Online (Remote) Assessment Test Issues

If there is an error message saying that the website cannot be found or the assessment freezes during the assessment this is usually a connection issue between the computer being used and the assessment server. Closing the browser and logging back in again usually solves this problem.

In a few cases the delegate may find that they are unable to take the assessment as it appears to freeze after they have confirmed their details.

The problem is caused by the permissions on the computer being used to take the assessment by either preventing access to the Webcam or preventing the test site using redirects.

For the assessment to work correctly BOTH access to the webcam and redirects must be allowed on the local machine or the assessment will fail.

There also may be a HTTPS connection issue on the local machine.

In some cases, there may be settings in a company IT security system that also need to be set to allow the test website to function correctly.

There is some general guidance below for both providing access to the webcam and redirects but the instructions for the specific operating system and web browser being used should be followed.

1. Webcam access

In Chrome you may find the following helps.

Click on the padlock in the address bar and the on "Site Settings"
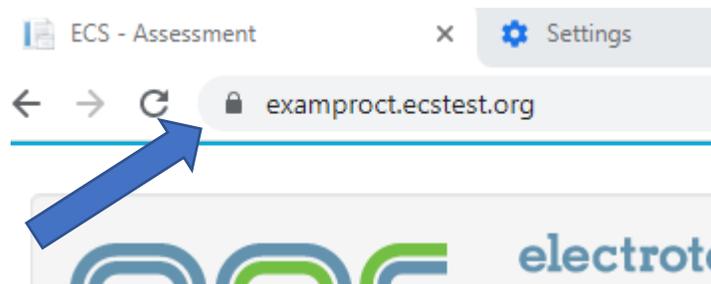
Make sure that "Ask" is shown for the camera. You may need to change the setting to something different and then back to "Ask

Then go back to https://examproct.ecstest.org/ and on your keyboard press "Ctrl" plus "F5" at the same time before trying to log back in again.

For a windows-based computer you can check that your webcam is being used by your browser.
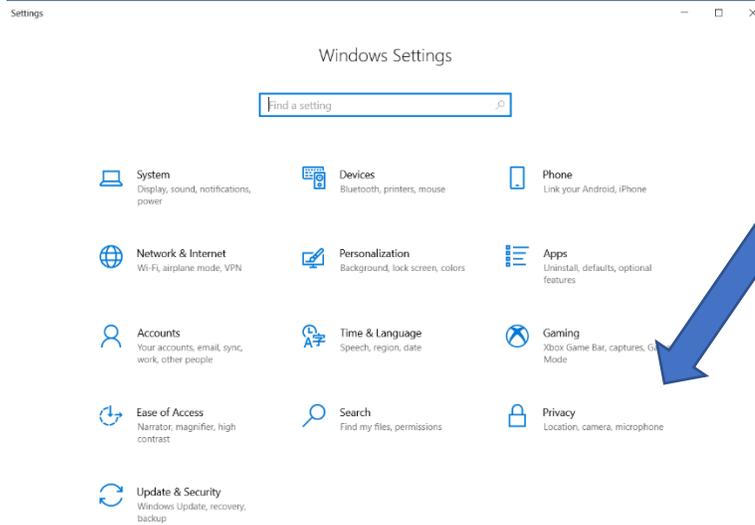
To check to see if the web browser has access to the webcam go to "windows settings" and select "Privacy"
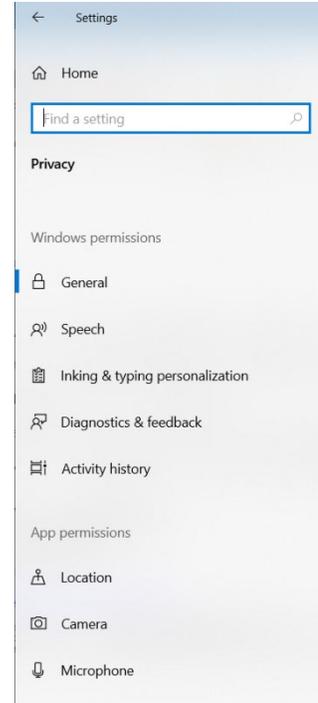
Then select "Camera"

The web browser you are using should be listed in the "Allow desk top apps to access your camera" section.

Camera

Allow desktop apps to access your camera

Some apps and Windows features need to access your camera to work as intended. Turning off this setting here might limit what desktop apps and Windows can do.

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Some desktop apps might not appear in the following list or are not affected by this setting. Find out why

Cisco Webex Service
Last accessed 02/03/2021 13:23:43

Cisco Webex Service
Last accessed 06/10/2020 16:07:36

Google Chrome
Last accessed 28/09/2021 09:58:29

LogiCapture.exe
Last accessed 23/07/2020 17:34:33

Microsoft Edge
Last accessed 06/08/2021 11:40:46

If your web browser is not listed as having access to your camera then the assessment will not work.

There are many reasons that your computer may not be able to access your camera. It may be a setting or another application using the camera.

You may need to ask your IT support to allow access to the webcam on your computer.

2. Allowing Redirects

In Chrome go into the settings menu by clicking on the three dots in the top right-hand corner of the screen and select "Settings".

Click on "Cookies and site permissions" and select "Site Settings"
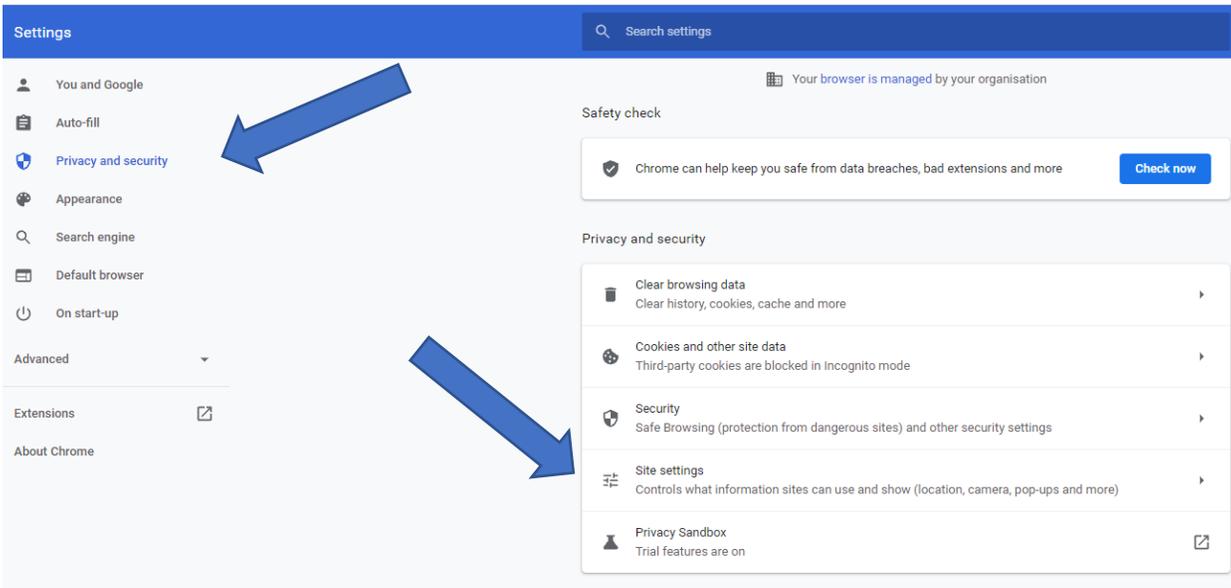
Then scroll down and click on "pop-ups and redirects".
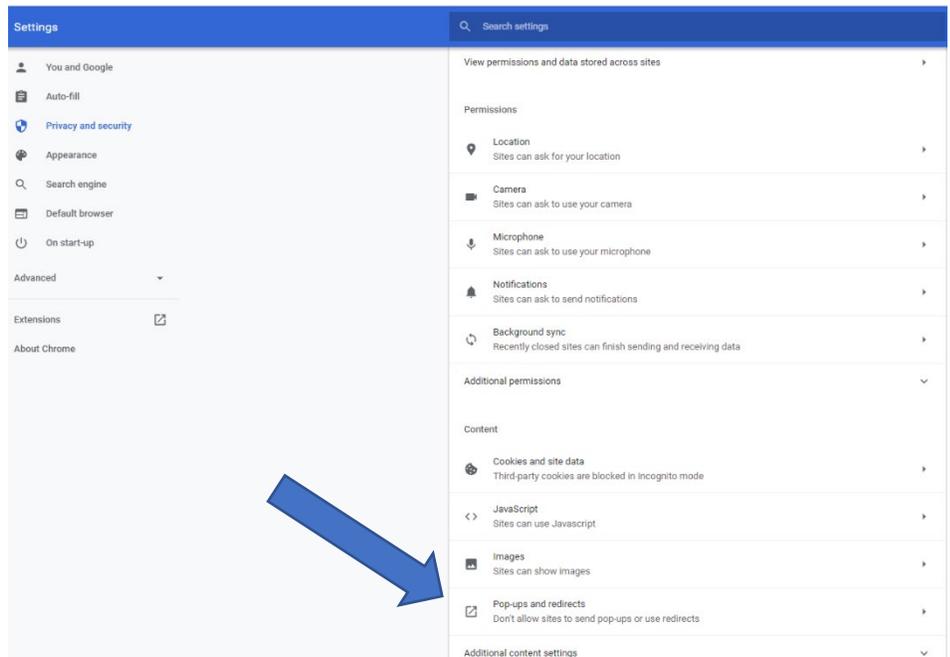
Next add the testing website into the "Allow" box by clicking on the "Add" button
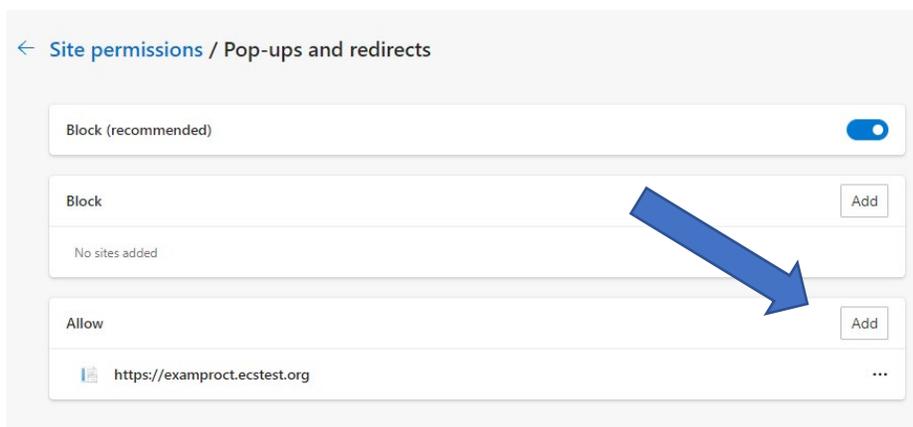
Then refresh your browser and try and try and login again.

Other web browsers will have a similar process but please refer to the instructions for your web browser you are using.

3. **HTTPS connection Issues**

In some cases when negotiating an HTTPS connection, the client doesn't trust the server because it's either missing the appropriate intermediate certificates, or it otherwise doesn't trust the root CA. This could be because the client O/S hasn't been updated or, for some reason, cannot check the revocation status of the certificate(s). In general, this results in the HTTPS connection being refused or sometimes connections are made insecurely with a downgraded HTTP connection (from 2 down to 1).

The general recommendations as a starting point would be to make sure the system is up to date as much as is possible. For example, running Windows Updates and also confirming that any security software is up to date.

Beyond that, it is not possible for the JIB to get into end user device specifics. If a company network is being used it may be advisable for the user to raise the issue with their IT support to allow for the test site to be allowed as they may need to add them to a safe list of some sort depending on configuration.

In some cases when it is not possible for the issues on the users local computer to be resolved an invigilated assessment as a test venue will need to be taken.

In all cases your IT support should be consulted to allow access for the specific operating system and web browser being used.