

Guide Summary

This guide outlines the processes and best practices (see [Page 10](#)) for the Exams from Home (EFH) solution for Test Candidates. You will work with your Exam Administrator (Proctor) to be remotely administered a session of the Compass exam software in a secure browser. Please review all the materials in this guide, including the FAQs & Troubleshooting.

Technical Requirements

- Laptop or Desktop with Windows 10, Windows 11, or Mac OSX Sierra 10.12 or higher
- Chromebook with a current operating system (OS)
- The language of the OS on your computer must match the exam language you are scheduled to take
- Full Keyboard and a 2-Button Mouse
- Recommended minimum screen resolution of 1280 x 800
- The preferred internet browser is Chrome. Internet Explorer, Edge, and Safari are also acceptable
- You will need the ability to download and execute a program file from your browser
- Webcam (for identity & environment check)
- A bandwidth download speed of at least 10Mbps*

***Important:** Before using Exams from Home, we strongly encourage all users to test their bandwidth to verify it is adequate and ensure the session will not be interrupted. A reputable third-party site you can use is www.speedtest.net. Ensure other members of your household are offline during the bandwidth test and during your actual exam session. If your Exam Administrator (Proctor) chooses to use third-party software such as Teams or Zoom to communicate or perform an identity/environment check during your session, that could exceed the 10Mbps baseline in the requirements.

Important Info

Please review these instructions in advance of your scheduled exam time. If you have any questions about this guide, please contact your Exam Administrator (Proctor).

- Your Exam Administrator (Proctor) will schedule the appointment for your session.
- Prior to your appointment, review the [Exam Tutorial](#) of the exam you are scheduled for.
- You will need your Certiport username and password. Verify your credentials are working and ensure it's the correct account you want your exam results associated towards by logging in at www.certiport.com.
- You will have to reschedule your exam if you arrive later than 30 minutes after your start time.
- ADA accommodations are supported with EFH in the form of extended time – see the [FAQ](#) for details.
- Ensure exam security by strictly adhering to the following:
 - ✓ If possible, find a space to take your exam without distractions or other people.
 - ✓ No mobile or other computing devices are allowed.
 - ✓ No recording devices are allowed (this includes paper, pens, pencils, cameras, etc.).
 - ✓ Close/End all non-essential applications and tasks prior to the exam.
 - ✓ Have other household members refrain from using the internet during your exam session.

Note: Your identity and exam environment will be checked for compliance by your Exam Administrator (Proctor).

Important: Accessing anything other than the exam during testing will invalidate your exam and you will be removed from the session. These actions will result in a failed exam and suspension of your Certiport account.

Process Summary

Your Exam Administrator (Proctor) will send you an email that contains all the information you will need for your exam session:

- Exam Name
- Exam Date & Time
- Access Code
- Exam Launch Link

Sample Email




Review the information carefully. You will need the Access Code to initiate the Secure Browser download and begin your session.

Important: *The Certiport Secure Browser is a companion app running within your current supported browser and does not replace it.*

Access Code & Secure Browser Download (First-time & returning Windows & Mac Users):

1. Click the **Exam Launch Link** from your email.
2. Click **“Copy access code”** (optional) to place the code into the clipboard, then click the **“Download”** button to obtain the Secure Browser app (file is named Compass Browser.exe for Win and MacLauncher.app for Mac).



Windows & Mac Users

Exam Secure Browser Download

Alert! Work computers generally have more restrictions that may prevent a successful testing experience. Ensure you are not behind a corporate firewall, and shut down any 'Virtual Private Networks' (VPNs) or 'Virtual Machines'.

1. Copy access code

Click "Copy access code"

This code will authorize you to take an exam.

774-397-20

Copy access code

2. Download secure browser

Click "Download"

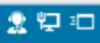
Download

Mac/PC download

3. Run secure browser

Run the application from your Downloads folder.

The installation may launch automatically.



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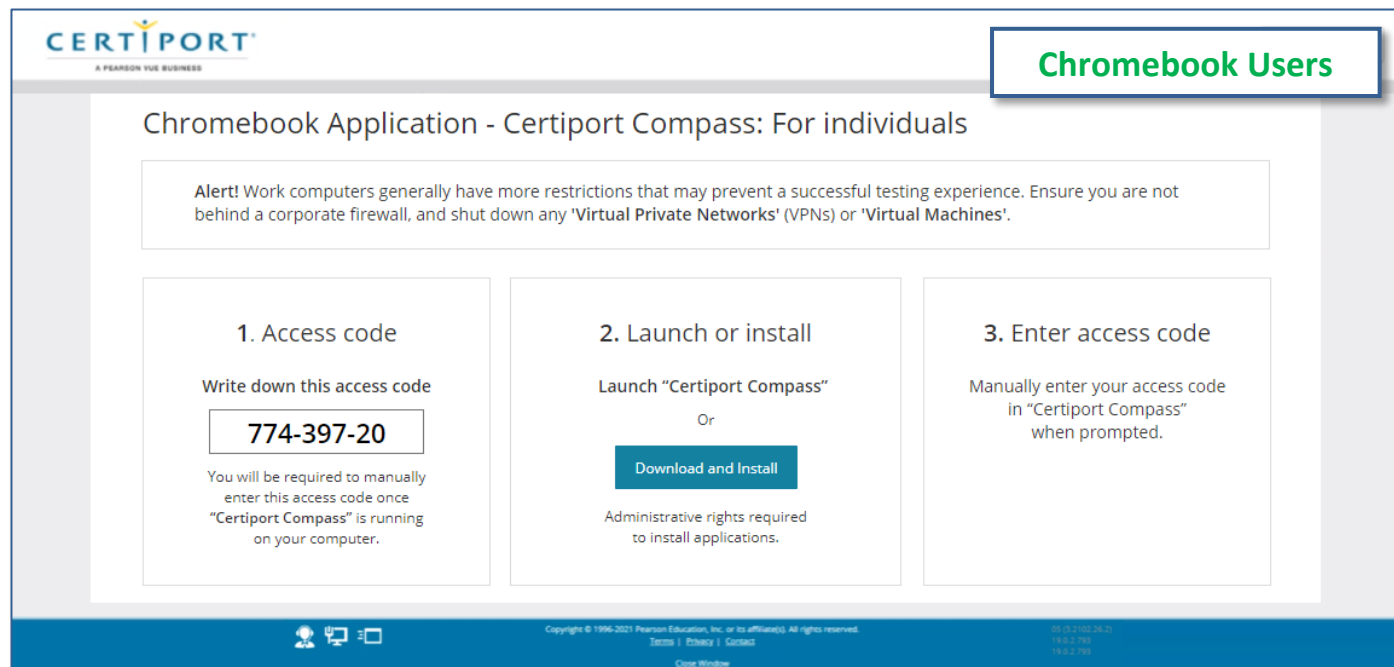
3. The file will be placed into the **“Downloads”** folder. Run the file and follow the on-screen prompts. When completed it will return you to the next step in the exam launch flow. (Press Ctrl + J in Google Chrome or Microsoft Edge to bring up your browser downloads, in Safari click the down arrow button in the top right.)

Note: *The Secure Browser will need to be downloaded & run every time a Windows or Mac session is initiated.*

Access Code & Secure Browser Download (First-time Chromebook Users):

1. Click the **Exam Launch Link** from your email.
2. Write down the “**Access code**” and then click the “**Download and Install**” button to be directed to the Google Play store to obtain the Secure Browser app (App is called “**Certiport Compass: For Individuals**”).

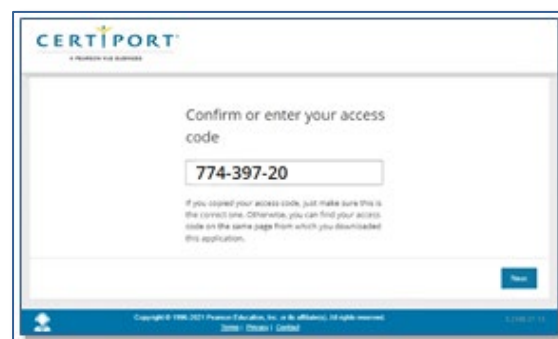
Note: *The Chromebook Secure Browser app only needs to be downloaded & installed once per device. Managed devices may require that a local IT Admin allow the Chromebook app to be installed or install it on your behalf.*



3. **Install the app** from the Google Play store and follow the on-screen prompts. After the Secure Browser has been downloaded and installed you will be automatically advanced to the Code Confirmation screen.

Access Code & Secure Browser (Returning Chromebook Users):

1. Click the **Exam Launch link** from your email.
2. Write down the “**access code**”. If you already have the Play Store app from a previous session, minimize your browser, then launch the “**Certiport Compass: For Individuals**” application from your desktop (fig a.1). After the app launches, the Code Confirmation screen will appear.



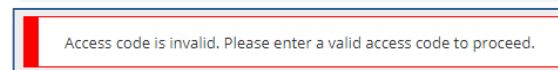
Code Confirmation (All Users):

1. On the “**Confirm or enter your access code**” screen, the code should be automatically pasted for Windows and Mac users. If not, paste or manually enter the code (Chromebook users) from the previous screen and click “**Next**”.

Note: *If there is a problem confirming the access code an error will appear. If copying and pasting the code does not work, write down the code and enter it manually. Find more help in our [FAQs](#).*

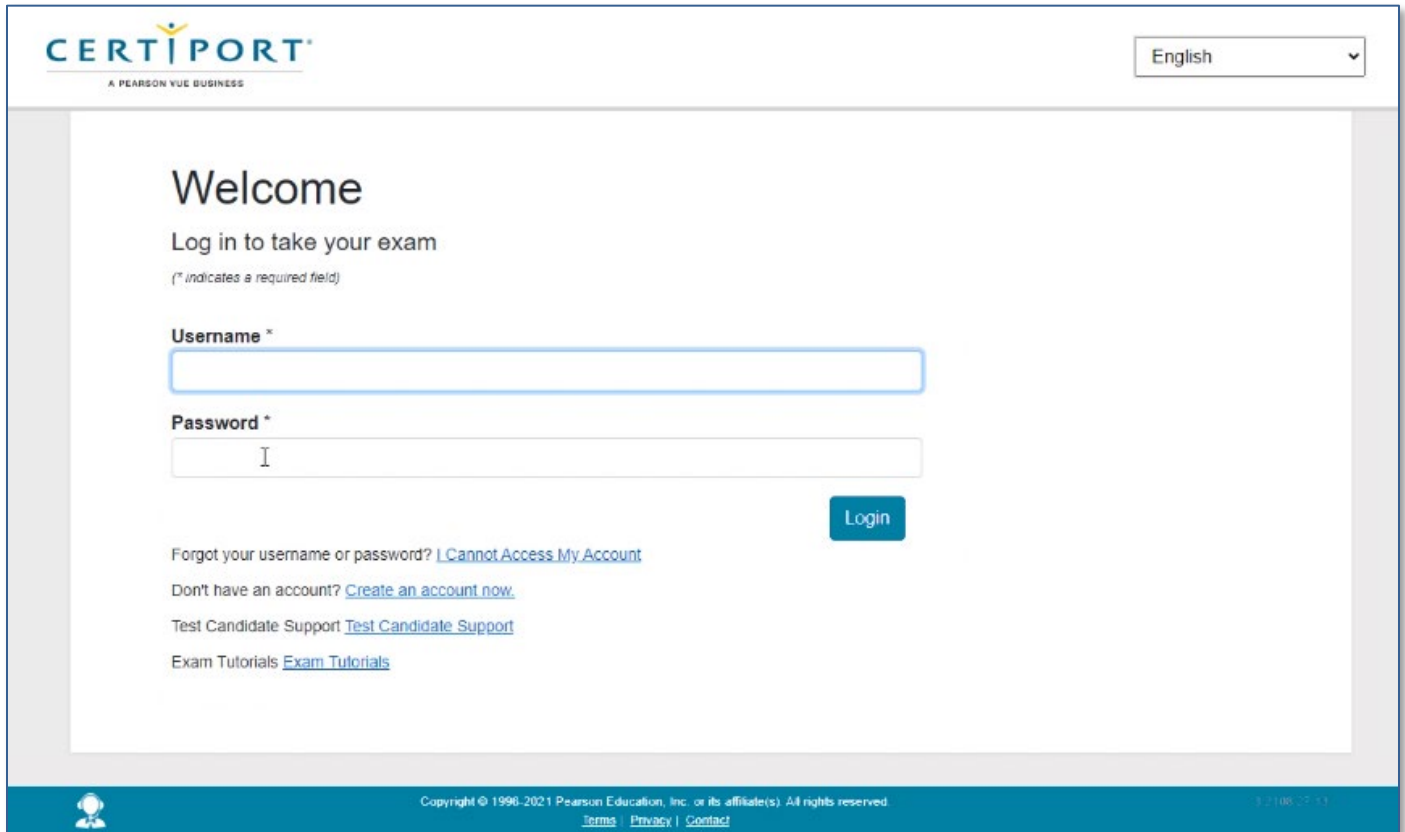


fig a.1



Login (All Users):

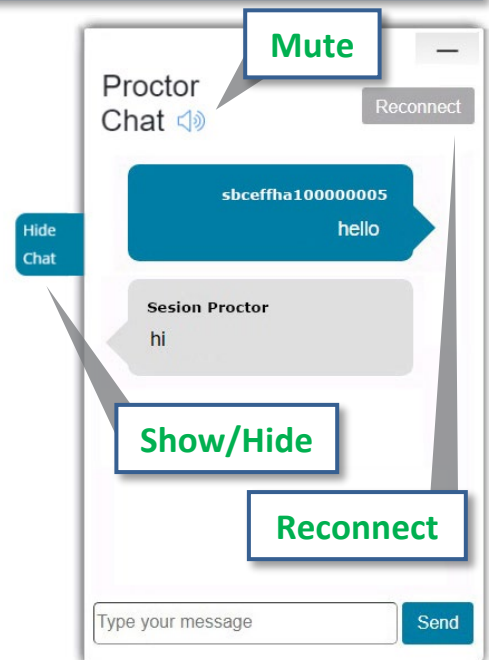
- After your Access Code is confirmed, you will be taken to the login screen. **Log in** using your Certiport username and password. If you are not yet registered, click on the “**Create an account now**” link. If you forgot your username or password, click on the “**I Cannot Access My Account**” link.



The login screen features the Certiport logo and a language dropdown set to English. The main heading is "Welcome" followed by "Log in to take your exam". A note indicates that an asterisk (*) denotes a required field. There are input fields for "Username *" and "Password *". A "Login" button is positioned to the right of the password field. Below the login fields, there are links for "Forgot your username or password? I Cannot Access My Account", "Don't have an account? Create an account now.", "Test Candidate Support Test Candidate Support", and "Exam Tutorials Exam Tutorials". The footer contains copyright information for Pearson Education, Inc. and links for Terms, Privacy, and Contact.

- After you have logged in you will be taken to the **Lobby** (see next section). The **Chat feature** will also become available at this point and will be located on the right-hand side of the page should you need to communicate with the Exam Administrator (Proctor). To open or collapse chat, click the blue **Proctor Chat/Hide Chat** tab or click the **minimize** button. A notification sound will occur when you receive a message; to **mute** these sounds, click the **speaker icon** in the chat frame. If you have issues sending messages, click the **Reconnect** button.

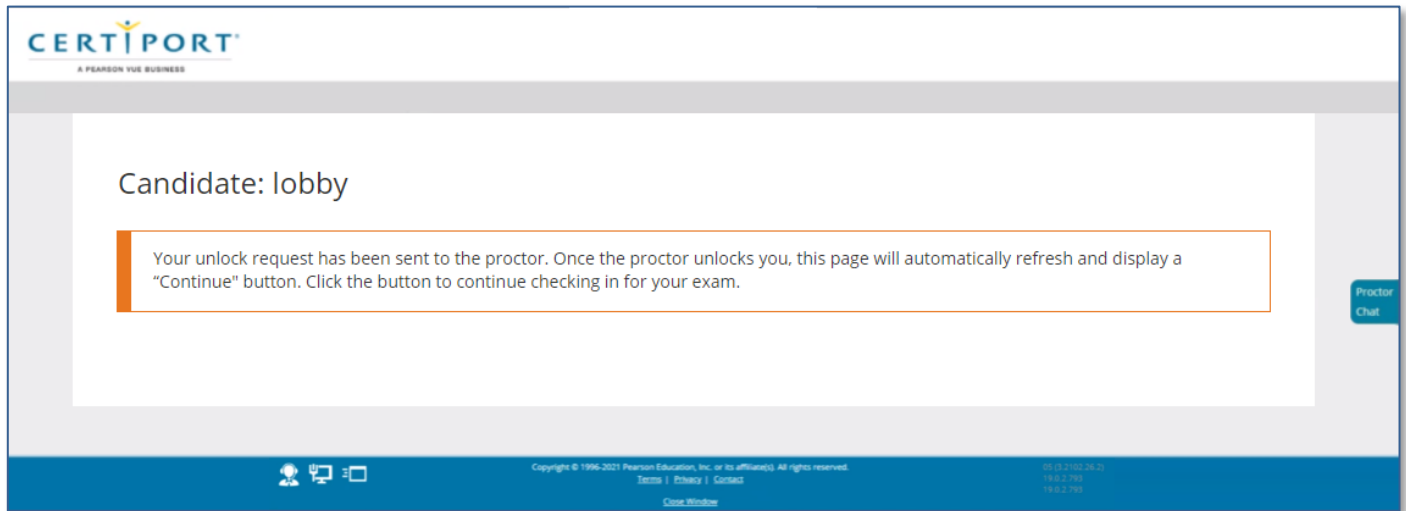
Note: *Once the actual exam begins, no communication should occur via Chat except in the case of a technical issue. Please review the [Errors & Troubleshooting](#) section in this document for details.*



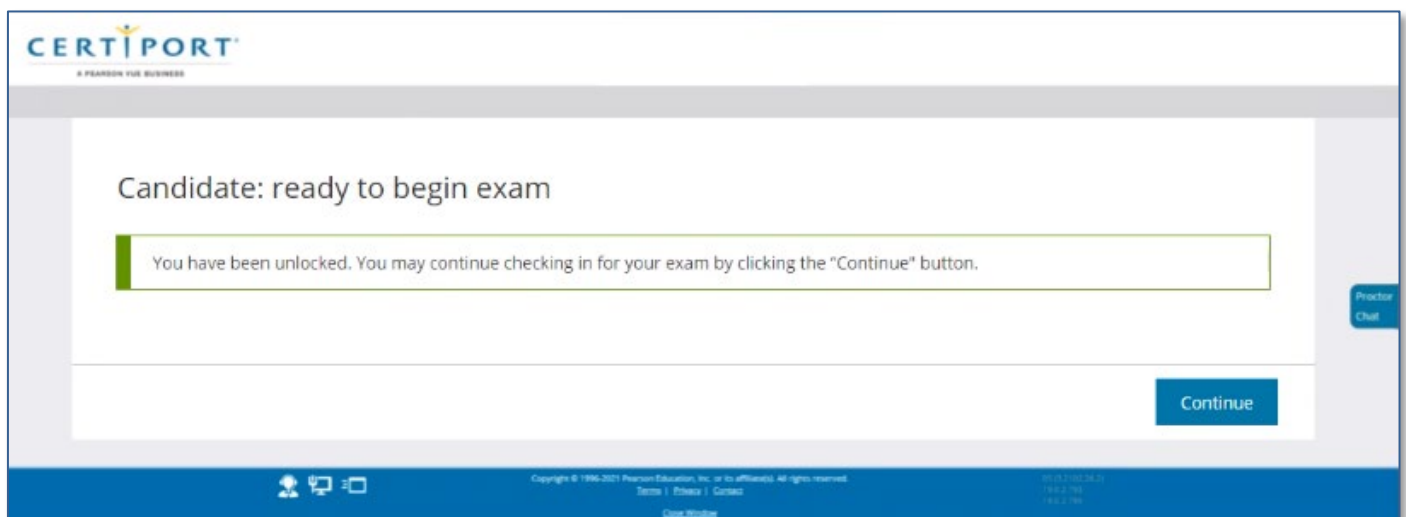
Lobby (All Users):

You will now enter the “**Lobby**”. As the Exam Administrator (Proctor) prepares the session for you, the following waiting screen will appear. As noted previously, the “**Proctor Chat**” tab to communicate with the Exam Administrator (Proctor) will now show on the right-hand side of the screen.

Note: *If the Exam Administrator (Proctor) is ready prior to reaching the lobby, these screens will be skipped, and you will be taken directly to the loading screen where the Compass application is being deployed on the remote desktop.*



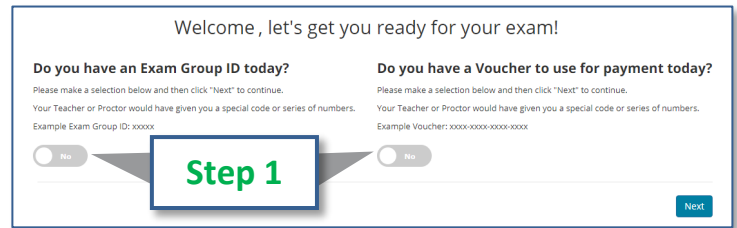
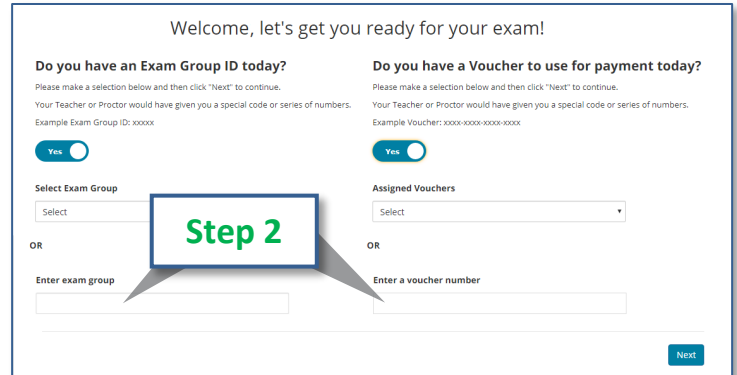
- After the Exam Administrator (Proctor) has prepared the session, the screen will change to “**Ready**” and the Continue button will appear. Click “**Continue**” to advance to the Compass application.



Important: *At this point in the exam launch flow the software will be locked, and you will no longer be able to switch in between anything other than the exam screen and, when applicable, the Live-in-the-Application software for Autodesk Certified User exams. Depending on your region, your internet connection, and during times of high traffic, it may take several minutes to fully prepare the remote desktop. You will see a loading screen during this period.*

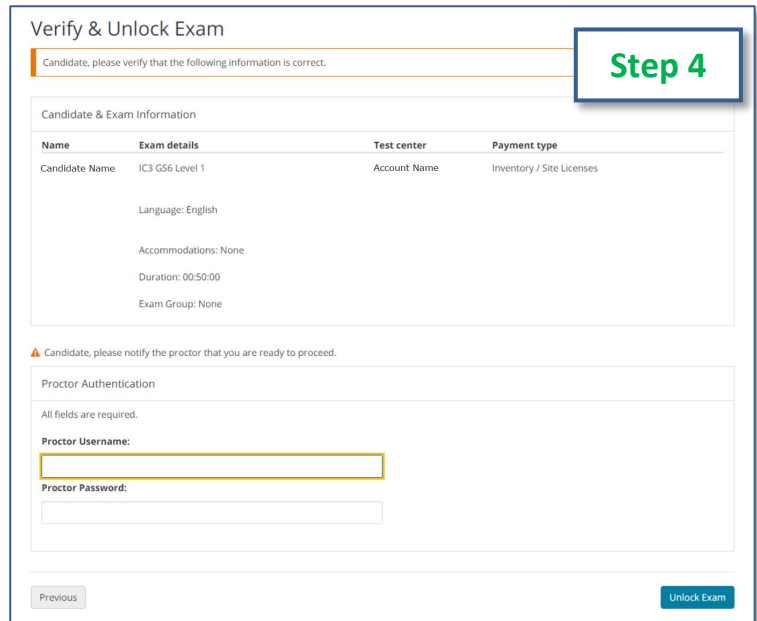
Exam Launch and Unlock - (All Users):

- Once you are signed in, **select** whether you are **part of an Exam Group** or **using a Voucher**. Turn either slider to **Yes** to open the fields for each section. Your Exam Administrator (Proctor) should have notified you of the **name** of your Exam Group and which **payment method** to select (e.g., voucher/license).
- Fill in or select** from the dropdown your Exam Group name and/or Voucher code (if applicable). **Note:** Voucher info will only be in the dropdown if it has been **pre-assigned**. Click the **Next** button.
- Read and accept the **Non-Disclosure (NDA)/Terms of Use** and **EULA** agreements if prompted. If you have *not registered* with a program provider (e.g., Microsoft), it would also prompt you to **register** at this point.

Note: The exam you were scheduled for will automatically be loaded, you will not see a product/exam selection screen.

- Verify** your information and wait for the Exam Administrator (Proctor) to temporarily take over the keyboard and mouse to sign in and **unlock the exam** for you. The controls will then return to you at which point you will review the exam tutorial and then begin your exam (exam timer does not begin until after the tutorial).
- When you complete your exam, you will see your exam summary and score report. Be patient while your score is calculated, and the results are uploaded: **do not press any buttons or perform any actions while waiting for your score to upload**. Although you will see your score almost immediately, you will not be able to download or print it from within the virtual session. It may also take longer for your results to be finalized and displayed within your online transcript at www.certiport.com.
- Exit** the Compass software by clicking the **"End Exam Session"** button. To disconnect from the session and return to your desktop, click the **"Close Exam Session"** button (see next section).



Errors & Troubleshooting

Resume Exam Process (All Users):

If you should become disconnected from the session for any reason, you can resume the exam by clicking the same **exam launch link** in the original email from the Exam Administrator (Proctor), and repeating the steps outlined in this guide. If the outage is prolonged, or an unrecoverable error is experienced, you should contact your Exam Administrator (Proctor) immediately. If you are not disconnected but no longer see your exam content, click the **“Refresh”** button (see next page for details).

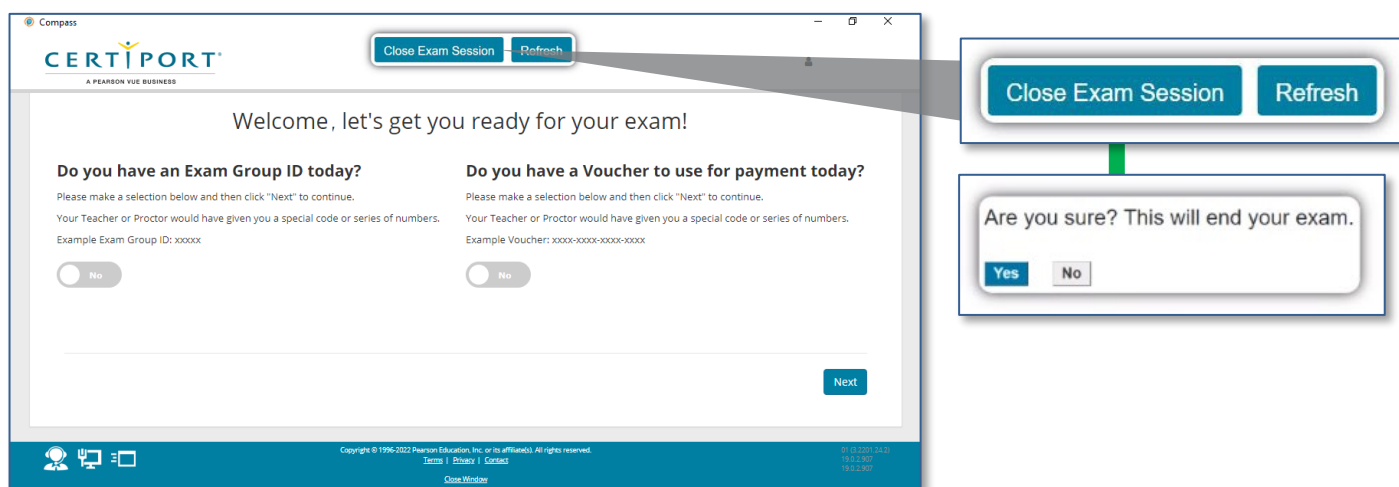
Close Exam Session Button / Disconnecting from the Session (All Users):

With the introduction of the Secure Browser, abilities such as launching the Task Manager or clicking the close button “X” in the browser window will be locked out. After your exam has been completed, you have seen your score report, and you have clicked the “End Exam Session” button, you will have to click the **“Close Exam Session”** button to completely disconnect from the session and return to your local desktop.

Important: *Never use the Close Exam Session button to troubleshoot any active issues you may have; it will prevent you from resuming your exam. Reach out to your Exam Administrator (Proctor) and inform them via Chat if you experience a technical difficulty.*

Remember: *The Close Exam Session button will first appear when you log in to start your exam, which is also the point in the exam launch flow where the Secure Browser lockdown goes into effect.*

Tip: *The Close Exam Session / Refresh buttons can be moved or docked by clicking and dragging them to any location on the screen should they ever cover any content you are trying to view/access (even during lockdown). If the Close Exam Session button is clicked accidentally, a confirmation box will always appear to prevent unintentional termination of the session. The default position of the buttons is top center. See the next page for information on the Refresh button.*



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

A: If you no longer see your exam screen but can still see the “**Refresh**” button, click it to reconnect. If you are completely disconnected and return to your local desktop, click on the link again that your Exam Administrator (Proctor) emailed to you and repeat the steps in this guide. If necessary, reboot your computer and then try the link again. If your Exam Administrator (Proctor) is aware of an issue that is preventing you from continuing your exam on the remote desktop, they may try to completely restart your session from the admin side. If this occurs, it typically takes about 2 minutes, but could take up to 10 minutes in times of high traffic. You should be prompted to rejoin the session by clicking the Refresh button and your exam timer will be paused during this time. If your outage is prolonged, or you experience an unrecoverable error, please contact your Exam Administrator (Proctor) immediately as there may not be enough time to complete the exam and you may need to reschedule. **Remember to never click the Close Exam Session button unless you have completed your exam, viewed your score, and are ready to disconnect from the session entirely.**

Close Exam Session

Refresh

Q: If my exam session is interrupted, will it also disconnect Chat?

A: No. The Chat feature works independently from the actual exam session. If you have any issues sending messages through Chat, click the Chat’s “**Reconnect**” button.

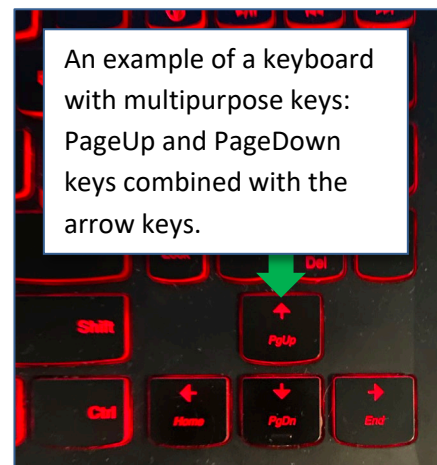
Q: In Autodesk (ACU), Alt+Tab and/or the Toolbar is not working to switch between the exam and the application, what can I do?

A: When taking ACU exams in English (ENU), you may use the icons on the toolbar located on bottom of the screen to navigate quickly between Compass and the ACU application. Please review the [tutorial](#) for detailed information on the toolbar. If for any reason the toolbar fails to move you back and forth between the exam and the application, the keystrokes below can be utilized.

- **Windows:** ALT+PageUp or ALT+PageDown
- **Mac:** Opt+FN+ up arrow
- **Chromebooks:** You must use the Autodesk toolbar

***Note:** If you are using a Windows laptop or mini-keyboard that does not have dedicated PageUp and PageDown keys they will need to add the Function (Fn) key to your keystroke. Example: Fn+ALT+PageUp or Fn+ALT+PageDown.

An example of a keyboard with multipurpose keys: PageUp and PageDown keys combined with the arrow keys.



Frequently Asked Questions

Q: What if I have not received my Exam Launch Link by the time my session has begun?

A: If you have not received the email containing your link and access code an hour before the start of your scheduled session, please contact your Exam Administrator (Proctor) immediately.

Q: Does the Secure Browser require Admin Rights to download?

A: The Secure Browser for Windows and Mac is not an installed program, it’s a few files temporarily running in memory during the session and should not require Admin Rights to execute. However, permissions or parentals access controls could be implemented within a browser (or security software) to prevent browser downloads or the execution of program files, and such permissions would need to be relaxed temporarily to allow this to occur. For Chromebooks, the app is installed locally, and managed devices may require the app to be allowed to install, or be [pre-installed](#) by an IT Admin.

Q: Chromebooks: I forgot to write down my access code and I'm stuck at the code entry screen, how do I go back?

A: At the code entry screen, you have entered the pinned/lockdown mode. To break out of the lockdown, press "Shift+Search+Esc" and an X will appear in the top right-hand corner of the screen allowing you to exit and retrieve your access code. (The "Search" button is typically above the Shift key and has a magnifying glass icon on it.) Repeat the steps in this guide to relaunch your exam.

Q: Chromebooks: Does it matter if I used a different browser to obtain the app than I am using to run my session?

A: No. The Secure Browser will simply launch within the browser that is currently set as default. We recommend selecting a supported browser, setting it as default, and sticking with it throughout the entire EFH experience.

Q: How do I communicate during exam launch?

A: A chat feature is part of the secure browser. You can click on the minimize button or the blue "Hide Chat" button to show/hide chat and communicate with the Exam Administrator (Proctor) outside of the timed portion of the exam.

Q: If Chat is minimized and muted and I receive a message, how will I know?

A: You will not be notified in this scenario. Should you choose to both mute and hide Chat, maximize it again to check for any missed messages. If you have Chat minimized but not muted, you will still hear the notification sound if you receive any messages but would have to maximize Chat in order to view them.

Q: What happens if I try to join a session before the session is active or after it has ended?

A: You will be met with an error (see below). If you log in during the session but your Exam Administrator (Proctor) is not ready, you will sit in the Lobby until they have opened the session.

The Access Code entered is no longer active and does not allow starting the exam at this time.

CloseWindow

Q: How do I change my default browser to Chrome?

Windows 10 & 11:

1. Navigate to **Settings**. You can get there from the Start menu or type it into the search field.
2. Select **System**.
3. Click **Default** apps in the left pane.
4. Click the current default browser under the "Web **browser**" heading (e.g., Edge).
5. Select the **Chrome** in the menu that pops up.

Mac OSX:

1. Launch the **Chrome** app on the Mac.
2. Look under the initial "**Settings**" section and go to the bottom.
3. Click on "Make Google **Chrome** my **default browser**"

Q: What is video conferencing software used for?

A: Third-party video conferencing software may be used by your Exam Administrator (Proctor) to communicate with you (outside of the timed portion of the exam or in the event of a technical issue). It may also be used for checking your identity and your exam environment for compliance. It will never be used to communicate with a Certiport representative. Using such software will occur simultaneously with your separate virtual session(s) occurring within the browser. Note that using video conferencing or other software may put an additional burden on your bandwidth that may exceed the baseline technical requirements we have set forth for the Exams from Home solution. **Certiport's Technical Support team will also not be able to troubleshoot any issues related to third-party software use.**

Q: I keep getting disconnected from the session without an error, is there anything I can try?

A: Yes. Browsers on personal computers are often loaded with third-party toolbars, extensions, restrictions, and plug-ins that may adversely affect performance, limit function, or prevent action. Try using an “Incognito” window in your browser and see if that fixes the situation. In Chrome, you can open a new Incognito window by clicking the 3 dots in the top, right-hand corner and selecting “New incognito window” or by holding “Ctrl+Shift+N”. In Microsoft Edge, the same window is called an “InPrivate” window and can be manually launched the same way as Chrome, or by holding “Ctrl+Shift+P”. On a Mac using Safari, it’s called “Private Browsing” or Incognito Mode. You can open a new Private Browsing window in Safari by clicking “File” then “New Private Window”, or by holding “Command+Shift+N”. Once the new window is open, you will need to copy and paste your virtual session URL into the address bar. If you are using a home computer, check that all parental or other security features that may prevent actions are temporarily disabled.

Q: After I sign in to Compass it is taking a long time to load the remote desktop, what could be happening?

A: We recommend a minimum bandwidth of 10Mbps, and it will take longer to load or restart the remote desktop if your connection is below this threshold. Other outside factors could also contribute to longer loading times such as your geographical region or high server loads.

Q: I require an ADA accommodation; can I still apply for one with Exams from Home?

A: Yes. ADA accommodations are supported in the Exams from Home 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 in Exams from Home. Certiport’s Compass for Windows and Compass for Mac locally installed solutions still support all forms of accommodations detailed on our [ADA page](#).

Disclaimer: *While it is very unlikely to occur, Certiport is not responsible for any damage to data, software, computer, telecommunications, or other equipment (including damage caused by virus transmission) that candidates may experience as a result of using Certiport’s Exams from Home solution.*

Best Practices for EFH

Exams from Home involves the use of a Test Candidate’s home computer in the place of a workstation that is normally configured for, and dedicated to, Certiport certification testing by a CATC. As such, the following items can help with performance during an EFH session:

- **Validate Bandwidth/Connection:** Test Candidates can use <https://www.speedtest.net/> prior to exam time to ensure a download speed of at least 10 Mbps. Please note that if the Exam Administrator chooses to use video conferencing software such as Teams or Zoom to communicate, that will exceed the 10 Mbps baseline set forth in the EFH technical requirements. Try and conduct the speed test, as well as the actual exam, during times when others in your household are not using any of your bandwidth (e.g., streaming a movie).
- **Close all Non-Essential Applications:** Aside from the browser used to access EFH, no other applications should be running unless required by your Exam Administrator (Proctor). If possible, try to close any non-essential background applications that may be running as well.

Note: *This is especially important to remember with respect to using video conferencing software, as these can bog down machine resources and bandwidth or create unnecessary conflicts. Using video conferencing software to perform the identity & environment check with your Exam Administrator (Proctor), then closing them before the actual exam begins is recommended.*

- **VPNs and VMs:** Web connections through Virtual Private Networks (VPNs) or using Virtual Machines (VMs such as Parallels, VMWare, VirtualBox, etc.) are not supported and will impact exam performance.
- **Anti-Virus Software & Firewalls:** Firewalls and third-party anti-virus software can also impact exam performance. These can be temporarily disabled during testing to improve the exam experience.
- **Use Google Chrome:** Chrome is our recommended browser for EFH. To set Chrome as your default browser:
 - Windows: Click Start menu > click Settings > select Default apps > click Web browser > choose Google Chrome.
 - Mac: Click the Apple menu > click System Settings > click Desktop & Dock in the sidebar > scroll down and select Chrome as the web browser from the “Default web browser” menu on the right.
- **Chrome Extensions:** Temporarily turning off extensions in the browser may also help in reducing conflicts.
 - Open Chrome > select Settings > click Extensions > turn off extensions (they can be restarted in the same way).
- **Use Chrome in Incognito Mode:** Using an incognito window will automatically disable extensions and other third-party add-ins to avoid conflicts and resource sharing:
 - Windows: Open an incognito window by pressing (Ctrl+Shft+N) and paste the candidate exam link in the newly opened browser window.
 - Mac: Open an incognito window by pressing (Ctrl+Shift+P) and paste the candidate exam link in the newly opened browser window.

Disclaimer: *While it is very unlikely to occur, Certiport is not responsible for any damage to data, software, computer, telecommunications, or other equipment (including damage caused by virus transmission) that users may experience as a result of using Certiport Exams from Home.*