IAM Qualifications

Anywhere Proctored Users Guide
A guide for candidates and Proctor/Invigilators
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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.

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

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

   [Image of Pearson Vue Navigator Portal]

2. Enter your **Username** and **Password** and Log in.

3. Enter an **Event name** in the **Create event** section.

   - 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

- 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.

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

The event will now allow candidates to unlock examinations.

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.
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.
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.

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.

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

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.

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.
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.

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
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.

![IAM.exe]

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

![Extracting files to temporary folder]

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

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![Disagree Agree]
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**.

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

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

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

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.
4. If the exam may be delivered in multiple languages, **candidate** selects the **preferred exam language** and clicks **Next**.

5. **Candidate** reviews **Exam Details** and clicks **Register for this Exam**.

6. **Candidate** clicks **Proceed to Checkout**.
7. **Candidate Confirms Personal Information** and clicks **Next**.

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

10. Candidate selects Payment Options if paying for the exam via electronic payment.
12. **Candidate** enters the **Billing Address** and clicks **Next**.
13. **Candidate** clicks **Submit Order**.

**Checkout - Step 3 of 4: Submit Order**

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

Confirm Order Details
Admit candidate for exam

1. Candidate clicks the Begin Exam link on the Summary page.

2. Candidate enters the Event Code supplied by the proctor/invigilator and clicks Submit for Unlock.
3. **Proctor/invigilator** opens an Internet Browser and opens Pearson VUE Navigator portal. [https://navigator.pearsonvue.com/Navigator/authenticate/login](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.

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
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.

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.

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.

1. **Candidate** opens web browser and navigates to [https://home.pearsonvue.com/test-taker.aspx](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

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.

![Proctor Manual Unlock](image)

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.*
3. **Candidate** completes the exam.

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