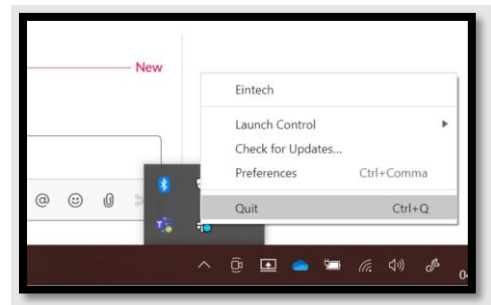

AIA Advice 2021

Remote Invigilation – Troubleshooting FAQ's

This document will outline how to help students troubleshoot any technical issues that they might experience throughout their exam.

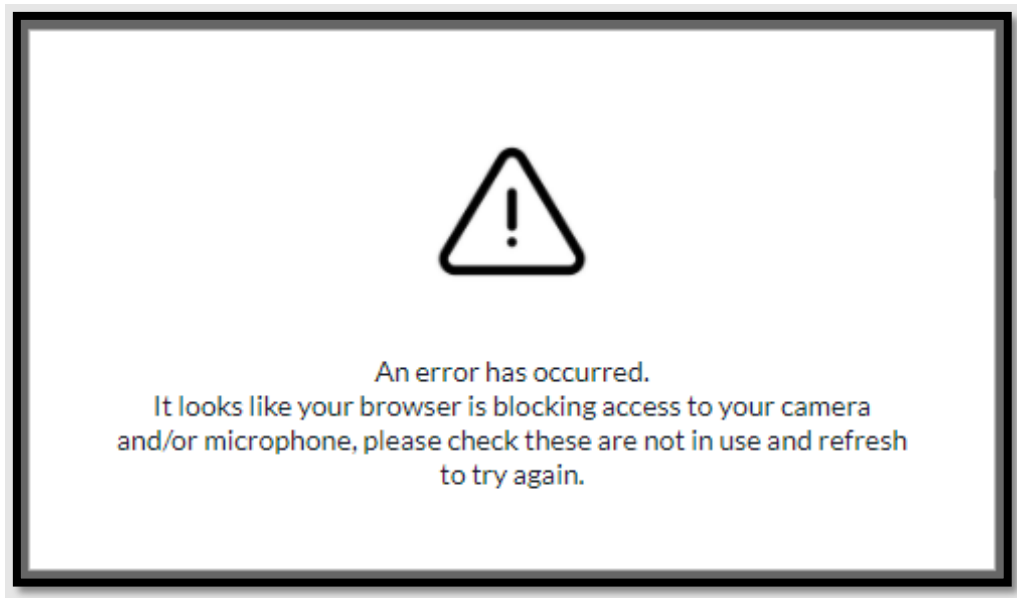
**It may be useful to note that the following 'Technical Issues' are in chronological order (In order of how they might logically arise)*

1. If you see the following message (left Image) when launching the Kiosk, please ensure that all communication applications are closed. You may also need to quit these in your task manager (Right Image):

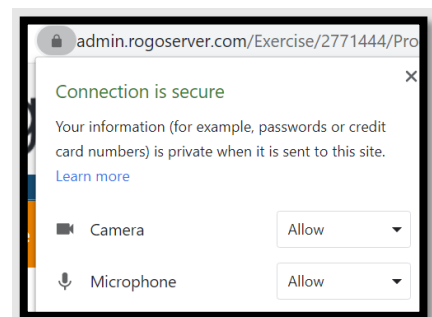
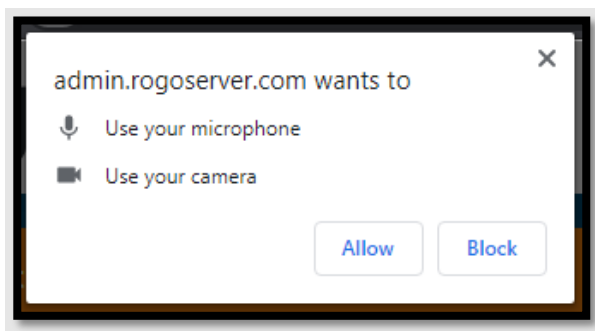


Kiosk Pin – click on the autologin link again

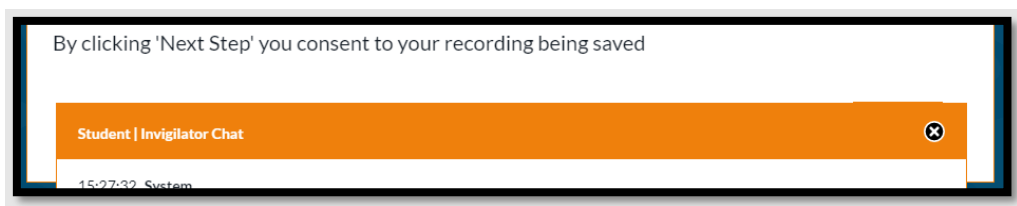
2. If you receive the following error message, then this means that your browser is blocking access to your camera/ microphone:



Ensure that Rogo has been given permission to use your microphone and camera:



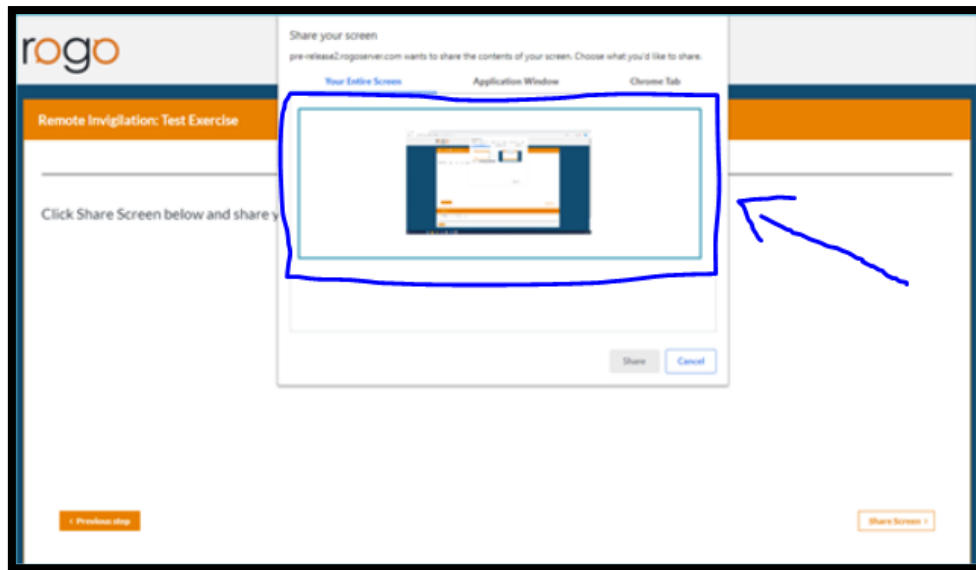
3. If you can't see the buttons to move to the next stage, try closing the Invigilator Chat box:



4. If you are using an apple device, ensure you have updated your settings to allow Chrome to share your screen:

System Preferences > Security & Privacy > Privacy > Screen Recording - add Chrome
You should also ensure that the browser window is maximised.

5. If the share button isn't active, make sure you have clicked on the image of the screen which you are sharing.



6. If you see the following message after connecting your phone by scanning the QR code, copy the link to the page and open it in one of the supported browsers listed.

Unsupported browser

The browser you are using is not supported. Please copy the link to this page and open it in one of the supported browsers for your device shown below:

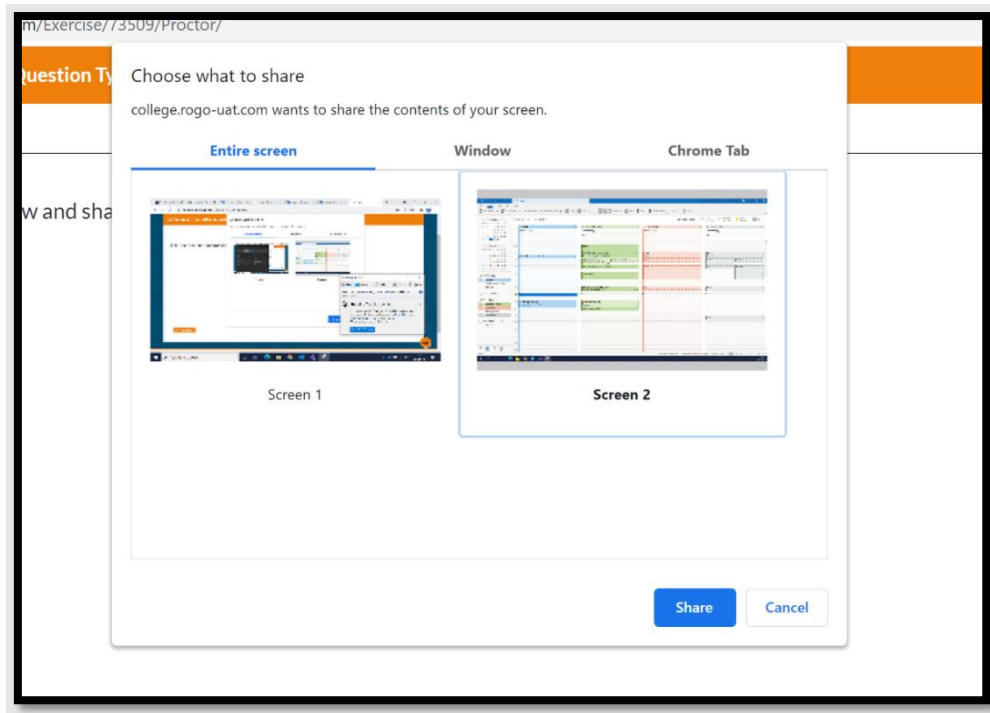
	Chrome	Firefox	Safari*	Edge
Android	✓	✓	-	-
iOS	*	*	✓	-
Linux	✓	✓	-	-
macOS	✓	✓	✓	-
Windows	✓	✓	-	✓

[Reload page](#)

* Support in Safari started with Safari version 11

If you are in a supported browser, please scan the QR code again and click on the link.

7. We **DO NOT** recommend you use multiple screens. However, the Kiosk runs from the screen it was launched in. So, if you wanted to have it on Screen 2, just launch the Start Menu and click on the App from that screen.



8. Docking Stations – Please ensure that you DO NOT use a docking station, as the screen share will not work properly.

If you have any queries, the exams team are here to help you:

exams@aiaaworldwide.com