

# COMMON ISSUES



Test your internet speeds several different times of the day and night to find the highest speed possible for testing. Speakeasy.net provides an easy to use site to test speeds.



Unstable or slow internet can sometimes be corrected by rebooting the router in your home. Disconnect your router from the phone line and power source. Wait a few minutes and reconnect. If this doesn't improve the situation, call your provider and request to be rebooted.



Check your CPU capacity to be sure it is 80% or lower. If it is above 80% you should consider making some adjustments. CPU capacity of higher than 80% causes video, audio and stability issues. ProctorU cannot allow you to test if your CPU is too high. Find your CPU capacity by following these simple steps. Open Task Manager by pressing CTRL+ALT+DELETE. Go to the Task Manager and you can see the CPU Usage and the Physical Memory at the bottom of the window on any tab. A spike in CPU could be in relation to your internet speeds, so first hardwire to your router with an Ethernet cable and restart your computer. If it is still high, you should reduce the percentage by ending processes using a large amount of CPU with your task manager, closing hidden long-running applications in the system tray, and stopping programs from starting up with your computer. (End the tasks under the Applications tab.) Your physical memory should be less than 70%, if not consider deleting some files from your computer.



Hard wire your computer to your router to increase your speed and make your computer connection more stable. You can do this by connecting your router to your computer with an Ethernet cable.



Other members of your household should not access the internet during your exam because it adversely effects your internet speed. Disconnecting your devices from your wifi may be necessary. (Remember to disconnect your smart TV.)



During the test if the internet drops, the screen freezes, or the responses will not save, do not panic. Use the blue chat box and tell the proctor that it is necessary to re-connect to the test. Do not disconnect from the proctor. To reconnect in GoVIEW/GaVIEW, exit the test and then get back in clicking Continue Quiz. Or log out from GoVIEW/GaVIEW, log back in and click Continue Quiz.



Once you have tested successfully, it is best not to change testing locations or computers for subsequent exams.



Students who need to use the GSW laptops and/or study rooms in the GSW Library for testing are required to make appointments to use the room, contact Kay Bell at [kay.bell@gsw.edu](mailto:kay.bell@gsw.edu) for more information. Testing through ProctorU is not available in the GSW owned computer labs or from other points on the campus because of closed ports. Testing from other university campuses, schools and hospitals is usually not possible because of closed ports.