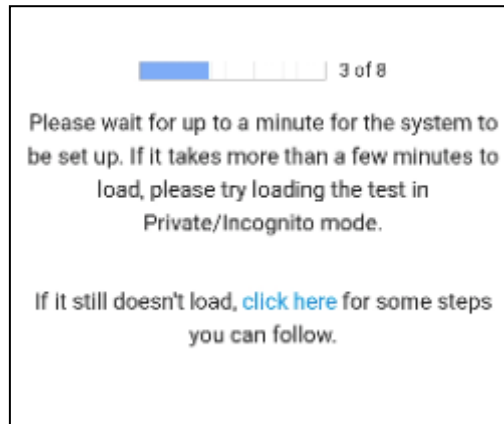


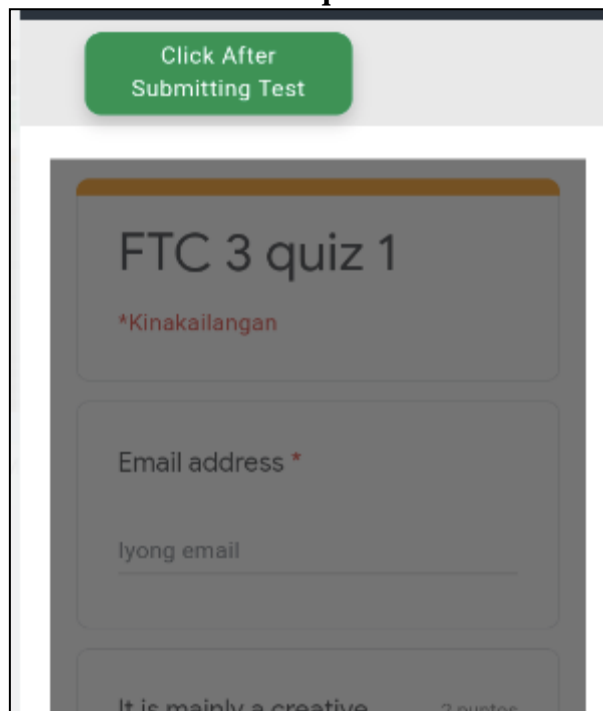
FAQs on Auto Proctor Examination

1. The test is stuck at the Loading Screen



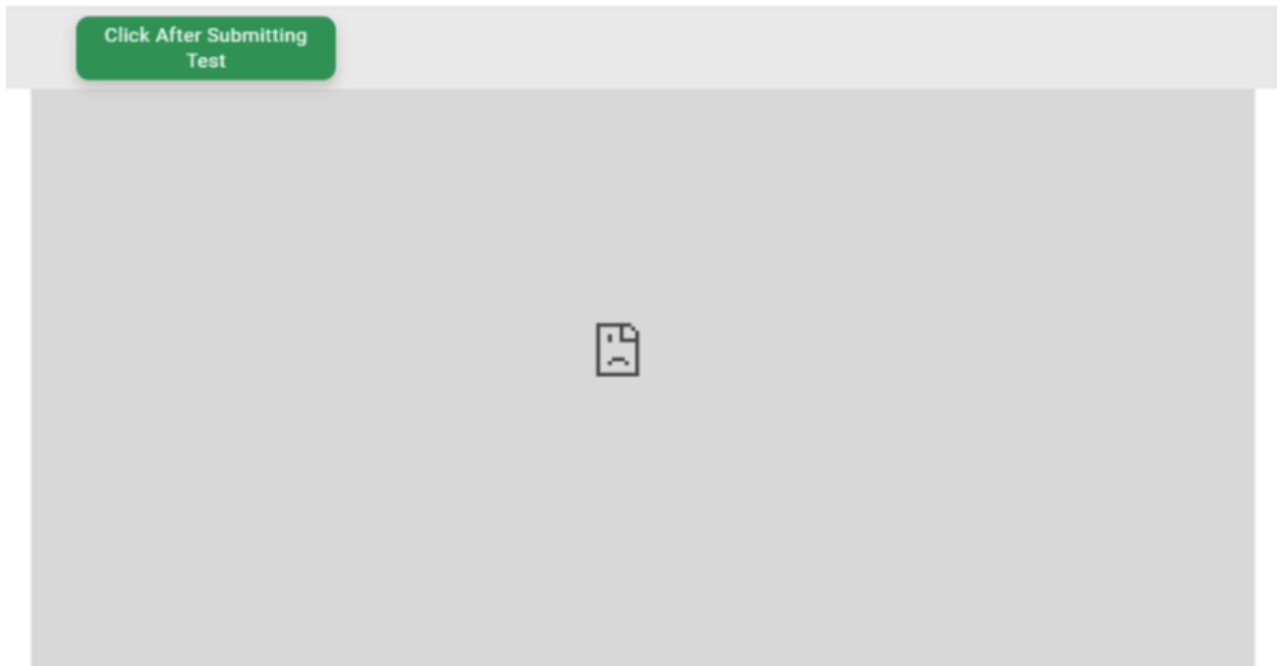
If you are stuck on a screen like this for a very long time, it means that your device doesn't support AutoProctor. You will have to choose a different browser/device.

2. Test loads but I cannot see or click on the questions



If you see a form like this, where you cannot click on the questions, visit <https://accounts.google.com/Logout> and log out of all your accounts. Try loading the test after signing in with the correct Gmail account.

3. I just see a grey screen, with no text inside



If you are seeing a screen like the one above, it means that you have logged in to the wrong Google account. Go to this link <https://accounts.google.com/Logout> to log out of all your Google accounts and then try opening the test link again.

4. "You need access", or "Access Denied" or "the Form has been closed"

You need to contact the person who sent you the link to the test. We are just a platform that many different teachers use to conduct tests. Only your teacher (the person who sent you the link to the test) can control who can see the test. Only they can make the test available to you.

If you have an Organisation email ID (that is, a Google ID that doesn't end with gmail.com), ensure that you are logging in with that email ID. Do not use a gmail.com id if you are required to use a different email ID.

5. Unable to find Exam attempt

This happens when the student doesn't click on the Purple or Blue Submit button at the bottom of the form. As we mention in our blogpost <https://blog.autoproctor.co/using-autoproctor-things-you-need-to-know/> if the student clicks only on the Green Submit button at the top, all their responses are lost!