Guide Summary

This guide summarizes the areas and steps that a Teacher should observe and implement to prepare for and administer the certification exams employing the Console 8 delivery system (Microsoft Office Specialist used as the launch example in this guide). This guide does not cover the technical requirements, install, or setup of Console 8. Refer to the setup guide if you have not yet installed the software.

Registering a New User

To administer a Certiport exam, you must first start by registering a new user account:

1. Register a user account by navigating to www.certiport.com and clicking on the Register link in the top right-hand corner of the page.
2. When finished, send your new Username to the person who registered the Certiport Authorized Testing Center (CATC). This could also be any personnel member with the Organization Administrator (Org Admin) role.
3. That person will be able to associate your new login with the CATC you wish to administer exams on behalf of. They will also be able to designate authorization such as the Proctor and/or Teacher roles, which will allow you to administer actual exams, manage Exam Groups, run reports, and more.

For a detailed guide on the registration process click here.

Managing Associations

If you are the Org Admin and need to assign roles, you will need to know how to manage these associations. These roles unlock various functions surrounding the administration of exams. (Many Teachers in Academia also serve as the Org Admin so it is addressed here.)

How to Create an Association:

1. Log in to www.certiport.com, and select the Org Admin role from the dropdown.
2. Select the Org Profile tab, and click Associations.
3. Using the Find Users tool, search for the Username of the person you are adding to your organization and click Submit.
4. In the results list, click the Last Name of the person you are associating with your CATC.
5. In the Manage Associations list, select the appropriate role(s) for the user.

To assign rights to others within your organization you will need to have the Org Admin role. With this role you can associate others to your CATC, designate proctors & teachers, purchase exams, and run reports. Please note:

- To associate someone, they must first have a Certiport User Account.
- Each person will only need one User Account, which can be assigned multiple roles.
- The basic account created at Certiport is the same one that all Test Candidates will also need to maintain in order to sit an actual exam.

For a user to be added as a Proctor, they must first accept the Proctor Agreement. This can be done at the end of the registration process, but if the user did not accept the Proctor Agreement during registration, they can still do so by following these instructions:

1. Log in to www.certiport.com and click My Profile.
2. Select the Roles tab and click Become a Proctor.
3. Read and accept the Proctor Agreement.

For detailed information on roles, associations, and their management click here.

Site License Agreement & Available Exams Check

Before you can administer exams, an Org Admin must accept the license agreement.

1. Log in to www.certiport.com, and select the Org Admin role from the dropdown.
2. Under the My Certiport tab, click Licenses.
3. Under the Site Licenses section, click Accept.

Checking for Available Exam Inventory:

Prior to each test session, ensure you have enough available exams to redeem for your Test Candidates.

1. Log in to www.certiport.com, and select the Org Admin or Org Member role from the dropdown.
2. Under the My Certiport tab, click Licenses.
3. Within each applicable section, review the details of your remaining vouchers, inventory, and/or site licenses. If you are running low on exams, please contact your sales representative. (Org Admins may purchase exams by clicking the Purchase tab.)

For detailed information on the different types of exam inventory and their management click here.
Exam Delivery Preparation

At least one week prior to any scheduled testing event, refer to this outline to ensure your lab is properly prepared for testing to avoid any potential disruptions. All test administrators should also be familiar with Certiport’s exam policies prior to delivery.

Checking for Exam Inventory: Please refer to the steps outlined in the previous section of this guide.

Creating Exam Groups: Ensure your groups have been created and that your Test Candidates are familiar with their assigned group number. For a detailed guide on Exam Groups click here (this is an optional feature).

Designating Proctors: Ensure that all test administrators have each signed the Proctor Agreement and have been designated as Proctors on behalf of your CATC. Click here for more info.

Check for Console 8 Updates:

1. Log in to Console 8 as an Org Admin.
2. Click on the Updates button to enter the Update Services area. The red bar across the bottom of the button indicates that you have updates pending.

Run a Console 8 Configuration Exam:

1. Log in to Console 8 as an Org Admin or Org Member.
2. Click on the Diagnostics button. Then click the arrow to begin the Configuration Exam pathway.

3. Once inside the updates menu, checkmark all applicable updates to your CATC and click on the arrow button to continue.

4. The software will download and install the chosen updates. When finished, click the arrow button to restart Console 8.

5. The next screen will display many various checklist components of an actual exam launch, but since this is only a Configuration Exam, you may ignore all of these items and simply click the forward arrow to continue.

6. The Configuration Exam will stay live for 10 seconds, at which time you will be returned to the Console 8 screen with a blank score report, which indicates a successful rehearsal.

Note: The success of a Configuration Exam is only one facet to the overall success of exam delivery. Please ensure that all Technical Requirements have been followed.

For a complete list of both administrative and technical common pre-testing checks please refer to our Top 10 page by clicking here.
Certiport Test Candidates

Each user that will be taking a Certiport certification exam or practice test will need to register a Test Candidate account at www.certiport.com. A basic Test Candidate profile is also the foundation that all other Certiport roles are built upon – every Org Admin, Org Member, Teacher, Proctor, etc., must begin by creating this type of account.

Registering as a Certiport Test Candidate:

1. Go to www.certiport.com and click Register.
2. Follow the additional prompts to enter your personal information and complete the Test Candidate registration.
3. Select the Take an exam or prepare for an exam primary role check box and click Next.
4. Click Register next to each certification program you will be taking and follow the additional instructions.

Test Candidate Training:

A variety of Test Candidate training and resources can be found online by going to www.certiport.com and clicking the Test Candidate link at the top of the page.

A detailed guide on registration can be found [here](#).

Administering Exams with Console 8

Certiport’s Console 8 delivery system can be used to administer many certification exams (MOS used as an example). The following steps assume that all testing computers have been properly setup to deliver exams:

1. Double-click the Console 8 icon.
2. Have the Test Candidate enter their username and password and click the arrow to Log in.
3. Begin the exam launch pathway by clicking the Study / Practice / Certify button.
4. Click the Certify button.
5. Click the Microsoft Office Specialist button.
6. Click the Office Suite version corresponding to the Office Suite you have installed on the computer.
7. Click the Program Name of the certification exam you wish to launch.
8. Select the Payment Method you will be using for the exam (voucher, site license, etc.).
9. Enter the Exam Group number (if applicable).
10. Read and agree to the NDA (non-disclosure agreement).
11. Enter the Proctor Authorization and click the arrow button.
12. Confirm that the pre-test checks have passed, then click the arrow button again to launch the exam.

For a detailed Console 8 Exam Launch guide [click here](#).

Running Reports for Exam Results and Exam Groups

These tools allow an Org Admin or Org Member to run reports for exam results. Exam Group reporting is also for exam results, but can be performed under the Teacher role in addition to the Org Admin/Org Member roles.

Reports for Exam Results:

1. Log in to www.certiport.com, and select the Org Admin or Org Member role.
2. Mouse over the Reports tab and click the Exam Result Reprint link from the dropdown.
3. Specify the date range and click Search.

Note: This reporting method cannot exceed a 3 month window, but will allow you to search as far back as the data exists. (Additional reports can be found by clicking on the Reports tab but where applicable, the date range cannot exceed three years.)

Reports for Exam Groups:

Exam Group reports are more customized than other reports. Teachers may only view the reports of the Exam Groups to which they own or have been granted access (Org Admins/Members have blanket authority and may view any group’s reports). Exam Group reporting is the only type that eliminates any date range restrictions and allows you to search as far back as the dataset exists.

1. Log in to www.certiport.com and select the Org Admin or Org Member role.
2. Mouse over the Exam Groups tab and click the Exam Group Reports dropdown.
3. Select your Exam Group by name in the dropdown.
4. Specify the Date Range or search for All Dates.
5. Select the different Report Types views by marking the desired selection boxes (explained below).
6. Once you have specified the criteria click Show Selected Reports.

- **Show All Reports for the Exam Group**: A report including all summaries for the selected group.
- **Summary Teacher Report**: A high level summary view of all Exam Groups.
- **Exam Group and Skills Summary Report**: A view of all exams taken in an Exam Group and a summary of the skill set scores for each exam.
- **Exam Group Report**: A view of all exams taken in an Exam Group.
- **Student View and Skills Summary Report**: A view of all students in an Exam Group, their exam scores, and a summary report of their skill achievements for each exam.
- **Student View Report**: A view of all students in an Exam Group and their exam scores.

**Note**: The report will display in an embedded browser window. Locate the PDF Print Controls near the bottom of the window – do not use "File | Print" from the browser.

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**Printing Test Candidate Certificates & Score Reports**

Org Admins and Org Members have the ability to print official Exam Certificates earned by their Test Candidates within the past year. Test Candidates can also print their own certificates or score reports from their transcript under the Test Candidate role. There is no time limit for a Test Candidate to print from their transcript as long as they maintain their profile at [www.certiport.com](http://www.certiport.com).

**Note**: Only certificates from programs fulfilled by Certiport may be printed in these methods (the MTA program for example is only fulfilled through the program provider’s website).

**Printing an Official Exam Certificate as an Org Admin**:

1. Log in to [www.certiport.com](http://www.certiport.com) and select the Org Admin or Org Member role.
2. Mouse over the Reports tab and click on the dropdown for Print Certificates.
3. Specify the CATC (if you are associated to multiple centers), select the Exam Program, and then select the Date Range (up to 1 year prior).
4. Click Search. The report will return all records found within the search criteria as a list.
5. Select the certificates you wish to print by checking Select All, or by putting checkmarks on individual Test Candidate records, and then click Print Certificates.

**Note**: The certificates will also appear in an embedded browser window. Use the same PDF Controls to print.

**Printing a Certificate or Score Report as a Test Candidate**:

Score Reports can only be printed by a Test Candidate from under that role. Score Reports are different from exam results as they contain a sectional analysis not found in any other report. The only other time a score report appears would be at the end of an actual exam.

1. Log in to [www.certiport.com](http://www.certiport.com) and select the Test Candidate role.
2. Mouse over the My Certiport tab and click on My Transcript.
3. Locate the exam you wish to view and click on the orange Score Report button.
4. For a certificate, locate the PDF or XPS link and click to view and print a color copy.

**Note**: Score Reports and Certificates accessed by the Test Candidate via their transcript do not have date restrictions, they can be viewed and printed for as long as the Test Candidate maintains their Certiport account.

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**Additional Training Resources**

**Quick Reference Guides**:

A full library of quick reference guides covering a wide variety of topics is available on our website. To visit this page, please click here.

**Video Library**:

A selection of video-based guides are available on our website as well, please click here to access the page. For the most up-to-date information please use the Quick Reference Guides above.
Support Pages & FAQs:

Our website also gives you access to a number of self-support pages including common support issues and FAQs.

Weekly Live Webinar Training Sessions:

Certiport's live weekly training sessions on Console 8 are held using an online webinar with desktop sharing and audio. You will be able to see the trainer's desktop online as he or she demonstrates and explains administrative account management and test delivery. You can visit this page by clicking here.

Contacting Support

Customer Service: 888.999.9830
Customerservices@certiport.com

Customer Service: 888.999.9830
Escalations to Tech Support are managed by Customer Service
Technicalsupport@certiport.com

On-Boarding and Training: 888.999.9830
(For new CATCs only)