



CompTIA Client Proctored overview (previously “Anywhere Proctored”)

- Approved Proctor applicants receive an email from Proctorhelp@comptia.org including their Private Access Code (PAC), along with instructions and attachments. Your Client Proctored (C/P) Username will normally be the email address submitted on your application. Please allow 3 - 5 business days for application processing.
- At the same time your credentials are sent, a separate *time sensitive* email is sent from the Pearson VUE A/P Navigator. Follow the link and the instructions provided in that email to create your C/P password. You will use this password, along with your username (email address) to unlock exams for delivery via the Client Proctored delivery platform. Do not attempt to create an event – CompTIA does NOT allow this feature. Password management is the only activity that takes place at the A/P Navigator site. Note: email proctorhelp@comptia.org to request a password reset.
- Proctor: please read through your email and this document first! Then, read through the relevant pages of the [Client Proctored Test Delivery User Guide](#) sent to you in your welcome email from proctorhelp@comptia.org but note: you will NOT use the event feature- setup for this feature is *not* required.
- Proctor: become familiar with the Pearson [VUE Client Proctored proctor](#) site by reviewing the [system requirements](#) and for your IT Team please provide them the [advanced technical requirements](#)
- Proctor: Instruct your Candidate to create their Pearson VUE account any time *prior* to exam registration and if possible, *at least 2 days before* exam day at <https://home.pearsonvue.com/comptia/client-proctored/test-takers.aspx> Candidates cannot register for an exam until they have created their account with Pearson VUE. **NOTE:** If issues arise during the account creation process, manual intervention by VUE may be required and this can take 1-3 days to resolve.
- Proctor: Prior to exam day, make sure any student under the age of 18 has been provided and has returned the Parent/Guardian consent form. They cannot test until this is completed.

- Proctor: Prior to test day, instruct your Candidate to review the CompTIA Candidate Agreement and all CompTIA Exam policies at: <https://www.comptia.org/testing/test-policies/comptia-candidate-agreement>
- Proctor: In advance of exam day, be sure to check the [Pearson VUE Outage schedule](#) for monthly black out date/s *Exams cannot be delivered on these days.*
- Proctor: Provide your Private Access Code (PAC), to your test taker. This allows your student to register for the Client Proctored version of the exam through their Pearson VUE account.
- Candidate uses the Private Access Code (PAC) to register for the exam.
IMPORTANT: Exams must be taken within 45 days of the registration date.
- Proctor: In advance of exam day, [Run a system test](#) to verify the computer meets minimum requirements. This is done on the test taker's computer, not the Proctor's. There is no need for the Proctor to log in or set up an 'event'. CompTIA does not allow for centralized console management of exam events. The Proctor will unlock the exam at each test taker's computer, through each test taker's VUE account.
- Prior to exam day, Proctor downloads the "Login Logout sheet" found at: <https://www.comptia.org/contact-us/comptia-client-proctor-test-delivery-system/upload>
- Day of exam – Proctor verifies candidate credentials and completes the login/logout sheet. Proctor collects any necessary Parent/Guardian consent form from student.
- Candidate goes to <https://home.pearsonvue.com/comptia/client-proctored/test-takers> and logs into their VUE account and clicks "Start test process" to open their exam.
- Candidate is then prompted to run a "Secure Browser" ('open' &/or 'save & open') and click "Get it Now" and 'Run" – Client Proctored exam site launches. Do not use a saved version of the secure browser since it may be updated and if so, the exam may

not launch. NOTE The 'secure browser' is an executable file that can be deleted at completion of the exam.

- **Proctor:** Verify your candidate's I.D., then enter your Proctor User name and *confidential* password to unlock the exam for testing. The Proctor is required to repeat this step at each computer, checking for contraband and any unauthorized materials as outlined in the Proctor Guidelines. CompTIA *does NOT utilize* the event feature which allow for management of multiple terminals from a central console.
- Candidate takes the exam and upon completion, notifies the Proctor. Proctor, please make sure the candidate has stepped through all post-exam screens, including the survey and has reached the final screen. Closing the session prematurely may cause the exam to remain in a suspended state and results will not be available. If this should happen, contact CompTIA at Proctorhelp@comptia.org and provide a copy of the Candidate's appointment confirmation to resolve. Allow 3-4 business days.
- Upon completion of the exam, the candidate can view/download their score report directly from the Pearson VUE account. If a printer is available, they may print a copy as well. On occasion, it may take 24 hrs. for this to generate.
- Shortly after the exam, Proctors are required to complete their proctor obligations by uploading the login/logout sheet and any Parent/guardian consent forms via the CompTIA website at: <https://www.comptia.org/contact-us/comptia-client-proctor-test-delivery-system/upload> thus completing the process.
- **For Password, PAC, login, delivery and Customer Support please email CompTIA at proctorhelp@comptia.org or call 630-678-8374 for assistance.** Support is available 8am – 4pm CT Monday-Thursday, 8am-12pm CT Friday. We readily check our in box and respond as quickly as possible (usually within the hour) during times noted above. *Pearson VUE does not provide customer support.*
- For **technical issues (only) during the delivery** of an Client Proctored exam, contact <https://home.pearsonvue.com/appsupport> "Client proctored (Anywhere Proctored) exam delivery.