

A PEARSON VUE BUSINESS



Compass User Guide for Mac

Certiport Internet-Based Testing



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1. Overview

Compass is an Internet-based testing (IBT) solution for Certiport clients. Candidates launch the Compass secure browser and sign in to their Certiport account to take an exam. This Internet-based delivery model requires minimal software installation at the test center.

This document explains how proctors download Compass onto candidate workstations prior to a testing event. It also explains how candidates sign up for exams and select the payment type. Proctors then authorize the exams to start, and candidates begin and complete their exams.

Symbols in this document

Actions performed by the candidate.

Actions performed by the proctor.

Additional notes for users.

Minimum technical specifications

The Exam delivery workstation must meet the minimum requirements to deliver an exam. See the <u>Compass Technical Requirements</u> document for details.

Note: Local Mac Administrator rights are required to Install Compass, but are not required to deliver exams.

2. Download & Install Compass

The proctor must download and install Compass on every exam delivery workstation.



- 1. Open a web browser and navigate to <u>www.certiport.com</u> and login as an **Organization Administrator**.
- 2. Select the Training & Tools tab and then select Compass.

TRAINING & TOOLS	ORG PROFILE			
» Console 8 Install				
» Online Exam Setup - Mac				
» Compass Jm				

3. Select the **Download Compass** button (for Mac OS).



The Compass installer file downloads to the Downloads folder.

4. Locate the **Compass** installer file, move the file to the desktop and hit the **Enter** key on the keyboard or **double-click** it to launch it.



5. Select the **Install** button in the **Application Install – Security Warning** dialog box.



The installer runs.

(9%) Inst	alling Co	mpass —		×
Installing Compass This may take several minutes. You can use your computer to do other tasks during the installation.			;	?
Ø	Name:	Compass		
4-	From:	www.programworkshop.com		
	Downlo	ading: 890 KB of 9.46 MB		
			С	ancel

6. Select the **OK** button once the installation is complete.



A shortcut to launch Compass is placed on the desktop.



Mac

3. Post Install Administration Setup

The proctor must select their test center and download any required exam files before any candidates can be seated for an exam. Follow the instructions in this section to configure these settings.



1. **Proctor** selects the **Compass** short-cut and hits **Enter** on the keyboard, or **double-clicks** the short-cut with the mouse to launch Compass.



The first time Compass is launched, Proctors are directed to the **Administrator Login** page with a message notifying them that a testing center has not been configured.

A testing center has not been configured. A user with access to the testing center must log in and assign the testing center. Welcome Log in to manage your testing center (* indicates a required field)	
Username* Entry required. Password* Login	
Forgot your username or password? <u>I cannot access my account.</u> Don't have an account? <u>Create an account now.</u> Test taker mode? <u>Test taker login.</u>	
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2. Enter your Organization Administrator **Username** and **Password** and select the **Login** button.



3. Select **Settings** in the left navigation menu.

	🛓 Org Admin	
Menu	Settings	
Settings	Server	
	Testing Center	
	Certiport ID: <-Select->	``
	Cancel	Save

- 4. Select the **Certiport ID** drop-down list and select your test center in the list and select the **Save** button.
- 5. Select the **Manage Exams** menu in the left navigation menu and select the **Language** using the drop-down list.

	PORT [®] & evs person
Menu	Manage Exams
Settings	Language:
···· Manage Exams	English
	□ Microsoft
	98-381:MTA: Introduction to Programming using Python
	98-382:MTA: Introduction to Programming using JavaScript
	Autodesk
	AutoCAD Certified Professional Exam
	Inventor Certified Professional Exam
	3ds Max Certified Professional Exam
	Maya Certified Professional Exam
	Revit Architecture 2015 Certified Professional Exam - Metric
	Autodesk Fusion 360 Certified User Exam
	Autodesk AutoCAD Certified User Exam
	Autodesk 3ds Max Certified User Exam
	Autodesk Maya Certified User Exam
	Adobe
	Visual Design using Adobe Photoshop CC 2018
	Graphic Design & Illustration using Adobe Illustrator CC 2018 - ALPHA
	Print & Digital Media Publication using Adobe InDesign CC 2018 - ALPHA
	Uisual Effects & Motion Graphics using Adobe After Effects CC 2018 - ALPHA



6. Select the checkbox for the each **Exam File** that you wish to download and select **Download Exams**.

nu	Manage Exams
Settings	
Manage Exams	Language:
	MICrosoft OS 2011 MTA: Introduction to Dramamanian union D then
	98-382:MTA: Introduction to Programming using JavaScript
	AutoCAD Cartified Professional Evam
	AutoCAD Certified Professional Exam
	Charles Certified Professional Exam
	Maya Certified Professional Exam
	Maya Celtified Professional Exam Maya Celtified Professional Exam Matrix
	Autodesk Eusion 360 Certified Hiser Evam
	Autodesk AutoCAD Certified Liser Exam
	Autocesk Autocesk Certified User Exam
	Autodesk Mava Certified Liser Exam
	Visual Design using Adobe Photoshop CC 2018
	Graphic Design & Illustration using Adobe Illustrator CC 2018 - AI PHA
	Print & Digital Media Publication using Adobe InDesign CC 2018 - ALPHA
	Visual Effects & Motion Graphics using Adobe After Effects CC 2018 - ALPHA

7. Select your **Username** in the upper right-hand corner of the page and select **Logoff**.



4. Launch Candidate Exam

The process to launch an exam consists of the following basic procedures: Candidate logs in, selects the program, selects the exam, (in some cases may select exam language), and selects payment type. Proctors must then unlock the exam allowing the candidate to launch and complete the exam.

Candidate launches Compass



 Candidate selects the Compass short-cut and hits Enter on the keyboard, or double-clicks the short-cut with the mouse to launch Compass.



- 2. **Candidate** selects the **Language** in which they want the exam delivered from the **Language** drop-down list at the top of the page.
- 3. Candidate enters Username, Password, and selects the Login button.

Pearson Vue Academic Test Center 501 (90022035) Welcome Log in to take your exam (* indicates a required field)
Username*
Forgot your username or password? <u>I cannot access my</u> <u>account.</u> Don't have an account? <u>Create an account now.</u> Administrator mode? <u>Administrator login.</u>
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If the candidate does not have a user account, select the **Create an account now** link and complete the process to launch an exam.

Candidate selects exam



1. Candidate selects the Program from the drop-down list.

	Sign Out
	Signed In as: Candidate Smith Candidate ID: 15000679
Program	
Select your program	
(* indicates a required field)	
Program*	
<-select->	
Fram Group	
Do you want to associate your exam with an exam group?	
No	
Yes	
	Next
	Next

2. **Candidate** determines if they want to associate the exam with an exam group. Select **Yes** to associate the exam with an exam group, or select **No** and proceed to step 3 below.

The exam group is the classroom. This grants the teacher rights to see the candidate's score.

For questions regarding exam groups see the <u>Exam Groups Quick</u> <u>Reference Guide</u>.

- a. **Candidate** selects the exam group from the drop-down list. – or –
- b. **Candidate** types the exam group name in the text field. This is supplied by the proctor.

Exa	I m Group o you want to associate your exam with an exam group?	
0 •	No Yes	
	Select exam group No Registered Exam Groups	
	OR	
		Next
		NEXC

3. Candidate selects the Next button.



4. If this is the first time the candidate is taking a Certiport exam for some programs, Candidate completes the **Registration** information and selects the **Next** button.



The **Registration** screen will vary depending on the selected program. For some programs, it may not be included at all.

					Sign	Out	
					Signed In as: Candidate S Candidate ID: 1500	mith 1679	
	Registrati	on					
	Please enter	the requeste	d informa	tion.			
	(* indicates a required f	ield)					Sign Out
	Attention candida in addition to the available with you	tes: You can includ required English al ır double-byte char					Signed In as: Candidate Smith Candidate ID: 15000679
	Required Fields (F name and addres	Romanized Charac s, i.e. o namae)			Registration Please enter the requested infor	mation.	
	Use my Certiport	t profile data d			(* indicates a required field) Workforce Status?*		
	First name:*				<-Select->		
	Middle name:				How much experience do you have with this so	ftware?*	
	Last name:*				<-Select->	~	
	Phone:				Company:		
	Email:*						
	Company:			1	Job title:		
	Job title:						
	Language:*			(Allow my information to be displayed within the second	ne Certified Professional directory	
	5t						
	Country:*						
	Line 1:*		Previous				Next
	Line 2:						
	City:*			City:			
	State/Province:*			State/Province	2:		
	Zip/Postal Code:*			Zip/Postal Cod	le:		
Previous					Ne	xt	



5. If this is the first time the candidate is taking a Certiport exam, the **Candidate** reads the Non-Disclosure Agreement, selects the **Yes**, **I accept** option, and selects the **Next** button.

	Sign Out
	Signed In as: Candidate Smith Candidate ID: 15000679
Non-Disclosure Agreement	
NON-DISCLOSURE AGREEMENT AND GENERAL TER CERTIFICATION EXAMINATIONS	MS OF USE FOR THE
The content of Contigon conflication examinations is conflored and is protect applicable has it is search available by your the Sammens steley for the purpose referenced in the fills of the examination. Examines is expressly prohibited for summarizing paraphrasing or intraminiting any reciprot certification examinat any means, which or written, electronic or mechanical, for any purpose, which Certifyor, a business of NFC Seranon. Inc.	ted by trade secret law and other eo of skill measurement in the category m disclosing, publishing, reproducing, tion, in whole or in part, in any form or by ut the prior express written permission of
Privacy and cookies policy: Carliport collects personally identifiable informat our policy at http://www.certiport.com to learn more about the privacy of this int information may be used by Certiport and its partners. This accement shall be construed and controlled by the laws of the State of h	tion during registration. Please refer to formation and to learn how your Alinnesota. and Examinee further
consents to jurisdiction by the state and federal courts sitting in the State of Mi	innesota.
To take any exam, you must accept this Non-Disclosure Agreement.)
Previous	Next

6. Candidate selects the desired exam from the list.

		Sign Out
Select Exal Find an Exam:	m	Signed In as: Candidate Smith Candidate ID: 15000679
		Go
Exam Code	Exam Name	
IC3-501	Computing Fundamentals	
IC3-502	Key Applications	
IC3-503	Living Online	
Previous		

 If the exam has been translated into multiple languages, Candidate selects the desired Exam Language and selects the Next button.

	Sign Out
Select Exam Language	Signed In as: Candidate Smith Candidate ID: 15000679
What is your preferred language for the exam? Chinese Simplified Chinese Traditional	
Previous	Next



- 8. On the **Voucher Entry** page, **Candidate** must specify if they will use a voucher or user license, or if they will use a site license or inventory to pay for the exam.
 - a. Select **No** if using a site license or inventory to purchase the exam.
 - b. Select **Yes** if using either a voucher or a user license to purchase the exam. The voucher entry fields are displayed.



- 9. If **Yes** is selected, **Candidate** must either select from the dropdown list, or use the text field to enter the voucher/user license.
 - a. Candidate selects a voucher or user license from the drop-down list.

The drop-down list contains valid vouchers or user licenses that are assigned to the current user, and that are valid for the selected exam.

– or –

b. Candidate types a valid voucher or user license into the text field.

Voucher Entry		Signed In as: Pearson VUE1 Candidate ID: 1500044!
Do you have a voucher or user lice to use? No. I do not have a voucher or u Yes, I want to use my voucher or	e nse you want ser license. user license.	
You have vouchers or user licenses a	associated with your account.	
Select voucher or user license:		
Select	•	
OR		
Enter voucher or user license:		
Previous		Next
		Nexe

10. Candidate selects the Next button.



11. **Candidate** verifies the **Candidate & Exam Information** is correct. The payment type is listed in the **Payment type** column.

Candidate, please verify that th	ne following information is correct.		
Candidate & Exam Informa	tion		
Name	Exam details	Test center	Payment type
Candidate Smith	IC3-501: Computing Fundamentals Change exam Language: English Change language	Bryant and Stratton College (multi site)	Site license
	Accommodations: None		
	Exam group: None		

- 12. If the wrong exam was selected, the **Candidate** selects the **Change exam** link in the **Exam details** column and then follows the flow to enter a voucher.
- 13. **Candidate** notifies the **Proctor** that they are ready to begin the exam.

Proctor authorizes the exam for delivery

Proctors must validate the candidate information and then enter valid user credentials to authorize the exam to start. Candidates then launch and complete the exam.



1. **Proctor** enters **Username** and **Password** and selects the **Unlock Exam** button.

	Candidate ID: 15000								
Candidate, please verify that th	e following information is correct.								
Candidate & Exam Informa	ididate & Exam Information								
Name	Exam details	Test center	Payment type						
Candidate Smith	IC3-501: Computing Fundamentals Change exam	Bryant and Stratton College (multi site)	Site license						
	Language: English <u>Change language</u>								
	Accommodations: None								
	Exam group: None								
Candidate, please notify the p	proctor that you are ready to proceed.								
<i>Candidate, please notify the p</i> Proctor Authentication	proctor that you are ready to proceed.								
Candidate, please notify the p Proctor Authentication	proctor that you are ready to proceed.								
Candidate, please notify the p iroctor Authentication Il fields are required roctor username:	proctor that you are ready to proceed.								
Candidate, please notify the p 'roctor Authentication II fields are required roctor username: roctor password:	rroctor that you are ready to proceed.								



2. Candidate selects the Start Exam button.

Start Exam	Signed In as: Pearson VUE1 Candidate ID: 15000445
Begin your exam, when the proctor instructs you to start, by clicking Start Exam.	
Exam details	
ACP_101: AutoCAD Certified Professional Exam	
Language: English	
Exam length: 160 minutes	
Registration ID: 5605119	
	Start Exam



When candidate selects the **Start Exam** button, the exam starts at the tutorial. The clock does not begin until the candidate has moved past the tutorial. The candidate must be ready to begin the exam when they select Start Exam.

3. Candidate completes the exam.



4. **Candidate** views **score report** once the exam is complete.

								EXA	M SCC	ORE R	EPORT
CANDIDATE					EXA	M					
Pearson VUE 1				AutoCAD Certified Professional Exam Registration ID: 134612 Date: 4/2/2018 ID:							
RESULTS	100	200	300	400	50	0	600	700	800	900	1000
Required Score											
Your Score											
SECTION ANALYS	IS							FIN	IAL SCO	RE	TOTAL
Animation						10	00%	Re	quired S	core	700
Cameras						10	00%	Yo	ur Score		760
Data Management /	/ Interope	erability				5	0%	_			
Effects						3	3%	ou	тсоме		
Lighting						6	7%	Pas	SS		\checkmark
Materials / Shading						10	00%				
Rigging						10	00%				
Modeling						6	7%				
Rendering						5	0%				
UI / Object Manage	ment					10	00%				
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			CE		PO	RT					

5. Candidate selects End.

6. At the end of the exam, the **candidate** returns to the exam delivery desktop.



7. If the **candidate** wishes to print their score report, they can open it on <u>www.certiport.com</u> and print it.

CANDIDATE				EXAM	1					
Pearson VUE 1 110 E. Center Axtell UT 84005				AutoCAD Certified Professional Exam Registration ID: 210217675 Exam reference #: 10759732						
PearsonVUE1@pearson.com				Date: / ID: cor	April 3, 2 mpassu	2018 ser5				
RESULTS	100	200	300	400	500	600	700	800	900	1000
Required Score										
Your Score										
SECTION ANALYSIS							FINAL S	CORE		
Draw Objects					100%	6	Required	l Score		700
Draw with Accuracy					100%	5	Your Sco	re		957
Modify Objects					100%	b i		N45	,	
Use Additional Drawing Techn	niques				100%	6	00100			/
Organize Objects					100%	b	Pass			
Reuse Existing Content					67%					
Annotate Drawings					100%	б				
Layouts and Printing					100%	b				
						<u> </u>				

5. Appendix A – Program Specific Info

Adobe program installation tips



The ACA CC 2018 exams include a section that is delivered through the Adobe Creative Cloud 2018 application. To ensure the best candidate experience possible, please review the following suggestions:

- The appropriate **Adobe Creative Cloud 2018** application must be installed on each exam delivery workstation.
 - Photoshop version 19.1.4
- Verify the **Adobe CEP folder** was created during the application installation in the following locations:
 - Mac: Use Spotlight to navigate to ~/Library/Application Support/Adobe/
 - If the folder is missing, create a folder named CEP.
- You must be signed in to the Adobe Creative Cloud app with an active 2018 license for the appropriate application prior to launching the exam.
- If you just installed or updated the Adobe application, you must launch and close the application at least once before starting the exam.
- The application window opens at the same size it was when the application was last used. **Best practice:** launch the application, maximize the application window and close the application before each candidate begins the exam.
- For optimal candidate experience, **download files prior to the exam launch**. Otherwise, your first candidate on each exam delivery workstation will experience a download wait at the beginning of the Task Section of the exam.

- Make sure that the Adobe application is not running on the exam delivery workstation prior to exam launch.
- Auto-hide the Taskbar (Windows) or Dock bar (Mac).
- Mac: Enable accessibility shortcuts to enable keyboard navigation for all question types:
 - 1. Select Apple > System Preferences > Keyboard.
 - 2. Select Shortcuts.
 - 3. Select All controls.



6. Appendix B – Troubleshooting Info

System Troubleshooting Tips

If you are having testing issues, check the system configuration tips below. You will need to apply these settings to any proxy, firewall, content filter, or other security device that is set up on your local machines or local network. If your institution is part of a larger network, such as a district, county, or other parent institution, you will need to provide this information to your network administrators.

- Ensure that HTTPS Inspection is turned OFF. This can be very resource intensive, as it decrypts and encrypts each packet, and it is typically turned on by default with most firewalls, so it is important to check before testing.
- Check for any cap limitations on your HTTP and HTTPS communications. If either or both of these are capped at a certain MB limit, the limitation could affect testing.
- Ensure the HTTP (80) and HTTPS (443) ports are fully opened and can communicate freely.
- Check that the following IP addresses are set as approved/unblocked and given the highest priority:
 - 64.27.100.27
 - 64.27.64.232
 - 206.188.17.0/24
 - 64.106.193.0/24
 - 64.106.220.0/24

The last two addresses are IP ranges, but if your system does not accept "0/24", then try entering only "0" at the end.

- The following domains may need to be approved and given unrestricted communication:
 - http://*.pearson.com
 - http://*.pearsonvue.com & https://*.pearsonvue.com
 - http://*.starttest.com & https://*.starttest.com
 - http://*.starttest2.com & https://*.starttest2.com
 - http://*.startpractice.com & https://*.startpractice.com
 - http://*.programworkshop.com & https://*.programworkshop.com
 - <u>http://vueapbrowser.starttest.com/?program=CertiportSB</u>

Note

Sometimes it works better on certain systems if you add them in one of these fashions:

(1) http://starttest.com, (2) http://starttest2.com,

- (3) *.starttest.com*, (4 *.starttest2.com*,
- (5) *.programworkshop.com*.
- Ensure that your DHCP Lease Time is set to a minimum of 1 day. If it is set to renew its lease sooner than this, it may add unnecessary network traffic. It is recommended to use 1 day, as opposed to the 24-hour option.
- Check that any anti-virus and security programs or other scans are not set to scan daily during testing times. It is not necessary to completely disable auto-scanning for these programs, but it is recommended to set scan times that will not occur during testing.
- If the options above do not fix the issue, you may also need to apply these settings to the Windows Firewall or any anti-virus program on each local computer; however, you should try it on one machine first.



Anti-virus and security programs include products such as Norton, MacAfee, AVG, F-Secure, and more. Adjusting the settings for each will vary, but in general, you will want to add the domains or IP addresses above to that program's list of safe sites or safe zone.