AIA

THE ASSOCIATION
OF INTERNATIONAL
ACCOUNTANTS

AIA Advice 2021

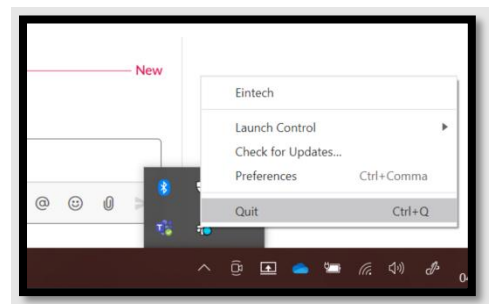## Remote Invigilation – Troubleshooting FAQ's
线上考试疑难解答

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)

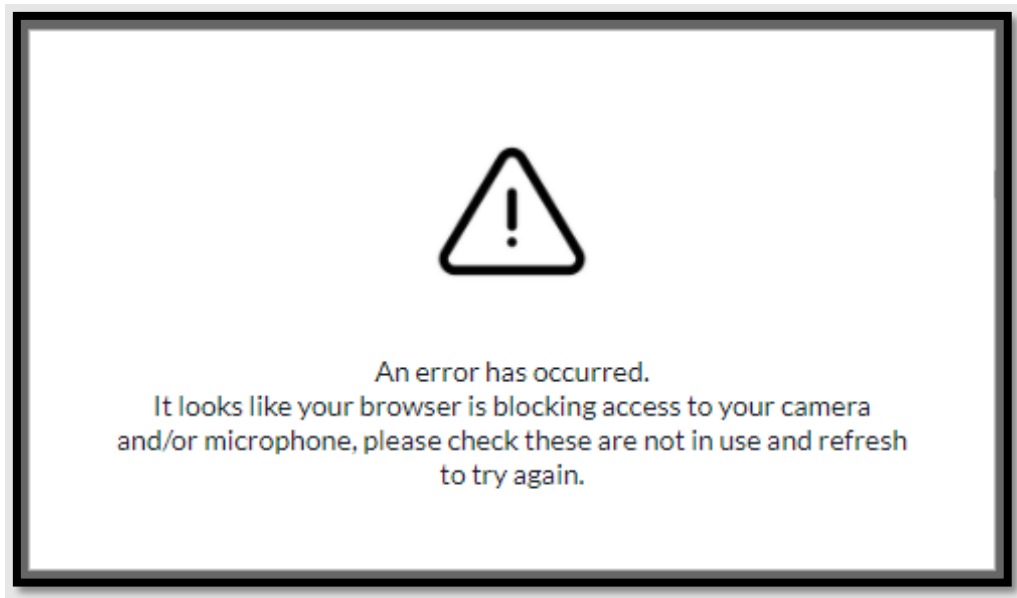本文档将概述如何帮助学生排除在考试过程中可能遇到的任何技术问题。

*注意以下的"技术问题"是按时间顺序排列的(按它们可能出现的逻辑顺序)

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):如果您在启动 Kiosk 时看到以下信息(左图)，请确保所有通讯应用程序都已关闭。你也可能需要在任务管理器中退出这些程序(右图):
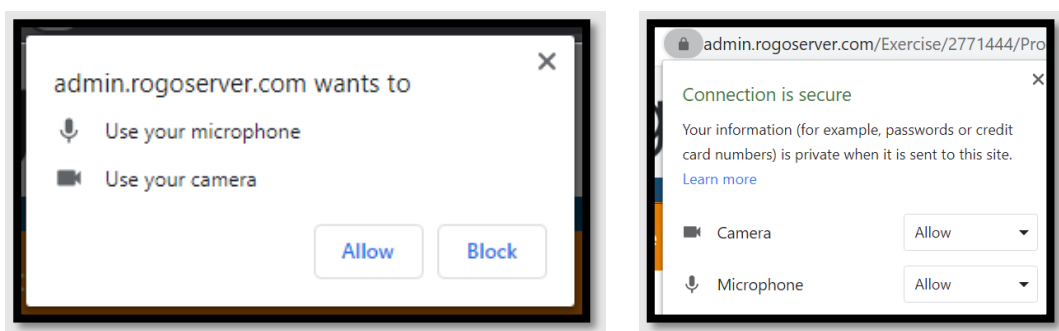
Kiosk Pin – click on the autologin link again 再次点击 autoologin 链接

2. If you receive the following error message, then this means that your browser is blocking   access to your camera/ microphone:
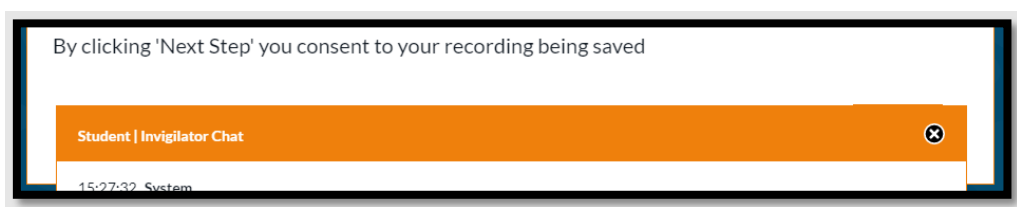
如果你收到以下错误信息，那么这意味着你的浏览器正在阻止访问您的相机/麦克风:

*Ensure that Rogo has been given permission to use your microphone and camera:*确保 *Rogo* 已经获得使用你的麦克风和摄像机的权限:

3. *If you can't see the buttons to move to the next stage, try closing the Invigilator Chat box*:　如果看不到进入下一阶段的按钮，请尝试关闭监考员聊天框:

4. *If you are using an apple device, ensure you have updated your settings to allow Chrome to share your screen:*如果你使用的是苹果设备，请确保你已经更新了设置，以允许 *Chrome* 共享你的屏幕:
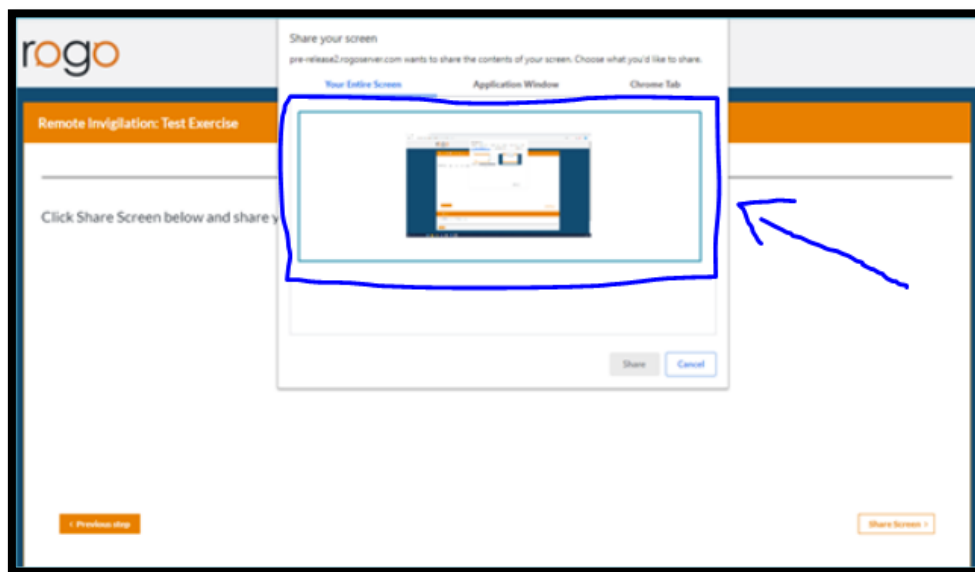
System Preferences > Security & Privacy > Privacy > Screen Recording - add Chrome

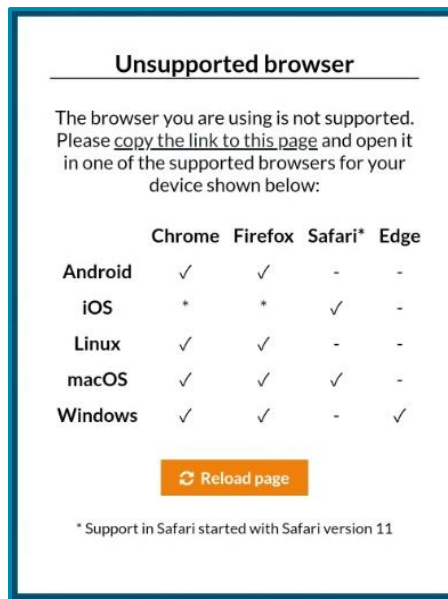You should also ensure that the browser window is maximised.

系统首选项>安全和隐私>隐私>屏幕录制 –添加 Chrome

您还应该确保浏览器窗口被最大化。

5. If the share button isn't active, make sure you have clicked on the image of the screen which you are sharing.请确保您已经点击了正在共享的屏幕图像。
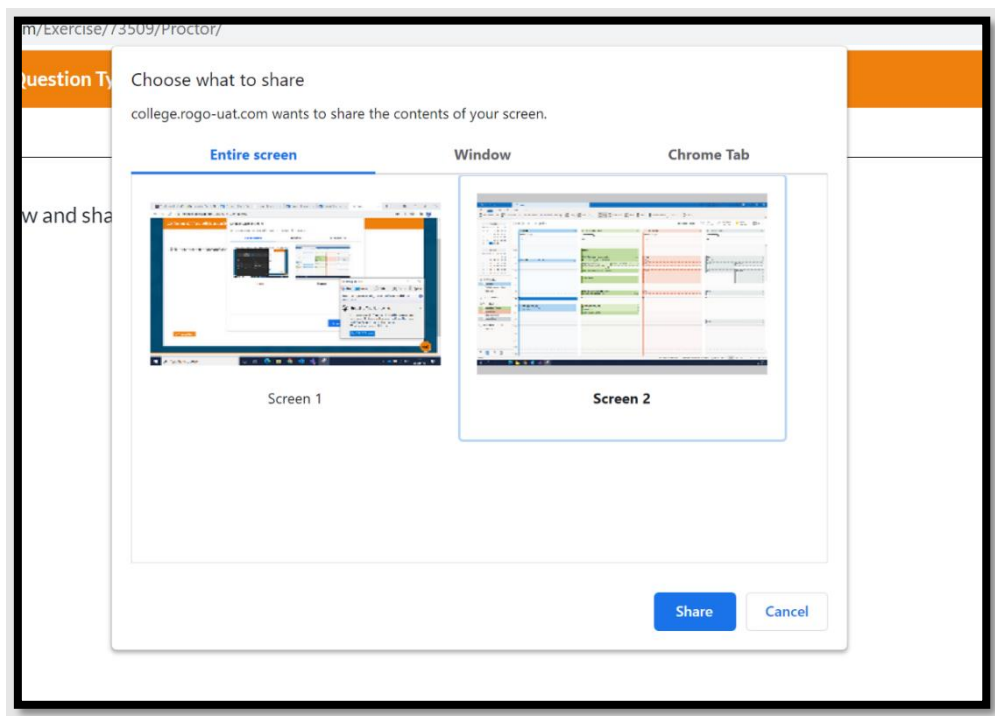

6. If you see the following message after connecting your phone by scanning the QR code, copy the link to the page and open it in one of the supported browsers listed.如果您通过扫 描二维码连接手机后看到以下消息，复制链接到页面，并在浏览器打开它。

If you are in a supported browser, please scan the QR code again and click on the link.如果您使用的是支持的浏览器，请再次扫描二维码并点击链接。

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.
我们不建议您使用多个屏幕。然而，Kiosk 从它被启动的屏幕上运行。如果你想让它出现在屏幕 2 上，只要启动开始菜单，然后在那个屏幕上点击应用。

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

接站–请确保您没有使用接站，因为屏幕共享将不能正常工作。

If you have any queries, the exams team are here to help you:如果您还有其他问题，请发送邮件至：

exams@aiaworldwide.com