

Summary

All Certiport **Online Exams** require a high speed internet connection. Certiport requires a minimum 256 kbps of bandwidth (per concurrent student testing) for all exams delivered with this solution. Beyond that, the more bandwidth you have available to the classroom, the less loading time you will potentially face in between questions. A situation in which the center encounters significant loading times during an exam yet finishes the test cycle without error would be an example of a bandwidth related issue. To measure and rate your bandwidth down to a single client, please click on the following link: [click here to test your bandwidth](#).

We understand that some of our authorized testing centers will be unable to eliminate or even reduce bottlenecks and other constraints that may be present within their network to reach our bandwidth recommendations. In an effort to assist such environments we have made all of the individual files used for testing available to download directly to the testing computer, prior to taking the actual exam. These components would normally be downloaded as needed during testing, which would further contribute to any preexisting bandwidth issues. By pre-loading these components to your browser cache, you take away some of the strain on your internet connection.

Availability

The Certiport Exam Pre-Loader Tool is not available for every Online Exam; currently it only supports the following **Windows only** exams:

- Certiport IC3 GS3 Refresh (Refresh exam content is: Windows 7 and Office 2010)
- Certiport IC3 GS3 Benchmark
- Microsoft SharePoint 2010
- Adobe ACA: CS6 (Flash, Photoshop, Dreamweaver, and Premiere Pro), CS5 and CS4 (for Dreamweaver, Flash and Photoshop)
- Adobe ACA: (InDesign and Illustrator)
- Adobe ACA Practice Tests: (InDesign and Illustrator), and CS6 (Premiere Pro)

Procedure

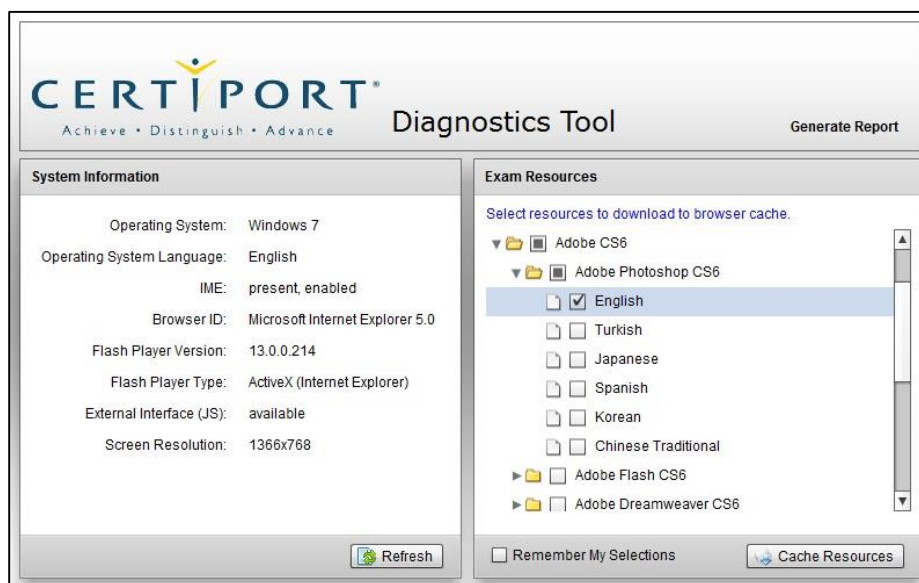
1. Open Internet Explorer and navigate to www.certiport.com (it is not necessary to be logged into your Certiport profile to access the Pre-Loader Tool). In the top right-hand corner of the page is a dropdown menu – change the dropdown to “Technical Support” to reach the Support Center page.



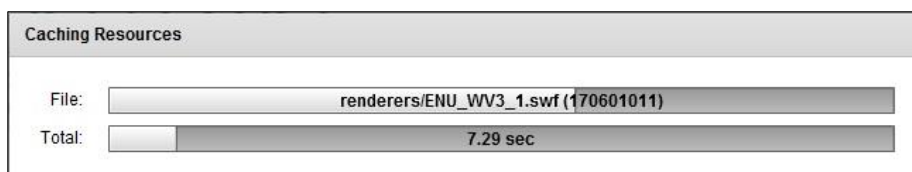
2. Once you are at the Certiport Support Center, locate and click on the “Exam Download and Diagnostic Center” located in the left margin.



3. A new tab will open which is labeled as the Certiport Diagnostics Tool; this is the Online Exam Pre-Loader used for caching test resources. **Please Note: This is not the Online Exam Diagnostics Check. If you wish to run diagnostics to examine your computer for baseline Online Exam delivery compliance, log in as an Organization Administrator or Organization Member at www.certiport.com and click on the link labeled “Run the Certiport Online Exams Diagnostics Check” in the right-hand margin.**
4. Use the arrows to navigate, then checkmark the box next to the specific program(s) and language(s) you would like to pre-load and click the **“Cache Resources”** button. **Please Note: If you were to simply checkmark the “CS6” top folder, it would download the entire suite of resources for every program and every language in that folder.**



5. A progress window will appear as all the different files are downloaded. Once complete, there is nothing additional that needs to be performed; close all windows and administer the exam as normal.



***AN IMPORTANT NOTE ON CACHING:** Because these pre-loaded files are stored in the browser cache, it makes this entire process a per-user function. This means that the pre-loading process not only needs to be repeated on every individual testing computer, but under every different Windows Profile as well (even if those Windows users are sharing the same machine to test). Additionally, if the computers have freezing/restoring software installed, the browser cache is set to automatically empty, or the browser cache is cleared in any other manner, this procedure will need to be repeated before a subsequent “pre-loaded” test can be administered.