

CAP Training

Module 1- Day 1- (1 hr)

Certiport Website, CAP Program, Roles and Responsibilities Recap, Other Resources-

- I. Introduction to Home page
- II. Partnering Opportunities tab
 - A. CAP Program – why is there a CAP program?
 - B. Benefits and requirements
 1. Levels of partners
 2. Solution Provider Objective
 3. Their logo – how do they get it (from CAP team)
 - I. Program logo vs CAP logo - usage
 - C. CATC
 - I. What is a CATC?
 - II. Responsibility of training CATCs
- III. Communication–
 - A. Partner Updates- Certiport relies on the partner to communicate with centers.
Subjects include: Technology, Product, and Marketing updates
 - B. Quarterly Newsletters, Press Releases, and News Headlines on website
- IV. Support
 - A. Technical Requirements
 - B. Common Support Issues
 - C. System Maintenance
 - D. Areas of Support
 1. Customer Services
 2. Certiport Testing Center Training
 3. Support Outside of US (SP website)
 - I. Providing 1st level Support
 4. Sales Consultant vs. CAPS team for support
 - I. Partner Support Chart
 - II. Escalation path for operational issues
- V. Test Candidates Tab
 - A. Candidate Registration (How to Certify)
 1. Find a Testing Center
 2. Purchase an Exam

3. Courseware and Practice test resources
4. Using your Test Candidate Account
5. Log in Security/ I cannot access my account

B. Exam Policies

1. Test Taking Policies
2. Challenge an Exam
3. Accommodation of Disabilities
4. Retake Policies
5. Exam Replacements

VI. Products

- A. Products overview (MOS, IC3, ACA, etc)
 1. MOS Master Details

VII. Events & Promotions

- A. GPS
- B. WWC
- C. IC3 World cup
- D. Certiport Authorized Educator Program
 1. IC3 Instructor
 2. ACA Instructor
 3. MCT

Module 2 - Day 2- (1 Hour)

Portal Roles and CAPS Website

Portal

- I. Organization Administrator Role
 - A. MyCertiport tab
 1. Organization drop down menu
 2. Account Status
 3. Program status
 4. Logo License
 5. Exam Inventory/ Transferring Inventory
 6. Licenses/ Transfer
 7. Voucher Inventory
 8. Quick links
 - B. Purchase tab
 1. Inventory Vs. Voucher/ retakes
 2. Purchasing Process
 - C. Reports tab
 1. Available Reports
 2. Exam Result Reprint
 3. Print Certificates
 - D. Training & Tools tab
 1. Testing System Delivery methods
 - i. iQ system install
 - ii. Online Exams setup
 - E. Org Profile Tab
 1. Edit Organization contact information
 2. Associations
 3. Agreement
 4. Locator info
 - F. Exam Groups
- II. Organization Member Role
 - A. Org Admin Vs Org Member Role
- III. Proctor
 - A. Proctor Roles and Responsibilities
 1. Proctor registration Page
- IV. Teacher

- A. Exam Group tab
- B. Bulk Registration Process
- C. Reports Tab
- V. Test Candidate
 - A. My Certiport tab
 - 1. Assign a voucher to user's account
 - 2. Exam group registration
 - 3. My Transcript link
 - i. Personal View
 - ii. Score report
 - iii. Authorized view
 - iv. Authorize a viewer
 - B. My Profile
 - 1. Certiport tab- edit information
 - 2. Roles
 - i. Become a Proctor
 - 3. Profile
 - 4. Program Registration

CAPS Website

- I. Calendar
- II. Reporting
- III. Marketing - MRL
- IV. Did you know?
- V. Library
- VI. Multimedia Center
- VII. Support
 - A. Tier 1 Support Documents
- VIII. Training Sections Coming Soon

Module 3 – Day 3- (30 min)

Exam Delivery Systems Training

- I. Exam Delivery Methods
 - A. iQ System
 - B. Online Exams
- II. iQ System
 - A. iQ System Tools
 - 1. Test Center tab
 - 2. Inventory tab
 - 3. Licenses tab
 - 4. Diagnostics tab
 - 5. Proxy tab
 - 6. Programs tab
 - 7. Offline tab
 - 8. Help tab
 - 9. Organization Page
 - 10. Manage System Software
 - 11. Upload Exam Results File
 - 12. Run Configuration Exam
 - B. iQ System Exams
 - 1. Candidate Sign on
 - 2. New user Registration
 - 3. *I cannot access my account* link
 - 4. Exam Selection
 - 5. Insert Voucher/ Use Inventory or License
 - 6. Review Proctor responsibilities and verification
 - 7. Exam Groups
- III. Online Exams
 - A. Online Exams Setup
 - 1. Create Shortcut to Launch Online Exams
 - 2. Install Browser Lockdown
 - 3. Add Certiport as a Trusted Site
 - 4. Run a Diagnostics Check
 - B. Certiport Online Exams icon
 - 1. Candidate Sign on
 - 2. New user Registration
 - 3. *I cannot access my account* link

4. Exam Selection
5. Insert Voucher/ Use Inventory or License
6. Review Proctor responsibilities and verification
7. Exam Groups

IV. CheckCertiprep

A. Candidate Sign on

B. Certiprep Licenses; Single user Vs Network Licenses

V. Other Practice Test Products