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Compass overview

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# Compass user guide

## Certiport exam delivery system (Windows)



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# Overview

Compass® is Certiport’s exclusive exam delivery system that provides a state-of-the-art experience to test candidates through a secure browser. The Compass software delivers a simple and easy way to launch a Certiport certification exam in multiple languages using local software licenses. Compass’s light-weight technology reduces the size and number of downloads and provides a simple, user-friendly interface, while continuing to access the same Certiport tools and services currently available in the Certiport Portal.



This document explains how Administrators download and install Compass onto candidate workstations prior to a testing event. It also explains how candidates sign up for exams and select the payment type. Proctors then authorize the exams to start, and candidates begin and complete their exams.

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# Technical requirements



The Exam delivery workstation must meet the minimum requirements to deliver an exam. See the [Compass Technical Requirements](#) on the Certiport website for details.

 <b>Warning</b>	<p><b>**On January 14, 2020, Certiport discontinued support for Certiport software installed on Windows 7 operating systems.</b></p> <p>All existing sites must upgrade to <b>Windows 10 OS</b> for all test center equipment prior to January 2020. Starting <b>January 1, 2019</b>, all new test centers are required to install on Windows 10 OS.</p>
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## Microsoft Office shared license



If your Certiport Authorized Testing Center (CATC) employs a shared license model for the Microsoft Office software (required to be locally installed on the testing workstation when administering MOS [Live-in-the-Application](#) exams), please see the [section](#) in this document under the exam launch pathway.

## Administrator rights



Local Windows Administrator rights are required to [install](#) Compass, configure the [settings](#), and administer local exams.

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## Download & Install Compass

[Download the installer](#)

[Install Compass](#)

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# Download & Install Compass

This section of the document describes how to download the installer from the Certiport website and how to install the Compass application on the exam delivery workstations.

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## Download & Install Compass

### Download the installer

Install Compass

# Download the installer



The **Organization Administrator** or **Organization Member** (associated to an authorized testing center) must download the **Compass** installer.

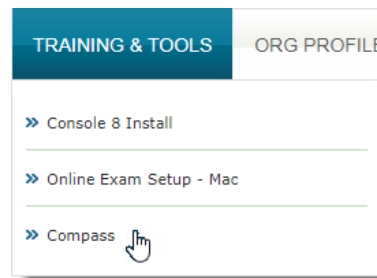
1. Open a web browser and navigate to [www.certiport.com](http://www.certiport.com) and log in as an **Organization Administrator** (or **Organization Member**).

#### Note



A Certiport Org Admin or Org Member can download the installer, but a local Windows Administrator is required to install it.

2. Select the **Training & Tools** tab and then select **Compass**.



3. Click the **Download Compass** (for Windows) button.



4. Open **Windows Explorer** and navigate to the **Downloads** directory.
5. Select the **Compass\_Setup.exe** installer and **Move it** to the workstation's **desktop**.

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## Download & Install Compass


Download the installer

**Install Compass**

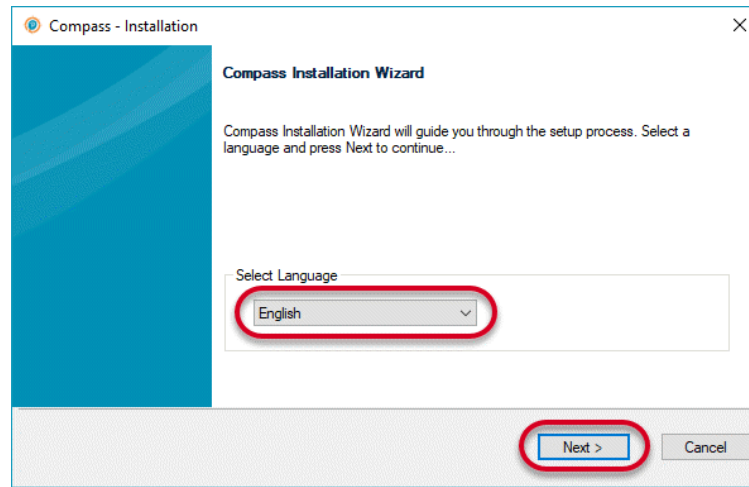
# Install Compass



The Certiport Authorized Test Center IT Administrator installs the Compass application on each exam delivery workstation (local Admin rights required).

 <b>Note</b>	<p>This section of the document describes how to install Compass on individual exam delivery workstations, one at a time. IT Administrators have various options for mass deploying Compass to multiple workstations. See the <a href="#">Compass Mass Deployment for Windows</a> document for details (for advanced users only).</p>
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1. Locate the **Compass\_Setup.exe** file on the desktop and hit the **Enter** key on the keyboard or **double-click** it to launch the executable.
2. Click **Yes** in the **User Account Control** dialog box.
3. Select the desired **Language** from the drop-down list and click **Next**.



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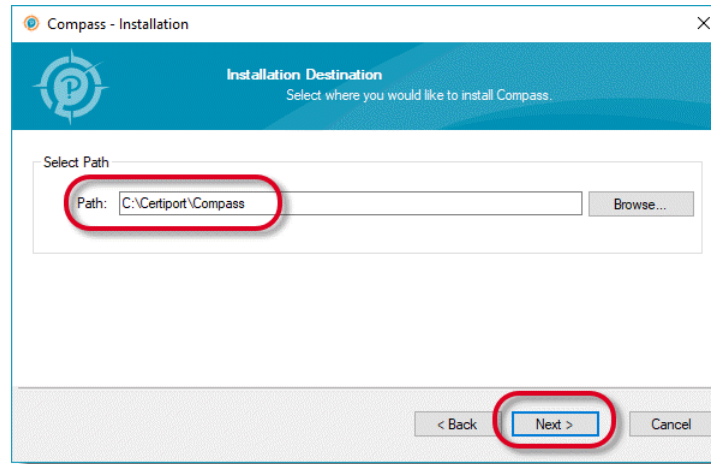


## Download & Install Compass

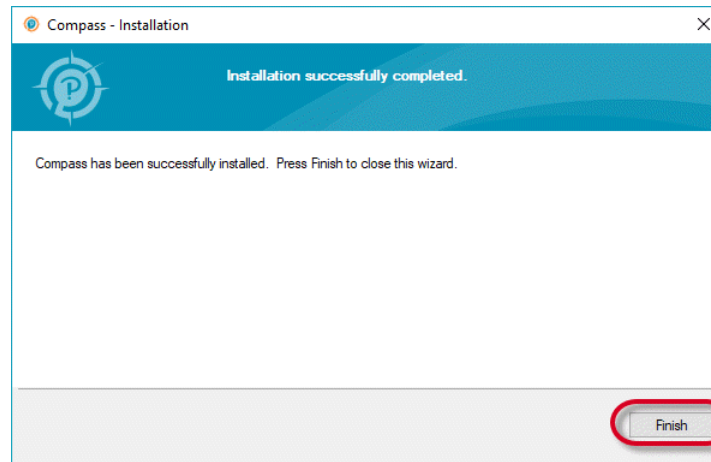
Download the installer

**Install Compass**

4. Ensure the install path is **C:\Certiport\Compass**. Click **Next**.



5. Click the **Finish** button once the installation is complete.



A shortcut to launch Compass is placed on the desktop.

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# Configuration & Administration

This section describes all the processes that must be performed by the IT Administrator or the Organization Administrator. These procedures include:

- ❖ Configuring the test center settings, including:
  - Setting the server type
  - Selecting the testing center
  - Selecting the user interface language
  - Setting the Windows administration credentials in advance preventing the test candidate from exploiting the credentials
  - Configuring the LAN settings for test center updates
  - Configuring the test center update frequency
  - Configuring the proxy settings for how Compass will connect through a proxy server
- ❖ Checking for Office compatibility (MOS LITA exam delivery only)
- ❖ Managing exams to be delivered at the test center
- ❖ Managing the inventory at the test center
- ❖ Running test system updates
- ❖ Exporting and importing updates at the test center
- ❖ Logging out of the system

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# Configure test center settings

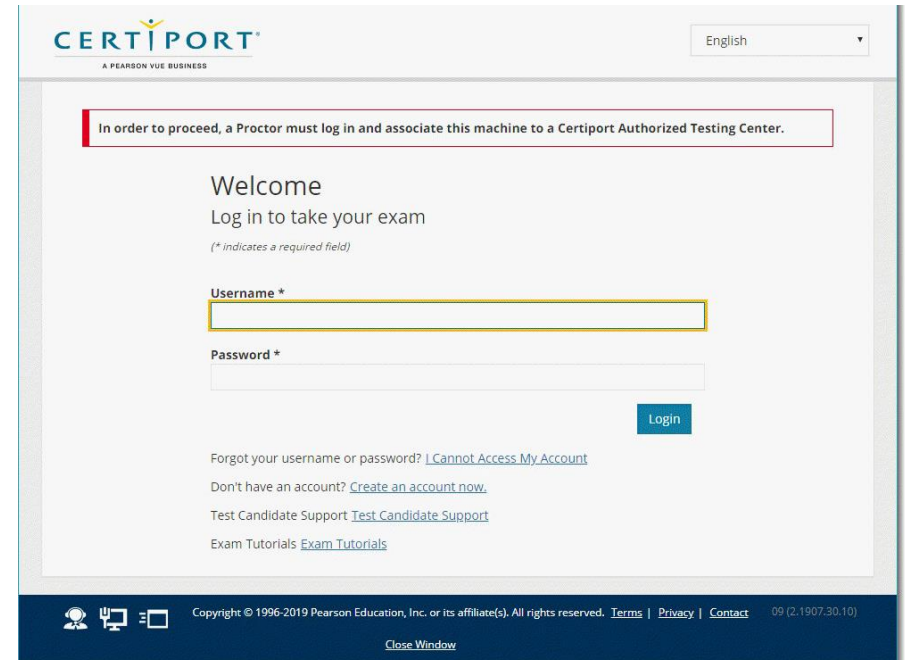


The IT Administrator configures all the desired test center settings. Follow the instructions in this section to configure the server, testing center, user interface language, admin credentials, LAN settings, update frequency, and proxy server. The IT Admin must also be a Certiport Organization Administrator.

1. Select the **Compass** short-cut and hit **Enter** on the keyboard, or **double-click** the short-cut with the mouse to launch Compass.



The login page opens. An Org Admin associated to a CATC must populate the settings upon initial log in, including selection of a Certiport Authorized Testing Center (CATC).  
(See [Select the testing center](#) for details.)



2. Enter your Organization Administrator **Username** and **Password**, and click the **Login** button, and the **Settings** are displayed.

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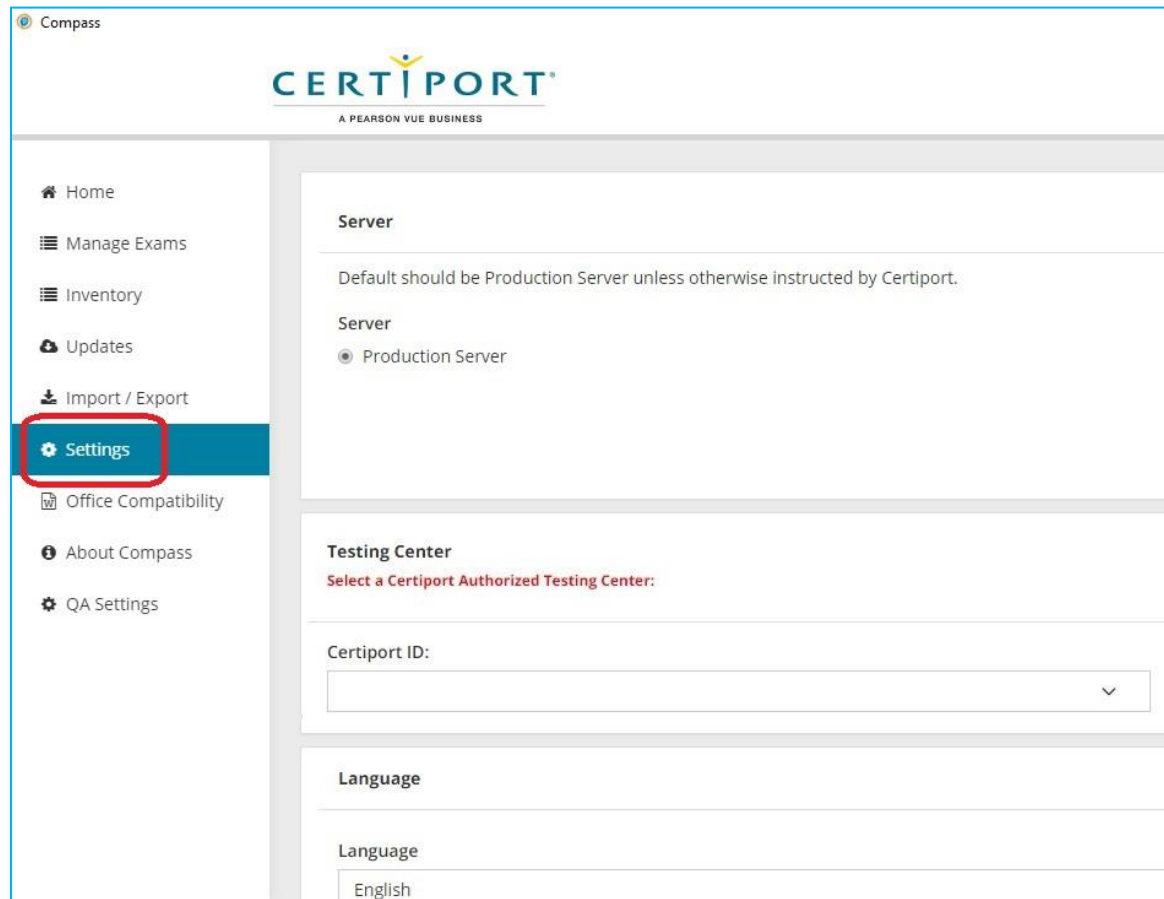


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3. The **Settings** menu is displayed.



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## Set the server type



The IT Administrator selects which server the test center is connecting to. The Default should be **Production Server** unless otherwise instructed by Certiport.

Ensure the **Production Server** option (default) is selected in the Server section.



## Select the testing center



The IT Administrator must select their test center to associate the software with your CATC.

1. Scroll down to the **Testing Center** section.

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2. Select the **Certiport ID** drop-down list and select your test center in the list.

## Select the user interface language



The IT Administrator must select the language in which they want the user interface of Compass to appear. This will also set the exam language (if the exam has been translated in that same language – [see release calendar](#)).

1. Scroll down to the **Language** section.
2. Select the desired **Language** from the drop-down list.

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**Set admin credentials**



The IT Administrator can choose to store the Windows Admin credentials. Instead of having test candidates use a Windows Admin login on their workstation, this setting allows you to populate the admin credentials in advance and only applies them to the Compass software, which allows the test candidate to remain on a limited Windows user account.

1. Scroll down to the **Admin Credentials** section.
2. Enter the Windows **Domain** name (optional).
3. Enter the Windows Admin **Username**.

Enter the Windows Admin **Password**.

**Admin Credentials**

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Domain

Username

Password

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## Configure LAN settings (optional)



The IT Administrator can configure the LAN settings if they wish to employ this feature. LAN Mode allows updates to be distributed with your institution's local network, making it easier for CATCs with limited bandwidth to stay up to date. CATCs with very large testing labs also save time since updates are distributed automatically whenever new updates are released. A single computer at your institution is designated as the "Compass Server", to which both system and applicable exam content updates are downloaded via the internet. All exam delivery workstations are then designated as "Compass Clients", which connect to the Compass Server locally, and automatically checks and obtains any new updates whenever the Compass software is launched.

1. Scroll down to the **LAN Settings** section.

### LAN Settings

---

Stand Alone  
 Compass Server  
 Compass Client

Server Address

Server Port



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2. Select one of the three configuration options:

- **Stand Alone:** This is the default option. Use this configuration if you do not want to employ the features of the LAN Solution feature.
- **Compass Server:** Select this option for the sole computer designated to receive all updates via the internet, then distribute them via the LAN. (The workstation designated as the Server cannot administer exams.)
- **Compass Client:** Select this option for all remaining exam delivery workstations. They only look to the Compass Server when any new updates are detected, they do not connect online.

3. Set the **Compass Server** settings.

### LAN Settings

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Stand Alone  
 **Compass Server**  
 Compass Client

Server Address

Server Port

[Test Connection](#)

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- a. You may specify an *IP Address, NetBIOS name, or FQDN* you wish to use as the **Server Address**. (When using a name: If you are on a domain network, use the Fully Qualified Domain Name. If not, then you must use the Machine Name.)
  - b. Specify a **Server Port** number within the private range (49152 – 65535).
4. After designating a Compass Server, set the **Compass Client** settings.

**LAN Settings**

Stand Alone  
 Compass Server  
 Compass Client

Server Address   
 Server Port

[Test Connection](#)

- a. Type in the *IP Address or Name* specified in the Compass Server settings.
  - b. Type in the **Server Port** number specified in the Compass Server settings.
  - c. Click the **Test Connection** button to verify communication.
5. **Repeat** the Compass Client settings on all lab workstations.

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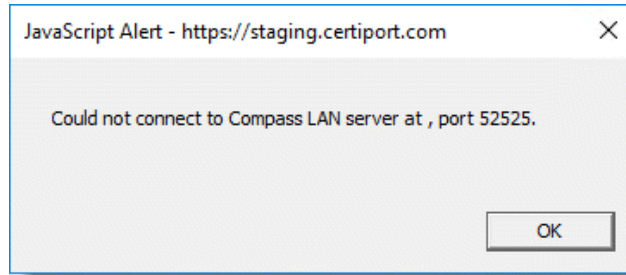
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If the Client cannot find a path to the Server, you will get a connection error.

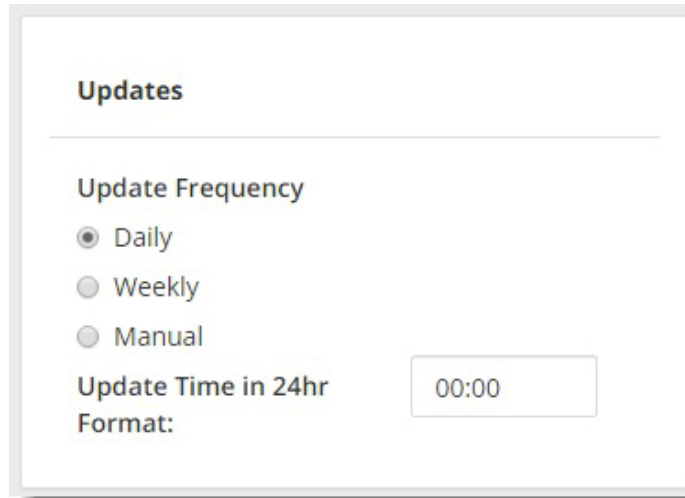


## Configure update frequency



The IT Administrator can configure the auto update interval. You may determine how often you want to check for exam content updates.

1. Scroll down to the **Updates** section.





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2. Select how frequently you want to run **Updates**: Daily, Weekly, or Manual.
3. Identify the **time** of day you want to run the updates. Use the following 24-hour format: HH:MM
  - **Daily**: Every 24 hours at the specified update time
  - **Weekly**: Every 7 days at the specified update time
  - **Manual**: Notifies the Admin that updates are available and indicates the nature of any pending updates via the **Updates** menu. CATCs employing a manual frequency must manage updates on an individual basis for all workstations in the lab.

 <p><b>Note</b></p>	<p>The time displayed in the updates section default to the time that Compass was installed. When employing LAN Mode, the server updates at the frequency specified in the settings, while the clients check for updates present on the server whenever the software is launched.</p>
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 <p><b>Note</b></p>	<p>Restoration software such as “Deep Freeze” will undo the ongoing application of updates. If your CATC uses restoring software, a thaw space must be created for Compass. See our <a href="#">FAQs</a> for more information.</p>
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## In Pathway updates

Should an update be available during exam selection, it is downloaded automatically. Since an “In Pathway” update only occurs when a Test Candidate is attempting to launch an exam, this type of update can be performed at that exact time without switching to an Organization Administrator. The exam cannot launch until the update has finished downloading and installing.

 <p><b>Note</b></p>	<p>Updates that may be pending to the Compass software (system updates) do not prevent an exam from being launched, but we recommend you perform them for the best testing experience.</p>
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 <p><b>Note</b></p>	<p>In pathway updates rarely occur in LAN mode, since the workstation automatically checks, downloads, and installs any pending updates when the software is launched. If an update does occur in LAN mode, it will download and install as described above.</p>
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## Configure proxy settings



The IT Administrator can configure how Compass connects if your institution employs the use of a proxy server.

1. Scroll down to the **Proxy** section.

**Proxy**

---

Change the settings for Compass to connect through a proxy server.

Use a Proxy Server

Server Address

Server Port

---

Username

Password

Confirm Password

**Note**



When a proxy server is used, it may be set up in Windows to allow certain sites, but also must be set up to allow traffic to [www.certiport.com](http://www.certiport.com). The proxy settings in both Compass and Windows must be configured. Encountering a white screen is indicative of traffic being blocked.

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2. If you will use a proxy server, select the **Use a Proxy Server** check box.
3. Type in the **IP Address** for the proxy server in the Server Address field.
4. Type in the **Server Port** number for the proxy server.
5. Enter the **Username**, **Password**, and **Confirm Password** for the account on the proxy server (optional – you could have a proxy server but not require authentication).

## Finalize settings

1. Click the **Save** button to apply all settings entered. Compass automatically restarts.
2. Log in again and continue to the **Manage exams** section.



## CertiportNow button

At the bottom of most screens (including the login screen) is the **CertiportNow** button, which manually launches the Windows service if needed.



This service allows all updates (both System and Exam Content) to run in the background if Compass is installed, the computer is turned on, and has an active internet connection with all Compass [whitelist IPs](#) accessible.

In most cases, the service only fails to launch if Compass was not installed as a local Windows Admin. If your institution has issues with the service launching, please employ the use of the [Admin credential](#) store in the settings menu.

**Other icons:** The first icon links to our support page, and the middle icon shows which LAN mode you are in: Stand-Alone (pictured), Compass Server, or Compass Client.

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**Important:** If there is an issue with your version of Office, a red icon will appear on the Home page of Compass.

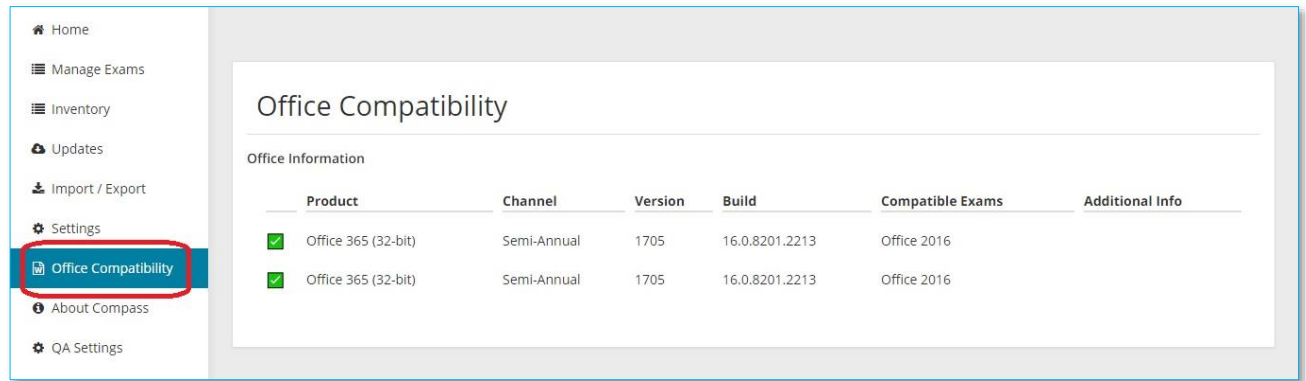


# Office compatibility



The IT Administrator can check and see if their locally installed version of the Microsoft Office suite is compatible with the Compass for Windows software.

The Office compatibility check verifies that you have a supported version and update channel of Microsoft Office installed on your machine for the Office 2016 or Microsoft 365 Apps & Office 2019 license models. This page will identify if there is a compatibility issue and provide information about how to get to a supported version. This is important to ensure the best testing experience.



**Note**

The technical requirements of Live-in-the-Application delivery may exceed those of the Compass for Windows software. Please see our [Technical Requirements page](#) on MOS for detailed information.



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# Understand Online vs Local exams



The Organization Administrator and IT Administrator should be familiar with online exams, local exams, and local LITA (Live-in-the-Application) exams.

- **Online:** The exam content does not need to be downloaded through the exam management menu; the data is retrieved via the internet as the exam is being administered. This option relies more heavily on bandwidth.
- **Local:** The exam content is downloaded through the exam management menu prior to taking an exam and is stored locally on the machine. This option is less dependent on bandwidth.
- **Online LITA:** The exam content does not need to be downloaded but some local files are downloaded through the exam management menu. These exams require the corresponding software (e.g., Adobe Photoshop) to be installed on the local machine. An internet connection is still required.
- **Local LITA:** The exam content is also downloaded through the exam management menu and stored locally. These exams also require the corresponding software (e.g., Microsoft Excel) to be installed on the local machine. An internet connection is still required.

**Note**



Not all exams or localizations are available in every format. The default management of exams is local mode.

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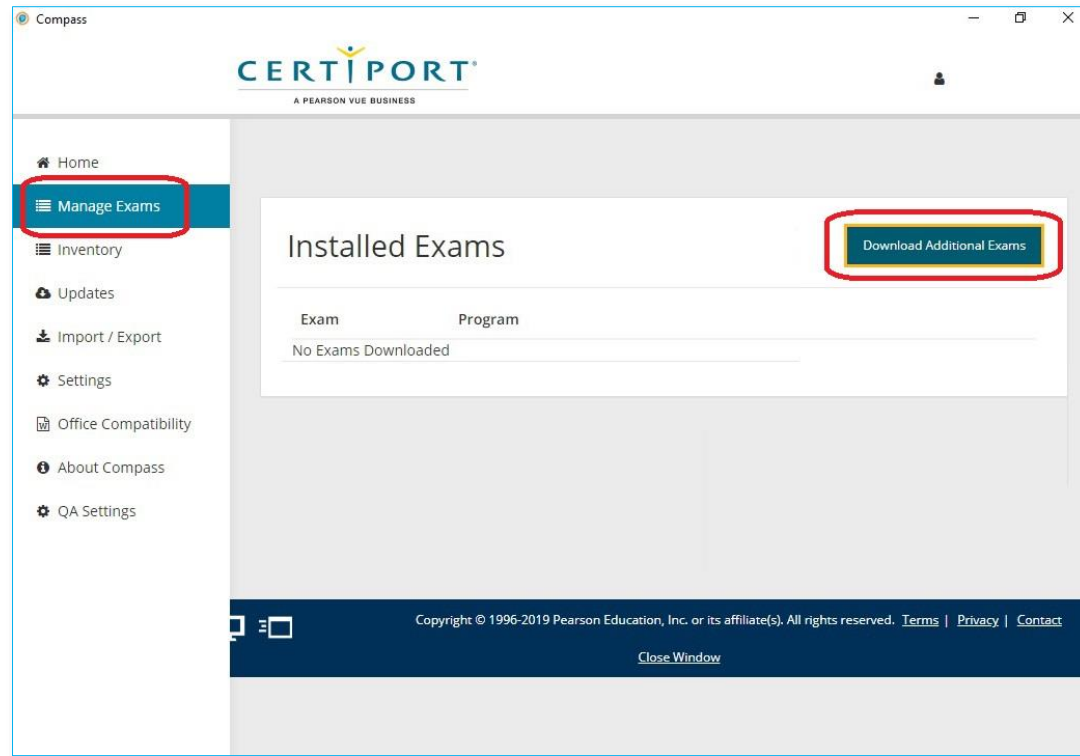
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# Manage exams



The Organization Administrator must download any required exam files before any candidates can be seated for an exam (recommended for all programs).

1. Select the **Manage Exams** menu.



 <b>Note</b>	<p>This process must be repeated on every exam delivery workstation unless <a href="#">LAN Mode</a> or the <a href="#">Import/Export Update Utility</a> are being employed.</p>
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<b>Home</b>	<b>Overview</b>	<b>Download/install</b>	<b>Config &amp; Admin</b>	<b>Launch exam</b>	<b>Support</b>	<b>Program Info</b>
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## Config & Administration

Configure test center settings

Office compatibility

Understand Online vs. Local

### Manage exams

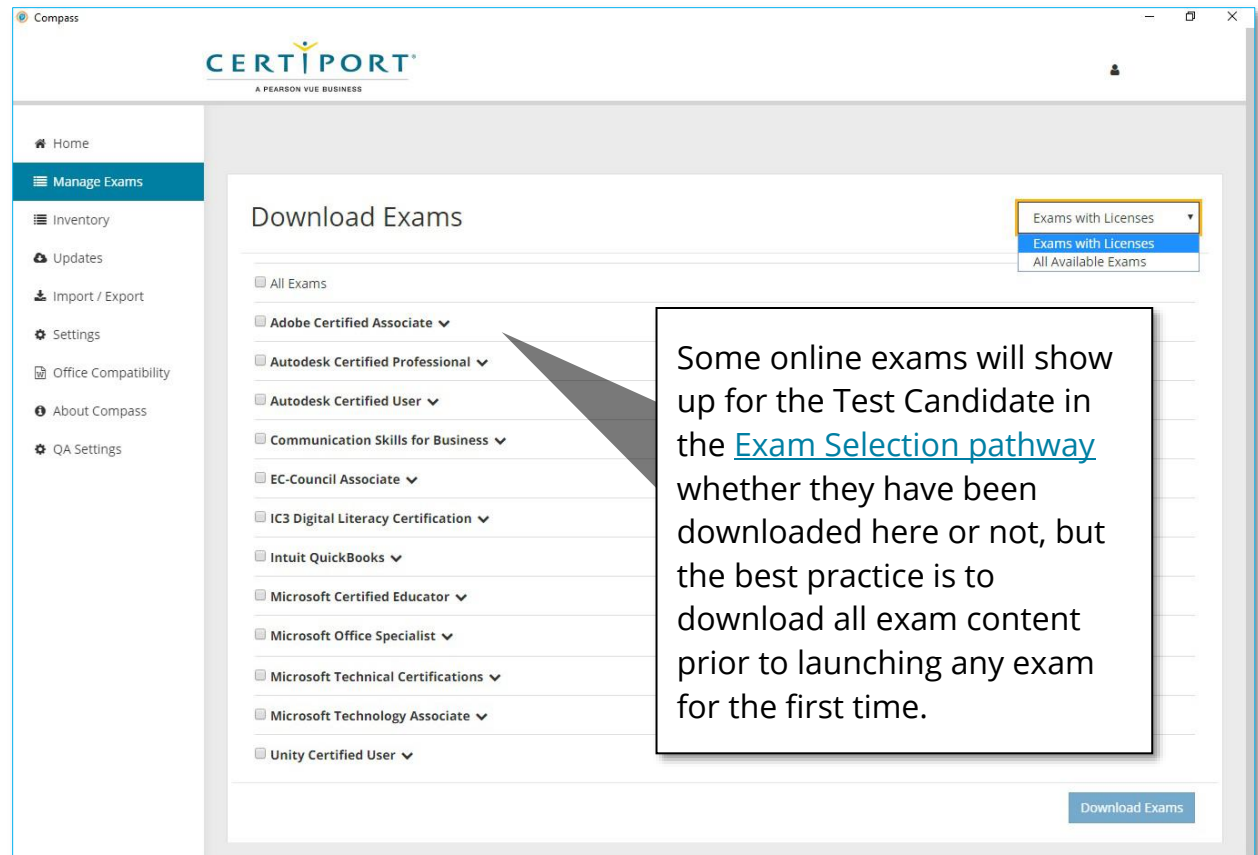
Configuration exams

Inventory

Run system updates

Import/export Update utility

2. Click the **Download Additional Exams** button.
3. Click the drop-down arrow at the top of the page to view the type of exams you wish to choose from: **Exams with Licenses** or **All Available Exams**.



#### Note



Downloading exam content prior to launching an exam for the first time can provide a better exam experience for those with limited bandwidth.

Home	Overview	Download/install	Config & Admin	Launch exam	Support	Program Info
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## Config & Administration

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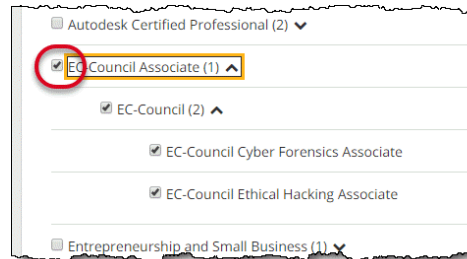
Configuration exams

Inventory

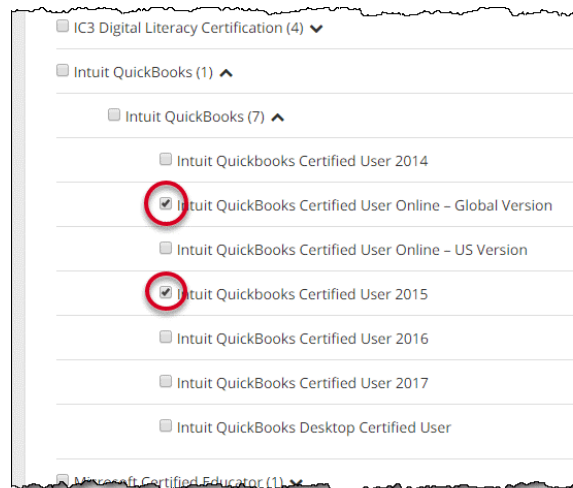
Run system updates

Import/export Update utility

- To view the available exams for a client program, click the  down pointing arrow to the right of the program name. The list of exams expands.
- To select all the exams in the program, select the check box next to the program name.



- To select individual exams, expand the program and select the individual exam check boxes.



- Once you have selected all desired exams, scroll down and click **Download Exams**. A progress bar identifies which exams are downloading. Upon completion, a message will state: *Downloads Completed and Installed*.

<a href="#">Home</a>	<a href="#">Overview</a>	<a href="#">Download/install</a>	<a href="#">Config &amp; Admin</a>	<a href="#">Launch exam</a>	<a href="#">Support</a>	<a href="#">Program Info</a>
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## Config & Administration

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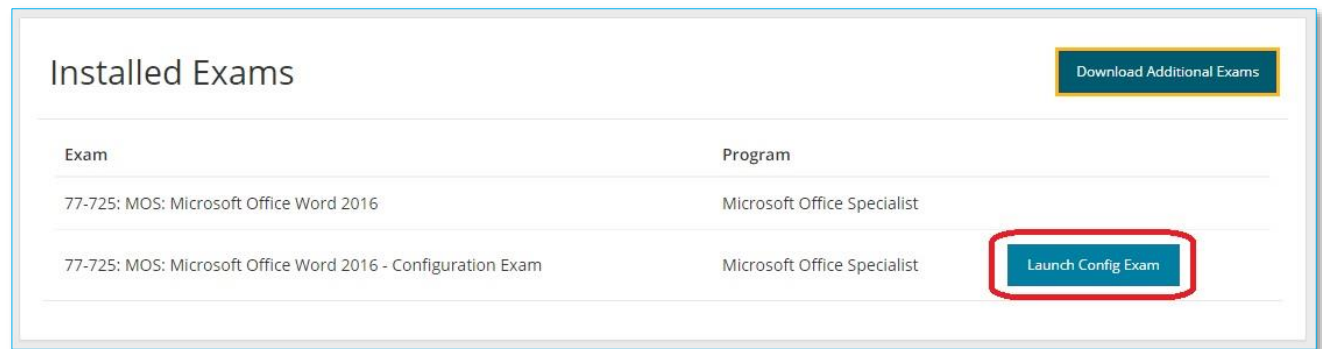
Import/export Update utility

# Configuration exams



The Organization Administrator can run a configuration exam as a best practice when administering the MOS Live-in-the-Application exams. Configuration (or Config) exams are a way of ensuring that Compass is properly shaking hands with the locally installed software prior to launching an actual exam.

1. Select the **manage exams** menu.
2. **Ensure** that your MOS exam has been [downloaded](#). (Downloading a MOS exam will also place a separate line-item for the config exam.)
3. Click the **Launch Config Exam** button.



4. The tutorial will launch. Click **next** through the tutorial.
5. A live version of the exam will appear for 60 seconds. Wait for the end and click **ok**.
6. The **Leave Feedback** section will appear. Click **end** to return to the Compass menu.

#### Note



At this time, config exams are only available for the MOS Live-in-the-Application exams. Config exams are only one facet to successful exam delivery; please ensure that all [Technical Requirements](#) have been met.

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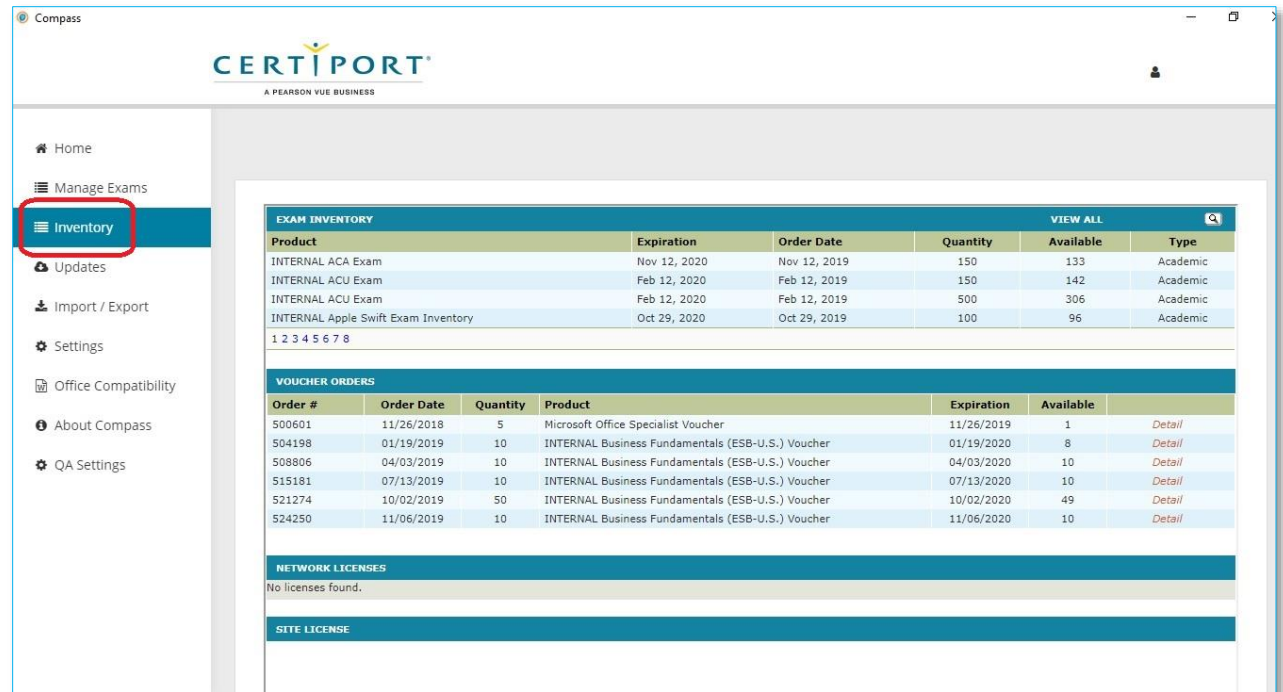
Import/export Update utility

# Inventory



The Organization Administrator can view their current exam payment methods via the Inventory menu. The menu lists the test center's exam inventory, voucher orders, network licenses, and site licenses. Organization Administrators must visit the Certiport website if they need to purchase additional inventory.

1. Select the **Inventory** menu (screen may take a minute to load contents).



The screenshot shows the Certiport web application interface. The 'Inventory' menu item in the left sidebar is highlighted with a red box. The main content area displays the 'EXAM INVENTORY' table, which lists various exam products, their expiration dates, order dates, quantities, and available counts. Below this, there are sections for 'VOUCHER ORDERS', 'NETWORK LICENSES', and 'SITE LICENSE'.

EXAM INVENTORY						VIEW ALL
Product	Expiration	Order Date	Quantity	Available	Type	
INTERNAL ACA Exam	Nov 12, 2020	Nov 12, 2019	150	133	Academic	
INTERNAL ACU Exam	Feb 12, 2020	Feb 12, 2019	150	142	Academic	
INTERNAL ACU Exam	Feb 12, 2020	Feb 12, 2019	500	306	Academic	
INTERNAL Apple Swift Exam Inventory	Oct 29, 2020	Oct 29, 2019	100	96	Academic	

VOUCHER ORDERS						
Order #	Order Date	Quantity	Product	Expiration	Available	
500601	11/26/2018	5	Microsoft Office Specialist Voucher	11/26/2019	1	<a href="#">Detail</a>
504198	01/19/2019	10	INTERNAL Business Fundamentals (ESB-U.S.) Voucher	01/19/2020	8	<a href="#">Detail</a>
508806	04/03/2019	10	INTERNAL Business Fundamentals (ESB-U.S.) Voucher	04/03/2020	10	<a href="#">Detail</a>
515181	07/13/2019	10	INTERNAL Business Fundamentals (ESB-U.S.) Voucher	07/13/2020	10	<a href="#">Detail</a>
521274	10/02/2019	50	INTERNAL Business Fundamentals (ESB-U.S.) Voucher	10/02/2020	49	<a href="#">Detail</a>
524250	11/06/2019	10	INTERNAL Business Fundamentals (ESB-U.S.) Voucher	11/06/2020	10	<a href="#">Detail</a>

**NETWORK LICENSES**  
No licenses found.

**SITE LICENSE**

## Config & Administration

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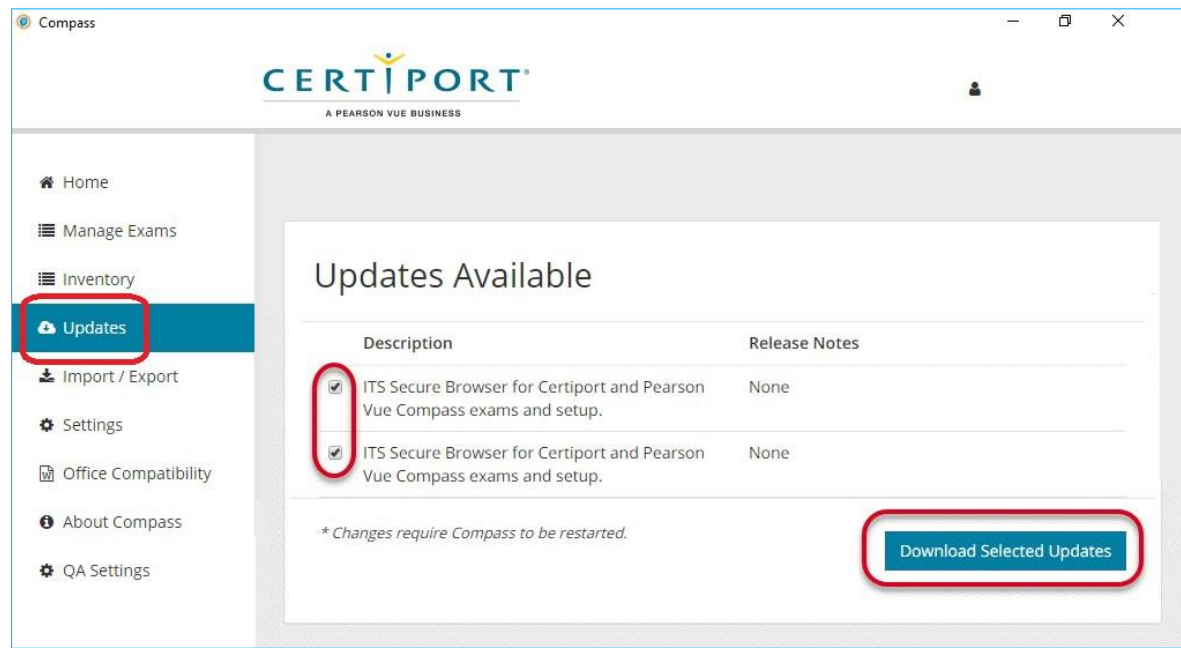
Import/export Update utility

# Run system updates



The Organization Administrator must download any available system updates for testing. Certiport does not create a new installer file (exe) every time we release an update, so there could be updates pending after a fresh install.

1. Select the **Updates** menu.



2. Select the check boxes for any of the available updates and click the **Download Selected Updates** button.

Once finished, an *Updates Completed* message is displayed.

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### Import/export update utility

#### Export update files

Import update files

## Import/export update utility (optional)

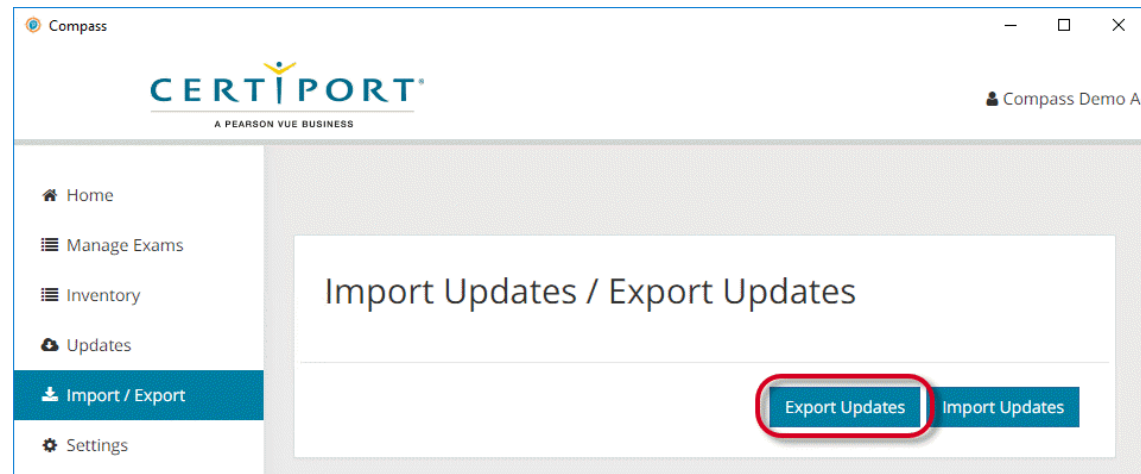


The Organization Administrator can export exam content updates from the export server and then import the updates on the import client exam delivery workstations. This feature does not distribute system updates.

This feature is a partial alternative to the LAN Solution (LAN Settings) for transferring downloaded exam content to other exam delivery workstations, as opposed to downloading exam content individually via the internet. This feature allows you to “export” the exam content onto another exam delivery workstation via external media.

## Export update files

1. On the **Export Server**, select the **Import / Export** menu.



2. Specify the location to export the files to. This may be on the local hard drive, an external hard drive, or a USB thumb drive. (Network locations are not supported.)

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### Export update files

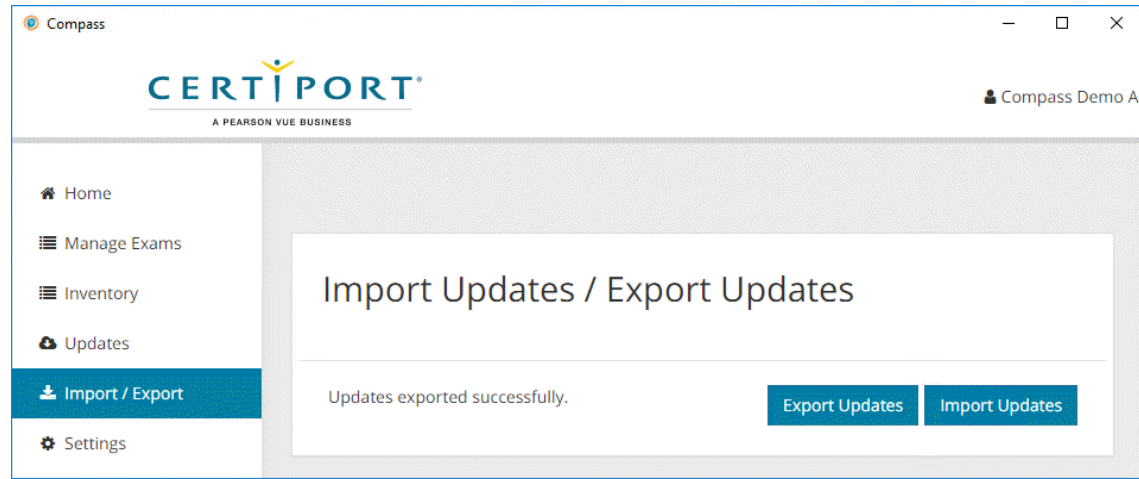
Import update files

#### Note



Reading/writing the export file (or even seeing if external media is present), may be a Windows group policy or local access privilege above and beyond your current configuration established for the standard use of Compass. Please consult your IT Administrator if you experience issues.

3. Click **OK**.



Compass creates a folder called **SoftwareUpdate** in the specified location. This folder contains all applicable export files. Upon completion, a message notifies you the updates exported successfully.

#### Note



You will not receive an error if the target location lacks adequate room for all the export files. The software simply copies as many files as there is room for.

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**Export update files**

**Import update files**

**Note**



The language of the generated export files matches the currently selected language of the Compass software on the Export Server that created the file. When importing (next section), the language of the software on the Export Server must match that of the import Client(s).

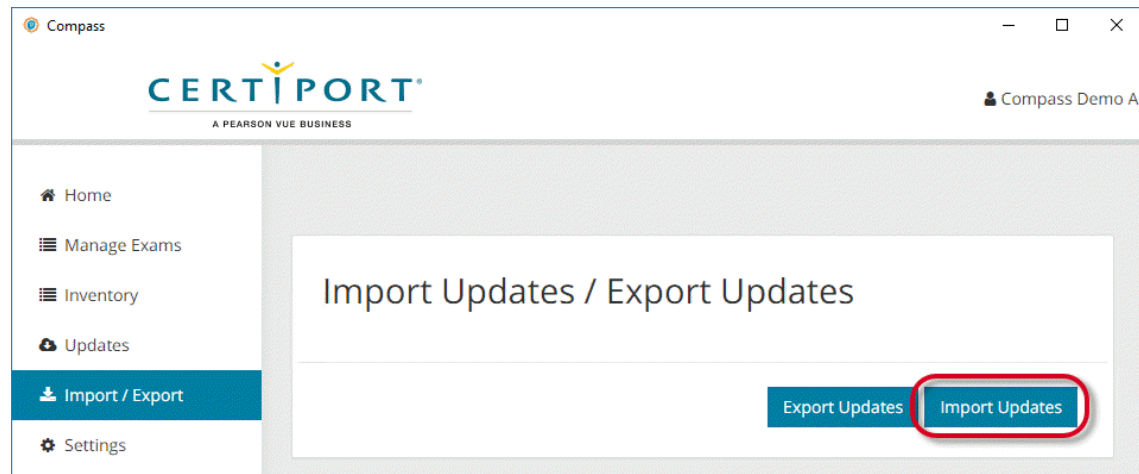
**Tip**



Depending on the final size of the generated export files, you can also burn the folder to a CD or DVD-ROM to use for distribution to the Import Clients.

## Import update files

1. On the **Import Client** log in to Compass as an Organization Administrator and select the **Import / Export** menu.



2. Click the **Import Updates** button.

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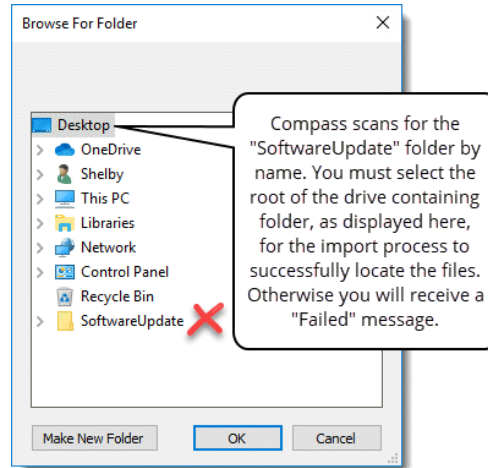
Run system updates

Import/export Update utility

Export update files

**Import update files**

3. Select the **root location** where the export files are located and click **OK**. Do not select the SoftwareUpdate folder as the target location to import the files from.



4. Compass imports the files and installs the applicable updates.
5. Upon completion, a message notifies you the updates imported successfully. No additional steps are required, the software is ready to be used.
6. **Repeat** the process on the remaining Import Clients.

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**Launch exam/exam pathway**

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# Launch an exam / exam pathway

This section of the document walks users through the entire exam delivery process. These actions are performed by the test candidate, then verified and unlocked by the Proctor, and finally returned to the test candidate to take the actual exam.

<p><b>Note</b></p> 	<p>Use the links in the sidebar and at the bottom of the page to navigate through the document.</p>
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<a href="#">Home</a>	<a href="#">Overview</a>	<a href="#">Download/install</a>	<a href="#">Config &amp; Admin</a>	<a href="#">Launch exam</a>	<a href="#">Support</a>	<a href="#">Program Info</a>
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# Select user interface language

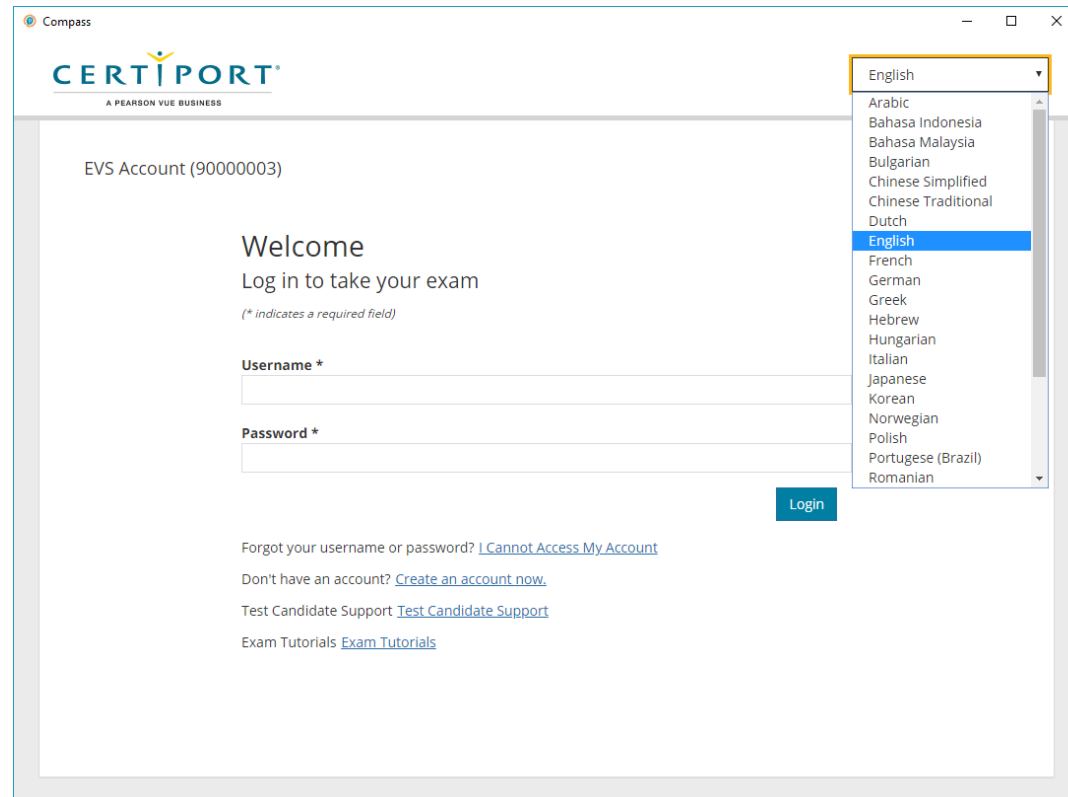


The candidate can select the user interface (UI) language.

1. Select the **Compass** short-cut and hit **Enter** on the keyboard, or **double-click** the short-cut with the mouse to launch Compass.



The login page opens.



2. Select the desired **Language** from the drop-down list.

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# Login



Candidate enters **Username**, **Password**, and clicks the **Login** button.

If the candidate does not have a user account, click the **Create an account now** link and complete the process to launch an exam.

# Select exam group & voucher



Candidate selects if they are part of an **Exam Group** or using a **Voucher**. Move either or both slider switches to **Yes** and input the Exam Group and/or Voucher name or select them from the dropdown lists.

Welcome, 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

Select Exam Group

Select ▼

OR

Enter exam group

**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

Assigned Vouchers

Select ▼

OR

Enter a voucher number

Next

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## Exam group details

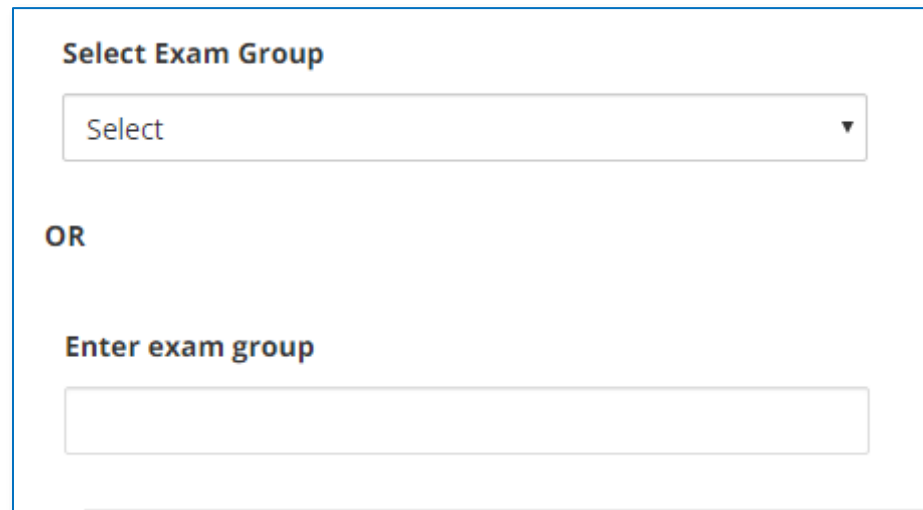


Candidate determines if they want to associate the exam with an exam group. Select **Yes** to associate the exam with an exam group, or leave the switch set to **No** and proceed to the next section. Use of exam groups is optional.

An exam group is a unique identifier that can be set up to track a Test Candidate's exam results, connect a teacher with a classroom, and opens additional reporting features by grouping a select set of candidates together.

For details regarding exam group setup, see the [Exam Groups Quick Reference Guide](#).

1. When using exam groups, **select** it from the drop-down list.  
– or –
2. **Type** the exam group name in the text field. This is supplied by the proctor.



**Select Exam Group**

Select ▼

**OR**

**Enter exam group**

3. Select the **Next** button if you are not using a Voucher or see next section.

<a href="#">Home</a>	<a href="#">Overview</a>	<a href="#">Download/install</a>	<a href="#">Config &amp; Admin</a>	<a href="#">Launch exam</a>	<a href="#">Support</a>	<a href="#">Program Info</a>
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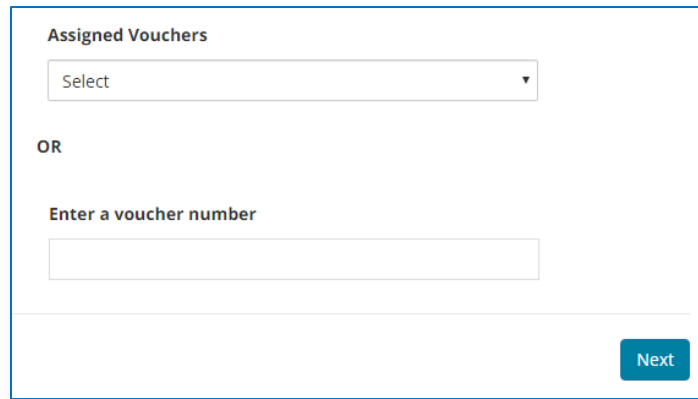
View score report

## Voucher details



In the **Voucher** payment section, the candidate must enable the slider switch to **Yes** if they will be using a Voucher, or leave it set to No for Inventory/Site Licenses.

1. If a **Voucher** is selected the voucher entry fields are displayed.



- a. Candidate selects a **voucher** from the drop-down list (only if [pre-assigned](#)). The drop-down list contains valid vouchers or user licenses that are pre-assigned to the current user, and that are valid for the selected exam.

– or –

- b. Candidate manually types a valid **voucher** or **user license** into the text field if they have no pre-assigned voucher or license. (Vouchers and user licenses are alpha-numeric codes, case sensitive, and must include the dashes.)

2. When the Exam Group and Voucher selections are completed, the candidate clicks the **Next** button.

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## Exam launch requirements

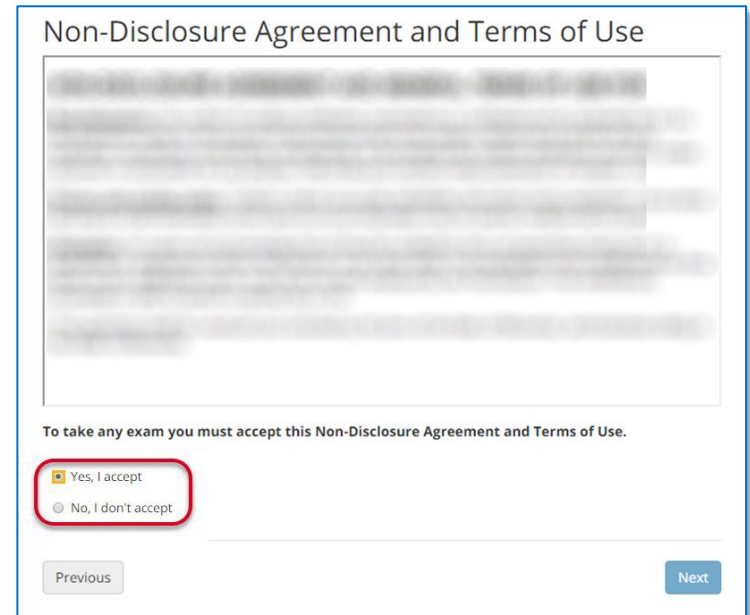


(Optional feature) - An Organization Administrator can require that a Test Candidate belong to an exam group and/or have a Student ID before being eligible to launch any Certiport certification exam using Compass. For detailed instructions see the [QRG – Exam Launch Requirements](#) document.

## NDA/Terms of Use



The candidate must read the **Non-Disclosure Agreement / End-User License Agreement / Terms of Use**, then select the **Yes, I accept** option, and click the **Next** button.



<p><b>Note</b></p>	<p>The <b>NDA/EULA/ToU</b> screen appears once for all programs except Microsoft (MOS, MTA, MCE, and Certified Fundamentals), which appears every time an exam is launched.</p>
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<b>Home</b>	<b>Overview</b>	<b>Download/install</b>	<b>Config &amp; Admin</b>	<b>Launch exam</b>	<b>Support</b>	<b>Program Info</b>
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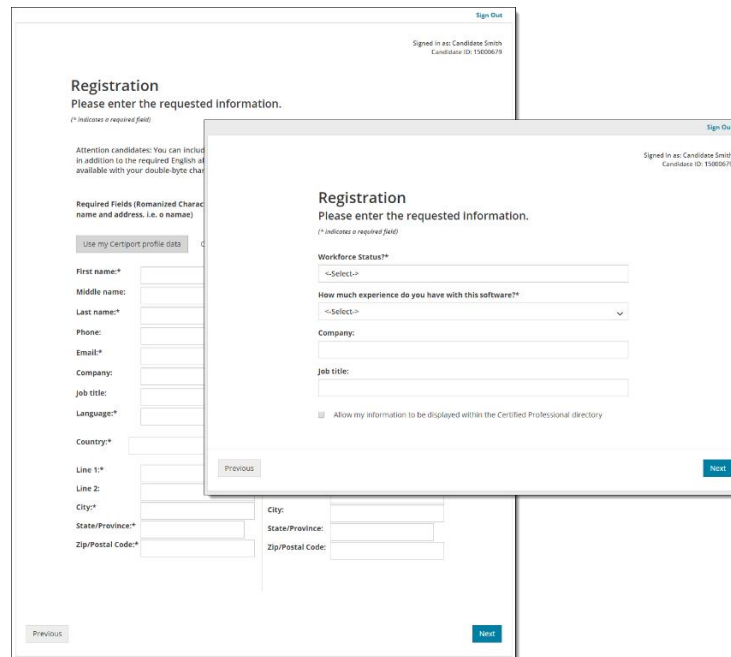
Begin exam

View score report

# Registration



If this is the first time the candidate is taking a Microsoft or Autodesk exam and they did not previously register, the candidate must complete the registration information and click the **Next** button before proceeding.



The screenshot shows a registration form with the following fields: First name, Middle name, Last name, Phone, Email, Company, Job title, Language, Country, Line 1, Line 2, City, State/Province, and Zip/Postal Code. There are also dropdown menus for Workforce Status and How much experience do you have with this software? A checkbox option is present: "Allow my information to be displayed within the Certified Professional directory".



The **Registration** screen does not appear if the test candidate performed the program registration during their Certiport profile creation.

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## Select exam



Candidate selects the desired **exam** from the list. All exams downloaded to the local machine (and certain online exams) will appear in the list. Use the search field to narrow your selection and click the **blue link** to select your exam. You may also use the filter exams dropdown list to narrow your results.

### Select Exam

Search for specific exams:

Filter exams list by Program: Show All ▼

Program Name	Exam Name
Adobe Certified Associate	<a href="#">Digital Video using Adobe Premiere Pro CC 2018</a>
Adobe Certified Associate	<a href="#">Digital Video using Adobe Premiere Pro CC 2019 (v 13.x)</a>
Adobe Certified Associate	<a href="#">Digital Video using Adobe Premiere Pro CC 2020 (v 14.x)</a>
Adobe Certified Associate	<a href="#">Graphic Design &amp; Illustration using Adobe Illustrator CC 2018</a>
Adobe Certified Associate	<a href="#">Graphic Design &amp; Illustration using Adobe Illustrator CC 2019 (v 23.x)</a>
Adobe Certified Associate	<a href="#">Graphic Design &amp; Illustration using Adobe Illustrator CC 2020 (v 24.x)</a>

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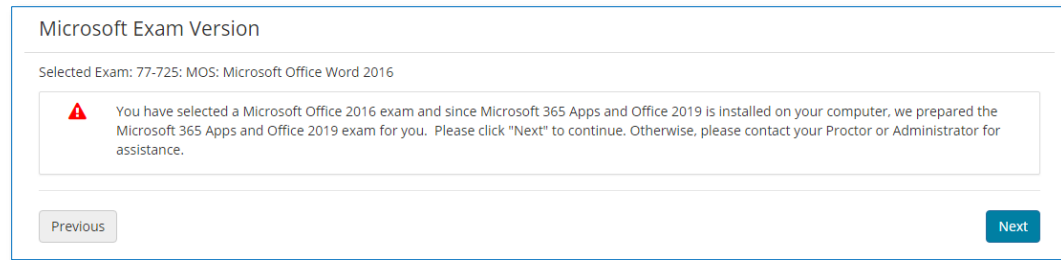
Begin exam

View score report

# Office detection & messaging



If a Microsoft Office Specialist (MOS) exam is selected, Compass will warn a Test Candidate and provide them with options should they attempt to launch a MOS exam that is different or incompatible than the currently installed version of Office.



See the [Office Compatibility](#) settings under the Compass configuration section in this document for more information on selecting an Office version and update channel that are recommended for MOS exams.

**Important:** If there is an issue with your version of Office, a red icon will appear on the Home page of Compass. Clicking the link next to the icon will take you to the Office Compatibility tab where you can get more information on resolving the conflict.



<a href="#">Home</a>	<a href="#">Overview</a>	<a href="#">Download/install</a>	<a href="#">Config &amp; Admin</a>	<a href="#">Launch exam</a>	<a href="#">Support</a>	<a href="#">Program Info</a>
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# Verify information



Candidate verifies that the **Candidate, Exam, and Language Information** are correct. The payment type is listed in the *Payment type* column.

### Verify & Unlock Exam

Candidate, please verify that the following information is correct.

Candidate & Exam Information			
Name	Exam details	Test center	Payment type
Compass Demo	IC3 G55 for Compass - Computing Fundamentals <a href="#">Change exam</a>	EVS Account	Voucher
	Language: English <a href="#">Change language</a>		
	Accommodations: None		
	Duration: 00:50:00		
	Exam Group: None		

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

2. If the wrong exam was selected, the candidate selects the **Change exam** link in the Exam details column and then follows the flow to enter a voucher.

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# Select exam language



If the candidate wants to take an *online* exam in a different language than currently selected in the user interface, they can click **Change Language** and select the language. Exam localizations will vary, please see our [Exam Releases page](#) for availability.

### Verify & Unlock Exam

Candidate, please verify that the following information is correct.

Candidate & Exam Information			
Name	Exam details	Test center	Payment type
Compass Demo	IC3 GS5 for Compass - Computing Fundamentals <a href="#">Change exam</a>	EVS Account	Voucher
Language: English <a href="#">Change language</a>			

**Note**

The exam language defaults to the language selected for the Compass user interface, but only if the exam has been translated into that language, and only for online exams. Local Live-in-the-App exams **require** the Windows regional settings, the locally installed software, Compass, and the exam to all be set to the same language. Click [here](#) for detailed info.


1. If all the information is correct, the candidate **notifies the proctor** that they are ready to begin the exam.

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## Proctor validates & authorizes exam

 Proctors must validate all candidate selected information and then enter valid Certiport user credentials to authorize the exam to start. Candidates then launch and complete the exam.

Proctor enters their **Username** and **Password** and clicks the **Unlock Exam** button.

### Verify & Unlock Exam

Candidate, please verify that the following information is correct.

Candidate & Exam Information

Name	Exam details	Test center	Payment type
Compass Demo	IC3 GSS - Computing Fundamentals <a href="#">Change exam</a>	EVS Account	Voucher
Language: English <a href="#">Change language</a>			
Accommodations: None			
Duration: 00:50:00			
Exam Group: None			

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

Proctor Authentication

All fields are required.

Proctor Username:

Proctor Password:

[Previous](#) Unlock Exam

**Launch exam/exam pathway**

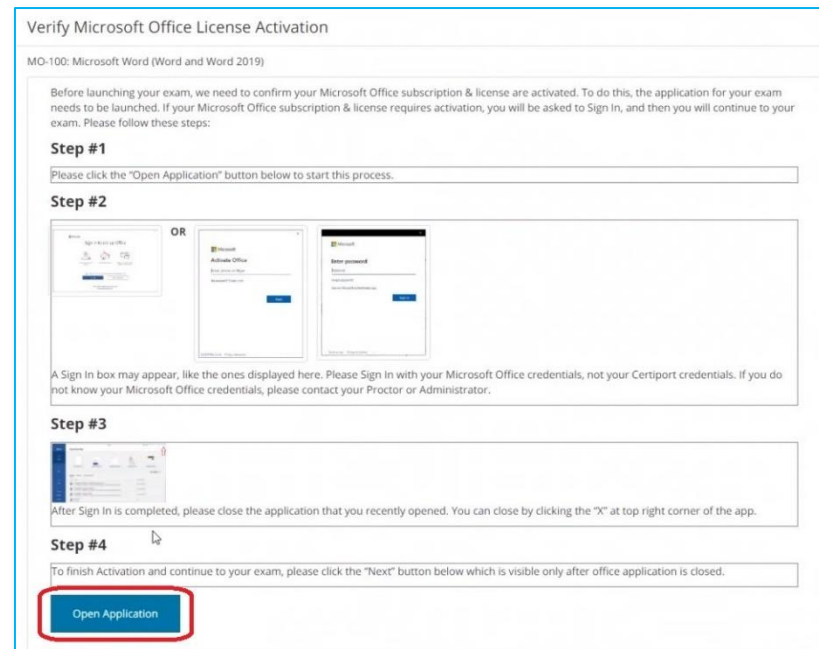
- Select user interface language
- Login
- Exam groups & vouchers
- Exam launch requirements
- NDA
- Registration
- Select exam
- Office detection
- Verify information
- Select exam language
- Proctor validate & authorize
- Office shared license model**
- Begin exam
- View score report

# Office shared license model



CATCs using a shared license model of the locally installed Microsoft Office software required for Live-in-the-Application testing will be prompted for action when administering MOS exams. These actions may include activating the software (if opened for the first time), or signing into the application. Compass opens the software and addresses any one-time or other prompts from the application prior to the exam to avoid anything that may cause an interference during actual testing.

1. **Read** through the **steps** outlined in the prompt.



2. Click the **Open Application** button to proceed.

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## Launch exam/exam pathway

Select user interface language

Login

Exam groups & vouchers

Exam launch requirements

NDA

Registration

Select exam

Office detection

Verify information

Select exam language

Proctor validate & authorize

**Office shared license model**

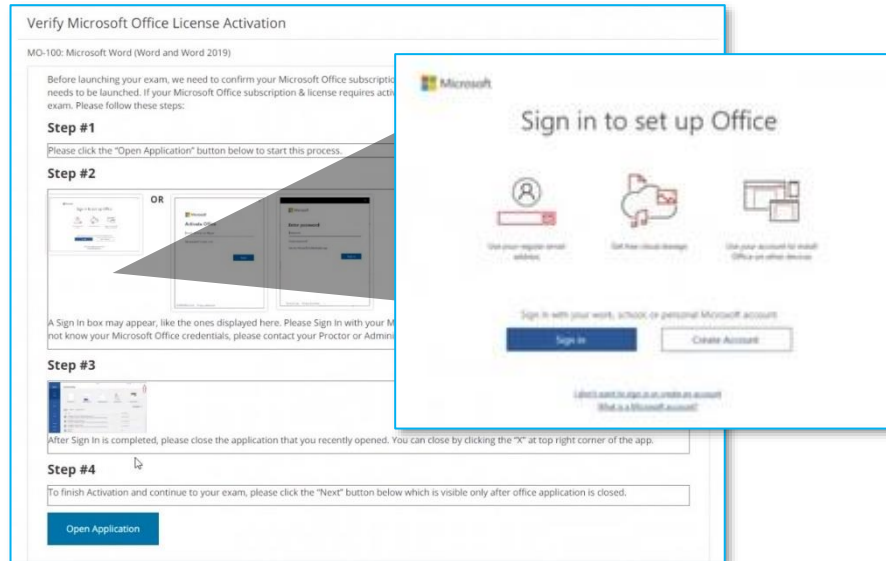
Begin exam

View score report

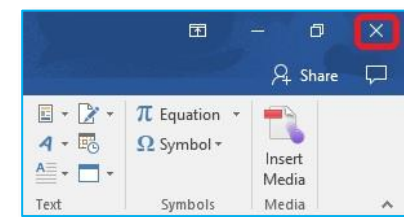
### Note



The thumbnails in the outline give you examples of what you can expect during this process. All the thumbnails can be clicked to see larger versions.



3. Address any **prompts** you may receive and then **close** the application by **clicking the "X"** in the top right-hand corner of the software.
4. You will be returned to the Verify Microsoft Office screen. Click **Next** to continue.



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**Launch exam/exam pathway**

Select user interface language

Login

Exam groups & vouchers

Exam launch requirements

NDA

Registration

Select exam

Office detection

Verify information

Select exam language

Proctor validate & authorize

Office shared license model

**Begin exam**

View score report

# Candidate begins tutorial & exam



Compass determines if all the required hardware and software is up-to-date. If the exam can be launched successfully, the Candidate selects the **Next** button.



**Note**



When the candidate clicks the **Next** button, the exam starts at the tutorial. The clock does not begin until the candidate has moved past the tutorial. The candidate must be ready to begin the exam when they select Next.

1. After moving through the introductory information, the **Begin Exam** button is available to the candidate. Candidate clicks **Begin Exam**.
2. Candidate completes the exam.

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**Launch exam/exam pathway**

- Select user interface language
- Login
- Exam groups & vouchers
- Exam launch requirements
- NDA
- Registration
- Select exam
- Office detection
- Verify information
- Select exam language
- Proctor validate & authorize
- Office shared license model
- Begin exam

**View score report**

# Candidate views score report



Candidate views the score report once the exam is complete.

The screenshot shows the 'EXAM SCORE REPORT' for 'IC3 DIGITAL LITERACY CERTIFICATION'. It includes fields for 'CANDIDATE' and 'EXAM' (IC3 GS5 for Compass - Key Applications), a 'RESULTS' table with columns for scores from 100 to 1000, a 'SECTION ANALYSIS' table with categories like 'Common Features' and 'Work in Documents', a 'FINAL SCORE' table, and an 'OUTCOME' section showing 'Pass' with a green checkmark.

5. Candidate clicks **Done**.
6. At the end of the exam, the candidate returns to the exam delivery desktop.
7. If the candidate wishes to print their score report, they can open it on [www.certipoint.com](http://www.certipoint.com) and print it.



## Appendix A: Support

Contact support

Find answers online

Troubleshooting

**Note:**

Use the links in this sidebar and at the bottom of the page to navigate through the document.

# Appendix A: Support

This section of the document identifies the contact information should users need to contact Certiport for support, and lists troubleshooting suggestions if you run into any issues in delivering exams. This section is directed toward IT Administrators and Organization Administrators or Organization Members.

<a href="#">Home</a>	<a href="#">Overview</a>	<a href="#">Download/install</a>	<a href="#">Config &amp; Admin</a>	<a href="#">Launch exam</a>	<a href="#">Support</a>	<a href="#">Program Info</a>
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## Appendix A: Support

**Contact support**

**Find answers online**

Troubleshooting

## Contact support

- Test Candidates:** 888.999.9830, Opt. 2  
(M–F: 6 am to 5 pm MT)  
[Customerservices@certiport.com](mailto:Customerservices@certiport.com)
- CATC Customer Service:** 888.999.9830, Opt. 3  
(M–F: 7 am to 5 pm MT)
- CATC Technical Support:** 888.999.9830, Opt. 1  
(M–F: 6 am to 5 pm MT)

## Find answers online

3. For frequently asked questions see our [FAQ](#) page.
4. For additional quick reference guides see our [QRG](#) page.
5. For training sessions see our [Webinars](#) page.
6. Top 10 [checklist](#) before you test.

<a href="#">Home</a>	<a href="#">Overview</a>	<a href="#">Download/install</a>	<a href="#">Config &amp; Admin</a>	<a href="#">Launch exam</a>	<b>Support</b>	<a href="#">Program Info</a>
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Appendix A: Support

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**Troubleshooting**

# Troubleshooting Compass



If you are having testing issues, check the system configuration tips below. You must apply these settings to any proxy, firewall, content filter, or other security device that is set up on your local machines or local network. If your institution is part of a larger network, such as a district, county, or other parent institution, you must provide this information to your network administrators.

- ❖ Ensure that HTTPS Inspection is turned OFF. This can be very resource intensive, as it decrypts and encrypts each packet, and it is typically turned on by default with most firewalls, so it is important to check before testing.
- ❖ Check for any cap limitations on your HTTP and HTTPS communications. If either or both are capped at a certain MB limit, the limitation could affect testing.
- ❖ Ensure the HTTP (80), HTTPS (443), and TCP (56774) ports are fully opened and can communicate freely.
- ❖ Check that the following IP addresses are set as approved/unblocked and given the highest priority:
  - 64.27.100.27
  - 64.27.64.232
  - 206.188.17.0/24
  - 64.106.193.0/24
  - 64.106.220.0/24

The last two addresses are IP ranges, but if your system does not accept “0/24”, then try entering only “0” at the end.

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## Appendix A: Support

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**Troubleshooting**

❖ The following domains may need to be approved and given unrestricted communication:

- [http://\\*.pearson.com](http://*.pearson.com) & [https://\\*.pearson.com](https://*.pearson.com)
- [http://\\*.pearsonvue.com](http://*.pearsonvue.com) & [https://\\*.pearsonvue.com](https://*.pearsonvue.com)
- [http://\\*.starttest.com](http://*.starttest.com) & [https://\\*.starttest.com](https://*.starttest.com)
- [http://\\*.starttest2.com](http://*.starttest2.com) & [https://\\*.starttest2.com](https://*.starttest2.com)
- [http://\\*.startpractice.com](http://*.startpractice.com) & [https://\\*.startpractice.com](https://*.startpractice.com)
- [http://\\*.programworkshop.com](http://*.programworkshop.com) & [https://\\*.programworkshop.com](https://*.programworkshop.com)
- <http://vueapbrowser.starttest.com/?program=CertiportSB>

### Note



Sometimes it works better on certain systems if you add them in one of these fashions:

(1) <http://starttest.com>, (2) <http://starttest2.com>, (3) \*.starttest.com\*, (4) \*.starttest2.com\*, (5) \*.programworkshop.com\*.

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## Appendix A: Support

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### Troubleshooting

- ❖ Ensure that your DHCP Lease Time is set to a minimum of 1 day. If it is set to renew its lease sooner than this, it may add unnecessary network traffic. We recommend you use 1 day, as opposed to the 24-hour option.
- ❖ Check that any anti-virus and security programs or other scans are not set to scan daily during testing times. It is not necessary to completely disable auto-scanning for these programs, but it is recommended to set scan times that will not occur during testing.
- ❖ If the options above do not fix the issue, you may also need to apply these settings to the Windows Firewall or any anti-virus program on each local computer; however, you should try it on one machine first.

 <p><b>Note</b></p>	<p>Anti-virus and security programs include products such as Norton, MacAfee, AVG, F-Secure, and more. Adjusting the settings for each will vary, but in general, you will want to add the domains or IP addresses above to that program's list of safe sites or safe zone.</p>
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## Appendix B: program specific content

Adobe install info

Microsoft install info

Autodesk error info

**Note:**

Use the links in this sidebar and at the bottom of the page to navigate through the document.

# Appendix B: program specific content

This section contains content specific to various programs.

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## Appendix B: program specific content

**Adobe install info**

**Microsoft install info**

**Autodesk error info**

**Note:**

Use the links in this sidebar and at the bottom of the page to navigate through the document.

## Adobe program installation info

The **Adobe** exams have a separate companion guide for exams that are delivered via locally installed **Adobe Creative Cloud** applications (Live-in-the-App). Please see the [QRG – Adobe Certified Professional Companion Guide](#) for details.

## Microsoft program installation info

The **Microsoft Office Specialist (MOS)** exams have a separate companion guide for exams that are delivered through the **Microsoft 365 Apps & Office 2019** application (Live-in-the-App). Please see the [QRG – Office 365 FAQ](#) for details.

## Autodesk program troubleshooting info

The **Autodesk Certified User (ACU)** exams (in English ENU only) have a toolbar that was added December 8<sup>th</sup>, 2020 beneath the exam interface that allows you to click the icons located there as a simpler means to switch in between the Autodesk application and Compass. The traditional keystrokes of alt+tab (for native) and Exams from Home (virtual) also work as before. See our website for more information on [Exams from Home keystrokes](#).

If you are experiencing issues with the toolbar after an exam crash, see our [support FAQs](#) for CATCs. For more information on using the new toolbar see our [Exam Tutorial](#).

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