Online Invigilation

Support FAQ’s

*The microphone will not work?*

* We have the candidate make sure the microphone is allowed in Chrome
* We make sure the microphone is turned on and the volume is up
* We ask if they have an external mic they can use -
* We ask the candidate to run onlinemictest.com
* If they are running on an apple computer (os 10.14 and later) then we ask them to go into their privacy settings to allow chrome access for their microphone and camera
* If they are running on windows computer then we ask them to go into the privacy settings and allow apps to have access to their microphone
* We ask then to turn their mic off , reboot the computer and turn back on
* We have them check firewalls or network setting
* We ask them to find a different device

*The web cam will not work?*

* We have the candidate make sure the camera is allowed in Chrome
* We ask the candidate to run onlinemictest.com/webcam
* If they are running on an apple computer (OS 10.14 and later) then we ask them to go into their privacy settings to allow chrome access for their camera
* If they are running on windows computer then we ask them to go into the privacy settings and allow apps to have access to their camera
* We then ask the brand of computer, if they are using a Lenovo, then we instruct them to run the Lenovo Vantage privacy tool and turn off the privacy setting for their camera
* We ask them to turn their camera off, reboot the computer and turn back on
* We have them check firewalls or network setting
* We ask them to find a different device to test on

*The QR code or mobile will not work?*

* We ask them to refresh the page
* We ask them to turn their phone off and back and rescan the code
* We ask them to delete the app and reload it
* We ask them to test their internet speed/check network settings
* If approved by client we turn the mobile off, have them refresh the page then have them proceed with the setup and exam launch – and in some cases remain viewing them until they complete the exam

*The screen sharing will not work?*

* We ask them to refresh the page
* We ask them if they have selected the screen by clicking on the picture of the seen and selected share
* If they are running on an apple computer (OS 10.15 and later) then we ask them to go into their privacy settings to allow screen sharing access
* We ask them to delete the app and reload it
* We ask them to test their internet speed/check network settings for a firewall that may be blocking the screen share security certificate

*During the set-up of live proctoring what happens during the environment check?*

* The live proctor will watch the candidate complete each of the five steps – if the candidate does not follow the instructions on the screen the proctor will have then repeat the steps. Special emphasis is placed on the testing area, the wall behind the testing area and the placement of the mobile to view candidate during the test

*During the set-up of the exam for live proctoring, if the mobile camera fails before the environment check?*

* The proctor will ask the student to do a room scan with their webcam and to show all approved materials to the webcam

*During the taking of the live proctored exam, what happens if the mobile fails?*

* The proctor will have the candidate, rescan the QR code, find a plug if the phone fails due to a power loss or will have the candidate turn the phone off and put it away (in cases where it fails frequently and interrupts the test taker)

*During the taking of the live proctored exam, what happens if the webcam fails?*

* The proctor will instruct the candidate to return to the proctorexam page and refresh it. If that does not work, the proctor will have the candidate reposition the mobile device to make sure they have a view angle that shows the work are and the candidate’s face

*During the taking of the live proctored exam, what happens if the screen share fails?*

* The proctor will instruct the candidate to return to the proctorexam page and refresh it. If that does not work, the proctor will open the back-end proctorexam system and will monitor the web traffic associated with the session

*During the taking of the live proctored exam, what happens if the exam freezes?*

* Depending on the configuration of the test platform, the proctor will instruct the candidate to refresh the exam page and will be directed to re-enter the exam password

*During the take of the live proctorexam, what happens if the connection to the candidate is lost?*

* The proctor will refer it to their supervisor who will immediately contact the test platform representative for immediate action or follow up