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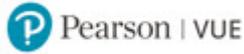
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**Case 08886211**

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"Pearson VUE" <pearsonvuecustomersupport@services.pearson.com>  
<pearsonvuecustomersupport@services.pearson.com>  
To: "ufujde@gmail.com" <ufujde@gmail.com>

Fri, Dec 9, 2022  
at 2:59 AM



**\*\*PLEASE DO NOT REPLY TO THIS E-MAIL\*\***

Dear Candidate,

First and foremost, we want to sincerely apologize for any inconvenience you may have faced during your Microsoft OnVUE appointment.

We have canceled your exam and restored the discount applied at the time of reservation.

Before your next exam, please take a moment to review the following information:

- Upon beginning the check-in process, please be sure to close all third-party applications (including your internet browser). If the computer you are testing on has applications that are set to auto-update, please disable updates until you have completed your exam.
- To quickly check and force quit applications running in the background such as email, Teams, Zoom, Skype, etc., please use the shortcuts below to access the task manager/activity monitor:
  - Windows (Task Manager): Press "Control + Alt + Delete"
  - MAC (Activity Monitor): Press "Command + Option + Escape"
- Before checking into your exam, it is strongly recommended that you disconnect from the VPN. If you are not able to disconnect from a VPN on a work computer, please consider using a personal computer instead.
- We strongly recommend using a personal computer instead of a work computer. Work computers generally have more restrictions that may prevent successful delivery.
- Please ensure that your browser and operating system meet the requirements for OnVUE. The most up-to-date system requirements can be found on our [Microsoft OnVUE landing page](#).
- For optimal performance, a reliable and stable connection speed of 3 Mbps down and 2 Mbps up is required. We do recommend using a wired connection via an ethernet cable as it is typically faster and more reliable than WiFi.

When you are ready to schedule your next appointment, you can then navigate to the [Microsoft website](#) to sign in and schedule your next appointment. If you have any further questions or need assistance scheduling, please call your local Pearson VUE contact center. You may find the contact phone number for your region by visiting our [Microsoft customer service contact page](#).

Note: For any further assistance on the discount, please contact the issuing authority of the discount code.

Again, we sincerely apologize for the hurdles you faced during your Microsoft OnVUE appointment. We appreciate your understanding and willingness to work with us to improve this service.

Thank you for choosing Pearson VUE, and good luck with your next exam.

Kind Regards,

Praveen K.

**APAC/EMEA Support Team**  
Customer Support Specialist  
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