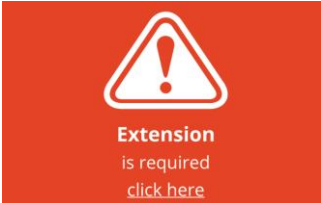




# TROUBLESHOOTING FAQS

| Issue  | Solution  |
|--|---|
| <p><b>When I tried to start the exam, I saw the below screen:</b></p>       | <p>Clicking on the <b>click here</b> link will take you into your browser settings where you can install Proctorio.</p>   |
| <p><b>I can't share my screen.</b></p>   | <ul style="list-style-type: none"><li>• Click on centre screen, then click on <b>Share</b>.</li><li>• If you can't see the share screen window, minimise the browser, you will then see it.</li></ul>   |
| <p><b>I've got disconnected from the exam. I saw the below screen:</b></p>  | <ul style="list-style-type: none"><li>• Check whether you have internet connection on your computer, as it's possible you lost connectivity briefly.</li><li>• Go back to your Unit site to find your exam. Do not use the back arrow to return to the previous page. Close the browser and open it again.</li><li>• You will need to repeat the Proctorio system and identity checks.</li><li>• Click <b>Continue Quiz</b>.</li><li>• Resume your exam. You will find your answers automatically saved.</li><li>• If you are unable to return to the exam, try the below fixes for password issues.</li></ul>  |
| <p><b>The exam is asking me to enter a password.</b><br/><b>Note:</b> A password is not required</p>   | <ul style="list-style-type: none"><li>• Do not scroll too quickly to locate the <b>Start Quiz</b> button on the exam instruction page.</li><li>• If you have got disconnected, do not use the back arrow to return to the previous page. Close the browser and open it again.</li><li>• Uninstall the Proctorio extension then reinstall it to your browser.</li><li>• Check whether your browser version is updated.</li><li>• Clear cache:<ul style="list-style-type: none"><li>➢ Click on the three vertical dots in the top right-hand corner of your browser.</li><li>➢ Select <b>More tools &gt; Clear browsing data</b>, then</li><li>➢ Select <b>Cookies and other site data</b> and <b>Cached images and files</b>.</li><li>➢ Change the <b>Time range</b> to <b>All time</b>, then select <b>Clear data</b>.</li></ul></li><li>• Try to use an alternative browser, e.g. Google Chrome or Microsoft Edge, then install the Proctorio extension.</li><li>• Restart the computer.</li></ul> |
| <p><b>I can't submit my exam.</b></p>  | <ul style="list-style-type: none"><li>• Check your internet connection. Your internet might be unstable and fluctuates briefly.</li><li>• Close all open tabs, applications and files before submission.</li><li>• If you have been disconnected from the exam and cannot re-enter to submit, the University will submit the exam on your behalf. Your answers will have been saved.</li></ul>  |

For help with technical issues during the exam:

Use the Proctorio live chat tool  which locates at the top right corner of your browser. Call Deakin IT Help - Australia 1800 463 888 | International +61 3 5227 8888