

## Guide Summary

The Certiport Mac Launcher was introduced in August of 2015 as a new, updated delivery solution for the administration of Mac-compatible exams in the Mac environment. This solution eliminates the confusion of multiple browsers and versions by having the exam delivery browser embedded right into the software. The Certiport Mac Launcher can deliver the full suite of available Adobe Certified Associate (ACA) exams and practice tests, as well as the IC3 GS3 and GS4 exams and practice tests. The following guide will walk you through the installation and setup of the Mac Launcher delivery solution.

**Note:** *Although this solution was specifically designed for exam delivery on a Mac computer, the program simulations within the actual exams and practice tests will continue to be Windows based.*

## Procedure

Prior to installing the Mac Launcher, ensure that your Certiport Authorized Testing Center (CATC) meets all the [Technical Requirements](#) for Mac environments.

The procedure for preparing your testing computers to deliver Mac-compatible exams will consist of just two primary components:

- [Installing the Mac Launcher Software](#)
- [Creating the Mac Desktop Shortcut](#)

### Step One: Installing the Mac Launcher

In order to access the software download, you must have either the **Organization Administrator** (Org Admin) or **Organization Member** (Org Member) role associated to your Certiport profile. If you do not have this access, please contact the person who initially registered your CATC within your institution to assign the appropriate rights to your profile.

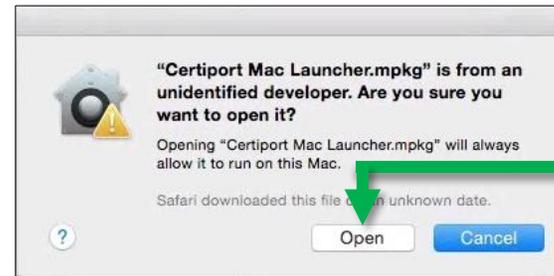
**Note:** Do not perform any of the following steps within a Windows environment.

1. **Delete** any existing Certiport Online Exams desktop shortcut.
2. Using the Safari or Google Chrome browser, log in to [www.certiport.com](http://www.certiport.com) and change your role in the dropdown to an **Org Admin** or **Org Member**.
3. Mouse over the **Training & Tools** tab and click the dropdown for **Online Exam Setup – Mac**.

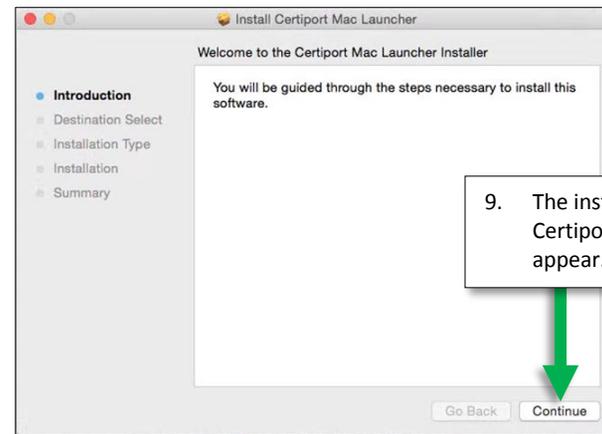
4. Scroll down the page to step one and locate the **download** link.
5. **Click on the link** and begin the download of the “**Certiport Mac Launcher.zip**” file. The file will be saved to your default Downloads folder and will automatically self-extract to an **mpkg** file (multi-package installer, comparable to an executable).

**Note:** *The following actions must be performed under a full, Mac Administrator User Account.*

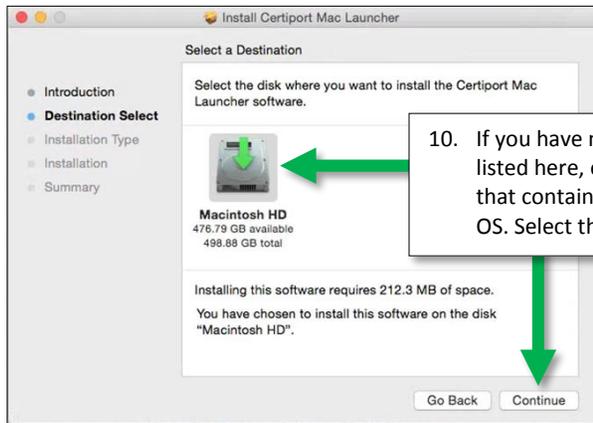
6. Using the Mac **Finder**, locate the file in your **Downloads** folder.
7. Right-click on the “**Certiport Mac Launcher.mpkg**” file and choose **Open**.



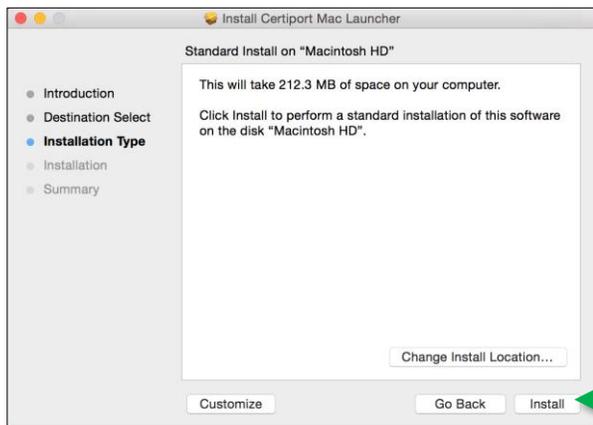
8. The Mac OS software security prompt may appear. Click **Open** to begin the installation.



9. The installation pathway for the Certiport Mac Launcher will appear. Click **Continue**.



10. If you have multiple storage devices listed here, ensure you select the one that contains the installation of your Mac OS. Select the drive and click **Continue**.



11. Confirm your selections and click **Install** to begin the process. At this point you will be prompted to enter your **Mac Admin** credentials. Enter the **Username and Password** and click **Install Software**.



**Note:** Please contact your CATC's IT Administrator if you do not know your Mac Admin credentials.

12. When the installation has completed, the new **embedded browser** will automatically open up the success page on [www.certipoint.com](http://www.certipoint.com). Do not close this window (see next step).



## Step Two: Creating the Mac Desktop Shortcut

In order to deliver an exam with the Certipoint Mac Launcher, you must also create a desktop shortcut. The shortcut is created manually through the Certipoint website and will not be placed on the desktop with the installation of the Mac Launcher because it must establish a direct link with your CATC. This relationship facilitates the proper debiting of Inventory or Site Licenses, and also creates the association to the Test Candidate's exam results.

**Note:** Only create the desktop shortcut after you have installed the Certipoint Mac Launcher program.

1. On the *Certipoint Mac Launcher Success* page from the previous steps, scroll down and click on the blue **"Create Shortcut To Launch Online Exams"** button.



2. This will redirect you to a new page and will prompt you to log in as an **Org Admin** or **Org Member** on the Certipoint website before proceeding.



# QRG – CERTIPOINT MAC LAUNCHER INSTALL & SETUP (v.2)

3. On the **Create Shortcut To Launch Online Exams** page perform the following:
  - a. **Step 1:** Because the desktop shortcut is associated directly to your CATC, ensure that you are selecting the center in which the testing will physically occur (should you have multiple associations listed).
  - b. **Step 2:** Select the default language of the exam's user interface (this is not the exam language, which is chosen when the actual exam is launched).
  - c. **Step 3:** Generating the link. Clicking this will make the link appear at the bottom of the page (it will not place it on your desktop yet).

**Create Shortcut To Launch Online Exams**

Use the following steps to create a desktop shortcut that can be used to launch online exams.

**STEP 1.** Select the Testing Center to be used for the online exams.  
Testing Center:  
90000003 - EVS Account

**STEP 2.** Select the default user-interface language.  
Default language:  
English

**STEP 3.** Select 'Generate Link' to create the desktop shortcut.  
[Generate Link](#)

**STEP 4.** Drag the shortcut to your desktop.

**STEP 4.** Drag the shortcut to your desktop.  
Drag and drop the correct link (Windows or Mac) to your desktop. Test candidates can then use the shortcut to launch online exams.

**Shortcuts for online exams:**

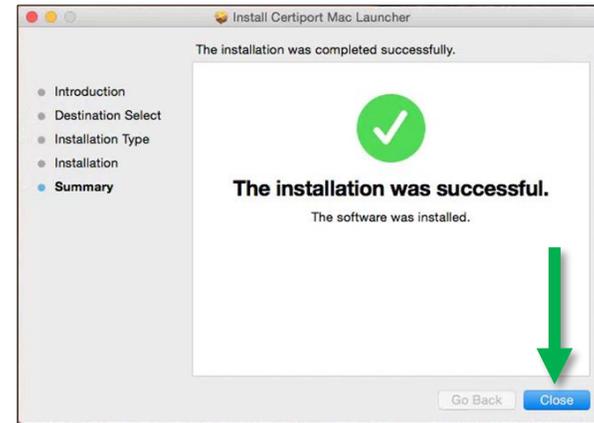
Windows: [Certiport Online Exams](#)

Mac: [Certiport Mac Launcher](#)

- d. **Step 4:** Clicking the link in the previous step will result in both the Windows and Mac links being generated. For Mac OS, it is important that you create the link off of the one for the **Certiport Mac Launcher**.
4. Click and drag from the **"Certiport Mac Launcher"** link to a blank area on your desktop. It may be necessary to resize the window so you can see both the link and the desktop - a new desktop icon will be created.
5. **Close** the embedded browser by using one of the following methods:
  - a. Press **Command + Q**.
  - b. Move the mouse pointer to the top of the interface to display the menu bar, then select **Chromium > Quit Chromium**.



6. With the embedded browser now closed, you will see the **Summary** page remaining from the Mac Launcher install process. Click **Close** to complete the installer.



**Note:** If for some reason you cannot complete the desktop shortcut creation immediately after installing the Mac Launcher, you may log in to the Certiport website using Safari or Google Chrome at a later time and create the shortcut from the [Online Exam Setup for Mac](#) page.

## Common Support Issues

### Flash Player is Installed but not Allowed in the Embedded Chromium Browser:

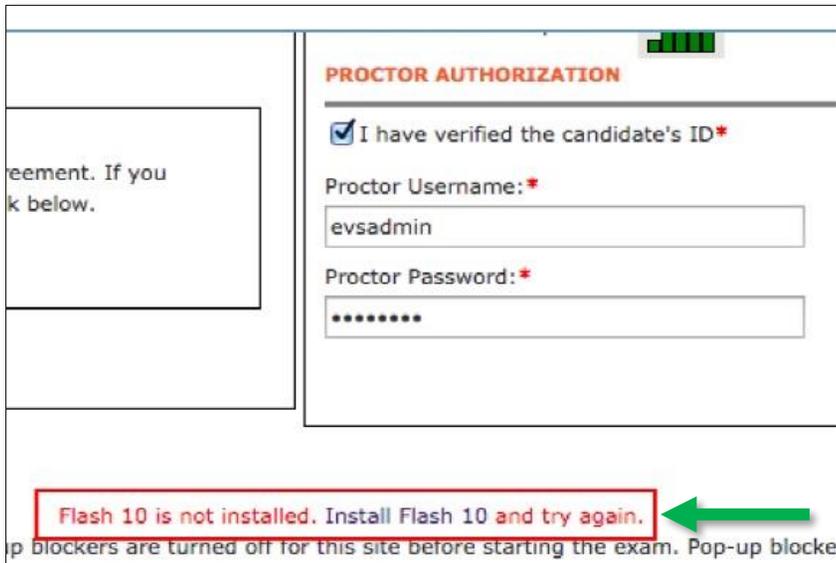
The embedded Chromium browser that is used to deliver exams from within the Certiport Mac Launcher may require you to manually enable/allow the Adobe Flash Player before you will be able to administer your first exam. Should you encounter the error below after launching an exam or practice test please perform the accompanying steps.

1. **Exit** the current exam or practice test.
2. Launch the newly installed **Certiport Mac Launcher** program again from the desktop.
3. **Mouse over** the top of the interface to reveal the **Menu and Address bars**.
4. **Click** in the **Address bar**, type **"chrome://plugins"**, then press **ENTER**. The Chromium Plugins page will display. Under the Flash Player plugin, click the checkbox for **"Always allowed"**.
5. **Quit** the Certiport Mac Launcher by closing the browser and restart the exam.



## Flash Player Not Installed or Not Compatible:

When the Adobe Flash Player has not been installed on the Mac OS, or the installed version is not compatible with the Certiport Mac Launcher, you will see the following error condition when attempting to launch an exam or practice test.



If you encounter the above error please perform the following:

1. Uninstall all outdated Flash Player versions (if present).
2. Visit [www.adobe.com](http://www.adobe.com) and install the latest version of the Flash player.
3. Launch the exam or practice test again to ensure the condition has ceased.

**Note:** *Clicking the Install Flash 10 link from the error can also direct you to the Adobe home page. From there, the user can download the most current version of Flash Player.*

## The Mac Launcher Installation will Not Proceed Past the Software Security Prompt:

The Mac OS may prompt that the Certiport Mac Launcher is from an “unidentified developer” before the installation begins. If the steps outlined in this guide do not force the installation to proceed, you may have to temporarily change your System Preferences.



Follow these steps if the Certiport Mac Launcher installation does not begin after right-clicking the file and selecting **Open**:

1. Open the Mac OS **System Preferences**.
2. Locate the section on **Allowing Applications**.
3. Change the setting to **Anywhere**.
4. Launch the “**Certiport Mac Launcher.mpkg**” file again.
5. After the installation has completed, enter your **System Preferences** again and **default** the setting to its original state.

## Contact Information

**Certiport Support:** 888.999.9830  
[Customerservices@certiport.com](mailto:Customerservices@certiport.com)

**Technical Support:** 888.999.9830  
Escalations to Technical Support are facilitated by Customer Service  
[Technicalsupport@certiport.com](mailto:Technicalsupport@certiport.com)