

Online examinations – Technical advice

If you experience access problems, some of the **technical solutions** are very straightforward. In this order:

1. Refresh the Google Chrome browser.
2. Clear cookies.
Settings > Privacy and security > Clear browsing data > tick 'Cookies and other site data' > Clear data
3. Check Google Chrome is updated.
Settings > About Chrome > it should automatically check for updates
4. If you're trying to access your exam within a VPN, try doing it outside that.
5. Try using Microsoft Edge instead of Chrome.

Some potential **errors to avoid** in set-up:

- Make sure you allow the platform to access your camera and microphone.
- In the stage of set-up where you are asked to share your screen, you need to click on the image of your screen which you see in the window. When you click on the image, it will activate the 'Share' button.
- There is a stage of the set-up where you need to scan a QR code. You must have a QR reader installed on your phone and set your default phone browser to Chrome (or it can be Safari if you are on iPhone).
- Do not use the ProctorExam app to scan the QR code.

You can watch the 'accessing Rogo' video on MyCG to see most of these stages, and you can also click your live exam link in advance to practise.

If you have problems, you should be able to access Rogo after trouble-shooting, but in case not there are some **back-up options** you can prepare for:

- Do you have access to another computer you could switch to? If so, it is worth having this set up in advance, with Chrome installed and updated and with easy access to your exam link.
- Do you have access to another place you could sit the exam, perhaps with a more reliable internet connection?
- Try to keep the whole day clear so we can re-book your exam if necessary.

We wish you all the best with your examinations this week.

The Education and Learning team