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Compass for Windows User Guide

Certiport exam delivery system (Windows only)



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Guide Overview

Compass® is Certiport's exclusive exam delivery system that provides a state-of-the-art experience to Test Candidates through a secure browser. The Compass for Windows software delivers a simple and easy way to launch a Certiport certification exam in multiple languages using local software licenses. Compass' lightweight technology reduces the size and number of downloads and provides a simple, user-friendly interface, while continuing to access the same Certiport tools and services currently available in the Certiport Portal. Compass for Windows is intended to be used in-person at a Certiport Authorized Testing Center (CATC) with the Proctor and the Test Candidate in the same room.



This document explains how Administrators download and install Compass onto candidate workstations prior to a testing event. It also explains how Test Candidates sign up for exams and select the payment type. Proctors then authorize the exams to start, and Test Candidates begin and complete their exams.



Tip

If you do not have the means to deliver our Live-in-the-Application (LITA) exams, please check out our [Compass Cloud](#) delivery model.

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Technical requirements



The Exam delivery workstation must meet the minimum requirements to deliver an exam. See the [Compass for Windows Technical Requirements](#) on the Certiport website for details.

Microsoft Office shared license



If your Certiport Authorized Testing Center (CATC) employs a shared license model for the Microsoft Office software (required to be locally installed on the testing workstation when administering MOS [Live-in-the-Application/LITA](#) exams), please see the [section](#) in this document under the exam launch pathway.

Administrator rights



Local Windows Administrator rights are required to [install](#) Compass, configure the [settings](#), and administer local exams. For even more detail on why local Admin rights are required, see the [Admin Rights guide](#).

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Download & Install Compass

This section of the document describes how to download the installer from the Certiport website and how to install the Compass application on the exam delivery workstations.

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Download & Install Compass

Download the installer

Install Compass

Download the installer



The **Organization Administrator** or **Organization Member** (associated to an authorized testing center) must download the **Compass** installer.

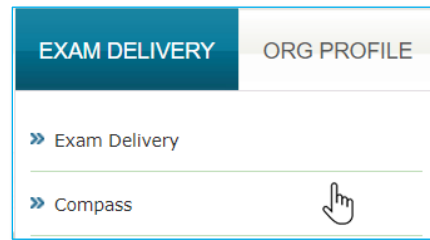
1. Open a web browser and navigate to www.certiport.com and log in as an **Organization Administrator** (or **Organization Member**).

Note



A Certiport Org Admin or Org Member can download the installer, but a local Windows Administrator is required to install it.

2. Select the **Exam Delivery** tab and then select **Compass**.



3. Click the **Download Compass** (for Windows) button.



4. Open **Windows Explorer** and navigate to the **Downloads** directory.
5. Select the **Compass_Setup.exe** installer and **Move it** to the workstation's **desktop**.

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Download & Install Compass

Download the installer

Install Compass

Install Compass



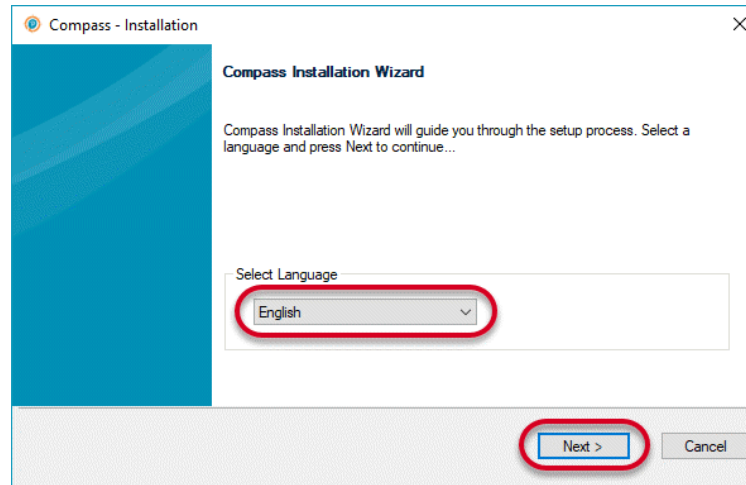
The Certiport Authorized Test Center IT Administrator installs the Compass application on each exam delivery workstation (local Admin rights required).

Note



This section of the document describes how to install Compass on individual exam delivery workstations, one at a time. IT Administrators have various options for mass deploying Compass to multiple workstations. See the [Compass Mass Deployment for Windows](#) document for details (for advanced users only).

1. Locate the **Compass_Setup.exe** file on the desktop and hit the **Enter** key on the keyboard or **double-click** it to launch the executable.
2. Click **Yes** in the **User Account Control** dialog box.
3. Select the desired **Language** from the drop-down list and click **Next**.



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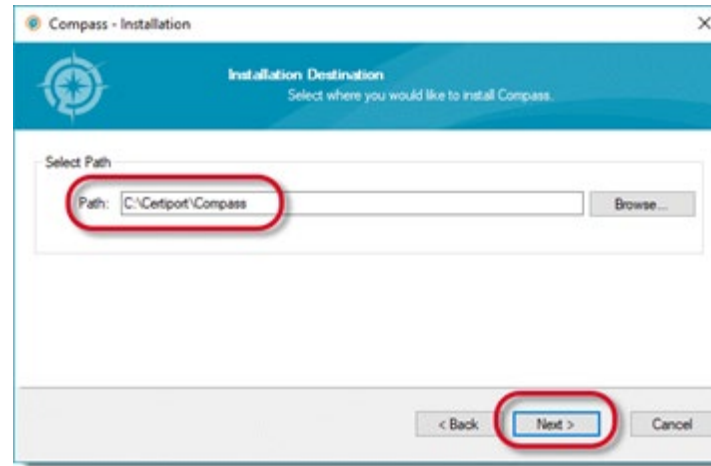


Download & Install Compass

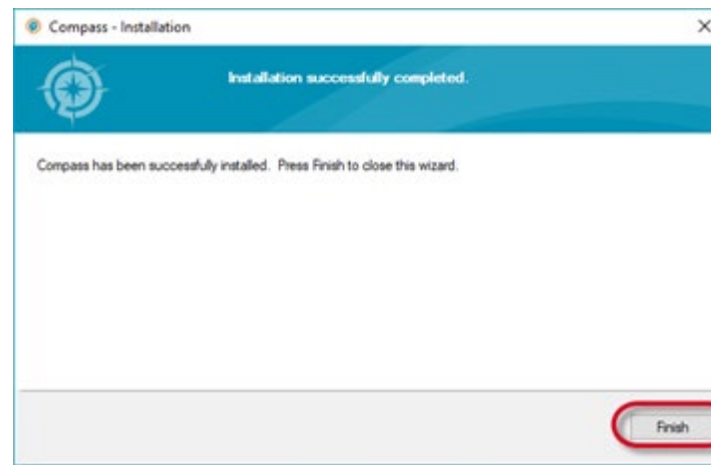
Download the installer

Install Compass

4. Ensure the install path is **C:\Certiport\Compass**. Click **Next**.



5. Click the **Finish** button once the installation is complete.



A shortcut to launch Compass is placed on the desktop.

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Configuration & Administration

This section describes all the processes that must be performed by the IT Administrator or the Organization Administrator. These procedures include:

- ❖ Configuring the test center settings, including:
 - Selecting the testing center
 - Selecting the user interface language
 - Setting the Windows administration credentials in advance preventing the Test Candidate from exploiting the credentials
 - Configuring the LAN settings for test center updates
 - Configuring the test center update frequency
 - Configuring the proxy settings for how Compass will connect through a proxy server
- ❖ Performing system checks
- ❖ Managing exams to be delivered at the test center
- ❖ Managing the inventory at the test center
- ❖ Running test system updates
- ❖ Exporting and importing updates at the test center
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Configure test center settings



The IT Administrator configures all the desired test center settings. Follow the instructions in this section to configure the server, testing center, user interface language, admin credentials, LAN settings, update frequency, and proxy server. The IT Admin must also be a Certiport Organization Administrator.

1. Select the **Compass** short-cut and hit **Enter** on the keyboard, or **double-click** the short-cut with the mouse to launch Compass.



The login page opens.
An Org Admin associated to a CATC must populate the settings upon initial log in, including selection of a Certiport Authorized Testing Center (CATC).
(See [Select the testing center](#) for details.)

2. Enter your Organization Administrator **Username** and **Password**, and click the **Login** button, and the **Settings** are displayed.

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3. The **Settings** menu:

Note



Changing anything in the **Settings** menu will require a restart of the Compass application. LAN settings could take increased time to restart while they establish, test connections, and/or look for updates.

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Select the Testing Center



The IT Administrator must select their test center to associate the software with your CATC.

1. Locate the **Testing Center** section.
2. Select your **Certiport Name (ID)** in the drop-down list to set it as your testing center for Compass.

Testing Center

Certiport ID:

TEST Account (00000000)

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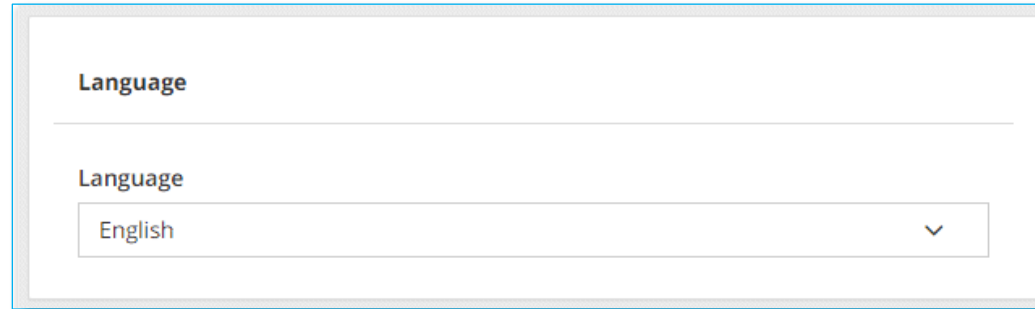
Import/export update utility

Select the user interface language



The IT Administrator must select the language in which they want the user interface of Compass to appear. This will also set the exam language (if the exam has been translated in that same language – [see release calendar](#)).

1. Scroll down to the **Language** section.
2. **Select** the desired language from the drop-down list.





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Set admin credentials



The IT Administrator can choose to store the Windows Admin credentials (a.k.a. impersonation). Instead of having Test Candidates use a Windows Admin login on their workstation, this setting allows you to populate the admin credentials in advance and only applies them to the Compass software, which allows the Test Candidate to remain on a limited Windows user account.

1. Scroll down to the **Admin Credentials** section.
2. Enter the Windows **Domain** name (optional).
3. Enter the Windows Admin **Username**.

Enter the Windows Admin **Password**.

Admin Credentials

Domain

Username

Password



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Configure LAN settings (optional)



The IT Administrator can configure the LAN settings if they wish to employ this feature. LAN Mode allows updates to be distributed with your institution's local network, making it easier for CATCs with limited bandwidth to stay up to date. CATCs with very large testing labs also save time since updates are distributed automatically whenever new updates are released. A single computer at your institution is designated as the "Compass Server", to which both system and applicable exam content updates are downloaded via the internet. All exam delivery workstations are then designated as "Compass Clients", which connect to the Compass Server locally, and automatically checks and obtains any new updates whenever the Compass software is launched.

1. Scroll down to the **LAN Settings** section.

LAN Settings

☒ Stand Alone
 ☐ Compass Server
 ☐ Compass Client

Server Address

Server Port

Test Connection



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2. Select one of the three configuration options:

- **Stand Alone:** This is the default option. Use this configuration if you do not want to employ the features of the LAN Solution feature.
- **Compass Server:** Select this option for the sole computer designated to receive all updates via the internet, then distribute them via the LAN. (The workstation designated as the Server cannot administer exams.)
- **Compass Client:** Select this option for all remaining exam delivery workstations. They only look to the Compass Server when any new updates are detected, they do not connect online.

3. Set the **Compass Server** settings.

LAN Settings

☐ Stand Alone
☒ **Compass Server**
☐ Compass Client

Server Address: 255.255.255.255

Server Port: 52525

✓ You can see what mode you are in with the [System Check](#) feature or by identifying the icons shown above in the footer of the Compass application.

Stand Alone
Server
Client



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- a. You may specify an *IP Address*, *NetBIOS name*, or *FQDN* you wish to use as the **Server Address**. (When using a name: If you are on a domain network, use the Fully Qualified Domain Name. If not, then you must use the Machine Name.)
- b. Specify a **Server Port** number within the private range (49152 – 65535).
4. After designating a Compass Server, set the **Compass Client** settings.

- a. Type in the *IP Address* or *Name* specified in the Compass Server settings.
- b. Type in the **Server Port** number specified in the Compass Server settings.
- c. Click the **Test Connection** button to verify communication.
5. **Repeat** the Compass Client settings on all lab workstations.

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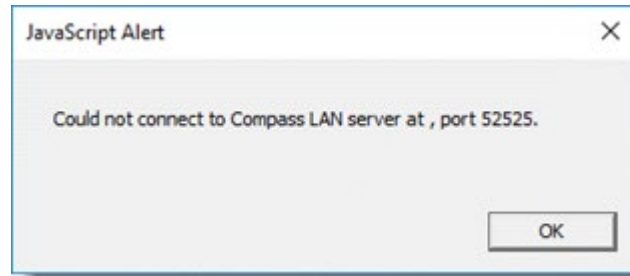
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If the Client cannot find a path to the Server, you will get a connection error.

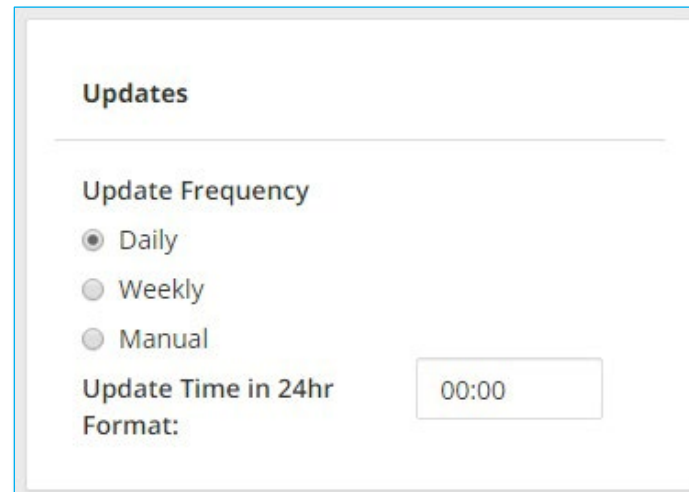


Configure update frequency



The IT Administrator can configure the auto update interval. You may determine how often you want to check for exam content updates.

1. Scroll down to the **Updates** section.





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2. Select how frequently you want to run **Updates**: Daily, Weekly, or Manual.
3. Identify the **time** of day you want to run the updates. Use the following 24-hour format: HH:MM

- **Daily**: Every 24 hours at the specified update time
- **Weekly**: Every 7 days at the specified update time
- **Manual**: Notifies the Admin that updates are available and indicates the nature of any pending updates via the **Updates** menu. CATCs employing a manual frequency must manage updates on an individual basis for all workstations in the lab.

Note



The time displayed in the updates section defaults to the time that Compass was installed. When employing LAN Mode, the server updates at the frequency specified in the settings, while the clients check for updates present on the server whenever the software is launched.

Note



All exam content downloaded to the Compass Server will be pushed to each Compass Client machine, even if those machines do not have the required software installed.

Note



Restoration software such as “Deep Freeze” will undo the ongoing application of updates. If your CATC uses restoring software, a thaw space must be created for Compass. See our [FAQs](#) for more information.

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In Pathway updates

Should an update be available during exam selection, it is downloaded automatically. Since an “In Pathway” update only occurs when a Test Candidate is attempting to launch an exam, this type of update can be performed at that exact time without switching to an Organization Administrator. The exam cannot launch until the update has finished downloading and installing.

Note



Updates that may be pending to the Compass software (system updates) do not prevent an exam from being launched, but we recommend you perform them for the best testing experience.

Note



In pathway updates rarely occur in LAN mode, since the workstation automatically checks, downloads, and installs any pending updates when the software is launched. If an update does occur in LAN mode, it will download and install as described above.

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Configure proxy settings



The IT Administrator can configure how Compass connects if your institution employs the use of a proxy server.

1. Scroll down to the **Proxy** section.

Proxy

Change the settings for Compass to connect through a proxy server.

☐ Use a Proxy Server

Server Address

Server Port

Username

Password

Confirm Password

Note



When a proxy server is used, it may be set up in Windows to allow certain sites, but also must be set up to allow traffic to www.certiport.com. The proxy settings in both Compass and Windows must be configured. Encountering a white screen is indicative of traffic being blocked.

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2. If you will use a proxy server, select the **Use a Proxy Server** check box.
3. Type in the **IP Address** for the proxy server in the Server Address field.
4. Type in the **Server Port** number for the proxy server.
5. Enter the **Username**, **Password**, and **Confirm Password** for the account on the proxy server (optional – you could have a proxy server but not require authentication).

Finalize settings

1. Click the **Save** button to apply all settings entered. Compass automatically restarts.
2. Log in again and continue to the **Manage exams** section.



CertiportNow service

At the bottom of most screens is the **CertiportNow** button, which manually launches the Windows service if needed.

This service allows all updates (both System and Exam Content) to run in the background if Compass is installed, the computer is turned on, and has an active internet connection with all Certiport [whitelist IPs](#) accessible.

In most cases, the service only fails to launch if Compass was not installed as a local Windows Admin. If you have issues with the service launching, please use the [Admin credential](#) store.

Other icons: The first icon links to our support page, and the middle icon shows which [LAN mode](#) you are in: Stand-Alone (pictured), Compass Server, or Compass Client.

Service Running



Service Stopped



Service Restarting



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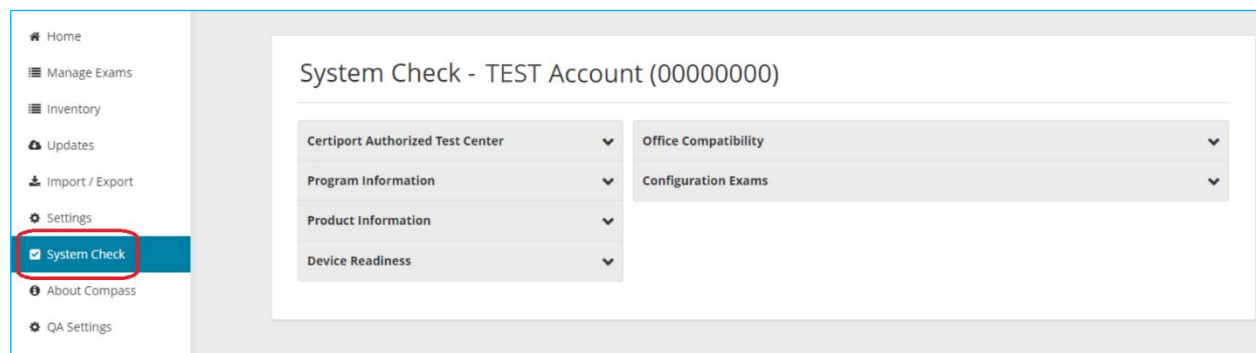
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System check



The IT Administrator can use the System Check feature to ensure that a number of key exam administration elements are in place and ready prior to launching an exam for the first time. The recommended best practice is to use the System Check every time an exam is launched in case anything has changed on the exam delivery workstation. Each section can be expanded to check for any issues. In most sections, valid items will appear in **green text**, items that may interrupt testing will appear in **orange text**, while outstanding items that will prevent testing appear in **red text**.



Note



The technical requirements of Live-in-the-Application delivery exceed those of the Compass for Windows software. Please see our [Technical Requirements page](#) for additional information.

Note



For detailed information on MOS Live-in-the-Application (LITA) delivery, please refer to the [companion guide](#). For **Adobe LITA**, see its program support [page](#). For **Autodesk LITA**, see its program support [page](#).

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Certiport Authorized Testing Center (CATC) Check

This section of the system check connects to your account to ensure that your CATC is active and there are no outstanding issues with your center's status. It also checks to ensure that you have at least one associated Proctor.

System Check - TEST Account (000000000)

<div>Certiport Authorized Test Center ^</div> <div>CATC Status Active</div> <div>Associated Proctors 55</div> <div>Program Information v</div> <div>Product Information v</div> <div>Device Readiness v</div>	<div>Office Compatibility v</div> <div>Configuration Exams v</div>
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If you do not have any associated Proctors, your status will show as **Incomplete**, and a link will appear allowing you to connect to the Certiport website and assign one.

Certiport Authorized Test Center v

CATC Status	Incomplete
Associated Proctors	0
Associate a Proctor to CATC	

Note



If your CATC is in a status you cannot resolve, please contact [Customer Service](#). For more info on associating Proctors, please see our [Managing Associations](#) page.

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Program Information Check

This section of the system check connects to your account and lists your CATC's current status for our exam programs. All Certiport programs will be listed, whether you are administering exams in that program or not. You must have an **Active** status to administer exams in that program.

System Check - TEST Account (000000000)

Certiport Authorized Test Center	Office Compatibility
Program Information	Configuration Exams
Adobe Certified Professional	Active
App Development with Swift Certification	Active
Autodesk Certified User	Active
Device Readiness	

Note



If a program is in a status that prevents you from administering exams, please contact [Customer Service](#).

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Product Information Check

This section of the system check connects to your account to see if your CATC has any active Site Licenses or Inventory.

System Check - TEST Account (000000000)

Certiport Authorized Test Center	▼	Office Compatibility	▼
Program Information	▼	Configuration Exams	▼
Product Information	▲		
Inventory	Yes		
Licenses	Yes		
Device Readiness	▼		

Site Licenses and Inventory are program specific. If, for example, you wish to administer IC3, but only have a license for CSB, the text will show **green**, but you will be unable to test until you have active IC3 product. To see your payment methods in detail, click the **Inventory** menu. For more information see the [Inventory section](#) within this guide.



Note



Vouchers, even those purchased by your CATC and assigned to Test Candidates, will not show up in the **System Check** area but can still be used to take an exam even if you have no active licenses or inventory. Voucher info will appear in the Inventory menu. More info on [vouchers](#).

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Device Readiness

This section of the system check connects to your computer's system info to display some common hardware elements, [Windows Admin](#) permissions, and your [LAN status](#). The **View Full Technical Requirements** link will take you to our [website](#).

System Check - TEST Account (000000000)

Certiport Authorized Test Center	Office Compatibility
Program Information	Configuration Exams
Product Information	
Device Readiness	
LAN Settings	Stand Alone
User Admin Rights	Yes
CPU	11th Gen Intel(R) Core(TM) i7-11850H @ 2.50GHz
RAM	31.67 GB
Operating System	Microsoft Windows 10 Enterprise
Screen Resolution	1536 x 864
HDD Free Space	258.74 GB
View Full Technical Requirements	

Note



Your support technician may ask you for a screenshot of this info when diagnosing a suspected hardware performance issue.

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Office Compatibility Check

This section of the system check looks at your locally installed Microsoft Office software to see if it is a supported version that is compatible with MOS LITA exam delivery. To see which exact version suites of our MOS exams are compatible with your locally installed version, please view our [Technical Requirements](#) page.

System Check - TEST Account (00000000)

Certiport Authorized Test Center	Office Compatibility
Program Information	Office 365 (64-bit) - 2208 Compatible
Product Information	<button>Get Office Metrics</button>
Device Readiness	Configuration Exams

Note



The **Get Office Metrics** button is a Certiport Technical Support tool. When pressed, it will display additional detail at the bottom of the screen. You may be asked to provide this information if you are troubleshooting an issue with a technician.

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Configuration Exams

This section of the system check gives you another path to run any applicable configuration exams. (Configuration exams can also be launched from the **Manage Exams** menu.) For detailed information see the [configuration exams](#) section within this guide.

System Check - TEST Account (00000000)

Certiport Authorized Test Center	Office Compatibility
Program Information	Configuration Exams
Product Information	<div>Microsoft Word (Office 2019) - Configuration Exam</div> <div>Launch Config Exam</div>
Device Readiness	<div>Microsoft Access Expert (Office 2019) - Configuration Exam</div> <div>Launch Config Exam</div>
	<div>Microsoft Excel (Microsoft 365 Apps) - Configuration Exam</div> <div>Launch Config Exam</div>

Note



MOS configuration exams in this list will only show up if they have been downloaded through the Manage Exams menu. Adobe configuration exams will show up by default and do not require a download.

Note



It is possible to have configuration exams downloaded or present in the list that are not compatible with your version of the locally installed Office or Adobe software and may fail if launched.

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The Organization Administrator and IT Administrator should be familiar with online exams, local exams, and local LITA (Live-in-the-Application) exams.

- **Online:** The exam content does not need to be downloaded through the exam management menu; the data is retrieved via the internet as the exam is being administered. This option relies more heavily on bandwidth.
- **Local:** The exam content is downloaded through the exam management menu prior to taking an exam and is stored locally on the machine. This option is less dependent on bandwidth.
- **Online LITA:** The exam content does not need to be downloaded but some local files are downloaded through the exam management menu. These exams require the corresponding software (e.g., Adobe Photoshop) to be installed on the local machine. An internet connection is still required.
- **Local LITA:** The exam content is also downloaded through the exam management menu and stored locally. These exams also require the corresponding software (e.g., Microsoft Excel) to be installed on the local machine. An internet connection is still required.

Note



Not all exams or localizations are available in every format. The default management of exams is local mode.

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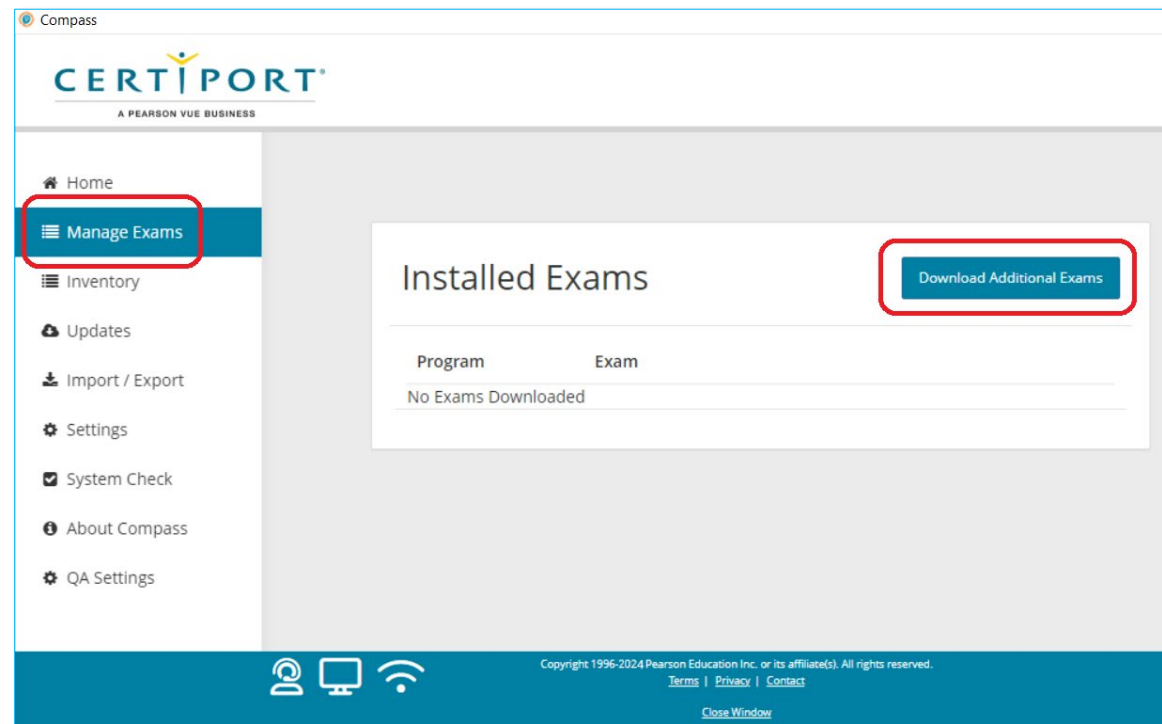
Import/export Update utility

Manage exams



The Organization Administrator must download any required exam files before any candidates can be seated for an exam (recommended for all programs).

1. Select the **Manage Exams** menu.



Note



This process must be repeated on every exam delivery workstation unless [LAN Mode](#) or the [Import/Export Update Utility](#) are being employed.

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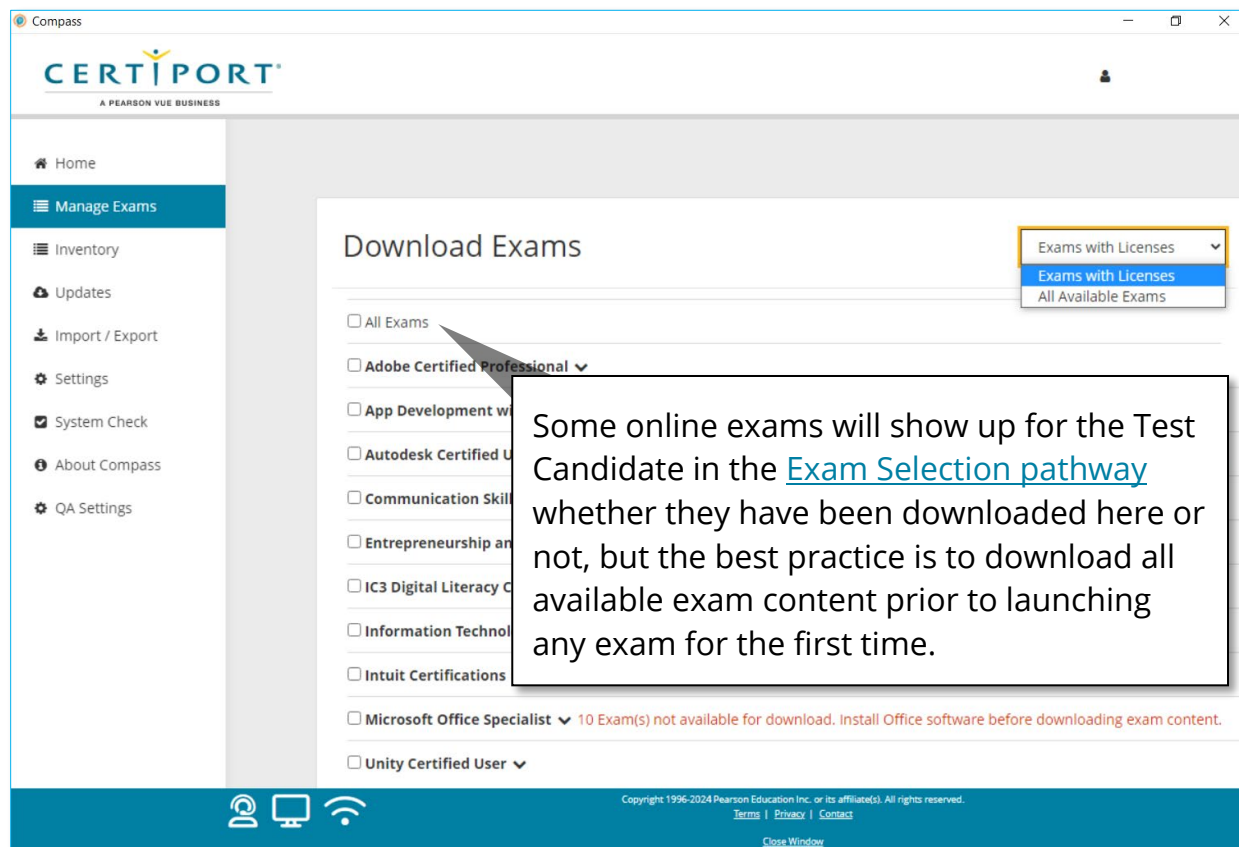
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- Click the **Download Additional Exams** button.
- Click the drop-down arrow at the top of the page to view the type of exams you wish to choose from: **Exams with Licenses** or **All Available Exams**.



Note



Downloading exam content prior to launching an exam for the first time can provide a better exam experience for those with limited bandwidth.

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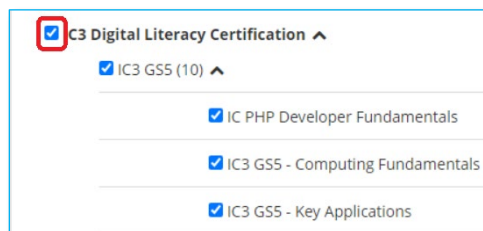
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- To view the available exams for a client program, click the  down pointing arrow to the right of the program name. The list of exams expands.
- To select all the exams in the program, select the check box next to the program name.



- To select individual exams, expand the program and select the individual exam check boxes.



- Once you have selected all desired exams, scroll down and click **Download Exams**.
A progress bar identifies which exams are downloading. Upon completion, a message will state: *Downloads Completed and Installed*.

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The Organization Administrator can choose to remove any downloaded exams if your CATC is no longer administrating them, or if they are part of retired programs that Certiport no longer supports. Deleting such exam content is not required but can free up disk space on your testing workstation.

1. Select the **Manage Exams** menu.
2. Locate the exam you want to delete and click **Remove this exam**.

Installed Exams			Download Additional Exams
Program	Exam	Config Exam	
Autodesk Certified User	Autodesk Certified User: AutoCAD 2023 (Next Generation)	Remove this exam	
IC3 Digital Literacy Certification	IC3 GSS - Computing Fundamentals	Remove this exam	

Note



This action only deletes the local exam content and does not prevent you from downloading and administering the deleted exam(s) again in the future as long as the program is still actively available from Certiport.



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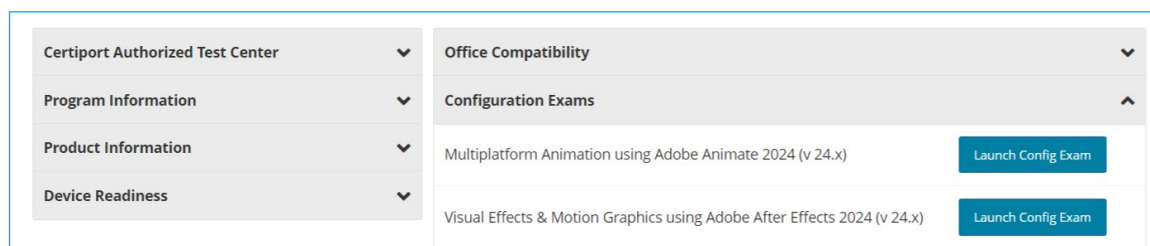
Import/export Update utility

Configuration exams



The Org Admin can run a config exam as a best practice when administering the MOS or Adobe LITA exams. Config exams are a way of ensuring that Compass is properly communicating with the locally installed software prior to launching an actual exam. All available config exams have the exact same [Technical Requirements](#) as the certification exams but do not consume a payment method to utilize.

1. Select the **System Check** menu and open the **Configuration Exams** accordion.
2. For MOS, ensure the config exam has been [downloaded](#). (Downloading will place a separate line-item for the config exam in the **Manage Exams** menu, where MOS config exams can also be launched; Adobe config exams do not require a download.)
3. Click the **Launch Config Exam** button.



4. The tutorial will launch. Click **next** through the tutorial.
5. A live version of the exam will appear. Click **next/submit/forward arrow** to proceed.
6. Click through the additional sections (score, etc.). When completed, Compass will exit.

Note



Config exams are only available in English for the MOS & Adobe 2024 Live-in-the-Application exams. These are only one facet to successful exam delivery; please ensure that all [Technical Requirements](#) have been met.

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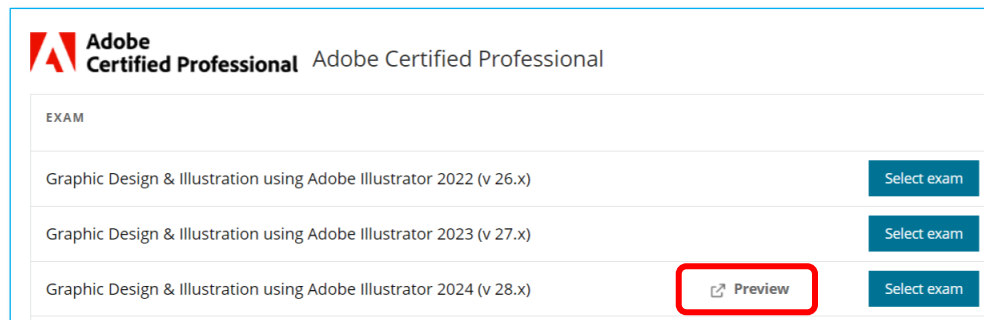
Import/export Update utility

Exam previews



Test Candidates can now preview certain 2024 Adobe Certified Professional exams using Compass for Windows. The Exam Preview is a full Config Exam *plus* the [exam tutorial](#) and a look into the exam's user interface and different item types. Running an exam preview does not consume any payment method, and after the preview is completed, Compass for Windows will exit. To launch an exam preview:

1. The Test Candidate **logs in** to Compass for Windows.
2. Skip the Exam Group and Voucher selection screen by clicking **Next**.
3. Select **Adobe Certified Professional** in the exam title filter and any exams with a preview will have a small link that says **Preview** next to the blue button to launch it.



Note



Just like Configuration Exams, Exam Previews require the full [Technical Requirements](#) to be met in order to run successfully. At this time, Exam Previews are only available in English. For errors encountered during Config Exams or Exam Previews please see the [Troubleshooting section](#) of this document.

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Inventory



The Org Admin can view their current exam payment methods via the Inventory menu. The menu lists the test center's exam inventory, vouchers, and site licenses. You must visit the Certiport website if you need to make a purchase.

1. Select the **Inventory** menu (screen may take a minute to load contents).

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EXAM INVENTORY

VIEW ALL

Product	Expiration	Order Date	Quantity	Available	Type
INTERNAL ACU Exam	Dec 08, 2023	Dec 08, 2022	300	135	Academic
INTERNAL ACU Exam	Apr 24, 2024	Apr 24, 2023	200	200	Academic
INTERNAL Adobe Pro Exam	Jul 26, 2024	Jul 26, 2023	200	50	Academic
Internal Cisco Certified Support Technician	Feb 23, 2024	Feb 23, 2023	100	79	Academic

1

2

3

VOUCHER ORDERS

Order #	Order Date	Quantity	Product	Expiration	Available	
60124000	Nov 10, 2022	28	Certiport Voucher	Nov 10, 2023	12	Detail
60124000	Nov 10, 2022	10	Certiport Voucher	Nov 10, 2023	10	Detail
60124000	Nov 11, 2022	1	MOS Voucher	Nov 11, 2023	0	Detail
60124000	Nov 11, 2022	1	Intuit Design For Delight Innovator Certification Voucher	Nov 11, 2023	0	Detail
60124000	Nov 11, 2022	1	Microsoft Certified Fundamentals Voucher - For Instructor Use Only	Nov 11, 2023	0	Detail
60127400	Nov 16, 2022	1	INTERNAL ESB Voucher	Nov 16, 2023	1	Detail

NETWORK LICENSES

No licenses found.

SITE LICENSE

<ul style="list-style-type: none"> Inventory Updates Import / Export Settings System Check About Compass QA Settings 	<div> <p>Certiport Error Page</p> <p>The following unexpected error occurred.</p> <ul style="list-style-type: none"> -- System.NullReferenceException -- Object reference not set to an instance of an object. <p>You could go back and try again, or return to the Home Page.</p> <p>ERROR DETAIL</p> <p>Error Date and Time: 8/3/2023 3:40:28 PM</p> <p>Path: /Portal/pages/OrgExamItems.aspx</p> </div>
--	--



An error can occur if you are signed into our website in a separate browser window but have an expired session. Log out of any browser tabs you may have open, then log out and log back into Compass.

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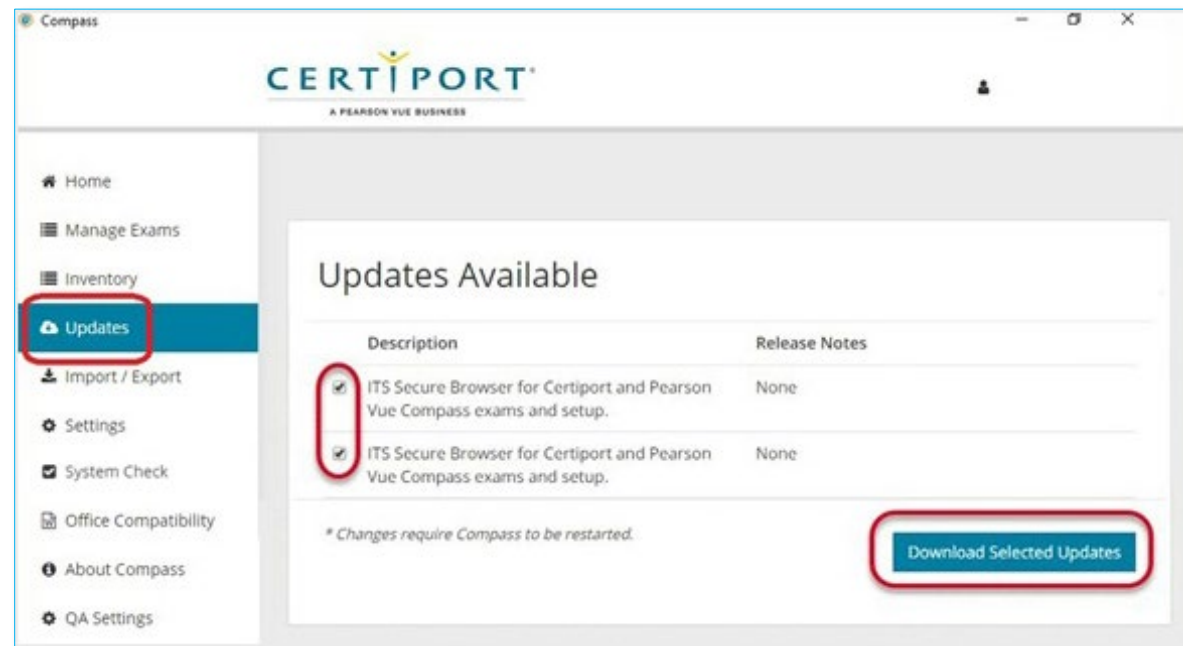
Import/export Update utility

Run system updates



The Organization Administrator must download any available system updates for testing. Certiport does not create a new installer file (exe) every time we release an update, so there could be updates pending even after a fresh install.

1. Select the **Updates** menu.



2. Select the check boxes for any of the available updates and click the **Download Selected Updates** button.

Once finished, an *Updates Completed* message is displayed.

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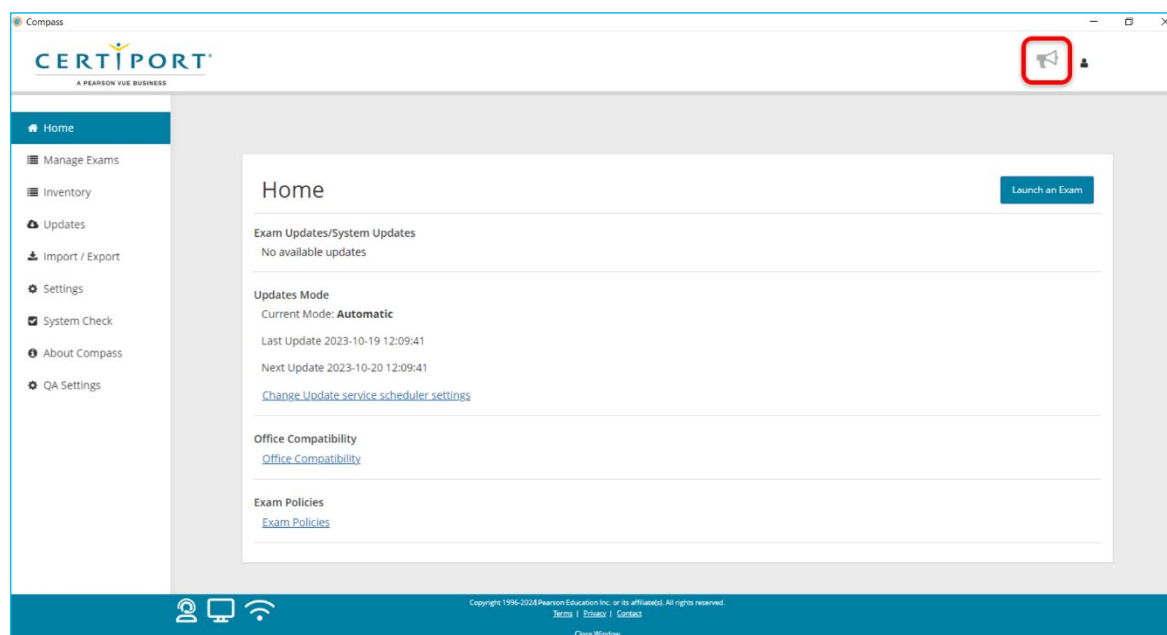
Run system updates

Import/export Update utility

Reviewing System Updates



There is a bullhorn icon in the top right-hand corner of Compass (even when not logged in) that will take you to our System & Technology updates page on our website. Here you can see the release notes for a particular update of Compass, as well as our other systems.



Note



The System & Technology updates page does not contain information about our exam releases and content. See our [Exam Releases](#) page and our [Exam Content Updates](#) page for detailed info on exams.

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Import/export update utility

Export update files

Import update files

Import/export update utility (optional)

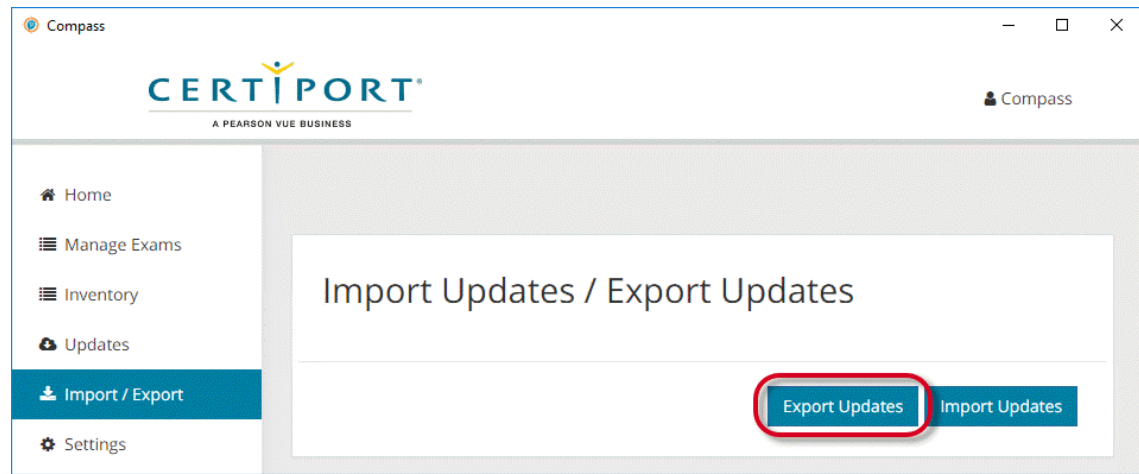


The Organization Administrator can export exam content updates from the export server and then import the updates on the import client exam delivery workstations. This feature does not distribute system updates.

This feature is a partial alternative to the LAN Solution (LAN Settings) for transferring downloaded exam content to other exam delivery workstations, as opposed to downloading exam content individually via the internet. This feature allows you to “export” the exam content onto another exam delivery workstation via external media.

Export update files

1. On the **Export Server**, select the **Import / Export** menu.



2. Specify the location to export the files to. This may be on the local hard drive, an external hard drive, or a USB thumb drive. (Network locations are not supported.)

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Export update files

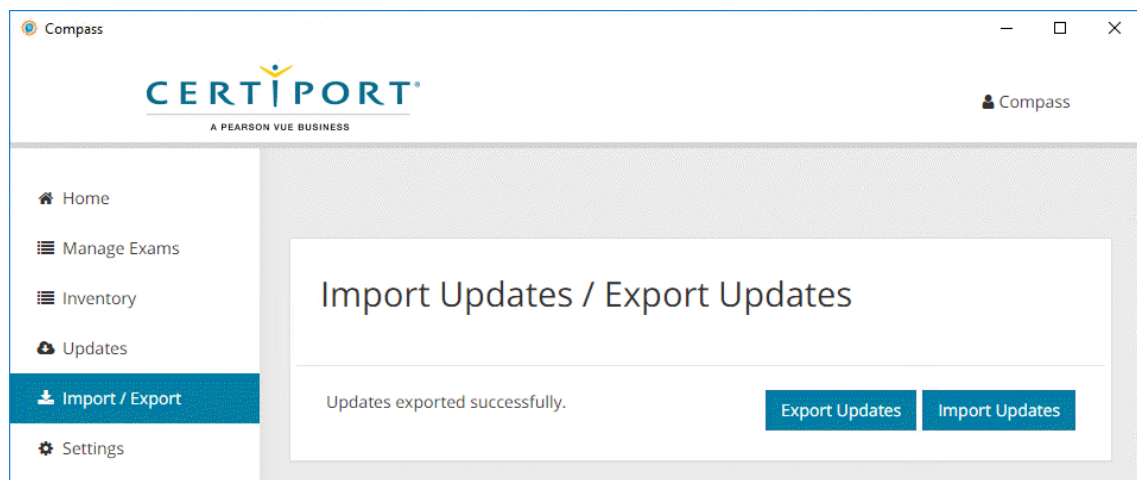
Import update files

Note



Reading/writing the export file (or even seeing if external media is present), may be a Windows group policy or local access privilege above and beyond your current configuration established for the standard use of Compass. Please consult your IT Administrator if you experience issues.

3. Click **OK**.



Compass creates a folder called **“SoftwareUpdate”** in the specified location. This folder contains all applicable export files. Upon completion, a message notifies you the updates exported successfully.

Note



You will not receive an error if the target location lacks adequate room for all the export files. The software simply copies as many files as there is room for.

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Export update files

Import update files

Note



The language of the generated export files matches the currently selected language of the Compass software on the Export Server that created the file. When importing (next section), the language of the software on the Export Server must match that of the import Client(s).

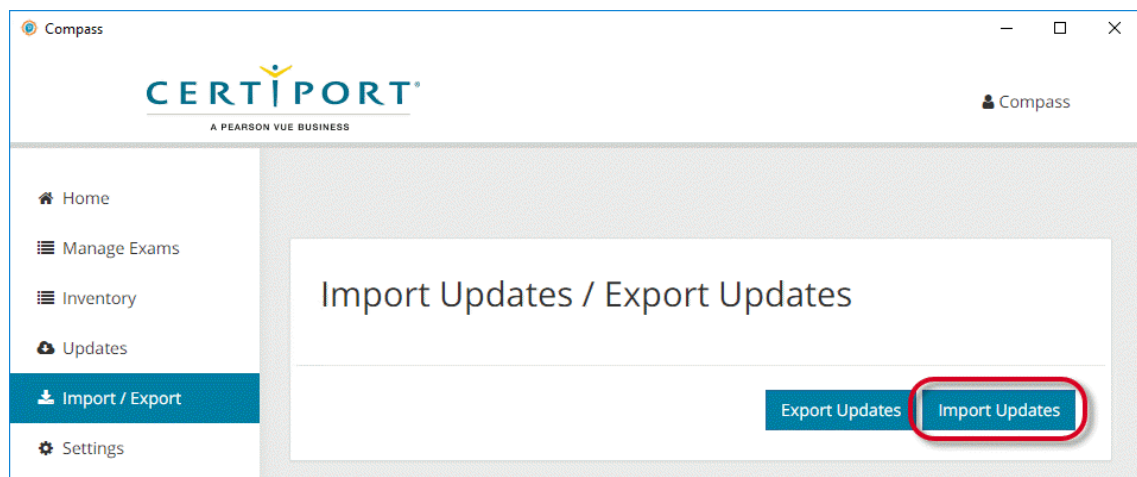
Tip



Depending on the final size of the generated export files, you can also burn the folder to a CD or DVD-ROM to use for distribution to the Import Clients.

Import update files

1. On the **Import Client** log in to Compass as an Organization Administrator and select the **Import / Export** menu.



2. Click the **Import Updates** button.

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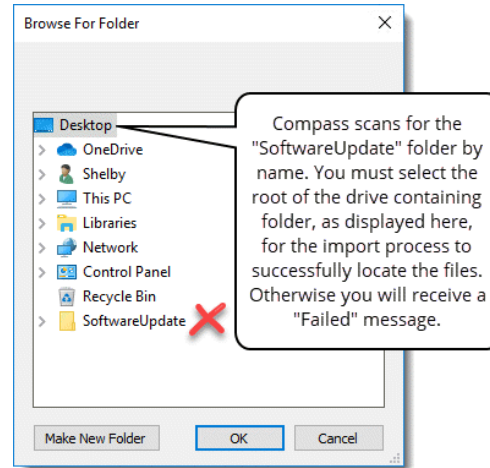
Run system updates

Import/export Update utility

Export update files

Import update files

3. Select the **root location** where the export files are located and click **OK**. Do not select the SoftwareUpdate folder as the target location to import the files from.



4. Compass imports the files and installs the applicable updates.
5. Upon completion, a message notifies you the updates imported successfully. No additional steps are required, the software is ready to be used.
6. **Repeat** the process on the remaining Import Clients.

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Exam Launch Pathway

This section of the document walks users through the entire exam delivery process, also called the exam launch pathway. These actions are performed by the Test Candidate, then verified and unlocked by the Proctor, and finally returned to the Test Candidate to take the actual exam.

Note



Use the links in the sidebar and at the bottom of the page to navigate through the document.

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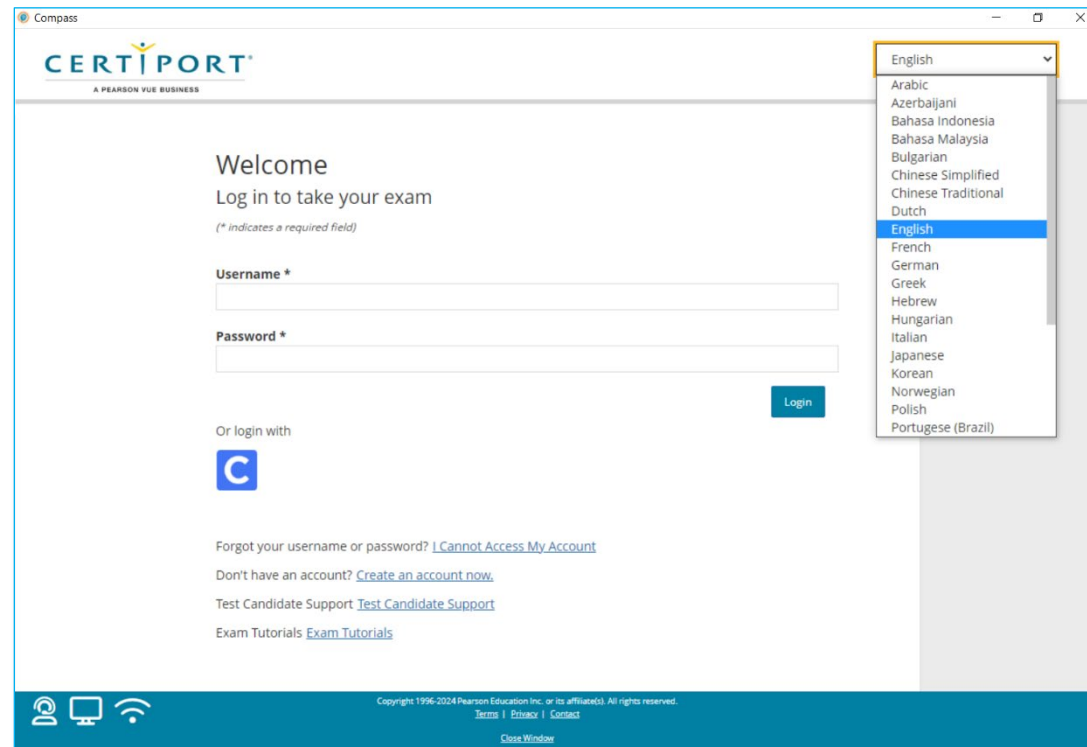
Select user interface language



The candidate can select the user interface (UI) language.

1. Select the **Compass** short-cut and hit **Enter** on the keyboard, or **double-click** the short-cut with the mouse to launch Compass.

The login page opens.



2. Select the desired **Language** from the drop-down list.

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Login



Candidate enters **Username**, **Password**, and clicks the **Login** button.

If the candidate does not have a user account, click the **Create an account now** link and complete the process to launch an exam.

Select exam group & voucher



Candidate selects if they are part of an **Exam Group** or using a **Voucher**. Move either or both slider switches to **Yes** and input the Exam Group and/or Voucher name or select them from the dropdown lists.

Welcome, let's get you ready for your exam!

Do you have an Exam Group ID today?

Please make a selection below and then click "Next" to continue.

Your Teacher or Proctor would have given you a special code or series of numbers.

Example Exam Group ID: xxxxx

Yes

Select Exam Group

Select

OR

Enter exam group

Do you have a Voucher to use for payment today?

Please make a selection below and then click "Next" to continue.

Your Teacher or Proctor would have given you a special code or series of numbers.

Example Voucher: xxxx-xxxx-xxxx-xxxx

Yes

Assigned Vouchers

Select

OR

Enter a voucher number

Next

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Exam group details



Candidate determines if they want to associate the exam with an exam group. Select **Yes** to associate the exam with an exam group, or leave the switch set to **No** and proceed to the next section. Use of exam groups is optional.

An exam group is a unique identifier that can be set up to track a Test Candidate's exam results, connect a teacher with a classroom, and opens additional reporting features by grouping a select set of candidates together.

For details regarding exam group setup, see the [Exam Groups Quick Reference Guide](#).

1. When using exam groups, **select** it from the drop-down list.
– or –
2. **Type** the exam group name in the text field. This is supplied by the proctor.

Select Exam Group

Select

OR

Enter exam group

3. Select the **Next** button if you are not using a Voucher or see next section.

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Voucher details



In the **Voucher** payment section, the candidate must enable the slider switch to **Yes** if they will be using a Voucher, or leave it set to No for Inventory/Site Licenses.

1. If a **Voucher** is selected the voucher entry fields are displayed.

- a. Candidate selects a **voucher** from the drop-down list (only if pre-assigned). The drop-down list contains valid vouchers or user licenses that are pre-assigned to the current user, and that are valid for the selected exam.
– or –
 - b. Candidate manually types a valid **voucher** or **user license** into the text field if they have no pre-assigned voucher or user license. (Vouchers and user licenses are alpha-numeric codes, case sensitive, and must include the dashes. User licenses are not available in all geographical areas.)
2. When the Exam Group and Voucher selections are completed, the candidate clicks the **Next** button.

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Exam launch requirements



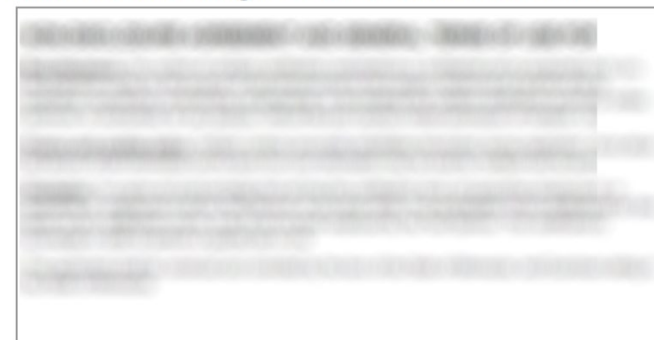
(Optional feature) - An Organization Administrator can require that a Test Candidate belong to an exam group and/or have a Student ID before being eligible to launch any Certiport certification exam using Compass. For detailed instructions see the [QRG – Exam Launch Requirements](#) document.

NDA/Terms of Use



The candidate must read the **Non-Disclosure Agreement / End-User License Agreement / Terms of Use**, then select the **Yes, I accept** option, and click the **Next** button.

Non-Disclosure Agreement and Terms of Use



To take any exam you must accept this Non-Disclosure Agreement and Terms of Use.

☒ Yes, I accept

☐ No, I don't accept

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Note



The **NDA/EULA/ToU** screen appears once for all programs except Microsoft (MOS, MCE, and Microsoft Certified Fundamentals), which appears every time an exam is launched.

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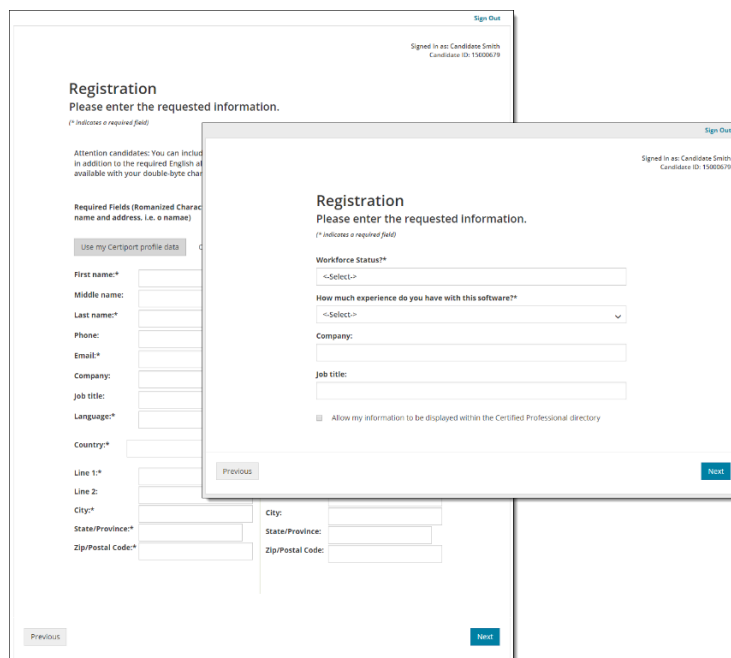
Begin exam

View score report

Registration



If this is the first time the candidate is taking a Microsoft or Autodesk exam and they did not previously register, the candidate must complete the registration information and click the **Next** button before proceeding.



Note



The **Registration** screen does not appear if the Test Candidate performed the program registration during their Certiport profile creation.

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Begin exam

View score report

Select exam



The Test Candidate selects the desired **exam** from the list. Only exams downloaded to the local machine (and certain online exams) will appear in the list. You can use the first dropdown list to narrow your results by program, or search by the exam name.

Select Your Exam

Search full list

Help me find my exam

All programs

Q Search by program or exam name

Adobe Certified Professional

Adobe Certified Professional

EXAM

Content Creation and Marketing Using Adobe Express

Select exam

Digital Video using Adobe Premiere Pro 2019 (v 13.x)

Select exam

AUTODESK Certified User

Autodesk Certified User

EXAM

Autodesk Certified User: AutoCAD (Next Generation)

Select exam

IC3 Digital Literacy Certification

IC3 Digital Literacy Certification

EXAM

IC3 GS5 Computing Fundamentals (Office 2013)

Select exam

IC3 GS5 Computing Fundamentals (Office 2016)

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Property of Pearson VUE

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If you click on the **Help me find my exam** tab, the program logos/tiles will appear and provide a narrowed down approach to locating an exact exam title.

Select Your Exam

Search full list

Help me find my exam

Which certification program are you taking today?

Previous



Only exam programs that your CATC has an **available payment method** for will appear when using the “**Help me...**” search.

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Select exam language

Proctor validate & authorize

Office shared license model

Begin exam

View score report



If the Test Candidate selected a **voucher** as the payment type, then all search types and filters will only display programs for which the voucher can be redeemed.

Select Your Exam

Search full list

Help me find my exam

Voucher

XXXX-XXXX-XXXX-XXXX

Remove

Which certification program are you taking today?

Great! Now select your Cisco Certified Support Technician exam

EXAM	
Cisco Certified Support Technician Cybersecurity	Select exam
Cisco Certified Support Technician Networking	Select exam

Previous

To drop the association to the currently selected voucher but remain in the exam launch pathway, click **Remove**. You will then return to the full program view.



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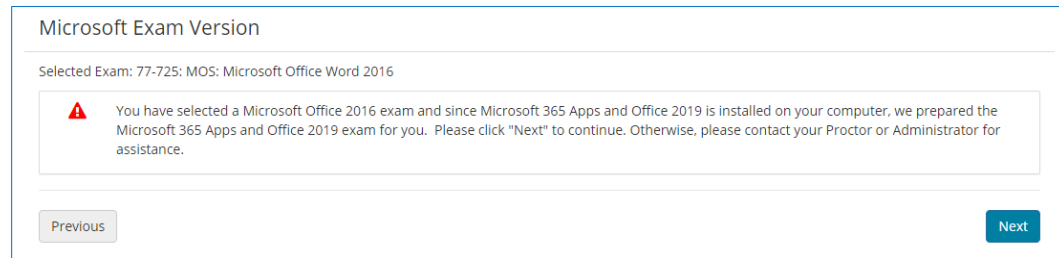
Begin exam

View score report

Office detection & messaging



If a Microsoft Office Specialist (MOS) exam is selected, Compass will warn a Test Candidate and provide them with options should they attempt to launch a MOS exam that is different or incompatible than the currently installed version of Office.



Use the [System check](#) settings under the Compass configuration section in this document for more information on validating an Office version that is supported for MOS exam delivery.

Note



For detailed information on MOS Live-in-the-Application (LITA) delivery, please refer to the [companion guide](#). For **Adobe LITA**, see its program support [page](#). For **Autodesk LITA**, see its program support [page](#).

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View score report

Verify information



Candidate verifies that the **Candidate, Exam, and Language Information** are correct. The payment type is listed in the *Payment type* column.

Verify & Unlock Exam

Candidate, please verify that the following information is correct.

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

⚠ Candidate, please notify the proctor that you are ready to proceed.

- If the wrong exam was selected, the candidate selects the **Change exam** link in the Exam details column and then follows the flow to enter a voucher.



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Select exam language



The exam language defaults to the same language that was selected for the Compass user interface, but only if the exam is available in that language, and only for **Online exams**. If the candidate wants to take an *online* exam in a different language than currently selected in the user interface, they can click **Change Language** and select the language. Exam localizations will vary, please see our [Exam Releases page](#) for availability.

Verify & Unlock Exam

Candidate, please verify that the following information is correct.

Candidate & Exam Information

Name	Exam details	Test center	Payment type
Compass Demo	Exam Example One		Voucher

Language: English
[Change language](#)

Accommodations: None

If you *do not* see the **Change language** button, you are taking an exam that does not allow you to change the language at this point in the exam launch pathway.

Note



Local Live-in-the-App (LITA) exams **require** the Windows regional settings, the locally installed software, Compass, and the exam to all be set to the same language. Click [here](#) for detailed info.

1. If all the information is correct, the candidate **notifies the proctor** that they are ready to begin the exam.

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Proctor validates & authorizes exam

 Proctors must validate all candidate selected information and then enter valid Certiport user credentials to authorize the exam to start. Candidates then launch and complete the exam.

Proctor enters their **Username** and **Password** and clicks the **Unlock Exam** button.

Verify & Unlock Exam

Candidate, please verify that the following information is correct.

Candidate & Exam Information

Name	Exam details	Test center	Payment type
Alice Lane	IC3 GS6 Level 1		Inventory / Site Licenses

Language: English

Accommodations: None

Duration: 00:50:00

Exam Group: None

⚠ Candidate, please notify the proctor that you are ready to proceed.

Proctor Authentication

All fields are required.

Proctor Username:

Proctor Password:

Previous

Unlock Exam

Exam Launch Pathway

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Begin exam

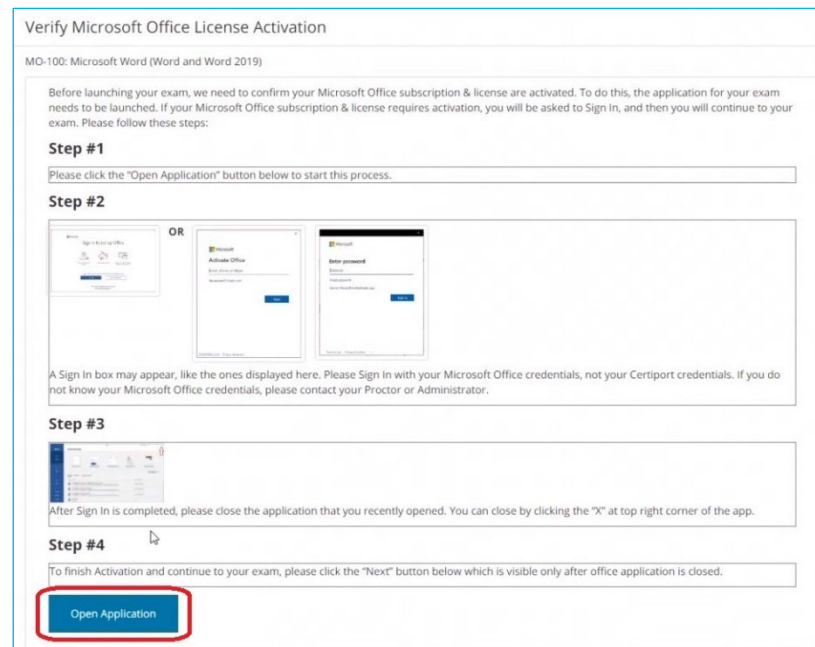
View score report

Office shared license model



CATCs using a shared license model of the locally installed Microsoft Office software required for Live-in-the-Application testing will be prompted for action when administering MOS exams. These actions may include activating the software (if opened for the first time), or signing into the application. Compass opens the software and addresses any one-time or other prompts from the application prior to the exam to avoid anything that may cause an interference during actual testing.

1. **Read** through the **steps** outlined in the prompt.



Verify Microsoft Office License Activation

MO-100: Microsoft Word (Word and Word 2019)

Before launching your exam, we need to confirm your Microsoft Office subscription & license are activated. To do this, the application for your exam needs to be launched. If your Microsoft Office subscription & license requires activation, you will be asked to Sign In, and then you will continue to your exam. Please follow these steps:

Step #1

Please click the "Open Application" button below to start this process.

Step #2

OR

A Sign In box may appear, like the ones displayed here. Please Sign In with your Microsoft Office credentials, not your Certipoint credentials. If you do not know your Microsoft Office credentials, please contact your Proctor or Administrator.

Step #3

After Sign In is completed, please close the application that you recently opened. You can close by clicking the "X" at top right corner of the app.

Step #4

To finish Activation and continue to your exam, please click the "Next" button below which is visible only after office application is closed.

Open Application

2. Click the **Open Application** button to proceed.

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Office shared license model

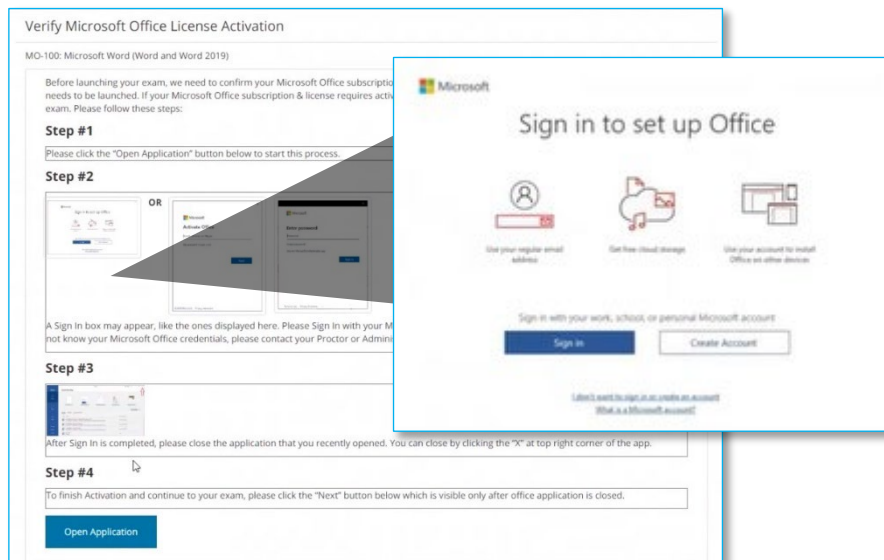
Begin exam

View score report

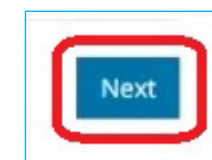
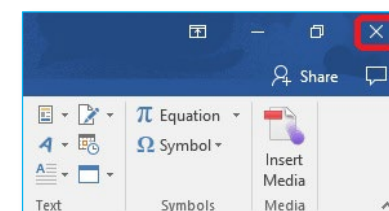
Note



The thumbnails in the outline give you examples of what you can expect during this process. All the thumbnails can be clicked to see larger versions.



3. Address any **prompts** you may receive and then **close** the application by **clicking the "X"** in the top right-hand corner of the software.
4. You will be returned to the Verify Microsoft Office screen. Click **Next** to continue.



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Begin exam

View score report

Test Candidate begins tutorial & exam



Compass determines if all the required hardware and software is up-to-date. If the exam can be launched successfully, the Candidate selects the **Next** button.



Note



When the candidate clicks the **Next** button, the exam starts at the tutorial. The clock does not begin until the candidate has moved past the tutorial. The candidate must be ready to begin the exam when they select Next.

1. After moving through the introductory information, the **Begin Exam** button is available to the candidate. Candidate clicks **Begin Exam**.
2. Candidate completes the exam.

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Begin exam

View score report

Test Candidate views score report



Candidate views the score report once the exam is complete.

IC3 DIGITAL LITERACY CERTIFICATION

EXAM SCORE REPORT

CANDIDATE	EXAM
	Registration ID: Exam reference #: Date: ID:

RESULTS	100	200	300	400	500	600	700	800	900	1000
Required Score										
Your Score										

SECTION ANALYSIS		FINAL SCORE	
Common Features	%	Required Score	
Work in Documents	%	Your Score	
Work in Spreadsheets	%		
Understand Basic Database Concepts	%		
Work in Presentations	%		
Understand Application Uses and Platforms	%		
Graphic Modification	%		

OUTCOME	
Pass	✓

- Candidate clicks **Done**.
- At the end of the exam, the candidate returns to the exam delivery desktop.
- If the candidate wishes to print their score report, they can open it on www.certiport.com and print it.

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Appendix A: Support

Contact support

Find answers online

Troubleshooting

Note:

Use the links in this sidebar and at the bottom of the page to navigate through the document.

Appendix A: Support

This section of the document identifies the contact information should users need to contact Certiport for support and lists troubleshooting suggestions if you run into any issues in delivering exams. This section is directed toward IT Administrators and Organization Administrators or Organization Members.

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Test Candidates: [Test Candidate Support](#)

CATC Customer Service (U.S.): [U.S. CATC Support](#)

CATC Support (International): [International Support](#)

CATC Technical Support (Global): [Global Tech Support](#)

Find answers online

1. For frequently asked questions see our [FAQ](#) page.
2. For additional quick reference guides see our [QRG](#) page.
3. For training sessions see our [Webinars](#) page.
4. Top 10 [checklist](#) before you test.
5. Try our [Site Directory](#).

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Troubleshooting

Troubleshooting Compass



If you are having testing issues, check the system configuration tips below. You must apply these settings to any proxy, firewall, content filter, or other security device that is set up on your local machines or local network. If your institution is part of a larger network, such as a district, county, or other parent institution, you must provide this information to your network administrators. Also see our [full technical requirements list](#) for Compass for Windows.

- ❖ Ensure that HTTPS Inspection is turned OFF. This can be very resource intensive, as it decrypts and encrypts each packet, and it is typically turned on by default with most firewalls, so it is important to check before testing.
- ❖ Check for any cap limitations on your HTTP and HTTPS communications. If either or both are capped at a certain MB limit, the limitation could affect testing.
- ❖ Ensure the HTTP (80) and HTTPS (443) ports are fully opened and can communicate freely.
- ❖ Check that the following domains are set as approved/unblocked and given the highest priority:
 - http://*.certiport.com & https://*.certiport.com
 - http://*.pearson.com & https://*.pearson.com
 - http://*.pearsonvue.com & https://*.pearsonvue.com
 - http://*.starttest.com & https://*.starttest.com
 - http://*.starttest2.com & https://*.starttest2.com
 - http://*.startpractice.com & https://*.startpractice.com

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- http://*.programworkshop.com & https://*.programworkshop.com
- <http://vueapbrowser.starttest.com/?program=CertiportSB>
- http://*.gettesting.com & https://*.gettesting.com

On certain systems, it may be necessary to enter the whitelisted domain name without the use of the wildcard asterisk (e.g. "https://certiport.com").

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As a consequence of Certiport's data center transition in September 2023, it became impossible to provide a list of IP addresses that must be accessible for an uninterrupted exam experience. Therefore, we are now requiring *.certiport.com to be whitelisted.

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- ❖ Check that any anti-virus and security programs or other scans are not set to scan daily during testing times. It is not necessary to completely disable auto-scanning for these programs, but it is recommended to set scan times that will not occur during testing.
- ❖ If the options above do not fix the issue, you may also need to apply these settings to the Windows Firewall or any anti-virus program on each local computer; however, you should try it on one machine first.

Note



Anti-virus and security programs include products such as Norton, MacAfee, AVG, F-Secure, and more. Adjusting the settings for each will vary, but in general, you will want to add the domains or IP addresses above to that program's list of safe sites or safe zone.



Appendix B: program specific content

Adobe install info

Microsoft install info

Autodesk error info

Note:

Use the links in this sidebar and at the bottom of the page to navigate through the document.

Appendix B: program specific content

This section contains content specific to various programs.

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Appendix B: program specific content

Adobe install info

Microsoft install info

Autodesk error info

Note:

Use the links in this sidebar and at the bottom of the page to navigate through the document.

Adobe program installation info

The **Adobe LITA** exams have a dedicated support area and accompanying guides for exams that are delivered via locally installed **Adobe Creative Cloud** applications (Live-in-the-App). Please see the Adobe program support [page](#) for details.

Microsoft program installation info

The **Microsoft Office Specialist (MOS) LITA** exams have a separate companion guide for exams that are delivered through the **Office 2016, Office 2019, or 365 Apps** application (Live-in-the-App). Please see the [QRG – Office 365 Companion Guide](#) for details.

Autodesk program troubleshooting info

The **Autodesk LITA** exams have a dedicated support area for exams that are delivered via locally installed **Autodesk** applications (Live-in-the-App). Please see the Autodesk program support [page](#) for details.

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