

Problem	Solution
1. I cannot log in to my account.	<p>Check your Details and make sure there is no extra space in the field.</p> <p>If problem persists, contact OASYS Support</p>
2. There is no exam assigned to me.	<p>System admin can work on this issue and fix it. Contact OASYS Support if you need more details.</p>
3. I cannot hear Audio File for the Listening section.	<p>You have a voice check on the page before your exam starts and you cannot start without confirming your voice is working fine.</p> <p>Make sure the volume on the top right of the browser is set high. If none works, check your device speaker setting. If problem persists, change your browser to Edge.</p>
4. Can I adjust the volume in the listening part?	<p>Yes. There is a volume button on the top right of the page where you can increase or decrease the voice. please do not change the volume from the windows toolbar.</p>
5. The audio file is playing part 2 but I see the questions for part 1.	<p>You should change the page manually and go to the part 2 questions.</p>
6. How can I navigate between tests parts e.g., listening's part 1,2,3?	<p>There are two left and right buttons that help you to go back and forth between different pages and parts. Also clicking on question numbers in the bottom, will take you to the page of that specific question.</p>
7. How do I know whether I have answered a question or not?	<p>Every time you answer a question, the color of the questions button will change from black to white. To find the ones that are not answered or answered you can only see which one is black or white.</p>
8. I cannot see the whole page.	<p>Make sure your screen size is 13 inches or larger. Also Make sure you didn't zoom in your zoom out.</p>

<p>9. My Exam freezes and I cannot continue my test.</p>	<p>Close your Test and login again – your test will resume from the beginning of the section it was closed. For example, if you close the test in the reading section after new login, your test begins from the beginning of the section with full time given.</p>
<p>10. What happens if my internet connection shuts down?</p>	<p>Close your Test and login again when your internet is stable. As explained above your test will resume from the beginning of the section its closed (for example if you close the test in the reading section and you 45 minutes left, your test begins from the beginning of the section.</p>
<p>11. Can I adjust the size and color of the exam?</p>	<p>You can zoom in and out using Control button and +/- (we recommend use the standard size to see the whole content). The exam color is set on the real exam colors, and it cannot be changed.</p>
<p>12. Can I go forward or back the audio file or listen again?</p>	<p>No. The listening audio file is played only once; however, you can go from one part to another manually.</p>
<p>13. I cannot see Task 2 Writing, or I cannot click on the bottom of page to go Further</p>	<p>Sometimes your browser may cause issues. In this case just change your browser from Chrome to Edge or Vice Versa- if doesn't solve contact OASYS Support.</p>
<p>14. I cannot highlight or make notes.</p>	<p>Choose the preferred passage then right click and choose to highlight or make note.</p>
<p>15. Can I submit my answers sooner than the exam's time?</p>	<p>Listening and reading sections have fixed time and cannot be submitted sooner.</p> <p>However, you can submit your writing test sooner. There's a submit button on the lower right side of the screen that submits your writing any time you like and after you confirm your decision through a confirmation message.</p> <p>Please note that after submission the exam will end and there's no way to restart the last part again.</p>

16. When do I get my grades?	The system emails your listening and reading grades with a detailed report of your exam immediately after your final submission. For writing and speaking it usually takes 3-4 days.
17. If I sign up for another exam, will I get the same exam?	No. We have a large questions bank, and the system assigns a new exam to you every time you sign up.
18. Can I sign up for both Academic and GT exam through your system?	Yes. The system doesn't have any limitation on this matter.