

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 Candidate to take an exam with the Compass software running in a virtual machine (VM), accessed via an internet browser. The Compass software will not require any setup, download, or configuration. Exam Administrators (Instructors) that schedule a Single-Service Exams from Home session will work with a Certiport representative that will manage and monitor the virtual exam sessions.

Scheduling an Exam Session

Single-Service is used to schedule a sole Test Candidate using the calendar tool. Log in to the Certiport website as a [Proctor](#) or an [Organization Administrator](#). For Proctors, click the “**Schedule Exams**” tab. For Org Admins, mouse over the Training & Tools tab and click on the dropdown for “**Schedule Exams**”. Read the directions on the Calendar page and scroll down to see the time blocks under the **Single Service** section. This scheduling is **not** used for Autodesk exams or for Test Candidates with accommodations. See the [Autodesk page](#) or the [ADA accommodations page](#).

- **Single-Service Exams from Home:**
 - 1 Test Candidate only / English (ENU) exams in North America only
 - Point of contact with the Test Candidate: you, the Exam Administrator (Instructor)
 - Who administers the virtual exam sessions: Certiport Monitors
 - **Not** available for Test Candidates with accommodations
 - Available for [all](#) programs **except** Autodesk

Single-Service Technical Requirements (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*

***Important:** Before using the Exams from Home product, we strongly encourage all 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.

Important Info

Review this guide 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.

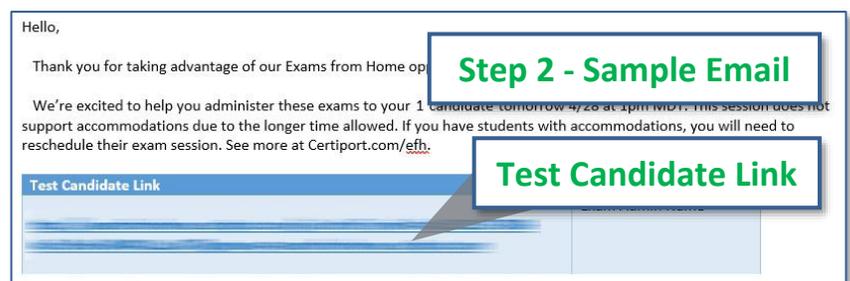
- Ensure the Test Candidate knows the program and exact exam names they are registered to take (e.g. Microsoft Office Specialist MOS Excel 2016).
- Ensure you have an exam payment method (licenses/inventory/vouchers) [available](#) for the exams requested.

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.](#)

- Check your general test readiness by reviewing the [Top 10 Checks page](#) for your testing center.
- 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.
- Have the Test Candidate review their [exam tutorial](#) outside the session window.
- 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 guide](#) for details).

Single-Service Process

1. Prior to your scheduled session, please prepare by fully **reviewing** this guide and then sending the Test Candidate [their guide](#) to review. If you have questions please see our [Support](#) page.
2. After your exam session has been scheduled and confirmed, we will send you an email that includes a link for the Test Candidate session you requested. For the Single-Service model, this should arrive around **24 hours prior** to your scheduled exam session.
3. You must **forward** the individual link to the Test Candidate before the exam session can begin. When the Test Candidate receives this link, they will click on it at their scheduled session time to start their exams as indicated in the [Test Candidate guide](#).
4. When the session is scheduled to start, **check your inbox** often to address any questions that may arise. It is important that both you and your Test Candidates are prompt. The sessions are only active for a limited time, so Test Candidates that start the session late may not be able to finish.
5. **Do not click** on the Test Candidate's link at any time. This could take mouse focus (control) away from them - or from the Certiport monitor - and disrupt the session.
6. The **Certiport Monitor** will be managing the virtual session and guiding them through the exam launch.
7. Once the exam session is complete, they may **leave the virtual session** by simply closing the browser window. Test Candidates can access their score report on their own computer after the session has concluded by logging in at www.certiport.com.



8. After the results have been uploaded to Certiport, you can sign 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.

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: 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: How does the Test Candidate communicate with Certiport 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 Certiport representative.

Important: TEST CANDIDATES SHOULD NOT ENTER ANY PERSONAL INFORMATION INTO THE NOTEPAD DURING THEIR TESTING SESSION. Should a candidate provide personal information in the notepad during a testing session, the Certiport representative will immediately terminate the exam session.

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.

Q: The Test Candidate requires an ADA accommodation; can I still apply for one with Exams from Home?

A: Yes, the Single-Service model outlined in this guide is the only solution that supports accommodations at this time.

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. For more information see our [ADA page](#).

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.