



Certipoint Certification Frequently Asked Questions *Spring 2013*



1. **Q: What is Microsoft Office Specialist?**

A: Microsoft Office Specialist (MOS) is the credential recognized globally as the premier credential chosen by individuals seeking to validate their knowledge, skills, and abilities relating to the Microsoft Office systems.

2. **Q: What are the benefits of becoming MOS certified?**

A: By certifying one's skills, individuals gain valuable skills that improve their efficiency and productivity, as well as inspire them to learn more complex tasks. Students with MOS certifications differentiate themselves from other job seekers.

3. **Q: How does one obtain a MOS Certification?**

A: Students have an option on which of the MOS exams to take. Each Microsoft Office software application represents a single certification. For example, anyone who passes a Microsoft Office Certification exam in Excel 2010 will become a Microsoft Office Specialist in Excel 2010.

4. **Q: Which exams are available for certification testing?**

A: Microsoft Office Specialist® on Word, Word Expert, Excel, Excel Expert, PowerPoint, Outlook and Access, in either the 2007 or 2010 office application software version. The exam version is determined by the application version loaded on the testing computers.

5. **Q: What about other applications such as OneNote, SharePoint and Office 365?**

A: Exams for these applications also are available through your school/center license. However, the exams are administered through the Online Exam test engine. Your IT department will need to download the Online Exam shortcut to each of the testing computers. Certipoint will be notifying your IT Directors on instructions.

6. **Q: How would an individual earn a Microsoft Certified Master?**

A: The individual must pass Word Expert, Excel Expert, PowerPoint, and choose a fourth exam on Outlook, Access, SharePoint, or OneNote.

7. **Q: How do students enroll in the worldwide Microsoft Competition?**

A: When your student begins one of the Microsoft exams, a pop up screen will appear and asks if they would like their exam results to be entered into the international competition.

8. **Q: Are there any exceptions for students with disabilities?**

A: Students with disabilities may request accommodations such as extended time. For more information on accommodations and to locate the American Disabilities Act (ADA) request form, please visit www.certipoint.com/ada.

9. **Q: How do I get started in the Microsoft Certification Program**

A: If your school has not registered as a Certiport testing center, Certiport will be notifying you on the process to get your school/center prepared.

10. **Q: I have registered my school and the MOS Exam License and Certiprep has been fulfilled, but I cannot access the exams.**

A: After registering your school, the below checklist should be followed to ensure your school is ready to begin testing.

1. Make sure your lab is set up with the IQSystem installation.
2. Under Org Profile/Associations, be sure there is someone that has accepted the proctor agreement and the proctor box is checked.
3. Under My Certiport / License, be sure the license agreement has been accepted.
4. Then each of the testing computers in your lab should have the Certiport console icon displayed.
5. Should you have questions, please contact Lori Troy at ltroy@certiport.com.

11. **Q: How does the computer lab need to be prepared?**

A: There will be a required download of the testing engine software, IQSystem and an installation of the MOS Office Software (2010) 32 bit on all computers within the lab. Certiport will be notifying your IT Directors on instructions.

12. **Q: What is included in the certification program for each VA school?**

A: Each school will receive a 200 certification exam site license and Certiprep (practice test preparation) license. These products will be loaded directly to your school's testing center. In addition, Certiport will refresh your exams in an inventory fulfillment of blocks of 100 as many times as needed throughout the school year.

13. **Q: How do I know how many exams I have?**

A: Log in as *Organization Administrator* or *Organization Member*, hover over "my Certiport" and click on **License**. On the far right hand side on the license description it will show how many exams you started with (200) and the number of exams that are remaining. We recommend you check your license inventory 5 days prior to testing. If you are running low, you may request additional 100 blocks of exam inventory at no additional cost. These additional blocks of 100 will be viewed under **Inventory** instead of License. To request a block of 100 exams, send your request to Nate Arnell at narnell@certiport.com. Please include your school name and your Organization ID # (eight digit number beginning with an 8 or 9)

14. **Q: How do I go about requesting MTA vouchers; What if I need additional MOS or MTA vouchers?**

A: The procedures for requesting the MTA testing vouchers are as follows:

- Have the teacher submit the number of MTA testing vouchers needed to the local CTE administrator or designee.

- The CTE administrator will compile the total MTA testing vouchers needed for the division and submit the order to Lori Koehlinger-Troy, Certiport Director of Partner Engagement, at ltroy@certiport.com, who will process the request.
- If the school division's MTA testing voucher need exceeds the number of vouchers eligible for receipt, the request will be reviewed. If unable to accommodate the additional request, the school division may purchase the excess MTA student vouchers directly from Certiport through Jeff Mercer, Certiport Territory Manager, at jmercerc@certiport.com.

15. **Q: If I have already purchased a MOS Site License will I receive a refund?**

A: Please contact Nate Arnell at narnell@certiport.com.

16. **Q: Who do I contact for questions about Certiport and MOS Certifications?**

A: Below are the contacts for particular questions. We will also be creating a unique site for Virginia Educators which will have a multitude of information around creating excitement in your classroom and tips on creating a successful program (URL when live: www.certiport.com/Virginia)

Getting Started	Lori Troy	ltroy@certiport.com	919-553-9680
Sales Questions	Nate Arnell	narnell@certiport.com	888-999-9830 X186
Technical or Customer Support	Support Center	customerservices@certiport.com	888-999-9830 x9