

File name	Troubleshooting Procedure for Candidates
Author	YouTestMe
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Table of Contents

1	Introduction.....	1
2	Trouble logging into to the application	2
3	The proctoring test page does not open.....	2
4	Trouble with screen sharing	3
5	Problem with face capturing	5
6	Problem with ID scanning.....	5
7	Problem with the microphone.....	6
8	The camera is not working	7
9	Trouble with the usage of the external camera instead of built-in one	8
10	"No Camera Available" notification when trying to connect the camera on macOS.....	9
11	"No video from camera" issue.....	9
12	Trouble with the usage of an additional monitor	10
13	The screen went black during the test	10
14	Can not start the test and get the window with the message to reconnect the proctoring session or continue the test later	10
15	Problem with QR code scanning	11
16	Screen freeze and "Please wait" message during the test-taking process.....	12

1 Introduction

This document represents a guide to resolving the issues with the test-taking process in the YouTestMe GetCertified platform with the Proctoring option turned on.

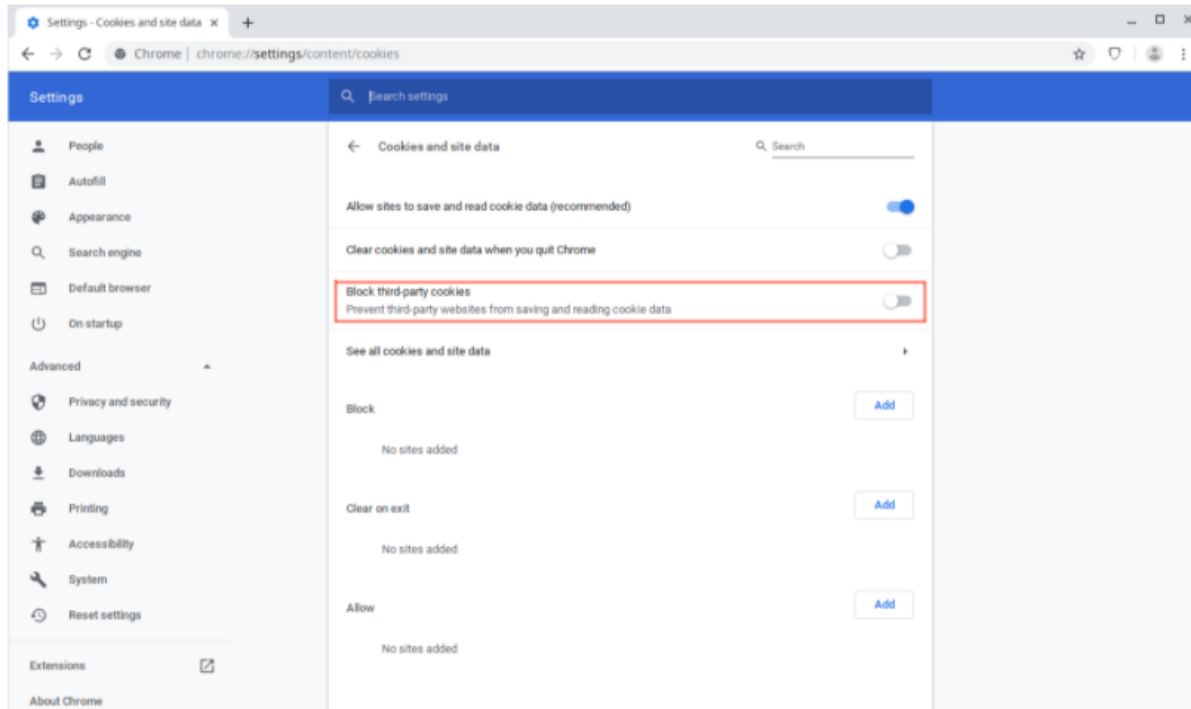
2 Trouble logging into to the application

1. If you cannot log in using the credentials provided in the email, try to refresh the page by pressing ctrl + shift + R, then try to type in the password instead of copying it.
2. If this is not working, use the “Forgot your password” option.
 - You must enter the email address connected to your GetCertified account.
 - Check your email — also, spam and junk folder.

3 The proctoring test page does not open

Cookies of third-party sites should not be blocked in the browser.

- In Chrome this is done in the settings “Settings” -> “Advanced” -> “Site settings” -> “Cookies” or you can simply enter “chrome://settings/content/cookies” into the address bar.
- “Block third-party cookies” should be disabled there.



Page loading can also be blocked by browser extensions, such as VPN Proxy or ad blockers. It would help if you tried disabling all third-party extensions.

In the Chrome browser, this can be done on the “chrome://extensions/” page, which can be opened through “Menu -> Advanced Tools -> Extensions.”

4 Trouble with screen sharing

The possible reasons:

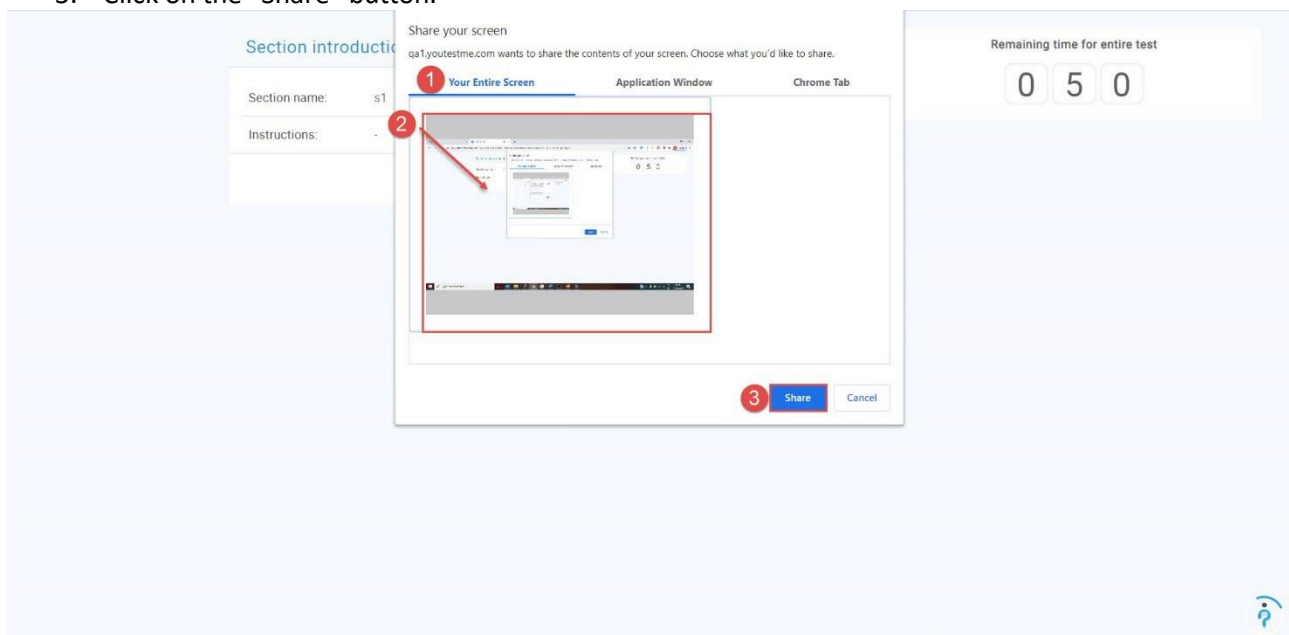
1. You are not sharing the entire screen.
2. You are not using Mozilla Firefox, and you have an additional monitor.
3. You were not using MAC and did not give access to the computer for screen sharing.

Recommendations:

Chrome:

Once you are on the screen sharing screen, you will have to:

1. Choose the entire screen.
2. Click on the screen box.
3. Click on the "Share" button.



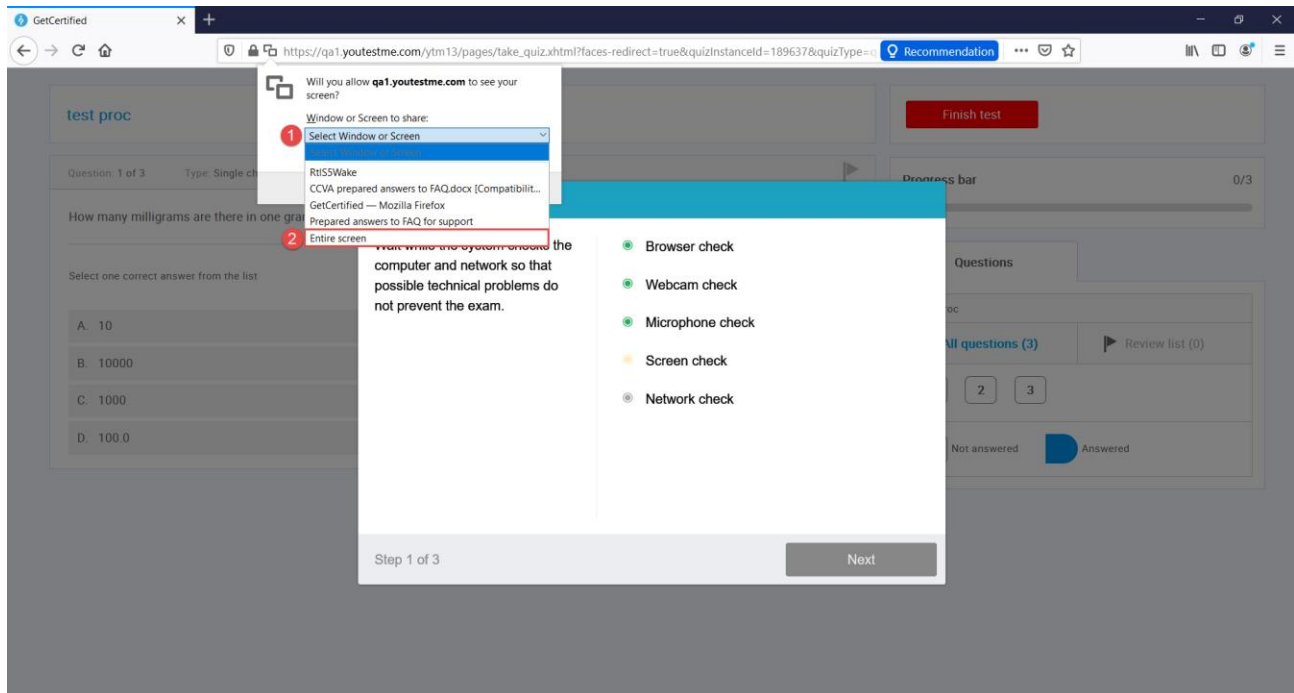
Once the equipment check is done, you will be prompted with the screen sharing option again, and you will have to follow the same steps above.

Please note that if you are using two monitors, sometimes you must unplug one to be able to choose the full-screen option.

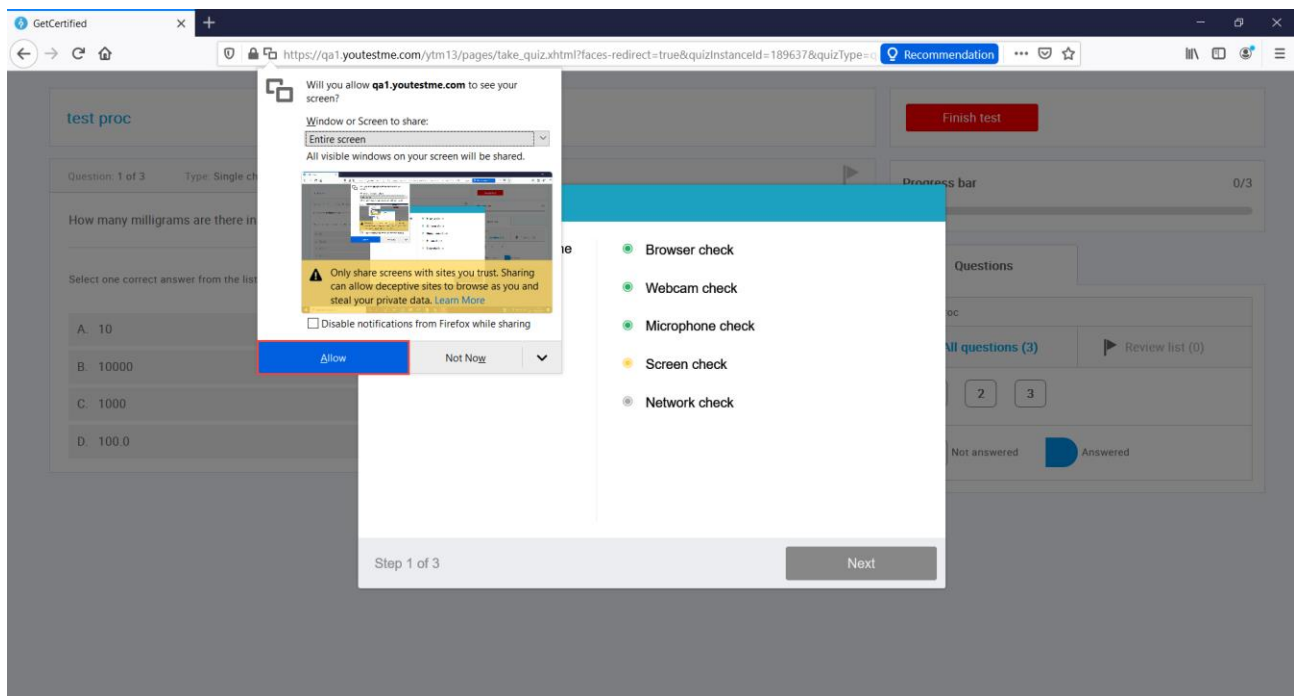
Mozilla:

To be able to allow screen sharing on Mozilla Firefox, you need to click on the "Retry" button, and the new window will appear, where you should:

1. Click on the "Select Window or Screen" dropdown.
2. Choose the "Entire screen" option



3. Click on the “Allow” button to permit screen sharing.



Kindly note that it is necessary to share the “Entire screen,” and if you are using the two screens, you will not be able to see that option. Please unplug one screen and then follow the instructions above.

MAC:

The screen recording should be enabled. Read this instruction and check this instruction:

- <https://www.youtestme.com/kb/how-to-enable-screen-sharing-for-the-proctored-test-on-mac/>

5 Problem with face capturing

Sometimes you experience problems where you can not pass the face capturing step in the equipment check.

Recommendations:

Please ensure that your face fits into the frame on the screen and that there is enough light in the room. The glasses' reflection may also be a problem, so please try to take a photo without glasses if you are wearing them.

If that doesn't help, our additional recommendations are:

1. Turn off other camera applications (such as Skype or another browser). Antivirus can also block camera access. In that case, try to disable the antivirus (or camera protection) and refresh the current tab in the browser.
2. Try to use another browser - Mozilla Firefox or Google Chrome.
3. Also, you can check this [link](#) if you are a Mac user.

6 Problem with ID scanning

Sometimes you experience problems where you can not pass the ID capturing step in the equipment check.

Recommendations:**Suggestion 1:**

Try taking a picture using your laptop's camera.

Suggestion 2: Upload ID

Please try to take a photo of your ID using your mobile phone, then send it to your computer and upload a picture.

Suggestion 3: Two images on ID

If your ID has two pictures, please try to cover one image and then try to take a picture.

If you want to upload a picture, we suggest cutting the small image and trying to upload it that way. Please see examples below:



**Suggestion 4: Taking a picture with an ID**

If the picture is not clear enough for you, try to take a picture with your document (where your face will also be visible in the picture).

7 Problem with the microphone

Sometimes you experience problems with the microphone, and you can not pass the equipment check.

Recommendations:**1. Confirm that access to the *microphone* is allowed in the browser.****Chrome:**

1. Click the three dots icon in the top right corner.
2. Navigate to the "Settings".
3. On the left side, select "Security and Privacy".
4. Select "Site Settings".
5. Click on "Microphone" under the "Permissions" section.
6. Confirm that the GC application is allowed to use your microphone. If not, select the GC application and allow microphone usage.

Mozilla:

1. Click the three lines icon in the top right corner.
2. Navigate to the "Settings".
3. On the left side, select "Privacy & Security".
4. Scroll the page and find microphone settings. Click on the "Settings" button.
5. Confirm that the GC application is allowed to use your microphone. If not, select the GC application and allow microphone usage.

Note: If the Microphone is enabled in the browser but still does not work, please disable it and then enable it again!

2. Allow microphone usage in the computer settings:

1. In the search box in the bottom left corner, enter the microphone.
2. Open Microphone privacy settings.
3. Confirm that microphone usage is allowed.
4. Scroll the page and confirm that microphone usage is permitted for the browser you are using for taking a test.

Note: Suggestion to use headphones or another computer.

8 The camera is not working

Sometimes you experience problems with the camera, and you can not pass the equipment check.

Recommendations:

1. Confirm that access to the *camera is allowed in the browser.*

Chrome:

1. Click the three dots icon in the top right corner.
2. Navigate to the “Settings”.
3. On the left side, select “Security and Privacy”.
4. Select “Site Settings”.
5. Click on “Camera” under the “Permissions” section.
6. Confirm that the GC application is allowed to use your camera. If not, select the GC application and allow camera usage.

Mozilla:

1. Click the three lines icon in the top right corner.
2. Navigate to the “Settings”.
3. On the left side, select “Privacy & Security”.
4. Scroll the page and find camera settings. Click on the “Settings” button.
5. Confirm that the GC application is allowed to use your camera. If not, select the GC application and allow camera usage.

2. Allow camera usage in the computer settings:

1. In the search box in the bottom left corner, enter the camera.
2. Open Camera privacy settings.
3. Confirm that camera usage is allowed.
4. Scroll the page and confirm that camera usage is permitted for the browser you are using for taking a test.

Note: Suggestion to use an external Camera or another laptop.

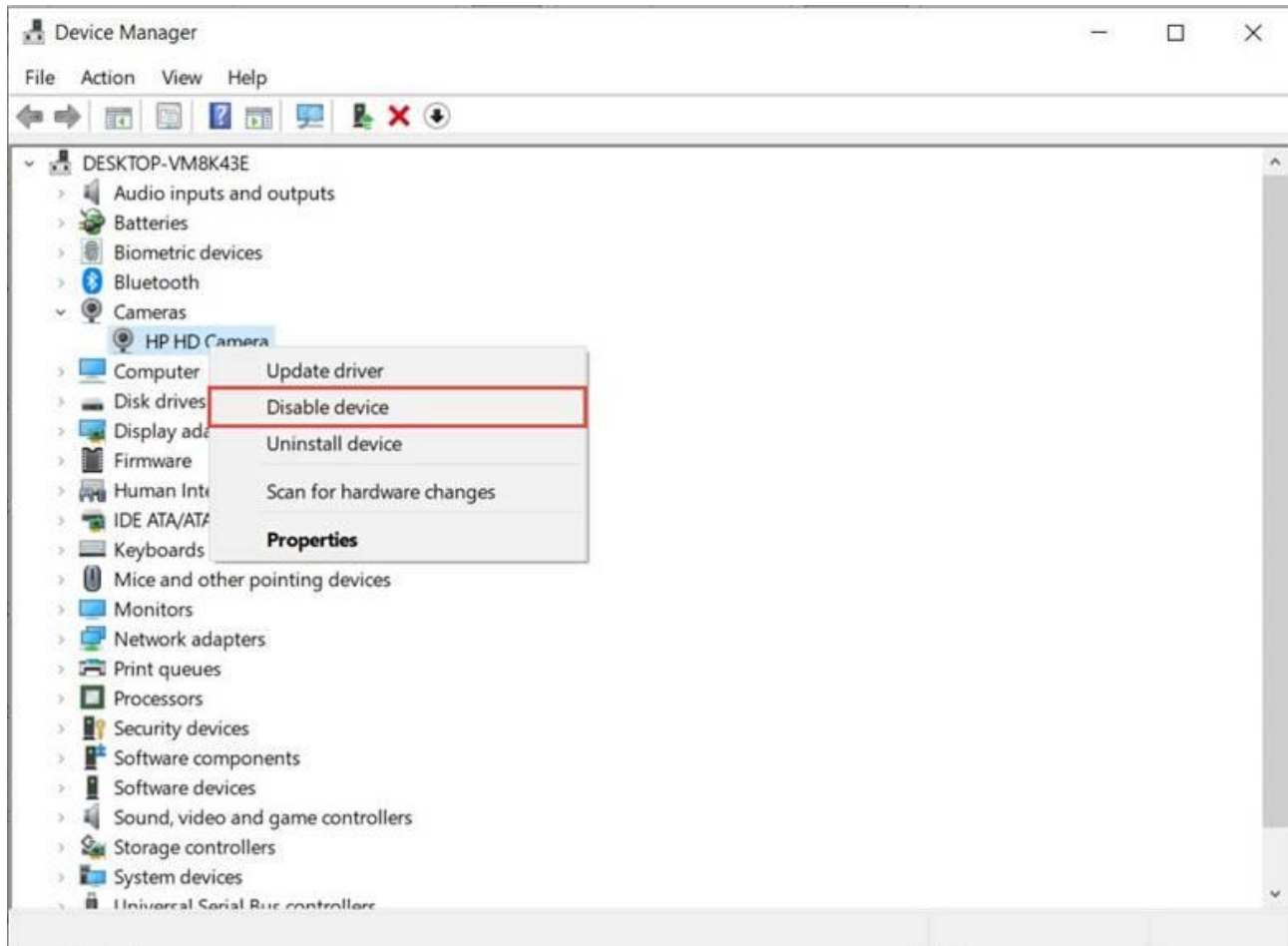
9 Trouble with the usage of the external camera instead of built-in one

Recommendations:

1. Computer settings:

Please try the following:

- Press “**Windows + X**”, and click Device Manager.
- Click “**Cameras**”.
- Right-click on the integrated webcam.
- Click Disable (picture below).



2. Browser settings:

Chrome:

1. Click the three dots icon in the top right corner.
2. Navigate to the “**Settings**”.
3. On the left side, select “**Security and Privacy**”.
4. Select “**Site Settings**”.
5. Click on “**Camera**” under the “**Permissions**” section.
6. Choose the desired web camera.

Mozilla:

1. Click the three lines icon in the top right corner.
2. Navigate to the “**Settings**”.
3. On the left side, select “**Privacy & Security**”.
4. Scroll the page and find camera settings. Click on the “**Settings**” button.
5. Choose the desired web camera.

10 "No Camera Available" notification when trying to connect the camera on macOS

1. Check if the camera is working correctly once more by using [this link](#).
2. If there is more than one webcam on your computer, we advise choosing the correct one in the browser settings. You can check [this link](#) for instructions.
3. Restart the computer if the webcam is working, but the error is still present.
4. If the issue persists, you should follow the instructions advised at the following links:
 - [How To Fix The 'No Camera Available' Error In MacOS](#)
 - [How to allow camera access](#)
5. Sometimes, for security reasons or when multiple applications use the camera, macOS users have limitations when connecting the camera to some sites. If nothing helps solve the issue, please use another computer or laptop.

11 “No video from camera” issue

This error can appear because of the following reasons:

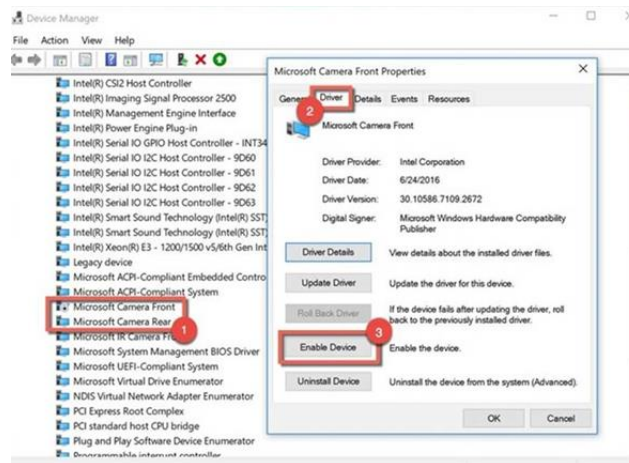
- The camera is not working
- The camera is reversed (showing back and not front)
- The camera has a cover
- The access to the camera is blocked by antivirus
- The driver is changed with the system update

The most common camera issues and their fixes are explained at the following link:

- <https://www.youtube.com/watch?v=KOJHbJxIJZ8>

The problem with the reverse camera usually occurs on Microsoft Surface computers or external cameras because the camera can be set to the back or front. If you have this problem, try this solution:

- Open Windows Device Manager (Right-click on the Windows menu and select **Device Manager**)
- Scroll down to **System Devices**; click to expand the menu.
- Double click on either **Microsoft Camera Front** or **Microsoft Camera Rear**
- Select **Enable Device** on the camera you want to use (front); Select **Disable Device** on the other.



12 Trouble with the usage of an additional monitor

For some users, it is easier to use larger monitors instead of laptop screens, but if it is not allowed, you must turn off an additional monitor and switch the test to the laptop screen.

Suggest to you the following:

1. Move the browser window to the laptop screen.
2. Click the Stop sharing button at the bottom of the page.
3. Turn off and unplug the second monitor.
4. The sharing window will appear. Choose to share the entire screen.

13 The screen went black during the test

The problem could be with your computer.

[Here](#) you can find the minimum system requirements for running Google Chrome.

Also, you could have experienced a known black screen Chrome issue, usually a sign of an unusual graphics display error.

There are multiple suggestions on how to solve this issue, and here is a link where you can find a few of them: <https://www.lifewire.com/fix-google-chrome-black-screen-4590373>.

14 Can not start the test and get the window with the message to reconnect the proctoring session or continue the test later

1. Check that ad-blockers and antiviruses are disabled.
2. Extensions in the browsers, such as Adblock or VPN, can cause the problem. Also, using a proxy server can cause the issue. Please disable all browser extensions or try a different browser, and do not use/disable proxies or VPNs.
3. Try accessing the test using another computer and from a different location and network.

15 Problem with QR code scanning

iPhone users:

1. Open your camera and try to scan the code.
 1. If the code is scanned, you will see your test my link. Click on it, and then the browser will open.
 2. If you cannot check the code using your camera, do the following:
 1. Open the App store.
 2. In the search box, enter QR Scanner.
 3. Download the QR Reader app, install then open it.
 4. Allow access to the camera and microphone.
2. Click the **“Start recording”** button and scan the environment.
3. Once you finish, click the **“Finish recording”** button, and confirm that you want to save the recording.
4. The next button in the Equipment check window will be enabled. Click on it to move on to the next step.

Android users:

1. Open your camera and try to scan the code.
 1. If the code is scanned, you will see your test my link. Click on it, and then the browser will open.
 2. If you cannot check the code using your camera, do the following:
 1. Open the Google Play store.
 2. In the search box, enter QR Scanner.
 3. Download the QR Reader app, install then open it.
 4. Allow access to the camera and microphone.
2. Click the **“Start recording”** button and scan the environment.
3. Once you finish, click the **“Finish recording”** button, and confirm that you want to save the recording.
4. The next button in the Equipment check window will be enabled. Click on it to move on to the next step.

16 Screen freeze and “Please wait” message during the test-taking process

If the candidate is in the test and is experiencing screen freezing or the pop-up message **Please wait** appears, we recommend the following:

1. Refresh the page: Please advise the candidate to refresh the exam page. This can often resolve minor technical glitches.
2. Check **My Assignments** tab: Kindly ask the candidate to navigate to the **My Assignments** tab and search for the test again. This may allow them to continue from where they left off.

17 Access to the camera and microphone

Page for checking webcam in browser:

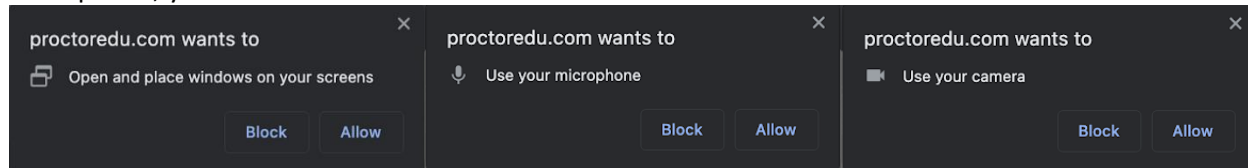
<https://webcammictest.com/> or <https://webcamtests.com>

Page for checking microphone in browser:

<https://webcammictest.com/check-mic.html>

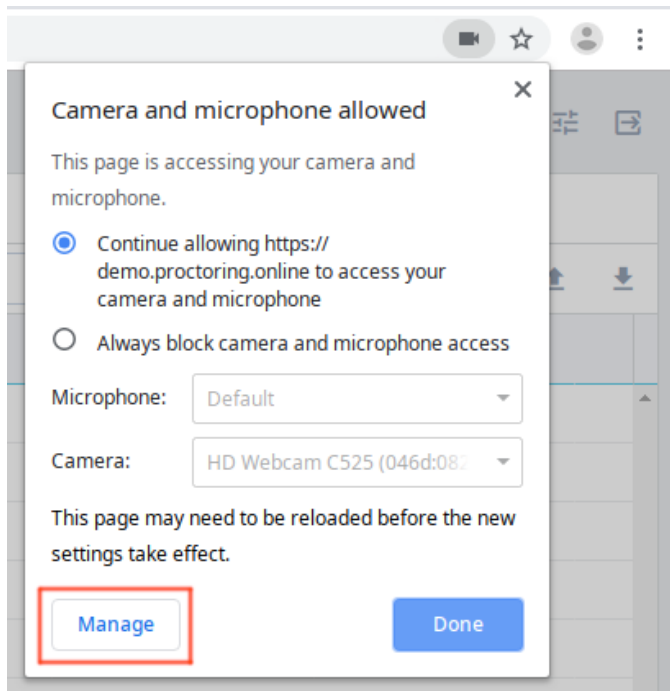
17.1 In Chrome Browser

The first time you request permission to place windows on your screens, access the camera and microphone, you must answer "Allow":

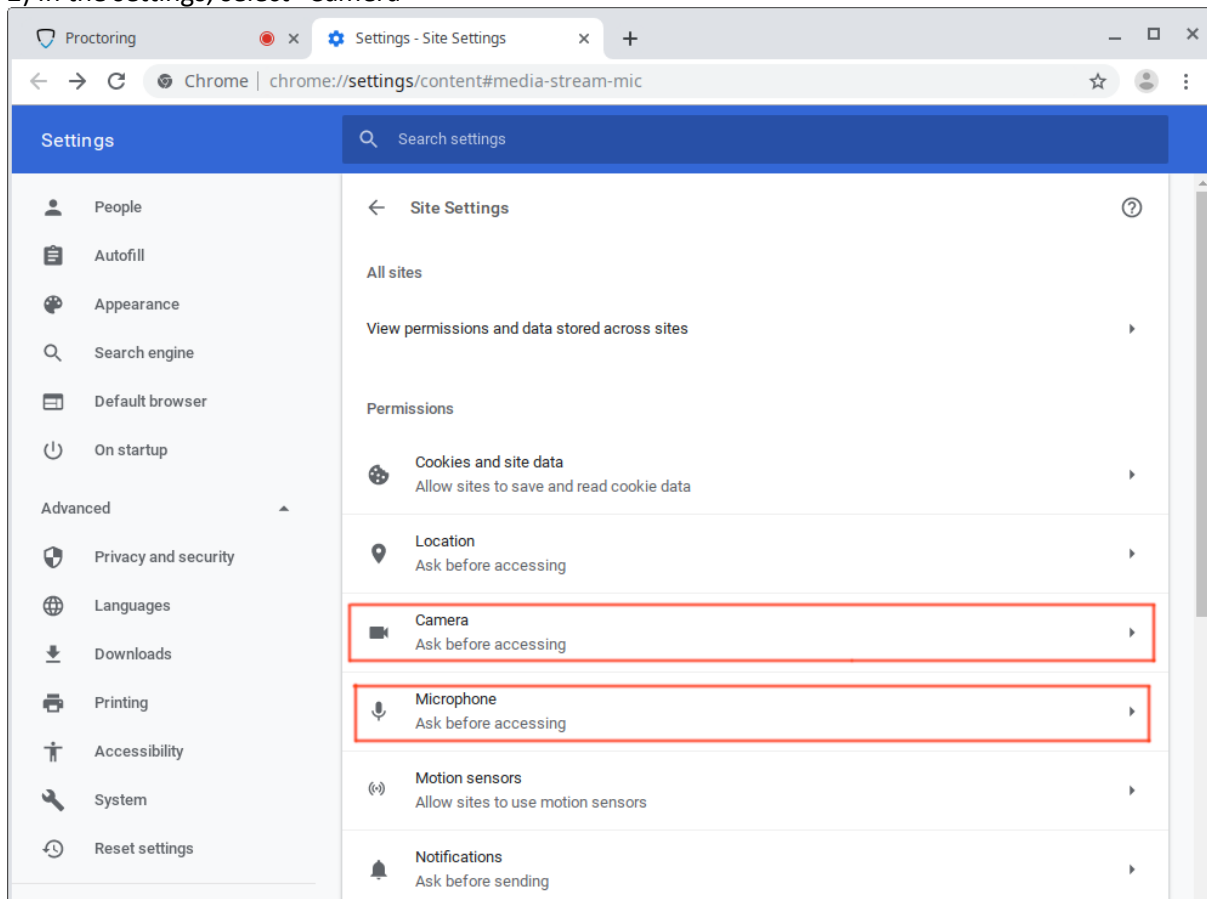


If several cameras are connected to the computer :

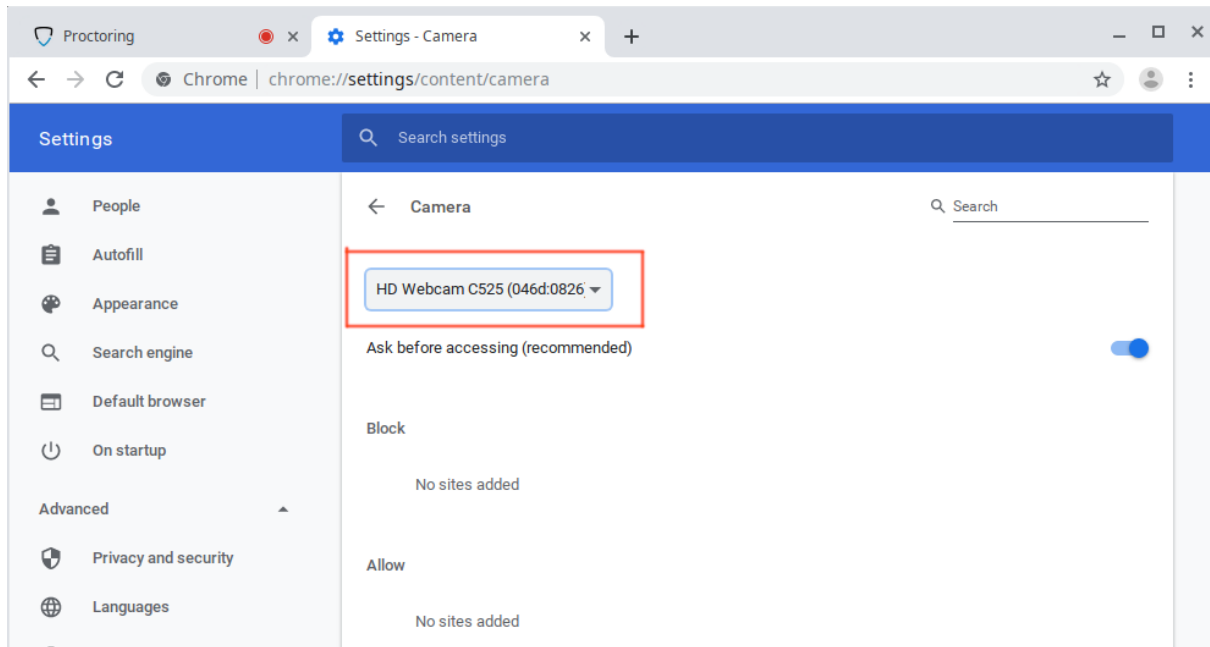
- 1) Click on the camera icon on the right side of the address bar and go to the settings by the "Manage" button (Windows and Linux) or the "Manage multimedia device settings" button (MacOS)



2) In the settings, select "Camera"



3) In the pop-up list, select another camera

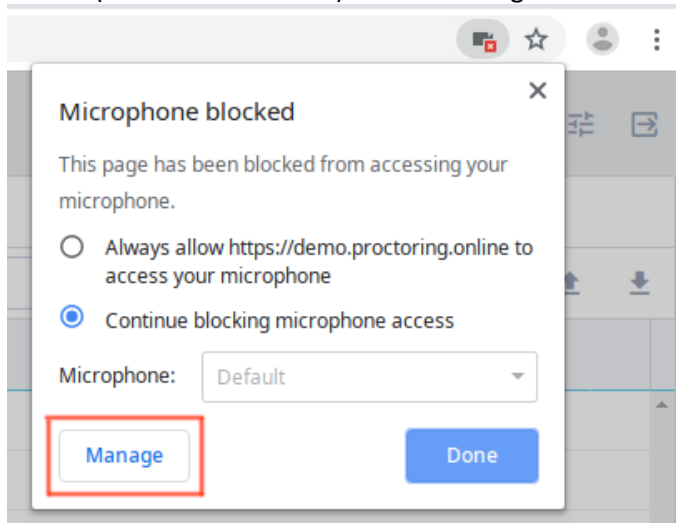


After changing the settings, you need to refresh the test page.

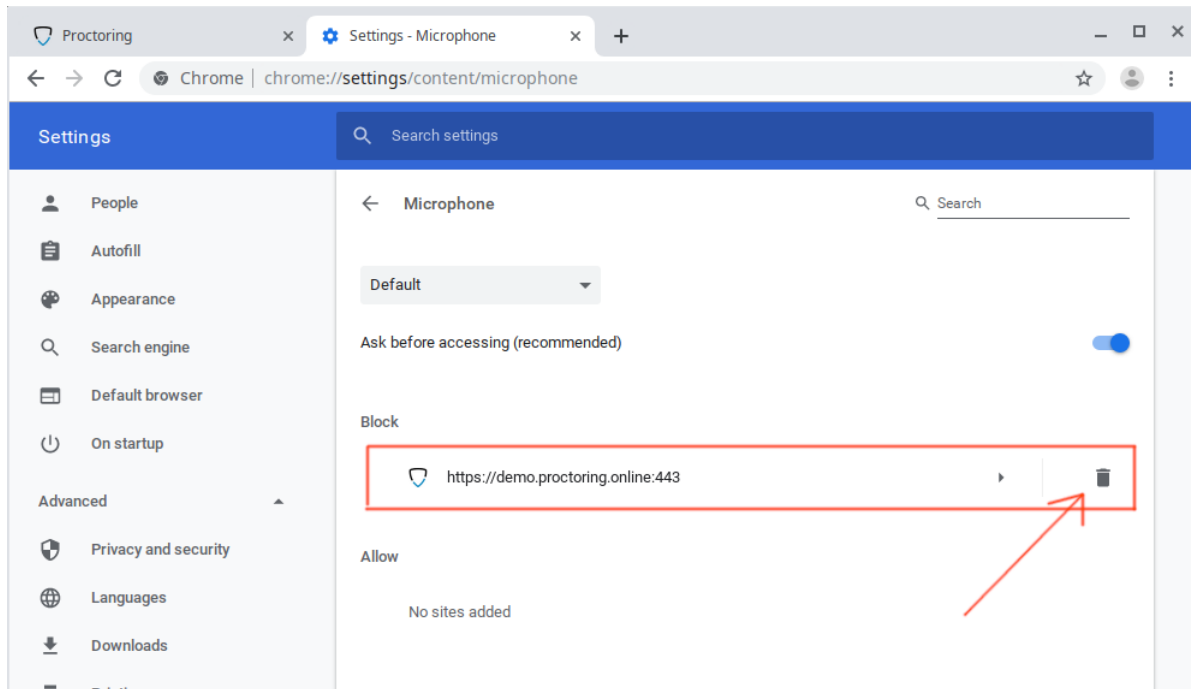
If several microphones are connected, you should follow the same steps for the "Microphone" item.

If access was blocked:

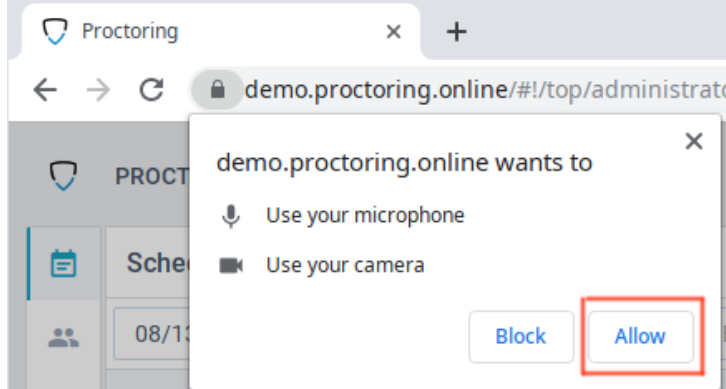
1) Click on the camera icon on the right side of the address bar and go to the settings by the "Manage" button (Windows and Linux) or the "Manage multimedia device settings" button (MacOS)



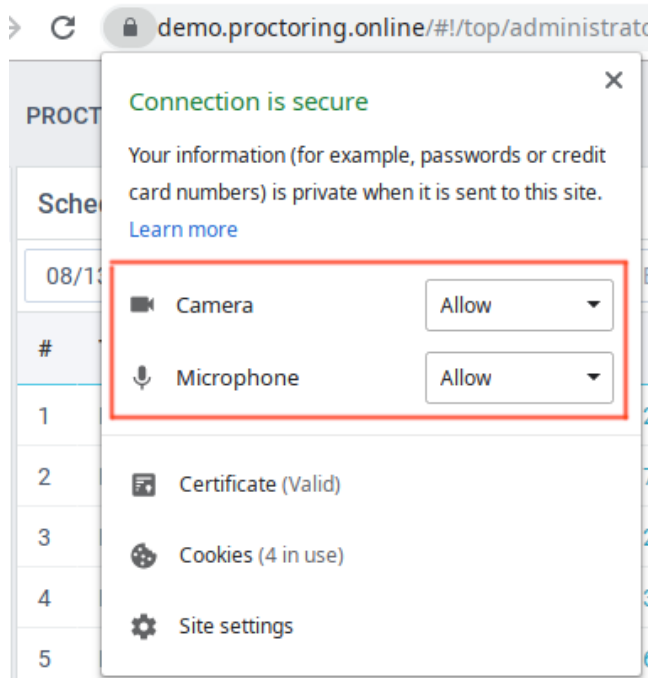
2) Remove from the list of blocked sites https://*.proctoring.online:443



3) Reload the page and reply to the request for access "Allow"



Another way to allow access to the camera and microphone is to click on the lock icon in the address bar and select "Allow" next to the "Camera" and "Microphone" items.



17.2 In Firefox Browser

The first time you request permission to access the camera and microphone, you should answer "Allow". To avoid repeated requests, you can check the box "Remember this decision". If access was denied, you should reload the page and give permission again.

