

Candidate's FAQs for Online Remote Proctored Test on Mettl Platform

1. What does Online Remote Proctored Test mean?

Ans. Candidates are remotely invigilated through live video and audio feed and the screen of the candidate would also be monitored.

2. Is it mandatory for me to have an internet connection?

Ans. Yes, it is mandatory for candidates to have a stable internet connection connected to their computer system. The minimum bandwidth required is 512kbps.

3. What device do I need to have to take the test?

Ans. Candidates must have a computer system (laptop or desktop) with working webcam and mic along with stable internet connection to take this test.

4. How should I prepare for the test?

Ans. Candidates must go through the candidate guide to understand the process flow and take the **demo** test shared. This is the best way to experience the whole process before the actual test.

Please ensure you have enough power/laptop is plugged in to ensure that you do not lose connection.

5. Is it mandatory for me to keep an original valid photo ID proof to take the test?

Ans. Yes, it is mandatory for candidates to keep approved valid photo ID proof original document like AADHAR, Driving License, Voter ID, Passport etc. Candidates will need to submit a live image of the document to get authorised to start the test.

6. Will I be allowed to use my mobile phone during the test?

Ans. No. You will not be allowed to use any mobile device, headphones/ earphones/ earpods, smart watches etc.

7. Will I be allowed to use a calculator during the test?

Ans. No, calculator will not be allowed for the test.

8. Will I be allowed a toilet-break during the test?

Ans. A candidate may have ONLY one toilet break during the test of maximum five minutes. Please note your test timer will continue to run and you will not get any additional time.

For any further queries related to the online test platform, please write to support@mettl.com

9. How do I start the test, as I am getting the following error “Video Streaming Error”?

Ans. It seems that some restrictions are enabled on the network or on system level which is being used. Kindly follow the below steps to resolve the issue:

- Disable the firewall/antivirus (if any) on your computer.
- Make sure that you are using a network where website restrictions may not be enabled.

If the issue persists, kindly connect your system to a different internet connection.

10. I have been waiting for getting authorized for the test, but not getting through and getting message “We are currently processing your authorization submission” or “You are in the queue. Please wait while your details are being authorized”

Ans. The said messages are displayed when your details are been viewed and validated by the authorizer, hence kindly wait in the queue. If further queries, you may write to support@mettl.com

Note: Your test timing is not impacted because of this as the timer starts when you see the first question of the test.

11. What if I get disconnected while attempting the test due to power failure or internet disconnect?

Ans. The test runs on auto save mode. You can resume the test following the same steps as did initially and from the same question number where you got disconnected. However, please note such disconnects would be monitored and any suspicious activity shall be reported to Cambridge for further action.

12. I am unable to start the test, getting the message “This Test has been deactivated”.

Ans. The message is displayed when the time window for participation in the test has been closed. Candidates must ensure you login on time to take the test as per booked slot.

13. I am unable to start the test, getting the message “Connection with Chat Server Failed”.

Ans. The message is displayed when there is restriction enabled on the Network / System being used.

If you are not using an office system.

- Kindly disable the antivirus & firewall (If any).
- You can also try to switch to different internet connection.
- Try changing the system if the issue persists.

If you are using an Office system / Office Network.

- Kindly connect with the IT team at your organization if you are using an office laptop or office network.