

Guide Summary

This guide outlines the best practices, ready-to-test checklist, and the general pathway followed when proctoring an exam. Before you can proctor an exam however, you must first create a Certiport profile, read & sign the Proctor agreement, establish an association to a Certiport Authorized Testing Center (CATC), and then be designated a Proctor on behalf of that CATC (see [Page 2](#) for Becoming a Proctor). While proctoring is similar for all systems and exams, setup and delivery of Live-in-the-Application (LITA) exams using Compass for Windows or Compass for Mac requires additional steps. Please see the following links for detailed information needed when administering Microsoft Office Specialist (MOS), Autodesk Certified User (ACU), or Adobe Certified Professional exams.

- For technical info on delivering Adobe exams, see the [Adobe LITA page](#).
- For technical info on delivering Autodesk exams, see the [Autodesk LITA page](#).
- For technical info on delivering MOS exams, see the [Companion Guide](#).

✓ **Note:** *MOS and ACU are not available in Compass for Mac. See our [Technical Requirements](#) for more info.*

Check your Site License Status

If your CATC has purchased a Site License, the License Agreement must be accepted before testing may occur. This must be agreed to every 2 years. This is not a financial agreement; this is an agreement to be a CATC for a specific product.

How to Accept the Site License Agreement:

1. Log in at <http://www.certiport.com/Login>.
2. Select the **Organization Administrator** role from the drop-down menu.
3. Mouse over the **MyCertiport tab**, then select **Licenses**.
4. Accept the agreement in the **Site License Agreement** section.

Check for Available Exams

Verify that your CATC has an available payment method for the Test Candidate to redeem:

1. Log in at <http://www.certiport.com/Login>.
2. Select the **Organization Administrator** role from the drop-down menu.
3. Mouse over the **MyCertiport tab**, then choose **Inventory, Vouchers** and **Licenses**.

Becoming a Proctor and Associating them to your CATC

If a user needs to become a Proctor but did not perform that option when originally creating their Certiport account, they can obtain the Proctor role and accept the Proctor Agreement at any time from within their Profile.

How to accept the Proctor Agreement:

1. Log in at <http://www.certiport.com/Login>.
2. Select any role from the drop-down menu.
3. Select **My Profile** in the upper right corner.
4. Select the **Roles** tab.
5. Select the **Become a Proctor** link.
6. Read and accept the **Proctor Agreement** by typing your name exactly as it reads in the bottom left box.

The Proctor agrees to the following:

- To ensure the Security of the examination environment and session during a Test Candidate's exam session.
 - To the provision and supervision of a quiet, well-lighted area free from noise and distraction and within supervisory distance of the proctor.
 - To proctoring of Certiport programs and examinations only at a Certiport Authorized Testing Center (CATC).
 - To verification of time limits and use of only approved materials (if stipulated) permitted during the examination process.
 - To termination of the examination, confiscation of exam materials, and immediate notification of Certiport, at 888.999.9830, if there is improper conduct on the part of the Test Candidate or any evidence that the examination process has been violated.
 - To supervision of the Test Candidate during examination sessions, including overseeing that no copy of the test or notes that contain the content of the test questions or answers are used by the Test Candidate during the examination.
 - Proctor has been approved by Certiport as a Certiport Approved Proctor and has met the criteria set forth to act as a proctor on behalf of Certiport and Certiport certification and examination partners.
 - Proctor will treat examination materials as confidential and keep them secure.
 - Proctor must remain with or within a reasonable distance of the Test Candidate(s) throughout each exam.
 - Proctor further agrees that the Test Candidates for which he/she will proctor Certiport programs and examinations are not related to the proctor, are not directly employed by proctor (nor is the proctor directly employed by Test Candidate).
 - Proctor understands that if found to be in violation of this agreement and aforementioned Guidelines, this will constitute termination of this proctor agreement and will risk a proctor's ability to instruct Certiport approved programs in the future and legal action may be taken against the proctor.
- ✓ **Note:** *Certiport reserves the right to verify a proctor's identity, require additional proof of eligibility, or require the selection of a different proctor. This Proctor agreement may be terminated at will by Certiport, or the proctor at any time through notification in writing or electronic communication to all parties involved.*

The previous items on Page 2 are only a guide. To view the complete Proctor Agreement, log in at www.certiport.com, change your role to **Proctor**, and then click the link to **View Proctor Registration Page** at the bottom of the page.

Actions to perform after becoming a Proctor:

Obtaining the Proctor role and accepting the agreement are only the first steps. In order to actually proctor on behalf of a Certiport Authorized Testing Center, the **Organization Administrator** must also associate you to the center and designate the user as a Proctor:

1. Log in as an **Organization Administrator**.
2. Mouse over the **Org Profile** tab and select **Associations**.
3. Within the **Find Users** section, type in the Certiport **Username** of the person you want to associate to your CATC and click **Submit**.
4. Verify that the **Username** is correct in the results displayed and click on the orange link for the **Last Name** to add them to the associations list above.
5. Once they are in the associations list, you can then place a checkmark next to their name under the **Proctor** column.
6. The user is now associated to your CATC and designated as a Proctor. They can now use their credentials to Proctor any certification exam administered via a Certiport delivery system/solution.

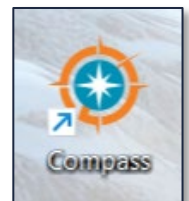
Verifying the Test Candidate and Securing the Exam Environment

Before administering any Certiport exam, Proctors and other applicable personnel should be familiar with all [Exam Policies](#) listed on the Certiport website in addition to the terms outlined in the Proctor Agreement. The CATC is responsible for verifying the Test Candidate's identity with at least one form of valid identification (containing both a photograph and the Test Candidate's signature). See our full [exam administration policies](#).

Launching the Exam Software

Double-click on the desktop shortcut to launch the Certiport software that will facilitate the delivery of the specific exam program you are trying to administer:

Compass for Windows: This solution is used for the delivery of all our exams in all [available languages](#). See the [Compass Guide](#) for more information including download & install.



- ✓ **Note:** *Compass has a Windows and a Mac version (collectively known as Compass Local). Not all programs are available in each system. For a list of current deliverables in any system, please see our [Technical Requirements](#).*

Additional Certiport Exam Delivery Options:

We also have two cloud-based options for exam delivery: Compass Cloud and Exams from Home (EFH requires Certiport approval as it is exclusively for proctoring Test Candidates that are unable to be present in the same room as the Proctor). These two systems work similar to Compass for Windows, except that they use virtual machines (VMs) and/or cloud-based content and do not require additional local setup. However, they do require consistently high bandwidth, and exam sessions must be scheduled in advance using a calendar app on our website. For more information and detailed instructions please see the following pages:

- [Compass Cloud](#)
- [Exams from Home \(EFH\)](#)

✓ **Tip:** *Not sure what delivery system is right for your CATC? See our [choosing a delivery system page](#).*

The Exam Launch Pathway:

In general, all delivery systems follow similar exam launch pathways:

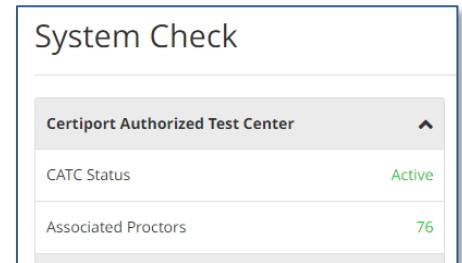
1. The Test Candidate logs in to the exam delivery software.
2. They verify their method of payment and indicate whether they belong to an Exam Group (in Compass Cloud these items are selected when scheduling a session).
3. They choose which version and program they will be attempting to certify in (also selected during session creation when using Compass Cloud).
4. The Test Candidate verifies their personal information and agree to any NDAs, EULAs, or other terms of use.
5. The Proctor (a.k.a. the Exam Administrator) verifies that all the info is correct and authorizes the exam to begin.
6. The Test Candidate goes through a brief tutorial on how to navigate through the exam.
7. The Test Candidate clicks begin exam, the timer starts, and they answer the questions in the exam.
8. When completed the Test Candidate receives their score report.
9. If successful, they will receive a certificate either in the mail or printed online via their transcript.

How to confirm Compass for Windows is Ready for Testing:

Make sure the Compass software has been associated with your CATC's testing center ID and the exam content has been downloaded. This guide is a summary; see the [Compass for Windows guide](#) for detailed information.

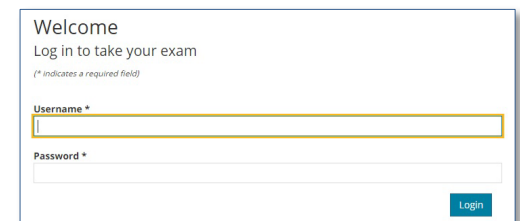
1. Locate and launch the Compass software on your computer (previous section).
2. If your software has not been associated with a testing center you will see a red box stating: **In order to proceed, a Proctor must log in and associate this machine to a Certiport Authorized Testing Center.** If your testing Center is already associated with your organization, you will see your name at the top of the page and you may skip to **Step 4**.
3. If the software is not associated with a testing center, log in using your Certiport.com username and password. Select your center and press **Save**.
4. Select the **Manage Exams** tab on the left.
5. View the list of **Installed Exams**. If more content is needed, click the **Download Additional Exams** button.

- Locate the exam you will be proctoring for your Test Candidates. Check the box to the left of the exam(s) and press the **Download Exams** button on the bottom right of the page to initiate the download.
 - ✓ **Note:** *Some exams do not need to be downloaded. Exam content can be set to automatically download. See the [Compass for Windows user guide](#) for detailed information.*
- Perform a **System Check**. You can use the System Check feature to ensure that a number of key exam administration elements are in place, including seeing how many associated Proctors your CATC currently has. You can find the System Check in the same menu as the Manage Exams tab. (If you are administering MOS exams, you can also perform **Configuration Exams** which are a feature also located within the System Check tab.)



Test Candidate Login

After launching any of the exam delivery systems, the first thing to appear will always be the Test Candidate Login. Although each exam delivery method has a unique user interface, the basic outline to proctoring an exam within each model is similar. For end-to-end instructions on the use of one particular system, please refer to the [Quick Reference Guides](#) located on our website.

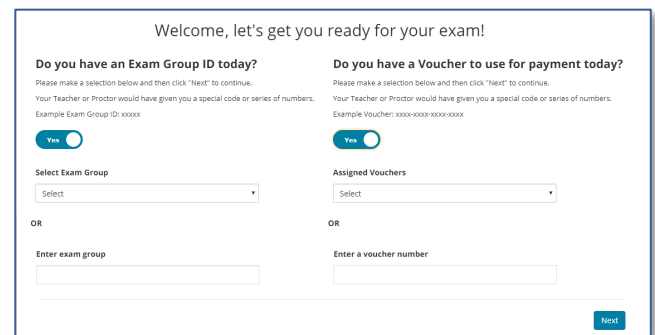


After the software is launched, the Test Candidate will log in using their Certiport profile Username and Password ([Compass for Windows](#) is used for all examples).

Exam Groups, Payment Methods, & NDA/EULA

Exam Groups: If using an Exam Group, move the slider to **Yes** and enter the Exam Group ID Number. Exam Groups are an optional feature set up by a *Teacher* prior to testing. The Test Candidate(s) should know the name/number if Exam Groups are going to be being employed. If you are not using an Exam Group, this field may be skipped.

- ✓ **Tip:** *See our [Quick Reference Guides](#) for detailed info on [Exam Groups](#).*
- ✓ **Remember:** *When using [Compass Cloud](#), the Exam Group will be selected by the Proctor when they schedule the exam session.*



Payment Method: For the Payment Method, the Test Candidate must specify if they will use Inventory/Site Licenses, or if they will use a Voucher/Assigned License to launch the exam. If they are using a voucher, they will move the slider to **Yes** and either enter the voucher number or select it from the dropdown (if [pre-assigned](#)).

- ✓ **Remember:** *When using Compass Cloud, the Payment Method will be selected by the Proctor when they schedule the exam session.*

NDA/EULA/Terms: The Test Candidate must read the Non-Disclosure Agreement, End-User licensing, etc., and select the Yes, I accept option, and click the Next button.

- ✓ **Note:** *The NDA screen appears once for all programs except Microsoft (MOS, MCE, and Microsoft Certified Fundamentals), which appear every time an exam is launched.*

Program Registration

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

Exam Selection

In Compass for Windows: 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. 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.

- ✓ **Note:** *Only exam programs that your CATC has an available payment method for will appear when using the "Help me..." search.*

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. 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.

- ✓ **Remember:** *When using Compass Cloud or Exams from Home (EFH), the program selection will be chosen by the Proctor when they schedule the exam session.*
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Proctor Authorization

After exam selection and the previous steps are performed, the Verify & Unlock screen appears. If all the information is correct, the Test Candidate notifies the proctor that they are ready to begin the exam. In Compass for Windows, this would mean raising their hand or some other form of manual communication within the testing center. In Compass Cloud, the app communicates with the app the Proctor is using to indicate the Test Candidate's status. In Exams from Home, Test Candidate's are using Compass for Windows hosted on a virtual machine and accessing it remotely through the EFH app. Since EFH is for remotely-proctored Test Candidates only, any communication that needs to occur happens through the chat feature.

Proctors must validate all Test Candidate selected information and then enter valid Certiport Proctor credentials to authorize the exam to start. If the exam or user interface language are incorrect, the **Change exam** or **Change language** can be clicked (see the [Compass for Windows guide](#) for more info; in Compass Cloud and Exams from Home these items cannot be changed). Finally, the Proctor enters their Username and Password and clicks the **Unlock Exam** button, and the Test Candidate proceeds to the exam tutorial (see next section) and then the timed portion of the exam.

Exam Tutorials & Exam Scoring

The last item they will encounter before the timed portion of the exam will be the Exam Tutorial. The tutorial will contain a series of pages instructing the Test Candidate on how to use the exam interface, as well as other items pertaining to any unique navigation and features of the exam. All [exam tutorials](#) are available on our website at any time for review prior to sitting for an actual exam.

Upon completion of the exam a Score Report will be generated that contains the final grade and a sectional analysis. The report will also be posted to the Test Candidate's Certiport transcript where it can be viewed on the screen in Adobe Acrobat to be saved or printed. Test Candidates can also print any of their certificates that are fulfilled by Certiport from within their profile by logging in as a Test Candidate at www.certiport.com and clicking on the **My Transcript** tab.

Ready to Test?

- Site License agreement signed?
- Do you have available exams (payment method)?
- Have you read & signed the Proctor agreement and associated the Proctor to your CATC?
- Exam Policies reviewed?
- Technical Requirements reviewed?
- Software installed and applicable exam content downloaded?
- Software associated to a CATC (Compass for Windows)?

Additional Resources

- [Technical Requirements](#)
- [Exam Policies](#) (Including ADA accommodations, Voucher and Retake Policies)
- [Live and Pre-Recorded Video Trainings](#)
- [Quick Reference Guides](#)
- [Exam Details](#) (Product Releases, Exam Lengths, Retirements, Tutorials, Objective Domains)
- [Account Management](#)
- [Top 10 Checks for Testing](#)
- [FAQs for CATCs](#)
- [System Updates](#)
- [Maintenance Schedule](#)
- [Important Notices](#)
- Still can't find what you're looking for? Try the [Site Directory](#)

Contact Support

Find [Answers](#) online or Contact Support through Phone, Email, or Live Chat.

Support is available Monday through Friday 6am to 5pm MT