



# CERTIPOINT

*Test Centre Guide*



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## 1. Introduction

Thank you for deciding to become a **Certiport Authorized Test Centre (“CATC”)**. At this point it is assumed that you either have a valid Testing Centre Account or **Prodigy Learning (“Prodigy”)** is in the process of setting up a Testing Centre Account on your behalf.

Adobe Certified Associate (ACA), Autodesk Certified Professional (ACP), Autodesk Certified User (ACU), Microsoft Office Specialist (MOS) and Microsoft Technology Associate (MTA) exams are just some of the exams delivered by Certiport Authorised Test Centres (CATCs) using Certiport’s exam delivery platforms. For a full list of available Exam Releases, Exam Retirements and other Exam specific information, visit <https://certiport.pearsonvue.com/Educator-resources/Exam-details>.

For information regarding Certiport’s Exam Policies, visit <https://certiport.pearsonvue.com/Educator-resources/Exam-policies>

Prodigy Learning has also developed a series of guides and articles to help you get started as a CATC and learn how to deliver the certification exams provided by Certiport. All of this information can be found at the “[Getting Started: Certiport Exams](#)” section of the [Prodigy Learning Support Portal](#).

We recommend that you and your CATC staff are familiar with the contents of these documents (as applicable) before you/they attempt to deliver exams.

This guide is purposefully concise and highlights only the most pertinent points of being a CATC. As such this may omit certain features that interest you.

## 2. Understanding the Dashboard and Roles

One of the first CATC Mechanisms that you will encounter is Certiport's website (<https://certiport.pearsonvue.com/>). The section of this website that is designed exclusively for Test Candidates and CATCs is commonly known as the “**Dashboard**” but is sometimes also referred to as the “**Portal**”.

The key to unlocking the myriad of functions that the Dashboard offers begins with understanding the concept and use of Roles. You and your CATC staff will most likely have one or more of these roles assigned to their Profile/ Account. Each of these roles opens the door to a unique set of tools and functions that you will need to get the most benefit from Certiport certifications. The main roles that you will need to understand are:

- Test Candidate
- Organisation Administrator
- Proctor

### 2.1 Roles - Test Candidate

Anyone hoping to take/administer an exam or otherwise login to the Dashboard has to first register for his or her own Certiport Username and password (also known as Profile/Account).

By definition, a Test Candidate is an individual requesting to take or is in the process of taking an exam at a CATC. For the purposes of this document, registering a Test Candidate Account is the initial building block for CATC personnel who will be future “**Organisation Administrators**” or “**Proctors**”.

The process for registering a Test Candidate Account is as follows:

- a. Navigate to <https://certiport.pearsonvue.com/>
- b. Click on the “**Login/Register**” button (top right), then on the “**Register**” button

#### New Users

To create a user account with Certiport, you must register.

[Register](#)

*Figure 1: Register for Exam*

- c. Follow the “General Registration” process as directed on screen

**User Registration**

Welcome to Certiport

Account Setup  
Personal Information  
Profile  
Choose A Purpose  
Summary

Preferred language: English

Country: \* <-Select->

Welcome to Certiport User Registration. This is the first step to accessing globally recognized certification exams and unlocking the many resources available to you.

**Certiport Privacy Statement \***  
By accessing this website and checking the box you indicate your acceptance of Certiport's, a business of NCS Pearson, Inc., Privacy Policy, Terms and Conditions, and use of cookies to support your experience and by providing your personal information you consent to the collection, use, and transfer of your personal data to Certiport, its authorized third parties, including Certiport, and our test program owners including Certiport as the data controller. In addition, some test program owners have their own, possibly different, privacy policies.

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Enter the characters shown on the above image: \*

To avoid creating duplicate user accounts, you can verify that you have not previously registered with Certiport by using the [Login Assistant](#).

(\* indicates a required field)

Next > Cancel

Figure 2: User Registration (Step 1)

- d. During this registration process an individual hoping to become a **Proctor** must read and accept the “Proctor Agreement” in the “Choose a Purpose” step.

***Special emphasis must be placed on this step as this agreement must be adhered to without exception. The role of Proctor is described in more detail below.***

- e. Complete the registration as instructed on screen

**Note:** If you forget your username or password, you can recover/reset it by navigating to <https://certiport.pearsonvue.com/>. Click on “Login/Register” and then the “I cannot access my account” link to launch the Login Assistant.

Logging into the Dashboard as a Test Candidate will allow you to view your current achievements, share these achievements and attain information about Certifications, such as Exam Policies which are covered later in this document.

Once registered, either the main CATC administrator or Prodigy Learning will need to assign roles to users in order to allow them to become Org Members/Administrators or Proctors. If this is your first staff registration, please email [info@prodigylearning.com](mailto:info@prodigylearning.com) with the username that you wish to be associated with your CATC account.

## 2.2 Roles - Organisation Administrator

An “**Organisation Administrator**” is an individual responsible for the operating of the CATC in accordance with the CATC agreement as well as managing the CATC account. As an Organisation Administrator, you can:

- Add centre employees to the Organisation and select their role:
  - Organisation Administrator
  - Organisation Member
  - And / Or Proctor
- View current testing centre inventory
- Run reports on testing activity and inventory
- View Organisation contacts and profile
- Edit the centre information that appears on Certiport Centre Locator
- Edit your Organisation profile

- Access the Testing Software Toolkit (where you download Certiport's Console 8 Software)

To become an Organisation Administrator please email [info@prodigylearning.com](mailto:info@prodigylearning.com) with your Certiport Test Candidate "Username" and we will upgrade your username to "Organisation Administrator" on the account and e-mail you confirmation

### 2.3 Roles - Organisation Member

An Organisation Member is a restricted form of Organisation Administrator whose functions are limited to:

- Create and manage Exam Groups
- Access Marketing Toolkit resources
- View current testing centre inventory
- View Organisation contacts and profile

### 2.4 Roles - Proctor

Proctors have the greatest responsibility when it comes to delivering Certification Exams. Every CATC must have at least one available Proctor to invigilate every exam delivered by the CATC. The only requirement, at this time is that users "Accept" the "Proctor Agreement" (after reading, agreeing to and understanding the terms, conditions and responsibilities). The following are some of the most important Proctor duties:

- Proctors must verify the identity of the test candidate
- Proctors must verify that the testing station is in good working order and has met the conditions required by Console 8 to operate (if required)
- Proctors must verify and approve examinations before a candidate is permitted to take the Certification Exam
- Proctors must verify that the candidate is taking the appropriate exam
- Proctors must verify that the Console 8 displays the proper CATC ID Number
- Once the verification is complete, the proctor must enter his/her Certiport username and password and must click the 'Start Exam' button on the Confirm Exam Information screen
- Proctors must treat examination materials as confidential and keep them secure

If you did not accept the Proctor Agreement during the Test Candidate registration process (described in Section 2.1) you may register as a Proctor at a later stage.

To do this please login to the Dashboard with your Test Candidate details and click the "**Become a Proctor**" link in the "**QUICKLINKS**" section (on the right hand side).

### 3. Accessing the Dashboard

To access the Dashboard (once you have a Certiport Profile):

Navigate to <https://certiport.pearsonvue.com/> (or use the link in the footer of all pages at [prodigylearning.com](https://prodigylearning.com))

- a.
- b. Click on the “**Login**” button at the top right of the screen



Figure 3: Login Button

- c. Enter your username and password as requested

Once you have logged into the Dashboard, provided your Profile has the relevant rights, clicking the drop down arrow next to your current Role will display the list of other Roles associated with your Profile.

For example, you can switch from Test Candidate:



Figure 4: Test Candidate Role

to Organisation Administrator:

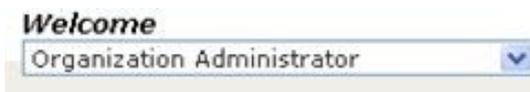


Figure 5: Organisation Administrator Role

#### 3.1 Accessing the Dashboard as a Test Candidate

The main reason for accessing the Dashboard as a Test Candidate is to view your Transcript.



Figure 6: “My Transcript” on the Certiport Dashboard

This function allows you two views of your Transcript:

- a. “**Authorized View**” displays information available to those whom you grant access to your Digital Transcript. In this view, you can also share your Transcript with others by clicking the “**Authorize a Viewer**” button.
- b. “**Personal View**” displays similar information but also enables you to view your exam score report by clicking the exam links. In this view, you can also download digital copies of your certificates.

## 3.2 Accessing the Dashboard as an Organisation Administrator

Logging into the Dashboard as an Organisation Administrator will display several “tabs”. Some of these you will use more frequently than others. It is also important to note that there are two ways to navigate these tabs.

You can **click** on the tab that you want to access or you can **hover** your mouse cursor over the tab’s title and then click on one of the options that are listed.

The following outlines only the most common tabs along with the functions within them. In order of appearance, these are:

### 3.2.1 “MyCertiport” Tab

The primary purpose of the “MyCertiport” tab is to display your CATC Information.

The main page of the “My Certiport” tab displays your “Program Information”. This is where you can:

- View “**Active Certification Programs**” for which you may deliver exams
- View that particular Program’s “Logo Agreement” which provides clear and precise instructions for the use of such logos on marketing materials such as websites and pamphlets - **These agreements must first be accepted before you are able to access and use the logos**

#### 3.2.1.1 Exam Inventory

Hover your cursor over “**MyCertiport**” and click on “**Exam Inventory**” to view your current stock, when it will expire and which programmes it is valid for.

**Note:**

*This function may only apply to certain CATCs and is discussed in more detail later in this document.*

#### 3.2.1.2 Licences

Hover your cursor over “**MyCertiport**” and click on “**Licences**” to view your current Licence(s) and their Agreements.

**Note:**

*This function may only apply to certain CATCs and is discussed in more detail later in this document.*

#### 3.2.1.3 Marketing Resources Library

This is your source for the latest marketing communication, tools and materials from Certiport.

### 3.2.2 Reports Tab

Clicking on the “**Reports**” Tab will display a list of Reports that you can generate. The most common of these is the Results (264) report. This will allow you to generate a summary report of exams delivered between the last 24 hours all the way up to the last year to date.

### 3.2.2.1 Exam Result Reprint

If you have delivered an exam and you want/need to reprint an individual Score Report, navigate to this function and enter the “Report Parameters” (date when the Exam was delivered) then click “Go”.

### 3.2.2.2 Print Certificates

Certificates for most exams are now fulfilled digitally directly to the Candidate and the CATC. To print these for your candidates, select “Print Certificates” from the “Reports” drop down. Enter the “Program” and “Timeframe” that you require and click “Search”. Certificates awarded during this period will be displayed and you will be able to print all of them at once or select and print them individually.

## 3.2.3 Training & Tools Tab

The Training & Tools is where you gain access to Testing System Downloads and Training materials to help you successfully deliver Certiport Exams.

### 3.2.3.1 Console 8 Install

This is where Organisation Administrators can download the latest version of the Certiport’s Exam Delivery Software for delivering MOS exams.

\*\*\* Please refer to the [Getting Started: Certiport Exams](#) section of the [Prodigy Learning Support Portal](#) before proceeding to install software. \*\*\*

### 3.2.3.2 Online Exam Setup - Mac

The Certiport Mac Launcher allows you to administer certain ACA & IC3 in a native Mac environment, however the interface of the actual exams and practice tests will continue to be Windows based.

## 3.2.4 Org Profile Tab

Clicking on the Org Profile Tab will display your CATC information. Should your CATC information need updating, this is where you do it.

### 3.2.4.1 Associations

“Associations” is used for adding users to the CATC account for the roles of Proctor or Organisation Administrator.

To add an individual to your CATC, enter their name or username into the “Find” field and then click on “Submit” to produce a list of candidates matching the submitted name.

Select the desired Surname from the list to add that individual to the Manage Associations list. Only those candidates who have previously registered on the Dashboard will appear in this list.

Select a role from the “User Role” dropdown box. **Organisation Administrator** allows full access to the CATC information. **Organisation Member** has limited access to the CATC information such as contracts, etc. **None** allows an individual to be associated to the CATC but have no access to the CATC information. It is used when an individual doesn’t need access to the account but is used as a **Proctor** or **Teacher**.

Place a tick in the box for the desired role (Teacher, Proctor) for each individual added to the centre. **Teacher** allows access to Exam Group reports. **Proctor** allows the individual the ability to start exams. The Proctor Agreement must be accepted before Proctor rights can be assigned.

**Note:**

**Only those added to the Associations area will have access to the CATC Account and/or be able to proctor exams.**

## 4. Exam Delivery Methods

Other than the ACA & IC3 Mac Compatible exams, all Certification Exams delivered using Certiport's Console 8 Exam System.

Some exams (known as "concurrent" or "live-in-the-app"), like MOS and/or ACP require the Application to be installed on the machine along with Console. For example, to run a MOS Word 2016 exam, you need to have Office 2016 installed. Other exams (also called "simulated" exams), like MTA or ACA, can be delivered with just Console and the appropriate Exam Content. The steps for setting Console up, can be found in the "[Getting Started: Certiport Exams](#)" section of the [Support Portal](#) for ease of reference.

Common to both delivery methods however, is the use of Exam Inventory, Exam Vouchers and Exam Packs (Licenses). In order to deliver an exam, one of the above must be redeemed on the system.

### 4.1 Exam Inventory

A common way for CATC exam orders to be fulfilled is as "**Exam Inventory**". Exam Inventory refers to credits placed on your Certiport CATC account to be redeemed for certain exams. Each credit or "**Unit**" of Inventory can be redeemed to take one exam. (*i.e. If you wish to deliver 10 MOS Exams you will need to purchase 10 units of Inventory*).

Exam Systems typically use Inventory or Licenses by default so as long as you have valid "stock" on your account, the Exam System will simply debit your Test Centre Account for each exam automatically - you do not have to take special steps to use these, making it easier to use than Vouchers.

The following points apply to Exam Inventory:

- Exam Inventory credits are generally valid for 12 months from date of credit. You can monitor expiration dates on this page.
- Exam Inventory is certification specific (*i.e. Only Adobe Certified Associate Inventory can be used to take an Adobe Certified Associate Exam*)
- Exam Inventory cannot be returned or exchanged (*i.e. Once it is placed into your CATC account it cannot be taken back*)
- Please allow a minimum of 24 hours for Inventory Orders to be fulfilled

### 4.2 Exam Vouchers

In some cases, you may be required to use an "**Exam Voucher**" to redeem an exam. This is normally a 16 character alphanumeric code that when entered into the exam system will allow you to start an exam. These can be supplied as a printed or electronic document and are generally supplied directly to a Test Candidate or with courseware bundles. However, CATC exam orders may be fulfilled in this way. One Exam Voucher is equivalent to one unit of Exam Inventory.

To redeem a voucher in the Exam Systems, when you reach the exam confirmation screen (just before you enter your Proctor details, is a “Payment Method” option. Change this to “Vouchers” and then enter the voucher that you wish to redeem.

The following general points apply to Exam Vouchers:

- Vouchers are generally valid for 12 months from the date of issue and cannot be extended.
- Exam Vouchers are certification specific (*i.e. Only Adobe Certified Associate Vouchers can be used to take an Adobe Certified Associate Exam*)
- Exam Vouchers cannot be returned or exchanged
- Please allow a minimum of 48 hours for Voucher Orders to be fulfilled

### 4.3 Exam Packs (Licenses)

If you have purchased an Exam Pack from Prodigy Learning you will have the ability to deliver a specified number of Certification Exams for a certain time period, specific to the Program(s) for which the License was purchased.

Licenses work in a similar way to Inventory. It is as if a large supply of Exam Inventory for the relevant Program(s) has been placed in your CATC account.

The process for delivering Exams using a License is exactly the same as for Exam Inventory and is described in each of the subject specific documents referred to earlier.

If you would like to learn more about Exam Packs please contact your Prodigy Learning Account Manager.

**\*\*\*IMPORTANT - If you have purchased an Exam Pack you must first accept the Site License Agreement before running Exams\*\*\***

For detailed instructions please visit [How To: Accept the Exam Pack Agreement](#)

### 4.4 Purchasing Exams

Exams of all types and supporting learning solutions can be purchased through your **Prodigy Learning Account Manager** or by emailing the **Customer Services Team** ([orders@prodigylearning.com](mailto:orders@prodigylearning.com)).

Please note that Exam Orders are subject to a minimum of 5 per order.

## 5. Help!

If you require assistance with any of the above or encounter technical difficulties with the Exam Delivery Systems please contact Prodigy Learning using the below details:

**Web:** [support.prodigylearning.com](https://support.prodigylearning.com)

**Email:** [support@prodigylearning.com](mailto:support@prodigylearning.com)

**Telephone:** 0845 399 1551 (UK) / 01 293 2924 (Ireland)