

Remote Session Exam Troubleshooting Guide

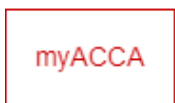
Review our guide for support if you experience a disruption during your remote session exam.



Minimise risk of a disruption on exam day!

- Download the ACCA Exam Delivery software iX using the Token ID for the first remote exam you booked
- Complete the web system test
- Fully exit all applications before you access ACCA Exam Delivery software iX
- Check your equipment meets our **minimum technical requirements**
- Attend ATA's Test Trial Day

Unable to login to myACCA?



View our steps to help with quicker access to your myACCA account.

Unable to check-in to your exam?



Click here to contact ATA



Having connection issues during your exam?

- For an optimal exam experience try using a WIRED connection instead of a wireless connection.
- ALWAYS contact your invigilator about any technical issues you're having by pressing the "Contact invigilator" button then press the "Help" button on the YouXun app to request a call with your invigilator. Only click the button until it turns green.

Have you experienced technical issues during your remote session exam?

You have 3 options available to you:



1. Withdraw and re-book your exam by 10pm local time for the following week using the options available from 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 original exam booking.
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**.