Exams from Home - Guide Summary

This guide outlines the processes and best practices for administering Certiport Exams from Home as an Exam Administrator (Proctor). Administrators will communicate with the Test Candidates to take an exam with the Compass software running up to 10 virtual machines (VMs) accessed via an internet browser. The Admin VM used to administer exams will not require any setup, download, or configuration. Administrators will directly manage and monitor the virtual exam sessions using the Certiport Admin VM tool. See the Errors & Troubleshooting section of this document for common technical issues with Exams from Home.

Scheduling an Exam Session

To schedule your Exams from Home session, navigate to www.certiport.com/efh and view the information under Step 4: "**How/Where do I schedule**" on that page. There are different ways to schedule depending on where your CATC is located, how many candidates you are scheduling, whether you have an accommodation, and the exam language you prefer (not all exams are available in all languages, see the Exams List for EFH page for more information).

- 1-10 Test Candidates
- Point of contact with the Test Candidate: you, the Exam Administrator (Proctor)
- Who administers the virtual exam sessions: you, the Exam Administrator (Proctor)
- Available for all Test Candidates including those with accommodations
- Available for most programs (see the Exams List for EFH page)
- See the Exam Administrator page for additional user training

Technical Requirements (Exam Administrator/Proctor)

- Laptop or Desktop with Windows 10, Windows 11, or Mac OSX Sierra 10.12 or higher
  - The language of your OS must match the exam language the Test Candidate is scheduled to take
- Chromebooks with the most current OS
- Keyboard and mouse
- Recommended minimum screen resolution of 1920 x 1080 (resolutions lower than the minimum will still work, but will 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 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 the administration of your actual exam sessions.*

***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.*

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.*

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Important Info

Review this page 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 this information with them.

- Ensure the Test Candidate knows the program and exact certification exam names they are registered to take (e.g. Microsoft Office Specialist MOS Excel 2016). **Note:** Not all exams have version years.
- Ensure you have an exam payment method (licenses/inventory/vouchers) available for the exams requested.

Important: *Please note that once a testing session is scheduled, any "no-shows" will be counted against exam license inventory or purchased vouchers. If you are aware of any cancellations in your session, please notify Certiport at least two business days in advance to avoid a "no-show" charge against licenses, inventory, or vouchers.*

- 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. View the Exam Groups guide for detailed information.
- Test Candidates may need to expand the browser for optimal viewing. To do this have them click the three vertical buttons on the top right side of the window and click expand (see the Test Candidate page for details).
- The Test Candidates should review their applicable Exam Tutorial prior to their exam session.
- See our 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. Review the additional instructions for the Identity and Environment Check on our EFH Exam Administrator page.

To facilitate the verification process, Exam Administrators can use a video conferencing platform, like Zoom, Microsoft Teams, Google Meet, FaceTime, or other options. 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.

Please Note: *Using video conferencing 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.*

Identity Check

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

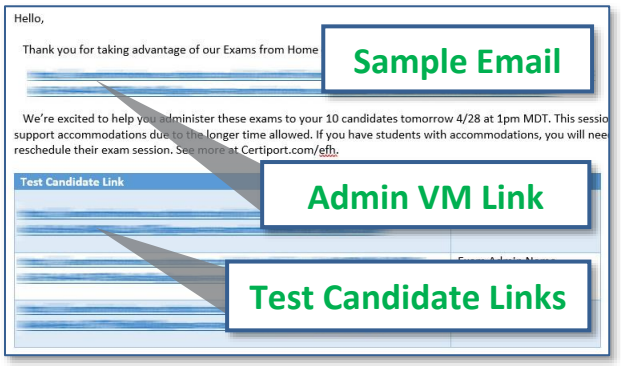
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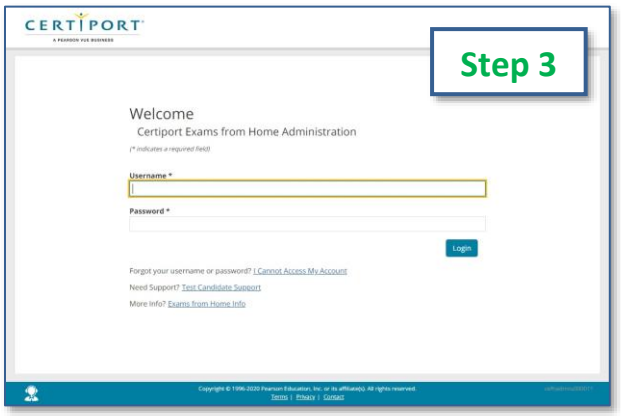
Environment Check

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

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

Process & Details



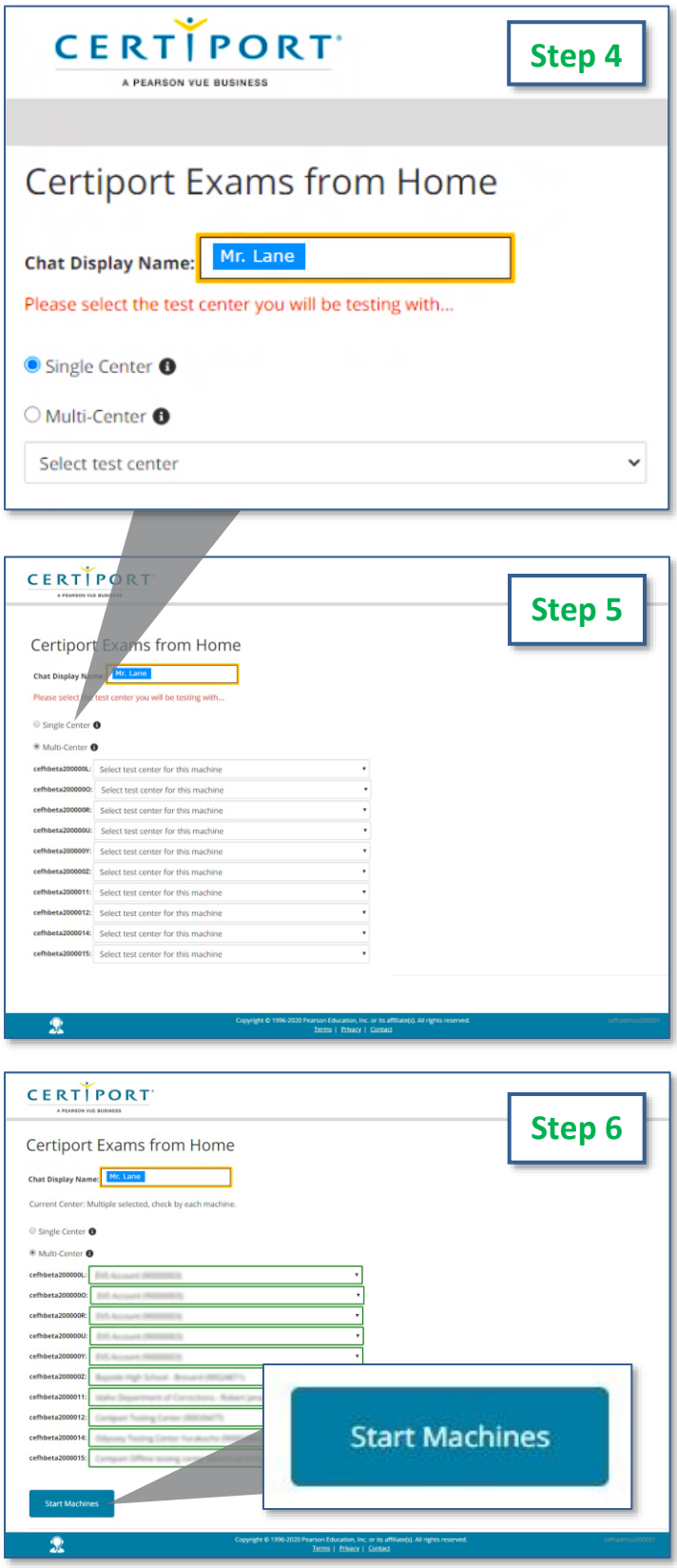


1. Prior to your scheduled session, prepare by **fully reviewing this guide** and then sending the Test Candidate their guide to review. If you are new to the Admin VM, try out our offline "Test Drive" to get a sense of what the live version is like.
2. After your session has been confirmed, you will receive an email at **8am MT** the **business day prior** (Monday session info should arrive on Friday). The email includes the Exam Administrator (Admin VM) link for you, and a separate link for every Test Candidate session you requested. You must forward one unique link to each of the Test Candidates before the exam session can begin (one link per Test Candidate, to avoid mix-ups do not share the whole list and keep track of which link you sent to which candidate). When the Test Candidate receives the link, they will click it at their scheduled time to start the process of signing into Compass, selecting details, and launching the exam.
3. For Exam Administrators (Proctors), **5 minutes before** the session is scheduled to start, log in to the Admin VM link that you were emailed by simply clicking the link and entering your Certiport credentials (the login screen of the Admin VM looks the same as the login screen of Compass). Logging in 5 minutes prior gives you time to set up and ready the Admin VM so that it is ready for the Test Candidates to log in at their appointment time. It is important that both you and your Test Candidates are prompt. Regular sessions are only active for **1 hour and 45 mins**, so Test Candidates that start later than **15 minutes** past the hour should be **rescheduled** for a later date to avoid a session timeout.

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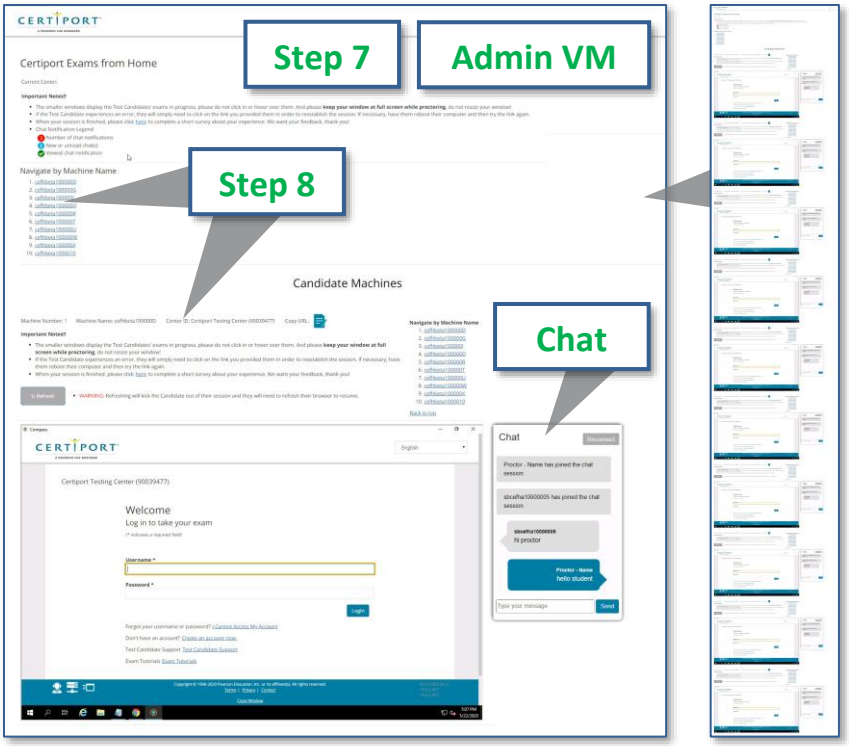
4. After you log in, you will be presented with the choice of "**Single Center**" or "**Multi-Center**". If you are performing a session for Test Candidates all belonging to the same CATC, leave the selection on "Single Center" and proceed to **Step 6**. If you are doing multiple sessions from different CATCs, you must change your selection to "**Multi-Center**". This is also where you will type in the display name your Test Candidates will see in the Chat window.
5. If you select "**Multi-Center**", set all the testing centers in the individual dropdown selection fields in the **exact same order** in which they appear in the email you were sent.
6. Click the "**Start Machines**" button. (This button will not show up using "**Multi-Center**" mode until all 10 centers have been selected.) If you realize that one of your test center selections was set incorrectly, please see the Errors & Troubleshooting section in this document.

Important: *When using "Multi-Center", the different names and CIDs of the CATCs will be listed at the top of each session window and will be stacked in the same order in which they were set (see the Admin VM dashboard in Step 7).*



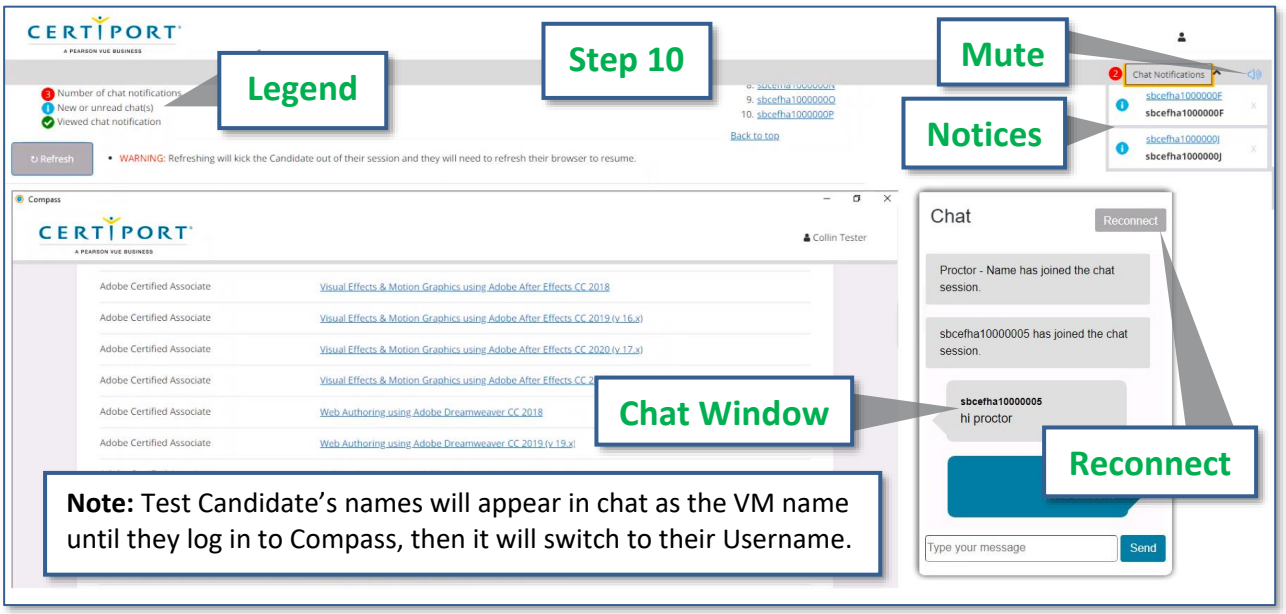
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7. You will be taken to the main **Admin VM screen**, which will show all the individual Test Candidate sessions as separate windows stacked on top of each other - akin to a very long webpage (up to a max of 10 sessions). Compass will be ready for the Test Candidates to log in.
8. The windows will be stacked in the browser and you can use the **machine name hyperlinks** to quickly navigate up and down the page.
9. Guide the Test Candidates through the login, exam group & payment, and exam selection process. Use the **Chat** to answer questions from the Test Candidates (or your video stream if permissible within your district and achievable with your available bandwidth).

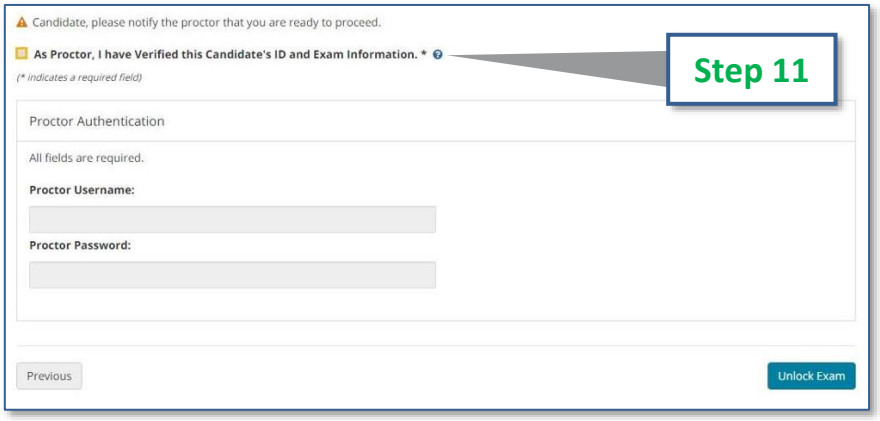


10. Each session window also has its own chat window to communicate with your Test Candidates. A chat **notification area** will always appear in the top right-hand corner of the page to let you know when a new message is received. You can click on the blue link in the notification area to jump directly to the session that sent the message (which also acknowledges it as read). 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. If for any reason your sent messages are not being sent, click on the **Reconnect** button. To dismiss a notification, click the **gray X** on the right-hand side of the box. For a video demo of Chat for Exam Administrators (Proctors) click here.

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11. **Checkmark** that you have verified the Test Candidate's identity and environment and then log in with your **Proctor** credentials and unlock the exam. If you have not reviewed them already, please see our Exam Administrator page for additional info regarding the Identity and Environment Check.



12. As you scroll through the Admin VM, **keep your mouse** from hovering over any individual desktop session as to not interrupt the Test Candidate's focus (mouse control).
13. When Test Candidates finish their exam, they will **exit Compass** and **then close the browser** containing the virtual session. Test Candidates can access their score report on their own computer by opening a new web browser session and logging in at www.certiport.com.
14. Once all the exam sessions are complete, **sign out** of the Exams from Home Admin VM by clicking your name in the top, right-hand corner and clicking **logout**.
15. 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.

Note: *Please contact Support if you have any questions.*

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Errors & Troubleshooting

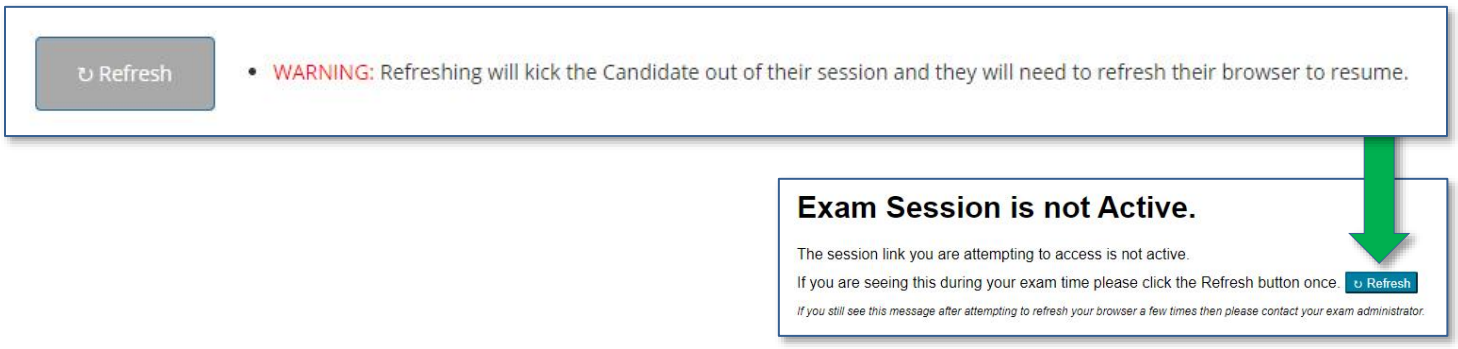
Q: What should I do if I set the wrong CATC during the "Multi-Center" selection phase?
A: *Once Compass has launched in the individual session, exit and then log in as the Exam Administrator (Proctor). Navigate to the Settings menu, change the Testing Center in the dropdown menu, scroll to the bottom and click Save, then log out and re-launch Compass for the Test Candidate.*

Q: What should I do if I accidentally refresh the Admin VM window or log out of the Admin VM after the Test Candidates have joined?
A: *These actions will boot the Test Candidate from the session but will not reset their exam. Quickly click the Admin VM link, sign in, and click "Start Machines" again. Test Candidates will see their session return and be able to resume. If you are using Multi-Center mode, ensure you set the CATCs in the same order as you did originally.*

Q: What should I do if I accidentally resize the VM window?
A: *If you minimized, maximized, or otherwise manually resized a window undo your actions immediately.*

Q: What should I do if I lose internet or experience an error?
A: *Similar to the Test Candidate, you will simply need to click on the Admin VM link from the spreadsheet in order to reestablish the session. If your outage is prolonged, or you experience an unrecoverable error, please contact 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 Admin VM has a "Refresh" button next to it. Click the button to reload the session frame which should correct the issue. After you click Refresh, the Test Candidate will be presented with an "Exam Session is not Active" error, prompting them to click their own Refresh button. After the Test Candidate re-enters the session, they will enter at the exact point at which the problem occurred and will be able to resume their exam. If the issue still persists please contact 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 appear (they appear as semi-transparent gray rectangles). Log out of the entire Admin VM as the Exam Administrator (Proctor) by clicking your name in the top right-hand corner of the screen and clicking logout. Log back in and click "Start Machines" again (the Test Candidates exams will briefly be paused during this time). If the screen is still black, try the Refresh button as described in the previous FAQ. If the issue still persists please contact Support.*

Note: *Please contact Support if you have any questions about Certiport Exams from Home.*

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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 link they were provided originally. If an element within the VM should freeze or crash (Compass, local software, etc.), contact Support. If your own Certiport device should experience a crash, then restart your computer and click the Admin VM link. If necessary, sign in, and click "Start Machines" again.*

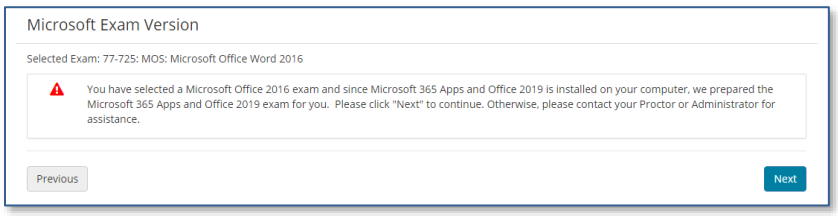
Q: In Autodesk (ACU), Alt+Tab is not working to switch between the exam and the application, what they do?
A: *There are different options to switch between the Autodesk application and the exam window depending on what type of machine they are using:*

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 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: A Test Candidate or an Exam Administrator (Proctor) keeps getting disconnected from the virtual session or the Admin VM without an error, is there anything we can try?
A: *Yes. Browsers on personal computers are often loaded with third-party toolbars, extensions, 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.*

Q: The Test Candidate is receiving a message saying the Office software doesn't match their exam selection, what is happening?
A: *A feature was added to Compass in 2020 to detect the Office software that is locally installed and then verify that it aligns with the exam the Test Candidate selects. The VM links you are sent are preinstalled with the correct Office software so ensure they select the exact same exam that you signed them up to take.*



Q: If the Test Candidate's 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: 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 Admin VM (on the Exam Administrator/Proctor side) are static and cannot be hidden.*

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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.

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: What should the Test Candidate do if they lose internet or experience an error?
A: *The Test Candidate will simply need to click on the link you provided them in order to reestablish the session. If necessary, have them reboot their computer and then try the link again. If their outage is prolonged, or you experience an unrecoverable error, please contact Support immediately.*

Q: Is the virtual session a Windows or Mac environment?
A: *Test Candidates and Exam Administrators (Proctors) may use a Windows, Mac, or Chromebook device to take an exam or administer a session, but the actual virtual session will occur in a Windows 10 environment. See the Technical Requirements on the Exam Administrator and Test Candidate pages for the full solution requirements.*

Q: How does the Test Candidate communicate with the Exam Administrator (Proctor) during exam launch?
A: *A chat feature is part of the virtual Compass application. 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. The Proctor will have up to 10 different chat windows on their side using the Admin VM tool that will always remain open.*

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 links prior to the exam session. If you have not received your link within an hour of when your session is set to begin, please contact your Certiport representative or see our Support page.*

Q: What happens if the Test Candidate logs in before the session link is active or after it has ended?
A: *They will be met with an "Exam Session is not Active" error.*



Q: What happens if the Exam Administrator logs into the Admin VM outside the session time?
A: *They will be met with an all-black screen and an "Invalid Symlink" error.*

Q: Can another Exam Administrator (Proctor) log in to the same Admin VM and help with my session?
A: *No. Only one administrator can be logged in to the Admin VM at once.*

Q: What is the Identity and Environment Check?
A: *This process was added to Exams from Home in November 2020 in order to be better aligned with our existing exam policies. For detailed information please see our EFH page for Exam Administrators.*

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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 Certiport Admin VM 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 Admin VM 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: The Test Candidate requires an ADA accommodation; can I still apply for one with Exams from Home?
A: *Yes, Exams from Home supports accommodations. 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 on see our ADA page.

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