Microphone Issue Resolution Guide

If you're experiencing issues with your microphone during the proctored test, follow the steps below to ensure it's set up correctly and ready to use.

Step 1: Confirm Microphone Connection and Functionality

- **External Microphones**: If you're using an external microphone or headset, make sure it's securely plugged into the computer's audio port or connected via Bluetooth.
- **Built-in Microphones**: If you're using a built-in microphone (typically in laptops), check that it's enabled in your system settings.
- **Test the Microphone**: Open your device's sound settings and use the *Test Microphone* option to confirm it's working.

Step 2: Close Other Applications Using the Microphone

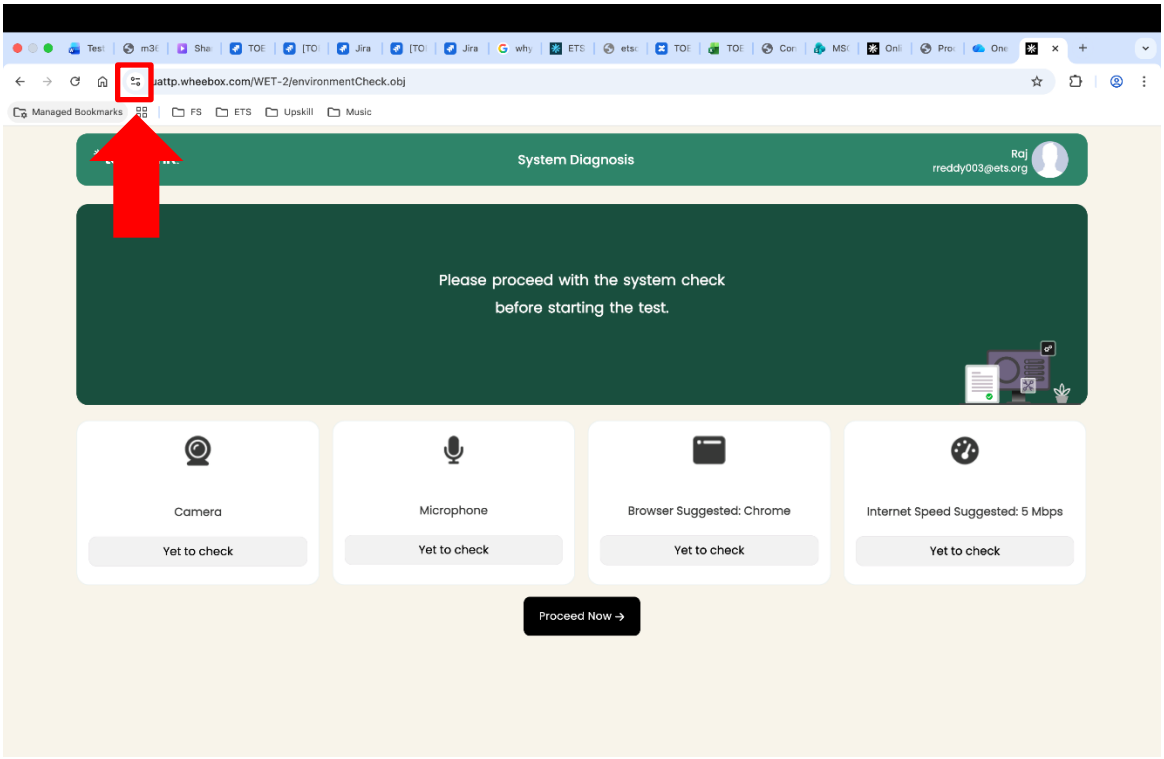
Some applications (like Zoom, Skype, or Teams) may prevent the test from accessing the microphone. To avoid this:

- Close any applications that might be using the microphone.
- Ensure no browser tabs are open that may also require microphone access.

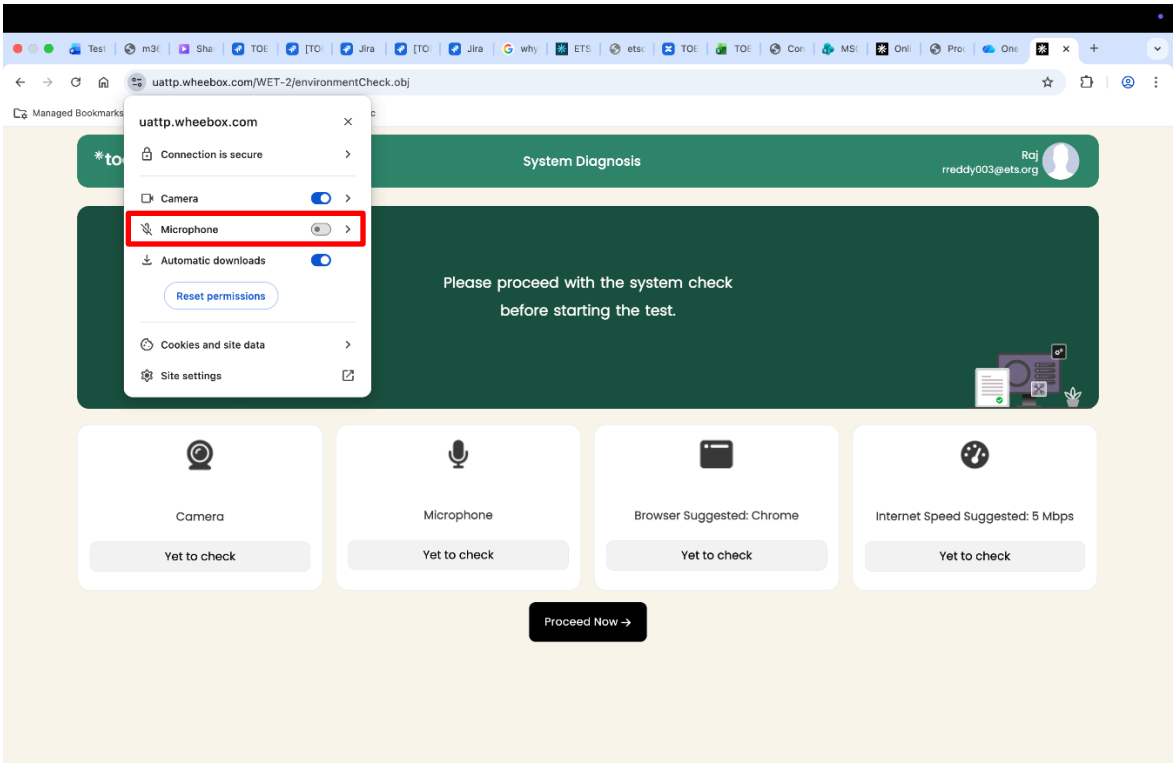
Step 3: Enable Microphone Permissions in the Browser

Your browser needs permission to access the microphone. Follow these steps:

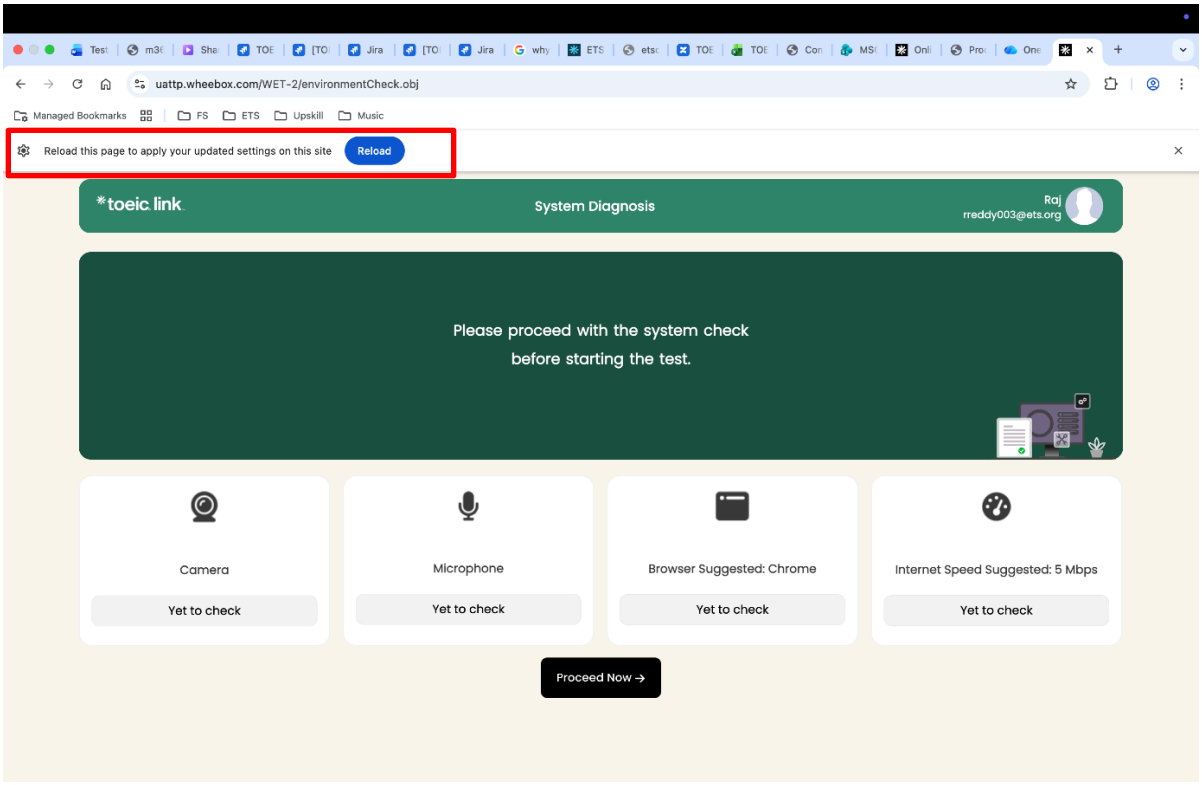
1. **Check Browser Permissions**:
    a. Open the test page and look for two bars icon (setting icon) in the address bar (top left of the browser).
    b. Click the icon, then locate the **Microphone** setting.



2. **Allow Access**:
    a. From the microphone drop-down menu, select **Allow**.



    b. Once selected, the browser may ask you to **Reload** the page. Click **Reload** to apply the new setting.



3. **Continue to the Test**: Once the page reloads, click **Continue** on the test setup screen.

Step 4: Update Your Browser

For the best experience, make sure you're using the latest version of a supported browser (Google Chrome, Mozilla Firefox, or Microsoft Edge). Here's how to update:

- **Google Chrome**: Go to *Settings > Help > About Google Chrome*. Chrome will automatically check for and install any updates.
- **Safari:** Go to *System Settings > General > Software Update* and install any available macOS updates.
- **Microsoft Edge**: Navigate to *Settings > About Microsoft Edge*. Edge will update if a new version is available.

Step 5: Restart Your Device

Sometimes, a simple restart can resolve microphone access issues. Save any open work and restart your computer if the issue persists after trying the above steps.

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