

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!

- Complete your web system test after receiving your Token ID
- Fully exit all other applications
- Check your equipment meets the **minimum technical requirements**
- Attend the Test Trial Day with ATA

Unable to login to myACCA?

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 in the first instance about any technical issues you're having using the "Help" button on the YouXun app. 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 for week commencing 8 March by using the **Contact Us page**. Our step-by-step guide 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.
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**.