**Tech Tips for Testing in Certiport**

1. **Notify your tech** 72 hour **prior** to testing. **(3 working days) and test the system**
   1. This gives them time to ensure the version of the test software is correct, that updates are done.
   2. Make sure that they know which tests and which versions you are wanting to test on, they do not always know what you are specifically testing.
2. Check the Compass system upgrades and Exam Content update site.
   1. You don’t want to be testing the day a new release or new exam content is being pushed out.
3. Student prep–48 hours prior to testing
   1. Have students log in to ensure they know their password and exam group codes. Log in all the way until the proctor signs on.
   2. Have students verify the test they are taking is listed, if not contact your tech.
4. Test Day
   1. Reboot all testing computers right before testing
   2. Have students log in and *give Windows a chance to settle down (Or use the computer login your tech gave you)*
      1. Things like AntiVirus, Metro apps, Windows update service will want to scan, phone home for updates, etc – so give a couple minutes
5. If something goes wrong
   1. **Know your process**
      1. **Contact your TECH first** – they have a special “IT helpdesk #”
         1. Your tech may also reach out to **James Aiani** – he is our resident “expert”
      2. **Be precise with information – screen shots, exact wording will help support help you**
      3. **Call Certiport** – 888-999-9830 you also have a number if you cannot get a hold of your tech.
      4. **Live chat with Certiport** – <https://www.certiport.com/portal/desktopdefault.aspx?page+common/pagelibrary/PearsonSupport.html>
      5. If your tech and Certiport say there is a technical issue, **then email me** (Thomas.michele@brevardschools.org)– explain the problem and what solutions you tried, name the student, the date and time, and the test – and ask for a waiver
   2. Pre-loaded Failed, Exams not showing, Crashes
      1. In most situations, should a crash occur, restarting the machine and/or Compass will resume a candidate to their last saved location. (Student may have to reset the Project)
         1. Should that not happen, please reach out to Certiport Support for guidance, as *you’ll only be able to restart the exam 5 times before being locked out of it.*
            1. *888-999-9830* ***Option #1***
            2. *Live chat -* <https://certiport.pearsonvue.com/Support/Support-for-CATCs/Technical-support>
         2. *Moving to another computer* ***will make the exam restart*** *to full time and all questions unanswered.*
      2. *Specific Student can’t get started – Have the student log into certiport.com from a browser and exit the exam group.*
   3. Know when to call it a day and have a backup plan.
   4. **Use it as a teaching lesson**
      1. In life with technology things can and will happen, **don’t panic**
      2. Use the day to take a mock test in Gmetrix