

International Certificate

**User Guide to the Test Hub
portal for Test-Takers**

November 2021 | V1.1



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Welcome to Test Hub

Hello and thank you for choosing Pearson.

Test Hub is a platform designed to support Pearson English Assessment solutions, such as Pearson English International Certificate and Pearson English Readiness Test.

This guide will walk you through the steps required to successfully book your International Certificate appointment.

Check out our help pages dedicated to International Certificate [here](#).



International Certificate

Pearson English International Certificate (PTE General) is a test that certifies authentic English language skills in real-world contexts.

- Measures listening, reading, speaking, and writing proficiency.
- Has six levels: A1, Level 1 (A2), Level 2 (B1), Level 3 (B2), Level 4 (C1), and Level 5 (C2).
- Aligns with the Common European Framework of Reference for Languages (CEFR).
- Includes twelve different item types (question types).
- Can be taken remotely via [OnVUE](#) or at [Pearson VUE Test Centre](#) (PVTC).

See the videos about the test structure here: [A1-A2](#) or [B-C](#).

Pearson offers a range of preparation materials:

- [Warm Up App](#)
- [Question Bank](#)
- [Readiness Test](#)



System Requirements

To successfully use Test Hub to book your International Certificate appointment, please ensure your devices meet the following system requirements.

For PC-compatible computers:

- *Operating System:* Windows 7+
- *Web Browser (in the latest version):* **Google Chrome, Mozilla Firefox**, Microsoft Edge (higher than V79)

For Macintosh computers

- *Operating System:* OS 10.13+
- *Web Browser (in the latest version):* **Google Chrome, Mozilla Firefox**, Microsoft Edge (higher than V79)

Note: Due to issues with recordings, **Safari** browser is not supported.

For all computers

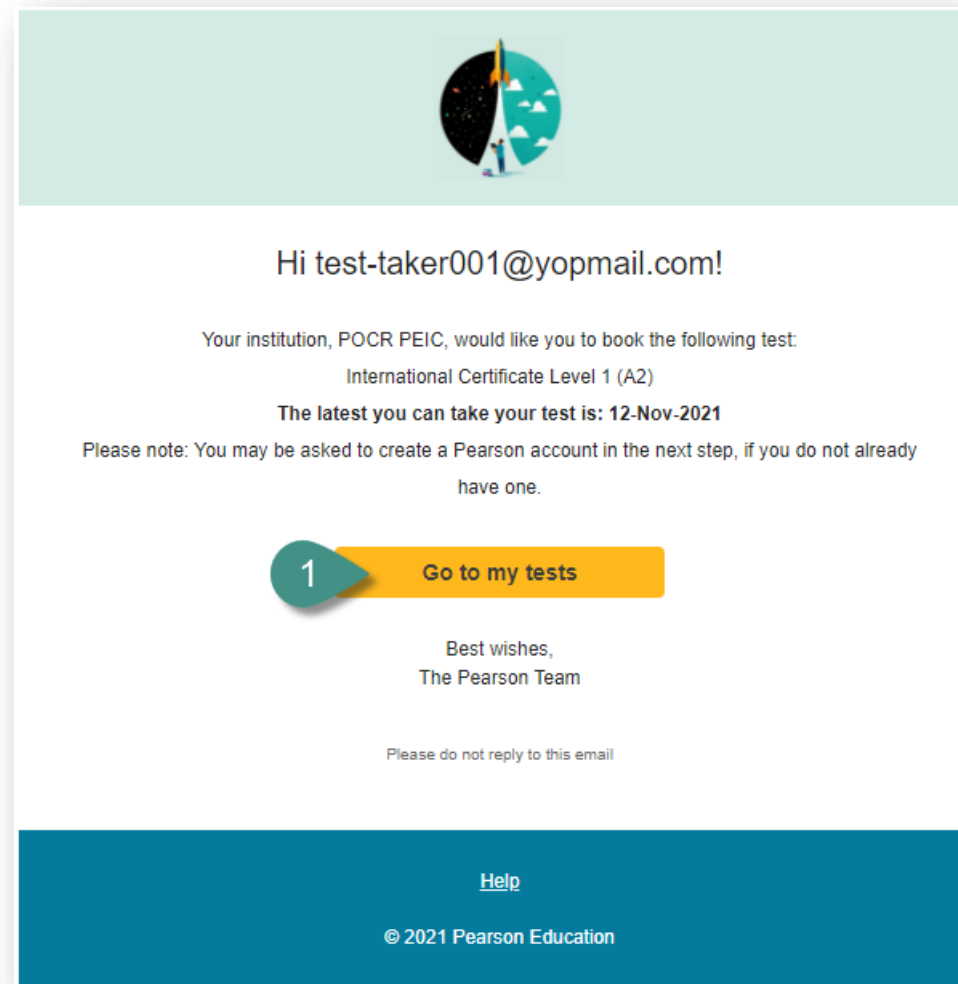
- *Processor:* Intel Core™ Duo 2.0GHz or faster processor
- *Screen resolution:* 1280 px (our responsive design will adapt to your screen resolution)
- *Memory:* 4 GB or higher RAM
- *Cookies:* Must be enabled
- A stable internet connection: Recommended speed of 10 Mbps and minimum 4G mobile data access.
Test your connection speed.

Receiving a Test Invite via email

To begin using Test Hub and booking your test, you will need to receive a test invitation from your institution or instructor. This invite will be sent to you via email.

After you receive an email invite:

1. Click on **Go to my tests** button and wait to be redirected to the Test Hub sign-in page.
2. If you already have a Pearson account (either on MyEnglishLab or Pearson English Portal platform), sign in using your existing credentials, go to slide 10.
3. If you do not have an account, you need to register a new one on Test Hub, go to the next slide.



Account Registration

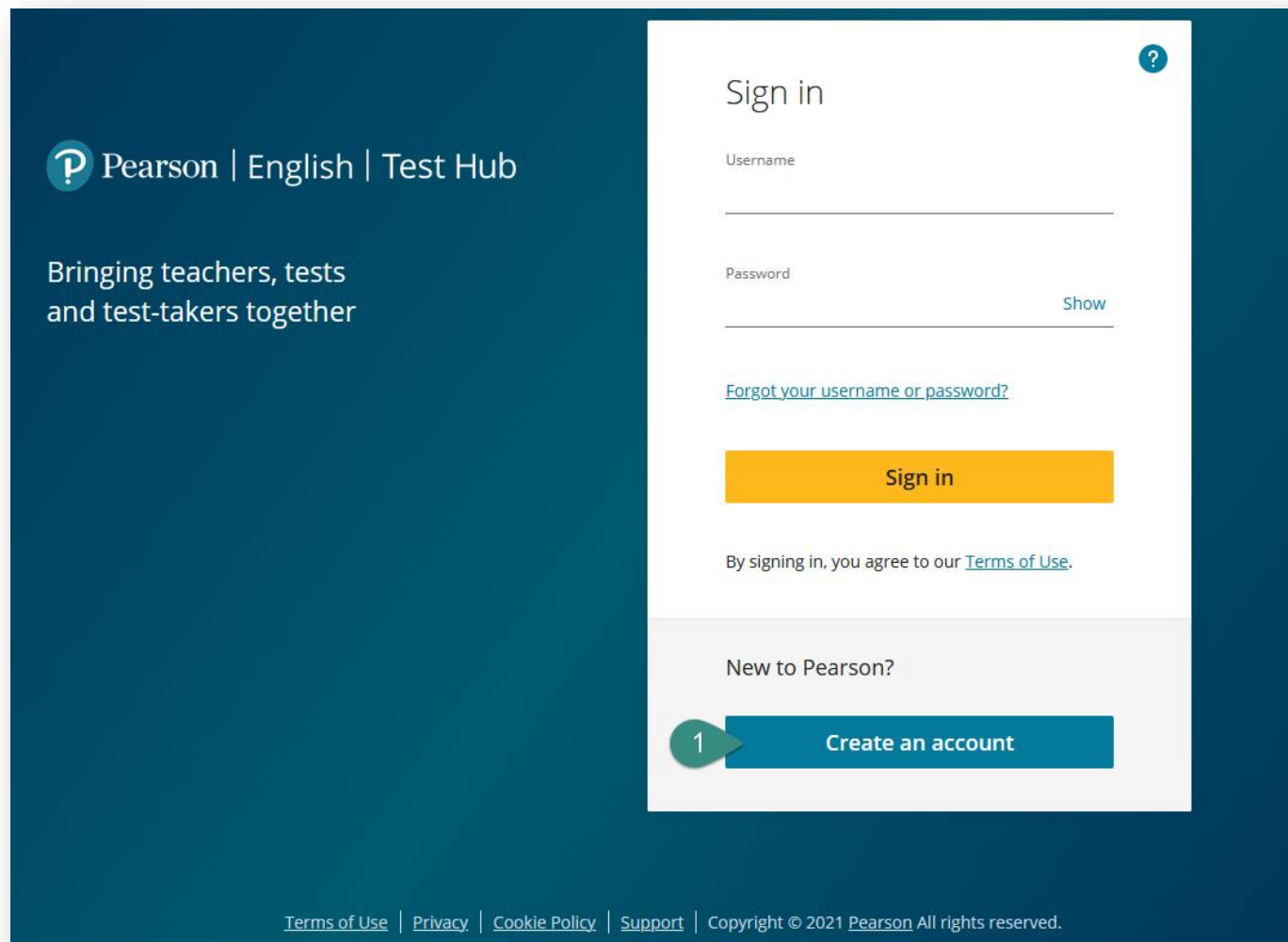
To access your tests as a test-taker you need to have an invitation from your instructor.

Note:

- *If you are already registered in Pearson English Portal or MyEnglishLab platforms, use your existing credentials to sign into Test Hub.*
- *It is recommended to use Test Hub with an existing account, therefore you will be asked to sign into it.*
- *Your login details must be kept in a safe place and not shared with anybody.*

To register on Test Hub:

1. Go to <http://english-testhub.pearson.com/> and click **Create an account**.

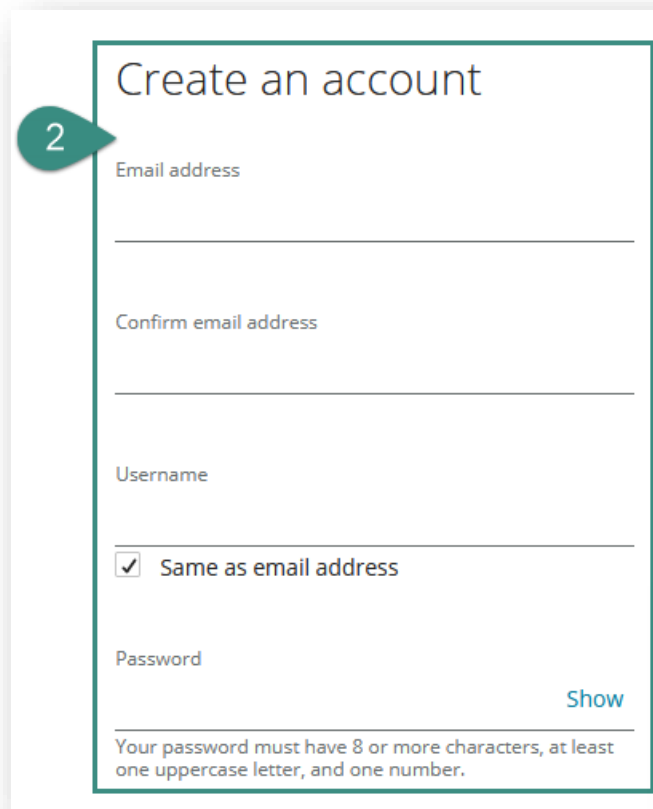


Account Registration cont.

2. Provide your email address, username and password.
3. Provide your first name, last name and country.
4. Check the box to confirm that you agree to our **Terms of Use** and **Privacy Policy**.
5. Once you click on the **Continue** button, you will be directed to your dashboard.

Notes:

- *If you already have a Pearson account created with your email address, you will receive a "**Duplicate email**" notification.*
- *It is recommended to use Test Hub with an existing account, therefore you will be asked to sign into it.*
- *Your login details must be kept in a safe place and not shared with anybody.*



Create an account

Email address

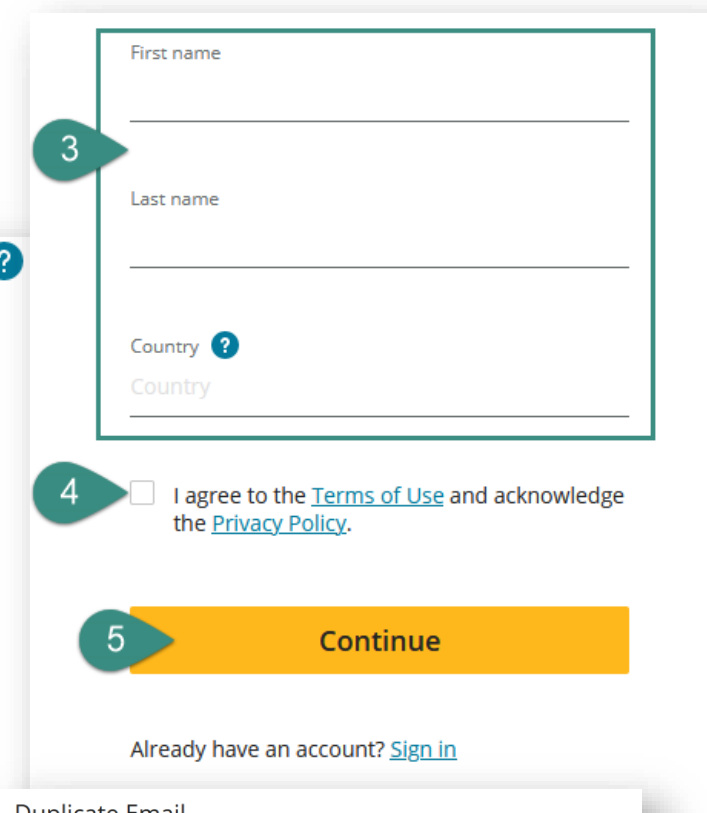
Confirm email address

Username

Same as email address

Password [Show](#)

Your password must have 8 or more characters, at least one uppercase letter, and one number.



First name

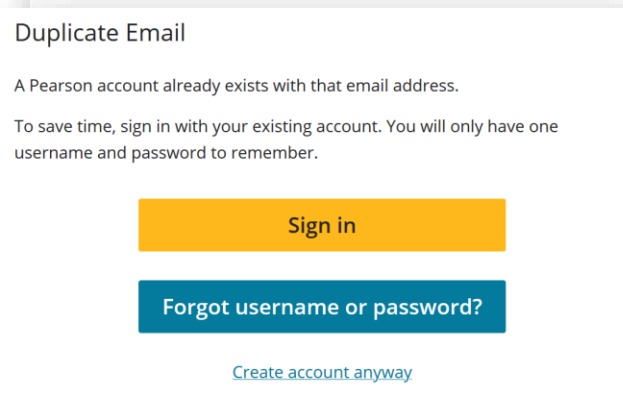
Last name

Country ?

I agree to the [Terms of Use](#) and acknowledge the [Privacy Policy](#).

Continue

Already have an account? [Sign in](#)



Duplicate Email

A Pearson account already exists with that email address.

To save time, sign in with your existing account. You will only have one username and password to remember.

Sign in

Forgot username or password?

[Create account anyway](#)

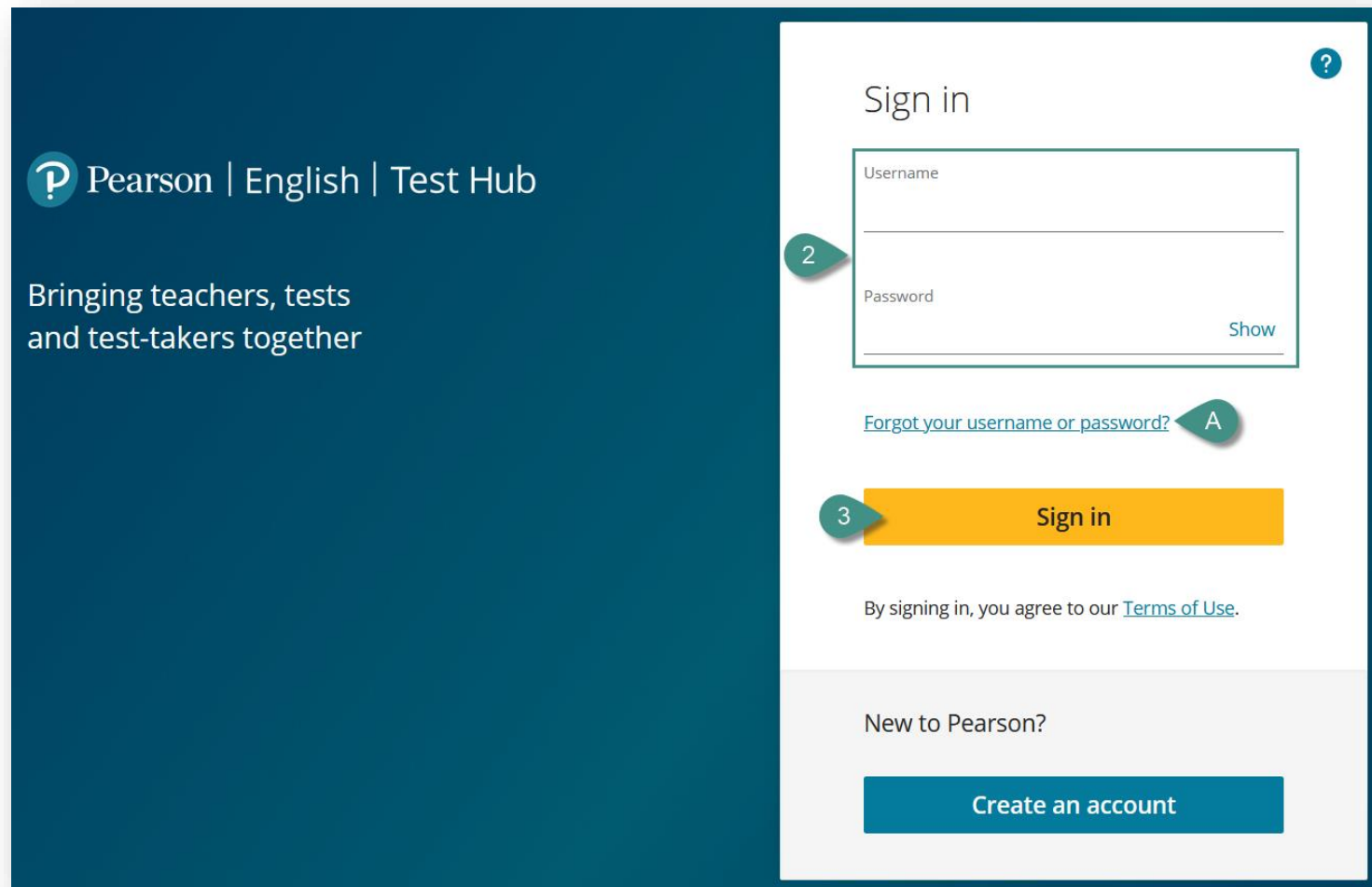
Signing into Test Hub

To access the assigned test, you need to sign in to Test Hub with your Pearson credentials. You can use your existing credentials to Pearson English Portal or MyEnglishLab account or sign into your newly registered account if you are just starting your journey on Test Hub.

To sign into Test Hub:

1. Go to <http://english-testhub.pearson.com/>
2. Enter your username and password.
3. Click **Sign in**.

Note: *If you forget your username or password, please click **Forgot your username or password?** and follow the instructions [A].*



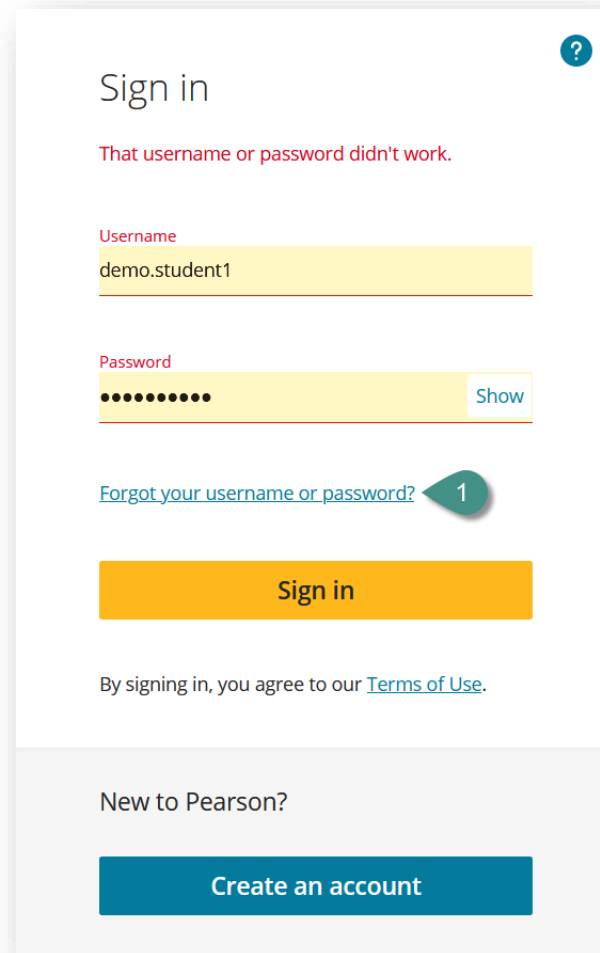
The screenshot shows the Pearson English Test Hub sign-in interface. At the top left, it says "Pearson | English | Test Hub" with the Pearson logo. Below this is the tagline "Bringing teachers, tests and test-takers together". The main sign-in form has a "Sign in" title and a question mark icon. It contains two input fields: "Username" and "Password". A "Show" link is next to the password field. A callout "2" points to the password field. Below the fields is a link "Forgot your username or password?" with a callout "A" pointing to it. A yellow "Sign in" button is highlighted with a callout "3". At the bottom, there is a "New to Pearson?" section with a "Create an account" button.

Recovering Username or Password

If you do not remember your log-in credentials, you can retrieve your username and password on Test Hub.

To recover your credentials on Test Hub:

1. Go to <http://english-testhub.pearson.com/> and click **Forgot your username or password?**
2. Select **Email** as your recovery option.
3. Enter your email address.
4. Click **Send email**.
5. A confirmation message will appear on the screen.
6. Check your mailbox and follow the instructions.



Sign in

That username or password didn't work.

Username
demo.student1

Password
..... Show

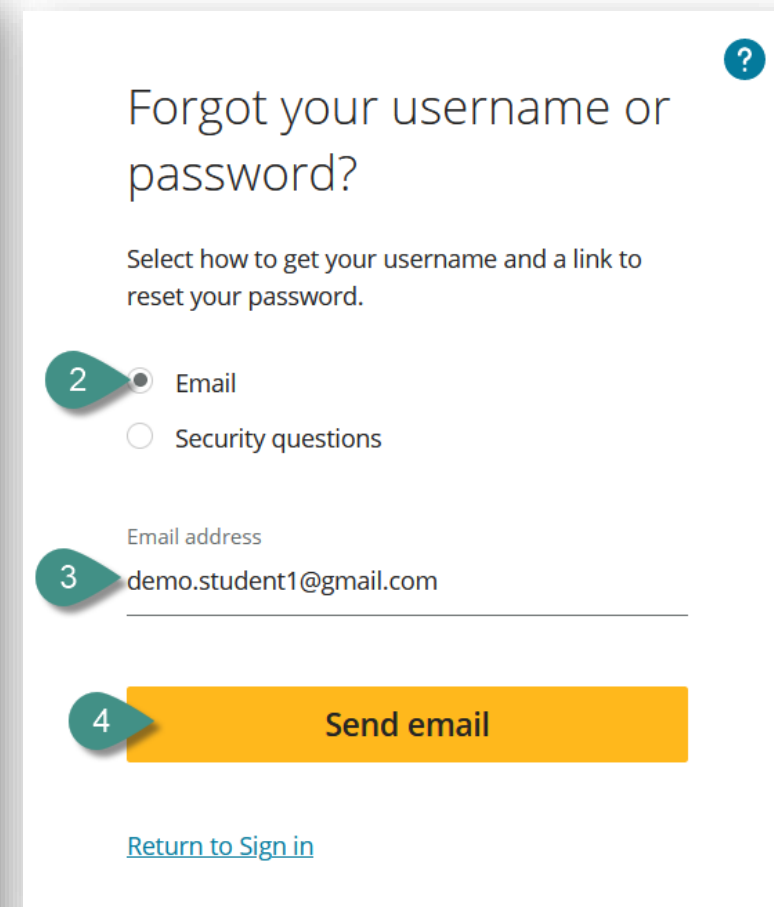
[Forgot your username or password?](#) 1

Sign in

By signing in, you agree to our [Terms of Use](#).

New to Pearson?

Create an account



Forgot your username or password?

Select how to get your username and a link to reset your password.

2 Email
 Security questions

Email address
3 demo.student1@gmail.com

4 Send email

[Return to Sign in](#)

Booking your test – OnVue

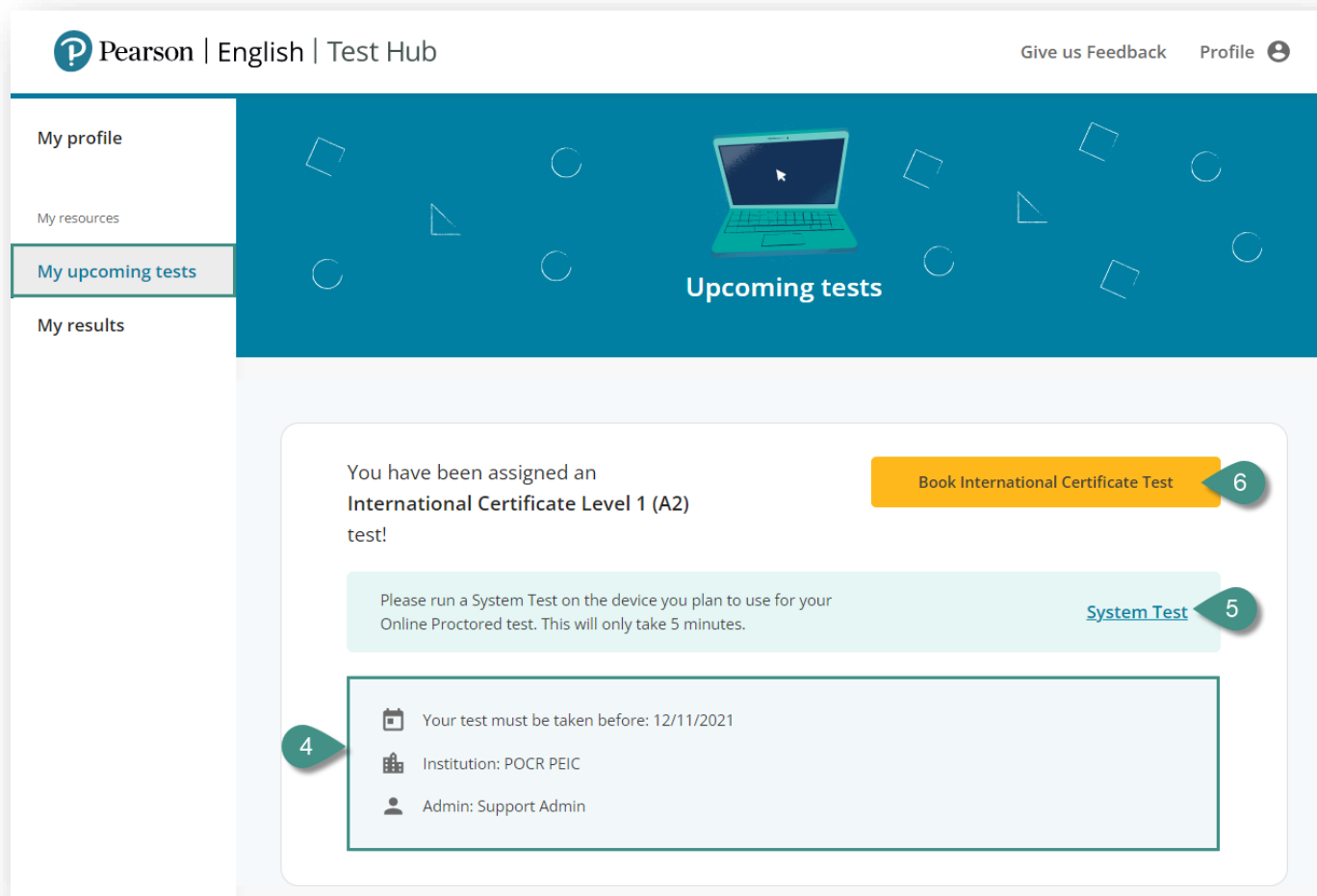
To book your Pearson English International Certificate appointment you need to sign in with your Pearson credentials. You can use your existing credentials or register a new account.

To book your appointment:

1. Go to <https://english-testhub.pearson.com>
2. Enter your **username** and **password**.
3. Click **Sign in**.
4. On **My upcoming tests** tab, you will see your test assignment details.
5. Click on **System Test** to make sure your device is meeting the requirements.

Note: *System Check should be run 2-3 days before your test appointment on the device you will be using during your test.*

6. Click on **Book International Certificate Test** to make your test appointment.



The screenshot shows the Pearson English Test Hub interface. The top navigation bar includes the Pearson logo, 'English | Test Hub', and links for 'Give us Feedback' and 'Profile'. A left sidebar contains navigation options: 'My profile', 'My resources', 'My upcoming tests' (highlighted), and 'My results'. The main content area features a blue header with a laptop icon and the text 'Upcoming tests'. Below this, a notification states: 'You have been assigned an International Certificate Level 1 (A2) test!'. To the right of this notification is a yellow button labeled 'Book International Certificate Test' with a callout bubble containing the number '6'. Below the notification is a light blue box with the text: 'Please run a System Test on the device you plan to use for your Online Proctored test. This will only take 5 minutes.' To the right of this text is a blue button labeled 'System Test' with a callout bubble containing the number '5'. At the bottom, a white box with a green border contains test details: 'Your test must be taken before: 12/11/2021', 'Institution: POCR PEIC', and 'Admin: Support Admin'. A callout bubble with the number '4' points to this box.

Booking your test – OnVue cont.

7. Enter your personal and contact details exactly as they appear on your government issued ID.

Note: *If your personal and/or contact details include diacritics or accents (eg. q ; ñ ; ã ; ê ; ë ; ã ; å ; etc.), please omit them and use English alphabet instead.*

8. **Review the ID Policy** to make sure the document you will use during verification will be accepted.
9. Check the box to confirm that you have read and understood the ID Policy.
10. Click **Submit** to confirm your details and be redirected to the test scheduler on Pearson Vue site.

Note: *If you are an underage test-taker, you will be asked to provide your parent/guardian email address to request their approval before you can book your test appointment.*

Welcome Monika Anna!
Before we proceed to book your International Certificate test, please confirm your personal details

First Name * Monika	Last Name * Testowa
Middle Name Anna	Date of Birth * 26/11/1996
Contact Email * test-taker001@yopmail.com	Code +48 ▼
Contact Number * 727842536	
Address 1 * Ulica Sezamkowa 11	Address 2
Country * Poland ▼	City * Poznan
Postal / Zip code * 60-529	

9 By submitting this page, I confirm I have read and understood the [ID Policy](#).

Submit ▶

IMPORTANT!
You must spell your legal name exactly as it appears on the identification you will present at the test center; as seen on your government issued ID.

If it's not an exact match, you will not be able to take your test and we will be unable to reimburse for any fees paid.

[Review the ID Policy](#) ▶

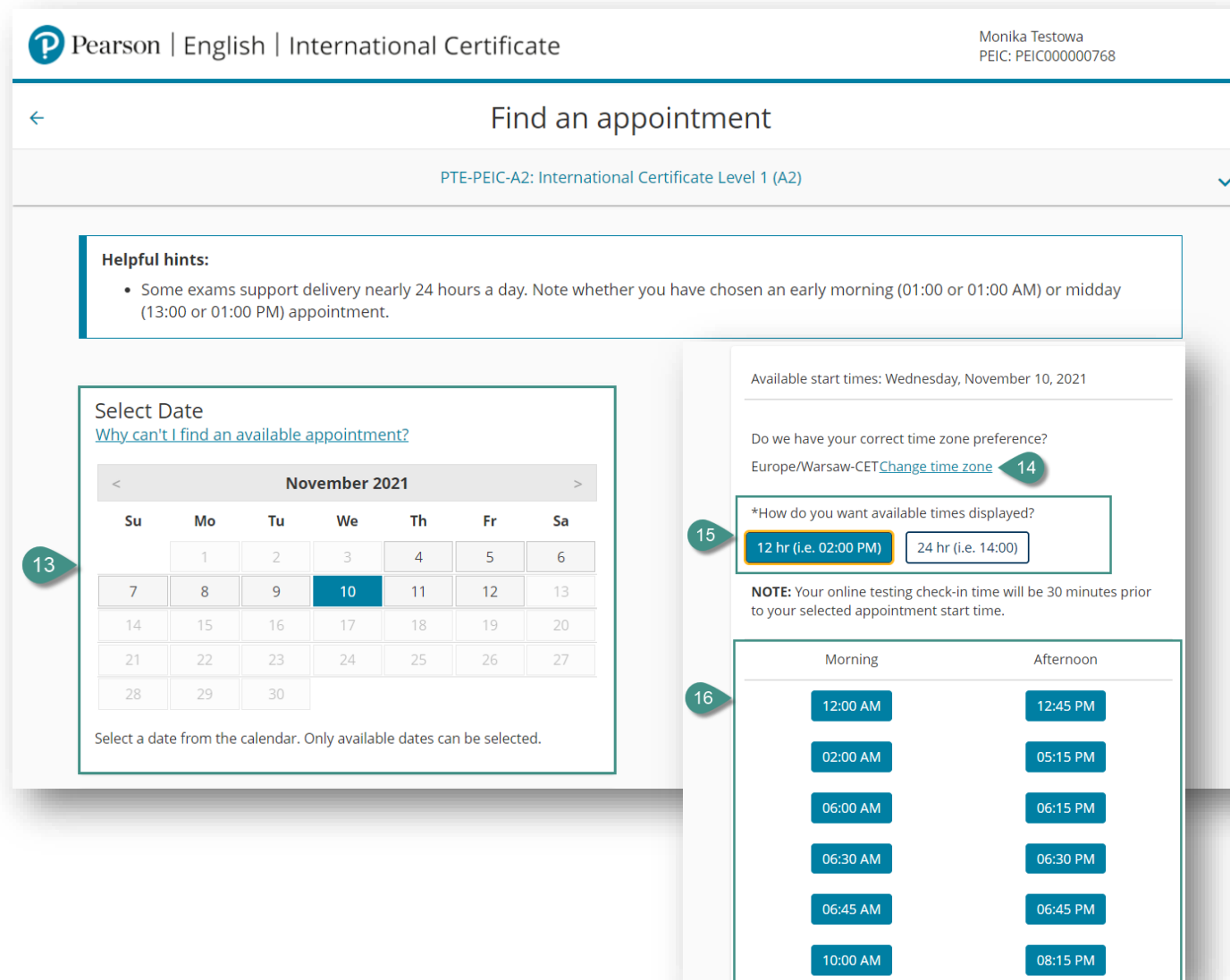
If you only have one name, enter it in the "Last/Family name" field and enter a full stop (.) in the "First/Given names" field.

Booking your test – OnVue cont.

11. You will be redirected to OnVUE's booking system.
12. Thoroughly read and accept all the policies by checking each box and clicking on **Agree** button at the bottom of the page.
13. Once you see the scheduler, pick a date from the ones available.

Note: *If your teacher picked start and due date for your test appointment, you will see that some dates will be inactive and the system will not allow you to book the exam on those dates.*

14. Check your current timezone and adjust it if needed.
15. Select the time format for your booking.
16. Select the most suitable booking time from the ones available. Remember that the test takes about two hours to be completed.
17. **Confirm** your appointment details.



Pearson | English | International Certificate

Monika Testowa
PEIC: PEIC000000768

Find an appointment

PTE-PEIC-A2: International Certificate Level 1 (A2)

Helpful hints:

- Some exams support delivery nearly 24 hours a day. Note whether you have chosen an early morning (01:00 or 01:00 AM) or midday (13:00 or 01:00 PM) appointment.

Select Date
[Why can't I find an available appointment?](#)

November 2021

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Select a date from the calendar. Only available dates can be selected.

Available start times: Wednesday, November 10, 2021

Do we have your correct time zone preference?
Europe/Warsaw-CET [Change time zone](#)

*How do you want available times displayed?
 12 hr (i.e. 02:00 PM)
 24 hr (i.e. 14:00)

NOTE: Your online testing check-in time will be 30 minutes prior to your selected appointment start time.

Morning	Afternoon
12:00 AM	12:45 PM
02:00 AM	05:15 PM
06:00 AM	06:15 PM
06:30 AM	06:30 PM
06:45 AM	06:45 PM
10:00 AM	08:15 PM

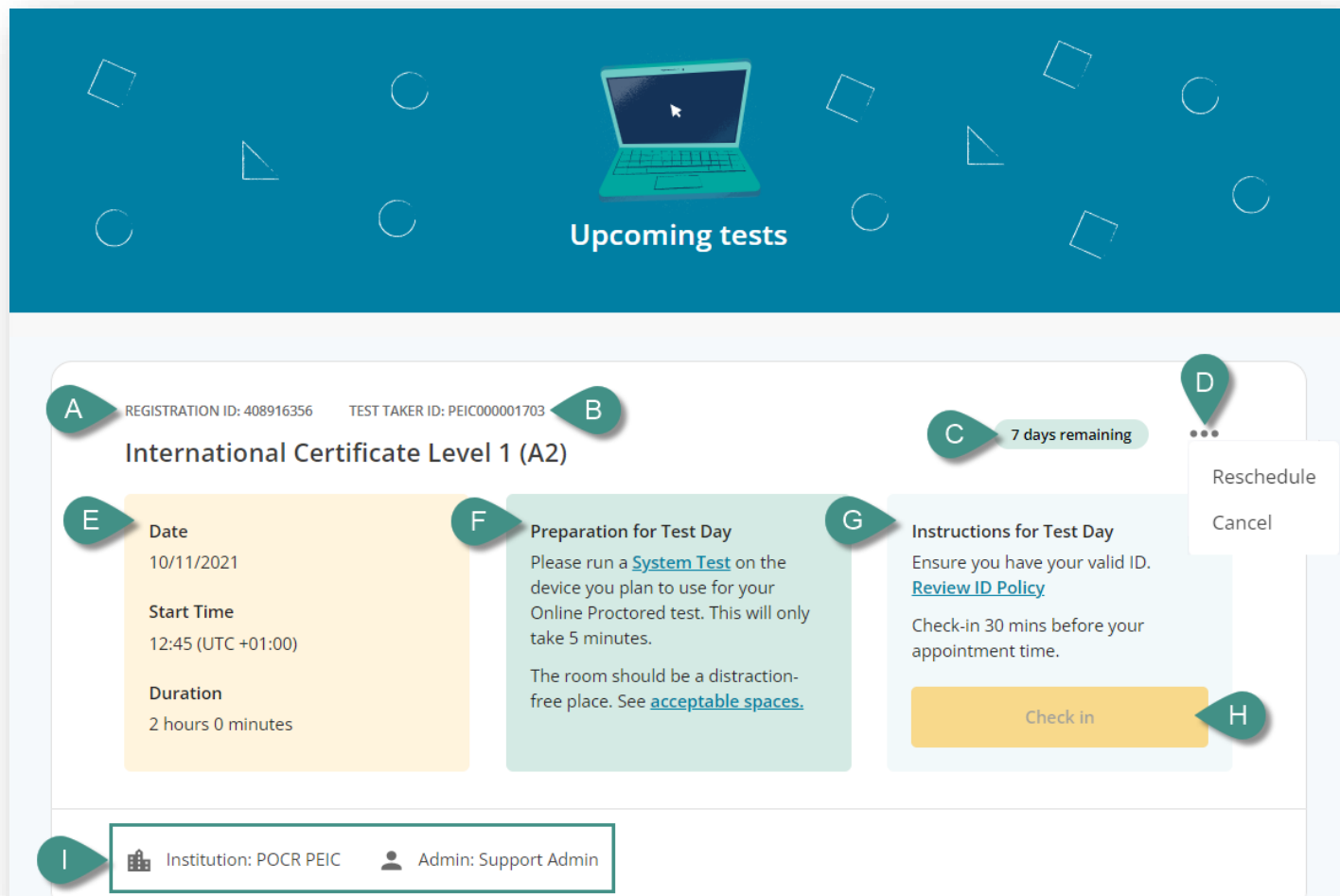
Booking your test – OnVue cont.

18. You will be redirected to Test Hub dashboard, where you should see your test appointment.

- A. Registration ID
- B. Test Taker ID
- C. Number of days remaining until your test
- D. More options including reschedules and cancellations
- E. Date and time of your test appointment
- F. Links to **System Test** and **acceptable spaces** policy
- G. Link to **ID Policy**
- H. **Check in** button that becomes active 30 minutes before your test appointment

Note: *If you are underage, the check in process will require the presence of your parent or guardian to verify your identity.*

- I. Details of school admin and school that assign the International Certificate test to you.

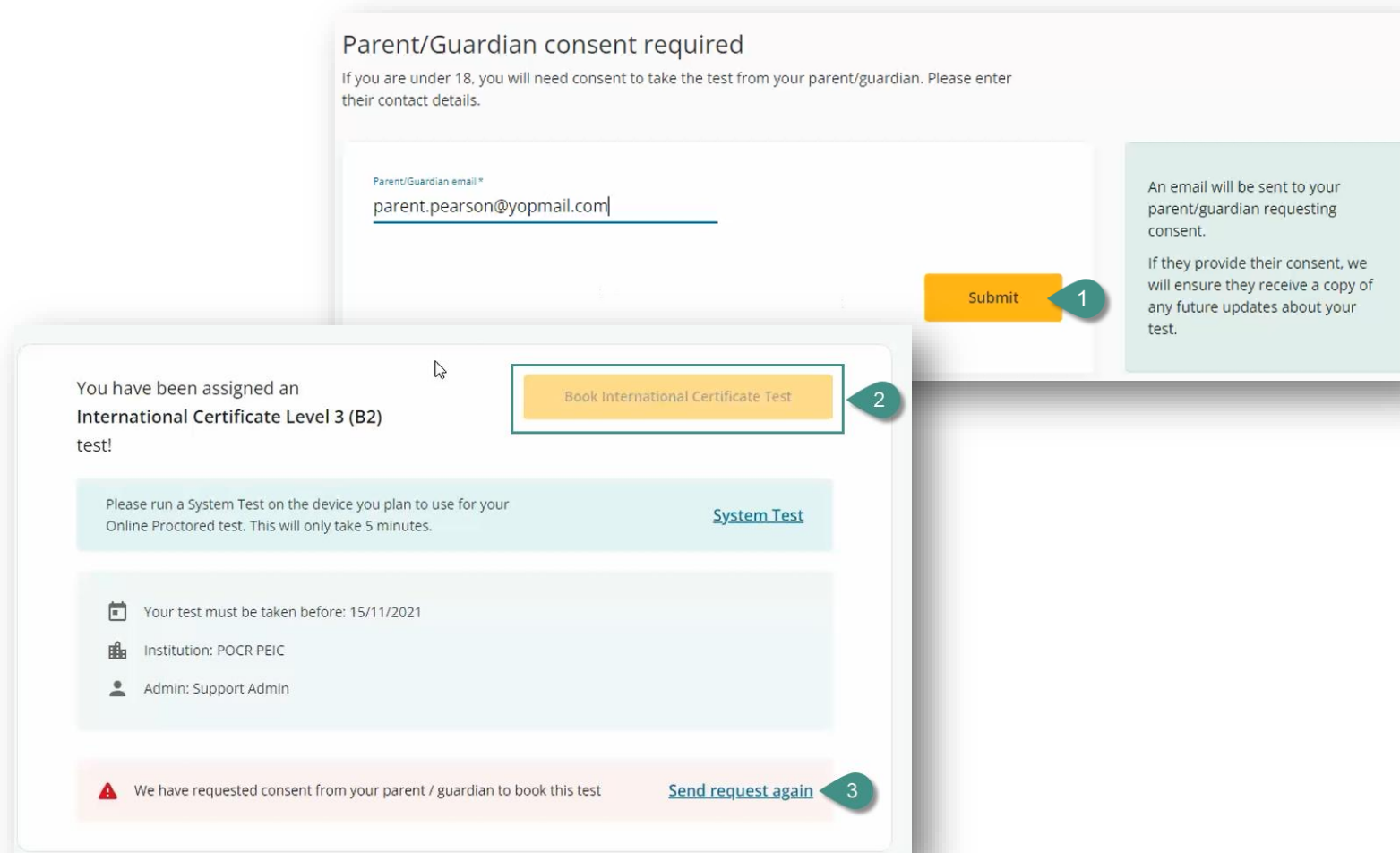


The screenshot shows the OnVue Test Hub dashboard for an upcoming test. At the top, there is a blue header with a laptop icon and the text "Upcoming tests". Below this, the test details are displayed in a light blue box. The test is titled "International Certificate Level 1 (A2)". The registration ID is 408916356 and the test taker ID is PEIC000001703. The test is scheduled for 10/11/2021 at 12:45 (UTC +01:00) and has a duration of 2 hours 0 minutes. The preparation instructions state that the user should run a System Test on the device they plan to use for their Online Proctored test, which will only take 5 minutes. The room should be a distraction-free place. See acceptable spaces. The instructions for the test day state that the user should ensure they have their valid ID and review the ID Policy. They should check in 30 minutes before their appointment time. There is a "Check in" button that becomes active 30 minutes before the test appointment. A "Reschedule" button and a "Cancel" button are also visible. At the bottom, there is a bar showing the institution as POCR PEIC and the admin as Support Admin.

Requesting parental consent

If you are an underage test-taker, you will be asked to provide your parent/guardian consent to book International Certificate test.

1. Upon submitting your personal and contact details, the system will prompt you to provide your parent/guardian email address.
2. You will be redirected to Test Hub and booking will not be possible until your parent/guardian provides consent.
3. If they did not receive the email, you can resend it.



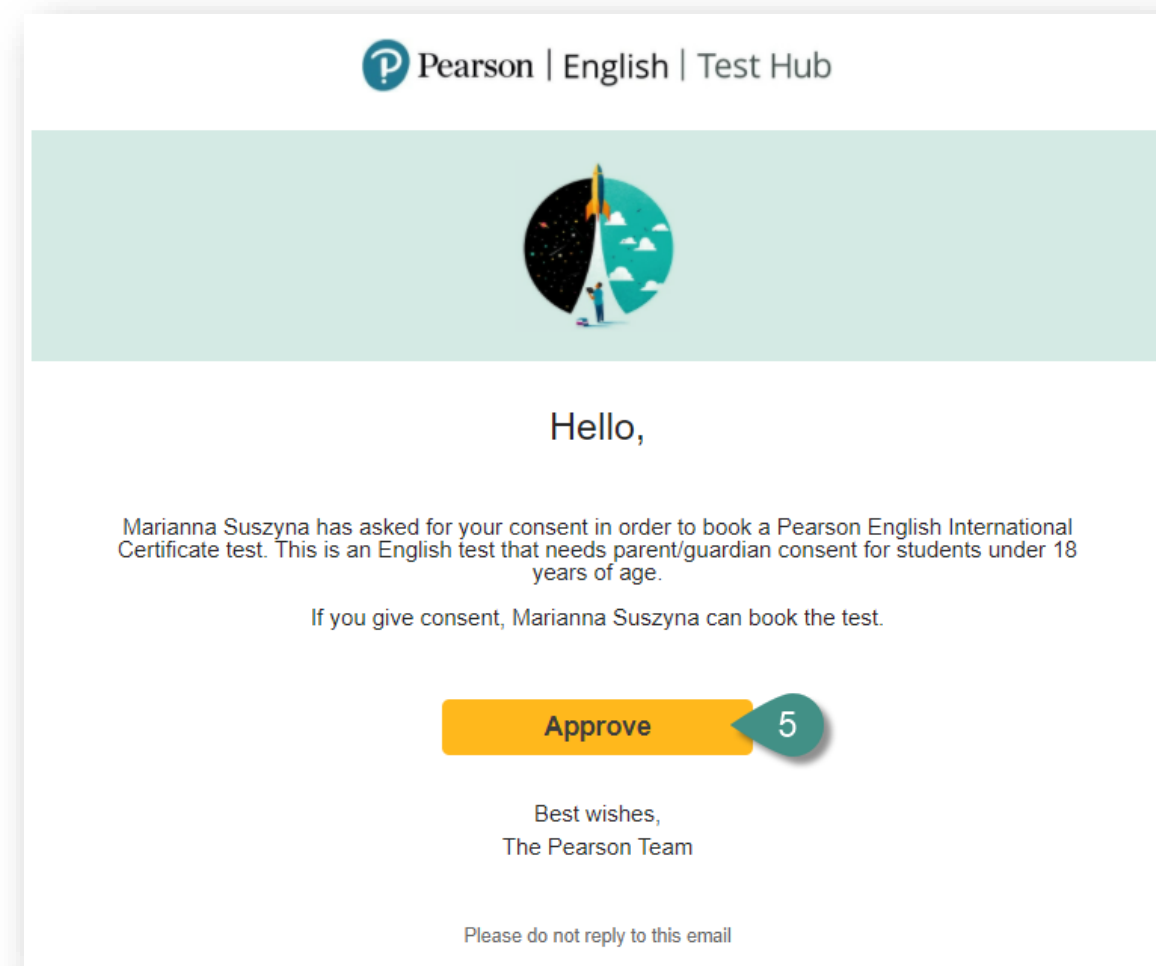
The screenshot displays a multi-step process for requesting parental consent. The top window, titled "Parent/Guardian consent required", contains the instruction: "If you are under 18, you will need consent to take the test from your parent/guardian. Please enter their contact details." Below this is a text input field labeled "Parent/Guardian email*" with the value "parent.pearson@yopmail.com" entered. A yellow "Submit" button is located to the right of the input field, with a callout bubble containing the number "1" pointing to it. To the right of the input field is a light green informational box that reads: "An email will be sent to your parent/guardian requesting consent. If they provide their consent, we will ensure they receive a copy of any future updates about your test."

The bottom window shows the user's test assignment: "You have been assigned an International Certificate Level 3 (B2) test!". A yellow button labeled "Book International Certificate Test" is highlighted with a callout bubble containing the number "2". Below this, a light blue box contains the instruction: "Please run a System Test on the device you plan to use for your Online Proctored test. This will only take 5 minutes." with a link to "System Test". Further down, a light blue box lists test details: "Your test must be taken before: 15/11/2021", "Institution: PO CR PEIC", and "Admin: Support Admin". At the bottom, a light pink box contains a warning icon and the text: "We have requested consent from your parent / guardian to book this test", with a link to "Send request again" and a callout bubble containing the number "3".

Requesting parental consent cont.

4. Your parent/guardian will receive an email stating that you are about to book an International Certificate appointment.
5. If your parent/guardian provides their consent by clicking **Approve**, the booking will be enabled and you will be able to make your appointment.
6. If your parent/guardian does not provide their consent, the booking will remain blocked and you will not be able to make your appointment.

Note: *Your parent/guardian must be present during the check in procedure to verify your identity and show their ID to start your test. After the verification process ends, they must leave the test room.*

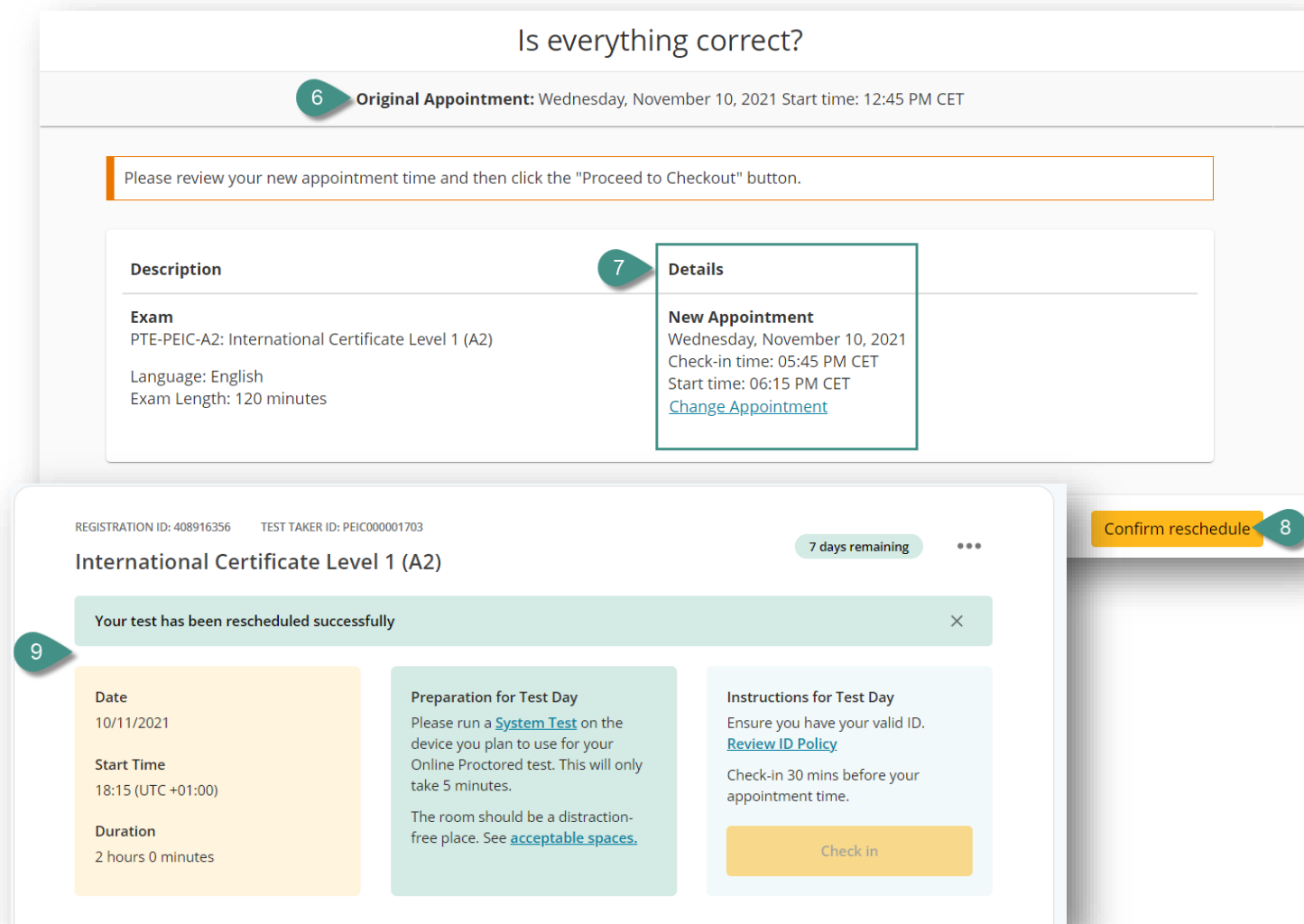


Rescheduling your test - OnVUE

To reschedule your appointment:

1. Log into your Test Hub account.
2. Click ... next to your appointment details.
3. Select **Reschedule** and confirm this by clicking **Proceed** button.
4. Pick new date and time.
5. Thoroughly read and accept all the policies by checking each box and clicking on **Agree** button at the bottom of the page.
6. See original appointment.
7. Review new booking details.
8. Click **Confirm reschedule** if you want to reschedule your test appointment.
9. You will be redirected to Test Hub dashboard to see new appointment details.

Note: You can reschedule a total of three times before your check in starts. After the check in window opens, rescheduling is not possible.



The screenshot illustrates the OnVUE interface during the rescheduling process. It is divided into several sections:

- Confirmation Dialog:** A modal window titled "Is everything correct?" with a green arrow pointing to step 6. It displays the "Original Appointment" (Wednesday, November 10, 2021, 12:45 PM CET) and a message: "Please review your new appointment time and then click the 'Proceed to Checkout' button." A "Confirm reschedule" button with a green arrow pointing to step 8 is visible on the right.
- Appointment Comparison:** A table comparing the original and new appointment details. A green arrow points to step 7.

Description	Details
Exam PTE-PEIC-A2: International Certificate Level 1 (A2) Language: English Exam Length: 120 minutes	New Appointment Wednesday, November 10, 2021 Check-in time: 05:45 PM CET Start time: 06:15 PM CET Change Appointment
- Success Message:** A green notification bar states "Your test has been rescheduled successfully" with a close button (X).
- Test Details Page:** A page for "International Certificate Level 1 (A2)" showing:
 - REGISTRATION ID: 408916356, TEST TAKER ID: PEIC000001703
 - 7 days remaining
 - Date: 10/11/2021
 - Start Time: 18:15 (UTC +01:00)
 - Duration: 2 hours 0 minutes
 - Preparation for Test Day: Please run a [System Test](#) on the device you plan to use for your Online Proctored test. This will only take 5 minutes. The room should be a distraction-free place. See [acceptable spaces](#).
 - Instructions for Test Day: Ensure you have your valid ID. [Review ID Policy](#). Check-in 30 mins before your appointment time.
 - A yellow "Check in" button.

Cancelling your test - OnVUE

To cancel your appointment:

1. Log into your Test Hub account.
2. Click ... next to your appointment details.
3. Select **Cancel** and confirm this by clicking **Confirm** button.
4. You will be redirected to Pearson Vue to confirm cancellation.
5. Review your appointment details.
6. Check the box to confirm that you understand the cancellation policy.
7. Click **Confirm cancellation** to delete your International Certificate appointment.

Note: Once you cancel your appointment you will not be able to book the test again. You can cancel your appointment before the check in time starts, after that your appointment will be marked as **No Show**.

Cancel your appointment

Description	Details	Order Information
Exam PTE-PEIC-A2: International Certificate Level 1 (A2)	Appointment Wednesday, November 10, 2021 Start time: 06:15 PM CET	Order Number/Invoice 0060-4475-7183 Registration ID 408916356

5

Cancellation Policy

If you need to cancel your appointment, be sure to do it as soon as possible before your appointment. If you do not cancel your appointment before the scheduled appointment time, you will forfeit your exam fee.

6 *I have read and agree to the PEIC policies listed above.

7 Confirm cancellation

REGISTRATION ID: 408916356 TEST TAKER ID: PEIC000001703

Cancelled

International Certificate Level 1 (A2)

8 This appointment has been cancelled

Date 10/11/2021	Preparation for Test Day Please run a System Test on the device you plan to use for your Online Proctored test. This will only take 5 minutes. The room should be a distraction-free place. See acceptable spaces .	Instructions for Test Day Ensure you have your valid ID. Review ID Policy Check-in 30 mins before your appointment time.
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Check in

Institution: POCR PEIC
 Admin: Support Admin

OnVUE - Exam rules / testing advice

Exam session rules

We take steps to ensure that every testing experience is a good one, but we still stop your exam if the rules aren't followed.

- You must be fully clothed throughout your entire exam
- You must stay within your webcam view
- You cannot get up and walk around
- No one can enter your testing environment
- You may only leave the testing environment during the optional break time
- A beverage in any container is allowed, but no food or smoking
- You cannot move your webcam once your testing session has started
- You will be asked to speak during the Speaking section of the test, but please do not mumble or read questions out loud during the exam. This will lead to a warning.
- Headphones/headsets will be used during the test; they must be wired (Bluetooth is not allowed)

Testing advice for a successful OnVUE testing experience

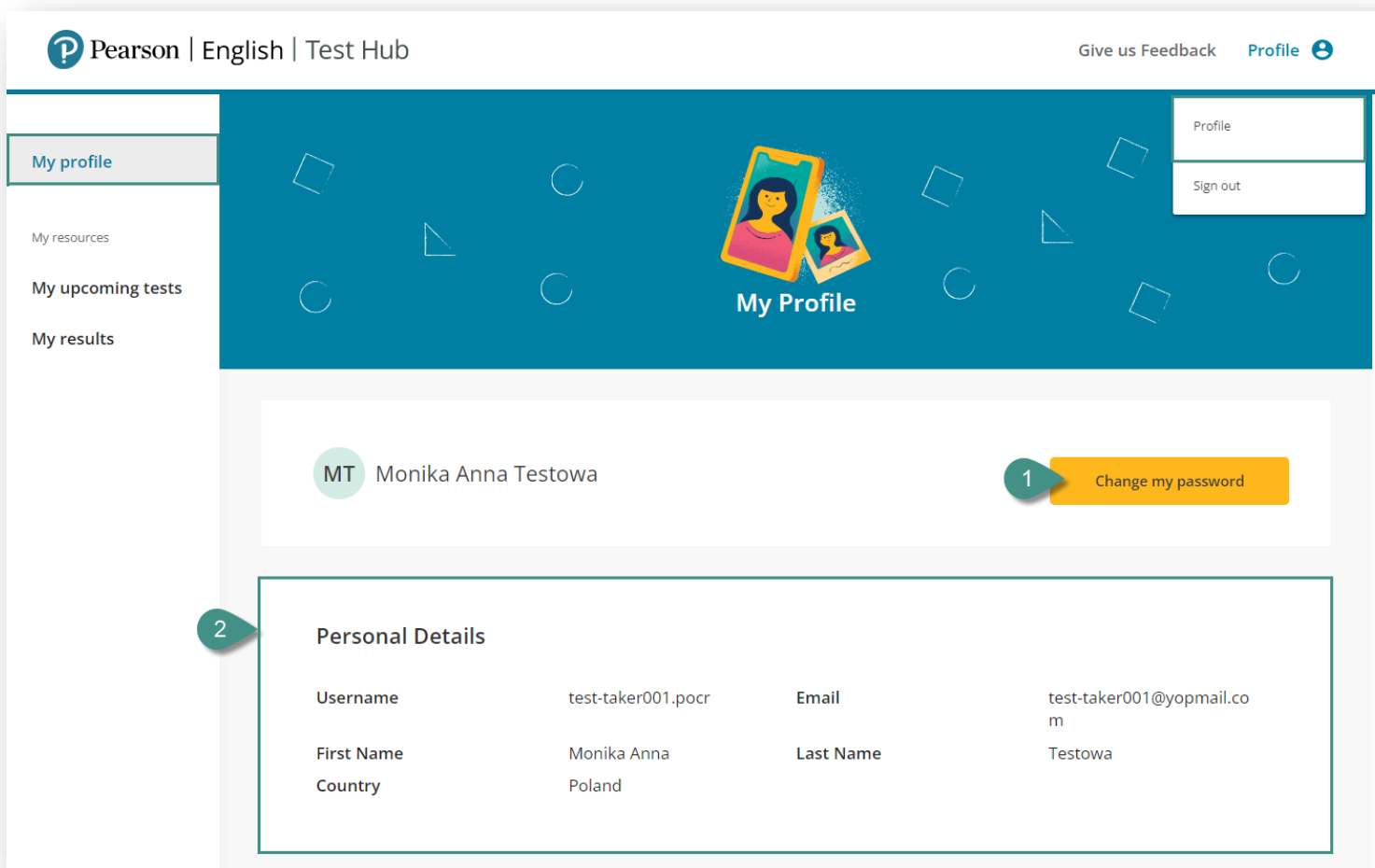
Preparation is key. We have several areas of advice to help you get the most out of your OnVUE testing experience.

- [Take the system test](#)
- [Make sure you have the right equipment](#)
- [Use the best internet connection possible](#)
- [Prepare your testing environment](#)
- [How to start the check-in](#)
- [Tips for capturing your photos on first try](#)
- [Be careful, you're being recorded](#)
- [Technical issues](#)
- [Creating a support ticket with Pearson VUE](#)

My profile

In the **My profile** view, you can:

1. Change your password
2. See your main personal details including:
 - Username
 - Email
 - First Name
 - Last Name
 - Country



Pearson | English | Test Hub Give us Feedback [Profile](#)

[My profile](#)

My resources

My upcoming tests

My results

My Profile

Profile

Sign out

MT Monika Anna Testowa 1 Change my password

2 **Personal Details**

Username	test-taker001.pocr	Email	test-taker001@yopmail.com
First Name	Monika Anna	Last Name	Testowa
Country	Poland		

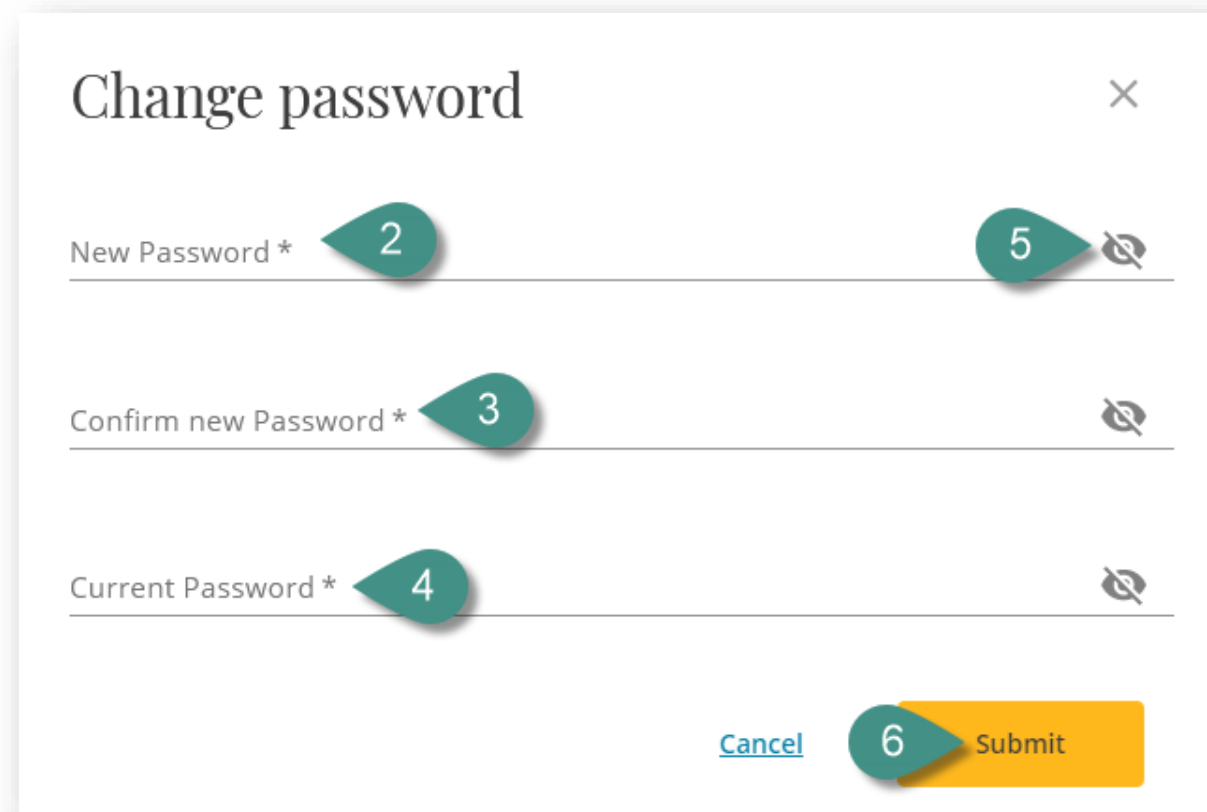
My profile – resetting password

To change your password:

1. Click on **Change my password** button.
2. Enter your new password.
3. Confirm your new password.
4. Enter your current password.
5. To see entered passwords use the eye icon.
6. Click **Submit** to accept changes.

Note:

- *Your password must include 8 or more characters, at least one uppercase letter, and one number.*
- *Your new passwords must match.*

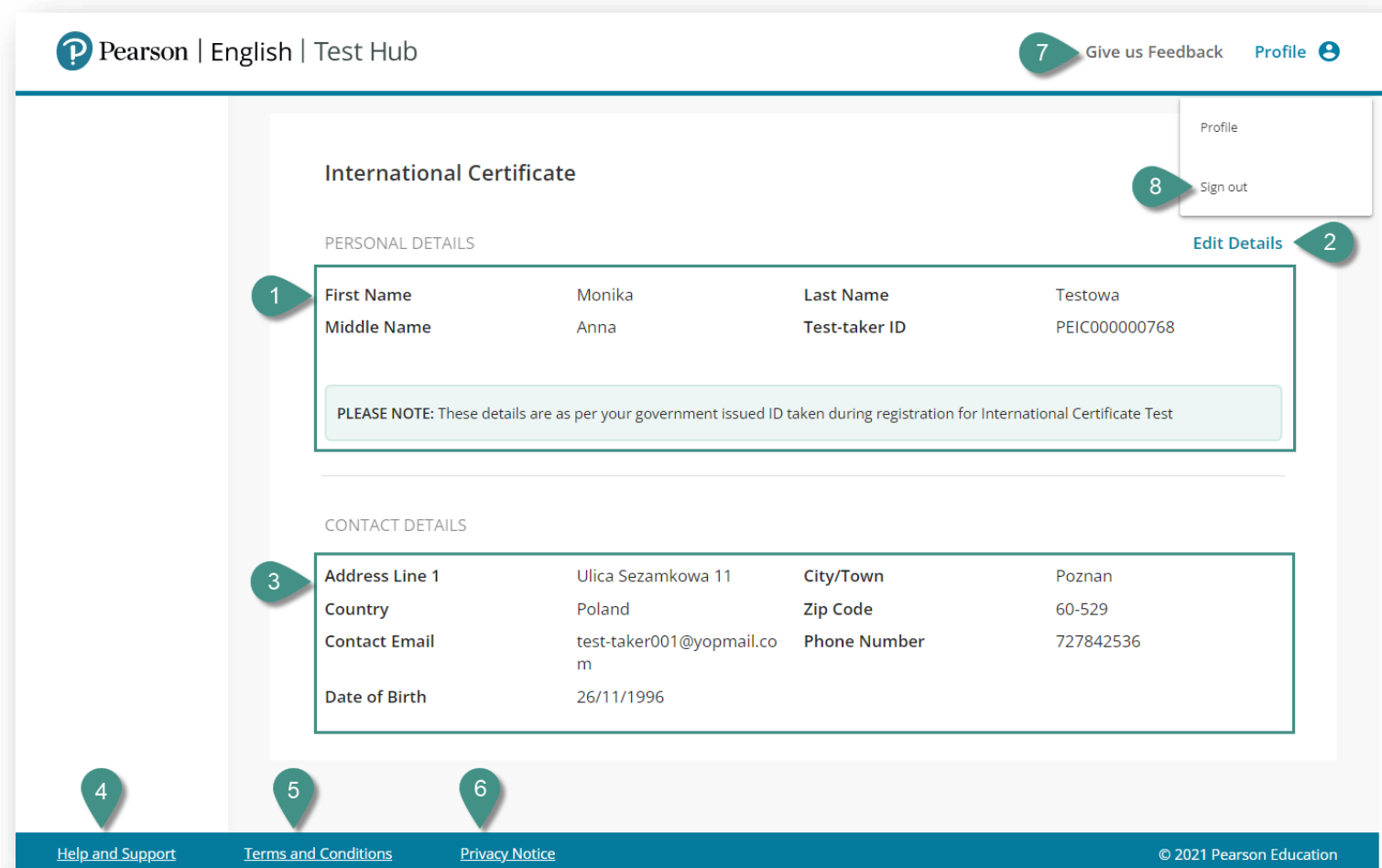


The screenshot shows a 'Change password' dialog box with three input fields and two buttons. The fields are labeled 'New Password *', 'Confirm new Password *', and 'Current Password *'. Each field has a green callout bubble with a number: 2 for the first field, 3 for the second, and 4 for the third. To the right of each field is an eye icon, with a callout bubble 5 pointing to the first one. At the bottom right, there is a 'Cancel' link and a yellow 'Submit' button with a callout bubble 6 pointing to it. A close 'X' icon is in the top right corner.

My profile – International Certificate

Once you book your first International Certificate test appointment, you will be able to review your registration details. If needed, you will be able to adjust your personal details.

1. Review your personal details.
2. Edit your personal details.
3. Review your contact details.
4. Access **Help and Support**.
5. Read **Terms and Conditions**.
6. Read **Privacy Notice**.
7. **Give us Feedback**.
8. **Sign out**.



Pearson | English | Test Hub 7 Give us Feedback Profile

8 Sign out

2 Edit Details

International Certificate

PERSONAL DETAILS

1	First Name	Monika	Last Name	Testowa
	Middle Name	Anna	Test-taker ID	PEIC000000768

PLEASE NOTE: These details are as per your government issued ID taken during registration for International Certificate Test

CONTACT DETAILS

3	Address Line 1	Ulica Sezamkowa 11	City/Town	Poznan
	Country	Poland	Zip Code	60-529
	Contact Email	test-taker001@yopmail.com	Phone Number	727842536
	Date of Birth	26/11/1996		

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Frequently Asked Questions 1

Question: Can I use my Pearson English Portal / MyEnglishLab credentials to log into Test Hub?

Answer: Test-takers can sign into Test Hub using their Pearson English Portal / MyEnglishLab credentials. You do not need to create a new account as your credentials will be recognised.

Question: I am trying to sign into Test Hub using my Pearson English Portal / MyEnglishLab credentials, but I get an error message, what should I do?

Answer: Check if your password includes at least one uppercase letter and one number, if not please change your current password to meet the Test Hub requirements and try to log in with a new password.

Question: Where do I find the system test?

Answer: The system test will be displayed after you book your International Certificate appointment. Please make sure you are running it on the same device you will be testing with.

Question: I have entered wrong login credentials and now my account is locked, how do I unlock it?

Answer: The easiest way to do it is to reset your password using forgotten password link on the login page, if this is not available to you, please contact support on the [Test Hub help site](#).

Question: I will be testing remotely with OnVUE application, how do I know if my ID will be accepted?

Answer: The easiest way to check it is to go through our [ID Policy](#).

Question: I will be testing remotely with OnVUE application, how do I know if my test room will be suitable?

Answer: The easiest way to check it is to go through our [acceptable spaces policy](#).

More FAQs available [here](#).

Frequently Asked Questions 2

Question: What happens if I need to cancel my test appointment?

Answer: The easiest way to cancel your test is to sign-in to your Test Hub account and to use the **Cancel** button on your appointment summary. **Please note: Once an appointment is cancelled, the test cannot be booked again unless your teacher assigns you a new one.** Please refer to the guidelines below:

Cancelling an appointment at a Pearson Vue Test Center: You can cancel up to 48 hours prior to your scheduled appointment for the license to be returned to the pool. If you cancel less than 48 hours before your appointment, your test will be marked as *No Show* and license will be treated as used.

Cancelling an OnVUE Online proctored appointment: You can cancel up to 48 hours prior to your scheduled appointment for the license to be returned to the pool. If you cancel less than 48 hours before your appointment, license will be treated as used.

Question: What happens if I need to reschedule my test appointment?

Answer: The easiest way to reschedule your test is to sign-in to your Test Hub account and to use the **Reschedule** button on your appointment summary. **Please note: Once an appointment is scheduled, the test can only be rescheduled a maximum of 2 additional times.** Please refer to the guidelines below:

Rescheduling an appointment at a Pearson Vue Test Center: You can reschedule for free up to 48 hours prior to your scheduled appointment. If you reschedule less than 48 hours before your scheduled appointment, you will be charged a flat fee of 25USD.

Rescheduling an OnVUE Online proctored appointment: You can reschedule for free anytime prior to the start time of your appointment. If you do not cancel prior to the start time of your appointment, your test will be marked as *No Show*. You will not be able to reschedule.

Need Support?

We are here to help you.



Visit our Test Hub **Help Site** to access knowledge-base articles and downloadable materials.

<https://mypearsonhelp.com/internationalcertificate>

Pearson is committed to providing the best technical support possible.



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