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.

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

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.

   ![Clear Browsing Data](image)

6. Close all browser windows.

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.

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

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.
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.  

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.  

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.  

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.  
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).

**IMPORTANT!** Before testing, be sure to view the video, [ATI Proctorio Settings Fix](#).

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.
- 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:

- 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.
- Click Add to Chrome.
- On the confirmation window, click Add extension.
- On the atitesting.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.
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Screen Recording Permissions Troubleshooting

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

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

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

3. 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.

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**.