Frequently asked questions

**Online Exam Support: Troubleshooting FAQs**

**Do I need to download any software onto my computer to take the examination?**

No – you won’t be required to download any software to your computer, however you will need to allow ProctorExam pop-ups and the Google Chrome screen sharing extension.

**I have received my system check email, however I am given an error message about not having the correct browser, even though I have downloaded Google Chrome?**

You need to ensure that you have set Google Chrome up as your default browser, then try again.

**I have tried to start the system check but when I click the link it won’t launch the page?**

You will need to check whether your computer has any anti-virus software or Windows Defender enabled. If so, disable the product and try again.

If you are using a work laptop, please check with your IT department, as firewalls could also be restricting access.

**What about reasonable adjustments? Can I have extra time?**

Most reasonable adjustments can be catered for in an online examination, such as different font colour, coloured backgrounds, additional time and rest breaks.

Surpass HTML Web Delivery is designed to be accessibility supported for Windows, Mac OS and iOS Operating Systems and with the following assistive technologies:

* JAWS screenreader
* MacOS VoiceOver
* Dragon Naturally Speaking
* [Windows Magnifier](https://support.microsoft.com/en-gb/help/11542/windows-use-magnifier-to-make-things-easier-to-see)

For further information please contact the e-assessment team: e-assessment@apm.org.uk

**Can I leave the room to go to the toilet?**

We do state in our regulations that you shouldn’t leave the examination room at any point, however in emergencies you can leave to go to the toilet. If you do leave the room to go to the toilet, please mention this to the camera. This will be noted and reviewed after the examination. Any time lost by the absence won’t be re-instated.

**Can I wear headphones?**

No. The remote invigilator needs to be able to hear what you are saying as well as being able hear any background noise, such as another person in the room talking to you.

**My mobile phone has been disconnected?**

When your phone gets disconnected, you will be notified and asked to re-scan the QR-Code. If your phone does refuse to work, please close and re-open the ProctorExam app or restart your smartphone.

**My microphone/webcam will not work?**

* Check your microphone is turned on and the volume is up.
* Check your microphone works - https://www.onlinemictest.com
* Check the microphone is allowed in Chrome:
	+ If you are using an Apple computer (OS 10.14 and later), go into the privacy settings to allow Chrome access for your microphone.
	+ If you are using a Windows computer, go into the privacy settings and allow apps to have access to your microphone.
* Turn your microphone off, reboot the computer and turn it back on.
* Check firewalls or network setting.
* If the above solutions fail, find a different device to test on.

**The webcam will not work?**

* Check your camera works - <https://www.onlinemictest.com/webcam-test/>
* Check your camera is allowed in Chrome:
	+ If you are using an Apple computer (OS 10.14 and later), go into the privacy settings to allow Chrome access for your camera.
	+ If you are using a Windows computer, go into the privacy settings and allow apps to have access to your camera.
	+ If using a Lenovo computer, run the Lenovo Vantage privacy tool and turn off the privacy setting for the camera.
* Turn your camera off, reboot the computer and turn it back on.
* Check firewalls or network setting.
* If the above solutions fail, find a different device to test on.

**The QR code or mobile will not work?**

* Refresh the page.
* Turn your phone off and on again, then rescan the code.
* Delete the app and reload it.
* Test your internet speed/check network settings.
* Turn your mobile off, refresh the page and proceed with the setup and exam launch.

**The screen sharing will not work?**

* Refresh the page.
* Have you selected the screen by clicking on the picture of the seen and selected ‘share’?
* If you are running on an Apple computer (OS 10.15 and later), go into your privacy settings and check screen sharing access has been allowed.
* Delete the app and reload it.
* Test your internet speed/check network settings for a firewall that may be blocking the screen share security certificate.

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

The live invigilator will watch you complete each of the five steps – if you do not follow the instructions on the screen the invigilator will have then repeat the steps. Special emphasis is placed on the examination area, the wall behind the examination area and the placement of the mobile to view candidate during the exam.

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

The invigilator will ask you to do a room scan with your webcam and to show all approved materials to the webcam.

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

The invigilator will ask you to rescan the QR code, find a plug if the phone fails due to a power loss or turn your phone off and put it away (in cases where it fails frequently).

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

The invigilator will ask you to return to the ProctorExam page and refresh it. If that does not work, you will be asked to reposition the mobile device to make sure they have a view angle that shows the work area and your face.

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

The invigilator will ask you to return to the ProctorExam page and refresh it. If that does not work, the invigilator will open the back-end ProctorExam system and will monitor the web traffic associated with the session.

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

Depending on the configuration of the exam platform, the invigilator will ask you to refresh the exam page and you will be directed to re-enter the exam password.

**During the take of the live ProctorExam, what happens if I lost connection?**

The invigilator will refer it to their supervisor who will immediately contact the exam platform representative for immediate action or follow up.

**I want to ask a question, however when I talk to the remote invigilator they aren’t answering?**

Your examination might be being conducted under record and review remote invigilation. This is where the video feeds are reviewed after the examination has taken place to monitor and mark suspicious activity for a detailed review.

Candidates have access to in-exam technical support for any queries when a live invigilator isn’t present.

**What if my internet or equipment fails before or during the examination?**

APM is not responsible for your IT equipment or internet provision. If these fail on the day of your assessment, then no refunds will be offered unless there are exceptional circumstances, then due consideration will be given.

**A message has appeared on my screen saying an error has occurred during item (question) loading?**

This message appears when you have a slow internet connection. As the internet fluctuates, you should be able to refresh the page and the questions will load. However, if this error continues you might need to connect to your router with an ethernet cable or reboot your router.