

## NBME TROUBLESHOOTING

If a student gets kicked out of the exam, the student MUST text the proctor.

If student gets kicked out of zoom, proctor will text student.

In the event that the student quits the exam browser, they will not lose exam time.

- **Zoom** - If a proctor notifies student to exit the exam, that means zoom disconnected and student will need to exit exam via **Control Shift Q** (Command Q on mac computers) and reconnect to zoom on computer OR on their phones.
  - If Mac and command-q does not work, **command-option-escape** will pull up the force quit box, students can force quit the browser and restart. If that does not work, they will need to restart the computer using the power button.
- **NBME** - If student gets disconnected from the exam, student will text proctor and check their WIFI connection and/or cables on laptop

### FOR EITHER SCENARIO ABOVE:

- After all is checked, connected and good to go, student will inform proctor and receive a new startup code via text. Students will need to re-download the secure browser repeating the steps above.
- Once at **“On Test Day”** student will enter examinee code, click **“Restart Examinee”** enter bio info again then text proctor they are ready to restart so proctor can grant access. **Student will not lose any exam time**