

Guide Summary

The CATC (Certiport Authorized Testing Center) **Public Locator** is a [search tool](#) available on our website that Test Candidates will employ in order to find a center nearest them that facilitates the administration of Certiport exams. Once a new CATC uploads an exam result from their account, they will show up in the **Locator** as a center offering our exams to the public. The initial information (automatically populated into the Locator with your first upload) is basic. As an Organization Administrator, you will be responsible to maintain the information displayed. Please use the following instructions to access your CATC's **Locator** information.

Log in to the Certiport Website

1. Log in to www.certiport.com.
2. Select the **Organization Administrator** (Org Admin) role from the dropdown at the top of the screen.



3. Click the **Org Profile** tab.



4. If you are associated with multiple CATCs, please ensure that the correct Organization is **selected** within the dropdown. Then click on the **Locator** tab.



Setting Up Your Locator Page

This page contains what is currently listed publicly for your CATC (listed publicly only when in compliance*). It is important to keep it up-to-date and as detailed as possible.

1. You must first click the **Edit** button at the bottom of the page before you can access this form.

***Note:** *Additional [rules](#) apply for appearing in the Locator (see below).*

2. First, check the **“Do you want to be a Certiport Public Test Center?”** box. Your CATC’s information will not qualify to appear in the Locator whatsoever until this is performed. If your CATC wishes to **opt-out** of appearing in the Locator simply keep this box unchecked.

3. In the **Description**, enter the information unique to your CATC here. Examples would be information about how to schedule an exam, if you accept walk-ins, where to park, fees, access to public transit, helpful direction tips, etc. (Maximum 250 characters)
4. Enter the applicable information for **Making an Appointment** with your CATC. Include a note if there is something specific the test candidate should do. For example: "Please call 555-000-0000 and ask for Alice".
5. In **Testing Availability**, enter the days and time that your center is available for testing to the general public.
6. In **Mapping Information**, check the latitude and longitude for accuracy. Our Locator engine uses this data to determine your brick & mortar address so that your center will be properly displayed on the Locator map. Use the **Lookup Address** feature and enter your address to compare them with the default coordinates shown. Copy and paste any potential difference into the coordinate fields.
7. Click on the **Update** button to save your changes. Please note that changes will not appear instantly; our servers refresh every day at 3 am MT.

Note: *The above information for the Public Locator will appear for all applicable programs so you will only need to update the information in this single form.*

Verifying Appearance in the Public Locator

Now that you have updated the Locator info, your CATC will be searchable from within the **Locate a Testing Center** page on our website as an organization that offers Certiport exams to the public.

To access the Locator and verify that you appear as intended, please perform the following steps:

1. First ensure that enough time has passed for the server to refresh your information (see [Step 7](#) in the previous section).
2. Type in <https://portal.certiport.com/Locator> into your browser's address bar to quickly navigate to the search tool.

3. Fill out the minimum required information including a specific Program, Version, and Exam, then click **Search**. The information will appear on a new page.

Rules and Additional Info for Appearance in the Locator

Please be advised that there are additional rules for maintaining your CATC's continual presence in the Public Locator even if the checkbox in [Step 2](#) is marked:

- No CATC will show up in the Locator for any program until they have successfully uploaded an exam result.
- After a successful upload, only basic information will be populated in the Locator. An Org Admin must go into the details page (described above) and finalize all information that will appear.

Note: *Some exam programs such as MTA have restrictions on the types of organizations that can administer those exams and/or the academic status of the Test Candidates. If you are unsure about these programs, please contact your Territory Representative.*

- For MOS exams: If you have administered a MOS exam, you will now show up as offering any MOS exam.
- A CATC will only show up in the Locator for 6 months after the last uploaded exam. CATCs who go more than 6 months without activity will disappear from the Locator until another exam is uploaded.
- A CATC with an expired center agreement will also be removed from the Locator. If you should happen to let your agreement expire, simply renewing it will allow the Locator information to be reestablished after renewal and the next server refresh.
- The information contained in the Locator for your CATC may be altered at any time by the participating organization, but unless you meet the criteria in the above rules, your center will not show up.

FAQ

Q: I cannot perform a Locator search because one or more of the fields in the form are not working.

A: Enter your browser settings and clear all your temporary internet files (cache, form data, website data, etc.) then try again.

Contacting Support

Find [Answers Online](#)

Test Candidates: 888.999.9830, Opt. 2
(M – F 6am to 5pm MT)
Customerservices@certiport.com

CATC Customer Service: 888.999.9830, Opt. 3
(M – F 7am to 5pm MT)

CATC Technical Support: 888.999.9830, Opt. 1
(M – F 6am to 5pm MT)