Webinar training sessions

Training sessions are recorded from online webinars. You will be able to see the Windows desktop as the video demonstrates the various aspects of exam delivery, account management, and other training topics.

We recommend that any Certiport Authorized Testing Center (CATC) staff involved in the administration or delivery of Certiport exams or Learning Products review all applicable training sessions.

- Account Management
- Compass
- Pearson eCourses
- GMetrix
- LearnKey
- Jasperactive
- Labyrinth Learning

**Note:** The prerecorded videos can only be accessed using the Chrome or Firefox browsers and will require you to download and install a web plugin.

Training topics

Account Management

View a prerecorded session
All new CATCs are strongly encouraged to review this training.

The Certiport website is used for all your account management and administrative support. This training will cover the different resources and options available to Organization Administrators at our Certiport testing centers, including how to run test reports and add administrators to your account.

Compass

View a prerecorded session

Compass is an Internet-based testing (IBT) solution for Certiport clients and can be deployed on a Windows or Mac based system*. Candidates will launch Compass and sign in to their Certiport account to take an exam. This Internet-based delivery model eliminates the high-level Admin requirements and requires minimal software installation at the test center.

*Note: Compass is used to deliver the ACA, ACP, ACU, Apple, CSB, ECA, ESB, IC3, QBCU, MCE, MTA, MTC, MOS, and UCU exams. Exam delivery varies by supported operating system, see our Technical Requirements (/Support/Technical-requirements) page for more information.

Pearson eCourses

View a prerecorded session (View a prerecorded session for eCourses Microsoft 2013)

The Pearson eCourses are designed to help students prepare for the MOS and IC3 certification exams. It includes materials for the students to study and assignments for them to take. This training will cover step by step instructions demonstrating teacher and student registration, course creation, student enrollment, and basic overview of the MOS 2010, MOS 2013, MOS 2016, and IC3 eCourses.

GMetrix Practice Tests

View a prerecorded session

GMetrix is a Certiport partner that provides a number of practice test programs that enhance learning through self-paced practice questions, build familiarity with the testing environment, enhance confidence towards actual certification exams, and better prepares test candidates to pass certification exams. This training covers the creation of access codes and account management.
Time stamps for the GMetrix training webinar:

- Navigating the home screen on GMetrix Administrative Account - 1:35
- Adding other Administrators/Teachers - 2:47
- Creating Access Codes - 3:53
- Creating Custom Test - 8:30
- Creating Groups - 10:42
- Running Reports - 11:13
- Instructions for test candidates to redeem access codes and begin - 12:42
- Downloading the GMetrix SMS to your computers - 15:16
- Contact information - 16:42

LearnKey

Download a prerecorded session (MP4 video file)

LearnKey, powered by GMetrix, offers video-based courseware for our MOS, MTA, IC3, ACA, ESB, QBCU, and some ACU exams. In this training, a LearnKey representative will give an overview of the product including key features and navigation as well as steps to get started. There will also be a Q&A.

LearnKey

Live Training Sessions

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<tr>
<th>Day of week</th>
<th>Tuesdays</th>
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<tr>
<td>LearnKey</td>
<td>Occurs every Tues &amp;</td>
<td>Join: 1:30 - 2:00 pm MT</td>
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<tr>
<td></td>
<td>Thurs:</td>
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</tbody>
</table>

LearnKey conference details

Phone: 800-865-0165, Ext 501
Conference Number: 10100#
Meeting ID: 628-173-637
**Note: LearnKey sessions occur on a different frequency and utilize a different screen-sharing utility than the other sessions listed above. No prerecorded session is available.

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Jasperactive Learning Products

View a prerecorded session  5 Step Quick Start Video for Administrators and Teachers

Founded on CCI Learning’s world-leading courseware, Jasperactive is a Microsoft Office learning and validation system mapped to the Microsoft Office Specialist Global Standard.

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Labyrinth Learning

QuickBooks Desktop and QuickBooks Online textbooks from Labyrinth include comprehensive instructor resources, digital learning and assessment platform, and student exercise files. Learn more about the books and the elabs in these prerecorded training webinars:

QuickBooks Desktop 2018 (33 minutes)  QuickBooks Online (31 minutes)

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Contacting support

If you have any questions related to these trainings, or are experiencing issues connecting to a session, contact the NSS Team (mailto:nss@certiport.com). For all other issues, contact customer service (/Support.aspx).

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Helpful links

> CATC Support (/Support/Support-for-CATCs)
> Get started as a test center (/Educator-resources/Get-started)
> Technical requirements (/Support/Technical-requirements)
> Exam details (/Educator-resources/Exam-details)
Quick reference guides (/CATCs/Quick-reference-guides)

Top 10 checks for the testing session (/CATCs/Top-10-checks-for-the-testing-session)

Training sessions (/CATCs/Training-sessions)

Account management (/CATCs/Account-management)

Video library (/CATCs/Video-library)

CATC Newsletter subscription (/CATCs/Newsletter)

Certifications
Adobe (/Certifications/Adobe)
Apple (/Certifications/Apple)
Autodesk (/Certifications/Autodesk)
Communication Skills for Business (/Certifications/CSB)
EC-Council (/Certifications/EC-Council)
Entrepreneurship and Small Business (/Certifications/ESB)
IC3 (/Certifications/IC3)
Microsoft (/Certifications/Microsoft)
Unity (/Certifications/Unity)
QuickBooks (/Certifications/QuickBooks)

Educator resources
Get started as a test center (/Educator-resources/Get-started)

Exam details (/Educator-resources/Exam-details)

Exam policies (/Educator-resources/Exam-policies)

Resource library (/Educator-resources/Resources)

CERTIFIED (/Educator-resources/CERTIFIED)

Competitions (/Educator-resources/Competitions)

Badging (/Educator-resources/Badging)

CATC Newsletter: Subscribe! (/Educator-resources/CATC-Newsletter-Subscribe!)

**Buy**

School / test center purchaser (/Buy/School)

Individual purchaser (/Buy/Individual)

**About us**

What we do (/About/What-we-do)

The value of certification (/About/The-value-of-certification)

Press room (/About/Press-room)

Blog (/About/Blog)

Solution providers (/About/Solution-providers)

Careers (/About/Careers)

Contact us (/About/Contact-us)

**Testing Centers / Test Candidates**

Login (/Other/Login)

Register (New users) (/Other/Register-(New-users))

Support (/Other/Support)

Locate a CATC (/Other/Locate-a-CATC)

Exam policies (/Other/Exam-policies)

CATC Newsletter: Subscribe! (/Other/CATC-Newsletter-Subscribe!)