Frequently Asked Questions (FAQs)

Q. What are the minimum PC requirements for the test?

You should have a PC/laptop, an active Internet connection and Mozilla Firefox/Google Chrome browser

Q. How do I start the test?

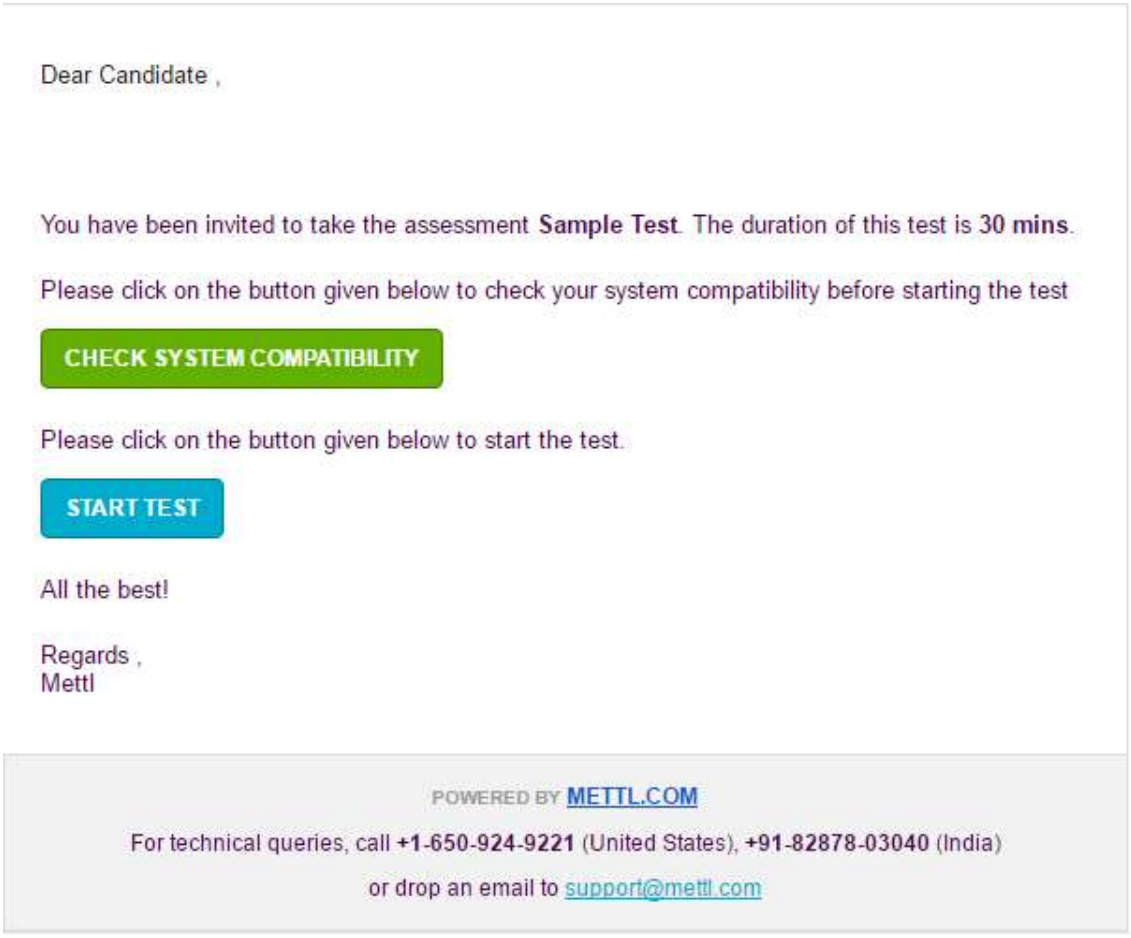
There are 4 types of test on the Mettl platform, please click on the relevant option below to understand how to start your test:

1. Mettl non-proctored test

There are three ways to start an assessment on Mettl .

- **In case the candidate has received an Email with the test notification,**

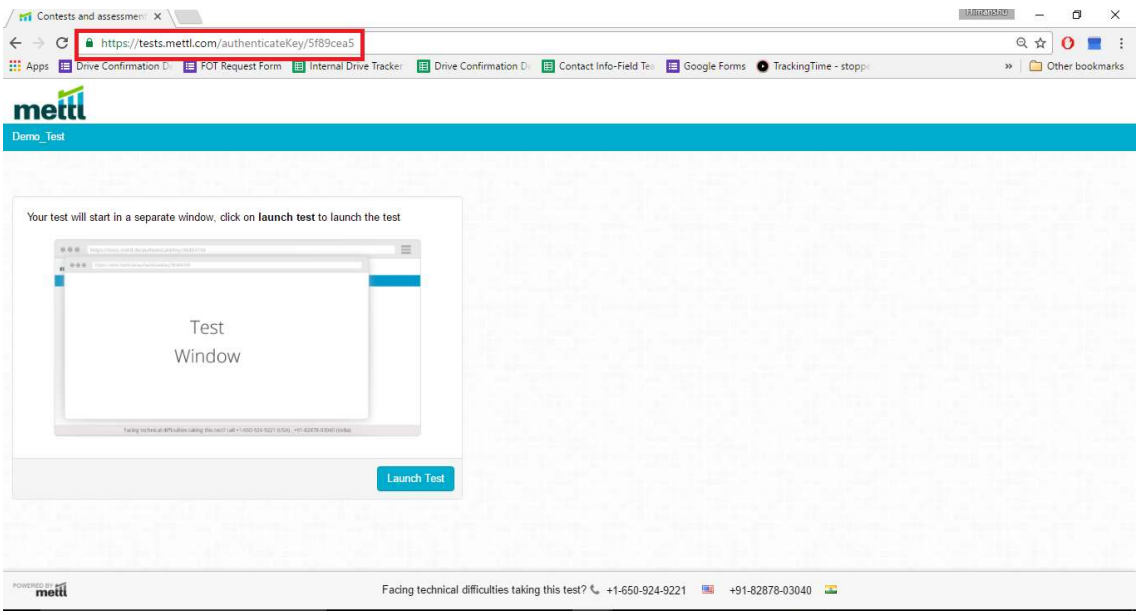
1. Click on the 'CHECK SYSTEM COMPATIBILITY' tab to be redirected to a system check link.



2. If System compatibility is successful, click to the '**START TEST**' tab to get redirected to the test page.

Refer to steps (3 - 9) below for further help.

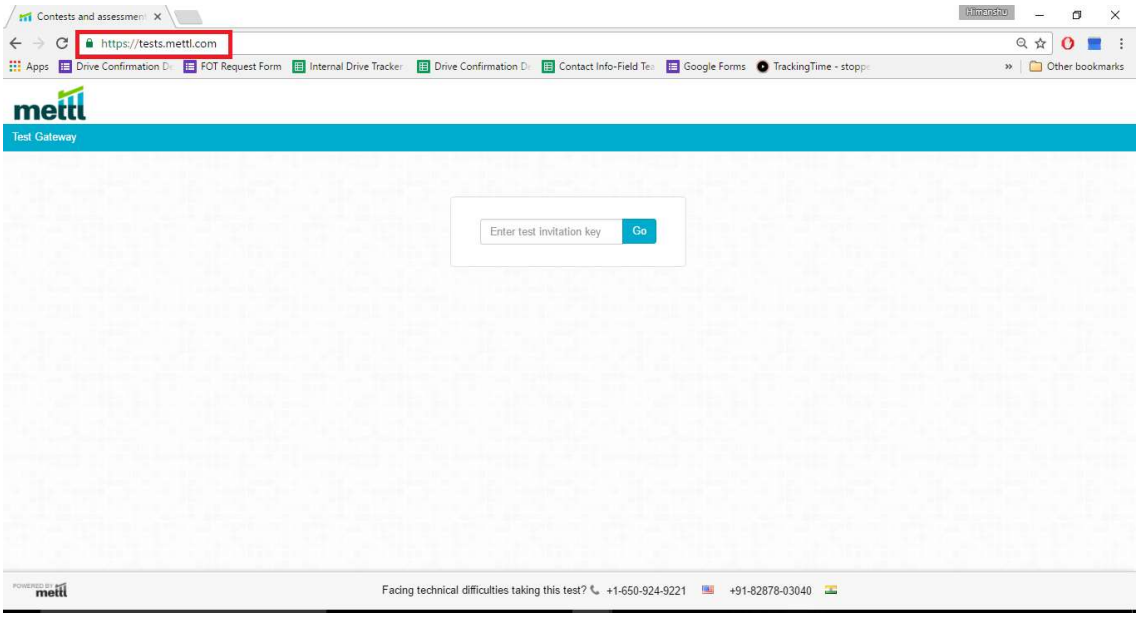
- **If the candidate has received a test link URL, copy and paste the URL in the address of the browser.**



Candidates can open the test window by clicking on the '**Launch Test**' tab.

Refer to steps (3 - 9) below for further help.

- **If the candidate has received an invitation key.**
  1. In the address bar, candidates need to type 'tests.mettl.com'

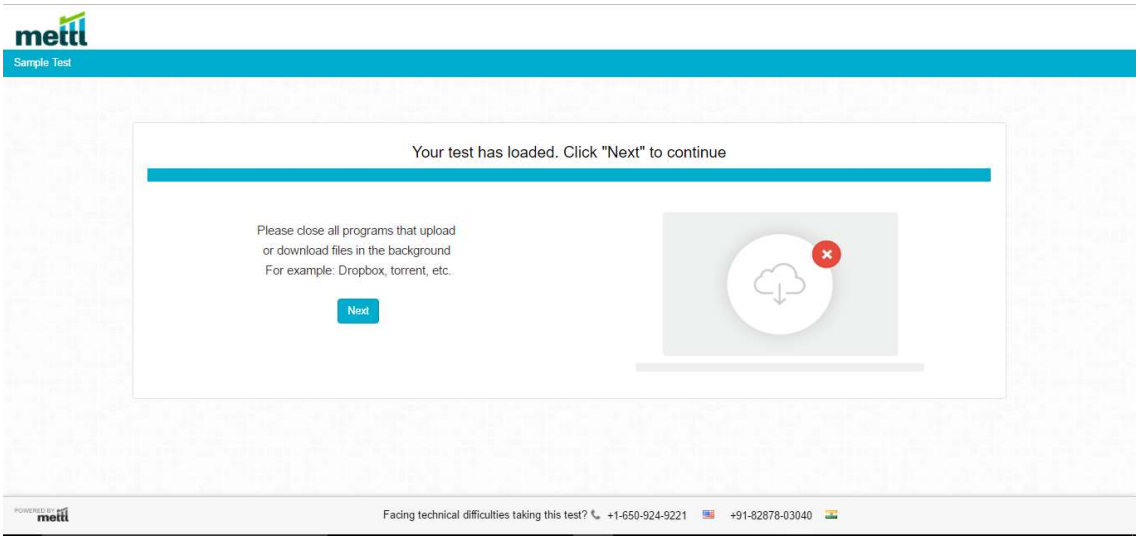


2. Upon entering the '**Test Invitation Key**', candidates can launch the test window by clicking on 'Go' or by pressing 'Enter'.

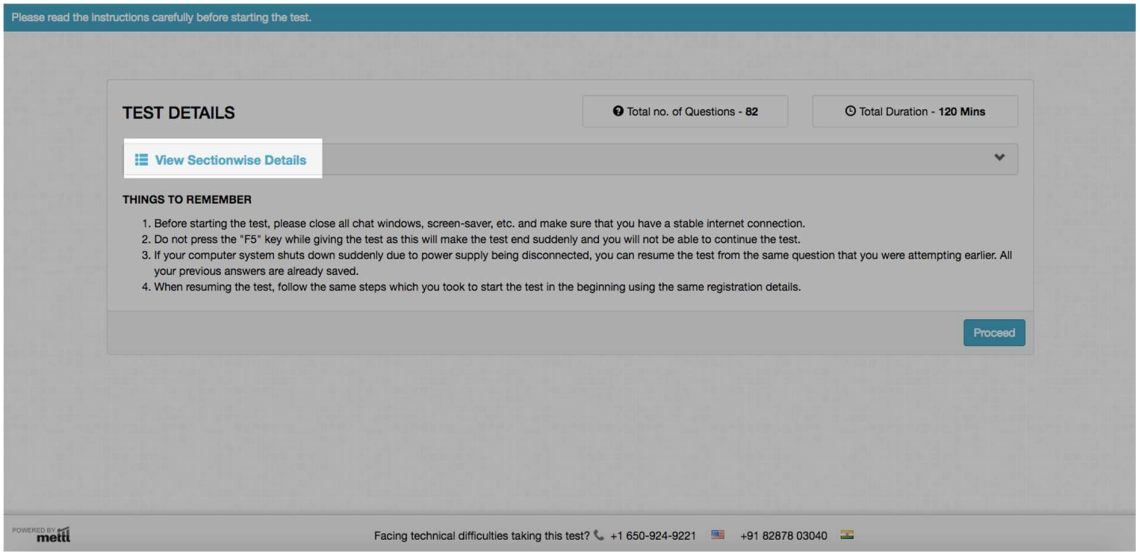
Refer to steps (3 - 9) below for further help.

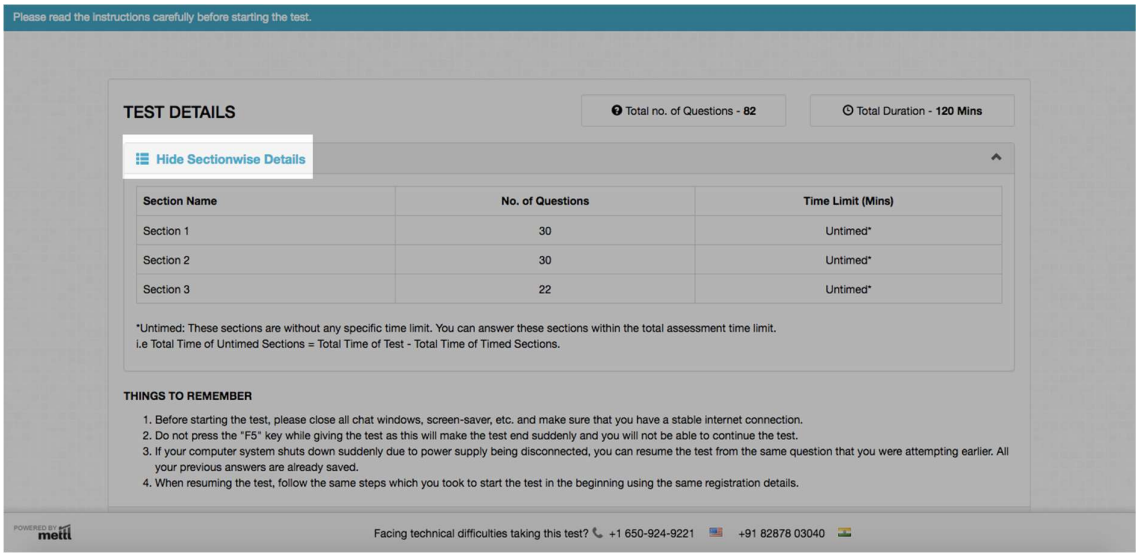
Following steps (3 - 9) are generic and to be followed once the test launches.

3. Once a candidate clicks on the Start test tab, a system check is run in the background to check the system compatibility for the test.Once the system check is completed the candidate will get an option to click on ‘Next’.

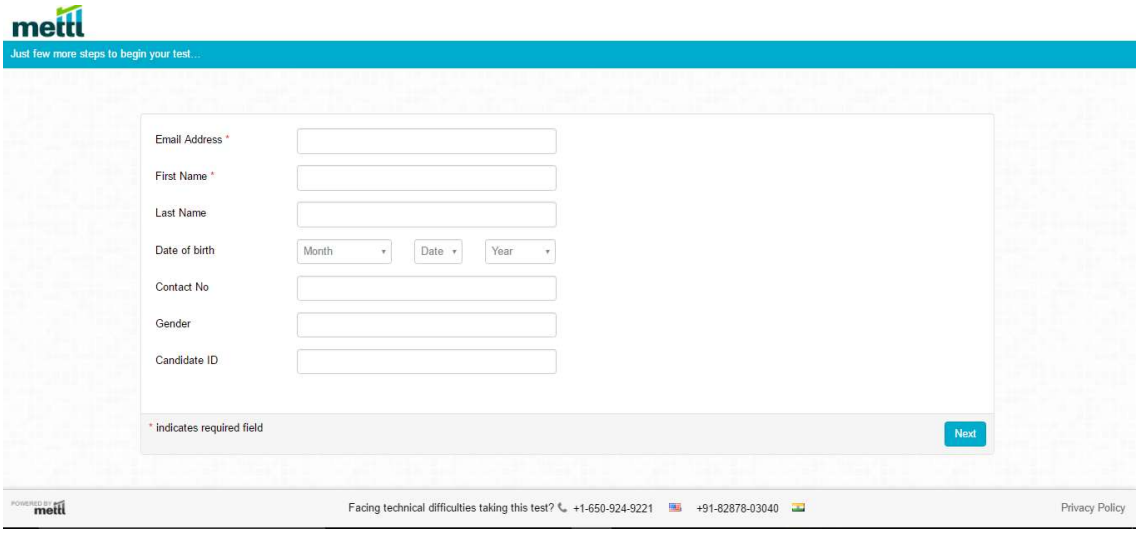


4. Once the candidate clicks on the ‘Next’ button, he/she will be directed to an instructions page.
   The candidate is supposed to read carefully and adhere to all the instructions provided, till the completion of the test. Candidates need to click on ‘**Proceed**’ button in order to be directed to the registration page.

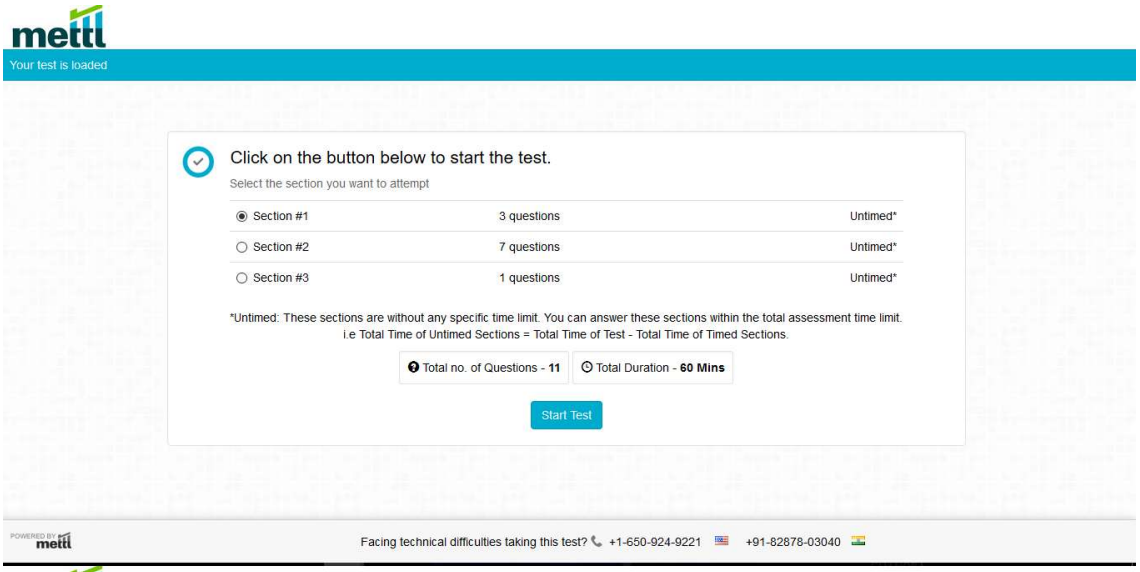


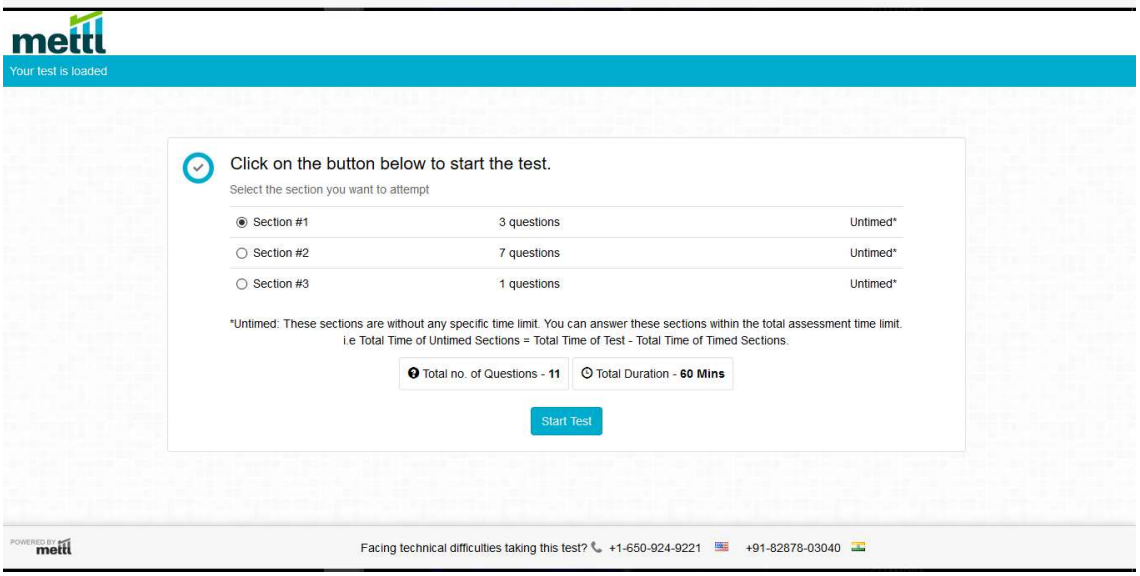


5. Candidates are required to fill in all the relevant data and proceed by clicking on ‘Next’.



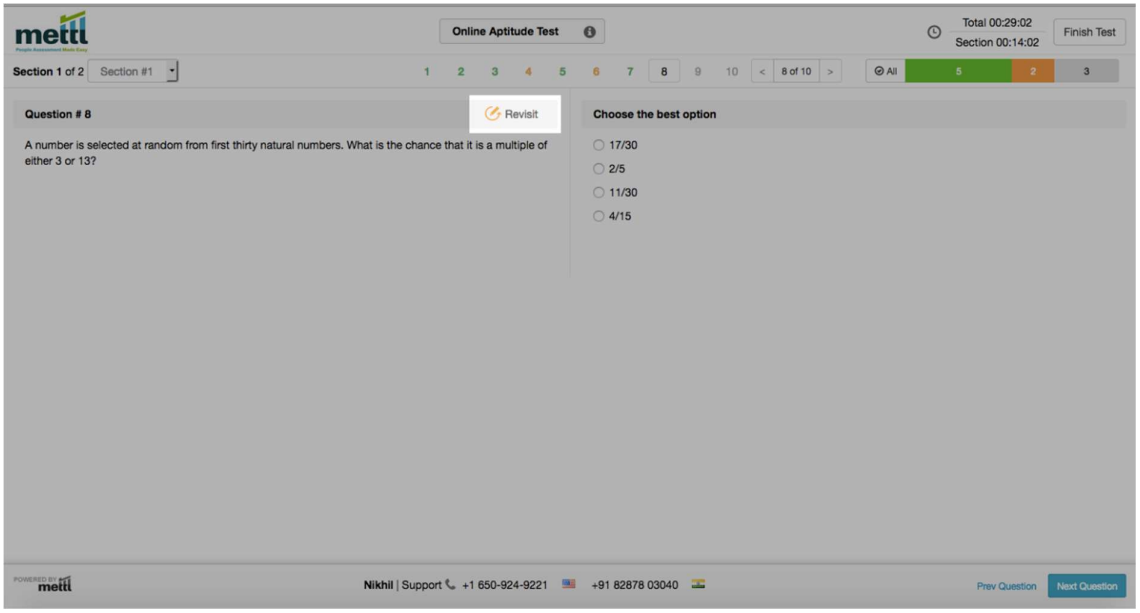
6. After registering, candidates are guided to a ‘Section Instructions Page’.
   Upon reading all the instructions carefully, candidates may start the test by clicking on ‘Start Test’ tab.

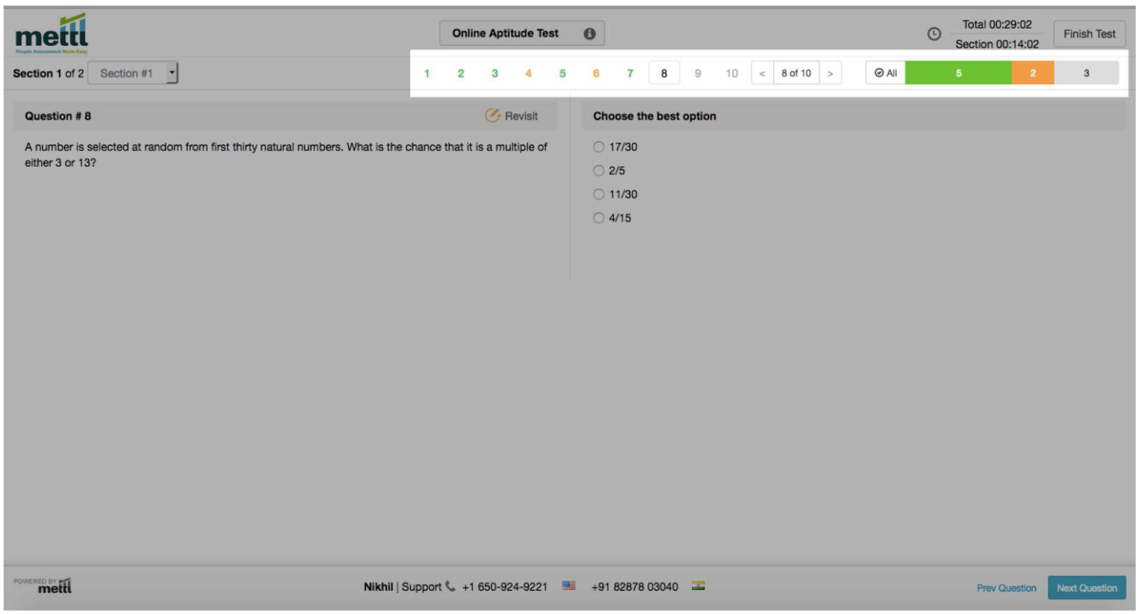




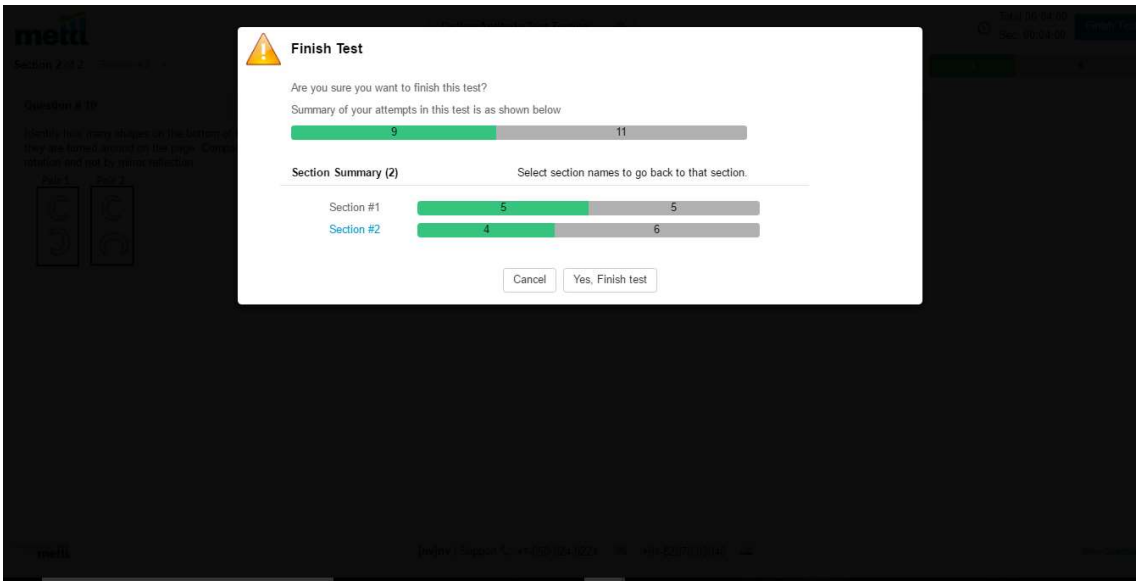
7. Once a candidate clicks on ‘Start Test’ it will open up the main test window. The screen has following data.

- Time remaining for the test, displayed on top right corner of the test window.
- 'Next Question' tab on the bottom right corner of the test window. Candidates can navigate between questions by clicking on the respective question number as well.
- 'Section #1’, by using the option provided candidates can navigate between sections, or by clicking on the 'Next Section' tab on the bottom right of the test window.
- 'Finish Test' tab on the top right corner of the test window.
- The Revisit option helps the candidate mark a question that can be reviewed later before finishing the test.
- The status of the question can be known according to the colour displayed. Green colour is for the question attempted , Orange for the questions to be reviewed and Grey for the questions not attempted.

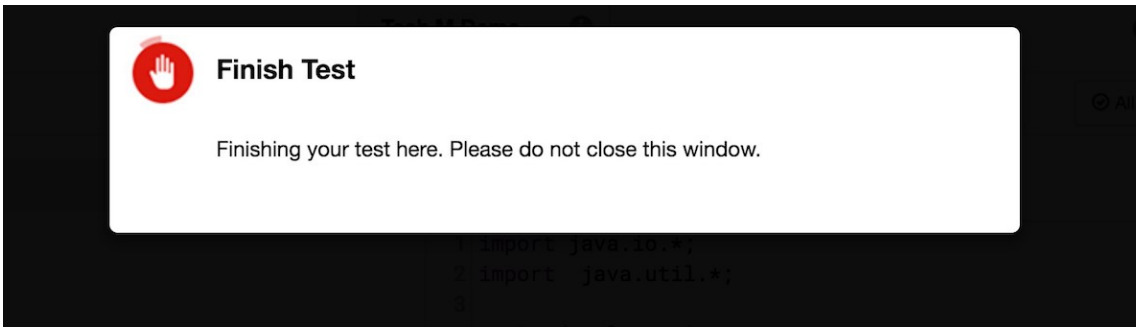




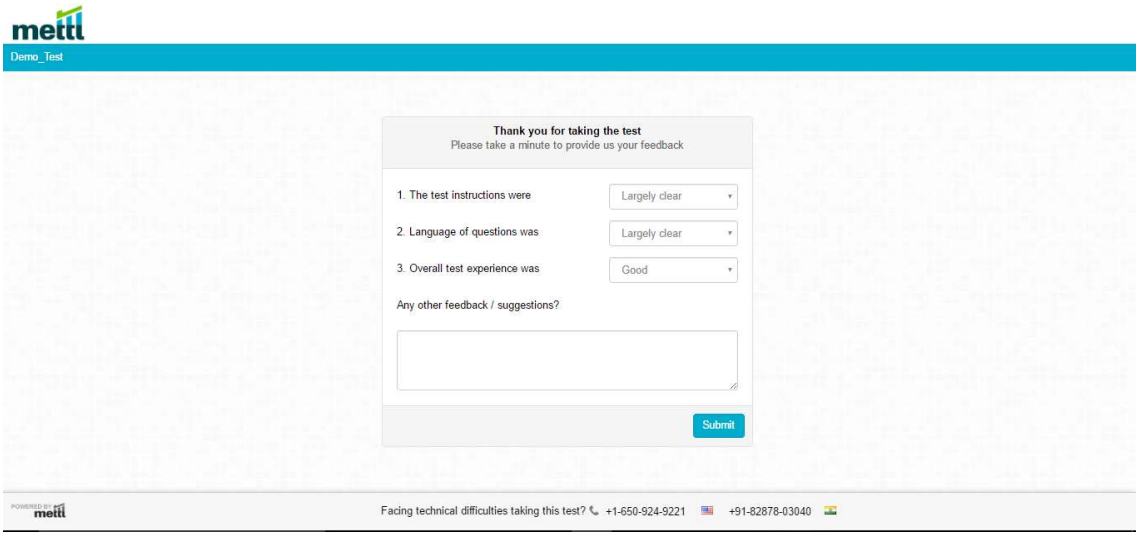
8. Once a candidate decides to submit the test, he/she can do so by clicking on the ‘Finish Test’ tab at the top right corner of the screen. After clicking on ‘Finish Test’, candidates are guided to a ‘Test Summary’ page. Candidates are supposed to review all the details and either go back by clicking on ‘Cancel’ or proceed to submit by clicking on ‘Yes, Finish Test’.



9. After the candidate clicks on **'Yes, Finish Test'**, the following screen is displayed.
We are making sure that all your responses are being saved securely on our servers for processing.



10. On completion of the test, candidates are requested to provide a feedback regarding their test taking experience.



2. Mettl proctored test

Candidates are advised to use latest version of Google Chrome and Mozilla Firefox for a seamless experience during the Assessment.

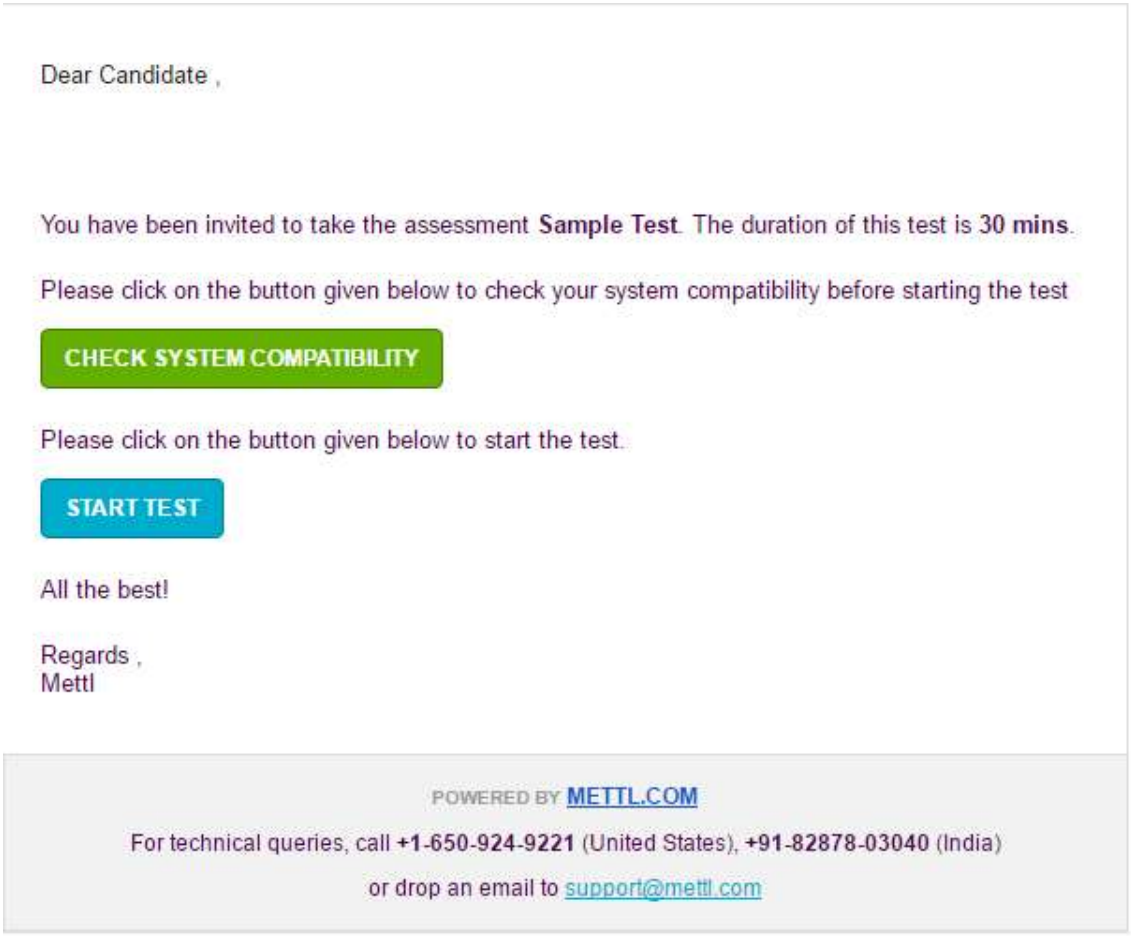
Mettl Proctored Assessments are not supported on Mobile devices (eg. Cellphone / Smartphones / Pads / Tablets)

Mettl Proctored Assessments are not supported on Safari and Edge browsers.

There are three ways to start an assessment on Mettl.

In case the candidate has received an Email with the test notification

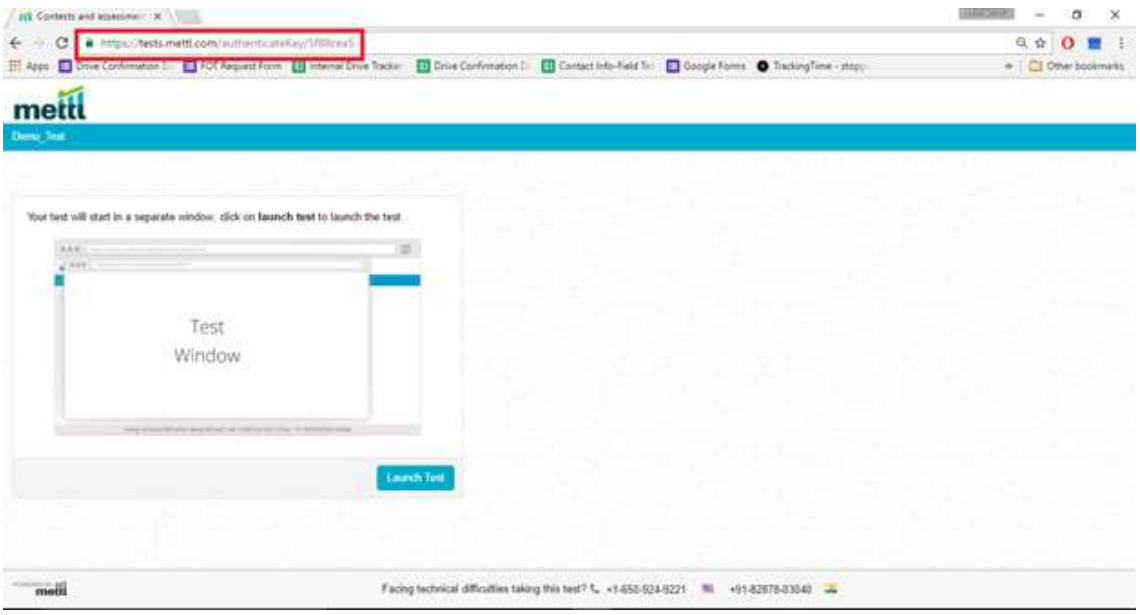
1. Click on the 'CHECK SYSTEM COMPATIBILITY' tab to be redirected to a system check link.



2. If System compatibility is successful, click to the 'START TEST' tab to get redirected to the test page.

Refer to steps (3 - 10) below for further help.

If the candidate has received a test link URL, copy and paste the URL in the address of the browser

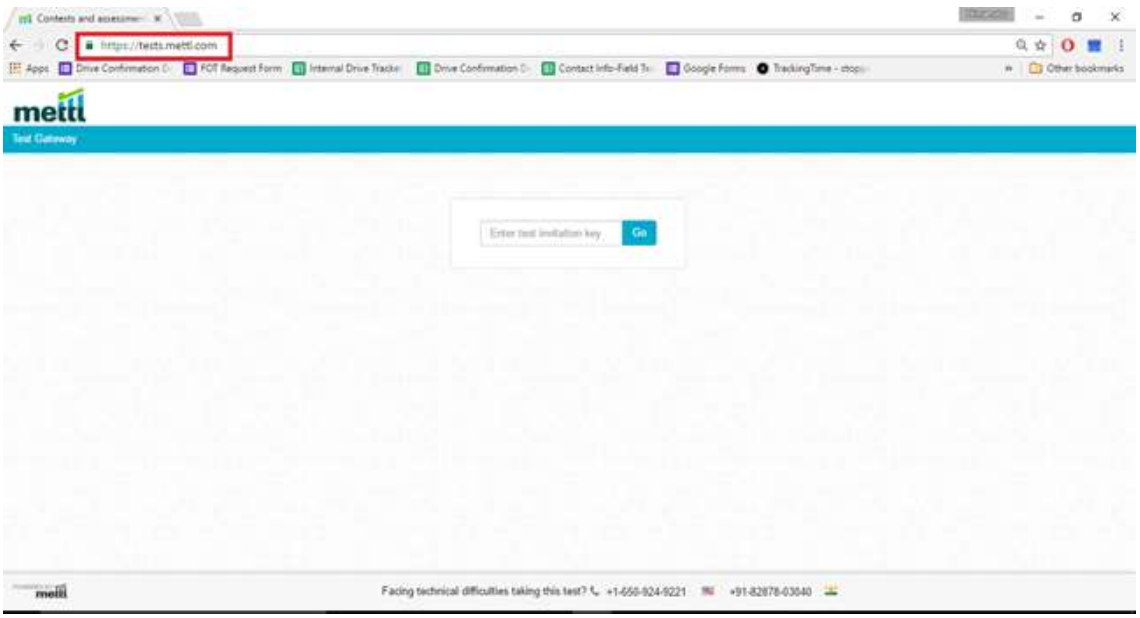


Candidates can open the test window by clicking on the 'Launch Test' tab.

Refer to steps (3 - 10) below for further help.

<u>If the candidate has received an invitation key</u>

1. In the address bar, candidates need to type 'tests.mettl.com'



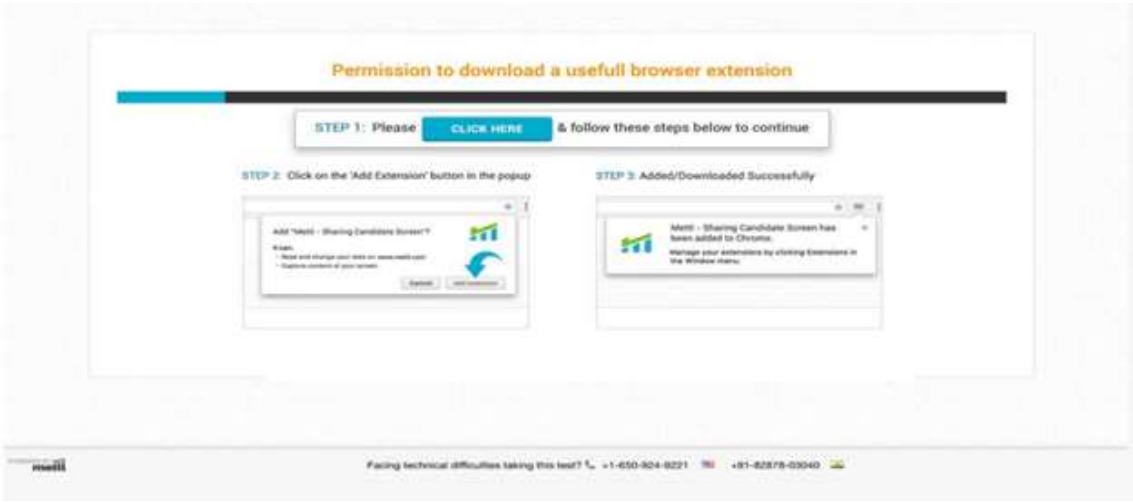
2. Upon entering the 'Test Invitation Key', candidates can launch the test window by clicking on 'Go' or by pressing 'Enter'.

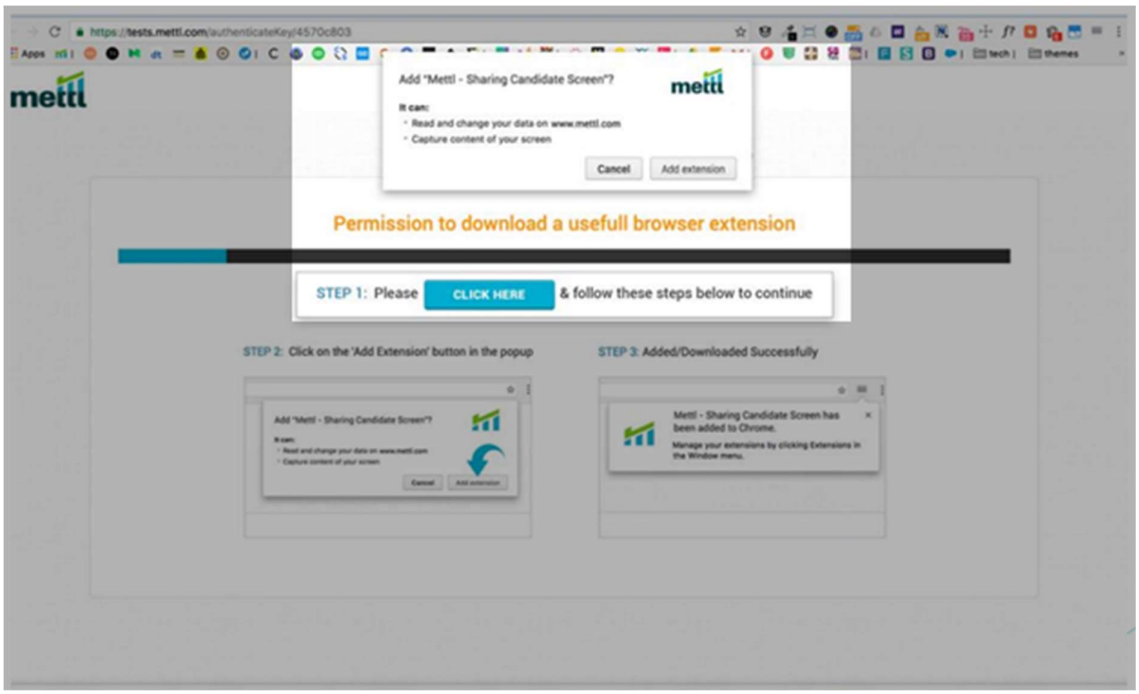
Refer to steps (3 - 12) below for further help.

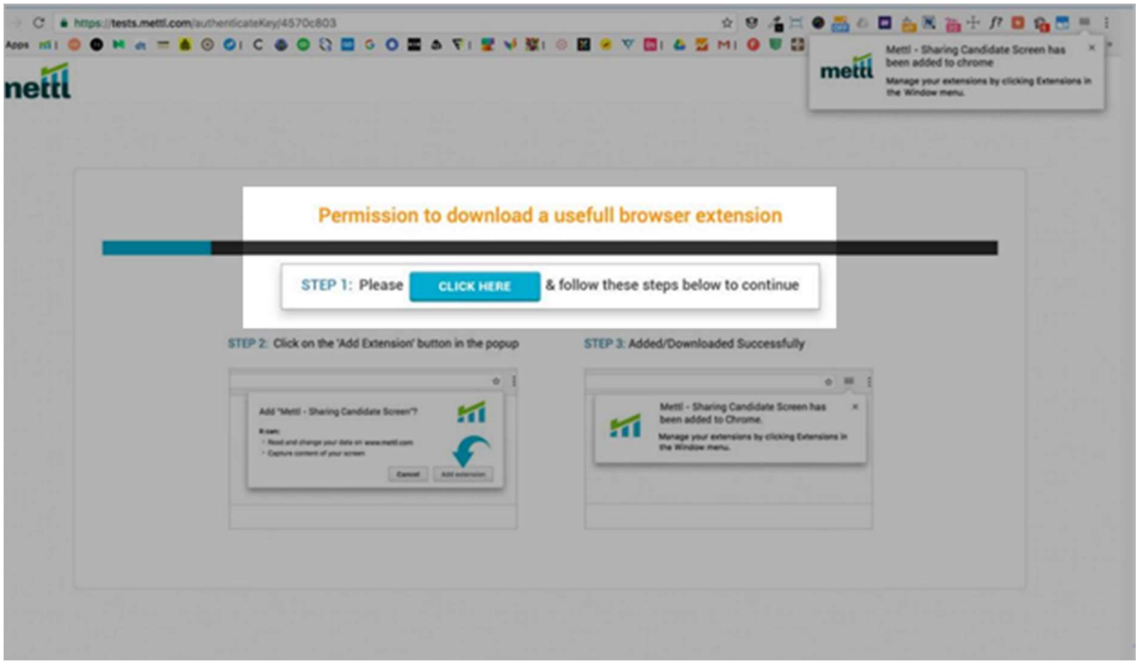
" <u>Following steps (3 - 12) are generic and to be followed once the test launches</u> "

<u>If an assessment is initiated on Google Chrome</u>

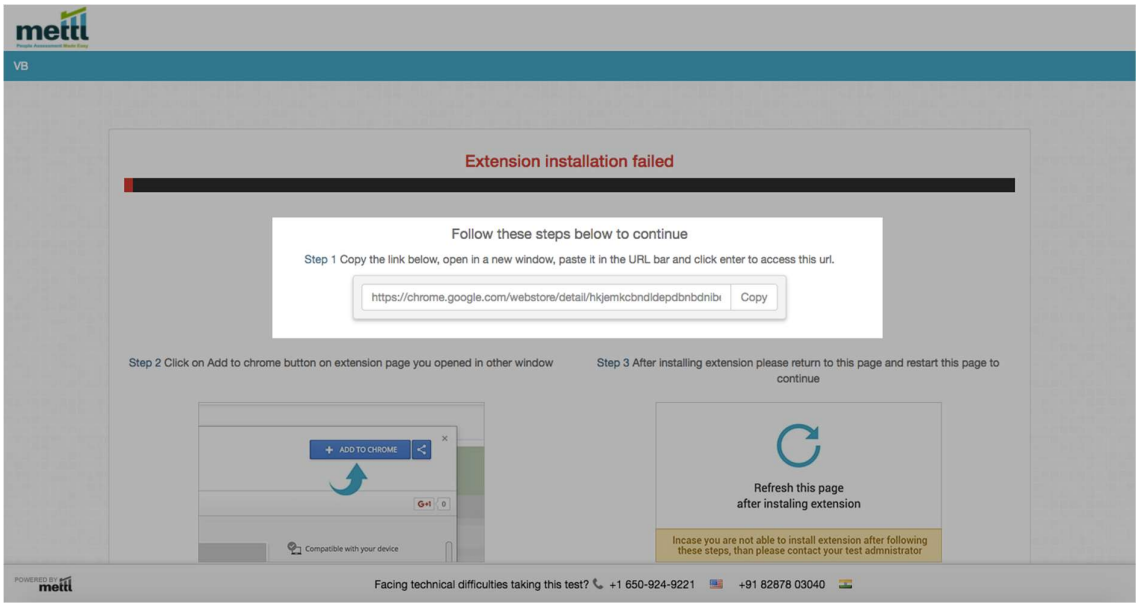
3. If Screen Capture is enabled, candidates are guided to download a plug in.

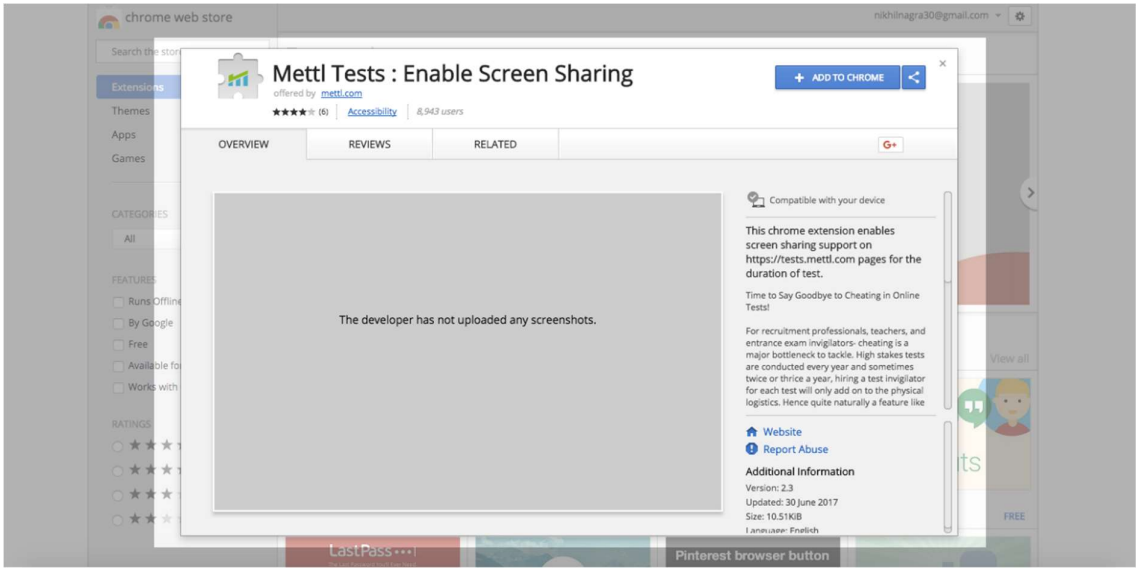




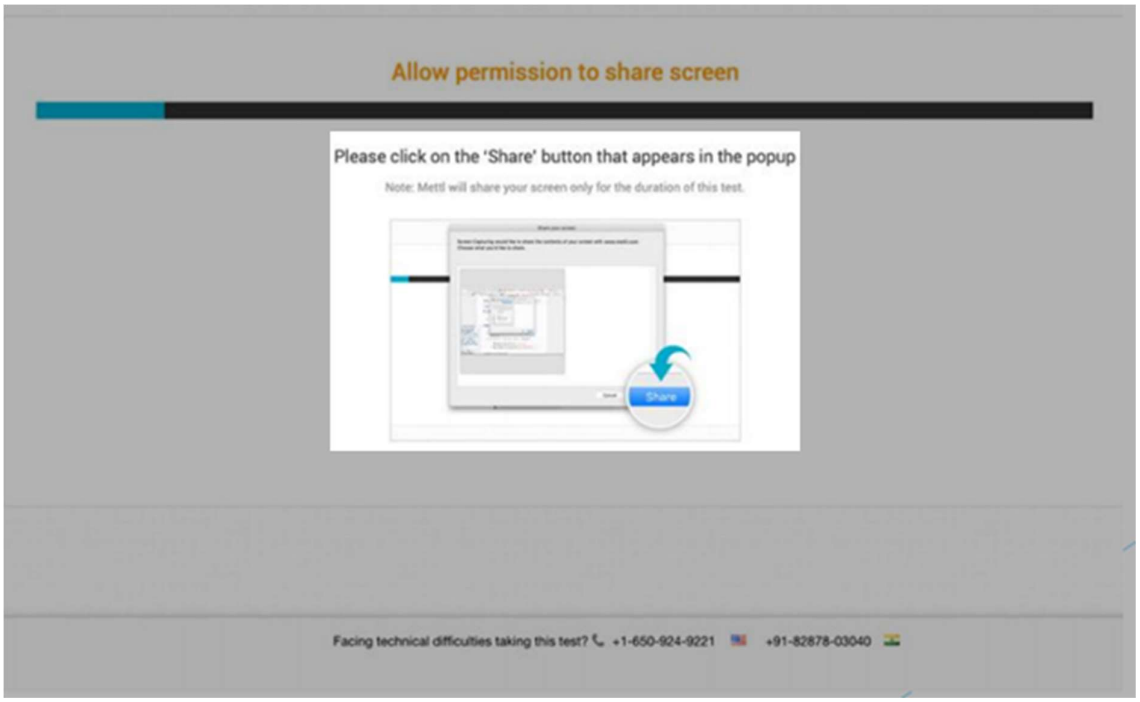


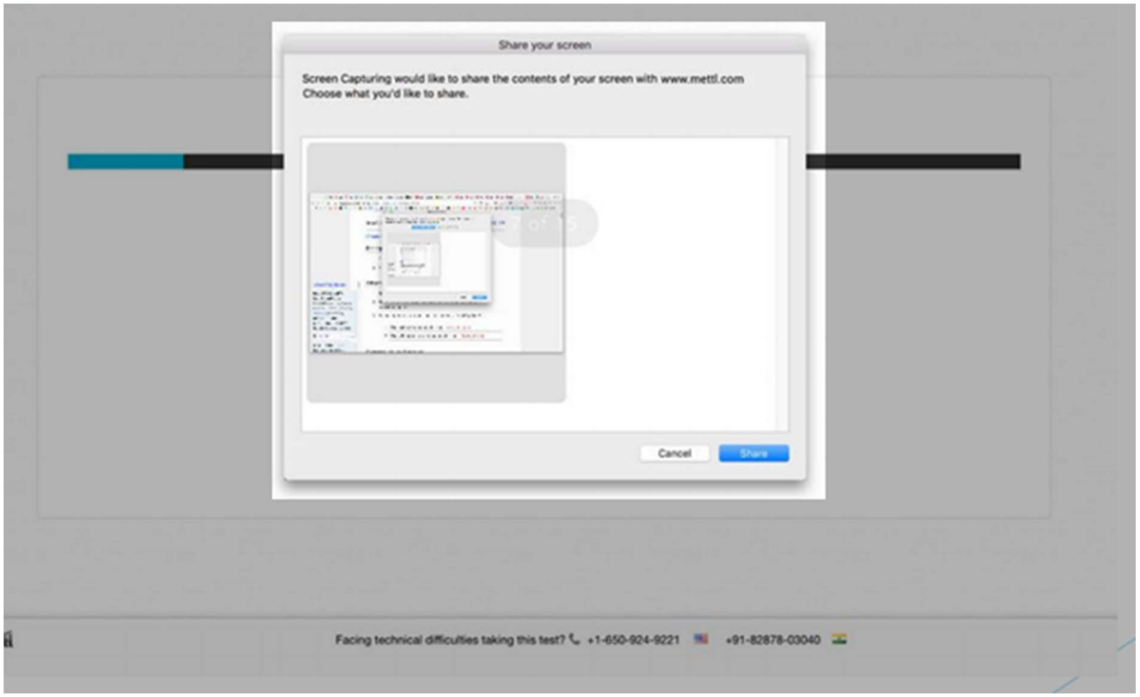
If the browser extension fails to install automatically the same can be done manually by following the below mentioned process.





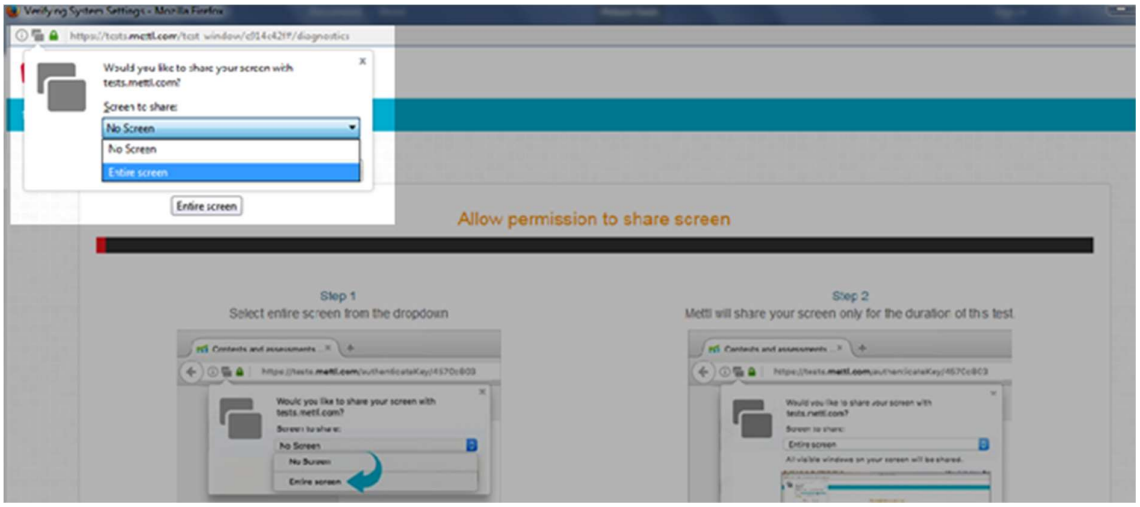
4. Candidates are asked to share their screen.



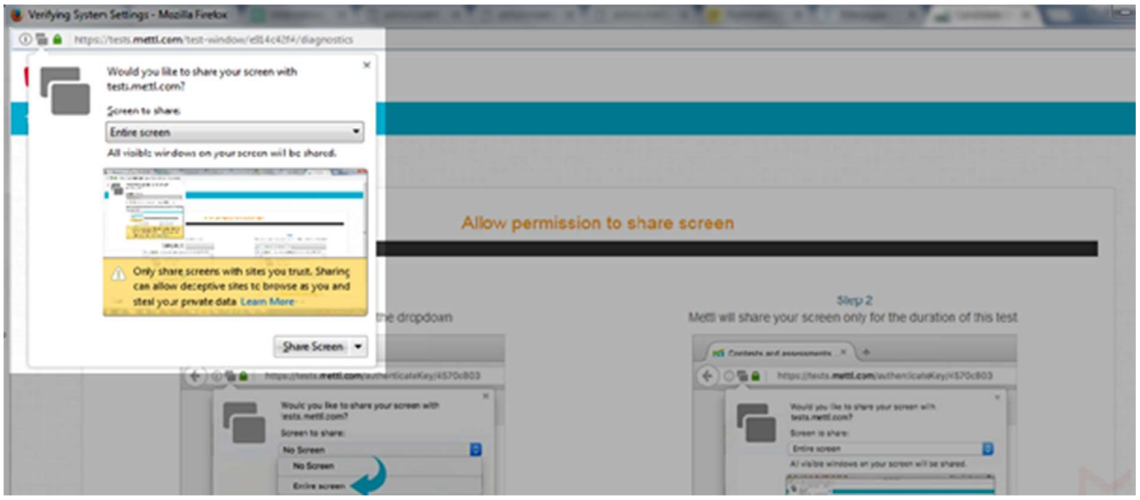


<u>If an assessment is initiated on Mozilla Firefox</u>

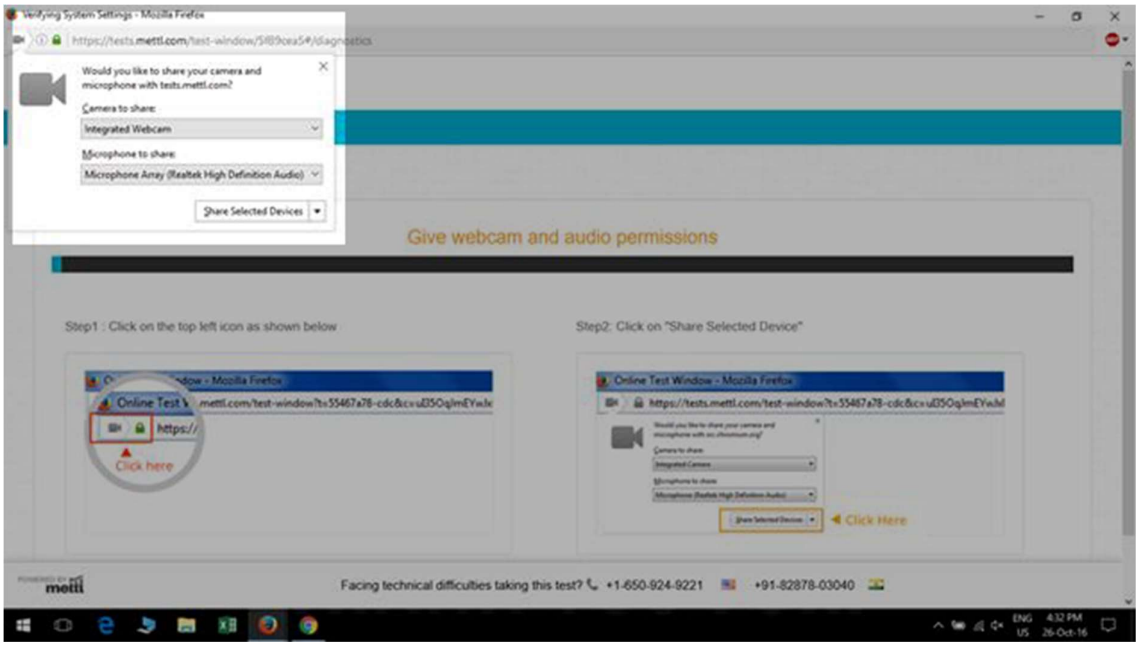
1. After launching the test you will get a pop-up screen on the top left corner to share the screen. You have to select “entire screen”.



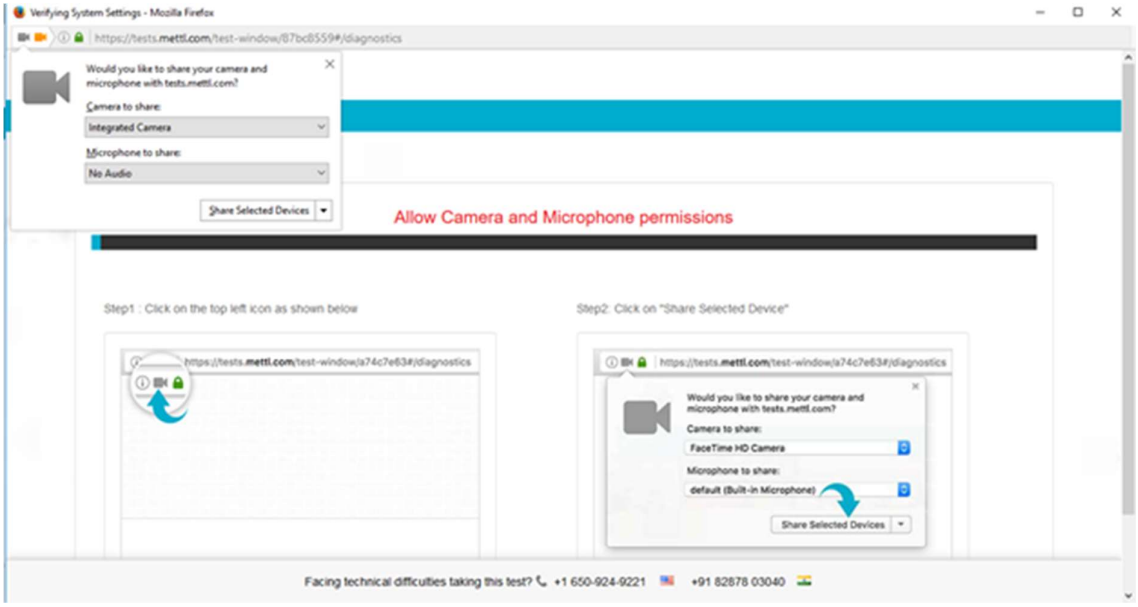
2. Once you select Entire screen option, Click on share screen button to give the permission to capture the screen.



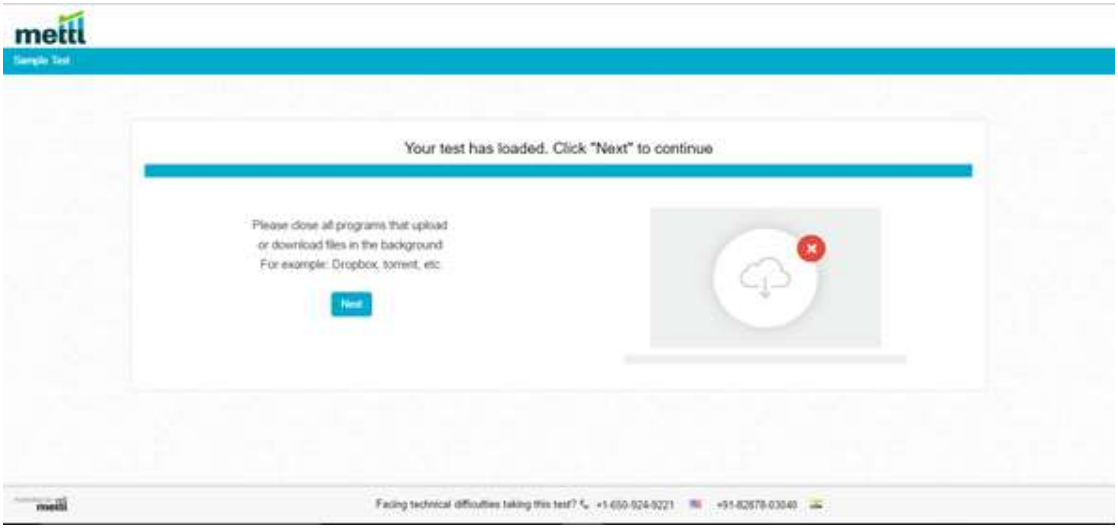
3. After launching the test, the candidates are required to provide permission for webcam and microphone and access for capturing Screen Shots.



If the required permissions are not provided to the platform, the below screen reoccurs:

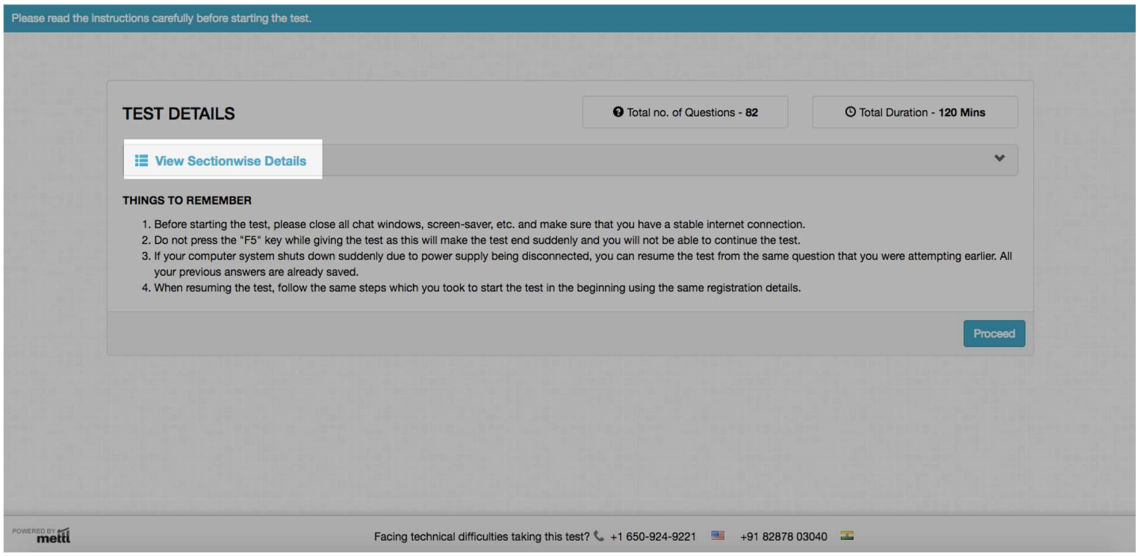


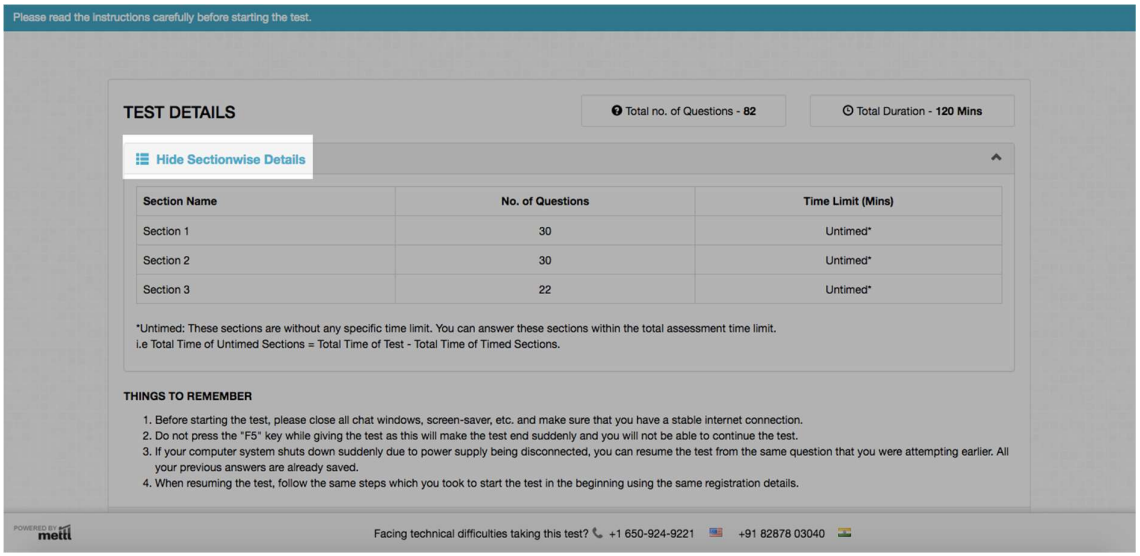
4. They can proceed thereafter by clicking on 'Next'.



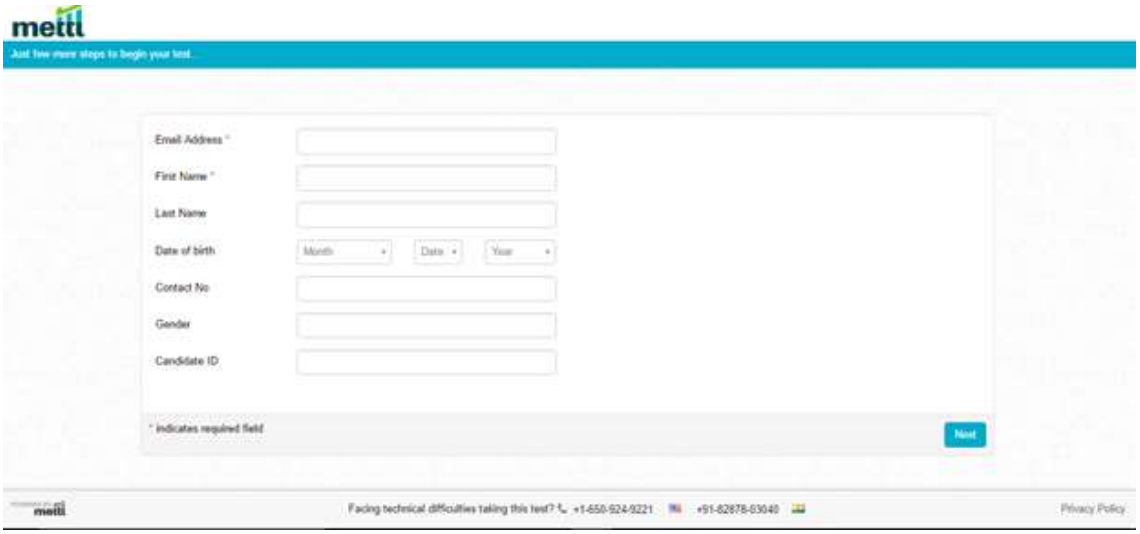
<u>Once the Dry Run is Completed Candidate will get the below screens</u>

1. Once the candidate clicks on the ‘Next’ button, he/she will be directed to an instructions page. The candidate is supposed to read carefully and adhere to all the instructions provided, till the completion of the test. Candidates need to click on ‘Proceed’ button in order to be directed to the registration page.

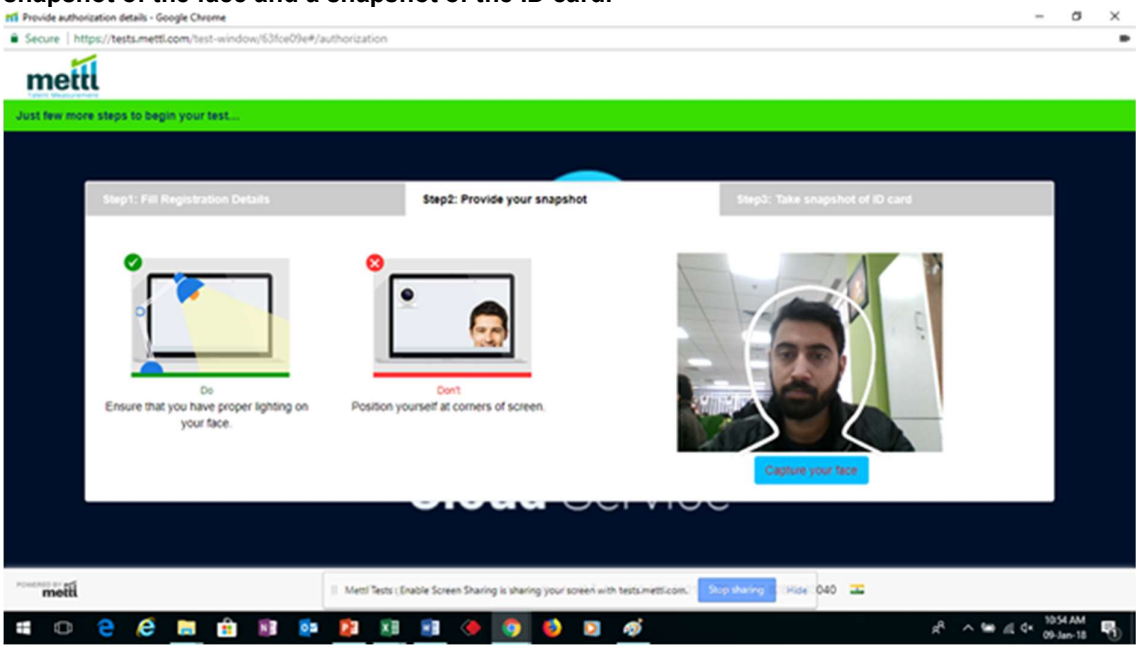


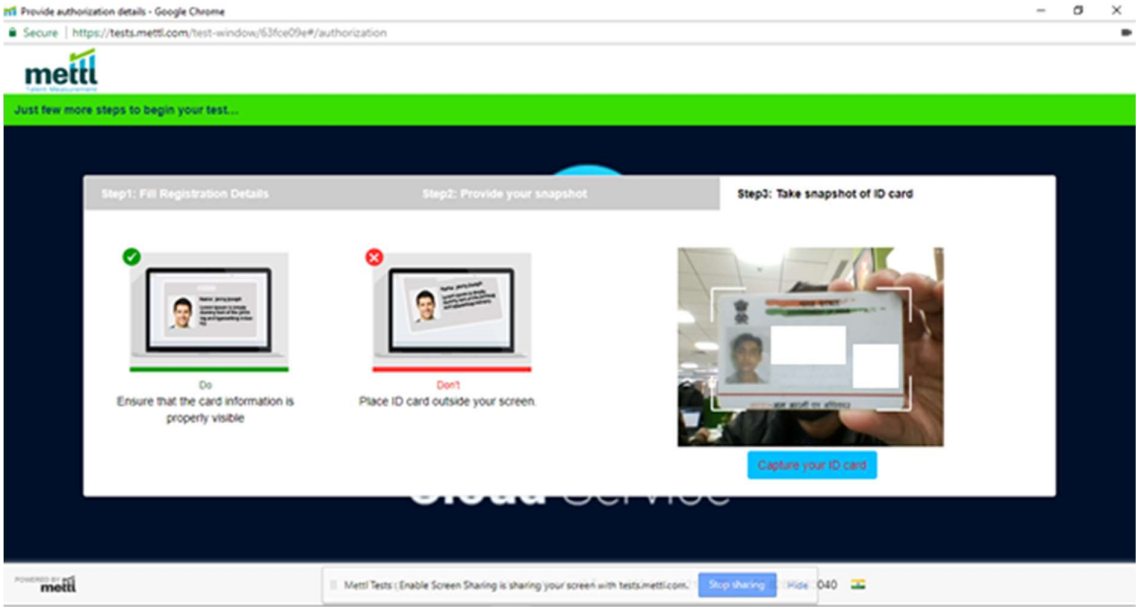


2. Candidates are required to fill in all the relevant data and proceed by clicking on ‘Next’.

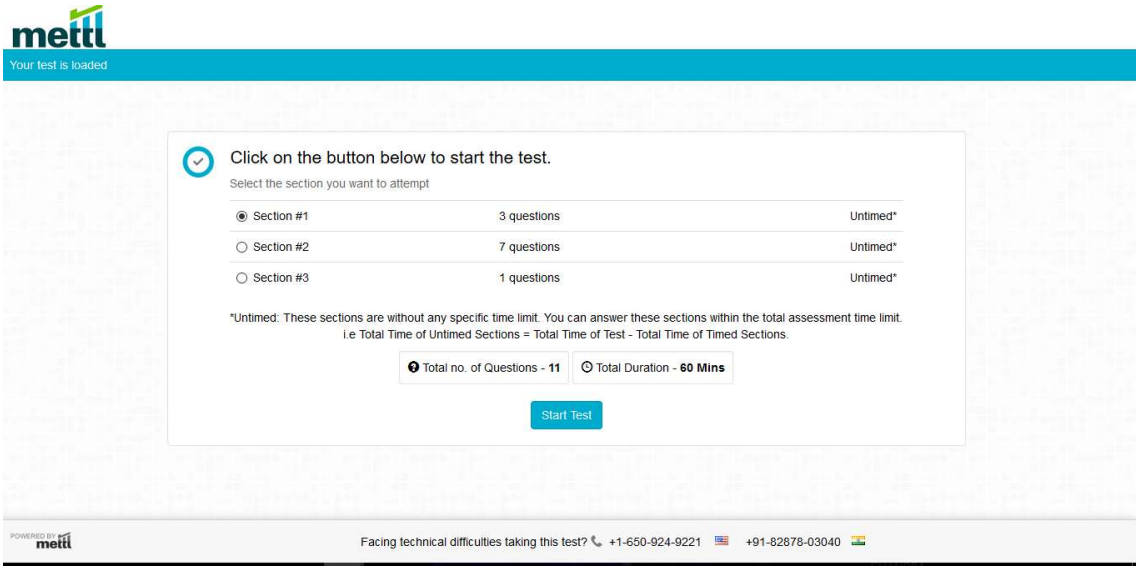


3. Candidate will be redirected to the snapshot page where candidate needs to provide the snapshot of the face and a snapshot of the ID card.





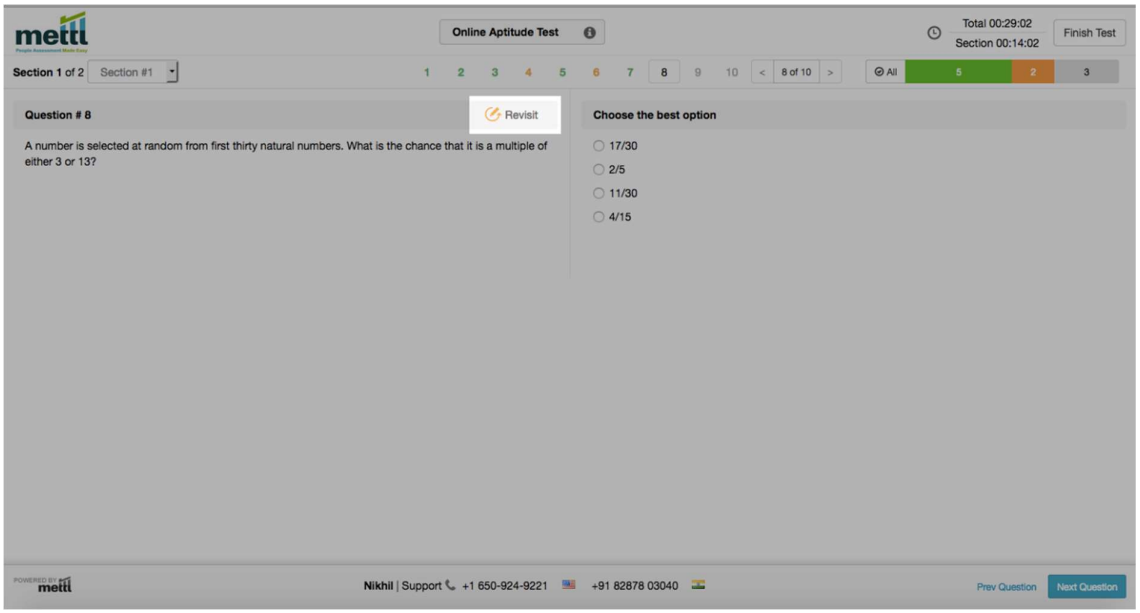
4. After providing the snapshot, candidates are guided to a 'Section Instructions Page'. Upon reading all the instructions carefully, candidates may start the test by clicking on 'Start Test' tab.

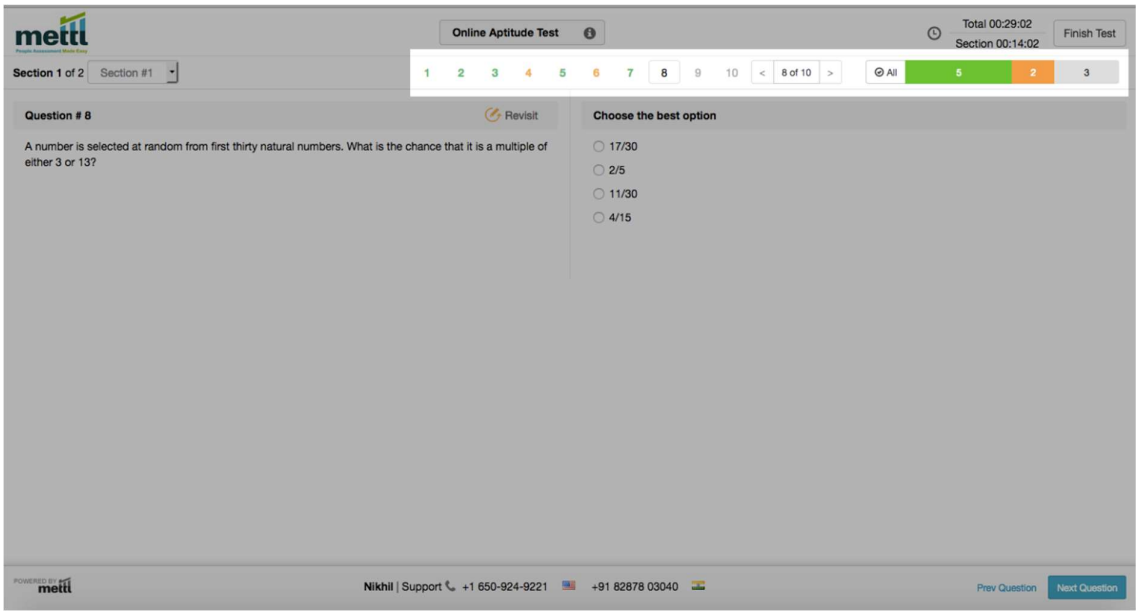


4. Once a candidate clicks on 'Start Test' it will open up the main test window. The screen has following data.

- Time remaining for the test, displayed on top right corner of the test window.
- 'Next Question' tab on the bottom right corner of the test window. Candidates can navigate between questions by clicking on the respective question number as well.
- 'Section #1', by using the option provided candidates can navigate between sections, or by clicking on the 'Next Section' tab on the bottom right of the test window.
- 'Finish Test' tab on the top right corner of the test window.

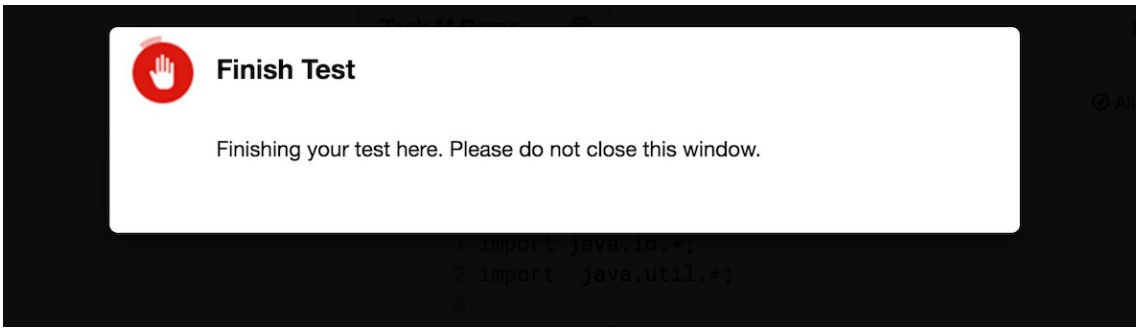
- The Revisit option helps the candidate mark a question that can be reviewed later before finishing the test.
- The status of the question can be known according to the colour displayed. Green colour is for the question attempted , Orange for the questions to be reviewed and Grey for the questions not attempted.



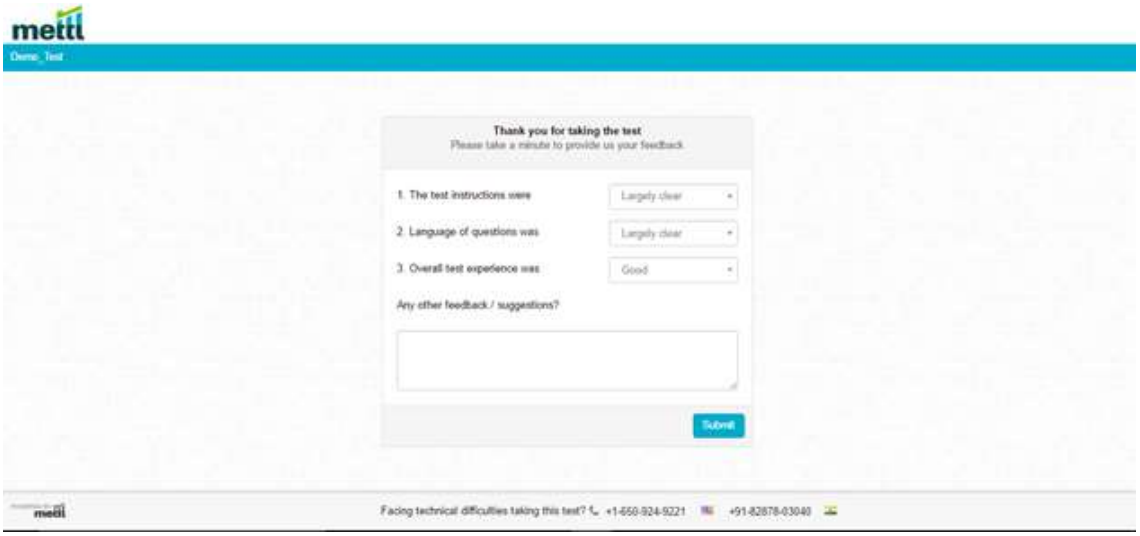


5. Once a candidate decides to submit the test, he/she can do so by clicking on the 'Finish Test' tab at the top right corner of the screen. After clicking on 'Finish Test', candidates are guided to a 'Test Summary' page. Candidates are supposed to review all the details and either go back by clicking on 'Cancel' or proceed to submit by clicking on 'Yes, Finish Test'.

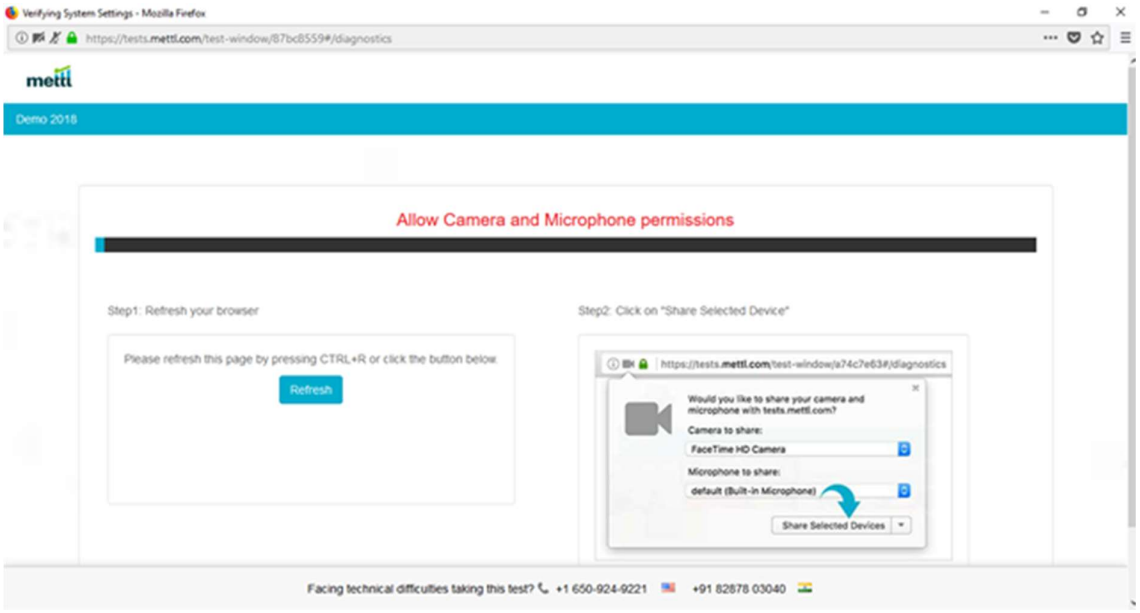
6. After the candidate clicks on 'Yes, Finish Test', the following screen is displayed.
We are making sure that all your responses are being saved securely on our servers for processing.



7. On completion of the test, candidates are requested to provide a feedback regarding their test taking experience.



I have given the required permissions to the platform even then the test is not working. I am getting the following error:



In case you are getting the above error, we would suggest you check your microphone and camera. Please ensure both the hardware's are in working condition in order to take the test.

3. Mettl non-proctored test using the Mettl Secure Browser

There are three ways that a candidate can start a test on the Mettl platform.

1. In case the candidate has received an Email with the test notification.
2. If the candidate has received a test link URL.
3. If the candidate has received an invitation key.

In case the candidate has received an Email with the test notification.

1. Click on the **"Click HERE"'** tab to download the **Mettl Secure Browser(MSB).**

System Requirement:

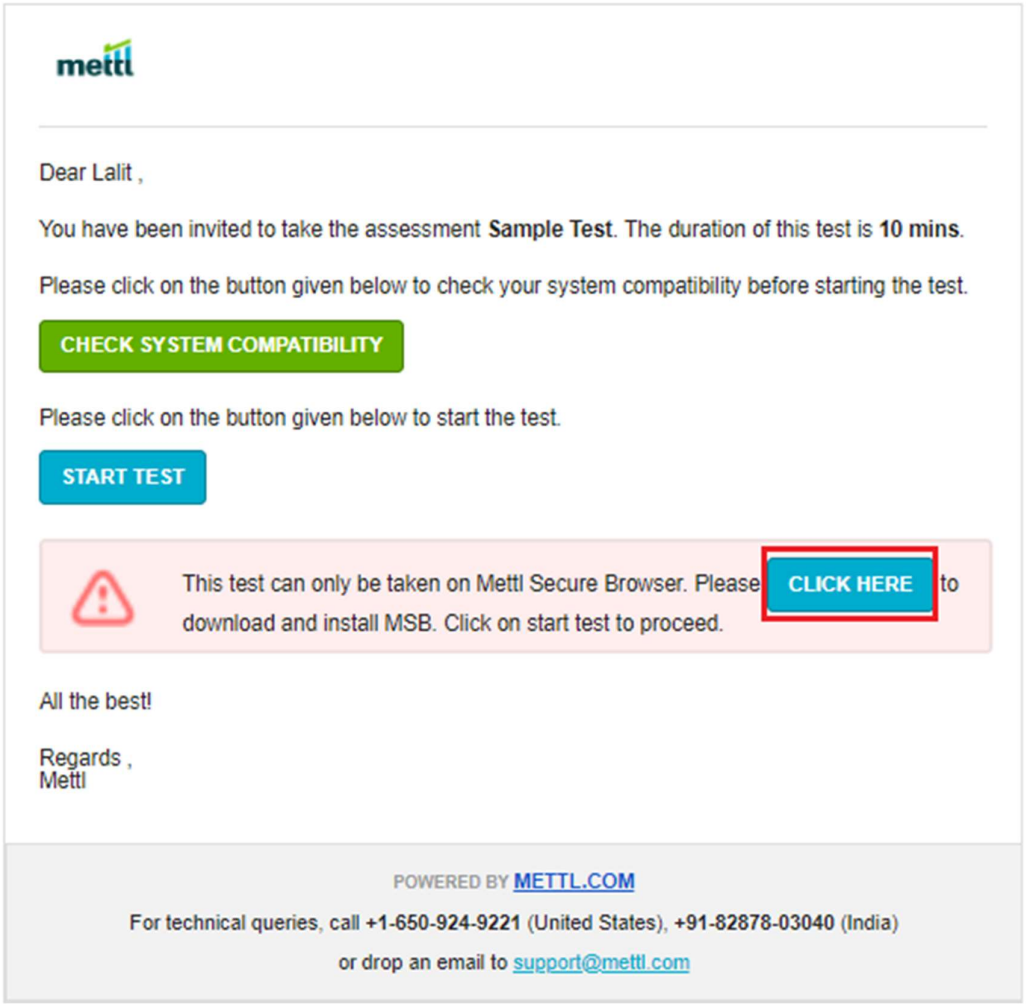
Operating System:

- MSB will run only on **Windows OS (**Version 7 and above**)**
- Will support minimum 4.5.1. **.Net framework**

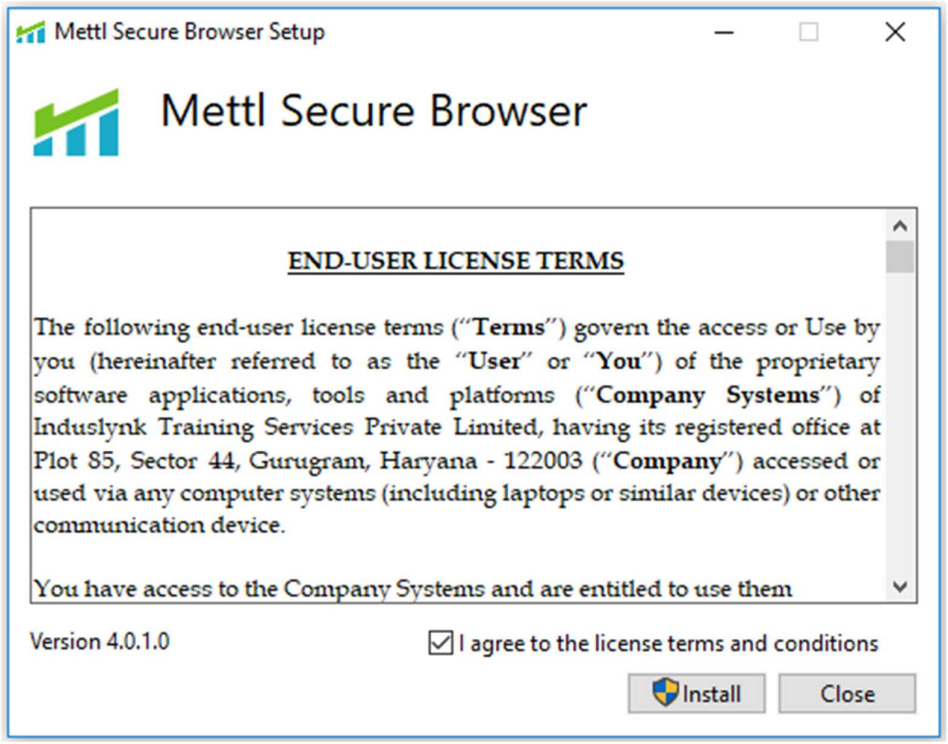
Memory:

- 65 MB permanent free space on the default hard drive

File Size: Medium (~65 MB)



2. Once the Setup file for MSB is downloaded, open the file to install the MSB browser and select I agree to the license term and conditions and click on Install



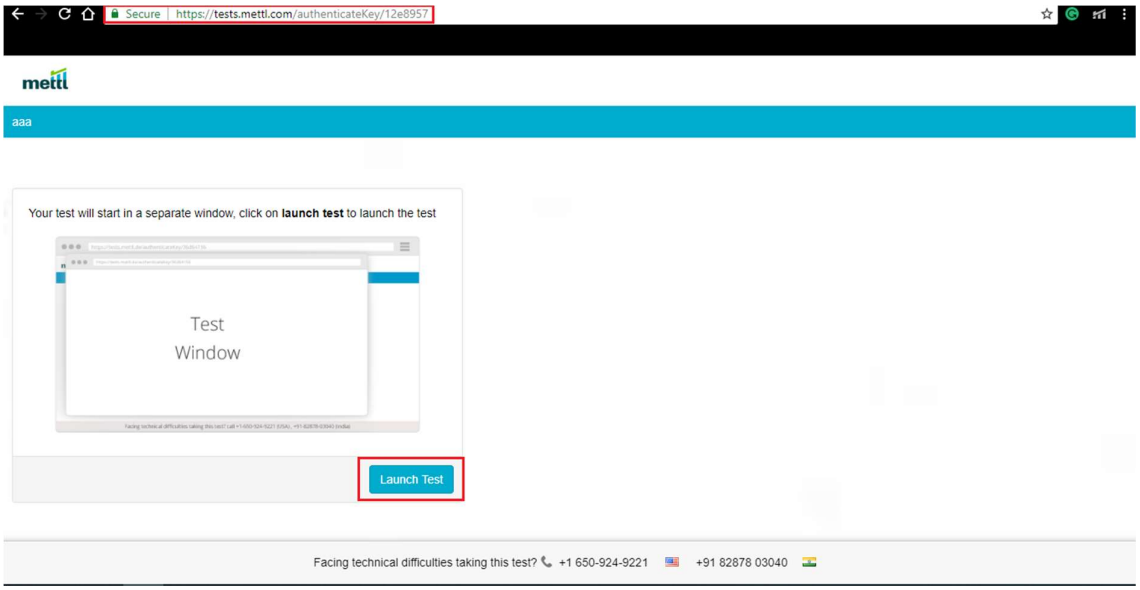
Once the installation is completed, the icon for MSB is available on the desktop

3. Once MSB has been installed, please make sure to check the system compatibility by clicking on the **CHECK SYSTEM COMPATIBILITY** tab. This will ensure if the system is ready to take the test on MSB.

4. Click on to the '**START TEST'** tab on test invitation email tab to get redirected to the test page on **MSB** browser.

The candidate has received a test link URL.

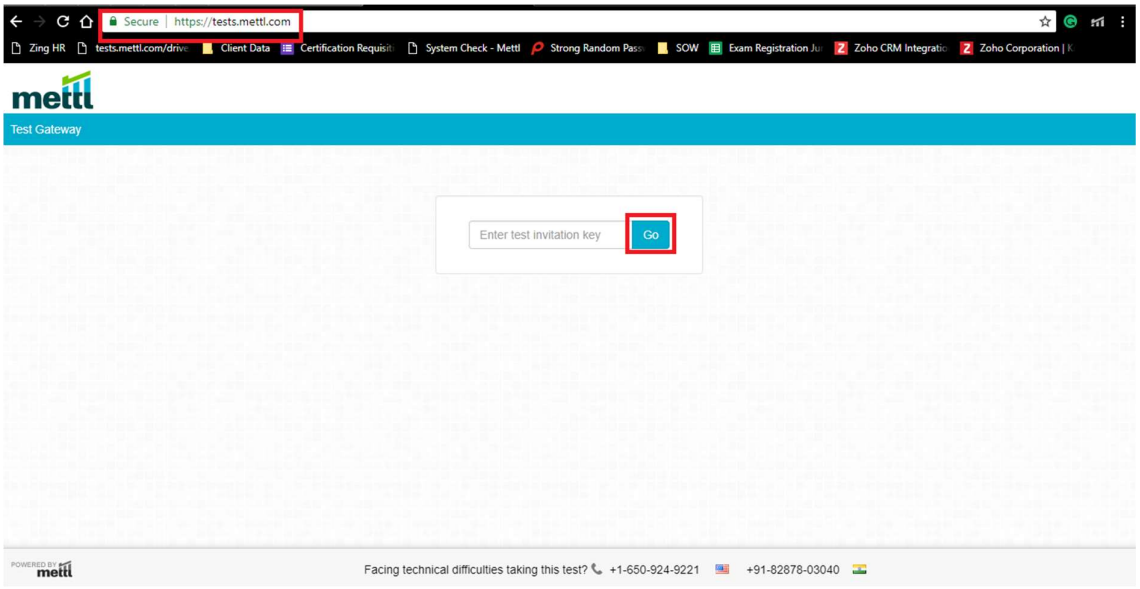
1. Copy and paste the link that you have received on the **address bar** of the browser. Click on the **'Launch Test'** button.



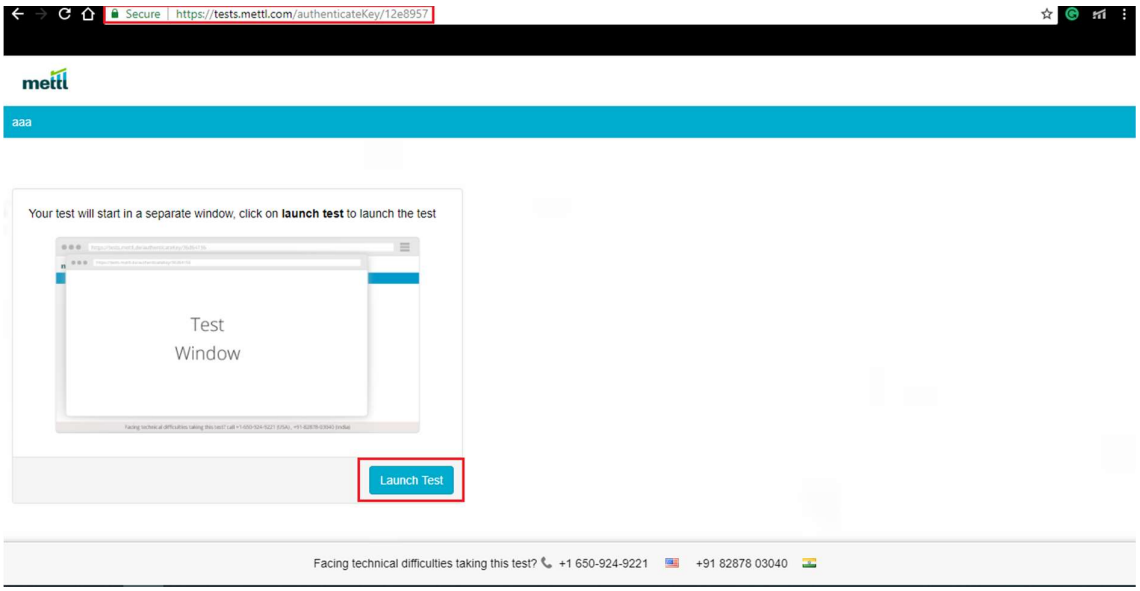
The candidate has received an invitation key for the assessment.

1. If the Mettl Secure Browser is not installed on the machine:

- Type **'tests.mettl.com'** on the address bar of the browser. The following page opens:



- Enter the invitation key and click on **'Go'** or press **'Enter',** the following screen appears:



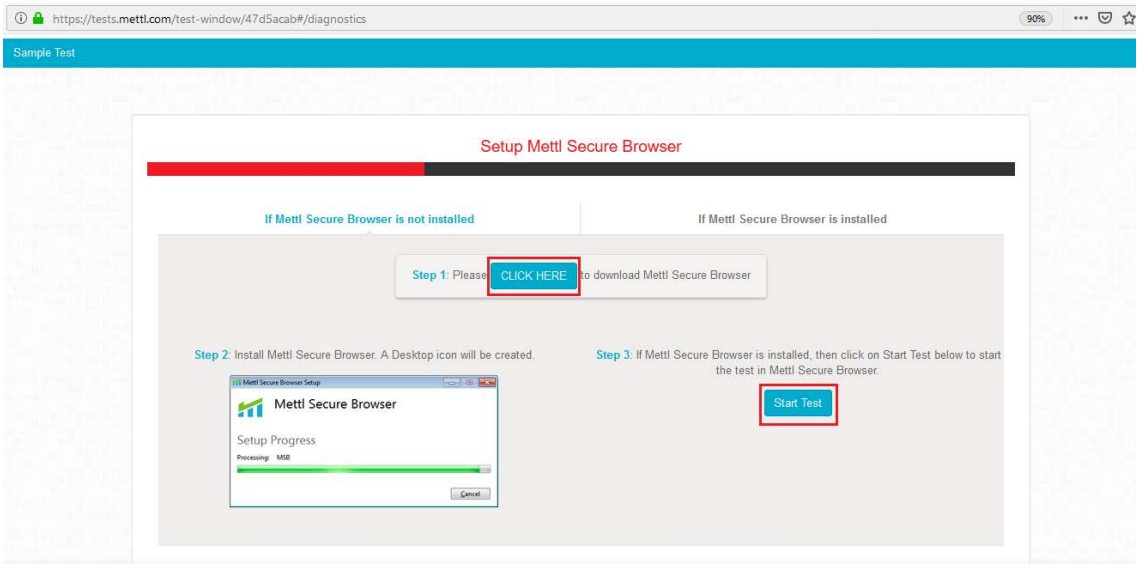
- Click on **'Launch Test'** to move further into the test.

2. In case the Mettl Secure Browser is already installed, open the application and enter the invitation key.

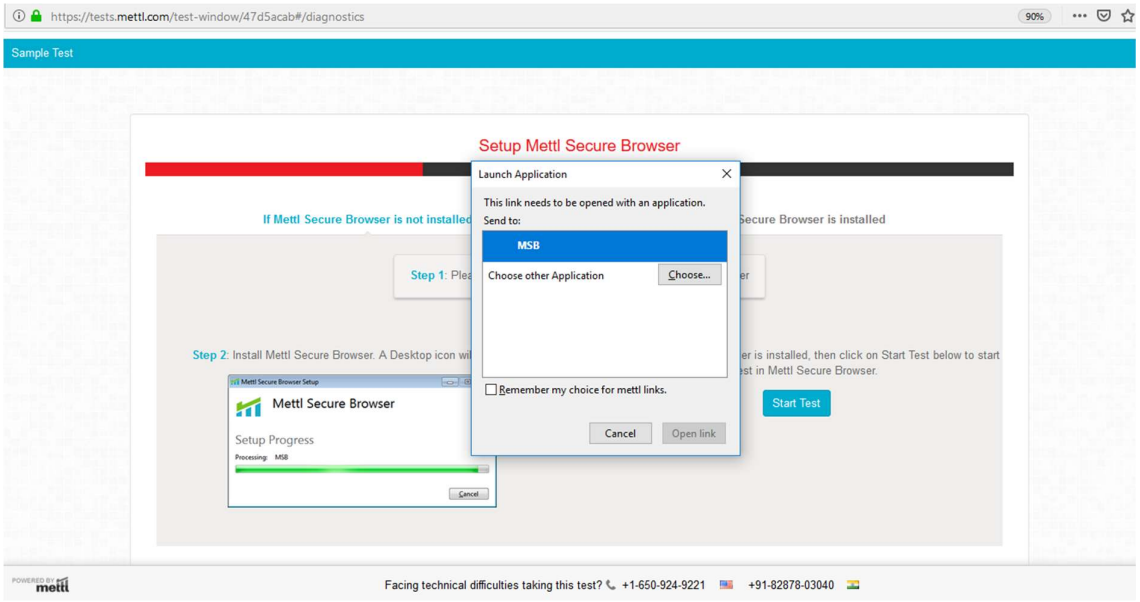
The following steps are generic and to be followed once the test is launched:

1. Once the test is launched, the test they will get the below screen. Click on **“Click Here”** tab to download MSB browser.

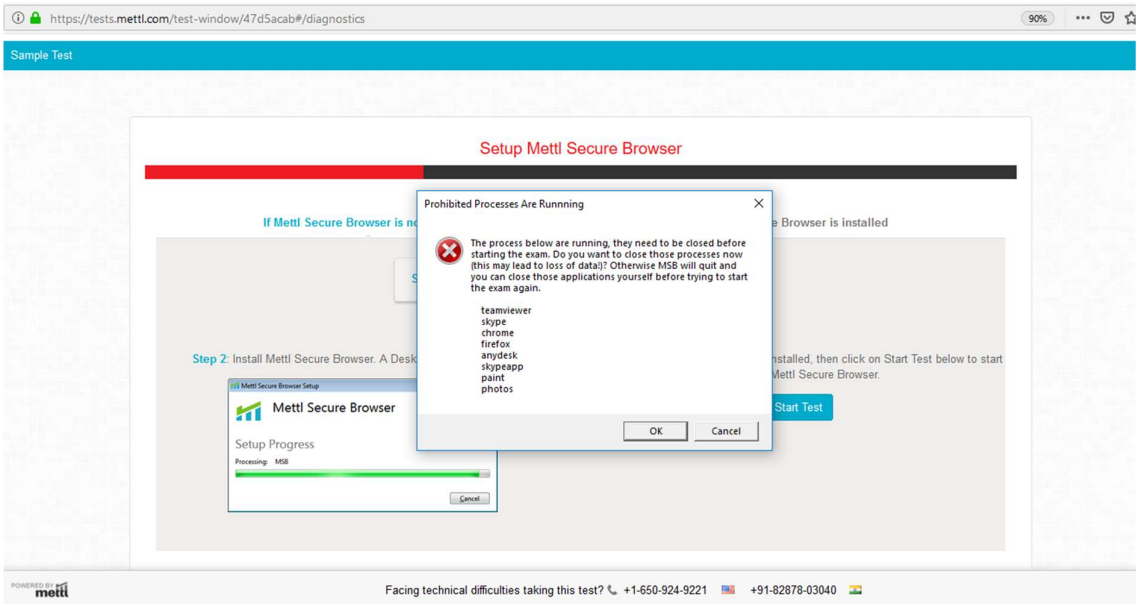
If the Mettl Secure Browser is already installed, then click on **“Start Test”** Tab to start the test in MSB browser.



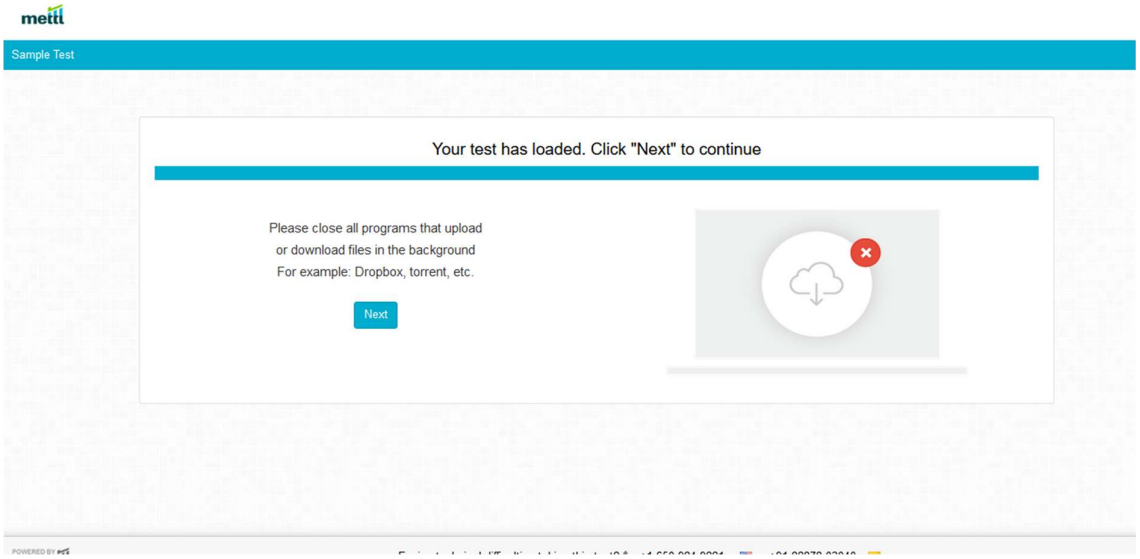
2. After clicking on the start Test button a Pop-up will appear asking to launch the test on MSB. Select the MSB and click on **"Open link"** to launch the MSB.



3. On Launching the MSB a dialogue box will appear prompting to close any other application. Click on **OK** button to proceed.

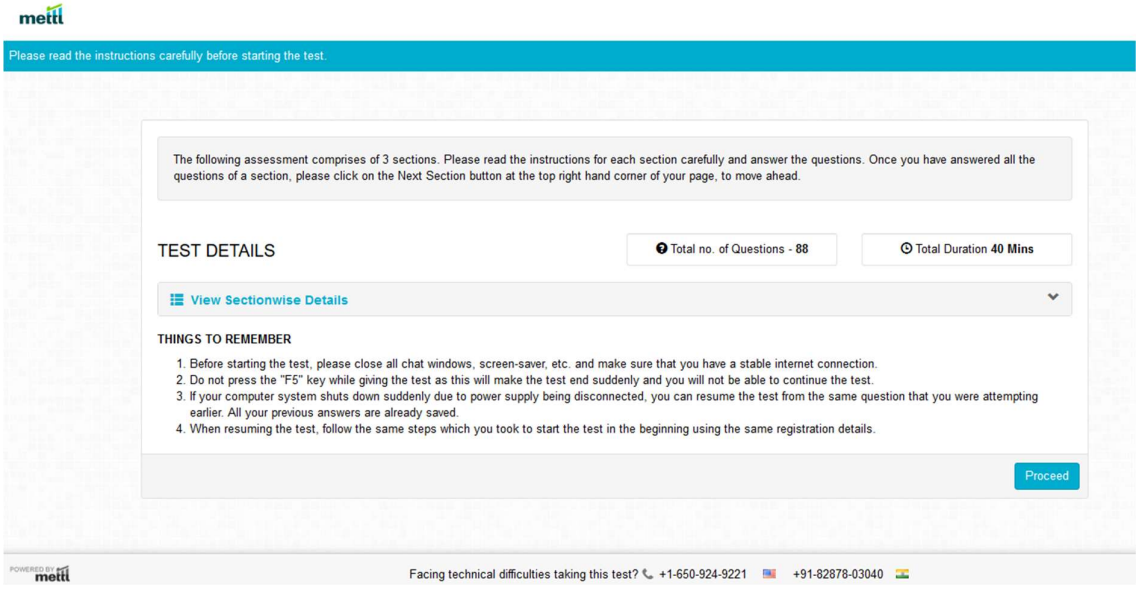


4. The Mettl Secure Browser(MSB) opens up once **OK** is clicked. The test will start in **MSB**, Test can proceed thereafter by clicking on **'Next'.**

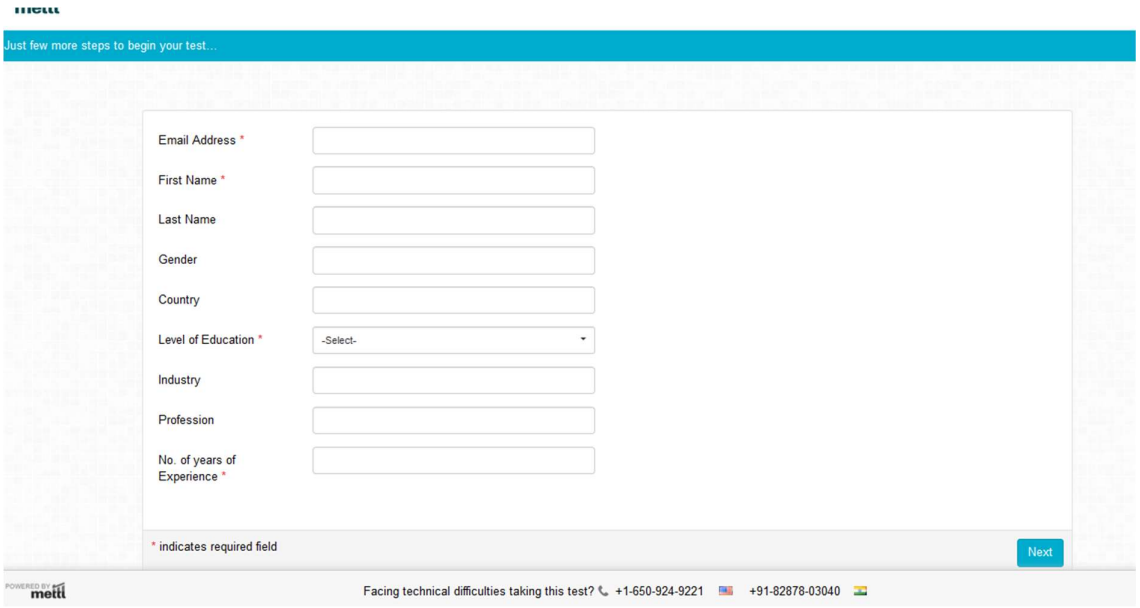


Once the Dry Run is Completed Candidate will get the below screens:

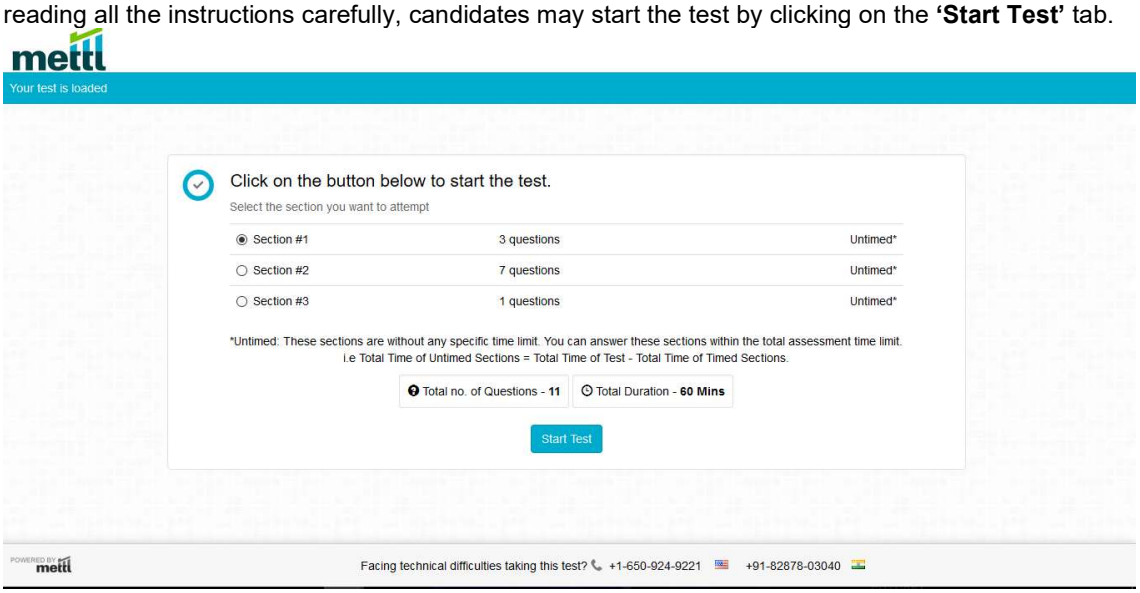
- Once the candidate clicks on the **'Next'** button, he/she will be directed to an instructions page. The candidate is supposed to read carefully and adhere to all the instructions provided, until the completion of the test. Candidates need to click on '**Proceed'** button in order to be directed to the registration page.



- Candidates are required to fill in all the relevant data and proceed by clicking on **'Next'.**



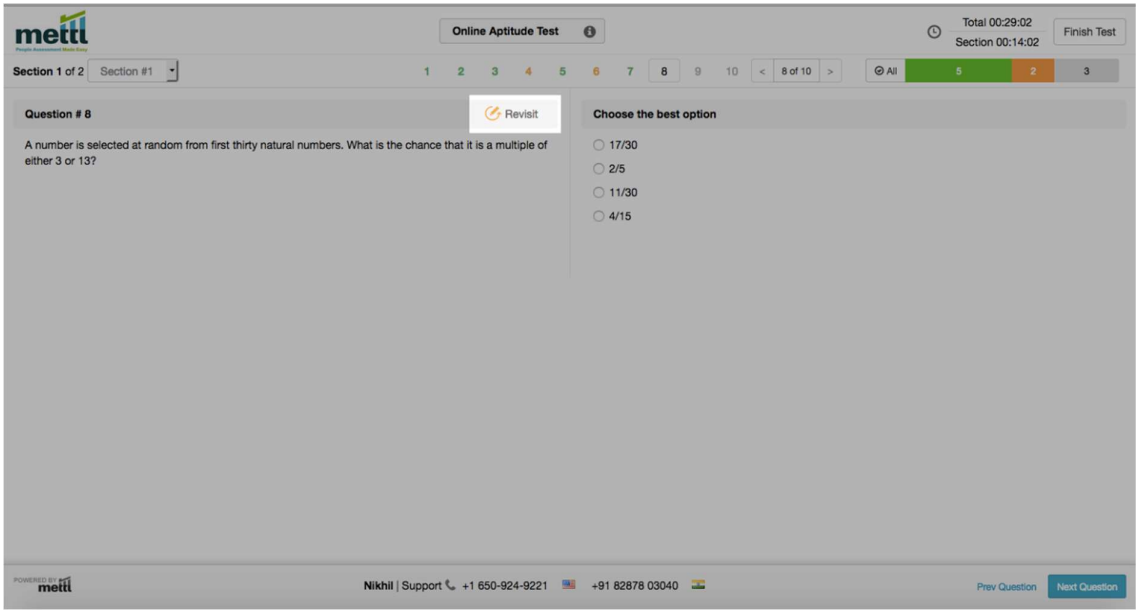
- After providing the registration details candidates are guided to a **'Section Instructions Page'.** Upon reading all the instructions carefully, candidates may start the test by clicking on the **'Start Test'** tab.

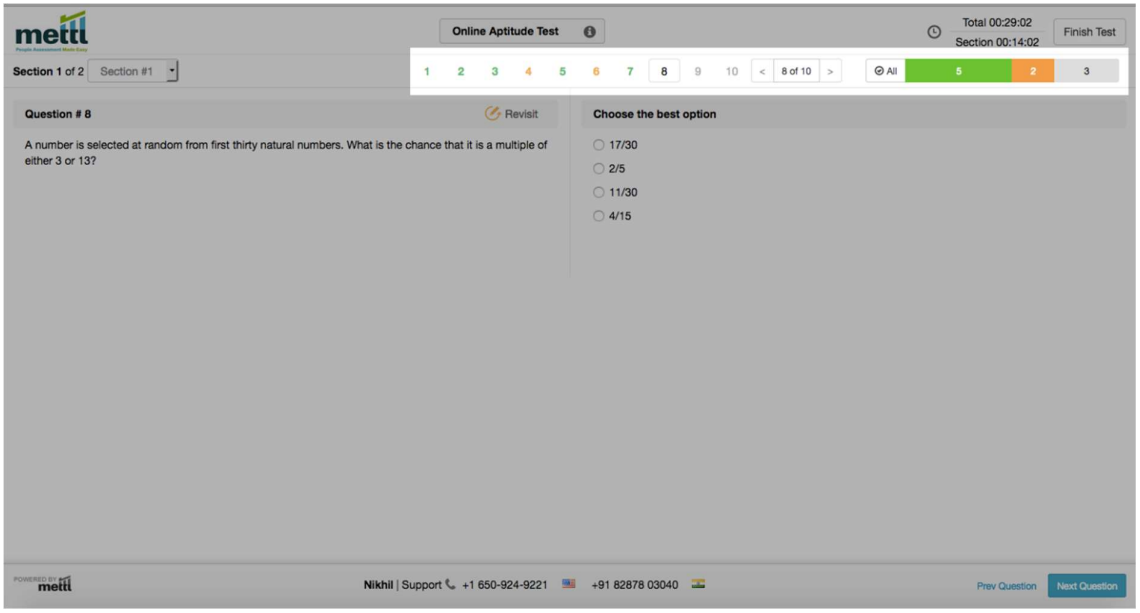


- Once a candidate clicks on **'Start Test'** it will open up the main test window. The screen has the following data.

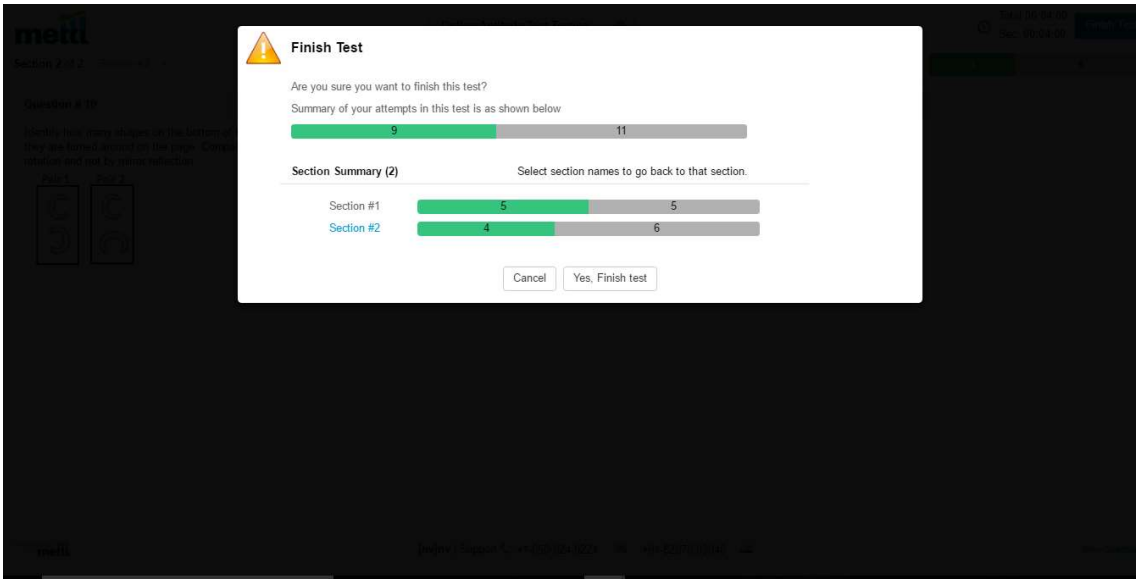
1. Time remaining for the test, displayed on the top right corner of the test window.
2. **'Next Question'** tab on the bottom right corner of the test window. Candidates can navigate between questions by clicking on the respective question number as well.

3. **'Section #1'**, by using the option provided candidates can navigate between sections, or by clicking on the **'Next Section'** tab on the bottom right of the test window.
4. **'Finish Test'** tab on the top right corner of the test window.
5. The Revisit option helps the candidate mark a question that can be reviewed later before finishing the test.
6. The status of the question can be known according to the colour displayed. The Green colour is for the question attempted, Orange for the questions to be reviewed and Grey for the questions not attempted.

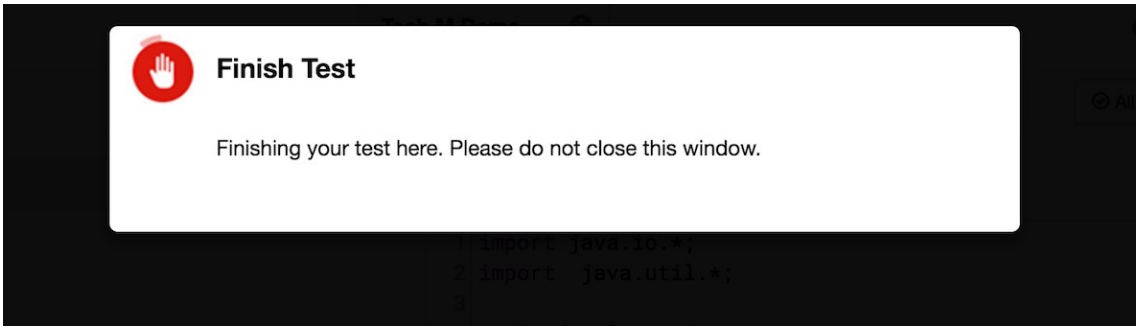




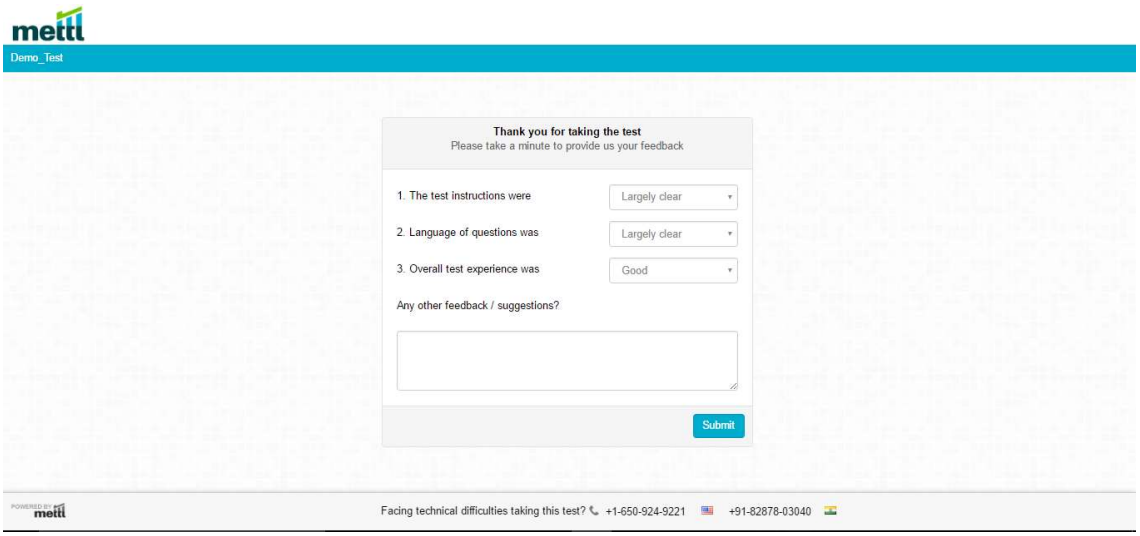
- Once a candidate decides to submit the test, he/she can do so by clicking on the ‘Finish Test’ tab at the top right corner of the screen. After clicking on ‘Finish Test’, candidates are guided to a ‘Test Summary’ page. Candidates are supposed to review all the details and either go back by clicking on ‘Cancel’ or proceed to submit by clicking on ‘Yes, Finish Test’.



- After the candidate clicks on **'Yes, Finish Test'**, the following screen is displayed. We are making sure that all your responses are being saved securely on our servers for processing



- On completion of the test, candidates are requested to provide a feedback regarding their test-taking experience.



4. Mettl proctored test using the Mettl Secure Browser

There are three ways that a candidate can start a test on the Mettl platform.

1. In case the candidate has received an Email with the test notification.
2. If the candidate has received a test link URL.
3. If the candidate has received an invitation key.

In case the candidate has received an Email with the test notification.

1. Click on the **"Click HERE"'** tab to download the **Mettl Secure Browser(MSB).**

System Requirement:

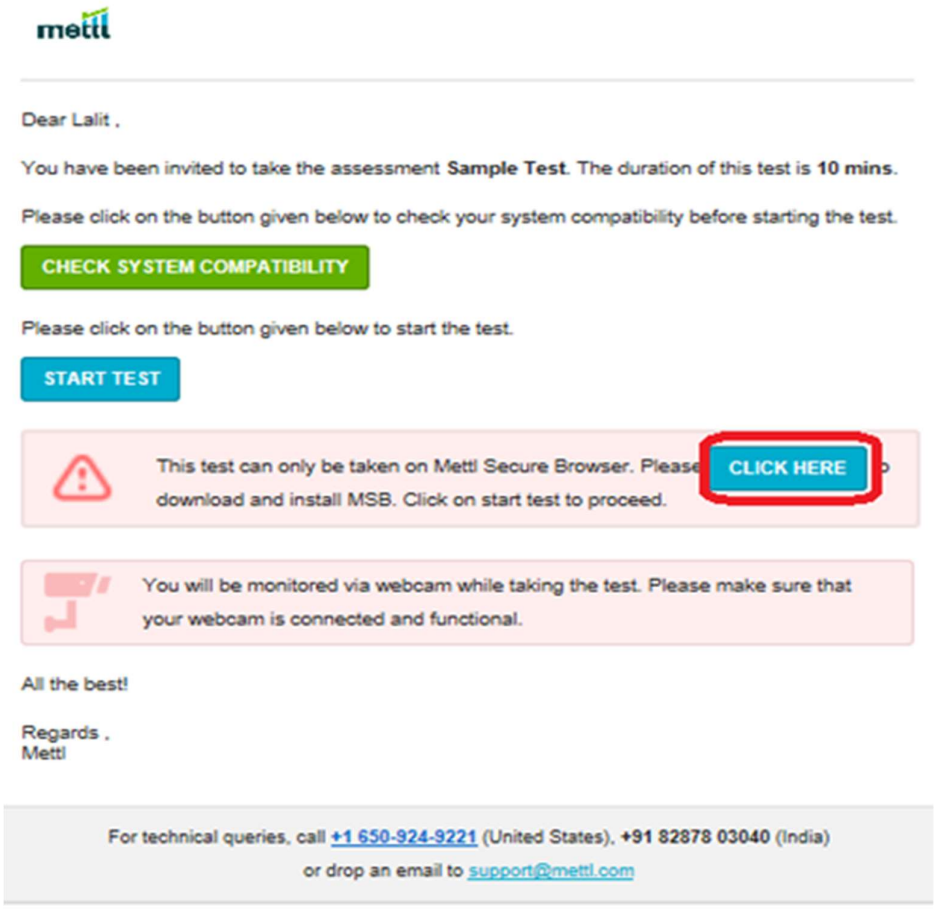
Operating System:

- MSB will run only on **Windows OS (**Version 7 and above**)**
- Will support minimum 4.5.1. **.Net framework**

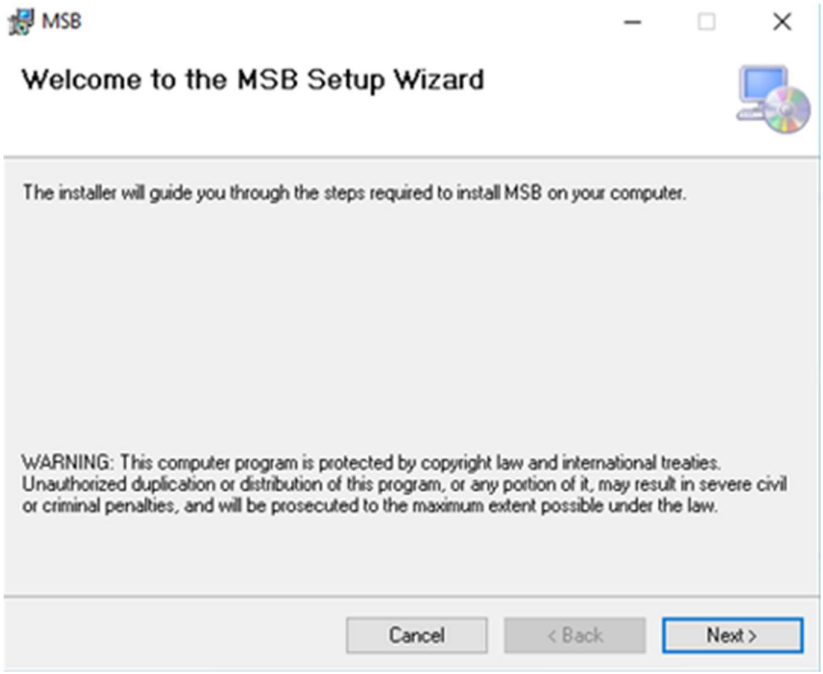
Memory:

- 65 MB permanent free space on the default hard drive

File Size: Medium (~65 MB)



2. Once the Setup file for MSB is downloaded, open the file to install the MSB browser and click on **'Next'** to proceed.



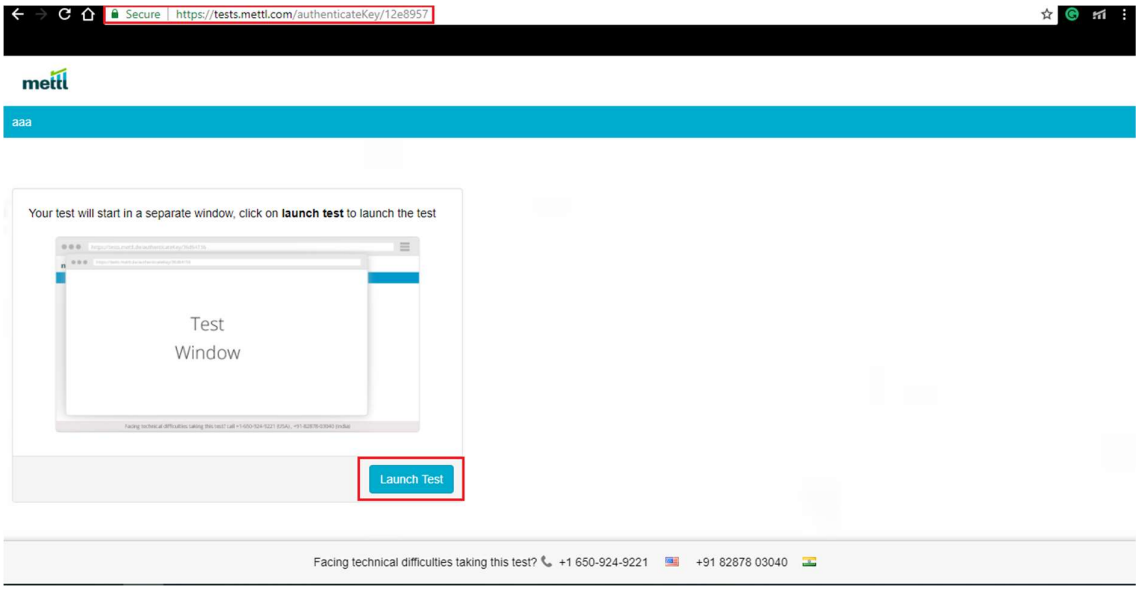
Once the installation is completed, the icon for MSB is available on the desktop:

3. Once MSB has been installed, please make sure to check the system compatibility by clicking on the **CHECK SYSTEM COMPATIBILITY** tab. This will ensure if the system is ready to take the test on MSB.

4. Click on to the '**START TEST'** tab on test invitation email tab to get redirected to the test page on **MSB** browser.

The candidate has received a test link URL.

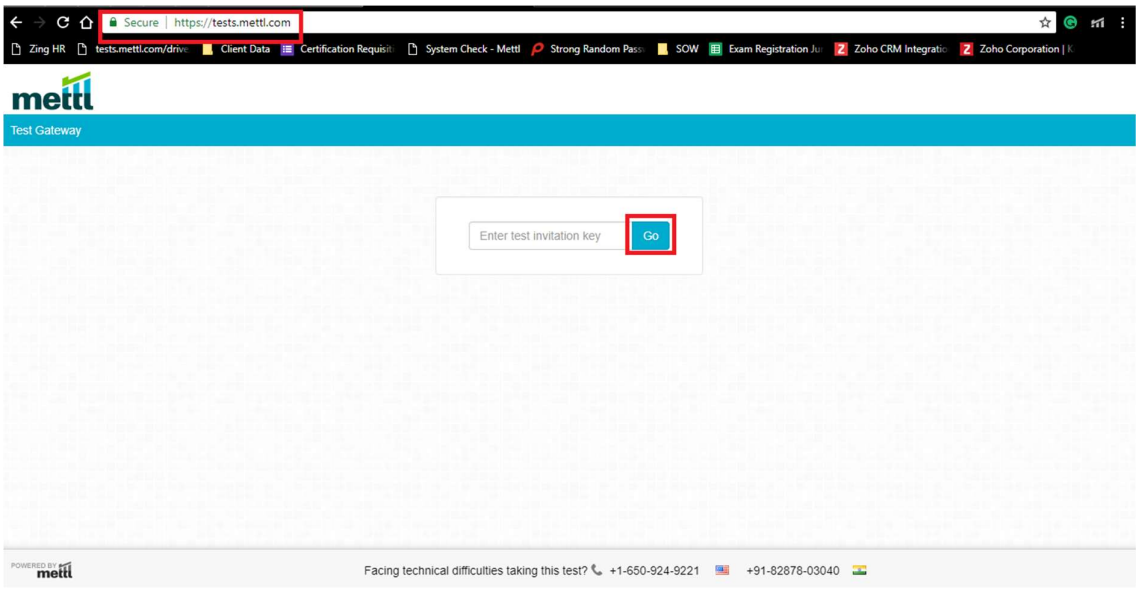
1. Copy and paste the link that you have received on the **address bar** of the browser. Click on the **'Launch Test'** button.



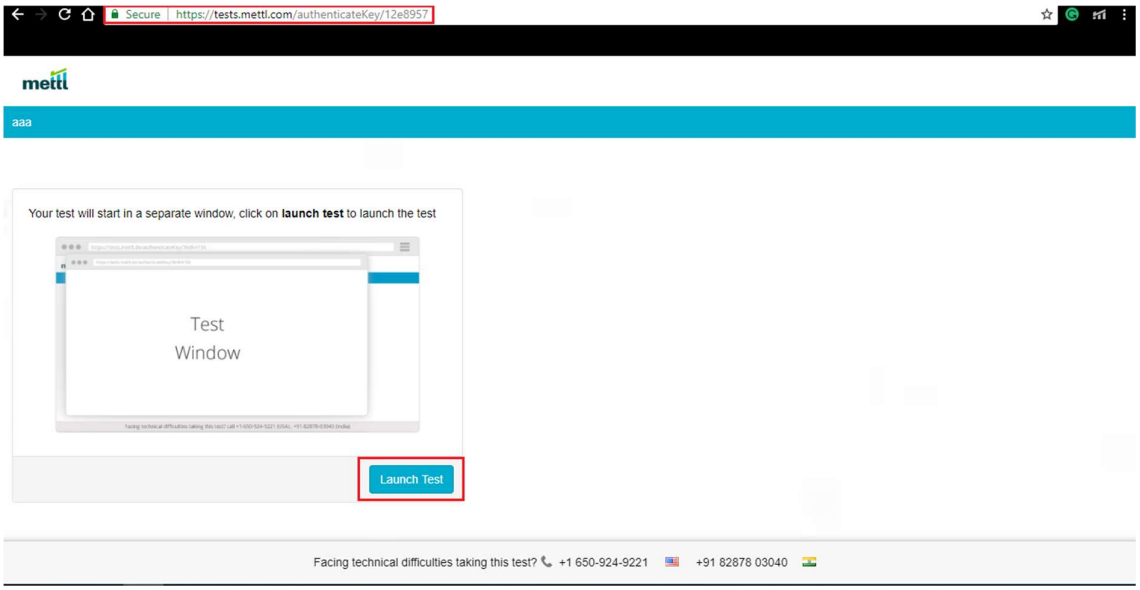
The candidate has received an invitation key for the assessment.

1. If the Mettl Secure Browser is not installed on the machine:

- Type **'tests.mettl.com'** on the address bar of the browser. The following page opens:



- Enter the invitation key and click on **'Go'** or press **'Enter',** the following screen appears:



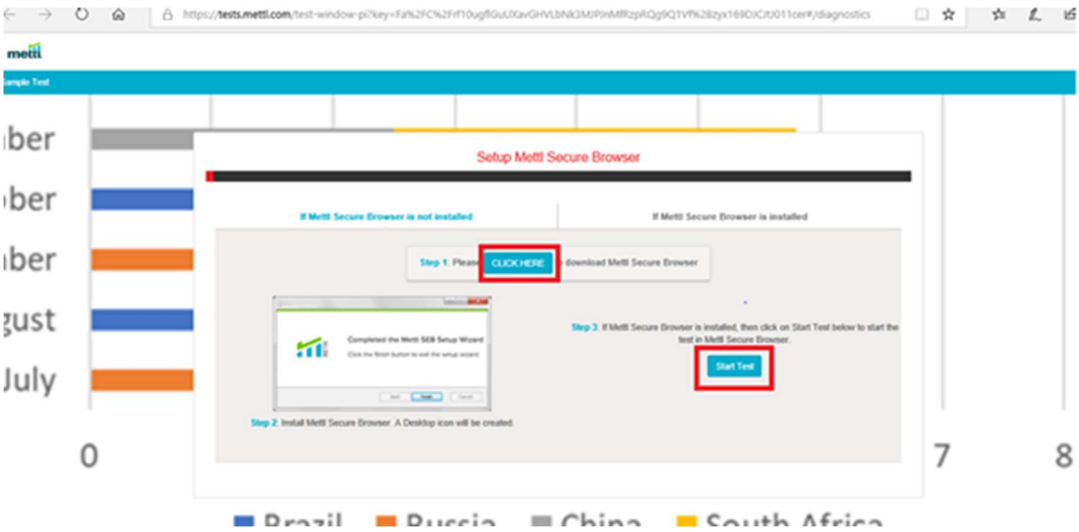
- Click on **'Launch Test'** to move further into the test.

2. In case the Mettl Secure Browser is already installed, open the application and enter the invitation key.

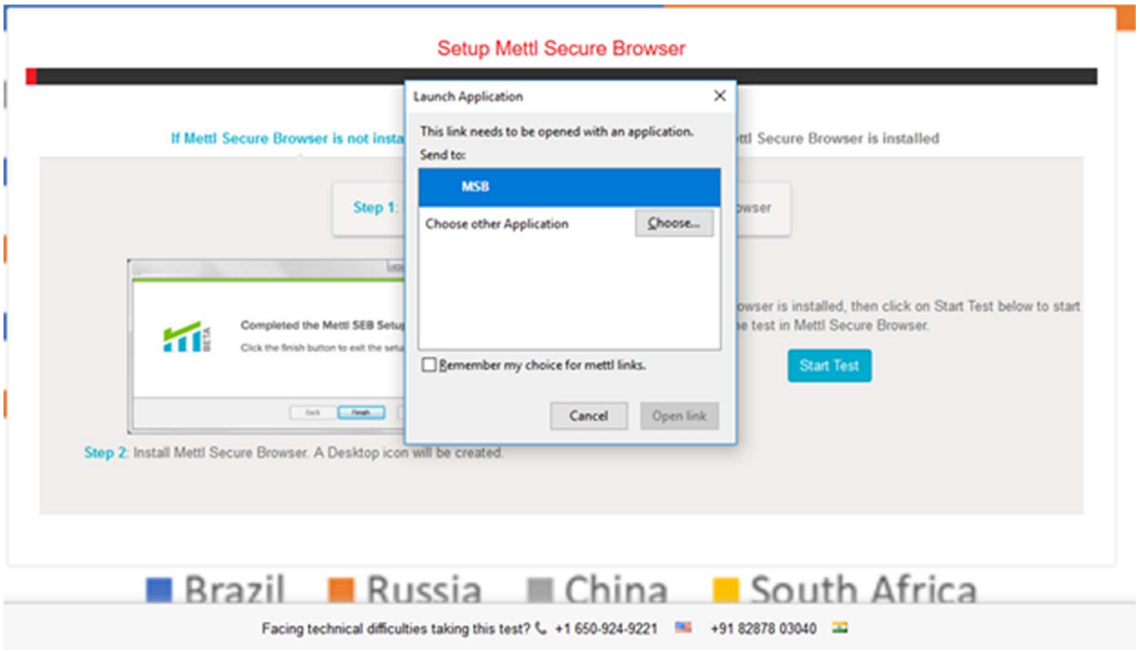
The following steps are generic and to be followed once the test is launched:

1. Once the test is launched, the test they will get the below screen. Click on **"Click Here"** tab to download MSB browser.

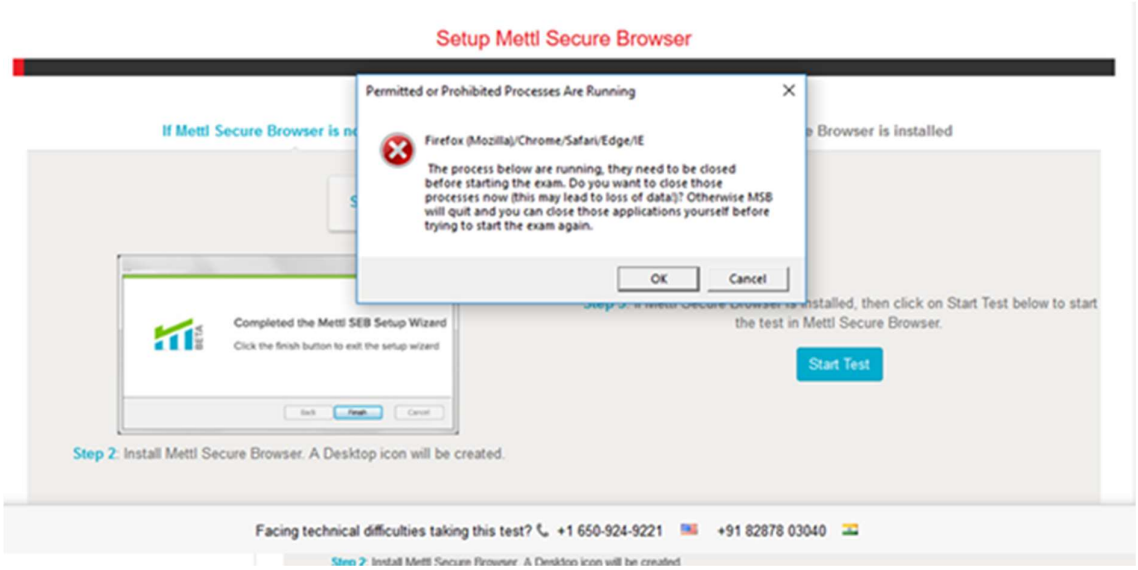
If the Mettl Secure Browser is already installed, then click on **"Start Test"** Tab to start the test in MSB browser.



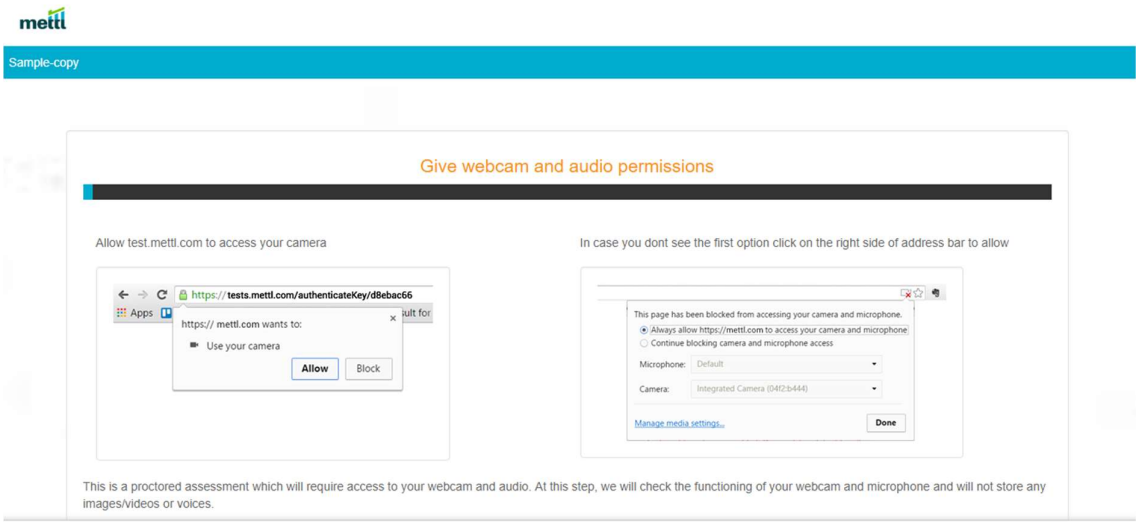
2. After clicking on the start Test button a Pop-up will appear asking to launch the test on MSB. Select the MSB and click on **"Open link"** to launch the MSB.



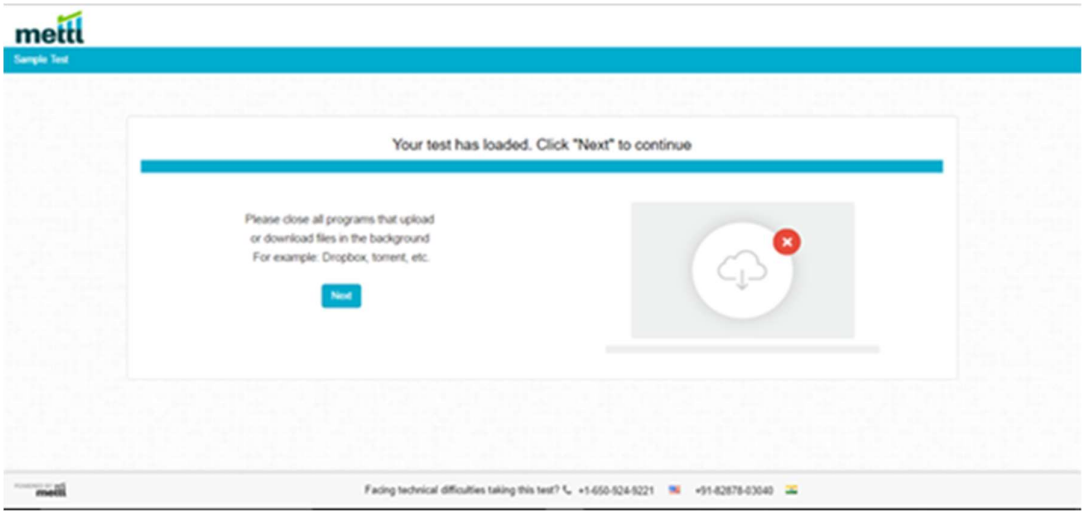
3. On Launching the MSB a dialogue box will appear prompting to close any other application. Click on **OK** button to proceed.



4. The Mettl Secure Browser(MSB) opens up once **OK** is clicked. The following screen appears where the permissions to share the camera and microphone are fetched by the browser. This is an automated process and the test takers do not need to give any permissions to the exam platform.

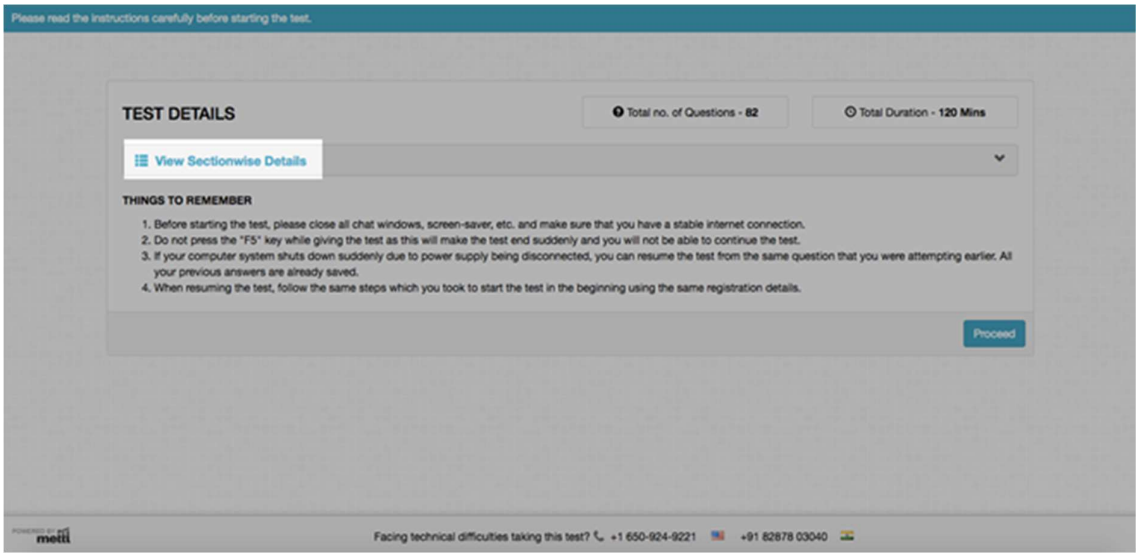


5. After clicking on the start Test button, the test will start in **MSB**, Test can proceed thereafter by clicking on **'Next'.**

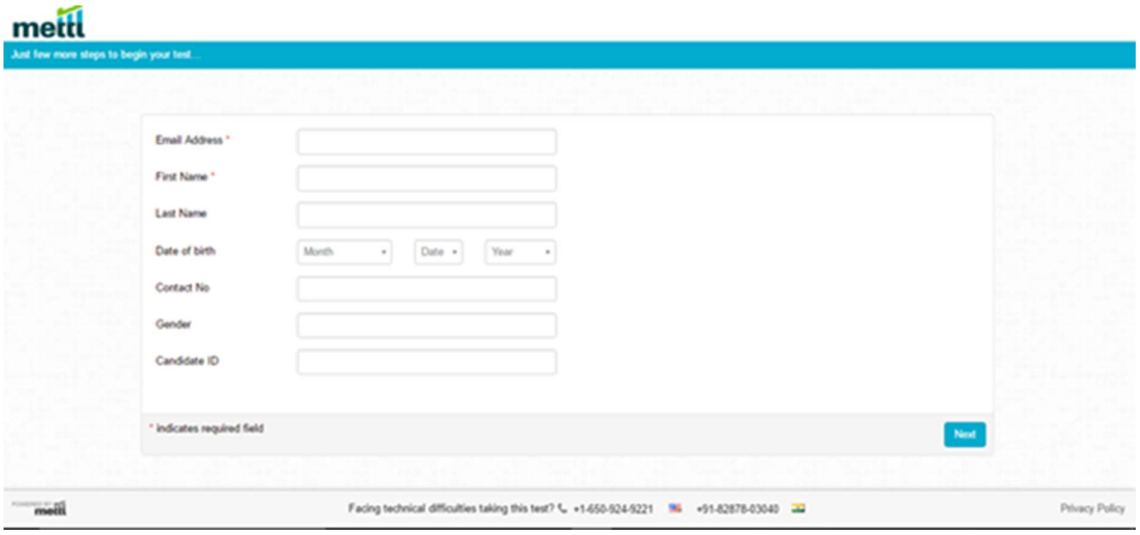


Once the Dry Run is Completed Candidate will get the below screens:

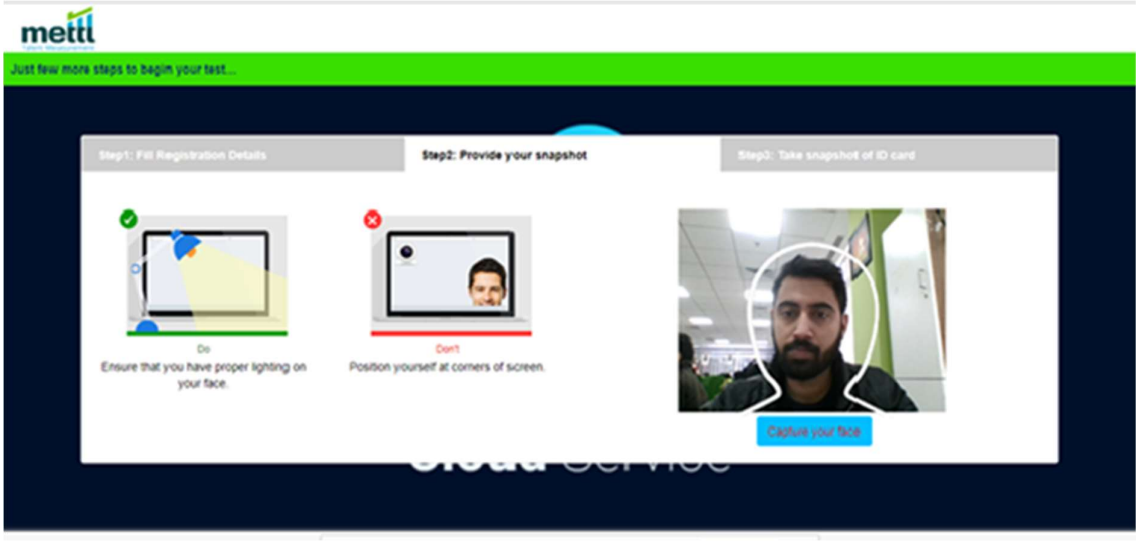
- Once the candidate clicks on the **'Next'** button, he/she will be directed to an instructions page. The candidate is supposed to read carefully and adhere to all the instructions provided, until the completion of the test. Candidates need to click on '**Proceed'** button in order to be directed to the registration page.

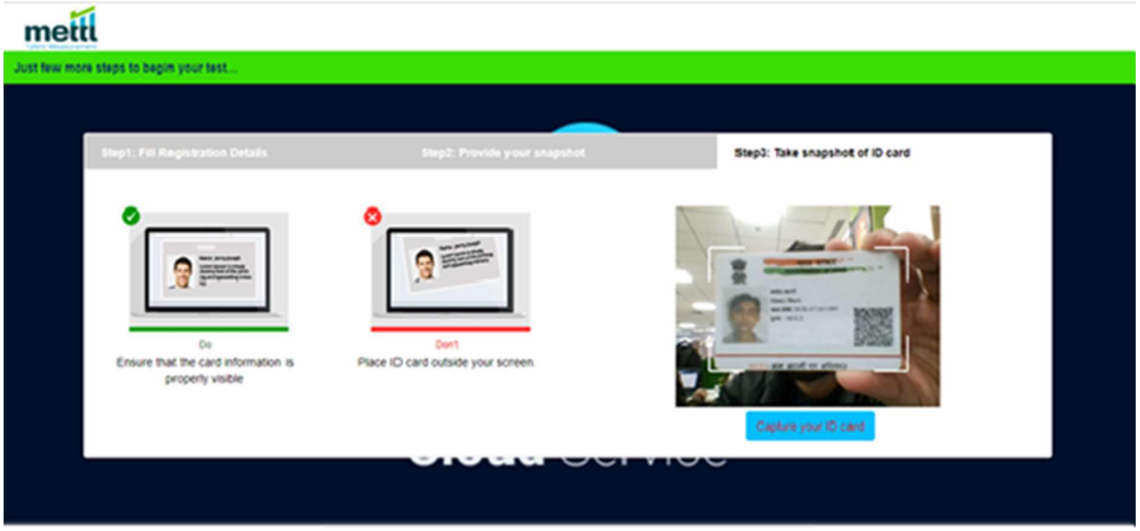


- Candidates are required to fill in all the relevant data and proceed by clicking on **'Next'.**

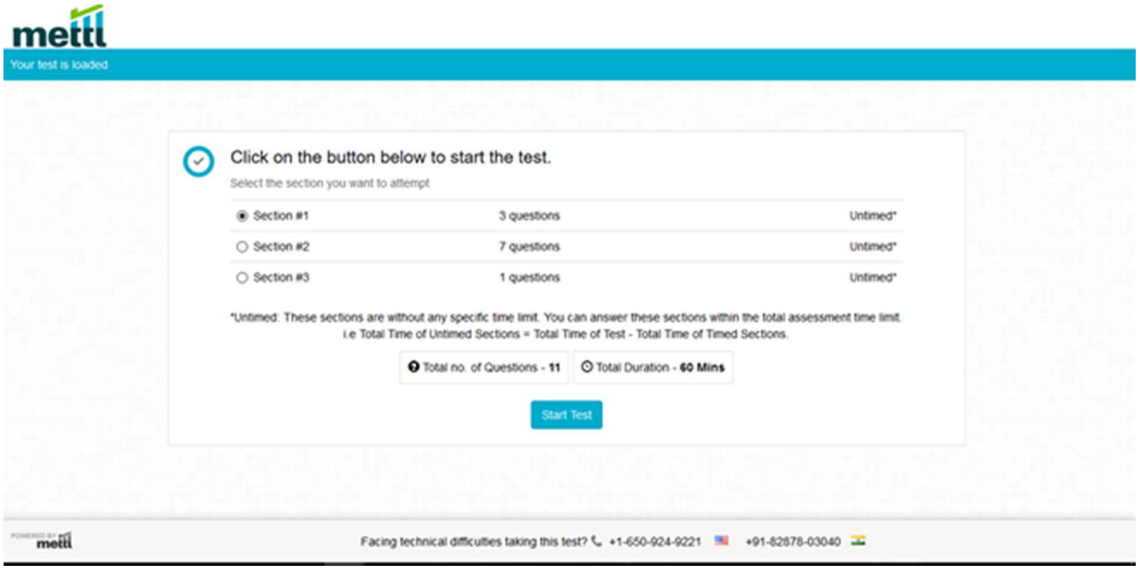


- Candidate will be redirected to the snapshot page where the candidate needs to provide the snapshot of the face and a snapshot of the ID card.





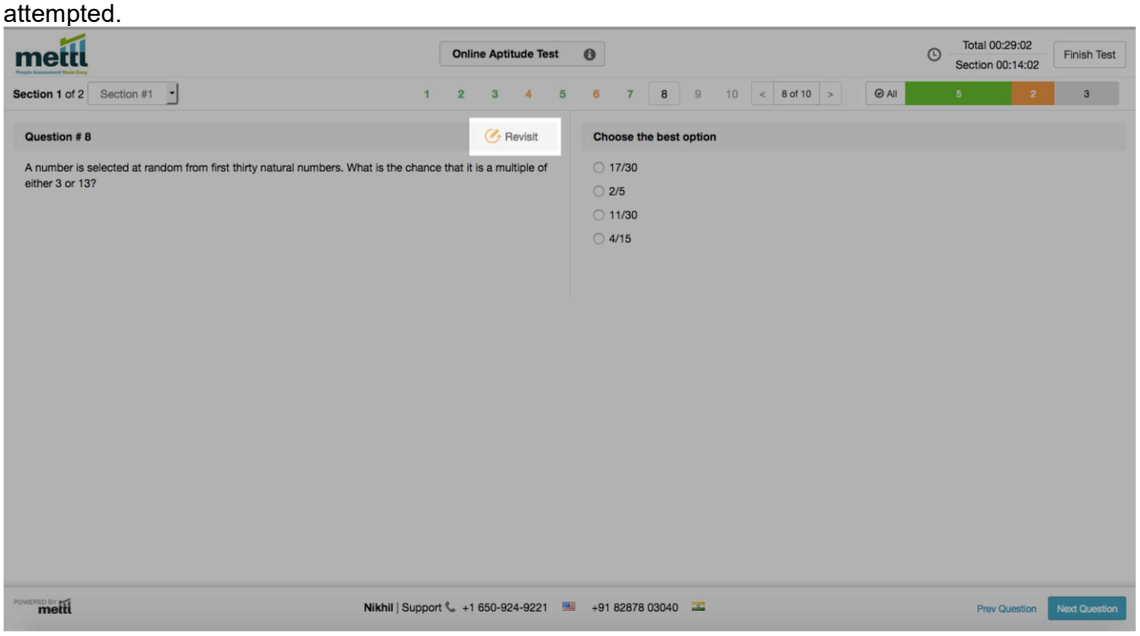
- After providing the snapshot, candidates are guided to a **'Section Instructions Page'.** Upon reading all the instructions carefully, candidates may start the test by clicking on the **'Start Test'** tab.

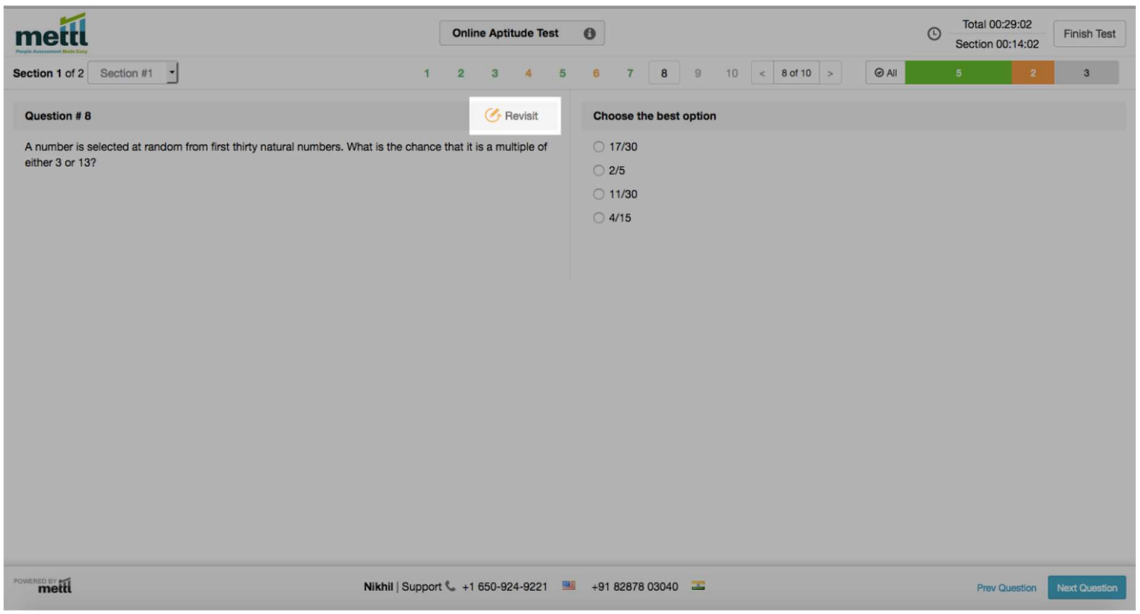


- Once a candidate clicks on **'Start Test'** it will open up the main test window. The screen has the following data.

1. Time remaining for the test, displayed on the top right corner of the test window.
2. '**Next Question'** tab on the bottom right corner of the test window. Candidates can navigate between questions by clicking on the respective question number as well.
3. **'Section #1'**, by using the option provided candidates can navigate between sections, or by clicking on the **'Next Section'** tab on the bottom right of the test window.
4. **'Finish Test'** tab on the top right corner of the test window.

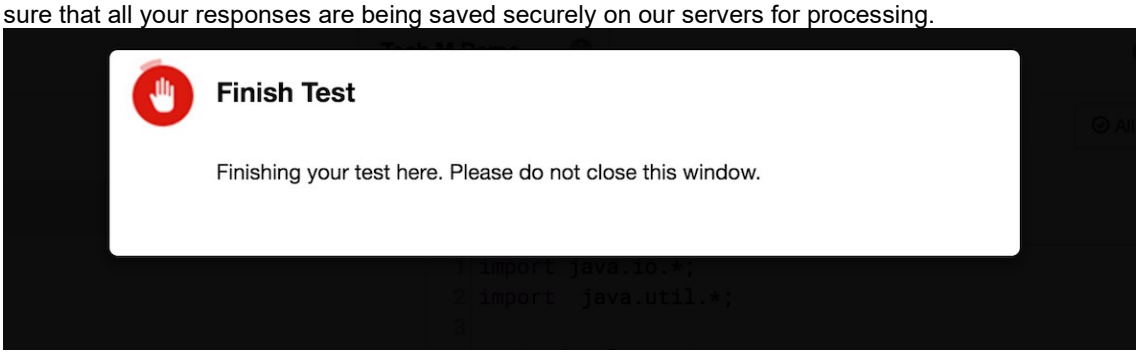
5. The Revisit option helps the candidate mark a question that can be reviewed later before finishing the test.
6. The status of the question can be known according to the colour displayed. The Green colour is for the question attempted, Orange for the questions to be reviewed and Grey for the questions not attempted.



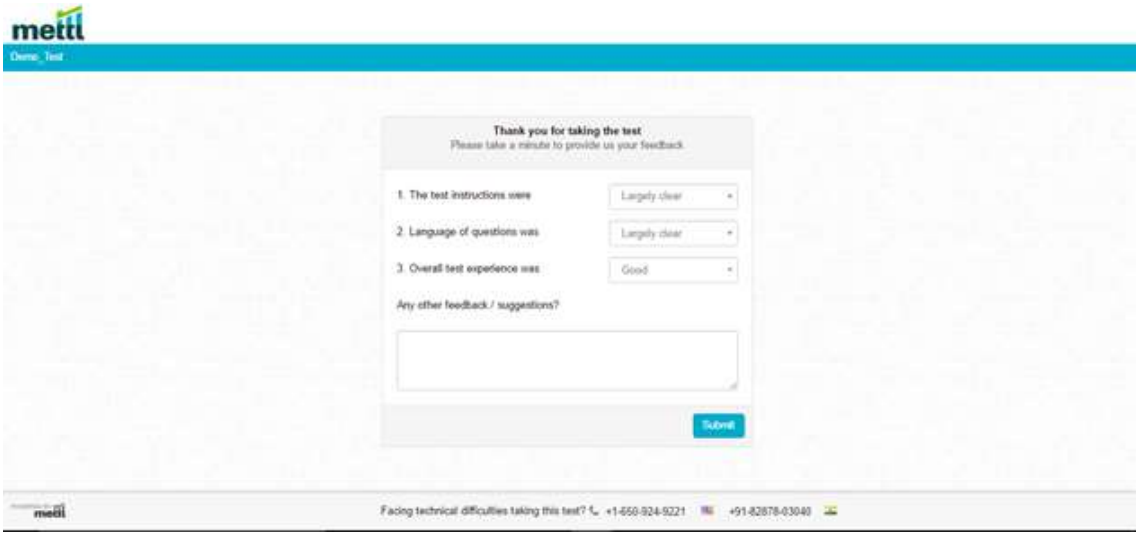


- Once a candidate decides to submit the test, he/she can do so by clicking on the **'Finish Test'** tab at the top right corner of the screen. After clicking on **'Finish Test'**, candidates are guided to a **'Test Summary'** page. Candidates are supposed to review all the details and either go back by clicking on **'Cancel'** or proceed to submit by clicking on **'Yes, Finish Test'**.

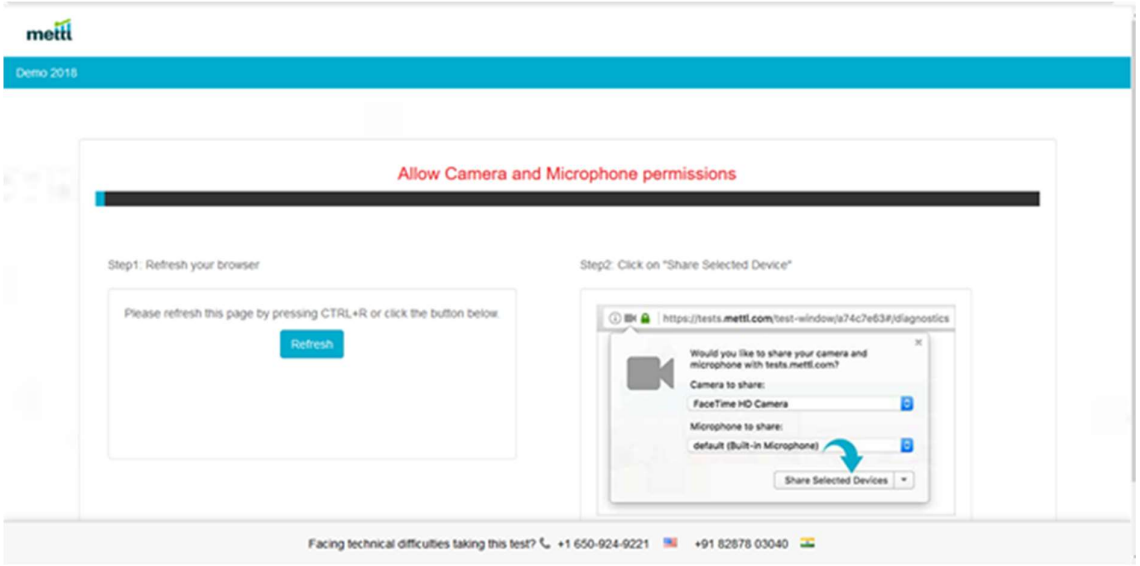
- After the candidate clicks on **'Yes, Finish Test'**, the following screen is displayed. We are making sure that all your responses are being saved securely on our servers for processing.



- On completion of the test, candidates are requested to provide a feedback regarding their test-taking experience.



I have given the required permissions to the platform even then the test is not working. I am getting the following error:



In case you are getting the above error, we would suggest you check your microphone and camera. Please ensure both the hardware's are in working condition in order to take the test. We would also recommend you close any application that uses the camera and microphone, disable the anti-virus on the system and update the drivers for the camera and microphone.

Q. How can I check that my system is compatible or not?

Please refer to the system requirements for test here.

In case you have received an invitation email from **admin@mettl.com** click on the **"Check System Compatibility"** button. Clicking on that button will start the check and for which you must follow the on-screen instructions shared on each step.

If all goes well, it will show a message **"Looks Great the Test will run just fine on this computer".** If it gives an error, please proceed as per the error message on the screen.

Q. What are the steps to install and run the Mettl Secure Browser?

Please refer to the article here for the answer.

Q. How do I get the setup file for Mettl Secure Browser?

Post initiating your test, the platform will open a new window with two options **"DOWNLOAD MSB"** and **"PROCEED to TEST".**

On clicking the first option it will ask you to save the setup file and on clicking the save button, the file will start downloading.

Alternatively, if you have received an invitation from admin@mettl.com, the option to download MSB is there on the email body.

Q. I have installed the MSB, how do I proceed from there?

Initiate your assessment from the test link that you have been communicated and the platform will redirect you to a new window with two options **"DOWNLOAD MSB"** and **"PROCEED to TEST".**

Click on **"PROCEED to TEST"** and on proceeding further, the browser will ask to terminate the prohibited process.

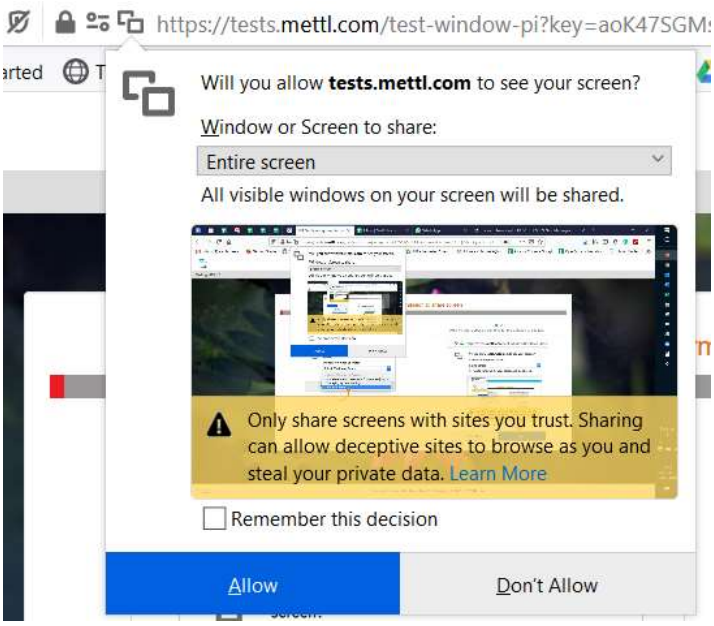
Kindly read the complete message as it will mention the names of the applications.

Click on OK to close the applications and the browser will open. Follow the given on-screen instructions to start your test.

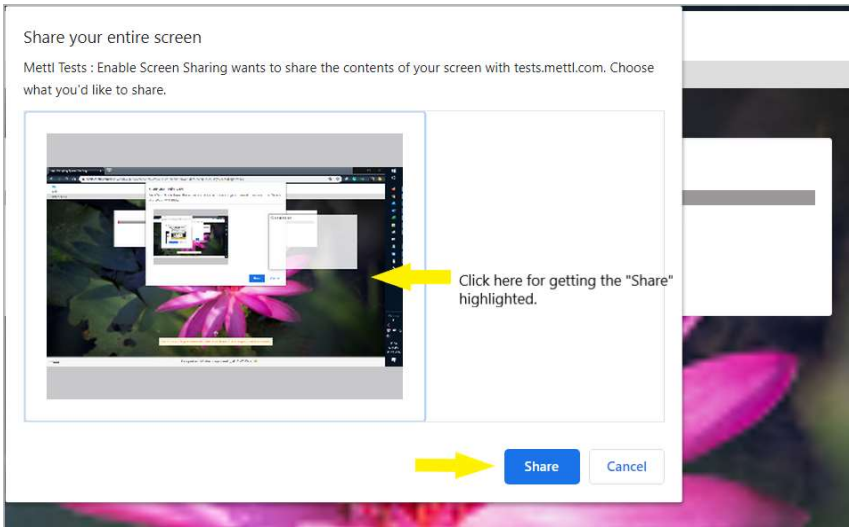
Q. I am not able to share my screen?

If you are using a Mozilla Firefox, in a dialogue box there will a message that "Will you allow **tests.mettl.com** to see your screen" it will also have a drop down.

From the drop down select "Entire Screen" as shown in the below screenshot.



If you are using Google Chrome browser, you must click at the centre of the screen as shown below for the **"Share"** button to get highlighted.



Q. I am facing issue is downloading the Mettl Extension for screen sharing on Google Chrome.

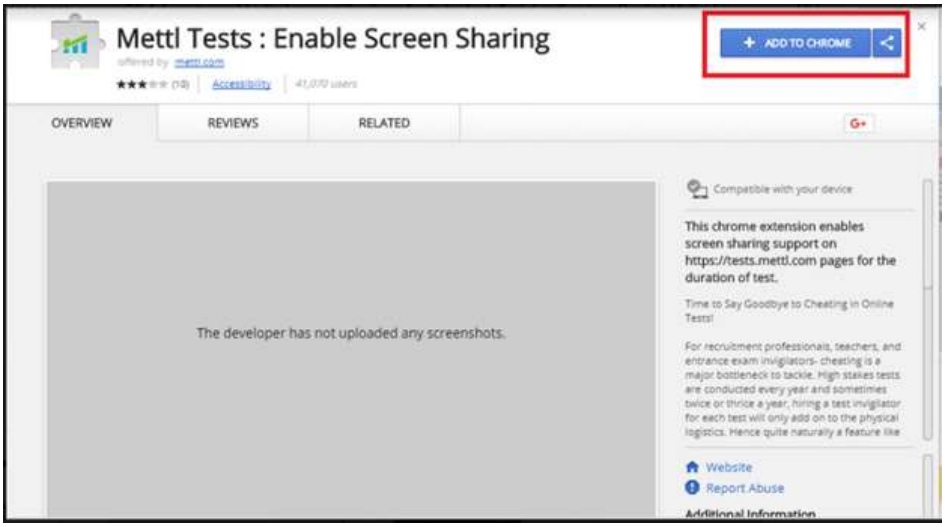
Kindly find below the possible reasons for the same:

1. Kindly see if you are using incognito mode and extension is already installed. In this case you need to allow extension in incognito mode.
2. Kindly check if you have admin rights to install extension in case you are using an official system or in case you are using personal system, ensure that you are logged in as an administrator.
3. If you are logged in the systems with a user with rights to install applications, we would suggest you copy and paste the below URL into the address bar of Google Chrome.

https://chrome.google.com/webstore/detail/hkjemkcbndldepdbnbdnibeppofoooio

On the following screen you must click on **ADD TO CHROME** button in order to add the extension.

Please find below the screenshot for the reference:



If you still face any difficulties in installing the extension, kindly download the latest version of Mozilla Firefox and participate in the test as it does not require an extension/plug-in to run Mettl Tests.

Q. How do I start the test, as I am getting the following error "Video Streaming Error"?

This error occurs when there are restrictions enabled on the network or on system level which is being used.

Kindly follow the below steps to resolve the issue:

- Disable the firewall/antivirus (if any) on your computer.
- Make sure that you are using a network where website restrictions may not be enabled.

If the issue persists, kindly connect your system to a different internet connection.

Q. I have been waiting for getting authorized for the test, but not getting through and getting message "We are currently processing your authorization submission" or "You are in the queue. Please wait while your details are being authorized"

This message is displayed when your details are being validated or you are in the queue to be validated by the authorizer, kindly wait in the queue for your submission to be processed.

Your test timing is not impacted because of this as the timer starts when you see the first question of the test.

Q. I have Webcam and Microphone and allowed it, but it is not allowing me to proceed.

Kindly follow the below mentioned step to resolve the issue.

1. Click on the Camera icon on the top right side of the address bar in order to allow **tests.mettl.com** to access the Camera on Chrome.
2. Click on the lock icon on the top left side of the address bar in order to allow the Camera and Microphone to be used on the Browser level.
3. Once done, refresh the page by pressing F5 key on the Keyboard or CTRL.

   Note: At this point if you are not getting the camera icon on the right-hand side of the screen then check the camera is working or not or might be possible that any third party application is using it like skype live chat app.

   If the above steps do not resolve the issue, then Proceed with advanced troubleshooting

1. If you are using Windows 10/8.1/8, then type Camera in the Windows Search bar and click on the Camera App to open it.

2. On opening the Camera app, if you are able to see yourself then camera is working and if it shows that Close other apps in the Camera app then camera is being used by other 3rd party applications Skype or Facebook Chat etc.

   If in the Camera App it shows that We Can't Find your Camera then it means that it is either an OS issue or System Drivers issue or a Hardware issues. In this scenario ask the candidate to reach the system manufacturer or a local technician.

3. If you are using Windows 7, open a new Window in Google Chrome/Firefox browser and go to **https://www.onlinemictest.com/webcam-test/**

4. On that page you will be able to see a black box with a play button.

5. You must click on the play button and allow the Camera Permission and if you are able to see yourself then the Camera is functional, and you have to proceed toward the Microphone test.
6. In order to check the Microphone, you have to hover the mouse on the tool option on the left side of the page and select Microphone Test. It will take you to a new page with a similar box with play button in it.
7. On clicking the Play button, if it shows a distorted line then Microphone is working fine and If not then it is a System Hardware or the System Drivers issue.

   Note: Antivirus also can block the access of Webcam to be used. If there is any antivirus installed in the system, disable the antivirus and its protection. If you are using an office laptop then you have to get in touch with your office's, IT team as the restrictions can only be disabled by the IT team.
   Resolution Steps on Macintosh:

1. If you are using a MAC system, then you must click on the Apple icon at the top left corner of the screen and select System Preferences from there.

2. On opening System Preferences, you must select Security and Privacy.

3. On opening Security and Privacy, you must go the Privacy option and in the Privacy Pane, which is on the left side of the screen, you will be able to see the Camera and Microphone.

4. You must select the Camera Option and then from the apps must select the Chrome/Firefox browser. This same must be repeated for Microphone as well.

5. Use Force Quit to close all applications and then try for the test again.

Resolution Steps on Mettl Secure Browser:

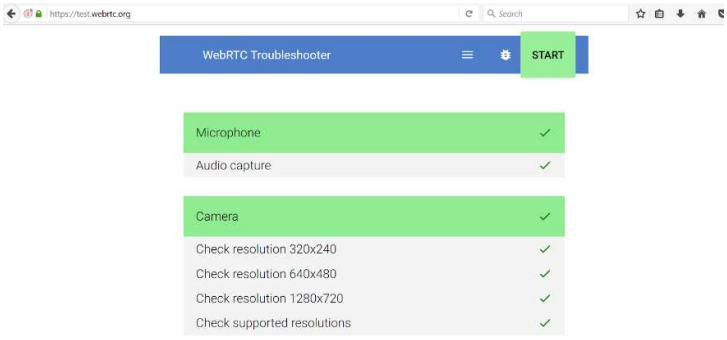
Note: There is no way to give permission for Camera and Microphone within MSB

The Issue might come because of

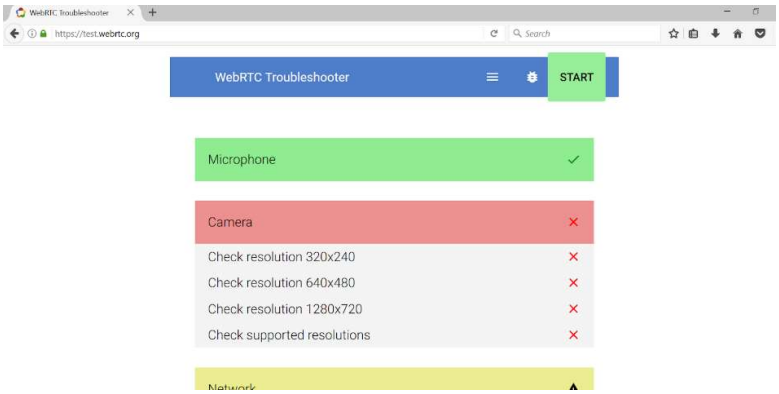
1. Camera or Microphone are not in working condition.
2. Appropriate resolution from the Camera is not available.
3. Hardware issue.
4. Any Third-party app is using Camera or Microphone.

In order to check the Camera and Microphone functionality for MSB the below mentioned step are to be followed only.

1. Close all the applications which might be using Camera and Microphone.
2. Open the OS C: drive of the Windows.
3. Open Program Files(X86) folder, if not available then open Program Files.
4. Open the Mettl Folder
5. Open MSB Folder in the Mettl Folder.
6. In MSB Folder, Open the SebWindowsBrowser folder.
7. Open the xulrunner folder in the SebWindowsBrowser folder.
8. Open Firefox from the xulrunner folder.
9. Once the Firefox is Open, in the address bar type test.webrtc.org
10. It will ask to give permission for Camera and Microphone.
11. If the Camera and Microphone are in working condition, then there will green tick mark against Microphone and Webcam as shown in the Image below



If not working, then will display as shown in the Image below



Q. I am unable to start the test, getting the message "This Test has been deactivated", how to proceed further?

The message on the screen is displayed when the time window for participation in the test has lapsed. We would suggest you connect with the same team/organization/university/person who initially shared the test information with you.

Q. I am unable to start the test, getting the message "Connection with Chat Server Failed", how to proceed further?

The message is displayed when there is restriction enabled on the Network / System being used.

If you are not using an office system.

1. Kindly disable the antivirus & firewall (If any).
2. You can also try to switch to different internet connection.
3. Try changing the system if the issue persists.

If you are using an Office system / Office Network.

1. Kindly connect with the IT team at your organization if you are using an office laptop or office network.

Q. I am unable to start the test as I am getting the message "Email Id not authorized", how to proceed from here?

The said message is displayed if the email address entered by you is not mapped with the test or the value entered has some mistakes.

Please follow the below steps

1. Enter the email address on which the test invitation has been sent.
2. Enter the email address manually (type it in) rather than copy-paste if done so.
3. Ensure that there are not any spaces added as a prefix or suffix to the entered email address.
4. Kindly check if there is any typing error while entering the email address.

Q. I am unable to start the test as I am getting the message "This value does not match with records" how to proceed from here?

The said message is displayed when the entered value does not match the value provided for registration.

Please follow the below mentioned steps.

1. Enter the values manually (type it in) rather than copy-paste if done so.
2. Ensure that there are not any spaces added as a prefix or suffix to the entered value in the field.
3. Kindly check if there is any typing error while entering the email address.
4. Enter the values as provided during the registration.
   If the issue persists, kindly connect with the organization/team/university/person who initially shared the test information.

Q. The resume button is not getting highlighted, how to proceed from here?

Kindly wait for 7-8 minutes for the Resume button to be enabled or turn blue as it takes that much time.

Q. I am unable to start the test as I am getting the message "Older Browser Detected" how to proceed from here?

Please ensure that you have the latest version of Mozilla Firefox or Google Chrome to participate in the test.

You would also find a download button on the screen, kindly download and then install the latest version of the browser to participate in the test.

Q. I am unable to start the test as I am getting the message "We have detected multiple screen" how to proceed from here?

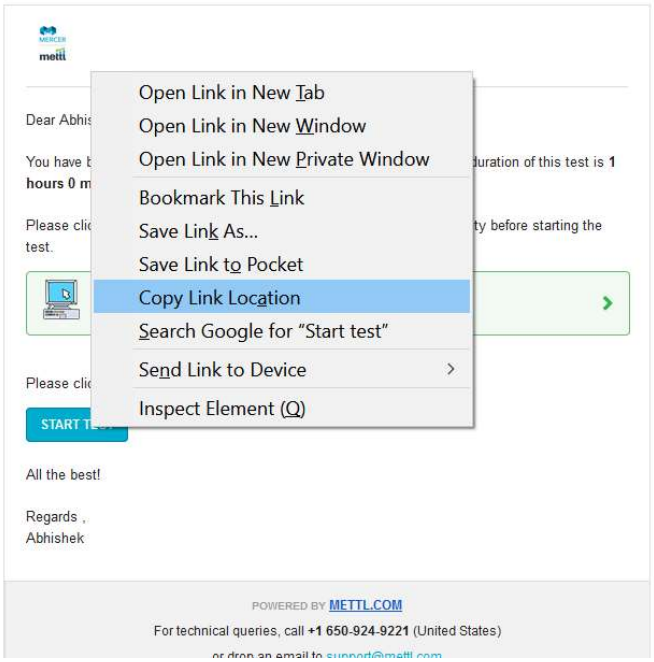
The said message is displayed when multiple screens relate to the system or when the screen is duplicated or extended to the external screen in which you are attempting the test.

Resolution Steps

1. If any external screen or any video cables like VGA/DVI/HDMI etc is connected to the system, kindly remove them.
2. Press and Hold Windows Key and Press "P" and select PC Screen Only Option.
3. Any application like Skype, TeamViewer etc which uses screen-sharing feature must be terminated.
   Q. I am unable to start the test as I am getting the message "Microsoft Edge not supported" how to proceed from here?

Kindly use the latest version of Google Chrome or Mozilla Firefox for the test.

In case the test is opening by default on Edge browser on clicking **Start Test** kindly right click on the Start Test button, select Copy Link Location, then paste it in the address bar of Chrome/Firefox browser and hit enter.



Q. I am unable to start the test as I am getting the message "You are not allowed to take the test from this location XXX.XXX.X.X" how to proceed from here?

The said message is displayed when restrictions on the IP address from which you can attempt a test. To get further information you can connect with the same person/team/organization which initially shared the information about the test.

Q. I am unable to start the test as I am getting the message "This test will start on March XX, 2X2X at X PM(Asia/Kolkata)" how to proceed from here?

This message is displayed when the test is being accessed before the scheduled start time. The scheduled time to start the test is also mentioned in the message. Kindly start the test at the mentioned date and time.

Q. I am stuck on "Test Page is Loading", how to proceed further?

The issue might occur due to many reasons, hence, try the below.

1. Check Internet Connectivity.
2. Hard Shutdown and then try.
3. Try after clearing Cache & Cookies of the browser.
4. Switch to Firefox from Chrome or vice versa.

Q. I am unable to type in my responses on the text box provided?

Please follow the below mentioned steps.

1. Hard Shutdown the system by pressing and holding the power button down.
2. Reboot the system and check the version of the browser.
3. Use an updated version of Chrome/Firefox after clearing cache and cookies of the browser.

Q. Unable to choose a different language for writing the code!

There can be multiple reasons for this:

1. The question type is supported for only that language.
2. The test admin has restricted to only the set of languages available on the simulator.

In case of any other state, please follow the below mentioned steps.

1. Hard Shutdown the system by pressing and holding the power button down.
2. Reboot the system and check the version of the browser ensure that you are using the updated version of Chrome/Firefox after clearing cache and cookies of the browser.

Q .How to activate my account?

An email from admin@mettl.com is sent to the registered email address and it will comprise of "Activate Your Account". On clicking that it will take you to a new page wherein you have to create a password.

Post creating the password, the account gets activated.

Q . How do I start my Test?

When you login to your account with the credentials you will be able to find a "Go to Test" button. Once clicked, the test window will open and then follow the onscreen instructions.

Q .Unable to start the Test, getting message "Test Page Empty".

The said message is displayed when no test has been assigned to you, you can connect with your test admin or the person who has shared the initial information of this test with you for this concern.

Q .Unable to see Go to Test.

This occurs when the test has already been attempted by you, kindly connect with Mettl Support team for further information.

Q .Seeing a different test rather than the subscribed one.

Please connect with your test admin regarding the same.

Q .Unable to Book Slot for the test.

This happens when the no more slots are available. Please connect with your test admin for the same. However, please connect with Mettl support team if you are facing difficulties in slot booking.

Q . I have logged into the account for test, but it shows Date and Time only or I have logged in for the test on the test day and 10 minutes before the time, but Go to Test button is not there.

This happens when you have logged in for the test before the slot time. Log in must be done during the slot time only, neither before nor after the slot timings. For example, if you have a slot of 10:00 AM to 11:00 AM, then you need to login to the account between this time only.

Q .Unable to Login for the Test?

Check the URL is it correct or not. Or else you can try to reset your password using Forgot Password Option as well.

Q .How to get the certificate?

Once logged into the account an award icon will be available to the utmost right to the assessment. If it is not available over there, then the applicant has not obtained the passing marks or certificate is to be provided by the Test Admin.

Q .Booked the slot with the incorrect time zone and need to change.

Kindly connect with the Test admin for the same.

Q . Unable to create password.

We would request you to please find below the criteria to be ensured at the time of password creation on the account activation page.

1. The password strength should be a minimum of 8 Alpha Numeric character (Combination of letters and number).
2. The password must contain an upper-case letter.
3. The password must contain a number.
4. The password must contain a special character from the mentioned ones only (**@#$%^&*__**).

If your account is locked, you can go ahead and click on the Forgot Password option. On doing so, kindly enter the registered email address and press the "GET RESET PASSWORD LINK".

This will trigger a password reset link on to your email and it will be sent out from admin@mettl.com

Kindly ensure to check the Password Reset email in your Spam/Junk/Trash folder if not available in the Inbox.

Q .How to use the coupon?

You will get a **make payment** option after login into the account. On the payment option, you will get an option "**Have a coupon code?**" where you need to enter the coupon code shared with you.