Guide Summary

The CATC (Certiport Authorized Testing Center) Locator is a search tool available on our website that Test Candidates can employ in order to find a center nearest them that facilitates the administration of Certiport certification exams to the public. During initial CATC registration you are asked if you would like to opt-in to appear in the Locator as a public testing center, but this info can also be changed at any time.

Once a new CATC uploads an exam result from their account, they will show up in the Locator as a center offering our exams to the public. The initial information (automatically populated into the Locator with your first upload) is basic. As an Organization Administrator, you will be responsible to maintain the information displayed. Please use the following instructions to access your CATC’s Locator information.

Log in to the Certiport Website

2. Select the Organization Administrator (Org Admin) role from the dropdown at the top of the screen.
3. Click the Org Profile tab.
4. If you are associated with multiple CATCs, please ensure that the correct Organization is selected within the dropdown. Then click on the Locator tab.

Setting Up Your Locator Page

This page contains what is currently listed publicly for your CATC (listed publicly only when in compliance*). It is important to keep it up-to-date and as detailed as possible.

1. You must first click the Edit button at the bottom of the page before you can access this form.

   *Note: Additional rules apply for appearing in the Locator (see below).

2. First, check the “Do you want to be a Certiport Public Test Center?” box. Your CATC’s information will not qualify to appear in the Locator whatsoever until this is performed. If your CATC wishes to opt-out of appearing in the Locator, simply keep this box unchecked.

3. In the Description, enter the information unique to your CATC here. Examples would be information about how to schedule an exam, if you accept walk-ins, where to park, fees, access to public transit, helpful direction tips, etc. (Maximum 250 characters)

4. Enter the applicable information for Making an Appointment with your CATC. Include a note if there is something specific the Test Candidate should do. For example: “Please call 555-000-0000 and ask for Alice”.

5. In Testing Availability, enter the days and time that your center is available for testing to the general public.

6. In Mapping Information, check the latitude and longitude for accuracy. Our Locator engine uses this data to determine your brick & mortar address so that your center will be properly displayed on the Locator map. Use the Lookup Address feature and enter your address to compare them with the default coordinates shown. Correct any discrepancies within the coordinate (lat/long) fields.

7. Click on the Update button to save your changes. Please note that changes will not appear instantly; our servers refresh every day at 3 am MT.

*Note: The above information for the Public Locator will appear for all applicable programs so you will only need to update the information in this single form.
Verifying Appearance in the Public Locator

Now that you have updated the Locator info, your CATC will be searchable from within the Locate a Testing Center page on our website as an organization that offers Certiport certification exams to the public.

To access the Locator and verify that you appear as intended, please perform the following steps:

1. First ensure that enough time has passed for the server to refresh your information (see Step 7 in the previous section).

2. Type in https://portal.certiport.com/Locator into your browser’s address bar to quickly navigate to the search tool. You may also get there by typing in www.certiport.com/locator.

3. Fill out the minimum required information including a specific Program, Version, and Exam, then click Search. The information will appear on a new page.

Rules and Additional Info for Appearance in the Locator

Please be advised that there are additional rules for maintaining your CATC’s continual presence in the Public Locator even if the checkbox in Step 2 is marked:

- No CATC will show up in the Locator for any program until they have successfully uploaded an exam result.
- After a successful upload, only basic information will be populated in the Locator. An Org Admin must go into the details page (described above) and finalize all information that will appear.

Note: Some exam programs have restrictions on the types of organizations that can administer those exams and/or the academic status of the Test Candidates. If you are unsure about these programs, please contact your Territory Representative.

- Although some exceptions exist, when your CATC uploads an exam result, you will then show up as being able to administer exams for all programs within that same suite. For example, if you upload an IT Specialist Data Analytics exam, you will show up as being able to administer all 14 + exams within the IT Specialist bucket. If you upload a MOS 2019 Word exam, you will show up as being able to administer all the exams within that same MOS 2019 version suite (Excel, PowerPoint, etc.), but you will not show up as being able to administer MOS exams from other version suites, nor will you show up as being able to administer exams from other Microsoft programs (until your CATC uploads an exam from within those specific program suites).
- A CATC will only show up in the Locator for 6 months after the last uploaded exam. CATCs who go more than 6 months without activity will disappear from the Locator until another exam is uploaded.
- A CATC with an expired center agreement will also be removed from the Locator. If you should happen to let your agreement expire, simply renewing it will allow the Locator information to be reestablished after renewal and the next server refresh.
- The information contained in the Locator for your CATC may be altered at any time by the participating organization, but unless you meet the criteria in the above rules, your center will not show up.

FAQ

Q: I cannot perform a Locator search because one or more of the fields in the form are not working.

A: Enter your browser settings and clear all your temporary internet files (cache, form data, website data, etc.) then try again.

Q: Where can public (walk-in) Test Candidates purchase vouchers to redeem for the actual exam?

A: Exam vouchers for Test Candidates in the United States can be purchased at the Certiport Store. Educators should contact our Sales Team. Individuals outside of the US should contact the Certiport Solution Provider in their area to make a purchase. For more information on the Certiport Store, please see our How to use our Store page.

Contacting Support

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