

IMAGINE ACADEMY & CERTIPOINT INSTRUCTIONS

1. **Log in as Administrator.** Due to the access and software requirements, full Windows Admin privileges are required to both install and deliver exams.

Additionally, no group and/or local security policies that may restrict the software or access to the software are allowed to be in place during testing (e.g. restrictions on registry access, local read/write access, internet/proxy access, etc.). Console 8 has an Admin credential storage ability built into the software.

2. **Local Settings:** Centers should ensure that the date, time, and time-zone settings for their area are correctly set on each PC. To check these settings:

- Click on the time/date on your task bar
- Click "Change date and time settings"
- Review the settings and correct any that are wrong
- Click "OK"

3. **Complete" Office Installation:** A "complete" installation of Office Professional (32-bit only) is necessary for MOS 2010 and 2013 testing. All programs, tools and shared options must be completely installed, even if one or more of the items are not in the school's curriculum. To verify if you have a complete installation do the following:

- Go to the Control Panel
- Category view: Click on Programs then click on Programs and Features
- Icon View: Click on Programs and Features
- Click on the line-item for the Office suite you have installed
 - For example, on my computer it is Microsoft Office Professional 2013
- Select "Change"
- Choose "Add or remove features" and continue
- If any boxes are gray or have a red X, it indicates that you do not have a complete install.
- Select "Run all from my computer" from the top gray box to be compliant.
- Click Continue
- Close

Note: **Correct Office Versions:** Certiport supports Microsoft Office 2010 and 2013, and certain versions of Office 365 for exam delivery. Centers must install the Professional or Business versions of the Office Suite if administering the MOS exams (Student/Academic, Standard, Home, or Trial versions are not supported). All Office suites should be patched only as far as the supported Service Pack that is listed next to the version of Office in the **Technical Requirements**. **Note:** Only the 32-bit versions of Office are supported, but they can be installed onto a 64-bit operating system.

4. **Minimum System Technical Requirements/Hardware Compatibility:** Centers must ensure that computers used for testing meet our minimum hardware specifications in the areas of processor speed, RAM quantity, free HDD space, keyboard and mouse, and monitor size/resolution.

FOR DELIVERY OF THE MOS 2010 AND MOS 2013			
ITEM	MINIMUM	RECOMMENDED	HOW TO CHECK
Windows Admin Privileges	Complete local administrator rights with no group policies to install and deliver		Check with IT for logon and password
Processor	Pentium 4 or equivalent 1.3 GHz or higher	Core i5 or equivalent 2.6 GHz or higher	Go to Control Panel Select System and Security Select System

RAM	2GB	4GB	
Hard Drive Free Space: (after Office and Windows install)	5GB	+1GB over Min Per Exam Program Installed	Start Menu Computer Right Click on the C: drive Select Properties
Keyboard & Mouse	Yes, Required		Note: mouse not required for exams with ADA accommodations
Video Resolution (Widescreen 16:9)	1280 x 800	1920 x 1080	Right Click on Desktop Click Screen Resolution
Adobe Flash Player	Current version	Open Control Panel Select Programs Select Programs and Features Open your internet browser Go to Adobe.com Select Menu Select Program Compare version to the one in your Control Panel, update as required	
Adobe Flash Player Plugin			
Adobe Reader			
Java (required for MySpeed Test)	Current version	Open Control Panel Select Programs Select Programs and Features Open your internet browser Go to Java.com Select Free Java Download Compare version to the one in your Control Panel, update as required	
Microsoft .NET Framework	4.0 or 4.5	Open Control Panel Select Programs Select Programs and Features Compare version to the one in your Control Panel, update as required	
Installed Printer	Required	Can be networked or shared	
Supported Web Browser	Internet Explorer 11	Open Internet Explorer Click on Tools Select About Internet Explorer Verify Version Close	

The Technical Requirements page is at this link:

<http://www.certiport.com/Portal/desktopdefault.aspx?page=common/pagelibrary/techRequirements.htm>

- Correct OS with Correct Service Pack Level:** Centers must use the Professional versions of our supported Operating Systems. Certiport does not support Academic/Student, Standard, Home, Trial, or

other versions. You must check the current service pack level and ensure you are up to date. Windows 7 requires service pack 1 either the 32-bit or 64-bit. To verify your OS:

Go to Control Panel
View by Category

Select System and Security
Select System

6. **Automatic software updates**, including windows should be turned off or scheduled for non-testing times. To check or change this setting:
- Go to Control Panel
View by Category
Select System and Security
Select Windows Update
Select Change settings
Use the drop down settings to adjust the settings to fit your requirements
Click OK
Close by clicking on the “X” in the upper right
7. **Internet Connection Minimum Requirement:** Centers must be able to maintain at least 256 kbps connectivity per concurrent candidate testing. So for example, if you have a classroom of 25 students, you would need to provide 6.4 Mbps of throughput. Please note that this equation is a generalization, and that all CATC's must still take into consideration any shared connections or resources, throttling, timing, and bottlenecks when estimating your available bandwidth. For an individual speed test:
Select this link: <https://myspeed.certiport.com/myspeed>.
If asked, select “Run.”
8. **Firewall/Proxy:** We recommend that centers do not go through a firewall, proxy server or IP filter during testing. If these devices are required, please refer to the following list of critical items that must be considered when configuring internet access: Identify the domain certiport.com and the following IP addresses as “Trusted Sites.” Use these steps to identify them as “Trusted sites:
- Step 1:** Open Internet Explorer
Step 2: Click on Tools and select “Internet options”
Step 3: Click the 'Security' tab.
Step 4: Select the green checkmark for 'Trusted Sites'.
Step 5: Click the 'Sites' button.
Step 6: Uncheck the box "Require Server Verification (https:) for all sites in this zone".
Step 7: In the "Add this website to the zone" field enter ***.certiport.com** and click 'Add'.
Step 7: Add all the following sites:

Add this site:	Associated with:
216.36.45.201	www.certiport.com
216.36.45.202	certprep.certiport.com
216.36.45.203	iQc.certiport.com
216.36.45.204	info.certiport.com
216.36.45.205	Digital Literacy
216.36.45.206	MySpeed
216.36.40.134	Certiport Terminal Server

216.36.40.135	Certiport Terminal Server
216.36.40.144	Certiport FTP
216.36.40.145	Certiport FTP
159.182.30.18	www.certiport.com
93.191.169.139	Additional Security IP
159.182.30.17	downloads.certiport.com
159.182.31.253	certprep.certiport.com
159.182.30.16	myspeed.certiport.com
159.182.30.17	verify.certiport.com
microsoft.com	
microsoftlearning.com	
imagineacademy.microsoft.com	
member.imagineacademy.microsoft.com	
live.com	
profile.microsoft.com/regsys	
tk5-exgwy-e802.partners.extranet.microsoft.com	
157.54.86.9	Microsoft
169.254.1.11	Microsoft

Note: Please ensure after adding the entry that the address is not preceded by any "www", "http", or "https."

If the Testing Center's security software (firewall, anti-virus, anti-spyware, etc.) is not configured to allow this program the same rights as Internet Explorer to access the internet, you may experience:

A white screen when the exam attempts to start.

The tutorial loads and works but some or all of the exam content does not load

Questions start loading but never complete

If you receive these errors you will need to troubleshoot and fix the problem.

9. **Pop-up Blockers and Toolbars:** Pop-up blockers and phish filtering should be turned off. Also, we request that no browser toolbars be installed, as some have built-in pop-up blocker features; please remove or disable them if they are currently installed/active.

To turn off the pop-up blocker:

Open Internet Explorer

Click on Tools and select "Internet options"

Click the 'Privacy' tab

Uncheck the box "Turn on Pop-up Blocker"

Click "OK"

To disable toolbars:

Open Internet Explorer

Click on Tools and select "Manage Add-ons"

Click the "Toolbars and Extensions"

Select a Toolbar

Select the "Disable" button at the bottom of the screen

Click "Close"

10. **Outlook Accounts:** You cannot use Outlook for personal email on the same machine used for testing as it will interfere with the "dummy" profile info needed to populate appointments, emails and other items that will be used for the exam. In order to configure Outlook for MOS Exams, complete the following:

Remove Existing Profiles and Add "Outlook" Profile:

- Open the Control Panel
- Click on the "View by:" and select either large or small icons
- Click on the "Mail" icon
- Click on "Show Profiles..."
- Highlight each profile listed and click "Remove"
- When the list of profiles is blank, click "Add"
- Enter "Outlook" as the new profile name and click "OK"
- If you are configuring Outlook from a new install:
 - On the Welcome screen click "Next"
 - On the Add an Email Account screen, select "No" and click "Next"
 - Check the box "Continue with no e-mail account" on the next screen
 - Click "Finish"

Disable Add-Ins in Outlook:

- Launch Outlook
- Click on "File"
- Click on "Options"
- Click "Add-Ins"
- At the bottom of the screen, Click "Go" next to "Manage: COM Add-ins"
- Remove all checkmarks from all items on the list
- Click "OK"

11. Create Desktop Shortcut for Certiport Online Exams:

- Log into Certiport as Organization Administrator
- Hover over Training and Tools
- Select Online Exam for Windows
- Scroll down until you see "Create Shortcut to Launch Online Exams" - click on it
- Follow the four steps outlined on the page

12. **Browser Lockdown Configuration (for Certiport Online Exams only):** Browser Lockdown 3 is required for all Windows-based Certiport Online Exams. If this has not been installed prior to launching an exam, you will be prompted to do so. An Active-X bar will appear at the top or bottom of your browser on the Proctor Authorization page. Click on the Active-X bar and select Allow/Install.

- Open the Control Panel
- Ensure the following programs are installed:
 - Microsoft.NET 3.5 and 4.0
 - Microsoft Visual C++
- Log into Certiport as Organization Administrator
 - Hover over Training and Tools
 - Select Online Exam for Windows
 - Scroll down until you see "STEP 2 Downloading and Installing Browser Lockdown"
 - Download Browser Lockdown 3
 - Choose "Save As" and save the file to your desktop (do not run it from the browser)
 - After download is complete, install from desktop

Run the Certiport Online Exams Diagnostics Check at STEP 4, just below the Browser Lockdown section.

Reboot your computer

Note: If this has not been installed prior to launching an exam, you will be prompted to do so. An Active-X bar will appear at the top or bottom of your browser on the Proctor Authorization page. Click on the Active-X bar and select Allow/Install.

13. Download and Install Console 8: Console 8 delivers the MOS exams and requires installation on each computer used for certification.

Install:

Log in at ww.certiport.com.

Select "Organization Administrator" from the drop down at the top of the webpage

Hover your mouse over "Training & Tools" and then click on "Console 8 Install"

Select "Download Console 8"

Click "Save As" and save the file to your desktop

After download is complete, run installation and install on a local drive

After install is complete, delete downloaded file from your desktop

Configure:

Double-click on the Console 8 icon on your desktop

Log in as an Organization Admin

Choose your Center ID

Click OK

Click on the gear icon on the bottom left-hand corner to access "Settings Menu"

If you use a proxy server, click on "Proxy Server"

Check "Use a Proxy Server" and enter the servers address and credentials

Click "OK" and close Console 8

Re-launch Console 8

Click on the gear icon

Click on "Admin Credentials"

Enter the Windows Admin credentials (Do not populate the "Domain" field)

Click "OK" and close Console 8

Update Services:

Log in to Console 8 as Organization Admin

Click on "Updates"

Check all required updates

After software are installed, click arrow button to restart Console 8

Configure Exams:

Log in to Console 8

Click on the "Diagnostics" button

Click the arrow to begin

Click the "Certify" button

Click the "Microsoft Office Specialist" button

Click the Office version that you have locally installed

Select the specific program within Office

Click the 'forward' arrow to continue

The Configuration Exam will go live for 10 seconds
Completing the Configuration Exam indicates it is configured correctly
If the Configuration Exam errors on any of the test, reboot your computer and rerun.

OTHER NOTES OF INTEREST:

1. **Installation Issues:** Always ensure that you have the latest version of the Certiport software. Please check with Customer Service if you are unsure. If the software fails or you otherwise encounter an error during installation use the Control Panel's "Add or Remove Programs" tool to uninstall. Next, delete the local Certiport folder and its contents. Restart the computer, re-install the software and always ensure you install under a Windows Administrator account.
2. **Software Environments:** You must install all Certiport exam software locally in a dedicated (fat client) environment. Certiport does not support non-native environments such as Thin/Zero/Web/Citrix Clients.
3. **Internet Browser - for MAC Environments:** As of November 1st, 2014, exams delivered on a MAC OS must use a very specific build of the Chromium browser.
4. **Mass Deployment (Console 8 only):** Beginning with Console 8.3.1, Certiport Authorized Testing Centers may now mass deploy this software on fresh installations. Please note that this process requires advanced technical knowledge and should only be performed by individuals with a certain skillset.
5. **Language Support:** For Console 8, the available supported languages are all contained within one download, so only the operating system and Office suite must be installed in the same language as the language chosen inside Console 8.
6. **Restoring Software:** Third-party software is available which allows the program to capture a working image of a computer, then restore the PC to that original state upon every reboot (e.g. Deep Freeze). If you are using such software, it must be disabled before testing, or a thaw space must be created that encompasses all Certiport program folders. Our software stores test candidate progress locally. In the case of a crash, a reboot can be performed and candidates will be able to begin from where they left off. However, if this type of software is installed, the saved progress will be eliminated during the reboot and the candidate will have to start the exam from question 1. (The candidate's voucher/license will not be affected as session information is stored server-side.)
7. **Other Testing Software:** Console 8 uses concurrent technology that use local paths to run. Other testing software has been found to change the paths or corrupt it. If Certiport software is installed, we would not only suggest it being the only exam delivery software, but also limiting the amount of all other auxiliary software installed to that machine to ensure the most ideal, conflict-free testing environment.

As of: 4 March 2016