SACPCMP Proctored Exam

Support Document

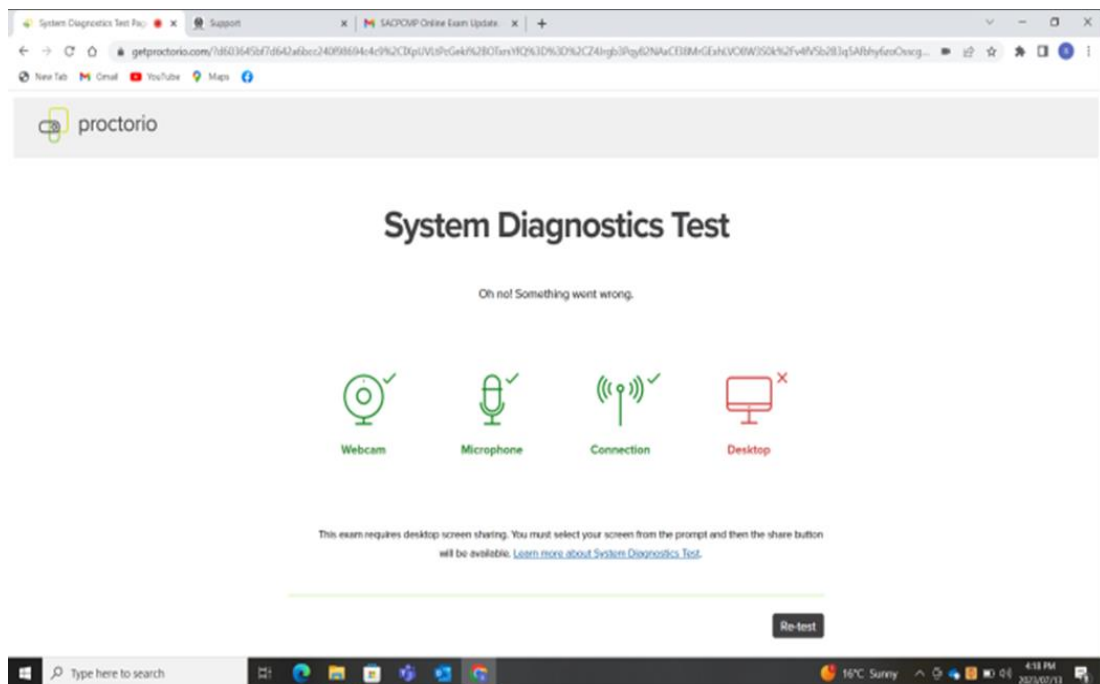| Revisions	
Revision Date:	**Revised by:**
Comments:	
Revision Date:	**Revised by:**
Comments:	

1. Introduction
   a. Purpose

   The purpose of this document is to list the common issues experienced by applicants and provide solutions thereof. It is intended to be used by for both support administrators and applicants.

2. Issue List

   Issue 1: Red Desktop Icon

Cause(s)
The screen was not shared when prompted.

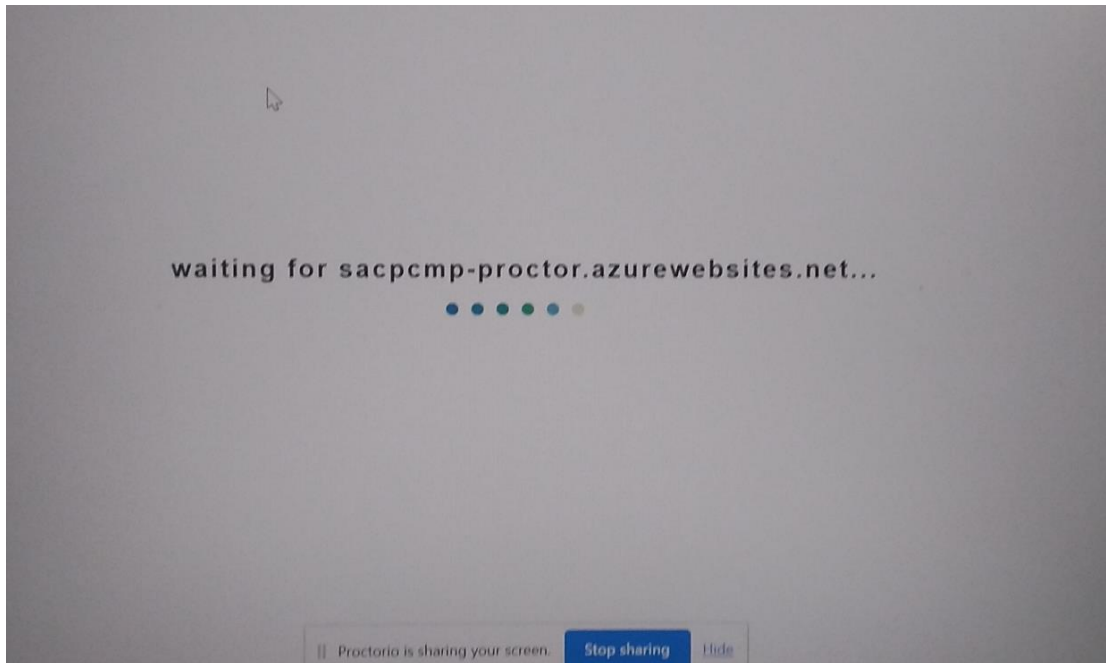| Solution(s) |
| --- |
| To solve this issue, one needs to share the screen when prompted by following the steps below:
1. Reload the page. This action will take you to the previous page.
2. Once back to this page, a pop-up screen will show prompting you to share the screen. Then click on the image that looks like the screenshot of your screen.
3. After clicking on the image, the share button will turn blue, then click on it to share the screen. |

Issue 2: Disabled Share Button
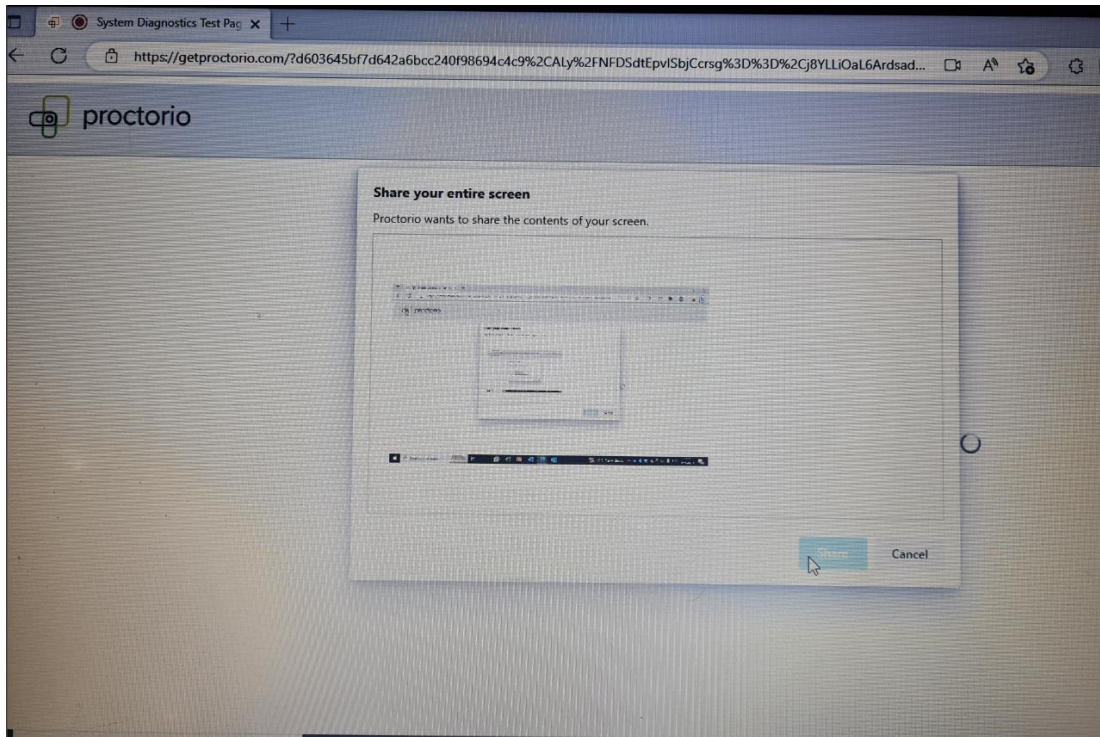
Cause(s)
The image was not selected.

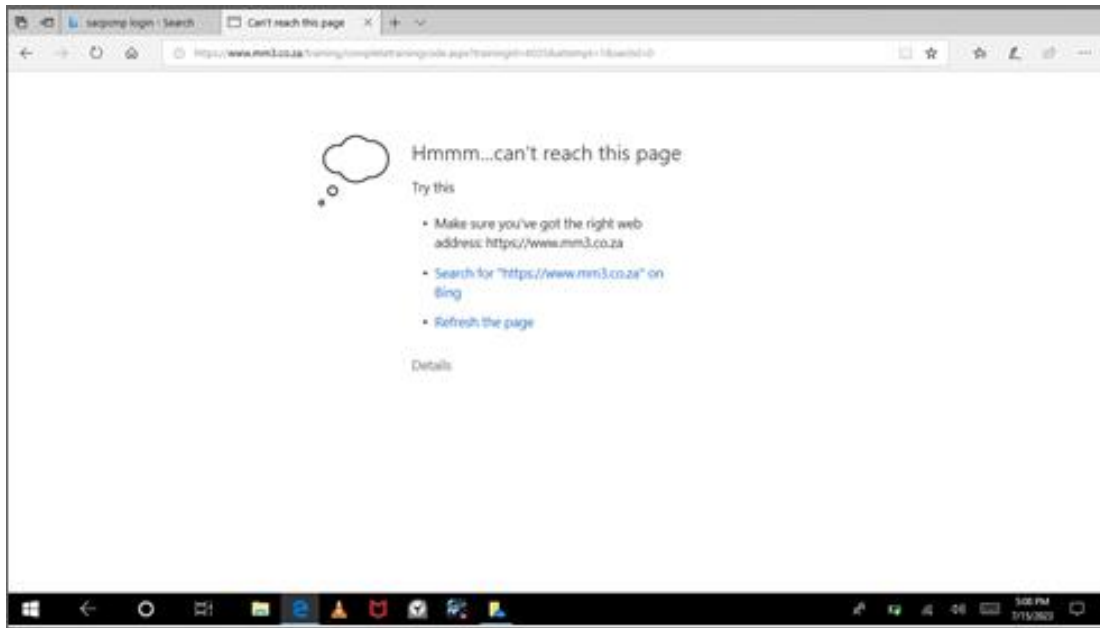| Solution(s) |
| --- |
| To solve this problem, follow the steps below:
1. Click on the image.
3. After clicking on the image, the share button will turn blue, then click on it to share the screen. |

Issue 3: "Waiting for sacpcmp-proctor.azurewebsites.net"

Cause(s)
This is usually caused by a slow internet connection

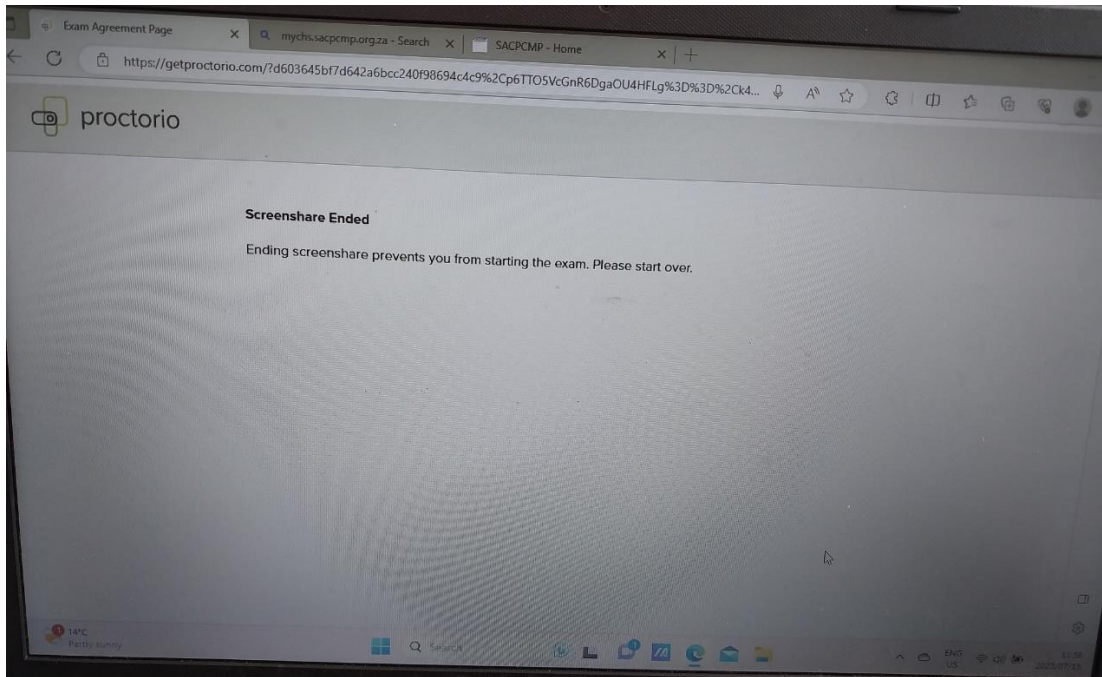| Solution(s) |
|---|
| To solve this problem, follow the steps below:
 1. Escape this screen.
 2. Close the whole browser entirely.
 3. Check your internet connection
 4. Then try to access the exam again.

 If it still occurs, please try another browser. |

Issue 4: "Hmmm.. can't reach this page"

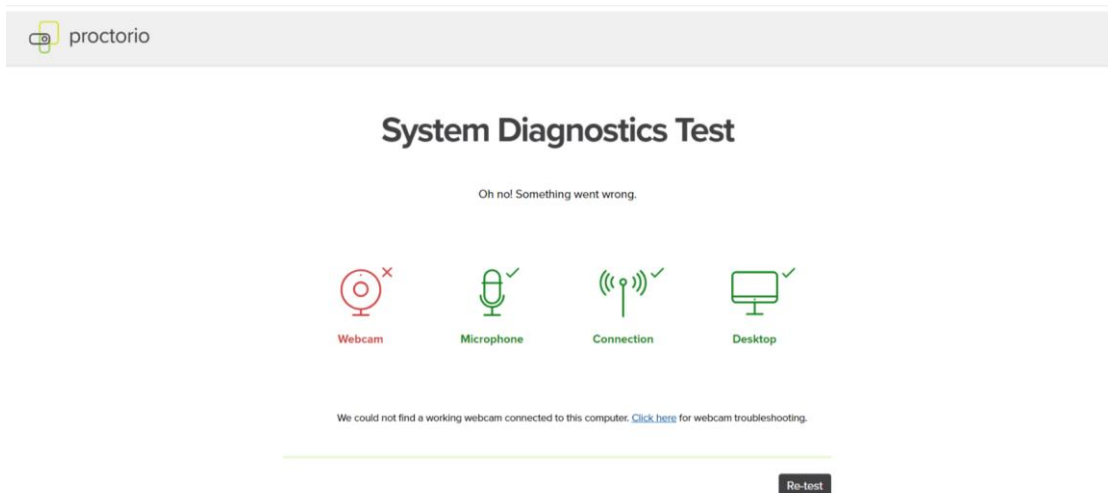| Cause(s) |
| --- |
| The possible causes for this issue are:
- Internet connection
- Firewall
- System unavailability |

Solution(s)
To solve this problem, please try to see if you can access other sites. If you can, please contact your exam provider.

Issue 5: Screenshare Ended

Cause(s)
This occurs if you click on the blue 'Stop Sharing' button located at the bottom of the screen while authenticating or taking the exam

Solution(s)
To solve this problem, the applicant will need to refresh the page and start the process afresh.

Issue 6: Red Desktop Icon

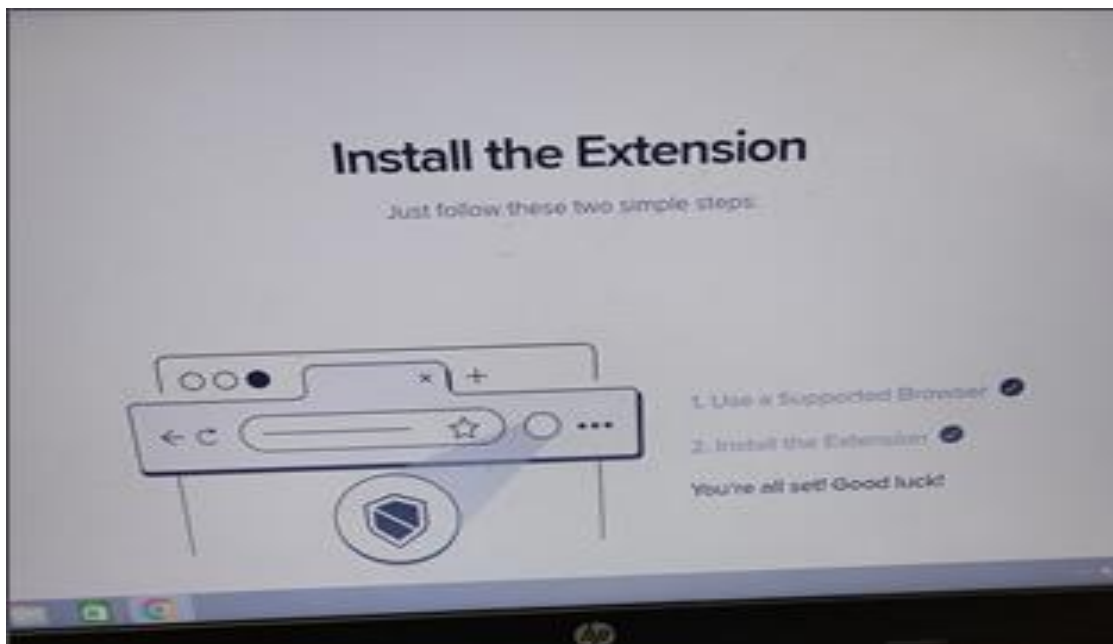| Cause(s) |
|---|
| The applicant did not allow the browser to use the webcam when prompted. |

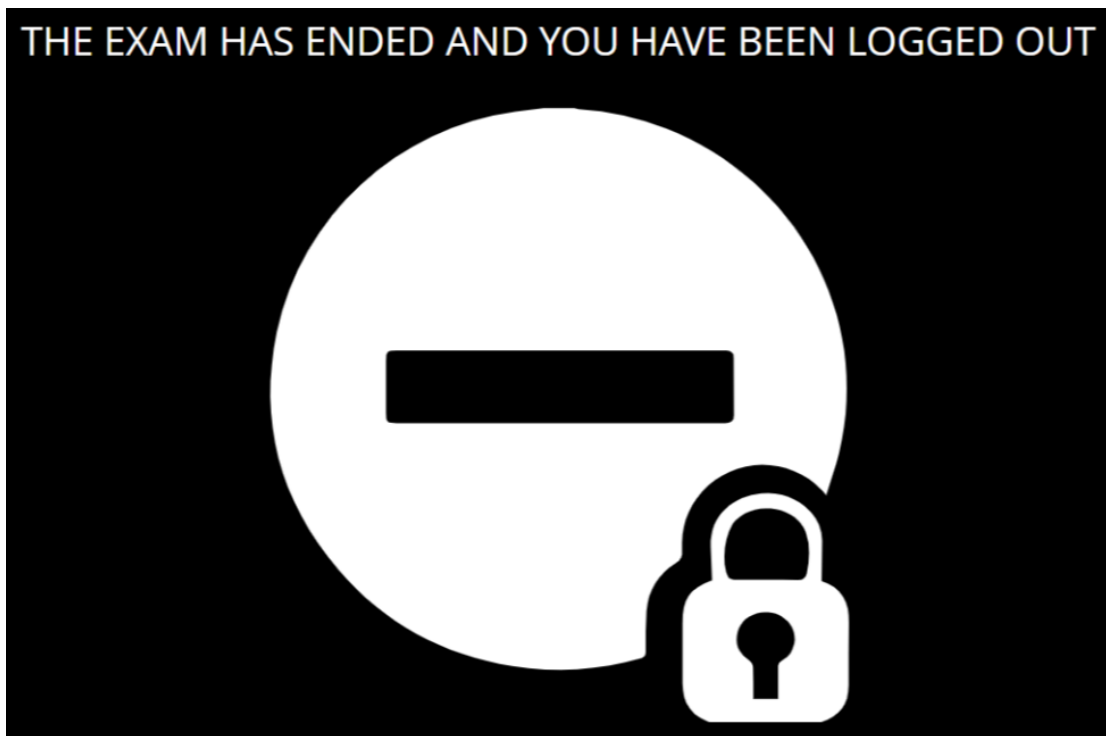| Solution(s) |
|---|
| To solve this problem, the applicant will need to refresh the page and start the process afresh. Once he is back to this page, a pop up window will show either on the top left or right prompting to allow the browser to use the camera. You will need to click on the 'Allow' button. |

Issue 7: Red Desktop Icon

Cause(s)

Solution(s)
The applicant will need to refresh the page. If the issue still persists, he will need to change the browser.

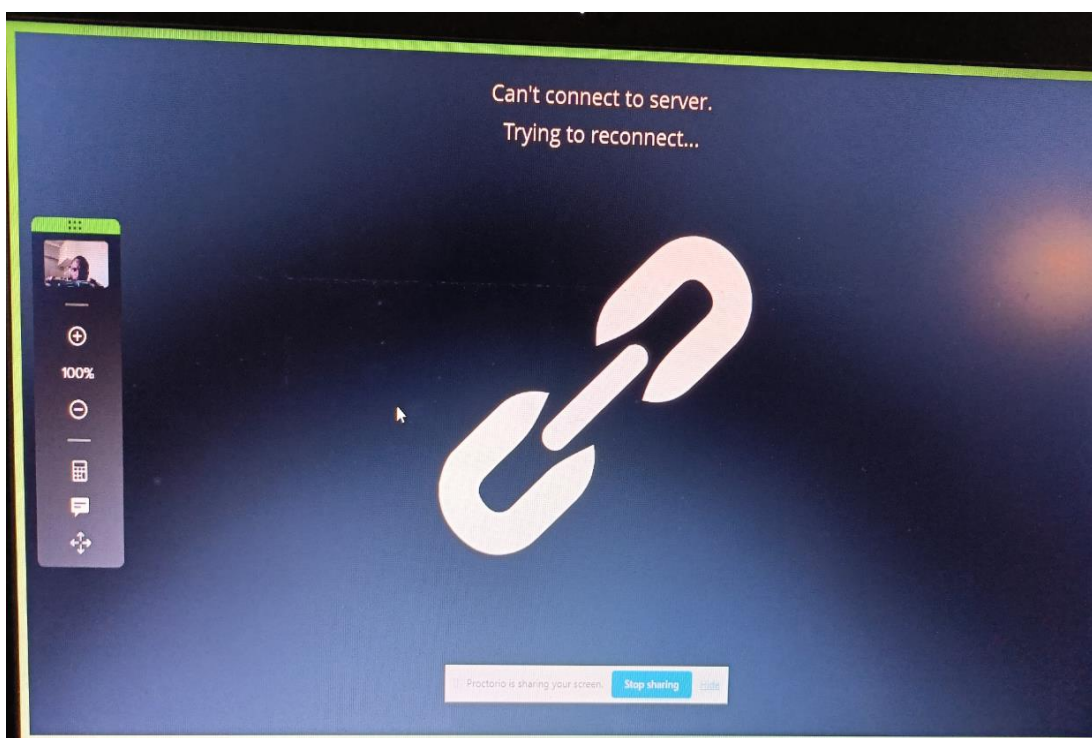Issue 8: The Exam has ended and you have been logged out

Cause(s)
The possible causes for this issue are: - Exiting the full screen - Stopping the screen share

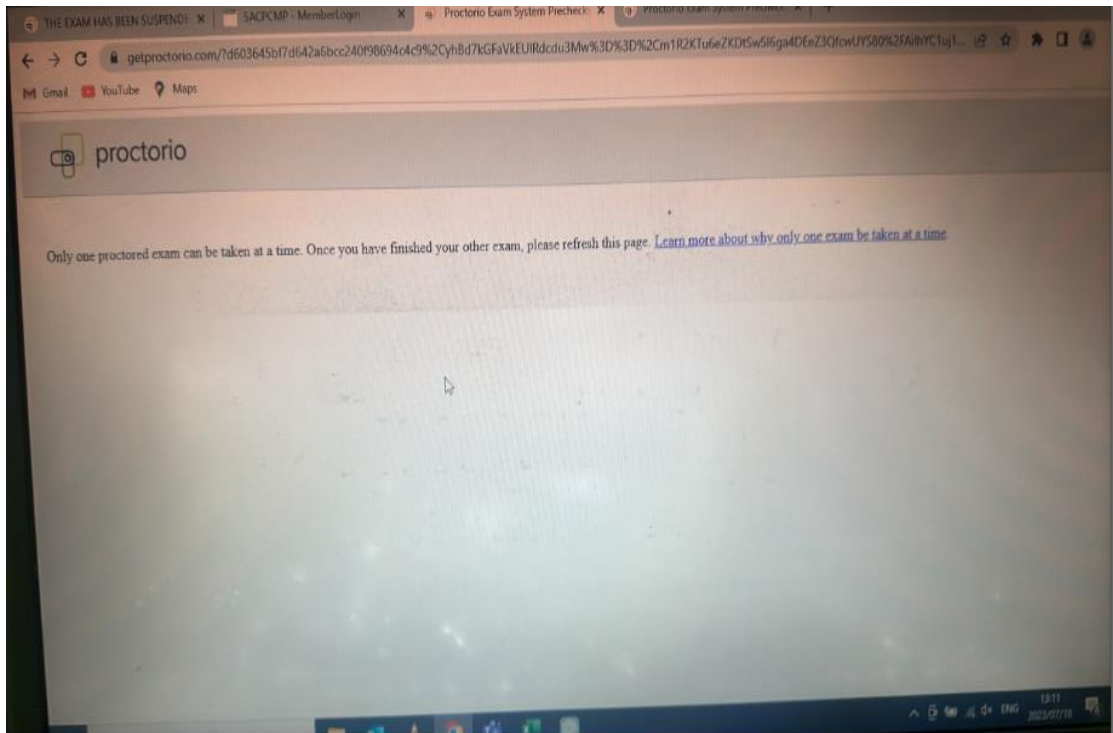| Solution(s) |
|---|
| The applicant will need to refresh the page and start the process afresh. |

Issue 9: Can't connect to server

Cause(s)
This occurs when the internet connection drops during the exam

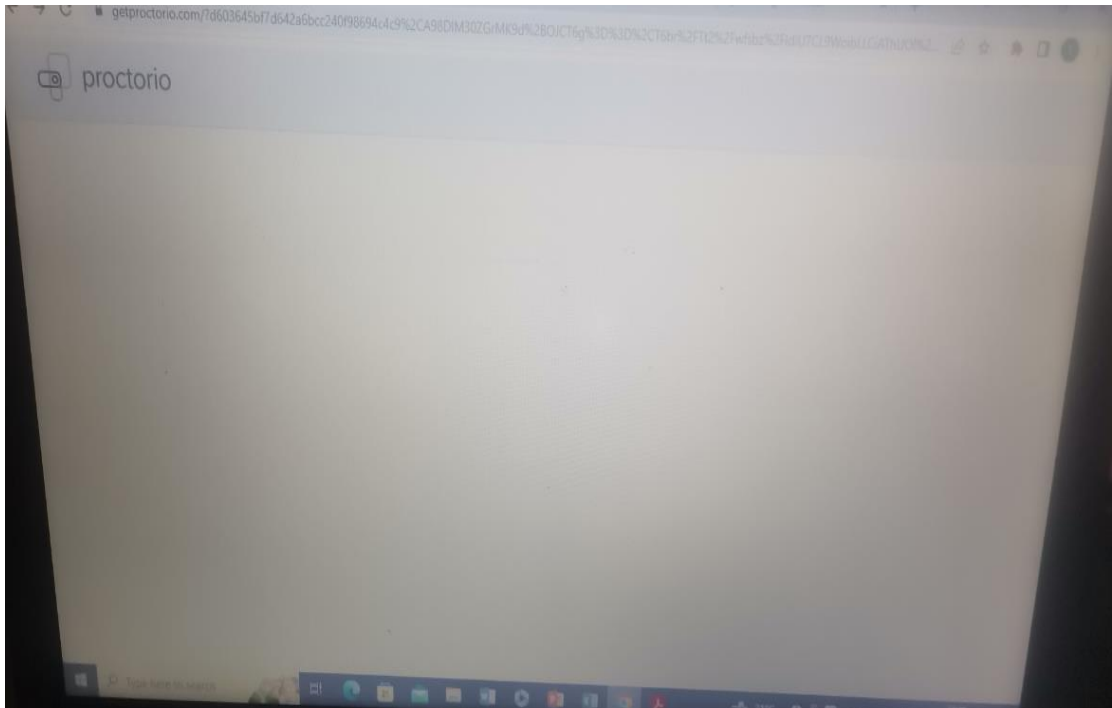| Solution(s) |
| --- |
| The applicant will have to wait for a few minutes for the connection to be re-established. If the issue persists, the applicant will need to close the browser and try to access the exam again. |

Issue 10: Only one proctored exam can be taken at a time

Cause(s)
This indicates that more than one Proctorio tab is open.

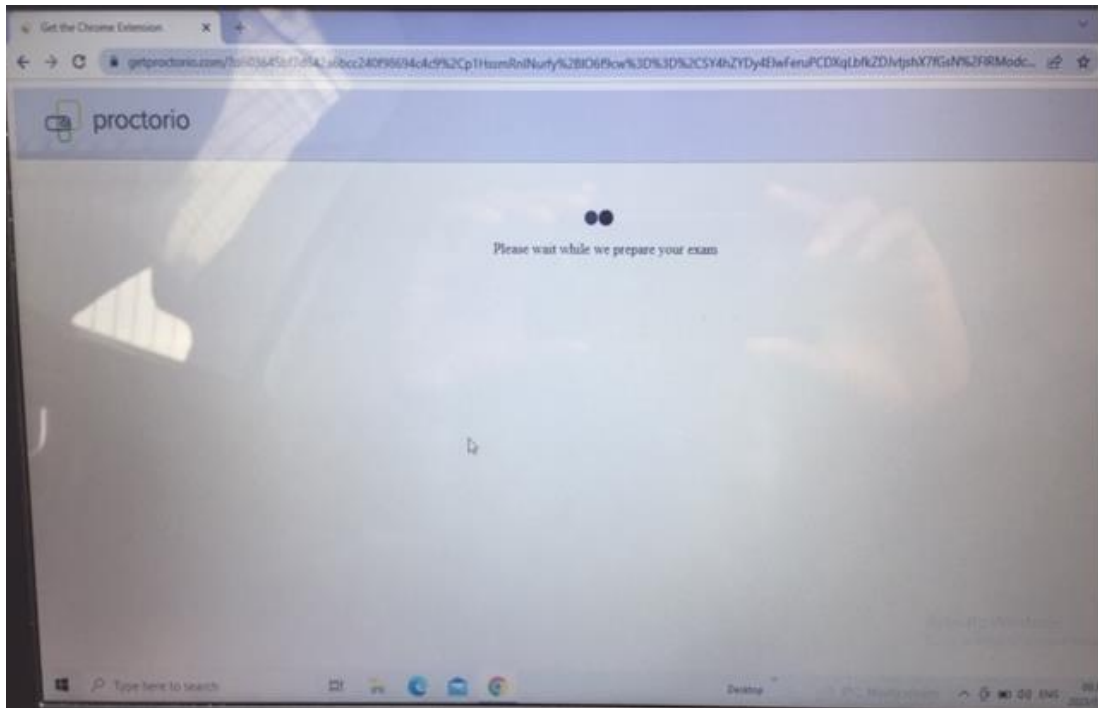| Solution(s) |
|---|
| The applicant will have to close all the other Proctorio tabs and refresh the active one. |

Issue 11: Blank proctorio Page

Cause(s)

Solution(s)
The applicant will have to refresh the page

Issue 12: Please wait while we prepare your exam

Cause(s)

Solution(s)
If this page takes long to open, the applicant will have to refresh the page.