



## Super User Manual

02	Purchasing: CompTIA Store
03	Fulfillment: Organization License
04	Fulfillment: Individual License
05	The “Admin” Experience
06	New Users: Registration and Redemption of Access Key
07	Existing Users: Login Page
08	New and Existing Users: Help Page and Resources
09	The Instructor Experience: Courses Tab
10	The Instructor Experience: Learning Tab
11	The Instructor/Learner Experience: Smart Refresh
12	The Instructor/Learner Experience: Refresh
13	The Instructor/Learner Experience: Review
14	The Instructor Experience: Reporting Tab: Report Home
15	The Instructor Experience: Reporting Tab: Course Summary
16	The Instructor Experience: Reporting Tab: Learner Progress
17	The Student/Learner Experience:
18	CertMaster Practice Reporting Guide

## Purchasing: CompTIA Store

[CompTIA Store Website Link:](#)

1. Once in the CompTIA Store, you will select "Training" to navigate to the Products page.
2. Once on the Products page, you will select the filters of either Self-Paced Study (for individual learners, or if reporting and oversight features are not needed) or Instructor-Led Study (specifically designed to be utilized in a classroom environment).
3. Once the Filters have been selected, the proper products will appear as shown here.

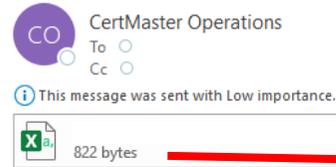
The screenshot shows the CompTIA Store website interface. At the top, the navigation menu includes 'CERTIFICATION VOUCHER', 'TRAINING', 'BUNDLES', and 'CONTINUING EDUCATION'. The 'TRAINING' menu item is circled in red with a '1' in a box, and an arrow points to it. Below the navigation, there is a large banner for 'Save Up To 42% When You Bundle'. On the left, a filter sidebar is visible. The 'Method of Study' section has 'Instructor-led Study' selected with a red circle and a '2' in a box. The 'Certification' section lists various options like A+, Cloud+, etc. The 'Training Media' section has 'Exam Prep' selected with a red circle and a '3' in a box. Below the filters, three product cards are displayed, each with a 'DETAILS' button. The first card is for 'CompTIA CertMaster Practice for A+ Core 1 (220-1001) - Organization/Business License' with a price of USD \$129.00. The second card is for 'CompTIA CertMaster Practice for A+ Core 2 (220-1002) - Organization/Business License' with a price of USD \$129.00. The third card is for 'CompTIA CertMaster Practice for Network+ (N10-007) - Organization/Business License' with a price of USD \$189.00.

## Fulfillment: Organization License

- Every **Organization License (specific for Instructor Led format)** purchase will result in the creation of a classroom with 2 Instructor Access Keys
- Instructor Access Keys give access to learning materials and reporting **ONLY** for the students within the classroom
- Access Keys are sent automatically within a few hours of purchase

CertMaster Practice Order #

Access Codes



Hello Linda,

Thank you for purchasing CompTIA CertMaster for PenTest+ PTO-001! Your order number is ( ), placed on ( 2021) for learner/s.

Your access codes are attached.

### Instructions for Using Access Codes

To register and use their CompTIA CertMaster Practice access code, each learner should follow these simple steps:

1. Go to the [CompTIA CertMaster Practice Registration Page](#).
2. If a first time user, complete the registration form with the access code that was provided to you. The email address and password entered will be your credentials for logging into CompTIA CertMaster Practice, so you will need to be sure and select something easy to remember. If a returning user, login first and enter the access code provided.
3. Read and consent to the Subscription Agreement by selecting the check box.
4. Click on **Start Your Course**.

After registering, learners can log back into CompTIA CertMaster Practice [here](#).

For additional information on CertMaster Instructor Reporting, here is our [CertMaster Instructor Reporting Guide](#).

If you or your learners have questions or issues redeeming your CompTIA CertMaster Practice Access Codes, please contact the **CompTIA CertMaster Customer Support** by calling them at 1- 866-835-8020 or submit a [Help Request](#).

Thanks for your support of CompTIA CertMaster Practice!

CompTIA CertMaster Operations Team

	A	B	C	D
1	AccessCode	AccessType	Name	Email
2	FC4138FA-DCA9-45AE-A019-F5FB15BEBA37	Learner		
3	A56F6520-5BB9-465B-BA0D-B49880E07E9C	Learner		
4	B4A21BAB-7F91-46DF-B590-95EFCDD1F3B1E	Learner		
5	DAAB4724-18C7-4C5A-8710-CE2E0862CD3C	Learner		
6	F499A722-9762-4313-A9FD-73B4495D40CB	Learner		
7	051E5C25-A129-441B-A423-05EEB2F9DFAF	Learner		
8	60648EC2-730A-4AF1-B913-3DA5AF95CA6E	Learner		
9	3B73C98A-88FA-45BD-BDFD-1E9CE292CB9A	Learner		
10	2E2EA8AB-4CF0-4F0E-8C02-CCAE4DB77CE2	Learner		
11	D6DF0DCD-99AF-489E-B1C1-44D20491AB10	Learner		
12	029604D3-1DA2-4C68-AECB-1BD9933C6069	Learner		
13	ED996700-8A8D-4897-988F-279776381369	Learner		
14	D788B2B8-4C11-41A4-8F88-9FA28BB3404B	Learner		
15	C71016E6-686D-4F77-B0F4-E25573A9447E	Instructor		

## Fulfillment: Individual License

- Every purchase will result in the creation of standalone “Learner” Access Keys
- These Access Keys can be distributed to individual learners, **NO** link between learners will be possible within the **Individual License** format

### Your CompTIA Certmaster Practice Order Details

 certmaster-ops@comp-tia.org  
 To Margaret Casey  
 Cc Jennifer Case; CertMaster Operations

 This message was sent with High importance.

 AccessKeys-CertMaster Practice for A+ 220-1002.xls  
 12 KB



Hello,

Thank you for purchasing CompTIA CertMaster Practice for A+ 220-1002! Your order number is 374210, placed on 07/20/2021 for 20 CompTIA CertMaster Practice for A+ 220-1002.

Your access codes are attached.

#### Instructions for Using Access Codes

To register and use your CompTIA CertMaster Practice access code, each learner should follow these simple steps:

1. Go to the [CompTIA CertMaster Registration Page](#).
2. Complete the registration form, including one access code.

NOTE: The email address and password entered will be your credentials for logging into CompTIA CertMaster, so you should be sure and select something easy to remember.

3. Read and consent to the Subscription Agreement by selecting the check box.
4. Click on **Start Your Course**.

After registering, you can log back into CompTIA CertMaster Practice [here](#).

If you have any questions or issues redeeming your CompTIA CertMaster Practice access code, please submit a [help request](#) or contact our customer service team at 866.835.8020. Or

	A	B	C	D	E
1	Access Key				
2	-----				
3	845BCF46-1DE3-4ABB-B253-A1D315DF66BA				
4	92F8B65B-E002-47DF-A2F9-9B0C5746ACC5				
5	01C9D66A-9B38-44FA-AD9E-D855621A26A1				
6	A23D395E-8523-42AF-A919-498FC8BBAD35				
7	CF1BFBA4-DD27-4DC0-83BB-CAA8214A6E59				
8	EF5D8E6F-833D-49C6-A257-C21A6674A009				
9	65DDC111-DB1A-4DC3-A1D2-9B8AFAF75C85				
10	8EEBD974-9749-41DE-8E44-89462220679F				
11	6BB963EF-B0D2-458F-A578-355BA506BD94				
12	257E6F28-C961-4060-8403-DB13905F14A9				
13	E2FD3234-838C-4B69-A1B2-8A85CC655928				
14	AF16218A-A326-4E31-A03A-5911DF6DDE1E				
15	5689A65D-FEB9-4B5B-B511-0F88C6F56446				
16	CA6145C6-50F8-4545-A746-7471F76B686A				
17	4012CF4D-9312-4773-838F-332AB2F83F52				
18	0F9045F9-4BD1-475A-A190-5164CEB71EE3				
19	47A6AE3D-EA1B-4011-B29A-54E0ECACBB9				
20	D869ADE0-FF02-4827-8F82-87761D338396				
21	EB7F5FCE-8FD3-4983-8FA2-E64B03A7EFEB				
22	4BCBB4F0-6759-4F0B-A208-C817CBB55AC8				
23					

**Example of the Access Key file that will come with ALL Organization License purchases. Customer will be responsible for distribution of ALL Access Keys**

## The “Admin” Experience

- Note: There is NO true Admin experience within CertMaster Practice, however someone at the organization will be responsible for distributing the Access Keys to both the Instructors and Students. This is where an Admin type person can come into play at the organization level.
- Each **Organization License** will come with (2) Instructor Access Keys
- More Instructor access keys will be available by request to Sales Operations (salesops@compTIA.org) if needed and the appropriate number of Student Access Keys.

	A	B	C	D
1	AccessCode	AccessType	Name	Email
2	FC4138FA-DCA9-45AE-A019-F5FB15BEBA37	Learner		
3	A56F6520-5BB9-465B-BA0D-B49880E07E9C	Learner		
4	B4A21BAB-7F91-46DF-B590-95EFC1F3B1E	Learner		
5	DAAB4724-18C7-4C5A-8710-CE2E0862CD3C	Learner		
6	F499A722-9762-4313-A9FD-73B4495D40CB	Learner		
7	051E5C25-A129-441B-A423-05EEB2F9DFAF	Learner		
8	60648EC2-730A-4AF1-B913-3DA5AF95CA6E	Learner		
9	3B73C98A-88FA-45BD-BDFD-1E9CE292CB9A	Learner		
10	2E2EA8AB-4CF0-4F0E-8C02-CCAE4DB77CE2	Learner		
11	D6DF0DCD-99AF-489E-B1C1-44D20491AB10	Learner		
12	029604D3-1DA2-4C68-AECB-1BD9933C6069	Learner		
13	ED996700-8A8D-4897-988F-279776381369	Learner		
14	D788B2B8-4C11-41A4-8F88-9FA28BB3404B	Instructor		
15	C71016E6-686D-4F77-B0F4-E25573A9447E	Instructor		

## New Users: Registration and Redemption of Access Keys

### [Registration Page Link:](#)

- New Users: MUST register and create an account and will also be able to enter and redeem their access key during that process.
- This registration link is reserved for NEW USERS ONLY and will result in error if the user already exists in the system (please see Existing Users information if the user already has an account).



### New User - Create Account

First Name

Last Name

Company

Email

Password

Confirm Password

**Access Key**

- I agree to the [CompTIA CertMaster License Terms](#)
- I agree to the [Terms of Use & Privacy statement](#)

SUBMIT

### Existing User - Add a Course

Access Key

LOGIN

## Existing Users: Login Page

### [Login Page Link:](#)

- Upon login, users will be able to see their registered and available courses. Please refer to the Student/Learner Experience or Instructor Experience pages for more information.

TRAINING > COMPTIA CERTMASTER PRACTICE > LOGIN

# CompTIA CertMaster Practice Login

**LOGIN**

[Forgot My Email](#) | [Forgot My Password](#)

Please see our [system requirements](#) for operating systems and supported browsers.

**CompTIA CertMaster Practice Customer Support:**  
For General Questions: [Go to the CertMaster Practice Help Page](#)  
Have an Issue/Need Assistance? [Submit a Help Request](#)  
Phone: 866.835.8020  
Hours: Monday through Friday, 7 a.m. to 7 p.m. US Central Time

### Questions?

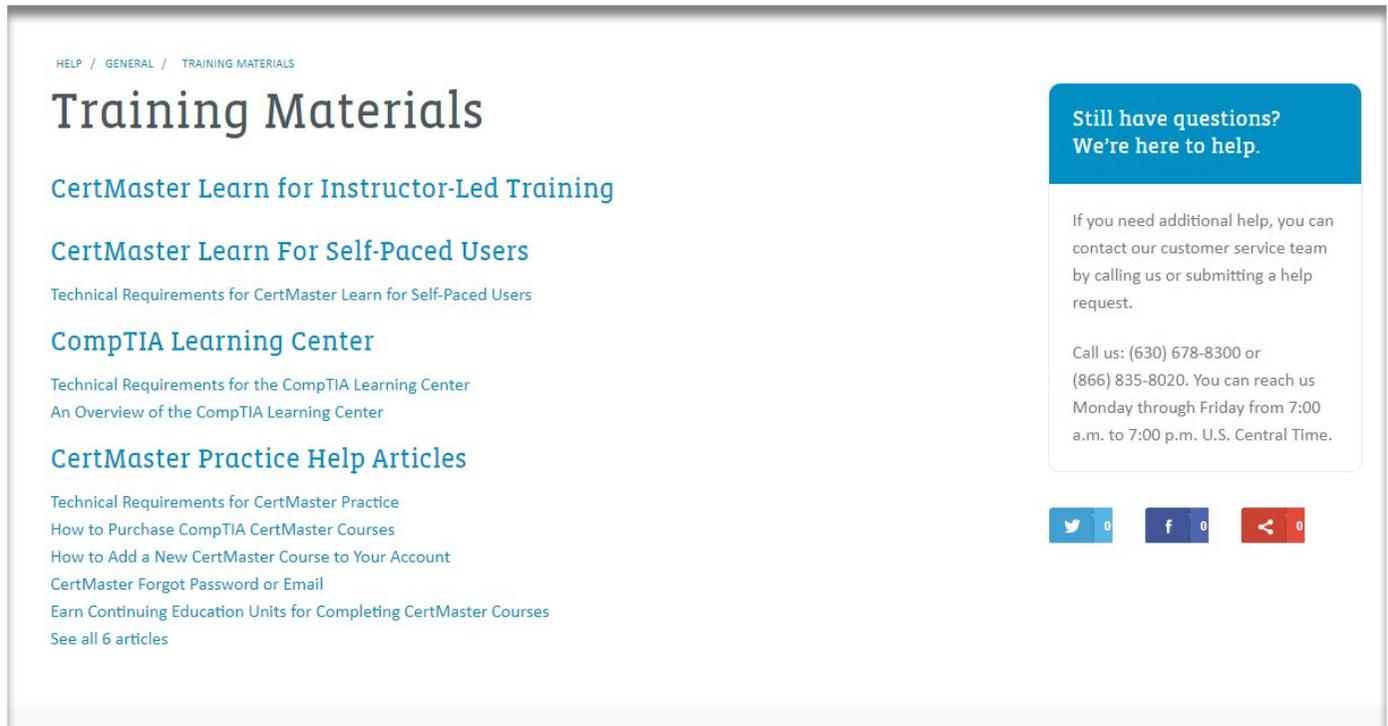
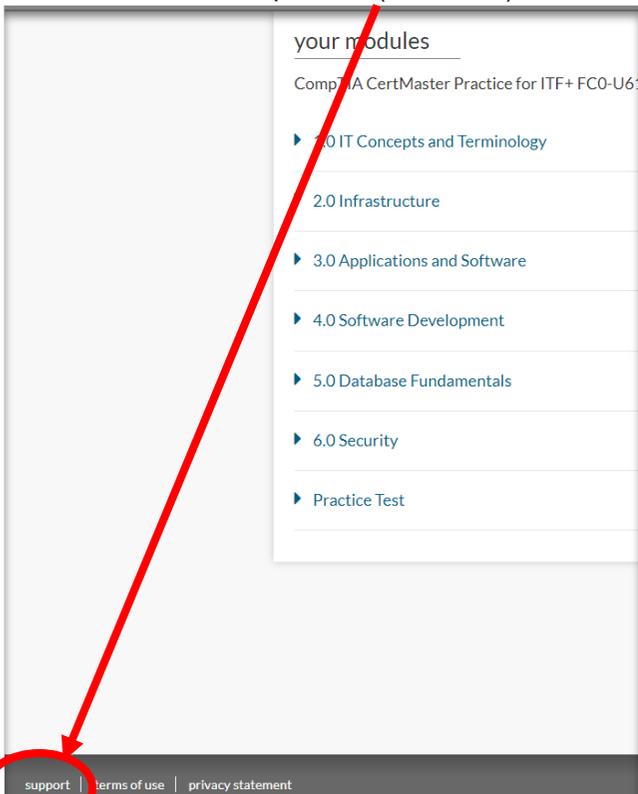
If you have questions about CertMaster Practice, head over to our [Help](#) pages to find additional information, or contact our customer service team.

[Go to Help](#)

## New and Existing Users: Help Page and Resources

### [Help Page Link:](#)

- This page is used to contain Help articles for CertMaster Practice (and other products).
- This can be accessed by choosing “Support” from the lower left of the screen while logged into the CertMaster Practice platform (see below).



## The Instructor Experience: Courses Tab

- The Instructor and Learner will have generally the same user experience within the CertMaster Practice platform. The “Courses” tab will only appear for the Instructor as it fits into the multiple tab structure as shown here. Please refer to the **Student/Learner Experience** page for comparison.

CompTIA

**courses** learning reporting

Courses - 202102-ITFU61-COMP-18

Course Content - 30 learners

CompTIA CertMaster Practice for ITF+ FC0-U61

1.0 IT Concepts and Terminology

Module	Number of Questions ⓘ	Average Time Spent
1.1 Compare and contrast notational systems.	11 questions	17 min
1.2 Compare and contrast fundamental data types and their characteristics.	13 questions	19 min
1.3 Illustrate the basics of computing and processing.	10 questions	11 min
1.4 Explain the value of data and information.	21 questions	27 min
1.5 Compare and contrast common units of measure.	14 questions	16 min
1.6 Explain the troubleshooting methodology.	33 questions	39 min

▶ 2.0 Infrastructure

▶ 3.0 Applications and Software

## The Instructor Experience: Learning Tab

- The Learning tab will be specific to the Instructor view, which is a slight difference in the user experience versus the Student/Learner view. This will navigate the Instructor through the course that has been selected from the Courses tab. The following options (Instructor **AND** Learner) will appear once the unique lesson has been completed the first time through:
  - **Smart Refresh** – Will revisit only the questions that were answered incorrectly. See following page(s) for more information
  - **Refresh** – Will revisit ALL questions within the given lesson. See following page(s) for more information.
  - **Review** – Will “review” ALL questions within a given lesson and provide a summary and feedback for each (see example here). See following page(s) for more information.

CompTIA

CompTIA CertMaster Practice for ITF+ FC0-U61

your modules

CompTIA CertMaster Practice for ITF+ FC0-U61

- ▶ 1.0 IT Concepts and Terminology
- ▶ 2.0 Infrastructure
- ▼ 3.0 Applications and Software

Module	Progress
3.1 Manage applications and software.	✓
3.2 Compare and contrast components of an operating system.	✓
3.3 Explain the purpose and proper use of software.	✓
3.4 Explain methods of application architecture and deliverv models.	

your progress

42% completed

7 hours 15 minutes <sup>i</sup>  
 estimated time to complete

course overview

	you	all learners
progress	43%	4%
time spent	3hrs 40min	38min
starting knowledge	59%	50%
refreshers taken	0	0.1

2

## The Instructor/Learner Experience: Smart Refresh

- This feature will become available once the Learner has completed a lesson(s). This will be available in the “modules” section (shown in step 1 below), or also within the **Learning** tab for Instructors. The Smart Refresh feature will provide the learner an opportunity to revisit and re-attempt the questions that were answered incorrectly the first time through the lesson. The Smart Refresh will automatically only circle back to those questions. Should a more comprehensive retake of the lesson be needed, the learner can choose the **Refresh** option instead, please see the next page for details.

Smart Refresher: 1.1 Compare and contrast notational systems.

LEARN

QUESTION	REVIEWING 1 OF 6	ANSWER
 <p>How is decimal notation expressed?</p>		<p><b>INCORRECT</b></p> <p><b>YOU WERE UNSURE AND INCORRECT</b> Using text or graphics to add emphasis to your code is an example of decimal notation.</p> <p><b>THE CORRECT ANSWER</b> Each single digit is assigned one of ten values ranging from 0-9 whereby each column is ten times more than the digit to its right. This is also known as base 10.</p> <p>A single digit in a range from 0 to 1 is used; these digits represent on and off states. Each column is worth two times the column to its right. This is also known as base 2.</p> <p>Each single digit is assigned one of 16 different possible values ranging from 0-F. Letter designators are assigned to 10-15 (a-f respectively).</p> <p>I DON'T KNOW YET</p>

1

CompTIA CertMaster Practice for ITF+ FC0-U61

your modules

CompTIA CertMaster Practice for ITF+ FC0-U61

1.0 IT Concepts and Terminology

Module

1.1 Compare and contrast notational systems.

smart refresh 1 min refresh 7 min review

3

### WHAT YOU NEED TO KNOW

The numbers 0-9 represent decimal notation. It is the basic math notation that we use, where every digit has the possibility to represent ten numbers or ten times the number to its right.

On and off representation is characteristic of binary notation where there are only two digits represented. Binary notation allows the computer to determine whether something is on or off because an "on" is represented with a "1" and an "off" is represented with a "0".

Hexadecimal notation gives you the ability to assign more than ten values to a column (16 total values where 0 is the first value up to 15). Alpha characters (a-f) are used for 10-15. Hexadecimal notation allows you to represent large numbers.

Secondary notation, like italic and bold characters, is used in programming to bring attention to the code to make it easier to detect important information.

next

2

## The Instructor/Learner Experience: Refresh

- This feature will become available once the Learner has completed a lesson(s). This will be available in the “modules” section (shown in step 1 below), or also within the **Learning** tab for Instructors. The Refresh feature will provide the Learner an opportunity to revisit and re-attempt ALL questions within a given lesson. Should a more focused retake of the lesson be needed (incorrect questions), the Learner can choose the **Smart Refresh** option instead, please see the previous page for details.

Refresher: 1.1 Compare and contrast notational systems.

LEARN

QUESTION REVIEWING 1 OF 8 ANSWER I DON'T KNOW YET



How is binary notation expressed?

- Each single digit is assigned ten values ranging from 0-9 whereby each column is ten times more than the digit to its right. This is also known as base 10.
- Text or graphics are used to add emphasis to your code.
- Each single digit is assigned one of 16 different possible values ranging from 0-F. Letter designators are assigned to 10-15 (a-f respectively).
- THE CORRECT ANSWER**  
A single digit in a range from 0 to 1 is used. This number represents an on or off state. Each column is worth two times the column to its right. This is also known as base 2.
- YOUR ANSWER**  
I DON'T KNOW YET

1

CompTIA CertMaster Practice for ITF+ FC0-U61

your modules

CompTIA CertMaster Practice for ITF+ FC0-U61

1.0 IT Concepts and Terminology

Module

1.1 Compare and contrast notational systems.

smart refresh 4 min **refresh 7 min** review

3

### WHAT YOU NEED TO KNOW

When converting to binary you must understand that each column can have one of only two values: 0 or 1. Just as with decimal format, you add from right to left. The first column is the far right one; each column has a value two times that of the column to the right. So, as you look at each column, the values go 8 | 4 | 2 | 1. For example, the binary value for 10 is 1010.

Base 10, or decimal notation, assigns each single digit one of ten different possible values.

When you assign each digit one of 16 different possible values, you are using hexadecimal notation.

The use of graphics to add emphasis to your code is called secondary notation.

next

2

## The Instructor/Learner Experience: Review

- This feature will become available once the Learner has completed a lesson(s). This will be available in the “modules” section (shown in step 1 below), or also within the **Learning** tab for Instructors. The Review feature will provide the learner an opportunity to revisit ALL questions within a given lesson. This will give an overview of how each attempt was answered and will display the correct answer within each question. This option will **ONLY** become available once ALL questions within the given lesson have been answered correctly.

1.1 Compare and contrast notational systems. smart refresh 4 min refresh 7 min course report

**REVIEW MODULE** QUESTIONS: 11

expand all collapse all attempts ⓘ

▶ Convert the decimal number 10 into binary notation.	✗ ? ✓
▶ Which notation system presents the largest numbers using the fewest digits?	✗ ? ✓
▶ How do computers differentiate binary data and map it to letters, numbers, and symbols?	✗ ? ✓
▶ What are the two common ways of presenting character set data?	✗ ? ✓
▶ What is the decimal number 75 in hexadecimal notation?	? ? ✓
▶ How is binary notation expressed?	✗ ✓ ✓
▶ How is decimal notation expressed?	! ✓
▶ What type of notation is used in common math?	? ✓
▶ Websites tend to use what Unicode standard?	? ✓
▶ What is the most common character set used for coding to represent text in computers?	✓
▶ When should you use hexadecimal notation?	✓

1

CompTIA CertMaster Practice for ITF+ FC0-U61

your modules

CompTIA CertMaster Practice for ITF+ FC0-U61

▼ 1.0 IT Concepts and Terminology

Module

1.1 Compare and contrast notational systems.

smart refresh 4 min refresh 7 min **review**

## The Instructor Experience: Reporting Tab: Report Home

- The Reporting tab within the CertMaster Practice platform is only available to those that have an Instructor Role (redeemed an instructor access key). This is where all students within a given classroom (assigned at time of purchase and linked through the specific access keys provided) will be grouped together for reporting purposes. The **Report Home** section will give a more general overview of the class as a whole. For more information and detail on the Reporting features for CertMaster Practice, please refer to the **CertMaster Practice Reporting Guide** near the end of this document.

CompTIA

courses learning **reporting**

Report Home

Course Summary

Learner Progress

Home

Report Home: 202102-ITFU61-COMP-18 ⓘ

Course: 202102-ITFU61-COMP-18 show/hide filter

Date Range: 4/21/2021 - 7/21/2021

### Course Overview

1% average progress	0 # learners completed
27min course completion time	0 total refreshers
17% misinformation	33 total modules

### Learner Progress

30 Total Learners  
\*Date Range: All Time

- 8 Learners Not Started
- 22 Learners in Progress
- 0 Learners Completed

### Course Misinformation

Modules with the least starting knowledge

1.2 Compare and contra...	~10% (red)	~90% (yellow)	
1.1 Compare and contra...	~20% (red)	~40% (yellow)	~40% (green)

### Course Struggle

Learners with the most struggle

- 11.43% (red)
- 2.86% (yellow)
- 54.29% (blue)

- Walton, Kathleen
- Murray, Yolonda

## The Instructor Experience: Reporting Tab: Course Summary

- The Reporting tab within the CertMaster Practice platform is only available to those that have an Instructor Role (redeemed an instructor access key). This is where all students within a given classroom (assigned at time of purchase and linked through the specific access keys provided) will be grouped together for reporting purposes. The **Course Summary** section will start to break down each specific lesson and review activity (Refresh, Smart Refresh, Review) to give a more specific overview, while still viewing the class as a whole. For more information and detail on the Reporting features for CertMaster Practice, please refer to the **CertMaster Practice Reporting Guide** near the end of this document.

Course Summary: 202102-ITFU61-COMP-18

Date Range: 4/21/2021 - 7/21/2021

view by: Learner

**Course Average**

average progress	1%
course completion time	27min
misinformation	17%
refreshers taken	0
total modules	33

\*Initial Learning Only

**Learner Progress**

30 Total Learners

- 8 Learners Not Started
- 22 Learners In Progress
- 0 Learners Completed

\*Date Range: All Time, Initial Learning Only

**Learning**

Show 25 entries

Module	# of Learners	Avg. Progress	Avg. Time Spent	Last Activity	Avg. Knowledge	Avg. Struggle
1.1 Compare and contrast notational systems.						
Learning	11	27%	14min	07/14/2021		
Full Refresher 1	1	0%		06/16/2021		

Learning

Show 25 entries

Module	# of Learners	Avg. Progress	Avg. Time Spent	Last Activity	Avg. Knowledge	Avg. Struggle
1.1 Compare and contrast notational systems.						
Learning	11	27%	14min	07/14/2021		
Full Refresher 1	1	0%		06/16/2021		

Practice Test

Show 25 entries

Module	Avg. Score	# of Learners	Avg. Time Spent	Last Activity	Avg. Knowledge
▶ CompTIA ITF+ Practice Test					
Practice Test 1	20%	12	7min	06/16/2021	
Practice Test 2	1%	3	1min	05/26/2021	

## The Instructor Experience: Reporting Tab: Learner Progress

- The Reporting tab within the CertMaster Practice platform is only available to those that have an Instructor Role (redeemed an Instructor access key). This is where all students within a given classroom (assigned at time of purchase and linked through the specific access keys provided) will be grouped together for reporting purposes. The **Learner Progress** section will start to break down each specific lesson and review activity (Refresh, Smart Refresh, Review) to give a more specific overview, for each specific learner. For more information and detail on the Reporting features for CertMaster Practice, please refer to the **CertMaster Practice Reporting Guide** near the end of this document.

Name	Course Status (all time)	Activity	Last Activity Date	Course Progress
Wadewitz, Leonard	In Progress	Activity	06/16/2021 07:19 AM MT	43%
Madison, Janis	In Progress	No Activity	02/16/2021 02:27 PM MT	18%
Pernai, Rich	In Progress	No Activity	02/17/2021 06:59 AM MT	11%
Matzelle, Brian	In Progress	No Activity	04/19/2021 02:54 PM MT	6%
Johnson, Steven	In Progress	No Activity	02/15/2021 07:26 PM MT	6%
Walton, Kathleen	In Progress	Activity	06/16/2021 09:01 AM MT	6%
Kaparis, Dianna	In Progress	No Activity	02/11/2021 08:48 AM MT	6%
Sattar, Zeshan	In Progress	Activity	06/28/2021 09:44 AM MT	5%
Ristau, Kathryn	In Progress	No Activity	02/16/2021 10:12 AM MT	4%
Murray, Yolonda	In Progress	Activity	07/14/2021 11:41 AM MT	3%

## The Student/Learner Experience

- The Instructor and Learner will have generally the same user experience within the CertMaster Practice platform. The “Courses” tab will only appear for the Instructor as it fits into the multiple tab structure as shown here. For the Student/Learner they will see the “Change Course” dropdown menu if multiple courses exist. Please refer to the **Instructor Experience** page for comparison.

The screenshot displays the CertMaster Practice interface for a course titled "CompTIA CertMaster Practice for Project+ PK0-004". The interface includes a "your modules" section with progress bars for various topics, a "your progress" section with a donut chart showing 2% completion and an estimated time to complete of 15 hours, and a "course overview" section with a table comparing the user's progress to all learners.

The "change course" dropdown menu is highlighted with a red circle and a red arrow pointing from the text in the "The Student/Learner Experience" section. The dropdown menu lists the following options:

- ✓ CompTIA CertMaster Practice For A+ Core 1 (Exam 220-1001)
- CompTIA CertMaster Practice For A+ Core 2 (Exam 220-1002)
- CompTIA CertMaster Practice For Network+ N10-007

## CertMaster Practice Reporting Guide

- Please refer to the ***CertMaster Practice Reporting Guide***
  - Provided in fulfillment email upon purchase
  - Can be accessed via the Global Sales OneDrive link here:
  - For external customers, access at this LINK (need to add location for external access)



02	Launching Reporting
03	Report Home: Course Overview
04	Report Home: Learner Progress
05	Report Home: Course Misinformation
06	Report Home: Course Struggle
07	Report Home: Module Progress
08	Report Home: Refresher Progress
09	Course Summary: Filters
10	Course Summary: Course Average
11	Course Summary: Learning Overview
12	Course Summary: Average Struggle
13	Course Summary: Practice Test
14	Learner Progress Overview
15	Learner Detail: Course Average
16	Learner Detail: Course Progress
17	Learner Detail: Overall Time Spent
18	Learner Detail: Module Overview
19	Learner Detail: Module Question Attempts
20	Learner Detail: Practice Test
21	Learner Detail: Practice Test Results