



Pearson

Pearson Onscreen Platform

Upgrade Frequently Asked Questions

(All Versions)

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

A: Yes, you can overwrite the previous version.

(All Versions)

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.

(All Versions)

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

A: No, your test bookings will remain unaffected.

(QMA Offline Version)

Q: Do we lose any important files when upgrading the software?

A: This depends on the installation process and we cannot guarantee that the important files will remain, therefore it is necessary to upload any tests before upgrading. You may also need to re-download any tests you have previously downloaded.

(LAN / Classroom Version)

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.

(LAN / Classroom Version)

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.