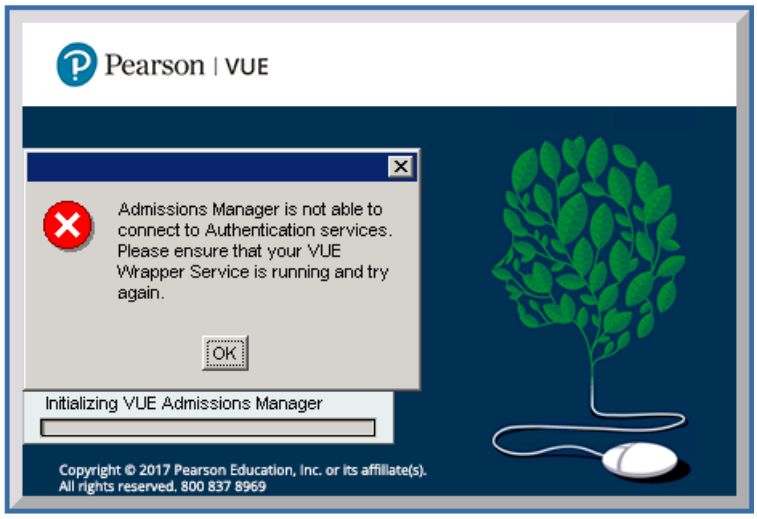
Authentication Services Error in Admissions Manager

*****This article does not apply to PPC's or sites running the Pixel client.**

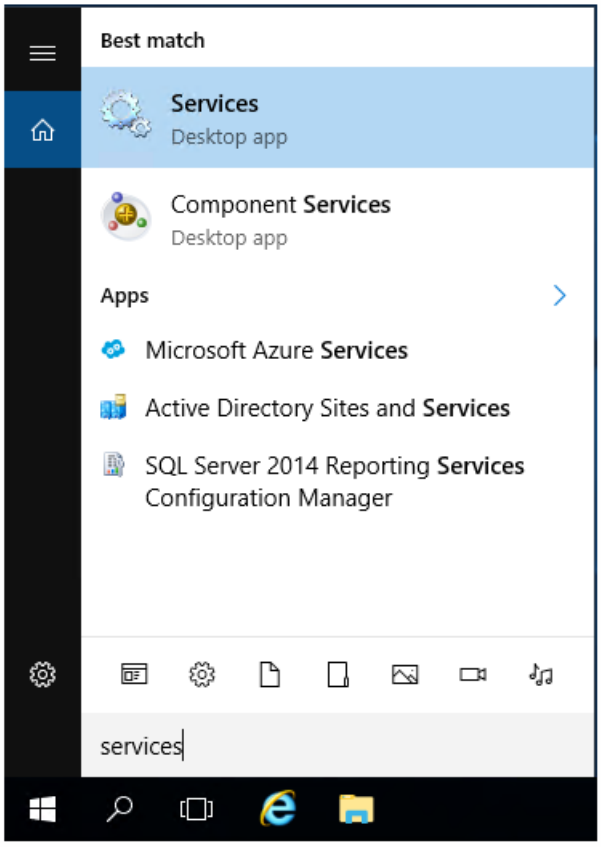
***Error Description*:** Admissions Manager is not able to connect to Authentication services. Please ensure that your VUE Wrapper Service is running and try again.

For testing centers using a Workgroup scenario, the VUE Application Wrapperruns on the administrative computer. For testing centers using the Server Scenario, the VUE Application Wrapper runs on the server used for Pearson VUE testing.

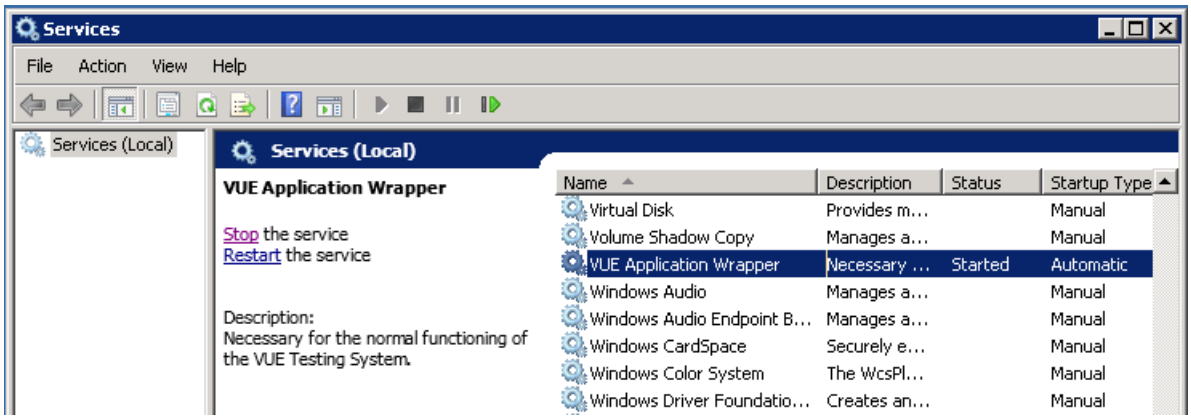


***Restarting the VUE Application Wrapper Service*:**

1. Launch the Services Desktop app located on the appropriate computer. For Windows 11 OS this can be done by clicking the Windows start menu button at the lower left of the screen and typing in the word **Services**.



2. In the Services window, locate the VUE Application Wrapper in the list of services on the computer.



3. Click on the option to **Restart** the service, once completed attempt to log in to Admissions Manager again. If you continue to have issues, please contact the VUE technical support team.

If you do not see the VUE Application Wrapper service in the list, repeat these same steps on the server used for your Pearson VUE software installation.

Link to VUE technical support phone numbers

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https://pearson.makekb.com/entry/5/