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1 I did not receive the email with the credentials

Please go through the emails you received on March 2 or March 3, and you should see an email with your username and password. Make sure to check Spam and Trash.

If you still can't find the email, send a message to info@teeneagle.org with your email address, first name, and last name.

2 I cannot log in with the received credentials

Please send a message to info@teeneagle.org with your email address, first name, and last name. They will provide you with new credentials.

3 How can I access the exam?

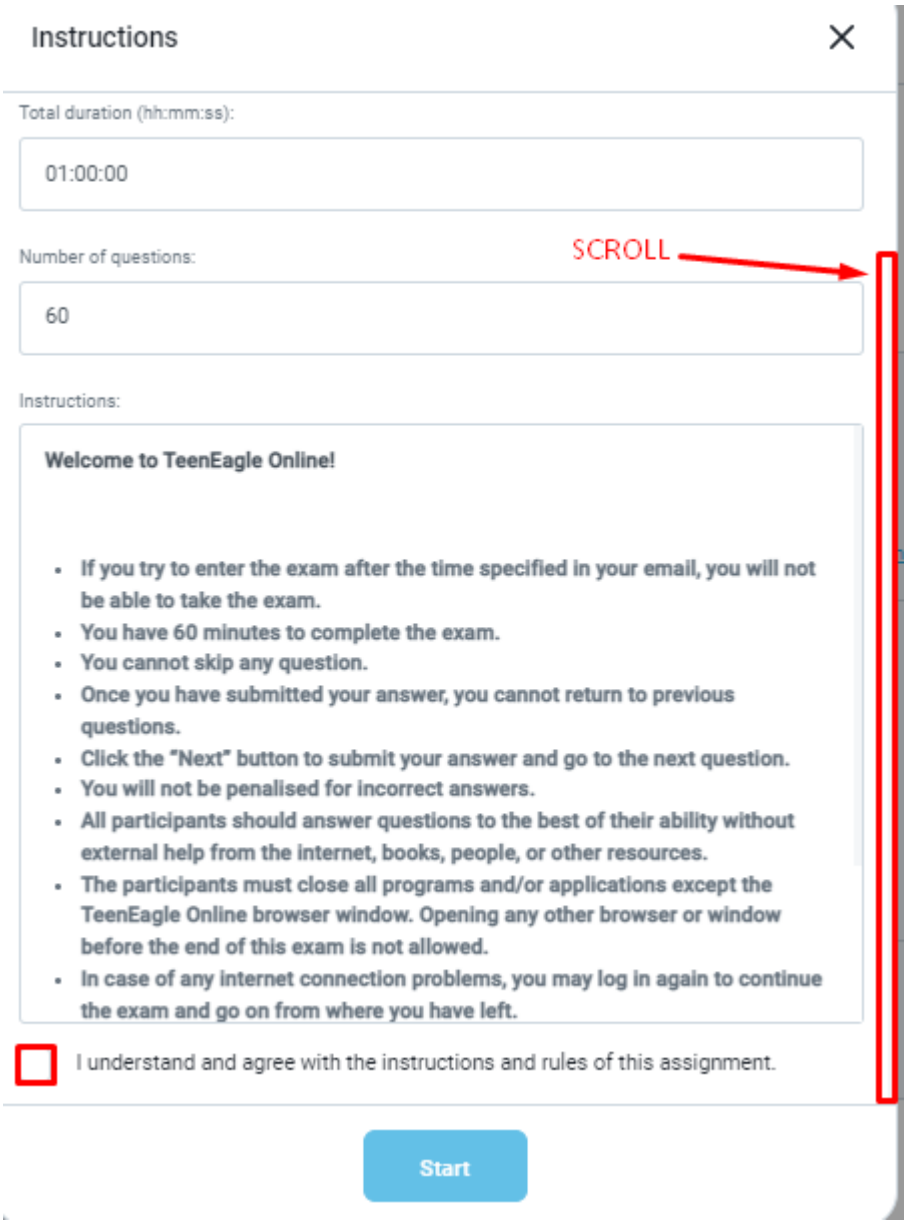
To access your exam, follow these steps:

1. Check for a notification from the system containing the exam instructions and the link to the exam.
2. Click on the provided link, and you will be redirected to the login page.
3. Enter the credentials you received within the email notification.
4. Click the "Start" button to start the exam.
5. The test instructions will appear. Scroll the dialog, check the "I understand and agree with the instructions and rules of this assignment" checkbox, and click the start button.

Note: For a comprehensive understanding, kindly refer to the exam instructions.

4 I cannot see the "I understand and agree with the instructions and rules of this assignment" checkbox

Use the main dialog scroll. The checkbox is located at the bottom of the dialog.



5 I cannot locate the start button and the page does not match the one presented in the instructions

The view and issues you are experiencing could be related to the device you are using. If you are currently using a mobile phone or tablet, we suggest switching to a laptop or desktop computer to resolve this issue.

6 Where is the link to my exam?

To access your exam, follow these steps:

1. Look for a notification email from the system with the subject **TeenEagle Online Session 3 - 4 March 2023.**
2. The email will come from **TeenEagle Team**.
3. If you don't see the email in your inbox, check your spam/junk folder.

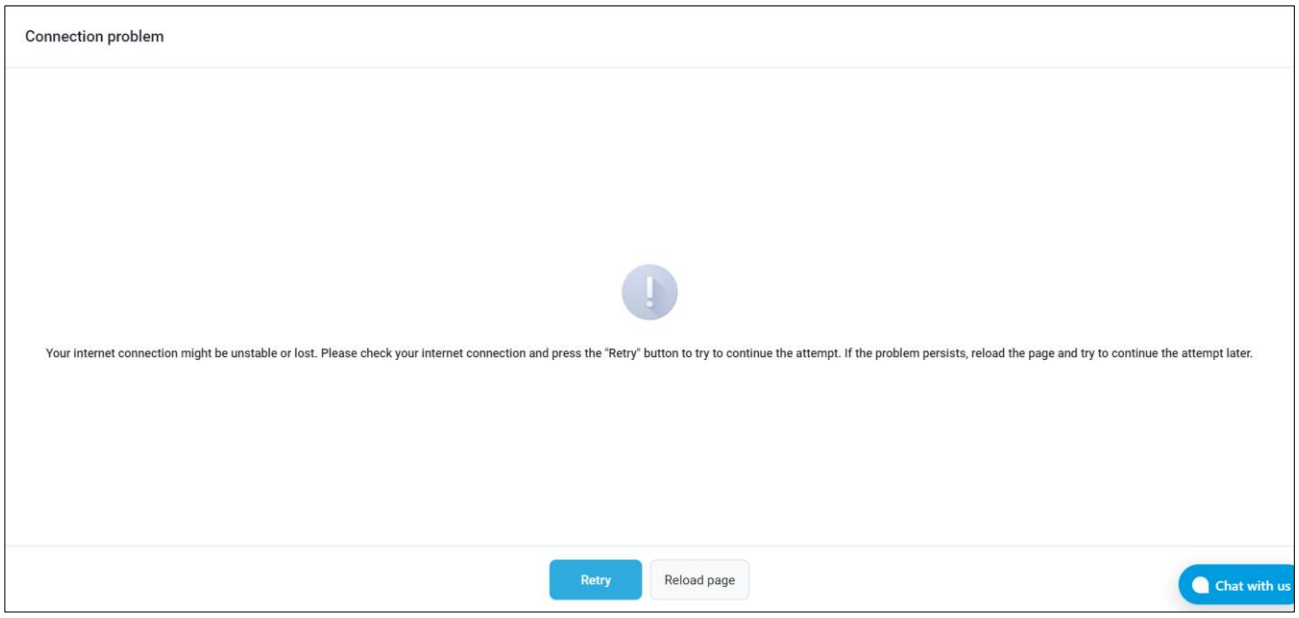
If you still can't find the email, send a message to info@teeneagle.org with your email address, first name, and last name.

7 I don't see the email with the exam link

Check your spam/junk folder for an email from **TeenEagle Team** with the subject **TeenEagle Online Session 3 - 4 March 2023**. If it's not there, please send an email with your full name and email address to info@teeneagle.org to resend the link.

8 What happens if I lose my internet connection during the exam?

If you lose your internet connection during exam, once the connection is re-established, simple click the **Retry** button to re-enter the exam. Your progress, including the remaining time and answered questions, should be saved.



9 I got kicked out of the exam! How can I go back in?

If you were kicked out of an online exam, simply click the link you received in your email to regain access. Your answers and remaining time will still be saved, and you will not have to start over from the beginning.

10 How will I find out if I passed the exam?

You will receive notification of your exam results once they are released. The information on your pass/fail status will be provided to you through the method specified by the exam administrator.