

Frequently Asked Questions

Navigator web portal support

Includes applications found on the Navigator web portal

Language: Support is available in English language at this time

Support requests:

- Request support by completing the Navigator Web Portal Request form OR
- Call First Level Support and submit the completed Navigator Web Portal Request form.

Support hours:

- Password Reset available 24 x 7 by calling First Level support
- Navigator Support services available M-F from 9:00am-6:00am BST / 2:00am-11:00pm CST (20 hr. / day)

Support service:

| Application | Request Type |
|--|--|
| User Management (For any of the above applications) | <ul style="list-style-type: none">• Reset password• New account• Activate/Deactivate account |
| Location Codes | |
| Proctor Management | Creation or Proctor and Management |
| Organizations | Create Organization & Assign proctors |
| Private Access Codes | Forgot PAC code |
| Preview | |
| MPV Support | |
| Group Scheduling | |

Navigator Prioritization Levels:

| Priority | Response Time (best effort) | Guidelines/Examples |
|------------|--|--|
| 1 - Urgent | After receiving initial call, updates every 2 hours until resolved | <ul style="list-style-type: none">• Password reset• System is unavailable for all users• Proctor needs to unlock an exam on the same day• Poor performance making system unusable |
| 2 - High | Same business day response and every day until resolved | <ul style="list-style-type: none">• Problem affecting one or more users such that they are not able to complete a critical task• Proctor needs to unlock an exam within the next day or two and is unable |

| | | |
|------------|---|---|
| 3 – Normal | 2 nd business day response and every 3 days until resolved | <ul style="list-style-type: none"> • New account • Activate/Deactivate account • Problem affecting one or more users such that they cannot complete a non-critical tasks, or there is a work-around which allows them to complete it |
| | 3 rd business day response and as appropriate until resolved | <ul style="list-style-type: none"> • System usage questions • Minor display issues |

Tracking: All support requests via email or phone are logged. First level support calls are recorded

Support contact phone numbers:

Available on webpage: www.pearsonvue.com/appsupport

Password reset help:

To reset your password or username, click the 'I forgot my password or username' link next to the Log in button on the Navigator login page: <https://navigator.pearsonvue.com/Navigator/authenticate/login>. This option will send an email which includes a link that can be used to reset and re-activate your account.

Please note that once the account has been re-activated, this link cannot be re-used. Users will need to login with their updated credentials here:

<https://navigator.pearsonvue.com/Navigator/authenticate/login>.