

Intro

We understand that encountering issues before, during, or after the test can be stressful. Our dedicated troubleshooting guide is here to provide immediate assistance and peace of mind so we're turning those "Oh no!" moments into "Aha?" discoveries together!

In this document, we have answered some frequently asked questions that you may find helpful.

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I. Starting the test

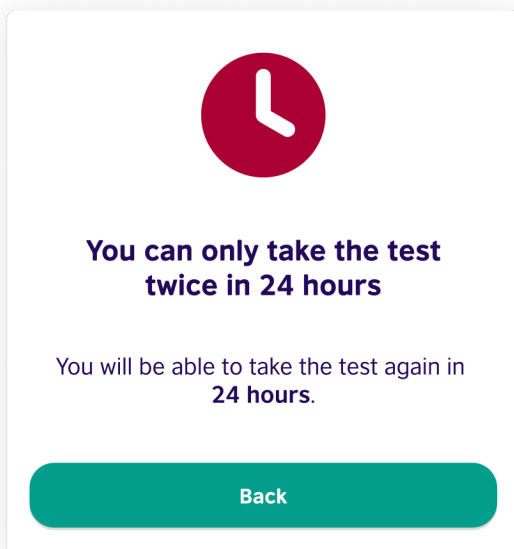
Q1. My test takers cannot start the test

A: We are sorry to hear your test takers are facing issues starting the test. This could happen because of a couple of reasons:

1. Retake limits:

Could they have reached the retake limit? Each test taker is allowed a certain number of attempts. If they've reached this limit, they'll be unable to start a new test.

Check with your test taker if they saw this error message when they tried to start the test:



The Core Skills Test can only be started twice in a 24-hour period, and 10 times in 28 days. The Speaking and Writing tests can only be started once in a 24-hour period, and 4 times in 28 days.

If the problem persists, please contact our support team via the live chat on your dashboard or drop a whatsapp message to your product support specialist.

2. System requirements

They do not meet the system requirements. Please check the requirements below.

Q2: What are the device and system requirements the test taker must follow?

A: For a smooth testing experience, certain system and device specifications are necessary. Please verify that your test taker's device meets the system requirements outlined below:

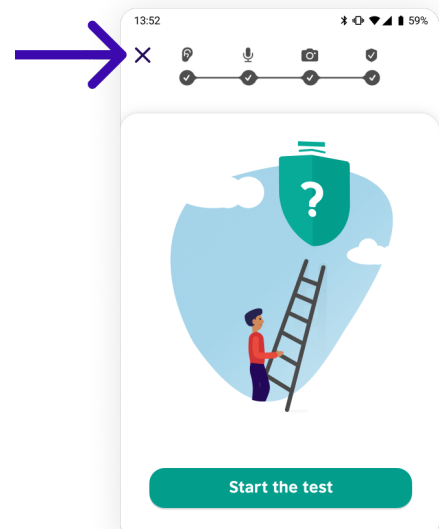
1. For the Core Skills test & Writing test - We recommend a 2mbps or a minimum of 512 kbps download & upload speed
2. For the Speaking test - We recommend a 8mbps or a minimum of 2 mbps internet speed
3. Please take a [speed test](#) to verify you meet the minimum internet speed requirements
4. Minimum operating system: Android 6.0 and iOS 16.0
5. Minimum operating system to take the writing test on iOS devices - iOS 17.0
6. The display settings is set to light mode
7. Zoom is set to 100%
8. Battery is adequately charged (Access to a phone charger if required)
9. Have enough storage on the phone (100 MB)

Q3: A 'Writing test closed' pop-up appear unexpectedly

A: We apologise for this inconvenience. It seems like a temporary system issue also reported by some other customers. While we work on permanently fixing this, for a quick temporary workaround kindly restart the application or, if the problem persists, please contact our support team via the live chat on the dashboard

Q4. What if my test taker did not enter the connect code?

A: If they have not clicked on the 'Start test' button, they should quit the test by tapping on the 'X' button.



II. During the Test

Q5: My test taker got stuck on a loading screen.

A: This be an internet connection issue or a temporary system bug affecting the test.

1. Unstable internet connection

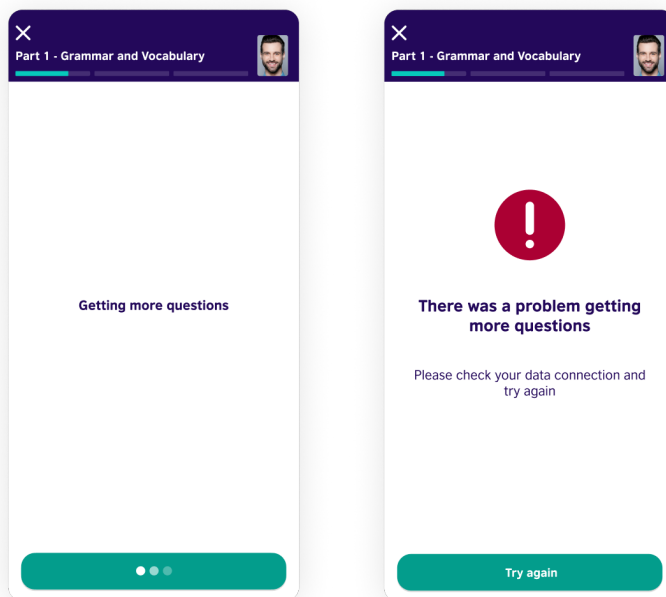
We suggest quitting the application and checking the internet stability by doing a [speed test](#) and starting the test again if you meet the minimum requirements.

In the scenario where you don't meet the minimum requirement we do not suggest you restart the test as you might encounter the same issue.

2. System bug/issue

If the issue persists, there might be a temporary system bug affecting the test.

Please clarify with your test taker if they saw one of these screens



We would recommend getting in touch with our support team via the live chat.

Please provide the email ID of the test taker where possible, so our team can investigate the problem and organise a resit date.

III. After the test

Q6: I cannot see the test taker's results on the dashboard

A: If the results are not reflecting, it's possible the test taker didn't enter the Connect Code or entered an incorrect one. Please verify this with them.

If the problem persists, please contact our support team via the live chat option on your dashboard.

Please provide the email ID of the test taker where possible, so our team can investigate the problem and provide the correct guidance.

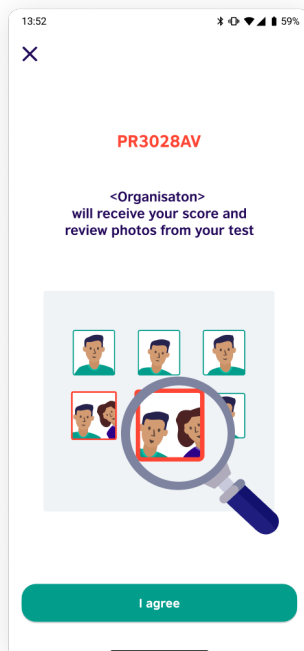
Please note: If the test taker has an 'Abandoned' status, it means they left the test midway and did not complete the test.

Please check the following:

1. Did the test taker complete the consent flow after entering the Connect Code?

Failing to complete the consent flow could result in the results not being recorded.

Kindly ask them to check if they saw this screen and clicked on 'Agree'.



2. Were you using an active Connect Code?

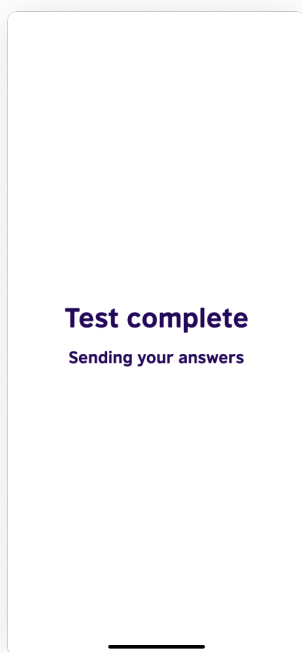
The Connect Code may have expired or been deactivated. Please ensure you're using a valid code provided by your product support specialist. This can be verified from the connect section on your dashboard.

3. Has the test taker possibly entered a Connect Code for the wrong assessment?

This could stop them from starting the test. Please confirm with the test taker that they've used the code intended for their specific assessment. This can be verified from the connect section on your dashboard.

Q7: The test taker did not receive a score at the end of the test

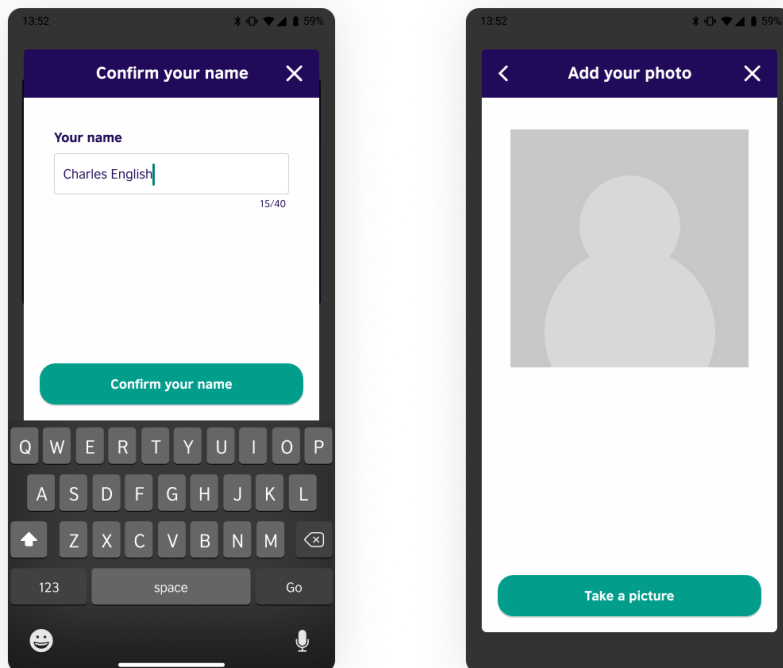
A: We're sorry to hear that. It could be a temporary system bug. Can you confirm if your test taker saw this screen:



If they did, we recommend reaching out to your product support specialist using the live chat on the dashboard. The specialist will record the email address of the test takers who faced this issue and will be in contact with you to arrange a resit for the affected test takers.

Q8: My test taker has not received their certificate yet

A: After you issue a certificate from the dashboard, the test taker needs to go into the mobile app and complete the certification process. This includes entering their full name and clicking the main picture that goes on the front of the certificate.



Certificates are issued when the main picture is clicked, and the test taker meets all security guidelines prescribed by EnglishScore. If these conditions are not met, it could delay the issuance of the certificate.

If the above is completed and they still have not received the certificate in 24 hours please contact your product support specialist via the live chat on your dashboard.

Q9: Why was the test takers' result invalidated?

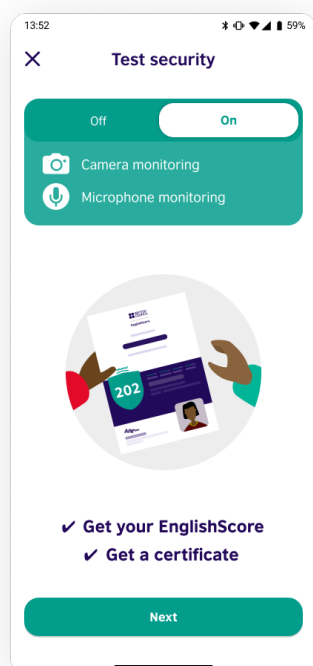
A: Results may be invalidated if any testing rules, such as the presence of a second person, are violated. Furthermore, deleting an account could also result in invalidation.

To know more about other security status, please visit this [help article](#)

Please note: Not all test sittings can be certified.

- If you took the Speaking Test before the 17th May 2022, your sitting cannot be certified.
- If you failed a security review, and your [test sitting photos do not meet our security standards](#), your sitting cannot be certified.
- If you took your test over a year ago, your sitting cannot be certified.
- If you took a test without security (camera) enabled, your sitting cannot be certified.

Please make sure the test security is turned on during the checks before you start the test - it should look like this:



Q10: What happens if the test taker possibly deletes their account?

A: If the test taker deletes their account, unfortunately, the results get invalidated and cannot be certified.