

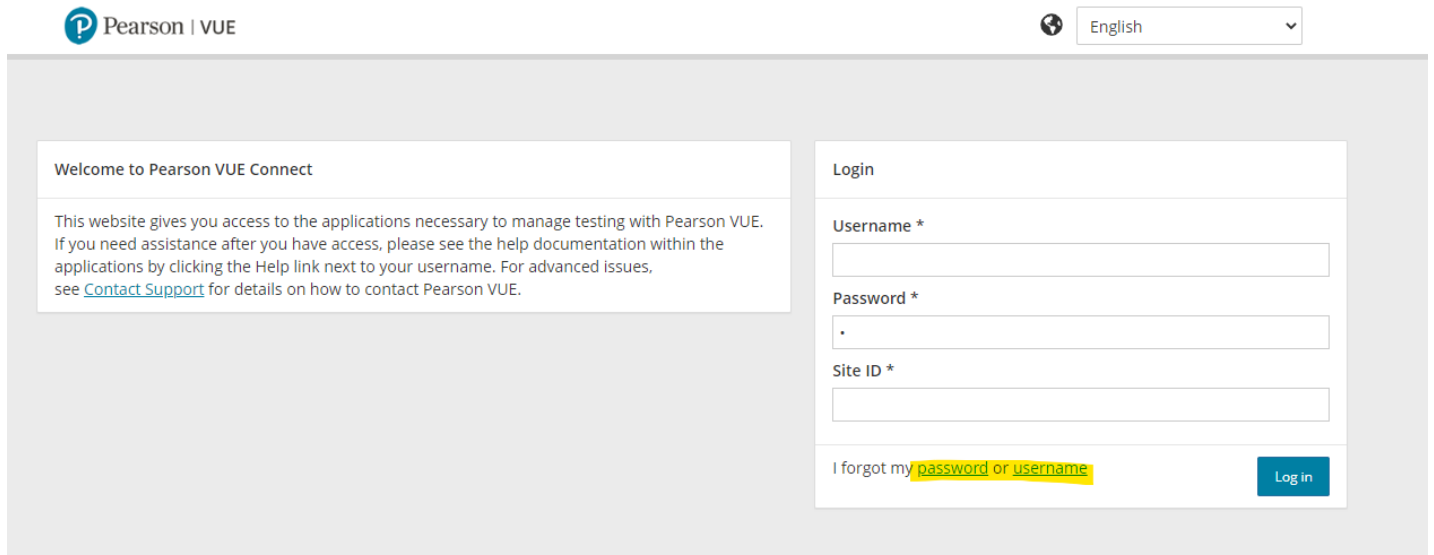
How do I reset/unlock my VTS password?

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There are multiple locations with links to reset your password for the VUE Testing System. The same password is used for Admissions Manager, Registration Manager, Delivery Manager and the Connect portal. The two main places to reset passwords is through the Connect portal and Registration Manager.

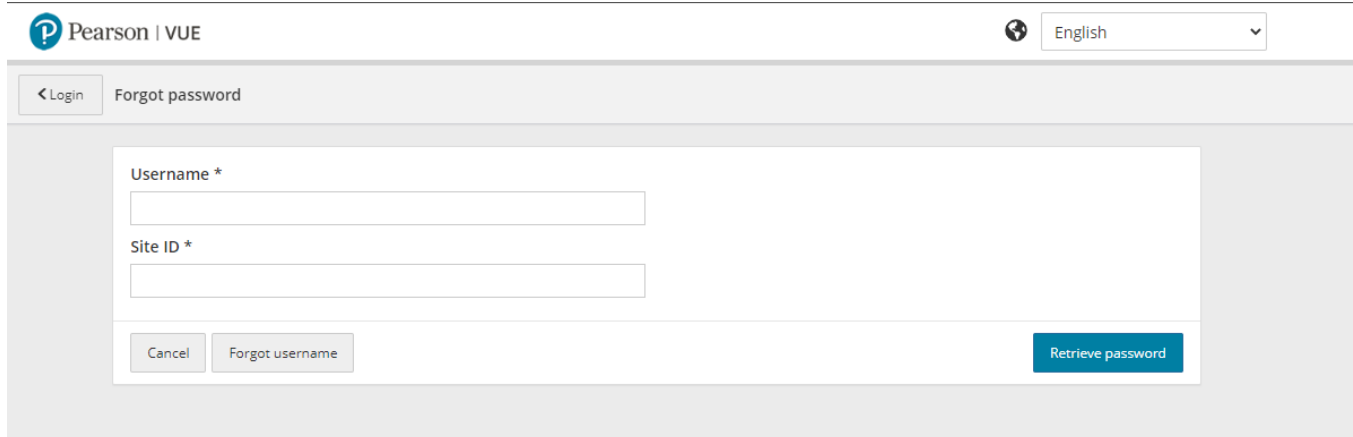
Connect Portal

1. Go to the Pearson VUE Connect portal at <https://connect.pearsonvue.com>
2. Click on "I forgot my password or username"
3. Follow the steps to reset/retrieve your username or password



The screenshot shows the Pearson VUE Connect portal. At the top left is the Pearson VUE logo. At the top right is a language dropdown menu set to "English". The main content area is split into two columns. The left column has a "Welcome to Pearson VUE Connect" message and a paragraph of text: "This website gives you access to the applications necessary to manage testing with Pearson VUE. If you need assistance after you have access, please see the help documentation within the applications by clicking the Help link next to your username. For advanced issues, see [Contact Support](#) for details on how to contact Pearson VUE." The right column is titled "Login" and contains three input fields: "Username *", "Password *", and "Site ID *". Below these fields is a link that says "I forgot my password or username" and a blue "Log in" button.

When selecting the password reset option, you will be prompted to enter your user code and site number.



The screenshot shows the "Forgot password" page on the Pearson VUE Connect portal. At the top left is the Pearson VUE logo. At the top right is a language dropdown menu set to "English". Below the header is a navigation bar with a "< Login" button and the text "Forgot password". The main content area contains two input fields: "Username *" and "Site ID *". Below these fields are three buttons: "Cancel", "Forgot username", and "Retrieve password".

We suggest you choose the option to use your email to reset your password.

Complete the password reset process in your email system.

Reset password with Registration Manager

Registration Manager is the preferred application to reset passwords at sites.

Call the VSS Helpdesk

(As call volume dictates response time, we strongly recommend using <https://connect.pearsonvue.com> or Registration Manager to reset passwords rather than calling Pearson VUE.

Please reference www.pearsonhelp.com to find the telephone for Technical Support.

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

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