Exams from Home - Guide Summary

This guide outlines the processes and best practices for administering Certiport Exams from Home as an Exam Administrator (Instructor). Exam Administrators will communicate with the Test Candidate to take an exam with the Compass software running in a virtual machine (VM), accessed via an internet browser. The Compass software will not require any setup, download, or configuration. Exam Administrators (Instructors) that schedule a Single-Service Exams from Home session will work with a Certiport representative (Monitor) that will manage the virtual exam sessions. Please review the entire guide including all frequently asked questions.

Scheduling an Exam Session

The Single-Service model is used to schedule a sole Test Candidate using the calendar tool. Log in to the Certiport website as a Proctor or an Organization Administrator. For Proctors, click the "**Schedule Exams**" tab. For Org Admins, mouse over the Training & Tools tab and click on the dropdown for "**Schedule Exams**". Read the directions on the Calendar page and scroll down to see the time blocks under the **Single Service** section, the **Single Service Autodesk only** section, or the **Accommodations Single Service** section.

- **Single-Service Exams from Home:**

  - 1 Test Candidate only / **ENU (English)** exams in **North America only**
  - Point of contact with the Test candidate: you, the Exam Administrator (Instructor)
  - Who administers the virtual exam sessions: Certiport Monitors
  - For all programs available in Exams from Home
  - See the Exam Administrator page for user training

Single-Service Technical Requirements (Test Candidate)

- Laptop or Desktop with Windows 10, or Mac OSX Sierra 10.12 or higher
  - The language of the OS on the Test Candidate's computer must match the exam language they are scheduled to take in Exams from Home
- Chromebooks with the most current OS – Not supported for Autodesk exams
- Keyboard and mouse
- Recommended minimum screen resolution of 1280 x 800
- The preferred internet browser is Chrome. Internet Explorer, Edge, and Safari are also acceptable
- A bandwidth download speed of at least 5Mbps*

*Important: Before using the Exams from Home product, we strongly encourage all Test Candidates to test their bandwidth to verify it is adequate and ensure the session will not be interrupted. A reputable third-party site you may use is www.speedtest.net. Ensure other members of your household are offline during the bandwidth test and during your actual exam session.

Disclaimer: While it is very unlikely to occur, Certiport is not responsible for any damage to data, software, computer, telecommunications, or other equipment (including damage caused by virus transmission) that candidates may experience as a result of using Certiport Exams from Home.

Important Info

Review this guide and the Test Candidate guide prior to your scheduled exam session. If Test Candidates have questions during the exam session, you will be their first point of contact; you will need to act as the liaison between the Test Candidate and the Certiport Exam Administrator. **At no time should you provide the Test Candidate with the contact information of a Certiport individual.** Please review this and the following information with them:

- Ensure the Test Candidate knows the program and exact exam names they are registered to take (e.g. Microsoft Office Specialist MOS Excel 2016). **Note:** Not all exams have version years.
- Ensure you have an exam payment method (licenses/inventory/vouchers) available for the exams requested.

  Important: Please note that once a testing session is scheduled, any "no-shows" will be counted against exam license inventory or purchased vouchers. If you are aware of any cancellations in your session, please notify Certiport at least two business days in advance to avoid a "no-show" charge against licenses, inventory, or vouchers.

- Check your general test readiness by reviewing the Top 10 Checks page for your testing center.
- If your Test Candidates are part of an Exam Group, ensure that "**Use any associated proctor**" is selected within the group and that the exam they intend to take is allowed in the group. These actions are performed when logged in at www.certiport.com. View the Exam Groups guide for detailed information.
- The Test Candidates should review their applicable Exam Tutorial prior to their exam session.
- Test Candidates may need to expand the browser for optimal viewing. To do this have them click the three vertical buttons on the top right side of the window and click expand (see the Test Candidate guide for details).
- See our ready-to-test Checklist page for even more items that you and the Test Candidate should perform prior to your scheduled session.

Identity and Environment Check

The instructor who schedules a Single-Service session to be administered by Certiport is under the same obligation to verify the candidate identity and environment and monitor the candidate throughout the exam as described on the EFH Exam Administrator page.

When the instructor has verified the candidate identity and environment, they should email both the Certiport employee that has been assigned to their session and verify@pearson.com. The Certiport employee email address will be included in the message the instructor will receive with the exam session link for the candidate. Once confirmation by email has been received, the Certiport employee will check the verification box and unlock the exam for the candidate.

If the Certiport employee suspects that the candidate is not abiding by the rules of the examination or sees any other need for communicating with the candidate, the Certiport employee will contact the instructor who should communicate with the candidate to verify the situation.

Single-Service Process

1. Prior to your scheduled session, please prepare by fully **reviewing** this guide and then sending the Test Candidate their guide to review. If you have questions please see our Support page.

Step 2 - Sample Email

Hello,

Thank you for taking advantage of our Exams from Home o[...]

We're excited to help you administer these exams to your 1 candidate tomorrow 4/28 at 1pm MDT. This session does not support accommodations due to the longer time allowed. If you have students with accommodations, you will need to reschedule their exam session. See more at Certiport.com/efh.

Test Candidate Link

2. After your exam session has been scheduled and confirmed, we will send you an email that includes a link for the Test Candidate session you requested. For the Single-Service model, this should arrive at **8am MT the business day prior** to your scheduled exam session (Monday's session info will be sent on Friday).
3. You must **forward** the individual link to the Test Candidate before the exam session can begin. When the Test Candidate receives this link, they will click on it at their scheduled session time to start their exams as indicated in the Test Candidate guide.
4. Email the Certiport Monitor and the verify@pearson.com address as described in the Identity and Environment Check section of this document.
5. When the session is scheduled to start, **check your inbox** often to address any questions that may arise. It is important that both you and your Test Candidates are prompt. The regular virtual sessions are only active for **1 hr 45 mins**, so Test Candidates that start the session more than **15 mins late** should be rescheduled.
6. **Do not click** on the Test Candidate's link at any time. This could take mouse focus (control) away from them - or from the Certiport monitor - and disrupt the session.
7. The **Certiport Monitor** will be managing the virtual session and guiding them through the exam launch.
8. Once the exam session is complete, they may **leave the virtual session** by simply closing the browser window. Test Candidates can access their score report on their own computer after the session has concluded by opening up a new browser window and logging in at www.certiport.com.
9. After the results have been uploaded to Certiport, you can sign in to the Certiport website and run any **reports** as normal, but please note it may take slightly longer than normal for the results to be uploaded.
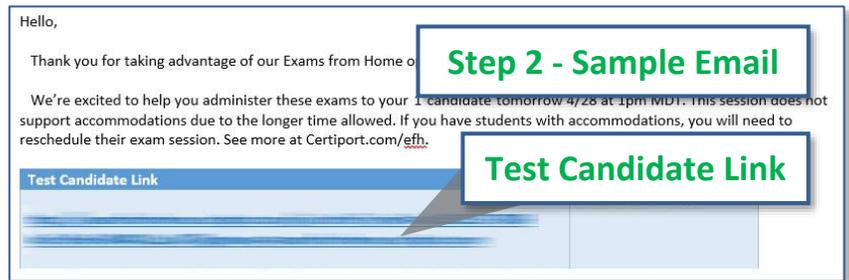
Errors & Troubleshooting

Q: What should the Test Candidate do if they lose internet or experience an error?
A: *The Test Candidate will simply need to click on the link you provided them in order to reestablish the session. If necessary, have them reboot their computer and then try the link again. If their outage is prolonged, or you experience an unrecoverable error, please contact your Certiport representative immediately.*

Exam Session is not Active.

The session link you are attempting to access is not active.

Please contact your exam administrator if you are seeing this in error.

Q: What happens if the Test Candidate logs in before the session link is active or after it has ended?
A: *They will be met with an "Exam Session is not Active" error.*
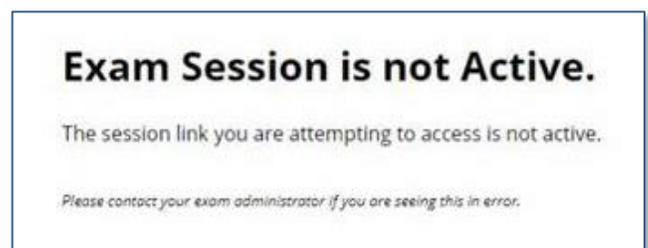
Q: What should the Test Candidate do in the event of a freeze or crash?
A: *If the Test Candidate's local machine freezes, they should reboot and then click the same link they were provided originally. If an element within the VM should freeze or crash (Compass, local software, etc.), contact Support.*

Q: A Test Candidate keeps getting disconnected from the virtual session or the Admin VM without an error, is there anything we can try?
A: *Yes. Browsers on personal computers are often loaded with third-party toolbars, extensions, and plug-ins that may adversely affect performance. Try using an "Incognito" window in your browser and see if that fixes the situation. In Chrome, you can open a new Incognito window by clicking the 3 dots in the top, right-hand corner and selecting "New incognito window" or by holding "Ctrl+Shift+N". In Microsoft Edge, the same window is called an "InPrivate" window and can be launched the same way as Chrome or by holding "Ctrl+Shift+P". On a Mac using Safari, it's called "Private Browsing" or Incognito Mode. You can open a new Private Browsing window by clicking "File" then "New Private Window" or by holding "Command+Shift+N".*

Q: In Autodesk (ACU/ACP), Alt+Tab is not working for the Test Candidate to switch between the exam and the application, what can they do?
**A:** *There are different keystrokes that the Test Candidate needs to use depending on what type of computer you are taking the exam on:*

PC	ALT+PageUp or ALT+PageDown*
Mac	Opt+FN+ up arrow
Chromebook	Autodesk exams are **not** supported on Chromebooks

*Note: If you are using a Windows laptop that does not have dedicated PageUp and PageDown keys they will need to add the Function (Fn) key to your keystroke.

Q: The Test Candidate is receiving a message saying the Office software doesn't match their exam selection, what is happening?
A: *A feature was added to Compass on Sept 17, 2020 to detect the Office software that is locally installed and verify that*

it aligns with the exam the Test Candidate selects. The VM links you are sent are preinstalled with the correct Office software so ensure they select the exact same exam that you signed them up to take.
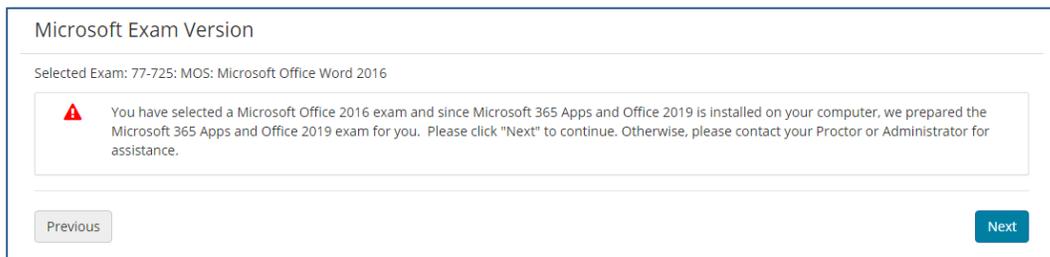
Frequently Asked Questions

Q: What if I have not received my session hyperlink by the time our scheduled session has begun?
A: *We will be sending out the links at 8am the business day prior to the exam session. If you have not received your link within an hour of when your session is set to begin, please contact your Certiport representative or see our* Support *page.*

Q: How does the Test Candidate communicate with Certiport during exam launch?
A: *The virtual session is a Windows 10 desktop and the application "Notepad" will be open on the desktop. A Test Candidate will utilize the blank Notepad instance to communicate back and forth with the Certiport representative.*
Important: Test Candidates should not enter any personal information (PII) into the Notepad during their testing session. Should a Test Candidate provide personally identifiable information in the Notepad during a testing session, the Certiport representative (Monitor) will immediately terminate the exam session.

Q: What should I do if I suspect the Test Candidate may be cheating?
A: *Contact the Certiport representative immediately.*

Q: The Test Candidate requires an ADA accommodation; can I still apply for one with Exams from Home?
A: *Yes, Exams from Home supports accommodations through the Single-Service model. Certiport is committed to ensuring that those persons with the desire to certify their proficiency in the use of computers should have the opportunity to do so. Certiport is committed to providing access for all individuals with disabilities.*

Certiport and its Authorized Testing Centers require advance notification of requests for accommodations as well as a reasonable amount of time to review and implement such requests. Certiport and its CATC's are not obligated to accommodate examinees with language limitations unrelated to a documented disability (e.g., English as a second language, literacy) nor to provide unlimited time for the completion of exams that are designed to certify not only knowledge but also efficiency in the use of computers. For more information on the actual process to apply for an accommodation, please see our [ADA page](#)*.*

Q: What is video conferencing software used for?
A: *Third-party video conferencing software may be used in the Single-Service model for identity and environment checks. It will never be used to communicate with a Certiport representative. Using such software will occur simultaneously with your separate virtual session(s) occurring within the Certiport Admin VM tool. Third-party video conferencing software may only be used to communicate with your Test Candidates during said scheduled Self-Service session; they cannot be used to administer the actual exams - only the Certiport Admin VM can deliver the virtual sessions. Note that using video conferencing or other software may put an additional burden on you or your Test Candidate's bandwidth that may exceed the baseline technical requirements we have set forth for the Exams from Home solution. Certiport's Technical Support team will also not be able to troubleshoot any issues related to third-party software use.*