

IAM Qualifications



Anywhere Proctored Users Guide

A guide for candidates and Proctor/ Invigilators

Contents

1. Overview	3
Symbols in this document	3
Minimum Technical Specifications	3
2. Create a Proctoring Event	4
3. Candidate admissions	7
Exam Proctors/ Invigilator instructions	8
Test Taker instructions	12
Install Pearson VUE Browser Lock	13
Candidate registers for exam	16
Admit candidate for exam	22
View Results in the Score Report on candidate website	26
Uninstall Pearson Vue Browser Lock	26
4. Appendix – Proctor/Invigilator Manual Unlock	27

1. Overview

Anywhere Proctored exam delivery allows clients to administer their own exams by providing their own proctors/invigilators.

This document explains how proctors/invigilators will create Proctoring event codes, admit candidates for Anywhere Proctored exams, unlock candidate exams, and view the candidate score report following the exam.

Symbols in this document

C Actions performed by the candidate

P Actions performed by the Proctor/ Invigilator.

N Additional notes for users.

Minimum Technical Specifications

- **Supported Operating Systems:** Windows **10**, Windows **8**, Windows **7** – Live tiles disabled
- **Internet Browser:** Microsoft Edge, Internet Explorer **11**, newest versions of Chrome and Firefox for web registrations or downloading the secure browser.
- **Local Administrative permissions are required on the exam delivery workstation computer.**
- **Touch Screen Laptops, Tablets and Smartphones** are strictly prohibited

2. Creating a Proctoring Event (Exam Session)

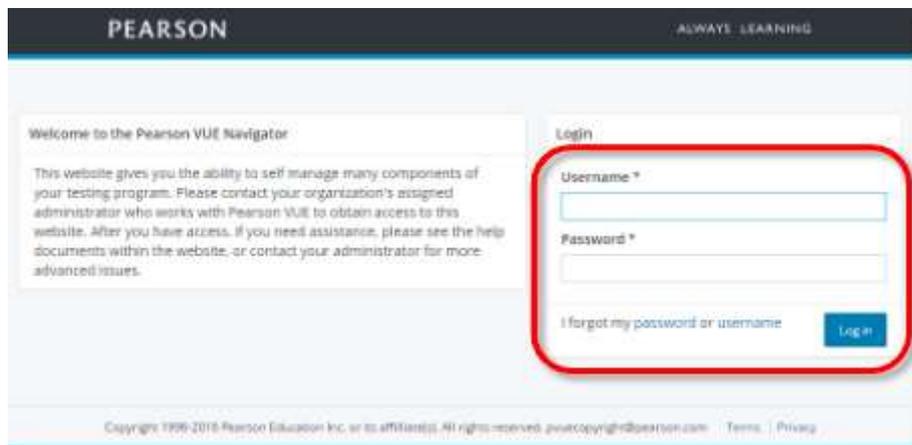
Prior to proctoring/ invigilating an Anywhere Proctored event, proctors/ invigilators must create an **Event** in the Proctoring application within the Pearson VUE Navigator portal. Events use an **Event Code** that allow proctors/ invigilators to unlock Anywhere Proctored Candidate exams remotely from another computer.

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All Steps in this section are performed by the **Proctor/ Invigilator**.

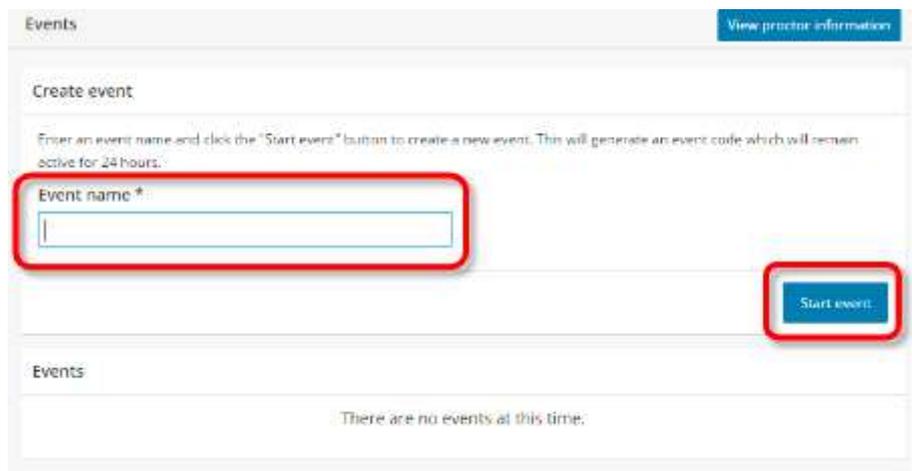
1. Open an **Internet Browser** and open **Pearson Vue Navigator** Portal.

<https://navigator.pearsonvue.com/Navigator/authenticate/login>



2. Enter your **Username** and **Password** and Log in.
3. Enter an **Event name** in the *Create event* section.

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- Give the event a meaningful name, such as the name of the exam or the name of the location so that it is easier to locate and remember your event. The Proctors/

Invigilators name should also be added to the event title. *Example: IAM Certificate London Joe Bloggs*

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- 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.

4. Click **Start Event**

The event details page is displayed. The event is assigned an **event date and time**, and a unique **event code**. The candidate roster is empty until a candidate enters the event code during the admissions process.

The screenshot shows a web interface for an event titled 'My Test Event'. It is divided into three main sections:

- Event information:** Includes 'Event name' (My Test Event) and 'Event date' (August 18, 2016). There is an 'Edit' button.
- Event code:** Includes 'Active event code' (3tkq9mud6e) and 'Event code expires' (August 19, 2016 10:57 AM). There is a 'Regenerate event code' button.
- Candidate roster:** Shows 'No candidates have entered the event code for this event.' and a 'Refresh candidate roster' button.

- Event codes are used to unlock Anywhere Proctored candidate exams. Candidate enter the event code within the admissions process allowing proctors/ invigilators to unlock exams from a single, centralized location.
- Event codes remain **active for 24 hours**.
- **It is the proctor's/ invigilator's responsibility to communicate the event code to the candidate at the event.** It is up to the proctor/invigilator to determine how best to communicate the code to the candidates. Possible options:
 - **Write the event code on a white board**
 - **Print out the event code on a slip of paper and hand it to the candidate as they enter the exam delivery room.**
- As a best practice, the event code should not be given to the candidate prior to the event, especially if candidates pre-register for the exams. If this were done, the event code could be shared with other candidates not attending the event.
 - If an event code is compromised in any way, proctors/invigilators may generate a new event code. When a new event code is generated, the

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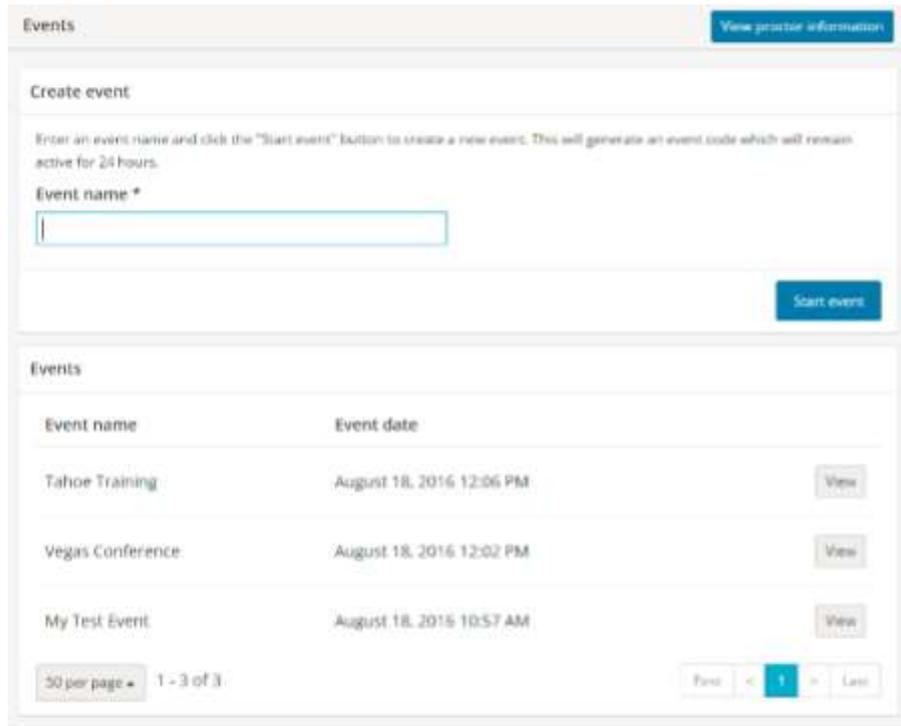
previous event code expires. Candidates may no longer be admitted with an expired event code.

The event will now allow candidates to unlock examinations.

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5. Click the **Return to Events list** button at the top of the Events Details page.

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 most recently created to the oldest event created order.



The screenshot shows the 'Events' dashboard. At the top right, there is a blue button labeled 'View proctor information'. Below this is a 'Create event' section with a text input field for 'Event name *' and a blue 'Start event' button. A message above the input field states: '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.' Below the 'Create event' section is a table titled 'Events' with columns 'Event name' and 'Event date'. The table lists three events: 'Tahoe Training' (August 18, 2016 12:06 PM), 'Vegas Conference' (August 18, 2016 12:02 PM), and 'My Test Event' (August 18, 2016 10:57 AM). Each row has a 'View' button. At the bottom left, there is a '50 per page' dropdown and '1 - 3 of 3'. At the bottom right, there is a pagination control with 'First', '<', '1', '>', and 'Last' buttons.

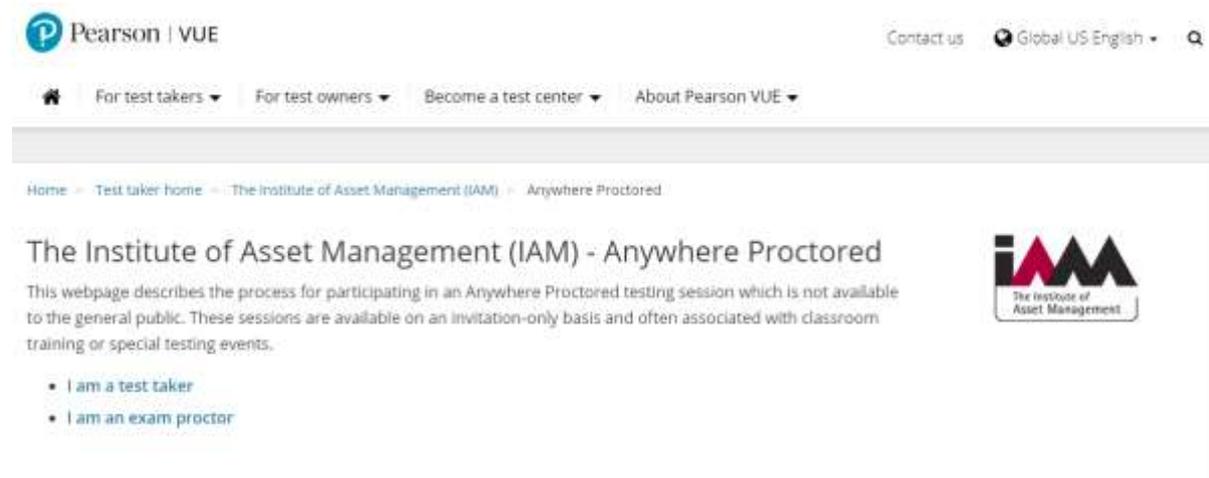
Event name	Event date	
Tahoe Training	August 18, 2016 12:06 PM	View
Vegas Conference	August 18, 2016 12:02 PM	View
My Test Event	August 18, 2016 10:57 AM	View

3. Candidate admissions

The admissions process consists of the following basic procedures: proctors/invigilators set up an event within the Pearson VUE Navigator portal Proctoring application prior to the event, proctors/invigilators communicate the event code to the candidates at the event, candidates register for an exam and enter the event code, and proctors/invigilators admit the candidates by unlocking the exam via the Proctoring application. Candidates may then complete the exam. Once the exam is completed, the candidate may open the score report on the candidate website at <https://home.pearsonvue.com/testtaker.aspx>.

Two applications are used to administer Anywhere Proctored exams: the **Proctoring** application within the Pearson VUE Navigator portal, and the Anywhere Proctored **IAM landing page** where candidates register for and launch the exam.

The candidate journey begins on the IAM's landing page <http://pearsonvue.com/theiam/ap/>. There are two links on the IAM's landing page, one that pertains to exam proctors/invigilators, and one that pertains to candidates that will be taking an Anywhere Proctored exam.



Exam Proctors/ Invigilators instructions

Prior to a testing event, the proctors/invigilators should be familiar with the minimum technical specifications for delivering an Anywhere Proctored exam in item 3 on the exam proctors page, 'View system requirements'. Make sure candidates have registered with the IAM and verified their email addresses. If candidates will take the exam on exam organiser supplied computers, follow the instructions on page 10 to download the Pearson VUE Browser Lock secure browser. Make sure your event does not fall within the Pearson VUE outage window.

Home > Test taker home > The Institute of Asset Management (IAM) > Anywhere Proctored > Exam Proctors

The Institute of Asset Management (IAM) - Anywhere Proctored



Exam Proctors

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

To get started with Anywhere Proctored, review the following steps. Anywhere Proctored exams have specific technical and system requirements which have to be met in order to deliver an exam.

Proctors **must be present** for the duration of exam delivery and actively monitor the exam administration.

1 Verify test taker's web account
Please see the [Test Takers page](#) for more information.

2 Run Connection Check
Verify whether the testing computer being used passes the following minimum system requirements. Use the [Connection Check application in Navigator](#) to check the bandwidth, upload and download speed from your testing room.

3 View system requirements
Read complete specifications and requirements

System requirements

4 Start test
If you are ready to start the test process, please click the button below to download the secure browser.

Windows [Start Windows Test Process](#)

Mac OSX [Start Mac Test Process](#)

Having issues?

? [Frequently asked questions](#)

Technical problems during the exam delivery?

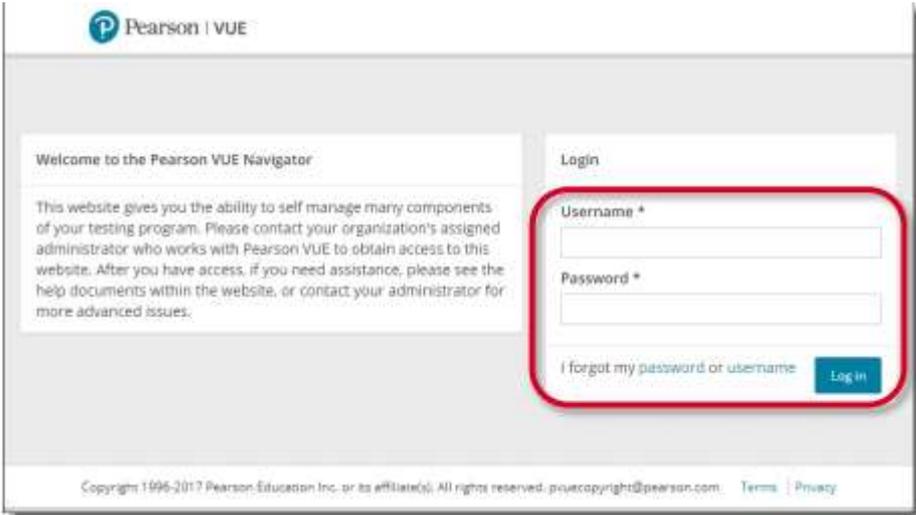
1. Check [Outage Schedule](#)
2. Having problems? Review the [technical requirements document](#) to ensure your technical setup will meet all requirements to deliver these exams.
3. If you are experiencing issues with your username, password or Private Access Code, please contact:
Email: exams@theIAM.org
4. If a technical issue arises during the time the exam is being delivered, the proctor (not the test taker) should contact [Pearson VUE Client Application Support](#) for assistance.

Run Connection check

Prior to running any IBT exam on an exam delivery workstation computer, proctors/invigilators must verify that the site can connect to the Internet and successfully deliver exams using the Athena—Browser Edition test driver. The Connection Check application was designed to allow users to verify that they can connect to the Internet and successfully deliver exams using the Athena— Browser Edition test driver. The connection check performs two tasks. A speed test determines the upload and download speeds of your current internet connection. The connection test verifies connectivity to the servers that are used to deliver an exam. You must successfully pass both the speed test and the connection test to deliver an Athena—Browser Edition exam on the Pearson VUE Browser Lock secure browser or the candidate may encounter issues with delivering the exam.

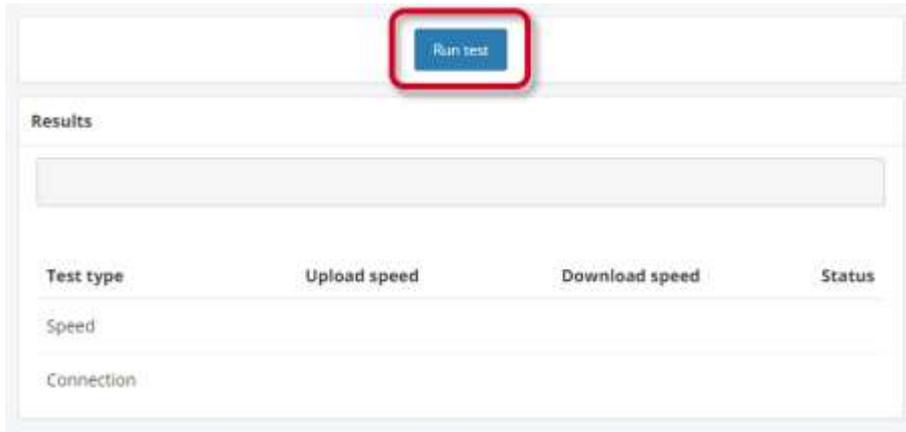
N Proctors/ invigilators must run the connection check at the test venue prior to launching an exam at the event to ensure the Internet connection is working properly.

P 1. **Proctor** opens an **Internet Browser** and opens **Pearson VUE Navigator** portal. <https://navigator.pearsonvue.com/Navigator/authenticate/login>



The screenshot shows the Pearson VUE Navigator login interface. On the left, there is a welcome message: "Welcome to the Pearson VUE Navigator" followed by a paragraph: "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." On the right, there is a "Login" section with two input fields: "Username *" and "Password *". A red rounded rectangle highlights these two fields. Below the fields is a "Log in" button and a link that says "I forgot my password or username". At the bottom of the page, there is a copyright notice: "Copyright 1996-2017 Pearson Education Inc. or its affiliate(s). All rights reserved. pvuecopyright@pearson.com. Terms | Privacy".

2. **Proctor** enters **Username** and **Password** and clicks **Log in**.
3. **Proctor** clicks **Connection Check** in the left navigation menu.
4. **Proctor** clicks **Run test**.

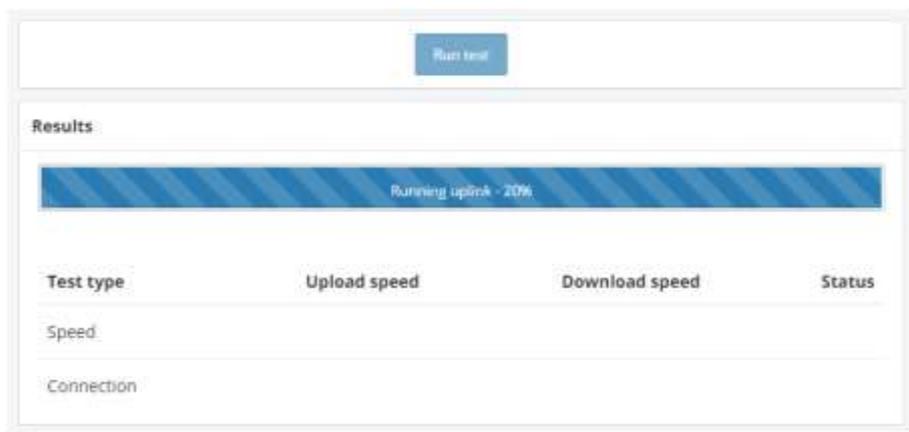


The connection check performs two tasks: runs a speed test and a connection test.

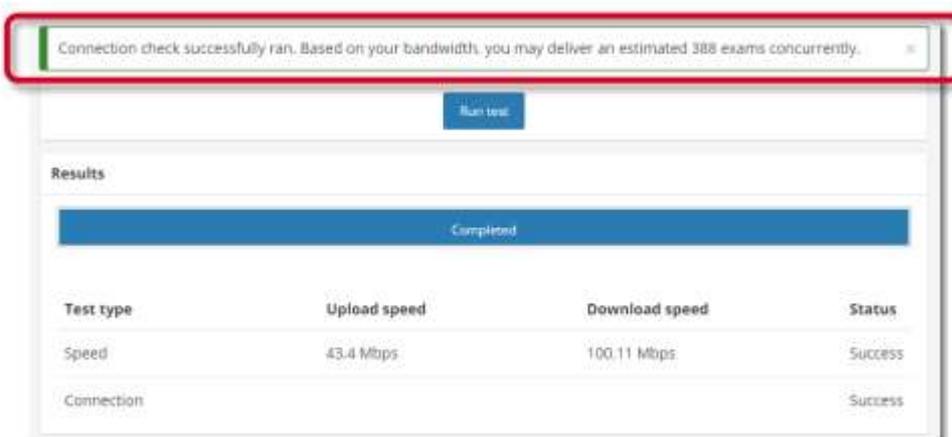
- The speed test determines the upload and download speeds of your current internet connection.
- The connection test verifies connectivity to the servers that are used to deliver an exam.

You **must pass both the speed test and the connection test** to successfully deliver an Athena—Browser Edition exam.

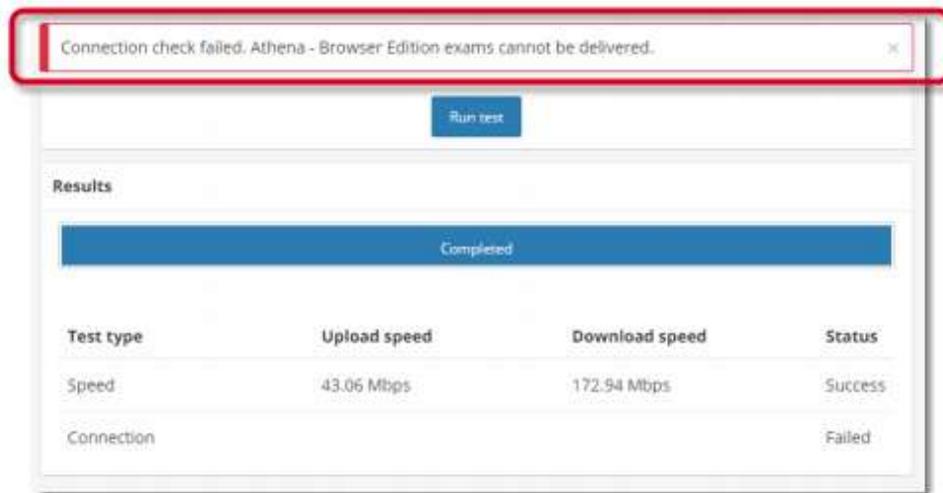
The speed test displays a progress bar as the application is running.



If the speed test and the connection check test were both successful, a message states that connection check ran successfully. It also identifies how many A—BE exams may be run concurrently at your location.



If either the speed test or the connection test failed, a message states connection check failed and A—BE exams cannot be delivered from your location until you resolve the issues.



5. If connection check fails, see the Connection Check online help for advice on troubleshooting a failed connection check. Click the **Help** button to launch the Connection Check help.

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6. **Proctor logs out** of **Navigator**.

Test Taker instructions

Candidates must follow the instructions identified in the Test Takers section in order to take the exam. Candidates must have registered with the IAM and verified their email address, they should have their IAM web account username and password.

If candidates are bringing their own device for the event they must check the minimum technical specifications on page 3, to ensure their computer can deliver the exam. Candidates must follow the instructions outlined on page 10 to download the Pearson VUE Browser Lock secure browser.

Home > Test taker home > The Institute of Asset Management (IAM) > Anywhere Proctored > Test Takers

The Institute of Asset Management (IAM) - Anywhere Proctored

Test Takers

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

- I will use my own computer to take the exam
- I will use the computer provided to me at the testing event to take the exam



Related links

- > [Anywhere Proctored User's Guide](#)

Having issues?

-  Frequently asked questions

Install Pearson VUE Browser Lock

Any workstation that will be used to deliver a candidate exam must install the Pearson VUE Browser Lock secure web browser to launch the exam. Candidates must run the secure browser to launch the exams.

If the exam organiser is providing the computer for the exam candidates can skip this step.

As a best practice, you should uninstall any previous versions of the Pearson VUE Browser Lock products prior to installing a newer version.

You must save any open files and **close all open applications** and windows prior to launching your exam. The secure browser will not launch until all open windows and some applications running as processes in the background are ended.

1. **Candidate** opens an Internet browser and navigates to <http://pearsonvue.com/theiam/ap/> landing page.
2. **Candidate** clicks **I am a test taker** link.
3. **Candidate** selects **I will use my own computer to take the exam** and chooses the correct option for their computer **Windows** or **Mac**

Test Takers

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

I will use my own computer to take the exam ^

Before your testing event

You must have an account for [The Institute of Asset Management \(IAM\)](#) before you start the test process.

[Login](#) and enter the Private Access Code that you were given.

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

At the testing event

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

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

After your test

Log in to your web account to view your test score.

[Login](#)

I will use the computer provided to me at the testing event to take the exam v

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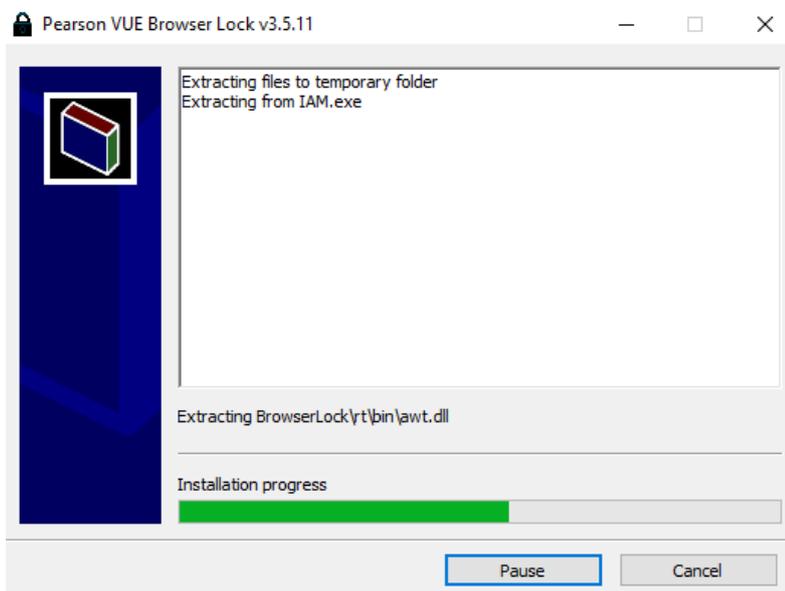
4. **Candidate** clicks **Begin Download**.

Always download the secure browser off the website to ensure the current version of the exam driver is always used for exam delivery.

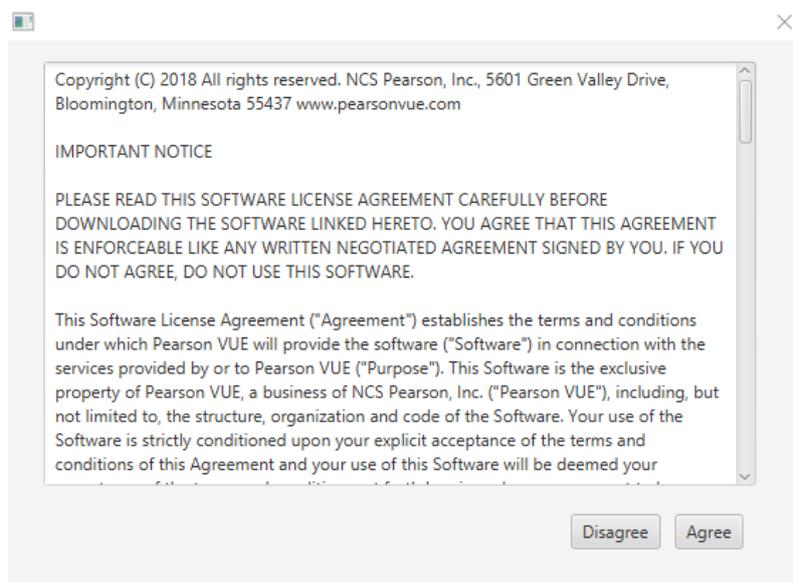
5. **Candidate** clicks the **<theiam>.exe** file in the downloads bar.



6. **Candidate** clicks **Run** in the **Open File – Security Warning** dialog box.



7. **Candidate** must agree with the terms in the Licensing Agreement to install the secure browser.



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If any applications or processes are running when Browser Lock is installed, a message tells the user which applications must be stopped.

8. **Candidate** must **save any open files** and **close all open windows**, including the Internet browser and any Internet browser processes called out in the warning.

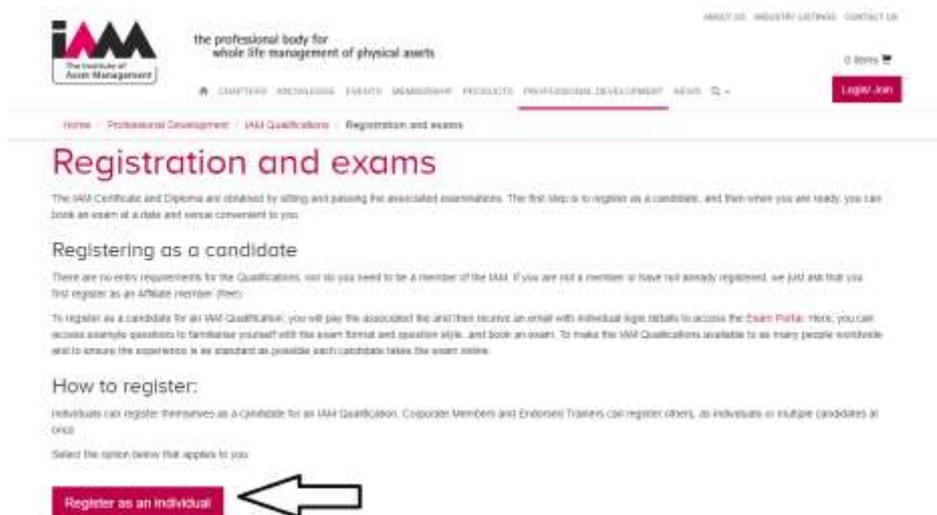
Close your Internet Browser and all open windows and applications! You may also need to end some processes that are running in the background.

Be aware that Internet Browsers such as **Google Chrome** and **Internet Explorer** may still have processes running in the background even after you have closed the browser window.

All internet browser processes must be ended before you can successfully launch Pearson VUE Browser Lock for exam delivery. Open your **Task Manager** window and check the **Processes** tab. Click **End Process** for all **<iam>.exe** processes running.

9. **Candidate** navigates to the **<iam.exe>** in downloads and **double-clicks** the **Pearson VUE Browser Lock** shortcut.

10. **Candidate** enters IAM **Username** and **Password** and clicks **Sign In**.



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If candidate did not create a Pearson VUE web account prior to arriving at the testing event, they must do so at this time or they will be unable to proceed.

Candidate registers for exam

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1. **Candidate** clicks **Do you have a private access code** link.

The screenshot shows the Pearson | VUE website home page. At the top, there are navigation links: Home, My Profile, My Order, Return to Testing Program website, and Sign Out. The user is signed in as Joe Snow with an IAM membership number of 5002596. The main content area is titled 'Home' and includes sections for 'The Institute Of Asset Management Exams', 'Exam Catalog', and 'Upcoming Appointments'. The 'Exam Catalog' section contains a link for 'IAM_Dip_The IAM Diploma' and a link for 'Do you have a private access code?' which is highlighted with a red box. The 'My Account' section on the right contains links for 'My Profile', 'Preferences', 'Exam History', and 'View Score Reports'.

2. **Candidate** enters **Private Access Code** (PAC) provided by the Proctor/invigator and clicks **Enter**.

The screenshot shows the 'Do you have a private access code?' page. The 'Private Access Code:' label is followed by an input field and an 'Enter' button. The input field and the 'Enter' button are highlighted with a red box.

3. If there is more than one exam assigned to a Private Access Code, **candidate** must select the desired exam on the **Select Exam** page by clicking the **Exam Name** link.

The screenshot shows the 'Select Exam' page. The 'Private Access Code:' field contains 'CZBPac' and the 'Enter' button is visible. Below the input field is a 'View Public Exams' button. The 'Exam Code' and 'Exam Name' columns are visible, with the first row 'MTC-016 Sample Exam 016 Anywhere Proctored' highlighted with a red box. The second row is 'XX-22-A Client Zero Certified General'.

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The screenshot shows the 'My Order' page for a user signed in as John Doe. The page displays the following details:

Description	Details	Price	Actions
Exam MTC-016: Sample Exam 016 Anywhere Proctored Language: English Exam Length: 50 minutes	Exam Availability From: October 24, 2016 To: October 29, 2016	100.00	Remove

Below the table, a summary of the order is provided:

Subtotal:	100.00
Discount:	-50.00 <i>Sample Auto Discount</i>
Estimated Tax:	0.00
ESTIMATED TOTAL DUE:	USD 50.00

A blue button labeled 'Proceed to Checkout' is highlighted with a red box. At the bottom of the page, a note states: 'You can enter voucher/promotion codes on the payment screen.'

7. **Candidate Confirms Personal Information** and clicks **Next**.

The screenshot shows the 'Checkout - Step 1: Confirm Personal Information' page. The user is signed in as John Doe. The page includes a progress bar with the following steps: Confirm Personal Information (active), Agree to Policies, Enter Payment, Submit Order, and Summary.

The form contains the following information:

- Name:** John Doe
- Telephone:** +1 952-681-3941 (with an 'Edit' button)
- Confirmation Preferences:** Email (with an 'Edit' button)
- Reminder Preferences:** Email

At the bottom of the page, there are 'Previous' and 'Next' buttons. The 'Next' button is highlighted with a red box.

8. **Candidate** reads client policies, selects **I have read and agree to the Client policies listed above** and clicks **Next**.



Checkout - Step 2 of 4: Agree to Policies

The Institute Of Asset Management Policies

Admission Policy

We ask that you arrive at the test centre 15 minutes before your scheduled appointment time. This will give you adequate time to complete the necessary sign-in procedures. If you arrive more than 15 minutes late for your appointment, you may be refused admission and the exam fees will be forfeited.

You are required to present two forms of original (no photocopies), valid (unexpired) IDs: one form as a primary ID (with name, photo and signature) and one form as a secondary ID (with name and signature). The first and last name that you used to register must match exactly the first and last name on the ID that is presented on test day. All IDs required must be issued by the country in which you are testing. If you do not have the qualifying ID issued from the country you are testing in, a passport from your country of citizenship is required, along with a secondary ID. If you have any questions or concerns about the ID you are required to bring with you to the testing centre for admittance for your exam please contact Pearson VUE customer Service at www.pearsonvue.com/contact. To view the full ID policy please visit <http://www.pearsonvue.com/policies/2a.pdf>.

Reschedule Policy

You must contact Pearson VUE or access your online Pearson VUE account to reschedule your exam at least a minimum of 24 hours prior to your appointment. Exams cannot be rescheduled less than 24 hours prior to your appointment. Failure to reschedule in time or failure to appear for your appointment will result in the forfeiture of your exam fee.

Cancellation Policy

You must contact Pearson VUE or access your online Pearson VUE account to cancel your exam at least a minimum of 24 hours prior to your appointment. Exams cannot be cancelled less than 24 hours prior to your appointment. Failure to cancel in time or failure to appear for your appointment will result in the forfeiture of your exam fee.

I have read and agree to the The Institute Of Asset Management policies listed above.

Previous

Next
Go to Step

On the Enter Payment page there are 3 separate sections: **Order Total**, **Payment Options**, and **Billing Address**.

9. **Candidate** clicks **Add Voucher or Promo Code** link if they are paying for the exam with a voucher code, enters **Voucher/Promotion Code**, and clicks **Apply**. Otherwise the candidate proceeds to the Payment Options section.

The screenshot shows the checkout process. At the top, there are navigation tabs: Confirm Personal Information, Agree to Policies, Enter Payment (highlighted), Submit Order, and Summary. Below this is the 'Order Total' section with the following details:

Subtotal:	100.00		
Estimated Tax:	0.00		
Discount:	-50.00	Sample Auto Discount	Remove
ESTIMATED TOTAL DUE: USD 50.00			

Below the order total, there is a link that says 'Add Voucher or Promo Code' with a small question mark icon. A red box highlights this link and the 'Apply' button below it. The 'Apply' button is next to a text input field labeled 'Voucher/Promotion Code:'.

10. **Candidate** selects **Payment Options** if paying for the exam via electronic payment.

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Required information is marked with an asterisk (*)

Payment Options

I would like to pay for this order with the following:

- Credit/Debit Card
- Electronic Check (Exams paid by Electronic Check must be scheduled on or after 5 Nov 2016. Please select a later appointment date or a different payment type.)

Card Details

We accept the following cards:



*Card Type:

*Card Number:
(Do not include hyphens or spaces)

*Expiration Date:

*Cardholder's Name:
(Name as it appears on card)

*Security Code:
 [What is this?](#)

12. **Candidate** enters the **Billing Address** and clicks **Next**.

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Billing Address

This address must match the address that appears on the account.

*Country:
United States

*Address 1:
5601 Green Valley Drive

Address 2:

Address 3:

*City:
Bloomington

*State:
Minnesota

*Zip/Postal Code:
55437

*Telephone:
+ 1 952-681-3941
[Country Codes](#)

Your card will not be charged until you submit your order on the next page.

Previous Next

13. **Candidate** clicks **Submit Order**.

Checkout - Step 3 of 4: Submit Order Submit Order

Your order is NOT complete until you click the "Submit Order" button.

Confirm Order Details

Admit candidate for exam

- C** 1. **Candidate** clicks the **Begin Exam** link on the **Summary** page.

Signed In as: John Doe
Client Zero ID: X08800000387

Confirm Personal Information | Agree to Policies | Enter Payment | Submit Order | **Summary**

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.

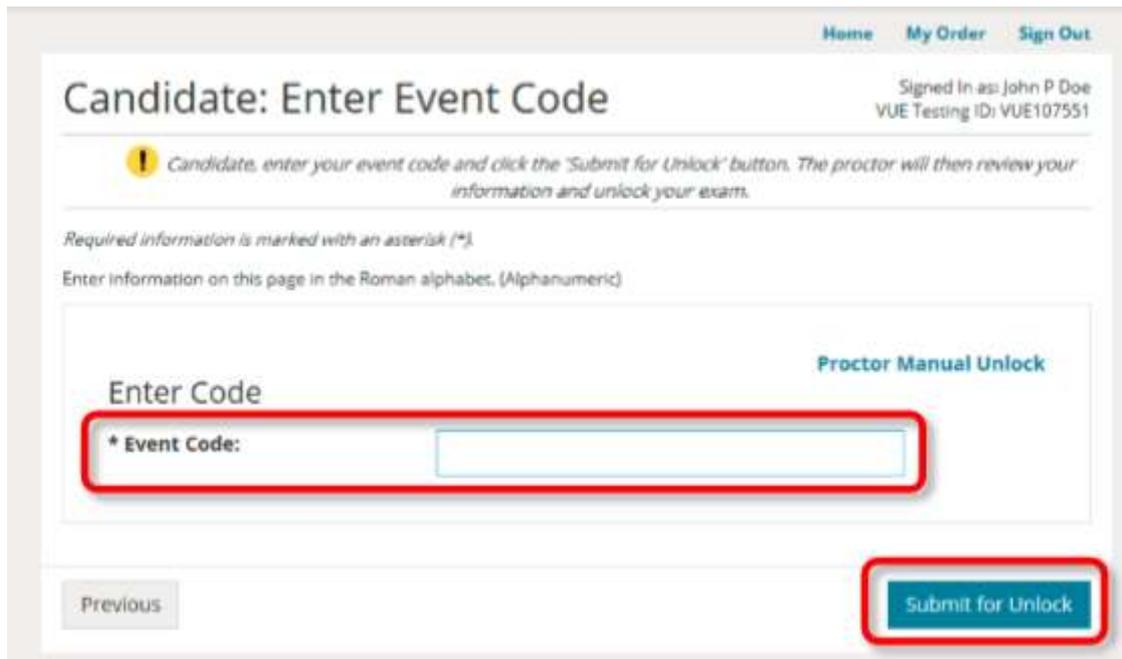
An email confirmation has been sent to: john.doe@pearson.com [Print Summary](#)

Online Exam Details

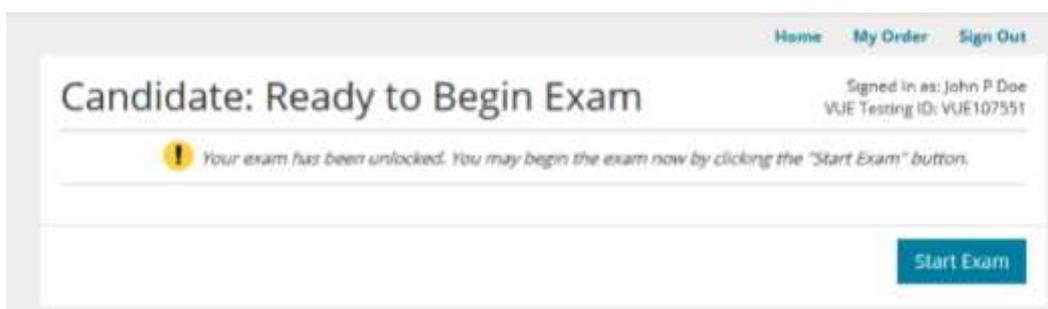
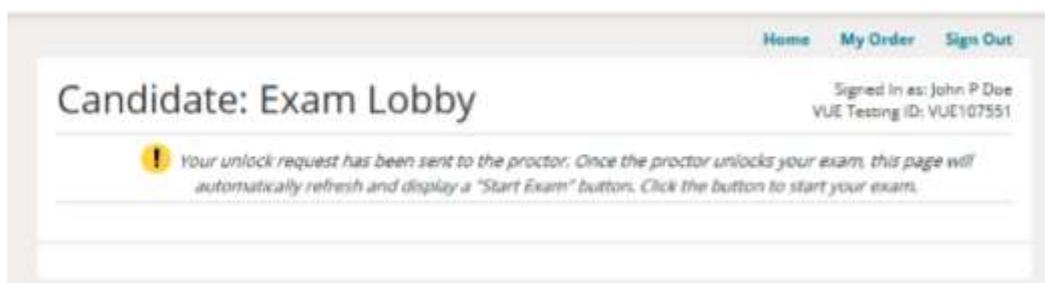
Description	Details	Order Information	Price
Exam MTC-016: Sample Exam 016 Anywhere Proctored Language: English Exam Length: 60 minutes Accommodations: Automatic English Time Extension	Exam Availability From: October 24, 2016 03:27 PM CDT To: October 29, 2016 03:27 PM CDT	Order Number/Invoice 0000-1978-0534 Registration ID 6465495 Status Purchased	100.00

[Begin Exam](#)

2. **Candidate** enters the **Event Code** supplied by the proctor/invigilator and clicks **Submit for Unlock**.

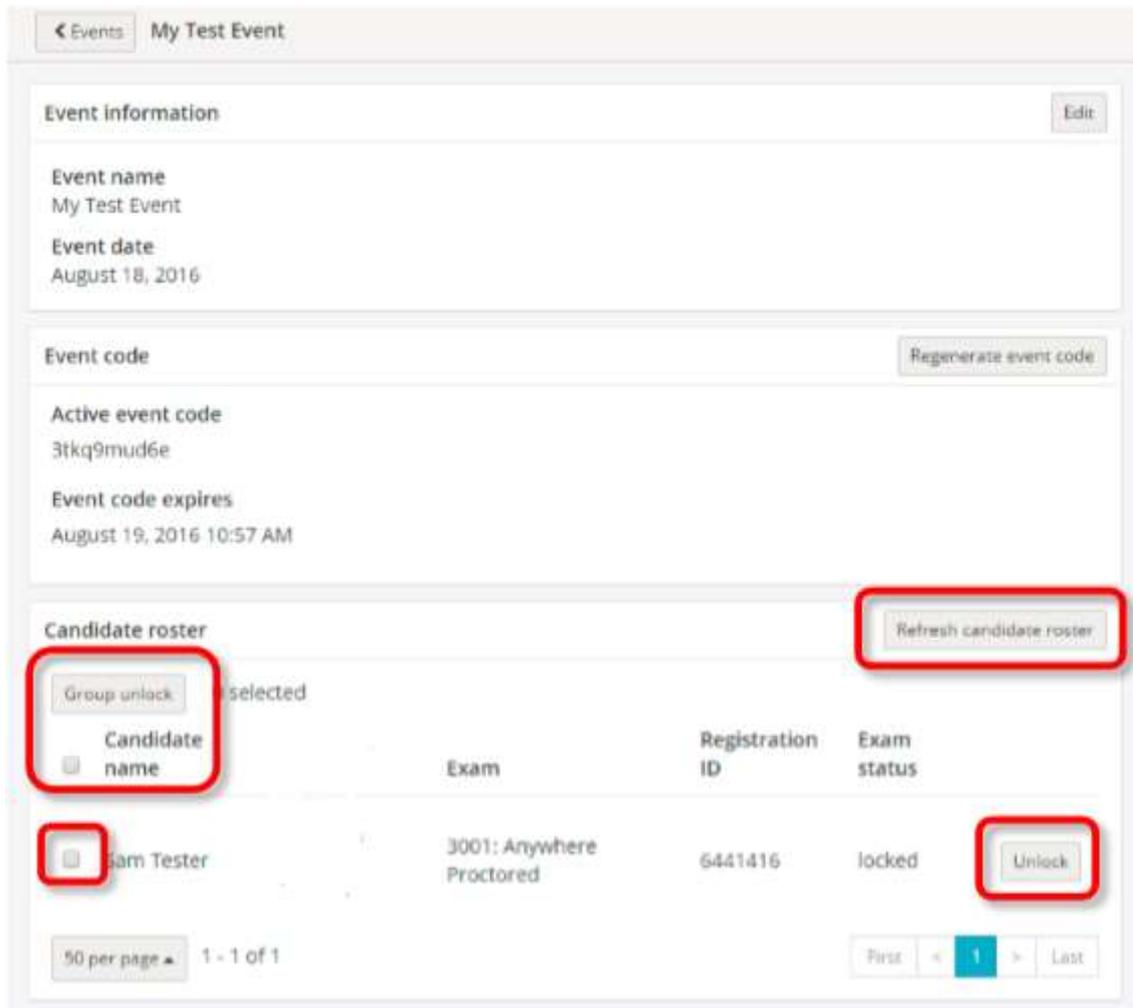


The **Candidate: Exam Lobby** page is displayed. The Candidate must wait for the proctor/invigilator to unlock their exam. Once the exam is unlocked, within 15 seconds the **Ready to Begin Exam** page is automatically displayed.



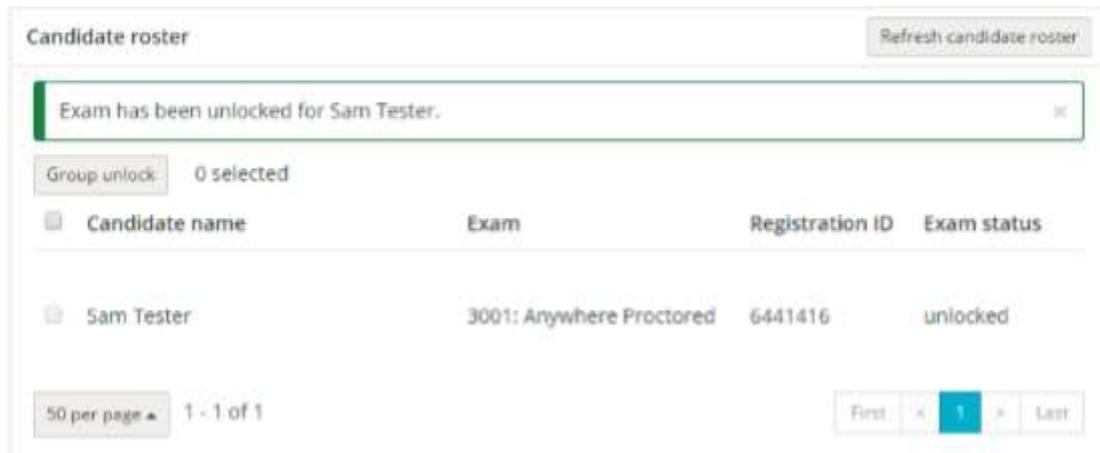
3. **Proctor/ invigilator** opens an **Internet Browser** and opens **Pearson VUE Navigator** portal. <https://navigator.pearsonvue.com/Navigator/authenticate/login>
4. **Proctor/invigilator** enters **Username** and **Password** and clicks **Log in**.
5. **Proctor/invigilator** locates the desired **Event** in the Events list and clicks the **View** button.
6. **Proctor/invigilator** clicks **Refresh candidate roster** to ensure all candidates are listed on the roster.

If candidates are taking the exams at random times, the proctor/invigilator should **Refresh** the candidate roster frequently to see if any candidates are waiting in the queue to begin their exam. The default sort for the candidates list is by **Exam Status** and **Locked** exams are listed at the top of the list.



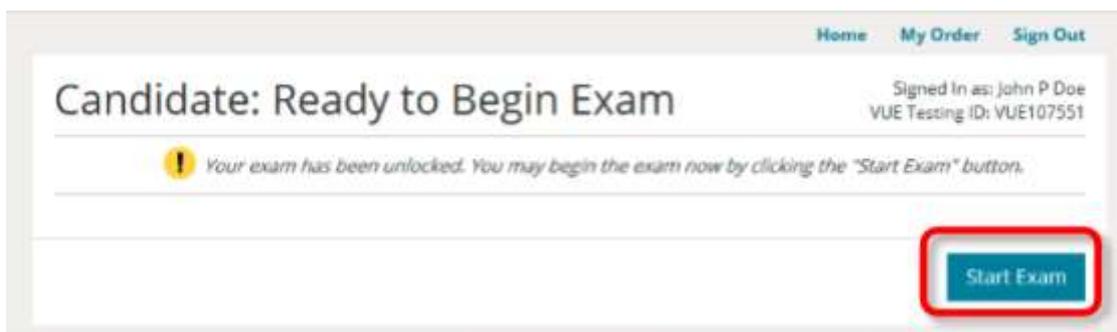
- P** 7. **Proctor/invigilator unlocks** candidate exams.
- Proctor/invigilator clicks individual candidate Unlock button.
 - Or -
 - Proctor/invigilator clicks the selector box to the left of the candidate's name and selects individual candidates from the list.
 - Or -
 - Proctor/invigilator clicks the **select all** option and clicks the **Group unlock** button.

A message states the exam(s) has been unlocked



N If proctors/invigilators have any issues in unlocking candidate exams using the Proctoring application, they may manually unlock exams using the candidate website. **See Appendix – Proctor/Invigilator Manual Unlock** topic on page 27 for details.

C 8. The Candidates screen automatically switches from the **Exam Lobby** to **Ready to Begin Exam** within 15 seconds of being unlocked. **Candidate** clicks **Start Exam**.



N When candidates click the **Start Exam** button, the exam starts immediately. The candidate must be ready to begin the exam immediately.

9. **Candidate** completes the exam.

10. At the end of the exam, the **candidate** returns to the Home page.

View Results in the Score Report on candidate website

The candidate score report is available for viewing on the candidate website immediately following the exam completion.

- C**
1. **Candidate** opens web browser and navigates to <https://home.pearsonvue.com/test-taker.aspx>.
 2. **Candidate** searches for **client name**, enters **Username** and **Password** and clicks **Sign In**.
 3. **Candidate** clicks **View Score Reports**.
 4. **Candidate** locates their score report and clicks **View**.
 5. **Candidate** clicks **Open** in the download score report ribbon. The score report opens as a PDF file.
 6. **Candidate closes** the **score report**.
 7. **Candidate logs off** of the candidate website.

Uninstall Pearson VUE Browser Lock

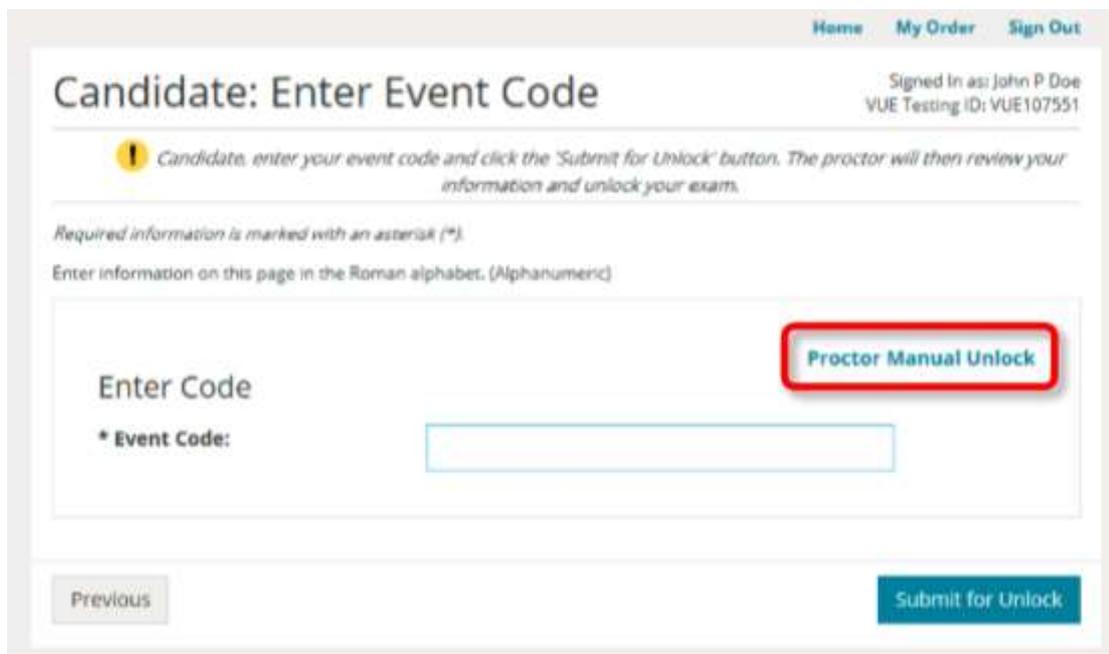
After the exam has been delivered, the secure browser should be uninstalled.

1. **Candidate** clicks the Windows **Start** button and selects the **Control Panel | Programs and Features** menu.
2. **Candidate** locates and selects the **Browser Lock** application and clicks **Uninstall**.

Appendix – Proctor Manual Unlock

P If proctors/invigilators have any issues with unlocking exams through the Navigator Proctoring application, exams may be manually unlocked by the proctor/invigilators using the candidate website. If exams must be manually unlocked, proctors/invigilator's must tell candidates to notify them when they reach the *Enter Event Code* page.

1. **Proctors/Invigilators** click the **Proctor Manual Unlock** link on the Enter Event Code page.



2. **Proctor/Invigilator** enters **Proctor Username** and **Proctor Password** and clicks **Unlock exam**.

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

Note

When you unlock an exam, the exam starts immediately. The candidate must be ready to begin the exam immediately. Verify with the candidate that they are ready to begin the exam.

Home My Order Sign Out

Proctor: Verify & Unlock Exam

Signed in as: John P Doe
VUE Testing ID: VUE107551

! 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	ATP-141: Sample Exam 141	English

All fields are required.

Proctor Authentication

[Candidate Enter Event Code](#)

Proctor Username:

Proctor Password:

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

Previous [Unlock Exam](#)

3. **Candidate** completes the exam.
4. At the end of the exam, the **candidate** returns to the Home page.