

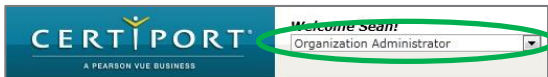


**Console 8** must be installed and updated on each computer that will be used to deliver the 2013 or 2010 Microsoft Office Specialist (MOS) certification exams. Before proceeding, please [click here](#) to review Certiport's Technical Requirements for Console 8.

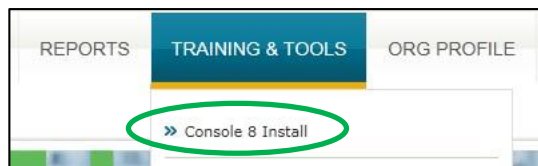
**NOTE:** *Console 8 is not a direct upgrade from iQsystem 7. All previous versions of iQsystem and/or Certiport Console must be uninstalled before installing Console 8.*

## Download & Install Console 8

1. Log in to [www.certiport.com](http://www.certiport.com). If you do not have a profile, **Register** via the website, then obtain the appropriate role rights from any person(s) already designated as an **Organization Administrator** at your Certiport Authorized Testing Center (CATC).
2. Once logged in, please select the **Organization Administrator** or **Organization Member** role.



3. Mouse over the **Training & Tools** tab and click on the dropdown for **Console 8 Install**.



**NOTE:** *The following steps need to be performed while logged into the computer as a Windows Administrator. Console 8 requires full Admin privileges not only to install, but to deliver the exams as well. After installing, all applicable updates must be installed before delivering an exam.*

### Single Computer Install:

- a. Under the [Download/Install Console 8](#) section on this page, click the **English Only - v. 8.x** link. (Console 8 is currently only available in English.)
- b. Click **Save As** and then save the file to your computer's desktop. After the download completes, run the installation file and install to the local drive.

**NOTE:** *Console 8 requires a dedicated PC (fat client) - it is not supported in thin/zero/web/citrix client environments.*

### Network Install:

At this time Console 8 does not have a mass-deployable (msi) file that can be distributed using directory services. However, establishing a known-working Console 8 computer can then have its image captured and distributed with imaging software.

## Configuring Console 8

1. After the software is installed, you will have a single icon on your desktop labeled **Console 8**. Double-click the **Console 8** icon to begin.
2. Log in as an **Organization Administrator**.



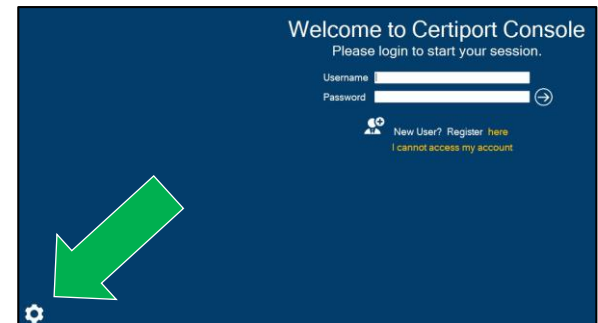
3. The first time you log in after installing you will be prompted to choose your **Center ID**. Select the CATC matching the location of the computer that will be used for testing and click **OK**.



### Configuring Optional Settings:

**Proxy Access** – *If your organization goes through a Proxy Server to access the internet the following setup must be performed.*

1. Click on the **gear icon** in the bottom left-hand corner to access the **Settings Menu**. (This can be performed without logging into Console 8).



2. Once inside, click on **Proxy**, checkmark "Use a Proxy Server" and enter the applicable addresses and credentials (this information will be obtained from your organization's IT department). Click **OK** and restart Console 8.

User Rights – Console 8 requires full Windows Administrator privileges to run. This includes turning off any Local and/or Group Policies that will prevent Console 8 from functioning properly (e.g. prevention of registry access, local read/write access, or internet access, etc.).

Due to the access that Console 8 requires, the software has a built-in Admin credential store for CATC's that do not wish to give full access to a Test Candidate. By saving the Windows Admin credentials into Console 8, they will only be called upon when the software is accessed, which will allow you to access Console 8 with a limited Windows User account.

1. Click on the **gear icon** in the bottom left-hand corner to access the **settings menu**. (This can be performed without logging into Console 8).
2. Once inside, click on **User Rights** and enter the Windows Admin credentials (this information will be obtained from your organization's IT department). Click **OK** and restart Console 8.



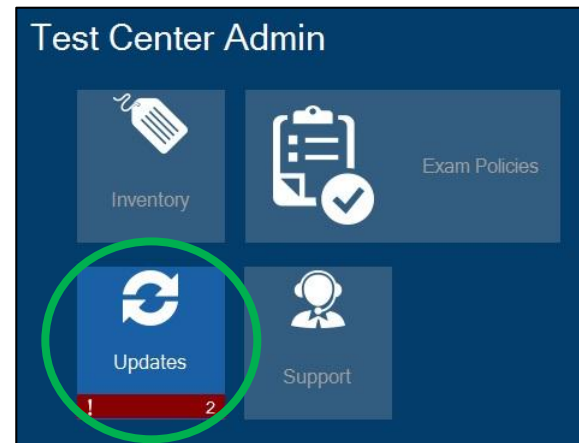
**NOTE:** The Windows "Super Admin" account required for users of Windows Vista and Windows 7 in previous releases is no longer needed – a standard Windows Admin account will work with the Console 8 User Rights feature. See Tech Req's for OS compatibility.

## Console 8 Update Services

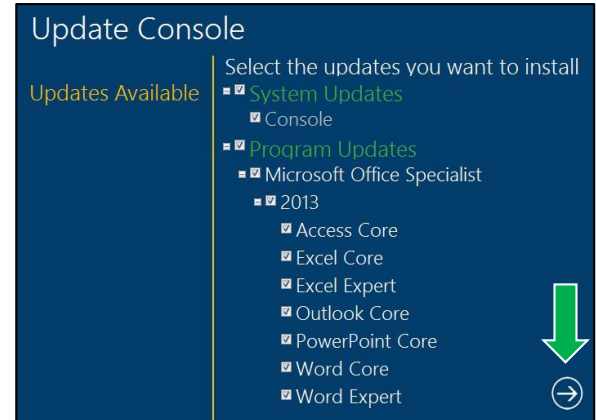
Console 8 is packaged with a new feature called **Update Services**. This allows for more flexibility when it comes to updating the software or downloading new/additional test content. By choosing to download content that is specific to your testing center only, and by choosing when to download said content, they can be performed when it is most convenient to you.

Please note that after the initial install and setup, you will not be able to administer a test until the following steps have been completed:

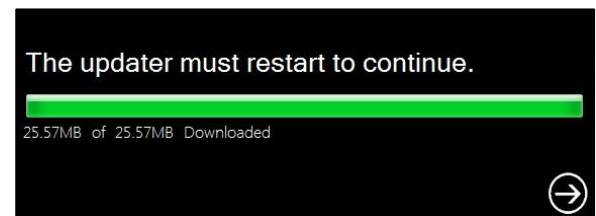
1. Log into Console 8 as an **Organization Administrator**.
2. Click on the **Update** button to enter the Update Services area. The red bar across the bottom of the button indicates that you have updates pending.



3. Once inside the updates menu, checkmark all applicable updates to your CATC and click on the **arrow button** to continue.



4. The software will download and install the chosen updates. When finished, click the **arrow button**. Restart Console 8 and log in again to begin an exam.



## Certiport Contact Information

**Certiport Support:** 888.999.9830 x 9  
**On-Boarding and Training:** 888.999.9830 x 6  
 Mon-Fri: 6am-5pm (MST)  
[Customerservices@certiport.com](mailto:Customerservices@certiport.com)

**For additional Training Materials:**  
[www.certiport.com/go](http://www.certiport.com/go)

**For additional Information on Console 8 including features coming in future updates:**  
[www.certiport.com/console8](http://www.certiport.com/console8)

## Configuring Computers:

1. Ensure you have a 32 bit installation of Office. The Operating on the system can be either 32 or 64 bit, but the Office install must be 32 bit.
  - a. Open Word
  - b. Click File
  - c. Click Help
  - d. Click About Microsoft Word – on the top bar it will display either 32 or 64 bit install
2. Complete installation of Office (Control Panel, Programs and Features, Find Office 2010 and click on it, click Change, Add Remove Features – Click the tab Microsoft Office and select “Run All From My Computer” allow everything to install if it wasn’t previously installed
3. The computer user account must have the Documents and Pictures folder mapped to the C drive. This may require either an Active Directory account or Local user account that doesn’t have group policy applied.
4. Log onto the computer as the Local “Administrator”
5. Download and install the software
  - a. Login at [www.certipoint.com](http://www.certipoint.com)
  - b. At the top of the screen change the role to “Organization Administrator”
  - c. Put your cursor on the tab “Training and Tools”
  - d. Click Console 8
  - e. Download Console 8 – Save the file (this file will be used on any computer to install the testing software
  - f. If you get prompted for .Net Framework 4 – Go to <http://www.microsoft.com/en-ca/download/details.aspx?id=17851>
  - g. Then run the setup for Console 8
  - h. Login to Console 8 with your Certipoint Username and Password
  - i. Run the updates
6. Configure Microsoft Outlook to be a default account with no email support
  - a. Open Microsoft Outlook
  - b. On the Welcome to Microsoft Outlook screen – click on Next
  - c. Do you want to setup an account? Select No – click Continue
  - d. Check the box “Continue with no email support” – Click Finish
  - e. With Outlook open – click File – Options – Add-Ins – Beside Com Add-ins click GO
  - f. Uncheck all boxes and click OK
  - g. Close Outlook
7. Reboot the computer
8. You’re ready to test out the software to see if it’s working correctly

