

## Guide Summary

This guide outlines the processes and best practices (see [Page 10](#)) for administering an Exams from Home (EFH) session as an Exam Administrator (Proctor). You will administer an exam to your Test Candidates using Compass accessed via a secure browser with the Certiport Exam Administration Dashboard tool.

## Scheduling an Exam Session using the Calendar

To schedule your session, navigate to [www.certiport.com](http://www.certiport.com) and log in. Change your role to Organization Administrator or Member, hover over the **Exam Delivery** tab and click on the **Exams from Home: Create Sessions** dropdown tab. For the Proctor role, change your role to **Proctor** and click on the section heading for **Exams from Home – Remote exam proctoring**. Next, click the button to **Create and manage exam sessions** and follow the on-screen prompts to create a session. The earliest you can schedule a session is a minimum of **one hour** in advance of the actual event.

All Test Candidates within a single scheduled session must take the exact same exam (e.g., MOS Word 2019). If you have a group that wants to take different exams but during the same timeslot, then multiple exam sessions must be booked, and they would have to be administered in simultaneously managed sessions between different browser tabs (recommended for experienced users only). After the session is created you will be emailed the Exam Session Link for yourself, and then a second email with an Access Code and Exam Launch Link to forward to your Test Candidates.

**Important:** *Once a session is created in the Calendar, the exam, language, date, time, and other details cannot be changed. To alter these details the event must be deleted, and a new event must be created.*

- 1-50 Test Candidates per Calendar Session
- ADA accommodations are supported with EFH in the form of extended time – see the [FAQ](#) for details
- Available for all users globally and most programs (see the [Exams List page](#) for a list of current exams and languages)

## Technical Requirements (Exam Administrator/Proctor)

- Laptop or Desktop with Windows 10, Windows 11, or Mac OSX Sierra 10.12 or higher
- Chromebooks with the most current operating system (OS)
- The language of your OS must match the exam language the Test Candidate is scheduled to take
- Keyboard and mouse
- Recommended minimum screen resolution of 1920 x 1080 (resolutions lower than the minimum will still work, but may require the user to scroll to the right or zoom out in order to see the Chat feature)
- The preferred internet browser is Chrome. Internet Explorer, Edge, and Safari are also acceptable
- A bandwidth download speed of at least 10Mbps\*

**Important:** *Before using the Exams from Home product, we strongly encourage all Exam Administrators (Proctors) to test their bandwidth to verify it is adequate and ensure the session will not be interrupted. A reputable third-party site you can use is [www.speedtest.net](http://www.speedtest.net).*

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

## Important Info

Review this guide and the [Test Candidate guide](#) prior to your scheduled exam session. If Test Candidates have questions during the exam session, you will be their first point of contact - please review their information with them.

- It is important that the Test Candidate knows which exam you have signed them up to take, but the Test Candidate will not be making an exam selection on their end as that info will come directly from what you selected in the Calendar when scheduling your session.
- Test Candidates that arrive later than 30 minutes after their scheduled session will have to be rescheduled.
- Ensure you have an exam payment method (licenses/inventory/vouchers) [available](#) for the exams requested.
- If your Test Candidates are part of an Exam Group, ensure that “**Use any associated proctor**” is selected within the group settings and that the exam they intend to take is allowed in the group. These actions are performed when logged in at [www.certiport.com](http://www.certiport.com). View the [Exam Groups guide](#) for detailed information.
- The Test Candidates should review their applicable [Exam Tutorial](#) prior to their exam session.
- See our online ready-to-test [Checklist page](#) for more items that you and the Test Candidate should perform prior to your scheduled session.

## Identity and Environment Check

On the Verify & Unlock Exam screen in Compass, the Exam Administrator (Proctor) verifies the Test Candidate's identity and environment before unlocking the exam. Read the information below and review the additional instructions for the Identity and Environment Check on our [EFH Exam Administrator page](#).

To facilitate the verification process, Exam Administrators (Proctors) can use a video conferencing platform, like Zoom, Microsoft Teams, Google Meet, etc. Test Candidates will need a webcam, or other device with a camera capable of joining the video call, in test centers where verification and monitoring by video are required. Given the limited time frame of the Exams from Home sessions, we recommend performing this right before the start of the exam session.

### **Identity Check**

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

### **Environment Check**

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

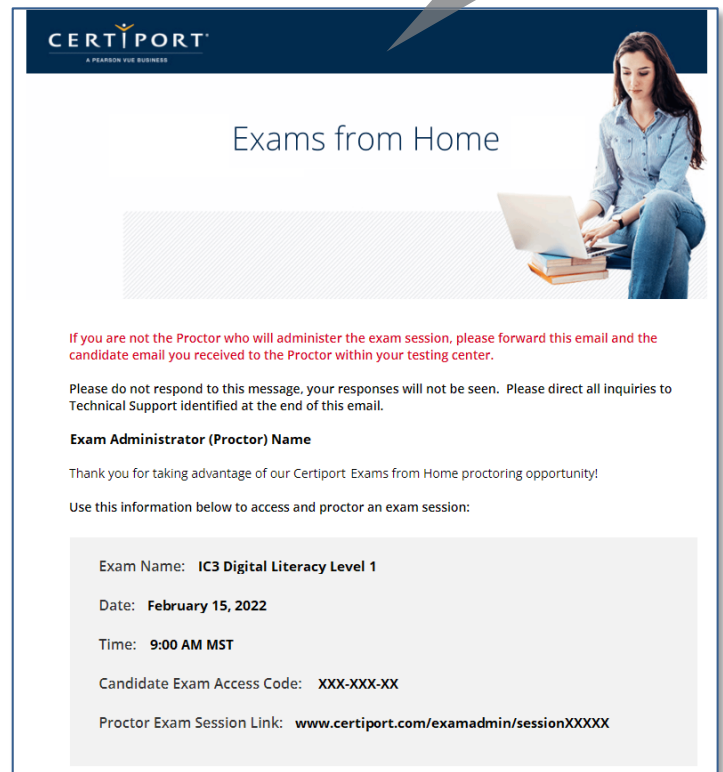
- The Test Candidate should be in a private, quiet, well-lit room
- The Test Candidate should clear their workspace:
  - The Test Candidate should only have their computer, keyboard, mouse, and webcam (if applicable)
  - The Test Candidate is not allowed to use multiple monitors
  - The Test Candidate is not allowed any recording devices (including paper, pens, pencils, cameras, etc.)
  - Unless specifically cleared by the Exam Administrator (Proctor) as a means of communication with the Test Candidate, the Test Candidate should not have a mobile device within reach
- The Test Candidate should remove all non-religious head coverings

## Process & Details

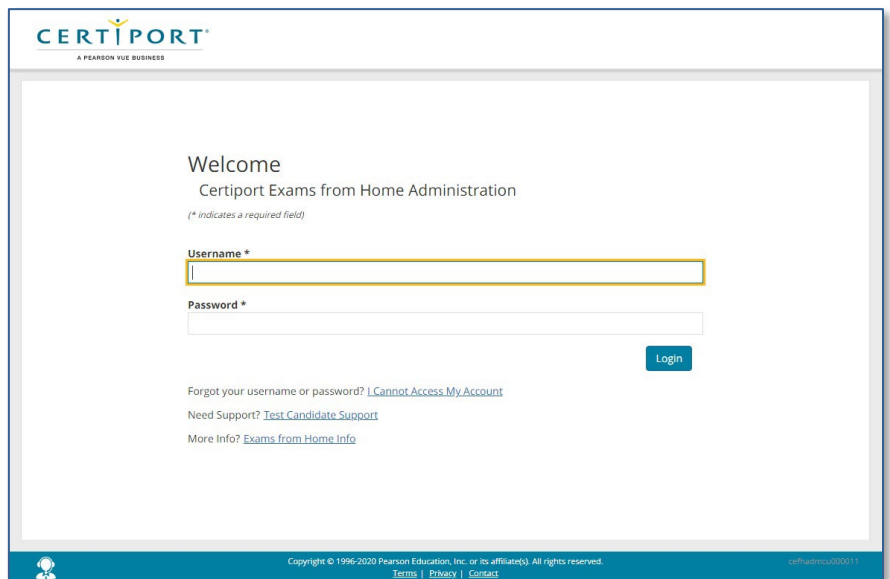
### Sample Email

1. After your session has been created, you will receive **two emails**. The first email includes the **Exam Administrator (Proctor) Exam Session Link** to connect you to the Administration Dashboard tool that you will use to administer the actual exams. A separate email will also be sent for the Test Candidate; forward the email to each Test Candidate participating in the session (see the [Test Candidate guide](#) for more info). You will also see the Test Candidate’s **Access Code** in your email which can help you keep track of multiple scheduled sessions, but you will not need it to administer the exams. All Test Candidates within the same scheduled session share the same unique Access Code.

**Note:** *Your Exam Administrator (Proctor) Exam Session Link takes you to the Dashboard, it’s unique, and is tied to a single scheduled session of up to 50 Test Candidates.*



2. For Exam Administrators (Proctors), log in no more than **5 minutes before** the session is scheduled to begin by clicking the link you were emailed to launch the Dashboard, and then entering your **Certiport credentials** (the login screen of the Dashboard looks the same as the login screen of Compass). It is important that both you and your Test Candidates are prompt. Regular sessions are only active for a limited time, so Test Candidates that start later than **30 minutes** will be **locked out** of the session and must reschedule.



**Note:** *You may also launch the session from the calendar screen at [www.certiport.com](http://www.certiport.com) by clicking the gray “Start session” button at the end of the row of your scheduled session.*

- After logging in, you will be taken to the **Exam Administration Dashboard Tool**, which will show all the individual Test Candidate sessions that have joined as separate windows stacked on top of each other - akin to a very long webpage (up to a max of 50 sessions/Test Candidate windows per scheduled session).

**Dashboard Tool**

Access code: XXXXXXXXXXXX Candidates in exam (X of XX) 4 Chat Notifications

Exams from Home

Current Center:

**Step 4**

**Step 7**

Access code: XXXXXXXXXXXX

**Legend**

- Number of chat notifications
- New or unread chat(s)
- Viewed chat notification

**Note:** When you first log in this area will be blank until a Test Candidate joins the session.

Candidate Machines

Candidate name: Candidate ID: XXXXXXXXXXXX

**Step 9**

**Chat**

**Note:** Depending on the Test Candidate's internet and other factors, it could take several minutes for their screen to load after logging in.

Refresh Restart VM

**WARNING:** Refreshing will kick the candidate out of their session and they will need to refresh their browser to resume. Restarting will restart the candidate's machine.

Compass

CERTIPORT A PEARSON VUE BUSINESS

English

EVS Account (90000003)

Welcome

Log in to take your exam

(\* indicates a required field)

Username \*

Password \*

Login

Forgot your username or password? | [Cannot Access My Account](#)

Don't have an account? [Create an account now.](#)

Test Candidate Support [Test Candidate Support](#)

Exam Tutorials [Exam Tutorials](#)

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Close Window

10/13/2020 10:16:11 AM

10/13/2020 10:16:11 AM

10/13/2020 10:16:11 AM

6:08 PM 12/16/2020

Chat with (Candidate Name)

Proctor name Proctor message here X minutes ago

Candidate name Proctor message here X minutes ago

Proctor name Proctor message here X minutes ago

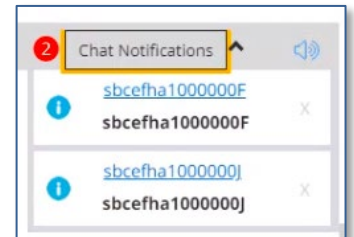
Type your message Send

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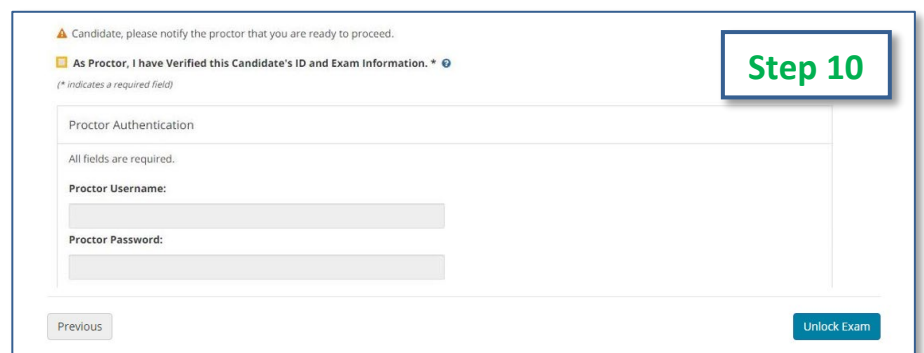
cefhadm2s000001

**Note:** When a new Test Candidate logs in their window is added to the page. When they close their session, their window will disappear from the page with a message stating: "The candidate has completed their exam".

4. Use the **machine name hyperlinks** in the dropdown at the top of the page to quickly navigate between individual exam sessions that need attention. You can also simply scroll up and down the page to monitor the progress of any active Test Candidate sessions.
5. The Test Candidates will need to go through the **exam group and payment selection process, agree to any terms & conditions**, and complete any **program registrations** (if they have never taken an exam prior). They will not be presented with an exam selection screen; it will automatically be chosen based on what was selected during the creation of the session in the calendar. If they require assistance, you can take control of their session by mousing over their session window. Avoid moving your cursor over their screen at any other time during their exam which will steal their mouse and/or keyboard focus (control).
6. Use **Chat** to answer questions from the Test Candidates (or your video stream if permissible within your district and achievable within your available bandwidth). Each Test Candidate session window will have its own chat window to communicate with that particular Test Candidate. If for any reason your sent messages are not transmitting, click on the **Reconnect** button.
7. Chat **notifications** from your Test Candidates will appear in the top right-hand corner of the Dashboard when a new message is received. You can also click on the blue link in the notification area to jump directly to the session that sent the message (which also marks the message as read).
8. A **legend** for the chat message types will appear on the left-hand side of the screen. A sound will accompany each new chat notification and the sounds can be **muted** by clicking the **speaker icon** in the notification area. To dismiss a notification, click the **gray X** on the right-hand side of the notification.
9. There will be two buttons above each Test Candidate session window: a **Refresh** button and a **Restart VM** button. Use the “Refresh” button to try and resolve any issues that may arise with the Test Candidate’s connectivity (e.g., they lose internet). Using the Refresh button will briefly disconnect the Test Candidate from their session. Use the “Restart VM” button to try and resolve serious issues related to the software the Test Candidate is using on the remote desktop (virtual machine/VM), such as the Compass software or the Live-in-the-Application software have frozen. Using the Restart VM button will also disconnect the Test Candidate, which typically takes just a couple 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). After the VM is restarted, you will always have to click the Refresh button as well because the connection to the session was also interrupted. The Test Candidate will also be prompted with a Refresh button to rejoin after an issue.



10. When the Test Candidate has finished their selections, **take control** of the Test Candidate’s session by moving your cursor over their screen. **Checkmark** that you have verified the Test Candidate’s identity and environment and then log in with your **Certiport** credentials to unlock the exam.



11. When Test Candidates finish their exam, they will generate their exam summary screen, view their score report, and then close Compass by clicking the **End Exam Session** button. To completely exit from the exam session and return to their local desktop, they must click the **Close Exam Session** button. **Important:** *The “Close Exam Session” appears at all times during the exam. It will terminate the Remote Desktop and should never be used by the Test Candidate as a troubleshooting step.*
12. Once all the exam sessions you are administering are complete, **sign out** of the Exam Administration Dashboard tool by clicking your name in the top, right-hand corner and clicking **logout**.
13. After the results have been uploaded to Certiport you can log in to the Certiport website and run any **reports** as normal, but please note it may take slightly longer than normal for the **results to be uploaded**.

## Errors & Troubleshooting

**Q: What should I do if I accidentally close the Exam Administration Dashboard after the Test Candidates have joined?**

**A:** *The Test Candidates should not notice any interruption. Quickly click the Exam Administrator (Proctor) Exam Session Link from your email and sign in again. If the Test Candidates do see an interruption, once you are logged back in, they can click the **Refresh** button on their end to return to their exam.*

**Q: What should I do if I lose internet or experience an error?**

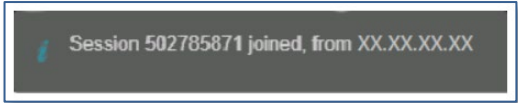
**A:** *Similar to the Test Candidate, after your connection is restored, you will simply need to click on the Exam Administrator (Proctor) Exam Session Link from your email in order to reestablish the session. If your outage is prolonged, or you experience an unrecoverable error, please contact [EFH Support](#).*

**Q: I’m seeing an all-white screen inside the Test Candidate’s session window, what should I do?**

**A:** *Each session window in the Exam Administration Dashboard has a “Refresh” button above it. Click the button to reload the session frame which should correct the issue. After you click Refresh, the Test Candidate will also need to click their Refresh button to be reconnected to their session at which point they will be able to resume their exam. If the issue persists, please contact [EFH Support](#).*

**Q: I’m seeing an all-black screen inside the Test Candidate’s session window, what should I do?**

**A:** *Address all the session information messages that appear in the bottom, right-hand corner of the Test Candidate’s session screen by clicking until no more messages appear (they appear as semi-transparent gray rectangles). Log out of the entire Exam Administration Dashboard by clicking your name in the top right-hand corner of the screen and clicking logout. Use your Exam Administrator (Proctor) Exam Session Link and log back in. If the screen is still black, try the Refresh button as described in the previous FAQ. If the issue persists, please contact [EFH Support](#).*



**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 and then click the same exam launch link they were provided in their email. If an element within the remote desktop should freeze or crash (Compass, local software, etc.) try the “Restart VM” button, if the issue persists contact [EFH Support](#). Keep in mind that the Restart VM process could take up to 10 minutes during periods of high traffic – use Chat to communicate during prolonged downtime. If the Test Candidate is not connected but sees the “Refresh” button they should use it to try and reconnect. If your own Certiport device should experience a crash, then restart your computer and click the Exam Administrator (Proctor) Exam Session Link again and log in.*

**Q: A Test Candidate or an Exam Administrator (Proctor) keeps getting disconnected from the session without an error, is there anything we can try?**

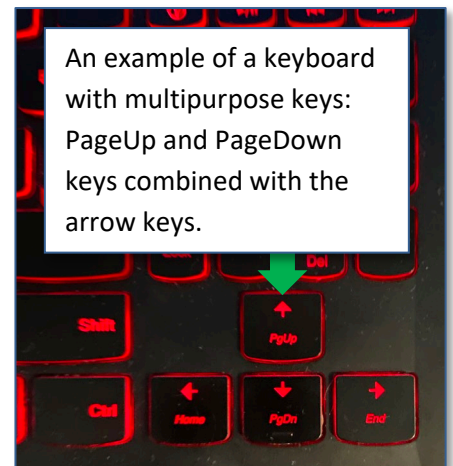
**A:** Yes. Browsers on personal computers are often loaded with third-party toolbars, extensions, restrictions, and plug-ins that may adversely affect performance, limit function, or prevent action. Try using an “Incognito” window in your browser and see if that fixes the situation. In Chrome, you can 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 virtual 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: In Autodesk (ACU), Alt+Tab and/or the Toolbar is not working for the Test Candidate to switch between the exam and the application, what can they do?**

**A:** When taking ACU exams in English (ENU), a Test Candidate will 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 toolbar. If for any reason the toolbar fails to move them 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 they 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.



**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. 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 restarting the VM using the “Restart VM” button in the Exam Administrator (Proctor) dashboard tool.

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

**A:** On the Test Candidate side, the Chat can be minimized or hidden so it is not a distraction during the timed portion of the exam, but the Chat windows in the Exam Administration Dashboard (on the Exam Administrator/Proctor side) are static and cannot be hidden.

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

**A:** The Test Candidate will not be notified in this scenario. Should they choose to both mute and hide Chat, they would have to maximize it again to check for any missed messages. If they have Chat minimized but not muted and receive a message, they will still hear the notification sound but would have to maximize chat in order to see the message.

**Q: I launched my session, but I don't see any of the Test Candidates, what could be happening?**

**A:** This means that either no Test Candidates have joined yet or that you may need to refresh your entire session window by pressing the F5 key on your keyboard. When a new Test Candidate logs in their window is added to the page but please note that depending on their internet connection, server traffic, and geographical location, it could take several minutes for the Test Candidate's remote desktop to load after logging in to Compass. When they close their session, their window will disappear from the page with a message stating: "The candidate has completed their exam".

The candidate has completed the exam.

## Frequently Asked Questions

**Q: What should I do if I suspect the Test Candidate may be cheating?**

**A:** Please review our [Exam Administration policies](#) and follow the steps outlined in the "Cheating" section.

**Q: How does the Test Candidate communicate with the Exam Administrator (Proctor) during exam launch?**

**A:** A chat feature is part of the secure browser that Test Candidates will download and install. A Test Candidate can click on the blue "Show/Hide Chat" button on the right-hand side of the screen to open or minimize the chat window and communicate with the Exam Administrator (Proctor) outside of the timed portion of the exam.

**Q: Can multiple Exam Administrators (Proctors) join the same Proctor Dashboard?**

**A:** Yes, another Exam Administrator (Proctor) associated to your CATC could join the same session using your Exam Session Link. However, keep in mind that you would be sharing focus (mouse and keyboard control) with any other person that joins and only one person could "drive" at any given time.

**Q: Can I schedule multiple sessions in the calendar at the same hour in order to deliver different exams to our Test Candidates at the same time?**

**A:** Yes. You would launch one set of up to 50 candidates using your unique Exam Session Link 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. We recommend trying Exams from Home with just one session and only 10 candidates before attempting larger sessions, or multiple sessions, to ensure you are providing the best experience for your Test Candidates. This type of action will also increase your bandwidth requirements above and beyond the 10 Mbps baseline.

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

**A:** We will be sending out the emails within 5 minutes after a session is scheduled in the calendar. If you have not received your email within that time, please check your spam folder. If you still have not received the emails, log in to the calendar again and click the "More" button at the end of your calendar session and click "Send confirmation email". If you continue to experience issues receiving your communications, please delete the session and create a new event.

**Q: Does the Secure Browser that the Test Candidate needs require Admin Rights to download?**

**A:** The Secure Browser for Windows and Mac is not an installed program, it's a few files temporarily running in memory during the session and should not require Admin Rights to execute. However, permissions or parental 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 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 an 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.

The Access Code entered is no longer active and does not allow starting the exam at this time.

CloseWindow

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

**A:** Third-party video conferencing software may be used to communicate with your Test Candidates (outside of the timed portion of the exam or in the event of a technical issue). It may also be used for identity and environment checks. 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 Proctor Dashboard tool. Third-party video conferencing software may only be used to communicate with your Test Candidates during said scheduled session; they cannot be used to administer the actual exams - only the Certiport Proctor Dashboard can deliver the virtual sessions. Note that using video conferencing or other software may put an additional burden on you or your Test Candidate's bandwidth that may exceed the baseline technical requirements we have set forth for the Exams from Home solution. *Certiport's Technical Support team will also not be able to troubleshoot any issues related to third-party software use.*

**Q: Our Test Candidate requires an ADA accommodation; can they still apply for one with Exams from Home?**

**A:** Yes. ADA accommodations are supported in the Exams from Home 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 in Exams from Home. Certiport's Compass for Windows and Compass for Mac locally installed solutions still support all forms of accommodations detailed on our [ADA page](#).

**Note:** With the current iteration of Exams from Home, there are no longer special calendar blocks 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 profile, EFH will adapt to the different types of exam lengths and stay active as long as required (or until the exam time runs out). However, this scenario will require the Exam Administrator (Proctor) to potentially stay monitoring the Test Candidates with accommodations through the Certiport Dashboard for a significant time longer than regular-time Test Candidates.

**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 Exams from Home.*

## Best Practices for EFH

Exams from Home involves the use of a Test Candidate’s home computer in the 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 an EFH session:

- **Validate Bandwidth/Connection:** Exam Administrators (Proctors) and Test Candidates can use <https://www.speedtest.net/> prior to exam time to ensure a download speed of at least 10 Mbps. Please note that if the Exam Administrator chooses to use video conferencing software such as Teams or Zoom to communicate, that will exceed the 10 Mbps baseline set forth in the EFH technical requirements.
- **Close all Non-Essential Applications:** Aside from the browser used to access EFH, no other applications should be running unless required by your Exam Administrator (Proctor). If possible, try to close any non-essential background applications that may be running as well.

**Note:** *This is especially important to remember with respect to using video conferencing software, as these can bog down machine resources and bandwidth or create unnecessary conflicts. Using video conferencing software to perform the identity & environment check, then closing them before the actual 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 can be temporarily disabled during testing to improve the exam experience.
- **Use Google Chrome:** Chrome is our recommended browser for EFH. 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 restarted 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 candidate exam link in the newly opened browser window.
  - Mac: Open an incognito window by pressing (Ctrl+Shift+P) and paste the candidate exam link in the newly opened browser window.

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