

Guide Summary

This Quick Reference Guide summarizes the implementation process of the domains and communication rules required to administer Certiport certification exams through all our systems and modalities: Compass Local (Compass for Windows and Compass for Mac), Compass Cloud, and Exams from Home.

Process Description

Most institutions have protection in place to prevent harmful items such as scripts, viruses, malware, and other attacks from entering their private network via the internet. To achieve this level of protection, both hardware and software can be employed in the form of Firewalls, Proxy Servers, IP Filters, and Security Software.

In addition to these types of protection, many institutions will also restrict internet access down to an approved list, an unapproved list, or both – which are called whitelists and blacklists, respectively. These types of lists are primarily used for websites alone, but can also be utilized in many different platforms and capacities.

- **Whitelist:** A list of pre-approved websites, servers, ports and/or other network rules that can always be reached/allowed if access is requested.
- **Blacklist:** A list of restricted websites, servers, ports and/or other network rules that can never be reached/allowed if access is requested.

Certiport has a list of domain names, ports, and rules that will need to be allowed in any hardware or software configurations at your CATC (Certiport Authorized Testing Center) that could prevent access during the download & setup of our software, the use of our website services, calls, features, or the actual administration of our certification exams.

Due to the vast number of potential configurations, this guide cannot cover the details of actually implementing a required item from Certiport into your network (this is also something that our Support staff cannot assist with). Please contact your institution's IT personnel with this info prior to testing to avoid any potential delays or disruptions.

Communication Details

The following section contains all the domains, ports, and rules that will need to be allowed or observed in your network in order to administer Certiport exams with any of our delivery systems or delivery modalities (a different method of using a delivery system). If your CATC does not employ any hardware or software restrictions related to internet access then no action will need to be taken.

Important: *As a consequence of Certiport's data center transition that occurred on January 21st, 2024, it became impossible to provide a list of specific IP addresses that must be accessible for an uninterrupted exam experience. Therefore, we are now requiring *.certiport.com and the other domain names listed below to be whitelisted.*

Required:

Certiport now employs the use of DNS whitelisting (domain names). The following domains will require unrestricted communication via whitelisting:

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

Note: *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").*

Additional Minimum Requirements:

- The domain **certiport.com** needs to be accessible.
- All items above need to have full access through ports **80 (HTTP)** and **443 (HTTPS)**.
- **HTTP redirects** need to be permitted (these are all completed within the **certiport.com** domain).
- To ensure you receive all of our automated system and support emails, whitelist: **noreply@certiport.com** and **customerservices@certiport.com**

Note: *If the internet is accessed through an authenticating proxy server and the system is not configured to automatically pass credentials to it, you will experience issues while testing.*

Remember: This guide is a companion only. In addition to the communication based setup explained here, ensure that all [Technical Requirements](#) have been vetted for the exam delivery system and exam programs you are administering.

Contact Support

Find [Answers](#) online or Contact Support through Phone, Email, or Live Chat.
Support is available Monday through Friday 6am to 5pm MT