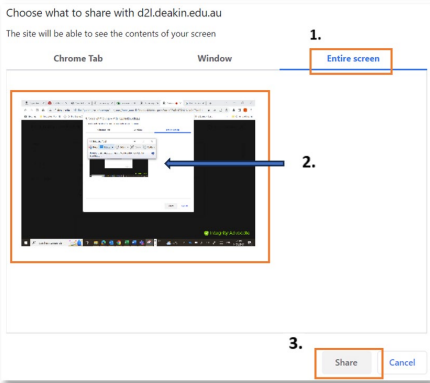
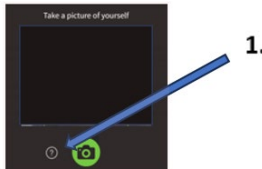


TROUBLESHOOTING FAQs FOR SUPERVISED ONLINE EXAMS

Note: Additional support time is allocated to all exams to cover exam commencement and for general technical support purposes.

Question	Answer
What browser should I use?	You can use either Chrome or Edge to sit your exam.
Where do I find my exam?	Your exam is available under Assessment > Quizzes in your unit site.
I couldn't start Proctorio	Your exam is not using Proctorio but is using Integrity Advocate . You don't need to install anything. You can proceed to your exam straight away.
I couldn't share my screen	<ol style="list-style-type: none"> 1. Ensure you have unplugged any additional monitor, or alternatively, ensure you have correctly duplicated your screen. 2. At the sharing screen step, ensure you have selected the Entire screen tab, then click on the selected screen, the Share button will activate in blue, then click on Share.  <p>The screenshot shows a window titled 'Choose what to share with d2l.deakin.edu.au'. It has two tabs: 'Chrome Tab' and 'Window'. The 'Entire screen' option is selected and highlighted with a blue box and labeled '1.'. Below the tabs is a preview of the screen being shared, with a blue arrow pointing to it labeled '2.'. At the bottom, there are two buttons: 'Share' (highlighted in blue) and 'Cancel', with 'Share' labeled '3.'.</p>
My webcam is not working	<ol style="list-style-type: none"> 1. Ensure the webcam has been turned on. 2. If you cannot see yourself in the below system check, you may need to give your Chrome browser permission to access your webcam. Click on the (1) ? symbol next to the camera icon to view a simple video instruction on how to do this.  <p>The screenshot shows a 'Take a picture of yourself' window. At the bottom, there is a camera icon with a question mark next to it, labeled '1.'.</p> <p>Or go to the Google support page for instructions on how to change camera permission.</p>
My screen has frozen during the ID check steps	<ol style="list-style-type: none"> 1. Refresh your webpage, or 2. Clear browser cookies and cache.
I have been kicked out of the exam	You can return to your exam by clicking on Assessment > Quizzes , then click on the exam.

For help with technical issues during the exam:

Integrity Advocate 24/7 live support		https://www.integrityadvocate.com/support
		+61 2 4050 0222
Deakin IT Service Desk		https://help.deakin.edu.au/ithelp?id=it_homepage
		Australia 1800 463 888 International +61 3 5227 8888