, refrain from answering any questions or performing other operations on this device while the simulation is in progress.

Before an event

Run test simulation

Create a proctoring event

9. Repeat steps 6, 7, and 8 on multiple exam delivery workstations.
10. Go back to the **Administration** workstation and select **Start**.


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.					

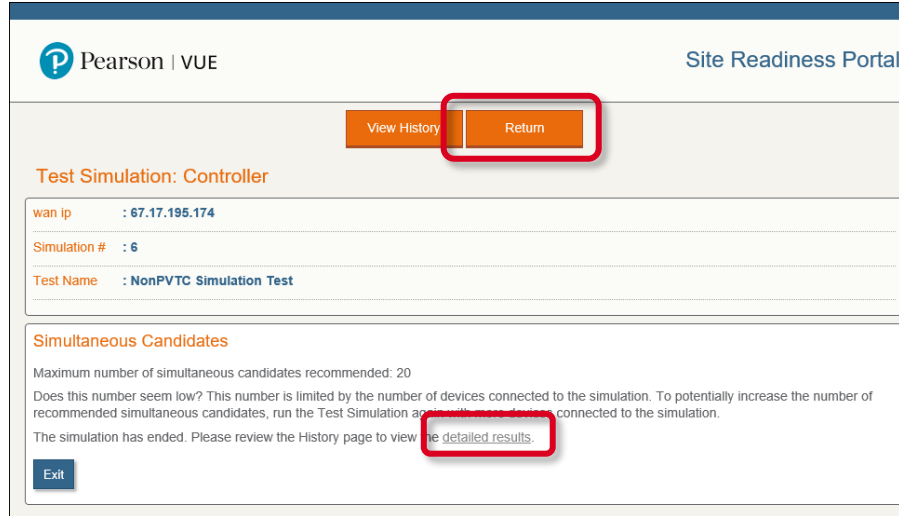
Start

Before an event

Run test simulation

Create a proctoring event

On each exam delivery workstation, simulated exams are run. The proctor workstation keeps a running list of how many simulations pass. Once the simulations are done running, you can view a detailed report by selecting on the **detailed results** link.



The screenshot shows the Pearson VUE Site Readiness Portal. At the top, there is 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 highlighted with a red box. Below the buttons, there is a section titled 'Test Simulation: Controller'. This section contains three rows of information: 'wan ip : 67.17.195.174', 'Simulation # : 6', and 'Test Name : NonPVTc Simulation Test'. Below this section, there is another section titled 'Simultaneous Candidates'. This section contains text about the maximum number of simultaneous candidates recommended (20) and a link to view detailed results. The link 'the detailed results' is highlighted with a red box. At the bottom of the section, there is an 'Exit' button.

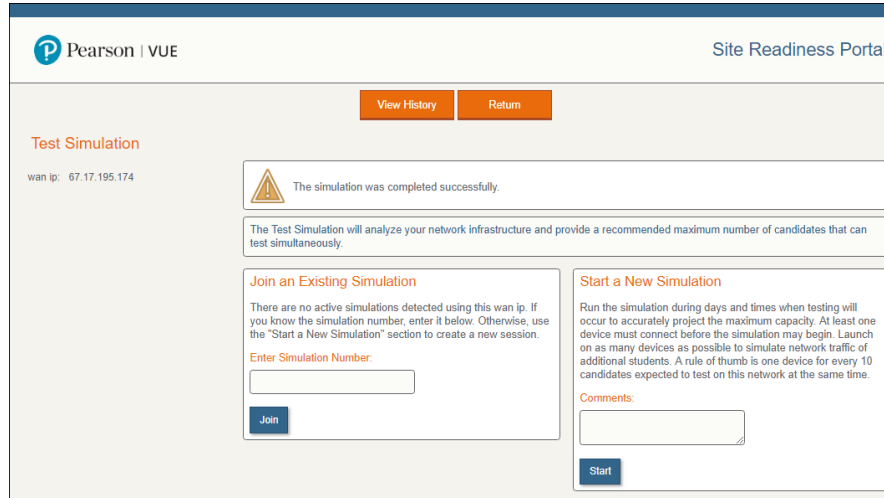
11. Select **Return** on the Administration workstation. You are returned to the Check Readiness page.

Before an event

Run test simulation

Create a proctoring event

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



The screenshot shows the 'Site Readiness Portal' for Pearson VUE. At the top, there are 'View History' and 'Return' buttons. The main section is titled 'Test Simulation' and displays the WAN IP: 67.17.195.174. A message box states: 'The simulation was completed successfully.' Below this, a note explains that the test simulation analyzes network infrastructure to provide a recommended maximum number of simultaneous candidates. The interface is divided into two columns. The left column, 'Join an Existing Simulation', instructs users to enter a simulation number if they know it, with an 'Enter Simulation Number' field and a 'Join' button. The right column, 'Start a New Simulation', provides instructions on when and how to run the simulation, including a rule of thumb of one device per 10 candidates. It includes a 'Comments' field and a 'Start' button.


12. **Close** the web browser on each of the exam delivery workstations.

Before an event

Run test simulation

Create proctoring event

Create a proctoring event

 Prior to a testing event proctors must create an event in the Proctoring application in the Connect portal. Events are used to admit candidates for their exams on testing day. The Proctoring application allows proctors to create the event, view the event, view the candidate and exam details, admit candidates for the event, and unlock exams for the candidate to begin testing. Events may be reused for multiple testing days.

1. Select the **Proctoring** menu in the left navigation pane.
2. The **Events** dashboard opens.

If this is the first time a user at the site has worked with the Proctoring application, no events are listed on the Events dashboard.

Before an event

Run test simulation

Create proctoring event

Once any proctor at the site creates an event, the events are listed by Event creation date. The events are listed in the most recently created order to the oldest event created order. Users will see all events that have been created for the site by any proctor.

Events

Create event

Enter an event name and click the "Start event" button to create a new event. This will generate an event code which will remain active for 24 hours.

Event name *

Start event

Events

Event name	Event date	
Tahoe Training	August 18, 2016 12:06 PM	<button>View</button>
Vegas Conference	August 18, 2016 12:02 PM	<button>View</button>
My Test Event	August 18, 2016 10:57 AM	<button>View</button>

50 per page ▲

1 - 3 of 3

First

<

1

>

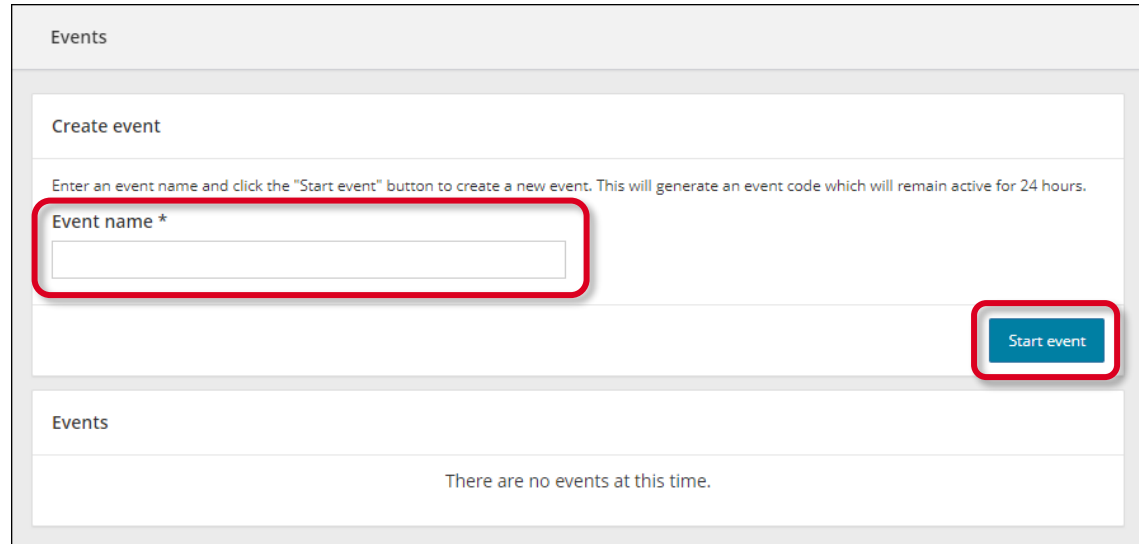
Last

Before an event

Run test simulation

Create proctoring event

3. On the Events dashboard, enter an **Event name** in the **Create event** section.



The screenshot shows the 'Events' dashboard. At the top, there's a 'Create event' section with a text input field labeled 'Event name *' and a 'Start event' button. Below this is a table with the heading 'Events' and a message 'There are no events at this time.' The 'Event name' input field and the 'Start event' button are highlighted with red boxes.



Note

- Event names can be a max of 50 characters. If you exceed this limit a warning message reminds you the entry must be 50 characters or less.
- Event names can be duplicated because each event is given an event creation date and time stamp that makes it unique.
- If you have many proctors for your site, you may recommend that proctors include their name as part of the event name. Proctors can see the list of all events for the site, but the events do not indicate which proctor created the event. Adding the proctor's name will make it easier for the proctors to easily see which proctors created the event.

Before an event

Run test simulation

Create proctoring event

4. Select the **Start event** button.



Note

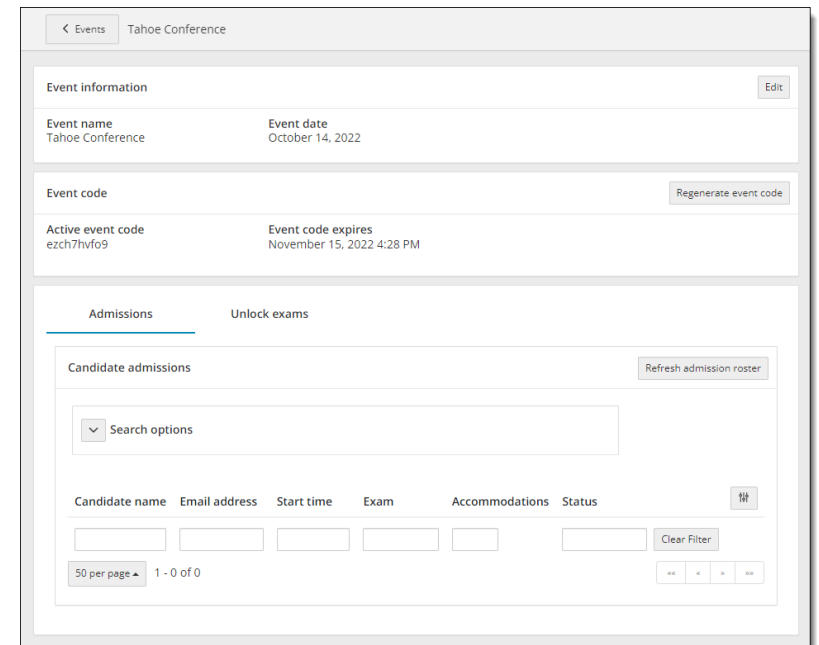
Make sure you want to create the event before you select **Start event**.

There is **no way to delete an event** once it has been created.

You may edit the event name once it has been created. The date and time stamp are never altered.

The event details page is displayed.

- The event is assigned an **event creation date and time**.
- The event is assigned an **event code** that is active for 24-hours.
- Under the Admissions tab, the **candidate admission roster** is empty until a candidate registers for an exam. It contains a roster of all candidates that have registered for an exam to be taken at your site on the current day.



The screenshot shows the 'Tahoe Conference' event details page. It includes sections for 'Event information' (Event name: Tahoe Conference, Event date: October 14, 2022), 'Event code' (Active event code: ezch7hvf09, Event code expires: November 15, 2022 4:28 PM), and 'Admissions' (Candidate admissions). The 'Admissions' section shows a search bar, a table with columns for Candidate name, Email address, Start time, Exam, Accommodations, and Status, and a 'Refresh admission roster' button. The page also has a 'Clear Filter' button and a pagination indicator showing '1 - 0 of 0'.

Home

Overview

System
reqs

Configure
site

Site
activation

Before
event

Event day

Test
system

Troubleshoot

Before an event

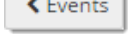
Run test simulation

Create proctoring event



Note

- Event codes are used to unlock candidate exams. Candidates enter the event code during the testing process allowing proctors to unlock the exam from a single, centralized location.
- Event codes remain active for 24 hours from the moment they are generated.
- It is the proctor's responsibility to communicate this event code to the candidate at the event. It is up to the proctor at the event to determine the best method of communicating the code to the candidates. Possible options include:
 - Write the event code on a whiteboard in the exam delivery room.
 - Print the event code on a slip of paper and hand it to the candidate as they enter the exam delivery room and collect it after candidates have entered it into their system.
- If an event code is compromised in any way, or if proctors want to continue using an event for more than the 24 hours the event code is valid, proctors may regenerate a new event code which is valid for 24 hours from the time it was regenerated. When a new event code is generated, the previous event code expires. Candidates may no longer be admitted with an expired event code. The event is now active for 24 hours based on the active event code.

5. Select the **Events** button  at the top of the **Event Details** page.

Home

Overview

System
reqs

Configure
site

Site
activation

Before
event

Event day

Test
system

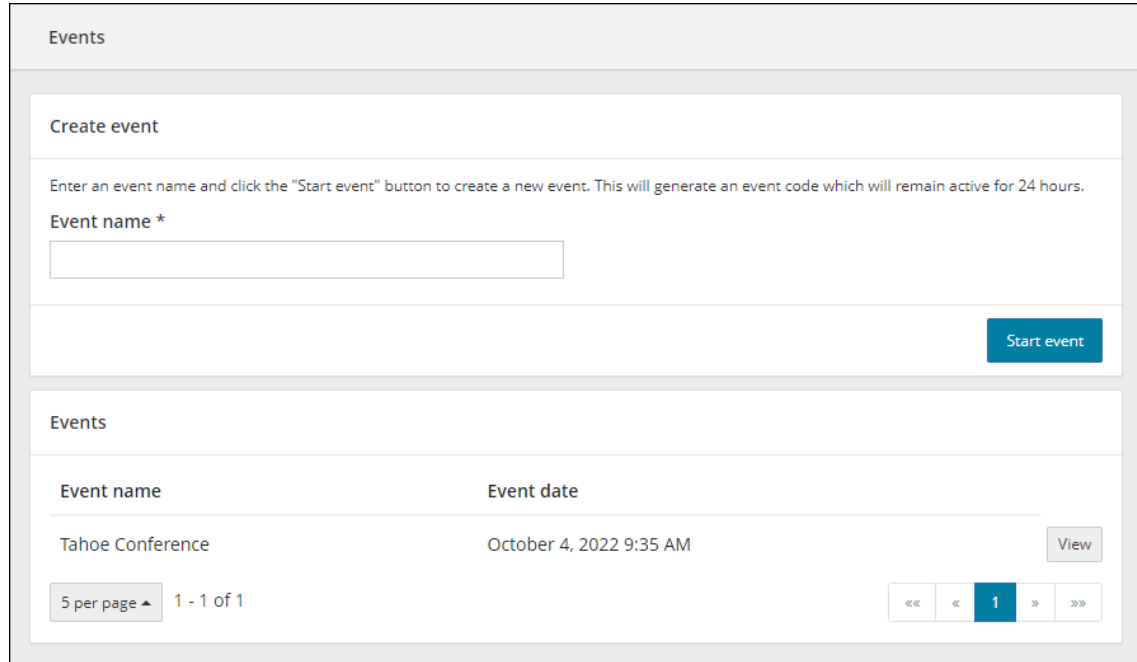
Troubleshoot

Before an event

Run test simulation

Create proctoring event

The Events dashboard is displayed. The newly created event is listed at the bottom of the page in the Events list. If you have created more than one event, the events are listed in the most recently created to the oldest event created order. The Event date column is the date and time the event was created. The event code determines when the event is active and exam registrations may be unlocked for testing.



The screenshot shows the 'Events' dashboard. At the top, there's a 'Create event' section with a text input field for 'Event name *' and a 'Start event' button. Below this is a table titled 'Events' with columns 'Event name' and 'Event date'. The table contains one entry: 'Tahoe Conference' with the date 'October 4, 2022 9:35 AM'. To the right of the date is a 'View' button. At the bottom of the table, there's a pagination control showing '5 per page' and '1 - 1 of 1'.

Event name	Event date
Tahoe Conference	October 4, 2022 9:35 AM

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser



Note

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

Event day

On event day, the proctor must perform several tasks before the candidates arrive for testing.

- Proctors must launch the secure browser on every exam delivery workstation which opens to Exam Launchpad where candidates enter their personal information and event code so the exam can be unlocked. You may alternatively place the secure browser/Browser Lock executable on the exam delivery workstation for the day of testing. Browser Lock must be downloaded from the client web page prior to each testing day to ensure the most current version is utilized.
- Proctors must ensure there is an active event code for the event they will use to admit candidates and unlock exams.
- Proctors must write the event code on a whiteboard in the exam delivery room, or otherwise communicate the event code, so candidates can enter the event code in Exam Launchpad.

Proctors and/or admission staff use the **Proctoring** application to admit candidates and unlock exam registrations. Candidates use **Exam Launchpad** to complete their exams.

This section of the document walks you through:

- Running a System Check
- Admitting candidates
- Seating candidates for exams
- Unlocking exams
- Removing the secure browser from the exam delivery workstations once candidates have completed their exams

[Home](#)[Overview](#)[System
reqs](#)[Configure
site](#)[Site
activation](#)[Before
event](#)[Event day](#)[Test
system](#)[Troubleshoot](#)

Event day**Candidate preparation**

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo captureAdmit candidates with
photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

Candidate preparation

There are several things you must instruct candidates to do both prior to arriving at the event, and on the day of the event.

- If candidates are bringing their own device to the event, instruct them to run a System Check at home prior to the event to ensure their machine meets the minimum system requirements so they do not show up at the event with a machine that cannot deliver exams. See the [Run a system check](#) section.
- If candidates are bringing their own device to the event, instruct them to run a System Check on the day of the event to ensure the Internet connectivity meets the minimum system requirements for delivering the exam at the event. See the [Run a system check](#) section.

Instruct candidates to run the **Secure web browser** at the event so you can unlock their exam. See the [Launch the secure browser](#) section.

Event day

Candidate preparation

Run a system check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

Admit candidates with
photo capture

Seat candidates for exam

Unlock exam

Remove secure browser



Run a system check



Note

The Proctor must run a system check on their system to run an exam.

Candidates must be instructed to run the system check on their workstations prior to the testing event to ensure they can run an exam.

Proctors and candidates must run the system checker at the test venue prior to launching an exam at the event to ensure the Internet connection is working properly.

1. On each **exam delivery workstation**, launch an **Internet browser** and navigate to the **Client proctored – ITS Secure Browser** page at <https://home.pearsonvue.com/cp/its-pvbl>.
2. Select the **System Test** button.

Event day

Candidate preparation

Run a system check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

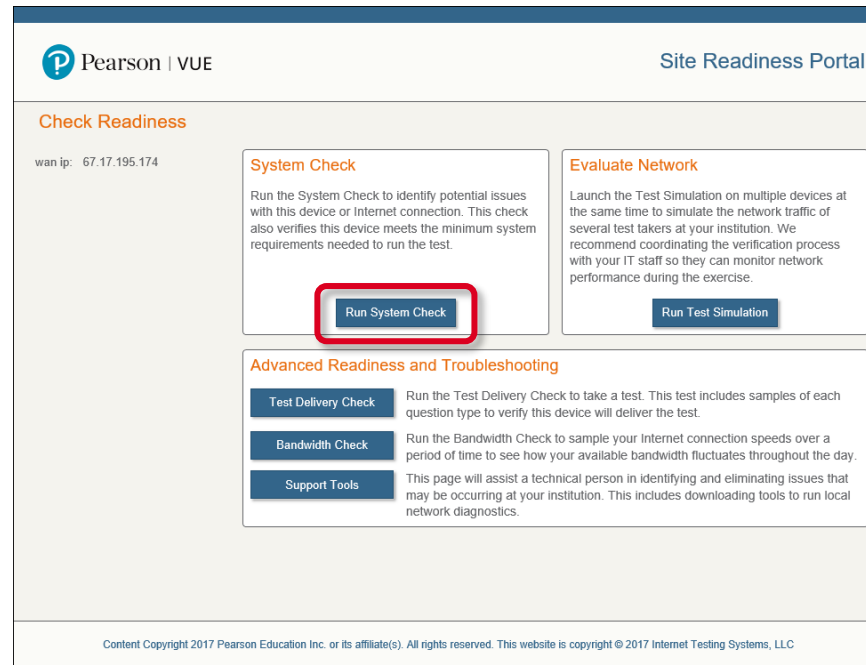
Admit candidates with
photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

3. The Site Readiness Portal launches in a new browser tab. Select **Run System Check**.



Event day

Candidate preparation

Run a system check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

Admit candidates with
photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

4. Select **Run Check**. ITS recommends you close any applications running on the device as well as any additional browsers or 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 that the system check tests the device to ensure it meets minimum requirements for test delivery. Below this, there's a 'System Check Information' box with instructions to run the check on all devices used for testing and to close any applications. It also has input fields for 'First and Last Name' and 'Comments'. The 'Run Check' button is highlighted with a red box. At the bottom, there's 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'.

The System Check launches in a new browser tab. It verifies the following system settings:

- Exam delivery machine has a valid Operating System
- Display settings are configured properly
- Internet browser is supported
- Internet browser supports the use of cookies
- Exam will successfully launch

Event day

Candidate preparation

Run a system check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

Admit candidates with
photo capture

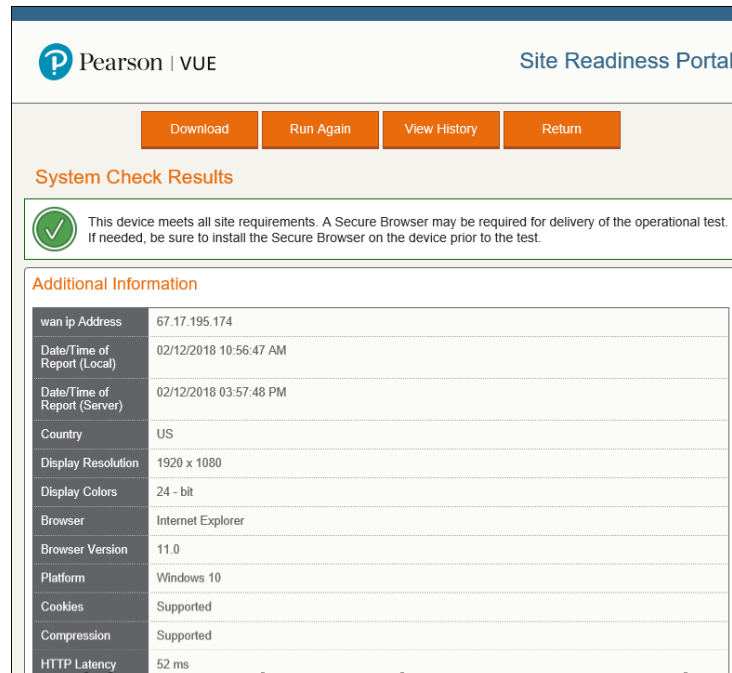
Seat candidates for exam

Unlock exam

Remove secure browser

- Internet bandwidth available to the computer and identifies how many simultaneous exam 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 an exam. Ensure the Browser, Operating System, Display, and Internet Connection all meet the minimum specifications.



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 four orange buttons: 'Download', 'Run Again', 'View History', and 'Return'. The main section is titled 'System Check Results' and features a green checkmark icon with the text: 'This device meets all site requirements. A Secure Browser may be required for delivery of the operational test. If needed, be sure to install the Secure Browser on the device prior to the test.' Below this, there's a section titled 'Additional Information' containing a table of system details.

Additional Information	
wan ip Address	67.17.195.174
Date/Time of Report (Local)	02/12/2018 10:56:47 AM
Date/Time of Report (Server)	02/12/2018 03:57:48 PM
Country	US
Display Resolution	1920 x 1080
Display Colors	24 - bit
Browser	Internet Explorer
Browser Version	11.0
Platform	Windows 10
Cookies	Supported
Compression	Supported
HTTP Latency	52 ms

Event day

Candidate preparation

Run a system check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

HTTP Latency	52 ms																					
User Agent String	Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; rv:11.0) like Gecko																					
System Language	en-US																					
Download Speed	6 Mbps (767 KB/s)																					
Upload Speed	4 Mbps (431 KB/s)																					
Traceroute	<div>Traceroute Detail</div> <table><thead><tr><th>Hop#</th><th>Latency(in ms)</th><th>Router</th></tr></thead><tbody><tr><td>1</td><td><1</td><td>206.188.12.59</td></tr><tr><td>2</td><td><1</td><td>64.27.83.138</td></tr><tr><td>3</td><td>1</td><td>te6-2.core2.nyc.datapipe.net [64.27.83.20]</td></tr><tr><td>4</td><td>1</td><td>64.27.83.163</td></tr><tr><td>5</td><td>1</td><td>6-1-38.ear2.newyork1.level3.net [4.35.90.109]</td></tr><tr><td>6</td><td>*</td><td>Timed out</td></tr></tbody></table> <div>Number of Hops: 6 hops Latency: 0 ms</div>	Hop#	Latency(in ms)	Router	1	<1	206.188.12.59	2	<1	64.27.83.138	3	1	te6-2.core2.nyc.datapipe.net [64.27.83.20]	4	1	64.27.83.163	5	1	6-1-38.ear2.newyork1.level3.net [4.35.90.109]	6	*	Timed out
Hop#	Latency(in ms)	Router																				
1	<1	206.188.12.59																				
2	<1	64.27.83.138																				
3	1	te6-2.core2.nyc.datapipe.net [64.27.83.20]																				
4	1	64.27.83.163																				
5	1	6-1-38.ear2.newyork1.level3.net [4.35.90.109]																				
6	*	Timed out																				
HTTP Protocol	HTTP/1.1																					
Mime Types	application/x-adobeasmdetect, application/x-shockwave-flash, application/futuresplash, application/x-silverlight-2, application/x-silverlight																					
Number of Checks	18																					
Number of Checks Passed	18																					

Event day

Candidate preparation

Run a system check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

Admit candidates with
photo capture

Seat candidates for exam

Unlock exam

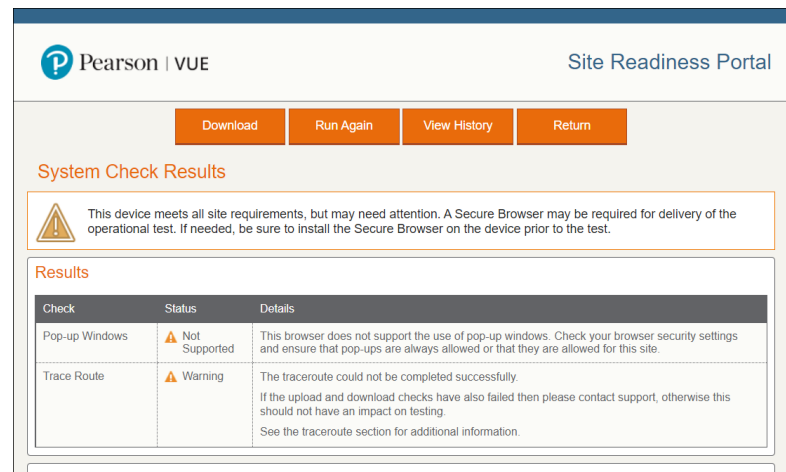
Remove secure browser



Caution

The workstation must pass the system check. If a candidate workstation fails the system check or detects issues that may affect exam delivery (see example below), 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 exam using the [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 exam on a system that does not pass the system check, or the candidate will be unable to complete the exam and may be subject to the client rescheduling fees and/or policies.**

See the [Troubleshoot Exam Delivery Issues](#) section for additional troubleshooting tools on the [ITS Site Readiness Portal](#).



Home

Overview

System
reqs

Configure
site

Site
activation

Before
event

Event day

Test
system

Troubleshoot

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

Admit candidates with
photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

5. **Close** the **web browser** once you have completed a successful system check on the exam delivery workstation.

Launch the secure browser



Prior to the testing event, proctors must download the secure browser on every exam delivery workstation. Always download the secure browser from the website to ensure you have the most current version of the secure browser for the testing day.



Note

Proctors must launch the secure browser on every exam delivery workstation. The Candidate Search page should be ready for every candidate as they are seated at the exam delivery workstation. Proctors may alternatively place the executable on the exam delivery desktop and ask candidates to double-click the executable to launch the secure browser.



Note

Any workstation used to deliver a candidate exam must use the Pearson VUE Browser Lock secure web browser to launch the exams.

As a best practice you should **save any open files** and **close all open applications** prior to launching an exam.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

1. On the **Exam Delivery** workstation, launch an **Internet browser** and navigate to the **BrowserLock for the ITS driver** landing page.

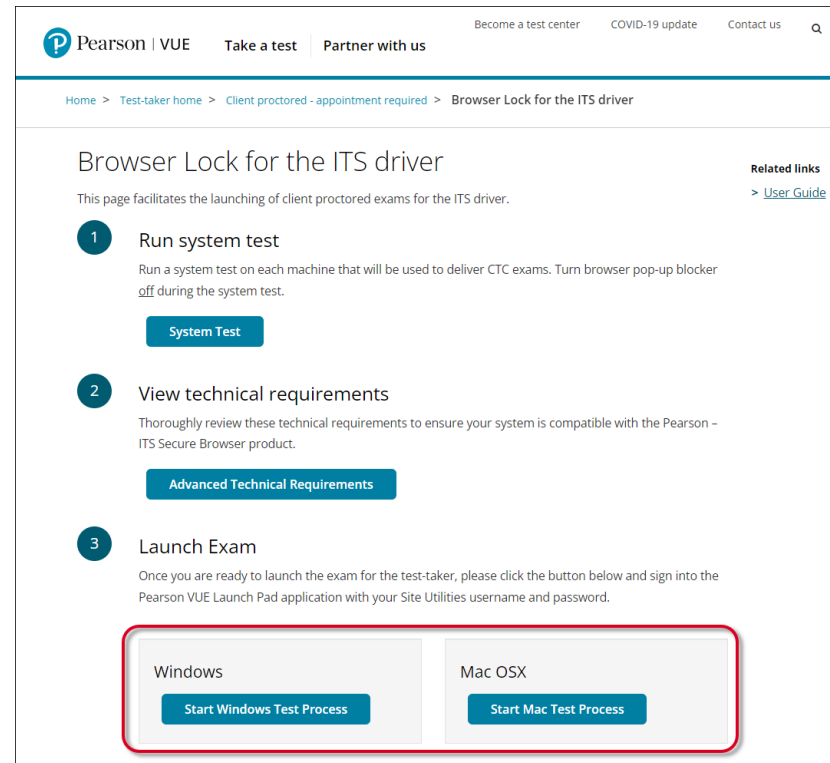
<https://home.pearsonvue.com/cp/its-pvbl>

Exception:

If you have a client specific landing page navigate to the Client proctored – appointment required landing page:

<https://home.pearsonvue.com/<clientname>/cp>

2. Select the **Start <OS> Test Process** button that matches your operating system.



Home

Overview

System
reqs

Configure
site

Site
activation

Before
event

Event day

Test
system

Troubleshoot

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

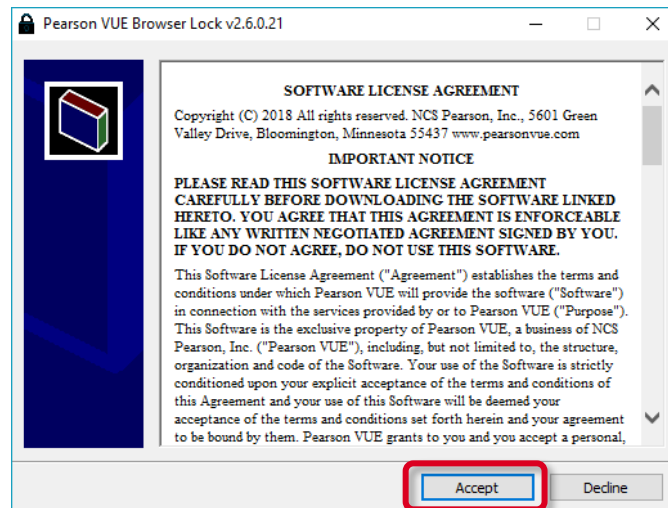
- Open **Windows Explorer** and navigate to the **Downloads** folder. Double-click **CTC.exe** to launch the Pearson VUE Browser Lock secure browser.



Note

Always download the secure browser off the website for that day's event rather than saving it to the local machine. This ensures the current version of the secure browser is always used for exam delivery.

- Read the Software License Agreement. Select the **Accept** button.



Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

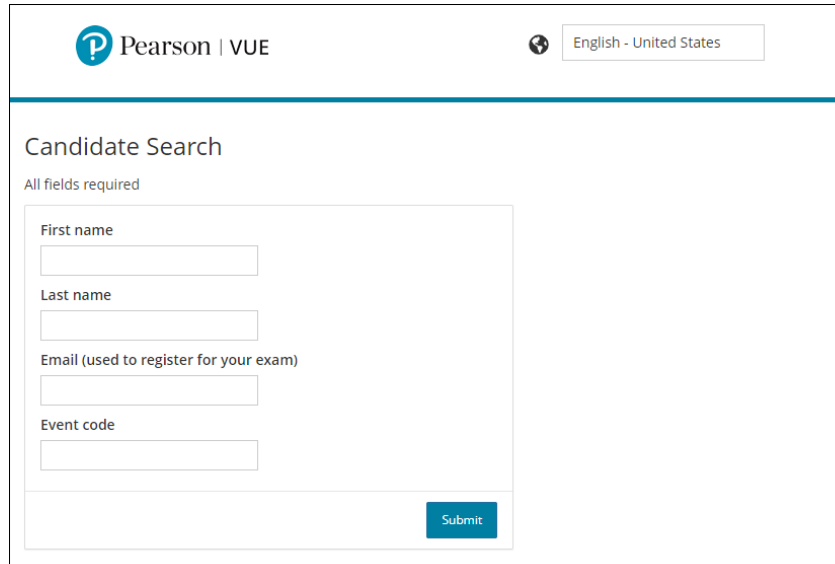
Admit candidates with
photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

5. The **Exam Launchpad** opens in a secure browser.



The screenshot shows the Pearson VUE Candidate Search interface. At the top, there is a header with the Pearson VUE logo and a language selector set to "English - United States". Below the header, the title "Candidate Search" is displayed, followed by the instruction "All fields required". The form contains four input fields: "First name", "Last name", "Email (used to register for your exam)", and "Event code". A blue "Submit" button is located at the bottom right of the form.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

Verify event code is active

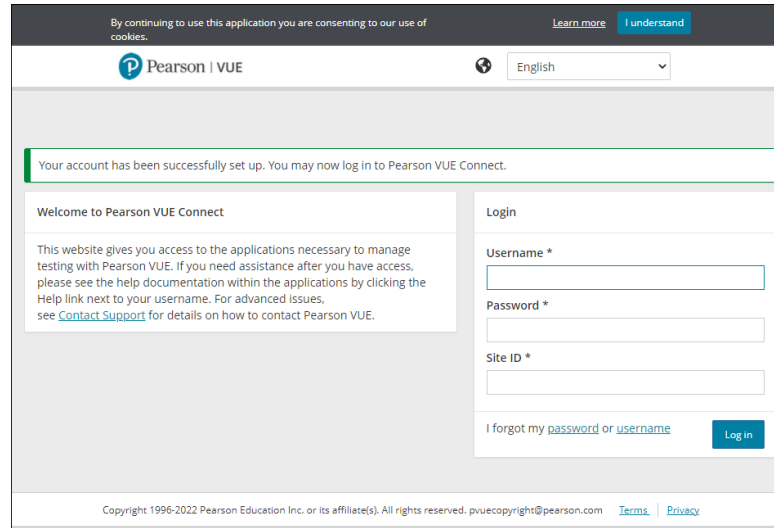


Proctors must provide the event code to candidates on the day of the testing event. If the event was created more than 24 hours before the event, or if the current event code will expire before all candidates finish their exam, you must generate a new event code.

1. On the proctor workstation, open a web browser and navigate to the Connect portal.

<https://connect.pearsonvue.com/Connect/#/authenticate>

2. Enter your **Username**, **Password**, and **Site ID**, and select **Login**.



The screenshot shows the Pearson VUE Connect login interface. At the top, there is a cookie consent banner. Below it, the Pearson VUE logo and a language selector set to 'English' are visible. A green message box states: 'Your account has been successfully set up. You may now log in to Pearson VUE Connect.' The main content area is divided into two sections. The left section, titled 'Welcome to Pearson VUE Connect', provides information about the website's purpose and includes a link to 'Contact Support'. The right section, titled 'Login', contains three input fields: 'Username *', 'Password *', and 'Site ID *'. Below these fields is a link for 'I forgot my password or username' and a blue 'Log in' button. The footer contains copyright information for Pearson Education Inc. and links to 'Terms' and 'Privacy'.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

Admit candidates with
photo capture

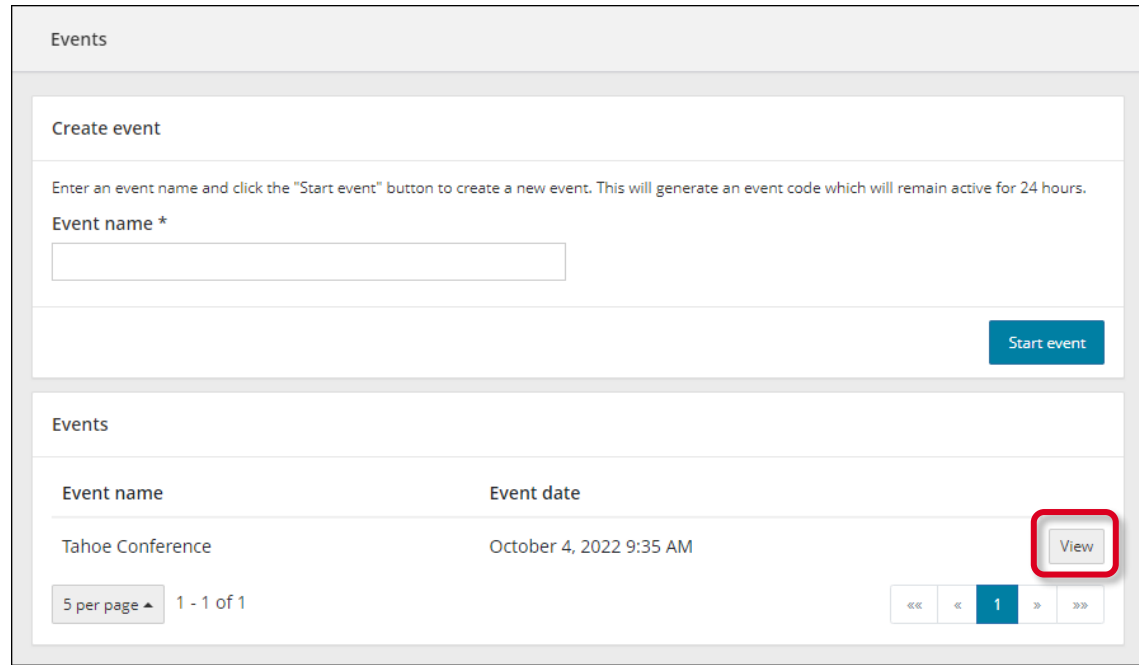
Seat candidates for exam

Unlock exam

Remove secure browser

3. Select the **Proctoring** menu in the left navigation pane.

The **Events** dashboard opens and lists all the events that have been created for your testing site.



Events

Create event

Enter an event name and click the "Start event" button to create a new event. This will generate an event code which will remain active for 24 hours.

Event name *

Start event

Events

Event name	Event date
Tahoe Conference	October 4, 2022 9:35 AM

View

5 per page 1 - 1 of 1

4. Locate your event in the list and select the event's **View** button.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

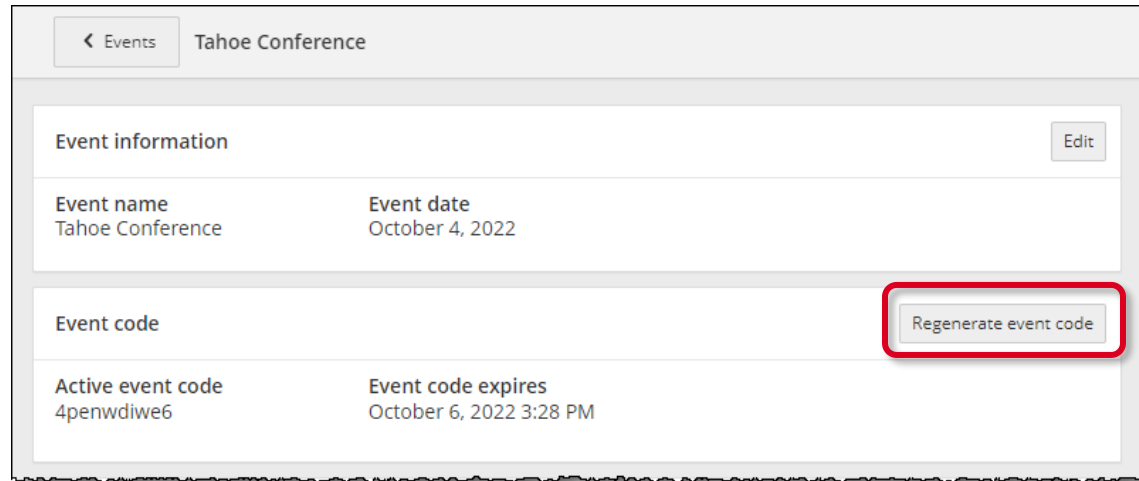
Admit candidates with
photo capture

Seat candidates for exam

Unlock exam

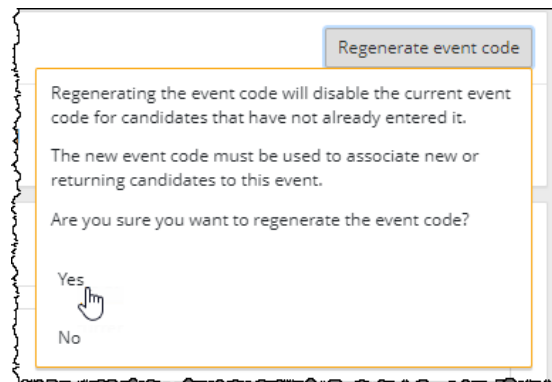
Remove secure browser

The event information and the current event code are listed at the top of the event page.



The screenshot shows the 'Tahoe Conference' event page. At the top, there's a navigation bar with '< Events' and 'Tahoe Conference'. Below this, the 'Event information' section displays 'Event name: Tahoe Conference' and 'Event date: October 4, 2022'. The 'Event code' section shows 'Active event code: 4penwdiwe6' and 'Event code expires: October 6, 2022 3:28 PM'. A red box highlights the 'Regenerate event code' button in the top right corner of the event code section.

5. If you need to create a new event code, select the **Regenerate event code** button.
6. Select **Yes** to confirm you want to regenerate the event code.



The screenshot shows a confirmation dialog box titled 'Regenerate event code'. The text inside reads: 'Regenerating the event code will disable the current event code for candidates that have not already entered it. The new event code must be used to associate new or returning candidates to this event. Are you sure you want to regenerate the event code?'. There are two buttons at the bottom: 'Yes' and 'No'. A hand cursor is pointing at the 'Yes' button.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

A message notifies you that the new event code has been successfully created and the previous code has been disabled. The new event code is active for an additional 24 hours. The previous code is listed on the right side of the table under the Disabled event code(s) heading.

The screenshot shows the 'Events' page for 'Tahoe Conference'. At the top, there is a navigation bar with a back arrow and the text 'Events Tahoe Conference'. Below this, a green-bordered message box states: 'New event code has been successfully created and the previous code has been disabled.' with a close 'x' button. The main content area is divided into two sections. The first section, 'Event information', contains a table with 'Event name' (Tahoe Conference) and 'Event date' (October 4, 2022), and an 'Edit' button. The second section, 'Event code', contains a table with three columns: 'Active event code' (hcuvh8nd60), 'Event code expires' (October 7, 2022 10:32 AM), and 'Disabled event code(s)' (4penwidiwe6). A 'Regenerate event code' button is located to the right of the table.

Event information		Edit
Event name	Tahoe Conference	Event date
		October 4, 2022

Event code			Regenerate event code
Active event code	Event code expires	Disabled event code(s)	
hcuvh8nd60	October 7, 2022 10:32 AM	4penwidiwe6	

- Write the active event code on a whiteboard in the exam delivery room. Candidates must enter the event code to allow the proctor to unlock their exam.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

Admit candidates without photo capture



Admission staff or Proctors with the **May admit candidates and deliver exams** use the **Proctoring** application to admit candidates for their exams. When candidates register for an exam at your testing site, all candidates registered for that day's testing appear in all the events for the site. This allows you to use multiple proctors to admit candidates for exams. You may only admit candidates that are scheduled for the current day. If the client does not require a photo of the candidate, the **Admit** button appears on the Candidate admissions page. If the button says **Take photo**, see [Admit candidates with photo capture](#).

1. Open the **Proctoring** application.
2. Locate your event in the list and select the event's **View** button.

The event details page lists all candidates that have registered for exams at your testing site on the Admissions tab at the bottom of the page. Exam registrations are listed in ascending order by exam start time.

[< Events](#)
Tahoe Conference

Event information

Event name

Tahoe Conference

Event date

October 14, 2022

Event code

Active event code

ezch7hvf09

Event code expires

November 15, 2022 4:28 PM

Disabled event code(s)

fq0wcr7hyr

Admissions

Unlock exams

Candidate admissions

Refresh admission roster

Search options

Candidate name	Email address	Start time	Exam	Accommodations	Status	
Jack Jones	jackjones@abc.com	March 19, 2024 07:00 AM	E2EExam: E2EExam-proctored	No	Not admitted	<div>Admit</div> <div>View details</div>
Sergio Gonzalez	sergio.gomez@myco.com	March 19, 2024 07:00 AM	E2EExam: E2EExam-proctored	No	Not admitted	<div>Admit</div> <div>View details</div>
Selena Gomez	selena.gomez@aco.com	March 19, 2024 07:30 AM	PhotoSR: Photo Score Report Testing	No	Not admitted	<div>Admit</div> <div>View details</div>
Eve Fyre	eve.fyre@auto.com	March 19, 2024 08:00 AM	E2EExam: E2EExam-proctored	No	Not admitted	<div>Admit</div> <div>View details</div>
Marcus King	MarcusK@123.com	March 19, 2024 08:00 AM	E2EExam: E2EExam-proctored	No	Not admitted	<div>Admit</div> <div>View details</div>

5 per page

1 - 5 of 24

1

2

3

4

5

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

3. As each candidate arrives, check their ID, and locate the desired candidate in the admissions list. You can use the advanced search feature or the advanced filter feature to locate the candidate.



Note

You may locate an exam registration by candidate first name, last name, email address, Registration ID, or registration dates.

You can search by **only first name**, **only last name**, or by **first name and last name**. Partial searches are allowed. These fields are not case sensitive.

You must enter **two or more characters** in the first name and/or last name field.

You cannot search for characters in the middle of a name, just the beginning characters in either the first or last name.

Alternately, you may use the **advanced filter** fields to locate the desired candidate. See the [Admit candidates for an exam: Search for candidate using the advanced filters](#) help topic.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

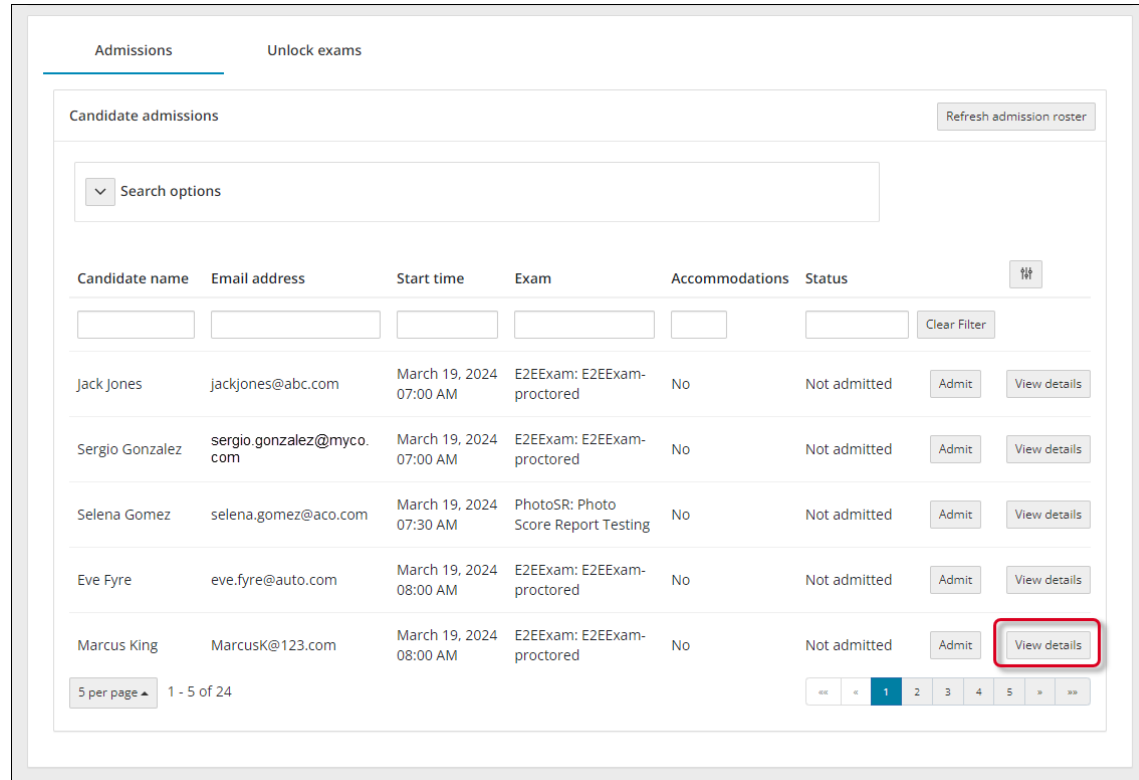
Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

4. You can select the **View details** button to see the exam details for the candidate.



The screenshot shows the 'Admissions' tab in the Pearson VUE interface. It displays a table of candidate admissions with columns for Candidate name, Email address, Start time, Exam, Accommodations, and Status. The 'View details' button for Marcus King is highlighted with a red box.

Candidate name	Email address	Start time	Exam	Accommodations	Status	
Jack Jones	jackjones@abc.com	March 19, 2024 07:00 AM	E2EExam: E2EExam-proctored	No	Not admitted	Admit View details
Sergio Gonzalez	sergio.gonzalez@myco.com	March 19, 2024 07:00 AM	E2EExam: E2EExam-proctored	No	Not admitted	Admit View details
Selena Gomez	selena.gomez@aco.com	March 19, 2024 07:30 AM	PhotoSR: Photo Score Report Testing	No	Not admitted	Admit View details
Eve Fyre	eve.fyre@auto.com	March 19, 2024 08:00 AM	E2EExam: E2EExam-proctored	No	Not admitted	Admit View details
Marcus King	MarcusK@123.com	March 19, 2024 08:00 AM	E2EExam: E2EExam-proctored	No	Not admitted	Admit View details

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

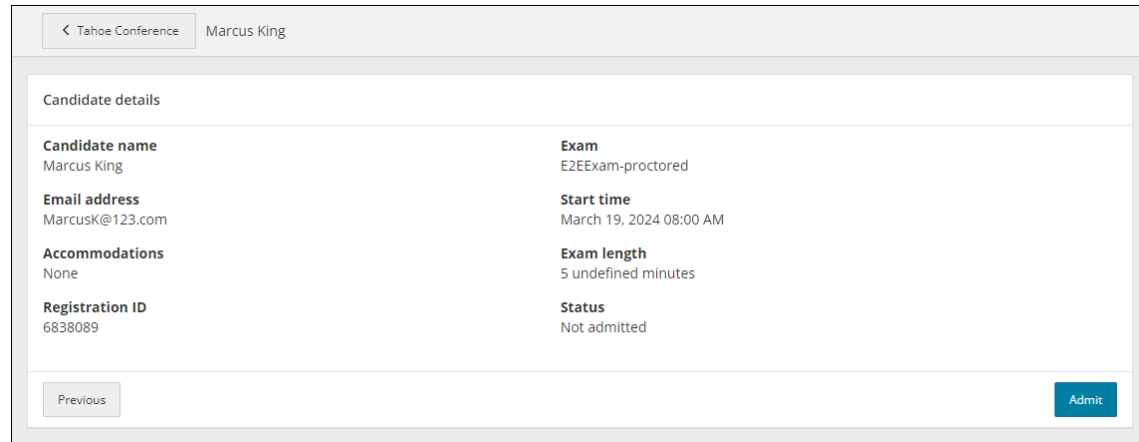
Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

The view **Candidate details** page identifies the candidate's name, email address, any accommodations the candidate has for the exam, the Registration ID, the exam the candidate is registered to take, the exam start time, the exam length, and the current status of the exam (Not admitted, Admitted, Unlock requested, Exam in Progress, or Completed).



Candidate details	
Candidate name Marcus King	Exam E2EExam-proctored
Email address MarcusK@123.com	Start time March 19, 2024 08:00 AM
Accommodations None	Exam length 5 undefined minutes
Registration ID 6838089	Status Not admitted

Previous Admit

- You may admit the candidate for the exam by selecting the **Admit** button on this page, or by selecting the **Previous** button and selecting the **Admit** button on the Admissions tab.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

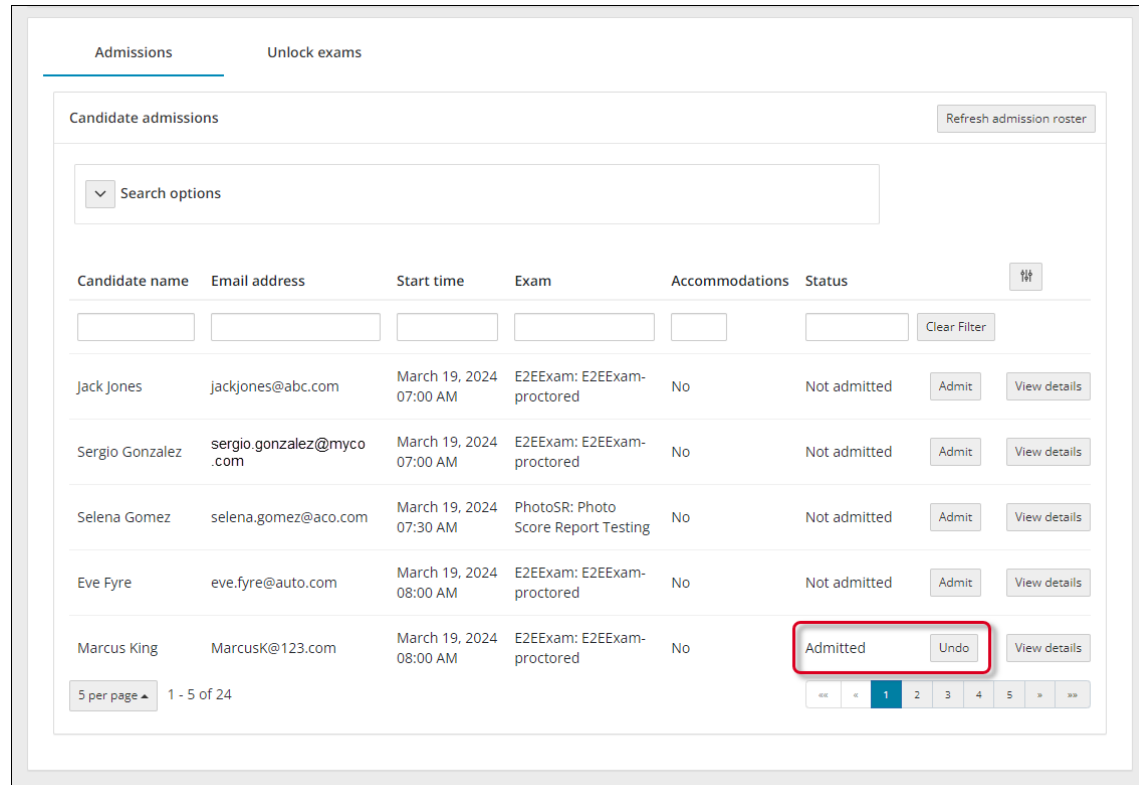
Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

The candidate registration on the Admissions tab is now listed as Admitted and the Admit button now says Undo.



The screenshot shows the 'Admissions' tab in the Pearson VUE interface. It displays a table of candidate admissions. The candidate Marcus King is highlighted with a red box around the 'Admitted' status and the 'Undo' button. The table includes columns for Candidate name, Email address, Start time, Exam, Accommodations, and Status. The status for Marcus King is 'Admitted', and the button next to it is 'Undo'. The other candidates listed are Jack Jones, Sergio Gonzalez, Selena Gomez, and Eve Fyre, all with a status of 'Not admitted' and an 'Admit' button.

Candidate name	Email address	Start time	Exam	Accommodations	Status
Jack Jones	jackjones@abc.com	March 19, 2024 07:00 AM	E2EExam: E2EExam-proctored	No	Not admitted
Sergio Gonzalez	sergio.gonzalez@myco.com	March 19, 2024 07:00 AM	E2EExam: E2EExam-proctored	No	Not admitted
Selena Gomez	selena.gomez@aco.com	March 19, 2024 07:30 AM	PhotoSR: Photo Score Report Testing	No	Not admitted
Eve Fyre	eve.fyre@auto.com	March 19, 2024 08:00 AM	E2EExam: E2EExam-proctored	No	Not admitted
Marcus King	MarcusK@123.com	March 19, 2024 08:00 AM	E2EExam: E2EExam-proctored	No	Admitted

6. Select the **Previous** button to return to the Candidate admissions roster.
7. If you inadvertently admitted the wrong candidate, select the **Undo** button and the status changes to **Not admitted** and the button changes to Admit.
8. Select the **Refresh admission roster** button frequently to ensure any new exam registrations appear on the page.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without photo capture

Admit candidates with photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

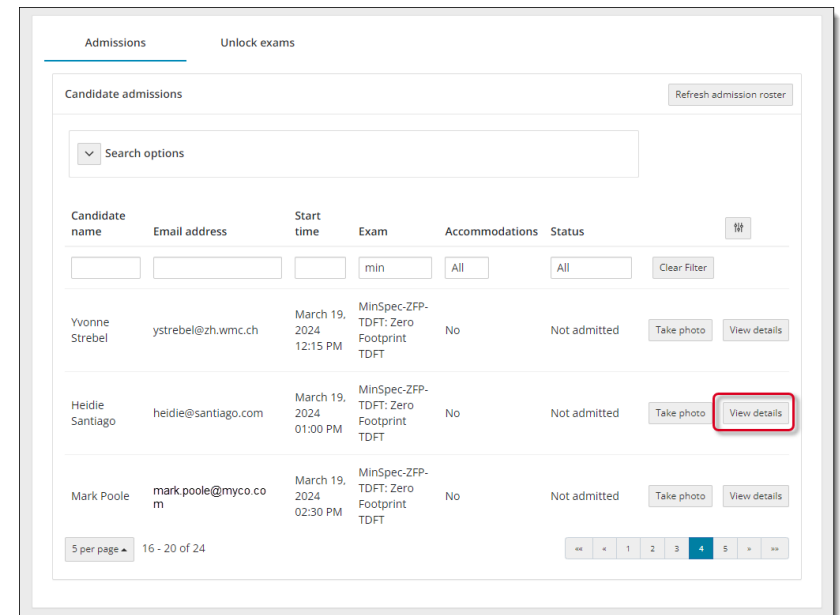
Admit candidates with photo capture



Admission staff or Proctors with the **May admit candidates and deliver exams** use the **Proctoring** application to admit candidates for their exams. When candidates register for an exam at your testing site, all candidates registered for that day's testing appear in all the events for the site. This allows you to use multiple proctors to admit candidates for exams. You may only admit candidates that are scheduled for the current day. If the client requires a photo of the candidate, the **Take photo** button appears on the Candidate admissions page. If the button says **Admit**, see [Admit candidates without photo capture](#).

1. Open the **Proctoring** application.
2. Locate your event in the list and select the event's **View** button.

The event details page lists all candidates that have registered for exams at your testing site on the Admissions tab at the bottom of the page. Exam registrations are listed on ascending order by exam start time.



Candidate name	Email address	Start time	Exam	Accommodations	Status	
Yvonne Strebel	ystrebel@zh.wmc.ch	March 19, 2024 12:15 PM	MinSpec-ZFP-TDFT: Zero Footprint TDFT	No	Not admitted	Take photo View details
Heidi Santiago	heidie@santiago.com	March 19, 2024 01:00 PM	MinSpec-ZFP-TDFT: Zero Footprint TDFT	No	Not admitted	Take photo View details
Mark Poole	mark.poole@myco.com	March 19, 2024 02:30 PM	MinSpec-ZFP-TDFT: Zero Footprint TDFT	No	Not admitted	Take photo View details

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

**Admit candidates with
photo capture**

Seat candidates for exam

Unlock exam

Remove secure browser

3. As each candidate arrives, check their ID, and locate the desired candidate in the admissions list. You can use the advanced search feature or the advanced filter feature to locate the candidate.



Note

You may locate an exam registration by candidate first name, last name, email address, Registration ID, or registration dates.

You can search by **only first name**, **only last name**, or by **first name and last name**. Partial searches are allowed. These fields are not case sensitive.

You must enter **two or more characters** in the first name and/or last name field.

You cannot search for characters in the middle of a name, just the beginning characters in either the first or last name.

Alternately, you may use the **advanced filter** fields to locate the desired candidate. See the [Admit candidates for an exam: Search for candidate using the advanced filters](#) help topic.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

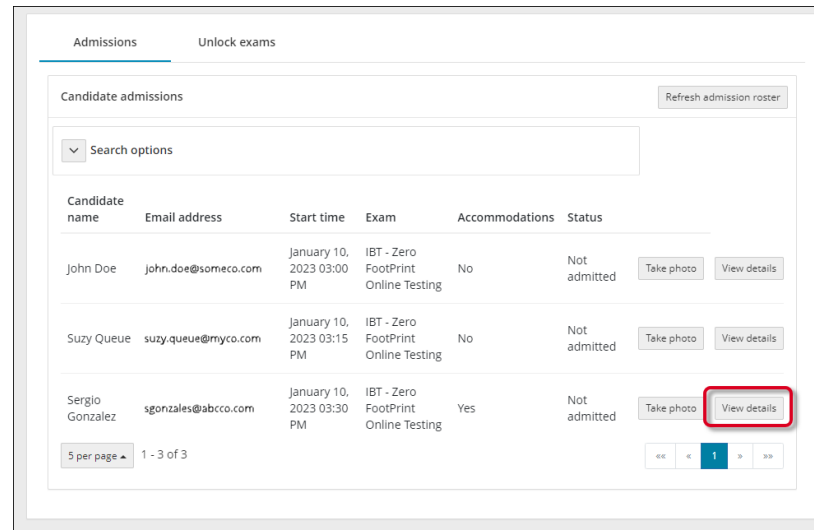
**Admit candidates with
photo capture**

Seat candidates for exam

Unlock exam

Remove secure browser

4. You can select the **View details** button to see the details for the candidate.



Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

**Admit candidates with
photo capture**

Seat candidates for exam

Unlock exam

Remove secure browser

The view Candidate details page identifies the candidate's name, email address, any accommodations the candidate has for the exam, the Registration ID, the exam the candidate is registered to take, the exam start time, the exam length, the current status of the exam (Not admitted, Admitted, Unlock requested, Exam in Progress, or Completed), and the Candidate photo status (Photo not taken if you have not admitted the candidate for the exam).

Candidate details		
Candidate name Heidi Santiago	Exam Zero Footprint TDFT	Candidate photo Photo not taken
Email address heidie@santiago.com	Start time March 19, 2024 01:00 PM	
Accommodations None	Exam length 15 minutes	
Registration ID 6838071	Status Not admitted	

Previous Take photo

- You may admit the candidate for the exam by selecting the **Take photo** button on this page, or by selecting the **Previous** button and selecting the **Take photo** button on the Admissions tab.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

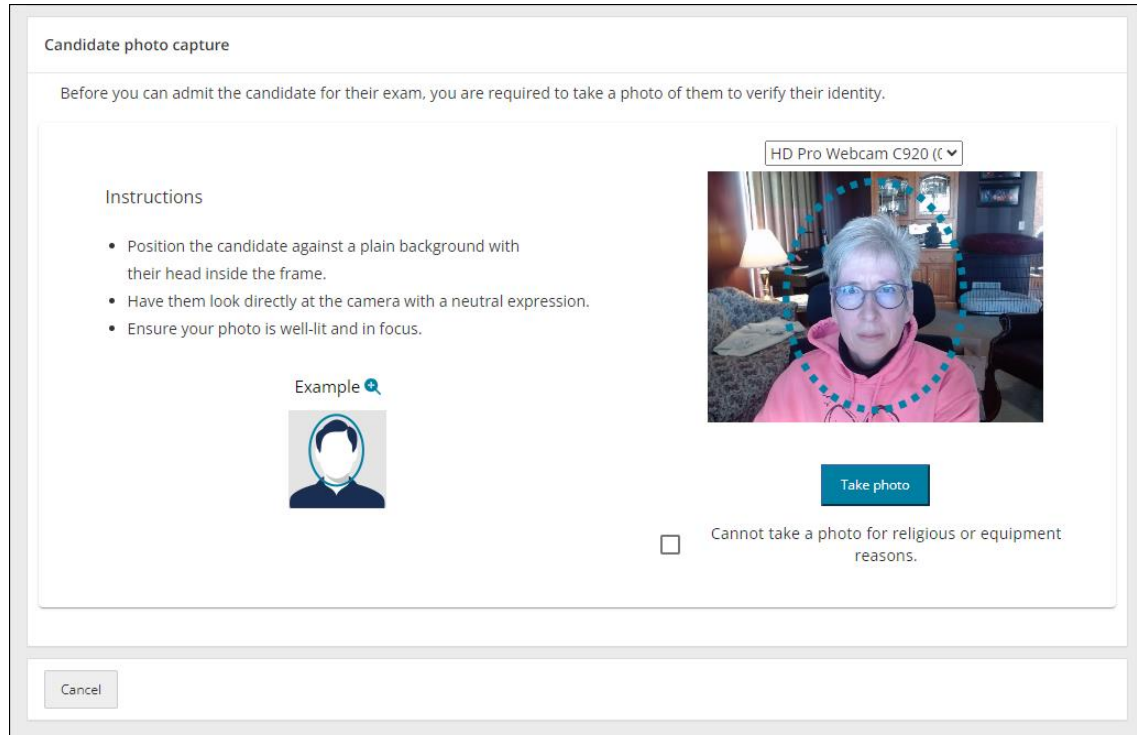
**Admit candidates with
photo capture**

Seat candidates for exam

Unlock exam

Remove secure browser

The Candidate photo capture page appears.



6. You must take a photo of the candidate to verify their identity. You may use an external camera, or by using the camera on the laptop.
7. Position the candidate against a plain background with their head inside the dotted circle.
8. Have the candidate look directly at the camera with a neutral expression.
9. Select the **Take Photo** button.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

**Admit candidates with
photo capture**

Seat candidates for exam

Unlock exam

Remove secure browser

10. The photo is captured. If you did not capture a good photo, you may select the **Retake Photo** button and take the photo again.


Candidate photo capture

Before you can admit the candidate for their exam, you are required to take a photo of them to verify their identity.


Instructions

- Position the candidate against a plain background with their head inside the frame.
- Have them look directly at the camera with a neutral expression.
- Ensure your photo is well-lit and in focus.

Example



HD Pro Webcam C920 (C)



Retake photo

☐ Cannot take a photo for religious or equipment reasons.

Cancel

Admit

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

**Admit candidates with
photo capture**

Seat candidates for exam

Unlock exam

Remove secure browser

11. If there are religious objections to having a photo taken, or if there are issues with the camera preventing you from taking a photo, select the **Cannot take a photo for religious or equipment reasons** check box.


Candidate photo capture

Before you can admit the candidate for their exam, you are required to take a photo of them to verify their identity.


Instructions

- Position the candidate against a plain background with their head inside the frame.
- Have them look directly at the camera with a neutral expression.
- Ensure your photo is well-lit and in focus.

Example



HD Pro Webcam C920 (C)



Retake photo

☒ Cannot take a photo for religious or equipment reasons.

Cancel

Admit

12. Select the **Admit** button.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

**Admit candidates with
photo capture**

Seat candidates for exam

Unlock exam

Remove secure browser

The candidate registration on the Admissions tab is now listed as Admitted and the Take photo button now says Undo.

The screenshot shows the 'Admissions' tab in the Pearson VUE interface. The 'Candidate admissions' section is active, displaying a table of candidates. The table has columns for Candidate name, Email address, Start time, Exam, Accommodations, and Status. The candidate Heidi Santiago is listed with a status of 'Admitted', which is highlighted with a red box. The 'Take photo' button next to her status is labeled 'Undo'. Other candidates listed include Yvonne Strebel and Mark Poole, both with a status of 'Not admitted'. The interface also includes search options, filters, and pagination controls.

Candidate name	Email address	Start time	Exam	Accommodations	Status	
Yvonne Strebel	ystrebel@zh.wmc.ch	March 19, 2024 12:15 PM	MinSpec-ZFP-TDFT; Zero Footprint TDFT	No	Not admitted	Take photo View details
Heidi Santiago	heidie@santiago.com	March 19, 2024 01:00 PM	MinSpec-ZFP-TDFT; Zero Footprint TDFT	No	Admitted	Undo View details
Mark Poole	mark.poole@myco.com	March 19, 2024 02:30 PM	MinSpec-ZFP-TDFT; Zero Footprint TDFT	No	Not admitted	Take photo View details

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

Admit candidates with photo capture

Seat candidates for exam


Unlock exam

Remove secure browser

Select the **View details** button for a candidate admitted with photo capture enabled. The Candidate photo is displayed, or Photo opt-out is displayed.

< Tahoe Conference | Heidi Santiago

Candidate details

Candidate name Heidi Santiago	Exam Zero Footprint TDFT	Candidate photo  Large view
Email address heidie@santiago.com	Start time March 19, 2024 01:00 PM	
Accommodations None	Exam length 15 minutes	
Registration ID 6838071	Status Admitted	

Previous

< Tahoe Conference | Yvonne Strebel

Candidate details

Candidate name Yvonne Strebel	Exam Zero Footprint TDFT	Candidate photo Photo opt-out
Email address ystrebel@zh.wmc.ch	Start time March 19, 2024 12:15 PM	
Accommodations None	Exam length 15 minutes	
Registration ID 6838073	Status Admitted	

Previous

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

**Admit candidates with
photo capture**

Seat candidates for exam

Unlock exam

Remove secure browser

13. Select the **Previous** button to return to the Candidate admissions roster.
14. If you inadvertently admitted the wrong candidate, select the **Undo** button and the status changes to **Not admitted** and the button changes to Take photo.
15. Select the **Refresh admission roster** button frequently to ensure any new exam registrations appear on the page.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

Admit candidates with
photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

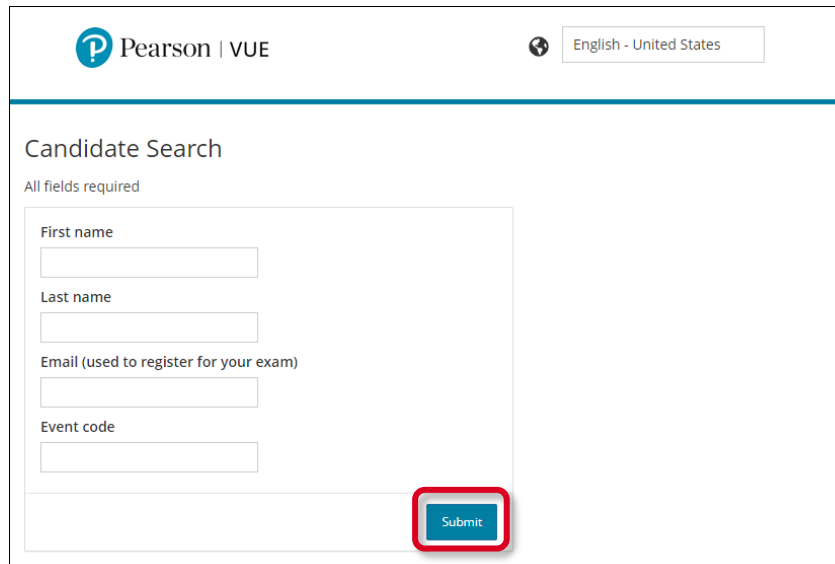
Seat candidate for exam



1. Once you have admitted the candidate, you must escort the candidate to the exam delivery room and seat them at an exam delivery workstation. Ensure the **Secure Browser** is open to the **Candidate Search** page for the candidate.



2. Candidate enters their **First name**, **Last name**, **Email**, and the **Event code** you supplied them and selects **Submit**.



Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

Admit candidates with
photo capture

Seat candidates for exam

Unlock exam

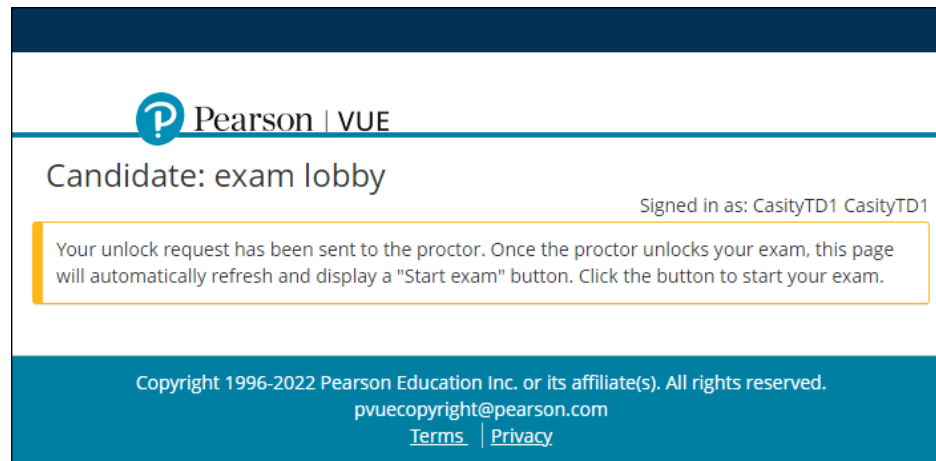
Remove secure browser



Note

The **First name**, **Last name**, and **Email** fields are not case sensitive, but candidates must enter the name and email exactly as it was created in the system when they registered for the exam.

The secure browser Candidate: exam lobby page notifies the candidate that the unlock request has been sent to the proctor. Once the proctor unlocks the exam the candidate may begin their exam.



Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture


Admit candidates with
photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

Unlock exam

 Once the candidate submits their personal information and the event code, the Admissions tab lists the exam status as **Unlock requested**. Proctors must unlock the exam on the **Unlock exams** tab.

1. Select the **Unlock exams** tab.
2. Select the **Refresh candidate roster** button to ensure you see the current list of candidates waiting to have their exams unlocked.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

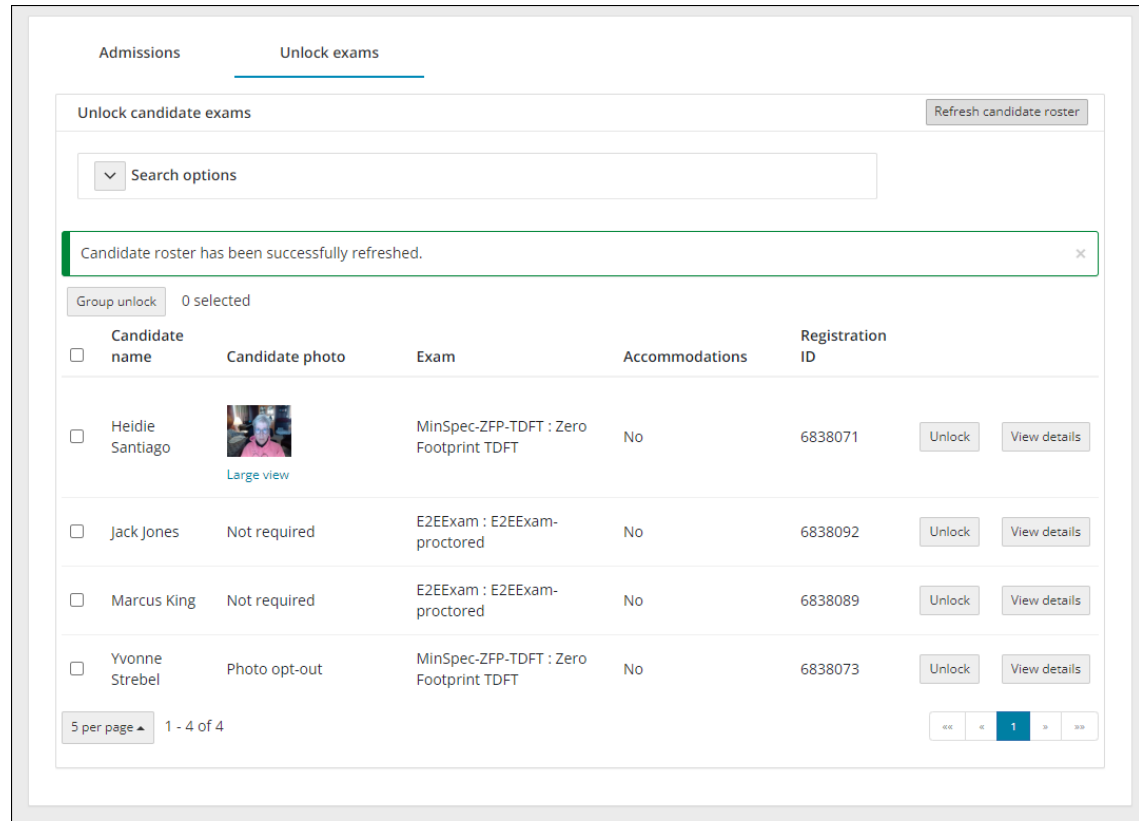
Admit candidates with
photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

The Unlock exams tab includes the Candidate photo if the candidate requires photo capture for admitting the candidate for an exam.




Admissions **Unlock exams**

Unlock candidate exams Refresh candidate roster

Search options

Candidate roster has been successfully refreshed.

Group unlock 0 selected

<input type="checkbox"/>	Candidate name	Candidate photo	Exam	Accommodations	Registration ID		
<input type="checkbox"/>	Heidi Santiago	 Large view	MinSpec-ZFP-TDFT : Zero Footprint TDFT	No	6838071	Unlock	View details
<input type="checkbox"/>	Jack Jones	Not required	E2EExam : E2EExam-proctored	No	6838092	Unlock	View details
<input type="checkbox"/>	Marcus King	Not required	E2EExam : E2EExam-proctored	No	6838089	Unlock	View details
<input type="checkbox"/>	Yvonne Strebel	Photo opt-out	MinSpec-ZFP-TDFT : Zero Footprint TDFT	No	6838073	Unlock	View details

5 per page 1 - 4 of 4

When photo capture is not required, the Candidate photo column displays **Not required**.

When photo capture is required, the Candidate photo column displays the **candidate photo** or **Photo opt-out**.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

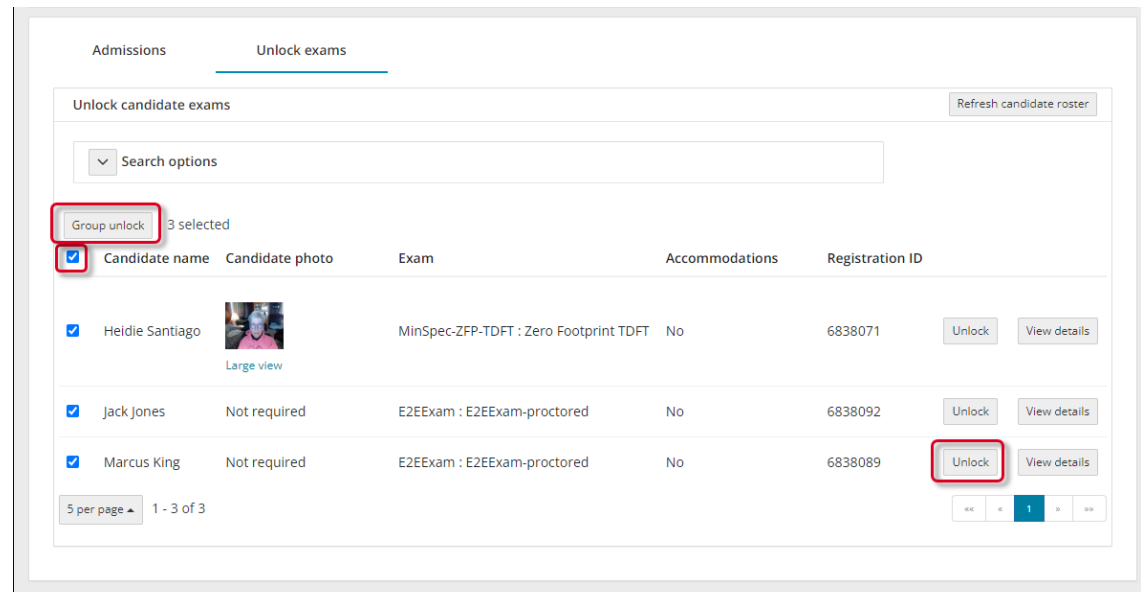
Admit candidates with
photo capture

Seat candidates for exam

Unlock exam

Remove secure browser

- To unlock a single candidate exam, the Proctor selects the desired candidate's **Unlock** button. To unlock all candidates waiting to start their exams, select the checkbox to the left of the Candidate name header. This selects all the candidate checkboxes. Select the **Group Unlock** button.



If you unlocked a single exam the Exam status on the **Unlock exams** tab changes to **unlocked** and a message notifies you the exam has been unlocked. The next time the candidate roster is refreshed, the unlocked exam is removed from the Unlock exams tab and only locked exams are listed.

If you group unlocked a bunch of exams, the exams are unlocked and the unlocked exams are no longer displayed on the Unlock exams tab.

The Exam status on the **Admissions tab** changes to **Exam in progress** for unlocked exams.

Event day

Candidate preparation

Run a System Check

Launch secure browser

Verify event code is active

Admit candidates without
photo capture

Admit candidates with
photo capture

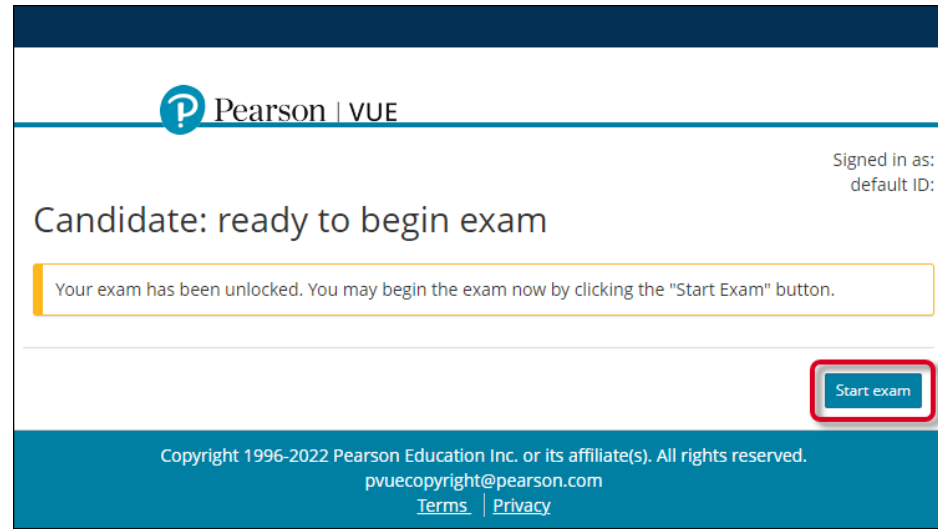
Seat candidates for exam

Unlock exam

Remove secure browser



4. The secure browser now changes to **Candidate: ready to begin exam**.
The **candidate** selects the **Start exam** button.



5. Candidate completes the exam.

Once the candidate completes the exam, the **Admissions** tab lists the exam status as **Complete**.

Remove secure browser



Once all testing is completed for the day, Pearson VUE recommends you remove the secure browser from each exam delivery workstation.

1. Open a **Windows Explorer** window and navigate to the **Downloads** directory.
2. Locate the **CTC.exe** file and **Delete** it.

Test the system

Schedule exam appointment

Admit and unlock exam



Note

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

Appendix: Test the system

The testing procedure ensures that the site installation works from end to end. Prior to a testing event, Pearson VUE recommends that you register for a practice exam so you can run through admitting candidates for exams. Start by calling your local VUE Support Specialist to create a candidate account for yourself and to schedule yourself for an exam appointment which you can run on an exam delivery workstation. Then use **Proctoring** to admit yourself for the exam and use **Exam Launchpad** to take the practice exam.

This section of the document walks you through:

- Scheduling a Test Driver Functionality Test (TDFT)
- Admitting yourself for the TDFT exam
- Unlocking the exam
- Completing the exam

Test the system

Schedule exam appointment

Admit and unlock exam

Schedule exam appointment



Note

This is an optional procedure, but Pearson VUE strongly recommends you register for a TDFT so you can run through the procedure for unlocking an exam and running the secure web browser allowing you to launch an exam prior to an exam event.

In this procedure you must contact your local VUE Support Services team to create a candidate account for yourself so you can register for the Test Driver Functionality Tests (TDFT). Please create an account using your own name and address information. You can then use the same account later when running other test exams. Do not create a generic or “dummy” account such as “VUE Admin” or “Mickey Mouse”.



Test Driver Functionality Tests (TDFTs) are exams that Pearson VUE has created to test various types of functionalities on exam delivery workstations. Running these exams ensures that the workstation is prepared to deliver Pearson VUE exams. To perform this process, you must schedule yourself for one appointment which you will take on your administration workstation.

Test the system

Schedule exam appointment

Admit and unlock exam



Note

The process of creating candidate accounts and registering for all other exams besides the **MinSpec-ZFP-TDFT** should be done by calling the **Call Center** or by going to the appropriate **Pearson VUE website program landing page** to register for the exams. We are only asking you to call VSS for purposes of ensuring that your test center is ready to deliver exams once you go live.

Follow these steps to create your candidate account and register for the **MinSpec-ZFP-TDFT** exam:

1. **Call your local Pearson VUE Support representative** using the appropriate phone number in the [Technical Support](#) section of this guide.
2. Ask the VSS representative to **create a candidate account** for you. You must supply the following information:
First name, Last name, Email, Country, Address, City, State, Postal Code, and Phone number.
3. Ask the VSS representative to **register** you for the **MinSpec-ZFP-TDFT exam**. Provide the date you will run the exam.

Test the system

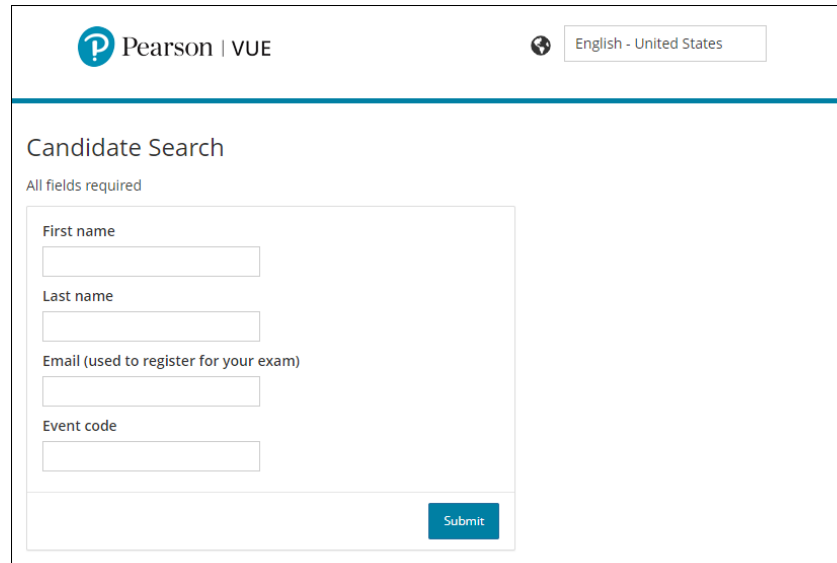
Schedule exam appointment

Admit and unlock exam

Admit and unlock exam for delivery

Before you can launch an exam, you must first admit yourself for the exam. You may only unlock appointments that are scheduled for the current day.

1. Open the **Proctoring** application on the proctor administration workstation.
2. **View** your event.
3. Select the **Admit** button for your candidate registration.
4. On an exam delivery workstation download the Exam Launchpad secure browser from the Client proctored PVBL landing page.
5. Enter your **First name**, **Last name**, **Email address**, the **Event code** for your event, and select **Submit**.



The screenshot shows the Pearson VUE interface. At the top, there is a header with the Pearson VUE logo and a language selector set to "English - United States". Below the header is a section titled "Candidate Search" with the note "All fields required". The form contains four input fields: "First name", "Last name", "Email (used to register for your exam)", and "Event code". A blue "Submit" button is located at the bottom right of the form.

Test the system

Schedule exam appointment

Admit and unlock exam

6. On the proctor administration workstation, select the **Unlock exams** tab for your event.
7. Select the **Unlock** button for your exam.
8. On the exam delivery workstation, select the **Start exam** button and complete the exam.

Troubleshoot exam delivery

Run bandwidth check

Run test delivery check

Support tools



Note

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

Troubleshoot exam delivery issues

In addition to the Test Simulator and System Check tools, ITS has provided several other tools you can use to determine if a workstation can successfully deliver an exam. They are available on the ITS Site Readiness Portal.

The testing procedure ensures that the test center installation works from end to end. Prior to a testing event, we recommend that you register for a practice exam so you can run through admitting candidates for exams. Start by calling your local VUE Support Specialist to create a candidate account for yourself and to schedule yourself for an exam appointment which you can run on your administration workstation. Then use **Proctoring** to admit yourself for the exam and use **Exam Launchpad** to take the practice exams.

Troubleshoot exam delivery

Run bandwidth check

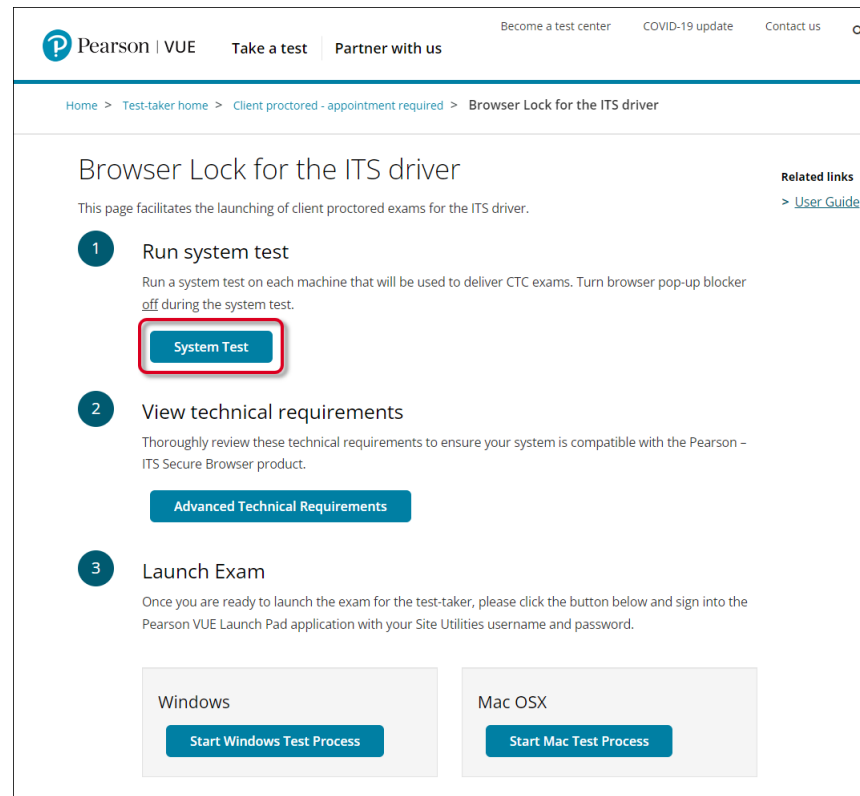
Run test delivery check

Support tools

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. On the **Administration** workstation, launch an **Internet browser** and navigate to the **Client proctored – ITS Secure Browser** landing page on the Pearson VUE website.
<https://home.pearsonvue.com/cp/its-pvbl>



Home

Overview

System
reqs

Configure
site

Site
activation

Before
event

Event day

Test
system

Troubleshoot

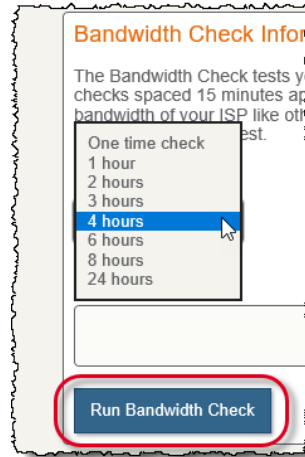
Troubleshoot exam delivery

Run bandwidth check

Run test delivery check

Support tools

2. Select the **System Test** button.
3. Select **Bandwidth Check** on the Check Readiness page.
4. Select the **Duration** for the bandwidth check from the drop-down list and select **Run Bandwidth Check**.



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

Troubleshoot exam delivery

Run bandwidth check

Run test delivery check**Support tools**

Run Test Delivery Check

You can run the **Test Delivery Check** to take a practice exam. This exam includes samples of each question type to verify the device can deliver an exam. You may run this on any exam delivery workstation.

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

Support Tools

If issues, such as communications errors, occur while delivering exams 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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