



# Compass Update

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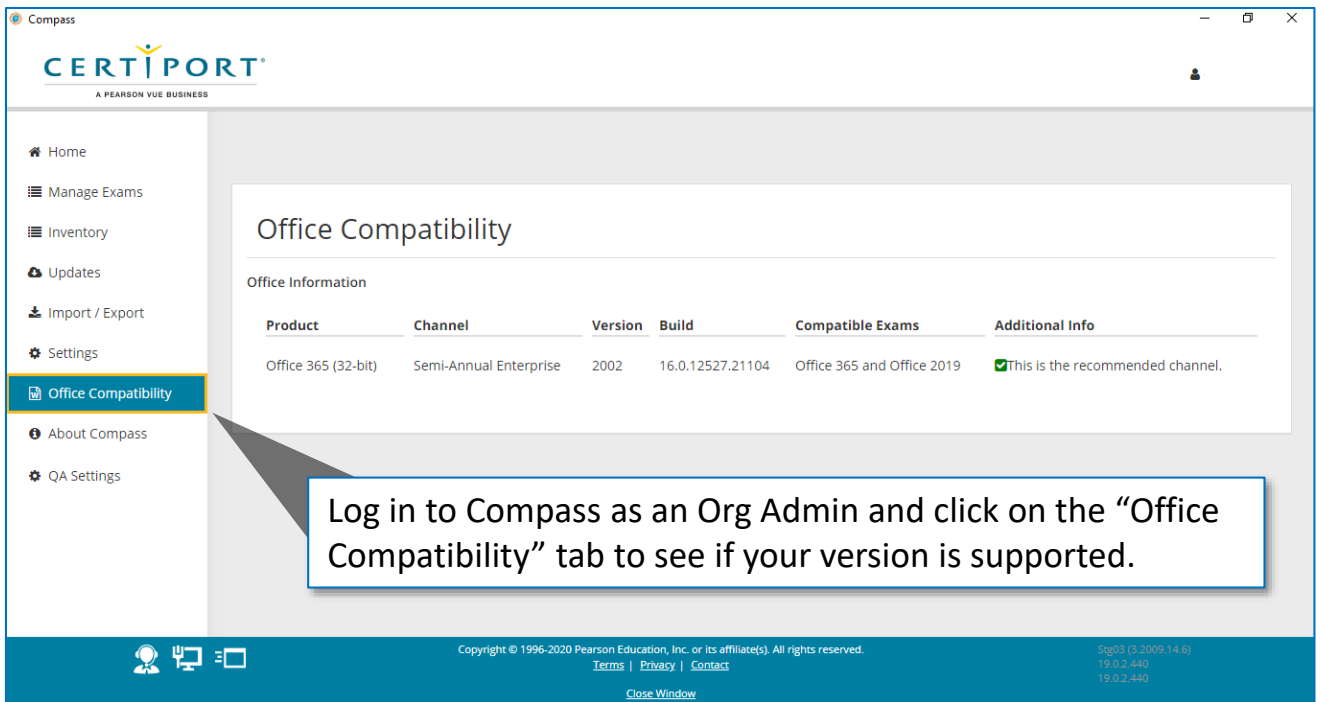
LAUNCHES: SEPTEMBER 17, 2020



# Organization Administrator Updates

## Office Compatibility

New functionality has been added to the Office Compatibility tab to ensure you have a locally installed version of Office that is compatible with the Microsoft Office Specialist (MOS) exams.



Office Compatibility

Office Information

Product	Channel	Version	Build	Compatible Exams	Additional Info
Office 365 (32-bit)	Semi-Annual Enterprise	2002	16.0.12527.21104	Office 365 and Office 2019	✔ This is the recommended channel.

Log in to Compass as an Org Admin and click on the “Office Compatibility” tab to see if your version is supported.

In addition to an enhanced detection system, more versions and channels of Microsoft 365 Apps (formerly known as Office 365 ProPlus) are now supported. Exceptions include BETA and Insider versions.

**Note:** The Semi-Annual Enterprise update channel is still recommended.

# Test Candidate Updates


## Office Detection Verification & Messaging

On the Test Candidate side, Compass will warn a Test Candidate and provide them with options should they attempt to take a MOS exam that is different or incompatible than the currently installed version of Office.

Microsoft Exam Version

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Selected Exam: 77-725: MOS: Microsoft Office Word 2016

 You have selected a Microsoft Office 2016 exam and since Microsoft 365 Apps and Office 2019 is installed on your computer, we prepared the Microsoft 365 Apps and Office 2019 exam for you. Please click "Next" to continue. Otherwise, please contact your Proctor or Administrator for assistance.

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## New Exam Groups & Payment Method Flows

The old payment method screen is gone and the first thing the Test Candidate is presented with after the Compass login are switches to turn on the use of an Exam Group or Exam Voucher.

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

No

**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

No

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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

Turning on the switches allows the Test Candidate to select or enter their Exam Group and/or Voucher number.

Next

## New Exam Selection Flow

Immediately proceeding the Exam Group and Voucher screen is the new Exam Selection screen. The Test Candidate will be presented with a list of every single exam that has been downloaded to the workstation.

### Select Exam

Find an Exam:

Search

Program Name

Exam Name

IC3 Digital Literacy Certification

[IC3 GS6 Level 1](#)

IC3 Digital Literacy Certification

[IC3 GS6 Level 2](#)

Microsoft Certified Educator

[Technology Literacy for Educators](#)

Microsoft Office Specialist

[MOS: Microsoft Office Word 2016](#)

**Note:** Some online exams will show up whether they have been downloaded or not, but the best practice is to download all exam content prior to launching any exam for the first time (performed by the Org Admin).

Use the search field to narrow down the exam selection list and then click on the blue link to be taken to the Proctor Authorization (Verify & Unlock) screen.

## Select Exam

Find an Exam:

Program Name	Exam Name
IC3 Digital Literacy Certification	<a href="#">IC3 GS6 Level 1</a> 
IC3 Digital Literacy Certification	<a href="#">IC3 GS6 Level 2</a> 

The Proctor Authorization (Verify & Unlock) screen is unchanged.

## Contacting Support

Find [Answers](#) Online

**Test Candidates:** 888.999.9830, Opt. 2  
(M – F 6am to 5pm MT)  
[Customerservices@certiport.com](mailto:Customerservices@certiport.com)

**CATC Customer Service:**  
888.999.9830, Opt. 3  
(M – F 7am to 5pm MT)  
**CATC Technical Support:**  
888.999.9830, Opt. 1  
(M – F 6am to 5pm MT)

### Verify & Unlock Exam

Candidate, please verify that the following information is correct.

Candidate & Exam Information			
Name	Exam details	Test center	Payment type
Candidate Name	IC3 GS6 Level 1 <a href="#">Change exam</a>	Account	Inventory / Site Licenses
	Language: English <a href="#">Change language</a>		
	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: