

RI Exam Troubleshooting Guide

We are sorry your candidate is having issues. This guide will provide information for you to attempt to resolve their issues prior to contacting WSET.

Problems with the System Check Email or Exam Email

- My candidate has not received the system check email 10 days prior to exam.
 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. 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 gets a message when they click on the link in their system check email that their browser is not compatible.
 1. 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.
 1. 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.
 2. 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.
 3. If none of the above fixes the issue, please advise the candidate to restart their computer.

- My candidate is unable to complete their system check.
 1. If your candidate has contacted Online Support and they are unable to help, please complete the RI Access Exam Issues form on the Global Campus and include the information below. The completed form should be sent to exams@wsetglobal.com.
 - a. Error received
 - b. Primary and Secondary devices including operating system
 - c. Whether they reached out to the online support and what answer was received

- My candidate has not received their exam email 48 hours prior to exam.
 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. **Note: All requests must be received during our WSET London's Monday – Friday business hours.**

Problems on Exam Day

- My candidate is having issues with their exam set up.
 1. Instruct your candidate to refresh their webpage.
 2. Instruct the candidate that they should use the online chat function to try and resolve the issue and this will not take away from their exam time. The exam time does not start until the exam setup is completed.
 3. Verify they are using Google Chrome and not Safari, Edge, IE or any other browser. Please advise your candidate to read the Candidate Quick Guide linked in their Exam from WSET to re-check system requirements and troubleshooting restrictions.

- My candidate is getting a Proctor Exam login page instead of their exam.
 1. 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.
 2. If this does not work, ask your candidate to close the webpage and click on the link to start their exam in the Exam email they received.
 4. Instruct the candidate that they should use the online chat function to try and resolve the issue and this will not take away from their exam time. The exam time does not start until the exam setup is completed.
 3. If none of the above fixes the issue, please advise the candidate to restart their computer.

- My candidate is having issues activating the secondary device element of their exam setup or sees a distorted view from their secondary device.
 1. Verify their secondary device. Google Pixel and Huawei P30 phones are unsupported devices and should not be used.
 2. If their device is supported, instruct your candidate to restart their secondary device.
 3. If that does not work, advise your candidate to remove and reinstall the ProctorExam app on their secondary device and relaunch the app. That should resolve the majority of issues.

- My candidate is having issues activating the screen sharing element of their exam set up.
 1. Verify if the 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. Please advise candidates to use a personal laptop or contact their IT department for additional help and assistance.
 2. Verify the type of computer being used is supported and provide the appropriate link below. These links are also available in the Candidate Quick Guide that is sent with the System Check and Exam emails.

Lenovo – in order to allow enable webcam please click on this link:
<https://success.highfive.com/hc/en-us/articles/360004684891-No-Video-from-Camera-on-Windows#lenovo>

Further support can be found here: <https://support.lenovo.com/gb/en/solutions/ht500417-adjust-or-disable-integrated-camera-settings-with-lenovo-vantage-windows-10>

MacOS Catalina and Big Sur – in order to grant access to folders, webcams, microphones and screen sharing please click on this link: <https://nektony.com/duplicate-finder-free/folders-permission>

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.

2. 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.
3. If your candidate does receive this error, please complete the RI Access Exam Issues form on the Global Campus and include the information below. The completed form should be sent to exams@wsetglobal.com.
 - a. The time they attempted to sit
 - b. Error received
 - c. Was System Check completed?
 - d. Primary and Secondary devices including operating system
 - e. Whether they reached out to the online support and what answer was received

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

1. 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.
2. 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 cannot find their keycode to enter the exam.

1. The keycode for the exam is located on the Exam Instructions page in Surpass. The keycode can be found in the bottom half of the box.

