

RUNNING CONSOLE 8 EXAMS



Contents

- 1. **Before you Start!** 3
- 2. **Launch an exam in Console 8** 3
 - 2.1 General Instructions3
 - 2.2 Exam Crashes / Freezes6
 - 2.3 Exam Completion6
- 3. **Help!** 6
- 4. **Appendix A - Pre-Exam Checklist** 7

1. Before you Start!

It is assumed that you:

- Are aware of and meet the Technical Requirements for Console 8 and the application/s that you intend to deliver exams for. You can review these at <https://certiport.pearsonvue.com/Support/Technical-requirements>
- Have correctly installed and configured Console 8
- Have read the “*Certiport Test Centre Guide*” at [Getting Started: Certiport Exams](#)
- are not trying to run an Adobe ACA Mac Compatible exam
- Have an Organisation Administrator/Member and Proctor Certiport Account
- Have Vouchers, Inventory or an Exam Pack (If Applicable) with active Agreement. For detailed instructions please visit [How To: Accept the Exam Pack Agreement](#)

2. Launch an exam in Console 8

2.1 General Instructions

If Test Candidates are registered with Certiport, they have been assigned a Username and Password and can log in directly to Console 8. Otherwise, they must first register to receive a Username and Password. Test Candidate registration is described in the “*Certiport Test Centre Guide*” part of the [Getting Started: Certiport Exams](#) section of the [Prodigy Learning Support Portal](#).

To launch an exam:

- I. Double Click the “*Console 8*” shortcut icon on the desktop

Alternatively:

- Click “Start” on the Windows taskbar
 - Click “*Programs*” > “*Certiport*” > “*Console 8*”
- II. The Test Candidate should enter their Username and Password when the “*Welcome*” screen appears
 - III. Once logged in click on ***Study Practice Certify*** Tile under “Home”

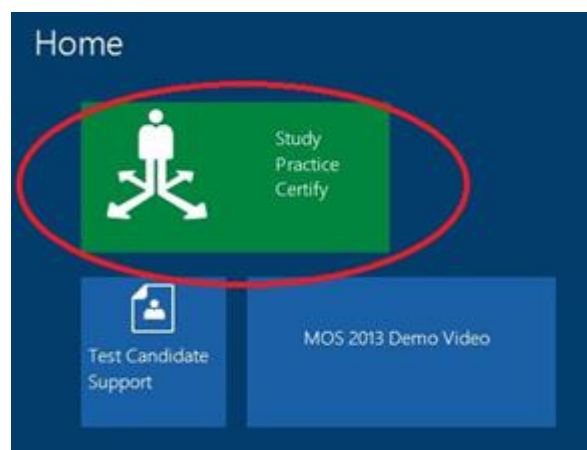


Figure 1: “Home” Screen

- IV. Click on the **Certify** Tile - Do not click on “Practice”.

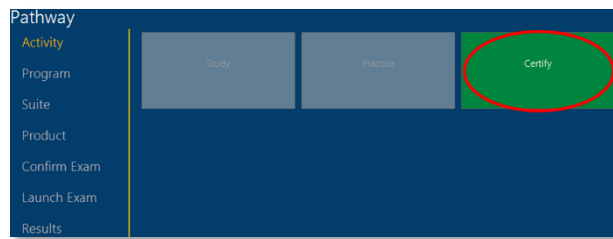


Figure 2: Activity Screen

- V. Select Your Program - i.e. Microsoft Office Specialist



Figure 3: Program Screen

- a. If “Program” covers several “Suites” (i.e. ACP, IC3, MOS, etc...), select the appropriate Suite - In this example Office 2013 is selected as this is the Microsoft Office suite installed on this PC.

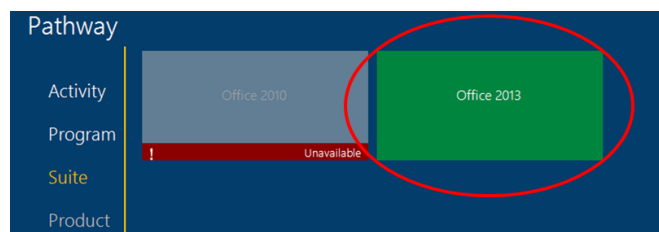


Figure 4: Suite Screen

- VI. Select the Exam that you want to take

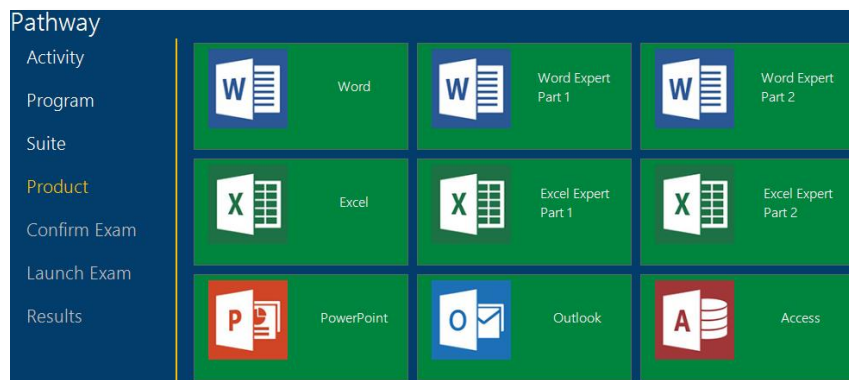


Figure 5: Product Screen

- VII. You are almost ready to start the Exam. Candidates must verify their address, accept the Non-Disclosure Agreement (where applicable) and be registered for that Program. If s/he is not registered, they will be prompted to register at this point.

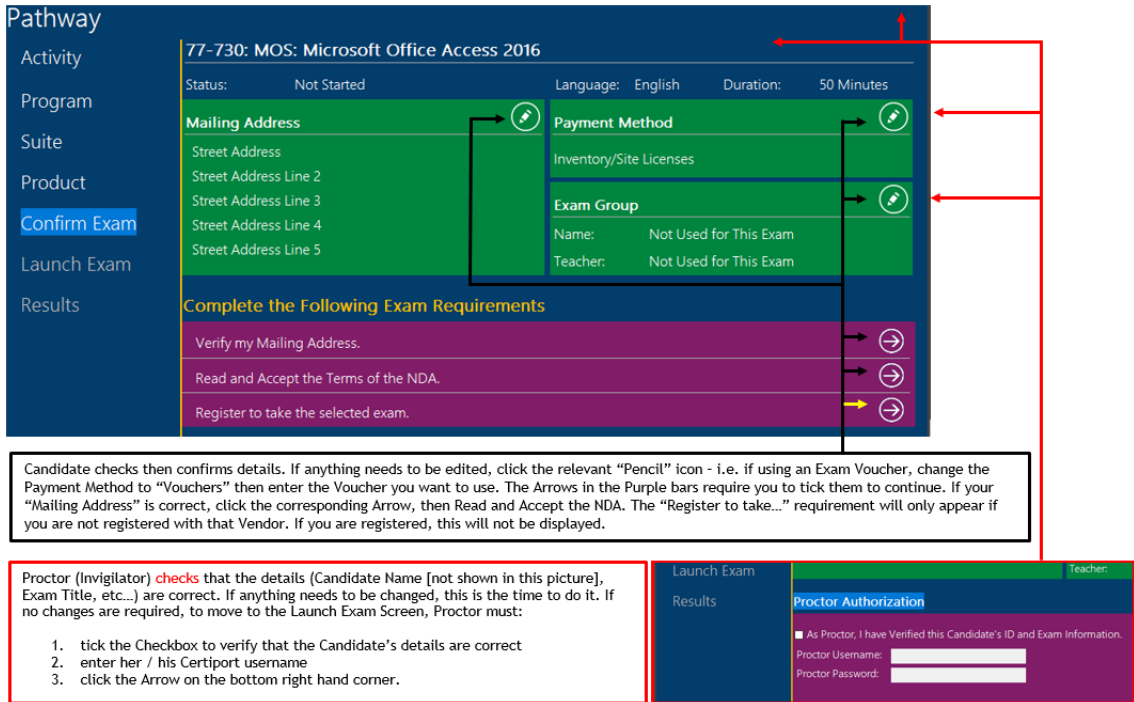


Figure 6: Confirm Exam Screen

- a. Once the Candidate has met the required criteria, a “Proctor Authorization” section will appear. The Exam Proctor must confirm that the details are correct, he/she must confirm that the candidate’s identity has been verified by placing a tick in the provided checkbox and then authorise the exam by entering their Proctor Username and Password and then the arrow button

Important: By authorising the exam, the Proctor is verifying that all of the testing requirements have been met. If an error occurs during the exam that could have been avoided by correct preparation, the Exam Voucher / Inventory will not be replaced.

- VIII. At the “Launch Screen” you should have a checklist with Green Ticks. If one or more are marked with a red X, you must attend to this before you can start the Exam. Common causes of this are Processes, that conflict with the exam driver/s, running in the background. In this case, click “Resolve”, tick the box/es for the Process/es then click on the Close button (White circle with black X). If you have all Green Ticks, click on the “Next” arrow (bottom right) to start the exam.

- a. This is the point at which the Exam is considered “In Progress”. Steps before this can be reversed. Once you click on “Next”, regardless of whether you see any Exam Content or not, the process cannot be undone.
- b. After you launch the Exam, the Exam Instructions should appear and the Test Candidate should carefully read and understand the instructions. At the end of this section, the Test Candidate will be notified that they are about to begin the exam.

2.2 Exam Crashes / Freezes

Should the candidate encounter an exam crash, freeze or any other reason why s/he is not able to interact with the system and provide an answer to the given task, restart the PC. Exams can be restarted up to five times within **7 calendar days** of the first attempt. Once the PC reboots, restart Console 8 and have the Candidate restart the exam. The Exam will be labelled as “**In Progress**”. Select this then restart the exam as normal. If the problem persists, power-off the machine and then contact us.

Note:

- Exam data is held/stored locally on each machine. If you move the candidate, the exam will restart from the beginning, with full time.
- If you do not submit a result, (finish/complete the exam) within the 7 calendar day period, the exam will upload as Incomplete and will have to be retaken after the mandatory lockout - typically 24-48 hours but can differ by exam and number of attempts.

2.3 Exam Completion

Once the exam has been completed the Test Candidate should see his/her Score Reports detailing their score and if they have passed or failed. The proctor will then be able to print off the Score Report for the Candidate's records.

The exam result will also be uploaded to Certiport and a Certificate automatically generated. The Candidate can view/download this through his/her Certiport profile (see [Download/Print Certificates as a Test Candidate](#) for steps). Alternatively, an Organisation Administrator can download/print Certificates through the Test Centre's Organisation Page (see [Download/Print Certificates as an Organisation Administrator](#) for steps).

3. 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

Email: support@prodigylearning.com

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

4. Appendix A - Pre-Exam Checklist

To minimise the possibility of problems occurring during the exam, CATC personal should follow this Pre-Exam checklist:

- ✓ **Ensure testing machine meets all Technical Requirements**

Please see [Certiport's Technical Requirements](#) for the most up to date requirements.

- ✓ **Ensure Application (i.e. Revit, Microsoft Office) is fully installed and licensed**
- ✓ **Administrative Rights**

Testing machines must have full, unrestricted administrative rights for testing. This means that they cannot be part of a group policy or any other restrictions at all. To launch exams from a Windows Standard User Profile, configure the [Admin Credentials](#) Tool.

- ✓ **Firewall/Proxy**

If you connect to the internet through a firewall or proxy during exam delivery, ensure that the proxy server, firewall, etc... is configured to allow communication to the IP Addresses shown in [Certiport's Technical Requirements](#).

- ✓ **Ensure that the Antivirus tool is not blocking or stopping the Console 8 software**
- ✓ **Ensure that any other Testing Software is not present.**
- ✓ **Ensure that any Restoring Software is disabled.**
- ✓ **Ensure that the Date and Time settings for your area are correctly set on the testing machine**