

# Quick Reference Guide/FAQ

## Technical Support

For technical support, please contact: [support@precisionexams.com](mailto:support@precisionexams.com)

For immediate assistance, please call: (801)-653-9356 or toll free 800-470-1215

## System and Firewall Requirements

### ◆ System Requirements:

- Supported browsers
  - Latest version of Mozilla Firefox (Preferred)
  - Internet Explorer version 8 or higher
  - Safari 5 or higher
- Enable JavaScript in your browser
- Screen resolution 1024x768 or higher
- Disable pop-up blockers, or add precisionexams.com to your allowed sites list
- Add precisionexams.com to your internet security “white list”

## Common Testing Issues

### ◆ What if the Internet connection is lost during the test?

- Once the Internet connection is re-established, ask the student to log back in and re-launch the test using the same Test Code. The teacher must re-authorize the exam. The students’ answers will be saved allowing them to resume where they left off before the Internet connection was lost. If their answers are not saved, contact technical support immediately.

### ◆ What if a student cannot log in?

- Ensure that the student has registered. Go to your state landing page, select the **Student Login** tab, and then **Register Student**.



◆ **What if a proctor cannot log in?**

- Ensure that the proctor has registered. Go to your state landing page and click **Proctor Registration**, and then follow prompts.

◆ **What if the test doesn't launch after the student enters the Test Code?**

- Try re-entering the **Test Code**. Test codes are case sensitive; they are UPPERCASE, alphanumeric (i.e., they contain both letters and numbers), and eight characters in length.

◆ **What if the student is "connected" to the test, but the test doesn't launch?**

- Ensure that the proctor has "authorized" the exam for that student. From the proctor screen, select the student, then click **Authorize**. The "Proctor Authorization," and "Test Loaded" boxes will update on the student screen. The student can then launch the exam.

◆ **What if the graphics aren't loading on the test?**

- Check the firewall setting to make sure you are allowing the sites listed above. If the sites are allowed please contact technical support immediately.

