# Exam Administrator (Proctor) Guide

## For Certiport - Compass Cloud: Remote

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# Guide Summary

This guide outlines the processes and best practices for scheduling and administering exams with **"Compass Cloud: Remote"** as an Exam Administrator (Proctor). Please note that Compass Cloud: Remote may only be used by Certiport Authorized Testing Centers (CATCs) that have been approved for remote proctoring. If your CATC is currently using **"Compass Cloud: In-Center"**(classic), but also requires a remote-proctoring solution, you may request an exemption to use Compass Cloud: Remote by filling out this form.

If you are already familiar with Compass Cloud In-Center and Exams from Home (EFH), we have also created a Quick-Start Guide that sums up the main differences between the evolution of EFH to Compass Cloud: Remote without going into the detail explained in the following guide.

# Technical Requirements

First, it is important to understand that Compass Cloud: Remote exists in two distinct forms:

- **Web-Based Tools:** There are two web-based tools, one to schedule exam sessions (calendar) and one to administer exams (Proctor dashboard). Both are accessed by logging in to our website at www.certiport.com. Only Exam Administrators (Proctors) and Organization Administrators (Org Admins) will use these tools. During an active session, the Proctor uses the calendar/scheduling tool to launch the Proctor administration dashboard. The dashboard has a way to view the Test Candidate's workstation (desktop) remotely, along with a chat feature should there be an technical or administration issue.
- **Exam Launch Application:** This will need to be installed on every testing workstation and contains the exam launch pathway. Only Test Candidates will use the exam launch app. Information about obtaining and installing the app are found on Page 7 of this guide, and are detailed in the Test Candidate guide.

See the next page for technical requirements for both Exam Administrators (Proctors) and Test Candidates. Review the full Test Candidate guide for information on their complete process & details including the exam launch pathway.

## Exam Administrator (Proctor) Requirements: Scheduling/Proctor Dashboard

- Laptop or Desktop (recommended); tablets or other mobile devices
- Recommended minimum screen resolution of 1920 x 1080 (lower resolutions may require the Proctor to scroll or zoom to see both the Test Candidate's remote desktop as well as the chat feature)
- The preferred internet browser is Chrome; Edge and Safari are also supported
- High-speed internet (see the Connection Check section for more info)
- Webcam (for the Identity & Environment check)

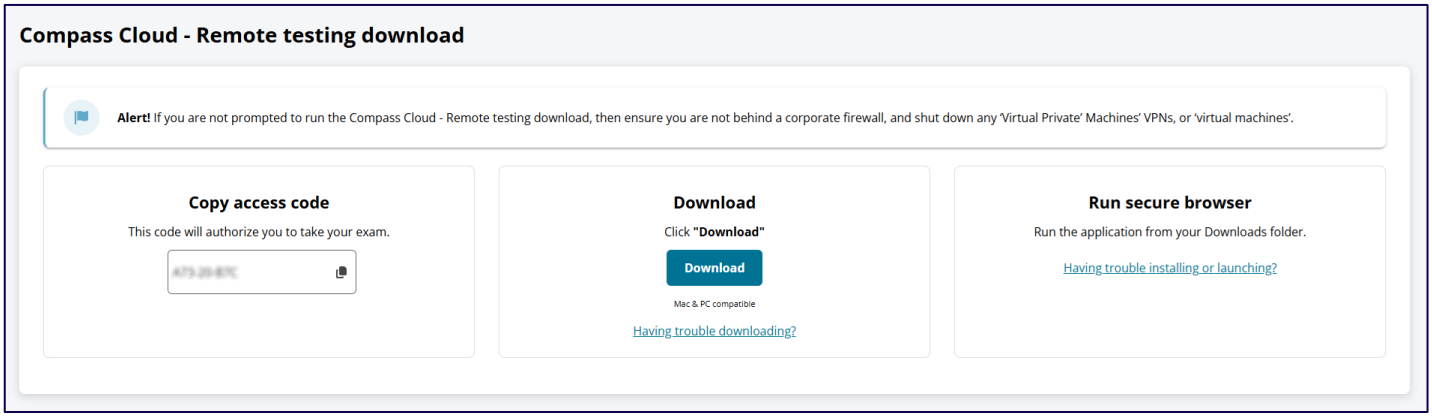
## Test Candidate Requirements: Exam Launch App / Chromebooks App

- Laptop or Desktop with Windows 10, Windows 11, or Mac OS X Sonoma 14.x or higher
    - **Windows & Mac:** You will need the ability to download and execute a program file from your browser
- Chromebook with a current operating system (ChromeOS)
    - **Chromebooks:** Local Admin Rights are required to deploy the Google Play Store App (or local Admin permissions) for managed Chromebooks
- The language of the OS on the testing workstation must match the exam language of the scheduled session
- Full Keyboard, 2-button mouse
- Recommended minimum screen resolution of 1280 x 800
    - Multiple monitors are not supported during the exam
- The preferred internet browser is Chrome; Edge and Safari are also acceptable
- Webcam (for Identity & Environment check)
- A bandwidth download speed of at least 10Mbps (a reputable third-party site Test Candidate's may use is www.speedtest.net.) See the FAQs for more info.

# Downloading & Installing the App

## Windows & Mac OS Users

Windows & Mac users will obtain the Compass Cloud: Remote application by downloading and installing an executable program file through a browser by clicking on the "exam launch link" in the Access Code email that Exam Administrators (Proctors) will send to them. They will perform this just prior to launching their exam, which will then start them on the exam launch pathway. See the Administering Exams section of this document for more info.




## Chromebook Users

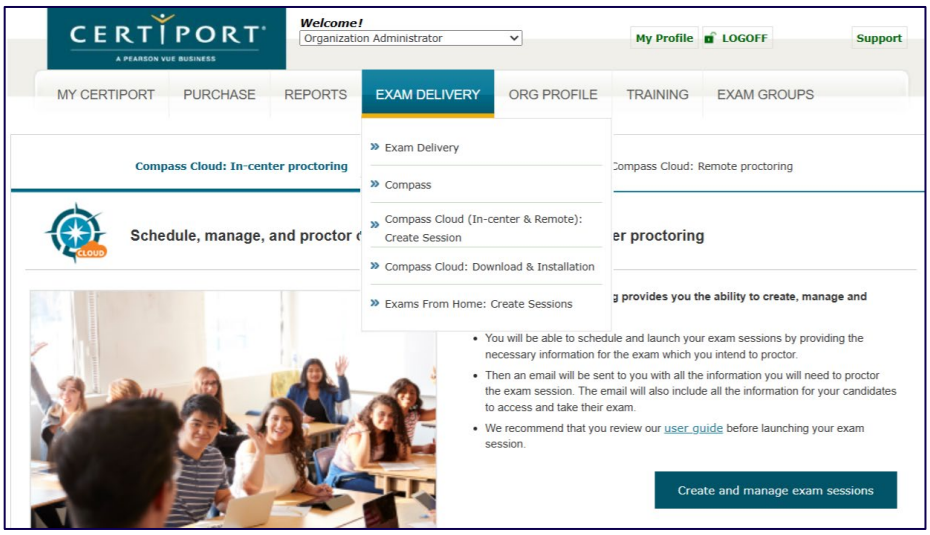
Using Compass Cloud: Remote on a Chromebook requires you to download the Compass Cloud app from the Google Play Store. To obtain the installer file, navigate to www.certiport.com and log in. Change your role to Organization Administrator or Member, hover over the **Exam Delivery** tab and click on the dropdown for **Compass Cloud: Download & Installation**. The app for Chromebooks should be installed prior to administering your first session. You may also go directly to the Play Store app (this is not the same app that was employed for use by EFH).

Proctors will send Chromebook users the same email as Windows & Mac users, but instead of clicking on the "exam launch link", they will launch the Play Store app from their desktop, enter their Access Code, and begin the exam launch pathway.

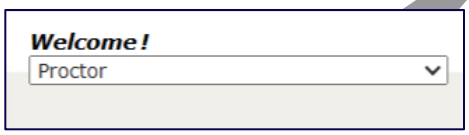
# Getting to know the Calendar Tool

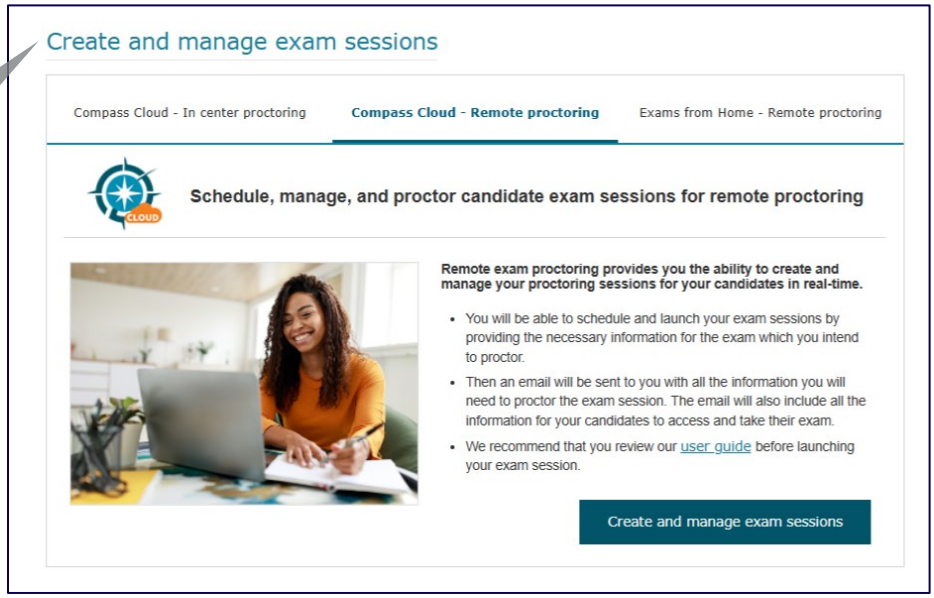
To access the calendar tool, navigate to www.certiport.com and log in. Change your role at the top of the page to Organization Administrator or Member (see below for Proctor), hover over the **Exam Delivery** tab and click on the dropdown for **Compass Cloud: Create Sessions**, and then click the button to **Create and manage exam sessions**.

**Note:** *The methods for each role described on this page will take you to the same calendar. A new browser tab will open containing the tool.*

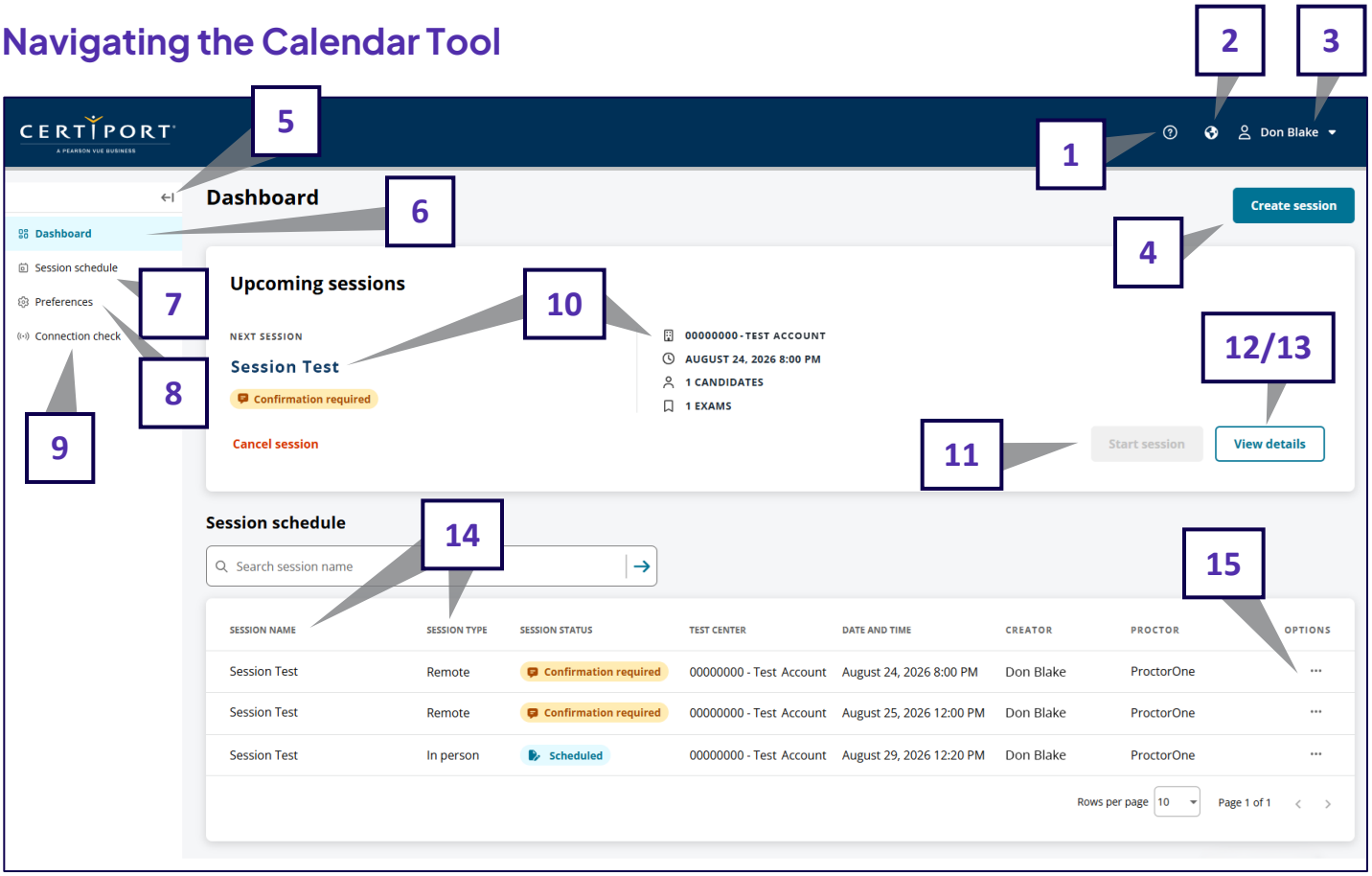



When using the Proctor role (illustrated below), change your role to **Proctor** and click on the section heading for **Compass Cloud – Remote proctoring**. Next, click the button to **Create and manage exam sessions**. A new browser tab will open containing the calendar tool.



# Navigating the Calendar Tool




## Calander Legend

| | | |
|---|---|---|
| **1:** Help & Support | **2:** User Interface Language Selection | **3:** The Current User & Sign Out |
| **4:** Create New Session Button | **5:** Side Menu Collapse | **6:** The Session Creation Page (*currently selected*) |
| **7:** Session Page (*see all upcoming & past sessions*) | **8:** Preferences Menu (set communication options) | **9:** Connection Check (test bandwidth & latency) |
| **10:** Next Session in queue for your CATC | **11:** Start Session Button (*grayed out until 5 minutes before start time*) | **12:** View Details Button (*edit name, time/date, exam group, Proctor, or # of Test Candidates*) |
| **13:** View Details Button (*view more info about the next session in queue*) | **14:** All Upcoming Sessions including new Session Type: (In-Center or Remote). | **15:** Options Menu (*confirm session, view details, edit, or resend emails of a session*) |

## Session Creation Details

Review the information in this guide and carefully determine the details when creating/scheduling a new session event in the calendar tool:

- A single session can contain a mix and match of any supported program, suite, or version year (up to five different exam titles per session) and a maximum of 50 Test Candidates.
- CATCs can schedule at their convenience down to a minimum of 1 hour in advance of the session's start time. You cannot schedule out past 30 days.
- The user scheduling must be associated to your CATC. Within the calendar tool, associated Certiport Organization Administrators can see all sessions scheduled for the center, associated Exam Administrators (Proctors) can only see the sessions that they created.
- The user creating the session does not have to be the Exam Administrator (Proctor), but only an assigned Exam Administrator (Proctor) can confirm and administer the session. So, if you are creating a session for someone else, this ensures they are aware of it by only letting a user actually assigned to proctor the exams to the Test Candidates to confirm the session. See more about confirming a session in this guide.
- You can select multiple Exam Administrators (Proctors) when creating a session, but only one Proctor can launch the session at which point they will be tied to the session and no other Proctors may join it, even if they were selected during session creation.
- If an Org Admin/Member creates a session on behalf of an Exam Administrator (Proctor), they will still receive a copy of all the emails that are sent to the Proctors (except the reminder emails to confirm the session, which can only be performed by a Proctor).
- Once you schedule a session, you cannot edit the Session type, CATC, the payment method, the exam language, or the exam titles (although you can delete exam titles). If you need to change those details, you must delete the session and schedule a new one.
- You can cancel a session down to 1 hr before it's scheduled to begin. After that, it becomes locked, and it cannot be cancelled, nor can any session info be edited during that final hour.
- Vouchers that your CATC has purchased and are available for use can be used as a payment method when scheduling your exam session. However, there are two different voucher types to select from when employing the use of vouchers. Please see the voucher section in this document for detailed info on using vouchers with Compass Cloud.

**Important:** *Payment will be locked upon session submission. We ask that you only schedule sessions for the # of Test Candidates that will actually attend. You can update the # of participants down to 1 hour prior to the session start time.*

## A Note on Session Time

When using Compass Cloud: Remote please note that there are two time limits you need to be aware of when delivering exams. Because all exam types employ the use of virtual machines, all Test Candidates must arrive and be ready to test at least 5 minutes prior to their scheduled start time no matter which exam they are taking.

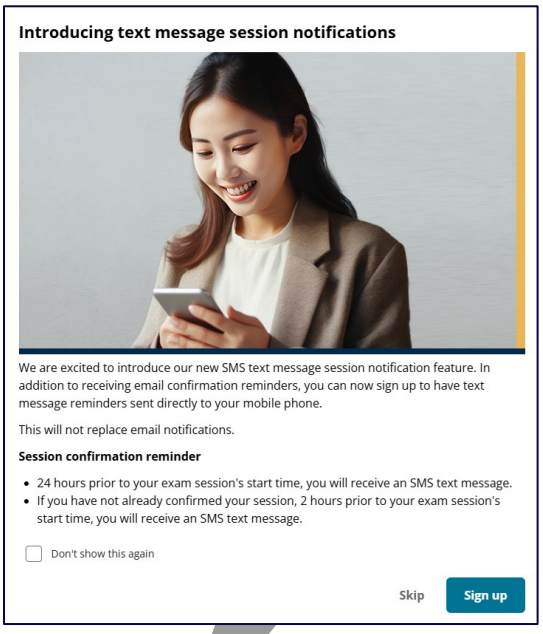
- **Session time:** the amount of time the virtual machine is active (approx. 2 hours) or until the Test Candidate finishes the exam and disconnects from the session.
- **Exam time:** the actual timed portion the Test Candidate has to complete the certification exam (between 45-60 minutes for all standard exams).

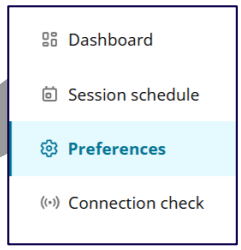
Session time is used by the Test Candidate to log in, enter their Access Code, verify their information, ask the Exam Administrator (Proctor) any questions, review the tutorial, take their exam, review their results, send feedback, or to complete other, similar tasks. If the Test Candidate begins later than 30 minutes to their scheduled session, they will be locked out and need to reschedule their exam as there may not be enough overall time to complete all session time tasks as well as the exam itself. (Exam time exists within Session time.)

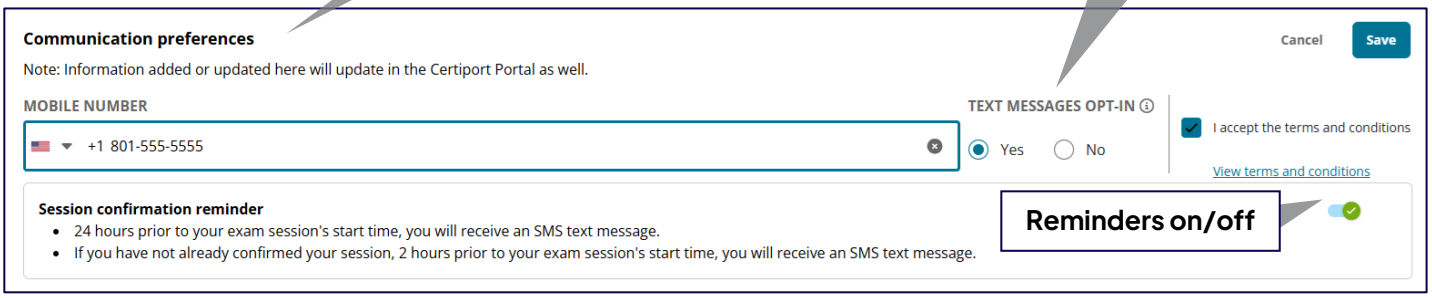
**Important:** *It is imperative that Test Candidates with ADA accommodations do not start their exam late or they may run out of session time.*

## Setting your Preferences

Currently, the only preference is the option to receive your session notifications via SMS text message. The first time you use Compass Cloud you will be prompted to sign up for text messages, which will take you directly to the preferences menu. In the menu, click the **Edit** button, enter your phone number, click **Yes** to opt-in, read the Terms & Conditions and check the **"I accept…"** box, click the **Slider** for session confirmation reminders, then click **Save**. You can access your preferences from the left-hand menu in the calendar tool at any time.



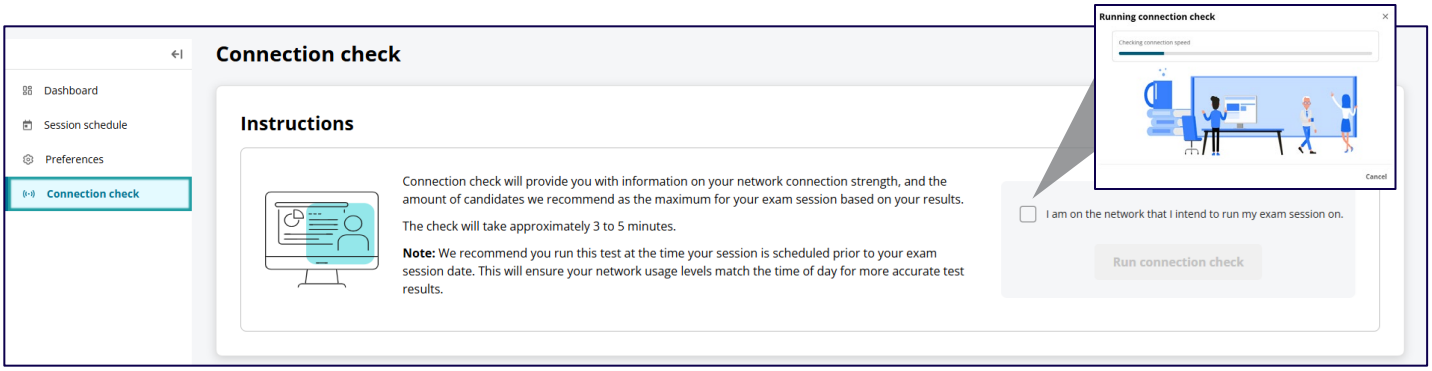



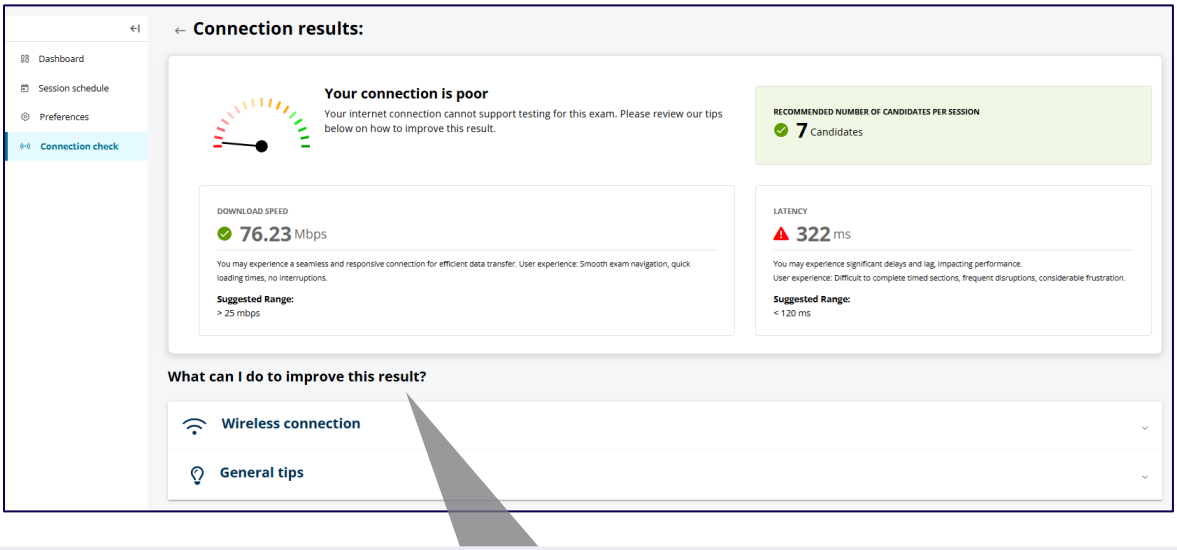

**Note:** *At this time the text messaging option is only available in the U.S. and Canada. Electing to receive your session confirmation reminders via SMS text will not cease any reminders sent via email (you will continue to receive both).*

## Using the Connection Check

The connection check can test your CATC's bandwidth and latency and provide an estimate of the number of Test Candidates your center can support (within a single session) based on the results at the time the check is conducted. To begin, click **Connection check** in the left-hand margin of the calendar menu. You will be presented with instructions and a notice to perform the test on the same network in which you intend to administer the exams.



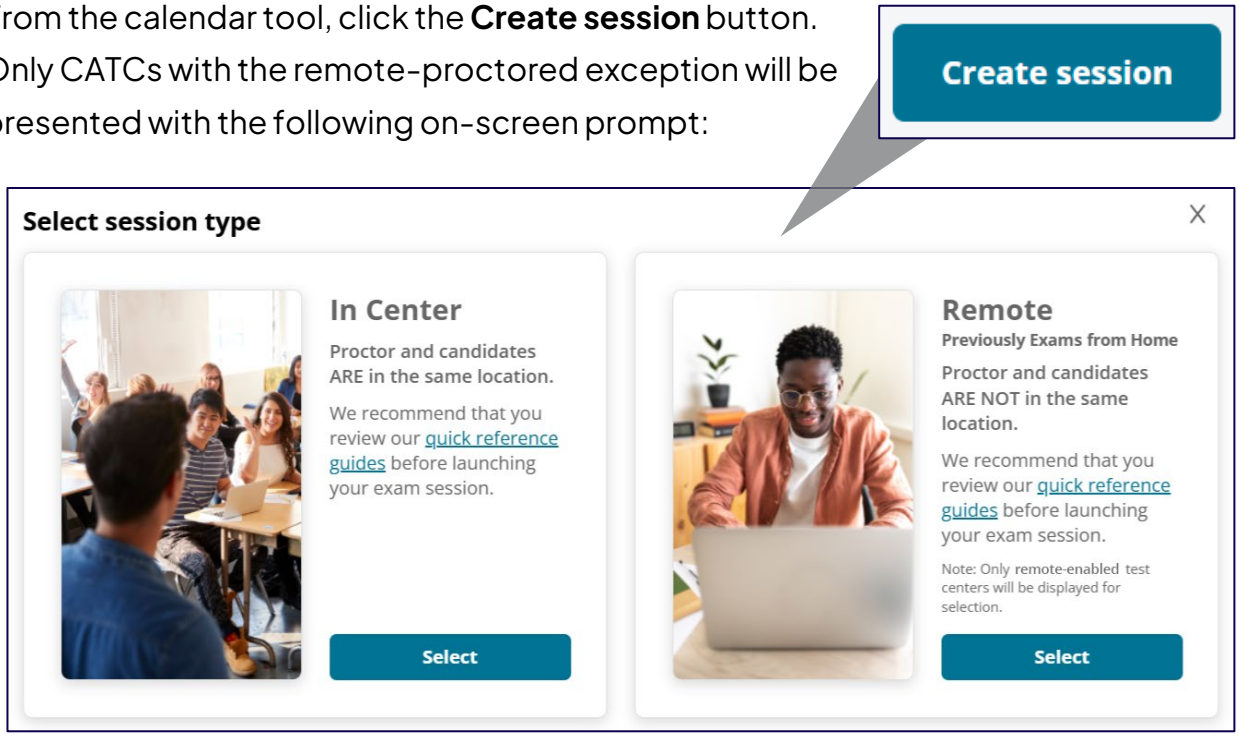

1. Read the instructions and agree to the terms by clicking the **"I am on the network…"** checkbox.
2. Click **Run connection check**, wait for the test to complete, and view the results.




**Note:** *Review "What can I do to improve this result?" (and the FAQs in this guide) for additional tips on poor bandwidth and/or latency issues. It is very important to remember that you are only getting an indication of your network environment at the time of the check, and from the exact workstation in which it was performed.*

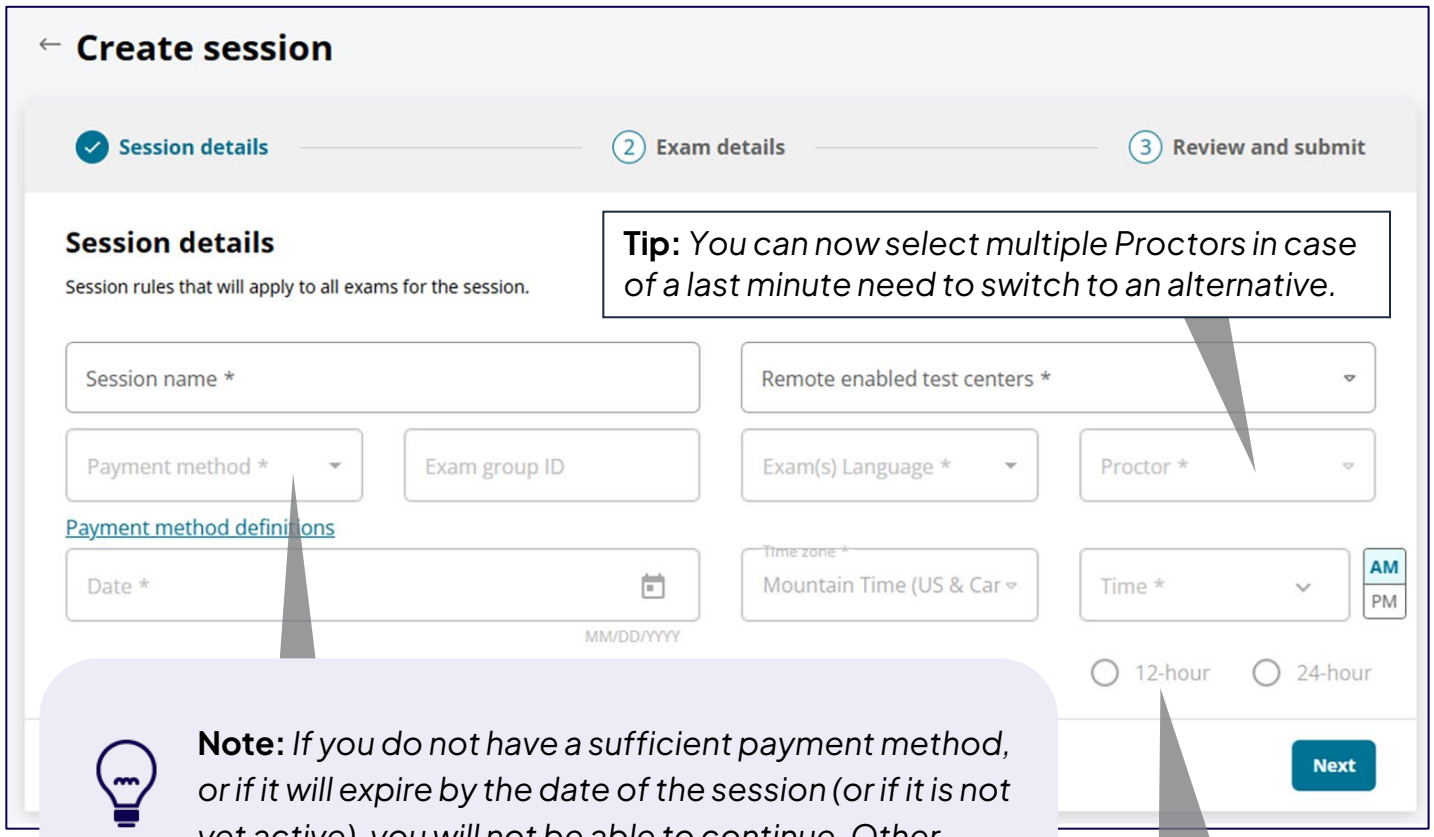
# Creating a Session

1. From the calendar tool, click the **Create session** button.
2. Only CATCs with the remote-proctored exception will be presented with the following on-screen prompt:




3. Select between scheduling an **In-Center** or **Remote** (Proctored) exam session.
4. Type a **Session name** into the details screen (shown on the next page) and select your CATC. When a valid CATC is selected, it will open the remaining fields. Select your **Payment method**, enter an **Exam group** number (optional), specify your **Exam language**, choose all potential **Exam Administrators (Proctors)**, **Time zone**, and the **Date/Time** of your session.

**Important:** *When a session is scheduled, any corresponding licenses, inventory, or vouchers matching the number of Test Candidates specified in a session will be debited from your CATC and put on hold. This ensures that when the session actually occurs, your CATC has enough pieces to cover it. Cancelling the session early will release the hold. Additionally, if a session starts with, for example, 10 Test Candidates scheduled and 2 are sick the day of the event, we would return the 2 unused payment methods back to your account after the session is completed. This may take a few hours to process. See voucher section for detailed info on voucher use.*




**Note:** *If you do not have a sufficient payment method, or if it will expire by the date of the session (or if it is not yet active), you will not be able to continue. Other elements such as not having an active site license agreement could also prevent session creation.*

**Note:** *This option is for using 12 or 24-hour (military) time; it does not affect session duration.*

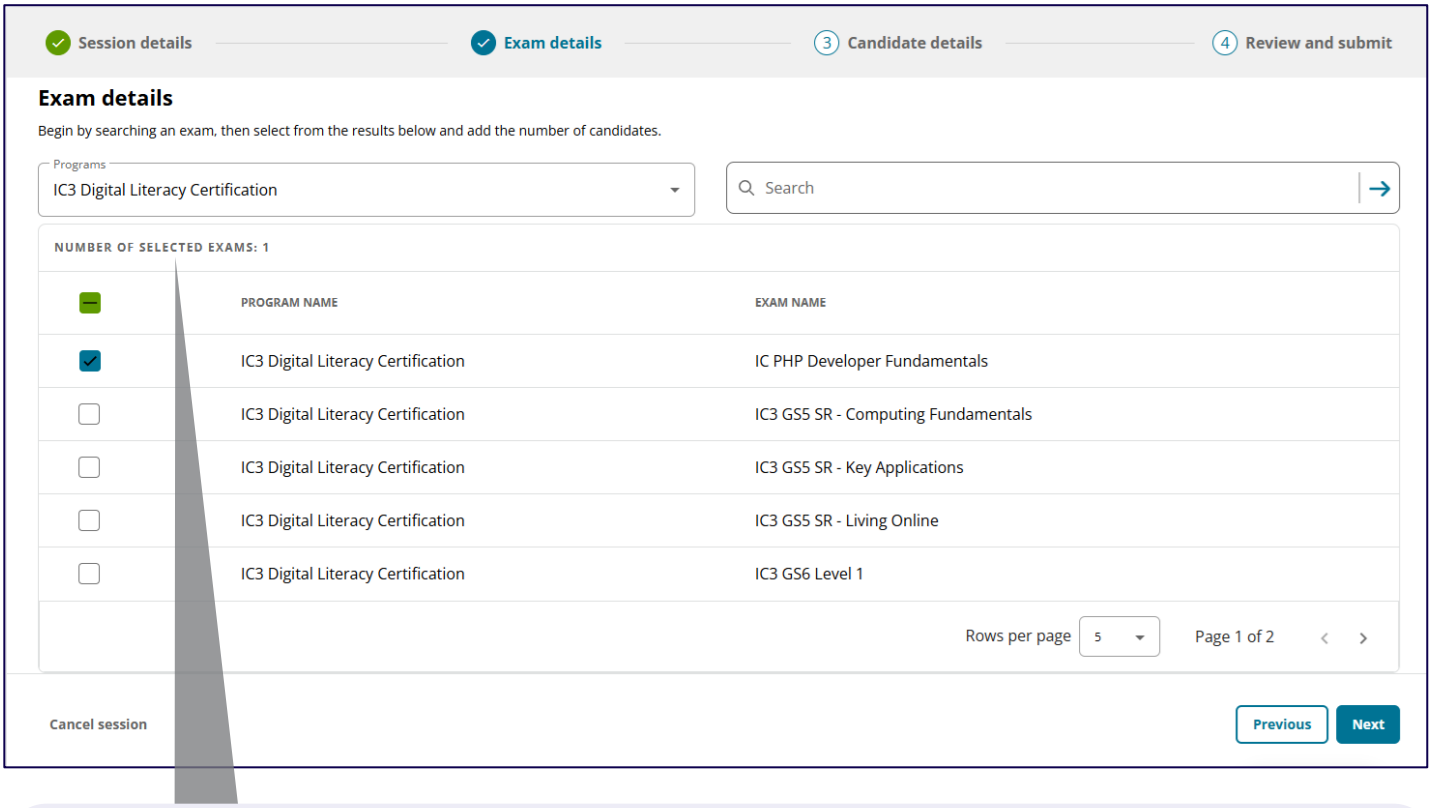
5. Click **Next**. The **Exam details** section will appear.

***Note:*** *After a session has been scheduled, an automatic email (and/or text) will be sent to all the assigned Exam Administrators (Proctors), as well as the person who created the session, which could be an Org Admin from your CATC. See the Emails section of this guide for more info.*

***Note:*** *Compass Cloud is always online, but there will be occasions of periodic maintenance. The system will not let you schedule during an outage, and a notice will appear at the top of the calendar if a blackout date is coming soon.*

The **Exam & Candidate details** screens (see below) are where you will select your exam titles and number of Test Candidates who will be taking each of the exam titles. You can administer up to 5 different exam titles and up to a total of 50 Test Candidates across the 5 titles within a single scheduled session. So, for example, if you started by entering 50 Test Candidate (seats) for an IC3 Digital Literacy L1 exam, it would not let you enter any additional exam titles or seats.

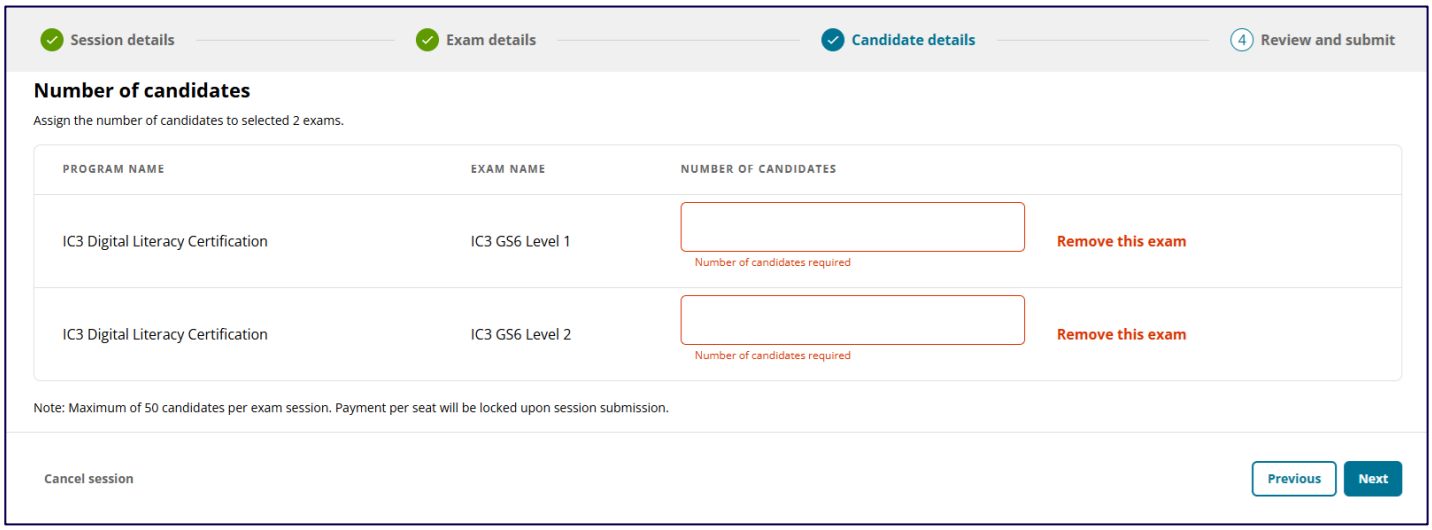
6. In the **Exam details**, begin by selecting your exam titles. You can use the **Programs** dropdown or type a portion of the exam name in the **Search** box to narrow your selections.
7. When you locate your desired exam(s), place a **checkmark** next to it as illustrated below. You will not enter the number of Test Candidates until you are finished selecting exam titles. Use the Programs dropdown or the search tool to find and checkmark up to 5 different exam titles for the session.




**Note:** *If you are selecting multiple exam titles, the system will remember what you have checked as you switch in between programs (or searches), and the "Number of selected exams" will increase (up to a maximum of 5 different titles).*

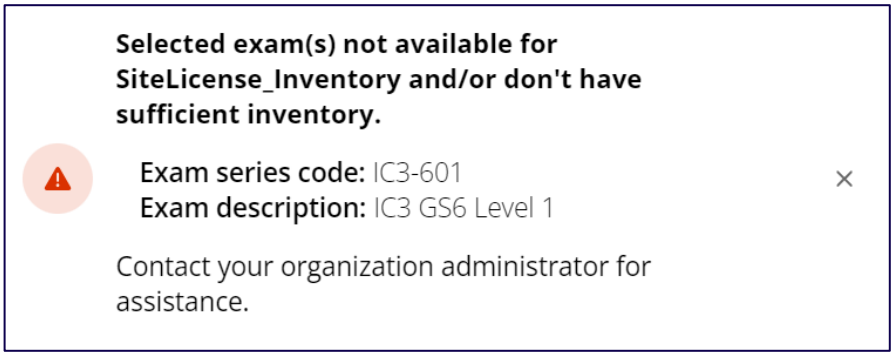
8. If you are done selecting exam titles you can click **Next**.

9. Moving to the **Candidate details** screen, you can enter the number of participating Test Candidates into the **red** fields for each title selected in the previous step.

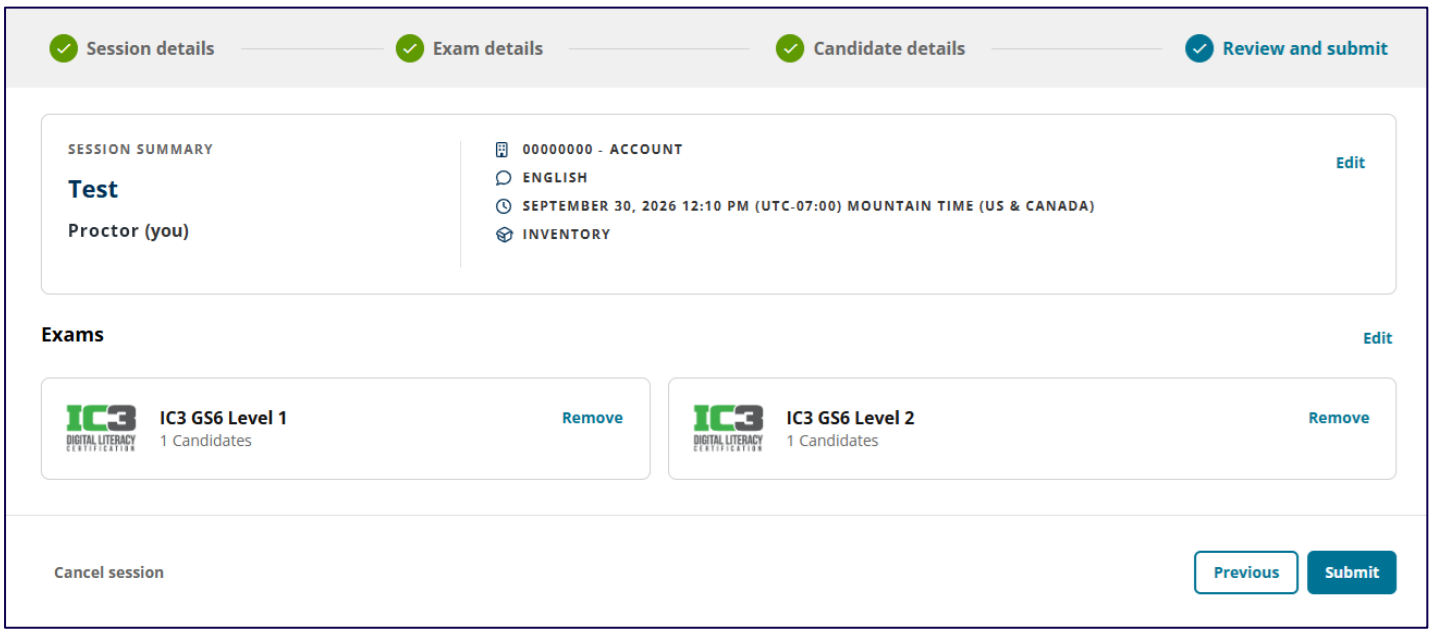



10. If you wish to abandon this session and start over, click Cancel session or the back arrow. If you wish to return to the previous step, click the **Previous** button. If you wish to remove an exam title from the session, click **Remove this exam**.

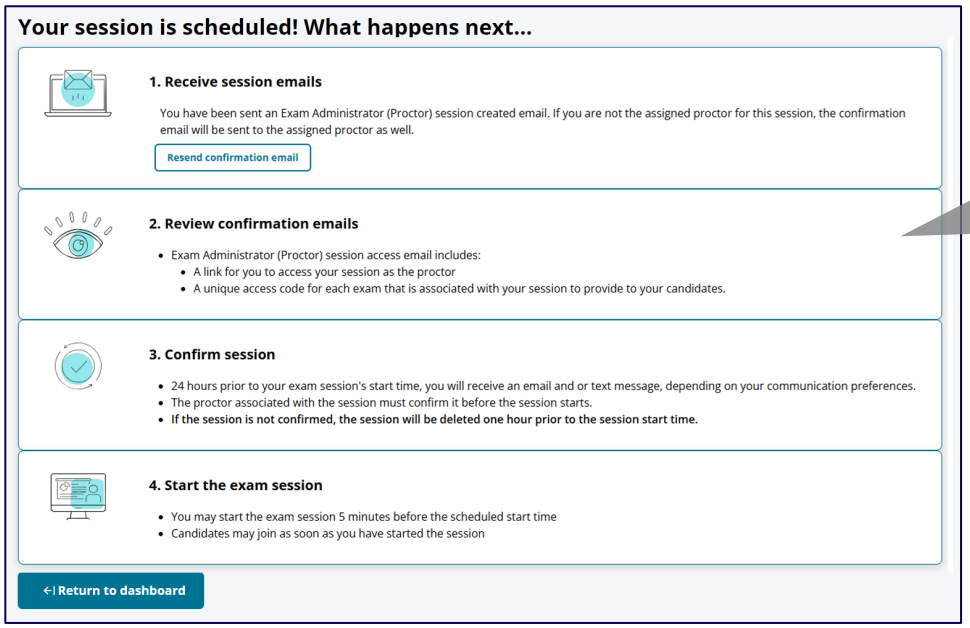
**Important:** *Remember that your payment is debited at the time of session creation. If your CATC does not have the available payment method matching the exam title(s) or the number of Test Candidates selected, you will be notified at this point of the process (after clicking Next on the Candidate details step) and will be presented with an error message similar to the one illustrated below.*



11. After you have finished selecting the exam titles, entering the number of committed participants, and have clicked **Next**, the **Review and submit** screen will appear.




12. **Review** the Session summary screen to ensure all details are correct. Click the **Edit** button on any section to update the session or exam details before submitting the session.
13. If everything looks correct, click the **Submit** button. (Click the **Previous** button to go back.)
14. Your session is now in the calendar and the **What happens next screen** will appear.
15. Review the steps illustrated below and click the **Return to dashboard** button.




**Note:** *See the "Emails, Access Codes, and Session Confirmations" section in this document for additional details on these four items.*

# Using Vouchers & Understanding Voucher Payment Methods

## Process & Best Practices

***Note:*** *If your CATC is not using vouchers you may skip to the next section. All voucher types are compatible with Compass Cloud: Remote. This includes vouchers that your CATC has purchased, vouchers with retakes, vouchers that have been pre-assigned, as well as vouchers purchased from our Store. However, it is important that you understand which payment method to select when scheduling a session. We'll begin by learning the following terms:*

- **Center assigned voucher:** One of two voucher payment methods you can select during session creation for vouchers that a CATC has purchased. Vouchers used with this payment method cannot be pre-assigned to a Test Candidate at the time of session creation.
- **User assigned voucher:** One of two voucher payment methods you can select during session creation for vouchers that the Test Candidate has pre-assigned to themselves, but must also associate to the scheduled exam session via Access Code after the session is created. If you are using this payment method, you must instruct any participating Test Candidates to pre-assign their voucher to themselves and then to associate it to a scheduled session at least 1 hour before the session begins (see FAQs below for instructions).
- **Pre-Assigned voucher:** A voucher that has been assigned to a Test Candidate prior to taking an exam so that no other Test Candidate can redeem it. Only Test Candidates can pre-assign a voucher to themselves.
- **Reserved Voucher:** An unassigned voucher that has been put on hold by Compass Cloud to make certain it is available for a scheduled exam session. Vouchers are reserved when employing the "Center assigned voucher" payment method.
- **Associated Voucher / Associated to a Session:** A pre-assigned voucher that has also been associated to a scheduled exam session via an Access Code. Vouchers that need to be associated to a session are ones that will be used when employing the "User assigned voucher" payment method.

## Using Vouchers FAQ

**Q: Can we use vouchers in Compass Cloud?**
**A:** *Yes. Vouchers that your CATC has purchased and are not pre-assigned to a Test Candidate can be used as a payment method when scheduling your exam session (including Vouchers with a Retake option). In the Compass Cloud calendar during session creation you would select "Center assigned voucher" as the payment method when scheduling a session using these types of available vouchers.*

**Q: What is the difference between the "Center assigned voucher" and a "User assigned voucher" payment methods?**
**A:** *Use the "Center assigned voucher" payment method when you have vouchers that have been purchased by your CATC and show up in your account as an active payment method. Use the "User assigned voucher" payment method with vouchers that the Test Candidate has pre-assigned to themselves, but must also then associate said voucher to a scheduled exam session via Access Code after the session is created. Vouchers used under the "User assigned voucher" payment method may be ones that the Test Candidate acquired on their own (either purchased through our Store or were given to the Test Candidate through an outside promotion, etc.) which would not show up under a CATC's account. However, vouchers used in the "User assigned voucher" payment method could also be ones that the CATC purchased, so long as they are not already reserved for a Compass Cloud session, or already pre-assigned and associated to another Compass Cloud session.*

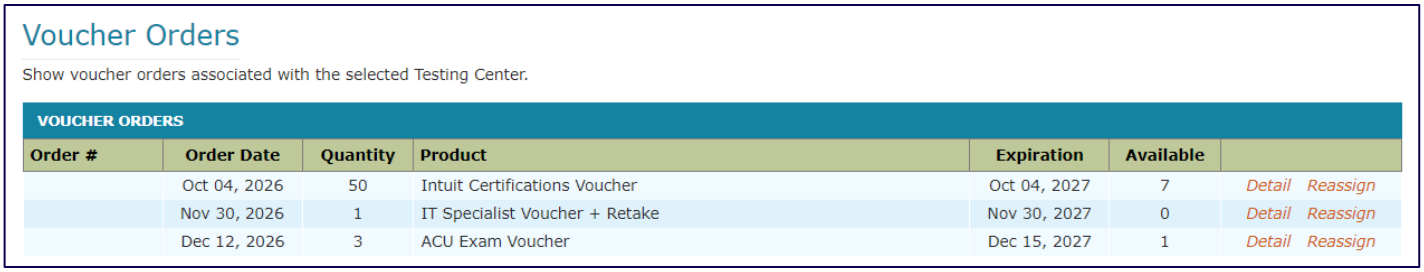
**Q: When scheduling a session with the "User assigned voucher" payment method, can the voucher already be pre-assigned to a Test Candidate?**
**A:** *Yes. Since you aren't actually tying the session to any particular voucher at the time of session creation, the voucher could be pre-assigned to a Test Candidate so long as the voucher is valid for the exam specified in the scheduled session and not yet associated to another Compass Cloud session. If a voucher is pre-assigned to a Test Candidate, it will be used by the "Center assigned voucher" model if it is valid for the exam.*

**Q: Can the Test Candidate purchase their own voucher and use it with Compass Cloud?**
**A:** *Yes. Vouchers that a Test Candidate has purchased or acquired on their own can also be used, but they must be pre-assigned to themselves and associated to a scheduled session via their exam Access Code after session creation. If you know a Test Candidate has their own voucher, you would select "User assigned voucher" as the payment method when scheduling a session in the calendar, then give the Test Candidate the Access Code so they can associate it to the session.*

**Q: What if a CATC has vouchers that have been pre-assigned to a Test Candidate?**
**A:** *If you encounter a scenario where your CATC has purchased vouchers but also has one or more already pre-assigned to a Test Candidate, then you could still select "Center assigned voucher" when scheduling a session in the calendar as long as you have enough additional unassigned vouchers matching the total number of Test Candidates scheduled for the session. Remember that vouchers are reserved when the session is created using the "Center assigned voucher" payment method, and that vouchers to-be-reserved cannot be pre-assigned to a Test Candidate. In the same scenario, you could also use the "User assigned voucher" payment method for just those vouchers already pre-assigned to Test Candidates, so long as they then associate any pre-assigned vouchers to the scheduled exam session using their Access Code after the session creation.*

**Q: Can we schedule a mix of "Center assigned voucher" and "User assigned voucher" payment methods within a single session?**
**A:** *No. The fundamental guidance here is whether the voucher is associated to a scheduled exam session. If it's not associated and do not plan on associating it to the session, use the "Center assigned voucher" payment method. If you plan on associating a pre-assigned voucher to a scheduled exam session, use the "User assigned voucher" payment method. Only pre-assigned vouchers can be associated to a scheduled exam session using Access Codes.*

**Q: How can we check if we have available vouchers or if they have already been assigned to a Test Candidate?**
**A:** *Log in to www.certiport.com as an Org Admin. Hover over the "My Certiport" tab and click on the dropdown for "Vouchers". As shown in the image below, the "Product" column will indicate if the order is for a "voucher" or "voucher + retake". The "Available" column will indicate how many unredeemed and unassigned vouchers are remaining in that order. You can click the orange "Detail" link to see if any of the vouchers in the order are pre-assigned to any Test Candidates (or "reserved" for a "center assigned voucher" session), along with additional info. If present, the orange "Reassign" link is not for changing the Test Candidate pre-assignment, but rather transferring an order of vouchers to another CATC if you have a multisite account. Only a Test Candidate can unassign a voucher by logging in to www.certiport.com, locating the voucher under "My Exams" and clicking the green "Remove/Unassign" button.*

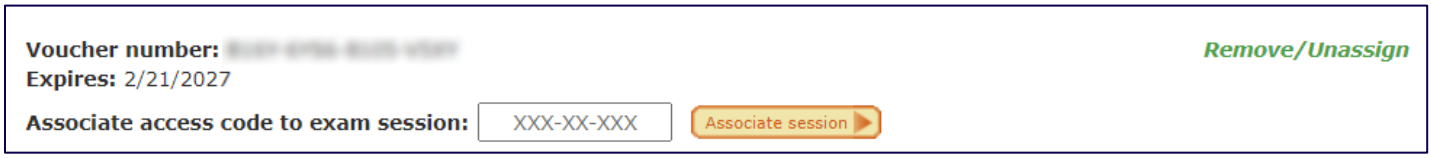


Voucher Orders

Show voucher orders associated with the selected Testing Center.

| VOUCHER ORDERS | | | | | | |
|---|---|---|---|---|---|---|
| Order # | Order Date | Quantity | Product | Expiration | Available | |
| | Oct 04, 2026 | 50 | Intuit Certifications Voucher | Oct 04, 2027 | 7 | Detail Reassign |
| | Nov 30, 2026 | 1 | IT Specialist Voucher + Retake | Nov 30, 2027 | 0 | Detail Reassign |
| | Dec 12, 2026 | 3 | ACU Exam Voucher | Dec 15, 2027 | 1 | Detail Reassign |

**Q: How does a Test Candidate associate their own voucher to a scheduled exam session?**
**A:** *The session must be created and the voucher must already be pre-assigned (learn how a Test Candidate can pre-assign a voucher). After that, to associate a pre-assigned voucher to a Compass Cloud session, the Test Candidate must log in to the website at www.certiport.com, scroll down to "My Exams" and enter their exam Access Code in the field and click "Associate session".*




**Q: How does Compass Cloud determine which vouchers to reserve and then use?**
**A:** *When scheduling a session in Compass Cloud and using the "Center assigned voucher" payment method, your CATC must have enough unredeemed and unassigned vouchers - matching the number of participating Test Candidates specified in the session - available to be reserved at the time the session is created (which we then hold until the date of the scheduled session). However, if you allow your Test Candidates to pre-assign additional vouchers your CATC has purchased that are not among the reserved vouchers for the session, Compass Cloud will redeem the pre-assigned vouchers first (including any assigned retake voucher), then it will redeem from the pool of vouchers that were initially reserved for the session, with the difference being returned to the CATC's account after the session is over.*

**Q: What happens if the Test Candidate forgets to associate their voucher to a scheduled session?**
**A:** *When using the "User assigned voucher" payment method, even if the session has been confirmed, if no Test Candidates have associated their vouchers to a scheduled session, the session will be cancelled at one hour prior to the start of the event. You must instruct your Test Candidates to associate their pre-assigned voucher to the session at least 1 hour before the session is scheduled to begin when using the "User assigned voucher" payment method.*

**Q: How do Vouchers with Retakes work in Compass Cloud?**

**A:** *Upon initial redemption, a Voucher with Retake works like a standard Voucher and can be utilized with either voucher payment method in Compass Cloud as described on this page. After that point, it is important to first understand how Vouchers with Retakes work (a.k.a. "Voucher + Retake"). Like regular Vouchers, Vouchers with Retakes can be purchased by either the CATC or the Test Candidate, they can be pre-assigned to a Test Candidate or remain unassigned, and if pre-assigned they could also be associated to a scheduled exam session for Compass Cloud. How they differ from regular Vouchers occurs after they are redeemed, as there is the potential for a completely different 2nd voucher to be generated. A Test Candidate first uses the voucher portion, and only if the Test Candidate fails the exam does a "Retake Voucher" become generated. So, think about a Voucher + Retake as really being a Voucher and a separate Retake Voucher. However, the Retake Voucher will have a different voucher number (16-char redemption key) than the original Voucher, it will be automatically pre-assigned to the Test Candidate that failed the exam, it will not show up in a CATC's orders even if they purchased it, and it can only be used with the "User Assigned Voucher" payment method in Compass Cloud*****, which will require the Test Candidate to associate it to a scheduled session as described above. For other details about Retake Vouchers, please see our Voucher Policies page.*

*Retake vouchers can be used for Center assigned voucher sessions because we always look to see if the user has a voucher already assigned (that is valid for the exam session) before using a "reserved" voucher. Also, remember that the retake voucher is only issued for the same exam which the Test Candidate failed (e.g., if you failed IC3 Digital Literacy GS6 Level 1, the retake voucher can only be used for the exact same exam: IC3 Digital Literacy GS6 Level 1).*

***Note:** The statement above which says that a Retake Voucher can only be used with the "User Assigned Voucher payment method" is only in the context of the Compass Cloud delivery system. Technically, a Retake Voucher could be redeemed in a different delivery system (e.g. Compass for Windows), or even at a completely different CATC, as long as it is in accordance to the policies surrounding Retake Voucher use.*

# Emails, Access Codes, and Session Confirmations

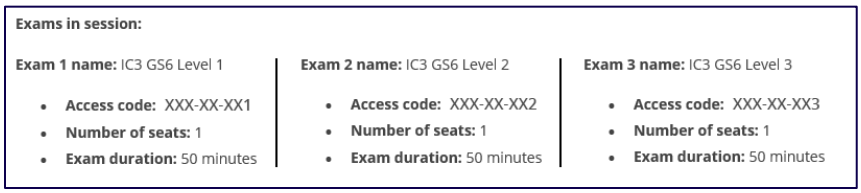
## Emails & Access Codes

After scheduling a session you will receive a success email with session details, instructions, support, and Access Codes. You will also receive an email for every different exam that was scheduled within the same session (e.g. one session with three exam titles equals four emails) . Those separate emails also include the unique Access Code and an "exam launch link" that you will distribute to all the Test Candidates taking the same exam title (Windows & Mac users only).

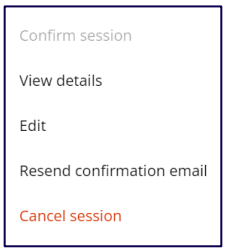
**Important:** *Chromebook users will not use the "exam launch link" in the email. Instead, they will launch the pre-installed Google Play Store Compass Cloud app and enter their Access Code there. After that, their exam launch pathway will closely mirror what Windows & Mac users experience.*

The Access Codes will be unique per exam title. For example, if 25 out of the maximum of 50 Test Candidates within a single scheduled session are all taking the same IC3 Digital Literacy GS6 L1 exam, then all their Access Codes will be the same. (The Access Code is also what ties the Compass Cloud app and the user to your specific CATC for the purposes of reporting.)

In this portion of an example email there are details for 3 different exams (and 3 different Access Codes) within a single scheduled session. It also shows 1 participating Test Candidate for each exam title (for a total of 3 seats). However, it wouldn't matter if there were 10 seats in each, they would all employ the same Access Code per exam title.




*If you did not receive your emails within 5 minutes of session creation, please check your spam folder. If you still cannot locate the email, you can log in to the calendar tool, locate your event in the* ***Session schedule*** *section, click on the three dots at the end of the row and click* ***Resend confirmation email****.*

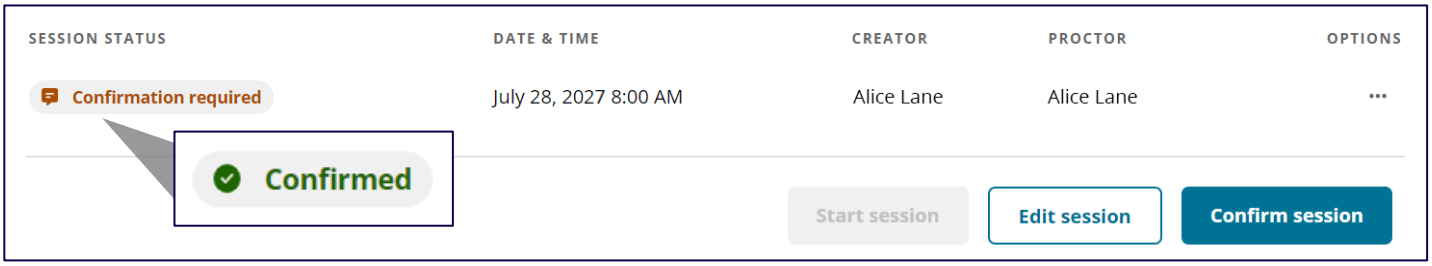


## Editing your Session

After your session is created, the only details you can edit are: The Session Name, Exam Group, Proctor(s), Time Zone, Date of Session, Time of Session, or number of participating Test Candidates (per exam title). You can also remove exam titles from your session, but you cannot add or edit them. If you or the Test Candidate realizes that they were signed up to take the wrong exam, and the correct exam is not among the exam titles in your current session, this can only be changed by deleting and recreating the session (or creating an additional session).

## Confirming your Session

Assigned Proctors will get two reminders to confirm their session. First at 24 hours prior to the session start time, then again at 2 hours prior. Sessions that are not confirmed will be automatically cancelled 1 hour prior. 24 hours prior to the session start time is the earliest a Proctor can confirm a session. The "success" email sent to you after scheduling the session is not the same as confirming a session. You must enter the calendar tool, locate your upcoming session, and click the **Confirm session** button. After doing so, your exam session status will change from the orange "**Confirmation required**" to the green "**Confirmed**".




***Note:*** *Sessions scheduled fewer than 2 hours before the start time will be automatically confirmed. Also, if the creator of the session is different than any of the assigned Exam Administrators (Proctors), only an assigned Proctor can confirm the session. Any assigned Proctor can confirm a session, but as soon as one of the assigned Proctors begins the session, they alone are tied to it and no other Proctor may join or take over.*

# Identity & Environment Check

Before unlocking a Test Candidate (or group of Test Candidates) from the Proctor Dashboard in Compass Cloud: Remote, the Exam Administrator (Proctor) verifies the Test Candidate's identity and environment. This section focuses on the identity and environment portion of the exam administration policies for remote-proctored Test Candidates. Whether a CATC is delivering an exam remotely or in-person at a CATC, all Exam Policies must be followed and enforced. In addition to this guide, please review all Certiport Exam Policies.

To facilitate the identity and environment verification portion of the exam administration policies process, Exam Administrators (Proctors) can use a video conferencing platform, like Zoom, Microsoft Teams, Google Meet, FaceTime, etc. Test Candidates will need a webcam or other device with a camera capable of joining a video call in test centers for verification, and where continual monitoring by video is required. Given the limited time frame of Compass Cloud: Remote sessions, we recommend performing this immediately before the start of the exam session.

***Note:*** *Using video conferencing software will put an additional burden on you and your Test Candidate's bandwidth that may exceed the baseline technical requirements we have set forth for the Compass Cloud: Remote solution. Certiport's Technical Support team will not be able to troubleshoot any issues related to third-party software use.*

## Identity Check

Confirm the identity of the Test Candidate. For example, in CATCs where verification by video is required, if the Test Candidate is not immediately recognizable the Exam Administrator could direct the Test Candidate to present a school or government-issued photo ID to the webcam, then compare the photo to the live person.

See our website for complete details on Certiport's Exam Administration policies including an identity and environment checklist.

## Environment Check

Validate that the Test Candidate has followed the steps to prepare their exam environment:

- They should be in a private, quiet, well-lit room
- They should clear their workspace:
    - They should only have their computer, keyboard, mouse, and webcam
        - Multiple monitors are not supported during exam delivery
    - Recording devices (including paper, pens, pencils, cameras, smart glasses that are non-assistive [e.g. for vision enhancement], etc.) are not allowed
    - Unless specifically cleared by the exam administrator as a means of communication, they should not have a mobile device within reach
- They should remove all non-religious head coverings

When the Test Candidate has met the qualifications above, the Exam Administrator (Proctor) can unlock their (or all verified participants) by clicking **Unlock** in the Proctor Dashboard. (Please see the next section for detail on exam administration including Group Proctoring).

## Monitoring the Test Candidate during the Exam

At CATCs where continual monitoring by video is required, you can direct your Test Candidates to join a video call where you can see all participants during their exam.

If you suspect the Test Candidate is not abiding by the rules of the examination, contact them directly to verify the situation. If you need to terminate the session due to an infraction, direct the Test Candidate to close their web browser (or any Certiport software) and contact Certiport immediately at **(888) 999-9830**. If technical support is needed, contact Certiport for help.

Additional items to watch out for:

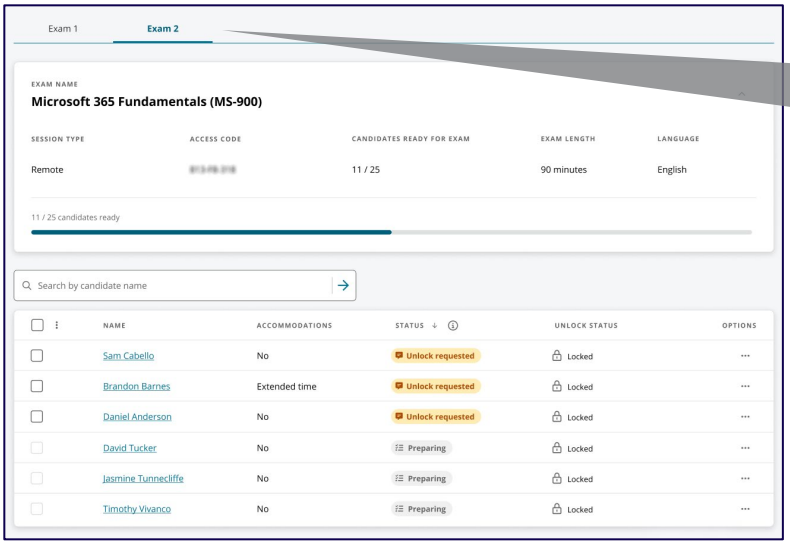
- In CATCs where monitoring by video is required, if the Test Candidate leaves the view of the webcam, someone else enters the private space, or you hear non-compliant activity, contact them immediately to investigate.

# Administering an Exam

Although it is partially summarized in this section, as a best practice please review the Test Candidate guide in addition to this guide to understand what they are seeing on their end during the exam session administration process (as well as install, setup, & troubleshooting).

1. Just prior to the scheduled session time, you will **log in** to www.certiport.com and access the calendar tool as described in this document.
2. Locate your upcoming session and click the **Start session** button, which will switch you from the calendar tool to the Proctor Dashboard which lists your Test Candidates and their details (see below). The **Start session** button will be grayed out until 5 minutes prior to the start time (reload/refresh the browser page if the button does not turn blue).

3. The Proctor Dashboard will display each of the Test Candidates that have joined the session in a list (per exam title), along with their status, name & exam details, accommodations (if any), and allow you to verify & unlock anyone showing ready.




**Remember:** *The unlock process outlined in the next steps is per exam title, including unlocking via Group Unlock. You must navigate between Exam 1 (up to) Exam 5 and repeat the process for each exam title.*

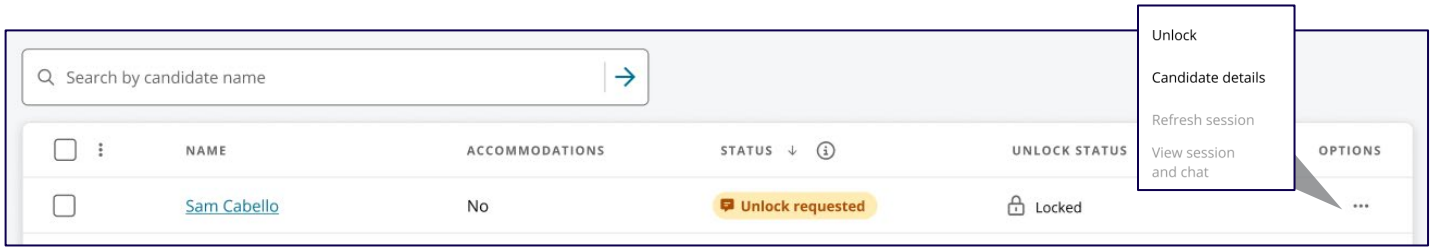
On the Test Candidate side, they will have launched the app from the link in their Access Code email (or Chromebook desktop app), logged in using their Certiport username and password, entered their Access Code, verified that their name and exam information is correct, and then will be waiting in a virtual lobby for the Exam Administrator (Proctor) to log in and unlock them.

With the new Group Proctoring ability, you can now unlock a single Test Candidate, a specific selected group, or all participating users as a batch from the Proctor Dashboard (this also occurs per exam title).

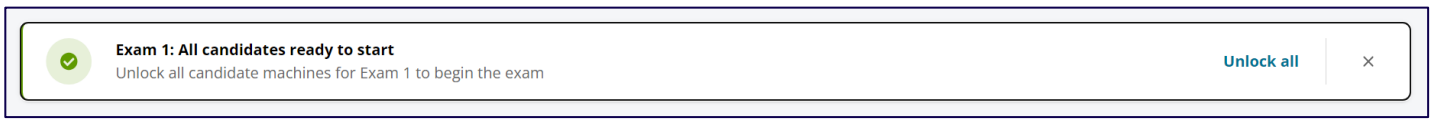
**Note:** *The Test Candidate will not be able to enter their Access Code until 5 minutes prior to the start of the scheduled session. They will receive a notice if they attempt to log in earlier than that.*

**Important:** *Immediately upon launching the application, the Test Candidate's computer will go into lockdown, and they will not be able to alt-tab or access any other programs. They may exit the app by clicking "Close application" at the bottom of the screen, but only until the actual exam launches, at which point they will need to complete the exam or run out of exam time in order to fully exit.*

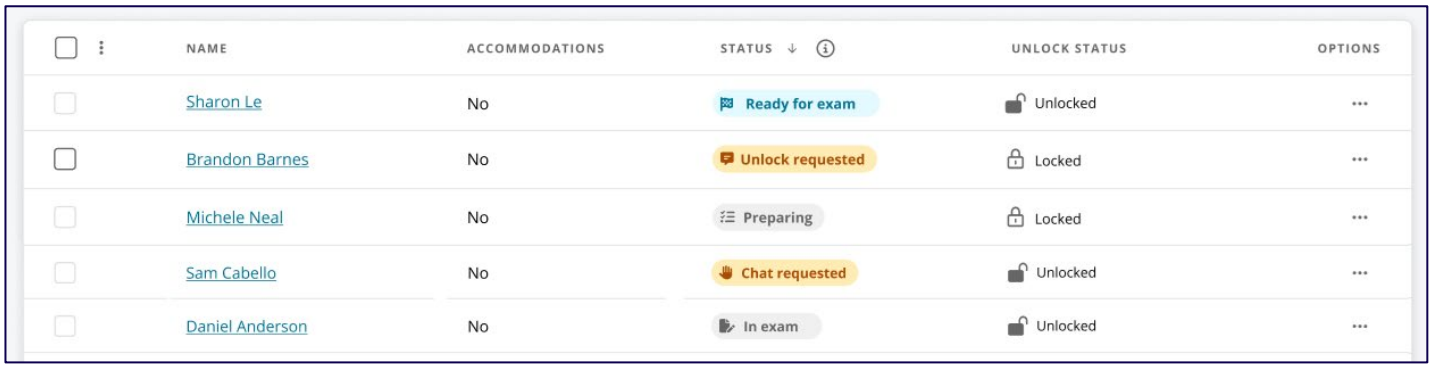
4. Test Candidates that are waiting in the lobby will have a status that says **Unlock requested**. Checkmark the individual (or a specific set of Test Candidates that have the same status), click the **three dots** at the end of the row, and then click **Unlock**.




5. If all Test Candidates under one exam title are ready, a message will appear at the top of the screen allowing you to unlock the entire group of Test Candidates by clicking **Unlock all**.

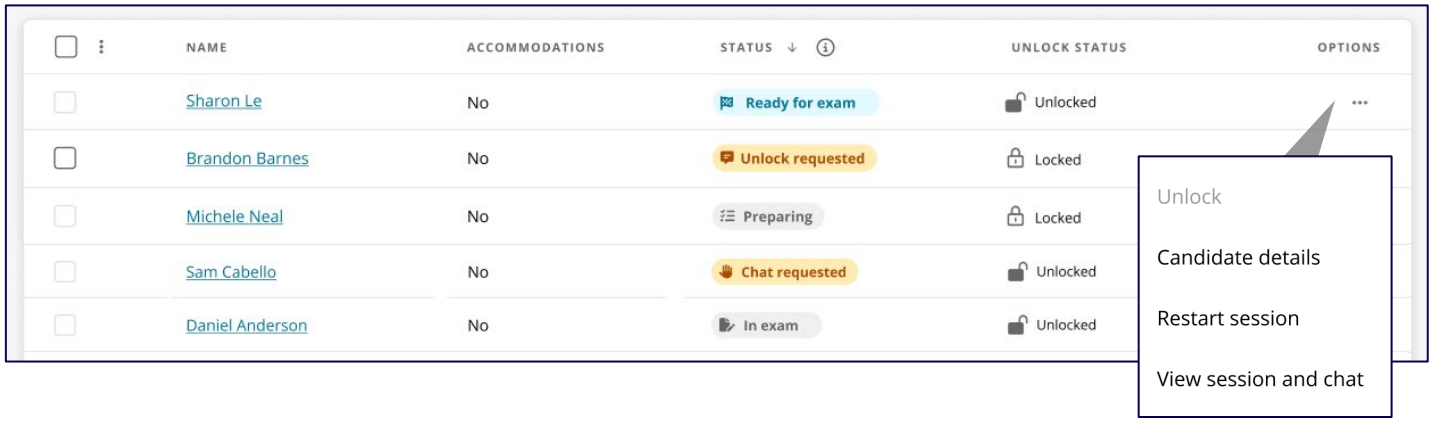


Whatever the status of the Test Candidate may be, the Proctor Dashboard can illustrate where they currently are within the exam launch pathway or the exam itself.



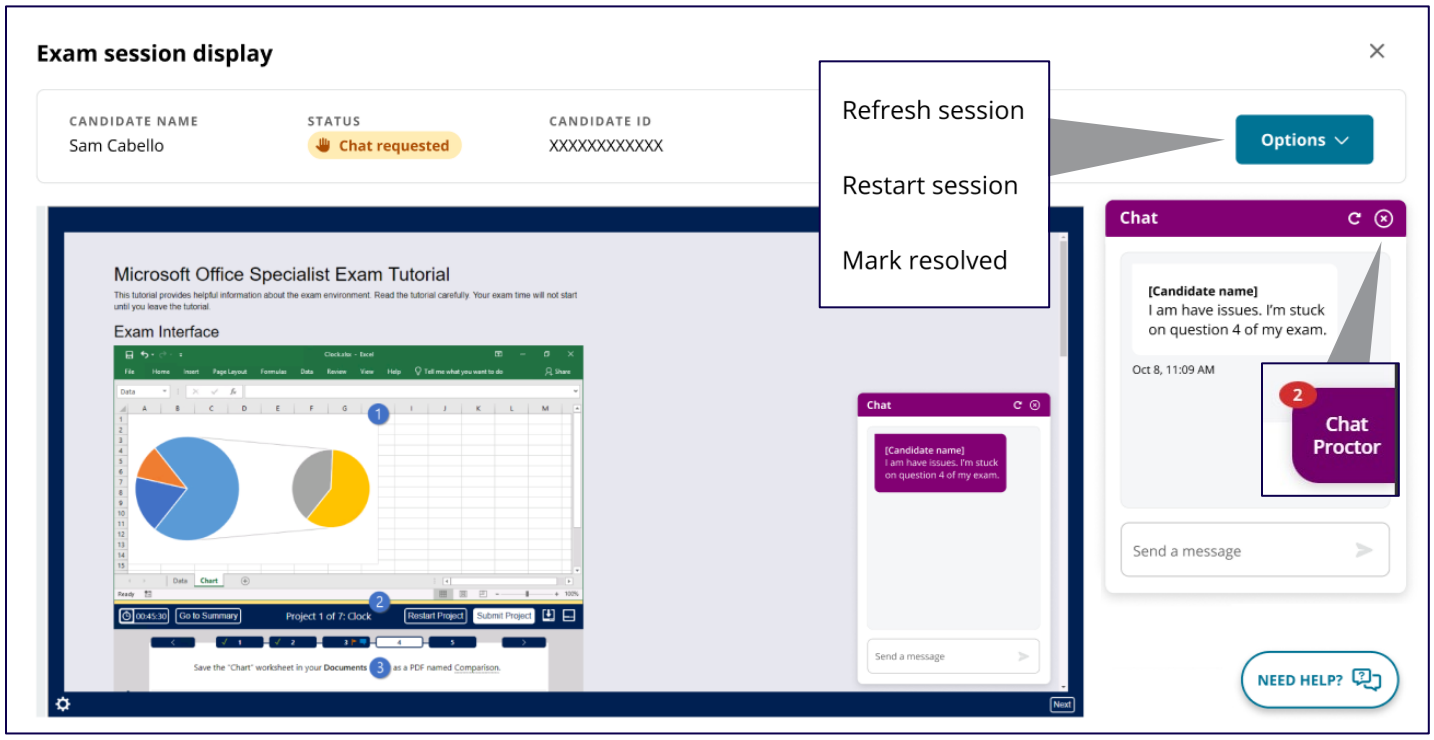

## Viewing the Test Candidate's Desktop & Chat

To view the "desktop" (remote VM) of any one participating Test Candidate should there be an issue, you can either click their name/link, or click the three dots at the end of the row and click **View session and chat** from the Proctor Dashboard. Viewing a session and then clicking within their desktop will also give you temporary focus (keyboard & mouse) control.

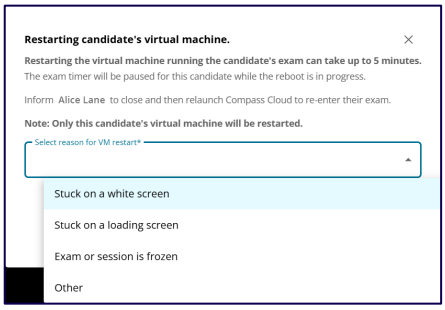



**Note:** *You can only view the Test Candidate's desktop after they have entered their access code, confirmed their information, and exited the Lobby. They will be queued in the Lobby until you (Exam Administrator/Proctor) logs in and starts the session. If a menu item is grayed out, it means that option is not applicable with respect to the currently selected Test Candidate's status.*

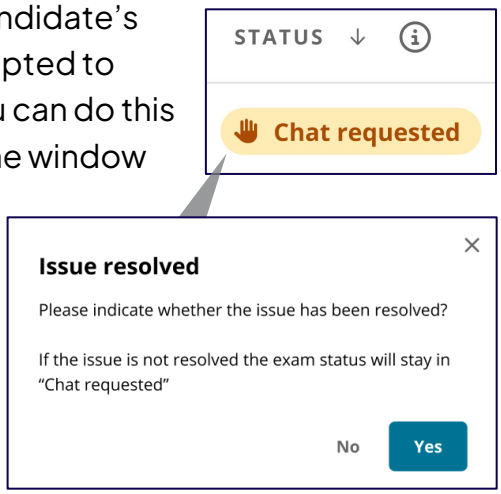
A new window will appear with the corresponding Test Candidate's desktop (VM) where you can observe their actions remotely, communicate via Chat, or address any technical issues.




- Use the Chat window to communicate with the Test Candidate. To minimize, click the X in the top right-hand corner. You can also drag the pane up and down to different locations. When minimized, a red circle will appear showing the number of unread messages.
- Under the options menu, you will have three selections:
    - **Refresh session:** Use the Refresh button to try and resolve issues that may arise with the Test Candidate's connectivity (e.g., they briefly lose internet), which will interrupt your view of their desktop. Using the Refresh session button will not interrupt the Test Candidate's session.
    - **Restart session:** Use the Restart session button to try and resolve serious issues related to the software on the Test Candidate's remote desktop (VM), such as the Compass software or the Live-in-the-Application software have frozen. Using this button will disconnect the Test Candidate, which typically takes up to 5 minutes to restore the session and allow the Test Candidate to resume their exam (could take up to 10 minutes in times of high traffic). When selecting Restart session, you will be prompted with a list of reasons why you chose to restart. The Test Candidate will be able to rejoin after the VM has restarted.



- **Mark resolved:** Whenever you connect to a Test Candidate's desktop that has requested a chat, you will be prompted to mark the issue as resolved when disconnecting. You can do this by clicking the Options menu or by simply closing the window and answering the on-screen prompt, both of which will return the Test Candidate back to their previous status in the dashboard. (You will see "Chat requested" notices on the dashboard and hear a notification sound whenever there is a chat request.)

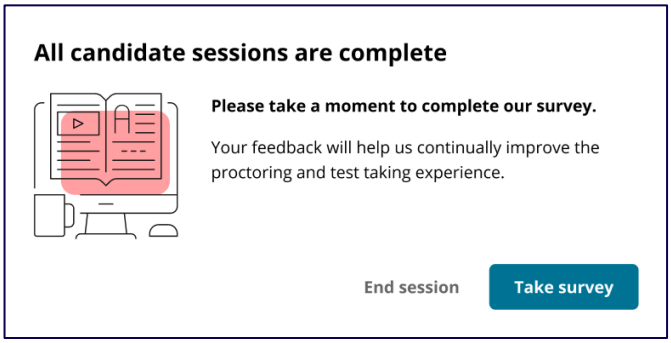


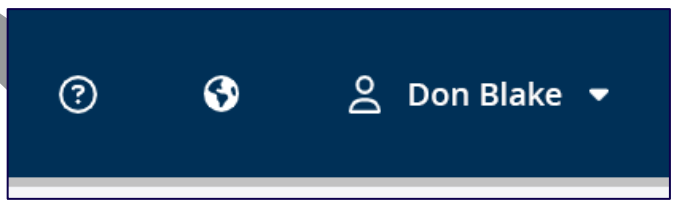

- To close the window and return to the Proctoring Dashboard, click the X in the top right-hand corner. Then, if you have another Test Candidate with a chat request, you may proceed to click on another link to a different Test Candidate from the list of participating users in the dashboard, which will then bring up their specific desktop view, etc.

## Ending your Session

1. While the Test Candidates progress through the exam, their status will change accordingly.
2. When a Test Candidate has finished, their status will change to **Exam complete** in the dashboard.

3. Once **all** Test Candidates are finished across all exam titles and every status has reached "Exam complete", you will be prompted to end the entire session and take a brief survey that will help us improve Compass Cloud: Remote.
4. After that you will return to the calendar tool. **Click** your name in the top right-hand corner of the screen and click **Log out** to close the browser tab.

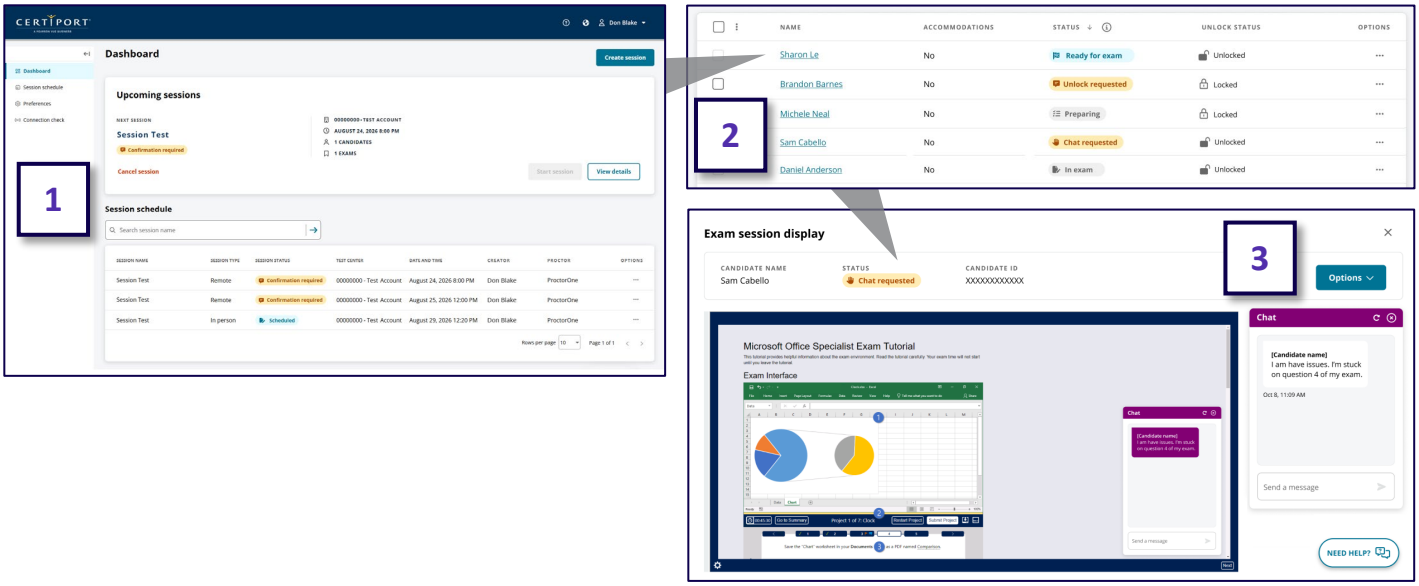


# Administration Overview

It may be easier to think of administrating a remote-proctored exam in three separate layers:

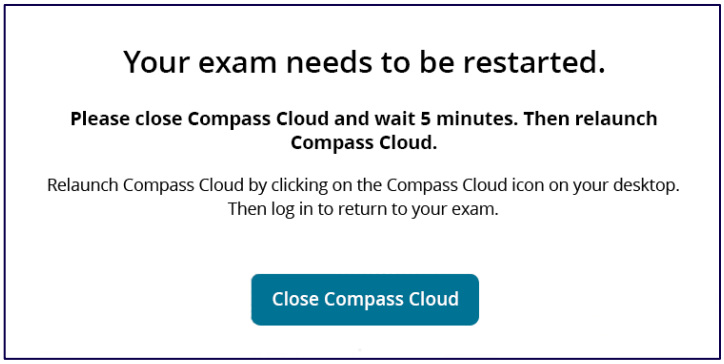
1. **The Calendar Tool:** For scheduling, editing, confirming, starting, and cancelling sessions. The calendar is where you initiate your next active session, which leads to…
2. **The Proctor Dashboard:** For unlocking Test Candidates and monitoring status changes during an active session. The dashboard facilitates access back and forth to…
3. **The Desktop/VM View:** For connecting/chatting with a single Test Candidate during an active session should they encounter an issue.



# Errors & Troubleshooting

**Restarting the Session (VM):**

All exams administered with Compass Cloud: Remote are delivered in a virtual environment. Should you encounter an issue that is preventing the Test Candidate from proceeding with their exam, it's possible to restart the session (VM) on which the exam is taking place. During an active session on the Proctor dashboard, locate the Test Candidate experiencing issues in the list of session participants, click the three dots under the **options** column at the end of the row, then click **Restart session**. This can also be performed while connected to the Test Candidate's desktop by clicking the **Options** button.




Use the **Restart session** button to try and resolve serious issues related to the software the Test Candidate is using on the VM, such as the LITA software has frozen or experienced an unrecoverable error. Using the Restart session (VM) button will disconnect the Test Candidate in question, which typically takes just a few minutes to restore the session and allow the Test Candidate to resume their exam (in times of high traffic this could take up to 10 minutes). The Test Candidate will see a notice with instructions during this time.

**Q: What should I do if I accidentally close the Proctor/Administration Dashboard at any point after the Test Candidates have joined?**
**A:** *The Test Candidates will not notice any interruption. Since it's a browser window, the best option is to press Ctrl+Shift+T (Windows) or Command+Shift+T (Mac) to quickly re-open the last browser tab closed and sign in with your Certiport credentials if prompted. If that doesn't work, follow the steps outlined in this guide to regain access the calendar tool, locate the session in progress, click the 3 dots at the end of the row and click* ***Resume session****.*

**Q: How do we interpret the results of the connection test?**
**A:** *On the Administration side, we recommend having 10Mbps per testing workstation with a latency less than 120ms. So, if your result came back as 80Mbps and 100ms, our recommendation would fall between 7-8 simultaneous Test Candidates (a.k.a. 7-8 seats) in one session. However, please keep in mind that download speeds and latency can vary greatly at different times of the day on a shared connection. For example, you may run the test on Tuesday at 1pm and see great results, but who is to say that on Thursday at 1pm (when you administer the actual exam) that the class next door isn't streaming a movie that day, etc.*

*Also keep in mind that bandwidth and latency can vary from workstation to workstation, even if they are identical base computers on the same network. Distance from the router, interference, congestion, hardware and software differences (in the computer or within the network) and more, can all attribute to varied bandwidth and latency. For example, let's say a school has 20 routers, but only half of them are 802.11a/b/g, and the rest are on an older standard (same situation with network cards, etc.), then any workstation connecting with or to older equipment will naturally be slower. Other factors such as malware, viruses, worms, and bots that may reside on one workstation could slow down just that individual computer alone. Other conditions could also affect situations down to the individual end-user such as other software programs that are running. All testing workstations should ideally have no other programs running during the exam. There are almost an endless number of factors that could vary widely among computers on the same network that could affect both bandwidth and/or latency that we could not possibly list them all here. The results of the Certiport Connection Check within the calendar should not be considered empirical evidence covering all devices, factors, and scenarios that may negatively impact exam delivery. (Test Candidates using a home/personal computer will face similar hurdles, albeit on a smaller scale and scope.)*

*For Test Candidates, we strongly encourage them to test their bandwidth to verify it is adequate and ensure the session will not be interrupted. A reputable third-party site they may use is www.speedtest.net. Ensure other users who may share their connection are offline during the bandwidth test and during their actual exam session.*

**Q: Why are the bandwidth test methods different for Exam Administrators (Proctors) and Test Candidates when using Compass Cloud: Remote?**
**A:** *The Connection Check is a feature that is built into the online app for Compass Cloud, which is only available to CATCs. Test Candidates must use a third-party alternative. Additionally, when Compass Cloud: Remote is used as intented, the Proctor and the Test Candidate will be in separate locations using isolated networks.*

**Q: What should the Proctor do if they lose internet or experience an error?**
**A:** *After your connection is restored, you can regain access to the Proctor administration dashboard. If you receive an unrecoverable error, restart the browser, and follow the steps outlined in this guide to access the calendar, locate the session in progress, click the 3 dots at the end of the row and click* ***Resume session****.*

*For a Test Candidate, if a host machine is disconnected from the exam environment (VM) due to an internet disruption during the exam for an extended period, the exam will pause the timer until the Test Candidate resumes the exam. The Test Candidate will see a notice appear on their screen if this scenario occurs.*

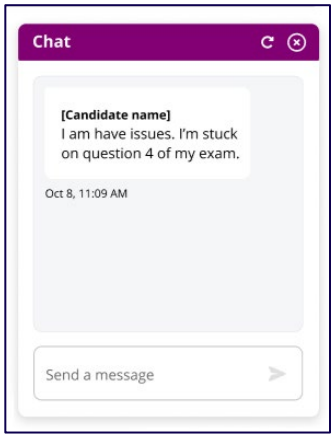
**Q: What should I do in the event of a freeze or crash?**
**A:** *If the Test Candidate's local machine freezes, they should reboot their workstation, launch the Compass Cloud application again from the "exam launch link" in the Access Code email (Win & Mac users; Chromebook users launch the desktop icon), log in, enter the same access code at which point they will be prompted that they have an exam in progress and can click the* ***Enter exam*** *button. Prolonged disconnects may result in an unrecoverable loss of exam time.*

**Q: A Test Candidate or an Exam Administrator (Proctor) keeps getting disconnected from the session without an error, is there anything we can try?**
**A:** *Yes. Browsers on personal computers are often loaded with third-party toolbars, extensions, restrictions, and plug-ins that may adversely affect performance, limit function, or prevent action. Try using an "Incognito" window and see if that fixes the issue.*

*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 manually 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 in Safari by clicking "File" then "New Private Window", or by holding "Command+Shift+N".*

*Once the new window is open, you will need to copy and paste your session URL into the address bar. If you or the Test Candidate are using a home computer, you should also check that all parental or other security features that may prevent actions are temporarily disabled during a session.*

**Q: If the Test Candidate's exam session is interrupted, will it also disconnect Chat?**

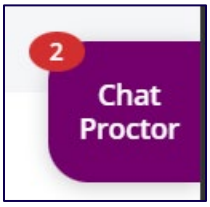



**A:** *No. The Chat feature works independently from the session. If you have any issues sending messages through Chat, click the Reconnect button (circle arrow icon). This is an important function to remember as you will still be able to send messages to the Test Candidates via Chat during periods of disruption such as using the Restart session button in the Proctor dashboard (up until they log back in at which point Chat will be briefly interrupted).*

**Q: Can the individual session windows for Chat be minimized, muted, or turned off completely?**

**A:** *On both sides (Proctor & Test Candidate), the Chat can be minimized so it is not a distraction during the timed portion of the exam by clicking the X in the top right-hand corner of the Chat window (Remember: chat window only shows on the Proctor side when directly connected to a Test Candidate's session). If Chat is minimized and a message comes through, a small red circle will appear showing the number of unread messages. Additionally, when a message comes through Chat on either the Test Candidate or Proctor side, a notification sound will play. This can only be muted by adjusting your volume through your system, which may be inaccessible to Test Candidates during the exam due to the lockdown. There is no way to turn off Chat completely.*

**Q: If the Test Candidate has Chat minimized and I send them a message, how will they know they have a new message?**




**A:** *The Test Candidate will hear a notification sound play unless they muted their system volume prior to launching their exam. Should they choose to minimize Chat and have their volume muted, they could see if they have any incoming messages by looking for the small red cirlce that appears on top of the minimized chat tab.*

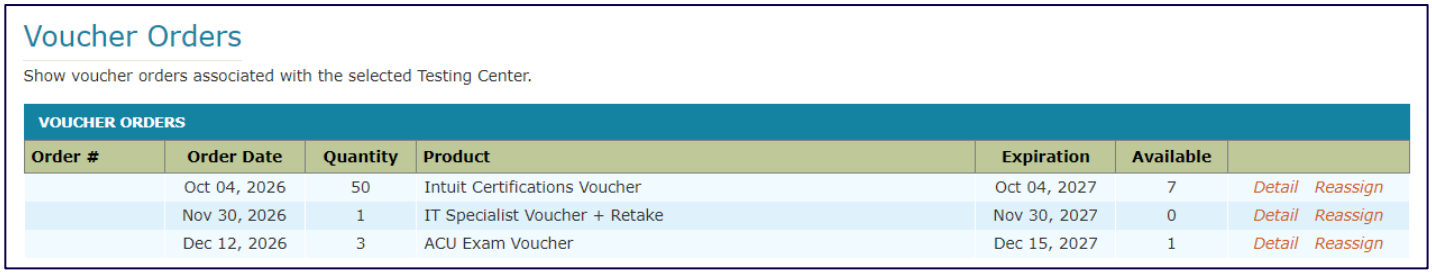
**Q: Can the chat pane be moved?**

**A:** *Yes. The chat pane is dockable and can be moved up and down on the right-hand side of the screen for either the Test Candidate or the Exam Administrator (Proctor). Remember that the Proctor only sees the chat pane when directly connected to a remote Test Candidate's exam session via the Proctor Dashboard.*

# Frequently Asked Questions

**Q: Can we use vouchers in Compass Cloud?**
**A:** Yes, vouchers that your CATC has purchased and are available for use can be used as a payment method when scheduling your exam session. See the Voucher section for details.

**Q: How can we check if we have available vouchers or if they have been assigned to a Test Candidate?**
**A:** *Log in to www.certiport.com as an Organization Administrator. Hover over the "My Certiport" tab and click on the dropdown for* ***Vouchers****. The "Product" column will indicate if the order is for a "voucher" or "voucher + retake". The "Available" column will indicate how many unredeemed and/or unassigned vouchers are remaining in that order. You can click the orange* ***Detail*** *link to see if any of the vouchers in the order are pre-assigned to any Test Candidates (or are "reserved" for a "Center assigned voucher" session), along with additional info. Assigned vouchers do not count as "Available" and vouchers from our Store won't show in an order at all. If present, the orange "Reassign" link is not for changing the Test Candidate assignee, but rather transferring an order of vouchers to another CATC if you have a multisite account. Only a Test Candidate can unassign a voucher by logging in to www.certiport.com, locating the voucher under "My Exams" and clicking the green* ***Remove/Unassign*** *button.*



Voucher Orders

Show voucher orders associated with the selected Testing Center.

VOUCHER ORDERS

| Order # | Order Date | Quantity | Product | Expiration | Available | |
|---|---|---|---|---|---|---|
| | Oct 04, 2026 | 50 | Intuit Certifications Voucher | Oct 04, 2027 | 7 | Detail Reassign |
| | Nov 30, 2026 | 1 | IT Specialist Voucher + Retake | Nov 30, 2027 | 0 | Detail Reassign |
| | Dec 12, 2026 | 3 | ACU Exam Voucher | Dec 15, 2027 | 1 | Detail Reassign |

**Q: What if I have not received my confirmation email by the time our scheduled session has begun?**
**A:** *After scheduling a session, the confirmation email will be sent almost immediately. If you have not received it within 5 minutes, check your email spam folder and if you still cannot locate them, return to the Calendar tool, locate your session event, click the three dot icon under the "options" column at the end of the row, and then click* ***Resend confirmation email*** *to generate the email(s) again. If the issue persists, please delete the session and create a new event.*

**Q: I received the session creation email, but my session status still shows "Confirmation required".**
**A:** *The first email you receive contains your Test Candidate access codes and additional information about administering exams with Compass Cloud: Remote, it does not confirm your session in the calendar. After you are certain that all your session details are correct, log in to the Calendar tool, view your session, and click the "Confirm session" button, at which point another email will be sent to you. Sessions created fewer than 2 hours before the scheduled start time specified in the session will be automatically confirmed.*

**Q: I went to confirm the session and the "Confirm session" button is grayed out.**
**A:** *Only an assigned Exam Administrator (Proctor) can confirm a session. If someone created a session but assigned a Proctor other than themselves, they cannot confirm a session, even if they are a Certiport Organization Administrator.*

**Q: It's fewer than 24 hours to the start of my session, I have not received my email reminder to confirm, and my status is stuck on "Scheduled", what could be wrong?**
**A:** *It's possible the system did not refresh your status and trigger the next status condition of "Confirmation required". Go to your session, click "Edit", and then without making any changes, click "Save" again which should refresh the status and trigger the email which will allow you to confirm. It the issue persists please contact Support.*

**Q: If I sign up for SMS text messages, what will I receive?**
**A:** *You will only receive notifications/reminders to confirm your session. Session creation or session cancellation notices are not delivered via text, only email. Copies of session confirmation reminders will continue to be sent via email as well as text, even if you opt-in for SMS text messages. If you are creating a session on behalf of another Exam Administrator (Proctor) - and said Proctor would like to receive session confirmation reminders via SMS text - they need to log in to the Compass Cloud calendar and opt-in prior to session creation.*

**Q: I signed up for SMS text messages, but did not receive anything, what could be wrong?**
**A:** *Either you created a session that was within 2 hours of the designated start time and your session was automatically confirmed, or you missed one or more checkboxes within the opt-in screen. See the preferences section for more info. You will also not receive text messages if you created a session on behalf of another authorized Exam Administrator (Proctor), or live outside of the U.S. or Canada.*

**Q: Do we only have a 5-minute window to begin our session?**
**A:** *No. The button to "Start session" will be grayed out until 5 mins prior to your scheduled start time, but then you have an additional 15 mins after the start time to initiate the session (for a total of 20 mins). If you go longer than the 20 mins the session will drop off the "Next session" list and you will be unable to start or cancel it. You will not receive a notice/email if this occurs.*

**Q: I scheduled a session but had some no-shows, what happens to those unused payment methods?**
**A:** *If, for example, a session begins for 10 Test Candidates and 2 are sick the day of the event, we would return the 2 unused payment methods back to the CATC's account after the session is completed. (This may take a few hours to process.)*

**Q: Can we change session details even after we have confirmed the session?**
**A:** *Yes. As long as the session status is not showing as "Cancelled" or "Completed", you can edit some of the session details. However, once a session is created, you cannot edit the Session type, CATC, the payment method, the exam language, or the exam titles (although you can delete titles from the event). If you need to change those details, you must delete the session and create a new one. The session cannot be cancelled, and no session information whatsoever can be edited in the last 60 mins before the actual event.*

**Q: I started my session but a new browser tab with the proctoring dashboard did not open.**
**A:** *Return to the calendar, locate your session, click on the 3 dots at the end of the row and click* ***Resume session*** *to try again. If this does not work, ensure you are using one of our supported browsers, try an incognito window with a supported browser, and then contact Support if you cannot get the individual tab containing the administration dashboard to open.*

**Q: Since we can select multiple Exam Administrators (Proctors) during session creation, does that mean that multiple Proctors can join and help administer a session?**
**A:** *No. Once one of the assigned Proctors starts the session, that sole Proctor is now tied to it and no other Proctors may join the session or take it over.*

**Q: I have an Adobe, ACU, or MOS exam that is frozen, how can I fix it?**
**A:** *If a Test Candidate is unable to proceed with testing due to an error or freeze on the virtual machine, you can try to restart the VM by locating the Test Candidate in the proctoring dashboard, clicking the 3 dots at the end of the row under options, then clicking* ***Restart session****. Alternatively, you may also try and connect to the Test Candidate's desktop using the remote view & Chat, and then click the* ***Options*** *menu and* ***Restart session****.*

**Q: The Test Candidate requires an ADA accommodation; can I still apply for one with Compass Cloud?**
**A:** *Yes. ADA accommodations are supported in the Compass Cloud: Remote solution in the form of extended testing time for pre-approved candidates. However, accessibility tools such as JAWS and other screen readers are not supported. Certiport's Compass for Windows and Compass for Mac locally installed solutions still support all forms of accommodations as detailed on our ADA page.*

**Note:** *With Compass Cloud: Remote, there is nothing additional that needs to be performed for ADA that must be selected when scheduling an exam session for a Test Candidate with an accommodation. Simply schedule a Test Candidate that is already approved for an accommodation, and they will have extended time when they launch their exam. If a Test Candidate does not have extended time but has been approved, please contact Customer Service (it can take up to 10 days after submitting an ADA request and all supporting documentation to be approved).*

**Q: Can we schedule a mix of ADA-approved Test Candidates along with regular-time Test Candidates in one scheduled exam session event?**
**A:** *Yes. Since the accommodation approval "flag" comes from the Test Candidate's user account profile, Compass Cloud: Remote will adapt to the different types of exam lengths and stay active with enough session time (or until the exam time runs out). It is imperative that ADA Test Candidates that are taking Live-in-the-Application exams do not start their exam late or they may run out of session time.*

**Q: Can I schedule multiple sessions in the calendar at the same hour in order to deliver more than 5 different exams (or more than 50 users) to our Test Candidates at the same time?**
**A:** *Yes. You would launch one set of up to 50 candidates using your unique Exam Launch Links and manage the sessions in one browser window/tab, but at the same time launch another set of up to 50 candidates with a different link in a separate browser window/tab. However, we strongly recommend trying Compass Cloud: Remote with just one session and only 10 Test Candidates before attempting larger scale sessions, or multiple sessions, to ensure you are providing the best experience for your Test Candidates. This type of multiple-session activity will also increase your bandwidth requirements dramatically above and beyond the 10 Mbps baseline per user and should be factored into the results of your Connection Check.*

**Q: Can multiple Exam Administrators (Proctors) join the same Proctor Dashboard?**
**A:** *No. This is not a feature of Compass Cloud: Remote.*

**Q: Does the exam launch app that the Test Candidate needs require Admin Rights to download?**
**A:** *The application for Windows and Mac is not an installed program in the traditional sense, it's a few files temporarily running in memory during the session and should not require Admin Rights to execute. However, permissions or parentals access controls could be implemented within a browser (or security software) to prevent browser downloads or the execution of program files (exe), and such permissions would need to be relaxed temporarily to allow this to occur. For Chromebooks, the app is installed locally, and managed devices may require the app to be allowed to install, or be pre-installed by a local IT Admin.*

**Q: What happens if a Test Candidate tries to join a session before the session is active or after it has ended?**
**A:** *They will be met with a message indicating that the session is not active. If they log in during the session but you are not ready, they will sit in the Lobby until you have started the 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 users may experience as a result of using Certiport Compass Cloud: Remote.*

# Compass Cloud: Remote Best Practices

Compass Cloud: Remote may involve the use of a Test Candidate's home computer in place of a workstation that is normally configured for, and dedicated to, Certiport certification testing by a CATC. As such, the following items can help with performance during a session:

- **Validate Bandwidth/Connection:** Exam Administrators (Proctors) can use the built-in Connection Check located in the Calendar tool to ensure a download speed of at least 10 Mbps (per workstation). Please note that if the Exam Administrator (Proctor) chooses to use video conferencing software such as Teams or Zoom to communicate, that will exceed the 10 Mbps baseline set forth in the technical requirements.
- **Close all Non-Essential Applications:** Aside from the browser used to access Compass Cloud: Remote, no other applications should be running unless required by your organization. If possible, try to close any non-essential background applications that may be running as well (please consult with your IT dept. on what can or cannot be closed).

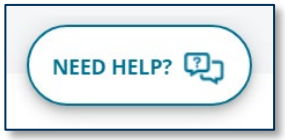
**Note:** This is especially important with respect to using video conferencing software, as these can bog down machine resources & bandwidth or create conflicts. Using video conferencing software to perform the identity & environment check, then closing it before the exam begins, is recommended.

- **VPNs and VMs:** Web connections through Virtual Private Networks (VPNs) or using Virtual Machines (VMs such as Parallels, VMWare, VirtualBox, etc.) are not supported and will impact exam performance.
- **Anti-Virus Software & Firewalls:** Firewalls and third-party anti-virus software can also impact exam performance. These should be temporarily disabled during testing to improve the exam experience.
- **Use Google Chrome:** Chrome is our recommended browser. To set Chrome as your default browser:
    - **Windows:** Click Start menu > click Settings > select Default apps > click Web browser > choose Google Chrome.
    - **Mac:** Click the Apple menu > click System Settings > click Desktop & Dock in the sidebar > scroll down and select Chrome as the web browser from the "Default web browser" menu on the right.

- **Chrome Extensions:** Temporarily turning off extensions in the browser may also help in reducing conflicts. Open Chrome > select Settings > click Extensions > turn off extensions (they can be re-enabled in the same way).
- **Use Chrome in Incognito Mode:** Using an incognito window will automatically disable extensions and other third-party add-ins to avoid conflicts and resource sharing:
    - **Windows:** Open an incognito window by pressing (Ctrl+Shft+N) and paste the Test Candidate exam link in the newly opened browser window.
    - **Mac:** Open an incognito window by pressing (Ctrl+Shift+P) and paste the Test Candidate exam link in the newly opened browser window.

# Support

You can connect to a Live Chat with Support by clicking the **Need Help?** button in the Calendar tool or Proctor administration dashboard.




You can also visit our Compass Cloud Updates & Support page for information about the delivery solution and additional ways to contact us.