

## **EXAM4 TROUBLESHOOTING GUIDE – CTA ONLINE EXAMS**

Make sure you have watched the [Online Exam Guidance videos](#) before your exam day and practised using Exam4 multiple times from end-to-end by fetching one of the Viewable Questions from the Course List.

### **Before your exam day**

If you experience any issues in installing or running Exam4, or in using Exam4 to test the end-to-end process by fetching one of the Viewable Questions, please contact us via email at [education@ciot.org.uk](mailto:education@ciot.org.uk) with a description of the issue(s). Please include screenshots wherever possible.

Make sure you are using an operating system supported by Exam4. You can find a full list of supported operating systems at [www.exam4.com/support](http://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. If you cannot, try to hotspot via your Smartphone.
2. Resume your Exam4 pre-exam setup so you are ready to "Fetch" the exam paper at the start time.

### **During your exam**

You **must** watch the video below before your exam day so you that you know what to do in the unlikely event your device crashes whilst using Exam4. Do **not** start a new exam, you must re-launch your existing exam:

<https://youtu.be/-CER7w-yGa4>

Please follow these instructions if your computer freezes/crashes, shuts down or restarts during the exam:

1. Reboot your computer and reconnect to the wireless network (hotspot if you cannot).
2. Re-launch Exam4 and choose 'Select existing exam'.
3. Select the file for your exam from the list. The exam filename will include your candidate number, exam date (YYMMDD), and exam title.
4. Click the Begin Exam button.
5. You do not need to change the default start code for your exam. Click 'OK'.
6. In the 'Interruption - Explanation Required' box, simply write "**Crash**" and click 'OK'.
7. The most recent recovered version of your exam will now display, as Exam4 auto-saves your exam progress every few seconds and makes a complete backup every two minutes. Click 'OK' to accept the recovery and resume your exam.
8. If you **cannot** re-launch your exam and are having continued issues, you must immediately contact us by emailing [education@ciot.org.uk](mailto:education@ciot.org.uk) and await further guidance.
9. Once you have completed your exam, notify us that your exam was interrupted by filling in the appropriate form on the Special Considerations page [here](#).

Note - you are not expected to take more than a your allotted exam time and you must log back in and re-launch your exam as quickly as possible. You will need to include an estimate of the time at which your exam was interrupted and the time at which you were able to resume your exam, which we will verify with Exam4 after you have submitted your completed exam.

The CIOT reserves the right to disqualify you if you take more than a short period longer than your allotted exam time. If you needed to reconnect more than once, the CIOT reserves the right to not mark your exam answers, as you must have tested in advance that your device was compatible to work reliably using Exam4.

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, follow these instructions.

1. Do **not** click “Exit Exam4”.
2. Try to reconnect to the internet. Note – if your wireless network is not working, try to hotspot via your Smartphone.
3. Once connected to the internet, check that the “Submit Electronically” button is no longer greyed out.
4. Click on that button 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 headed ‘Exam Submittal Successful’.

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 (do not worry, your completed exam was saved to the hard drive when you clicked ‘End Exam’).

2. Reboot your laptop/desktop, move to a location where you know a wireless network is available, and carefully reconnect to the network. Note – if your wireless network is not working, try to hotspot via your Smartphone.
3. Once you are connected to the internet, 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 (YYMMDD), exam title, and the confirmation number generated at the end of your exam.
5. 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 [education@ciot.org.uk](mailto:education@ciot.org.uk) with a description of the issue(s). Please include screenshots wherever possible.

We will get back to you as soon as possible.