## Exams from Home - Guide Summary

This guide outlines the processes and best practices for administering Certiport Exams from Home as an Exam Administrator (Instructor). Exam Administrators will communicate with the Test Candidates to take an exam with the Compass software running in multiple virtual machines (VMs) accessed via an internet browser. The Compass software will not require any setup, download, or configuration. Exam Administrators (Instructors) that use the Self-Service model will directly manage and monitor the virtual exam sessions themselves using our Admin VM tool. A Certiport Host will also be available via a special Microsoft Teams invite in case you have any questions. Learn more about Hosting.

## Scheduling an Exam Session

To schedule your Exams from Home session, log in at www.certiport.com, change your role to a Proctor and select "Schedule Exams". For Organization Administrators and Organization Members, mouse over the "Training & Tools" tab and click the dropdown for "Schedule Exams". Review all the instructions for the calendar tool and then proceed to select a date block; your reservation is only complete when you select "Book".

- **Self-Service Exams from Home:**

    o 3-10 Test Candidates / English (ENU) exams in North America only
    o Point of contact with the Test Candidate: you, the Exam Administrator (Instructor)
    o Who administers the virtual exam sessions:  you, the Exam Administrator (Instructor)
    o Available for all Test Candidates except those with accommodations
    o Available for all programs except Autodesk Certified Professional (ACP)
    o For 1-2 Test Candidates taking ACU or ACP please schedule using the web form (Single-Service)

    **Note:** *Test Candidates with ADA accommodations cannot be scheduled through the calendar in any model (including Self-Service). Please see our ADA page to schedule an exam with an accommodation.*

## Self-Service Technical Requirements (Exam Administrator & Test Candidate)

- Laptop or Desktop with Windows 10, or Mac OSX Sierra 10.12 or higher
- Chromebooks with the most current OS – Not supported for Autodesk exams
- 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* for Test Candidates, 10Mbps* for Exam Administrators

**\*Important:** Before using the Exams from Home product, we strongly encourage all Exam Administrators and Test Candidates 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.

**Disclaimer:** WHILE IT IS VERY UNLIKELY TO OCCUR, CERTIPORT IS NOT RESPONSIBLE FOR ANY DAMAGE TO DATA, SOFTWARE, COMPUTER, TELECOMMUNICATIONS, OR OTHER EQUIPMENT (INCLUDING DAMAGE CAUSED BY VIRUS TRANSMISSION) THAT CANDIDATES MAY EXPERIENCE AS A RESULT OF USING CERTIPORT EXAMS FROM HOME.

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## Important Info

Review this page and the Test Candidate guide prior to your scheduled exam session. If Test Candidates have questions during the exam session, you will be their first point of contact; please review this information with them.
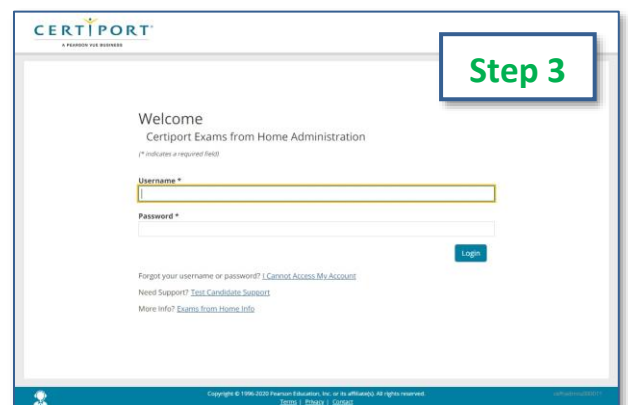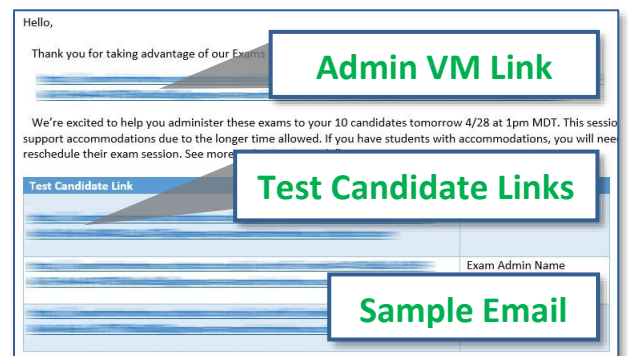
- Ensure the Test Candidate knows the program and exact certification exam names they are registered to take (e.g. Microsoft Office Specialist MOS Excel 2016). **Note:** Not all exams have version years.
- Ensure you have an exam payment method (licenses/inventory/vouchers) available for the exams requested.

**Important:** Please note that once a testing session is scheduled, any "no-shows" will be counted against exam license inventory or purchased vouchers. If you are aware of any cancellations in your session, please notify Certiport at least two business days in advance to avoid a "no-show" charge against licenses, inventory, or vouchers.

- If your Test Candidates are part of an Exam Group, ensure that "Use any associated proctor" is selected within the group and that the exam they intend to take is allowed in the group. These actions are performed when logged in at www.certiport.com. View the Exam Groups guide for detailed information.
- Test Candidates may need to expand the browser for optimal viewing. To do this have them click the three vertical buttons on the top right side of the window and click expand (see the Test Candidate page for details).
- The Test Candidates should review their applicable Exam Tutorial prior to their exam session to save session time. Test Candidates that begin their exam more than 15 minutes late may have exam time left yet still timeout of the virtual session.

## Self-Service Process

1. Prior to your scheduled session, prepare by fully reviewing this guide and then sending the Test Candidate their guide to review.
2. After your session has been confirmed, you will receive an email at **8am MT** the **business day prior** to your session (Monday session info should arrive on Friday). The email includes your Exam Administrator (Admin VM) link for you, a link for every Test Candidate session you requested, and our Hosting program invite. You must forward the individual links to the corresponding Test Candidates before the exam session can begin (again, one per Test Candidate, do not share the whole list). When the Test Candidate receives this link, they will click it to start their exam.
3. **5 minutes before** the session is scheduled to start, log in to the Admin VM link that you were emailed by simply clicking the link and entering your Certiport credentials. It is important that both you and your Test Candidates are prompt. The sessions are only active for **1 hour and 45 mins**, so Test Candidates that start later than **15 minutes** past the hour should be **rescheduled** for a later date to avoid a session timeout.



Hello,

Thank you for taking advantage of our Exams

**Admin VM Link**

We're excited to help you administer these exams to your 10 candidates tomorrow 4/28 at 1pm MDT. This sessio support accommodations due to the longer time allowed. If you have students with accommodations, you will nee reschedule their exam session. See more

Test Candidate Link

**Test Candidate Links**

Exam Admin Name

**Sample Email**



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**Step 3**

Welcome
Certiport Exams from Home Administration
(* indicates a required field)

Username *

Password *

Login

Forgot your username or password? I Cannot Access My Account
Need Support? Test Candidate Support
More info? Exams from Home Info

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4. Select your test center, then click the "**Start Machines**" button.
5. Maximize your browser window and do not adjust it during the exam session. **Important:** Changes you make to your own browser window will negatively impact the Test Candidate's view.
6. You will be taken to the main **Admin VM screen**, which will show all the individual Test Candidate sessions as separate windows (up to 10). Compass will be ready for the Test Candidates to log in.
7. The windows will be stacked in the browser and you can use the machine name **hyperlinks** to quickly navigate up and down the page.
8. Guide the Test Candidates through the login, exam selection, exam payment, and exam group selection process. Use the **Notepad** to answer questions from the Test Candidates.
9. Log in with your **Proctor** credentials and unlock the exam.
10. As you scroll through the Admin VM, **keep your mouse** from hovering over any individual desktop session as to not interrupt the Test Candidate focus (mouse control).
11. When Test Candidates finish their exam, they will **exit Compass** and **then close the browser** containing the virtual session. Test Candidates can access their score report on their own computer by opening a new web browser and logging in at www.certiport.com.
12. Once all the exam sessions are complete, **sign out** of the Exams from Home Admin VM by clicking your name in the top, right-hand corner and clicking **logout**.
13. After the results have been uploaded to Certiport you can log in to the Certiport website and run any reports as normal, but please note it may take slightly longer than normal for the results to be uploaded.

   **Note:** Please contact Support if you have any questions.

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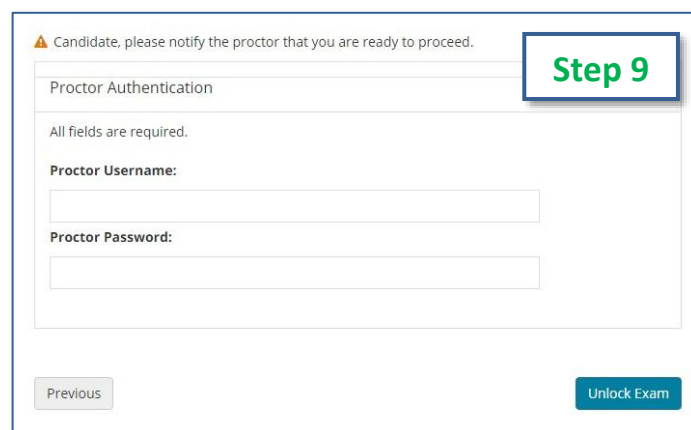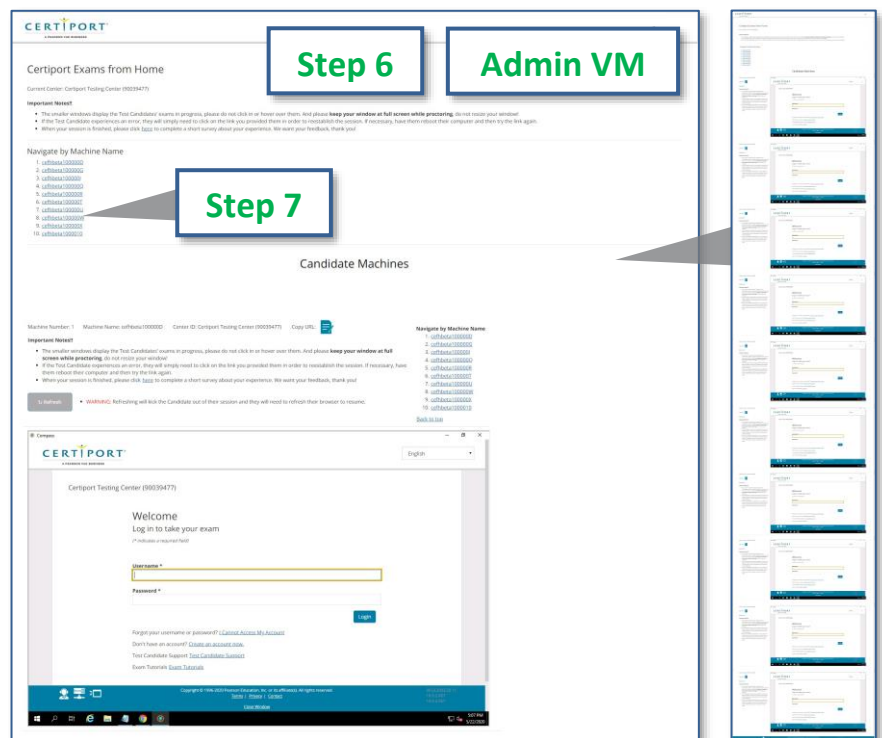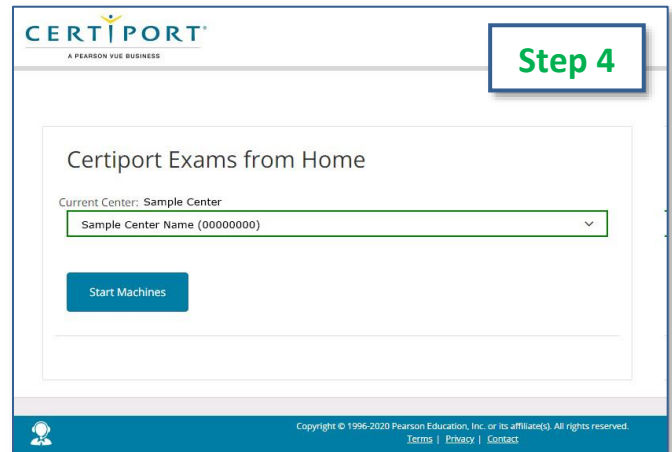
# Errors & Troubleshooting

**Q: What should I do if I accidentally refresh the Admin VM window or log out of the Admin VM after the Test Candidates have joined?**
**A:** *These actions will boot the Test Candidate from the session but will not reset their exam. Quickly click the Admin VM link, sign in, and click "Start Machines" again. Test Candidates will see their session return and be able to resume.*

**Q: What should I do if I accidentally resize the VM window?**
**A:** *If you minimized, maximized, or otherwise manually resized a window undo your actions immediately.*

**Q: What should I do if I lose internet or experience an error?**
**A:** *Similar to the Test Candidate, you will simply need to click on the Admin VM link from the spreadsheet in order to reestablish the session. If your outage is prolonged, or you experience an unrecoverable error, please contact Support.*

**Q: I'm seeing an all-white screen inside the Test Candidate's session window, what should I do?**
**A:** *Each session window in the Admin VM has a "Refresh" button next to it. Click the button to reload the session frame which should correct the issue. After you click Refresh, the Test Candidate will be presented with an "Exam Session is not Active" error, prompting them to click their own Refresh button. After the Test Candidate re-enters the session, they will enter at the exact point at which the problem occurred and will be able to resume their exam. If the issue still persists please contact Support.*
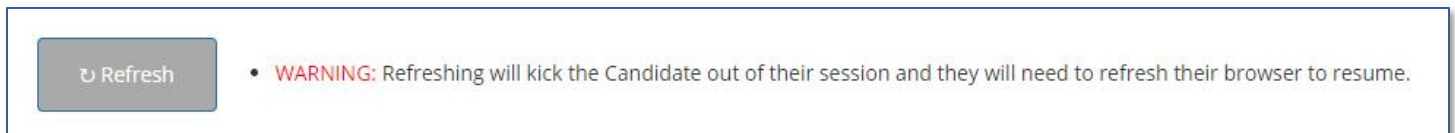


**Q: I'm seeing an all-black screen inside the Test Candidate's session window, what should I do?**
**A:** *Address all the session information messages that appear in the bottom, right-hand corner of the Test Candidate's session screen by clicking until no more appear (they appear as semi-transparent gray rectangles). Log out of the entire Admin VM as the Exam Administrator (Instructor) by clicking your name in the top right-hand corner of the screen and clicking logout. Log back in and click "Start Machines" again (the Test Candidates exams will briefly be paused during this time). If the screen is still black, try the Refresh button as described in the previous FAQ. If the issue still persists please contact Support.*

**Q: What should I do in the event of a freeze or crash?**
**A:** *If the Test Candidate's local machine freezes, they should reboot and then click the same link they were provided originally. If an element within the VM should freeze or crash (Compass, local software, etc.), contact Support. If your own Certiport device should experience a crash, then restart your computer and click the Admin VM link. If necessary, sign in, and click "Start Machines" again.*

**Q: In Autodesk (ACU/ACP), Alt+Tab is not working to switch between the exam and the application, what can I do?**
**A:** *There are different keystrokes that the Test Candidate needs to use depending on what type of computer they are taking the exam on:*

| PC | ALT+PageUp or ALT+PageDown |
|---|---|
| **Mac** | Opt+FN+ up arrow |
| **Chromebook** | Autodesk exams are **not** supported on Chromebooks |

**Q: A Test Candidate or an Exam Administrator (Instructor) keeps getting disconnected from the virtual session or the Admin VM without an error, is there anything we can try?**
**A:** *Yes. Browsers on personal computers are often loaded with third-party toolbars, extensions, and plug-ins that may adversely affect performance. Try using an "Incognito" window in your browser and see if that fixes the situation. In Chrome, you can open a new Incognito window by clicking the 3 dots in the top, right-hand corner and selecting "New incognito window" or by holding "Ctrl+Shift+N". In Microsoft Edge, the same window is called an "InPrivate" window and can be launched the same way as Chrome or by holding "Ctrl+Shift+P". On a Mac using Safari, it's called "Private Browsing" or Incognito Mode. You can open a new Private Browsing window by clicking "File" then "New Private Window" or by holding "Command+Shift+N".*

## Frequently Asked Questions

**Q: What should I do if I suspect the Test Candidate may be cheating?**
**A:** *Contact the Certiport representative immediately.*

**Q: What should the Test Candidate do if they lose internet or experience an error?**
**A:** *The Test Candidate will simply need to click on the link you provided them in order to reestablish the session. If necessary, have them reboot their computer and then try the link again. If their outage is prolonged, or you experience an unrecoverable error, please contact your Certiport representative immediately.*

**Q: How does the Test Candidate communicate with the Exam Administrator (Instructor) during exam launch?**
**A:** *The virtual session is a Windows 10 desktop and the application "Notepad" will be open on the desktop. A Test Candidate will utilize the blank Notepad instance to communicate back and forth with the Exam Administrator.*

**Q: What if I have not received my session hyperlink by the time our scheduled session has begun?**
**A:** *We will be sending out the links prior to the exam session. If you have not received your link within an hour of when your session is set to begin, please contact your Certiport representative or see our* Support *page.*

**Q: What happens if the Test Candidate logs in before the session link is active or after it has ended?**
**A:** *They will be met with an "Exam Session is not Active" error.*

**Exam Session is not Active.**

The session link you are attempting to access is not active.

*Please contact your exam administrator if you are seeing this in error.*

**Q: What happens if the Exam Administrator logs into the Admin VM outside the session time?**
**A:** *They will be met with an all-black screen and an "Invalid Symlink" error.*

**Q: The Test Candidate requires an ADA accommodation; can I still apply for one with Exams from Home?**
**A:** *Yes, Exams from Home supports* [accommodations](#)*. 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 on see our* [ADA page](#)*.*