



Pearson

## Pearson Onscreen Platform

### Upgrade Frequently Asked Questions – LAN / Classroom

**Q: Can we install the upgrade on top of the previous version?**

A: Yes, you can overwrite the previous version.

**Q: We have tests scheduled and our IT won't be able to upgrade the software in time. Can we still run tests on the previous version?**

A: If you have tests already booked and prepared, you can run those but we recommend to run the upgrade at your earliest convenience.

**Q: Do we need to re-book already scheduled tests after upgrading?**

A: No, your test bookings will remain unaffected.

**Q: Do I have to re-install everything or Test Players only?**

A: You will need to uninstall your current version of Exam Centre Service and install the updated version. When you try to access the rest of the software (Administrator and Invigilator Dashboards + Test Players), you will be prompted to install the update automatically.

**Q: I keep getting an error message "Your version of \*\*\* cannot be verified..." when trying to open \*\*\*. What can I do?**

A: You will need to uninstall the current version of \*\*\* and re-install from the network shared folder "Pearsons.PQS.Apps". If the problem persists, please contact the onscreen testing support team [pearsononscreenplatform@pearson.com](mailto:pearsononscreenplatform@pearson.com).