

### Test Takers – FAQ’s

1. Test link not received?

Please check for the email from [getrecruitment@intedutech.com](mailto:getrecruitment@intedutech.com) in your inbox. If you’re not able to locate the email, please check for the same on the spam/junk folder.

If you have not received any email regarding assessment, kindly connect with the organization/team/university/person who initially shared the assessment information with you.

2. What are the system requirements to attempt a test?

System Type: Laptop (or) desktop with a working webcam and microphone.

|                    | Minimum  | Recommended                                      |
|--------------------|--|--|
| Screen Resolution  | 1024 x 768                                       | 1366 x 768                                       |
| OS                 | Windows 8  | Windows 10                                       |
| Processor          | 2.4 Ghz (or) Current generation processors       | 2.4 Ghz (or) Current generation processors       |
| RAM                | 4 GB   | 8 GB   |
| Internet Bandwidth | 2 Mbps   | 4 Mbps   |
| Web Camera         | 0.5 Megapixel                                    | 2 Megapixel                                      |
| Web Browser        | Google Chrome (Latest Version)                   | Google Chrome (Latest Version)                   |
| Time Zone Settings | (UTC +05:30) Chennai, Kolkata, Mumbai, New Delhi | (UTC +05:30) Chennai, Kolkata, Mumbai, New Delhi |

**COMPATIBILITY CHECK:** (<https://Intproctor.Intedutech.com/api/check>)

P.S: DO NOT start the Test if your system does not meet the above requirements. Inform your Training & Placement Officer or call the support numbers listed in this email.

3. How do I check if my system is compatible?

In case you have received an invitation email from your test administrator, via [assess.support@Intedutech.com](mailto:assess.support@Intedutech.com), click on the <https://Intproctor.Intedutech.com/api/check> or check button. Clicking the button will launch a compatibility check process. Please follow the step-by-step instructions.

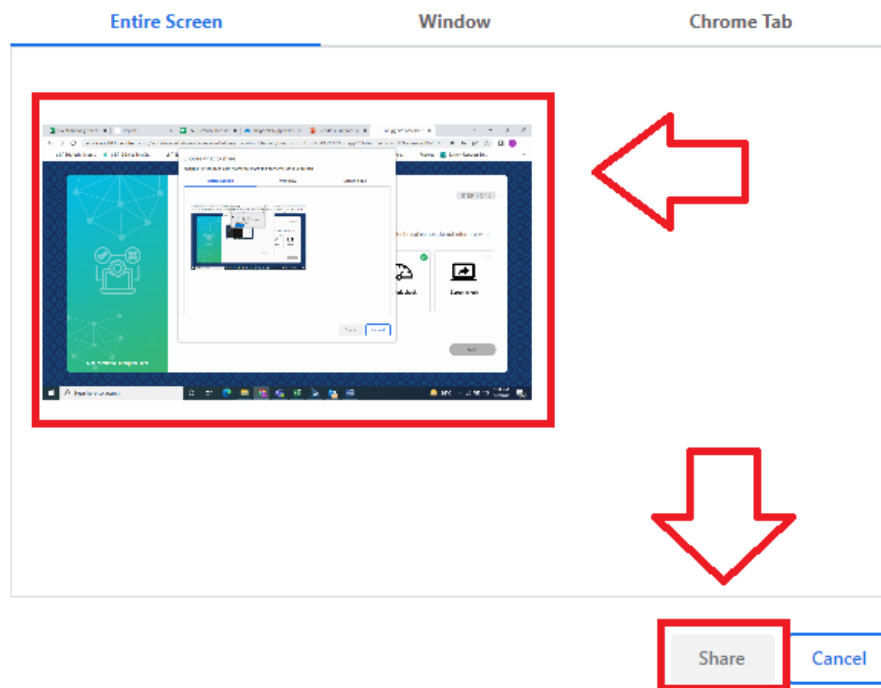
- If your system is compatible, it will show the message “Your computer meets the technical requirements and is compatible with the proctoring procedure. You can close the browser”.
- If you get an error, please proceed as per the error message on the screen or arrange for an alternate system which is compatible to take the test.

4. I am not able to share my screen.

Kindly select the dummy screen and then click on ‘share’ in order to share the screen. Also, make sure you have admin permission to share the screen.

Choose what to share

doapp14.Intedutech.com wants to share the contents of your screen.



5. I have a functional Webcam and Microphone, but I am unable to start my test.

Kindly follow the below mentioned step to resolve the issue:

- Click on the Camera icon on the top right side of the address bar in order to allow access to the Camera on Chrome
- Click on the lock icon on the top left side of the address bar in order to allow the Camera and Microphone to be used in the Browser
- Once done, refresh the page.

Note: If you are not getting the camera icon on the right-hand side of the screen, check if your camera is working. It also might be possible that a third-party application is using it (like skype, live chat app etc.)

If the above steps do not resolve the issue, then proceed with the below advanced troubleshooting steps:

#### On Windows

If you are using Windows 10/8.1/8, then type 'Camera' in the Windows Search bar and click on the Camera App to open it.

- a. On opening the Camera app, if you are able to see your image, the camera is working fine.
  - b. If you are prompted to "close other apps in the Camera app", your camera is being used by other 3rd party applications like Skype, Facebook Chat, etc. Try closing the 3rd party apps.
  - c. If, in the Camera App, you are prompted, "We can't find your camera", it is possibly due to an OS issue, System Drivers issue or a Hardware issue. You may have to get this checked with your Hardware Administrator or try changing your system
6. I am unable to start the test as I am getting the message "Invalid user credential". What should I do?
- On opening the Camera app, if you are able to see your image, camera is working fine.
  - If you are prompted to "close other apps in the Camera app", your camera is being used by other 3rd party applications like Skype or Facebook Chat etc. Try closing the 3rd party apps.
  - If in the Camera App you are prompted "We Can't Find your Camera", it is possibly due to an OS issue or System Drivers issue or a Hardware issues. You may have to get this checked with your Hardware Administrator or try changing your system
7. I am unable to start the test as I am getting the message "Invalid user credential", What should I do?

This message is displayed if the email address/password entered by you is not added for the test or the value entered has some mistakes. Please follow the below steps

- Enter the email address & password present on the test invitation email.
- Enter the email address & password manually (type it in) rather than copy-pasting it. Ensure that there are not any spaces added as a prefix or suffix.
- Kindly check if there are any typing errors while entering the email address & password.

8. I am unable to view the questions.

Refresh the page once. If the questions are still not visible, then close the browser and before restarting the test, make sure that you are using an updated version of Google Chrome and have a stable internet connection.

9. I am unable to start the test as I am getting the message “Test Expired”. What should I do?

Make sure you are taking the test according to the test window allocated to you. Kindly contact the help desk or organization/team/university/person who initially shared the assessment information with you if you missed the test window.

10. Is it possible to take a break during an exam without losing time?

You are advised not to take any breaks between starting and finishing the test as there is no provision to stop the timer of the test.

11. Can I cancel or reschedule my assessment?

Kindly contact the initial organization/team/university/person from where you received the assessment information.

12. What browsers are allowed to take test?

Please use only Google Chrome while taking the test and ensure Chrome settings allow screen share for the purpose of auto-proctoring. Before starting the test, please close all notifications, chat windows, screensaver, pop-ups/updates etc.

Clear your internet browser (Google Chrome) cache before the beginning of the test

13. After login in, I am getting a blank screen ?

In case you come across a blank screen, please refresh the browser and the questions will start appearing on your screen.

Ideally try on login by using an Incognito Chrome Window

14. I am getting a renew authentication error during the assessment after answering a few questions.?

Please perform the following steps in case of getting an authentication error

1. Close the browser,
2. Clear all the Cache, cookies, and internet history
3. Re-login into the assessment.

Note: Ideally try on login by using an Incognito Chrome Window

15. What are the ID proofs to be used during the exam?

A valid photo ID with your name and photo must match the name on your exam appointment (i.e., the name in your personal profile under where your appointment is recorded). Valid forms of identification can be:

- Government-issued passport,
- Driver's license
- PAN card
- Aadhar Card

16. Can I take my test via tablets?

No, the test/exam needs to be taken only from a laptop with camera enabled or with a desktop with webcam enabled. The test should not be taken from a mobile device(s) or mobile phone.

17. What are the Do's & Don'ts while taking the exam?

Kindly follow the points below to avoid warnings from proctor.

- Ensure you are taking the test in a room with proper lighting and minimal background noise.
- Intermittent breaks between the tests are not allowed.
- Do not move away or block/cover yourself from the test screen.
- You will not be allowed to browse the internet or use any electronic devices like mobile phones or tablets during the test.
- Do not read the questions aloud.
- Make sure you are alone in the room/not talking.
- No Dual monitors.
- Webcam, speakers, and microphone must remain on throughout the test.
- The proctor must be able to see you for the duration of the test.

- In case your test page crashes, you may re-try with the same URL and credentials after 2-3 mins.
- In case of delay, you will not be allowed to login beyond the scheduled time. However, once you login within this window, you can complete the test.

18. How to check if my computer system is in sync to take up the exam?

System Compatibility Link: <https://Intproctor.Intedutech.com/api/check>

You are strongly advised to check the webcam and microphone in the browser with your test taking computer system.

19. How do I know that the exam has been successfully completed?

Once you have answered the final question in the assessment, click on “End Test” and wait for the system to process the details which will take 30 mins post that it will route you to the main page which will say “Attempt 1 of 1”. This means the test is successfully completed.

20. How do I get help if I encounter a technical problem during an exam?

You may write to or call < 044-48134590 > / [getrecruitment@Intedutech.com](mailto:getrecruitment@Intedutech.com) for technical support during the test/assessment.