Instructions for testers using Certiport's Exam From Home

Certiport has an Exam From Home solution in place for testers and proctor locations impacted by COVID-19. To schedule an exam, testers need to do the following:

1. Create a Certiport Username and Password at www.Certiport.com.

2. If you do not already have one, purchase an exam voucher at https://shop.certiport.com/Default.asp.

3. Submit a request to schedule an exam using our form at https://www.excelsolutionsteam.com/dbtransit/Contact_Us_Certs.html.

   a. Be sure to provide both an email address and a phone number. Any request without these will be ignored.

      i. Email is required to send the tester a confirmation.

      ii. A phone number is required if Excel Solutions Team has any questions, or requires additional information from the tester.

   b. The tester must provide the full name and version of the exam to be taken.

      i. For example, MOS Excel is an invalid entry.

      ii. MOS Excel 2019 or MO-200 Excel is acceptable.

   c. The tester must provide three date options and test times they are available.

      i. Certiport requires three date and time options, in case one or more is not open.

      ii. Just the date will not be accepted, as Certiport requires a date and time.

      iii. Certiport will schedule the exam on one of the provided dates, or notify us test times are unavailable. In this event, we will contact you.

   d. Excel Solutions Team will send a confirmation email to you once Certiport has confirmed a test date/time from your submitted dates/times.

4. Prior to the exam, testers need to go to https://certiport.pearsonvue.com/Educator-resources/Exams-from-Home/Test-Candidate, and ensure your home computer/laptop and internet can support the test event.

5. On the day of the exam, we will send the connection link to the tester an hour prior to the exam time.

   a. Please note, this is when Certiport sends this to Excel Solutions Team.

   b. If you have any questions about connection or issues with connection from the provided link, please contact Certiport at 888-999-9830.

   c. If you do not receive the connection link in the hour prior to your exam, please contact us at 713-589-2683.