

## Test Takers – FAQ's

1. Test link not received?

Please check for the email from [assess.support@intedutech.com](mailto:assess.support@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, please contact Helpline number at 044-40114340 and follow the instructions on the IVR or write to [assess.support@intedutech.co.in](mailto:assess.support@intedutech.co.in) for technical support during the test/

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

System Type:

- Laptop/Desktop with a working webcam and microphone (headphone)
- Please ensure that the Laptop/Desktop has Admin privileges to enable setting as when requested by the Assessment Application
- Mobile Phone with a working camera and microphone (headphone)

**Please Note: We request you visit the below mentioned link and check if your system/Internet bandwidth/IT peripherals meet the requirements to the take the assessments** (<https://Intproctor.Intedutech.com/api/check>)

PS: DO NOT start the Test if your system does not meet above requirements. Please arrange for a system which checks all the aspect of system compatibility.

<b>Test Taking Requirements for Laptop/Desktop</b>		
	<b>On Google Chrome</b>	<b>On Safe Browser</b>
<b>Screen Resolution</b>	1024 x 768	1366 x 768
<b>OS</b>	Windows 8	Windows 10
<b>Processor</b>	2.4 Ghz (or) Current generation processors	2.4 Ghz (or) Current generation processors
<b>RAM</b>	4 GB	4 GB
<b>Internet Bandwidth</b>	2 Mbps	2 Mbps
<b>Web Camera</b>	0.5 Megapixel	2 Megapixel
<b>Web Browser</b>	Google Chrome (Latest Version)	Google Chrome (Latest Version)
<b>Microphone</b>	Standard	Standard
<b>Time Zone Settings</b>	(UTC +05:30) Chennai, Kolkata, Mumbai, New Delhi	(UTC +05:30) Chennai, Kolkata, Mumbai, New Delhi

Test Taking Requirements for Mobile Phone	
<b>Operating System</b>	Android Version 11 and Above with the updated Chrome browser <b>(Does not support iOS)</b>
<b>Camera</b>	Mobile phone with a functional Front Camera
<b>Orientation</b>	Entire test recommended to take it only on <b>LANDSCAPE MODE</b> .
<b>Internet Bandwidth</b>	Need to have a Stable internet with the minimum of 1 Mbps speed.
<b>Screen Size</b>	Recommendation display size for the mobile user is 4'9 and above.
<b>Browser</b>	Latest version of Google Chrome Mobile Browser for Android
<b>Microphone</b>	Standard

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.

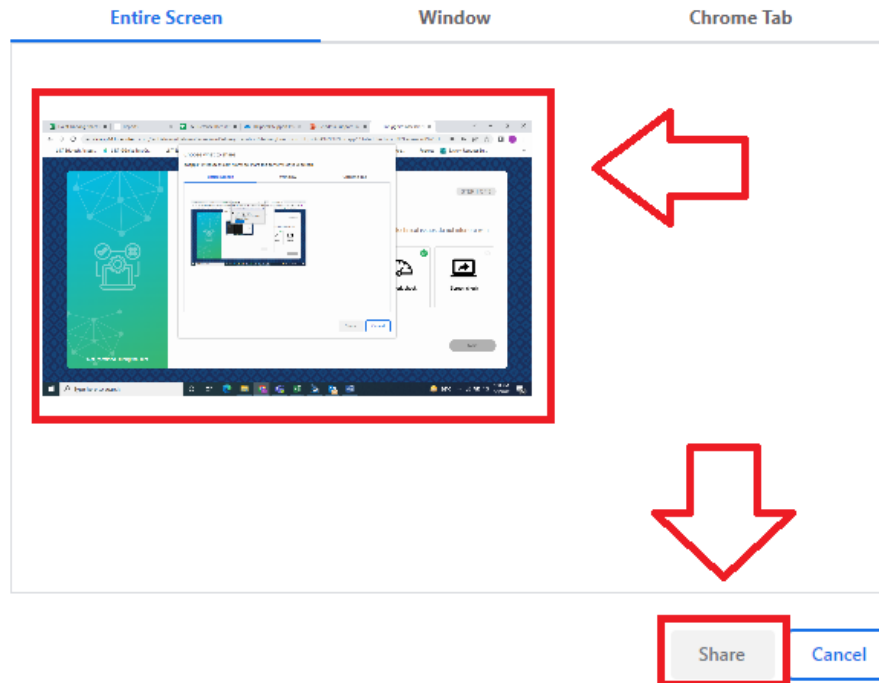
- If your system is compatible, it will show the message “Your computer meets the technical requirements and is compatible with the proctoring procedure. You can close the browser”.
- If you get an error, please proceed as per the error message on the screen or arrange for an alternate system which is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

This message is displayed if the user name (registration no.)/password entered by you is not added for the test or the value entered has some mistakes. Please follow the below steps

- Enter the user name (registration no.) & password present on the test invitation email.
- Enter the user name (registration no.) & 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 user name (registration no.) & password.

7. 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.

8. I am unable to start the test as I am getting the message "Invalid user credential", What should I do?

Make sure you are taking the test according to the test window allocated to you. Kindly contact the CAT Helpline number at 9818843933 or write to [catexam@icmai.in](mailto:catexam@icmai.in) for further updates.

9. Can I cancel or reschedule my assessment?

Kindly contact CAT Helpline number at 9818843933 or write to [catexam@icmai.in](mailto:catexam@icmai.in) for further discussion on assessment cancellation or reschedule.

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. What browsers are allowed to take test?

Please use only Google Chrome (Latest Version) while taking the test and ensure Chrome settings allow screen share for the purpose of auto-proctoring in Laptop/Desktop. 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.

12. 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:

- ICMAI issues Student ID Card
- Government ID Card

13. Can I take the test using mobile phone/tablet?

Yes, the test/exam can be taken from the mobile phone as per the below-mentioned Test Taking requirements.

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14. 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 for non-examination activity 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.
- Please stay in the frame of the camera to ensure that the AI based proctor and capture your video.

- You may use rough sheets and pen/pencil for rough work.
- In case your test page crashes, you may re-try with the same URL and credentials after 2-3 mins.
- Please ensure that you log into the exam taking system at the scheduled time to avoid your Test ID getting locked. You are advised not to take any breaks during your test taking process and complete every paper in one go.

15. 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.

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

Please contact Helpline number at 044-40114340 and follow the instructions on the IVR or write to [assess.support@Intedutech.co.in](mailto:assess.support@Intedutech.co.in) for technical support during the test/assessment.