Browser Issue Resolution Guide

If you are experiencing issues with your browser during the proctored test, please follow the steps below to ensure it is properly configured and up to date.

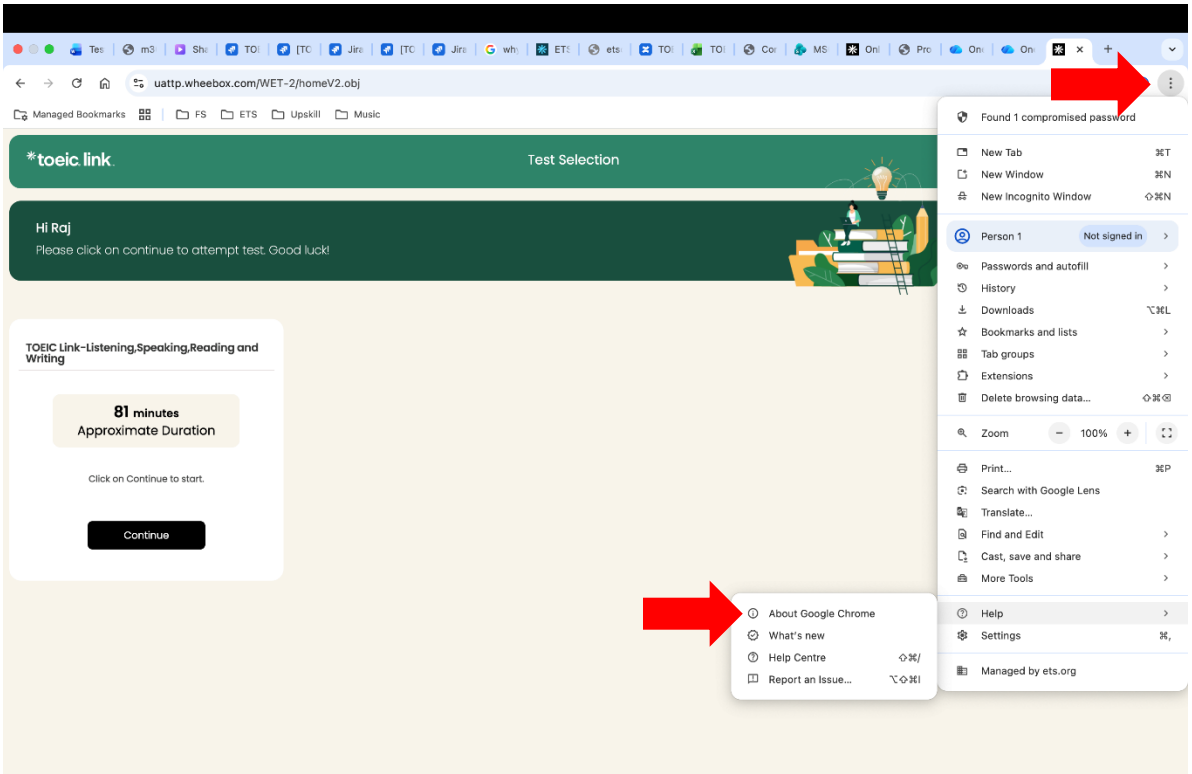
Step 1: Confirm Browser Compatibility and Version

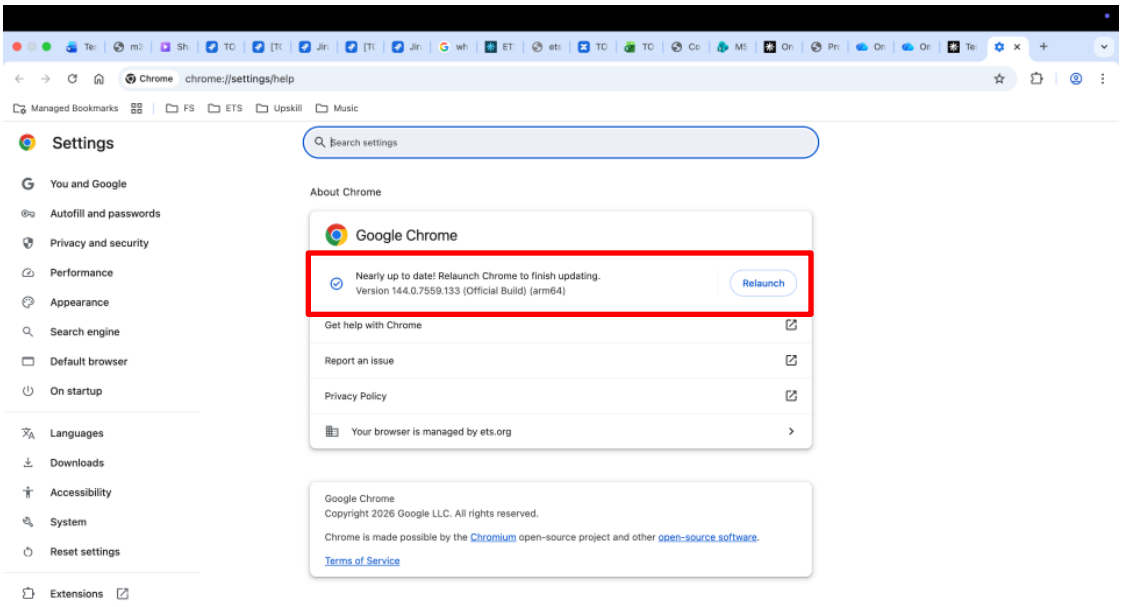
1. **Compatible Browsers**: Use one of the recommended browsers: **Google Chrome**, **Safari**, or **Microsoft Edge**.
2. **Check Browser Version**: Ensure you're using the latest version of your browser. An outdated browser may cause compatibility issues.

Step 2: Update Your Browser

Using the latest version of your browser can improve performance and fix potential issues. Here's how to check for updates:

- **Google Chrome**:
    - Go to *Settings > Help > About Google Chrome*. Chrome will automatically check for updates and prompt you to relaunch if an update is installed.





- **Safari**:
    - Go to *System Settings > General > Software Update* and install any available macOS updates
- **Microsoft Edge**:
    - Navigate to *Settings > About Microsoft Edge*. Edge will check for updates and install any available version.

Step 3: Clear Browser Cache and Cookies

Sometimes, cached data or cookies can interfere with the test platform. Clearing your cache and cookies may help:

1. **Open Settings**: Go to the *Settings* menu in your browser.
2. **Clear Browsing Data**:
    a. In **Chrome** and **Edge**, go to *Privacy and Security > Clear browsing data*.
    b. In **Safari**, go to *Safari > Settings > Privacy*, click *Manage Website Data.*
    c. **Select All Time** as the time range, then clear both cache and cookies.

Step 4: Disable Browser Extensions Temporarily

Some extensions can interfere with the proctoring system. Temporarily disabling them may resolve the issue:

- Go to *Extensions* or *Add-ons* in your browser.
- Turn off or disable extensions temporarily, especially those related to ad-blockers, VPNs, or privacy.

After completing the test, you can re-enable these extensions if desired.

Step 5: Restart the Browser and Reload the Test Page

Once you have updated, cleared cache, and disabled any extensions, restart the browser to apply these changes.

- **Reload the Test Page**: Navigate back to the test page, ensuring it has fully reloaded.
- Click **Continue** on the test setup screen to proceed with the test.

Step 6: Restart Your Device

If issues persist, restart your computer to ensure all browser settings are correctly applied.

Following these steps should help resolve common browser issues. ***If you still encounter problems, please contact the test provider listed in the email invitation you received for this test.***