

## Guide Summary

This guide covers some additional environmental and procedural preparatory items for Adobe Live-in-the-Application exam delivery with respect to Compass, the Mac and Windows operating systems, as well as the Adobe software. It is important to note that the following actions will need to be repeated on every workstation that will be participating in native/local Live-in-the-Application delivery of Adobe exams.



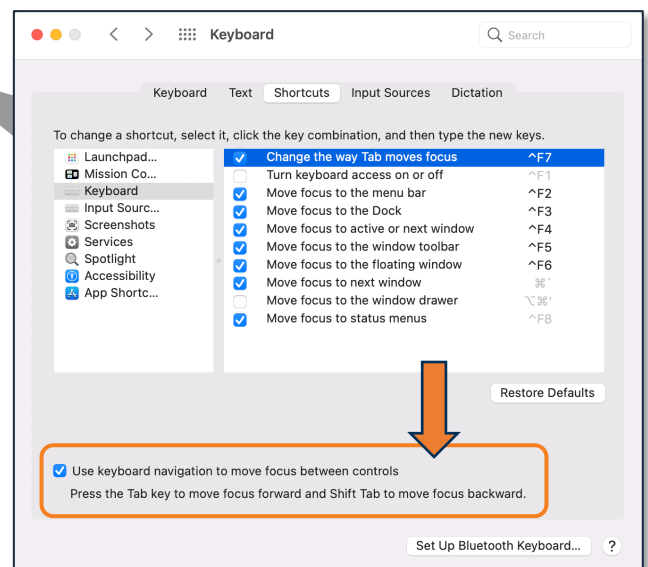
## Actions to Perform *Before* the Test Candidate Arrives

For an optimal candidate experience, you should download the **exam content files** in Compass prior to launching your first exam. Otherwise, your first candidate on each machine will experience a wait at the beginning of the Task Section of the exam. The exam content is comprised of materials like project files, settings, and conditions that Compass populates inside of the Adobe application to create exam questions. See the [Compass User Guides](#) for instructions.

### Additional items:

- Auto-hide the Taskbar (**Windows**) or Dock (**Mac**). See the [FAQs](#) for instructions.
- **Mac Only:** Enable the Adobe application permissions. See the [FAQs](#) for instructions.
- **Mac Monterey Only:** Remove Quick Note from Hot Corner activation. See the [FAQs](#) for instructions.
- **Mac Only:** Turn on accessibility shortcuts to enable keyboard navigation for all question types. To enable:
  1. Choose **Apple > System Preferences > Keyboard**.
  2. Click **Shortcuts** and select **Use keyboard navigation to move focus between controls**.  
*\*Note: If you do not see this setting, press Control+F7.*

- **Windows Only:** Create the following directory on the C: drive: "**C:\temp\gco**" - Compass uses this directory to log information that will help technicians diagnose a problem if one occurs.
- **Windows Only:** In Display properties, set Scale and Layout to 100%.



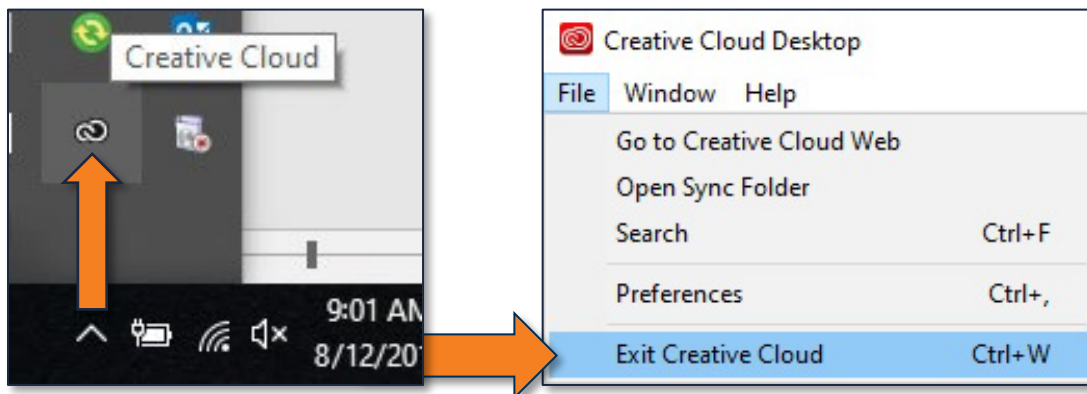
## Actions to Perform *After* the Test Candidate Arrives

### Prior to launching the exam, the Test Candidate must perform the following steps:

1. If named-user licenses are used, ensure they are signed into the [Adobe Creative Cloud](#) with an active license for the corresponding application (if they are not signed in, a sign-in dialog will launch during the exam **and might cause the exam to freeze or close**).

**Important:** Adobe allows a named user-license to be used simultaneously on **no more than two devices**. If a license is already being used on two devices, you must sign out of one of them before launching the exam on a third device. See the [FAQs](#) for more information about different types of Adobe licenses.

2. If the Adobe application has **not been previously launched** on that computer, it should be done prior to launching the exam (additional information of this detail can be found in the Exam Readiness Feature [section](#) of this document). By launching the application prior to launching the exam it:
  - Creates the directory structure in the user’s operating system profile where app preferences are stored.
  - Verifies that the license is active and allows you to address any login issues such as multifactor authentication (MFA) or being signed in to more than two devices.
  - Allows you to maximize the application window for the best exam experience.
  - Allows you to dismiss any one-time dialogs/prompts/tips the application may display the first time it is ever launched.
3. **Close** the Adobe application as well as the Creative Cloud Desktop application (only close the Creative Cloud Desktop application, do not “sign out” of the Adobe Creative Cloud).
  - a. Mac: Click **Creative Cloud**, and then select **Quit Creative Cloud**. Or press **Cmd+Q**. You may also click the three vertical dots icon in the upper-right corner of **Creative Cloud desktop app** and select **Quit**.
  - b. Windows: Click the **Creative Cloud** icon in the **system tray**. Click **File** and then **Exit Creative Cloud**.

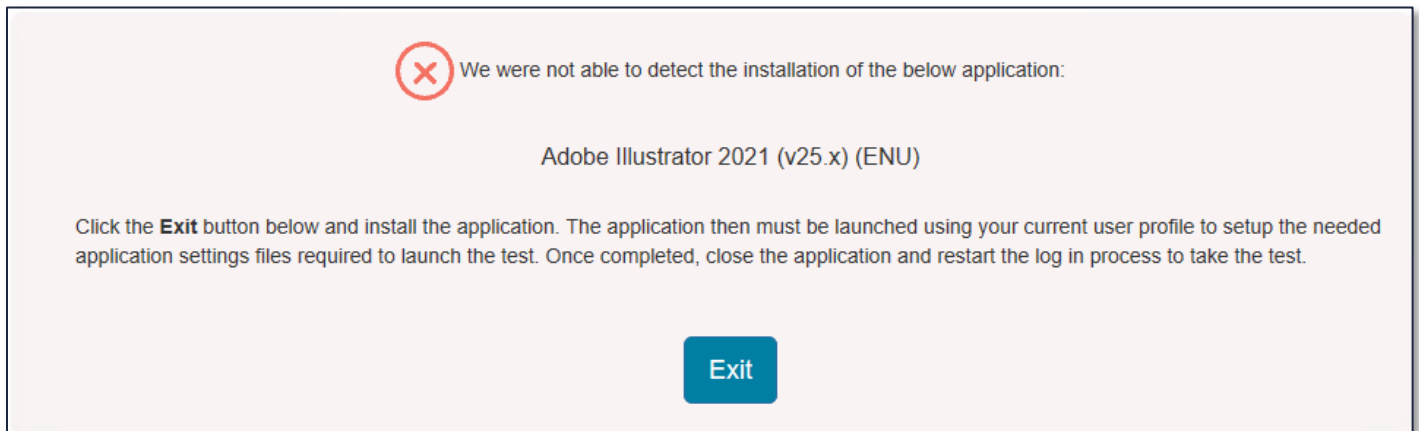


### Remind the Test Candidate of the following points:


- For a Test Candidate exam to be fully completed, they must reach the score report at the end of the exam. If they do not see the score report at all for any reason, the exam will be resumable for **seven days**.
- If the exam quits for any reason, or if you must force quit the exam due to the application becoming unresponsive, the Test Candidate can resume the exam on the **same computer** within seven days. Progress for questions and tasks is saved by **clicking Next or Back** and will be restored when the exam resumes.
- If the Test Candidate needs to resume the exam on a different computer, caution them that if they revisit a task, they will need to complete the task again to earn a point.
- Caution Test Candidates taking Premiere Pro and After Effects exams that they should not waste time or resources playing the full video. They can check their work by scrubbing the timeline or by playing only the small segment where they made a change.
- Caution Test Candidates taking the Premiere Pro exam that they should not make a project read-only.

### Exam Readiness Feature

After the Test Candidate selects the exam and the Proctor signs in, an Exam Readiness feature will check to ensure that the version of the application that matches the selected exam is installed. If the correct application version is not installed, the Exam Readiness feature will display the following message. The Test Candidate will need to click **Exit** and install the correct application version.



The Exam Readiness feature will also check if the application has been launched for the first time. If the application has been installed, but the Test Candidate has not launched it, the following dialog will be displayed:



We were not able to detect the application settings files required for the below application:

Adobe Illustrator 2021 (v25.x) (ENU)

Try the below suggestions to resolve this issue:

1. Launch the Application to automatically create the default settings. Once the application has launched, close the application and run this check again.
2. If you are still failing this check, you may also try manually restoring your application settings. To do this, press and hold **Ctrl+Alt+Shift** while launching the application. Depending on the application and year, you may receive a prompt asking you if you would like to reset your preferences. Once the application has launched, close the application and run this check again.

Launch Application
Run Check Again


If you have tried all options and are still having an issue, [Click here to close the window.](#)

The Test Candidate should perform the following steps:

1. Click **Launch Application**.
2. Sign into Adobe, if necessary.
3. Close the application.
4. Click **Run Check Again**. If the check fails a second time, the candidate should follow the instructions in step 2 of the dialog to reset application preferences.

**Note:** *If the application window does not appear, ask the candidate to press **Alt+Tab** on Windows or **Option+Tab** on the Mac to bring the application window to the foreground.*

When the computer passes the readiness check, the following screen will display:



No issues found for the below application.

Adobe Illustrator 2021 (v25.x) (ENU)

Click Continue to proceed to the test

Continue

## Frequently Asked Questions

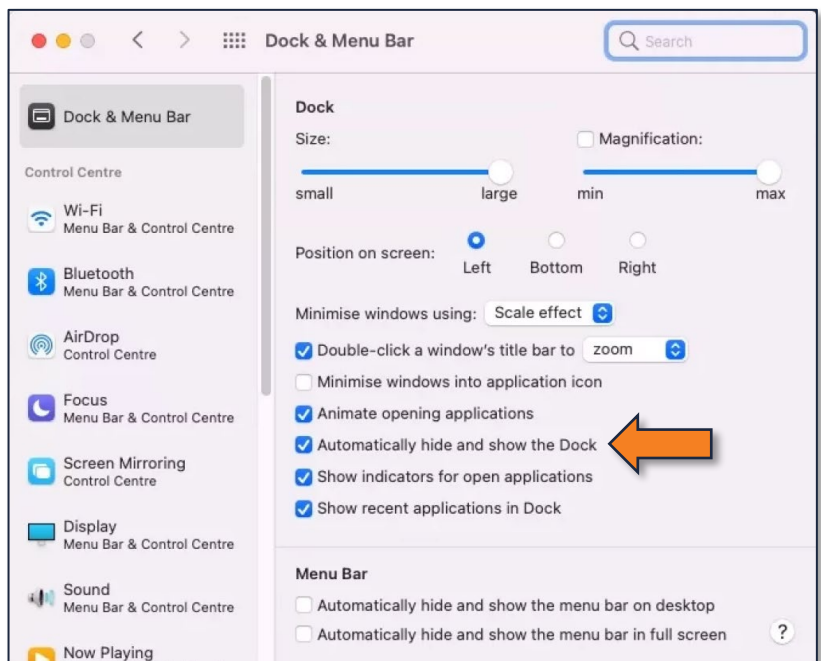
### Q: How do I auto-hide the taskbar in Windows?

A: "Right-click" on a blank area of the task bar and select "Taskbar settings". Within the menu, move the slider for "Automatically hide the taskbar in desktop mode".



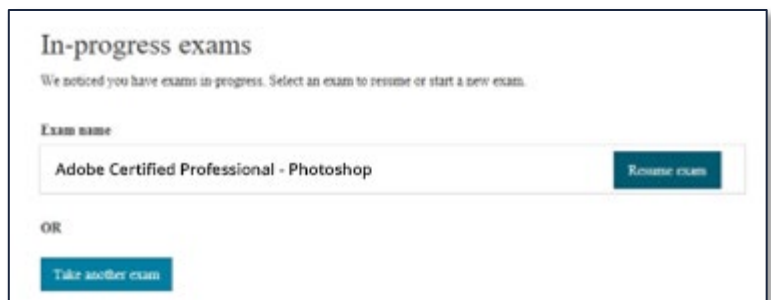
### Q: How do I auto-hide the Dock in Mac OS?

A: Hit "Command+Option+D". Alternatively, you can open the system Preferences from the Apple menu and choose "Dock" on Catalina or "Dock & Menu Bar" on Big Sur or Monterey. Check the box for "Automatically hide and show the Dock".



### Q: The Test Candidate did not reach the Score Report in the exam, what should they do?

A: In the event that your Test Candidate was unable to see the Score Report and click on "Exit Exam" due to a program crash, power outage, etc., they must go back into the exam within 7 days and resume the "In Progress" exam in order for their results to be uploaded.



**Q: Which app permissions are required to run the exams on the Mac?**

**A:** The exams require that the application have access to various Files and Folders. These permissions can be granted by using the application outside of the exam and allowing the permission when you see the security prompt. However, in a test lab, the simplest way to ensure these permissions is to grant **Full Disk Access** to every application you plan to test. In addition, the After Effects exam requires the **Automation: Finder** permission and the Premiere Pro 2022 exam requires **Screen Recording** permission. In addition, Secure Browser needs the Accessibility permission.

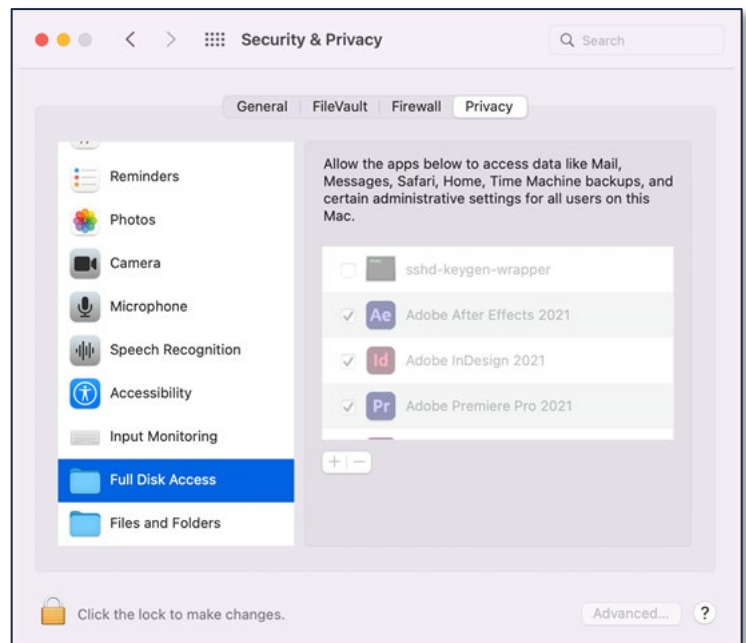
Application	Permission Requested by the App	Where to Set in Security & Privacy
<b>Photoshop</b>	Documents Folder	Full Disk Access
<b>InDesign</b>	Documents Folder Network Volume	Full Disk Access
<b>Premiere Pro</b>	Documents Folder Desktop Folder Downloads Folder	Full Disk Access
<b>After Effects</b>	Documents Folder Finder	Full Disk Access Automation: Finder
<b>Dreamweaver</b>	Desktop Folder Documents Folder Network Volume	Full Disk Access
<b>Animate</b>	Documents Folder	Full Disk Access
<b>Compass for Mac</b>	Accessibility Documents Folder System Events	Accessibility Full Disk Access Automation: System Events

For more information, review the [Controlling App Access](#) article from Apple.

**Q: How can I grant app permissions on the Mac?**

**A:** These settings are configured in Security & Privacy.

1. Open System Preferences.
2. Open Security & Privacy.
3. On the Privacy tab, select the permission you want to grant.
4. Unlock the padlock.
5. Click the Plus sign to add the application.
6. Enter the password for the user with Administrator permission.
7. Browse to locate the application you want to grant access.



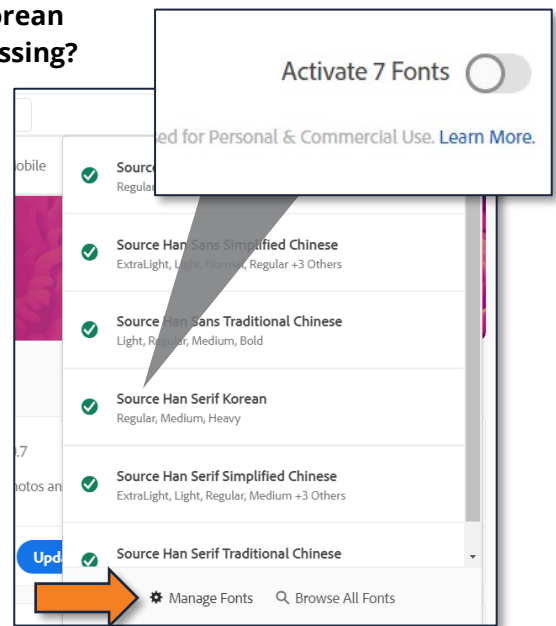
**Q: What is the difference between a Named User License and a Feature Restricted User License?**

**A:** Adobe software is licensed using one of two models:

- **Named user license** – This licensing model requires users to sign in before they can use Adobe software. The user can only be simultaneously signed in on two computers. Users can install, update, and launch applications from Creative Cloud Desktop.
- **Feature-restricted license** – This licensing model does not require users to sign in. Applications can be deployed only by creating Adobe Admin Console packages. Creative Cloud Desktop is not installed.

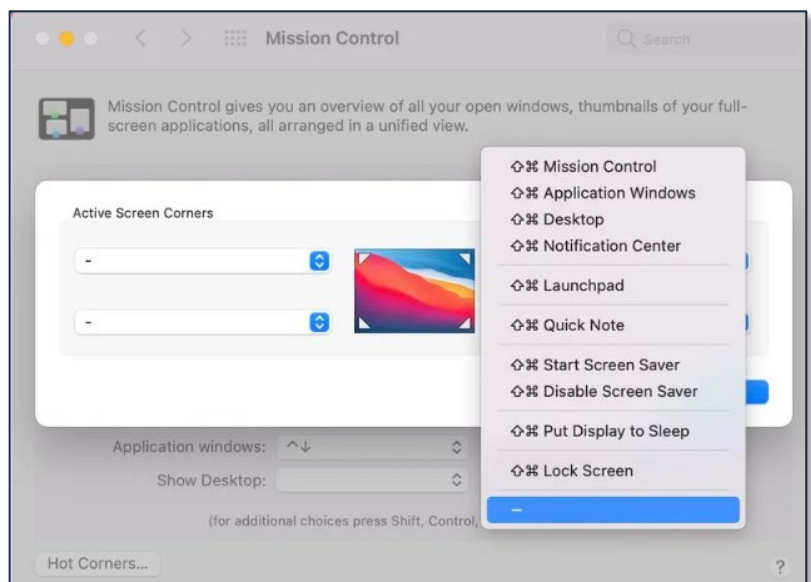
**Q: I am proctoring a Chinese Traditional, Chinese Simplified, or Korean exam. Why does the candidate receive a warning that a font is missing?**

**A:** The exams require two fonts that are available on both Mac and Windows. For Chinese Traditional, Chinese Simplified, and Korean exams, we selected Source Han Serif and Source Han Sans due to the cross-platform support. These fonts must be activated in Adobe Fonts via the Creative Cloud application. It is best to activate them before running the exam. To do so, “click” the Adobe Fonts icon and choose “Manage Fonts”. Search for the Source Han Serif in the appropriate language and click the “Activate 7 fonts” button. Click “OK” in the Confirmation dialog. Navigate back to the search option and repeat for the Source Han Sans.



**Q: How can I prevent the Quick Note window from appearing over the Next button.**

**A:** Mac Monterey allows you to configure Hot Corner actions that occur when a candidate hovers over a corner. By default the Quick Note app is configured to display when you hover over the bottom-right hot corner. To disable this, open System Preferences. Launch Missing Control. Click Hot Corners. Select “-” for the bottom-right hot corner.



**Q: I participate in the Adobe beta program. What do I need to do to be able to run the 2023 Adobe exams?**

**A:** *The Adobe exams do not support the beta versions of the software. In addition, failure to completely remove the beta versions of the software prior to installing the released version can prevent the LITA section of the exam from loading. Please completely uninstall the beta version before installing the released version. If you have already installed both the beta version and the released version, uninstall both and then reinstall the released version.*

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## Contacting Support

Find [Answers](#) online or Contact Support through Phone, Email, or Live Chat.  
Support is available Monday through Friday 6am to 5pm MT