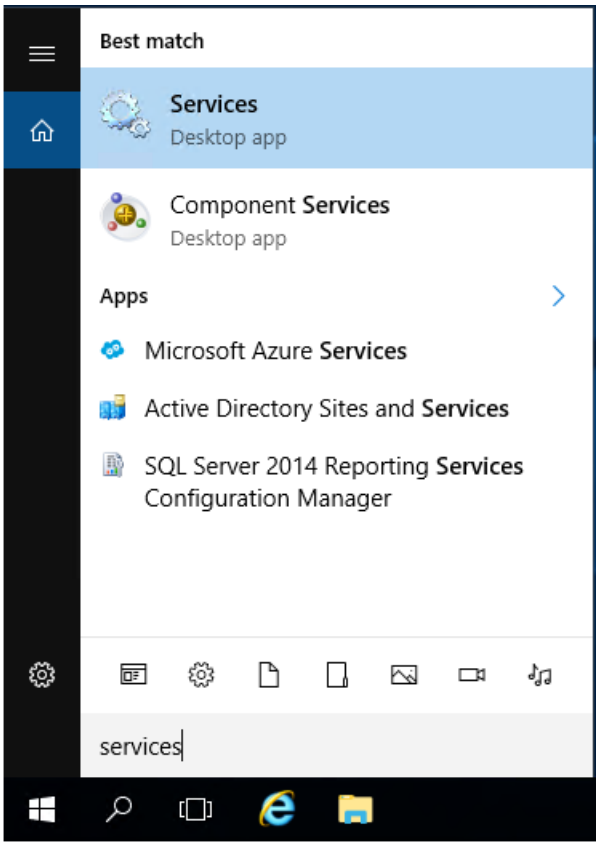
Restarting the VUE Application Wrapper Service

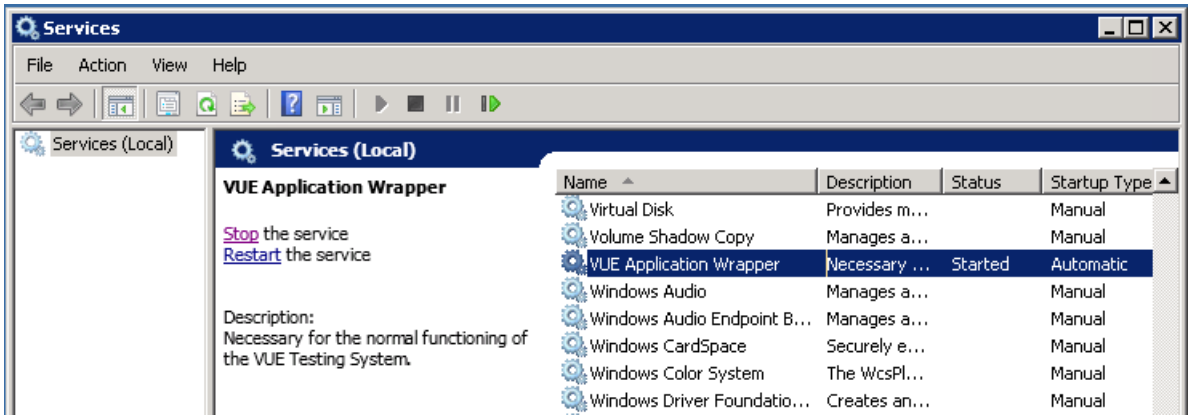
***** This article does not apply to PPC's and sites running the Pixel client.**

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

1. Launch the Services Desktop app located on the appropriate computer. This is completed by entering Services into the search field at the bottom of the screen.



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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