

# Administrators Handbook

A Guide to Establishing and Administering  
a Certiport Authorised Testing Centre.



IC Central Pty Ltd  
Suite 2, Level 5  
3350 Pacific Highway  
Springwood QLD 4127  
Tel: +61 7 3290 2828  
Fax: +61 7 3290 2820  
[www.iccentral.com.au](http://www.iccentral.com.au)

(C) Copyright 2009 IC Central Pty Ltd ABN 71 067 952 685. All rights reserved.



**Your Certiport Test Centre ID**

\_\_\_\_\_

**Your Test Centre is designated**

\_\_\_\_\_

### **Congratulations and Welcome!**

Congratulations on becoming a Certiport Authorised Certiport Test Centre! As an ATC, your organisation has partnered with some of the world's best known names in software. You can now offer globally recognised certifications to your staff and students. Certiport, in association with IC Central, offers start-to-finish customer support, including certificate fulfilment, certification pathways, and digital transcript services for all candidates.

Once activated, your centre will be listed on Certiport.com and at [www.iccentral.com.au](http://www.iccentral.com.au) under *Locate a Test Centre*. Please ensure your address details are correct on both sites.

We look forward to working with you as you help your candidates validate their skills and achieve an international qualification. This document contains essential information and some additional resources that will help you to set up and administer your Certiport Authorised Test Centre.

Again, congratulations and welcome to IC Central and Certiport.

Antony Lawes  
CEO  
IC Central Pty Ltd

## Contents

Congratulations and Welcome!.....	iii
Getting Started .....	1
Technical Specifications.....	2
Download and Install iQsystem .....	4
iQsystem Installation Checklist.....	5
Network Proxy Server Settings.....	6
Proxy Update .....	7
Logo Licence Agreement .....	8
Register Child Site.....	9
Assign Inventory to a Child Site .....	10
Order Exams Online.....	11
Create a User .....	12
Accept a Proctor Agreement .....	13
Add Additional Users as Registered Proctors.....	14
Create Exam Group.....	15
Administer a Microsoft Exam (excluding Vista).....	16
Administer an Adobe, IC3 or Vista Exam .....	18
Begin a Microsoft Exam Using a Voucher.....	20
Begin an Adobe, IC3 or Vista Exam using a Voucher.....	21
Check Inventory and Expiration Dates .....	22
Check Inventory Expiration .....	22
Certiprep™ Exam Practice Software.....	23
Summary of Important Links .....	25

## Summary of Important Links

- IC Central Pty Ltd Home page  
<http://www.iccentral.com.au/>
- To purchase exams  
<http://www.iccentral.com.au/examorders>
- To check inventory status  
Login at <http://www.certiport.com> select MyCertiport, and Exam Inventory
- To Login to the Certiport Portal  
<https://www.certiport.com/portal/SSL/Login.aspx>
- To Register as a New User  
<https://www.certiport.com/portal/SSL/Login.aspx>
- To Register a New Test Candidate  
<https://www.certiport.com/portal/SSL/Login.aspx>
- To Register a New Proctor  
<https://www.certiport.com/portal/SSL/Login.aspx>
- iQsystem Software Downloads, Training and Manuals  
Login at <http://www.certiport.com> select ToolKit, and Testing Centre Downloads
- Marketing Materials  
Login at <http://www.certiport.com> select ToolKit, and Marketing Resources Library
- Exam Demonstration Videos  
Login at <http://www.certiport.com> select ToolKit, and Presentations
- Technical Support – local  
<http://www.iccentral.com.au/techsupport>
- Technical Support – Certiport  
<http://www.certiport.com/PORTAL/Common/PageLibrary/Support.htm>

# prepared<sup>2</sup>pass

## **It's true! You are "certifiable"!**

We believe everyone deserves recognition! In fact, experience has shown that certified individuals have an increased level of confidence and are better able to accomplish their daily tasks in a more efficient manner.

Many people already possess the skills necessary to successfully sit and pass globally recognised industry qualifications including the Adobe Certified Associates, Microsoft Office Specialist, Microsoft Certified Application Specialist Exams and Internet & Core Computing Certification (IC3).

## **No Fear! Guaranteed to Pass!**

The Prepared2Pass program assesses your existing knowledge, then steps you through a series of lessons, activities and exercises to ensure that you have the curriculum and exam objectives covered. Finally, Prepared2Pass lets you practise the exam as many times as you like! You'll soon be confident enough to sit the real thing and we guarantee you'll be able to pass!

## **Our Place or Yours**

Prepared2Pass is conducted at IC Central's training room, on site at your organisation (minimum numbers required), or as one-on-one mentored distance learning program.

Prepared2Pass is available for ACA, MOS, MCAS and IC3 qualifications!

For more information visit [www.iccentral.com.au/prepared2pass](http://www.iccentral.com.au/prepared2pass)

## **Getting Started**

We recommend you read the following manual carefully. Follow any step-by-step instructions in the order they appear to ensure a quick and easy start up.

Please include your Centre ID in any communications you have with us including Technical Support and especially when ordering exam inventory.

You should have received a unique User Name and Password via email during the enrolment process. Please have these details handy as you proceed. If you don't have these details please call Technical Support on +61 7 3290 2828 during normal business hours.

Included in this kit is important commercial and technical information to help you get started as quickly and as hassle free as possible. Please remember that you can add to the range of qualifications you are delivering at any time.

## **Contact Details**

### **Australia and New Zealand**

IC Central Pty Ltd  
Suite 2, Level 5  
3350 Pacific Highway  
Springwood QLD 4127  
P +61 7 3290 2828  
F +61 7 3290 2820

## Technical Specifications

### Administrative Rights

Testing machines must have full, unrestricted administrative rights when testing. This means that they cannot be part of a group policy or have any other restrictions. Centres delivering online exams only do not need to adhere to this requirement.

### RAM

Centres that are running any exams except Office 2007 only need half a Gig of RAM, but centres that want to test using Office 2007 applications require a minimum 1 Gig.

### Correct Operating System and Correct Service Pack Level

Centres must use the professional version of the Windows Operating System. Certiport software will not work with home or other versions.

### Correct Office Versions

Centres must have the Professional or Business Version of the Microsoft Office Suite. We support Office versions from 2000 to 2007

### "Complete" Office installation

Centres must do a complete installation of the Office suite. The default installation of Office is Standard, so this must be changed at installation or updated if it was not done at installation.

### Internet Connection Minimum Requirement

Centres must be able to maintain at least 156kbps connectivity to each machine during testing.

### Pop-up Blockers

Pop-up blockers and phishing filters should be turned off. Certiport also ask that no Internet Explorer toolbars be installed including but not limited to Google and Yahoo toolbars; many of them have built-in blockers. Please remove them if they are currently installed.

### Adobe

Currently there is an Adobe Flash version that is causing our systems to break. The latest version at the time of publishing of Flash is 10.0.22.84 . This version has been tested and is supported. If you do not know which version you have or how to check, please contact support@iccentral.com.au

## Certiprep™ Exam Practice Software

Certiprep is your complete assessment and test preparation tool for all Adobe, Microsoft and IC3 exams.

Certiprep is designed to accurately simulate the certification testing environment. Certiprep maps directly to certification exam objectives and employs the same "live application" technology used in the certification exams.

While Certiprep may offer the most comprehensive and authentic test experience available, it is also integrated seamlessly into the newest version of the delivery and web-based reporting systems used for the certification exams.

- Performance-based prescriptive assessment tools similar to the certification exams offers authentic certification exam experience and detailed summary of skills aligned to exam objectives
- Provides both Assessment and Learning modes
- Learning Mode includes feedback on each question and step by step guidance if required
- Comprehensive pool of exam simulation questions
- Looks like, feels like and works like the real thing

Once installed, trainers can manage and track Certiprep licence usage through [www.certiport.com](http://www.certiport.com). In addition, web-based reporting on the same site captures individual and group-based progress. Trainers can use the information to develop personalised learning plans leading to certification.

Certiprep is available now through an annual subscription based on the total number of anticipated users during the year. Each user has unlimited access to each of the selected exam applications. A complete installation of Microsoft Office 2007 Professional is required for stations running the Certiprep software. Site licences for computer labs are also available.

For more information visit [www.iccentral.com.au/certiprep](http://www.iccentral.com.au/certiprep)

## Check Inventory and Expiration Dates

Use these steps to check your inventory status.

1. Go to **www.certiport.com**
2. Login using the **Login** link in the top right corner
3. Select the **Organization Administrator** or **Organization Member** role
4. The portal will now refresh and display features available to you as part of your associated role.
5. Locate the **Exam Inventory** section at the bottom of the main page
6. You will now be able to view the number of exams available, original quantity, and the expiration date of the exams.

### Check Inventory Expiration

To check your exam inventory expiration dates:-

1. Go to **www.certiport.com**
2. Login using the **Login** link in the top right corner
3. Select the **Organization Administrator** or **Organization Member** role
4. The portal will now refresh and display features available to you as part of your associated role.
5. Locate the **Exam Inventory** section at the bottom of the main page.
6. You will now be able to view the Expiration date of any available exams.

## Technical Specifications – Cont...

### My Documents and Systems from the C Drive

The Microsoft Office My Documents folder and the Certiport iQsystem must both be installed and running from the default location on the C Drive. Certiports systems are hard coded and will not work if this requirement is not met.

### Restoring Software

Certain software is built to restore a PC to its original state upon rebooting i.e. Deep Freeze. If you are using such software, it must be disabled before testing takes place. Our systems use tracking scripts so that in the unlikely event of an exam crashing, a reboot can be performed and candidates start from where they left off.

### Internet Options 'Auto Detect Proxy' Checked

If centres are not using a proxy and have PCs set to 'Automatically detect settings', the iQsystem software will not work. To check, go to Internet Explorer, "Tools", "Internet Options". Click the "Connections" tab, and then "LAN Settings". If the box it is checked and you are not using a proxy, please un-check it.

### Anti-Virus

Centres should ensure that their antivirus tool is not blocking or stopping Certiport software. Usually a 'Configuration Exam' will accomplish this check.

### Other Testing Software

iQsystem uses concurrent technology and uses paths inside your machine to run. Other testing software has been found to change our paths. If Certiport iQsystem is on a machine, the machine can have no other testing software installed.

### Local Settings

Centres should ensure that the clock and time setting for their area are correctly set on each computer.

### Proxy Settings

See Proxy Update

## Download and Install iQsystem

In order to deliver Microsoft exams (excluding Vista) you will need to download and install the iQsystem software which in turn provides access to the testing applications.

The iQsystem software is available for download from the Certiport Portal. Follow these steps to create a user account and download the iQsystem software.

*In order to complete this step, your Certiport.com username must have access to the Organization Administrator or Organization Member role.*

1. Go to **www.certiport.com**
2. Login using the **Login** link in the top right corner
3. Select the **Organisation Administrator** role or the **Organisation Member** role
4. Select the **Toolkit** tab then **Testing System Downloads**
5. You will now be presented with a list of downloads available
6. Download the following items:
  - a. iQsystem Software Installation Guide
  - b. Certiport Centre Operation Manual for iQsystem
  - c. iQsystem Download and Installation Instructions
7. You can now use these items to plan and implement your installation of the iQsystem.

### Technical Support Contacts

#### Australia and New Zealand

IC Central Pty Ltd  
Suite 2, Level 5  
3350 Pacific Highway  
Springwood QLD 4127  
P +61 7 3290 2828  
F +61 7 3290 2820

## Begin an Adobe, IC3 or Vista Exam using a Voucher

1. Double click the **Desktop Shortcut Certiport Online Exams**
2. Enter the Username and Password of the person about to sit the exam. If the candidate has not already registered with Certiport assist them to do so now. Test candidates should setup an account with Certiport prior to sitting their first exam. Each subsequent exam can be taken using the same accounts to track results.
3. Select the appropriate **Program type** from the drop down box
4. Click **Login**
5. If you are taking an Adobe exam for the first time you must sign the Adobe contract.
6. Open the agreement by clicking on **Adobe Non-Disclosure Agreement**
7. Click **Yes, I accept**
8. Click **Next**
9. Select the desired exam from the drop down box
10. If you have a **Voucher code**, select **Yes** and enter your voucher
11. Click **Next**
12. Confirm the information on the screen is correct. **The proctor must check that all the information is correct especially that the correct exam has been chosen. Refunds or replacement inventory will not be given to rectify incorrect selections.**
13. Have the exam Proctor enter their username and password
14. Click **Start Exam**
15. The exam will now begin
16. At the end of the exam the candidate's result will be displayed on the screen indicating a "Pass" or "Fail"
17. Click **Print Score Report** and select the printer to print to
18. The exam results will now be printed.
19. Close the Exam Score dialog box.

## Begin a Microsoft Exam Using a Voucher

If an exam candidate is sitting a Microsoft exam (excluding Vista) and has been provided with an Exam Voucher, please follow the steps below.

1. Start up the computer which has iQsystem installed
2. Double click the **iQsystem Exams** icon from the desktop
3. At the welcome screen enter the Username and Password of the person about to sit the exam. If the candidate has not already registered with Certiport assist them to do so now. Test candidates should setup an account with Certiport prior to sitting their first exam. Each subsequent exam can be taken using the same accounts to track results.
4. Make sure the exam is set as **Microsoft Certified Application Specialist**
5. Click **Login**
6. From the **Select Exam** dialog box select the exam you wish to undertake from the drop down menu provided. **The proctor must check that all the information is correct especially that the correct exam has been chosen. Refunds or replacement inventory will not be given to rectify incorrect selections.**
7. From the vouchers section select **Yes** to **Do you have a voucher for this exam?**
8. In the **Enter a new voucher field** enter one (1) of your exam voucher numbers
9. Click **Continue**
10. Click **Begin the Test**
11. The exam will now begin
12. At the end of the exam the candidate's result will be displayed on the screen indicating a "Pass" or "Fail"
13. Click **Print Score Report** and select the printer to print to
14. The exam results will now be printed.
15. Close the Exam Score dialog box.

## iQsystem Installation Checklist

Please check the following items which are required for the iQsystem software to function correctly.

- Have you performed a clean install of Microsoft Windows 2000 Professional (Service Pack 4 or higher), Microsoft Windows XP Professional (Service Pack 3) or Microsoft Windows Vista Business?
- Have you confirmed your computer meets the minimum technical specifications as shown at [www.certiport.com/portal/common/pagelibrary/techrequirements.htm](http://www.certiport.com/portal/common/pagelibrary/techrequirements.htm)
- Do you have local administrative rights on the testing computer? Please test them by giving the testing machine "admin" rights and then try to launch iQsystem.
- Have you performed a "COMPLETE" installation of Microsoft Office to the default location of C:\Program Files\Microsoft Office.
- Have you installed the Macromedia Flash Player add-in. You can download the Player from [www.adobe.com](http://www.adobe.com)
- Does your network use a firewall or proxy server? If yes, you must install the Proxy Update Patch. This patch and associated instructions can be found at The IC Central website: [www.iccentral.com.au/proxy](http://www.iccentral.com.au/proxy)
- If you need to install any other Microsoft application, including FrontPage, InfoPath, Encarta, or any freeware applications etc. you must install them prior to installing the iQsystem application.

## Network Proxy Server Settings

We recommend that centres do not go through a firewall or proxy, but if one is required, please refer to the following list of critical items that must be considered when configuring a proxy server or firewall:

- The domain certipoint.com needs to be accessible
- The following IP addresses need to be accessible:
  - 192.41.91.75
  - 192.41.91.74
  - 192.41.91.76
  - 192.41.91.77
  - 206.81.137.18
  - 216.36.40.144
  - 216.36.40.145
- Full access through ports 80 (HTTP) and 443 (HTTPS)
- 216.36.40.144 and 216.36.40.145 need to have full access through port 21 TCP
- HTTP redirects need to be permitted (These are all completed within the certipoint.com domain)
- Please DO NOT block soap HTTP traffic

Certipoint will soon be moving to a new range of IP addresses. In an effort to help with this transition, please include the new IP addresses when you are entering the current addresses. The new IP addresses are:

- 64.90.197.200
- 64.90.197.201
- 64.90.197.202
- 64.90.197.203
- 64.90.197.204
- 64.90.197.205
- Full access through ports 80 (HTTP) and 443 (HTTPS)

HTTP redirects need to be permitted (These are all completed within the certipoint.com domain)

*If you run into any challenges, please call Technical Support on +61 7 3827 5337*

## Administer an Adobe, IC3 or Vista Exam – Cont...

8. Click **Next**
9. Select the desired exam from the drop down box. **Make sure the exam type selected is the correct.**
10. If you have a **Voucher Code**, select **Yes** and enter your voucher number.
11. Click **Next**
12. Confirm the information on the screen is correct. **The proctor must check that all the information is correct especially that the correct exam has been chosen. Refunds or replacement inventory will not be given to rectify incorrect selections.**
13. Have the exam **Proctor** enter their username and password
14. Click **Start Exam**
15. The exam will now begin
16. At the end of the exam the candidate's result will be displayed on the screen indicating a "Pass" or "Fail"
17. Click **Print Score Report** and select the printer to print to
18. The exam results will now be printed.
19. Close the Exam Score dialog box.

## Administer an Adobe, IC3 or Vista Exam

Follow these steps at least **24 HOURS PRIOR** to the candidate arriving to sit for an Adobe, IC3 or Microsoft Vista exam.

*In order to complete this step, your Certiport.com username must have access to the Organization Administrator role.*

1. Go to **www.certiport.com**
2. Login using the **Login** link in the top right corner
3. Select the **Organization Administrator** role
4. Select **“Create Shortcut To Launch Online Exams”**
5. Select a Testing Centre from the drop down box
6. Change the default language if desired
7. Select **Generate Link**
8. Left mouse click and hold on the **Certiport Online Exams** link and drag the shortcut to the desktop
9. Accept the **Move** or **Copy**
10. Your online shortcut has been created.
11. Close the internet browser

### When the candidate arrives, follow these steps:

1. Double click the desktop shortcut **Certiport Online Exams**
2. Enter the Username and Password of the person about to sit the exam. If the candidate has not already registered with Certiport assist them to do so now. Test candidates should setup an account with Certiport prior to sitting their first exam. Each subsequent exam can be taken using the same accounts to track results.
3. Select the appropriate **Program type** from the drop down box
4. Click **Login**
5. If you are taking an Adobe exam for the first time you must sign the Adobe contract.
6. Open the agreement by clicking on **Adobe Non-Disclosure Agreement**
7. Click **Yes, I accept**

## Proxy Update

Centres using a proxy server for internet access will experience the following error message upon launch of the iQsystem Tools program.

*“The organisation information necessary to communicate with Certiport has not yet been set on this testing machine. It will be necessary for the Administrator to login using the Certiport Administrator Tool so that this information can be set. (33)”*

The following Proxy Update is required for Testing Centres that are using proxy servers with iQsystem.

1. Go to **www.certiport.com**
2. Login using the **Login** link in the top right corner
3. Select the **Organisation Administrator** role
4. Select the **Toolkit** tab then **Testing System Downloads**
5. From the list of downloads select **Patches**
6. Locate the **Proxy Server Update** patch and click the link to download.
7. Once the file has completed downloading, **run the file** and accept all default settings.
8. Once installation has completed, double click the **iQsystem Tools** icon from the Desktop and a box will appear asking you to enter proxy server information
9. Select the checkbox to **Use Proxy Server** and enter your proxy server’s port number and IP address (computer name will not work, it must be the IP address)
10. Enter the proxy administrator username and password
11. Click **OK**. The system should now restart.
12. You will be asked to enter your proxy server details again and you should now be presented with the iQsystem Console

## Logo Licence Agreement

If you have not already done so, please view and accept the current Logo Licence agreement. Signing the agreement allows your centre to use the associated Authorised Testing Centre logos in marketing materials and on your website.

*In order to complete this step, your Certiport.com username must have access to the Organization Administrator role.*

1. Go to **www.certiport.com**
2. Login using the **Login** link in the top right corner
3. Select the **Organization Administrator** role
4. Click the **My Certiport** tab
5. Check **Account Status**; if there is a **Renew** link, follow that link first. This will renew your Certiport Contract.
6. If the Certiport Contract does not need to be renewed, check the Status of each program. If **Program Status** is anything other than Active, you will need to contact your account manager.
7. If Program Status is Active, check for an **Apply** link under "Logo Licence"; if there is no Apply link contact logo@certiport.com
8. Follow any Apply links to accept the respective Logo Licence agreements. Re-type your name where indicated and click **Accept**
9. A **Download** link will appear under Logo Licence on your My Certiport tab after the agreements have been accepted to download a copy of the associated logos
10. Accepted Agreements are available for review at any time by clicking on the **Org Profile** tab, then the **Agreements** tab

## Administer a Microsoft Exam – Cont...

**When the candidate arrives, follow these steps:**

1. Launch the iQsystem Exams icon from the desktop or via **Start > All Programs > Certiport > iQsystem Exams**.
2. At the welcome screen, have the test candidate enter their Certiport username and password. If the candidate has not already registered with Certiport assist them to do so now. Test candidates should setup an account with Certiport prior to sitting their first exam. Each subsequent exam can be taken using the same accounts to track results.
3. **Make sure the exam type selected is the correct one and click Login**
4. From the Select Exam dialog box have the candidate select the exam they wish to undertake from the drop down menu provided. **Make sure the exam type selected is the correct one** and then click **Continue**.
5. The Confirm Exam Information screen will appear.
6. **The proctor must check that all the information is correct especially that the correct exam has been chosen. Refunds or replacement inventory will not be given to rectify incorrect selections.**
7. Enter your proctor username and password and click **Start Exam**
8. The exam will now begin
9. At the end of the exam the candidate's result will be displayed on the screen indicating a "Pass" or "Fail"
10. Click **Print Score Report** and select the printer to print to
11. The exam results will now be printed.
12. Close the Exam Score dialog box.

## Administer a Microsoft Exam (excluding Vista)

Follow these steps at least **24 HOURS PRIOR** to the candidate arriving to sit for a Microsoft exam (excluding Vista).

1. Start the testing machine and launch iQsystem Tools from the icon on the desktop or via **Start > All Programs > Certiport > iQsystem Tools**
2. The login dialog box will appear. Enter your Certiport username and password then click Login.
3. iQsystem will check for any updates.
4. Download and install any available updates
5. From the console select **Check Available Inventory** to ensure you have sufficient exam inventory to administer the exam.
6. If no inventory is displayed then you must purchase exam inventory OR use an exam voucher.
7. If inventory is available, click **OK**
8. Click **Run Configuration Exam**
9. You will be advised that iQsystem Tools must close to run a configuration exam, click **OK**
10. The **Select Exam** dialog will appear.
11. From the drop down list select the exam you want to administer via the Configuration Test.
12. Click **Continue**.
13. Several windows will now appear with tips and information about the exam. Click the **Next** button until you see the first question appear.
14. The configuration exam will only last 8-10 seconds on screen. You should receive a message stating that all is well.
15. You do not need to print the score report - it is a dummy test and no real results have been recorded.
16. Click the **Close** button in the top right hand corner.
17. A "Thank You" message will now appear. Click **OK**
18. You have now run a successful configuration exam
19. You are ready to begin the exam

## Register Child Site

If you have a registered multi-site account you can easily register child sites directly with Certiport. A child site account will allow you to run exams at various other locations or campuses.

1. Go to **www.certiport.com**
2. Login using the **Login** link in the top right corner
3. Select the **Test Candidate** role
4. Select **Register a Training Centre**
5. From the Country drop down menu select **Australia**
6. From the I Want To section select **Register a Child Centre ( I am a Multi Site Centre )**
7. Enter your **Parent ID** number into the field provided and click **Next**
8. You will now need to fill in the details of the new child site
9. Fill in all required details and click **Next**
10. Now enter the address details of the child site
11. Click **Next**

## Assign Inventory to a Child Site

These are the steps you will need to follow in order to assign inventory from a multi-site account to a child site account.

1. Go to **www.certiport.com**
2. Login using the **Login** link in the top right corner
3. Select the **Organization Administrator** role
4. Make sure your multi-site account is selected in the Organisation drop down menu.
5. Click the **Exam Inventory** button
6. The available inventory will now be displayed
7. Click the **reassign inventory** button
8. From the Select Destination drop down menu, select the account you wish to transfer the inventory to.
9. Click **Next**.
10. In the Quantity to reassign field, type in the number of exams you wish to reassign
11. Click **Submit**
12. You will now be asked to confirm the details including the Source, Destination and quantity of exams. If you are happy, then click Submit.
13. The exams will now be transferred and should be visible within the child site account.

## Create Exam Group

Complete the following steps to create an exam group.

Exam Groups allow you to track and report on candidates belonging to a particular class, grade or course group.

1. Go to **www.certiport.com**
2. Login using the **Login** link in the top right corner
3. Select the **Test Candidate** role
4. Click on the **Exam Groups** tab
5. Assure yourself that the correct organisation is listed on the drop down menu
6. Click on **Add Exam Group** link at the bottom of the page
7. Enter the name of the exam group, a brief description of its parameters and the relevant name or location for the group.
8. If you select **Use Proctor List** you can link Proctors to the exam group by clicking on the **Add Proctor** link.
9. If you select **Use any associated proctor**, all Proctors currently associated to your organisation will have rights to administer exams for this exam group
10. If you select **Use any authorised proctor** all Certiport proctors (linked to your organisation or not) will have access to administer exams for this Exam Group.
11. Add additional access rights to other users by clicking the **Add User** link.
12. Click the **Update** button at the bottom of the page to complete the creation of the Exam Group
13. After viewing the completed Exam Group click **Done**

## Add Additional Users as Registered Proctors

These steps are required in order to view and accept the current Proctor agreement.

*In order to complete this step, your Certiport.com username must have access to the Organization Administrator role.*

1. Go to **www.certiport.com**
2. Login using the **Login** link in the top right corner
3. Select the **Organization Administrator** role
4. Select the **Org Profile** tab and the **Associations** option.
5. Place your cursor over the **Find** box and enter the username of the new proctor or administrator and click **Submit**.
6. The user account should be located. Click the user's surname which is underlined to add them to your account.
7. Be sure to wait for the screen to refresh after each step.
8. Change the user account to an **Organisation Administrator** from the drop down menu.
9. Tick the box for **Proctor**.
10. The user is now set up to proctor and administer exams within your centre.

## Order Exams Online

When you need to purchase new exam inventory please complete the following steps:

1. Go to **www.iccentral.com.au/examorders**
2. Choose the '**Click here if you are buying exam inventory for an Authorised Test Centre**' option
3. Enter your **Centre ID** number and click **Find**
4. If your organisation name is shown, click **Yes**
5. Select the number of exams you wish to purchase and click **Done**
6. Enter your payment details and click **Continue**
7. Your exams will be transferred to your account within one working day of IC Central receiving a successful payment notification.

## Create a User

Before you can sit a Microsoft, IC3 or Adobe exam you must have a Certiport.com user account.

Follow these steps to register yourself. Please note the web site refreshes frequently. Please be patient and wait for the refresh before entering the next set of information.

1. Visit **www.iccentral.com.au/register**
2. Select **Australia** from the Home country dropdown
3. Enter the characters as shown on the page
4. Click **Next**
5. Enter your personal details
6. Click **Next**
7. Enter your contact details
8. Click **Next**
9. Select your profile
10. Click **Submit**
11. Choose a purpose
12. If you chose **Take an exam or prepare for an exam**, click **Next** and click **Register** for the exams you wish to sit and click **Submit**
13. If you chose **Register to become a Proctor**, click Next, read the Proctor agreement and click Accept
14. Click **Next**
15. Click **Finish**

## Accept a Proctor Agreement

Every candidate needs to be proctored when they sit their chosen exam.

**Proctors have important legal and moral obligations to ensure that the exams are conducted in an honest, open and professional manner.**

Follow these steps in order to view and accept the current proctoring agreement.

1. Go to **www.certiport.com**
2. Login using the **Login** link in the top right corner
3. Select the **Test Candidate** role
4. Select the link to **Become a Proctor** located on the right hand side of the screen under **Quick Links**.
5. Read the proctor agreement and print or save a copy for your records.
6. Select the **Accept** button to accept the Proctor Agreement
7. The option for Proctor should now be listed in the drop down menu at the top of the screen.