

Exam Issue-FAQ

WSET is sorry to hear that a candidate is experiencing issues with taking their RI exam. There is information below relating to the levels of support available to you and your candidate as well as a series of issues that previous candidates have encountered and steps that have successfully resolved these issues.

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Levels of support

The information below notes what levels of support are available to you as an APP to support your candidates who experience issues as part of their system check or on the day of the exam. As well as a few general notes on support.

PLEASE NOTE: It will not be possible for WSET to provide any support to candidates who experience issues on the day of their exam.

Support before the exam

[My candidate has not received the system check email.](#)

Candidates will receive their system check email 10 days before their exam. If a candidate has not received their system check email 8 days before their exam, please take the following action:

1. Confirm the email address that the candidate is expecting to receive the email to is the same email address that you provided on the Candidate Registration Form (CRF) to WSET when placing your exam order. If it is not the same, please email exams@wsetglobal.com as soon as possible with the updated correct email.
2. Ask candidate to check their junk and spam folders.
3. Ask candidate to add examsnoreply@wsetglobal.com to approved senders list within their email account.
4. If after taking this step candidates have not received their system check email, email exams@wsetglobal.com that the candidate has not received their system check email. WSET can then check the status of the system check email and advise or take further action as necessary.

[My candidate is having problems completing the system check.](#)

Candidates will receive an email to conduct their system check 10 days before their exam. It is important that candidates conduct their system check as soon as possible. Please take the following steps to resolve any issues with a system check:

1. Instruct the candidate to use the online chat function to try and resolve any issues.
2. If the chat function is unable to resolve the issue, please review the information within this FAQ and see if the information within this document can resolve the issue.
3. If the information within this document does not help to resolve the issue, ask the candidate to take a screen shot of any error messages that they are receiving and email these to you as soon as possible. Please email exams@wsetglobal.com with this information as soon as possible.

[My candidate gets a message when they click on the link in their system check email that their browser is not compatible.](#)

Ask the candidate to check the default browser is set to Google Chrome so that when they click on the link in their exam email the link does not open in another browser.

[My candidate is getting a Proctor Exam login page instead of their system check.](#)

Ask the candidate to ensure that they are opening the link in Google Chrome and not another web browser. Your candidate can either copy the hyperlink from the email and paste it into Google Chrome or set Google Chrome as their default web browser.

If this does not work, ask your candidate to close the webpage and click on the link to start their system check that was sent to them in the system check email.

If none of the above fixes the issue, please advise the candidate to restart their computer.

My candidate has not received their exam email.

The candidate should receive the email with the link to start their exam 72 hours before their exam date. Please ask the candidate to contact you if they have not received their email 48 hours before their exam.

If the candidate has not received the email with their exam link please advise the candidates to:

1. Confirm the email address that the candidate is expecting to receive the email to is the same email address that you provided on the CRF to WSET when placing your exam order. If it is not the same, please email exams@wsetglobal.com as soon as possible with the updated correct email.
2. Ask the candidate to add examsnoreply@wsetglobal.com to approved senders list within their email account.
3. If after taking this step candidates have not received their exam email, email exams@wsetglobal.com as soon as possible. WSET will contact our assessment provider and ask for the exam email to be resent before the candidate's exam.

Support on the exam day

My candidate is having issues with their exam set up.

If the candidate experiences issues on the day of their exam, please advise them to take the following steps:

1. Instruct the candidate that they should use the online chat function to try and resolve the issue.
2. Instruct your candidate to refresh their webpage and check that they are using Google Chrome and not Safari, Edge, IE or any other browser. Please advise your candidate to read the Candidate Quick Guide for information on how to conduct a system check. The Candidate Quick Guide is linked in the system check email.
3. Please review the information within this FAQ and see if the information within this document can resolve the issue.
4. If the issue is unable to be resolved, please apologise to the candidate and ask them to email you with the following information that you will then need to send to exams@wsetglobal.com:
 - a. Nature of issue; including any screen shots and error message
 - b. The primary and secondary devices; including operating systems they were using

My candidate is getting a Proctor Exam login page instead of their exam.

Please ask your candidate to ensure that they are opening the link in Google Chrome and not another web browser. Your candidate can either copy the hyperlink from the email and paste it into Google Chrome or set Google Chrome as their default web browser.

If this does not work tell your candidate to close the webpage and click on the link to start their exam that was sent to them in an email.

If none of the above works, please advise the candidate to restart their computer.

My candidate is having issues completing the secondary device element of their exam setup or sees a distorted view from their secondary device.

Instruct your candidate to close and restart the app. If that does not work, advise your candidate turn their phone off and then back on and relaunch the app. That should resolve the majority of issues.

If that doesn't work, please have the candidate delete the app and reinstall it.

My candidate is having issues completing the screen sharing element of their exam set up.

Inform your candidate to repeat the steps they performed as part of their system check and at the start of the exam to enable screen sharing. If screen sharing is enabled, please disable it and then turn it on again.

If your candidate is taking their exam on a work laptop there may be an internal setting applied by the employer that is preventing the screen sharing plugin from working as required. Candidates are advised not to take their exam on work devices due to internal settings that might have been applied by their IT department. Please advise candidates to contact their IT department for additional help and assistance.

My candidate is getting a message when entering their keycode that says "Invalid keycode. This test has already been completed", even if they haven't yet started their exam.

This means that your candidate is trying to start the exam outside of the scheduled exam timeframe and will no longer be able to access the test. They will need to reschedule a resit through their APP.

My candidate has this error when entering their exam "An error has occurred during test item loading. Please contact your invigilator."

Advise your student to close the Surpass webpage but not click Finish Test. Your candidate should now be able to enter back into their exam and take the exam as planned.

If this fix does not work please ask the candidate to click this link: <https://cmspublic.surpass.com/>, if the candidate is unable to open the webpage there is likely to be antivirus software interfering with their ability to complete their exam.

My candidate does not know how to exit their exam.

Please advise the candidate to click "Finish Test" in the top right-hand corner of the screen and then read the pop-up messages. Once your candidate has finished their exam, they will also need to close the ProctorExam webpage by selecting the Finish Exam button at the top right corner of the page.

Refunds

The information below relates to when refunds for exams will and will not be possible. Please note that the information below is a guide.

My candidate has sat their exam on an unsupported device and as a result it was not possible to validate the exam attempt.

The devices that are supported are communicated in the APP Guidance, Candidate Information and via the system check email. If a candidate takes their exam, using one or more unsupported device, WSET will not be able to provide a refund or a free re-sit for this candidate.

My candidate sat their exam on a supported device but there was an issue with one or more camera feeds and the exam attempt could not be validated.

Where candidates attempt their exam on supported devices but there is an issue with one or more camera feeds, these will be reviewed on a case by case basis. Where the exam conditions can be validated the exam attempt will stand. If it is not possible to validate the exam attempt, WSET will not offer a free refund or resit in this case.

My candidate provided me with the wrong email address and did not receive any emails but did not tell me until just before the exam.

It is the candidate's responsibility to provide you with a correct email address. If a candidate is unable to take their exam due to not providing a correct email address WSET will not offer a free refund or resit in this case unless 7 days' notice is given, in which case the exam fee will be not be charged.

I have not provided WSET with a correct email address for a candidate, can they still sit their exam.

Depending on the amount of notice given to ask our assessment provider to update the candidates email address, it may or may not be possible to update the candidates email address in time for them to sit their exam. Where an APP has not provided a correct email address for a candidate no refund or free resits will be provided, unless 7 days' notice is given, in which case the exam fee will be refunded.

My candidate had an issue with one or more devices on the day of their exam and could not take their exam.

It is the responsibility of the candidates to ensure that they have suitable devices to take their exam on. If a candidate experiences an issue with their device that means that they are unable to take their exam WSET will not offer a refund or a free re-sit unless 7 days' notice is given, in which case the exam fee will be refunded.

My candidate had a power cut/internet outage on the day and could not sit their exam.

WSET suggests that the candidate contacts their internet provider/electricity supplier for compensation to the amount of the exam fee. WSET will not offer a refund or free re-sit to candidates who face this issue on the exam day.

If candidates feel they have been disadvantaged due to temporary illness, injury, indisposition or adverse circumstances at the time of the assessment or near the time of assessment, please consult the WSET APP guidance on Special Considerations.