

## Guide Summary

This guide outlines the process and best practices for taking exams with Compass Cloud as a Test Candidate. Compass Cloud cannot be used for remote proctoring Test Candidates at home, and is only intended for use in-person at a Certiport Authorized Testing Center (CATC) with you and the Exam Administrator (Proctor) in the same room. It is recommended that you log in to the Certiport [website](#) prior to exam day to verify that your username & password are working, and to ensure that the profile/transcript is where you want your exam results to be associated.



## Technical Requirements

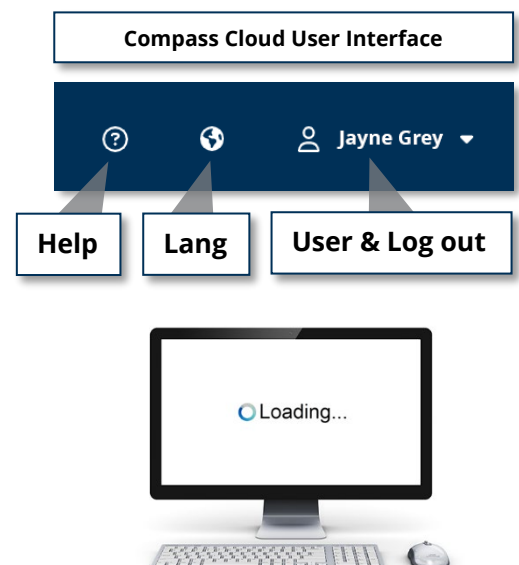
- Laptop or Desktop with Windows 10, Windows 11, or Mac OSX Sierra 10.12 or higher
- Coming Soon - Chromebook with a current operating system (OS)
- The language of the OS on the testing workstation must match the exam language of the scheduled session
- Keyboard and mouse
- Recommended minimum screen resolution of 1280 x 800
- The preferred internet browser is Chrome. Edge and Safari are also acceptable
- You can only take exams using Compass Cloud in-person at a Certiport Authorized Testing Center (CATC)
- A bandwidth download speed of at least 10Mbps

## Using the Compass Cloud Application

The desktop application will be installed for you by the CATC. The desktop icon looks like this →



1. Prior to the scheduled start time, **double-click** the desktop icon to launch the software. The user interface for Compass Cloud has options for help, selecting the user interface language, and logging out.
  - ✓ **Important:** Immediately upon launching the desktop application, the computer will go into lockdown, and you will not be able to alt-tab or access any other programs. You may exit the app by clicking “Close Window” at the bottom of the screen, but only until the actual exam launches, at which point you will need to finish or time out of the exam to exit.
  - ✓ **Note:** After launching the application, it may take a minute to apply the lockdown and connect to the server. You will see a loading icon during this time.



2. **Log in** using your Certiport **username** and **password**.
3. Enter your **Access Code** and click **Continue**.

## Enter your access code

The access code is provided by the teacher/proctor

XXX-XX-XXX

**Continue**

## Log in to Compass Cloud

Enter your username and password to continue

Show password
 [Log in help](#)

**Log in**

[Create an account](#)

[Test candidate support](#)  
[Exam tutorials](#)

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[Close window](#)

**This exam session is not active.**  
Please return 5 minutes prior to the exam start time.

- ✓ **Important:** *You can only join the session 5 minutes prior to the scheduled start time or you will receive a notice.*
4. Look over everything on the **Candidate & exam information** screen and ensure it's correct.
  5. If the exam is incorrect, you can click **Change exam**, but only if your desired exam was originally scheduled by your Exam Administrator (Proctor) and is one of the other exam titles available within the active session. Notify your Exam Administrator (Proctor) immediately if the exam is incorrect.
- ✓ **Important:** *If you are more than 30 minutes after the scheduled start time, you will not be able to begin your exam.*
6. If the information is correct, click **Next**.


### Candidate & exam information

NAME	ACCESS CODE	EXAM DETAILS	TEST CENTER
Jayne Grey	5BD-DC-71D	Exam: IC3 GS6 Level 1 Language: ENU Accommodations: None Duration: 50:00 Exam Group:	Certiport College <a href="#">Change exam</a>

Previous

Next

7. You will now enter the **lobby**. You will wait at this screen until your Exam Administrator (Proctor) sees your request and unlocks your exam. If you are in a large group of Test Candidates, the Exam Administrator (Proctor) may wait until all Test Candidates are ready and unlock all the exams at once.



**Your unlock request has been sent to the proctor.**

This process may take several minutes. Please don't leave or refresh the page.

Once the proctor unlocks your exam, this page will automatically refresh and display a "Start exam" button. Click the button to start exam.

**Candidate: Exam lobby**


8. When the Exam Administrator (Proctor) unlocks your exam, click the **Start exam** button to proceed.



**Your exam has been unlocked.**

You may begin the exam now by clicking the "Start exam" button.

**Candidate: Exam lobby**



Start exam

9. At this point you will enter the actual exam and will not be able to exit until you have completed the exam, or the timer runs out. The remainder of your launch pathway will be as follows:
- a. Accepting any **agreements** or **terms of use**
  - b. Reviewing the **exam tutorial** (how to navigate through the exam)
    - i. **Note:** Tutorials can also be found [here](#) in PDF format, which will allow you to review the material ahead of time)
  - c. The exam **questions** (the timed portion of the exam)
  - d. After all questions have been answered, you will be asked to **Finish** the exam (submitting your answers for scoring)
  - e. You will be asked to leave **Feedback** about the exam (optional)
  - f. You will be presented with your detailed **Score Report**
  - g. The **Exam Score Summary** page will appear that can connect you to your **My Pathway** details (optional)
  - h. To exit Compass Cloud completely, click the **End Exam Session** button

## Errors & Troubleshooting

### Q Q: My computer froze, how do I get back to my exam?

**A:** In case of a power outage or hard freeze, etc., on your local workstation, quickly restart the computer, launch the Compass Cloud desktop application again, sign in, enter the same access code, and you will be prompted that you have an exam in-progress. Click the "Enter exam" button to resume. Please note that since your exam is occurring in the cloud, the exam timer will continue while you are disconnected. As such, prolonged outages may result in you having to reschedule your exam.

### In-progress exam

We noticed you have exams in-progress. Select an exam to resume or start a new exam.

IC3 GS6 Level 1

Enter exam

Take another exam

### Q: In Autodesk (ACU), "Alt+Tab" is not working to switch between the exam and the application, what can I do?

**A:** When taking ACU exams in English (ENU) that are using the Classic exam user interface, you may use the icons on the toolbar located on bottom of the screen to navigate quickly between Compass and the ACU application. Please review the [tutorial](#) for detailed information on the new toolbar. 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

✓ **Note:** 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.

✓ **Important:** Test Candidates taking ACU exams with the "Next Generation" exam user interface will not need to use any of the tabbing or keystrokes described here as the exam window and software application are on the same screen. [Tell me more](#) about the Next Generation UI.

## Frequently Asked Questions

**Q: What happens if I try to join a session before the session is active?**

**A:** *You will be presented with a notice that you cannot join until 5 minutes prior to the scheduled start time.*

**Q: What if I have not received my session info by the time my session has begun?**

**A:** *Since Compass Cloud is an in-center, in-person delivery solution, your Exam Administrator (Proctor) could provide you with your Access Code immediately preceding your start time and still have no issues launching your exam. The most important detail here is that your Exam Administrator (Proctor) scheduled you for the correct exam title.*

**Q: I have logged in but need to exit the Compass Cloud application, how do I do that?**

**A:** *In Windows and Mac you can click the "Close Window" button/link in the footer of the application. For Chromebooks, you can click the "X" in the top right-hand corner. Please note that after you exit the Lobby and enter the actual exam, you cannot exit until the exam has been completed.*

**Q: I require an ADA accommodation; can I still apply for one with Exams from Home?**

**A:** *Yes. ADA accommodations are supported in the Compass Cloud 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 detailed on our [ADA page](#).*

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## Contact Support

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

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 [Candidate Services](#).

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