



Compass User Guide for Mac

Certiport Internet-Based Testing



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1. Overview

Compass is an Internet-based testing (IBT) solution for Certiport clients. Candidates launch the Compass secure browser and sign in to their Certiport account to take an exam. This Internet-based delivery model requires minimal software installation at the test center.

This document explains how proctors download Compass onto candidate workstations prior to a testing event. It also explains how candidates sign up for exams and select the payment type. Proctors then authorize the exams to start, and candidates begin and complete their exams.

Symbols in this document



Actions performed by the candidate.



Actions performed by the proctor.



Additional notes for users.

Minimum technical specifications

The Exam delivery workstation must meet the minimum requirements to deliver an exam. See the [Compass Technical Requirements](#) document for details.

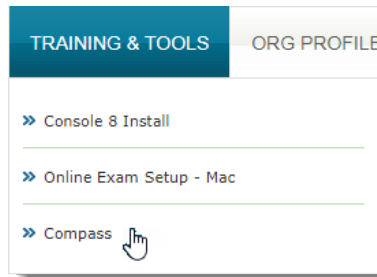
Note: Local Mac Administrator rights are required to Install Compass, but are not required to deliver exams.

2. Download & Install Compass

The proctor must download and install Compass on every exam delivery workstation.



1. Open a web browser and navigate to www.certipoint.com and login as an **Organization Administrator**.
2. Select the **Training & Tools** tab and then select **Compass**.



3. Select the **Download Compass** button (for Mac OS).

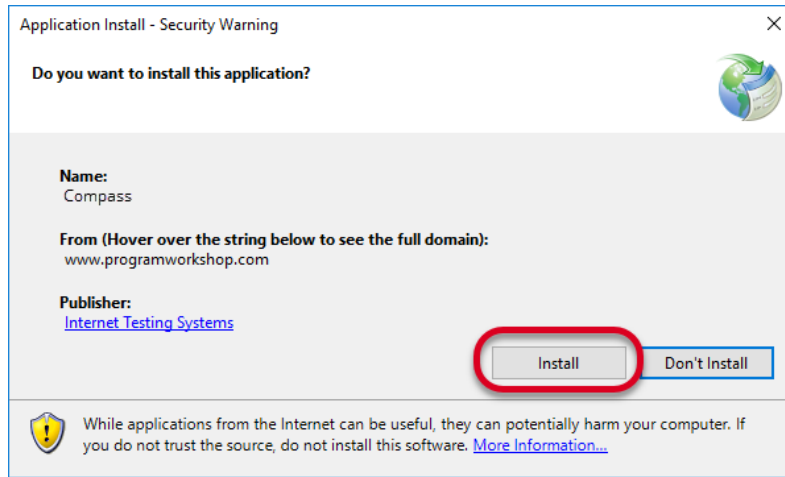


The Compass installer file downloads to the Downloads folder.

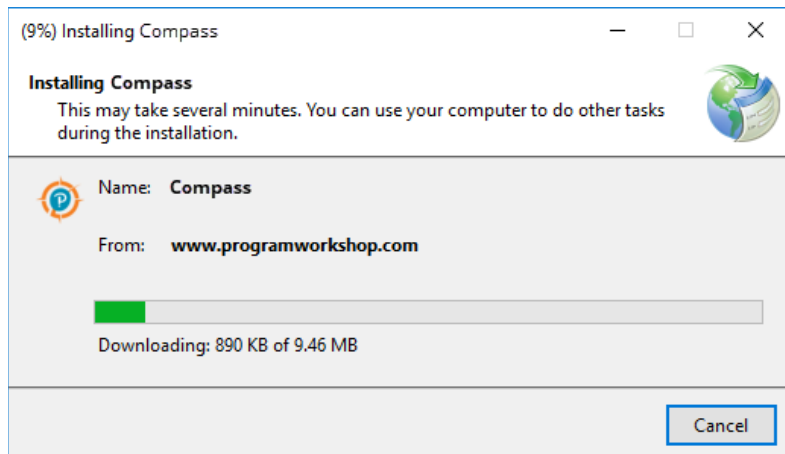
4. Locate the **Compass** installer file, move the file to the desktop and hit the **Enter** key on the keyboard or **double-click** it to launch it.



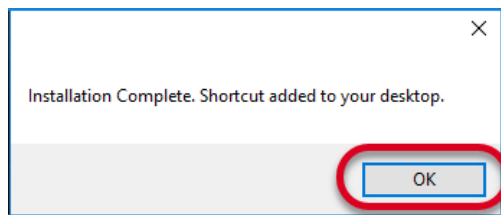
5. Select the **Install** button in the **Application Install – Security Warning** dialog box.



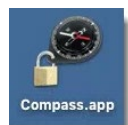
The installer runs.



6. Select the **OK** button once the installation is complete.



A shortcut to launch Compass is placed on the desktop.



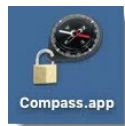
Mac

3. Post Install Administration Setup

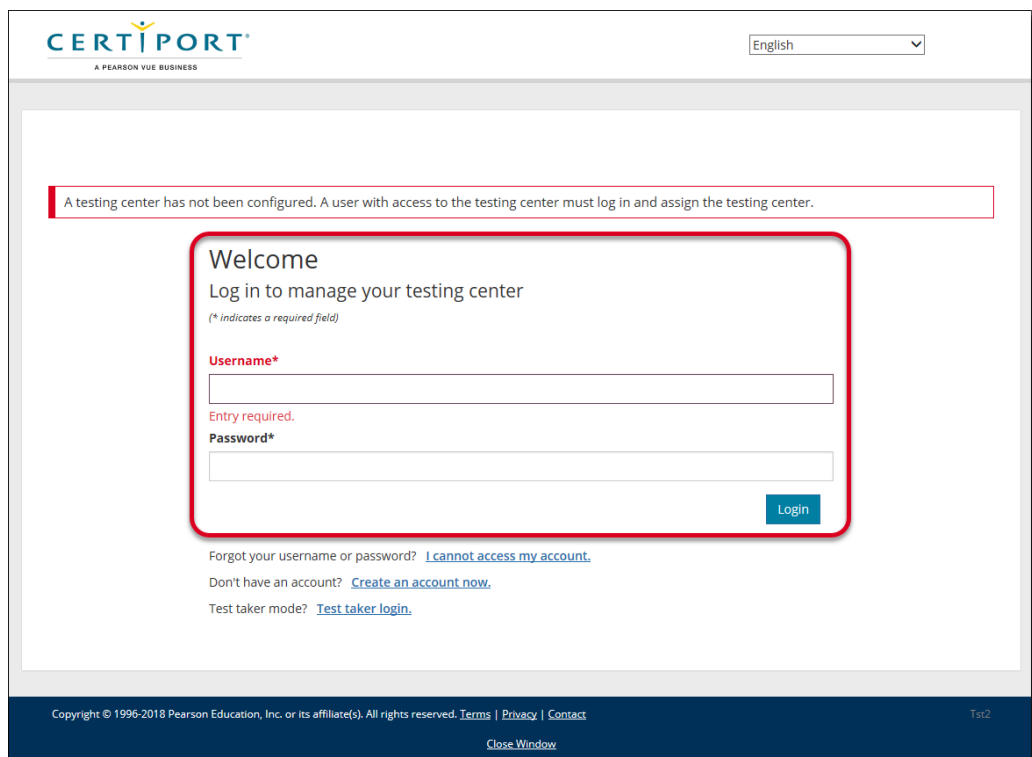
The proctor must select their test center and download any required exam files before any candidates can be seated for an exam. Follow the instructions in this section to configure these settings.



1. **Proctor** selects the **Compass** short-cut and hits **Enter** on the keyboard, or **double-clicks** the short-cut with the mouse to launch Compass.



The first time Compass is launched, Proctors are directed to the **Administrator Login** page with a message notifying them that a testing center has not been configured.



2. Enter your Organization Administrator **Username** and **Password** and select the **Login** button.



3. Select **Settings** in the left navigation menu.

The screenshot shows the CERTIPORT administration interface. The left navigation menu has 'Settings' highlighted. The main content area is titled 'Settings' and contains a 'Server' section with a 'Testing Center' field. The 'Certipoint ID' field is a drop-down menu currently showing '<-Select->'. A 'Save' button is located at the bottom right of the form.

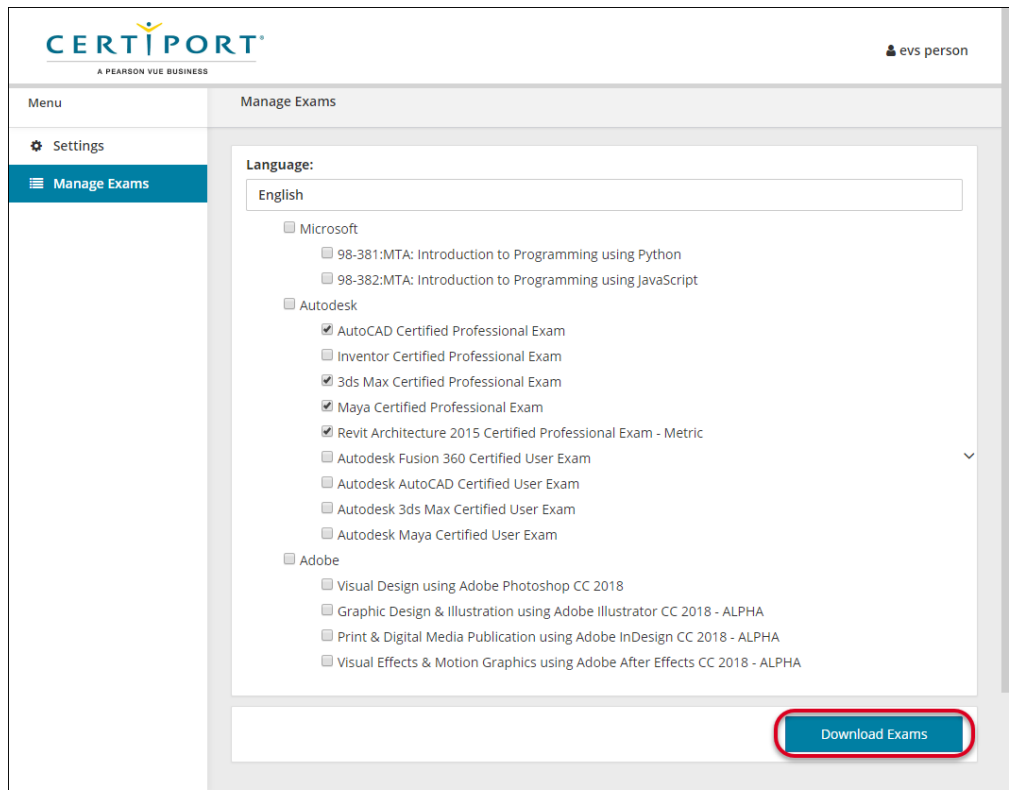
4. Select the **Certipoint ID** drop-down list and select your test center in the list and select the **Save** button.
5. Select the **Manage Exams** menu in the left navigation menu and select the **Language** using the drop-down list.

The screenshot shows the CERTIPORT administration interface. The left navigation menu has 'Manage Exams' highlighted. The main content area is titled 'Manage Exams' and features a 'Language' drop-down menu set to 'English'. Below this, there is a list of exam categories and titles, including Microsoft, Autodesk, and Adobe exams.

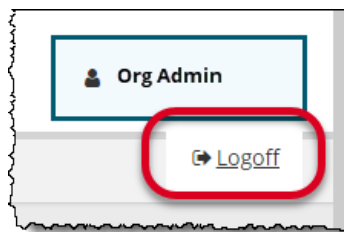
Post Install Administration Setup



6. Select the checkbox for the each **Exam File** that you wish to download and select **Download Exams**.



7. Select your **Username** in the upper right-hand corner of the page and select **Logoff**.



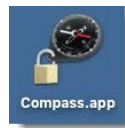
4. Launch Candidate Exam

The process to launch an exam consists of the following basic procedures: Candidate logs in, selects the program, selects the exam, (in some cases may select exam language), and selects payment type. Proctors must then unlock the exam allowing the candidate to launch and complete the exam.

Candidate launches Compass



1. **Candidate** selects the **Compass** short-cut and hits **Enter** on the keyboard, or **double-clicks** the short-cut with the mouse to launch Compass.



2. **Candidate** selects the **Language** in which they want the exam delivered from the **Language** drop-down list at the top of the page.
3. **Candidate** enters **Username**, **Password**, and selects the **Login** button.

CERTIPORT
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English

Pearson Vue Academic Test Center 501 (90022035)

Welcome

Log in to take your exam

(* indicates a required field)

Username*

Password*

Forgot your username or password? [I cannot access my account.](#)

Don't have an account? [Create an account now.](#)

Administrator mode? [Administrator login.](#)

Login

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If the candidate does not have a user account, select the **Create an account now** link and complete the process to launch an exam.

Candidate selects exam



1. **Candidate** selects the **Program** from the drop-down list.

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Sign Out

Signed In as: Candidate Smith
Candidate ID: 15000679

Program
Select your program
(* indicates a required field)

Program*
<-Select->

Exam Group
Do you want to associate your exam with an exam group?

No
 Yes

Next

2. **Candidate** determines if they want to associate the exam with an exam group. Select **Yes** to associate the exam with an exam group, or select **No** and proceed to step 3 below.

The exam group is the classroom. This grants the teacher rights to see the candidate's score.

For questions regarding exam groups see the [Exam Groups Quick Reference Guide](#).

- a. **Candidate** selects the exam group from the drop-down list.
– OR –
- b. **Candidate** types the exam group name in the text field. This is supplied by the proctor.

Exam Group
Do you want to associate your exam with an exam group?

No
 Yes

Select exam group
No Registered Exam Groups

OR

Enter exam group

Next

3. **Candidate** selects the **Next** button.



- If this is the first time the candidate is taking a Certiport exam for some programs, Candidate completes the **Registration** information and selects the **Next** button.

Note



The **Registration** screen will vary depending on the selected program. For some programs, it may not be included at all.

Registration
Please enter the requested information.

(* Indicates a required field)

Attention candidates: You can include special characters in addition to the required English characters available with your double-byte character set.

Required Fields (Romanized Character name and address, i.e. o namae)

First name:*

Middle name:

Last name:*

Phone:

Email:*

Company:

Job title:

Language:*

Country:*

Line 1:*

Line 2:

City:*

State/Province:*

Zip/Postal Code:*

City:

State/Province:

Zip/Postal Code:

Registration
Please enter the requested information.

(* Indicates a required field)

Workforce Status?*

<-Select->

How much experience do you have with this software?*

<-Select->

Company:

Job title:

Allow my information to be displayed within the Certified Professional directory

Launch Candidate Exam



5. If this is the first time the candidate is taking a Certiport exam, the **Candidate** reads the Non-Disclosure Agreement, selects the **Yes, I accept** option, and selects the **Next** button.

Sign Out

Signed In as: Candidate Smith
Candidate ID: 15000679

Non-Disclosure Agreement

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This agreement shall be construed and controlled by the laws of the State of Minnesota, and Examinee further consents to jurisdiction by the state and federal courts sitting in the State of Minnesota.

To take any exam, you must accept this Non-Disclosure Agreement.

Yes, I accept
 No, I don't accept

Previous Next

6. **Candidate** selects the desired exam from the list.

Sign Out

Signed In as: Candidate Smith
Candidate ID: 15000679

Select Exam

Find an Exam:

Exam Code	Exam Name
IC3-501	Computing Fundamentals
IC3-502	Key Applications
IC3-503	Living Online

Previous Next

7. If the exam has been translated into multiple languages, **Candidate** selects the desired **Exam Language** and selects the **Next** button.

Sign Out

Signed In as: Candidate Smith
Candidate ID: 15000679

Select Exam Language

What is your preferred language for the exam?

Chinese Simplified
 Chinese Traditional

Previous Next



8. On the **Voucher Entry** page, **Candidate** must specify if they will use a voucher or user license, or if they will use a site license or inventory to pay for the exam.
 - a. Select **No** if using a site license or inventory to purchase the exam.
 - b. Select **Yes** if using either a voucher or a user license to purchase the exam. The voucher entry fields are displayed.

The screenshot shows the 'Voucher Entry' page. At the top right, it says 'Signed In as: Candidate Smith' and 'Candidate ID: 15000679'. The main content area contains a question: 'Do you have a voucher or user license you want to use?' with two radio button options: 'No, I do not have a voucher or user license.' and 'Yes, I want to use my voucher or user license.'. Below the question are 'Previous' and 'Next' buttons.

9. If **Yes** is selected, **Candidate** must either select from the drop-down list, or use the text field to enter the voucher/user license.
 - a. **Candidate** selects a voucher or user license from the drop-down list.

The drop-down list contains valid vouchers or user licenses that are assigned to the current user, and that are valid for the selected exam.

– or –
 - b. **Candidate** types a valid voucher or user license into the text field.

The screenshot shows the 'Voucher Entry' page. At the top right, it says 'Signed In as: Pearson VUE1' and 'Candidate ID: 15000445'. The main content area contains the question: 'Do you have a voucher or user license you want to use?' with two radio button options: 'No, I do not have a voucher or user license.' and 'Yes, I want to use my voucher or user license.'. Below the question, there is a section titled 'You have vouchers or user licenses associated with your account.' which contains two options: 'Select voucher or user license:' with a drop-down menu showing 'Select', and 'Enter voucher or user license:' with a text input field. Below these options are 'Previous' and 'Next' buttons.

10. **Candidate** selects the **Next** button.



11. **Candidate** verifies the **Candidate & Exam Information** is correct. The payment type is listed in the **Payment type** column.

Name	Exam details	Test center	Payment type
Candidate Smith	IC3-501: Computing Fundamentals Change exam Language: English Change language Accommodations: None Exam group: None	Bryant and Stratton College (multi site)	Site license

12. If the wrong exam was selected, the **Candidate** selects the **Change exam** link in the **Exam details** column and then follows the flow to enter a voucher.
13. **Candidate** notifies the **Proctor** that they are ready to begin the exam.

Proctor authorizes the exam for delivery

Proctors must validate the candidate information and then enter valid user credentials to authorize the exam to start. Candidates then launch and complete the exam.



1. **Proctor** enters **Username** and **Password** and selects the **Unlock Exam** button.

[Sign Out](#)

Verify & Unlock Exam

Signed In as: Candidate Smith
Candidate ID: 15000679

Candidate, please verify that the following information is correct.

Candidate & Exam Information

Name	Exam details	Test center	Payment type
Candidate Smith	IC3-501: Computing Fundamentals Change exam Language: English Change language Accommodations: None Exam group: None	Bryant and Stratton College (multi site)	Site license

⚠ Candidate, please notify the proctor that you are ready to proceed.

Proctor Authentication

All fields are required

Proctor username:

Proctor password:

Launch Candidate Exam



2. **Candidate** selects the **Start Exam** button.

Start Exam Signed In as: Pearson VUE1
Candidate ID: 15000445

Begin your exam, when the proctor instructs you to start, by clicking Start Exam.

Exam details

ACP_101: AutoCAD Certified Professional Exam

Language: English

Exam length: 160 minutes

Registration ID: 5605119

Start Exam

Note



When candidate selects the **Start Exam** button, the exam starts at the tutorial. The clock does not begin until the candidate has moved past the tutorial. The candidate must be ready to begin the exam when they select Start Exam.

3. **Candidate** completes the exam.



- Candidate** views **score report** once the exam is complete.

EXAM SCORE REPORT

CANDIDATE	EXAM
Pearson VUE 1	AutoCAD Certified Professional Exam Registration ID: 134612 Date: 4/2/2018 ID:

RESULTS	100	200	300	400	500	600	700	800	900	1000
Required Score										
Your Score										

SECTION ANALYSIS	FINAL SCORE	TOTAL
Animation	100%	Required Score
Cameras	100%	700
Data Management / Interoperability	50%	Your Score
Effects	33%	760
Lighting	67%	
Materials / Shading	100%	
Rigging	100%	
Modeling	67%	
Rendering	50%	
UI / Object Management	100%	

OUTCOME	
Pass	✓


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- Candidate** selects **End**.
- At the end of the exam, the **candidate** returns to the exam delivery desktop.



7. If the **candidate** wishes to print their score report, they can open it on www.certipoint.com and print it.



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Certified Professional

EXAM SCORE REPORT


CANDIDATE	EXAM
Pearson VUE 1 110 E. Center Axtell UT 84005 PearsonVUE1@pearson.com	AutoCAD Certified Professional Exam Registration ID: 210217675 Exam reference #: 10759732 Date: April 3, 2018 ID: compassuser5

RESULTS	100	200	300	400	500	600	700	800	900	1000	
Required Score											
Your Score											

SECTION ANALYSIS	FINAL SCORE
Draw Objects	100%
Draw with Accuracy	100%
Modify Objects	100%
Use Additional Drawing Techniques	100%
Organize Objects	100%
Reuse Existing Content	67%
Annotate Drawings	100%
Layouts and Printing	100%

OUTCOME	
Pass	

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5. Appendix A – Program Specific Info

Adobe program installation tips

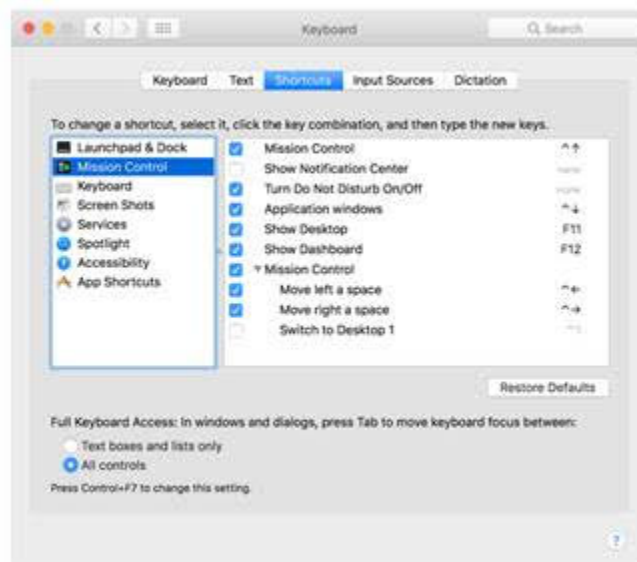


The **ACA CC 2018** exams include a section that is delivered through the **Adobe Creative Cloud 2018** application. To ensure the best candidate experience possible, please review the following suggestions:

- The appropriate **Adobe Creative Cloud 2018** application must be installed on each exam delivery workstation.
 - **Photoshop version 19.1.4**
- Verify the **Adobe CEP folder** was created during the application installation in the following locations:
 - **Mac:** Use Spotlight to navigate to ~/Library/Application Support/Adobe/
 - **If the folder is missing, create a folder named CEP.**
- You must be signed in to the Adobe Creative Cloud app with an active 2018 license for the appropriate application prior to launching the exam.
- If you just installed or updated the Adobe application, you must launch and close the application at least once before starting the exam.
- The application window opens at the same size it was when the application was last used. **Best practice:** launch the application, maximize the application window and close the application before each candidate begins the exam.
- For optimal candidate experience, **download files prior to the exam launch**. Otherwise, your first candidate on each exam delivery workstation will experience a download wait at the beginning of the Task Section of the exam.

Appendix A – Program Specific Info

- Make sure that the Adobe application is not running on the exam delivery workstation prior to exam launch.
- **Auto-hide** the **Taskbar** (*Windows*) or **Dock bar** (*Mac*).
- **Mac:** Enable accessibility shortcuts to enable keyboard navigation for all question types:
 1. Select **Apple > System Preferences > Keyboard**.
 2. Select **Shortcuts**.
 3. Select **All controls**.



6. Appendix B – Troubleshooting Info

System Troubleshooting Tips

If you are having testing issues, check the system configuration tips below. You will need to apply these settings to any proxy, firewall, content filter, or other security device that is set up on your local machines or local network. If your institution is part of a larger network, such as a district, county, or other parent institution, you will need to provide this information to your network administrators.

- ❖ Ensure that HTTPS Inspection is turned OFF. This can be very resource intensive, as it decrypts and encrypts each packet, and it is typically turned on by default with most firewalls, so it is important to check before testing.
- ❖ Check for any cap limitations on your HTTP and HTTPS communications. If either or both of these are capped at a certain MB limit, the limitation could affect testing.
- ❖ Ensure the HTTP (80) and HTTPS (443) ports are fully opened and can communicate freely.
- ❖ Check that the following IP addresses are set as approved/unblocked and given the highest priority:
 - 64.27.100.27
 - 64.27.64.232
 - 206.188.17.0/24
 - 64.106.193.0/24
 - 64.106.220.0/24

The last two addresses are IP ranges, but if your system does not accept “0/24”, then try entering only “0” at the end.

Appendix B – Troubleshooting Info

❖ The following domains may need to be approved and given unrestricted communication:

- http://*.pearson.com & https://*.pearson.com
- http://*.pearsonvue.com & https://*.pearsonvue.com
- http://*.starttest.com & https://*.starttest.com
- http://*.starttest2.com & https://*.starttest2.com
- http://*.startpractice.com & https://*.startpractice.com
- http://*.programworkshop.com & https://*.programworkshop.com
- <http://vueapbrowser.starttest.com/?program=CertiportSB>

Note Sometimes it works better on certain systems if you add them in one of these fashions:



(1) <http://starttest.com>, (2) <http://starttest2.com>,
(3) *.starttest.com*, (4) *.starttest2.com*,
(5) *.programworkshop.com*.

- ❖ Ensure that your DHCP Lease Time is set to a minimum of 1 day. If it is set to renew its lease sooner than this, it may add unnecessary network traffic. It is recommended to use 1 day, as opposed to the 24-hour option.
- ❖ Check that any anti-virus and security programs or other scans are not set to scan daily during testing times. It is not necessary to completely disable auto-scanning for these programs, but it is recommended to set scan times that will not occur during testing.
- ❖ If the options above do not fix the issue, you may also need to apply these settings to the Windows Firewall or any anti-virus program on each local computer; however, you should try it on one machine first.

Note



Anti-virus and security programs include products such as Norton, MacAfee, AVG, F-Secure, and more. Adjusting the settings for each will vary, but in general, you will want to add the domains or IP addresses above to that program's list of safe sites or safe zone.