

## AIA Advice 2021

### 國際會計師公會 2021 建議

## Remote Invigilation – Troubleshooting FAQ's

### 遠程監考 – 故障排除常見問題解答

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

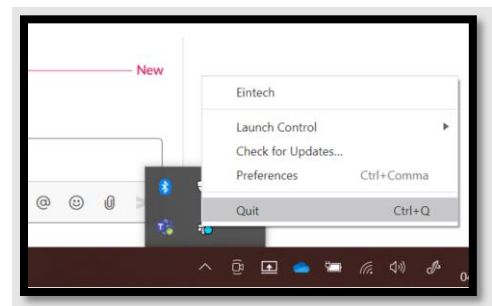
本文將概述如何幫助學生解決他們在整個考試過程中可能遇到的任何技術問題。

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

\*可能需要注意以下“技術問題”按時間順序排列（以邏輯上可能出現的順序）

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):

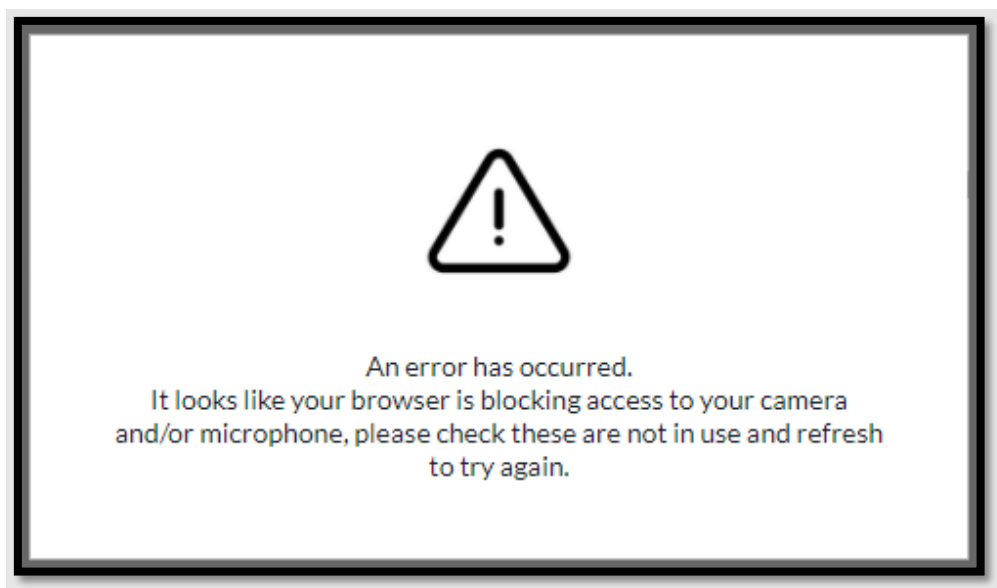
如果開始啟動信息亭時看到以下消息（左圖），請確保關閉所有通信應用程序。您可能還需要在設定裡退出這些操作（右圖）：



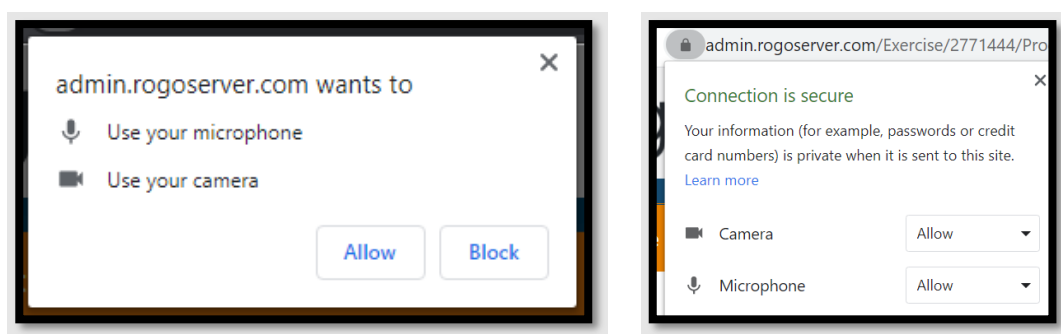
Kiosk Pin – click on the autologin link again

信息亭密碼–再次單擊自動登錄鏈接

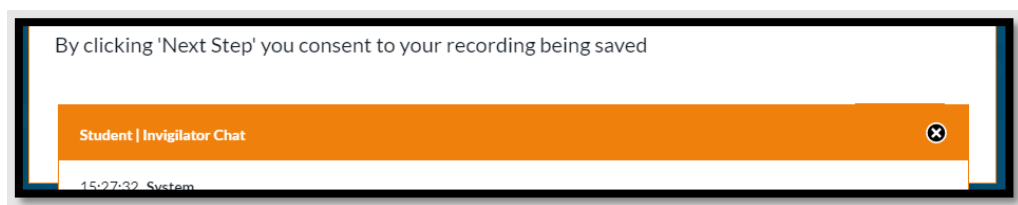
2. If you receive the following error message, then this means that your browser is blocking access to your camera/ microphone:  
如果收到以下錯誤消息提示，則表示您的瀏覽器正在阻止使用相機/麥克風：



Ensure that Rogo has been given permission to use your microphone and camera:  
確保已授予 Rogo 使用麥克風和相機的權限：



3. If you can't see the buttons to move to the next stage, try closing the Invigilator Chat box:  
如果看不到要移至下一個階段的按鈕，請嘗試關閉“監考者聊天”框：



4. If you are using an apple device, ensure you have updated your settings to allow Chrome to share your screen:  
如果您使用的是 Apple 設備，請確保已更新設置以允許 Chrome 共享屏幕：

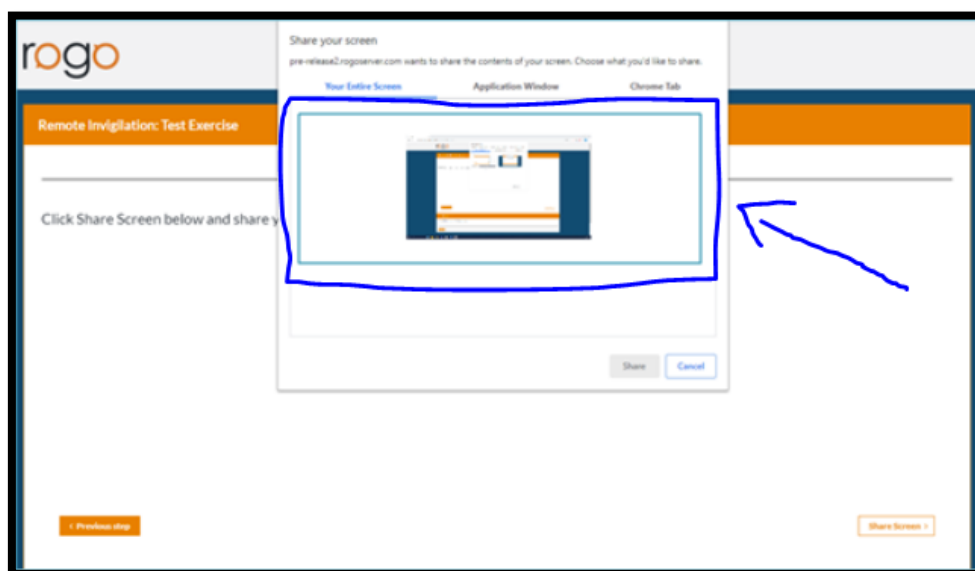
System Preferences > Security & Privacy > Privacy > Screen Recording - add Chrome  
You should also ensure that the browser window is maximised.

系統偏好設置>安全和隱私>隱私>屏幕錄像-添加 Chrome

您還應該確保最大化瀏覽器窗口。

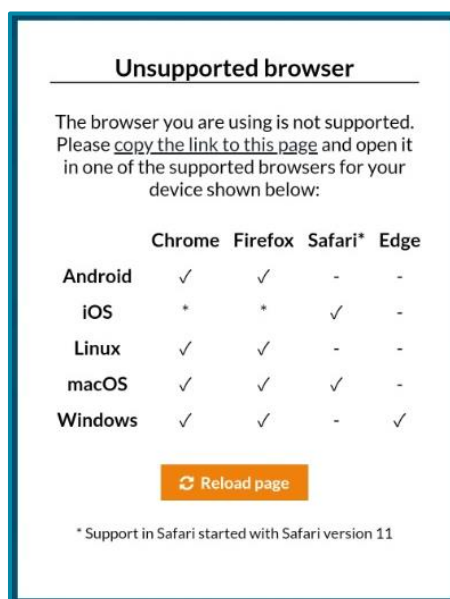
5. If the share button isn't active, make sure you have clicked on the image of the screen which you are sharing.

如果“共享”按鈕未激活，請確保已單擊要共享的屏幕圖像。



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.

如果已通過掃描 QR 碼連接手機後看到以下消息，請將鏈接複製到頁面上，並在列出的支持的瀏覽器之一中將其打開。

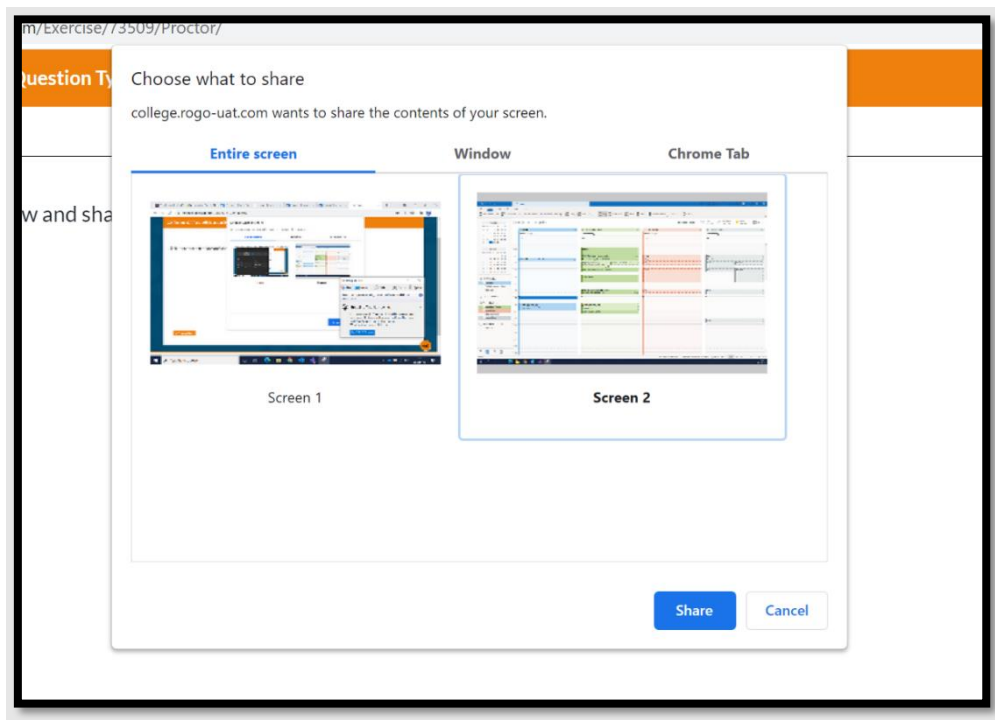


If you are in a supported browser, please scan the QR code again and click on the link.

如果您使用支援的瀏覽器，請再次掃描 QR 碼，然後單擊鏈接。

**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.

我們不建議您使用多個屏幕。但是，信息亭將從啟動時所在的屏幕運行。因此，如果您希望將其顯示在屏幕 2 上，只需啟動開始菜單，然後從該屏幕上單擊應用程序即可。



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

擴展平台–請確保不要使用擴展平台，因為屏幕共享將無法正常工作。

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

如果您有任何疑問，考試團隊將在這里為您提供幫助：

**[exams@aiaaworldwide.com](mailto:exams@aiaaworldwide.com)**