**Welcome Message:**

Greetings from myCoach!Welcome to the SLA Online certification Test!

I am here to assist you during the test!

Your test has started and at any time during the test you can open this chat window and get your doubts clarified.

Also you can contact us at: **9884729135 / 9884197360**

All the best!

**Important Instructions to Follow:**

* Do not move away from the test window during the test.
* Make sure you are always visible in the camera range.
* Do not use your mobile phone except to communicate with us.
* Do not speak to anyone during the test (Colleagues/Customers etc.,)
* Your test session is being recorded for review purposes (Audio/Video)

**Dear Candidate, Pls answer all the questions in 1 & 2 before submitting the test**

**User not within camera range/screen:**

Dear Learner, Your test has been paused.

Please adjust your camera so that we can see you clearly. Your test will resume once you are clearly visible on the screen.

**Another person visible on the screen:**

Dear Learner, Your test has been paused.

We notice another person in your camera range so please ask him/her to move away so that we can resume your test.

**User found speaking/discussing with another person:**

Dear Learner, Your test has been paused.

Please do not discuss or speak with anyone during the test. If found doing the same again, your assessment will be disqualified.

**User found accessing other applications on the system:**

Dear Learner, Your test has been paused.

Please do not access any other application during the test. If found doing the same again, your assessment will be disqualified.

**User found accessing mobile phone during the test:**

Dear Learner, Your test has been paused.

Please do not use mobile phone during the test. If found doing the same again, your assessment will be disqualified.

**User speaking on phone during the test:**

Dear Learner, Your test has been paused.

Please do not speak over phone during the test. If found doing the same again, your assessment will be disqualified.

**User not available in the seat**

Dear Learner, Your test has been paused.

Please stay in the camera range throughout the test. Your test will resume once you are visible on the screen. Do not repeat this again or your assessment will be disqualified.

**User repeatedly looks away from the screen**

Dear Learner, Your test has been paused.

Your focus seems to be away from the test screen so please look at the screen alone during the test.

**(Same script to be used in the Comment section while Authorisation for the below mentioned cases)**

**User did not show ID card during authorisation:**

Dear Learner, Please show a valid photo ID card in front of the webcam clearly so that we can authorise your identity.

**User’s ID card not clear during authorisation:**

Dear Learner, The ID card captured was not clear so please show it properly in front of the webcam and resubmit.

**User’s face not clear during authorisation:**

Dear Learner, We were not able to recognise your face clearly. Please capture and resubmit your photo again.