

Compass Cloud: Remote Quick-Start Guide

Version 1.9.2
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Guide Summary

This guide is for Certiport Authorized Testing Centers (CATCs) familiar with both Compass Cloud: In-Center (classic Compass Cloud) as well as Exams from Home (EFH) and prefer a summary of the notable changes in our new software modality - **Compass Cloud: Remote**, which is an evolution of EFH. For a detailed look at the remote-proctoring process, please see the full Compass Cloud: Remote user guide for [Exam Administrators \(Proctors\)](#) and the full guide for [Test Candidates](#).

Technical Requirements

Exam Administrator (Proctor) Requirements – For the Scheduling Calendar and Proctor Dashboard:

- Laptop or Desktop (recommended), tablets or other mobile devices
- Recommended minimum screen resolution of 1920 x 1080 (lower resolutions may require scroll/zoom)
- The preferred internet browser is Chrome. Edge and Safari are also supported
- High-speed internet – 10Mbps (per simultaneous remote testing workstation managed)
- Webcam (for identity & environment check)

Test Candidate Requirements – For the Exam Launch App:

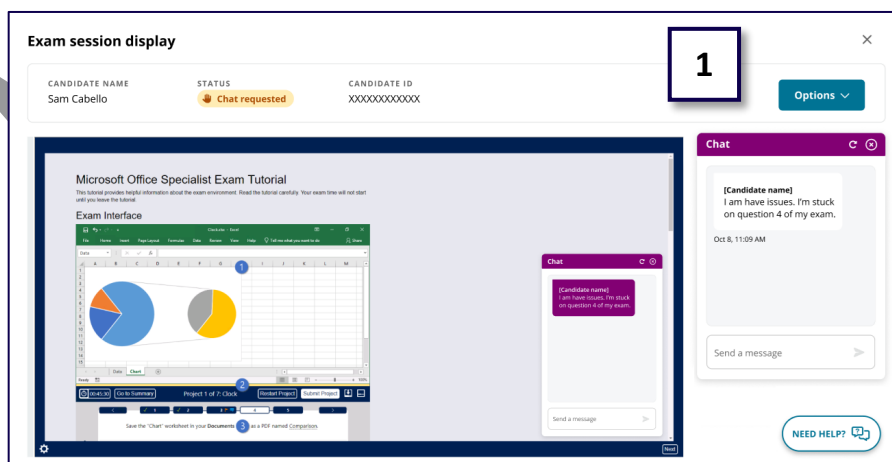
- Laptop or Desktop with Windows 10, Windows 11, or Mac OS X Sonoma 14.x or higher
 - Windows & Mac: You will need the ability to download and execute a program file from your browser
- Chromebook with a current operating system (OS)
 - Chromebooks: Local Admin Rights are required to deploy the Google Play Store App (or permissions from a Local Admin) 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)
- 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

Exam Delivery

Compass Cloud: Remote will continue to serve up Live-in-the-App (LITA) exams as well as Selected Response (SR) exams (i.e. all exam types) using virtual machines (VMs) that are Windows-based.

Proctoring Updates: Exam Administrators (Proctors) will have a new dashboard (UI) to administer exams. Although you can still connect to the Test Candidate's "desktop" (VM) and still chat with them like EFH with the new UI, you can only view one desktop at a time (as opposed to the previous, scrollable stack of screens in EFH). You will access any given Test Candidate's desktop by selecting them from the Proctor dashboard during an active session, at which time their desktop & chat will appear in a new window (see illustration below). Switching to another Test Candidate's desktop requires you to close the current desktop using the X in the top-right hand corner, returning you to the Proctoring dashboard, at which point you can select a different Test Candidate from the list of participants in the active session, etc. Additional improvements over EFH also include:

- Proctors no longer have to enter their credentials on every single Test Candidate's remote desktop; instead, it adopts the Compass Cloud feature where creating the session umbrellas all participants.
- New, modernized proctoring UI making it easier to see status changes (and to connect to Test Candidate's desktops that require assistance Fig. 1).
- Group Proctoring is now available which allows the unlocking of multiple Test Candidates (or all Test Candidates) within a single exam title at once.
- Mobile support is now available including an opt-in for text message reminders.
- An update of 5 exam titles per session (up to a total of 50 participating Test Candidates/Seats).



Test Candidate Updates: The Test Candidate model for Compass Cloud: Remote is very similar to EFH. Windows and Mac users will have to download and execute a program file after clicking the "exam launch link" contained in the Access Code email. This action will initiate the exam launch pathway that will lead them to log in, enter their Access Code, double-check their information, enter/wait in the Lobby (if the Proctor is not ready yet), taking their certification exam, and then getting their results.

Chromebook users will use the same [Google Play Store](#) app that Compass Cloud: In-Center (classic Compass Cloud) users currently employ. The app must be installed on all participating workstations (incl. personal computers used at home) prior to testing day. Chromebook users will receive the same Access Code email, but will instead launch the Play Store app and enter their Access Code there as opposed to using the exam launch link. However, after the app is launched, the exam pathway is nearly identical to that of Windows & Mac users described above.

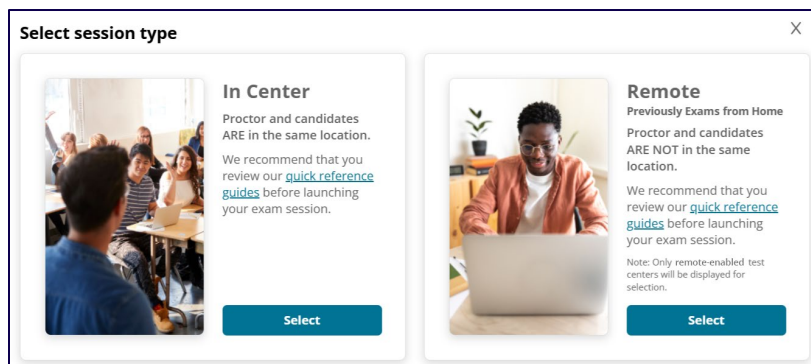
All Test Candidates will also see an improved UI during their exam that makes it easier to launch their exam, go through the actual exam experience, and communicate with the Proctor via chat in case of a technical issue.

Scheduling/Session Info

Compass Cloud: Remote will move to and employ the same calendar scheduling tool that Compass Cloud: In-Center is currently using.

After clicking the **Create session** button in the scheduling calendar tool, exempt CATCs are prompted to select whether they are scheduling an In-center or Remote-proctored session.

✓ **Note:** *Scheduled sessions are now labeled as one or the other in the next & upcoming sessions queue).*



Test1	Remote		00000000 - Test	June 30, 2026 12:10 PM	Alice Lane	Alice Lane	...
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Compass Cloud: Remote will adopt the same rules for scheduling as Compass Cloud:

- A single session can contain a mix and match of any supported program, suite, or version year (up to five different exam titles) and can accommodate up to 50 candidates.
- CATCs can schedule at their convenience down to a minimum of 60 mins in advance of the session start time. You cannot schedule out past 30 days.
- The person scheduling must be associated to your Certiport Authorized Testing Center (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 person creating the session does not have to be the Exam Administrator (Proctor), but only a designated 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 designated to proctor the exams to the Test Candidates to confirm the session.
- 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 Organization Administrator/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 designated Proctors (except the reminder emails to confirm the session, which can only be performed by a Proctor).
- Once you create a session, you cannot edit the CATC, the payment method, the exam language, or the exam titles. If you need to change those details, you must delete the session and create a new one.
- You can cancel your session up to one hour before it is scheduled to begin. After that, it becomes locked, and it cannot be cancelled, nor can any session information 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 payment methods to select from when using vouchers. Please see the voucher section in the [Compass Cloud: Remote user guide](#) for Exam Administrators (Proctors) for detailed info on using vouchers with Compass Cloud: Remote.

Frequently Asked Questions

Q: How long can we continue to use EFH before moving to Compass Cloud: Remote?

A: Compass Cloud: Remote was launched on June 25, 2026, but some extra time has been allotted for CATCs to transition to the new model. EFH will be turned off on October 31st, 2026 and you will not be able to schedule or administer exams beyond that date.

Q: We are currently exempt and using EFH, do we have to get approved again for Compass Cloud: Remote?

A: No. Any CATCs approved for EFH will be automatically approved for Compass Cloud: Remote. Brand-new users that require remote-proctoring will need to fill out an [exemption request](#).

Q: Why is there a webcam listed in the Technical Requirements of Compass Cloud: Remote?

A: For the same reason it was there in EFH. Since the Test Candidate is not in the same room as the Exam Administrator (Proctor) when using Compass Cloud: Remote, all [Certiport Exam Administration policies](#) must be enforced remotely. This includes verifying their identity and checking that they meet all criteria for their environment. Proctors are free to use any video conferencing platforms of their choice such as Zoom, Microsoft Teams, Google Meet, FaceTime, etc., as there is no webcam feature built into Compass Cloud: Remote. The identity & environment check process must occur before the Test Candidate begins their exam.

Q: Does Compass Cloud: Remote allow for Group Proctoring?

A: Yes. This feature will work the same way it does for the original Compass Cloud: In-Center delivery system.

Q: Since Compass Cloud: In-Center and Compass Cloud: Remote share the same calendar, does that mean we can schedule a single session that contains both in-center as well as remote-proctored Test Candidates?

A: No. Due to the way that the remote-proctored model works, this would not be possible; it must be one session type or the other.

Q: Can we Chat with the Test Candidates in an active session?

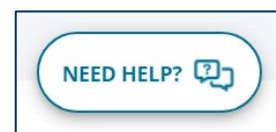
A: Yes. When connected directly to their session via the Proctor dashboard, you may use chat to address any technical or administrative issues. The status of the Test Candidate will change when they request a chat.

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 pre-selected Proctors starts the session, that sole Proctor is now tied to it and no other Proctors may join the session or take it over.

Contacting Support

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



- For general inquiry about Compass Cloud, please contact [Customer Service](#)
- For Technical Support of the Compass Cloud solution, please contact [Technical Support for CATCs](#) - We recommend using the Live Chat for immediate assistance.