


## HOW TO RESOLVE WEB SITE ISSUES

Try these troubleshooting steps before calling Support.

1. Check your browser. Refer to [ATI's Technical Requirements](#) to confirm that you are using a supported browser.
2. [Clear your browser cache and browser history](#)
3. [Change your cookie settings](#)
4. [Check other settings for Chrome version 80.](#)
5. [Check remote testing with Proctorio requirements](#)
  - [Requirements](#)
  - [Troubleshooting](#)

### Clear your Browser Cache and Browser History

#### Chrome

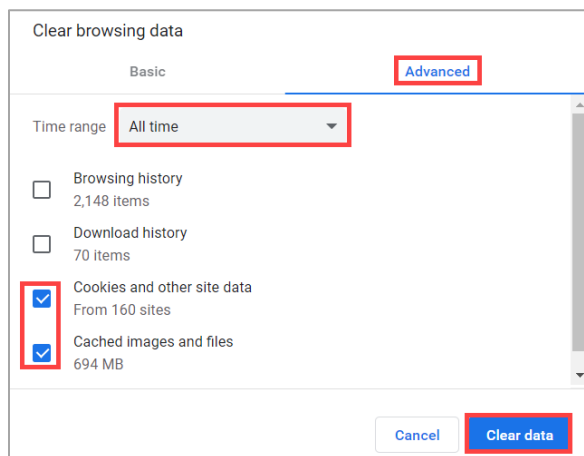
1. At the top right corner of the Chrome browser, click the **Three Ellipse**  icon.
2. Select **History**, and then select **History** again to open the Settings window.

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**Note:** You can also open the Settings window and access browsing history directly from Chrome by pressing **Ctrl + Shift + Delete**.


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3. On the left of the page, click **Clear Browsing Data** to open the Clear browsing data window.
4. From the *Time range* drop-down menu, select **All Time**.
5. Select the **Cookies and other data** and **Cached images and files** check boxes and then click **Clear data**.



6. Close all browser windows.
7. Reopen [www.atitesting.com](http://www.atitesting.com) in a new browser window.

#### Firefox

1. At the top right corner of the Firefox browser, click the  icon.
2. Select **Library**, select **History**, and then click **Clear Recent History**.


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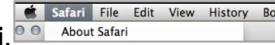
**Note:** You can also open the Settings window and access browsing history directly from Firefox by pressing **Ctrl + Shift + Delete**.

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3. From the *Time range to clear* drop-down menu, select **Everything**.
4. Select the **Cookies** and **Cache** check boxes and then click **Clear Now**.
5. Close all browser windows.
6. Reopen [www.atitesting.com](http://www.atitesting.com) in a new browser window.


## Safari

1. At the top left corner of the screen next to the **Apple**  icon, click **Safari**.
2. Select **Clear History**.
3. Select a duration of **All History**.
4. Select **Clear History**.
5. Close all browser windows.
6. Reopen [www.atitesting.com](http://www.atitesting.com) in a new browser window.



## Change your Cookie Settings

### Chrome

1. At the top right corner of the Chrome browser, click the **Three Ellipse**  icon.
2. Click **Settings**.
3. In the search bar at the top of the screen, enter "Site Settings".
4. Click **Site Settings**.
5. Click **Cookies and site data**.
6. Disable **Block third-party cookies**.
7. Close all browser windows.
8. Reopen [www.atitesting.com](http://www.atitesting.com) in a new browser window.

### Safari (on a Mac)

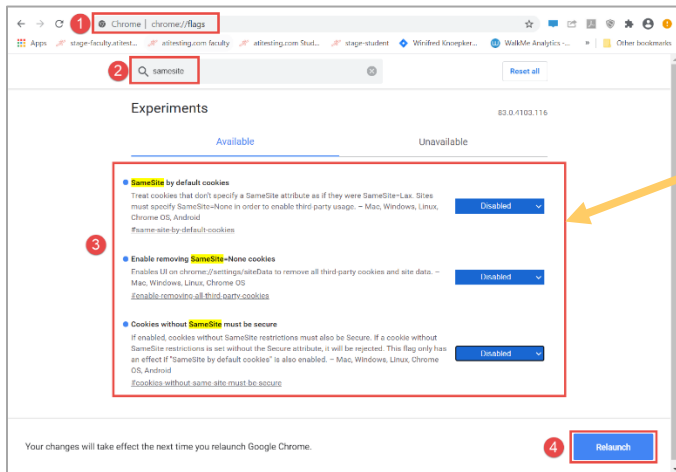
1. Open Safari.
2. Click **Safari** in the upper left corner of the screen.
3. Click **Preferences**.
4. Click the **Privacy** tab.
5. Clear the check box next to **Prevent Cross Site Tracking**.
6. Close all browser windows.
7. Reopen [www.atitesting.com](http://www.atitesting.com) in a new browser window.

### Safari (on an iPad/iPhone)

1. Open the **Settings** app.
2. Tap on **Safari**.
3. Scroll down to the *Privacy and Security* section.
4. Clear the check box next to **Prevent Cross Site Tracking**.
5. Close all browser windows.
6. Reopen [www.atitesting.com](http://www.atitesting.com) in a new browser window.

## Check Other Settings when using Chrome Version 80

If you are using Chrome Version 80, perform these additional steps:



- 1 In the address bar, enter **chrome://flags** and press **Enter**.
- 2 In the search bar at the top of the screen, enter **SameSite**.
- 3 Change all the settings to **Disabled**:
  - SameSite by default cookies
  - Enable Removing SameSite=None cookies
  - Cookies without SameSite must be secure
- 4 After changing the settings to **Disabled**, click the blue **Relaunch** button at the bottom of the page.

## Check Remote Testing with Proctorio Requirements

- [Requirements](#)
- [Troubleshooting](#)

If your institution has chosen to use Proctorio, you can now take assessments remotely on either a PC (Windows 10 or later) or a Mac (Mac OS® x 10.13 or later).

### Requirements

To test remotely, you must have the following:

- **Browser:** The latest version of Google Chrome.
- **Google Chrome extension:** The new version of the extension, which requires [Allow in Incognito](#) to be enabled.
- **Microphone:** Any microphone, either internal or external
- **Webcam:** 320 x 240 VGA resolution, either internal or external
- **Internet Speed:** 0.5 – 1.0 Mbps.  
(Test your internet speed using [www.speedtest.net](http://www.speedtest.net))

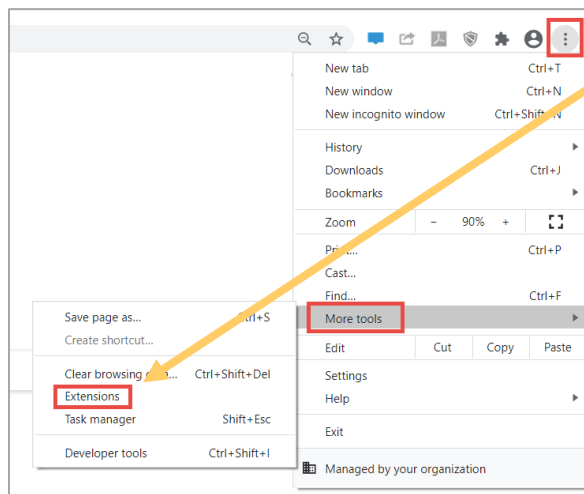
### Troubleshooting

- [General Troubleshooting](#)
- [Screen Share Troubleshooting](#)
- [Screen Recording Permissions Troubleshooting](#)
- [Allow in Incognito Troubleshooting](#)
- [How to Resolve a Disabled Allow in Incognito Mode](#)

## General Troubleshooting

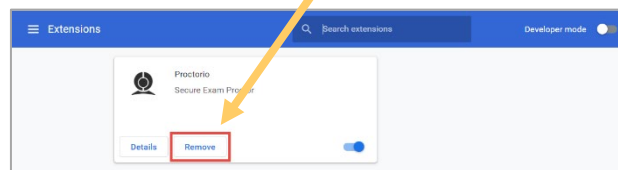
If you meet the above requirements and are still experiencing difficulty, try one of these general fixes.

- Uninstall and reinstall the Proctorio Google Chrome plug-in.

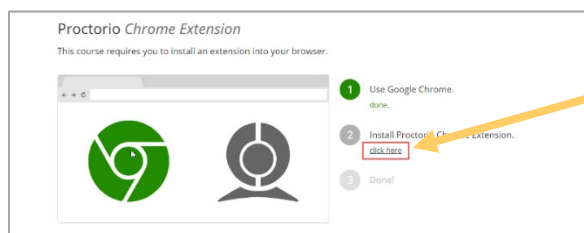


- In the Google Chrome browser, click the three Ellipse icon in the upper right corner.
- Click More tools > Extensions.

- Locate the Proctorio extension and click **Remove**.



- On the attesting.com student site, click **MY ATI > TEST** to enter your assessment. Click the **click here** link to open the Chrome Web Store.



- Click **Add to Chrome**.

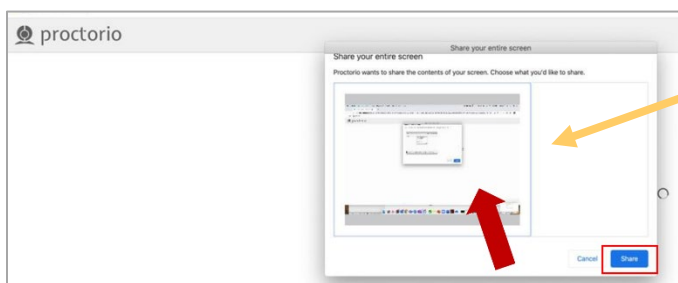


- On the confirmation window, click **Add extension**.

- Try using a different IP address or internet connection. For example, some students have connected successfully to their iPhone hotspot instead of a weak, home connection.
- Close or stop any programs or processes that are taking resources from your computer and reducing its ability to run Proctorio.
- Arrange for the PC or Mac on which you are testing to be the only device connected to the network.
- Make sure **Allow in Incognito** is enabled (click [here](#)).

## Screen Share Troubleshooting

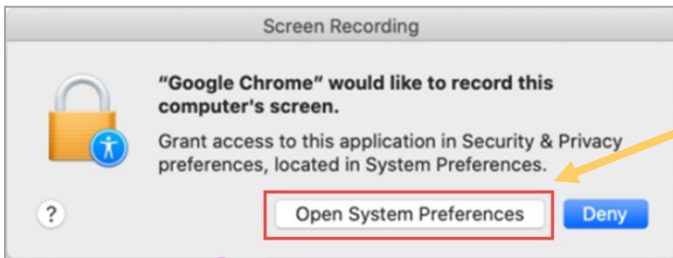
If you are having trouble sharing your screen:



- At the prompt to allow screen share, be sure to click the small screen within the window. Doing this enables the **Share** button and changes its color to blue.

## Screen Recording Permissions Troubleshooting

If you are having trouble enabling screen recording permissions for Macs (macOS Catalina (10.15) and later):



At the Screen Recording prompt, click **Open System Preferences**.



On the System Preferences window, click **Security & Privacy**.



On the Security & Privacy window:

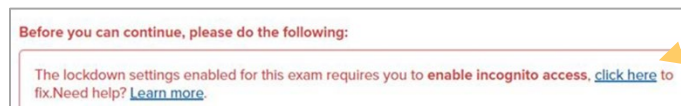
- Click **Screen Recording**.
- Select the **Google Chrome** text box.
- Click the **Lock** icon to save your changes.

**Note:** If the **Screen Recording** option isn't visible, pause your mouse over the list and scroll down.

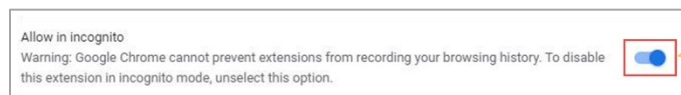
## Allow in Incognito Troubleshooting

Proctorio released a new version of the Chrome extension, which requires a setting for **Allow in Incognito** to be enabled.

**Note:** Make sure you are running the latest version of Google Chrome.



On the Pre-checks page, click the **click here** link to enable the setting.



Toggle **Allow in Incognito** to **On**.

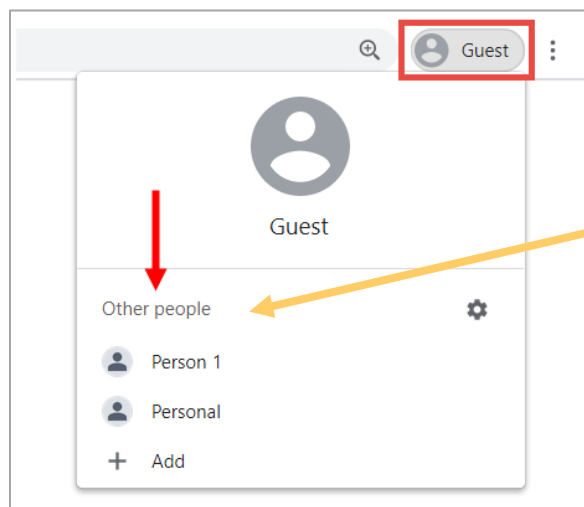
As soon as the **Allow in Incognito** setting is enabled, you will navigate to the next step to access your assessment.

## How to Resolve a Disabled Allow in Incognito Mode

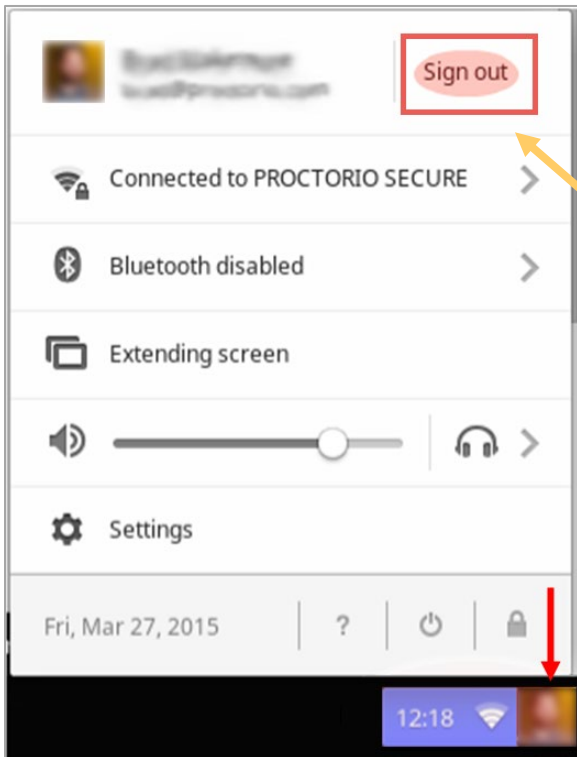
➔ **Important!** If an administrator has disabled the *Allow in Incognito* mode, you will not see the toggle to give the Proctorio extension incognito access. In this case, try switching users.

If you are signed in to Chrome using a school e-mail address, your access could be restricted. To resolve this issue and enable incognito access, sign out of your current profile and sign in to Chrome using a different profile, such as a personal e-mail.

### For Windows or Mac OSX



- For Windows or Mac OSX, click the icon in the upper right corner of the screen to open the user interface.
- In the *Other people* section, select a different profile. (If you do not see your profile, click **+ Add** to add one.)
- Then, on the log in screen, enter your e-mail address/password.
- Navigate back to your exam and enable **Allow in Incognito**.

**For a Chromebook or Chromebox**

- For a Chromebook or Chromebox, click the profile icon in the bottom right corner of the desktop.
- In the upper right corner, click **Sign out**.
- Sign in with your alternate profile.
- Navigate back to your exam and enable **Allow in Incognito**.

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