

Guide Summary

This guide outlines the processes and best practices for taking Certiport Exams from Home. You will communicate with your Exam Administrator (Instructor) to administer a session of the Compass exam software in a virtual environment. The virtual sessions will be tailored to the exams you signed up to take, and the Compass software will not require any setup, download, or configuration.

Technical Requirements

- Laptop or Desktop with Windows 10 or Mac OSX: Mojave 10.14, High Sierra 10.13, or Sierra 10.12
- Chromebooks: we recommend having the most current OS
- Keyboard and mouse
- Recommended minimum screen resolution of 1280 x 800
- The preferred internet browser is Chrome. Internet Explorer, Edge, and Safari are also acceptable
- A bandwidth download speed of at least 5Mbps*

***Important:** Before using the Exams from Home product, we strongly encourage all users to test their bandwidth to verify it is adequate and ensure the session will not be interrupted. A reputable third-party site you may use is www.speedtest.net. Ensure other members of your household are offline during the bandwidth test and during your actual exam session.

Important Info

Please review these instructions in advance of your scheduled exam time. If you have any questions about this guide please contact your Exam Administrator (Instructor).

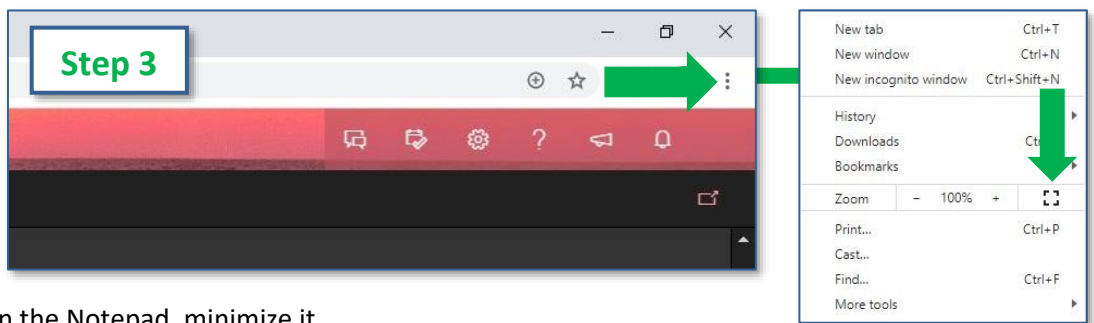
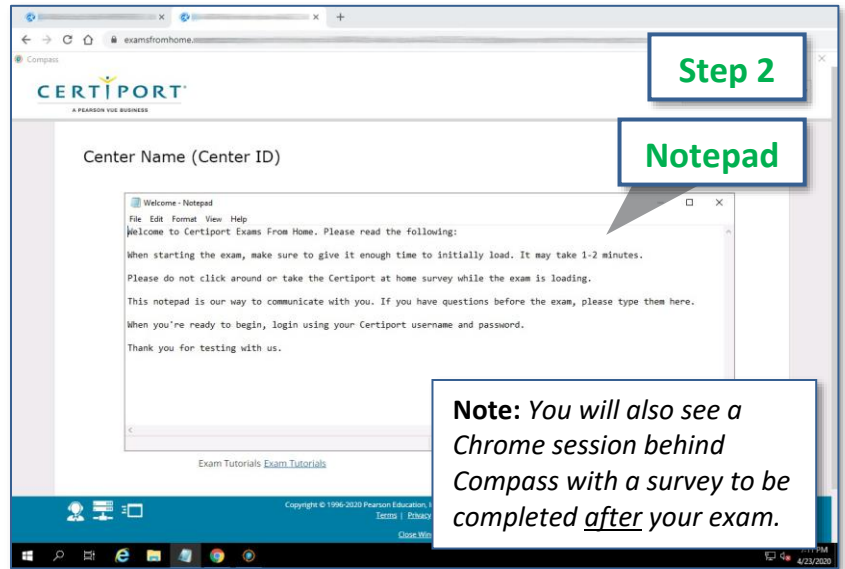
- Review the [Tutorial](#) of the exam you signed up for prior to your appointment.
- You will need your Certiport login/username and password. Please have this information ready before your scheduled exam time. If you have lost your username or password click [here](#).
- Ensure exam security by strictly adhering to the following:
 - ✓ If possible, find a space to take your exam without distractions or other people.
 - ✓ No mobile or other computing devices are allowed.
 - ✓ No recording devices are allowed (this includes paper, pens, pencils, cameras, etc.).
 - ✓ Close all open browsers and applications prior to the exam.
 - ✓ Have other household members refrain from using the internet during your exam session.

Important: Accessing anything other than the exam during testing will invalidate your exam and you will be removed from the session. These actions will result in a failed exam and suspension of your Certiport account.

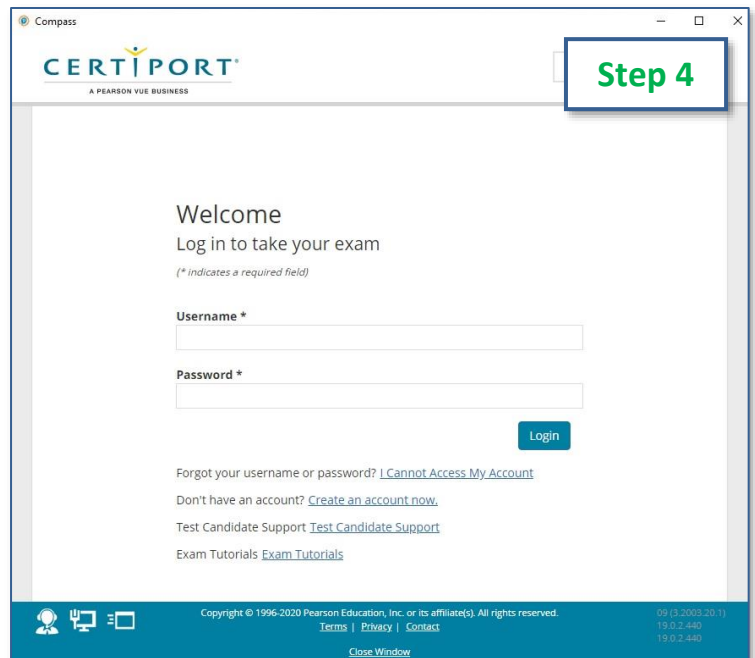
Process

1. Your Exam Administrator (Instructor) will provide you with a link that will allow you to connect to a virtual session from your personal computer and take your Certiport exam from home. The exam will be administered remotely. The link will not come from Certiport, just a plain email with your individual link from the Instructor.

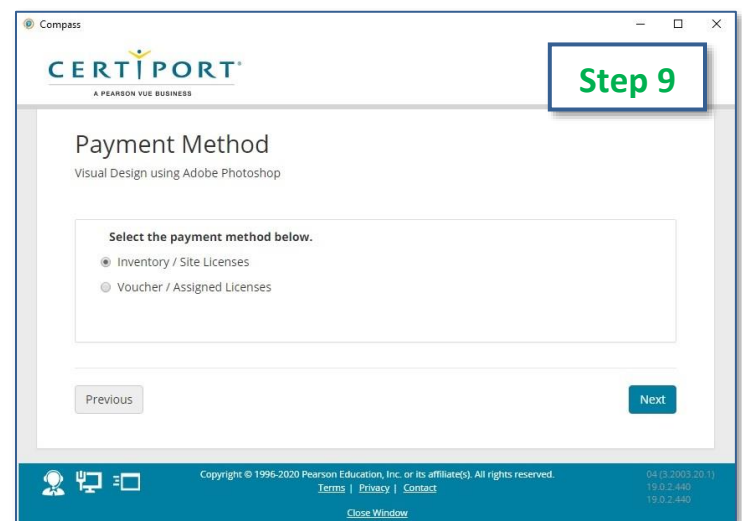
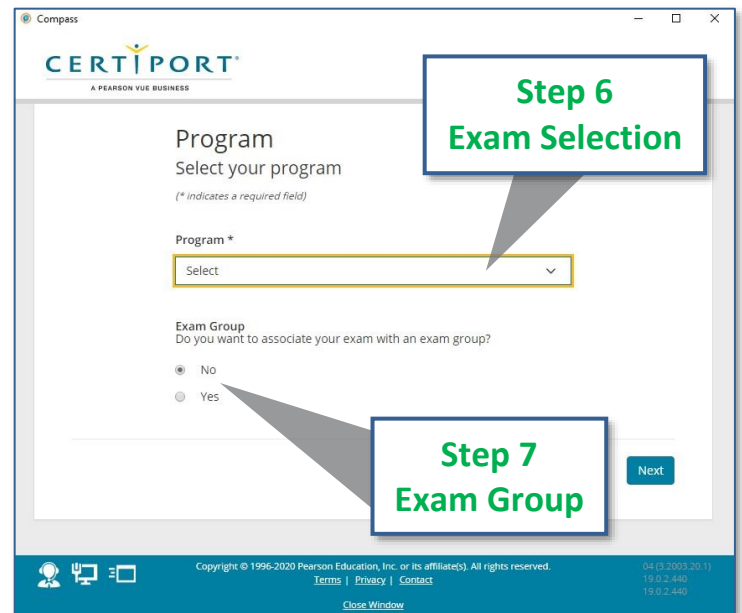
- When you click the link provided to you by the Exam Administrator (Instructor), a browser window opens (based on your [default](#)) and you will see a virtual Windows 10 desktop, with the Compass software open and ready for you to log in; the Notepad application will be open on top of Compass (used for communication). Chrome used in this example.
- You may need to expand the browser for optimal viewing. To do this, click the three vertical buttons on the top right side of the window and click expand in the dropdown menu. (Chrome used in this example, other browsers have similar steps.)



- Read the message in the Notepad, minimize it, and then sign in to Compass using your Certiport username and password. If you are not yet registered, click on the “Create an account now” link. If you forgot your username or password, click on the “I Cannot Access My Account” link.
- If you have any issues or questions during this process, click back to the Notepad already opened on the virtual desktop. You can communicate with the Exam Administrator by typing your questions in to this window. The keyboard and mouse are shared by you and the Exam Administrator during chat. Once the exam begins, no other communication path will be allowed or available. **Important: DO NOT ENTER ANY PERSONAL INFORMATION INTO THE NOTEPAD DURING YOUR TESTING SESSION.** If you become disconnected, see the “Errors & Troubleshooting” section below.



6. Once you are signed in, select your exam. It must match the exam previously scheduled by your Exam Administrator (Instructor). Ensure you know the Program name (e.g. Microsoft Office Specialist) and the exact Exam name and version (e.g. Excel 2016). (Not all exams have version years.)
7. Your Exam Administrator (Instructor) should have given you an Exam Group (if applicable).
8. Read and accept the Non-Disclosure (NDA) and EULA agreements if you have not already done so.
9. Your Administrator (Instructor) should have notified you which payment method to use.
10. Verify your information and wait for the Exam Administrator to temporarily take over the keyboard and mouse to sign in. The controls will then return to you at which point you will review the exam tutorial and then begin your exam (timer does not begin until after the tutorial).
11. When you complete your exam, you will see your score report. Be patient while your score is calculated and upload the results. **Do not press any buttons or perform any actions while waiting for your score to upload.** Although you will see your score almost immediately, you will not be able to download or print it from within the virtual session. It may also take longer for your results to be finalized and displayed within your online transcript.
12. Close the Compass software and switch to the open session of Chrome to fill out the exit survey. Once complete, you may close Chrome and the Exam Administrator will end the virtual session.



Errors & Troubleshooting

If you should lose internet, experience an error, or otherwise lose connection with the virtual session, simply click on the link that your Exam Administrator (Instructor) provided to you to reconnect. If necessary, reboot your computer and then click the link again. If your outage is prolonged, or you experience an unrecoverable error, please contact your Exam Administrator (Instructor) immediately.

Disclaimer: WHILE IT IS VERY UNLIKELY TO OCCUR, CERTIPORT IS NOT RESPONSIBLE FOR ANY DAMAGE TO DATA, SOFTWARE, COMPUTER, TELECOMMUNICATIONS, OR OTHER EQUIPMENT THAT YOU MAY EXPERIENCE AS A RESULT OF USING CERTIPORT EXAMS FROM HOME.

Frequently Asked Questions

Q: What if I have not received my session hyperlink by the time my session has begun?

A: *If you have not received your session hyperlink by the start of your scheduled session please contact your Exam Administrator (Instructor) immediately.*

Q: What should I do if I lose internet or experience an error?

A: *You will simply need to click on the link your Instructor emailed again in order to reestablish the session. If necessary, reboot your computer and then try the link again. If your outage is prolonged, or you experience an unrecoverable error, please contact your Certiport representative immediately.*

Q: How do I communicate during exam launch?

A: *The virtual session is a Windows 10 desktop and the application Notepad will be open on the desktop. Use the blank Notepad instance to communicate back and forth with the Exam Administrator. **Important: DO NOT ENTER ANY PERSONAL INFORMATION INTO THE NOTEPAD DURING YOUR TESTING SESSION. If you provide any personal information in the Notepad during your testing session, the Certiport representative will immediately terminate the exam session.***

Q: What happens if I log in before the session link is active or after it has ended?

A: *You will be met with an "Exam Session is not Active" error.*

Q: How do I change my default browser to Chrome?

Windows 10:

1. Navigate to **Settings**. You can get there from the Start menu or type it into the search field.
2. Select **System**.
3. Click **Default apps** in the left pane.
4. Click the current default browser under the "Web **browser**" heading (e.g. Edge).
5. Select the **Chrome** in the menu that pops up.

Mac OSX:

1. Launch the **Chrome** app on the Mac.
2. Look under the initial "**Settings**" section and go to the bottom.
3. Click on "Make Google **Chrome** my **default browser**"

Q: I require an ADA accommodation; can I still apply for one with Exams from Home?

A: *Yes, please contact your Exam Administrator. Certiport is committed to ensuring that those persons with the desire to certify their proficiency in the use of computers should have the opportunity to do so. Certiport is committed to providing access for all individuals with disabilities.*

Certiport and its Authorized Testing Centers require advance notification of requests for accommodations as well as a reasonable amount of time to review and implement such requests. Certiport and its CATC's are not obligated to accommodate examinees with language limitations unrelated to a documented disability (e.g., English as a second language, literacy) nor to provide unlimited time for the completion of exams that are designed to certify not only knowledge but also efficiency in the use of computers. For more information see our [ADA page](#).

