MOS ‘At home’ exams

You must be already be registered on the University’s MOS Programme to book an exam. If you have not registered, please see the MOS Programme Registration page.

The exam authority Certiport have developed “Certiport Exams from Home”. This involves candidates taking MOS exams from their home computer rather than attending our physical testing centre in St Andrews. Certiport state: “This complimentary temporary solution is available in response to the current COVID-19 situation and is only available until the end of June 2020.”

Candidates do not need to install any software on their computer to take an exam at home. The exam will be delivered in a browser and using a virtual machine (a computer file that runs in a window and behaves like an actual computer). The exam will be of a same project format as the current MOS exams, using a live in-application work environment. Because the delivery system is independent of the software installed on your computer, you can elect to sit any MOS exam from either the MOS 2016 or MOS 2019/O365 versions. This is different from our on-premise programme which only supports MOS 2016 exams.

Candidates can use any laptop or desktop running the following operating systems: Windows 10, Mac OSX Sierra 10.12 (or higher) or ChromeOS. Testing on tablets & phones is not possible. A web cam is not required.

Exam Sessions

The actual exam delivery will be conducted by the technical staff at Prodigy Learning, the partner company for MOS exams in the UK. Because of this, exam delivery is only available during standard UK working hours.

The booking system we’ve been given for these exams is very inflexible as I must apply for exam sessions from Prodigy and then am allocated what is available. So, when you book an exam place, you must be available to sit the exam, at the date and time you have been allocated as there are limited places. Book early but do not book an exam unless you are certain you will be available and are prepared to sit it. ‘No shows’ are counted against our license inventory and go down as a loss and may result in exclusion from further exams.

Exam Session Dates

Sessions are available as listed below (all time listed as BST, UTC +1). Bookings for a given session will be accepted up to 1 week before the exam, as shown in the ‘Last date for booking’ column.

<table>
<thead>
<tr>
<th>Session ID</th>
<th>Date</th>
<th>Time</th>
<th>Last date for booking</th>
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<tbody>
<tr>
<td>1</td>
<td>29 May</td>
<td>10:00</td>
<td>21 May</td>
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<td>2 June</td>
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<td>3</td>
<td>8 June</td>
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<td>5</td>
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<td>6</td>
<td>16 June</td>
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Exam registration: how to book an exam place

1) Register your interest in a place on one of the listed exam session times as follows:
   - The session dates and times are fixed and cannot be changed.
   - Use the online MOS Exam Request Form to request a place and also to state the specific exam you intend to sit.
   - An exam session lasts 1 hour, sufficient time to sit 1 exam. If you want to sit more than one exam, you must submit a separate request for each additional place, each in a different session using the online form.
There are a limited number of slots in each session, allocated on a first-come first-serve basis.
When your exam request has been processed and if a place is available, you will be sent a session confirmation with the allocated place. Your exam place is not confirmed until you receive this notification.

Exam process: sitting your exam

Before your exam:
1. If you have not already done so, go to the Certiport exam authority site and create your exam account, username and password (this is different from your GMetrix account). You will need these details to login to the exam session. Before the exam, test that these login credentials are working and that there are no issues accessing your account.
2. Ensure you have read, THOROUGHLY, the following Guide for Test Candidates which explains the exam procedure and that you have carried out any requirements and advance checks as instructed.
3. Familiarise yourself with the exam interface. Use these tutorial guides for details (it is the same tutorial that is displayed preceding the actual exam): MOS 2016 Exam or MOS 2019/O365

Starting the Exam Session:
1. You must be available from 1 hour before your allocated session time on the day of your exam.
2. During this hour, I will send you a link used to initiate your exam session at the allocated time (these links are only released to me just before the exam time).
3. Open a browser (Chrome preferred, refer to Guide).
4. At the starting time for your session, click the exam link, or copy/paste the exam link into a browser window. You must initiate the exam session on time, any join attempts later than 5 minutes past the start time will be barred and will be recorded as a ‘No show’.

Starting the exam
1. When you have initiated the exam session, the virtual machine will launch in the browser window showing a Windows Desktop. A NotePad document will be open and is what you will use to communicate with the representative who will be administrating the exam.
2. Wait for instructions from the exam administrator to start the exam.
3. When instructed, launch the exam, using the Compass icon on the virtual machine desktop
4. Login to your Certiport exam account.
5. Select the correct exam (‘Microsoft Office Specialist’) from the drop-down. You will then be shown a Non-Disclosure Agreement (NDA) that you will need to read and accept before you will be allowed to continue.
6. After the NDA, there will be a field asking about ‘Exam Groups’ and ‘Payment method’; leave these on the defaults (‘No’ and ‘Inventory’, respectively).
7. Microsoft will then want you to answer a few questions about your role and experience with using Office. Select as appropriate and click the ‘Next’ button until the Welcome/ Tutorial screen is displayed. Click through the tutorial to the start of the actual exam.

During the exam
1. When the exam project interface loads, you then have 50 mins to complete your exam. Remember to save your exam file regularly, as you would any document.
2. After you finish and submit your exam, you will receive your results on screen, after a few moments delay for processing.
3. Recovery process. There is a recovery procedure should your exam crash at any point. The recovery requires the exam process to be restarted but will then open at the point at which the exam crashed, with no loss of time. The administrator should be in contact through the NotePad document to communicate should this happen.