

Getting Started with Certiport

Welcome to Certiport

You will be receiving a welcoming e-mail from the Certiport deployment team: sara.cox@pearson.com. Be sure to have the e-mailed cleared from junk and or spam.

These steps are directed towards the main contact at your school (lead teacher preferably).

Step 1: Register yourself at www.certiport.com. Once you complete the self-registration you will receive a confirmation email from Certiport with your username and password. Please print and save.



Step 2: Register your school (site) as a Certiport testing center.

1. After you personally register, you will have a test candidate role. Under Welcome be sure “test candidate” is showing in the field within the pull down menu.
2. Click on “register a Testing Center” under the quick links

A screenshot of the Certiport user dashboard. The header shows the Certiport logo, a welcome message 'Welcome Lori!', a dropdown menu set to 'Test Candidate', and links for 'My Profile', 'LOGOFF', and 'Support for...'. The main navigation bar includes MYCERTI[®]PORT, CERTIFICATIONS, TAKE AN EXAM, and CAREER TOOLKIT. A large banner reads 'Show the world you did it. Send your transcripts to anyone, anytime. Click to view transcripts.' Below this is a consent checkbox for transcripts. The 'My Exams' section shows 'CERTIFICATION EXAMS' with a message 'You have no assigned exam vouchers.' and 'EXAM RESULTS' for 'Microsoft Office Specialist 2003'. A table lists exam results:

Exam	Date	Score	Status	Certiport ID	Exam Group ID
Microsoft Office Excel 2003	3/30/2005	862	Pass	84001214	Not Available

. The 'Microsoft Office Specialist' section is partially visible. On the right, a 'MY MESSAGES' box shows 'TOTAL: 14 UNREAD: 14' and a 'View Messages' link. Below it is a 'Find a Testing Center' button. A '2014 Microsoft Office Specialist WORLD CHAMPIONSHIP' banner is also present. The 'QUICKLINKS' section on the right includes links for 'Microsoft Office Specialist Certification', 'IC³ Certification', 'Adobe Certified Associate Certification', 'Register a Testing Center' (circled in red), and 'Become a Proctor'.

3. Once you complete your school registration as a testing center, you will receive a confirmation e-mail from Certiport and you will have a new role “Organization Administrator” in the pull down menu under Welcome.

4. The deployment team at Certiport will receive immediate notification on your school registration and follow up with next steps.

Step 3: You will receive an e-mail from the deployment team to forward to your IT Staff for Lab preparation. It is essential that you coordinate with your IT Staff to schedule time to download the testing engine software. This should be done soon after receipt of the e-mail. DO NOT wait just prior to having your students take the exams.

Step 4: You will receive an e-mail from the deployment team on the product that was purchased on your behalf. There may be instructions and/or a task to completed dependent upon the type of product. Please complete any task that has been asked upon receipt of the e-mail.

Step 5: Managing your member page. Along with the Step 4 e-mail we will be attaching the instructions on how to add additional members to your Certiport Testing Center portal. Who needs to be added: All teachers who will be teaching the courses tied to the certifications, Proctors, CTE(A) and IT Staff performing the testing engine installation. Only the Organization Administrator has the access to add and/or subtract members to the Association Page.

Step 6: Training. We have weekly general training sessions available. If customized sessions will be scheduled, you will receive notification, via e-mail.

For general sessions: Account Management for teachers/proctors; for IQSystem (testing engine) for IT Staff

Certiport Authorized Testing Centers

Contact a Sales Rep

Support Outside the U.S.

Locate a CATC

Exam Policies

Beta Opportunities

Webinar Training

Become a Public CATC

Certiport Webinar Training Sessions

Every person that will be involved in administering exams should attend the proper training session(s).

Training sessions are held through an online webinar and a conference call. You will be able to see the trainer's desktop online as he or she demonstrates administrative account management and test delivery.

ACCOUNT MANAGEMENT

ALL new Certiport Centers need to attend this training.

The Portal is used for all of your account management and administrative support. This training will also cover Certiport Online test delivery, which is used for Adobe, Autodesk, Strata, HP, IC3, QuickBooks, MTA, MCE, MOS 2010 (OneNote, SharePoint only) exams.

IQSYSTEM CERTIPOINT CENTER TRAINING

The iQsystem is the test delivery program used for the following Microsoft Office exams: Word, Excel, PowerPoint, Outlook, Access. Centers that will be delivering these exams should to attend this training in addition to the Account Management Training.

Become a Certiport Authorized Testing Center go »

Video Library

At any time: Contact Certiport Support

Mon - Fri: 6 am - 6 pm (Mountain Time)

(888) 999-9830 option 9

customerservices@certiport.com (Responses within 1 business day)

technicalsupport@certiport.com (Responses within 1 business day)

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