QRG – PROCTORING AN EXAM & BEST PRACTICES

CERTIPORT
A PEARSON VUE BUSINESS

Guide Summary

This guide outlines the best practices, ready-to-test checklist, and the general pathway used when proctoring a Certiport exam. Before you can proctor an exam however, you must first create a Certiport profile, read & sign the Proctor agreement, establish an association to a Certiport Authorized Testing Center (CATC), and then be designated a Proctor on behalf of that CATC. For technical info on Proctoring Adobe exams, see the Adobe LITA page.

Check your Site License Status

If your CATC has purchased a Site License, the License Agreement must be accepted before testing may occur. This must be agreed to every 2 years. This is not a financial agreement; this is an agreement to be a CATC for a specific product.

How to Accept the Site License Agreement:

1. Log in at http://www.certiport.com/Login.
2. Select the **"Organization Administrator"** role from the drop-down menu.
3. Mouse over the **"MyCertiport tab"**, then select **"Licenses"**.
4. Accept the agreement in the **"Site License Agreement"** section.

Check for Available Exams

Verify that your CATC has an available payment method for the Test Candidate to redeem:

1. Log in at http://www.certiport.com/Login.
2. Select the **"Organization Administrator"** role from the drop-down menu.
3. Mouse over the **"MyCertiport"** tab, then choose **"Inventory"**, **"Vouchers"** and **"Licenses"**.

Accept the Proctor Agreement

If a Teacher/Admin needs to become a Proctor but did not perform that option when originally creating their Certiport account, they can accept the Proctor Agreement at any time from within their Profile.

How to accept the Proctor Agreement:

1. Log in at http://www.certiport.com/Login.
2. Select any role from the drop-down menu.
3. Select **"My Profile"** in the upper right corner.
4. Select the **"Roles"** tab.
5. Select the **"Become a Proctor"** link.
6. Read and accept the **"Proctor Agreement"** by typing your name exactly as it reads in the bottom left box.

The Proctor agrees as follows:

➢ To ensure the Security of the examination environment and session during a candidate's exam session.
➢ To the provision and supervision of a quiet, well-lighted area free from noise and distraction and within supervisory distance of the proctor.
➢ To proctoring of Certiport programs and examinations only at a Certiport Authorized Testing Center (CATC).
➢ To verification of time limits and use of only approved materials (if stipulated) permitted during the examination process.
➢ To termination of the examination, confiscation of exam materials, and immediate notification of Certiport, at 888.999.9830, if there is improper conduct on the part of the candidate or any evidence that the examination process has been violated.
➢ To supervision of the student during examination sessions, including overseeing that no copy of the test or notes that contain the content of the test questions or answers are used by the student during the examination.

➢ Proctor has been approved by Certiport as a Certiport Approved Proctor and has met the criteria set forth to act as a proctor on behalf of Certiport and Certiport certification and examination partners.
➢ Proctor will treat examination materials as confidential and keep them secure.
➢ Proctor must remain with or within a reasonable distance of the student(s) throughout each exam.
➢ Proctor further agrees that the candidates for which he/she will proctor Certiport programs and examinations are not related to the proctor, are not directly employed by proctor (nor is the proctor directly employed by candidate).
➢ Proctor understands that if found to be in violation of this agreement and aforementioned Guidelines, this will constitute termination of this proctor agreement and will risk a proctor's ability to instruct Certiport approved programs in the future and legal action may be taken against the proctor.

Note: Certiport reserves the right to verify a proctor's identity, require additional proof of eligibility, or require the selection of a different proctor. This Proctor agreement may be terminated at will by Certiport, or the proctor at any time through notification in writing or electronic communication to all parties involved.

These items are only a guide, to view the complete Proctor Agreement, log in at www.certiport.com, change your role to **"Proctor"**, and then click the link to **"View Proctor Registration Page"** at the bottom of the page.

Verifying the Test Candidate and Securing the Exam Environment

Before administering any Certiport exam, Proctors and other applicable personnel should be familiar with all Exam Policies listed on the Certiport website in addition to the terms outlined in the Proctor Agreement.

The CATC is responsible for verifying the Test Candidate's identity with at least one form of valid identification (containing both a photograph and the Test Candidate's signature). See our full exam administration policies.

Launching the Exam Software

Double-click on the desktop shortcut to launch the Certiport exam delivery system that will facilitate the specific exam program you are trying to administer:

Compass: This solution is used for the delivery of most of our exams. See the Compass Install & Setup guides for more information including download & install.
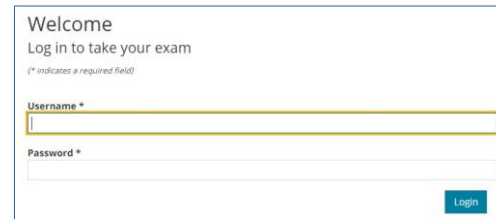
Note: Compass has a Windows and a Mac version. Not all programs are available in each system. For a list of current deliverables in any system, please see our Technical Requirements page.

How to confirm Compass is ready:

Make sure your Compass software has been associated with your CATC's testing center ID and the exam content has been downloaded. See the Compass guide for detailed information.

1. Locate and launch the Compass software on your computer (previous section).

2. If your Compass has not been associated with a testing center you will see a red box stating: **"In order to proceed, a Proctor must log in and associate this machine to a Certiport Authorized Testing Center"**. If your testing Center is associated with your organization, you will see your name at the top of the page. You can skip to step 4.

3. If your compass software is not associated with a testing center, log in using your Certiport.com username and password. Select your center and press **"Save"**.

Welcome
Log in to take your exam
(* indicates a required field)

Username *

Password *

Login

Note: *This pull-down menu will only show testing centers with which you are associated. If nothing shows, contact CATC Support to be added to your school's account. Once you are added, return to step 2.*

4. Select the **"Manage Exams"** tab on the left.
5. Select the **"Language"** of the exams from the drop-down menu. Language availability may vary.
6. Locate the exam you will be proctoring for your students. If it says **"(Downloaded)"** on the right, your exam is ready to give to your Test Candidates and you can press the **"Close Window"** link at the bottom center of your screen. If it doesn't, then check the box to the left of the exam and press the **"Download Exams"** button on the bottom right of the page.

Note: *Some exams do not need to be downloaded.*

Test Candidate Login

After launching any of the exam delivery systems, the first thing to appear will always be the Test Candidate Login. Although each exam delivery method has a unique user interface, the basic outline to proctoring an exam within each model is similar. For end-to-end instructions on the use of one particular system, please refer to the Quick Reference Guides located on our website.
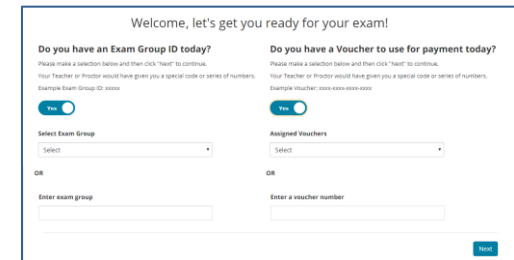
After the software is launched, the Test Candidate will log in using their Certiport profile Username and Password (Compass for Windows is used for all examples).

Exam Groups, Payment, & NDA

See our Quick Reference Guides for detailed info on Exam Groups.

Exam Groups: If using an Exam Group, select **"Yes"** and enter the Exam Group ID Number. Exam Groups are an optional feature organized by a *Teacher* prior to testing. The Test Candidate(s) should have this number on hand if Exam Groups are going to be being employed. If you are not using an Exam Group, this field may be left blank.

Payment Method: For the Payment Method, the candidate must specify if they will use Inventory/Site Licenses, or if they will use a Voucher/Assigned License to launch the exam. If they are using a voucher, they select **"Yes"** and either enter the voucher number or select it from the dropdown.

Welcome, let's get you ready for your exam!

Do you have an Exam Group ID today?
Please make a selection below and then click "Next" to continue.
Your Teacher or Proctor would have given you a special code or series of numbers.
Example Exam Group ID: xxxxx

Yes

Select Exam Group
Select

OR

Enter exam group

Do you have a Voucher to use for payment today?
Please make a selection below and then click "Next" to continue.
Your Teacher or Proctor would have given you a special code or series of numbers.
Example Voucher: xxxx-xxxx-xxxx-xxxx

Yes

Assigned Vouchers
Select

OR

Enter a voucher number

Next

NDA/EULA/Terms: The candidate must read the Non-Disclosure Agreement, End-User licensing, etc., and select the Yes, I accept option, and click the Next button.

Note: The NDA screen appears once for all programs except Microsoft (MOS, MTA, MCE, and Microsoft Certified Fundamentals), which appear every time an exam is launched.

Registration

If this is the first time the candidate is taking a Microsoft or Autodesk exam and they did not previously register, the candidate must complete the registration information and click the Next button before proceeding.

Exam Selection

The Test Candidate selects the desired exam from the list. All exams downloaded to the local machine (and certain online exams) will appear in the list (see the Compass user guides for detailed info). They may use the search field to narrow their selection and click the blue link to select your exam. They may also use the filter exams dropdown list to narrow the results.

After exam selection, the Verify & Unlock screen appears. If all the information is correct, the candidate notifies the proctor that they are ready to begin the exam.

Proctor Authorization

Proctors must validate all candidate selected information and then enter valid Certiport user credentials to authorize the exam to start. If the exam or user interface language are incorrect, the **"Change exam"** or **"Change language"** can be clicked (see the Compass guide for more info). Proctor enters their Username and Password and clicks the **"Unlock Exam"** button.

Exam Tutorials & Exam Scoring

The last item they will encounter before the exam and timer begin will be the Exam Tutorials. These will contain a series of pages instructing the Test Candidate on how to use the exam interface, as well as other items pertaining to any unique navigation and features of the exam. All exam tutorials are available on our website at any time for review prior to sitting for an actual exam.

Upon completion of the exam a Score Report will be generated that contains the final grade and a sectional analysis. The report will also be posted to the Test Candidate's Certiport transcript and will be displayed on the screen in Adobe Acrobat so it can be saved or printed. Test Candidates can also print their score reports and certificates fulfilled by Certiport from within their profile by logging in as a Test Candidate at www.certiport.com.

Ready to Test?

- ☐ Site License agreement signed?
- ☐ Do you have available exams (payment method)?
- ☐ Have you read & signed the Proctor agreement?
- ☐ Exam Policies reviewed?
- ☐ Software installed and exams downloaded?
- ☐ Software associated to a CATC (Compass)?

Additional Resources

- Certiport Training Materials
  Compass, Learning Products, Account Management
- Exam Lengths
- Accommodations of Disabilities (ADA)
- Exam Policies
  Retake, Scoring, Accommodations
- Objective Domains

- Compass User Guides
- How to set up and use Exam Groups
- Exam & Practice Test Release Dates
  Current and upcoming exam availability & future release dates across all languages
- Information on our Badging program

Contacting Support

Find Answers online or Contact Support through Phone, Email, or Live Chat.

Support is available Monday through Friday 6am to 5pm MT