

Problem: Remotely Proctored Student's TSIA2 exam is locked when you turn off your camera and microphone through Microsoft Teams after getting the examinee started on their exam.

Scenario: You are remotely testing a student through Microsoft Teams. You've had the student share their screen and then when they are in the Accuplacer Platform, you turn your camera and microphone off. The student's screen then gets locked.

Solution: Keep your camera off and speak to the student through the microphone. Have them either enter their voucher # again and then you grant approval through your proctor login – under Dashboard or you can request control of their screen and enter your password. Then when they continue with the exam, it should work properly without locking them out of the exam.