

# Remote Exam Troubleshooting Guide

Having issues with your remote session exam? Review our checklist for more support.



## Are you unable to login to your myACCA?

- Click on the “**Forgotten your Password?**” link to reset your password. You will need your ACCA ID number to reset your password
- Click on the “**Forgotten your Username?**” link to reset your username. You will need your ACCA registered email address to reset your username
- Check your junk or spam mail for your password reset email
- Try logging into your **myACCA** using a different web browser such as Google Chrome or Firefox
- Delete your cookies, caches and temporary internet files before attempting to login
- If this still doesn't correct the issue, call one of our dedicated ACCAConnect advisers on +44(0)141 582 2000 or using our live chat function on [www.accaglobal.com](http://www.accaglobal.com)



## Are you unable to check-in to your exam?

- Check-in to your exam using the same computer and location, where you completed your **system test**

If you're unable to check-in to your exam after 15 minutes of the exam starting, follow these steps:

- If you're sitting a Strategic Professional or variant exam, **contact us** to withdraw from your exam. Withdrawals will be completed within 72 hours and your account credited with your exam fee. **December 2020 session** will be your next available exam date.
- If you're sitting an Applied Skills exam during week 1, **contact us** to reschedule your exam for week 2. Please specify if you prefer a morning or afternoon session. Re-bookings will be completed within 72 hours, subject to availability
- If you're sitting an Applied Skills exam during week 2, **contact us** to withdraw from your exam. Withdrawals will be completed within 72 hours and your account credited with your exam fee. December 2020 session will be your next available exam date.



## Are you having technical issues during your exam?

- Always contact the invigilator about any technical or system issues using the online chat function
- If the invigilator cannot resolve your issue, **contact us**

If you experience technical issues near the end of your exam, your exam will still be submitted and marked.

- We recommend you apply for mitigating circumstances via your **myACCA portal**. This will be reflected in your final mark

If you experience technical issues near the start of middle of your exam, follow these steps:

- If you're sitting a Strategic Professional or variant exam, **contact us** to withdraw from your exam. Withdrawals will be completed within 72 hours and your account credited with your exam fee. **December 2020 session** will be your next available exam date.
- If you're sitting an Applied Skills exam during week 1, **contact us** to reschedule your exam for week 2. Please specify if you prefer a morning or afternoon session. Re-bookings will be completed within 72 hours, subject to availability
- If you're sitting an Applied Skills exam during week 2, **contact us** to withdraw from your exam. Withdrawals will be completed within 72 hours and your account credited with your exam fee. December 2020 session will be your next available exam date.