Student Guidelines: Troubleshooting Issues Accessing Online Assessments

1. Are you using Google Chrome and is it up-to-date?

1.1 Is Chrome already installed on your PC?

You should see the familiar icon below on your desktop, or in the start menu.

You can also search the start menu in Windows or the applications folder on Mac for 'Google Chrome'

If Chrome is not installed, the link to the download is below. Select **Download Chrome** and follow the onscreen instructions.

https://www.google.com/chrome/

1.2 How to check if Google Chrome is up-to-date

1. At the top right of Chrome, click the **More** icon (3 dots) ⋮ .
2. Click **Update Google Chrome**.
   - **Important**: If you cannot find this button, you have the latest version.
3. Click **Relaunch**.
   - Further details can be found here: https://support.google.com/chrome/answer/95414

1.3 Are you using Chrome to open the webpage?

It is common to have a few browsers installed on a computer; however, only one of these will be set to be your default web browser. When you click on a link in an email or document, it calls your default browser. Therefore, if you are using a link to launch the site, it may not be Chrome that automatically opens.

To avoid this, open Chrome and then copy and paste the link into the address bar.

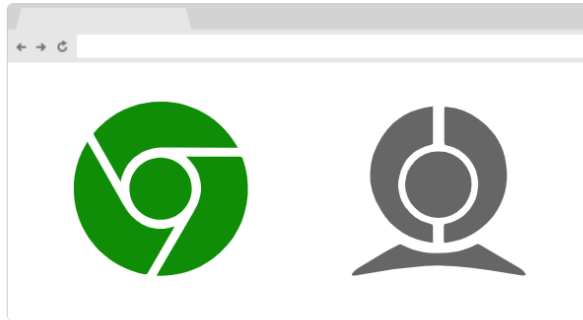# 2. Have you installed the Proctorio Chrome Extension?

2.1 How to install the Proctorio extension

If you launch your exam in Chrome and do not have the Proctorio extension, you should be automatically redirected to the download/install page. If this does not happen automatically, you can browse to https://getproctorio.com

1. Click on the link to 'Install Proctorio Chrome Extension'.

Proctorio *Chrome Extension*

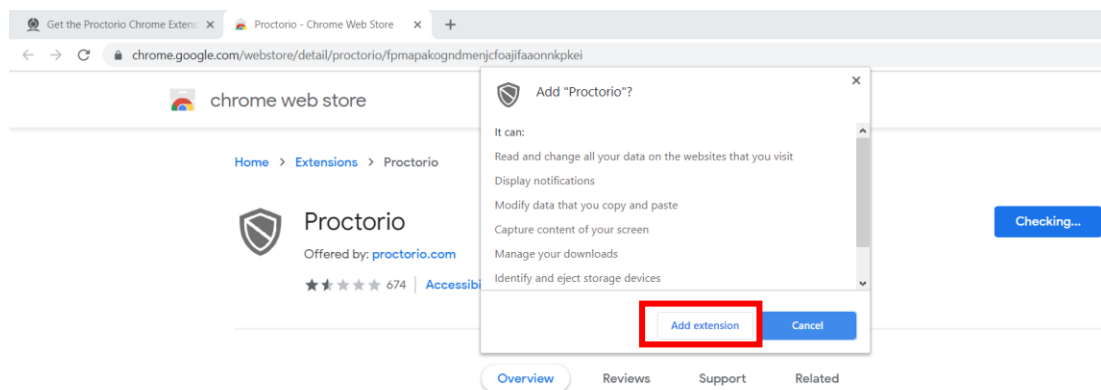This course requires you to install an extension into your browser.

2. This link will take you to the Chrome Web Store where you should click the **Add to Chrome** button.
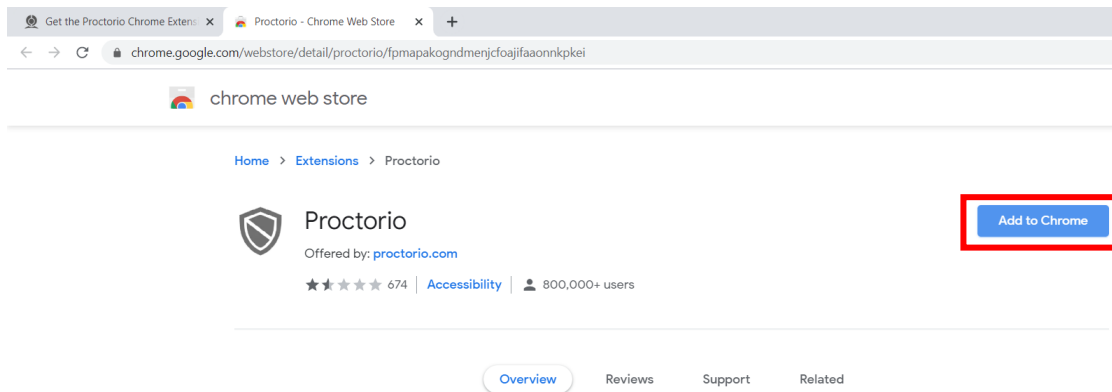
An 'Add Proctorio?' pop-up window should appear.

3. Click on the **Add Extension** button to download and install the extension.

In a few minutes, another pop-up window should appear confirming that the extension has been installed.

2.2   Are you having difficulty installing the Proctorio Extension?

1. **Is the Proctorio extension shield dark grey?** If it is light grey, it means the extension has not activated. If it has not activated, give it a few more seconds to see if it darkens. The first image below shows that the extension is not activated. The second image is activated.
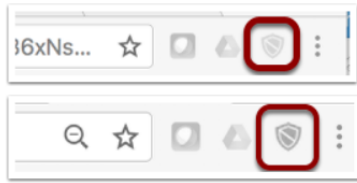
2. **Log out of all Google Accounts within the Chrome browser.**

3. **Shut down unneeded applications and web browsers.** Open your computer's task manager and look to see what may be running in addition to the Chrome browser. Some applications running in the background (Spotify, Teams, Skype for Business, Adobe cloud, for example), could be taking up a lot of processing power, and turning those off in the task manager may help.

4. **Restart your computer.** If you have several applications open or if it has been a while since you restarted your device, your computer may not have the processing capabilities needed to run the application.

5. **Turn off your computer and router.** Wait at least 30 seconds, then turn both back on.

6. **Contact Proctorio** via web chat at https://proctorio.com/support or email support@proctorio.com

2.3   Is the extension not working even though you have installed it in Chrome?
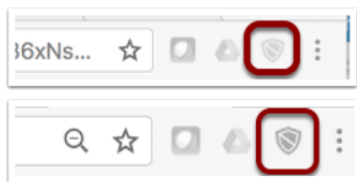
1. **Is the Proctorio extension shield dark grey?** If it is light grey, it means the extension has not activated. If it has not activated, give it a few more seconds to see if it darkens. The first image below shows that the extension is not activated. The second image is activated.

2. **Log out of all Google Accounts within the Chrome browser.**

3. **Turn off any other Chrome extensions except Proctorio.**
   - Click the 3 dot menu in the upper right corner of Google Chrome.
   - Select **More Tools**, then select **Extensions**.
   - Click the switch to turn off other Chrome extensions (for the duration of the exam; you can turn them back on again when your exam ends).
   - Close and restart Google Chrome.
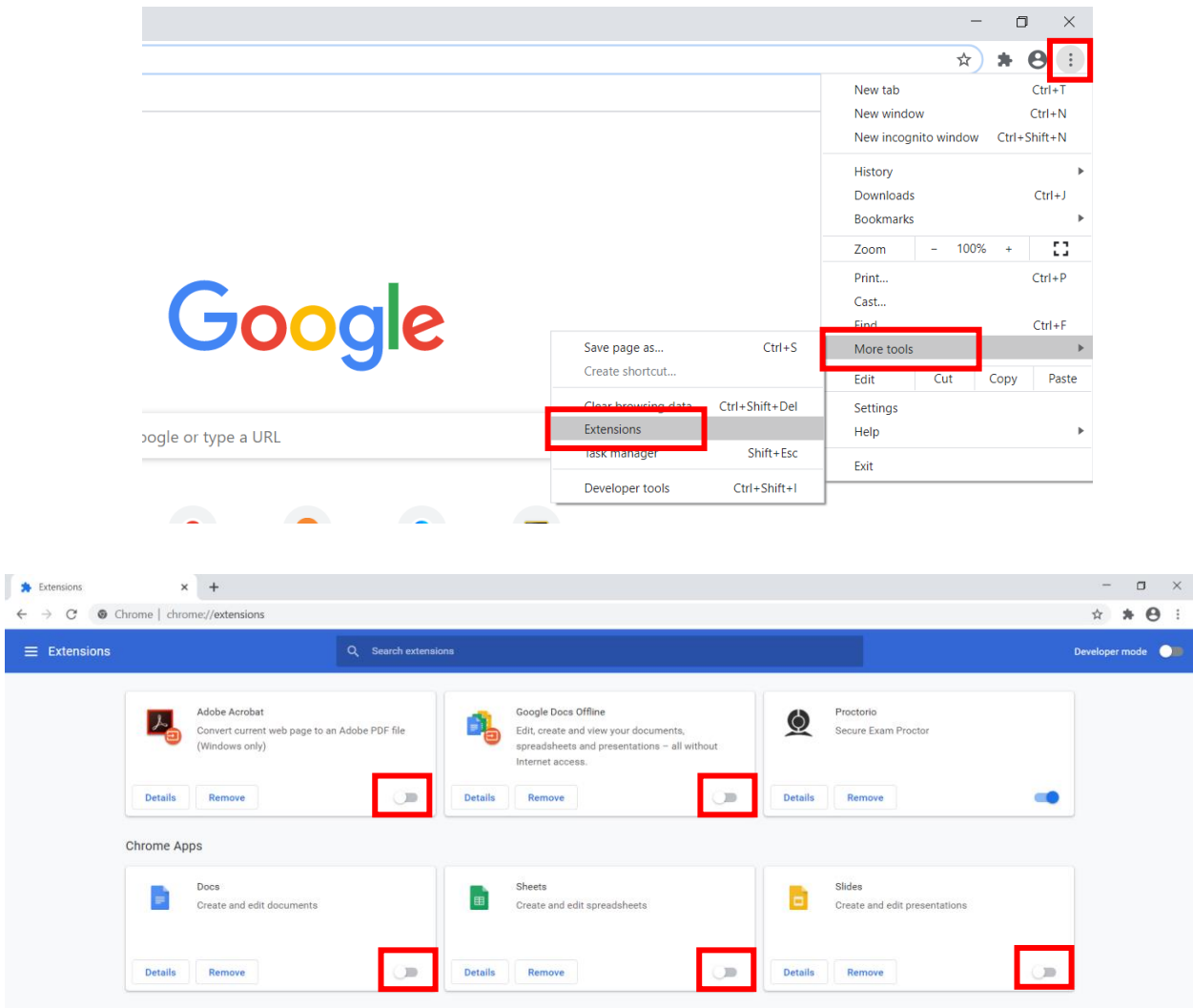
4. **Try turning the Proctorio Extension Off and then back On:**
   - Click the 3 dot menu in the upper right corner of Google Chrome.
   - Select **More Tools**, then select **Extensions**.
   - Locate the Proctorio Extension and click the switch to turn it off.
   - Close and restart Google Chrome, repeat the process and re-enable the Proctorio Extension.

5. **Shut down unneeded applications and web browsers.** Open your computer's task manager and look to see what may be running in addition to the Chrome browser. Some applications running in the background (Spotify, Teams, Skype for Business, Adobe cloud, for example), could be taking up a lot of processing power, and turning those off in the task manager may help.

6. **Restart your computer.** If you have several applications open or if it has been a while since you restarted your device, your computer may not have the processing capabilities needed to run the application.

7. **Turn off your computer and router.** Wait at least 30 seconds, then turn both back on.

8. **Contact Proctorio** via web chat at https://proctorio.com/support or email support@proctorio.com

2.4   Precheck and remote invigilation set-up

Once the site is satisfied that you are using Google Chrome and the Proctorio Extension is installed, you will be allowed to launch your test. The initial screen that will appear is an advisory screen, outlining the restrictions in place and the data that will be collected.

There is a detailed document 'Proctorio instructions' and video demonstration on Blackboard which outlines the additional steps required for invigilation setup.
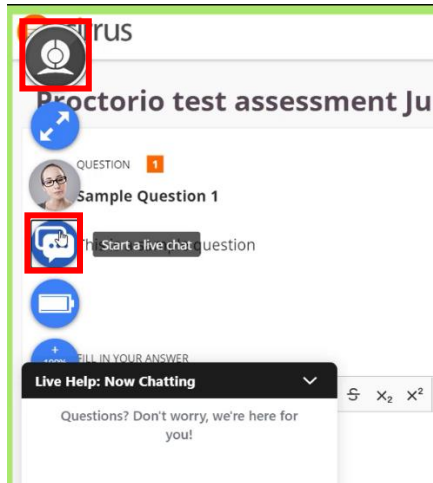
2.5   Proctorio Support

- If you need technical assistance, during your pre-exam system and ID checks, you can contact Proctorio Support by clicking on the link beside the URL to open a live chat.
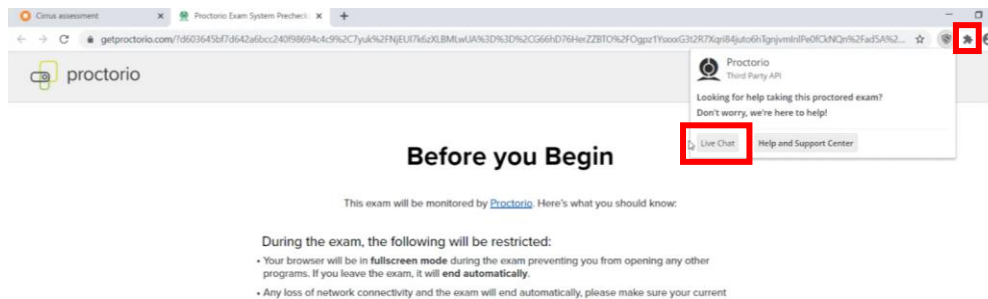
- If you need technical assistance, during your exam, you can contact Proctorio Support by clicking on the live chat icon in the window on the top right of your screen. During the exam, your webchat with Proctorio support will be recorded too.
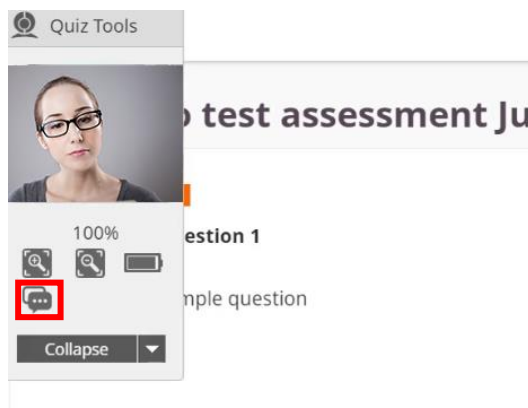
- If you have minimised the quiz tools window, you can click on the extension icon, and then click on the live chat icon.

- You can also contact Proctorio Support, before or during your exam, by going to https://proctorio.com/support and clicking the live chat button, or emailing Proctorio support at support@proctorio.com

3.   Can you access the assessment platform in Chrome?

Open the URL https://taxinstitute.cirrusplatform.com/# in Chrome. Does it display the login page?
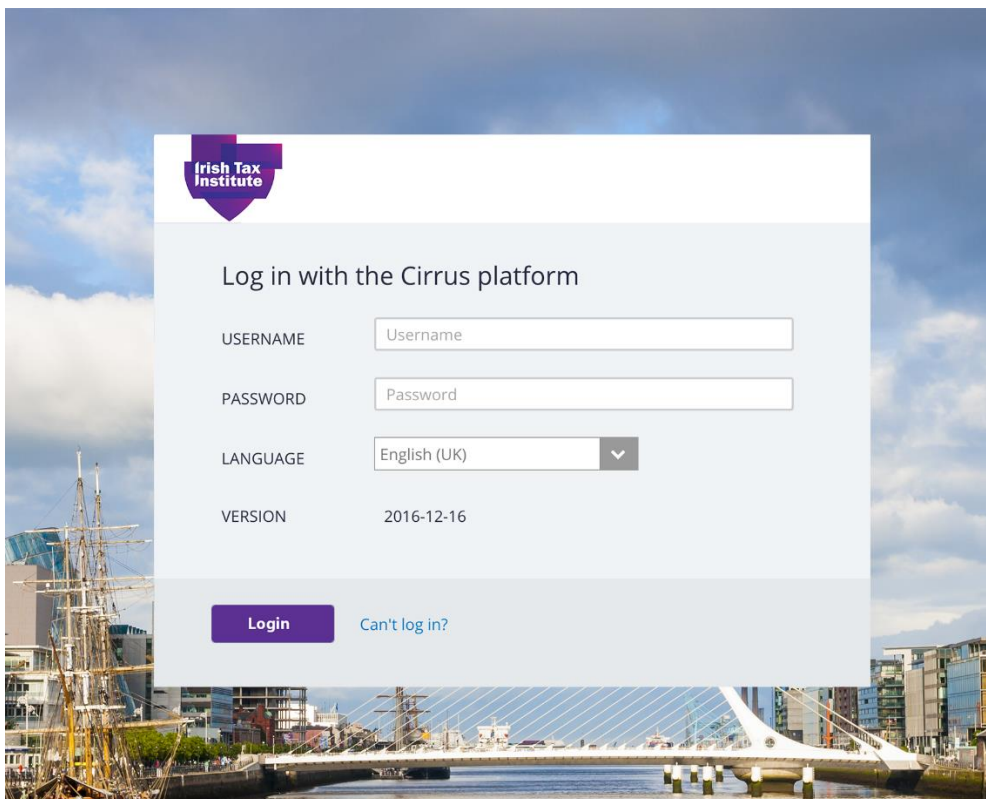
3.1   Are you getting an error message?

For example: 'page cannot be displayed', or 'can't reach this page'

Are you not reaching any webpages, or only the exam login page?

Try other sites, such as Google.com, rte.ie, youtube.com; preferably ones that you do not normally access so that it does not only show you a cached page. If this fails, it is probably an internet connectivity issue. See 3.2.

If you only experience a problem reaching the exam page, check the spelling of the URL in your address bar. Copy and paste the URL into the address bar if possible.

3.2   Is your device connected to the internet?

If you cannot reach any webpages in Chrome and you use Chrome infrequently, try from another browser.

If this succeeds, it may point to an issue which will require technical escalation. Corporate environments particularly may experience this, where a proxy server is in use with specified browsers. ** If you frequently use Chrome, this is unlikely**

Alternatively, if you are unable to access webpages from any browser, you probably have a connectivity issue.

Points to note:

- How are you connected? Via Wi-Fi, cable, hotspot, etc.
- Do you normally connect from this location?
- When did you last have internet access?
- Do any other devices using the same connectivity have internet access?
- Are you at home, or in an office where somebody else manages the connectivity?

Basic troubleshooting:

- Restart the devices involved in the provision of connectivity – the PC, the modem\router, the phone, etc.
- Ensure power is supplied to the relevant devices.
- Check any interconnecting cables and reseat at both ends.
- Call your internet provider or local IT department, if all devices at the location have lost internet access.
- If using Wi-Fi, is the PC connected to the correct access point?
- Is the Wi-Fi indicator displaying as connected with a reasonable signal?
- Is it possible to use a hotspot on a mobile phone if other avenues are exhausted (when exam start is imminent)?
- If connectivity appears to be restored, go back to the start of point 2 and try again.

4. Can you login to the assessment platform?

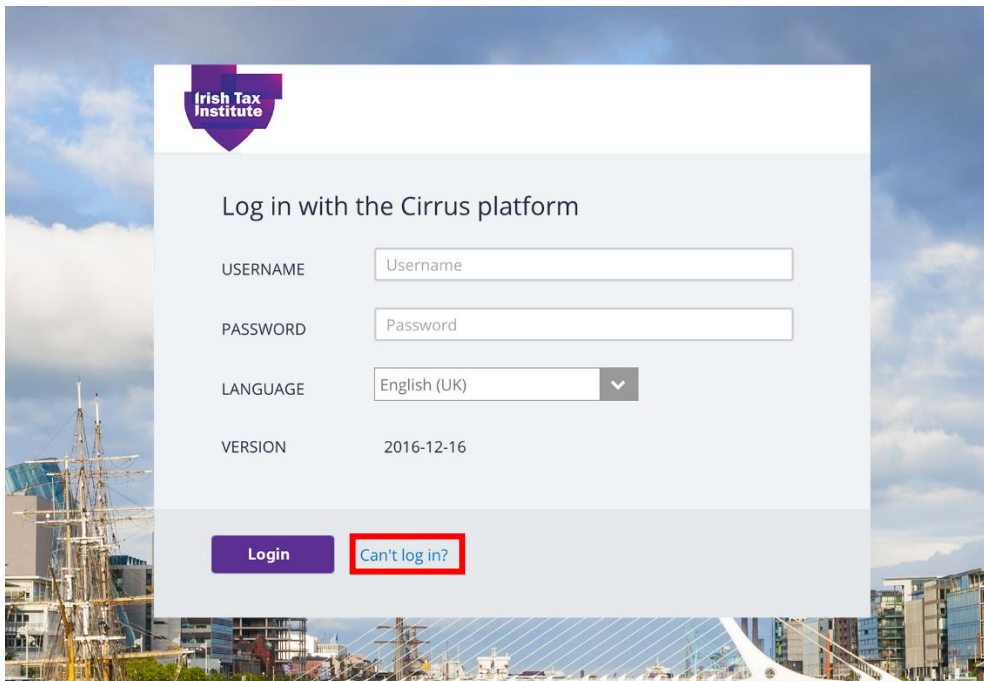Open the URL https://taxinstitute.cirrusplatform.com/# in Chrome. Can you login with your credentials?

4.1 Initial setup

- Your username is your email address.
- Set your password using the password reset link highlighted in the homepage image overleaf, or directly accessible at the following link:

  https://taxinstitute.cirrusplatform.com/#reset-password

Important: your password for the assessment platform is not same as for the Institute website and Blackboard

4.2 Login failures

If you are unable to login, first try resetting your password using the reset link shown above.

If your password reset emails do not arrive:

1. Check you are using the same email address used to register for your course.
2. Check your junk email, or any spam systems.

If this does not yield results, please contact the Irish Tax Institute.

5. Can you launch your exam on the assessment platform?

When you are logged in to the website using Google Chrome, you should see your candidate dashboard and have the option to **Start test**, as pictured below.

5.1 No exam or incorrect exam listed on your dashboard?

If there are no exams, or incorrect exams, listed on your dashboard, please contact the Irish Tax Institute.
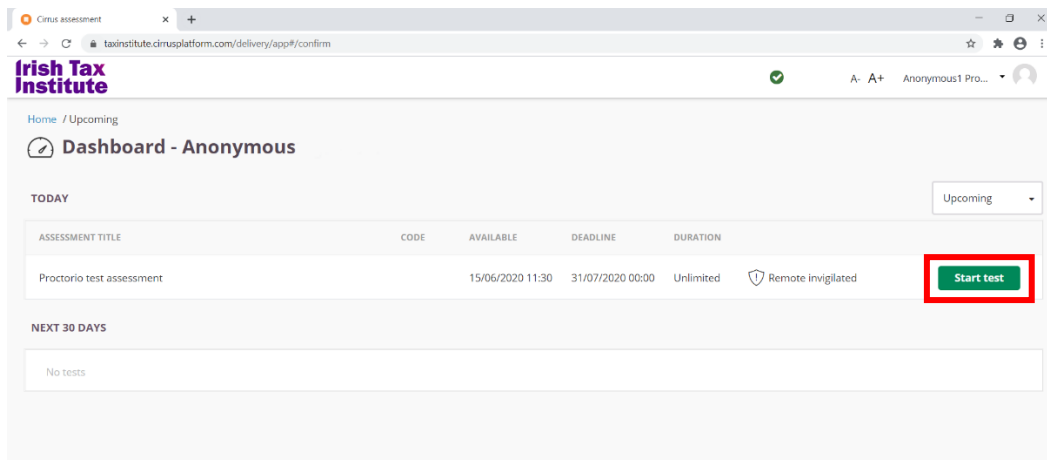
5.2 Are you getting an error message?

If you click on the exam, and get an error like the following, please go back to section 1.