

Compass Cloud: In-Person Proctoring Exam Administrator (Proctor) Guide



Version 3.4.4 – Last updated: 4/22/2025

Table of Contents

01

Guide Summary

02

Tech Requirements

03

Installing the App

04

Calendar Tool

05

Session Info

06

Session Creation

07

Using Vouchers

08

Emails & Access Codes

09

Confirming Sessions

10

Administering Exams

11

Errors & Troubleshooting

12

FAQ

Guide Summary

This guide outlines the processes and best practices for scheduling and administering exams with Compass Cloud as an Exam Administrator (Proctor). Please note that Compass Cloud is not a remote proctoring solution like Exams from Home (EFH) and is only intended for use in-person at a Certiport Authorized Testing Center (CATC) with the Exam Administrator (Proctor) and Test Candidate in the same room.

Compass Cloud was developed as a way to eliminate the need of setting up and maintaining all the software required to perform local (native) delivery with Compass for Windows. With Compass Cloud, the exam software, locally installed software required for Live-in-the-Application delivery, and the exam content are all stored in the cloud, so you will only need to download and install the Compass Cloud desktop app on every desired testing workstation, then schedule and confirm your first session through our website.

Technical Requirements

First, it is important to understand that Compass Cloud exists in two distinct forms:

- **Web-Based Tools:** These are used to schedule and administer exams and are accessed by logging in to our website at www.certiport.com. Only Exam Administrators (Proctors) and Organization Administrators will use these tools. The administration dashboard does not have a way to view the Test Candidate's desktop, nor does it have any direct communication features (i.e. chat).
- **Desktop Application:** This will need to be installed on every testing workstation. Only Test Candidates will use the desktop app.

Exam Administrator (Proctor) Requirements – For the Calendar and Dashboard:

The Exam Administrator (Proctor) only needs a device with a large enough screen resolution to adequately view the scheduling calendar and the exam administration dashboard through a browser.


- Laptop or Desktop (recommended), tablets or other mobile devices
- The preferred internet browser is Chrome. Edge and Safari are also supported
- High-speed internet

Test Candidate Requirements – For the Desktop App:

- Laptop or Desktop with Windows 10, Windows 11, or Mac OS X Monterey 12.x or higher
- Chromebook with a current operating system (OS)
- Local Admin Rights to deploy the install file or permissions from a Local Admin for managed Chromebooks
- The language of the OS on the testing workstation must match the exam language of the scheduled session
- Full Keyboard, 2-button mouse, & monitor with a recommended minimum screen resolution of 1280 x 800
- The preferred internet browser is Chrome. Edge and Safari are also acceptable
- A bandwidth download speed of at least 10Mbps per testing workstation (see [Connection check](#) for details)

Downloading and Installing the Desktop Application

To obtain the installer file, navigate to www.certiport.com and log in. Change your role to Organization Administrator or Member, hover over the **Exam Delivery** tab and click on the dropdown for **Compass Cloud: Download & Installation**. Compass Cloud is currently available for Windows, Mac, or Chromebooks.

1. On the download page, locate the colored icons for your desired delivery operating system and follow the install instructions located within each section.
2. Download the file and move it to your desktop (Win/Mac) to install. Chromebook devices will use an app that needs to be installed from the Google Play Store.
3. Repeat the process on every testing workstation. The desktop icon looks like this → 

Mass Deployment (Windows only):

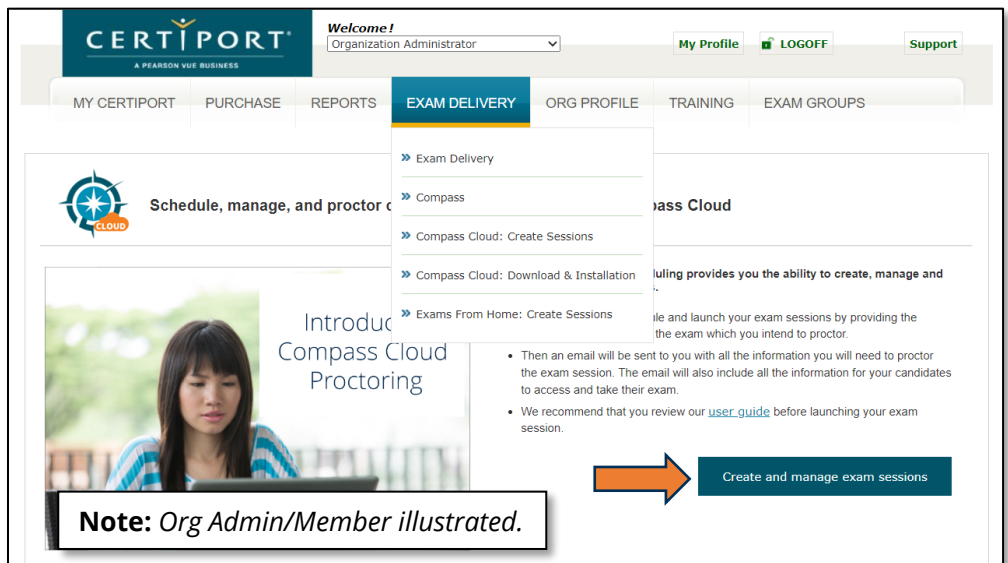
For advanced users familiar with scripting and Active Directory, the installer file can be mass deployed in a Windows environment. For detailed instructions on mass deployment, see the [user guide](#).

Getting to know the Calendar Tool

To access to the calendar, navigate to www.certiport.com and log in. Change your role at the top of the page to Organization Administrator or Member (see below for Proctor), hover over the **Exam Delivery** tab and click on the dropdown for **Compass Cloud: Create Sessions**, and then click the button to **Create and manage exam sessions**.

✓ **Note:** The methods for each role described on this page will take you to the same calendar. A new browser tab will open containing the calendar (you may have to enter your same credentials again).

✓ **Tip:** The calendar tool scheduling instructions are also available in a [video](#).



The screenshot shows the CertiPort user interface. At the top, there's a navigation bar with 'MY CERTIPORT', 'PURCHASE', 'REPORTS', 'EXAM DELIVERY' (highlighted), 'ORG PROFILE', 'TRAINING', and 'EXAM GROUPS'. Below 'EXAM DELIVERY', a dropdown menu is open, showing options: 'Exam Delivery', 'Compass', 'Compass Cloud: Create Sessions', 'Compass Cloud: Download & Installation', and 'Exams From Home: Create Sessions'. The 'Compass Cloud: Create Sessions' option is highlighted. To the right of the dropdown, there's a 'Compass Cloud' section with a description and a 'Create and manage exam sessions' button. An orange arrow points to this button. At the bottom left, there's a note: 'Note: Org Admin/Member illustrated.'

For the Proctor role, change your role to **Proctor** and click on the section heading for **Compass Cloud – In classroom proctoring**. Next, click the button to **Create and manage exam sessions** and follow the on-screen prompts to create a session. A new browser tab will open containing the calendar dashboard.

Navigating the Calendar Dashboard:

The screenshot shows the CERTIPORT Compass Cloud Exam Administrator Dashboard. The interface includes a top navigation bar with the CERTIPORT logo, a user profile dropdown for 'Don Blake', and a 'Create session' button. A left sidebar contains links for 'Dashboard', 'Session schedule', 'Preferences', and 'Connection check'. The main content area features a 'Next session' card for 'Classroom 4B' showing a scheduled session on July 28, 2023, at 12:15 AM, created by Don Blake and proctored by Alice Lane. Below this is a 'Session schedule' table listing upcoming sessions. At the bottom, there are links for Terms, Privacy, Contact, English - United States, and Cookie preferences.

Numbered Callouts:

- 1: Help & Support icon
- 2: User Interface Language Selection icon
- 3: The Current User & Sign Out dropdown
- 4: Create session button
- 5: Menu Collapse icon
- 6: The Session Creation Dashboard (currently selected)
- 7: Session Page (see all upcoming & past sessions)
- 8: Preferences menu (set communication options)
- 9: Connection check (test bandwidth & latency)
- 10: Next Session in queue for your CATC
- 11: Start Session Button (grayed out until 5 minutes before start time, starts next session in queue)
- 12: Edit Session Button (change name, time/date, exam group, Proctor, or # of Test Candidates of next session in queue)
- 13: View Details Button (view more info about the next session in queue)
- 14: All Upcoming Sessions table
- 15: Options Buttons (confirm session, view details, edit, or resend emails of an existing session)

Calendar Legend

1: Help & Support	2: User Interface Language Selection	3: The Current User & Sign Out
4: Create New Session Button	5: Menu Collapse	6: The Session Creation Dashboard (currently selected)
7: Session Page (see all upcoming & past sessions)	8: Preferences menu (set communication options)	9: Connection check (test bandwidth & latency)
10: Next Session in queue for your CATC	11: Start Session Button (grayed out until 5 minutes before start time, starts next session in queue)	12: Edit Session Button (change name, time/date, exam group, Proctor, or # of Test Candidates of next session in queue)
13: View Details Button (view more info about the next session in queue)	14: All Upcoming Sessions	15: Options Buttons (confirm session, view details, edit, or resend emails of an existing session)

Session Creation Details:

Review the information in this guide and carefully determine the details when creating your session event.

- ✓ **Important:** *Payment per seat will be locked upon session submission, so we ask that you only create exam sessions for the number of Test Candidates that will actually attend. No-shows waste a valuable seat another Test Candidate could have used, but you can update the number of participating Test Candidates up to an hour prior to the session start time.*
- A single session can contain a mix and match of any [supported](#) program, suite, or version year (up to five different exam titles) and can accommodate up to 50 candidates.
- CATCs can schedule at their convenience down to a minimum of 60 mins in advance of the session start time. You cannot schedule out past 30 days.
- The person scheduling must be associated to your Certiport Authorized Testing Center (CATC). Within the calendar tool, associated Certiport Organization Administrators can see all sessions scheduled for the center, associated Exam Administrators (Proctors) can only see the sessions that they created.
- The person creating the session does not have to be the Exam Administrator (Proctor), but only the designated Exam Administrator (Proctor) can confirm the session. So, if you are creating a session for someone else, this ensures they are aware of it by only letting the person actually proctoring the exams to the Test Candidates confirm the session. See more about confirming a session on [page 15](#).
- If an Organization Administrator/Member creates a session on behalf of an Exam Administrator (Proctor), they will still receive a copy of all the emails that are sent to the Proctor (except the reminder emails to confirm the session, which can only be performed by the Proctor).
- Once you create a session, you cannot edit the CATC, the payment method, the exam language, or the exam titles. If you need to change those details, you must delete the session and create a new one.
- You can cancel your session up to one hour before it is scheduled to begin. After that, it becomes locked, and it cannot be cancelled, nor can any session information be edited during that final hour.
- Vouchers that your CATC has purchased and are available for use can be used as a payment method when scheduling your exam session. However, there are two different payment methods to select from when using vouchers. Please see the [voucher section](#) in this document for detailed info on using vouchers with Compass Cloud.

A Note on Session Time (Live-in-the-Application exams only):

When using the Compass Cloud solution please note that there are two time limits you need to be aware of when delivering Live-in-the-Application (Adobe, Autodesk, or Microsoft Office Specialist) exams. Only Live-in-the-Application (LITA) exams employ the use of virtual machines on Compass Cloud, so Session time is only applicable to that type of exam delivery, but all Test Candidates must arrive and be ready to test at least 5 minutes prior to their scheduled start time no matter which exam they are taking.

- **Session time:** the amount of time the virtual machine is active (approx 2 hours) or until the Test Candidate finishes the exam and disconnects from the session
- **Exam time:** the actual timed portion the Test Candidate has to complete the certification exam - between 45-60 minutes for all standard exams

Session time is used by the Test Candidate to log in, review the tutorial, ask the Exam Administrator (Proctor) any questions, review their results, send feedback, or to complete other similar tasks. If the Test Candidate begins **later than 30 minutes** to their scheduled session, they will be locked out and need to **reschedule** their exam as there may not be enough overall time to complete all session time tasks as well as the exam itself.

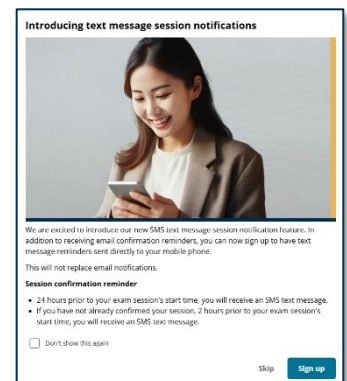
- ✓ **Important:** *It is imperative that Test Candidates with ADA accommodations that are taking Live-in-the-Application exams do not start their exam late or they may run out of session time.*

Setting your Preferences:

Currently, the only preference is the option to receive your session notifications via SMS text message. The first time you use Compass Cloud you will be prompted to sign-up for text messages, which will take you directly to the preferences menu.

1. In the menu, click the **Edit** button, enter your phone number, click **Yes** to opt-in, read the Terms & Conditions and check the **"I accept..."** box, click the **Slider** for session confirmation reminders, then click **Save**.

- ✓ **Note:** *At this time the text messaging option is only available in the U.S. and Canada. Electing to receive your session confirmation reminders via SMS text will not cease any reminders sent via email (you will continue to receive both). See the [FAQs](#) for more info.*



Communication preferences
 Note: Information added or updated here will update in the Certipoint Portal as well.

MOBILE NUMBER

+1 801-555-5555

TEXT MESSAGES OPT-IN ⓘ
☒ Yes ☐ No

☒ I accept the terms and conditions
[View terms and conditions](#)

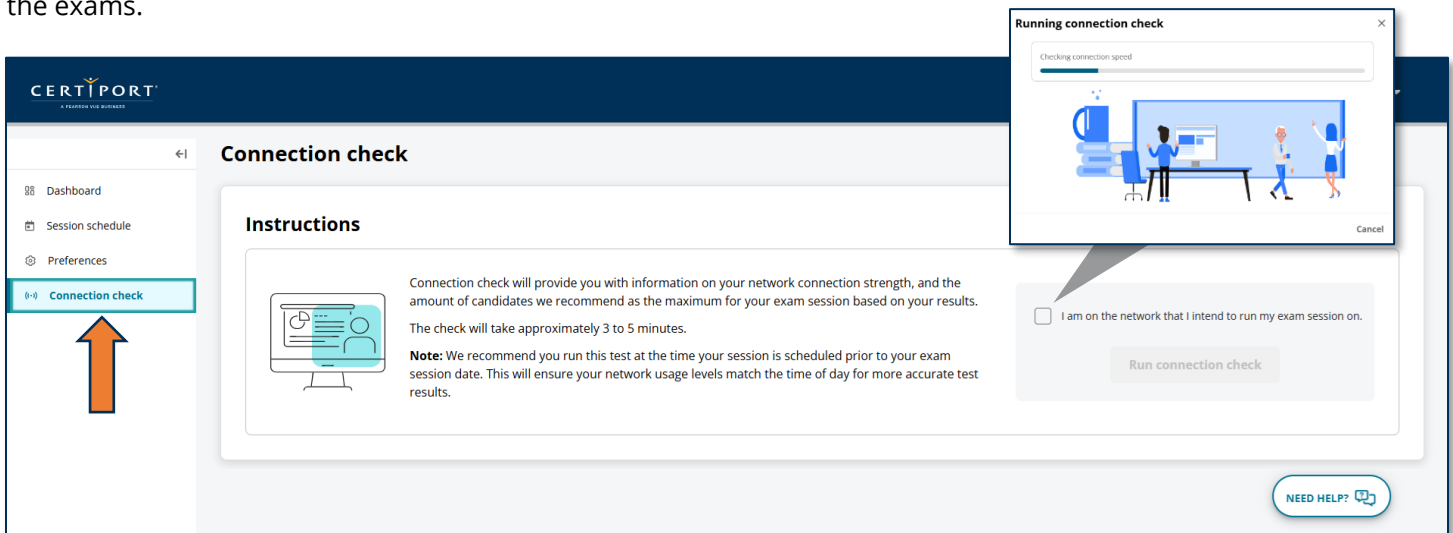
Session confirmation reminder
 • 24 hours prior to your exam session's start time, you will receive an SMS text message.
 • If you have not already confirmed your session, 2 hours prior to your exam session's start time, you will receive an SMS text message.

Reminders on/off

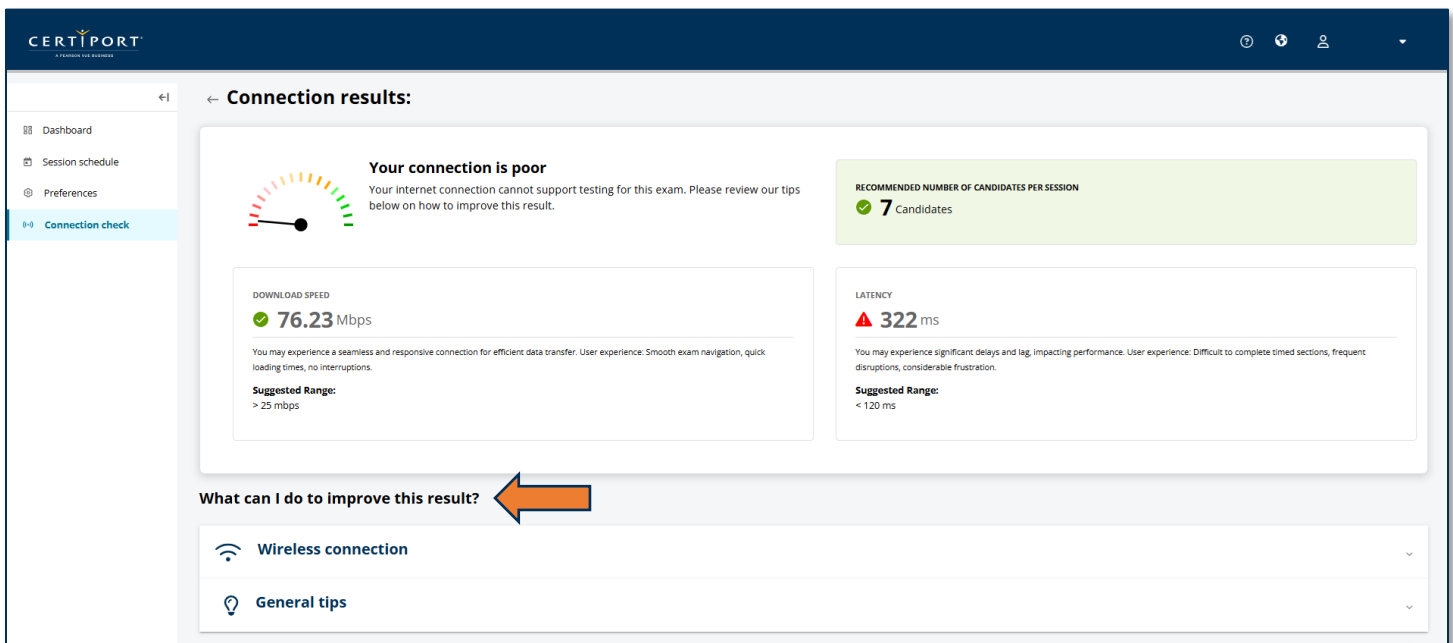
Cancel **Save**

Using the Connection Check:

The connection check can test your CATCs bandwidth and latency and provide an estimate of the number of Test Candidates your center can support (within a single session) based on the results at the time the check is conducted. To begin, click **Connection check** in the left-hand margin of the Compass Cloud menu. You will be presented with instructions and a notice to perform the test on the same network in which you intend to administer the exams.



1. Read the instructions and agree to the terms by clicking the **“I am on the network...”** checkbox.
2. Click **Run connection check**, wait for the test to run, and view the results.



Review the tips at the bottom of the page shown above (and the [FAQs](#) in this guide) for additional tips on poor bandwidth and latency issues. It is very important to remember that you are only getting an indication of your network environment at the time of the check and on the workstation in which it was performed.

Creating a Session

1. In the calendar tool, click the **Create session** button.
2. Enter a **Session name** and select your **CATC**.
3. When a valid CATC is selected, it will open the remaining fields. Select your **Payment method**, enter an **Exam group** number (optional), specify your **Exam language**, choose an **Exam Administrator (Proctor)**, and your desired **date/time**.

Create session

- ✓ **Important:** When a session is created, any corresponding licenses, inventory, or vouchers matching the number of Test Candidates specified in a session will be debited from your CATC's account and put on hold. This ensures that when the session actually occurs, your CATC has enough pieces to cover it. Cancelling the session early will release the hold. Additionally, if a session starts with, for example, 10 Test Candidates scheduled and 2 are sick the day of the event, we would return the 2 unused payment methods back to the CATCs account after the session is completed. This may take a few hours to process. See [voucher section](#) for detailed info on voucher use.

← Create session

✓ Session details

2 Exam details

3 Review and submit

Session details

Session rules that will apply to all exams for the session.

Session name *

Test center *

Payment method *

Exam group ID

Exam(s) Language *

Proctor *

Date *

Time zone *

Time *

AM

PM

MM/DD/YYYY

12-hour

24-hour

✓ **Note:** If you do not have a sufficient payment method, or if the payment method will expire by the date of the session, or if the payment method is not yet active, you will not be able to continue. Other elements such as not having an active site license agreement could also prevent session creation.

Tip: The Time zone should be selected for you automatically.

Next

4. Click **Next**. The **Exam details** section will appear.

✓ **Note:** After a session has been created, an automatic email (and/or text) will be sent to the designated Exam Administrator (Proctor) specified in the session details, as well as the person who created the session, which could be an Organization Administrator from your CATC. See the Emails section on [Page 15](#) of this guide for more info.

Last Updated: April 2025

© Copyright 1996-2025 Pearson Education Inc. or its affiliate(s). All rights reserved.

www.certiport.com

8 | Page

The Exam details screen is where you will select your exam titles and number of Test Candidates who will be taking each of the exam titles. You can administer up to 5 different exam titles and up to a total of 50 Test Candidates across those 5 titles within a single scheduled session. So, for example, if you started by entering 50 Test Candidates for an IC3 Digital Literacy exam, it would not let you enter any additional exam titles.

- Begin by selecting your exam title for **Exam 1**. You can use the **Programs** dropdown or type a portion of the exam name in the **Search** box to narrow your selections.

Session details

Exam details

3 Review and submit

Exam 1

Exam details

Begin by searching an exam, then select from the results below and add the number of candidates.

Programs

PROGRAM NAME	EXAM NAME	
IC3 Digital Literacy Certification	IC PHP Developer Fundamentals	Select
IC3 Digital Literacy Certification	IC3 GS5 Computing Fundamentals (Office 2013)	Select
IC3 Digital Literacy Certification	IC3 GS5 Computing Fundamentals (Office 2016)	Select
IC3 Digital Literacy Certification	IC3 GS5 Key Applications (Office 2013)	Select
IC3 Digital Literacy Certification	IC3 GS5 Key Applications (Office 2016)	Select

Rows per page 5

Page 1 of 103

Note: Maximum of 50 candidates per exam session.

+ Add another exam

Cancel session

Previous

Next

- When you locate your desired exam, click the **Select** button and the entry will become highlighted.

Programs


PROGRAM NAME	EXAM NAME	
IC3 Digital Literacy Certification	IC3 GS6 Level 1	Selected

7. Enter the **number** of committed Test Candidates for **Exam 1**.
8. If you are done entering exam titles you can click **Next**.
9. If you wish to add another exam title, click **+ Add another exam** and repeat Steps 5, 6, and 7.


If you wish to abandon this session and start over, click **Cancel session** or the back arrow. If you wish to return to the previous step, click the **Previous** button. If you wish to remove an exam title from the session, click **Remove this exam**.


Note: Maximum of 50 candidates per exam session.

Number of candidates *

 Remove this exam + Add another exam


Cancel session Previous Next

 **Session details**

Exam 1 **Exam 2** 

✓ **Note:** If you are entering multiple exam titles, use the headings at the top of the Exam details section to switch in between titles.

Selected exam(s) not available for SiteLicense_Inventory and/or don't have sufficient inventory.

 Exam series code: IC3-601
Exam description: IC3 GS6 Level 1

Contact your organization administrator for assistance.

✓ **Important:** Remember that your payment method is debited at the time of session creation. If your CATC does not have the available payment method matching the exam title(s) or the number of Test Candidates selected, you will be notified after clicking Next on the Exam details step.

10. After you have finished entering the exam titles, the number of committed Test Candidate participants, and have clicked **Next**, the **Review and submit** screen will appear.

✓ **Note:** Compass Cloud is always online, but there will be occasions of periodic maintenance. The system will not let you schedule during an outage, and a notice will appear at the top of the calendar if a blackout date is coming soon.

11. **Review** the Session summary screen to ensure all details are correct. Click the **Edit** button on any section to update the session or exam details before submitting the session.
12. If everything looks correct, click the **Submit** button.

Session summary

Review your session details and verify all information is correct before submitting your session.

Session details

Edit

SESSION NAME	TEST CENTER	PAYMENT METHOD	EXAM GROUP ID	LANGUAGE	PROCTOR	DATE & TIME
TEST	Certiport College	Site License / Inventory		English	Alice Lane	July 31, 2023 0:20 AM

Exam details

Exam 1

Edit

IC3 GS6 Level 1

NO. OF CANDIDATES: 1

Exam 2

Edit

IC3 GS6 Level 2

NO. OF CANDIDATES: 1

Exam 3

Edit

IC3 GS6 Level 3

NO. OF CANDIDATES: 1

Cancel session

Previous

Submit

13. Your session is now in the calendar and the **What happens next screen** will appear.
14. Review the steps and click the **Return to dashboard** button.

Your session is scheduled! What happens next...

1. Receive session emails

You have been sent an Exam Administrator (Proctor) session created email. If you are not the assigned proctor for this session, the confirmation email will be sent to the assigned proctor as well.

Resend confirmation email

2. Review confirmation emails

- Exam Administrator (Proctor) session access email includes:
 - A link for you to access your session as the proctor
 - A unique access code for each exam that is associated with your session to provide to your candidates.

3. Confirm session

- 24 hours prior to your exam session's start time, you will receive an email and or text message, depending on your communication preferences.
- The proctor associated with the session must confirm it before the session starts.
- If the session is not confirmed, the session will be deleted one hour prior to the session start time.

4. Start the exam session

- You may start the exam session 5 minutes before the scheduled start time
- Candidates may join as soon as you have started the session

Return to dashboard

✓ **Note:** See the “Emails, Access Codes, and Session Confirmations” section in this document for additional details on these four items.

Using Vouchers & Understanding the Voucher Payment Methods

✓ **Note:** If your CATC is not using vouchers you may skip this section and move on to [Emails & Access Codes](#) (page 15).

All voucher types are compatible with Compass Cloud. This includes vouchers that your CATC has purchased, vouchers with retakes, vouchers that have been pre-assigned, as well as vouchers purchased from our [Store](#). However, it is important that you understand which payment method to select when scheduling a session. We'll begin by learning the following terms:

- **Center assigned voucher:** One of two voucher payment methods you can select in the calendar for vouchers that a CATC has purchased. Vouchers used with this payment method cannot be pre-assigned to a Test Candidate at the time of session creation.
- **User assigned voucher:** One of two voucher payment methods you can select in the calendar for vouchers that the Test Candidate has pre-assigned to themselves, but must also associate to the scheduled exam session via Access Code after the session is created. If you are using this payment method, you must instruct any participating Test Candidates to pre-assign their voucher to themselves and then to associate it to a scheduled session at least 1 hour before the session starts (see the FAQs below for instructions).
- **Pre-Assigned voucher:** A voucher that has been assigned to a Test Candidate prior to taking an exam so that no other Test Candidate can redeem it. Only Test Candidates can [pre-assign a voucher](#) to themselves.
- **Reserved Voucher:** An unassigned voucher that has been put on hold by Compass Cloud to make certain it is available for a scheduled exam session. Vouchers are reserved when employing the "Center assigned voucher" payment method.
- **Associated Voucher / Associated to a Session:** A pre-assigned voucher that has also been associated to a scheduled exam session via an Access Code. Vouchers that need to be associated to a session are ones that will be used when employing the "User assigned voucher" payment method.

Using Vouchers FAQ:

Q: Can we use vouchers in Compass Cloud?

A: Yes. Vouchers that your CATC has purchased and are not pre-assigned to a Test Candidate can be used as a payment method when scheduling your exam session (including Vouchers with a Retake option). In the Compass Cloud calendar you would select "Center assigned voucher" as the payment method when scheduling a session using these types of available vouchers.

Q: What is the difference between the "Center assigned voucher" and a "User assigned voucher" payment methods?

A: Use the "Center assigned voucher" payment method when you have vouchers that have been purchased by your CATC and show up in your account as an active payment method. Use the "User assigned voucher" payment method with vouchers that the Test Candidate has pre-assigned to themselves, but must also then associate said voucher to a scheduled exam session via Access Code after the session is created. Vouchers used under the "User assigned voucher" payment method may be ones that the Test Candidate acquired on their own (either purchased through our [Store](#) or were given to the Test Candidate through an outside promotion, etc.) which would not show up under a CATC's account. However, vouchers used in the "User assigned voucher" payment method could also be ones that the CATC purchased, so long as they are not already reserved for a Compass Cloud session, or already pre-assigned and associated to another Compass Cloud session.

Q: When scheduling a session with the “User assigned voucher” payment method, can the voucher already be pre-assigned to a Test Candidate?

A: Yes. Since you aren’t actually tying the session to any particular voucher at the time of session creation, the voucher could be pre-assigned to a Test Candidate so long as the voucher is valid for the exam specified in the scheduled session and not yet associated to another Compass Cloud session.

Q: What if a CATC has vouchers that have been pre-assigned to a Test Candidate?

A: If you encounter a scenario where your CATC has purchased vouchers but also has one or more already pre-assigned to a Test Candidate, then you could still select “Center assigned voucher” when scheduling a session in the calendar as long as you have enough additional unassigned vouchers matching the total number of Test Candidates scheduled for the session. Remember that vouchers are reserved when the session is created using the “Center assigned voucher” payment method, and that vouchers to-be-reserved cannot be pre-assigned to a Test Candidate. In the same scenario, you could also use the “User assigned voucher” payment method for just those vouchers already pre-assigned to Test Candidates, so long as they then associate any pre-assigned vouchers to the scheduled exam session using their Access Code after the session creation.

Q: Can the Test Candidate purchase their own voucher and use it with Compass Cloud?

A: Yes. Vouchers that a Test Candidate has purchased or acquired on their own can also be used, but they must be pre-assigned to themselves and associated to a scheduled session via their exam Access Code after session creation. If you know a Test Candidate has their own voucher, you would select “User assigned voucher” as the payment method when scheduling a session in the calendar, then give the Test Candidate the Access Code so they can associate it to the session.

Q: Can we schedule a mix of “Center assigned voucher” and “User assigned voucher” payment methods within a single session?

A: No. The fundamental guidance here is whether the voucher is associated to a scheduled exam session. If it’s not associated and do not plan on associating it to the session, use the “Center assigned voucher” payment method. If you plan on associating a pre-assigned voucher to a scheduled exam session, use the “User assigned voucher” payment method. Only pre-assigned vouchers can be associated to a scheduled exam session using Access Codes.

Q: How can we check if we have available vouchers or if they have already been assigned to a Test Candidate?

A: Log in to www.certiport.com as an Organization Administrator. Hover over the “My Certiport” tab and click on the dropdown for “Vouchers”. As shown in the image below, the “Product” column will indicate if the order is for a “voucher” or “voucher + retake”. The “Available” column will indicate how many unredeemed and unassigned vouchers are remaining in that order. You can click the orange “Detail” link to see if any of the vouchers in the order are pre-assigned to any Test Candidates (or “reserved” for a “center assigned voucher” session), along with additional info. If present, the orange “Reassign” link is not for changing the Test Candidate pre-assignment, but rather transferring an order of vouchers to another CATC if you have a multisite account. Only a Test Candidate can unassign a voucher by logging in to www.certiport.com, locating the voucher under “My Exams” and clicking the green “Remove/Unassign” button.

Voucher Orders

Show voucher orders associated with the selected Testing Center.

VOUCHER ORDERS						
Order #	Order Date	Quantity	Product	Expiration	Available	
	Oct 04, 2022	50	Intuit Certifications Voucher	Oct 04, 2023	7	Detail Reassign
	Nov 30, 2022	1	IT Specialist Voucher + Retake	Nov 30, 2023	0	Detail Reassign
	Dec 12, 2022	3	ACU Exam Voucher	Dec 15, 2023	1	Detail Reassign

Q: How does a Test Candidate associate their own voucher to a scheduled exam session?

A: The session must be created and the voucher must already be pre-assigned (learn how a Test Candidate can [pre-assign a voucher](#)). After that, to associate a pre-assigned voucher to a Compass Cloud session, the Test Candidate must log in to the website at www.certiport.com, scroll down to "My Exams" and enter their exam Access Code in the field and click "Associate session".

Voucher number: XXXXXXXXXXXX Remove/Unassign

Expires: 2/21/2025

Associate access code to exam session: XXX-XX-XXX Associate session ▶

Q: How does Compass Cloud determine which vouchers to reserve and then use?

A: When scheduling a session in Compass Cloud and using the "Center assigned voucher" payment method, your CATC must have enough unredeemed and unassigned vouchers - matching the number of participating Test Candidates specified in the session - available to be reserved at the time the session is created (which we then hold until the date of the scheduled session). However, if you allow your Test Candidates to pre-assign additional vouchers your CATC has purchased that are not among the reserved vouchers for the session, Compass Cloud will redeem the pre-assigned vouchers first, then it will redeem from the pool of vouchers that were initially reserved for the session, with the difference being returned to the CATC's account after the session is over.

Q: What happens if the Test Candidate forgets to associate their voucher to a scheduled session?

A: When using the "User assigned voucher" payment method, even if the session has been confirmed, if no Test Candidates have associated their vouchers to a scheduled session, the session will be cancelled at one hour prior to the start of the event. You must instruct your Test Candidates to associate their pre-assigned voucher to the session at least 1 hour before the session is scheduled to begin when using the "User assigned voucher" payment method.

Q: How do Vouchers with Retakes work in Compass Cloud?

A: Upon initial redemption, a Voucher with Retake works like a standard Voucher and can be utilized with either voucher payment method in Compass Cloud as described on this page. After that point, it is important to first understand how Vouchers with Retakes work (a.k.a. "Voucher + Retake"). Like regular Vouchers, Vouchers with Retakes can be purchased by either the CATC or the Test Candidate, they can be pre-assigned to a Test Candidate or remain unassigned, and if pre-assigned they could also be associated to a scheduled exam session for Compass Cloud. How they differ from regular Vouchers occurs after they are redeemed, as there is the potential for a completely different 2nd voucher to be generated. A Test Candidate first uses the voucher portion, and only if the Test Candidate fails the exam does a "Retake Voucher" become generated. So, think about a Voucher + Retake as really being a Voucher and a separate Retake Voucher. However, the Retake Voucher will have a different voucher number (16-char redemption key) than the original Voucher, it will be automatically pre-assigned to the Test Candidate that failed the exam, it will NOT show up in a CATC's orders even if they purchased it, and it can only be used with the "User Assigned Voucher" payment method in Compass Cloud*, which will require the Test Candidate to associate it to a scheduled session as described on this page. For other details about Retake Vouchers, please see our [Voucher Policies](#) page.

- ✓ ***Note:** The statement above which says that a Retake Voucher can only be used with the "User Assigned Voucher payment method" is only in the context of the Compass Cloud delivery system. Technically, a Retake Voucher could be redeemed in a different delivery system (e.g. Compass for Windows), or even at a completely different CATC, as long as it is in accordance to the [policies](#) surrounding Retake Voucher use.

Emails, Access Codes, and Session Confirmations

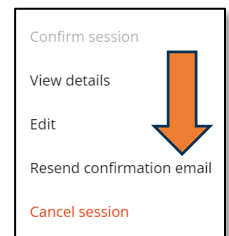
After you have scheduled a session you will receive a success email with session details, instructions & support, along with Access Codes that you will distribute to your Test Candidates. The Access Codes will be unique for each exam title. For example, if 25 out of the maximum of 50 Test Candidates within a single scheduled session are taking the same IC3 Digital Literacy GS6 L1 exam, then all their Access Codes will be the same. The Access Code is also what ties the Compass Cloud desktop app to your specific CATC for the purposes of reporting.

A portion of the email you will receive is shown here. In this example it has details for 3 different exams within a single scheduled session and 1 participating Test Candidate for each (for a total of 3). However, it wouldn't matter if there were 10 Test Candidates in each, they would all employ the same Access Code per exam title.

Exams in session:		
Exam 1 name: IC3 GS6 Level 1	Exam 2 name: IC3 GS6 Level 2	Exam 3 name: IC3 GS6 Level 3
<ul style="list-style-type: none"> • Access code: 673-84-5D3 • Number of seats: 1 • Exam duration: 50 minutes 	<ul style="list-style-type: none"> • Access code: 435-27-833 • Number of seats: 1 • Exam duration: 50 minutes 	<ul style="list-style-type: none"> • Access code: DC3-CA-35C • Number of seats: 1 • Exam duration: 50 minutes

If you or the Test Candidate realizes that they were signed up to take the wrong exam, and the correct exam is not among the exam titles in your current session, this can only be changed by deleting and recreating the session or creating an additional session.

- ✓ **Tip:** *If for any reason you did not receive your session email within 5 minutes of submitting it to the calendar, please check your spam folder. If you still cannot locate the email, you can log in to the calendar tool, locate your event in the **Session schedule** section, click on the three dots at the end of the row and click **Resend confirmation email**.*



Confirming your Session:

You will get two reminders to confirm your session. First at 24 hours prior to your session start time, then again at 2 hours prior. **Sessions that are not confirmed will be automatically cancelled at 1 hour prior.** 24 hours prior to the session start time is the earliest you can confirm your session. The success email sent to you after creating the session is not the same as confirming an exam. You must enter the calendar tool, view your upcoming session, and click the **Confirm session** button. After doing so, your exam session status will change from the orange "Confirmation required" to the green "Confirmed".

SESSION STATUS	DATE & TIME	CREATOR	PROCTOR	OPTIONS
<div>Confirmation required</div> <div>Confirmed</div>	July 28, 2023 8:00 AM	Alice Lane	Alice Lane	...
<div>Start session</div> <div>Edit session</div> <div>Confirm session</div>				

- ✓ **Note:** *Sessions created fewer than 2 hours to the start time will be automatically confirmed. Also, if the creator of the session is different than the designated Exam Administrator (Proctor), only the Proctor can confirm the session.*

Administering an Exam

As a best practice, please review the [Test Candidate guide](#) in addition to this guide to understand what the Test Candidate is seeing on their end during the exam session administration process.

1. Just prior to the scheduled session time, you will **log in** to www.certiport.com and access the calendar tool as described on [Page 3](#) of this document.
2. Locate your upcoming session and click the **Start session** button, which will open a new browser tab (separate from the calendar tab) showing you the administration dashboard. The **Start session** button will be grayed out until 5 minutes prior to the start time (reload/refresh the browser page if the button does not turn blue).

SESSION STATUS	DATE & TIME	CREATOR	PROCTOR	OPTIONS
Confirmed	July 28, 2023 8:00 AM	Alice Lane	Alice Lane	...

✓ **Tip:** The earliest you can start is **5 mins** prior, but you also have an additional **15 mins** after that. See [FAQs](#).

Start session

Edit session

View details

3. This dashboard will display each of the joined Test Candidates in a list (per exam title), along with their status, name and exam details, and allow you to verify & unlock any Test Candidates that are showing ready.

CERTIPORT A PEARSON VUE BUSINESS

July 28, 2023 | 12:00 PM (UTC-07:00) Mountain Time (US & Canada)

TEST FAQs | Support: 1-888-999-9830

Exam 1: All candidates ready to start Unlock all ×

Unlock all candidate machines for Exam 1 to begin the exam

Exam 1
Exam 2
Exam 3

EXAM NAME
IC3 GS6 Level 1

ACCESS CODE	CANDIDATES READY FOR EXAM	EXAM LENGTH	LANGUAGE
5BD-DC-71D	0/1	50 minutes	English

0/1 candidates ready

Search by candidate name →

<input type="checkbox"/>	NAME	ACCOMMODATIONS	STATUS	UNLOCK STATUS	OPTIONS
<input type="checkbox"/>	Jayne Grey	No	Unlock requested	Locked	...

Rows per page: 20 Page 1 of 1

NEED HELP?

✓ **Remember:** The unlock process outlined in the following steps is per exam title, including unlocking via the new Group Unlock feature. You must navigate in between Exam 1 (up to) Exam 5 and repeat the process for each exam title.

✓ **Tip:** Click the "Need Help?" button to be connected to Support via Live Chat.

On the Test Candidate side, they will have launched the Compass Cloud desktop app, logged in using their Certiport username and password, entered their Access Code, verified that their name and exam information is correct, and then will be waiting in a virtual lobby for the Exam Administrator (Proctor) to unlock them.

- ✓ **Note:** The Test Candidate will not be able to enter their Access Code until 5 minutes prior to the start of the scheduled session. They will receive a notice if they attempt to log in any earlier than that.
- ✓ **Important:** Immediately upon launching the desktop application, the Test Candidate's computer will go into lockdown, and they will not be able to alt-tab or access any other programs. They may exit the app by clicking "Close Window" at the bottom of the screen (or by clicking their name in the top right and clicking log out), but only until the actual exam launches, at which point they will need to complete the exam or run out of exam time to exit.
- ✓ **Remember:** The Exam Group (optional) and Payment Method are selected during session creation, so the Test Candidate will not be prompted to select or enter these details like they would in our other exam delivery models.

With the new Group Proctoring ability, you can now unlock a single Test Candidate, a specific selected group, or all participating candidates as a batch from the administration dashboard (this also occurs per exam title).

4. Test Candidates that are ready and waiting in the lobby will have a status that says **Unlock requested**. Checkmark the individual, or a specific set of Test Candidates that have the same status, click the **three dots** at the end of the row, and then click **Unlock**.

NAME	ACCOMMODATIONS	STATUS	UNLOCK STATUS	OPTIONS
Jayne Grey	No	Unlock requested	Locked	...

5. If all Test Candidates under one exam title are ready, a message will appear at the top of the screen allowing you to unlock the entire group of Test Candidates by clicking **Unlock all**.

6. While the Test Candidates progress through the exam, their status will change accordingly.

NAME	ACCOMMODATIONS	STATUS	UNLOCK STATUS	OPTIONS
Jayne Grey	No	In exam	Unlocked	...

- When a Test Candidate has finished, their status will change to **Exam complete**. ✔ Exam complete
- Once **all** Test Candidates are finished across all exam titles, you will be prompted to end the entire session, or take a brief survey that will help us improve Compass Cloud.
- After that you will be returned to the calendar. **Click** your name in the top right-hand corner of the screen and click **Log out** to close the browser tab.

The screenshot shows the Compass Cloud Exam Administrator interface. A modal dialog titled "Session complete" is centered on the screen. The dialog contains the text: "Please take a moment to complete our survey. Your feedback will help us continually improve the proctoring and test taking experience." Below the text are two buttons: "End session" and "Take survey". The background interface is dimmed, showing the exam details for "IC3 GS6 Level 1" with an access code of "5BD-DC-71D". It indicates that 1/1 candidates are ready. Below the modal, a table lists candidates, with "Jayne Grey" shown as "No" and "Exam complete".

Errors & Troubleshooting

Restarting the virtual machine (VM) for Live-in-the-Application (LITA) exams only:

Exams administered with Compass Cloud from the Adobe, ACU, or MOS suites are delivered in a virtual environment. If you should encounter an issue within that environment that is preventing the Test Candidate from proceeding with their exam, it's possible to restart the VM on which the exam is taking place. During an active session on the administration dashboard, locate the Test Candidate experiencing issues in the list of session participants, click the three dots under the **"options"** column at the end of the row, then click **"Restart session"**.

The screenshot shows the Compass Cloud Exam Administrator interface with a table of session participants. The table has columns: NAME, ACCOMMODATIONS, STATUS, UNLOCK STATUS, and OPTIONS. A row for "Jayne Grey" is shown with status "In exam" and unlock status "Unlocked". An orange arrow points to the three dots in the "OPTIONS" column for Jayne Grey. A dropdown menu is open, showing the following options: "Unlock", "Candidate details", and "Restart session".

Use the **"Restart session"** button to try and resolve serious issues related to the software the Test Candidate is using on the VM, such as the LITA software has frozen or experienced an unrecoverable error. Using the Restart session (VM) button will disconnect the Test Candidate in question, which typically takes just a couple minutes to restore the session and allow the Test Candidate to resume their exam (in times of high traffic this could take up to 10 minutes). The Test Candidate will see a loading icon during this time.

Q: I tried to restart the VM, but the link is grayed out.

A: This would indicate you are not administering an exam that is taking place on a virtual machine.

Q: What should I do if I accidentally close the Administration Dashboard at any point after the Test Candidates have joined?

A: The Test Candidates will not notice any interruption. Since it's a browser window, the best option is to press **Ctrl+Shift+T** (Windows) or **Command+Shift+T** (Mac) to quickly re-open the last browser tab closed and sign in with your Certiport credentials if prompted. If that doesn't work, follow the steps outlined in this guide to access the calendar, locate the session in progress, click the 3 dots at the end of the row and click **Resume session**.

Q: How do we interpret the results of the connection test?

A: We recommend having 10Mbps per testing workstation with a latency less than 120ms. So, if your result came back as 80Mbps and 100ms, our recommendation would fall between 7-8 simultaneous Test Candidates in one session. However, please keep in mind that download speeds and latency can vary greatly at different times of the day on a shared connection. For example, you may run the test on Tuesday at 1pm and see great results, but who is to say that on Thursday at 1pm (when you administer the actual exam) that the class next door isn't streaming a movie that day.

Also keep in mind that bandwidth and latency can vary from workstation to workstation, even if they are identical base computers on the same network. Distance from the router, interference, congestion, hardware and software differences (in the computer or within the network) and more can all attribute to varied bandwidth and latency. For example, let's say a school has 20 routers, but only half of them are 802.11a/b/g, and the rest are on an older standard (same situation with network cards, etc.), then any workstation connecting with or to older equipment will naturally be slower. Other factors such as malware, viruses, worms, and bots that may reside on one workstation could slow just that individual computer. Other conditions could also affect situations down to the individual end-user such as other software programs that are running. All testing workstations should ideally have no other programs running during the exam. There are almost an endless number of factors that could vary widely among computers on the same network that could affect both bandwidth and/or latency that we could not possibly list them all here. The results of the connection check should not be considered empirical evidence covering all devices, factors, and scenarios that may negatively impact exam delivery.

Q: What should I do if I lose internet or experience an error?

A: After your connection is restored, you regain access to the administration dashboard. If you receive an unrecoverable error, restart the browser, and follow the steps outlined in this guide to access the calendar, locate the session in progress, click the 3 dots at the end of the row and click **Resume session**. If a host machine is disconnected from the exam environment (VM) during the exam for an extended period, the exam will pause the timer until the Test Candidate resumes the exam. The Test Candidate will see a notice appear on their screen if this scenario occurs.

Internet disconnected

Your session has lost Internet connection. Attempting to reestablish connection. **00:12**

Q: What should I do in the event of a freeze or crash?

A: If the Test Candidate's local machine freezes, they should reboot their workstation, launch the Compass Cloud desktop application again, log in, enter the same access code at which point they will be prompted that they have an exam in progress and can click the **Enter exam** button. Prolonged disconnects may result in an unrecoverable loss of exam time.

Frequently Asked Questions

Q: Can we use vouchers in Compass Cloud?

A: Yes, vouchers that your CATC has purchased and are available for use can be used as a payment method when scheduling your exam session.

Q: How can we check if we have available vouchers or if they have been assigned to a Test Candidate?

A: Log in to www.certiport.com as an Organization Administrator. Hover over the "My Certiport" tab and click on the dropdown for **Vouchers**. The "Product" column will indicate if the order is for a "voucher" or "voucher + retake". The "Available" column will indicate how many unredeemed and unassigned vouchers are remaining in that order. You can click the orange **Detail** link to see if any of the vouchers in the order are pre-assigned to any Test Candidates (or "reserved" for a "Center assigned voucher" session), along with additional info. Assigned vouchers do not count as "Available" and vouchers from our Store won't show in an order at all. If present, the orange "Reassign" link is not for changing the Test Candidate assignee, but rather transferring an order of vouchers to another CATC if you have a multisite account. Only a Test Candidate can unassign a voucher by logging in to www.certiport.com, locating the voucher under "My Exams" and clicking the green **Remove/Unassign** button.

Q: What if I have not received my confirmation email by the time our scheduled session has begun?

A: After creating an event in the calendar, the confirmation email will be sent almost immediately. If you have not received it within 5 minutes, check your email spam filters and if you still cannot locate them, return to the calendar, locate your session event in the dashboard, click the three dot icon under "options" at the end of the row and then choose **Resend confirmation email** to generate the email again. If the issue persists, please delete the session and create a new event.

Q: I received the session creation email, but my session status still shows "Confirmation required".

A: The first email you receive contains your Test Candidate access codes and additional information about administering exams with Compass Cloud, it does not confirm your session in the calendar. After you are certain that all your session details are correct, log in to the calendar tool, view your session, and click the "Confirm session" button, at which point another email will be sent to you. Sessions created fewer than 2 hours before the scheduled start time specified in the session will be automatically confirmed.

Q: I went to confirm the session and the "Confirm session" button is grayed out.

A: Only the designated Exam Administrator (Proctor) can confirm a session. If someone created a session but assigned a Proctor other than themselves, they cannot confirm a session, even if they are a Certiport Organization Administrator.

Q: It's fewer than 24 hours to the start of my session, I have not received my email reminder to confirm, and my status is stuck on "Scheduled", what could be wrong?

A: It's possible the system did not refresh your status and trigger the next status condition of "Confirmation required". Go to your session, click "Edit", and then without making any changes, click "Save" again which should refresh the status and

trigger the email which will allow you to confirm.

Voucher Orders

Show voucher orders associated with the selected Testing Center.

VOUCHER ORDERS						
Order #	Order Date	Quantity	Product	Expiration	Available	
	Oct 04, 2022	50	Intuit Certifications Voucher	Oct 04, 2023	7	Detail Reassign
	Nov 30, 2022	1	IT Specialist Voucher + Retake	Nov 30, 2023	0	Detail Reassign
	Dec 12, 2022	3	ACU Exam Voucher	Dec 15, 2023	1	Detail Reassign

Q: If I sign up for SMS text messages, what will I receive?

A: You will only receive notifications/reminders to confirm your session. Session creation or session cancellation notices are not delivered via text, only email. Copies of session confirmation reminders will continue to be sent via email as well as text, even if you opt-in for SMS text messages. If you are creating a session on behalf of another Exam Administrator (Proctor), and said Proctor would like to receive session confirmation reminders via SMS text, they need to log in to the Compass Cloud dashboard calendar and opt-in prior to session creation.

Q: I signed up for SMS text messages, but did not receive anything, what could be wrong?

A: Either you created a session that was within 2 hours of the designated start time and your session was automatically confirmed, or you missed one or more checkboxes within the opt-in screen. See the user guide for more info. You will also not receive text messages if you created a session on behalf of another authorized Exam Administrator (Proctor).

Q: Do we really only have a 5-minute window to begin our session?

A: No. The button to “Start session” will be grayed out until 5 minutes prior to your scheduled start time, but then you have an additional 15 minutes after the start time to initiate the session (for a total of 20 minutes). If you go longer than the 20 minutes the session will drop off the “Next session” list and you will be unable to start it or cancel it. You will not receive a notice or email if this occurs.

Q: I scheduled a session but had some no-shows, what happens to those unused payment methods?

A: If, for example, a session begins for 10 Test Candidates and 2 are sick the day of the event, we would return the 2 unused payment methods back to the CATCs account after the session is completed. This may take a few hours to process.

Q: Can we change session details even after we have confirmed the session?

A: Yes. As long as the session status is not showing as “Cancelled” or “Completed”, you can edit some of the session details. However, once a session is created, you cannot edit the CATC, the payment method, the exam language, or the exam titles. If you need to change those details, you must delete the session and create a new one. The session cannot be cancelled, and no session information whatsoever can be edited in the last 60 mins before the actual event.

Q: I started my session but a new browser tab with the proctoring dashboard did not open.

A: Return to the calendar, locate your session, click on the 3 dots at the end of the row and click **Resume exam** to try again. If this does not work, ensure you are using one of our supported browsers and then contact Support if you cannot get the individual tab containing the administration dashboard to open.

Q: I have an Adobe, ACU, or MOS exam that is frozen, how can I fix it?

A: If a Test Candidate is unable to proceed with testing due to an error or freeze on the virtual machine, you can try to restart the VM by locating the Test Candidate in the proctoring dashboard, clicking the 3 dots at the end of the row under options, then clicking **Restart VM**. See the Errors & Troubleshooting section on Page 17 for detailed info on restarting VMs.

Q: The Test Candidate requires an ADA accommodation; can I still apply for one with Compass Cloud?

A: Yes. ADA accommodations are supported in the Compass Cloud solution in the form of extended testing time for pre-approved candidates. However, accessibility tools such as JAWS and other screen readers are not supported. Certiport's Compass for Windows and Compass for Mac locally installed solutions still support all forms of accommodations detailed on our [ADA page](#).

✓ **Note:** With Compass Cloud, there is nothing additional that needs to be performed for ADA that must be selected when scheduling an exam session for a Test Candidate with an accommodation. Simply schedule a Test Candidate that is already approved for an accommodation, and they will have extended time when they launch their exam. If a Test Candidate does not have extended time but has been approved, please contact Customer Service (it can take up to 10 days after submitting an ADA request and all supporting documentation to be approved).

Q: Can we schedule a mix of ADA-approved Test Candidates along with regular-time Test Candidates in one scheduled exam session event?

A: Yes. Since the accommodation approval "flag" comes from the Test Candidate's user account profile, Compass Cloud will adapt to the different types of exam lengths and stay active as long as required (or until the exam time runs out). It is imperative that ADA Test Candidates that are taking Live-in-the-Application exams do not start their exam late or they may run out of session time.

Contact Support

- You can connect to a Live Chat with Support by clicking the **Need Help?** button in the administration dashboard.
- You can also visit our Compass Cloud [Updates & Support page](#) for information about the delivery solution and additional ways to contact us.

