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## Overview

Client proctored test delivery

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## Before the event

Complete tasks prior to testing event

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## During the event

Tasks for testing event



# Client proctored – test delivery

## Pearson VUE Browser Lock

## Overview

Roles

Symbols

**Note:**

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

# Overview

Client proctored test delivery offers the freedom to administer a certification test anywhere, anytime. With Client proctored delivery, your test can go “on-the-road” by managing the test details yourself using Pearson VUE delivery software.

Tests can be delivered wherever you are—at your corporate training center or a conference—with no special hardware needed. Client proctored testing supports a true bring your own device model in which test takers can test on their own computers. All administrative tools are web-based.

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**Overview**

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## Roles



Actions performed or delegated by the Test Sponsor



Actions performed by the proctor



Actions performed by the candidate

## Symbols in this document



Additional notes for users



Warnings users must pay attention to



Tips for users

## Before the event

Set-up/maintain proctor accounts

Create private access codes

Create a proctoring event

Check exam authorizations

Run connection check

### Note:

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

# Before the event

Prior to any testing event, proctor administrators must perform a series of tasks in preparation for the testing event.

- All proctors who will oversee test takers must be set up with a username/password so they can unlock test registrations. This includes granting them access to the specific tests and dates they will proctor.
- A Private Access Code must be created to allow test takers to register for the test.
- A Proctoring Event must be created to use the group unlock feature. This ties the test taker to the proctor with an event code the test taker enters to notify the proctor they are ready to begin the test.
- Proctors should check their exam authorizations prior to proctoring a testing event.
- Proctors must run a Connection Check to ensure the tests can be delivered at the testing venue. This checks for both a speed test and connection test.

## Before the event

### Set-up/maintain proctor accounts

Create private access codes

Create a proctoring event

Check exam authorizations

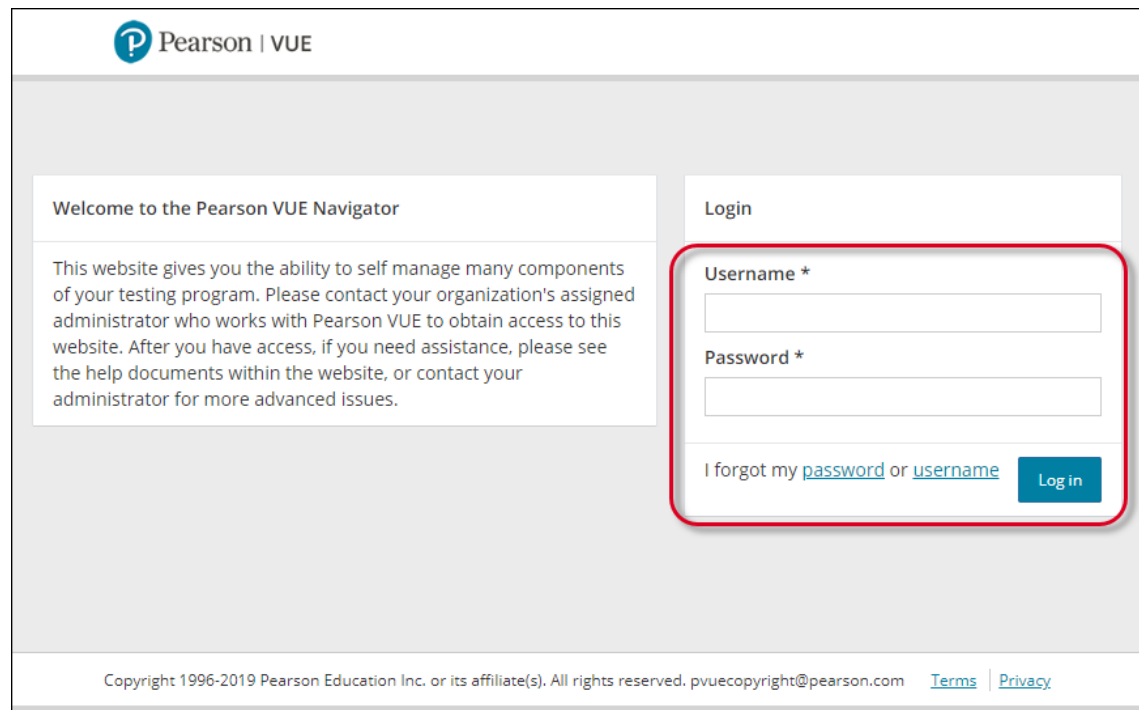
Run connection check

## Set-up/maintain proctor accounts



Prior to proctoring a test, the proctor administrator must create proctor accounts for each proctor who will start tests. This is done in the Proctor Management application within the Pearson VUE Navigator portal.

1. Launch the **Pearson VUE Navigator** portal and **Log in**.  
<https://navigator.pearsonvue.com/Navigator/authenticate/login>



**Welcome to the Pearson VUE Navigator**

This website gives you the ability to self manage many components of your testing program. Please contact your organization's assigned administrator who works with Pearson VUE to obtain access to this website. After you have access, if you need assistance, please see the help documents within the website, or contact your administrator for more advanced issues.

**Login**

Username \*

Password \*

I forgot my [password](#) or [username](#) **Log in**

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## Before the event

Set-up/maintain proctor accounts

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#### Note



For detailed information on how to set-up/create a proctor account and add exam authorizations, please see the [Proctor Management online help](#) while in the application.

- An email is sent to the proctor to activate their account. **All proctors must click on the link in the email within seven (7) days** of receipt to activate their account. They must log in and set up their security questions and password.

## Create private access codes



You must create a Private Access Code (PAC) assigned to the Anywhere Proctored delivery mode to make a test private to the Client proctored test takers and for the Pearson VUE registration system to know what scheduling flow to offer. For example, with Client proctored tests the system bypasses the location/date/time after the test taker has chosen their test. A PAC can only be used for a single delivery mode. A PAC cannot be shared across delivery modes. If you want to add a PAC to different delivery modes, you must create a separate PAC for each delivery mode.

#### Note



Please see the [Private Access Codes online help](#) in the Private Access Codes (PAC) application of the Pearson Navigator portal for assistance in setting up PACs.

## Before the event

Set-up/maintain proctor accounts

Create private access codes

### Create a proctoring event

Check exam authorizations

Run connection check

# Create a proctoring event



Most clients are configured to use the Group Unlock feature in the **Proctoring** application within the Pearson VUE Navigator portal. Prior to proctoring a test, proctors must create a Proctoring **Event**. If you are not using the group unlock functionality, skip ahead to the [Run Connection Check](#) section.

All steps in this section are performed by the **proctor administrator**.

1. Launch the **Pearson VUE Navigator** portal and **Log in**.  
<https://navigator.pearsonvue.com/Navigator/authenticate/login>
2. Open the **Proctoring** application.
3. Name the **Testing Event**.

## Before the event

Set-up/maintain proctor accounts

Create private access codes

### Create a proctoring event

Check exam authorizations

Run connection check

#### Tips



- Give the event a meaningful name, such as the name of the test or the name of the conference so that it is easier to locate and remember your event. If there are a lot of proctors for the client, proctors should add their name to the event title.
- Event names can be a **max of 50 characters**.
- Event names can be duplicated because each event is given an **event date and time stamp** that makes it unique.

#### Note



Please see the [Proctoring online help](#) in the Proctoring application of the Pearson Navigator portal for assistance in creating events.



## Before the event

Set-up/maintain proctor accounts

Create private access codes

### Create a proctoring event

Check exam authorizations

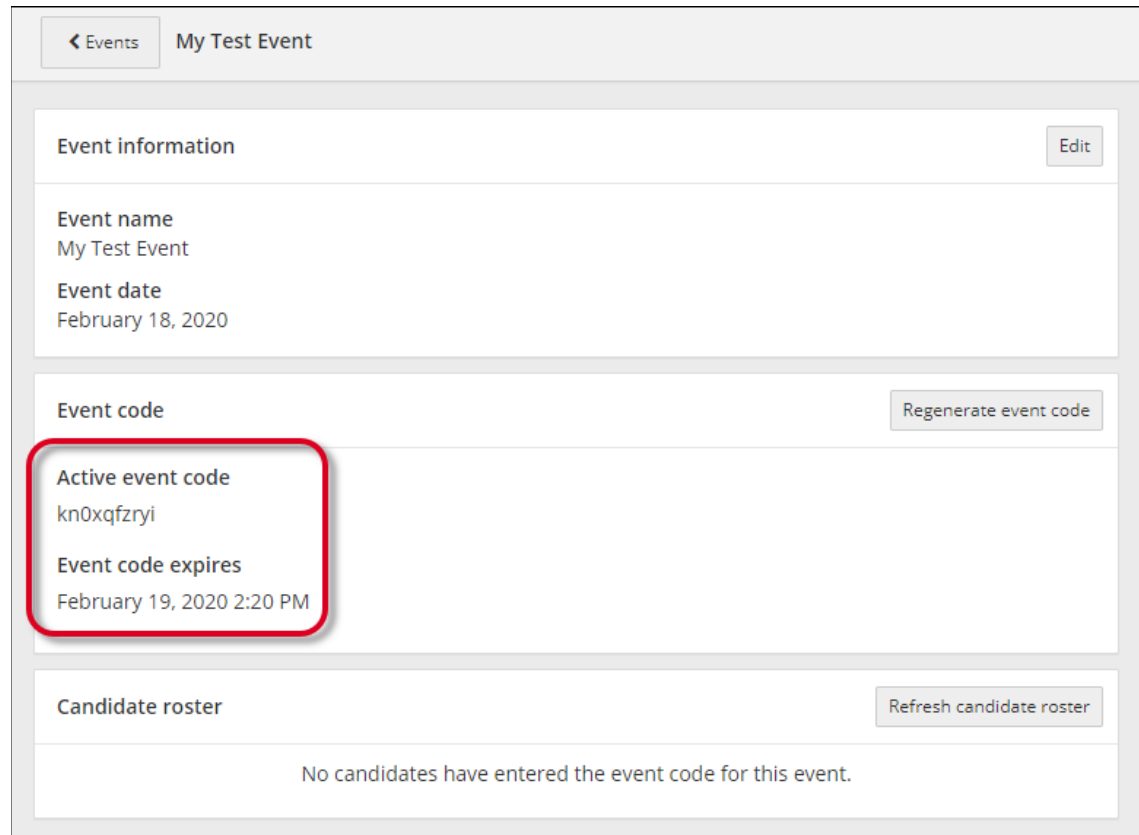
Run connection check

#### 4. Click **Start Event**.

##### Note



- Event codes remain **active for 24 hours**
- Display the event code for test takers



The screenshot shows the 'My Test Event' page. At the top, there's a breadcrumb 'Events' and the title 'My Test Event'. Below this, there's a section for 'Event information' with an 'Edit' button. The event name is 'My Test Event' and the event date is 'February 18, 2020'. Below this is the 'Event code' section, which contains the 'Active event code' 'kn0xqfzryi' and the 'Event code expires' date 'February 19, 2020 2:20 PM'. A 'Regenerate event code' button is also present. At the bottom, there's a 'Candidate roster' section with a 'Refresh candidate roster' button. The message 'No candidates have entered the event code for this event.' is displayed at the bottom of the roster section.

The event is now ready to unlock tests for test takers.

## Before the event

Set-up/maintain proctor accounts

Create private access codes

Create a proctoring event

### Check exam authorizations

Run connection check

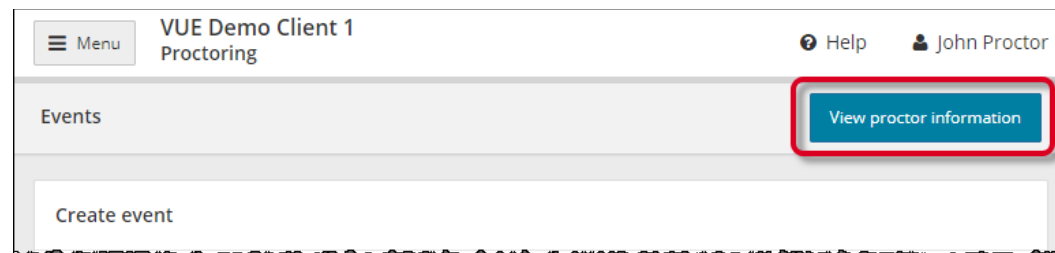
# Proctors check exam authorizations



Proctors are authorized to proctor specific tests. The exam authorizations can be viewed in the Navigator portal Proctoring application.

All steps in this section are performed by the **proctor**.

1. Launch the **Pearson VUE Navigator** portal and **Log in**.  
<https://navigator.pearsonvue.com/Navigator/authenticate/login>
2. Open the **Proctoring** application in the left navigation.
3. Click the **View proctor information** button at the top of the page.



## Before the event

Set-up/maintain proctor accounts

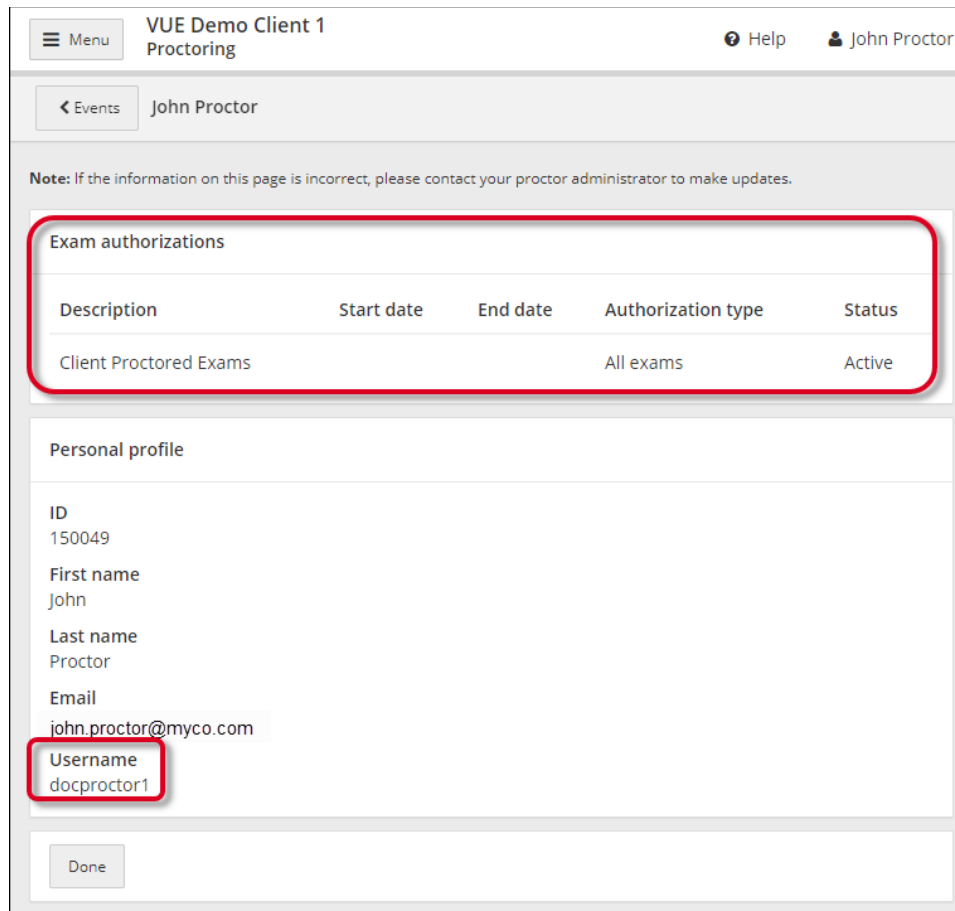
Create private access codes

Create a proctoring event

**Check exam authorizations**

Run connection check

The exam authorizations section lists all the exam authorizations assigned to the proctor. An exam authorization may be set up for a single test, or a group of tests. The proctor information page lists the exam authorizations, not the specific tests the proctor is authorized to proctor.



The screenshot shows the VUE Demo Client 1 Proctoring interface. At the top, there is a 'Menu' button, the title 'VUE Demo Client 1 Proctoring', a 'Help' icon, and the user's name 'John Proctor'. Below this is a navigation bar with a '< Events' button and the user's name 'John Proctor'. A note states: 'Note: If the information on this page is incorrect, please contact your proctor administrator to make updates.' The main content area is divided into two sections. The first section, 'Exam authorizations', is highlighted with a red box and contains a table with the following data:

Description	Start date	End date	Authorization type	Status
Client Proctored Exams			All exams	Active

The second section, 'Personal profile', contains the following information:

- ID: 150049
- First name: John
- Last name: Proctor
- Email: john.proctor@myco.com
- Username: docproctor1 (highlighted with a red box)

At the bottom of the profile section is a 'Done' button.

- Click your **Username** in the upper right-hand corner and choose **Logout** from the drop-down menu.

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## Before the event

Set-up/maintain proctor accounts

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Check exam authorizations

### Run connection check

## Run connection check

### Note



Proctors must run connection check at the test venue prior to launching a test at the event to ensure the Internet connection is working properly.

1. Launch the **Pearson VUE Navigator** portal and **Log in**.  
<https://navigator.pearsonvue.com/Navigator/authenticate/login>
2. Open the **Connection Check** application.
3. Click **Run test**.

You **must pass both the speed test and the connection test** to successfully deliver tests.

- If the speed test and the connection test were both successful, a message states that the connection check ran successfully. It also identifies how many tests can be run concurrently at your location.
- If the connection fails, see the [Connection Check online help](#) for advice on troubleshooting a failed connection check.

## During the event

Manage admissions

Group unlock tests

Manually unlock tests

Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

### Note:

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

## During the event

The following tasks are performed during the testing event. Some tasks are performed by the proctor administrator, and some tasks are performed by the test taker.

- Test takers must download the Pearson VUE Browser Lock secure browser and either launch the test they pre-registered for, or they may register for the test at the event.
- The test taker captures their photo if the client has opted to include photo capture.
- The test taker enters the event code if the client has opted to use the group unlock feature.
- The proctor unlocks the test so the test taker can complete the test.
- If the test has been stopped for any reason, there is a section describing how to resume the test. See the [Resume test](#) section for details.
- If technical difficulties are encountered, see the [Technical Troubleshooting](#) section for details.
- If a test taker needs additional time to complete the test because they speak English as a Second Language (ESL), proctors must contact Pearson VUE Support Services (VSS) for an accommodation. The [Add time to test](#) section provides the phone numbers to contact VSS for assistance.
- At the end of the test, test taker may view their score report on the client website.

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### Manage admissions

#### Download secure browser

Begin test (pre-registered)

Walk-in registration

Capture photo (optional)

Enter event code

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Manually unlock tests

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Technical troubleshooting

Add time to test (i.e., ESL)

View score report

## Manage admissions

### Note

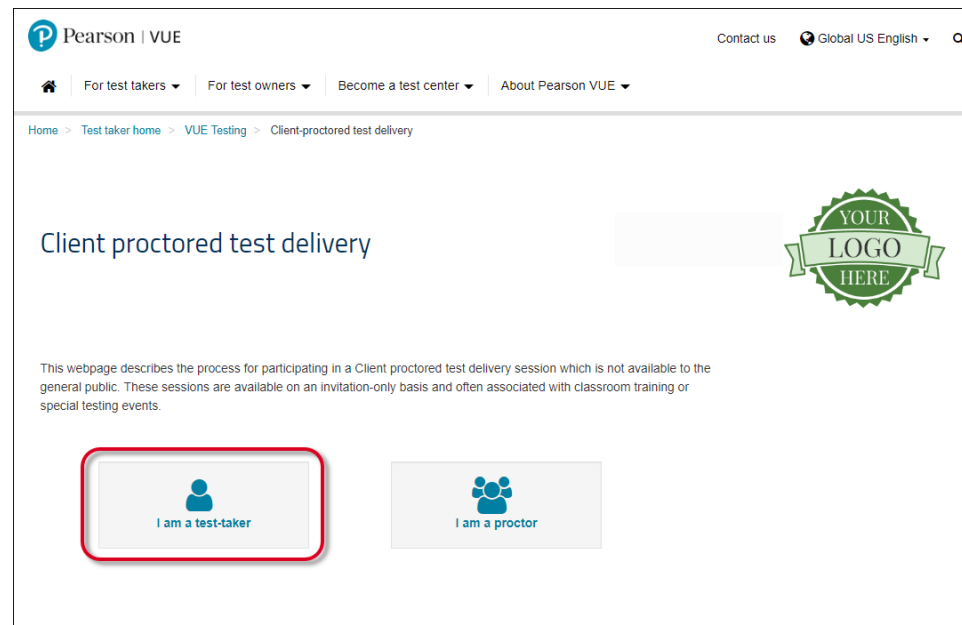


Test takers must **save any open files** and **close all open applications** prior to launching a test.

## Test taker downloads secure browser



1. Instruct test taker to launch the client landing page  
**<https://pearsonvue.com/<clientname>/client-proctored>**.
2. Click **I am a test taker** button.



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## During the event

### Manage admissions

#### Download secure browser

Begin test (pre-registered)

Walk-in registration

Capture photo (optional)

Enter event code

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Manually unlock tests

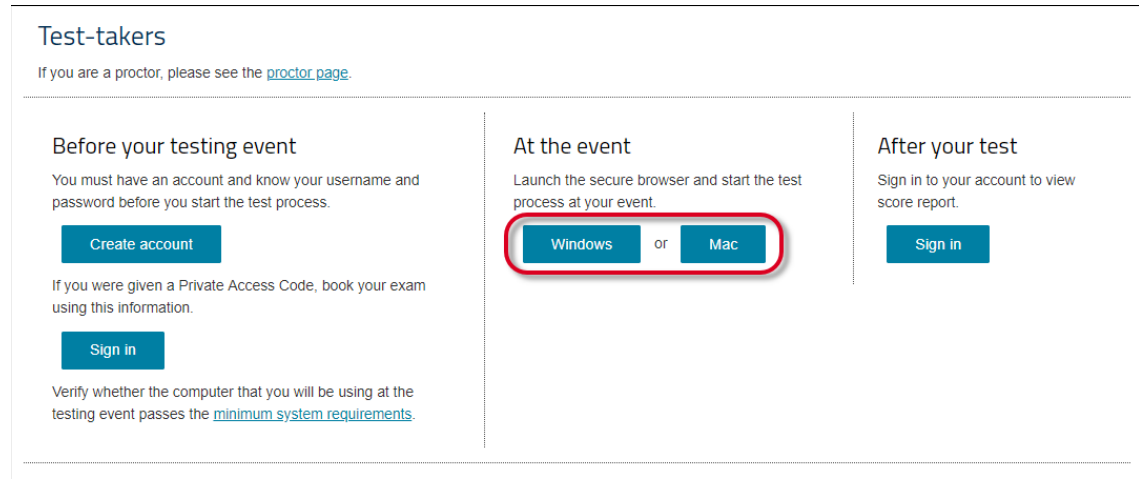
Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

- Click **Windows** or **Mac** to download the secure browser for the appropriate operating system.



**Test-takers**  
If you are a proctor, please see the [proctor page](#).

**Before your testing event**  
You must have an account and know your username and password before you start the test process.

[Create account](#)

If you were given a Private Access Code, book your exam using this information.

[Sign in](#)

Verify whether the computer that you will be using at the testing event passes the [minimum system requirements](#).

**At the event**  
Launch the secure browser and start the test process at your event.

[Windows](#) or [Mac](#)


**After your test**  
Sign in to your account to view score report.

[Sign in](#)

- Click the **Pearson VUE Browser Lock installer.exe** to download the secure browser.



- Click **Agree** for the License Agreement.
- Enter **Username** and **Password** and click **Sign In**.

<p><b>Note</b></p> 	<p>If the test taker did not create a Pearson VUE web account prior to arriving at the test center, they must do so now or they will be unable to proceed.</p>
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## During the event

Manage admissions

Download secure browser

**Begin test (pre-registered)**

Walk-in registration

Capture photo (optional)

Enter event code

Group unlock tests

Manually unlock tests

Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

## Test taker begins test (pre-registered)



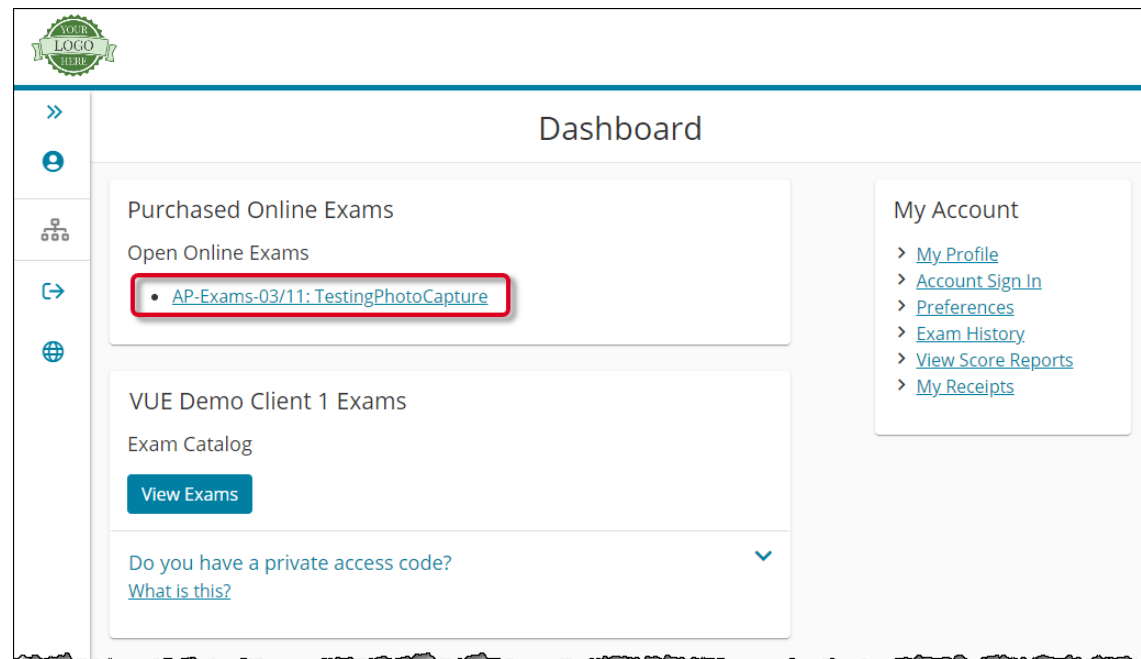
If the test taker pre-registered for the test, they can select the test in the *Open Online Exams* section to launch the test.

### Note



If the test taker has not registered for a test, see the [Walk-in registration](#) section for details on registering for a test.

1. Locate your test in the **Open Online Exams** list and click the test name.



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## During the event

Manage admissions

Download secure browser

**Begin test (pre-registered)**

Walk-in registration

Capture photo (optional)

Enter event code

Group unlock tests

Manually unlock tests

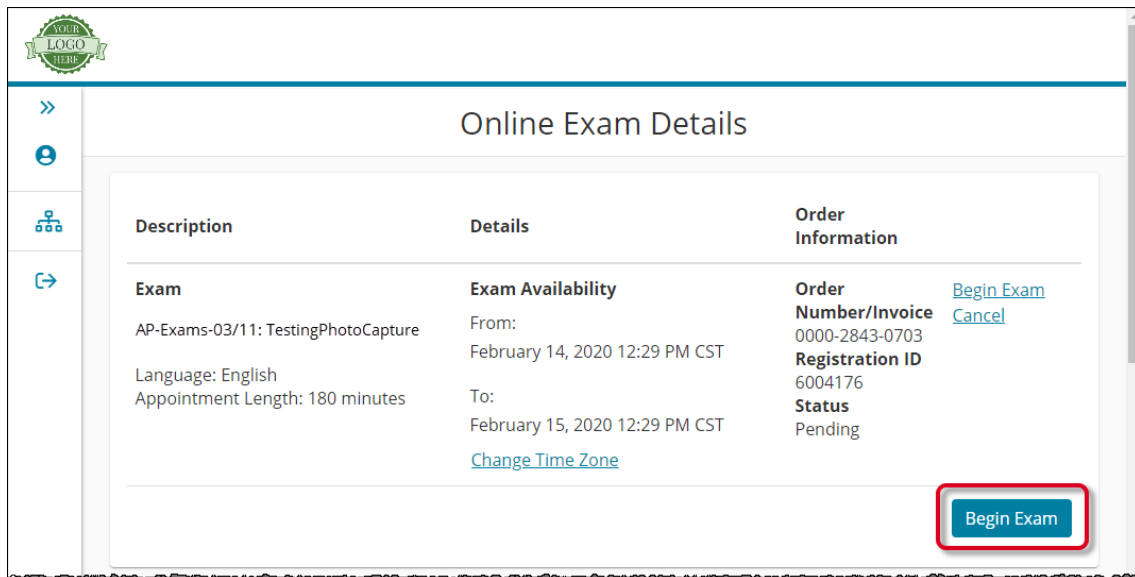
Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

2. Click **Begin Exam**.



**Online Exam Details**

Description	Details	Order Information
<b>Exam</b> AP-Exams-03/11: TestingPhotoCapture  Language: English Appointment Length: 180 minutes	<b>Exam Availability</b> From: February 14, 2020 12:29 PM CST  To: February 15, 2020 12:29 PM CST  <a href="#">Change Time Zone</a>	<b>Order Number/Invoice</b> 0000-2843-0703 <b>Registration ID</b> 6004176 <b>Status</b> Pending  <a href="#">Begin Exam</a> <a href="#">Cancel</a>

**Begin Exam**

### Note



Skip ahead to [Test taker captures photo](#) (optional).

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Manage admissions

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Begin test (pre-registered)

### Walk-in registration

Capture photo (optional)

Enter event code

Group unlock tests

Manually unlock tests

Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

## Walk-in registration

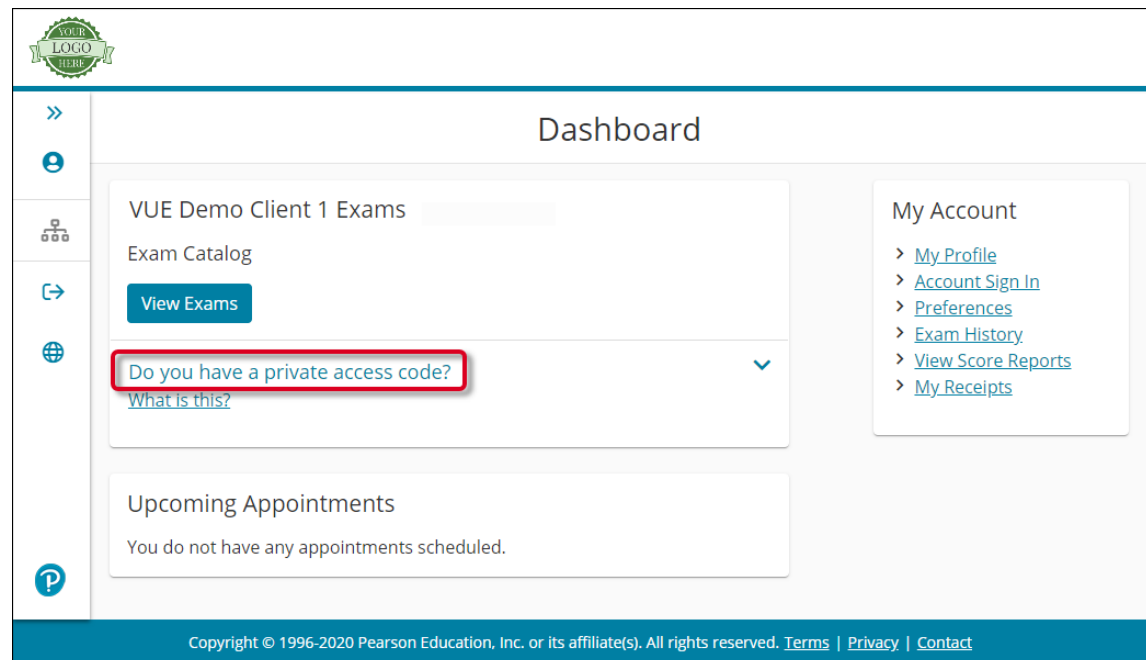
### Note



If test takers did not pre-register for the test, they must register at the event.



1. Click **Do you have a private access code.**



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Begin test (pre-registered)

### Walk-in registration

Capture photo (optional)

Enter event code

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Technical troubleshooting

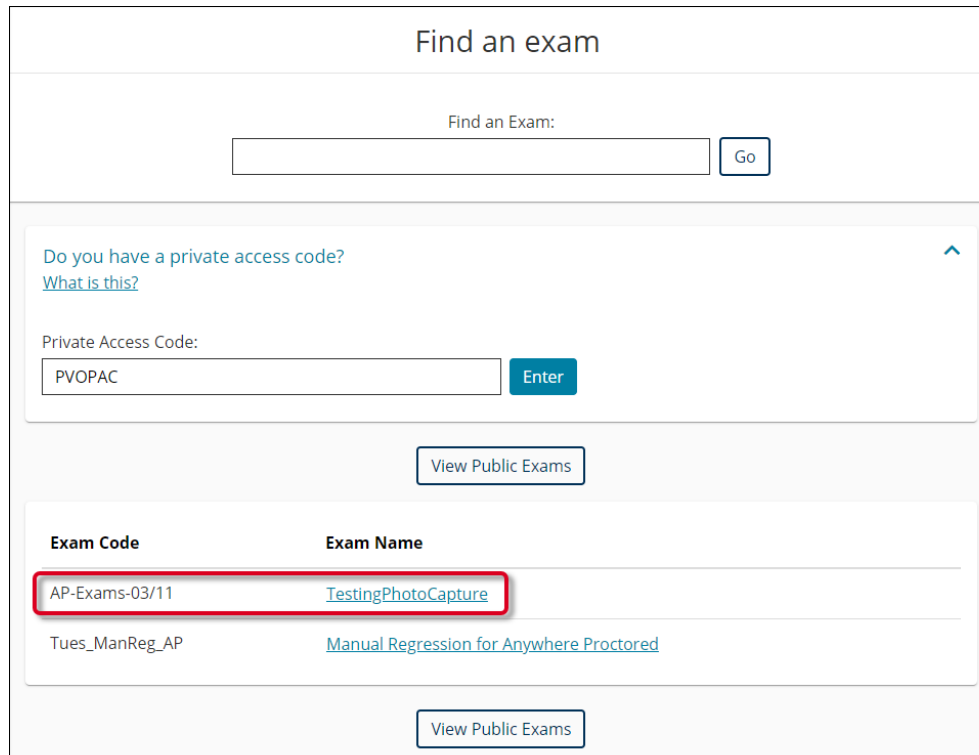
Add time to test (i.e., ESL)

View score report

2. Enter the **Private Access Code** (PAC) and click **Enter**.



3. Find your test and click the link.



Exam Code	Exam Name
AP-Exams-03/11	<a href="#">TestingPhotoCapture</a>
Tues_ManReg_AP	<a href="#">Manual Regression for Anywhere Proctored</a>

4. Review the **Exam Details** and click **Next**.

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## During the event

Manage admissions

Download secure browser

Begin test (pre-registered)

**Walk-in registration**

Capture photo (optional)

Enter event code

Group unlock tests

Manually unlock tests

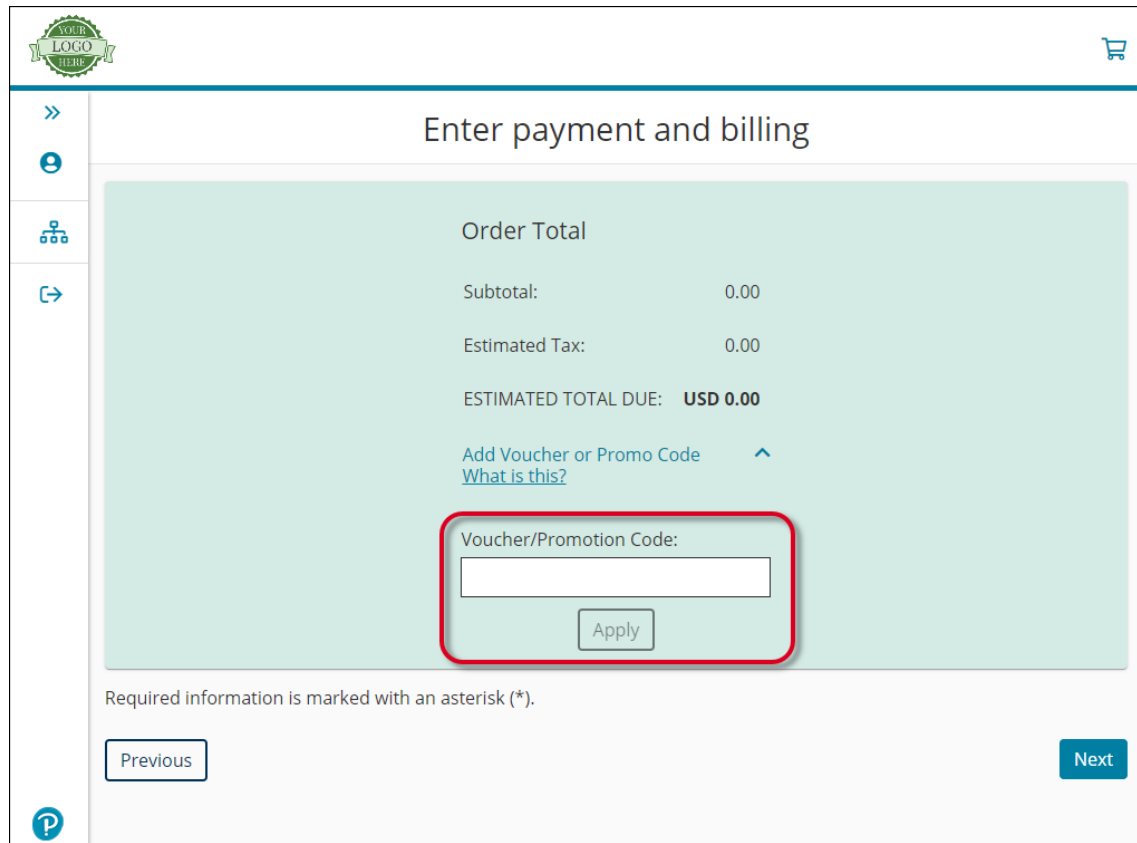
Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

5. **Review and Confirm contact information** and click **Edit** if changes are required.
6. Review the order and click **Proceed to Checkout**.
7. **Read** and **agree** to the exam policies and click **Accept**.
8. If you are paying for the test with a voucher code, enter the **Voucher/Promotion Code** and click **Apply**. Otherwise proceed to the **Payment Options**.



Enter payment and billing

Order Total

Subtotal: 0.00

Estimated Tax: 0.00

ESTIMATED TOTAL DUE: **USD 0.00**

Add Voucher or Promo Code [What is this?](#)

Voucher/Promotion Code:

Apply

Required information is marked with an asterisk (\*).

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9. If you are paying for the exam, select the **Payment Type** and enter payment details.

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Begin test (pre-registered)

**Walk-in registration**

Capture photo (optional)

Enter event code

Group unlock tests

Manually unlock tests

Resume test

Technical troubleshooting

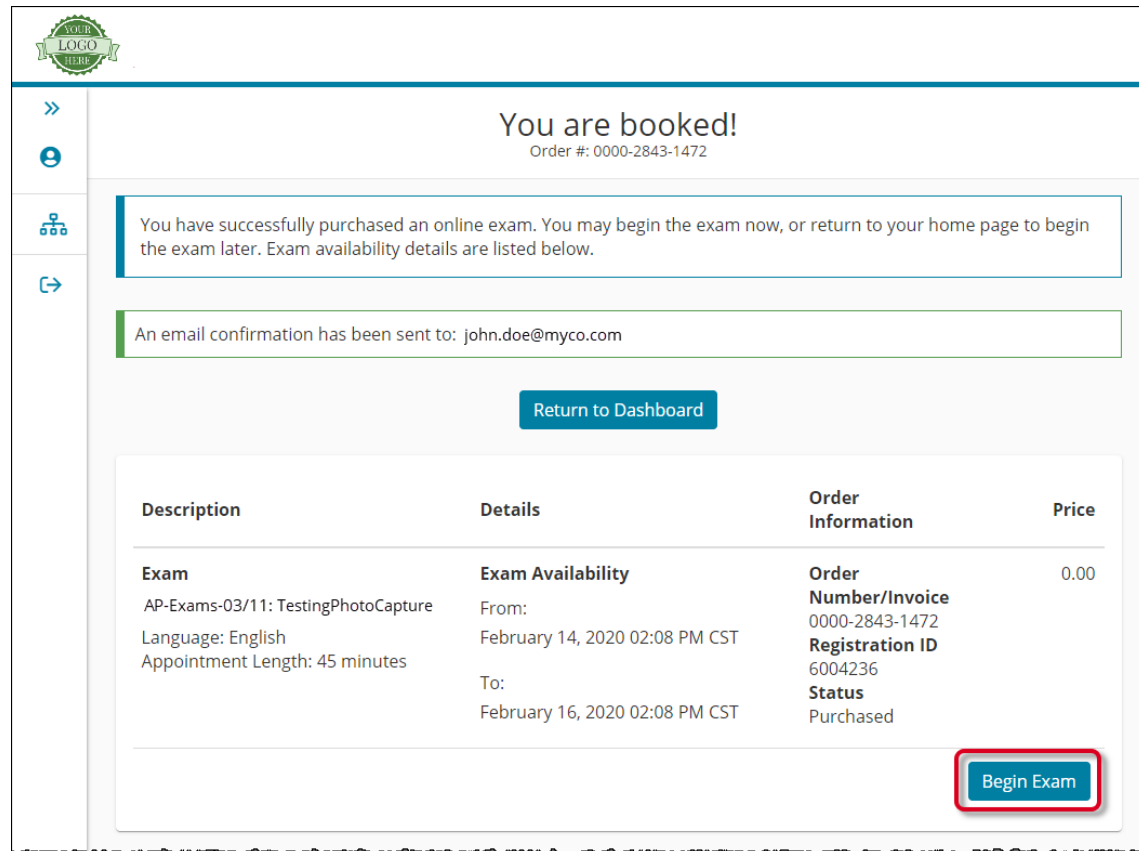
Add time to test (i.e., ESL)

View score report

10. Enter **Billing Address**, click **Next**.

11. Review the order and click **Submit Order**.

12. Click **Begin Exam**.



**You are booked!**  
Order #: 0000-2843-1472

You have successfully purchased an online exam. You may begin the exam now, or return to your home page to begin the exam later. Exam availability details are listed below.

An email confirmation has been sent to: john.doe@myco.com

[Return to Dashboard](#)

Description	Details	Order Information	Price
<b>Exam</b> AP-Exams-03/11: TestingPhotoCapture Language: English Appointment Length: 45 minutes	<b>Exam Availability</b> From: February 14, 2020 02:08 PM CST To: February 16, 2020 02:08 PM CST	<b>Order Number/Invoice</b> 0000-2843-1472 <b>Registration ID</b> 6004236 <b>Status</b> Purchased	0.00

[Begin Exam](#)

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Begin test (pre-registered)

Walk-in registration

**Capture photo (optional)**

Enter event code

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Add time to test (i.e., ESL)

View score report

## Test taker captures photo (optional)

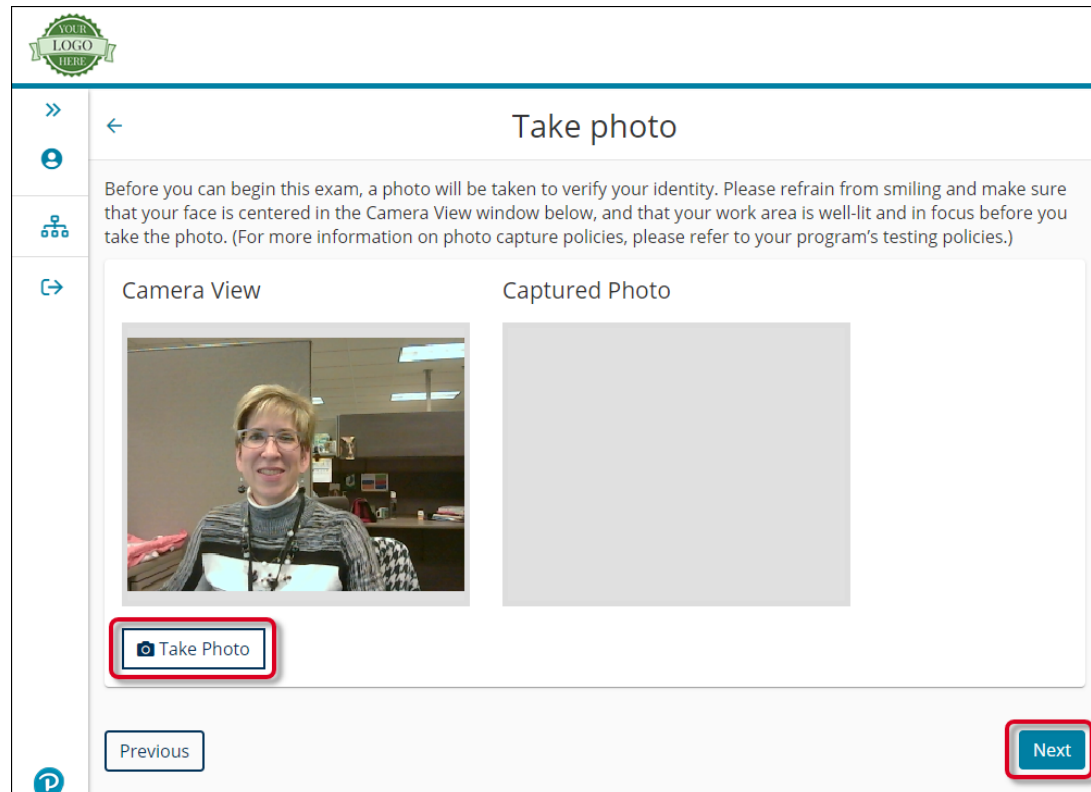
### Note



If you are not using photo capture, skip ahead to [Test taker enters event code](#).



1. The camera should be activated in the Camera View pane on the left. Click **Take Photo** and click **Next**.



2. Click **Next**.

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Walk-in registration

Capture photo (optional)

**Enter event code**

Group unlock tests

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Add time to test (i.e., ESL)

View score report

## Test taker enters event code

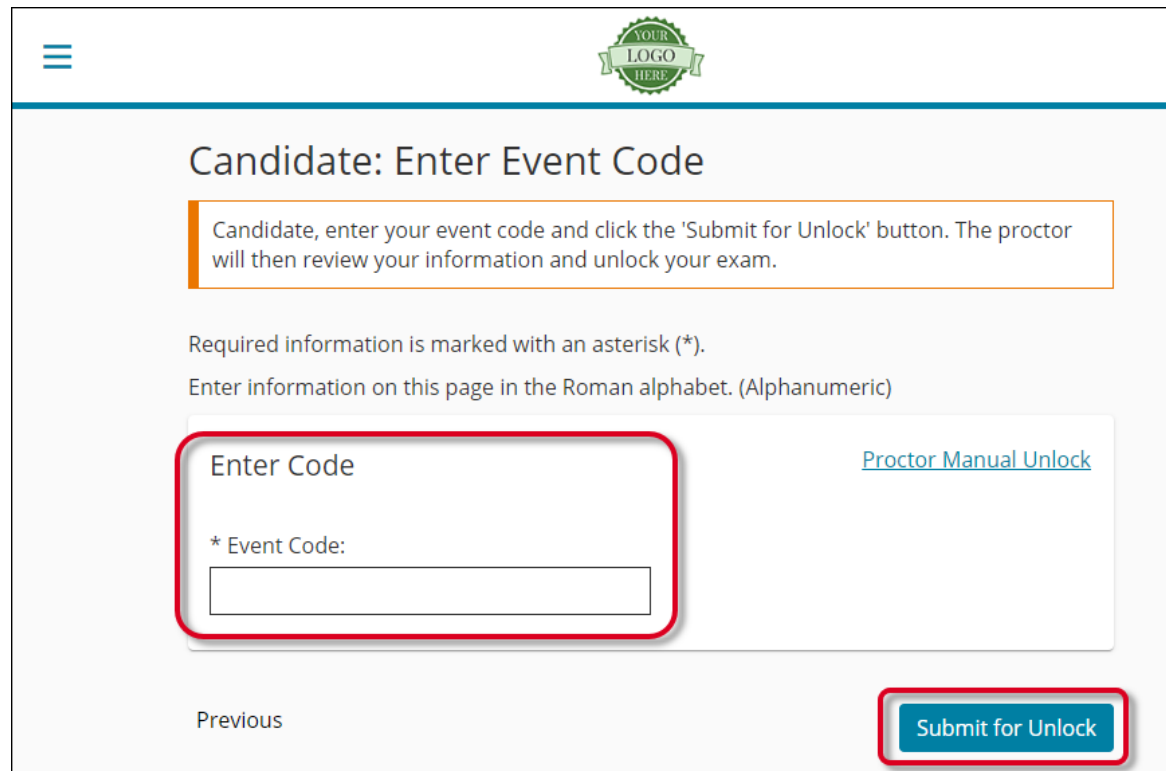
### Note



If you are not using the Proctoring application for unlocking a group of tests for test takers, see [Manually unlock tests](#) for details on unlocking individual tests.



1. Test taker enters the **Event Code** supplied by the proctor and clicks **Submit for Unlock**. (See [Event codes](#) in the Proctoring application for further details.)



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Walk-in registration

Capture photo (optional)

### Enter event code

Group unlock tests

Manually unlock tests

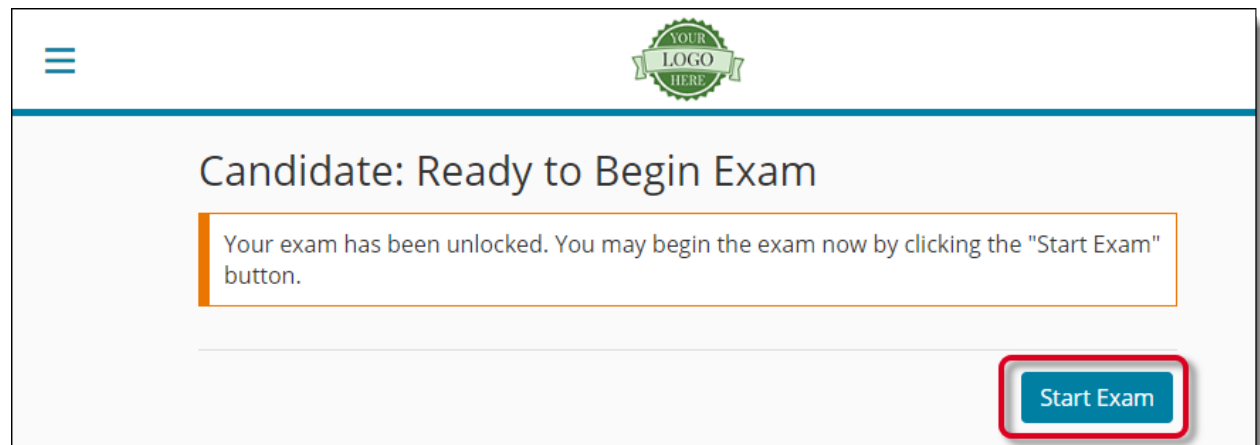
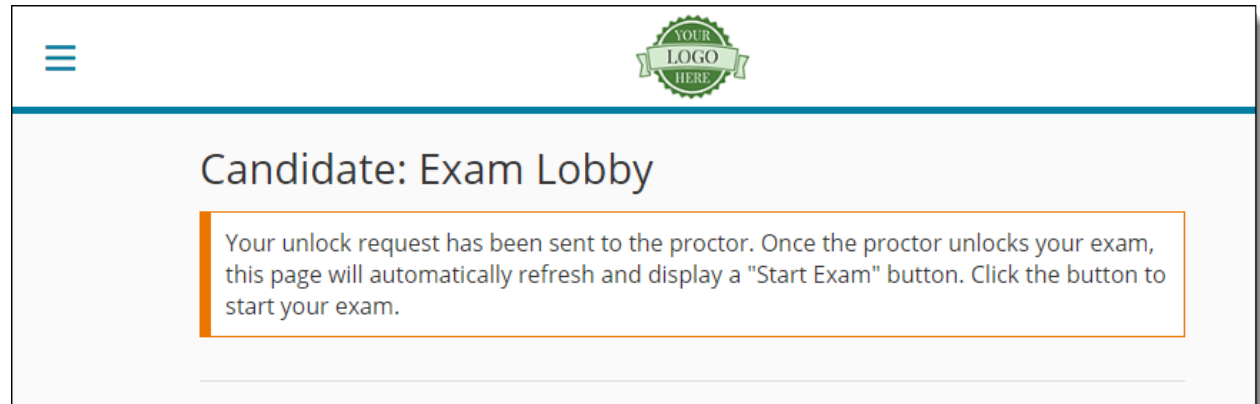
Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

- The **Candidate: Exam Lobby** page is displayed. Wait for the proctor to unlock the test. Once the test is unlocked, within 15 seconds the **Ready to Begin Exam** page is automatically displayed. Click **Start Exam**.



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## During the event

Manage admissions

**Group unlock tests**

Manually unlock tests

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Add time to test (i.e., ESL)

View score report

## Group unlock tests

### Note



If you are not using the Proctoring application for group unlocking tests, see [Manually unlock tests](#) for details on unlocking individual tests.



1. Launch the **Pearson VUE Navigator** portal and **Log in**.  
<https://navigator.pearsonvue.com/Navigator/authenticate/login>
2. Open the **Proctoring** application.
3. Find your event in the list and click the **View** button.

## During the event

Manage admissions

**Group unlock tests**

Manually unlock tests

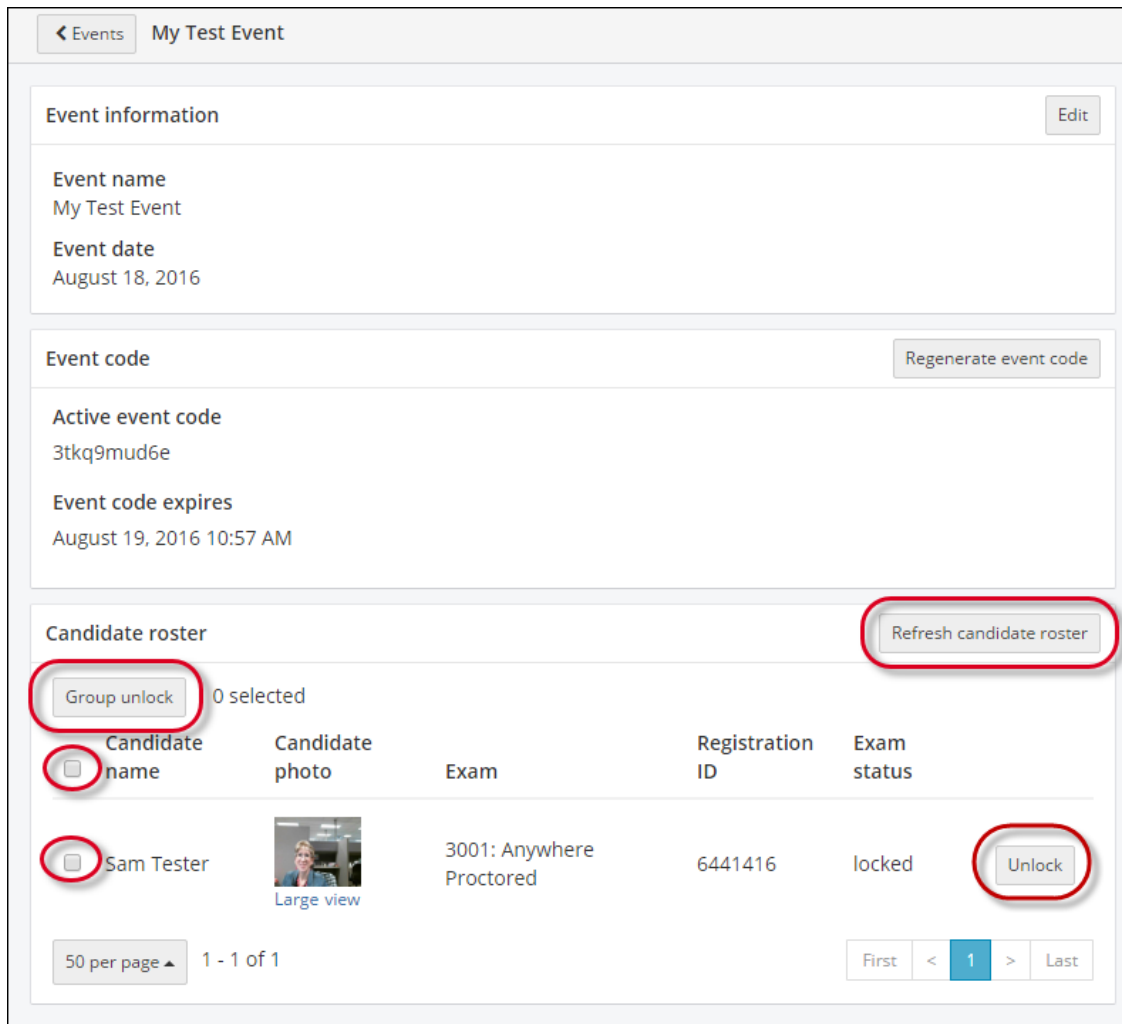
Resume test

Technical troubleshooting

Add time to test (i.e., ESL)

View score report

4. **Refresh the candidate roster** to ensure all test takers are listed on the roster.



← Events My Test Event

**Event information** Edit

Event name  
My Test Event

Event date  
August 18, 2016


**Event code** Regenerate event code

Active event code  
3tkq9mud6e

Event code expires  
August 19, 2016 10:57 AM

**Candidate roster** Refresh candidate roster

Group unlock 0 selected

<input type="checkbox"/>	Candidate name	Candidate photo	Exam	Registration ID	Exam status
<input type="checkbox"/>	Sam Tester	 <a href="#">Large view</a>	3001: Anywhere Proctored	6441416	locked <span>Unlock</span>

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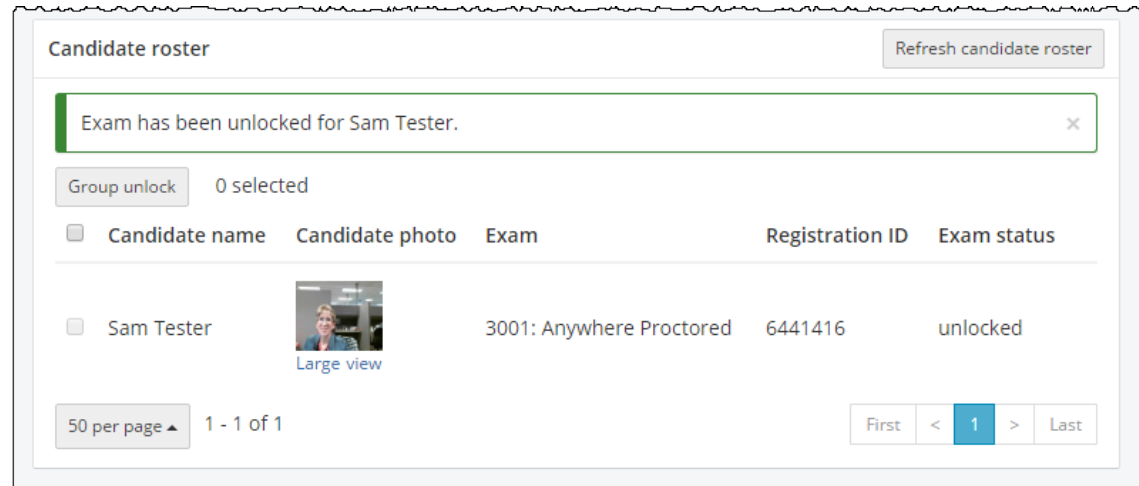
Add time to test (i.e., ESL)

View score report


## 5. **Unlock** tests for test takers.

- Click individual test taker **Unlock** button.  
– Or –
- Click the selector box to the left of the test taker's name and click **Group unlock**.  
– Or –
- Click the selector box to the left of **Candidate name** to select all the test takers in a locked status. Click the **Group unlock** button.

A message at the top of the roster identifies which tests have been unlocked.



The screenshot shows the 'Candidate roster' interface. At the top right is a 'Refresh candidate roster' button. A green message box at the top states: 'Exam has been unlocked for Sam Tester.' Below this is a 'Group unlock' button and a status '0 selected'. A table lists candidates with columns: Candidate name, Candidate photo, Exam, Registration ID, and Exam status. One candidate, Sam Tester, is listed with a photo and the status 'unlocked'. At the bottom, there is a '50 per page' dropdown, a '1 - 1 of 1' indicator, and pagination buttons: First, <, 1, >, Last.

Candidate name	Candidate photo	Exam	Registration ID	Exam status
<input type="checkbox"/> Sam Tester	 Large view	3001: Anywhere Proctored	6441416	unlocked

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### Manually unlock tests

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Add time to test (i.e., ESL)

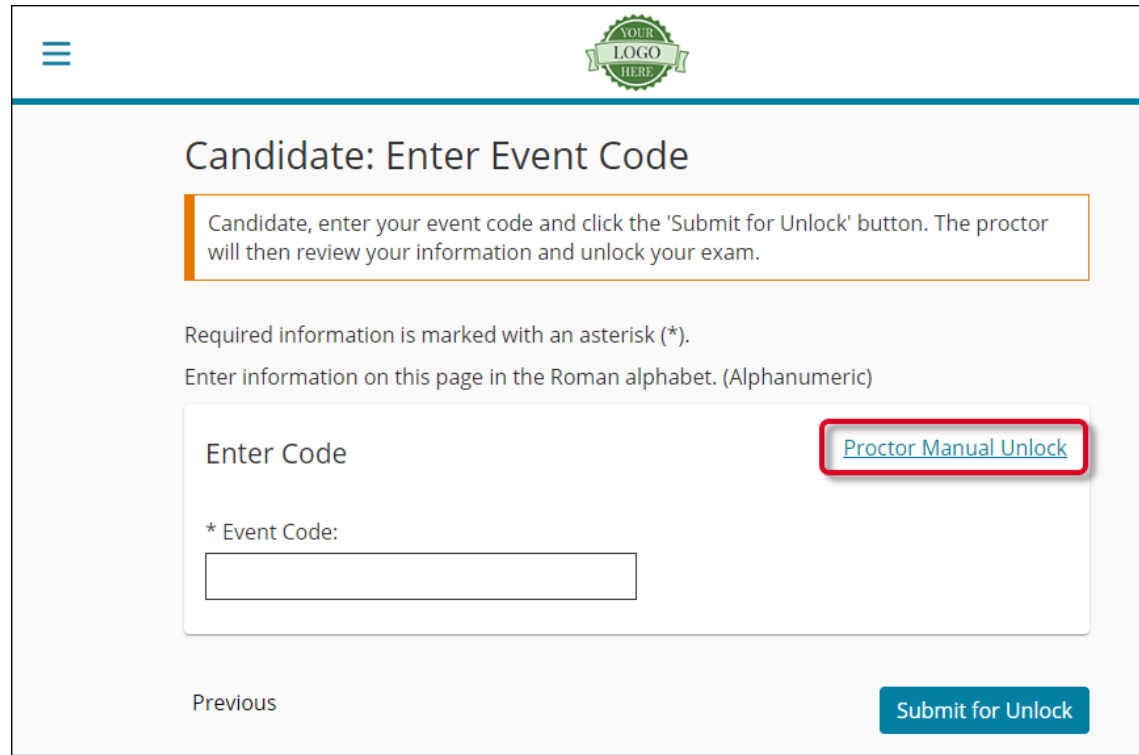
View score report



## Manually unlock tests



If you have any issues with unlocking tests through the Proctoring application, or if you are not using the group unlock feature, tests may be manually unlocked.

1. On the **Candidate: Enter Event Code** page, click the **Proctor Manual Unlock** link.



### Candidate: Enter Event Code

Candidate, enter your event code and click the 'Submit for Unlock' button. The proctor will then review your information and unlock your exam.

Required information is marked with an asterisk (\*).  
Enter information on this page in the Roman alphabet. (Alphanumeric)

Enter Code

\* Event Code:

[Proctor Manual Unlock](#)

[Previous](#) [Submit for Unlock](#)

## During the event

Manage admissions

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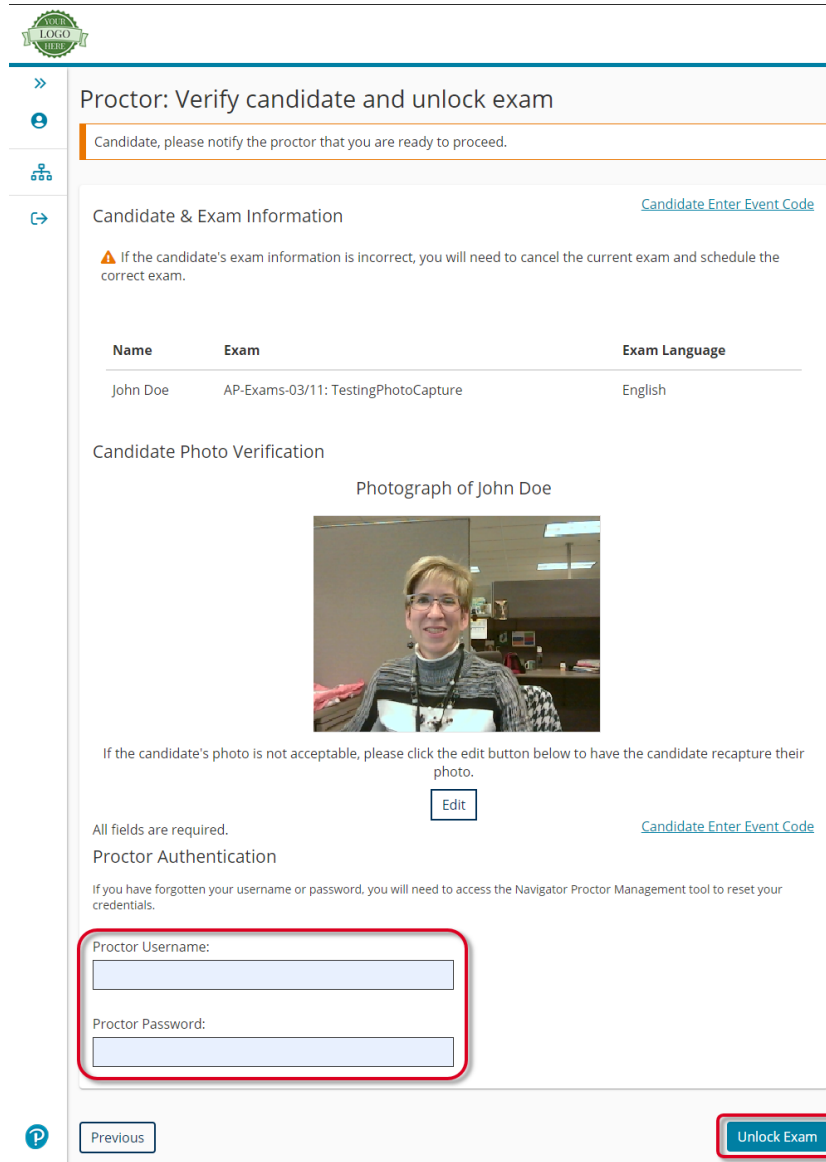
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## 2. Review the test taker photo.



**Proctor: Verify candidate and unlock exam**

Candidate, please notify the proctor that you are ready to proceed.


**Candidate & Exam Information** [Candidate Enter Event Code](#)

⚠ If the candidate's exam information is incorrect, you will need to cancel the current exam and schedule the correct exam.

Name	Exam	Exam Language
John Doe	AP-Exams-03/11: TestingPhotoCapture	English

**Candidate Photo Verification**

Photograph of John Doe



If the candidate's photo is not acceptable, please click the edit button below to have the candidate recapture their photo.

[Edit](#)

All fields are required. [Candidate Enter Event Code](#)

**Proctor Authentication**

If you have forgotten your username or password, you will need to access the Navigator Proctor Management tool to reset your credentials.

Proctor Username:

Proctor Password:

[Previous](#) [Unlock Exam](#)

### Note



If you did not use photo capture, this page does not include the **Candidate Photo Verification** section.

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3. Enter your **Proctor Username** and **Password**.

(The Proctor username and password are the same username and password that are used to log in to Pearson VUE Navigator portal.)

4. Click **Unlock Exam**.

#### Note



When proctors unlock a test, the test starts immediately. The test taker must be ready to begin the test. Verify with the test taker that they are ready to begin the test before you click Unlock Exam.

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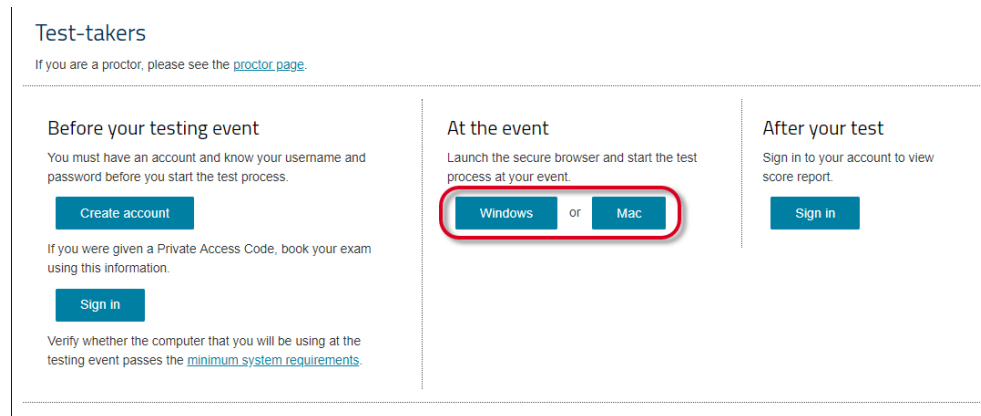
View score report

## Resume test



If the test stops running for any reason (e.g., lose internet service, fire alarm, etc.), the test taker may resume the test when they return to the test delivery room.

1. Launch the client landing page <https://pearsonvue.com/<clientname>/client-proctored>.
2. Click **I am a test taker** link.
3. Click **Windows** or **Mac** to re-launch the test in a secure browser. Test takers must select the appropriate operating system.



**Test-takers**  
If you are a proctor, please see the [proctor page](#).

**Before your testing event**  
You must have an account and know your username and password before you start the test process.

[Create account](#)

If you were given a Private Access Code, book your exam using this information.

[Sign in](#)

Verify whether the computer that you will be using at the testing event passes the [minimum system requirements](#).

**At the event**  
Launch the secure browser and start the test process at your event.

[Windows](#) or [Mac](#)

**After your test**  
Sign in to your account to view score report.

[Sign in](#)

4. Enter **Username** and **Password**, and click **Sign In**.
5. Click the test below **Online exam**.
6. Select **Resume exam**.
7. The Proctor unlocks the test registration again using Proctor Management or by manually unlocking the test.
8. Test taker resumes testing on the question following the last question they answered.

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## During the event

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**Technical troubleshooting**

**Add time to test (i.e., ESL)**

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## Technical troubleshooting



Before contacting support, check out this informative [Client proctored client support FAQ](#) to find a solution to your problem. If you have locked your Navigator account by unsuccessfully trying to log in more than 5 times, contact our **Client Application Support** team for assistance at <https://wsr.pearsonvue.com/appsupport/>.

## Add time to test (i.e., ESL)



You must contact **Pearson VUE Support Services** if a time extension is needed for a test (e.g., internet interruption, fire alarm, time extension for users that speak English as a Second Language, etc.).

The list of VSS phone numbers by region are listed in the [Contact VSS](#) page.

## View score report



The test taker's score report is available for viewing immediately following the test completion.

1. Launch the client landing page <https://pearsonvue.com/<clientname>/client-proctored>.
2. Click **I am a test taker** link.

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**View score report**

- Click **Sign in** below *After your test*.

Test-takers

If you are a proctor, please see the [proctor page](#).

Before your testing event

You must have an account and know your username and password before you start the test process.

Create account

If you were given a Private Access Code, book your exam using this information.

Sign in

Verify whether the computer that you will be using at the testing event passes the [minimum system requirements](#).

At the event

Launch the secure browser and start the test process at your event.


Windows or Mac

After your test

Sign in to your account to view score report.

Sign in

- Enter **Username** and **Password** and click **Sign In**.

<p><b>Note</b></p> 	<p>For Single Sign-On clients, test takers access the client website and follow the instructions on the website to view the score report.</p> <p>For Pearson VUE hosted clients, follow the instructions below.</p>
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- Click **View Score Reports**.
- Locate the score report and click **View**.
- Click **Open** in the download score report ribbon.

The score report opens as a PDF file.

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