EXAM4
TROUBLESHOOTING

ADIT

Before exam day

If you experience any issues in installing or running Exam4, or in using Exam4 to access and complete a sample paper, please contact us via email at education@adit.org, with a description of the issue and including screenshots if you are able to. We will get back to you as soon as possible.

Make sure you are using an operating system supported by Exam4. You can find a full list of supported operating systems, and a guide to finding out which OS version your computer is running if you are unsure, at www.exam4.com/support.

Exam day setup

If you experience an issue with Exam4 while preparing to sit your exam on the day, please follow these instructions.

If you are NOT connected to a wireless network, or lose connection, prior to the exam start time:

1. Carefully reconnect to the network.

2. Open Exam4 and click **Prepare to start new exam**. You will be able to complete the pre-exam setup and begin your exam at your scheduled exam start time.

During your exam

If you experience an issue with Exam4 during your exam, please follow these instructions.

If you are unable to open the question paper at the start of the exam:

1. Select **End Exam**, then click **End Exam Now**.

2. Select the **Confirm** checkbox, then click **OK**.

3. Click **Cancel** to close the 'Save Options' box, and then select **Exit Exam4** and follow the instructions to close Exam4.

4. Make sure you do not have any antivirus, firewall or VPN software running. If you are connected to a corporate network, please connect to a mobile hotspot instead.

5. Open Exam4 again, select **Prepare to start new exam** and proceed through the pre-exam setup screens again to begin your exam.

6. If you are still unable to access the question paper, contact us via email at education@adit.org immediately, to notify us that your exam has been delayed. You will need to include a photo showing both the issue on your screen and your candidate photocard ID.

If your computer freezes, shuts down or restarts during the exam:

1. Contact us via email at education@adit.org immediately, to notify us that your exam has been interrupted. You will need to state the exact time at which the interruption occurred, and include a photo showing both the issue on your screen and your candidate photocard ID.

2. Reboot your computer and reconnect to the wireless network.

3. Re-launch Exam4 and choose **Select existing exam**.

4. Select the file for your exam from the list. The exam filename will include your candidate number, exam date (in the YYMMDD format), and exam title.

5. Click the **Begin Exam** button.

6. You do not need to change the default start code for your exam. Click **OK**.

7. In the "Interruption - Explanation Required" box, enter a very brief description of the reason why your exam was interrupted (e.g. **Computer froze**, **Computer restarted to install updates**, etc.) and click **OK**.

8. The most recent recovered version of your exam will now display, as Exam4 auto-saves your exam progress every 20 seconds and makes a complete backup every two minutes. Click **OK** to accept the recovery and resume your exam.

9. Contact us again via email at education@adit.org, to confirm that you are able to resume your exam. With authorisation from the CIOT you may reclaim the time lost between the moment of interruption and the moment at which you are able to resume.

We will verify with Exam4 both the time at which your exam was interrupted and the time at which you were able to resume your exam, and the CIOT reserves the right to disqualify you if you exceed the amount of time lost. You are only allowed to reconnect and reclaim lost time once.

If you are using a laptop and your battery runs low during the exam:

1. Connect your laptop to the mains power, and ensure that the power is switched on. To minimise the risk of running out of battery, you are advised to have your laptop plugged in at all times during the exam.

2. If your laptop runs out of battery and shuts down during the exam, make sure it is plugged in and that the power is switched on. Once you are able to restart your laptop, follow the instructions above for resuming an interrupted exam.

After your exam

*If you have completed your exam but are unable to submit the exam because the **Submit Electronically** button is greyed out, please follow these instructions.*

1. Make sure you do **not** click **Exit Exam4**.

2. Try to reconnect to the internet. **TIP:** if your wireless network is not working and you have your mobile phone available with good signal, connect to the internet via a mobile hotspot.

3. Once connected to the internet, the **Submit Electronically** button will no longer be greyed out and click on that to submit your exam.

*If you clicked **Cancel** by mistake instead of clicking on the **Submit Electronically** button, do NOT click **Exit Exam4** and please follow these instructions.*

1. Click on **File and Save options** in the top left hand corner.

2. From the dropdown menu, click on **Submit Electronically**.

3. If you are now successfully connected to the internet, in a few seconds your exam will submit and you will get a message saying "Your file has been stored on the server".

4. You can now click **Exit Exam4** in the top left hand corner.

*If, after following the instructions above, your exam will still **not** submit, please follow these instructions:*

1. Click **Exit Exam4** in the top left hand corner (don't worry, your completed exam was saved to the hard drive when you clicked **End Exam**).

2. Reboot your computer, move to a location where you know a wireless network is available, and carefully reconnect to the network. **TIP:** if your wireless network is not working and you have your mobile phone available with good signal, connect to the internet via a mobile hotspot.

3. Once you are connected to a network, re-launch Exam4 and choose **Select existing exam**.

4. Select the file for your exam from the list. The exam filename will include your candidate number, exam date (in the YYMMDD format), exam title, and the confirmation number generated at the end of your exam.

5. Click the **Submit Electronically** button.

If Exam4 shuts down unexpectedly after you clicked End Exam but before you submitted the exam, please follow these instructions.

1. Re-launch Exam4 and choose **Select existing exam**.

2. Select the file for your exam from the list. The exam filename will include your candidate number, exam date (in the YYMMDD format), exam title, and the confirmation number generated at the end of your exam.

3. Click the **Submit Electronically** button.

Other issues

If you experience an issue in Exam4 which is not covered by this troubleshooting guide, please contact us via email at education@adit.org, with a description of the issue and including screenshots if you are able to. We will get back to you as soon as possible.