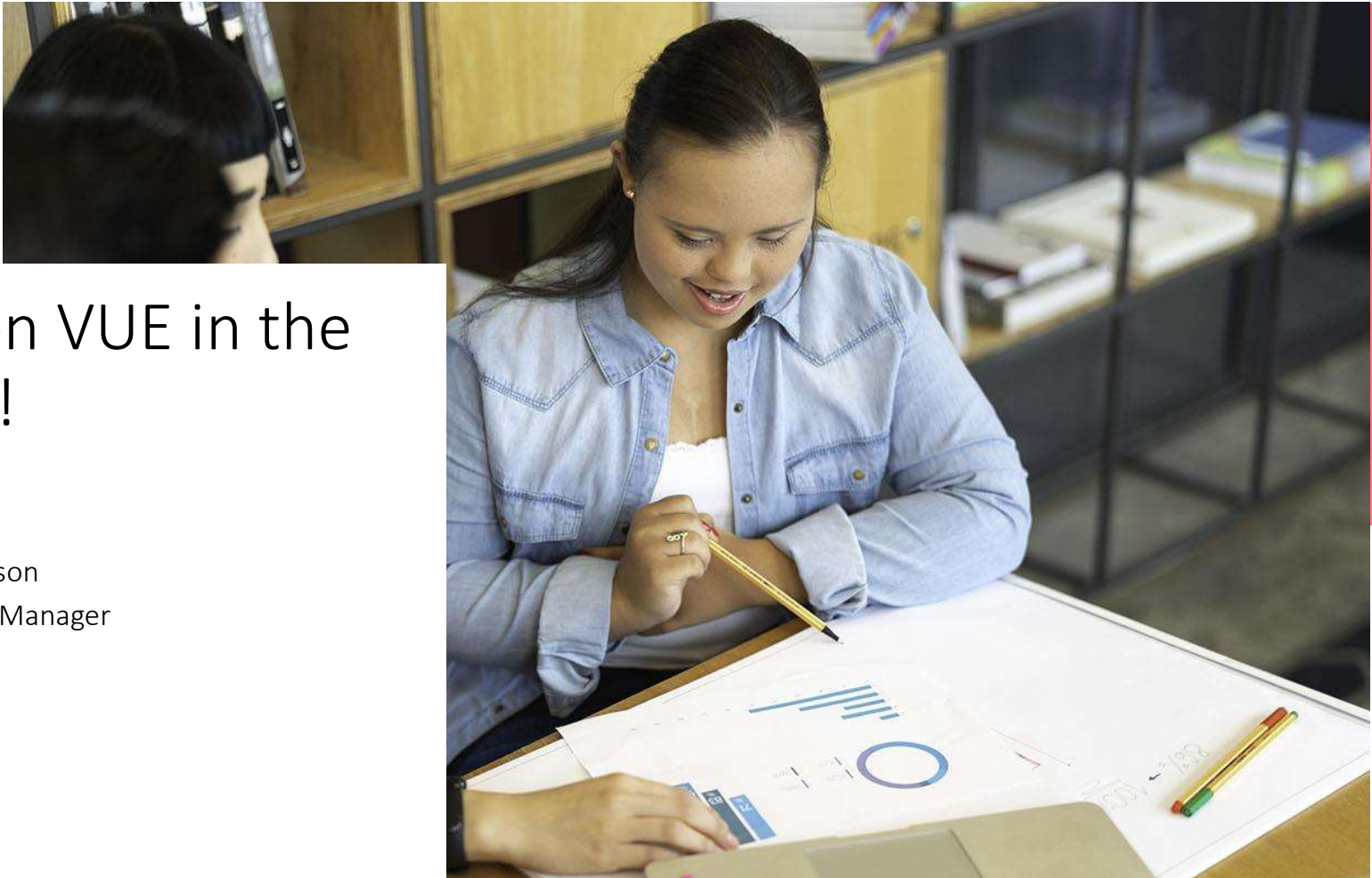
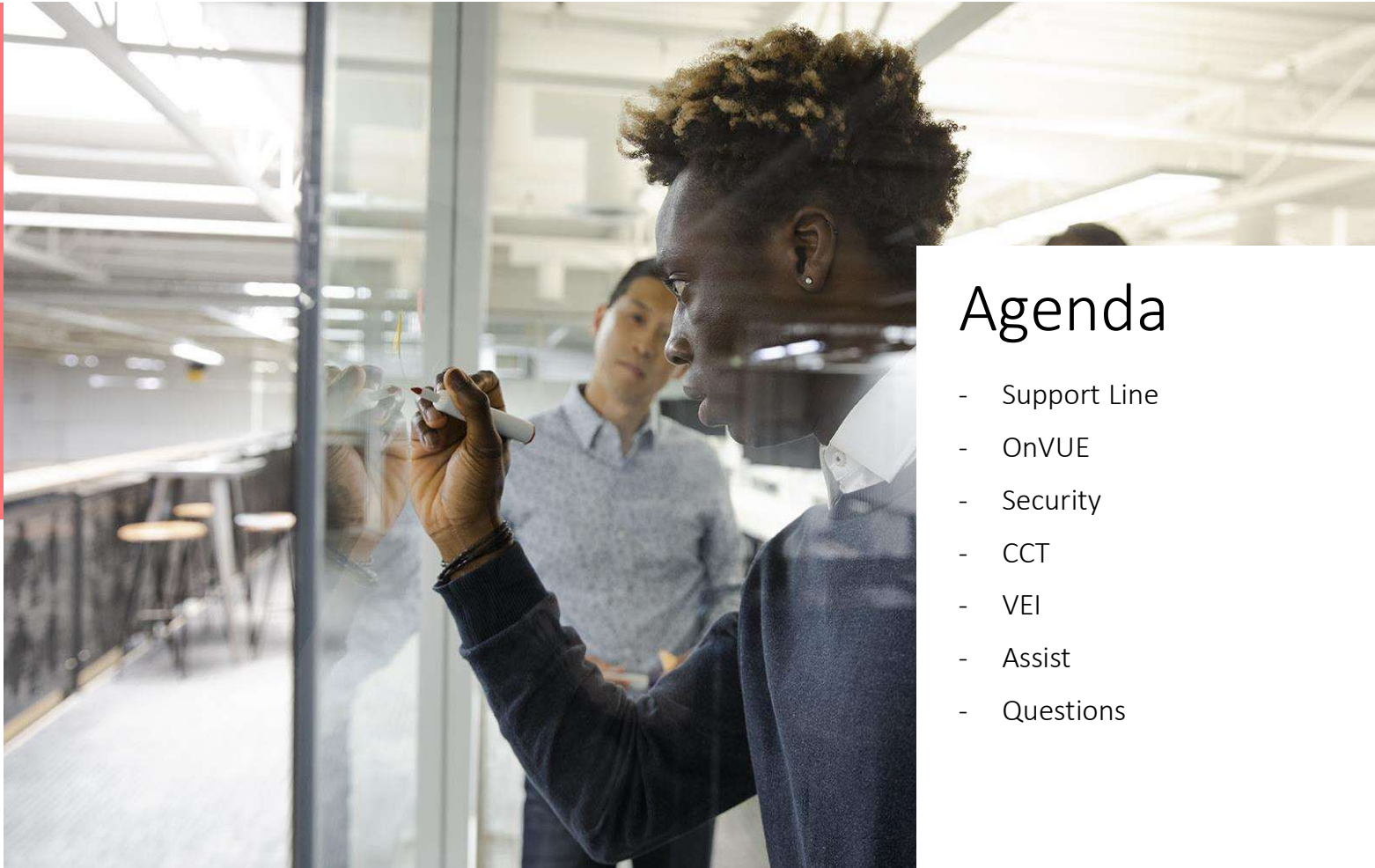


Pearson VUE in the House!

Amber Thompson
Program Manager





Agenda

- Support Line
- OnVUE
- Security
- CCT
- VEI
- Assist
- Questions



Support Line

For test administrators	Contact
VUE Support Services (VSS) technical support: <ul style="list-style-type: none">• Downloading, launching, or delivering exams• Installing Pearson VUE hardware and software• Running the Remote Maintenance Agent (RMA)• Logging into or obtaining a verification code for Connect• Locating missing results• Obtaining authentication codes for exams	Website: www.PearsonHelp.com Phone: 1-888-344-7924 (option 1) Note: Do not provide this contact information to candidates.
Candidate Services (Program Coordinators): <ul style="list-style-type: none">• Answering questions about non-technical candidate issues (e.g., clarifying policies and handling candidate misconduct)• Assisting with test center schedule issues (e.g., the candidate is not appearing on the schedule)• Explaining ID requirements and providing approval for ID exceptions• Scheduling same-day or future appointments	Phone: 1-888-344-7924 (option 2) Note: Do not provide this contact information to candidates.
GED Manager Support: <ul style="list-style-type: none">• Assistance with test administrator login information• Assistance with candidate profiles in GED Manager	Email: operations@ged.com Note: Do not provide this contact information to candidates.

OnVUE

- **Age guidelines**

- Under 18 and need a guardian

- **ID guidelines**

- All IDs must be original (not a photocopy or digital ID), valid (unexpired), and government issued.
 - IDs are valid (unexpired) if they do not contain an expiration date that has passed. If there is no expiration date on an ID, it is valid.
 - All IDs must include the candidate's name and recent, recognizable photo. A visible signature is not required.
 - All IDs must have a first and last name that matches the first and last name the candidate used to
 - register (the name in the ProctorServ system)
 - Restricted IDs
 - Geneva Convention ID card
 - Canadian health insurance card (issued by any province)
 - U.S. House of Representatives ID
 - U.S. military ID
 - U.S. Senate ID

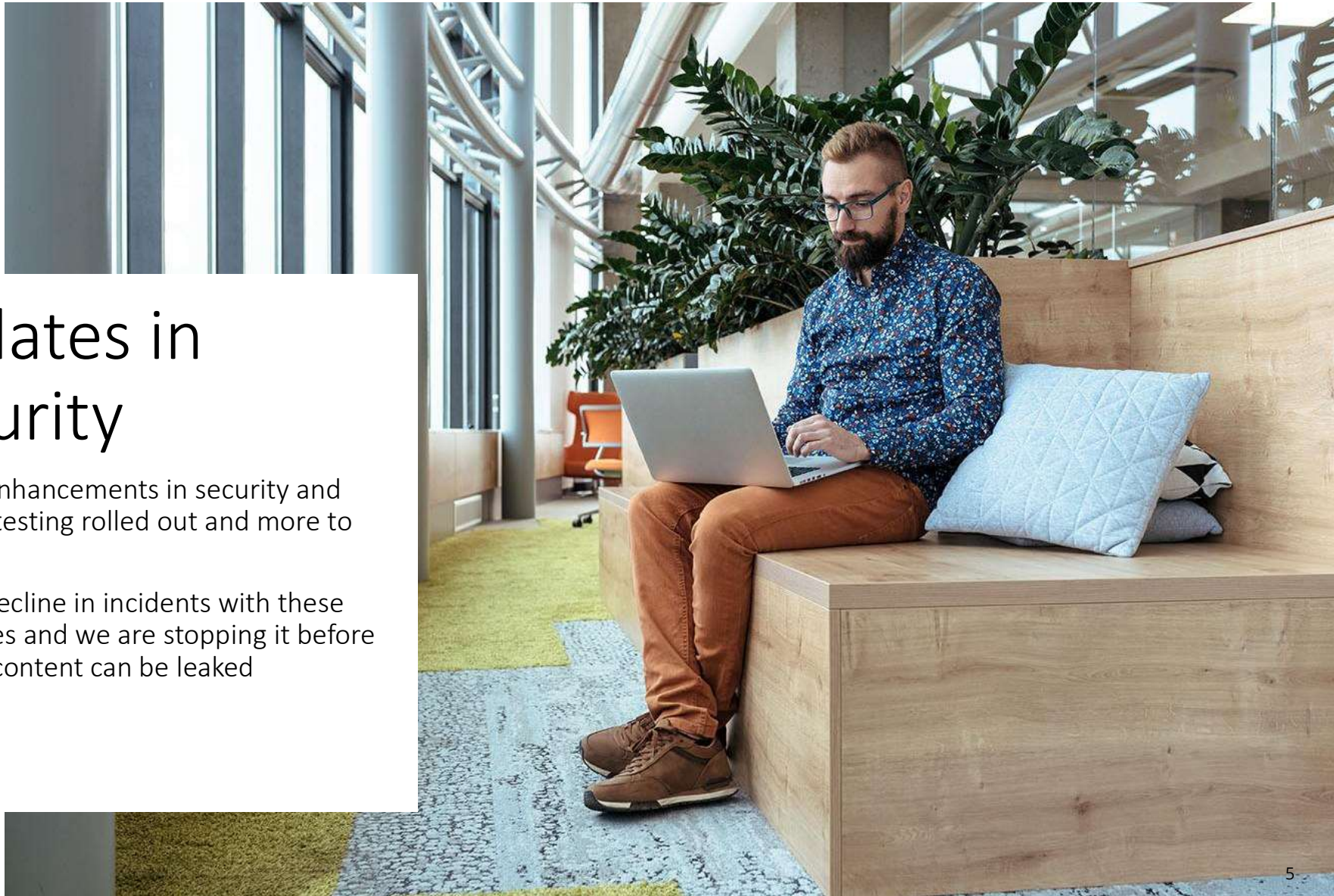
- **At home testing option**

- Not intended to replace a site



Updates in Security

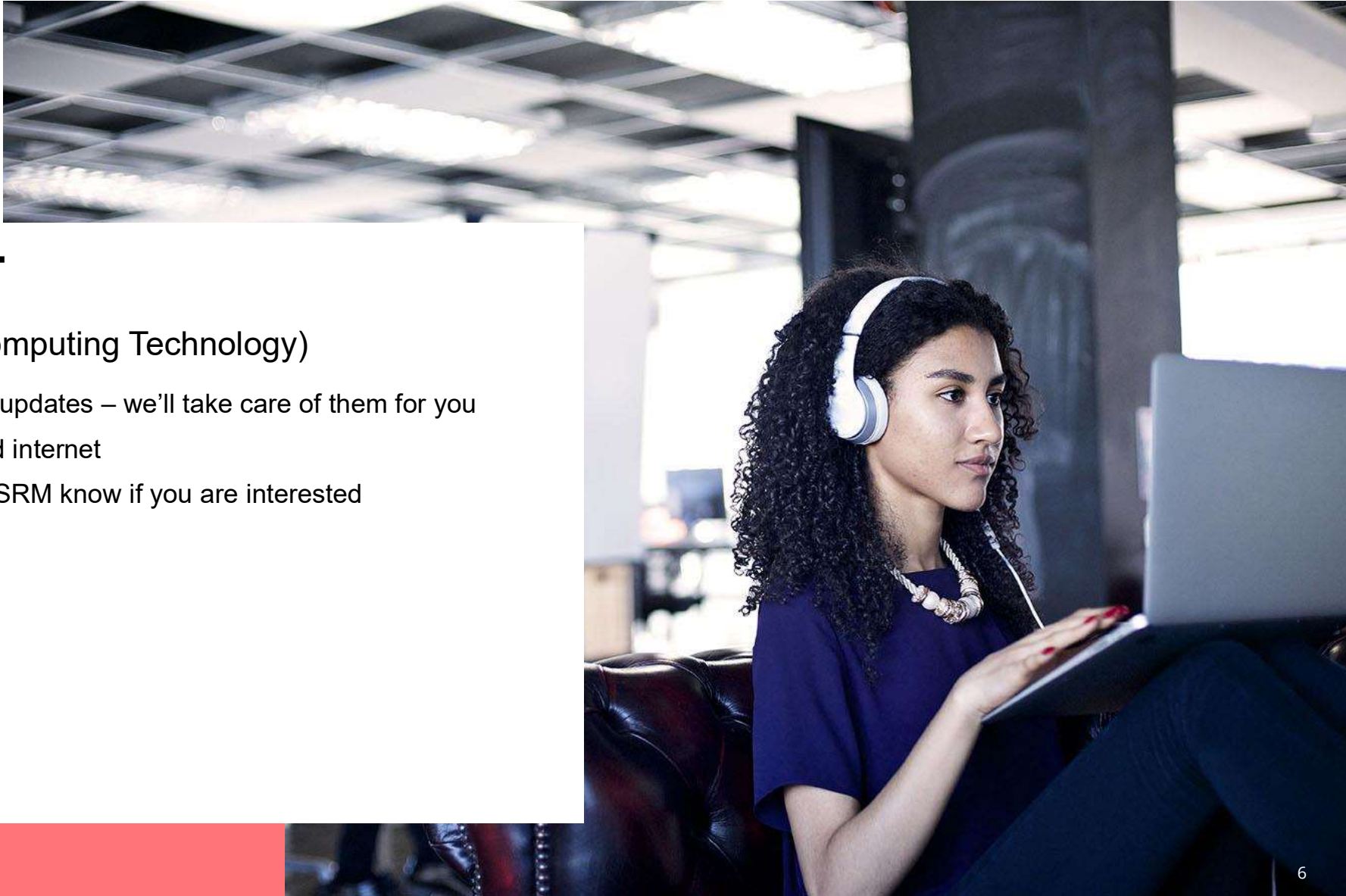
- New enhancements in security and proxy testing rolled out and more to come
- Shar decline in incidents with these updates and we are stopping it before exam content can be leaked



CCT

(Cloud Computing Technology)

- No more updates – we'll take care of them for you
- Just need internet
- Let your SRM know if you are interested





Vue Exit Iowa (VEI) Project

- Switching severs to cloud
- Planned outage: Friday, October 11, 2024, at 1:00 pm US Central Time and Sunday, October 13, 2024, at 9:00 am Central Time
- Due to the widespread impact of the transfer/outages, GED will not be testing during this time

Assist

Menu

Resources

Help

Menu

Back to applications

Installation guide

Support materials

Test center guides

Support materials

Exam Sponsor Documentation A-M

Properties and restrictions

Search within this folder by client or title

Search

Clear search

Title	Version	Client	Type	Language	Size	
Casio Calculator Return Form		GED Testing Service	Forms	English (US)	6.82KB	
GED Department of Corrections (DOC) Scheduling Overview	1.3	GED Testing Service		English (US)	124.12KB	
GED Paper & Pencil-Braille TA Checklist	1.3	GED Testing Service		English (US)	26.56KB	
GED Paper & Pencil-Braille TA Checklist (A4)	1.3	GED Testing Service		English (US)	28.74KB	
GED Support Contacts	1.0	GED Testing Service		English (US)	89.45KB	
GED Test Candidate Rules Agreement and NDA - Canada and International	1.6	GED Testing Service	Rules Agreement	English (US)	157.33KB	
GED Test Candidate Rules Agreement and NDA - Canada and International (A4)	1.6	GED Testing Service	Rules Agreement	English (US)	157.18KB	
GED Test Candidate Rules Agreement and NDA - Canada and International (Canadian French)	1.6	GED Testing Service	Rules Agreement	French (Canada)	195.60KB	
GED Test Candidate Rules Agreement and NDA - Canada and International (Canadian French) (A4)	1.6	GED Testing Service	Rules Agreement	French (Canada)	139.04KB	







Assist Cont.

Service Direct:

- Case Creation
- Site Closures
- New updates coming! Look for information

Test Center Guide:

Test center guides

 <p>Policies and procedures guide For Company-Owned Test Centers</p> <p>View</p>	 <p>Exam sponsor guide For Company-Owned Test Centers</p> <p>View</p>	 <p>Policies and procedures for ServiceDirect For Company-Owned Test Centers</p> <p>View</p>
 <p>Policies and procedures guide For Pearson VUE Authorized Test Centers</p> <p>View</p>	 <p>Exam sponsor guide For Pearson VUE Authorized Test Centers</p> <p>View</p>	 <p>Policies and procedures for ServiceDirect For Pearson VUE Authorized Test Centers</p> <p>View</p>

• The policies and procedures guide

- Pearson VUE Contacts
- COVID-19 (Coronavirus) Policies
- ▶ Chapter 1 - Overview
- ▶ Chapter 2 - Pearson VUE Certified Administrator
- ▶ Chapter 3 - Hardware and Software Overview
- ▶ Chapter 4 - Managing Your Test Center
- ▶ Chapter 5 - Maintaining Security
- ▶ Chapter 6 - Daily Startup and Shutdown
- ▶ Chapter 7 - Registering and Scheduling Candidates
- ▶ Chapter 8 - Checking In Candidates
- ▶ Chapter 9 - Managing Exam Delivery
- ▶ Chapter 10 - Signing Out Candidates
- ▶ Chapter 11 - Working with Cases
- ▶ Chapter 12 - Online Reports and Resources
- ▶ Appendix A - Mobile and Classroom Testing
- ▶ Appendix B - Using the Administrator Application in Delivery Manager
- ▶ Appendix C - Hardware and Software at PVTG Government Centers
- ▶ Appendix D - Cloud Control Technology at PVTG Selects
- ▶ Appendix E - Completing DIA in Admissions Manager

Any Questions?

Amber Thompson

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Who to Contact

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