TROUBLE SHOOTING During the exam

I am being asked for an Exam Code
1. This occurs when the candidate is using a previously downloaded version of the RPNow proctoring software
2. Uninstall any previous versions of the software
3. Click on the 'Start Music Theory exam' button again and download the software presented to you.

There is an error message saying 'Resource limit exceeded'
1. This occurs when a candidate attempts to access the exam again 3 hours after it has already been launched, by pressing 'Start Music Theory exam', and therefore the time limit on the exam has passed.
2. A new entry will need to be made and please email theory@abrsm.ac.uk to request a full refund for the initial entry which ABRSM will process

On the 'Security Check' screen, I am being asked to close down applications
1. The RPnow software cannot be run whilst there is access to other applications or programmes
2. Close all programmes manually or click the 'Terminate these applications' button to forcibly close all prohibited programmes running
3. If for any reason the programmes do not close, you may need to uninstall the relevant programme in order for the exam to take place

My computer has frozen
1. Close down the RPnow exam software completely. **Do not** press 'End Test'
2. Re-open the RPnow exam software and complete ID checks and room scan again
3. The system will take you back to where you left the assessment. All previously submitted answers will be saved by the system
4. Please note the exam time will have continued to count down

My internet has cut out or there has been a power cut
1. Once power or internet access has been restored, re-open the RPnow exam software and complete ID checks and room scan again
2. The system will take you back to where you left the assessment. All previously submitted answers will be saved by the system
3. Please note the exam time will have continued to count down

The RPnow system doesn't recognise my camera or microphone

1. Check the permission settings so RPnow can access your camera and microphone
2. Check no other applications are using the camera or microphone
3. Disable 'Stereo Mix' from the computer

4. For additional camera issues, refer to the troubleshooting page here

The RPnow system has a message saying I have insufficient bandwidth to access the exam system

The bandwidth required is 300Kbps upload and download. If you have this and the error still shows:
1. Re-start the candidate's computer/device
2. Ensure the candidate is using a wired connection
3. Disconnect other devices that are connected to the wifi/LAN to lessen bandwidth usage
4. Restart the candidate's Router. Unplug it for 2-3 minutes and plug it back in. Relaunch the exam and check

If the above didn't work:
1. Check if the candidate can use a different connection or device/computer
2. Connect with hotspot rather than broadband

Other troubleshooting which may help:

- For Windows OS
    1. Check which camera drivers are listed in Chrome by going to this site in Google Chrome://settings/content/camera
    2. Check which camera is set to be the default in Device Manager (Look under either "Camera" and/or "Imaging Device")
    3. Go to Control Panel> Programs and Features and delete all the Camera Drivers listed in Chrome (located in step 1) except for the default camera driver listed in Device Manager (located in step 2).
    4. Close everything and restart your computer
    5. Re-launch the RPnow system

- For MAC OS:
    1. Go to System Preferences
    2. Click Sound
    3. Click Input Tab
    4. Select the correct/working audio device
    5. Close everything and restart your computer
    6. Re-launch the RPnow system

- In the 'Apps and features' settings, ensure 'Anywhere' is selected:
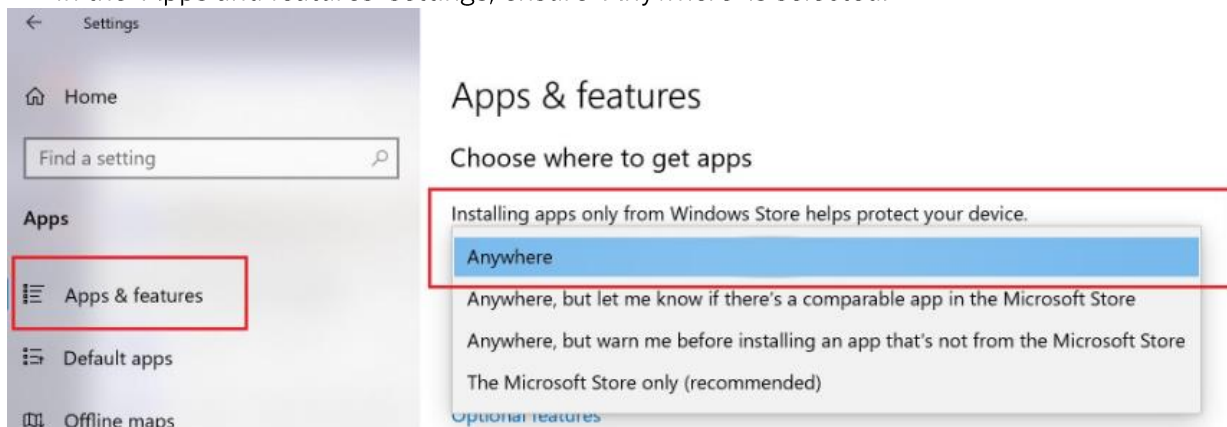
On the 'System check', I see a message stating 'streaming throughput and Network quality both failed'
1. Relaunch the browser
    o Restart the candidate's computer/device
    o Make sure that the candidate is using a wired connection
    o Disconnect other devices that are connected to the wifi/LAN to lessen bandwidth usage
    o Restart the candidate's Router. Unplug it for 2-3 minutes and plug it back in. Relaunch again and check

If the above didn't work:
1. Check if the candidate can use a different connection or device/computer
2. Connect with hotspot rather than broadband

Other troubleshooting that may help:
1. Go to Control Panel > Hardware and Sound > Sound > Disable all third-party drivers
2. Add Google DNS

If the message specifically shows 0 kbps then the error is related to the software's ability to connect to the camera and/or microphone - see below

PSI provide support 24 hours a day, 7 days a week, 365 days a year. Their local contact number can be found here https://www.abrsm.org/pt/our-exams/online-theory/assessment-delivery/ under 'Customer support and technical enquiries'.

I pressed 'end test' too early and can't log back in
Contact ABRSM on theory@abrsm.ac.uk – you will not be able to continue the exam.

I see the message saying 'Error getting data from organisation'
1. Uninstall the RPnow software and re-install it
2. Re-launch the newly installed software

For all issues not resolved through following steps in this document please contact ABRSMs support team at PSI on the dedicated number found online under 'Customer support and technical enquiries'

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