QRG – UPDATING YOUR CATC PUBLIC LOCATOR INFORMATION

Guide Summary

The CATC (Certiport Authorized Testing Center) **Public Locator** is a <u>search tool</u> available on our website that Test Candidates will employ in order to find a center nearest them that facilitates the administration of Certiport exams. Once a new CATC uploads an exam result from their account, they will show up in the **Locator** as a center offering our exams to the public. The initial information (automatically populated into the Locator with your first upload) is basic. As an Organization Administrator, you will be responsible to maintain the information displayed. Please use the following instructions to access your CATC's **Locator** information.

Log in to the Certiport Website

- 1. Log in to <u>www.certiport.com</u>.
- 2. Select the **Organization Administrator** (Org Admin) role from the dropdown at the top of the screen.



 If you are associated with multiple CATCs, please ensure that the correct Organization is selected within the dropdown. Then click on the Locator tab.



Setting Up Your Locator Page

This page contains what is currently listed publicly for your CATC (listed publicly only when in compliance*). It is important to keep it up-to-date and as detailed as possible.

1. You must first click the **Edit** button at the bottom of the page before you can access this form.

LOCATOR INFOR	IMATION					
Do you want to I	be a Certiport Public Test Center? 📝					
By becoming a p and are agreeing fees charged (if MOS 2007, MOS	ublic test center, you are approving your cer to offer testing for public test candidates. C any). Please note that your center will not ap 2010 or any online exam.	nter's contact information to appear on Certiport's Public Center locator inters will be reponsible for their own hours of operation, scheduling an opear on the locator until at least one exam in the program is given i.e.				
Description:	Our test center is on the second floor. We do not charge a proctor fee, but you must acquire a voucher before coming in to test. You can do so at shop, certiport.com					
	Note: Maximum number of 250 characters only.					
Make an appoin	ntment					
Enter the hest w	av for a Test Candidate to make an exam an	nointment at your Pertinent Authorized Testine Penter. Only one metart				
method is requir	ed.	pointment at your certiport nutrianzed resting center, only one contact				
Phone or note:	Call us at 888-999-9830 to schedule an	Call us at 888-999-9830 to schedule an appointment.				
Email:						
Web site:	http://www.certiport.com	http://www.certiport.com				
Tastina availab	Jitta					
Foter the days a	nd time that your center is available for testi	ng to the general public				
Enter and object		ng to the general paramet				
Example 1:	Monday - Friday	10:00 AM - 7:00 PM				
Example 21	Available first Priday of each month	3100 MM - 9100 MM				
	Days	Hours				
Line 1:	Fridays only	9:00 AM to 3:00 PM				
Line 2:						
Line 3:	1					
Line 4:						
Line 5:						
100000000000000000000000000000000000000	nation					
Mapping inform						

***Note:** Additional <u>rules</u> apply for appearing in the Locator (see below).

 First, check the "Do you want to be a Certiport Public Test Center?" box. Your CATC's information will not qualify to appear in the Locator whatsoever until this is performed. If your CATC wishes to opt-out of appearing in the Locator simply keep this box unchecked.



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- In the Description, enter the information unique to your CATC here. Examples would be information about how to schedule an exam, if you accept walkins, where to park, fees, access to public transit, helpful direction tips, etc. (Maximum 250 characters)
- Enter the applicable information for Making an Appointment with your CATC. Include a note if there is something specific the test candidate should do. For example: "Please call 555-000-0000 and ask for Alice".
- In Testing Availability, enter the days and time that your center is available for testing to the general public.
- 6. In Mapping Information, check the latitude and longitude for accuracy. Our Locator engine uses this data to determine your brick & mortar address so that your center will be properly displayed on the Locator map. Use the Lookup Address feature and enter your address to compare them with the default coordinates shown. Copy and paste any potential difference into the coordinate fields.
- Click on the Update button to save your changes. Please note that changes will not appear instantly; our servers refresh every day at 3 am MT.

Note: The above information for the Public Locator will appear for all applicable programs so you will only need to update the information in this single form.

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Verifying Appearance in the Public Locator

Now that you have updated the Locator info, your CATC will be searchable from within the Locate a Testing Center page on our website as an organization that offers Certiport exams to the public.

To access the Locator and verify that you appear as intended, please perform the following steps:

- First ensure that enough time has passed for the server to refresh your information (see <u>Step 7</u> in the previous section).
- 2. Type in <u>https://portal.certiport.com/Locator</u> into your browser's address bar to quickly navigate to the search tool.

A	UTHORIZED TESTING CENTER				
Certipo	ort Authorized T	esting Center	Locator		
Automatically Detect My Location Or set your location below.			Select the exam you would like to take:		
			Program	Select a Program	~
			Version	Select a Version	\checkmark
Country	Select a Country	~	Exam	Select an Exam	~
Zip Code			Search		
	or				
City					
State	Select a State	\sim			
Mearert	10 Centers	×			

 Fill out the minimum required information including a specific Program, Version, and Exam, then click
Search. The information will appear on a new page.

Rules and Additional Info for Appearance in the Locator

Please be advised that there are additional rules for maintaining your CATC's continual presence in the Public Locator even if the checkbox in <u>Step 2</u> is marked:

- No CATC will show up in the Locator for any program until they have successfully uploaded an exam result.
- After a successful upload, only basic information will be populated in the Locator. An Org Admin must go into the details page (described above) and finalize all information that will appear.

Note: Some exam programs such as MTA have restrictions on the types of organizations that can administer those exams and/or the academic status of the Test Candidates. If you are unsure about these programs, please contact your Territory Representative.

- For MOS exams: If you have administered a MOS exam, you will now show up as offering any MOS exam.
- A CATC will only show up in the Locator for 6 months after the last uploaded exam. CATCs who go more than 6 months without activity will disappear from the Locator until another exam is uploaded.
- A CATC with an expired center agreement will also be removed from the Locator. If you should happen to let your agreement expire, simply renewing it will allow the Locator information to be reestablished after renewal and the next server refresh.
- The information contained in the Locator for your CATC may be altered at any time by the participating organization, but unless you meet the criteria in the above rules, your center will not show up.

<u>FAQ</u>

Q: I cannot perform a Locator search because one or more of the fields in the form are not working.

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A: Enter your browser settings and clear all your temporary internet files (cache, form data, website data, etc.) then try again.

Contacting Support

Find <u>Answers</u> Online

Test Candidates: 888.999.9830, Opt. 2 (M – F 6am to 5pm MT) Customerservices@certiport.com

CATC Customer Service: 888.999.9830, Opt. 3 (M – F 7am to 5pm MT)

CATC Technical Support: 888.999.9830, Opt. 1 (M – F 6am to 5pm MT)

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