# Local Support (LS)
# Answers and Actions

## for the Verified Exam with Speaking&Writing

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## CORE TEST START:

### *My voucher code does not work.*
Please send the e-mail to: *testingcenter@eafit.edu.co* with the screenshot of the submitted voucher and error message you got so we can check the validity of your voucher.

### *My camera is not working.*
Please note that for the verification purposes, the front-facing camera needs to be running during the whole duration of the test. If you get the black screen instead of the pictures during the initial phase, do not start the test and adjust your computer settings.
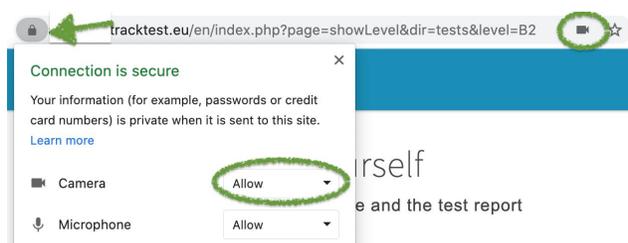
You should not see:
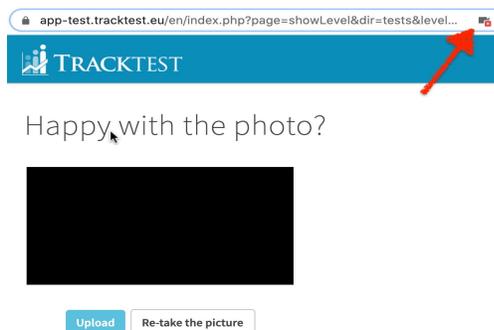


How to fix:
Check if your camera runs in another application and then check you have allowed access to the camera in your browser address bar:

If it still does not work, try it with another computer or smartphone.

## DURING THE CORE TEST:

**When I tried to submit the answers, it took a long time and I lost some time.**
You probably experienced a temporary connectivity issue. We will check the impact of the issue on your overall result and inform you about the next steps.

Send the escalation e-mail to *testingcenter@eafit.edu.co* with your e-mail and start date of the test. TrackTest can confirm or reject the claim after the analysis of the system logs (the test cannot be older than 30 days).
If confirmed that a significant portion of time (i.e. more than a few minutes) has been lost because of the issue, your test attempt will be deleted and you can retake the test again from the beginning.

## THE SPEAKING TEST:

**I cannot hear my recorded audio.**
Before the start of the Speaking test, you are asked to record the sample answer and confirm that you heard your recorded answer properly.
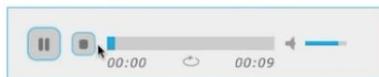


If you do not hear anything, your recording is not working. Do not start the Speaking test!

Check the possible reasons for audio not working:
- Your computer does not have a microphone or it is disabled on the system level (check if it works in other application)
- You did not properly enable the access to the microphone to the website.

If you record the muted or incomprehensible answers despite this check, it means that you ignored the instructions and as a result, your Speaking exam will be charged but not rated.

## DURING THE SPEAKING TEST:

***The page got frozen when I wanted to upload the answer.***
This problem sometimes happens with unstable Internet upload connectivity. Just refresh the page and re-record the last answer.

***I completed the Speaking test but I am not sure if the answers were uploaded properly. Can you please check?***
If you already completed the Speaking test, just wait for the rating. Potential technical constraints during the Speaking test are already factored in the overall rating. If there is not enough recorded material for rating, we will contact you with further instructions.

## DURING THE WRITING PART:

***I cannot submit my writing task because I got the error (text in red).***
You may get the error if you try to submit the text which does not have the required minimum number of words or if you copied the text from another source. Expand the text with more words and try to submit it. If it does not help, refresh the page (Ctrl+F5) and write the text again.

**NOT RATED Result:**
***I got Not rated for the Speaking part. What can I do?***
The *Not rated* result means that you neither passed nor failed the Speaking part. Your oral performance could not be rated because your answers were too short or incomprehensible. You can take the Speaking part again by clicking the test detail.