METU SFL
ENGLISH PROFICIENCY EXAM
TROUBLESHOOTING FOR TEST TAKERS

BEFORE THE EXAM

Problem	What can be done
You cannot attend the Webex meeting.	Use the link below to report the problem: https://metu.webex.com/meet/iyshelp
You cannot hear the proctors while they are giving instructions or during the ID check.	You can ask the proctors to write in the Webex chat box OR share their screen to show the instructions.
The proctors cannot hear you.	Try turning on your audio. If the problem is not solved, use the link below to report the problem https://metu.webex.com/meet/iyshelp
Your Webex name is not the name on the Proctors' list (including names suggestive of real names).	The proctors will admit you and tell you to change your name. They will expel you from the session so that you can change your name by clicking on "Edit Profile". You can then rejoin the session, provided that you are not late.
Your camera view is upside down.	Set the screen rotation for horizontal/vertical viewing. Android: Settings (Ayarlar) > Display (Ekran) > Auto-rotate screen (Otomatik döndür) iPhone: Slide the screen upwards/downwards and on the menu you see, keep the "key" icon (Düşey Yöne Kilitleme) in the OFF mode.
You have a virtual background on Webex.	Touch the camera icon at the bottom, choose "Virtual Background" and then "None" and "Apply."
Your Webex camera doesn't work.	If before the exam starts: - go to settings on Webex and check if camera is enabled/on - if not, turn it on and test - if it doesn't work, leave the meeting and join again by following the steps one by one and testing the camera before joining meeting. - if possible, arrange another device with a working camera. If all fail, you cannot take the test.
You are late.	You can join the Webex meeting until 09:45. After 09:45, you will **NOT** be admitted to the Webex meeting and thus you cannot take the exam.
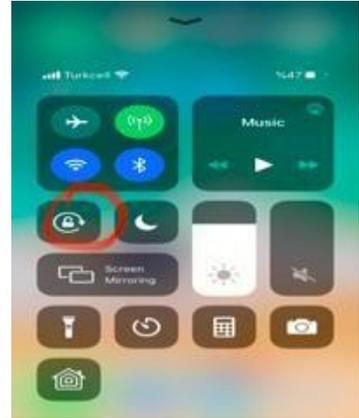
You click on launch SEB, but it does not work.	Do the following: 1. If nothing at all happens, please ensure that you minimize your browser window and check if any other small pop ups have opened. Double check your antivirus and/or firewall is not blocking the SEB. If you use Kaspersky and Avast, you may not be able to run the SEB. Please check your settings with your software on how to enable access. 2. If the SEB opens but you are not automatically taken to the test, close SEB and modify the configuration with the Start URL address announced at http://epe.metu.edu.tr. There are documents for SEB installation for Windows or Mac on the same web page to guide you.
You log in with your username and password, but clicking on the "ATTEMPT TEST" button doesn't do anything.	Do the following: 1. You must first launch SEB. 2. If you can't find SEB on your computer (found in Settings > Apps and Features (Windows) or the Applications folder (Mac)), then follow the installation instructions provided for Windows or Mac at http://epe.metu.edu.tr.
You click on launch SEB, but a message pops up saying that it may be harmful to the computer and cannot be launched.	This can occur on some Mac OS devices. To resolve this issue, follow these steps: • Uninstall SEB by deleting it from the Applications folder > Open Privacy & Security settings and allow installations from "App Store and identified developers" in the General tab > Reinstall SEB using instructions provided in the confirmation email > Log in and launch SEB > Click "Open Anyway" when prompted.

DURING THE EXAM

Problem	What can be done
You need technical help.	Use the link below to report the problem: https://metu.webex.com/meet/iyshelp.
You've had problems with the internet and/or there has been a power cut.	The test timer is based on the exam server, so it doesn't stop or pause when a user has a problem. Try reconnecting as soon as possible. The proctors will note the time of disconnection.
Your internet connection is lost during the test but has returned.	The autosave feature of the server will have saved all of the answers up until the last minute. When the internet connection returns, you can continue but you won't have any extra time.
Your internet connection is lost during the test and has not returned.	You can use the hotspot of Device 2 if you can. If it does not work, the proctors will report it in the Exam Report.
You cannot proceed to the next section. Your screen froze.	Check if you can use the mouse/cursor. If YES → refresh the page (SEB) by clicking on the refresh button down left corner of the browser. If NO → refresh the page/window by clicking on the F5 button (for Windows) or Command+R (for Mac) button on the keyboard. If these do not work, use the link below to report the problem https://metu.webex.com/meet/iyshelp
You cannot see the texts/graphs/navigation buttons clearly.	Press and hold the CTRL key and scroll the wheel on your mouse up to zoom in and down to zoom out OR Hold down the CTRL key and press the + (plus) key to zoom in and the – (minus) key to zoom out
You will NOT be allowed to leave the exam room for any reason during the exam.	