

Guide Summary

This guide outlines the processes and best practices for Certiport Exams from Home. You will work with your Exam Administrator (Proctor) to be remotely administered a session of the Compass exam software in a virtual environment. The sessions will be tailored to the exams you signed up for, and nothing will be required to download, set up, or configure. Please review everything in this guide, including all troubleshooting and frequently asked questions.

Technical Requirements

- Laptop or Desktop with Windows 10, Windows 11, or Mac OSX Sierra 10.12 or higher
 - The language of the OS on your computer must match the exam language you are scheduled to take
- Chromebook with the most current OS
- Keyboard and mouse (see [FAQs](#) if using a laptop or mini-keyboard with Autodesk exams)
- Recommended minimum screen resolution of 1280 x 800
- The preferred internet browser is Chrome. Internet Explorer, Edge, and Safari are also acceptable
- A bandwidth download speed of at least 5Mbps*

***Important:** *Before using the Exams from Home product, we strongly encourage all users to test their bandwidth to verify it is adequate and ensure the session will not be interrupted. A reputable third-party site you may use is 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 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 5Mbps baseline we have set forth above.*

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).

- Prior to your appointment, review the [Tutorial](#) of the exam you signed up for.
- You will need your Certiport login/username and password. Please have this information ready before your scheduled exam time. If you have lost your username or password, click [here](#).
- Ensure exam security by strictly adhering to the following:
 - ✓ If possible, find a space to take your exam without distractions or other people.
 - ✓ No mobile or other computing devices are allowed.
 - ✓ No recording devices are allowed (this includes paper, pens, pencils, cameras, etc.).
 - ✓ Close all open browsers and applications prior to the exam.
 - ✓ Have other household members refrain from using the internet during your exam session.

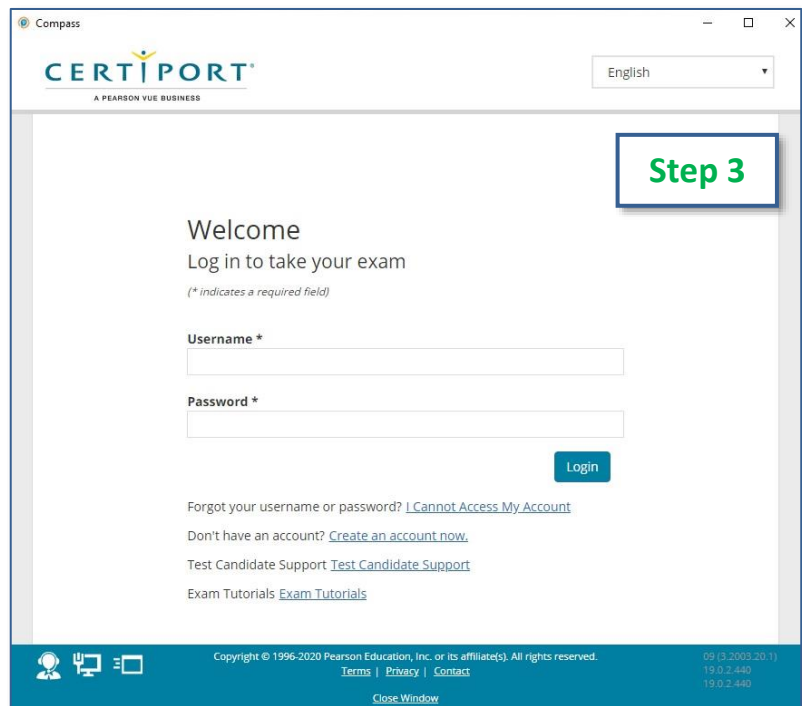
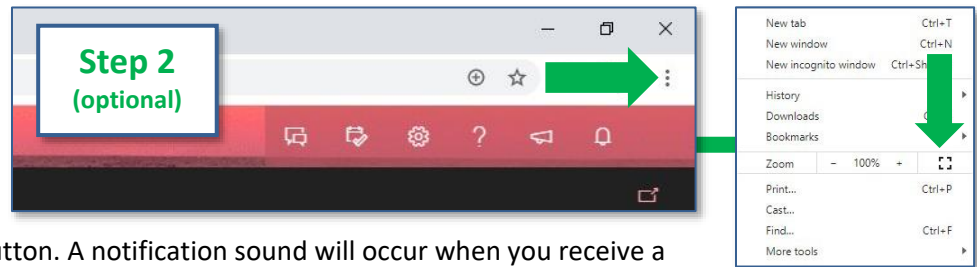
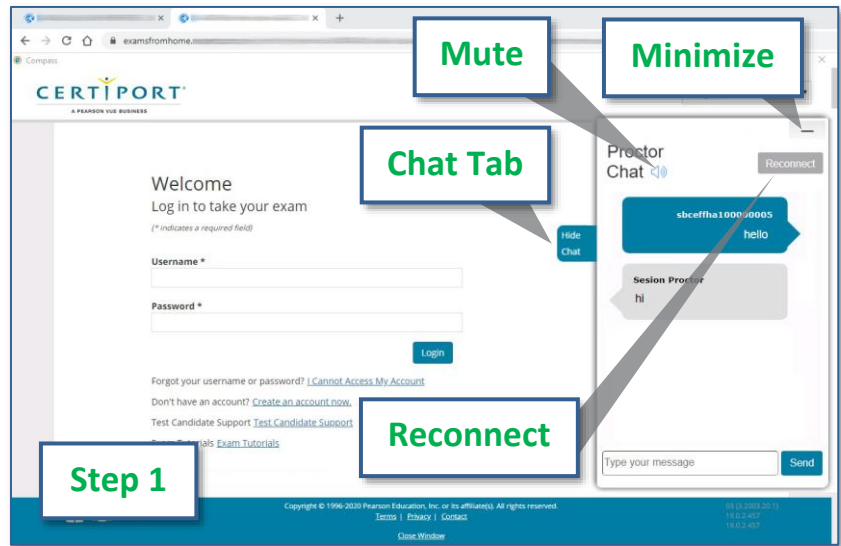
Note: *Your identity and exam environment may be checked for compliance by your Exam Administrator (Proctor).*

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.*

Process Summary

Your Exam Administrator (Proctor) will provide you with a link via email that will allow you to connect to the virtual session from your personal computer. The email and link will not come from Certiport, just a plain email with your **individual link** from the Exam Administrator (Proctor).

1. When you **click the link** provided to you by the Exam Administrator (Proctor), a browser window opens (based on your [default](#)) and you will be taken to the first screen in the EFH exam launch flow. You will see the Compass software open and ready for you to log in; the **Chat feature** will be open on the right-hand side of the page. To collapse chat, click the blue **Hide Chat** tab or click the **minimize** button. A notification sound will occur when you receive a message; to **mute** these sounds, click the **speaker icon** in the chat frame. If you have issues sending messages, click the **Reconnect** button.
2. You may need to **expand the browser** for optimal viewing. To do this, click the three vertical buttons on the top right side of the window and click expand in the dropdown menu. **Note:** Chrome is used in the example; other supported browsers have similar steps.
3. **Sign into** Compass using your Certiport username and password. If you are not yet registered, click on the “**Create an account now**” link. If you forgot your username or password, click on the “**I Cannot Access My Account**” link.
4. If you have any issues or questions during this process, use the **Chat** feature. You can communicate with the Exam Administrator (Proctor) by typing your questions into this window. Once the actual exam begins, no communication should occur via Chat except in the case of a technical issue.



5. Once you are signed in, **select** whether you are **part of an Exam Group** or **using a Voucher**. Turn either slider to **Yes** to open the fields for each section. Your Administrator (Proctor) should have notified you of the **name** of your Exam Group and which **payment method** (i.e. voucher/license) to use.
6. **Fill in or select** from the dropdown your Exam Group name and/or Voucher code. **Note:** Voucher info will only be in the dropdown if it has been [pre-assigned](#). Click the **Next** button.
7. You will be presented with a list of all exams. Use the **search** or **program dropdown** to narrow down your selection (e.g. “Word” or “IC3”) and **click the blue link** to select it. The selected exam must match the exam scheduled by your Exam Administrator (Proctor). Ensure you know the Program name (e.g. Microsoft Office Specialist) and the exact Exam name and version (e.g. Excel 2016). **Note:** Not all exams have version years.)
8. Read and accept the **Non-Disclosure (NDA)/Terms of Use** and **EULA** agreements if you have not already done so.
9. **Verify** your information and wait for the Exam Administrator to temporarily take over the keyboard and mouse to sign in and **unlock the exam** for you. The controls will then return to you at which point you will review the exam tutorial and then begin your exam (exam timer does not begin until after the tutorial).
10. When you complete your exam, you will see your score report. Be patient while your score is calculated, and the results are uploaded: **do not press any buttons or perform any actions while waiting for your score to upload**. Although you will see your score almost immediately, you will not be able to download or print it from within the virtual session. It may also take longer for your results to be finalized and displayed within your online transcript.
11. **Close** the Compass software using the **“Close Exam Session”** button to end the virtual session from your side.

Program Name	Exam Name
IC3 Digital Literacy Certification	IC3 GS6 Level 1
IC3 Digital Literacy Certification	IC3 GS6 Level 2

Name	Exam details	Test center	Payment type
Candidate Name	IC3 GS6 Level 1 Change exam Language: English Change language Accommodations: None Duration: 00:50:00 Exam Group: None	Account	Inventory / Site Licenses

Errors & Troubleshooting

If you should lose internet, experience an error, or otherwise lose connection with the virtual session, simply click on the link that your Exam Administrator (Proctor) provided to you to reconnect. If necessary, reboot your computer and then click the link again. If your outage is prolonged, or you experience an unrecoverable error, please contact your Exam Administrator (Proctor) immediately.

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 Exams from Home.*

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

A: *If you have not received your session hyperlink an hour before the start of your scheduled session please contact your Exam Administrator (Proctor) immediately.*

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

A: *You will simply need to click on the link your Exam Administrator (Proctor) emailed again in order to reestablish the session. If necessary, reboot your computer and then try the link again. If your outage is prolonged, or you experience an unrecoverable error, please contact your Exam Administrator (Proctor) immediately.*

Frequently Asked Questions

Q: How do I communicate during exam launch?

A: *A chat feature is part of the virtual session. You can click on the minimize button or the blue "Hide Chat" button to show/hide chat and communicate with the Exam Administrator (Proctor) outside of the timed portion of the exam.*

Q: If my exam session is interrupted, will it also disconnect Chat?

A: No. The Chat feature works independently from the virtual Windows session. If you have any issues sending messages through Chat, click the Reconnect button.

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

A: You will not be notified in this scenario. Should you choose to both mute and hide Chat, you would have to maximize it again to check for any missed messages. If you have Chat minimized but not muted, you will still hear the notification sound if you receive any messages, but would have to maximize Chat in order to view them.

Q: What happens if I log in before the session link is active or after it has ended?

A: *You will be met with an "Exam Session is not Active" error.*

Exam Session is not Active.

The session link you are attempting to access is not active.

Please contact your exam administrator if you are seeing this in error.

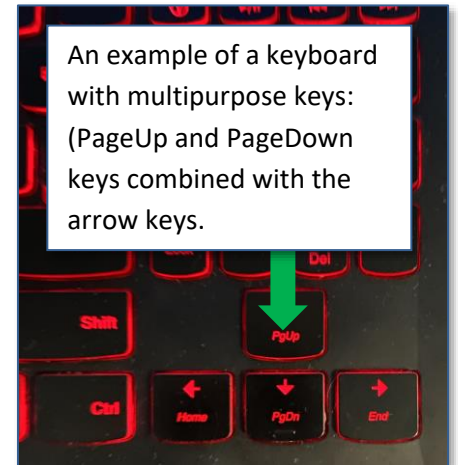
Q: In Autodesk (ACU), Alt+Tab is not working to switch between the exam and the application, what can I do?

A: There are different options to switch between the Autodesk application and the exam window depending on what type of machine you are using:

Autodesk Certified User (ACU) in English:

When taking ACU exams in English (ENU), you may use the icons on the toolbar located on the far-right side of the page to navigate quickly between Compass and the ACU application. Please review the [tutorial](#) for detailed information on the new toolbar.

***Note:** If the Test Candidate is 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: How do I change my default browser to Chrome?

Windows 10:

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

Mac OSX:

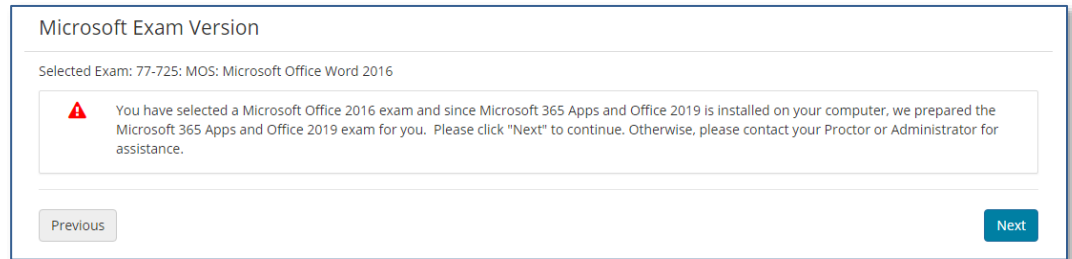
1. Launch the **Chrome** app on the Mac.
2. Look under the initial "**Settings**" section and go to the bottom.
3. Click on "Make Google **Chrome** my **default browser**"

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 Certipoint 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 Exams from Home solution. Certipoint's Technical Support team will also not be able to troubleshoot any issues related to third-party software use.

Q: I'm receiving a message saying my Office software doesn't match my exam selection, what is happening?

A: A feature was added to Compass on Sept 17, 2020 to detect the Office software that is locally installed and verify that it aligns with the exam you selected. Ensure you select the exact same exam that your Exam Administrator signed you up to take.



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

A: Yes, please contact your Exam Administrator. Certiport is committed to ensuring that those persons with the desire to certify their proficiency in the use of computers should have the opportunity to do so. Certiport is committed to providing access for all individuals with disabilities.

Certiport and its Authorized Testing Centers require advance notification of requests for accommodations as well as a reasonable amount of time to review and implement such requests. Certiport and its CATC's are not obligated to accommodate examinees with language limitations unrelated to a documented disability (e.g., English as a second language, literacy) nor to provide unlimited time for the completion of exams that are designed to certify not only knowledge but also efficiency in the use of computers. For more information see our [ADA page](#).