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1 FAQ

1.1 What to do if test-taking was interrupted?

Contact YouTestMe customer support on:
- **Phone:** +18884181716
- **Email:** ccva-support@youtestme.com

1.2 Which browser can I use to take a test?

- Google Chrome
- Mozilla Firefox

1.3 How to verify the ID card step?

- Make sure your camera is not inverted.
- Make sure there is enough light in the room.
- If ID contains two pictures, cover the smaller picture with something.

1.4 How to solve the webcam verification problem?

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

1.5 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.

1.6 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. Please contact YouTestMe support on:
- **Phone:** +18884181716
- **Email:** ccva-support@youtestme.com

1.7 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.

1.8 Is the Trial test going to affect my Real test?

No, the trial test serves only for users to get familiar with the application and test-taking process.

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

Please contact YouTestMe support on:
- **Phone:** +18884181716
- **Email:** ccva-support@youtestme.com

1.10 Do I need to reserve a specific time slot?

No, you can take a test any time within the time availability displayed on CCVA help center.

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

The trial test is mandatory so all candidates can get familiar with the equipment check process, Face ID and ID card verification, and the test-taking process itself before the official exam.

1.12 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.

1.13 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 CCVA regarding the final results of the test.

1.14 I took 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.