

Client proctored test delivery

Client support FAQs

This document provides information for common support questions for Client proctored test delivery.

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BROWSER LOCK

► Image will not center / Next buttons extend off the right side of the screen

Resize your monitor resolution until the test content fits within your screen.

1. Open your computer's control panel and display settings.
2. Reduce the monitor resolution setting until the image fits on your screen.

Note For Windows 10 devices, changing the **Display-Scale and Layout** setting to 100% may also resolve this issue.

► Browser Lock error regarding disallowed applications

Browser Lock requires all disallowed applications to be closed prior to launching. If disallowed applications are running on the testing workstation, Browser Lock provides an error message that tells the user which applications and/or processes must be closed for Browser Lock to run.

For Windows devices,

1. Open **Task Manager**.
2. Close the applications that were identified in the Browser Lock error message.
3. Re-download Browser Lock, if needed.
4. Launch Browser Lock from the *Downloads* folder.

For Mac devices,

1. Click the apple icon in the upper-left corner of the application window and click **Force Quit** to close the application.
2. Repeat this for each application and/or process that must be closed.
3. Re-download Browser Lock, if needed.
4. Launch Browser Lock from the *Downloads* folder.

You should also check to see if processes are starting up again due to an associated service. If so, you may have to stop and disable the service. Some common services to look at include: *Remote Desktop Service*, *File History Service*, and *Adobe Acrobat Update Service*.

CLIENT WEB PAGE

▶ How do I locate Client proctored information?

Log into Pearson VUE Navigator portal and select **Client Proctored Documentation**.
Select the correct link for your situation.

▶ Navigating the Client proctored website

If the proctor has accidentally selected **I am a test-taker** on the Client Proctored website (pearsonvue.com/clientname/client-proctored), click the **Back** button in your browser window to return to the Client proctored home page, where you can select the **I am a Proctor** page. There is also a link to the Proctor page at the top of the Test Taker page: “If you are a proctor, please see the proctor page.”

If you are on the page to create or verify a web account, you must re-open the website (pearsonvue.com/clientname/client-proctored) and select **Proctor** to return to the Client proctored test delivery home page.

CONNECTIVITY

▶ The test will not “launch”

Because Pearson has no visibility into your test delivery workstation setup, internet setup, firewalls, or bandwidth, we are unable to assist you with most technical issues. We recommend that you contact your testing administrator or site for on-site assistance.

For persistent issues, report to your Pearson VUE program manager what is causing the issue, including the specific page that the test taker was on when the issue was encountered and the specific error message, if there is one. Taking a photo of the screen using a mobile phone can also be helpful to the support team.

Note You will not be able to use the screen capture software while in the secure browser.

▶ Internet will not connect or test questions are taking too long to appear

Adequate, unencumbered bandwidth is required, so you should check with your on-site technical staff to check the following list of potential causes for latency or slowness:

- Inadequate bandwidth
- Testing in a location where bandwidth is shared (such as schools, where bandwidth availability may be affected by the streaming and social media activities of students)
- Firewall blocking access to Pearson VUE systems

Note Browser Lock is a 144 MB file, equivalent to downloading an application like Facebook. It is housed on the cloud, which enables access from a closer location and a faster download than when it was housed on servers at Pearson VUE's Iowa City location.

▶ Virtual machines at the testing location

The secure browser blocks against the use of virtual machines, so it is necessary to test from a different location that does not utilize virtual machines.

▶ Access to technical staff on-site

Because Pearson VUE has no visibility into your test delivery workstation setup, internet setup, firewalls, or bandwidth, we are unable to assist you with most technical issues. We recommend that you contact your testing administrator or site for on-site technical assistance.

Pearson VUE staff are unable to assist with technical issues since Pearson VUE does not operate or support the client location because Pearson VUE has no visibility into your test delivery workstation setup, internet setup, firewalls, or bandwidth, we are unable to assist you with most technical issues. We recommend that you contact your testing administrator or site for on-site technical assistance.

Although, Pearson VUE does not have visibility into the testing location or devices, it is recommended that you check the following items:

- Internet bandwidth from the testing location and testing workstation(s), which can be checked using **Connection Check** for Browser Lock or **System Check** for ITS Secure Browser
- Virtual machines, which are not allowed for testing

▶ Lag in system performance, latency in response time

This is a local internet issue in the building where testing is occurring. Contact your local IT support person for assistance as Pearson VUE has no visibility into the local internet, WIFI, or firewall setup.

▶ Equipment/internet bandwidth fails Connection Check test

Proctor must work with on-site technical staff to determine how to increase bandwidth and/or determine what is preventing connection to the internet.

OPERATIONS

▶ Running a testing event

Refer to the **Client proctored test delivery user guide** in Navigator (Pearson VUE client portal). If the user guide does not answer your questions, contact your certification program administrator for assistance.

Note If you are a single sign-on (SSO) customer, the **Client proctored test delivery user guide** does not address the process of signing into to your site and connecting to Pearson VUE because these processes differ for each client.

▶ Extra time accommodations

Contact Client Application Support Services (CAPPS) to have extra time added to a test registration for ESL, or in case of power failures at the testing location.

SCORE REPORTS

▶ How do test takers print score reports?

After a test, test takers can view their score reports through their profile (either at Pearson VUE Candidate Website or at the test sponsor's site if they use single sign-on). Once logged in, click **View Score Reports** and choose the appropriate test. You then can print the score report as needed.

▶ Score reports are not printing

For the Client proctored delivery model, score reports may not be configured to print on-site. If score reports have been configured for your test, you are able to view your score report under your profile using the Pearson VUE Candidate Website or the client's website.

SUPPORT

▶ Testing workstations with expired leases

If you are using DHCP to assign IP addresses, make sure that the IP renewal is set to occur at a time when there is no testing and that IP expirations are set for a date after the end of the testing event. Ideally leases will be set for at least 48 hours.

▶ Questions about the Client proctored testing process

Refer to the **Client proctored test delivery user guide** for step-by-step instructions for launching the secure browser, creating a test registration, and launching a test.

▶ Test taker cannot log into account to get started

Important If signing into test sponsor site directly, please contact them for assistance.

To sign in to your Pearson VUE account,

1. Navigate to the Client proctored Test Takers page (<http://home.pearsonvue.com/clientname/client-proctored/testtaker/asp>).
2. Download and launch the secure browser for your device.
3. Select **Sign in**.

If this is unsuccessful, contact customer service (<https://home.pearsonvue.com/clientname/contact>).

▶ Proctor cannot log into their Navigator account

Contact your test sponsor administrator for assistance with resetting your account.

If you need further help, contact Client Application Support (<http://pearsonvue.com/appsupport/>).

▶ Proctor cannot unlock the test registration or proctor login is not working

The error that occurs with a locked or disabled account is generic for security purposes. If another proctor is available and authorized for the test/dates of delivery, you should have them login and complete the process for an immediate resolution.

If another proctor is not available, the proctor whose account is locked should contact Client Application Support. Even if an alternative proctor can resolve the issue, the proctor with the issue should go to CAPPs to get the issue with their account resolved.

The Client Application Support team (CAPPs) will consider the possible causes for this issue:

- If the proctor's account is in a locked status, CAPPs will reset the account.
- If the proctor's account is disabled, CAPPs will inform the user to contact the client contact. CAPPs will check exam authorization in Proctor Management to ensure that the proctor user is authorized for that test and for the dates of testing. If they are not authorized, the user must contact their client administrator to make the change.

▶ The candidate website is unavailable – what do I do?

If the candidate website is unavailable to launch tests and test takers have created exam registrations prior to the website becoming unavailable, the test may be manually launched from the proctor's Client proctored landing page.

1. Proctor navigates to the Client proctored Proctors page (<http://home.pearsonvue.com/clientname/client-proctored/exam-proctors>).
2. Scroll down to the **Technical problems during the exam delivery?** section and click the link to launch the secure browser.
3. Search for the candidate.
4. Capture candidate's photo (if required).
5. Proctor logs in and selects candidate's exam.
6. Proctor starts exam.

VOUCHERS

▶ Who to contact about PAC (Private Access Codes) / DAC (Discount Access Codes) / Vouchers

Contact your Pearson VUE Program Manager or Client Support Specialist (CSS) for assistance with these vouchers.

▶ Client needs additional vouchers

Contact your Program Manager to order additional vouchers from the Voucher Store. You can also contact your Program Manager if there are partial amounts remaining after providing voucher codes or if you have issues with invalid voucher codes.

▶ Existing vouchers are not working

Contact VUE Support Services for assistance. If needed, the client application support (CAPPS) team can assist you in contacting VUE Support Services (<https://home.pearsonvue.com/appsupport/>).