What to do if a candidate abandons their exam

If a candidate decides to not complete their exam, the proctor should press the ctrl/shift/F12 key combination to bring up menu options. Select the option to Abandon the Exam. The exam will end. If you do not see an option to abandon the exam, please simply leave the workstation running, power off the monitor, and let the time run out on the exam. Upon timeout, turn the monitor back on again and click OK to the timeout messages to complete the exam. If the exam has a Survey section, may need to allow that section of the exam to time out as well and click OK to the timeout messages. When the exam is complete it will drop out of the Delivery Manager candidate list and return a result to Pearson VUE. Please open a case to document the actions taken. You are not required to call the technical support team in either situation. Create a case for the candidate in ServiceDirect under “Candidate left before finishing exam” to document the event.

Link to VUE technical support phone numbers

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