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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
- Mozilla Firefox

2.3 How to verify the ID card step?

- Make sure your camera is not inverted

2.4 How to solve the webcam verification problem?

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

2.5 If I have questions about the testing, can I sign back in and submit to customer support?

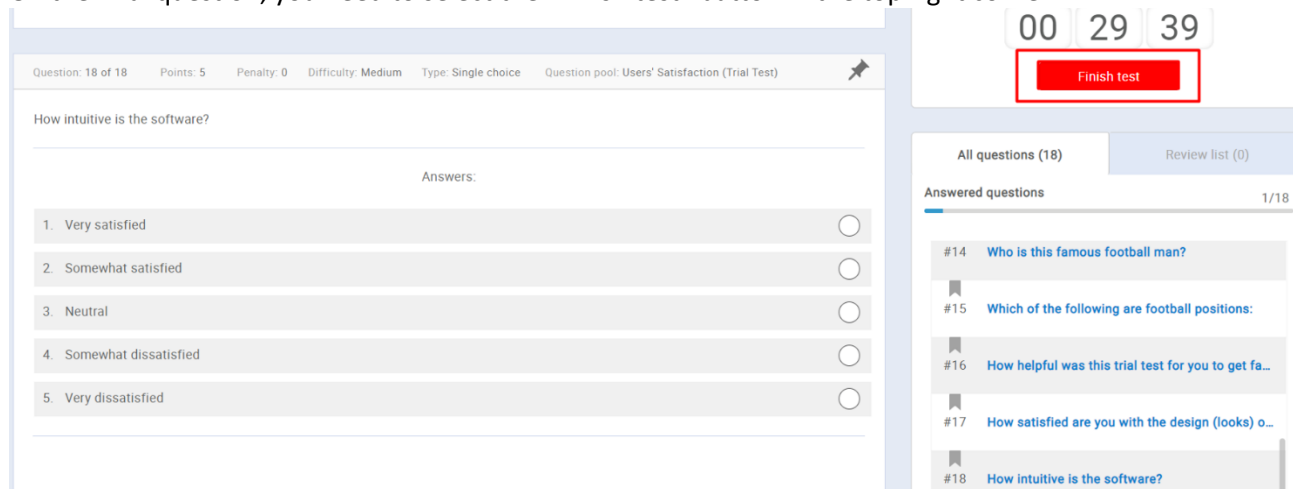
You can submit any questions that you have to customer support.

2.6 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.

2.7 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.



2.8 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.

2.9 How do I know that I've finished the test, and what to expect now?

After you finish the test, you will be notified that "The report will be available after the test manager reviews it," this message is displayed only when the test is finished. This is only if you didn't already see your test report.

2.10 Is this Technical test going to affect my Real test?

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

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

If you are having trouble logging into your account, please contact your application administrator.

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

You should open the application and contact your test manager to resolve your problem.

2.13 Do I need to reserve a specific time slot?

No, you can take a test as soon as it appears on the "My assignments" tab.

2.14 Can I take the official exam if I didn't perform the technical trial test?

We organize a technical 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. We could assign you to the official test if you didn't perform the trial. However, it is highly recommended to take the trial test before the official exam.

2.15 I was getting a 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.

2.16 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 CCVA regarding the final results of the test.

2.17 I took Technical Trial test on my office PC, can I take an exam on my private PC?

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