



Resolving Technical Issues

When You Have a Technical Issue

- Most technical issues will include instructions on how to resolve the issue. If no instructions are provided, proceed to the instructions below.



If No Instruction Is Provided

- Make note of the error and close the browser.
- Return the examinee to the **Welcome Examinee** screen and proceed with exam. The examinee will be able to continue from where he/she left off with the exam.
- If restarting the browser does not resolve the issue, call the Service Center at 800.765.2122 (312.715.1010 in the Chicago area) ext. 6703, and report the error so the Association may assist in resolution.
- Note any technical difficulties that occur during exam administration in an Irregularity Report.