



Certified Mission Critical Operator®

Certified Mission Critical Professional®

Certified Mission Critical Operator®(CMCO®) and Certified Mission Critical Professional®(CMCP®) Application Instructions

Application Overview:

To apply to take the CMCO® or CMCP® exam, candidates must complete the two-step registration process as outlined on the following page. These instructions apply to both the CMCO® and CMCP® programs.

The CMCO® and CMCP® exams are delivered via two delivery methods: 1) in-person at a test center or 2) via remote proctoring with MonitorEDU. More information about both options are provided [here](#). GSX uses Credicycle as the certification management system, which is where candidates will create an account and complete the online registration.

Note: Prior to completing the steps outlined on the following page, candidates will need to purchase their exam via <https://www.mccerts.com/certifications>. All payment is collected outside of the Credicycle system.

More information about payment, registration, test center locations and test taking can be found in the program candidate handbooks and on the GSX Credicycle [FAQ page](#). **Candidates interested in taking the exam at an in-person test center are encouraged to [review the available test centers](#) to determine if there is one within an appropriate proximity to their location.**

Application Instructions Steps:

Step 1 - Create an Account with Credicycle

1. Visit <https://gsx.assess.com/dashboard>
2. Click “Sign-Up” in the top right-hand corner of the screen.
3. Fill out the contact information form (Name, phone number, email address, password, confirm password) and select “CMCO[®]” or “CMCP[®]” from the “Select Institution” drop down menu.
4. Click “Sign up”.

Step 2 - Requesting Eligibility for CMCO[®]/CMCP[®] Application

1. Log into Credicycle.
2. Click on click “Store”.
3. Select “Learn More” next to the CMCO[®]/CMCP[®] delivery method you are choosing (e.g., CMCO[®]/P Test Center or CMCO[®]/P Virtual Proctoring via MonitorEDU).
4. Click “Request Eligibility”.
5. Complete the application.
6. Click “Send Request” once the application is complete.
7. Once you’ve submitted your eligibility request, notify the MC-Certs PMO (mccerts@gsxcorp.com) who will review and approve the application.

Once your eligibility has been approved:

- **If taking the exam at a test center**, candidates will receive a separate email from the Assessment Systems Corporation (ASC) team requesting three options of their preferred date/time/location. The ASC team will coordinate with the test centers and send a confirmation email with the appointment details.
- **If taking the exam via virtual proctoring with MonitorEDU**, candidates do not schedule an appointment to take the exam, rather they can connect to an on-demand proctor at any time they desire to take the exam. The exam day preparation instructions for MonitorEDU are [provided below](#).

Exam Delivery Methods

The Certified Mission Critical Operator® (CMCO®) and Certified Mission Critical Professional® (CMCP®) certification exams are offered via two different delivery methods.

Method 1 – Test Centers:

Candidates have the option to take an exam in-person at a physical test center. Prior to selecting this delivery method, candidates should [review the available test centers](#) to determine if there is one within an appropriate proximity to their location.

If taking the exam at a test center, candidates will receive a separate email from the Assessment Systems Corporation (ASC) team requesting three options of their preferred date/time/location. The ASC team will coordinate with the test centers and send a confirmation email with the appointment details.

Method 2 – Virtual Proctoring:

Candidates have the option to take an exam via virtual/remote proctoring from their home. This option is offered through MonitorEDU.

If this delivery method is preferred, candidates who select to take their exam via MonitorEDU do not schedule an appointment to take the exam, rather they can connect to an on-demand proctor at any time they desire to take the exam. The exam day preparation instructions for MonitorEDU are [provided below](#).

CMCO[®]/CMCP[®] MonitorEDU Preparation Instructions

Before Exam Day

- Watch the [Prep Video](#).
- Download **Google Meet** app to your mobile device (free, usually pre-installed).
- **Practice mobile setup** – Phone/tablet must show you, your workspace, and computer screen. Keep the device plugged in and charging (extension cord if needed).

On Exam Day

Room Setup

- Quiet, well-lit room; no one else present.
- Only allowed materials or items on the desk (allowed per your organization).
- No headsets or extra devices may be used during your proctoring session.

Connect on Your Computer

- Go to: ascproctor.com
- Review rules & tutorial video.
- Fill in your information
- Take a photo of your ID and yourself.
- Click **Open Chat** → **Start Chat** to receive your Google Meet code from the proctor.

Join Google Meet on Your Phone

- Open Google Meet app.
- Enter code from proctor.
- Tap **Join** and allow camera/mic access.

Just Before the Test

- Proctor will ask for a room scan using your mobile device to inspect your work area
- Position the phone to the side so the proctor can see you, your desk, and your screen.
- The proctor will give the next steps to connect webcam and screenshare.
- The proctor will ask to see and inspect any allowed materials.
- Follow proctor's instructions to launch your exam.

During the Test

- No talking unless reporting a technical issue.
- Stay in view and keep the phone connected for the entire test.
- No unauthorized materials or websites.
- No breaks allowed.



Certified Mission Critical Operator[®]

Certified Mission Critical Professional[®]

If Disconnected

- Stay calm, keep working on the exam.
- Try to refresh/rejoin Google Meet.
- If out for 5+ minutes, connect to [backup chat support](#).

End of Exam

- Always verbally alert your proctor you have finished, show exam submission, tear notes or erase whiteboard, and complete the check-out steps with your proctor before disconnecting.