Exam Launch – Troubleshooting guide

CISI
CHARTERED INSTITUTE FOR
SECURITIES & INVESTMENT

Below are suggested steps to take, should you experience a technical problem before or during your exam:

Your Proctor chat box fails to load

A small number of candidates may encounter an issue where the Proctor Chat box fails to load. If you experience this issue, please follow these steps:

1 Click the 'Reload' button, shown below, to attempt to connect

Reload ↻   Support Link ↗   Minimize ⌄

2 If step 1 is unsuccessful – exit the tab and completely restart the Guardian Browser to attempt again

3 If step 2 is unsuccessful - click on the 'Support' button, located in the top left of the browser, to speak to a technical advisor

Your Proctor fails to connect

If your Proctor is 'connecting', or 'Transferring session to another technician', but they do not connect within 8 minutes, please follow the below steps:

1 Click the 'Reload' (picture above) button to connect to a new Proctor

2 If step 1 is unsuccessful - restart the Guardian Browser and complete the initial check-in steps again

3 If step 2 is unsuccessful, please click on the 'Support' button, located in the top left of the browser, to speak to a technical advisor
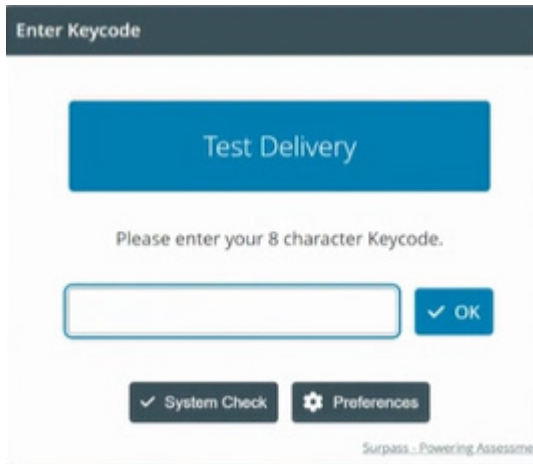
Your camera fails to start recording

If you experience an error message when trying to start the recording of your exam session, please follow the below steps:

1 Check your internet connection is stable, and refresh the current tab on the Guardian Browser

2 If step 1 is unsuccessful – exit the tab and completely restart the Guardian Browser to attempt again

3 If step 2 is unsuccessful, please click on the 'Support' button, located in the top left of the browser, to speak to a technical advisor

Your keycode fails to populate

If your unique keycode fails to populate (as shown below) when your Proctor begins your exam, please follow the below steps:

Enter Keycode

Test Delivery

Please enter your 8 character Keycode.

[   ] ✓ OK

✓ System Check   ⚙ Preferences

Surpass - Powering Assessme

1 Refresh your tab by clicking the circular arrow, located in the top left corner of the browser

2 If step 1 is unsuccessful – Inform your Proctor that the keycode has not populated and request that they enter this for you

3 If step 2 is unsuccessful – Request your Proctor to allow you to retrieve your keycode, found in your CISI exam confirmation/reminder email, for you to enter the keycode yourself

4 If step 3 is unsuccessful - please click on the 'Support' button, located in the top left of the browser, to speak to a technical advisor