# uLearn

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## Troubleshooting Guide for Students

This guide in the form of Frequently Asked Questions, is for the students using uLearn to take the test. It helps in troubleshooting all the issues that occur in the process of giving the test.

**Frequently Asked Questions**

**Q 1** I am getting a message saying "Browser not supported".

**Ans** You can take the test only on Google Chrome browser. You can download Google Chrome and install it if you don't already have it on your computer.



Also ensure that you are well equipped with the following as well:
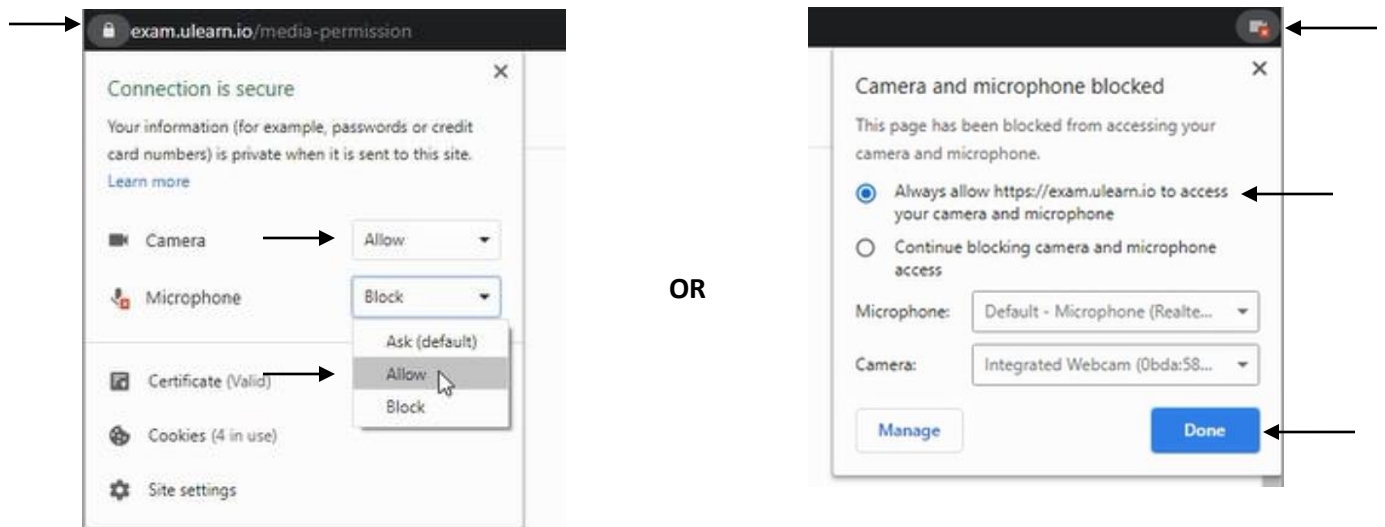
1. Laptop/Desktop
2. Working webcam and microphone
3. Stable internet connection

**Q 2** I am not able to enter the test. It is showing an error which says "You are not allowed to start the test after start time".

**Ans** You can start the test only before the start time. You will not be allowed to enter the test when you start it beyond the test start time. It is advisable to login and start the test one hour before the start time to avoid any kind of delay.

**Q 3** I am not getting the dialog box to allow webcam and microphone access?

**Ans** You can change webcam/camera and microphone permissions to **allow** by clicking the lock icon (upper left) or broken camera icon (upper right) of the Chrome address bar.



**OR**



**Q 4** I am not able to proceed further from the media permission screen even after allowing the permission for camera and microphone access.

**Ans** Make sure you have a properly working webcam and microphone and that you are using the latest version of Google Chrome:
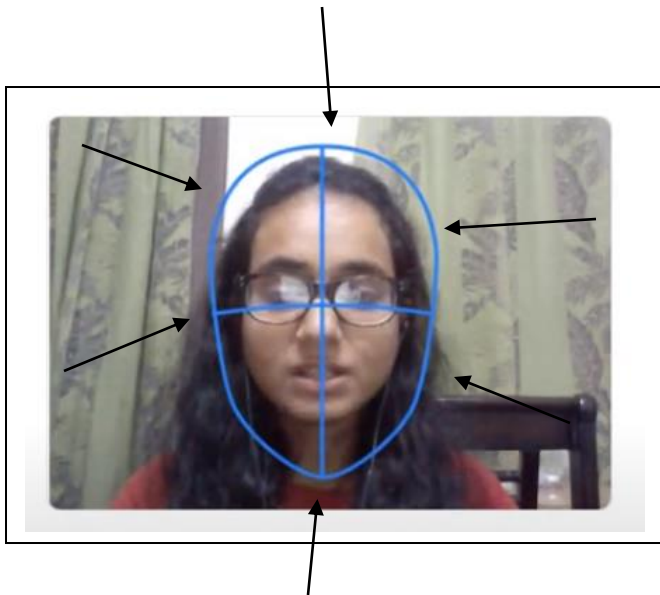
- Check to make sure your camera works in Chrome at https://webcamtests.com/. Click the "Test my cam" button and wait for the test to complete.
- Check that your microphone works in Chrome at https://www.onlinemictest.com/. Click the play button. If the lines move when you talk, your mic is working.
- To update your version of Google Chrome go to https://support.google.com/chrome/answer/95414

Please check your system compatibility and fix the issue if any appears before starting the test.

**Q 5** I am not able to successfully capture my face snapshots even after multiple attempts.

**Ans** You need to capture your face snapshot successfully to proceed further to start the test:

- Make sure your face is aligned properly with the blue frame provided

- You should be facing towards the light of your room and there should be sufficient light on your face
- Your face should not be covered/blocked by any object or even your hands while giving the test.
- There should be no one around you or any painting, t-shirt with a face on it while you are giving the test.

**Q 6** On the timer screen there is no timer running and I am not able to start the by clicking on the button "If your test does not start automatically click here"
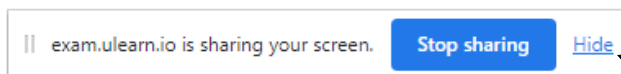
**Ans** Please make sure you reach the timer screen before the test start time otherwise you will not be able to start the test. It is advisable to login and complete the pre-checks one hour before the start time to avoid any kind of delay.

**Q 7** On clicking the Hide button of screen share widget during the test, I get warning of navigating away from the test screen.

**Ans** Screen Sharing widget is a default and separate window of your system. Therefore, any action on that widget will result in navigation away from the test screen. To avoid this situation make sure you hide the Screen Sharing widget on the timer screen itself.

**Q 8** After resuming the test, I am not able to edit my previously answered questions.

**Ans** When you resume the test you will not be allowed to edit your previously answered questions.

**Q 9** My test has stopped abruptly and it is showing a message which says "You have exhausted your warnings".

**Ans** Your test stops automatically and blocks you to re-attempt due to the warning criteria as set by your instructor. Once you exhaust all your warnings you will not be able to take the test unless your instructor/proctor allows you. You can contact your instructor/proctor for further assistance.

**Q 10** What all amounts to violation during a test?

**Ans** Following activities amount to violation during a test:

- Navigation away from the test screen
- Covering your face, covering the camera or not looking straight in the camera
- Having someone around you during the test or making someone sit in your place to give the test
- Speaking to someone during the test
- Exiting full screen mode
- Stopping screen sharing
- Blocking the camera and microphone

**uLearn Support**

If you need further assistance you can contact uLearn support anytime through one of the following ways:

E-mail: support@ulearn.io

Toll Free: 1800 209 8366