



# Test Candidate Guide

For Certiport

Compass Cloud: Remote



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Version 1.7.5

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# Guide Summary

This guide outlines the processes and best practices for Test Candidates that are being remotely-proctored using Certiport's Compass Cloud: Remote exam delivery modality. Your exam Administrator (Proctor) will be responsible for scheduling all details of your session.

## Technical Requirements

### 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 (OS)
  - **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 supported
- 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](http://www.speedtest.net).) see [Best Practices](#).

# 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 your browser after clicking on the “exam launch link” in the Access Code email that Exam Administrators (Proctors) will send to you (see [next section](#)). When the screen appears, copy your Access Code, click the **Download** button and follow the on-screen prompts. You will perform this just prior to launching your exam, which will then start you on the [exam launch pathway](#) (illustrated later in this guide).

**Compass Cloud - Remote testing download**

**Alert!** If you are not prompted to run the Compass Cloud - Remote testing download, then ensure you are not behind a corporate firewall, and shut down any 'Virtual Private' Machines' VPNs, or 'virtual machines'.

**Copy access code**  
This code will authorize you to take your exam.  


**Download**  
Click "Download"  
  
Mac & PC compatible  
[Having trouble downloading?](#)

**Run secure browser**  
Run the application from your Downloads folder.  
[Having trouble installing or launching?](#)

## Chromebook Users

Using Compass Cloud: Remote on a Chromebook requires you to download the Compass Cloud app from the Google Play Store prior to the start of your scheduled exam session (you may install it ahead of time to ensure it's ready by exam day).

If you are using a computer at home that is loaned to you by a Certiport Authorized Testing Center (CATC), they should have the application installed and ready for you. If you plan on using a computer at home that you personally own, go directly to the [Google Play Store](#) and download & install the Certiport Compass Cloud app at any time.

**Remember:** You will not be prompted to enter a payment method (e.g. voucher #), exam group, or exam title during the [exam launch pathway](#). However, you may be asked to [pre-assign a voucher](#) to yourself by the Exam Administrator (Proctor).

Author: Certiport, a Pearson VUE Business

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# Emails & Access Codes

## Emails & Access Codes

Your Exam Administrator (Proctor) will send you an email containing the details of your session. It will include the exam title, session type, date and time of your scheduled exam, along with your Access Code and a “Candidate exam launch link”.

The Proctor will send the exact same email to Windows, Mac, and Chromebook users (that are all taking the same exam title), but only Windows & Mac users will utilize the exam launch link. Chromebook users will launch the Play Store app they installed from their desktop (see previous section).

### Compass Remote: Exam session information

**Dear Test Candidate,**

Thank you for taking advantage of our Compass Remote testing opportunity!

Use the information below to access and take your exam:

**Exam name:** [IC3 GS6 Level 1](#)

**Session type:** Remote

**Exam duration:** 50 minutes

**Date:** 6/30/2026 12:20 PM Mountain Standard Time

**Access code:** XXX-XX-001

**Candidate exam launch**

**link:** <https://compasscloud.certipoint.com/candidate/remote-download?accesscode=>



**Note:** Make sure your Exam Administrator (Proctor) knows the exact exam title and version year you wish to take (e.g. “IC3 Digital Literacy - Level 3”). After the session is scheduled, this information cannot be changed and would require a new session to be scheduled, which may need to occur at a later date. If you have merely been emailed an incorrect Access Code to another exam title that is being administered within your exact same scheduled session, you can click the “Change exam” button after logging in to the Compass Cloud app and enter the correct Access Code. See the [Taking your Exam](#) section for details on the exam launch pathway.

# Identity & Environment Check

Prior to your exam, the Exam Administrator (Proctor) will verify your identity and environment. To facilitate the identity and environment verification portion of the exam administration policies process, Exam Administrators (Proctors) will ask you to use a video conferencing platform, like Zoom, Microsoft Teams, Google Meet, FaceTime, etc. You will need a webcam or other device with a camera capable of joining a video call for these checks.



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

## Identity Check

The Exam Administrator (Proctor) will confirm your identity. If you are not personally known by the Proctor (e.g. your school teacher), you will be asked to present a school or government-issued photo ID to the webcam.

## Environment Check

Ensure you have prepared your exam environment to adhere to Certiport's policies:

- You should be in a private, quiet, well-lit room
- You should clear your workspace:
  - You should only have your 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, you should not have a mobile device within reach
- You should remove all non-religious head coverings

# Best Practices

## A Note on Seat Time

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

- **Session time:** the amount of time the virtual machine is active (approx. 2 hours) or until you finish the exam and disconnect from the session; session time includes exam time.
- **Exam time:** the actual timed portion you are given to complete the certification exam (between 45–60 minutes for all standard Certiport exams).

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



**Important:** *It is imperative that if you have ADA accommodations you do not start your exam late or you may run out of session time.*

## Important Info

Please review these instructions in advance of your scheduled exam time. If you have any questions about this guide, please contact your Exam Administrator (Proctor).

- Your Exam Administrator (Proctor) will schedule the appointment for your session.
- Prior to your appointment, review the [Tutorial](#) of the exam you are scheduled for, which can save you “Session Time”.
- You will need your Certiport username and password. Verify your credentials are working and ensure it’s the correct account/profile you want your exam results associated towards by logging in at [www.certiport.com](http://www.certiport.com).

- You will have to reschedule your exam if you arrive later than **30 minutes** after your designated start time.
- ADA accommodations are supported in the form of extended time – see the [FAQ](#).
- Ensure exam security by strictly adhering to the items detailed in the [Identity & Environment](#) checklist in this guide.
- Close/End all non-essential applications and tasks prior to the exam.
- Have other household members refrain from using the internet during your exam session.
- Do not use VPNs or virtual machines (VM) like VMWare, VirtualBox, Parallels, etc.
- Temporarily disable any anti-virus software or firewalls.



**Note:** Remember that your identity and exam environment will be checked for compliance by your Exam Administrator (Proctor).



**Important:** Accessing anything other than the exam during testing will invalidate your exam and you will be removed from the session. These actions will result in a failed exam and suspension of your Certiport account.

## Connection Test

Before using Compass Cloud: Remote, we strongly encourage all users to test their bandwidth to verify it is adequate and ensure the session will not be slowed or interrupted. A reputable third-party site you can use is <https://www.speedtest.net>. Ensure other members of your household are offline during the bandwidth test and during your actual exam session. If your Exam Administrator (Proctor) chooses to use third-party software such as Teams or Zoom to communicate or perform an identity/environment check during your session, that could exceed the 10Mbps baseline in the requirements.



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

# Virtual Machine (VM) Details

It is important to note that even though Compass Cloud: Remote is compatible with Windows, Mac, and Chromebooks, the VM that you connect to in order to take any Certiport examination available in Compass Cloud: Remote is Windows-based. For example, you may take your exam on a Mac computer with a Mac keyboard layout, but during the actual exam you will be connecting to a Windows interface via the VM. As such, it is important to understand that there will be equivalent keyboard commands you may want to utilize in order to input a keyboard-based command. The following is a list of commonly used commands:

## Basic Navigation Shortcuts

| Windows                                                                        | Mac                                 |
|--------------------------------------------------------------------------------|-------------------------------------|
| Ctrl + C: Copy                                                                 | Cmd + C: Copy                       |
| Ctrl + X: Cut selected text or items, while also copying them to the clipboard | Cmd + X: Cut                        |
| Ctrl + V: Paste                                                                | Cmd + V: Paste                      |
| Ctrl + Z: Undo                                                                 | Cmd + Z: Undo                       |
| Ctrl + Y: Redo                                                                 | Cmd + Shift + Z: Redo               |
| Alt + Tab: Switch between open apps                                            | Cmd + Tab: Switch between open apps |
| Windows + D: Show desktop                                                      | Cmd + F3: Show desktop              |

## File Management Shortcuts

| Windows                  | Mac                          |
|--------------------------|------------------------------|
| Ctrl + S: Save           | Cmd + S: Save                |
| Ctrl + O: Open           | Cmd + O: Open                |
| Ctrl + P: Print          | Cmd + P: Print               |
| Ctrl + N: New document   | Cmd + N: New document        |
| Ctrl + W: Close window   | Cmd + W: Close window        |
| F2: Rename selected item | Return: Rename selected item |

## Text Editing Shortcuts

| Windows              | Mac                 |
|----------------------|---------------------|
| Ctrl + A: Select all | Cmd + A: Select all |
| Ctrl + B: Bold       | Cmd + B: Bold       |
| Ctrl + I: Italic     | Cmd + I: Italic     |
| Ctrl + U: Underline  | Ctrl + U: Underline |
| Ctrl + F: Find       | Cmd + F: Find       |



**Note:** Please note additional keystroke information regarding the 2024 Autodesk Certified User (ACU) “Classic” exams in the [Errors & Troubleshooting](#) section of this document.

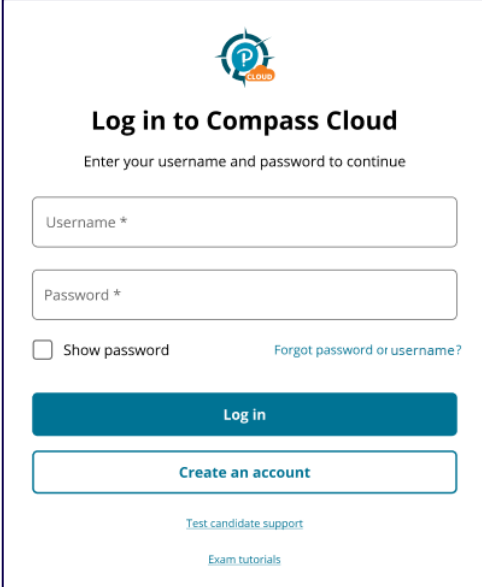
# Taking your Exam

## Exam Launch Pathway

Ensure that you have copied your Access Code into the clipboard or have written it down in case you need to manually enter it.

1. After you have clicked the “exam launch link” from the email (or started the Chromebook desktop application) you will prompted to log in.
2. Paste or type in your 8-character, alpha-numeric Access Code (XXX-XX-XXX).
3. Verify that your personal information as well as your exam details are correct. If the exam title is incorrect, and the correct exam is being delivered within the same scheduled session, you can click the **Change exam** link to return to the Access Code screen. Note that this step is also where the Proctor Chat becomes available; click the purple tab to open the chat feature.

(When using vouchers, see the [FAQs](#).)



**Log in to Compass Cloud**  
Enter your username and password to continue

Username \*

Password \*

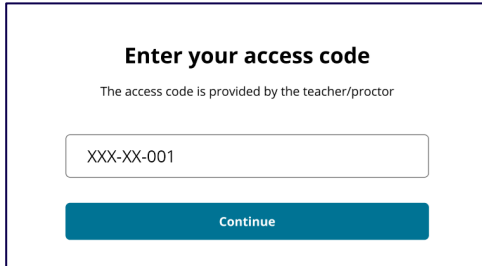
☐ Show password [Forgot password or username?](#)

**Log in**

**Create an account**

[Test candidate support](#)

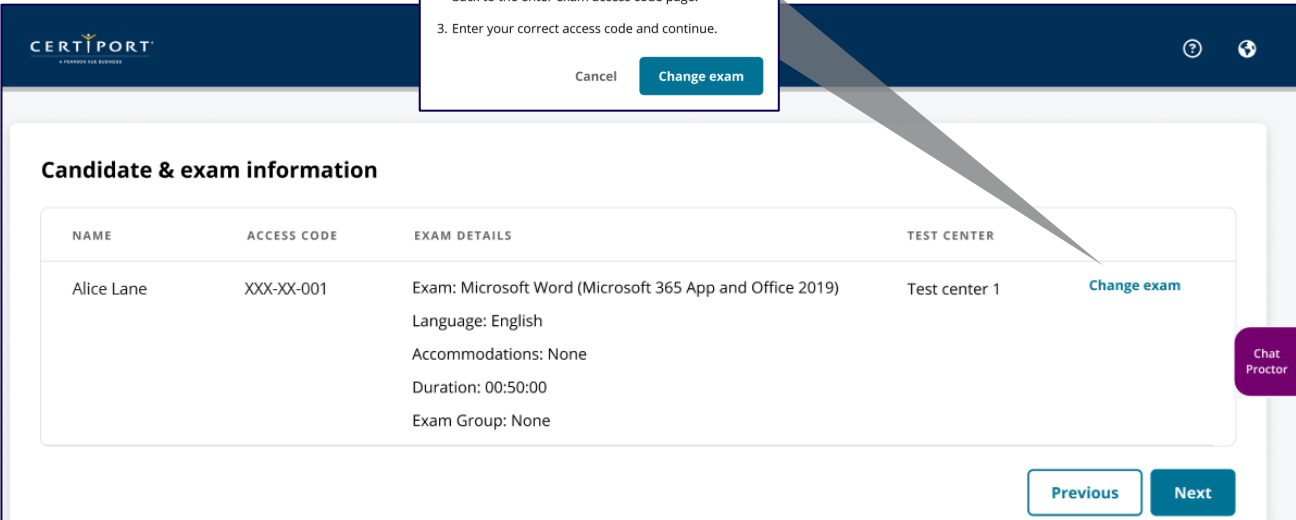
[Exam tutorials](#)



**Enter your access code**  
The access code is provided by the teacher/proctor

XXX-XX-001

**Continue**



**Candidate & exam information**

| NAME       | ACCESS CODE | EXAM DETAILS                                                                                                                                    | TEST CENTER                               |
|------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| Alice Lane | XXX-XX-001  | Exam: Microsoft Word (Microsoft 365 App and Office 2019)<br>Language: English<br>Accommodations: None<br>Duration: 00:50:00<br>Exam Group: None | Test center 1 <a href="#">Change exam</a> |

**Previous** **Next**

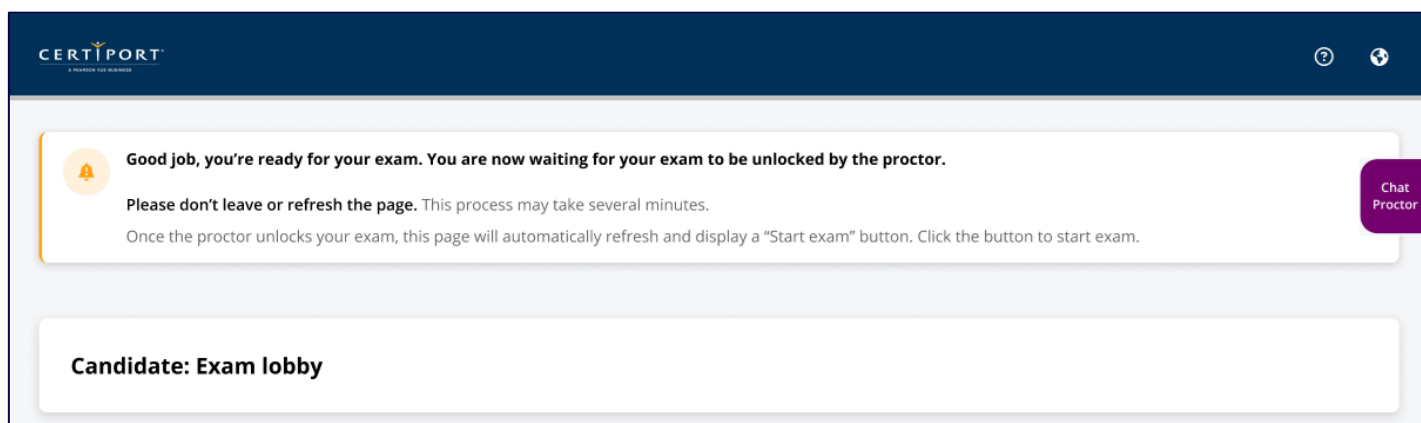
**Chat Proctor**



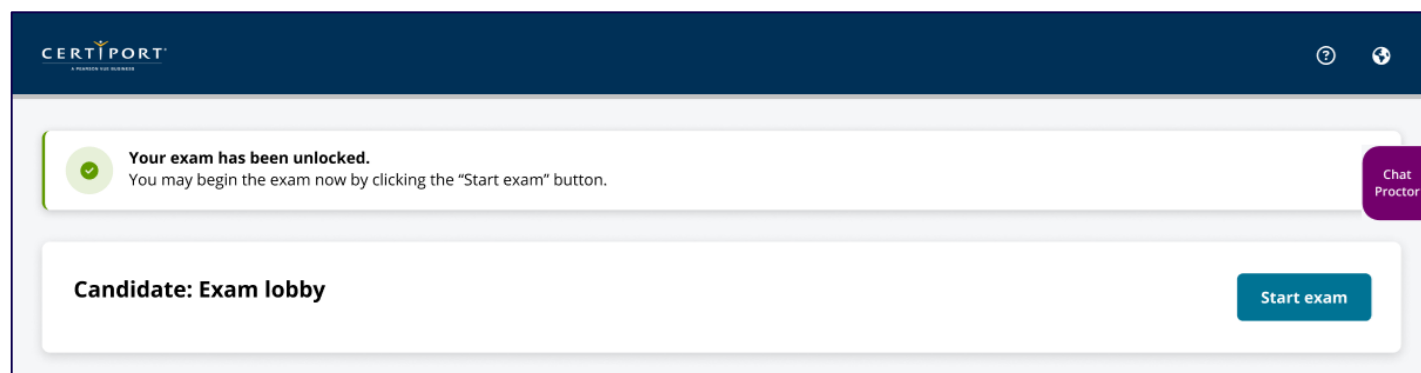
**Note:** After the application is launched your screen will be locked and you will no longer be able to switch in between anything other than the exam launch pathway. As long as you have not started the actual timed portion of your exam, you may exit by clicking “Close window” at the bottom of the screen.

## Exam Lobby

If you happen to have logged in prior to your Exam Administrator (Proctor) being ready, you will wait in the exam lobby until they have logged in and unlocked you on their end.



Once the Exam Administrator (Proctor) logs in and unlocks you, the screen will update:



**Note:** Once the actual exam begins, no communication should occur via Chat except in the case of a technical or procedural issue. Please refer to the [Errors & Troubleshooting](#) section of this document for details.

## Starting your Exam

When ready, click the **Start exam** button. It may take a few moments to load your exam depending on the type of exam and your internet connection. During this time, you may see a loading icon.

At this point the actual exam will begin, but not the timer (yet). Most of these areas cannot be illustrated, but basically you will perform the following steps:

1. You will accept any Terms & Conditions or other applicable agreements.
2. You will review the Exam Tutorial which tells you how to navigate the exam. Remember that you can review this at any time by visiting our [Tutorials page](#) located at [www.certiport.com](http://www.certiport.com).
3. You click **Begin exam**, the timer starts, and you answer the questions in the exam.
4. When completed you will receive your score report and [My Pathway](#) information.
5. If you obtain a passing score, you will receive a certificate that you can [print online](#) via your transcript.

**Start exam**



**Loading exam...**

This may take several minutes.  
Please do not leave or refresh the page.

### Exam Score Summary and Pathways

#### Verify Email Address

You may be sent additional information regarding your exam session.

Your Email:

[Update Email Address](#)

#### Exam Score Summary

Exam name

Score

Status

Microsoft Word (Microsoft 365 Apps)

[View Full Score Report](#)

#### Pathways



Earning a certification is a major accomplishment and the first step toward advancing your academic pursuits or career.

Pathways are designed to highlight your specific accomplishments, track your progress, and show you just how far you can go with the right credentials.

Below is a list of related pathways for you to discover and to take your certification to the next level.

| Pathway                               | Percent Complete |                                       |
|---------------------------------------|------------------|---------------------------------------|
| Microsoft Office Specialist Associate | 0%               | <a href="#">View Pathways Details</a> |
| Microsoft Office Specialist Expert    | 0%               | <a href="#">View Pathways Details</a> |
| Staff Accountant                      | 0%               | <a href="#">View Pathways Details</a> |
| Assistant Project Manager             | 0%               | <a href="#">View Pathways Details</a> |
| Office Manager / Administrator        | 0%               | <a href="#">View Pathways Details</a> |
| Workforce Ready                       | 0%               | <a href="#">View Pathways Details</a> |

[End Exam Session](#)

# Errors & Troubleshooting

## Resume Exam Process:

- **Windows & Mac Users:** If you should become disconnected from the session for any reason, you can resume the exam by clicking the same exam launch link in the original email from the Exam Administrator (Proctor), and repeating the steps outlined in this guide. If the outage is prolonged, or an unrecoverable error is experienced, you should contact your Exam Administrator (Proctor) immediately.
- **Chromebook Users:** If you should become disconnected from the session for any reason, you can resume the exam by clicking the same desktop icon application, and repeating the steps outlined in this guide. If the outage is prolonged, or an unrecoverable error is experienced, you should contact your Exam Administrator (Proctor) immediately.



**Important:** *If your Exam Administrator (Proctor) is aware of an issue that is preventing you from continuing your exam, they may try to restart your session. If this occurs, it typically takes about 5 mins, but could take up to 10 mins in times of high traffic. You should be prompted to rejoin the session, and your exam timer will be paused during this time. If your outage is prolonged, or you experience an unrecoverable error, please contact them immediately.*

**Q: 2024 ACU Maya & 3ds “Classic” interface only: The Alt+Tab and/or the Toolbar is not working to switch between the exam and the application, what can I do?**

**A:** *When taking certain 2024 ACU exams in English (ENU), you may use the icons on the toolbar located on bottom of the screen to navigate quickly between Compass and the ACU application. If for any reason the toolbar fails to move you back and forth between the exam and the application, the keystrokes below can be utilized: (Windows: ALT+PageUp or ALT+PageDown | Mac: Opt+FN+ up arrow | Chromebooks: You must use the Autodesk toolbar).*

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

# Frequently Asked Questions

**Q: What if I have not received my Acces Code/Exam Launch link email by the time my session has begun?**

**A:** *If you have not received the email containing your link and access code an hour before the start of your scheduled session, please contact your Exam Administrator (Proctor) immediately.*

**Q: Does the Compass Cloud application 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, and such permissions would need to be relaxed temporarily to allow Compass Cloud: Remote to run. For Chromebooks, the app is installed locally, and managed devices may require the app to be allowed to install, or be pre-installed by an IT Admin.*

**Q: Chromebooks only: I forgot to write down my access code and I'm stuck at the code entry screen, how do I go back?**

**A:** *At the code entry screen, you will have entered the pinned/lockdown mode. To break out of the lockdown, press "Shift+Search+Esc" and an X will appear in the top right-hand corner of the screen allowing you to exit and retrieve your access code. (The "Search" button on a Chromebook is typically above the Shift key and has a magnifying glass icon on it.)*

**Q: Does it matter if I used a different browser to obtain the app than I am using to run my session?**

**A:** *No. The app will simply launch within the browser that is currently set as default. We recommend selecting a [supported browser](#), setting it as default, and sticking with it throughout the entire Compass Cloud: Remote experience.*

**Q: If Chat is minimized and I receive a message, how will I know?**

**A:** *A notification sound will play. Should you choose to hide Chat, maximize it again to view any new incoming messages. Remember that Chat should only be used for technical or procedural issues that are preventing you from proceeding in the exam launch pathway or have interrupted your exam.*

**Q: What happens if I try to join a session before the session is active or after it has ended?**

**A:** You will be met with an error. If you log in during the session but your Exam Administrator (Proctor) is not ready, you will sit in the Lobby until they have unlocked you.

**Q: How do I change my default browser to Chrome?**

- **Windows 11:**

- Navigate to Settings. You can get there from the Start menu or type it into the search field.
- Select System.
- Click Default apps in the left pane.
- Click the current default browser under the "Web browser" heading (e.g., Edge).
- Select the Chrome in the menu that pops up.

- **Mac OSX:**

- Launch the Chrome browser.
- Click the three dots in the top, right-hand corner and select Settings.
- In the left menu, select Default browser.
- Click the Make default button.
- When the Mac OS prompt appears, click Use "Chrome" to confirm.

**Q: What is video conferencing software used for?**

**A:** Third-party video conferencing software may be used by your Exam Administrator (Proctor) to communicate with you (outside of the timed portion of the exam or in the event of a technical issue). It may also be used for checking your identity and your exam environment for compliance. It will never be used to communicate with a Certiport representative. Using such software will occur simultaneously with your separate virtual session(s) occurring within the browser. Note that using video conferencing or other software may put an additional burden on your bandwidth that may exceed the baseline technical requirements we have set forth for the Compass Cloud: Remote solution. Certiport's Technical Support team will also not be able to troubleshoot any issues related to third-party software use.

**Q: After I sign in to Compass Cloud: Remote it takes a long time to load, what could be happening?**

**A:** We recommend a minimum bandwidth of 10Mbps, and it will take longer to load if your connection is below this threshold. Other outside factors could also contribute to longer loading times such as your geographical region, high server loads, or shared connections.

**Q: I keep disconnecting from the session without an error, is there anything I 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 in your browser and see if that fixes the situation. In Chrome, you can open a new Incognito window by clicking the 3 dots in the top, right-hand corner and selecting “New incognito window” or by holding “Ctrl+Shift+N”. In Microsoft Edge, the same window is called an “InPrivate” window and can be 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 exam launch link into the address bar. If you are using a home computer, check that all parental or other security features that may prevent Compass Cloud: Remote from running are temporarily disabled.

**Q: What if I cannot make my scheduled start time and need to cancel?**

**A:** Let your Exam Administrator (Proctor) know immediately.

**Q: I require an ADA accommodation; can I still apply for one with Compass Cloud: Remote?**

**A:** Yes. ADA accommodations are supported in the Compass Cloud: Remote modality in the form of extended testing time for pre-approved Test Candidates. However, accessibility tools such as JAWS and other screen readers are not supported. Certiport’s Compass for Windows and Compass for Mac are locally installed solutions that support all forms of accommodations as detailed on our [ADA page](#).

**Q: My Exam Administrator (Proctor) asked me to assign a voucher to myself, how do I do that?**

**A:** You will not be prompted to enter any type of payment method (including a voucher number), exam group, or exam title during the [exam launch pathway](#) of Compass Cloud: Remote. Those three items are selected by your CATC when initially scheduling the session. However, you may be asked to [pre-assign a voucher](#) to yourself by the Exam Administrator (Proctor):

1. Log in as a **Test Candidate** at [www.certiport.com](http://www.certiport.com).
2. Scroll down to the bottom of the page and enter your 16-digit voucher code into the field and click on **Assign Voucher or License To Me**. Once the voucher is assigned, you will be the only person who can redeem it.

# Support

For the Compass Cloud: Remote application, please use the information in this guide to resolve any issues, or reach out to your Exam Administrator (Proctor) who can then contact our Technical Support team if necessary.

If you cannot remember your username or password, please use our [Recovery Tool](#). For any other non-urgent issues with your Certiport profile, please contact [Test Candidate Services](#).