

A woman with dark hair is looking down at a laptop screen. The background is a blurred library or bookstore with bookshelves. The entire image has a blue tint.

CCI Learning[™] Academy

Introduction to **Remote** Certification Exams
For Microsoft Office

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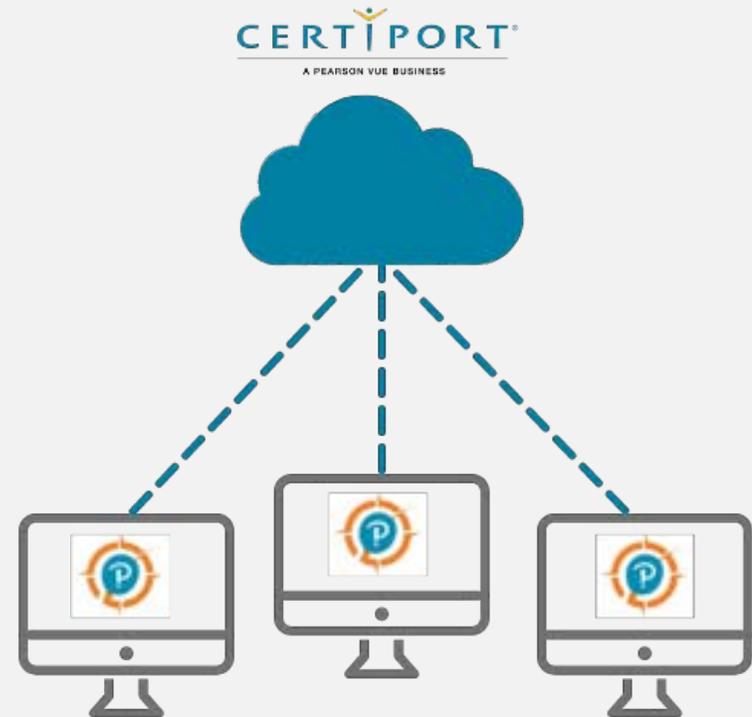
What is a remote certification lab?

What is a remote certification lab?

Exams from Home is a solution that delivers our traditional Compass software in a virtual environment.

It does not require the Exam Administrator or Test Candidate to download any software, including any locally installed software required for Live-in-the-Application exams.

Watch the video for more information.



Creating my personal Certiport account

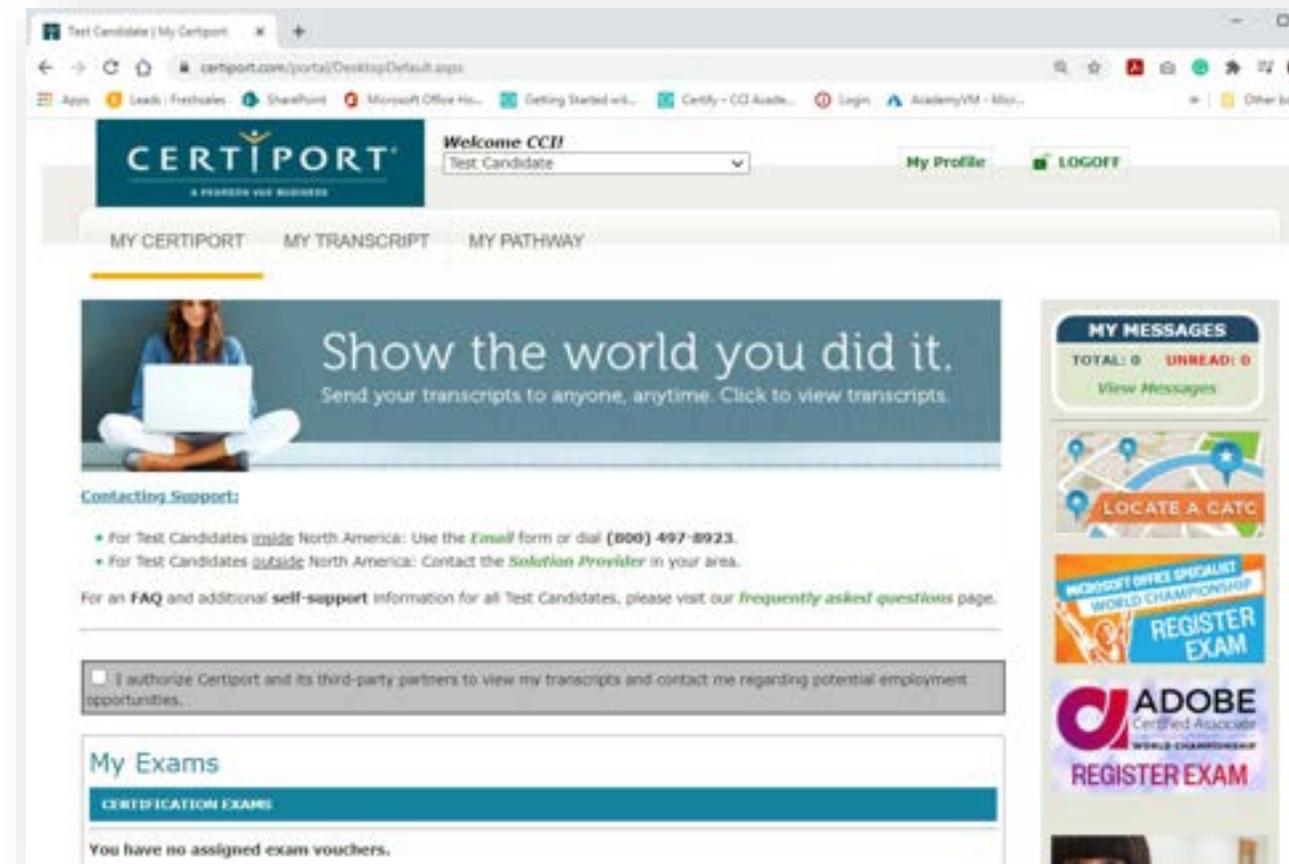
Create your Certiport Account

You need this account PRIOR to taking a certification exam

1. Go to the [Certiport](https://www.certiport.com) website



2. Click on the Register button under New Users



Key points for filling out your profile

1. Use your name as it appears on your driver's license (for future ID).
2. We recommend to use your email address as a username. It is easy to remember and unique to you.
3. Select the [guide](#), to see step by step instructions.

QRG – TEST CANDIDATE REGISTRATION

Guide Summary

This Quick Reference Guide covers the process of registering a new Profile with Certiport, registering with each desired exam sponsor, and accepting the Non-Disclosure Agreement (NDA) for each sponsor.

Registering a New Profile

1. To begin, navigate to the Certiport website at www.certiport.com.



2. Next, click on the blue "Login/Register" link in the top right corner of the page.



3. In the New Users section click on the "Register" button.



4. Complete all required fields on the first page of the User Registration Pathway - the "Welcome" page.



The Welcome Page asks for the following information:

- **Preferred Language.** The item selected here will cause any pages within our website that have translations to appear in the language chosen. Please note that not all pages have been localized, and that the default language displayed if the translation does not exist will be English.
 - **Country of Residence**
 - **Certiport Privacy Statement**
 - **CAPTCHA Security Verification**
5. Next, complete the "Account Setup" page.



The Account Setup page is where you will enter your Name and Age, create your Username and Password, and select the Security Questions to be used for potential Account Recovery.

Note: The credentials entered here will be used not only to access your account, transcripts, and tools within the website, but will also be used to begin all Certiport-based certification exams and practice tests within the Compass or Mac Launcher exam delivery systems.

6. The next step in the User Registration Pathway is to complete the "Personal Information" page.



On the Personal Information page you will enter your contact E-mail Address, your Mailing Address, and specify any optional information such as Phone Number, Student ID, and Alternate Mailing Address.

7. Next, complete the "Profile" (demographic) page.



When you click "Submit" on the Profile page your account will be created and you will be sent an e-mail confirmation with your Username.

8. Complete the "Purpose" page.



Checking my technical requirements

Now check the technical requirements

Please double check!

- Laptop or Desktop with Windows 10 or Mac OSX Sierra 10.12 or higher
 - The language of the OS on your computer must match the exam language you are scheduled to take in Exams from Home
- Chromebooks with the most current OS - Not supported for Autodesk Certified Professional (ACP) exams
- Keyboard and mouse
- Recommended minimum screen resolution of 1280 x 800
- You will need the ability to download and execute a program file from your browser (see the user guide for info on managed Chromebook devices)
- The preferred internet browser is Chrome. Internet Explorer, Edge, and Safari are also acceptable
- A bandwidth download speed of at least 10Mbps*

[Certiport User Guide](#)

Prepping my device
(troubleshooting too)

EFH OnDemand Troubleshooting

The online exams need access to your device. Some programs and settings prevent this from happening and prevent you from accessing your exam. Here are some basic ways to set up your device for success. This is not an exhaustive list as every device is different. Your device settings are not supported by Certipoint, so it is up to you to find a device that will work with EFH OnDemand.

1. **Shut down any Virtual Private Networks (VPNs)** or Virtual Machines (such as Parallels, VMWare, VirtualBox, Linux-WNE, etc)
2. **Shut down firewalls**
3. **Disable any third-party anti-virus software.**
 - Most Macs do not need third-party anti-virus software so unless you know you've installed it, you probably are only using Mac's internal software.
4. **Disable multiple monitors**
 - To Disconnect additional Monitors on a Windows computer
 - On your keyboard, press the Windows Key and the P Key at the same time and select PC Screen only
 - Or unplug the additional displays
 - To Disconnect additional monitors on a Mac computer
 - Unplug the additional displays
6. **Temporarily turn off Chrome Extensions**
 1. Open **Chrome**
 2. Select the
 3. Click **More Tools**
 4. Select **Extensions**
 5. Turn off the extensions you want to disable (probably all of them, and you can restart them the same way after your exam)
5. **Make sure your preferred web browser is set to Chrome**
 - First download Chrome browser if you don't have it already.
 - Download from here:
https://www.google.com/intl/en_ca/chrome/
 - On a Mac computer – using macOS Ventura
 - From the Apple menu (apple icon) in the corner of screen, choose System Settings
 - Click Desktop & Dock in the sidebar.
 - Scroll down and choose a web browser from the “Default web browser” menu on the right
 - On earlier versions of MacOS
 - From the Apple menu in the corner of your screen, choose System Preferences.
 - Click General.
 - Choose a web browser from the “Default web browser” menu.

Exam Day Checklist

Exam Day Checklist



1. I have my Certiport Username and Password ready to type out
 - a) Your Certiport account will log you into the Compass software. To double check, try logging into [Certiport.com](https://www.certiport.com).
2. I have my student ID ready to show the camera
3. My personal device (laptop or computer) is prepped
4. I have the video meeting link for my exam

Logging into my certification exam

Exam day!

1. Your proctor will provide you with a **video meeting** invite for exam time. Please join.



Teams, Zoom, Google Meet, or Webex



Zoom Student Guide

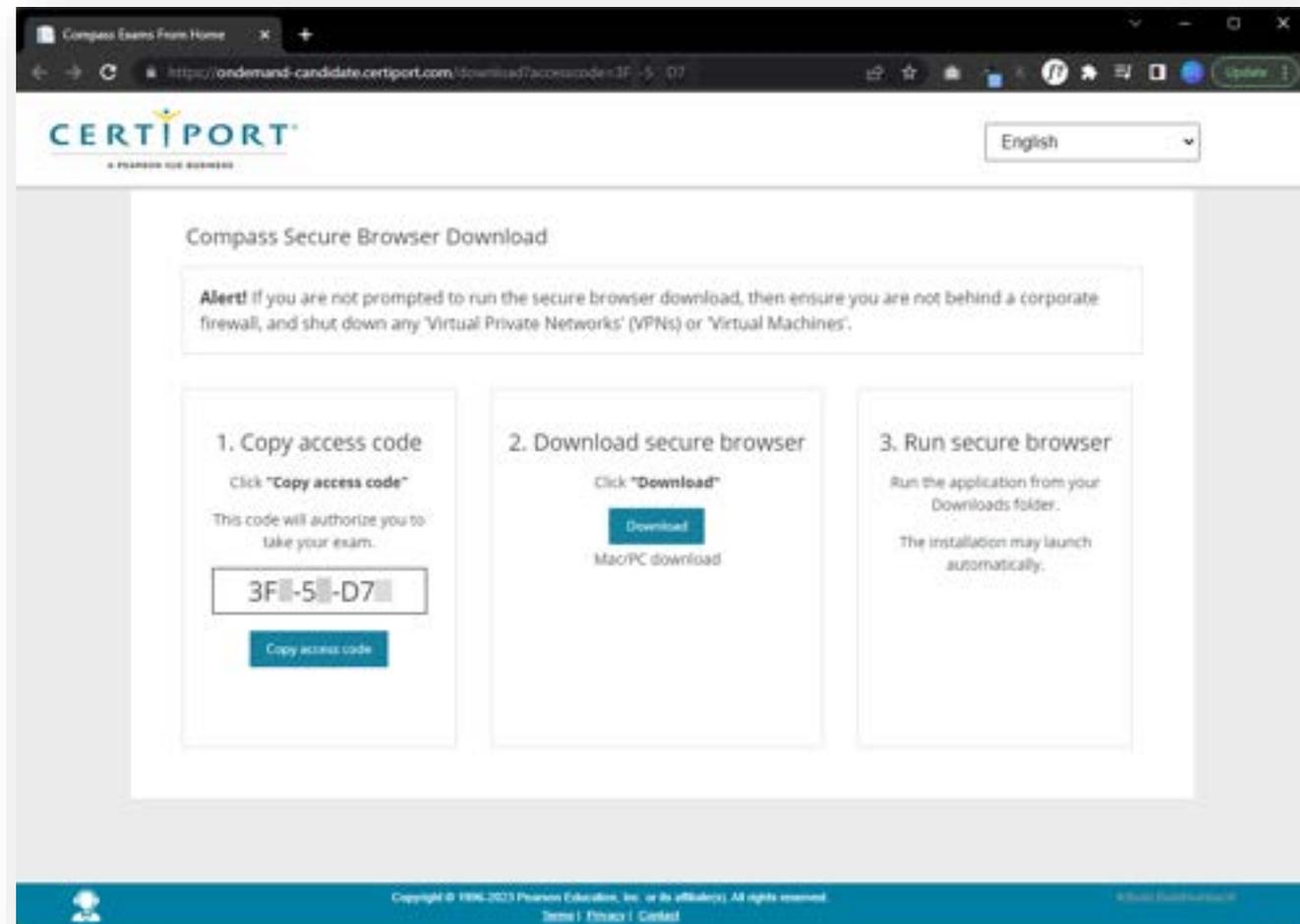
Exam day!

3. When you enter the video meeting, you will be asked to provide your **Driver's License** or Government issued ID for verification.
4. Then, you will be moved into a “**breakout room**” where you will wait till proctor arrives.



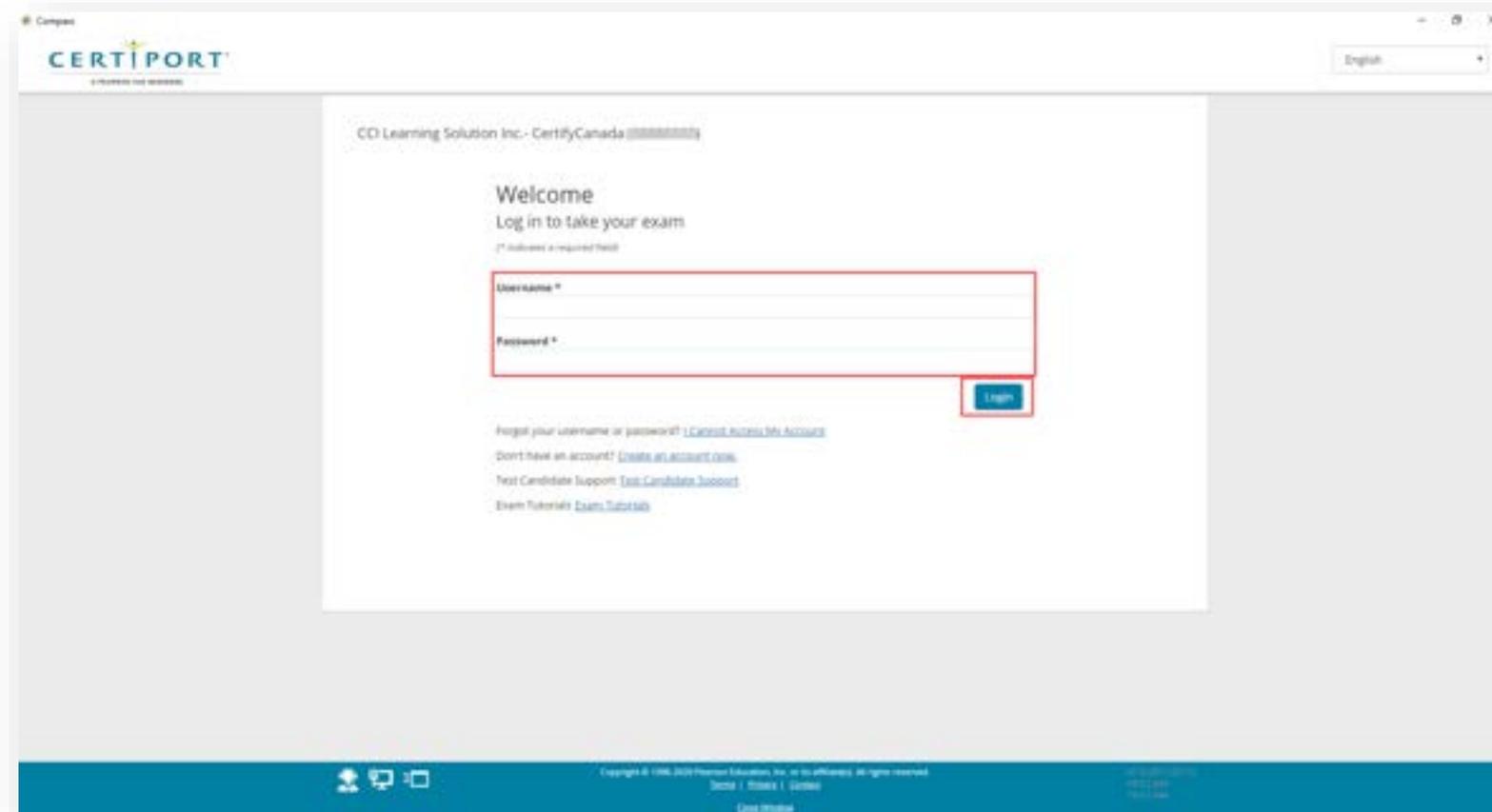
Download the Secure Browser

1. Next, the proctor will provide you your **unique exam link** by privately messaging you. When directed, you will click on your exam link
2. Click on your **exam link**
3. This will open a new browser tab with a Compass Secure Browser Download page
4. Click on the Copy Access Code button
5. Then click on the Download button
6. Now a file will be downloaded, click on that file and say YES to run.
7. Once it is running, it lock down your browser and take you to the Compass login page.



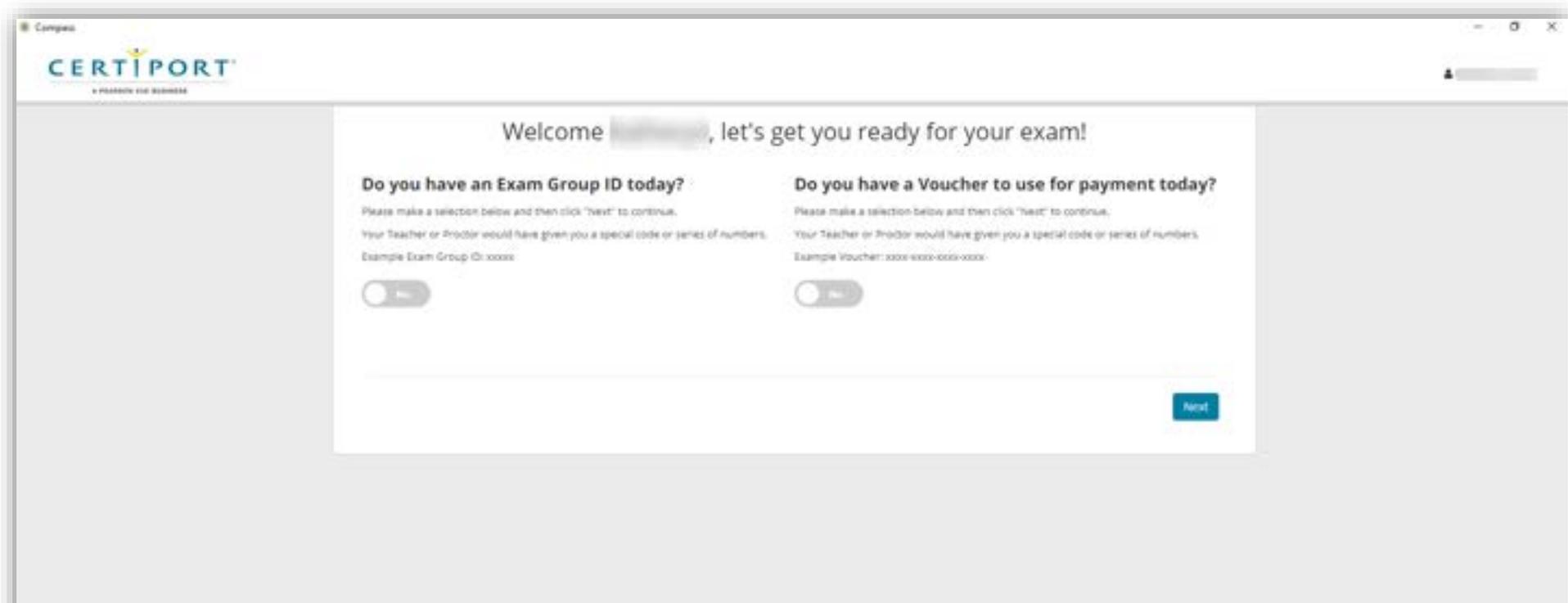
Exam Start!

1. Using your Certiport username and password, please log into Compass software.



After logging in you will see...

1. If your instructor has provided you with an exam group #
 - a) Toggle the button to **Yes** for an Exam Group (Enter in exam group ID if provided by your instructor)
2. Select **No** to Voucher
3. Click **Next**



The screenshot shows a web browser window with the CERTIPORT logo at the top left. The main content area displays a welcome message: "Welcome [redacted], let's get you ready for your exam!". Below this, there are two columns of text, each with a toggle switch. The first column asks "Do you have an Exam Group ID today?" and the second asks "Do you have a Voucher to use for payment today?". Both toggle switches are currently in the "No" position. At the bottom right of the form, there is a blue "Next" button.

CERTIPORT
A PLATFORM FOR BUSINESS

Welcome [redacted], let's get you ready for your exam!

Do you have an Exam Group ID today?
Please make a selection below and then click "next" to continue.
Your Teacher or Proctor would have given you a special code or series of numbers.
Example Exam Group ID: xxxxx

Yes No

Do you have a Voucher to use for payment today?
Please make a selection below and then click "next" to continue.
Your Teacher or Proctor would have given you a special code or series of numbers.
Example Voucher: xxxxx-xxxx-xxxx-xxxx

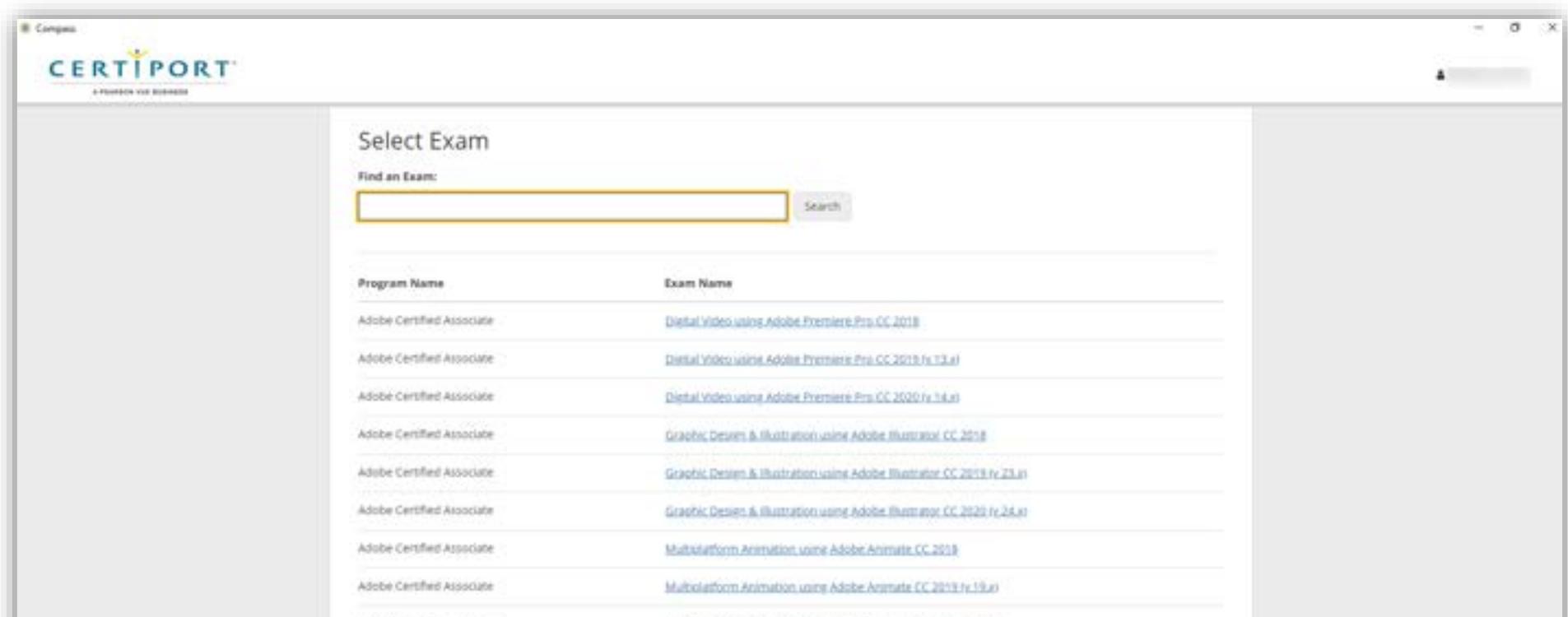
Yes No

Next

Select your exam...

Please note that this screen will only appear if you do NOT have an exam group #.

1. In the search field type in **Word**
2. Click on the blue hyperlinked title of your exam, e.g., **Microsoft Word (Office 2019 or Office 365)** exam



Accept the Non-Disclosure Agreement

1. If you have not filled out the Microsoft Agreement, you will need to do that here (you will be prompted)
2. Click **Yes, I accept**
3. Click **Next**



The screenshot shows a web browser window with the Certiport logo at the top left. The main heading is "Non-Disclosure and EULA Agreement". Below this is a scrollable box containing the "Non-Disclosure Agreement" text, which includes the date "Updated: July 2020" and the title "MICROSOFT CERTIFICATION EXAM AGREEMENT". The text instructs the user to read the agreement carefully and click "YES" to accept. Below the scrollable box, there is a red box around the text "To take any exam you must accept this Non-Disclosure and EULA Agreement." and two radio button options: "Yes, I accept" (which is selected) and "No, I don't accept". At the bottom of the page, there are two buttons: "Previous" and "Next", with the "Next" button highlighted by a red box.

The proctor will unlock your exam

Proctor controls your mouse and enters info to unlock the exam

1. On the next screen, the proctor username and password. This means the proctor will be taking over your mouse and entering in the credentials.
2. The proctor controls your screen for the prechecks.
3. Once the exam is unlocked you will be able to read through the tutorial instructions. You will have 5 minutes. The Exam Tutorial instructions are included in this email.
4. When ready click start exam.

CERTIPORT
A Pearson VUE Business

Verify & Unlock Exam

Candidate, please verify that the following information is correct.

Candidate & Exam Information

Name	Exam details	Test center	Payment type
	MTO 200 Microsoft Excel (Excel and Excel 2016) - Daniel exam	CCI Learning Solution Inc. - CERTYCanada	Inventory / Site License

Language: English

Accommodations: None

Duration: 00:50:00

Exam Group: None

⚠ Candidate, please notify the proctor that you are ready to proceed.

Proctor Authentication

All tests are required.

Proctor Username:

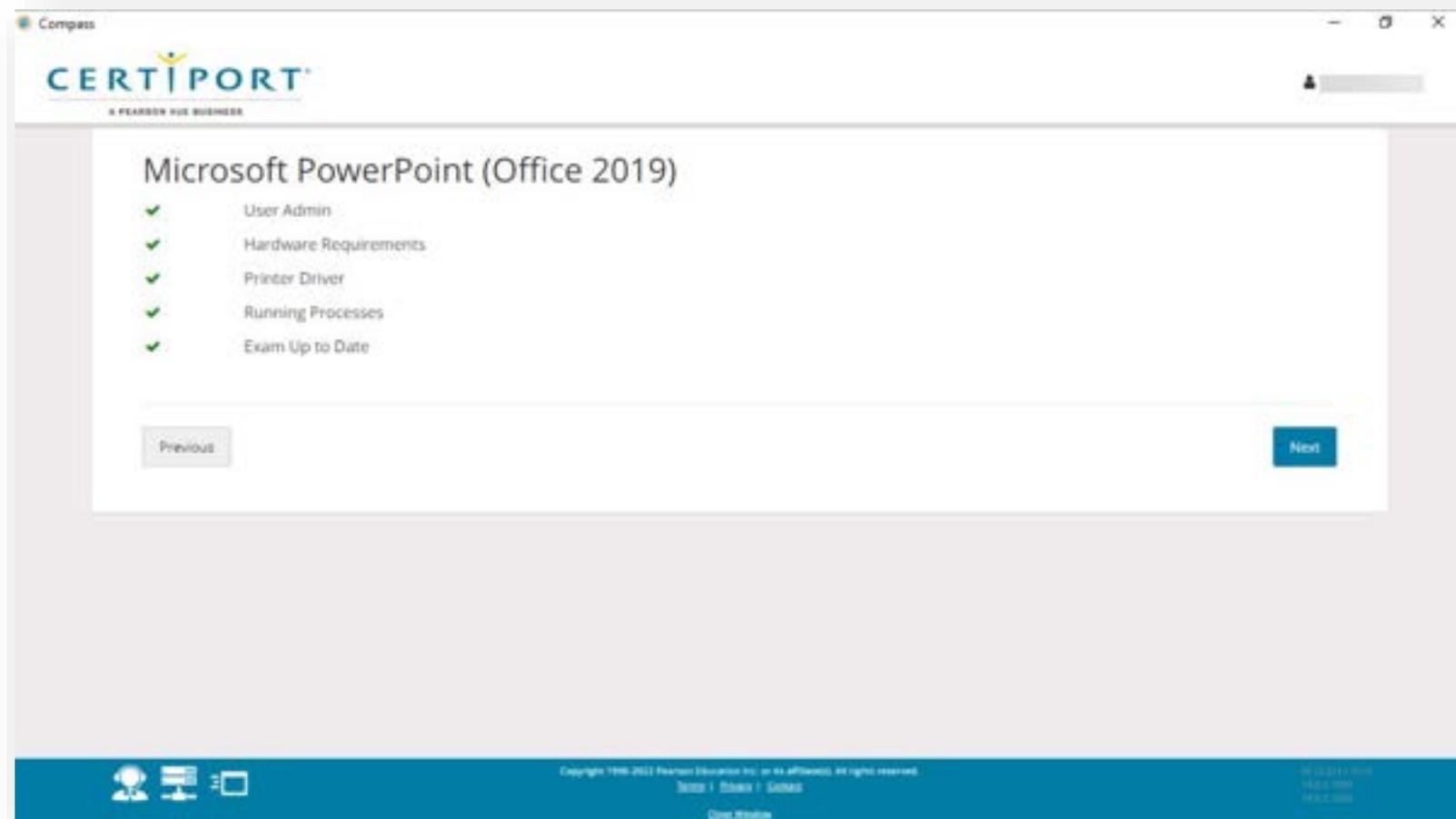
Proctor Password:

Copyright © 1994-2014 Pearson Education, Inc. or its affiliates. All rights reserved.
Site | Home | Contact

Log Out

Compass will do a system check

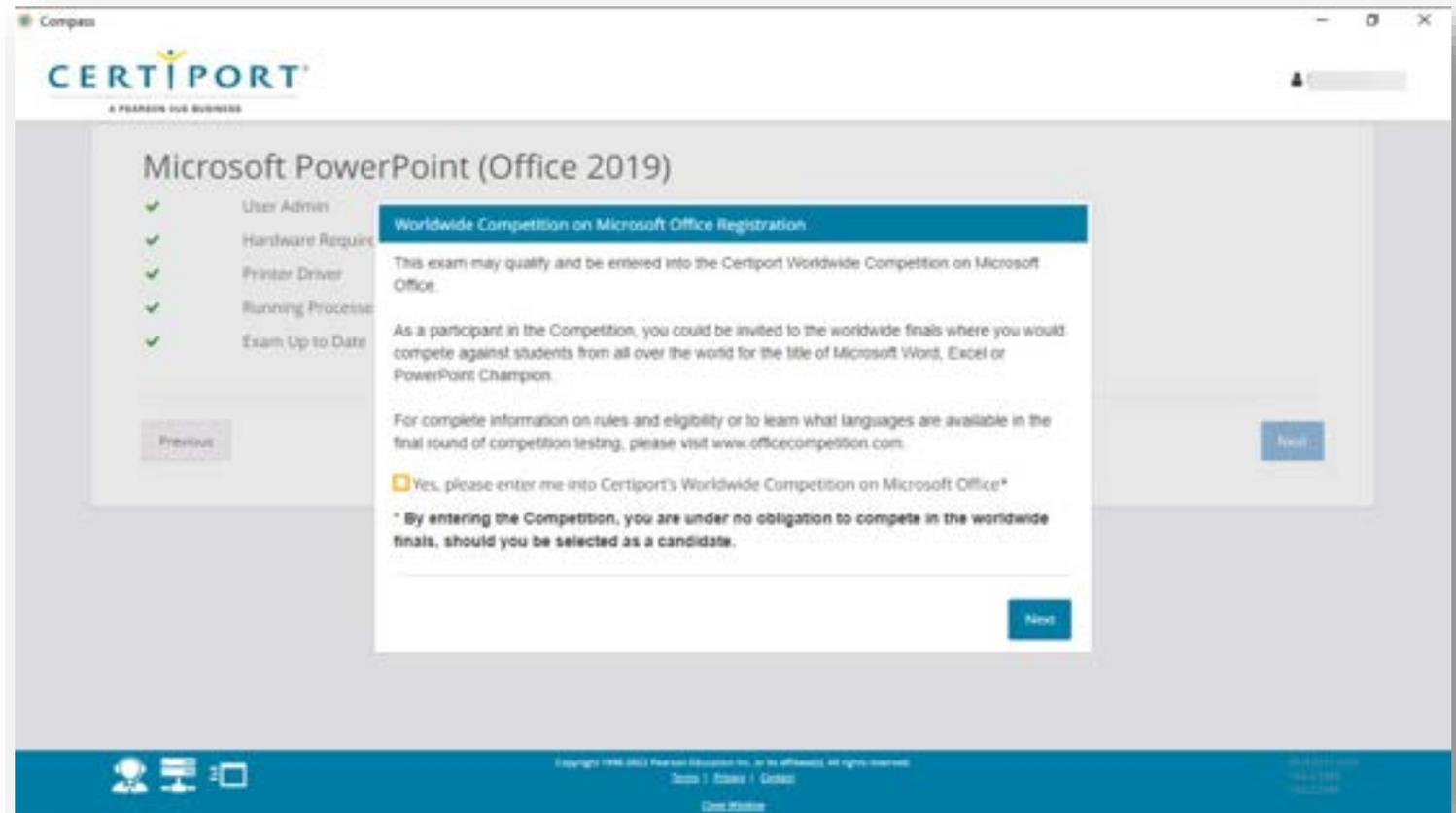
- Click Next



Under the age of 22?

Want to compete in the GLOBAL Microsoft Competition? You must select the checkbox to enter. Candidates who have high scores and fast completion times, will be selected for the Canadian Nationals. Those who win at the Nationals will be entered to compete in the Global competition. To learn more, visit: <https://www.moschampionship.com/>

- Select the checkbox
- Click Next



Exam Tutorial Instructions

You will now see the instructions for the exam

The exam will load. You will have a timed 5 minutes to read through your instructions. If you would like to read them ahead of time, click [HERE](#)



Exam Interface

Video Link: Testing Interface

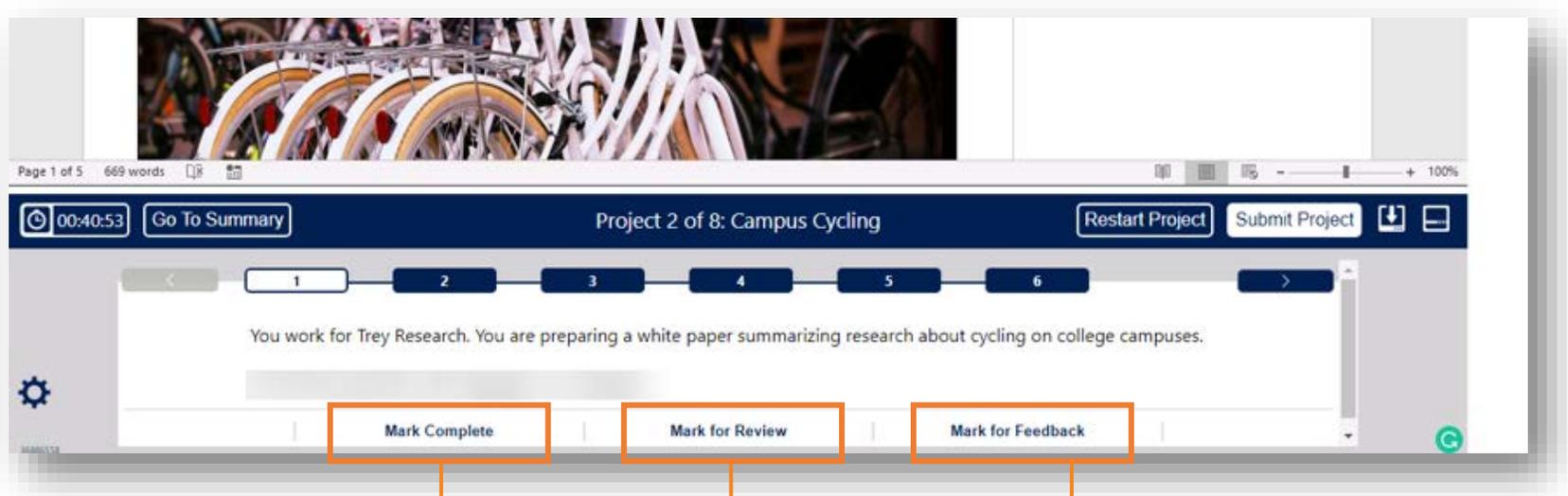
Watch the video by clicking on this link: vimeo.com/504832659



Reviewing your Questions

Reviewing your questions

As you will see there are some key features to help you navigate through the test.



Mark Complete:

After reviewing your answers, the system will allow you 10 minutes to leave comments. Each question you select to leave a comment the system will take you back to that question where you can put comments in a text box. When finished commenting please DESELECT the comment box. Feel free to give your honest opinion. The more feedback we get, the better we can improve the questioning language.

Mark for Review

Each question provides the option to go back and review the questions that have been marked. After reviewing the question, be sure to DESELECT the review button at the top otherwise the system will keep bringing you back to the question to review it.

Mark for Feedback:

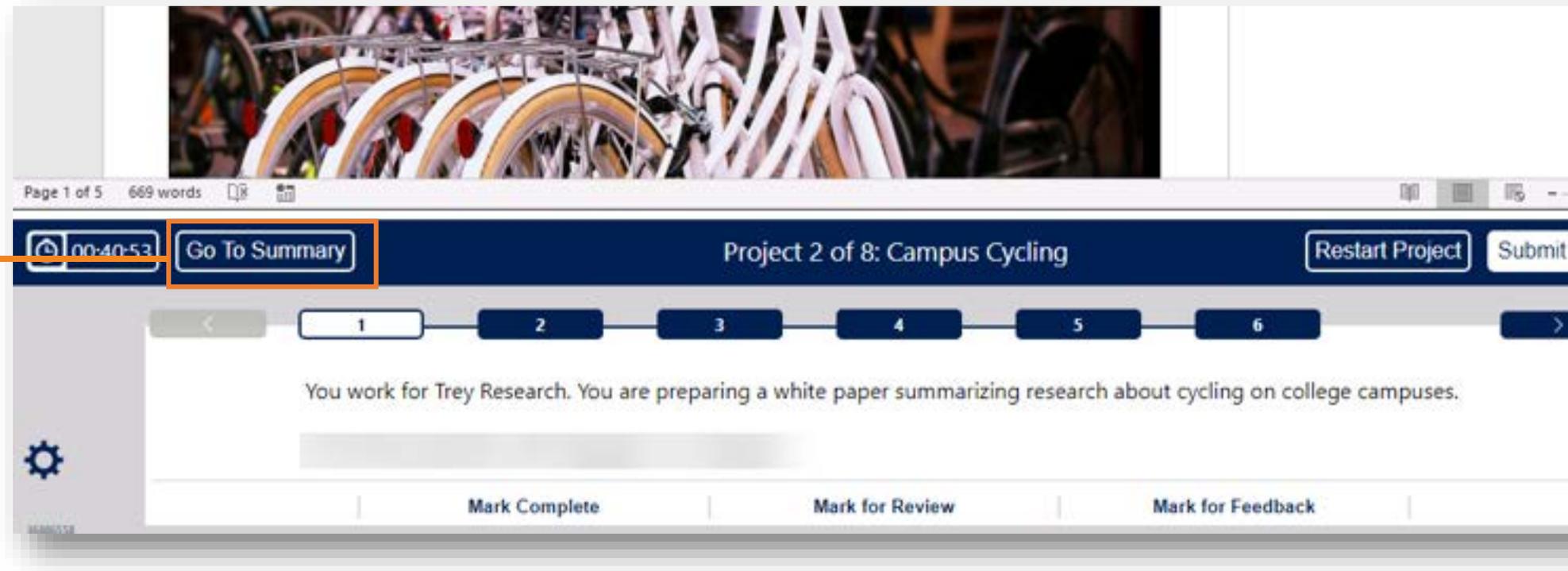
After reviewing your answers, the system will allow you 10 minutes to leave feedback comments. Each question selected will take you back to that same question where you can put comments in a text box. When finished commenting please DESELECT the comment box. Feel free to give your honest opinion.

Go to Summary

The Go To Summary button will take you the Summary page of all the questions. See next slide for image.

Go To Summary

After clicking this button, you will be told that the system will save your work. Hit OK



The screenshot displays a web-based interface for a project titled "Project 2 of 8: Campus Cycling". At the top, there is a header bar with a timer showing "00:40:53" and a "Go To Summary" button highlighted with an orange border. To the right of the timer are "Restart Project" and "Submit" buttons. Below the header is a progress bar with six numbered steps (1-6), where step 1 is currently selected. The main content area shows the text: "You work for Trey Research. You are preparing a white paper summarizing research about cycling on college campuses." At the bottom, there are three buttons: "Mark Complete", "Mark for Review", and "Mark for Feedback". A gear icon is visible in the bottom left corner.

Questions Summary

Any questions that you've marked for review will appear with an orange square.
Any questions that you've marked for commenting will appear with a blue square.
You can click on directly on the question. It will take you directly to that question in that project.

The screenshot shows the 'Exam Summary' interface. At the top left, there is a timer icon and '00:23:16'. The title 'Exam Summary' is at the top right. Below the title, there are instructions: 'To return to a specific task, select the task. To return to projects that contain tasks Marked Complete, Marked for Review, or Marked for Feedback, select the column heading. Select **Finish Exam** to exit the exam. Select **Display Score Report** to exit Feedback Mode.'

Project Number-Task Number	Marked Complete	Marked for Review	Marked for Feedback
1-1: You are [redacted]			
1-2: Set up the slide [redacted]			
1-3: Remove [redacted]			
1-4: On slide 4, [redacted]			
1-5: On slide 5, [redacted]			
1-6: On slide 1, [redacted]			
2-1: You are preparing a presentation for prospective students of the Schoo...			
2-2: Configure [redacted]			
2-3: At the end of the presentation, insert [redacted]		✓	
2-4: On the "Who We Are" slide, apply [redacted]		✓	
2-5: On the "Get Involved" slide, insert [redacted]			
2-6: On the "Admission Information" slide, configure [redacted]			
3-1: You are completing a presentation about Adventure Works Cycles.On slid...			
3-2: On slide 8, format [redacted]			

At the bottom right, there is a 'Finish Exam' button. A gear icon is visible at the bottom left.

Important: Finish your EXAM

You must click Finish Exam to submit your exam for grading. If you don't, all your work will be lost.

1. Click Finish Exam



The screenshot shows an 'Exam Summary' window with a timer at 00:23:16. It contains instructions and a table of tasks. An orange arrow points from the text '1. Click Finish Exam' to the 'Finish Exam' button in the bottom right corner of the window.

To return to a specific task, select the task.
To return to projects that contain tasks Marked Complete, Marked for Review, or Marked for Feedback, select the column heading.
Select **Finish Exam** to exit the exam. Select **Display Score Report** to exit Feedback Mode.

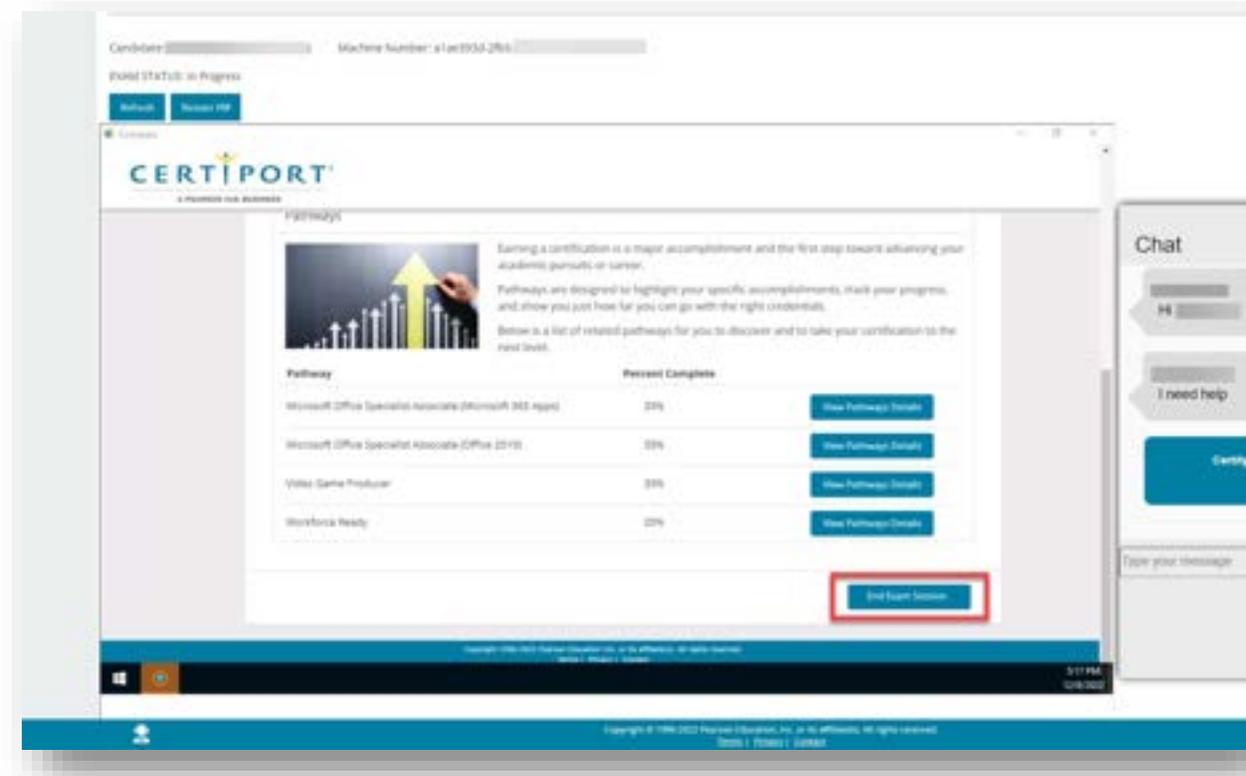
Project Number–Task Number	Marked Complete	Marked for Review	Marked for Feedback
1-1: You are			
1-2: Set up the slide			
1-3: Remove			
1-4: On slide 4,			
1-5: On slide 5,			
1-6: On slide 1,			
2-1: You are preparing a presentation for prospective students of the Schoo...			
2-2: Configure			
2-3: At the end of the presentation, insert	✓		
2-4: On the "Who We Are" slide, apply	✓		
2-5: On the "Get Involved" slide, insert			
2-6: On the "Admission Information" slide, configure			
3-1: You are completing a presentation about Adventure Works Cycles.On slid...			
3-2: On slide 8, format			

Finish Exam

Submitting your exam &
Seeing your results

YOU MUST SEE YOUR RESULTS

- You will see this page after submitting your exam.
- Your test results show up beside the score report.
- You can click on See Score Report to see the breakdown of categories.
- Once you are finished your exam, let your proctor know!
- Note, that you can not download your exam results from here. You need to go to Certiport website (see slide 37)



Sample Exam Score Report

You will see your test results immediately after the exam. Once you are finished your exam, let your proctor know!

Reminder:

You can **not** download your exam results from here.

You need to go to Certiport website (see slide 37)

Microsoft

EXAM SCORE REPORT

CANDIDATE	EXAM
[REDACTED]	Microsoft Word (Office 2016)
[REDACTED]	Exam reference #: [REDACTED]
[REDACTED]	Date: December 31, 2018
[REDACTED]	ID: [REDACTED]

RESULTS	100	200	300	400	500	600	700	800	900	1000
Required Score										
Your Score										

SECTION ANALYSIS	FINAL SCORE
Create and Manage Documents	60%
Format Text and Paragraphs and Sections	44%
Create Tables and Lists	86%
Create and Manage References	100%
Insert and Format Graphic Elements	57%

FINAL SCORE	
Required Score	700
Your Score	700

OUTCOME	
Pass	✓

Post Exam

Seeing your results in your
Certiport account

Viewing your results and transcripts

You view your results and transcript from your personal Certiport account

Post Exam - re-printing your score report

1. Log into your [Certiport](#) account.
2. Under your name at the top of the screen, make sure you have selected the role "Test Candidate"
3. Click on the "My Transcript" tab
4. Scroll down to the exam. Next to it you will find a button with "Score Report". Click the button.
5. You will see the report and at the top you will see a printer icon. You can print from here.

The screenshot shows the Certiport user interface. At the top, there is a navigation bar with the Certiport logo, a welcome message, a dropdown menu for the user's name (set to 'Test Candidate'), and links for 'My Profile' and 'LOGOFF'. Below this is a secondary navigation bar with tabs for 'MY CERTIPOINT', 'MY TRANSCRIPT' (which is highlighted with a red box), and 'MY PATHWAY'. The main content area is titled 'My Transcript' and includes instructions on view options: 'Authorized View' and 'Personal View'. The 'View mode' is set to 'Personal View', and there is a checkbox for 'Show only passed exams'. The main heading is 'Authenticated Digital Transcript of Certifications' dated 'June 4, 2021'. Below this, there is a table of certifications and exams. The table has columns for 'Certifications', 'Exams', 'Status', and 'Date'. The 'Certifications' section lists 'Microsoft Office PowerPoint® 2016' and 'Microsoft Office Word 2016', with 'PDF' buttons next to them (highlighted with a red box). The 'Exams' section lists 'Microsoft PowerPoint (Office 2016)' with a status of 'Passed' and a date of '12/16/2019'. A 'Score Report' button is highlighted with a red box next to this exam entry. At the bottom left, the Microsoft logo is visible.

MICROSOFT OFFICE SPECIALIST			
Certifications			
Microsoft Office PowerPoint® 2016	PDF		Order Official Certificate
Microsoft Office Word 2016	PDF		Order Official Certificate
Exams			
Microsoft PowerPoint (Office 2016)	Passed	12/16/2019	Score Report
Administered by:			
Language: English			

SHARE on LinkedIn!

Download your digital badge

Share your badge!

You earned this, be proud and share!

You will receive a Certiport email with login instructions for creating an account with Credly.

You can go directly to [Credly.com](https://www.credly.com) and create your account using the **SAME email** you used for your Certiport account.

For more information on sharing your badge, visit: support.credly.com

