

# Troubleshooting- Remote Invigilation

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## Introduction

In order to support centres and learners with the setup requirements for remote invigilation for onscreen external assessments, the below technical support will provide initial troubleshooting.

Centres must ensure they have read and understood the Centre Instructions for Remote Invigilation and have referred to the System User Guide for Remote Invigilation in the first instance.

Learners will be able to access support with any technical issues and any setup requirements when they have received the System Check email notification and when the learner launches the onscreen external assessment (test). Learners will be able to access support through the Live Chat function. If a learner is experiencing technical issues for up to 15 minutes, they will be advised to contact their centre and advise they were unable to complete the onscreen external assessment due to experiencing technical issues for up to 15 minutes.

In this instance, the centre would need to contact NCFE to reschedule the onscreen assessment.

## General troubleshooting

### **My learner hasn't received any emails about their upcoming onscreen external assessment**

- check the junk folder as these might have arrived in there
- check the learner's email address has been inputted correctly or has been added in Surpass
- check the learner has been booked on to an OdOi onscreen external assessment version
- contact [RISupport@ncfe.org.uk](mailto:RISupport@ncfe.org.uk) if the email hasn't arrived 48 hours before the scheduled onscreen assessment or if the email address is incorrect or changed after 48 hours of the scheduled onscreen assessment.

### **Why won't the microphone work?**

- ensure the learner's microphone is allowed in Chrome
- make sure the microphone is turned on and the volume is up
- ensure any external mic is activated
- for Mac systems (iOS 10.14 and later), access privacy settings to allow chrome access for microphone and camera. Further support

on microphone access on Macs can be found here

<https://support.apple.com/en-gb/guide/mac-help/mchla1b1e1fe/mac>

- for windows systems, access privacy settings and allow apps to have access to the microphone
- after any changes to permissions within the operating system, ensure the device is rebooted
- check firewalls or network settings.

## **Why won't the webcam work?**

- ensure the camera is allowed in Chrome
- for Mac systems (iOS 10.14 and later), access privacy settings to allow chrome access for camera
- for Windows systems, access privacy settings and allow apps to have access to the camera
- if using a Lenovo brand device, run the Lenovo Vantage privacy tool and turn off the privacy setting for the camera
- after any changes to permissions within the operating system, turn the camera off and reboot the computer
- check firewalls or network settings.

## **Why won't the QR code on the mobile phone device work?**

- refresh the page
- turn the mobile phone off and back on, then rescan the code
- delete the app and re-install the app on the mobile phone
- check internet speed and network settings.

## **Why will the screen sharing/screen recording function not work on the mobile phone device?**

- refresh the page
- select the screen by clicking on the image of the screen and select share
- for Mac systems (iOS 10.15 and later), access privacy settings to allow screen sharing access
- delete the app and re-install the app on the mobile phone
- check internet speed
- check firewalls and network settings.

## **Why won't the keycode work?**

- ensure the correct keycode is being entered for the required onscreen assessment
- the keycode will be available on the Launch Exam email

- a System Requirement and Launch Exam email will be sent for each booked onscreen assessment
- if the issue persists, please contact NCFE.

### **Can the onscreen external assessment be downloaded and completed offline?**

- no, the onscreen external assessment must be completed live once the learner has launched the test.

### **What happens if the internet connection fails/is lost during the onscreen external assessment?**

- the devices will stop working and reconnection will be required
- connect the ethernet cable in to boost Wi-Fi connection
- try and limit other users on the Wi-Fi connection
- you can complete a Wi-Fi speed check using [www.speedtest.net](http://www.speedtest.net)
- enter the keycode for the required onscreen external assessment.

### **What happens if my computer closes/crashes during the onscreen assessment?**

- reopen the browsers and the onscreen external assessment will still be running. Re-enter the keycode and continue.

### **What if the hyperlink within the system check email or the launch exam email does not work?**

- try copying and pasting it directly into the browser
- ensure popups are enabled on your device
- contact the centre in the first instance so notification to NCFE can be made.

### **Why is the battery being used up quickly?**

- put your mobile device in flight mode, this will reduce the battery use. By selecting flight mode, you may need to enable Wi-Fi during flight mode
- plug your devices into the charger for the duration of the system checks and the onscreen external assessment.

### **I've lost internet connection and I can't access my onscreen external assessment.**

- check your Wi-Fi connection, the onscreen external assessment will only operate with the minimum requirements

- you'll not be able to access your onscreen external assessment after the date/time of the scheduled assessment
- if internet connection cannot be secured during the scheduled onscreen assessment, the learner will not be able to access to either complete the onscreen assessment or click 'Finish'. In these instances, a learner must contact the centre to provide details as this will support the centre to notify NCFE.

### **Why can't I open or upload attachments in my ICT assessments?**

- make sure you are using Microsoft Office 2010 or later
- when uploading your files, make sure you have saved the file with the required extension as specified in the assessment.