

## Guide Summary

This Quick Reference Guide outlines the general pathway used when proctoring a Certiport exam to a Test Candidate via the Console 8, Compass, or Mac Launcher delivery systems. Before you can actually proctor an exam you must create a Certiport profile, become a Proctor by reading and agreeing to the *Proctor Agreement*, establish an association to a Certiport Authorized Testing Center (CATC), and then be designated a Proctor on behalf of that CATC. See the [Using Your Test Candidate Account page](#) for more information.

## Verifying the Test Candidate and Securing the Exam Environment

Before administering any Certiport exam, Proctors and other applicable personnel should be familiar with all [Exam Policies](#) listed on the Certiport website in addition to the terms outlined in the Proctor Agreement.

The CATC is responsible for verifying the Test Candidate's identity with at least one form of valid identification (containing both a photograph and the Test Candidate's signature). See our full [exam administration policies](#).

### The Proctor agrees as follows:

- ✓ To ensure the Security of the examination environment and session during a candidate's exam session.
- ✓ To the provision and supervision of a quiet, well-lit area free from noise and distraction and within supervisory distance of the proctor.
- ✓ To proctoring of Certiport programs and examinations only at a Certiport Authorized Testing Center (CATC).
- ✓ To verification of time limits and use of only approved materials (if stipulated) permitted during the examination process.

- ✓ To termination of the examination, confiscation of exam materials, and immediate notification of Certiport, at 888.999.9830, if there is improper conduct on the part of the candidate or any evidence that the examination process has been violated.
- ✓ To supervision of the student during examination sessions, including overseeing that no copy of the test or notes that contain the content of the test questions or answers are used by the student during the examination.
- ✓ Proctor has been approved by Certiport as a Certiport Approved Proctor and has met the criteria set forth to act as a proctor on behalf of Certiport and Certiport certification and examination partners.
- ✓ Proctor will treat examination materials as confidential and keep them secure.
- ✓ Proctor must remain with or within a reasonable distance of the student(s) throughout each exam.
- ✓ Proctor further agrees that the candidates for which he/she will proctor Certiport programs and examinations are not related to the proctor, are not directly employed by proctor (nor is the proctor directly employed by candidate).
- ✓ Proctor understands that if found to be in violation of this agreement and aforementioned Guidelines, this will constitute termination of this proctor agreement and will risk proctors ability to instruct Certiport approved programs in the future and legal action may be taken against the proctor.

**Note:** *Certiport reserves the right to verify a proctor's identity, require additional proof of eligibility, or require the selection of a different proctor. This Proctor agreement may be terminated at will by Certiport, or the proctor at any time through notification in writing or electronic communication to all parties involved.*

These items are only a guide, to view the complete Proctor Agreement, log in at [www.certiport.com](http://www.certiport.com), change your role to "Proctor", and then click the link to "View Proctor Registration Page" at the bottom of the page.

## Launching the Exam Software

Double-click on the desktop shortcut to launch the Certiport exam delivery system that will facilitate the specific exam program you are trying to administer:

**Console 8:** This system is used for the delivery of most Certiport exams including MOS, ACA CC 15, ECA, IC3 GS4 & GS5, MTA, MCE, ACP, ACU, QuickBooks, ESB, and Toon Boom exams.



**Compass:** This solution is used for the delivery of the ACU, ACP, ECA, and ACA CC 18 exams. See the [Compass Install & Setup](#) for more information.



**Certiport Mac Launcher:** This solution is used for the delivery of the Mac-compatible IC3 and ACA exams in a native Mac OS environment. See the [Mac Launcher guide](#) for more information.

**Note:** *For a list of current deliverables, please see our [Exam Releases](#) page as availability of individual program versions/suites, and localizations may vary and change.*

## Test Candidate Login

After launching any of the exam delivery systems, the first thing to appear will always be the Test Candidate Login. Although each exam delivery method has a unique user interface, the basic outline to proctoring an exam within each model is similar. For end-to-end instructions on the use of one particular system, please refer to the [Quick Reference Guides](#) located on our website.

1. After the software is launched, the Test Candidate will log in using their Certiport profile Username and Password ([Console 8](#) is used for all examples).



2. The Test Candidate will then select the program, suite, version, etc. of the exam they wish to take.
3. They will be taken to the pre-launch screen where they will select a payment type, enter if they belong to an Exam Group, verify their information, and accept the NDA (see next step and next section).
4. Before the exam begins the “**Non-Disclosure Agreement**” (NDA) will need to be addressed. This opens in the default or secure browser and will require the Test Candidate to read and accept the agreement before proceeding. The agreement contains, but is not limited to, keeping the exam content they observe confidential. (NDA launch point and frequency may vary by program; some programs have blanket acceptance and will only prompt a Test Candidate one time, others appear every time.)

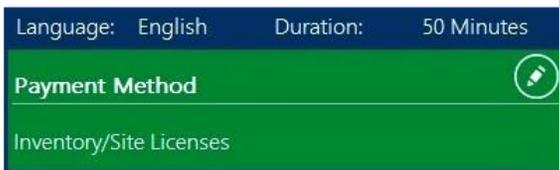
## Exam Payment and Exam Groups

Before the exam begins the Test Candidate will select whether or not they belong to an Exam Group, and how the exam will be paid for (Console 8 illustrated below).

**Exam Groups:** If using an Exam Group, select “**Yes**” and enter the Exam Group ID Number. Exam Groups are an optional feature organized by a *Teacher* prior to testing. The Test Candidate(s) should have this number on hand if Exam Groups are going to be being employed. If you are not using an Exam Group this field may be left blank. See our Quick Reference Guides for detailed info on [Exam Groups](#).



**Payment Method:** Here the Test Candidate will enter their Voucher or User License number (or select it from the dropdown if it was [pre-assigned](#)). If payment for the exam is coming from a Site License or Inventory designated to the CATC, you will change the selection (if needed) and the exam Inventory debit will occur automatically. Console 8 and Compass are set to use Inventory/Site Licenses by default.



## Proctor Authorization

Before the exam can begin, the Proctor will need to authorize the Test Candidate as meeting all criteria to be administered the exam by entering in their credentials. The Proctor will enter their Username and Password, and checkmark the box indicating that “**As Proctor, I have Verified...**” the Test Candidate. (Identity verification should occur previous to the Test Candidate logging in. Console 8 illustrated below.)



**Note:** The Proctor Authorization screen in Console 8 will not appear until the Test Candidate’s personal information is verified, the NDA is accepted, and any outstanding Program Registration information is completed.

## Exam Tutorials & Exam Scoring

The last item you will encounter before the exam and timer begin will be the Exam Tutorials. These will contain a series of pages instructing the Test Candidate on how to use the exam interface, as well as other items pertaining to any unique navigation and features of the exam. Some [exam tutorials](#) are available on our website for review outside of sitting for an actual exam.

Upon completion of the exam a Score Report will be generated that contains the final grade and a sectional analysis. The report will also be posted to the Test Candidate’s Certiport transcript, and will be displayed on the screen in Adobe Acrobat so it can be saved or printed. Test Candidates can also print their score reports and certificates fulfilled by Certiport from within their profile by logging in as a Test Candidate at [www.certiport.com](http://www.certiport.com).

## Contacting Support

Find [Answers](#) Online

**Test Candidates:** 888.999.9830, Opt. 2

(M – F 6am to 5pm MT)

[Customerservices@certiport.com](mailto:Customerservices@certiport.com)

**CATC Customer Service:** 888.999.9830, Opt. 3

(M – F 6am to 5pm MT)

**CATC Technical Support:** 888.999.9830, Opt. 1

(M – F 6am to 5pm MT)