TEST CANDIDATE REGISTRATION GUIDE

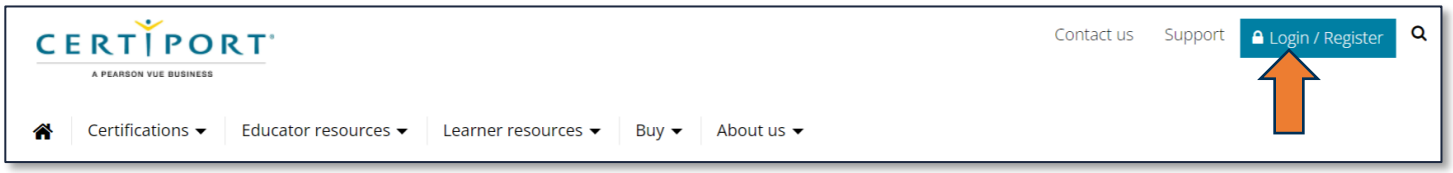
Guide Summary

This Quick Reference Guide covers the process of registering and completing a new Test Candidate Profile with Certiport, obtaining parental consent, registering with each desired exam program, and support resources.

Registering a New Profile

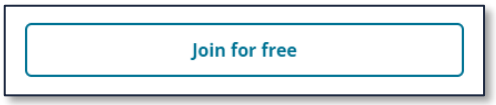
Part 1 – Region, Email, & Password:

1. To begin, navigate to the Certiport website at www.certiport.com.



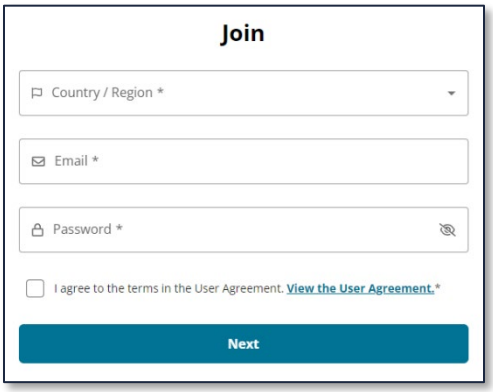
2. Next, click on the blue **"Login / Register"** button in the top-right corner of the page.

3. Under the log in fields, click on the **"Join for free"** button.



4. Select your **"Country / Region"**, enter your **"Email address"** (which will be used as your username), and then create a strong **"Password"**. Password must be at least 12 characters.

5. View and read the User Agreement, checkmark the **"I agree to the terms..."** box and then click **"Next"**.



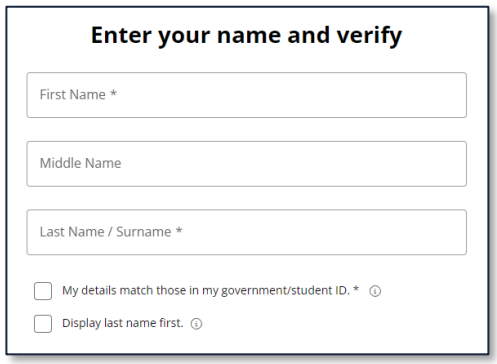
Part 2 – Name & Verification:

1. Enter your **"First Name"**, **"Middle Name"** (optional) and **"Last Name / Surname"**.

2. Confirm that your name matches your ID by checking the **"My details match..."** box (required).

3. If you would like your Last Name to appear first on any certificate you may earn, check the **"Display last name"** box (optional).

4. Click **"Next"**.



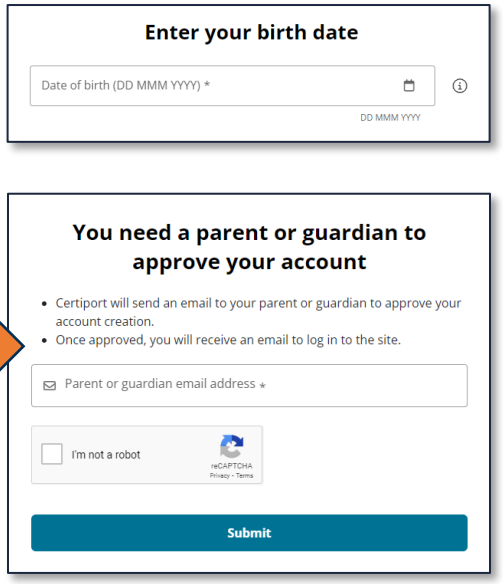
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Part 3 – Birth Date & Parental Consent:

1. Enter your Birth Date in the following format: **"01 APR 2002"** (example).

2. After a valid birth date has been entered, the reCAPTCHA box will appear. Check the **"I'm not a robot"** box, complete the verification, and then click **"Submit"**.

✓ ***Note:*** *All users aged 12 and younger will be directed to submit their parent or guardian's email address for approval.*



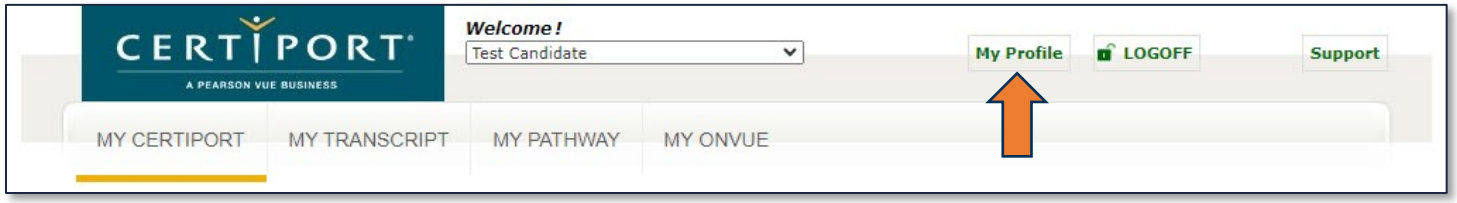
This is all that is required to create a basic Certiport profile, but more information will be needed before you take your first exam (see next section). You will also be **required** to complete a demographic the next time you log in to the website.

My Profile & Program Registration

After completing the basic profile you will be taken to the home page of the **"Test Candidate"** role. You will need to register for any desired Certiport exam programs. Performing this now will save time and prevent you from having to complete this task when you actually sit down to take your first exam.

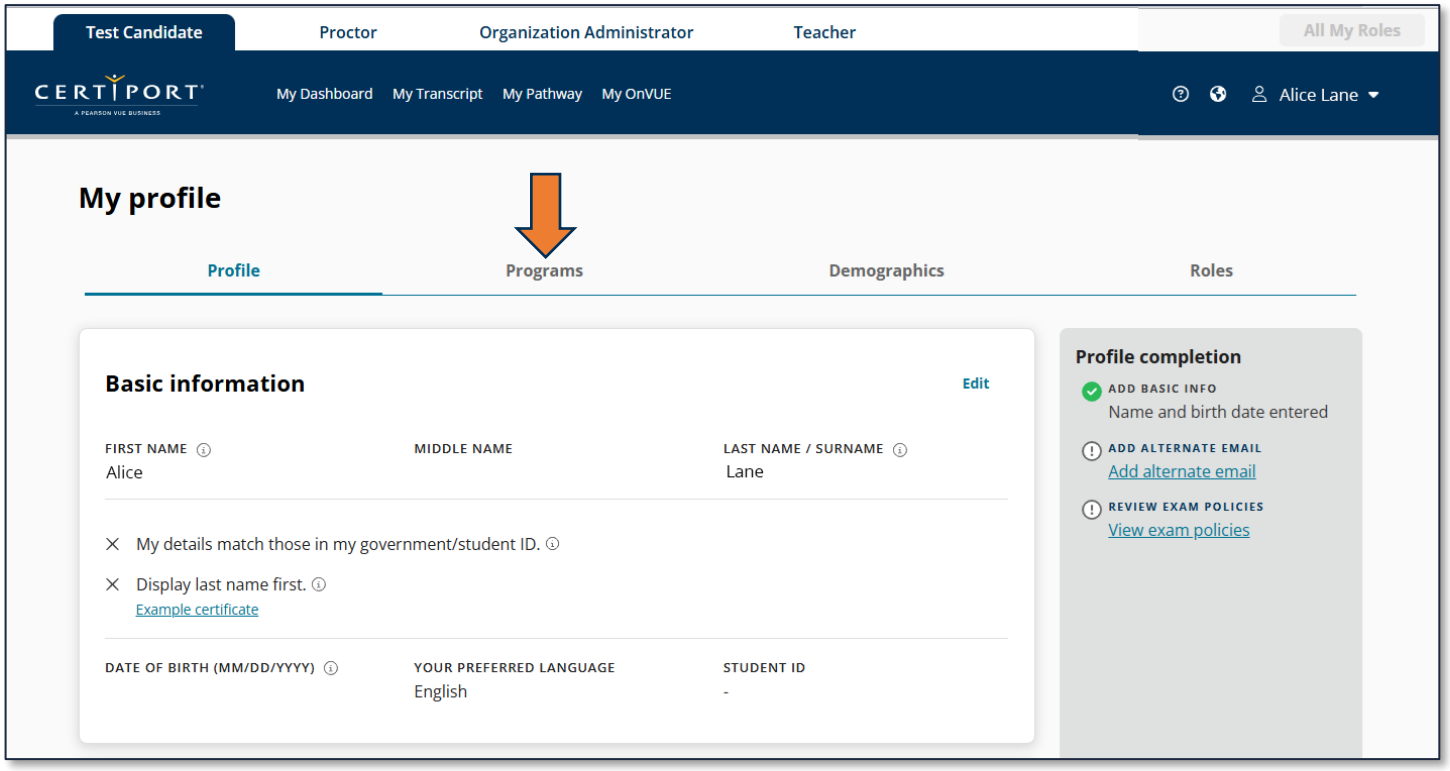
✓ ***Important:*** *We are currently in the process of updating Portal (the authenticated/logged in area of our website). As such, some areas of the website will appear in our Classic look (shown immediately below), and some will be updated to our "New Portal" with the blue & white theme and updated UI such as in the previous new profile registration process. For more information please see our Blog.*

1. Click on **"My Profile"** in the top right-hand corner of the page.

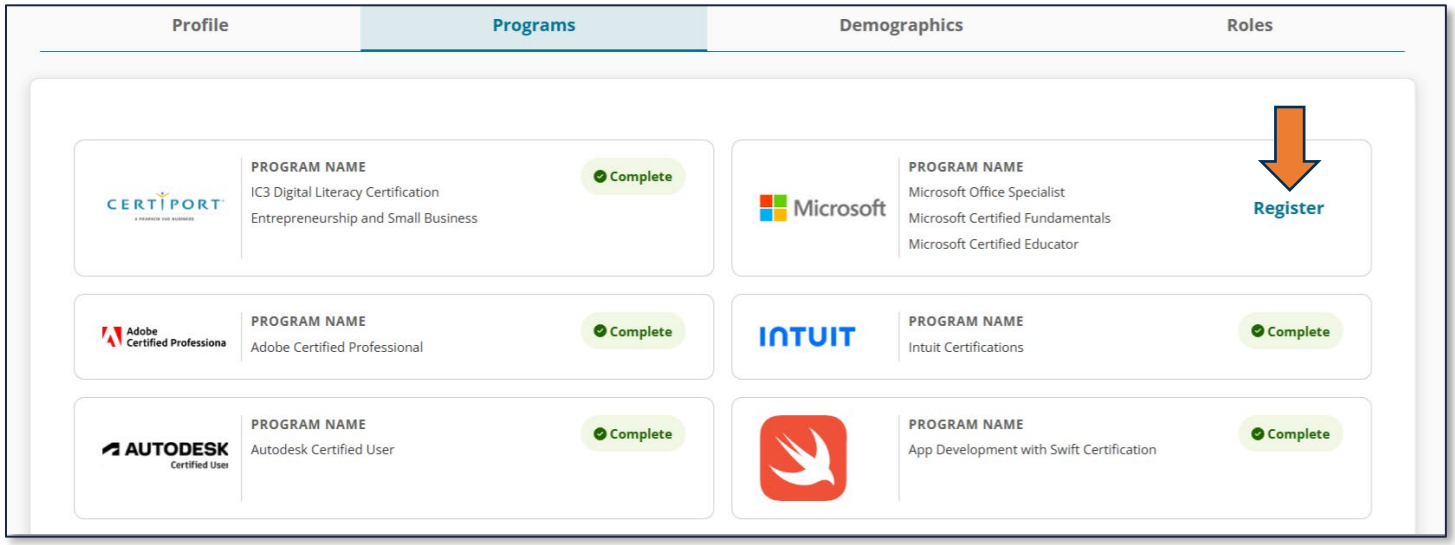


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2. Within the **"My Profile"** area, click on the **"Programs"** tab.



3. Click the **"Register"** button for each exam provider you wish to take an exam with and complete the registration. Some programs will let you use your Certiport profile information to populate and submit for each registration account, which will then sync all future certification data with them.

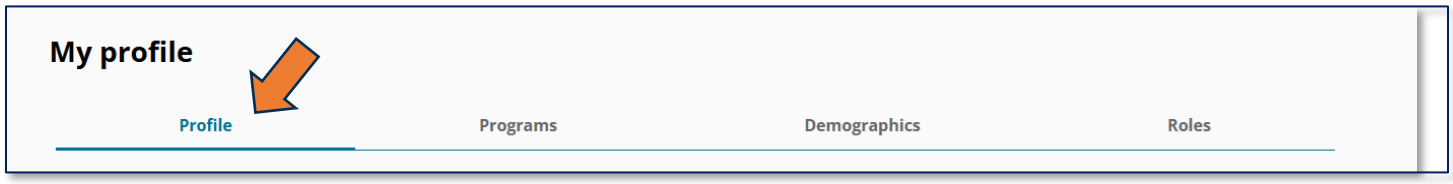


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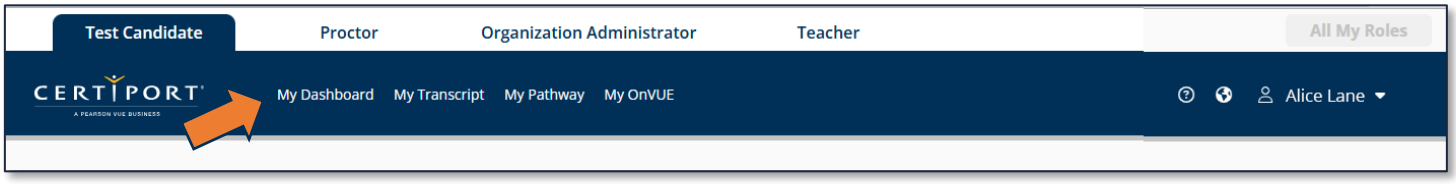
✓ **Note:** *You will also be asked to read and sign the Certiport and/or program sponsor NDA (non-disclosure agreement) or EULA (end-user license agreement) within some of the individual program registration pages. It is possible to submit your information and be shown as "registered" on the Program Registration page without actually accepting the NDA for each program provider. Ensure you have completed the extra step of clicking on the NDA link to read and accept it where applicable (per program).*



4. To return to My Profile, click the **"Profile"** tab.



5. To exit My Profile and return to the Test Candidate role in Classic Portal, click **"My Dashboard".**



Lost Username or Password

If you cannot remember your **password**, use our password recovery feature. You will be asked to enter your Certiport profile username and answer your secret question. Your password will be emailed to you at the email address listed in your Certiport Profile. Should you have an issue with the password recovery process, please contact us.

✓ **Note:** *As of October 2025, we now require 12-character passwords. If you reset your password and previously had one that was fewer than 12 characters, you will be required to adhere to the 12-character minimum rule.*

If you cannot remember your **username** please contact us, (or one of our Solution Providers if you are outside the United States), and then provide your user profile information (e.g., name, email address, mailing address) for verification.

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Test Candidate Exam Policies

All Test Candidates must read and review the following items related to taking exams at a Certiport Authorized Testing Center (CATC) prior to sitting for their first exam:

- ✓ Test Candidate Exam Policies
- ✓ Certification Expiration Policies
- ✓ Exam Retake Policies
- ✓ NDA and Privacy Policy
- ✓ Voucher Policies
- ✓ Scoring Policies
- ✓ ADA Accommodations (if needed)

Contacting Support

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

Additional Test Candidate Resources:

- Support for Test Candidates
- Frequently Asked Questions
- Using your Test Candidate Account
- Can't find what you're looking for? Try our Site Directory

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