Q: What if the Test Candidate is under the age of 18 ?
A: CATCs are required to collect and maintain a signed Parental Consent form prior to allowing Candidates under the age of 18 to sit for any Certiport certification exam.

Q: What do we do when the computer freezes during an exam?
A: Restart the computer (perform a cold reboot if you encounter a hard freeze), launch the software again on the exact same workstation on which it was started, and then choose the test that is already in in progress (the test will start from the last question unanswered on most exams). If the problem persists or you do not see the same exam marked as "In Progress", please contact Certiport Technical Support or refer to our FAQs for detailed information.

Q: We have 20 identical computers, 19 launch fine but one doesn't – how can this happen if they are all the same?
A: Most of the time there is likely just one setup item or technical requirement that was overlooked on the workstation that will not launch. Should all setup and technical items be addressed but the problem still occurs, the solution may be wrapped within a more complicated answer. Over time, even computers with the same hardware canand will devs6 (i)0.5ul8 (er)-(e

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