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1 Introduction

The document contains Answers to FAQ

2 FAQ

2.1 What to do if test-taking was interrupted?

Contact your test manager to reset the test attempt.

2.2 Which browser can I use to take a test?

- Google Chrome (Recommended)
- Mozilla Firefox

2.3 How to solve the webcam verification problem?

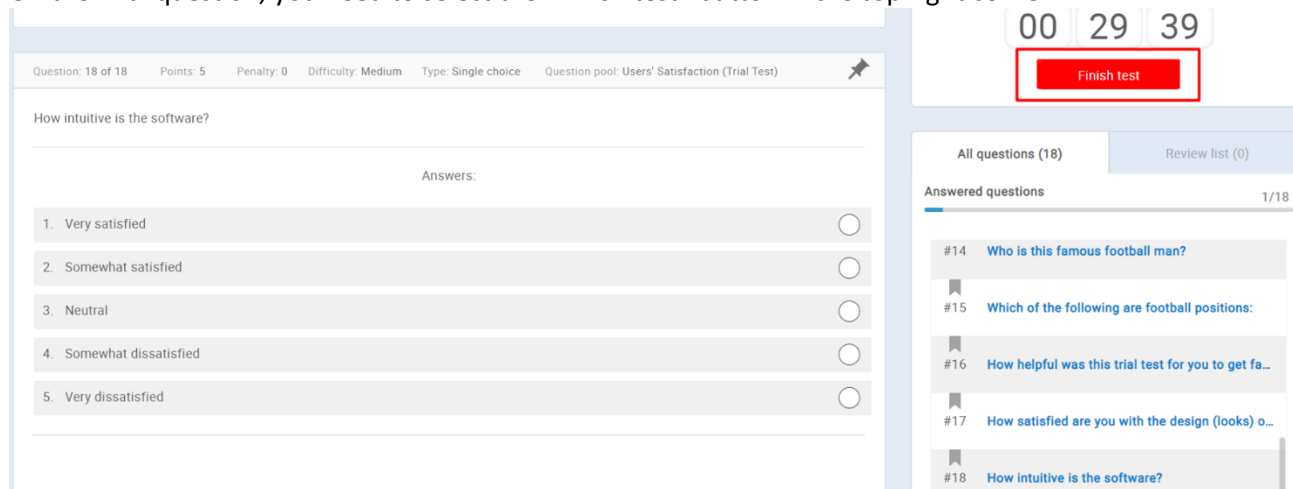
- Clear browser history/cache/cookies and restart your computer
- Try different browser

2.4 Do I need an actual headset, or will earphones suffice? Will I need to vocalize my responses within the test?

Your earphones should be enough if they have a microphone.

2.5 What do I need to do after the final question?

On the final question, you need to select the “Finish test” button in the top right corner.



The screenshot displays the YouTestMe test interface. At the top, a timer shows 00:29:39. A red box highlights a "Finish test" button in the top right corner. The main question area shows "Question: 18 of 18", "Points: 5", "Penalty: 0", "Difficulty: Medium", "Type: Single choice", and "Question pool: Users' Satisfaction (Trial Test)". The question is "How intuitive is the software?". Below the question, there are five radio button options: "1. Very satisfied", "2. Somewhat satisfied", "3. Neutral", "4. Somewhat dissatisfied", and "5. Very dissatisfied". On the right side, there is a sidebar with "All questions (18)" and "Review list (0)". Below this, a list of "Answered questions" shows 1/18 questions completed. The list includes questions #14 through #18, with #18 being the current question: "How intuitive is the software?".

2.6 What happens if I reload the page during the test-taking process?

If you reload the page during the test, you won't be able to continue the test until a test manager allows it.

2.7 Is this Practice test going to affect my Real test?

No, this is just a practice test so that users can familiarize themselves with the application before the real test.

2.8 I am not able to log into the application. What should I do?

Please make sure that you do not copy the blank space along with the password, as you will not be able to log in. In case you still have a problem, you should contact the YouTestMe Customer Support:

- Phone:
 - +1 647 558 6017
 - +1 888 418 1718 or
 - Toll-free +1 800 752 9931 ext. 107
- Email: support@youtestme.com

2.9 I have exited the application. What should I do?

You should open the application and contact YouTestMe Customer Support.

- Phone:
 - +1 647 558 6017
 - +1 888 418 1718 or
 - Toll-free +1 800 752 9931 ext. 107
- Email: support@youtestme.com

2.10 Do I need to reserve a specific time slot?

You should take the test within the time frame that it is specified.

2.11 Can I take the official exam if I didn't perform the practice trial test?

We organize a practice trial test so that the candidates can get familiar with the equipment check process, Face ID and ID card verification, and the test-taking process itself. It is highly recommended to take the trial test before the official exam.

2.12 I was getting proctor warning messages. Is this going to affect my test results negatively?

The final result of the test is based on the proctoring review. If you followed the instructions, you don't have to worry about these messages affecting your score negatively.

2.13 Can I see my test responses, which were correct, and which were wrong?

Unfortunately, we are not allowed to provide the test results and the correct answers. You will need to contact ARA regarding the final results of the test.

2.14 I took the Technical Trial test on my office PC. Can I take an exam on my private PC?

Yes, make sure that you have the necessary equipment checked and running.