

Remote Online Assessments

Troubleshooting

If you are having technical troubles during your exam, please use the below guide to help fix the problem.

If the exam needs to be stopped, the steward will be asked to join in order to find a solution. They may ask you to call your chaperone back into the room to help you.

I can't connect to Zoom

- Check that your WiFi is working
- Try using the Zoom Client. You can do this by typing <http://join.zoom.us>. Into your web browser's address bar, and then entering the meeting ID that you were given

My camera isn't working

- Close all other apps on your device that might be using the camera function
- Leave the Zoom meeting and restart
- Uninstall the Zoom app, and then reinstall the latest version. You can do this from <https://zoom.us/download>

No one can hear me

- Check that the microphone on your device is turned on, and is not obstructed in any way
- Ask the steward or examiner to check that you are not muted

I can't hear the examiner

- Check the volume level on the device
- Check that you haven't muted the examiner
- Check that your speakers aren't muffled by an obstruction – a book or a piece of clothing for example

I can hear echoes or feedback coming from my device

- Zoom may be picking up sound from another device. Either hang up the audio call or leave audio by clicking on the arrow next to the microphone icon, and then select 'leave.'
- This may be coming from another device. Try switching off any secondary devices you have in your household, or removing them from the room
- If this doesn't work, leave the meeting and then rejoin

The video has frozen

- Click on the stop video button, and then start video

It's still not working. Now what?

There are two options:

- You'll restart the piece, or the entire exam
- The exam will be rescheduled for either later in the day, or another date. If this happens, the steward will get in touch with your centre coordinator to organise this