

How do I reset/unlock my VSS password?

How do I reset/unlock my VSS password?

There are multiple ways to reset or unlock your VUE Testing Service account. This will allow you access to the following:

- VUE Testing System applications at your test center (Admissions Manager, Delivery Manager)
- Pearson VUE Connect Portal (ServiceDirect, Site Manager)
- VUE Support Services website (installation guides, test center training materials)

Registration Manager (Recommended method to **change expiring password**)

To change your password, start the Registration Manager application on your Admissions Machine.

1. Click Start, VUE applications and Registration Manager
2. Click the link stating your password is expiring
3. If your password is locked, you will need to use Connect Portal or Account Recovery methods listed below.

Connect Portal (Recommended method to **unlock password**)

Go to the Pearson VUE Connect portal at <https://connect.pearsonvue.com>

1. Click on I forgot my password or username
2. Follow the steps to reset/retrieve your username or password
3. After changing your password in the Connect portal, you will need to log into Registration manager or run the Remote Maintenance Agent (RMA) before your new password will work in Admissions Manager or Delivery Manager.

https://connect.pearsonvue.com

Search

Pearson | VUE English

Welcome to Pearson VUE Connect

This website gives you access to many of the applications necessary to manage testing with Pearson VUE. After you have access, if you need assistance, please see the help document within the website or contact Pearson VUE Support Services for more advanced issues.

Login

Username *

Password *

Site ID *

I forgot my [password](#) or [username](#) Log in

Account Recovery Tool

1. Go to the [VUE Support Services](https://vss.pearsonvue.com) website at: <https://vss.pearsonvue.com>
2. Click on the [Account Recovery Tool](#) link
3. Complete the form to reset your password
4. After changing your password in the VSS webpage, you will need to log into Registration manager or run the Remote Maintenance Agent (RMA) before your new password will work in Admissions Manager or Delivery Manager.

PEARSON

Pearson VUE Support Services

Username:

Password:

Site ID:

Site ID must be a number.

LOGIN

If you have any problems accessing this application or need to reset your password, please use the self-service [Account Recovery Tool](#).

If you are still unable to log in, please contact your site administrator or [Pearson VUE Support Services](#).

Site Manager

Test Center Manager log into **Site Manager** via Connect and perform the following steps

1. Click the **Personnel** link at the top and then select the **Users** tab immediately underneath.
2. Select the user in the left-hand pane, and then select the **Account** tab on the right.
3. Click the **Reset Password** button, and then respond to the security question prompts.
4. After changing your password in Site Manager, you will need to log into Registration manager or run the Remote Maintenance Agent (RMA) before your new password will work in Admissions Manager or Delivery Manager.

Availability Personnel Settings

Users Contacts

Users (3) Create New User Delete

Name	Username
Contractors, VSS	vueadmin
Technician, Pears	ptek
Temp, Lab	LabTemp

Temp, Lab

Profile	Account	Permissions
Username: LabTemp		
Password: *****		
Security Question: Who is your favorite actor, musician, or artist?		
Answer: *****		
Security Question: What is the first and last name of the best man at your wedding?		
Answer: *****		

This user's password was last changed on: August 8, 2018

Lock Account **Reset Password** Edit

Copyright © 1996-2020 Pearson Education, Inc. or its affiliate(s). All rights reserved.

[Link to VUE technical support phone numbers](#)

[Return to top of document](#)

Article ID: 4
Last updated: 16 Oct, 2020
Updated by: Rons W.
Revision: 5
KBPublisher Introduction -> How do I reset/unlock my VSS password?
<https://pearson.makekb.com/entry/4/>