

Remote Session Exam Troubleshooting Guide

Review our guide for support if you experience a disruption during your remote session exam.



To minimise the risk of a disruption on exam day, ensure your connectivity and device has passed the **system test**. And you've met our **minimum technical requirements** and have fully exited all other applications



Having webcam issues? Check your webcam settings are enabled on your PC or device.

- [Access our guide for Windows users here](#)
- [Access our guide for MAC users here](#)



Unable to check-in to your exam? Watch our **step-by-step check-in video** or follow our **step-by-step check-in instructional PDF document**

myACCA

Unable to login to myACCA? [View these helpful steps](#) for quick access to your **myACCA** account



Having technical issues during your exam?

- For an optimal exam experience, use a wired internet connection instead of a wireless
- **ALWAYS** contact your invigilator in the first instance about any technical issues you're having using the online chat function

Have you experienced technical issues during your remote session exam? You have 3 options available to you:

1. Re-book your exam for **week commencing 8 March** by using the **Contact Us page**. Our step-by-step video is available to support you with this process, **access it now**. If you choose this option you will not receive a result for your exam.
2. Withdraw and request a credit of your exam fees by using the **Contact Us page**. Our step-by-step video is available to support you with this process, **access it now**. If you choose this option you will not receive a result for your exam.
3. Make a mitigating circumstances request via your **myACCA** account, so the issues you experienced are taken into consideration during the marking process. All requests must be submitted by the **relevant deadline date**.

