PoP LAN Indepth Guide

Pearson Onscreen Platform
Local Area Network

Version 06.16

About this guide

This user guide is written for centre staff who use Edexcel Online to administer tests and intend to deliver them onscreen - in a classroom environment.

There are several components that will need installing and you will need 'network and local administration rights / privileges' in order to proceed.

Within this guide, you will learn the steps required to install the 'administration rights' , 'invigilator dashboard' and 'test player(s)'.

Contents

Technical Requirements

Section Overview

This section of the user guide explains all the minimum requirements needed in order to be able to run Pearson Onscreen Platform on your computer.

It includes guidance around the software that needs to be installed in order for tests to run successfully, the minimum specifications required depending on your PC setup, communication and network guidance, and finally, test player setup.

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Technical Requirements

This part of the guide explains the minimum requirements to run the Pearson Onscreen Platform (PoP) software.

In order to successfully run tests, the following 4 pieces of software will need to be installed:

- Exam Centre Service - on the server or networked computer, to allow local distribution of the software, including communication between the centre and the Pearson Server
- Administrator Dashboard - to allow the administration of the exams and setting up of invigilators
- Invigilator Dashboard - to control the test and monitor learner progression
- Test Player - to allow learners to sit the test

Connection to the internet is required only for the Exam Centre service and this must be available for the duration of the exam. A normal ADSL connection is recommended (1MB) although higher speeds will enhance the overall performance.

It is essential that all machines used are set to Greenwich Mean Time. This will synchronise with our servers and allow all machines to communicate with each other. You can use Time Protocol to make sure your systems are set up to the correct time.

Please note that the software has been made to run on professional operating systems and we do not support Home edition of Windows.

Minimum Specifications

Exam Centre Service PC with:

Pentium III with 900Mhz processor

Access to Internet (ADSL 1Mb minimum) via reliable ISP 10/100 Mbps network interface adapter

Disk space according to centre size and needs a shared drive visible for all network users, with minimum 1Gb of space to be used for installation, test and response packages. This space will vary depending on the number of learners in the centre, the number and the size of tests.

Windows 7 (or above)

Microsoft .Net 4.5 (Full or Extended version) or above

Important: Firewall ports that need to be open 52221, 52222, 443

Administrator Dashboard / Invigilator Dashboard PC with:

Pentium III with 900Mhz processor

2GB RAM memory

10/100 Mbps network interface adapter

Printer (local or network) – optional

Windows 7 (or above)

Microsoft .Net 4.5 (Full or Extended version) or above

Important: Firewall ports that need to be open 52221, 52222, 443

Test Player PCs with:

Pentium III with 900Mhz processor

1GB RAM memory

100MB storage capacity

Minimum 1024 x 768 screen resolution

10/100 Mbps network interface adapter (for local mode only)

Sound recording device (for language assessments)

Speakers/headphones (for sound based assessments)

Windows Media Player 11 (or above)

Microsoft Visual C++ 2012 (both x86 and x64 if 64bit Windows)

Access to Internet (ADSL 1MB minimum) via reliable ISP (if online mode)

Windows 7 (or above)

Microsoft .Net 4.5 (Full or Extended version)
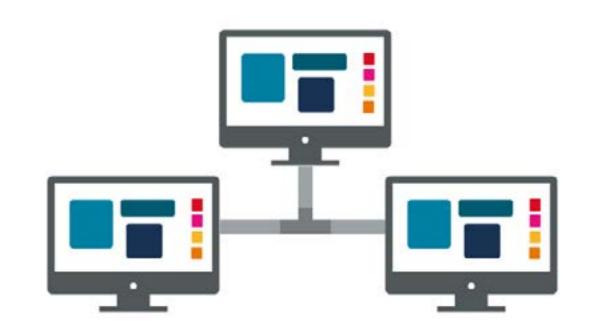
Communication and Networking

The Exam Centre Service server communicates via 'https' (Port 443 TCP) to Pearson servers using the two service endpoints below:

The Exam Centre Service client communicates to the Exam Centre Service server over ports 52222 and then incrementally thereafter.

Port range to be open of 52222 – 52250.

Any software firewall on the Exam Centre Service server will need to be open to allow Exam Centre Service to communication.

Please note your network must have bi-directional access over port 443 to reach IP / web addresses 159.182.72.158 and btecng.pearson.com

Test Machine Player Setup

Before running a test on the Test Player ensure that there are no background applications running. Test Players are designed to stop candidates from using other applications while the Test Player is active.

The Test Player will show an error if an application runs during the test, this could cause the learner to lose time while the error is resolved.

The prompt for this error is as follows: Test Violation Error - Loss of focus. If you are seeing this error call your Account Specialist on 0844 463 2535 to unblock the relevant Test Player.

Installation

Section Overview

This part of the guide shows you how to install and set up the Pearson Onscreen Platform so that you can run Onscreen tests for next generation BTEC Firsts (NQF). Please note, you must have administration rights to the computer in order to install this software.

The Pearson Onscreen Platform installation package consists of 4 separate components as described below:

1. Exam Centre Service:

This component is installed on your server, although it may be installed on any networked computer. This service runs in the background and is used by the other components of the software to communicate with one another and Pearson.

2. Administrator Dashboard:

This component should be installed on the Exam Officer's machine. It is used to download the onscreen tests and assign tests to Invigilators.

3. Invigilator Dashboard:

This component needs to be installed on a computer in all rooms where tests are taking place (usually a teacher's machine). Only one Invigilator Dashboard is needed per room.

4. Test Player:

These components must be installed on each computer where learners will be sitting tests. It is the program that learners log into in order to sit a test.

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Installation

This part of the guide shows you how to install the Exam Centre Service, Administrator Dashboard, Invigilator Dashboard and Test Player.

Installing the Exam Centre Service

The computers with the Dashboards and Test Players on them must have full access to the Exam Centre Service. Some servers will not allow for full access from networked computers. We would therefore recommend that the Exam Centre Service is installed on a networked machine apart from the server.

This machine must be accessible over the network and have an outgoing connection to the internet.

Good practice is to put the Exam Centre Service on the machine where you intend to install the Administrator Dashboard. This ensures that the Administrator Dashboard has direct access to the Exam Centre Service.

The Exam Centre Service installer is an '.msi' package. To install the programme, run this package on the computer or server you wish to install the Exam Centre Service on and follow the 'setup wizard' instructions onscreen.

We recommend you use the file paths which are specified in the installation process. Changing these paths may cause errors when the software is running.

If you have a proxy server you may use the enable proxy option in the installer and insert your proxy settings. However, if proxy settings are held elsewhere on the computer (e.g. Internet Explorer) the installer will pick these details up without ticking the 'enable proxy' box.

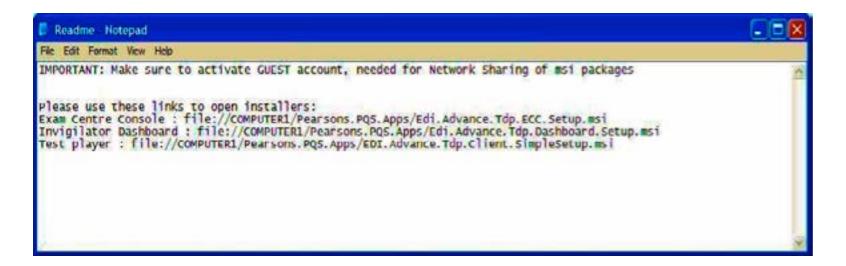Proxy settings must be in the correct format: http://proxyserver:8080/

Installation (continued)

Installing the Administrator Dashboard, Invigilator Dashboard and Test Player

The installation packages for the software will now be available within 'Apps' in the data store folder. From the computer where you wish to install the packages, navigate to the shared data store folder.

• We would recommend that you install the Administrator dashboard on the exams officer's computer as the application is used for the administrator of exams.

• Invigilator Dashboard must be installed on only one computer in each exam room (to be used by the Lead Invigilator during the test).

• The Test Player must be installed on a separate computer to the rest of the software components.

When installing the Test Player it may not be necessary to insert an address into the 'Invigilator's Full Computer Name' box. The software should automatically find the opened Invigilator Dashboard on the network.

If you e-mail a copy of the 'README' notepad (the 'README' file opens by default after installing the Exam Centre Service) to yourself, you can copy and paste the relevant install link contained in the 'README' file to a web browser or into the 'Run' (windows key + R) on the relevant PC.

Installation (continued)

Run the demo test

You will be able to run the demo test titled 'Test unit 1' from the Administrator Dashboard. This will confirm the software has downloaded and that it is working correctly.

Guides and videos for using the Pearson Onscreen Platform software can be found on the Pearson website   .

Administrator Dashboard

Section Overview

This part of the guide shows you how to create new exam rooms, invigilator accounts and how to set up exams by assigning learners to rooms.
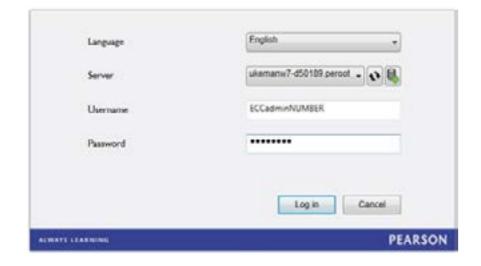
Please note that the Administrator Dashboard is used to download, activate and assign tests to specific rooms and invigilators within your centre. It is typically installed on Exam Officers computers and communicates with the rest of the software.
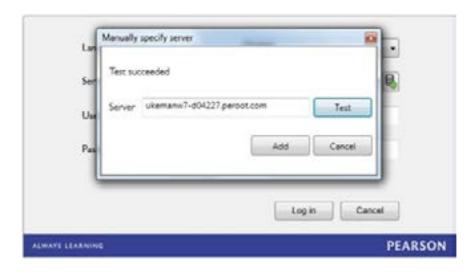
3

Logging In and Server Selection

Step 1

Login to the Administrator Dashboard. If you have not received your login details, please contact your Account Specialist for further support.

If you can't see your server, try clicking the '**Refresh**' button or '**Add Manually**'. When adding manually, type in the full name (including domain) of the PC where the Exam Centre Service has been installed to. Then click '**Test**' to ensure the server has been found and select '**Add**' to save the changes.
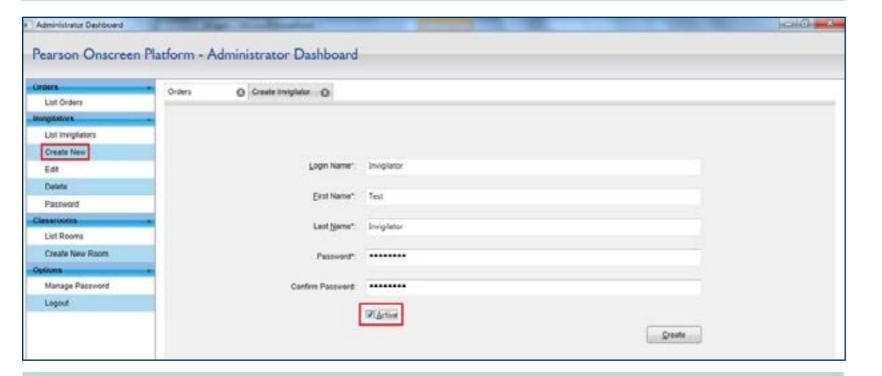
Creating Invigilators

Having successfully logged in to the Dashboard, you will now need to create an invigilator for the test.

Step 2

Firstly, click on 'Create New' under the invigilators tab from the menu at left.

Ensure all fields are completed and tick the 'Active' box. Then click 'Create'.

Step 3

Make a note of the username and password which you can pass on to the invigilator. To view all of the invigilators you have created click 'List Invigilators'. From here, you are able to manage the invigilators by either selecting the 'Bin' icon to delete or the 'Padlock' icon to change the password.

Please note, if the invigilator tries to log in with the incorrect password more than 3 times, the account will be locked and you will need to tick the 'Active' box again to unlock the invigilator.
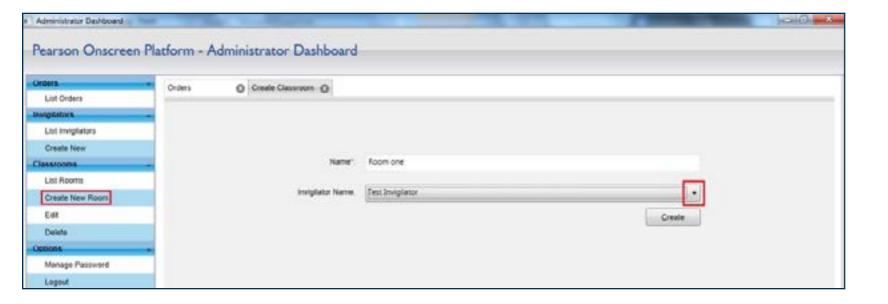
Creating Rooms

Once all invigilator accounts have been created, you will need to create a room where you will place the candidates.

Step 4

Click on 'Create New Room' under the 'Classrooms' tab from the menu at left.

Name your room and assign the invigilator from the drop down menu shown below.

Step 5

Once you have completed this, click on 'List Rooms' to view all the rooms you have created. From here, you are able to manage the rooms by selecting the 'Bin' icon to delete the room or click on the name of the room to edit the name and change the invigilator.

Helpful tip: Always assign a different invigilator for every room you have created.

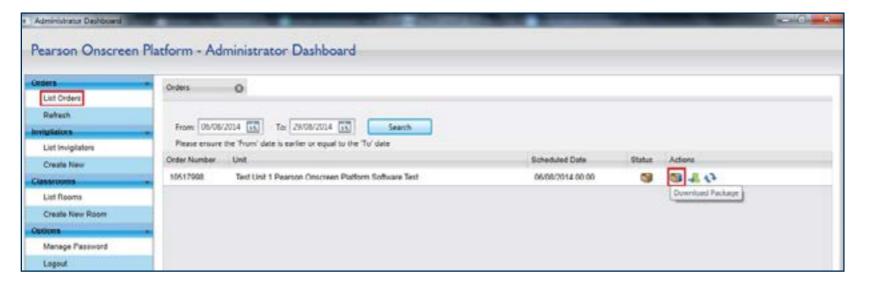Please watch this video to find out how to create rooms and invigilators.

Downloading Test Package

Now that you have created your rooms and invigilators, you can download the test package.
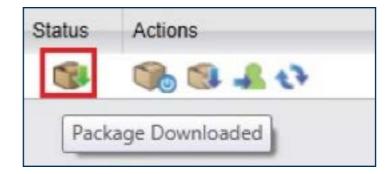
Step 6

Click on 'List Orders' under the 'Orders' tab from the menu at left.

Select the required test package and click the 'Download Package' icon from the 'Actions' column.

Step 7

If the download doesn't start automatically, click on 'Download'. Once this is complete, a confirmation box will appear and the status will show as 'Package Downloaded'.
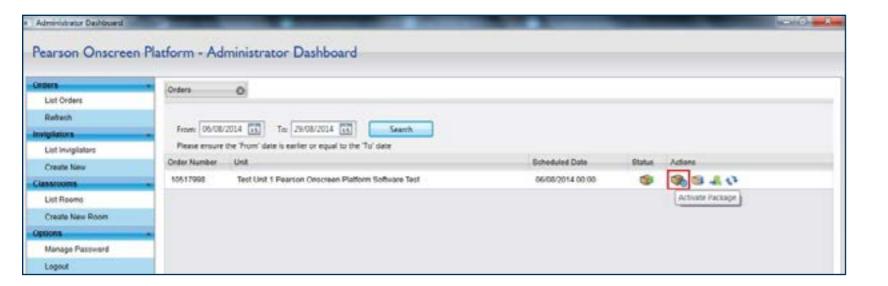
Activating Test Package

Now that the test package has downloaded, it is important to activate this otherwise you will not be able to see your learners when preparing the assessment.
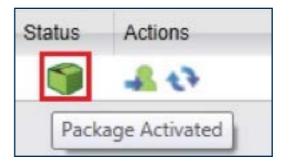
Step 8

Refer back to the 'List Orders' page and click on the first icon in the 'Actions' column which will now show as 'Activate Package'.

Step 9

Next, click on 'Activate'. Once this has been done, you will get a confirmation message and the status will show as 'Package Activated'.
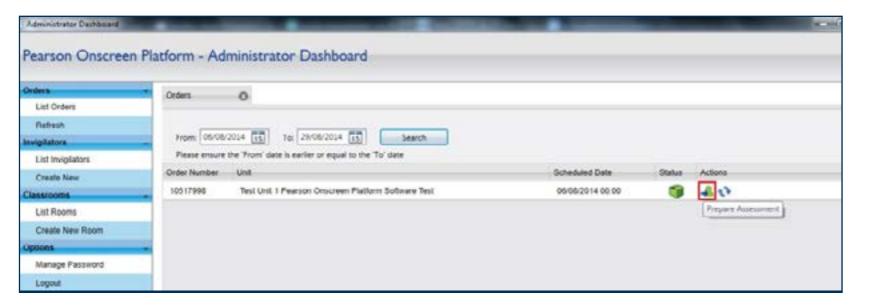
Preparing Assessment
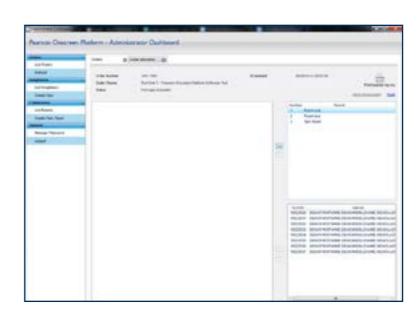
Now that the test package has downloaded and activated, you can assign your candidates to rooms.

Step 10

From the 'Orders' page, click on the first icon in the 'Actions' column which now says 'Prepare Assessment'.

A new tab will open.

Preparing Assessment (continued)

Step 11

From the right side of the screen, select the room and move it to the left side of the screen by clicking on the '<<' icon.

Step 12

Now that the room details have moved to the left side of the screen, click on this to highlight the information. Select the learners you wish to add and move them to your selected room by clicking on the '<<' icon.

You can select multiple learners by selecting 'Shift+Click' or 'Ctrl+Click'.

The learners are now assigned to 'Room One' in this example.

Preparing Assessment (continued)

Step 13

You are able to assign learners to different rooms by highlighting 'Room Two' and moving the learners as shown in the previous steps.

Please note it is important to assign all the learners even if they are not attending the exam - otherwise you will be unable to save the assessment.

Once all of the learners are assigned to the relevant rooms, click on 'Save' and then 'Allow Assessment'.

The status now says 'Assessment Allowed'.

Watch this video to find out how to prepare the assessment.

Order Number	Unit	Scheduled Date	Status	Actions
10511121	Test Unit 1 Pearson Onscreen Platform Software Test	30/05/2014 00:00		

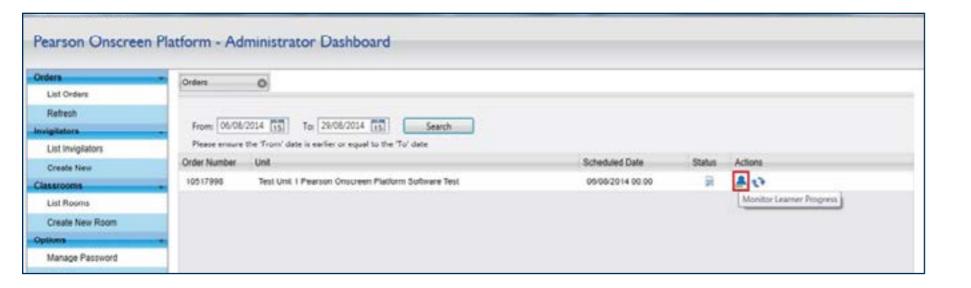Assessment Allowed

Monitor Learner Progress

Now the test package is prepared for the learners to sit the test, you are able to monitor their progress.

Step 14

Click on 'Monitor Learner Progress' in the 'Actions' column. From here you can see the below:

- Learners assigned to your rooms
- Mark learners as absent if they do not attend exam
- Status of learners exam
- Monitor upload progress

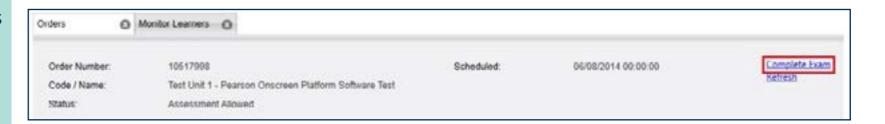# Uploading

Step 15

Once the learners have completed the test, it will automatically upload on to Edexcel servers. The 'Uploaded Status' column status will change from 'N/A' to 'Uploaded' and the upload progress bar will turn green.

Once all learners have been uploaded or marked as absent, please click on 'Complete Exam' to close the test.

The status now shows as 'Assessment Completed'.

Invigilator Dashboard

Section Overview

This part of the guide shows you how to start, control, monitor and finish tests. It also shows you how to mark a learner absent. A checklist is included at the end of the section for Invigilators to refer to before, during and after a test.
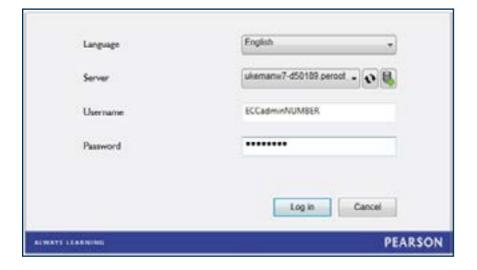
Please note, the Invigilator Dashboard is used to start tests, monitor test progress, print learner login details and mark candidates as absent. It is installed on the invigilators PC in every room where exams take place.

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Logging In and Server Selection

Step 1

Login to the Invigilator Dashboard. If you have not received your login details, please contact your Exams Officer who will be able to provide these details for you.

If you are unable to see your server, try clicking on 'Refresh' or 'Add Manually'.

When adding manually, type in the full computer name (including domain) where the Exam Centre Service has been installed to. Then click 'Test' to ensure the server has been found and click 'Add' to save the changes.

Accessing Learner Login Details

Every learner needs the 'Order Number' and their 'Learner Number' in order to log in to tests. This information is available on both the Administrator Dashboard (which the Exam Officers have access to) and the Invigilator Dashboard.

Step 2

The order number is displayed at left of screen. Click on the 'Order' to view the assigned candidates and their 'Learner Numbers'.

This information should be printed and cut out so that the learners can be handed their relevant login details. Please note, this should only be given to learners when they are in the test room prior to the start of the test. Click on 'Print Log-ins'.

Starting the Test

Once the learners have received their login details, they are then ready to log in to the Test Player. It is important to remember that any background applications are disabled on learner computers before running a test.

Step 3

All learner computers should display the welcome screen as shown below. The learners will be able to enter their Order and Learner numbers, followed by clicking 'OK'. This will log them in to the start screen of their test where they need to wait for the invigilator to proceed.

As the learners log in to start the test, the Invigilator Dashboard will update the 'connectivity' and 'exam state'.

Connectivity state will change from Offline to Online

Exam state will change from Not Started to Awaiting Approval

Starting the Test (continued)

You must ensure that learners do not start the test until you advise them to do so. It is recommended to check the learner details are correct on each computer (i.e. their name and test).

Step 4

To select a learner, simply click on their name. If you would like to select multiple learners, hold the 'Ctrl' key when selecting. Once the learners are ready to start, click on 'Start'.

The learners will now be able to select 'Start Test' on their Test Player.

Watch this video to find out how to start the test.

10517974
Test Unit 1 - Pearson Onscreen Platform Software Test

Start   Pause   Stop   Invigilator comments   Mark Absent/Present   Refresh   Print log-ins

Learner Numt	Learner Name	Connectivity State	Exam State	Time Left	Completed Questions / Total (
10523530	DEMOFIRSTNAME DEMOMIDDLENAME DEMOLASTNAME			01:00	0/0
10523531	DEMOFIRSTNAME DEMOMIDDLENAME DEMOLASTNAME			01:00	0/0
10523532	DEMOFIRSTNAME DEMOMIDDLENAME DEMOLASTNAME			01:00	0/0
10523533	DEMOFIRSTNAME DEMOMIDDLENAME DEMOLASTNAME			01:00	0/0

Awaiting approval
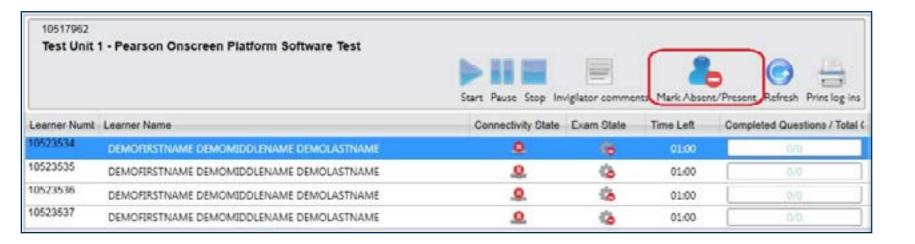
Mark learner as absent

If a learner does not attend the exam, you will need to mark them as absent, as shown below.

Step 5

Highlight the absent learner and click on 'Mark Absent/Present'. The exam state will now change to 'Absent'

If the learner arrives after being marked as absent, click on the 'Mark Absent/Present' option again and change this to 'Present'.

Watch this video to find out how to mark learners as absent.

Monitor Learner Progress

You are able to monitor each learners progress on the dashboard. This will show how much time is left and how many questions have been answered so far. This is updated in real time as the learner moves to another question in the test.

Step 6

If you have applied for extra time and the request has been granted for the learner, it will be visible in the 'Time Left' column (additional 25%).
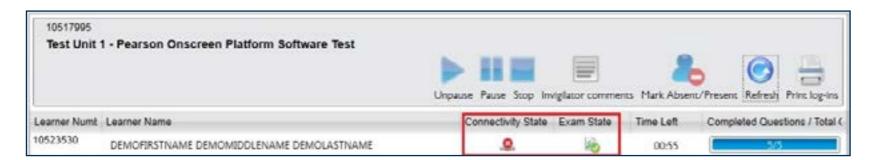
Ensure that all the guidelines in the 'Instruction for the Conduct of the Examination' (ICE) document are followed throughout the duration of the test until learners have left the test room. Please refer to the ICE document for further information about conduct during the examination.

Completed Tests

At the end of each test, learners can click on the 'Finish' button to end the session / complete the test and return to the welcome screen.

Step 7

Once a learner has completed the test, their connectivity state will change to Offline

and the exam state will change to Completed

This is applicable to learners who have either completed the test or they have ran out of time. Learners should quietly advise you if they finish the test early. When the learner completes the test, the computer should be displaying the welcome screen. Click the red cross at the top right of the screen to close the Test Player.

Checklist for Invigilators

Before the test:

- The identity of every learner attending the test has been confirmed
- Learners are seated in accordance with the prescribed seating arrangements
- An IT technician is available during setup and at the start of the test
- Learners have been made aware that they must not end the test without advising an invigilator
- Learners have been instructed not to bring any notes in to the test room
- A blank sheet of paper has been provided to all learners for making rough notes. Learners have been notified that these notes will not be marked
- All tests have been unlocked
- The correct learner is sitting the correct test

During the test:

- Exam conditions are being met in accordance with the 'Instructions for the Conduct of the Examination' (Edexcel BTEC Level 1/2 Firsts)
- Call support immediately in case of technical issues (0844 463 2535)

After the test:

- All learners have used the 'Finish' button to complete the test
- All notes from the learners have been collected and securely destroyed
- Advise the Exams Officer (Administrator Dashboard user) that the test has been completed
- Pass the seating plan and attendance register to the Exams Officer

Test Player

Section Overview

This part of the guide will introduce you to the Test Player. It has been designed to serve test learners and adhere to individual needs whilst maintaining the security of tests.

It explains all of the icons within the Test Player as well as keyboard shortcuts that will be of use to you. The security features within the Test Player are also explained along with the connectivity settings required. This section ends with guidance on how to recover tests.

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Accessibility Guidance

Notepad

- Activate the notepad via the toolbar
- The size and colour of the font for your notes can be adjusted using the controls provided
- Notes you make will be kept for the duration of the test. If you leave a question and return to it later, your notes will still be there. You will need to open the notepad again via the toolbar to see them however, they will be available to you at all times during the test
- Notes you make are specific to the question they are on so can only be seen when on that question
- Notes will not be marked and will be discarded at the end of the test

Calculator

- If required you will be able to activate the calculator via the toolbar
- You are able to copy your calculations directly in to the working box when the question requires it with a button on the calculator called 'copy to working box'

Hotspot Questions

- Hotspot questions are completed by selecting an area or diagram or image corresponding to the correct answer
- When moving the mouse pointer over a diagram containing one or more hotspot, it will change in to a 'hand' when over a selectable area
- Click on the area to select it as your answer, it will change colour to indicate that you have selected it

Accessibility Guidance (continued)

Access to all of the Test Players accessibility functions can be found on the accessibility panel. It can be activated by selecting 'Ctrl+e' on your keyboard or by clicking the icon on the tool bar

All functionality within the Test Player is accessible via the keyboard. You can navigate around the screen by using the tab key and pressing the space-bar to select. Or you can use a dedicated keyboard shortcut. In some cases, you can do both. Please see keyboard shortcuts below:

- Ctrl+d = Next Question
- Ctrl+s = Previous Question
- Ctrl+q = Open Question Navigator (repeat to close)
- Use the arrow keys to choose the question you wish to open
- Ctrl+e = Open the accessibility panel (repeat to close)
- F2 = Switches the focus between the question and the tool bar, so that keyboard users do not have to tab through all elements on screen. When the focus is on the toolbar, tabbing will remain on the toolbar and similarly, when the focus is on the question, tabbing will remain within the question content.
- Tab = Move forward between items
- Shift Tab = Move backwards between items
- Space Bar = Select / Click

Drag and Drop Questions

Keyboard users should tab to and select the option that they think is correct - or the area they want to drag something to. Tabbing to and selecting the appropriate counterpart, label or drop area will complete the movement.

Drop Down Box Questions

Keyboard users should tab to the drop down box they require and use the up and down keys to choose the answer they wish to select
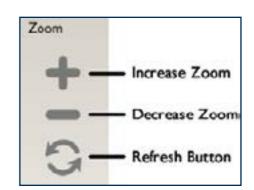
Accessibility Guidance (continued)

Enlarging Visual Media

By right-clicking with the mouse on visual media (i.e. pictures / diagrams), it will toggle between normal and full screen view.

Zoom

The zoom functionality can be accessed via the accessibility panel. You can adjust the zoom level using the plus and minus icons. Zoom levels can be reset to the default level using the 'Refresh' icon.

Use the directional icons found on the same part of the accessibility panel to navigate around the screen.

Colour Filters

A number of coloured filters can be activated using the accessibility panel. These are intended to mimic the action of coloured overlays used by some dyslexic learners who find them useful when interacting with text-based materials. However, some of the videos and animations used within our tests are difficult to see clearly when using filters. If a video or animation appears on a question, learners are advised to temporarily turn off the filter they are using whilst viewing the video or animation and then re-activate the filter once they have viewed it.

Tooltips & Calculator

If you require additional help on the function of the icons then you can activate the 'Tooltips' option within the accessibility panel. You can also activate the calculator via the 'Toolbar'. The calculator is keyboard accessible and can be operated using the tab or arrow keys to move numbers and / or symbols and the space-bar to select.

Security Features

The Test Player is designed to 'Lock Down' the test computer so that learners cannot access other applications during tests. When a test learner logs in, any applications which are open (such as an instance of Internet Explorer or Microsoft Word) are then closed.
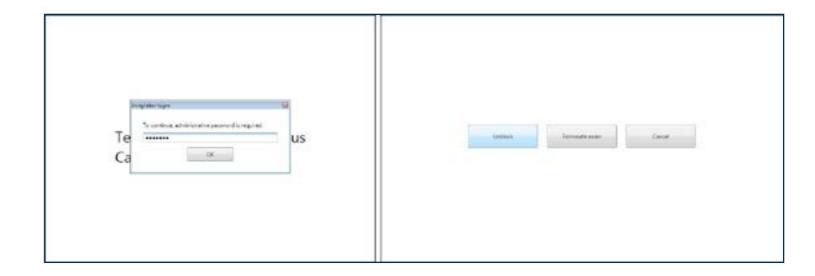
If learners attempt to come out of the test whilst it is running, they will receive the following message: 'Test Violation – Loss of Focus'.

Test Violation - Loss of Focus
Call the Invigilator

The Invigilator Dashboard will indicate that the specific learners test has 'Failed'. This may occur because a learner has attempted to minimise or close down the Test Player using keystrokes such as 'Ctrl–Alt–Delete' or 'Ctrl–Esc'.

The following keyboard shortcut will allow you to 'Unblock' the Test Player after it receives the error: 'Alt, Shift & F12' at the same time. Enter the password in the password prompt (please note: If you do not have the password, you will need to call 0844 4632 535 to request this). Click on 'Unblock' and the learner will then be able to continue with their test as usual.

Test violations may occur due to the running of background applications. These applications are not closed automatically when a learner logs in due to their importance. For example, an automatic update or anti-virus scan could cause a Test Violation.

Connectivity Settings

The Test Player includes features to troubleshoot connectivity to the Invigilator Dashboard and Exam Centre Service.

Initialising a Connection

When the Test Player is first opened, it will attempt to find an Invigilator Dashboard automatically. Please note that the Invigilator Dashboard has to be running to be found. If the Test Player cannot automatically find the Invigilator Dashboard, a screen will pop up saying 'Check Connection to Service'.

To direct the Test Player to an Invigilator Dashboard please follow the below steps:

Step 1

Try using the 'Start Auto Discover' icon. If a computer icon appears then skip to Step 4.

Step 2

If nothing appears, click on the 'Add Manually' icon.

Step 3

Type the name of the computer (that runs the Invigilator Dashboard in the exam room) in to the 'Full Computer Name' box. You can find the name of the Invigilator Dashboard from the Control Panel on the Invigilator PC. Right click on 'Computer' and then click 'Properties'. Alternatively, you can enter the IP address of the Invigilator Dashboard computer.
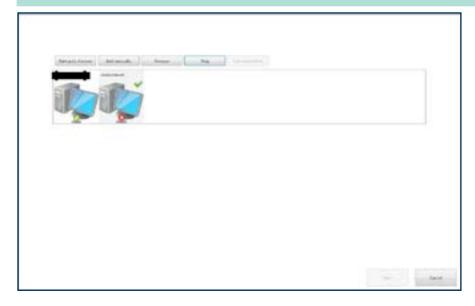
Connectivity Settings (continued)

Step 4

Once the computer has successfully connected, a green tick will appear at the bottom of the computer icon. The green tick above the icon indicates which computer is selected.
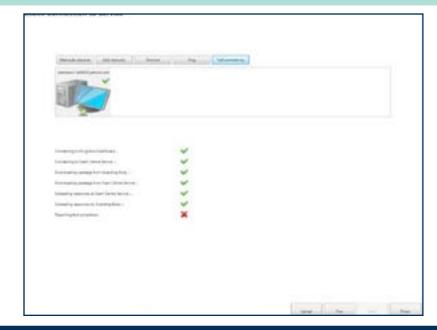
Step 5

If the computer has not connected, you may need to enter the network domain name after the computer name. For example, 'Computer1' may need changing to 'Computer1.domain'. This is dependant on network configuration. Go through Steps 2-4 to re-enter the computer name.

Step 6

When you have successfully connected, use the 'Test Connectivity' icon which will run the specific tests shown below. Even if the final test 'Reporting Test Completion' triggers a red cross (as shown) the connectivity test has been successful. If any of the other tests fail there may be issues with your LAN connectivity. Click 'Finish' when you are happy with the configuration.

If you experience connectivity issues after a candidate has logged in you can access the same connectivity screens by pressing 'Alt-Shift-F12' and then typing the password in the password prompt and finally selecting the 'Configure and Diagnose' icon.

Recovering Tests

If your centre experiences a hardware issue during a test, candidates may need to recover a test from a different PC.

Load the Test Player on a new machines and log in with the learners details.

Do not click 'Start Test' but instead please press 'Alt-Shift-F12' and enter the password.

The 'Recover' icon will be available for you to click on and the learner can then continue from where they left off.

Please note, if you do not have the password, you will need to call 0844 4632 535 to request this.

Upgrading PoP

Section Overview

This part of the guide shows you how to upgrade the Pearson Onscreen Platform to the latest version available.
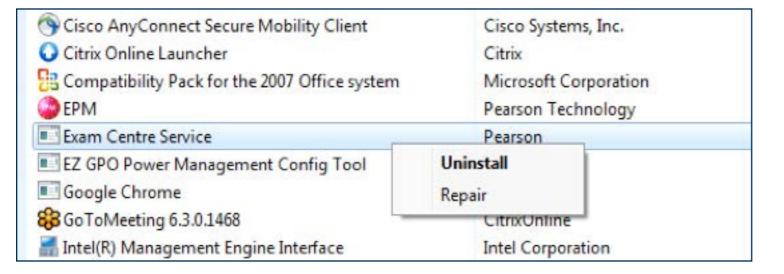
6

Uninstall

Uninstall any existing versions that you have stored on your server or networked PC.

To find the software you can follow this file path: **Start > Control Panel > Programmes and Features**
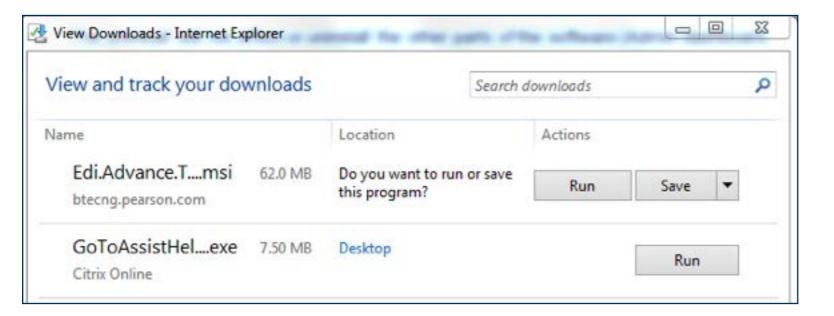
Scroll down the installed programmes until you find Exam Centre Service. If you place your cursor over the 'Exam Centre Service' and right click, it will give you an option to uninstall. Click '**Uninstall**'.

Some installs require you to restart your PC. If so, make sure that you save any important work and close all running programmes. The uninstall will not affect the other parts of the software (Administrator Dashboard, Invigilator Dashboard, Test Players), which should be installed on other PC's.

Install Upgrade

Once your PC restarts you can install the latest version of the software by clicking here. You may be asked to confirm the running of this programme as shown below:

After you click 'Run' you will be asked to enter your centre number in to a text box for the Exam Centre Service setup (upgrade). Once entered, click 'Verify' and then 'Next'.

The next stage of the upgrade will run as if the software is completing a new installation but it is actually just updating the Exam Centre Service and the files for the Administrator Dashboard, Invigilator Dashboard and Test Player which are held in the 'Apps' folder of your data store.

Component Upgrades

Now that you have completed the upgrade of the Exam Centre Service, the upgrades of the other software components will need to be completed too. You do not need to uninstall these programmes.

When you open the Administrator Dashboard you will get a message that will ask you to download an upgrade. Do so, and allow the files to update the Administrator Dashboard software. Upon completion log into the Administrator Dashboard and check that the service is working correctly.

Repeat this process with the Invigilator Dashboard and Test Players. Each PC with the Test Player software installed, will need to be up-graded. Again, log into the Invigilator Dashboard and Test Players to check that the software is running correctly.

Please contact examsofficers@pearson.com and inform them that you have now updated your Pearson Onscreen Platform and would like to order a demo test to make sure your software is now running correctly.

Please ensure that you run a demo test on any updated software before booking and running live tests.

Guides, videos and a live chat support can be found on our website to help with any questions or queries you may have about any stage of running or using the Pearson Onscreen Platform.

ALWAYS LEARNING