

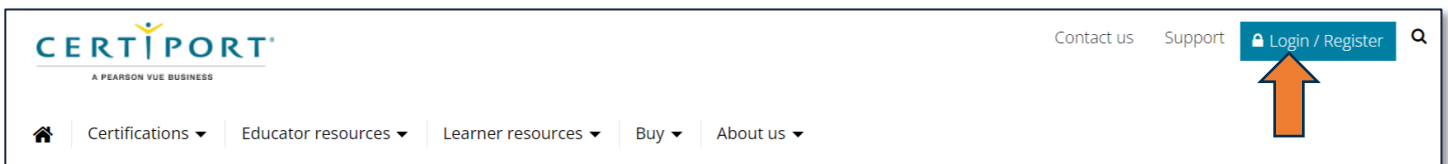
Guide Summary

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”**.
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”**.

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 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.

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

✓ **Remember:** *We are releasing areas of New Portal in phases. At this time, clicking “Programs” or “Roles” will return you to Classic Portal.*

The screenshot shows the 'My profile' section of the Certiport portal. At the top, there are tabs for 'Test Candidate', 'Proctor', 'Organization Administrator', 'Teacher', and 'All My Roles'. Below these are links for 'My Dashboard', 'My Transcript', 'My Pathway', and 'My OnVUE'. The user is logged in as 'Alice Lane'. The 'My profile' section has four tabs: 'Profile', 'Programs' (highlighted with an orange arrow), 'Demographics', and 'Roles'. The 'Profile' tab is active, showing 'Basic information' fields: FIRST NAME (Alice), MIDDLE NAME, LAST NAME / SURNAME (Lane), DATE OF BIRTH (MM/DD/YYYY), YOUR PREFERRED LANGUAGE (English), and STUDENT ID (-). There are also checkboxes for 'My details match those in my government/student ID' and 'Display last name first'. A sidebar on the right titled 'Profile completion' shows: 'ADD BASIC INFO' (complete), 'ADD ALTERNATE EMAIL' (pending, with a link 'Add alternate email'), and 'REVIEW EXAM POLICIES' (pending, with a link 'View exam policies').

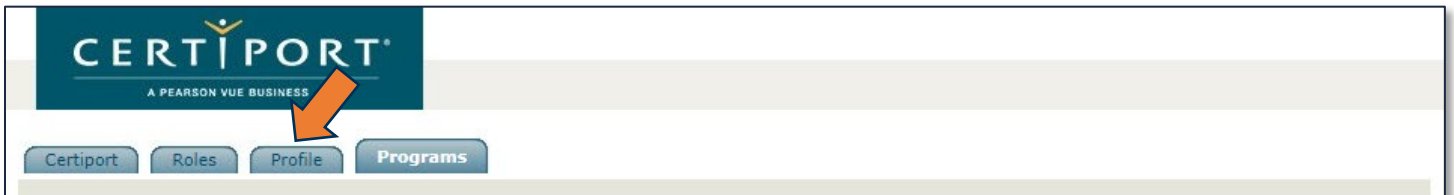
3. Back in Classic Portal, click the **“Register”** button for each exam provider you wish to take an exam with and complete the registration. Some programs will let you use your Certiport profile information to populate and submit for each registration account, which will then sync all future certification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

The screenshot shows the 'PROGRAM REGISTRATION' page in the Classic Portal. At the top, there are tabs for 'Certiport', 'Roles', 'Profile', and 'Programs'. The 'Programs' tab is active. Below the tabs, there is a section titled 'PROGRAM REGISTRATION' with the text 'To take an exam, you must be registered with the certification program.' Below this is a table of programs. The first row is 'Certiport' with a 'Register' button highlighted by an orange arrow. The second row is 'IC3 Digital Literacy Certification'. The third row is 'Entrepreneurship and Small Business'.

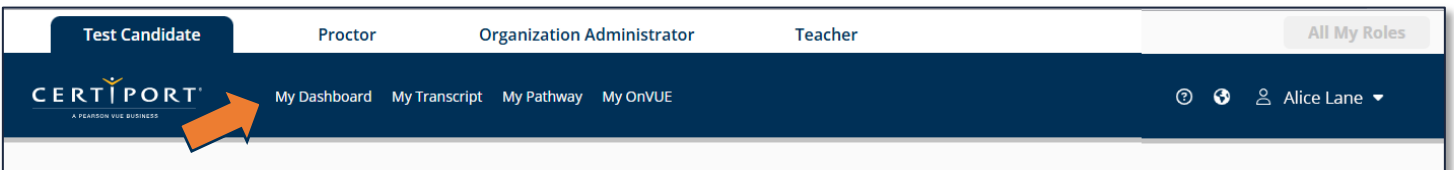
- ✓ **Note:** You will also be asked to read and sign the Certiport and/or program sponsor NDA (non-disclosure agreement) or EULA (end-user license agreement) within some of the individual program registration pages. It is possible to submit your information and be shown as “registered” on the Program 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).

- ✓ **Note:** It may be necessary to maintain additional profiles at some third-party program's sites in order to access certain member benefits that are not provided by Certiport (e.g., Microsoft). Please contact [Customer Service](#) for more information.

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**”.



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](#)
- ✓ [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](#)