

Technical support for your digital assessment centre

We are looking forward to welcoming you to your digital assessment centre. This guide will support you with any technical issues you may have or experience during the assessment. If you have any questions, please don't hesitate to get in touch with the technical support team.

Email: events@gradcore.co.uk

I've forgotten my password for assess.digital

Request a password reset by clicking the 'reset password' button on assess.digital. Enter your email address, and a link will be emailed to you to reset your password.

My email address is not recognised when I try to log in to assess.digital

If you are unsure which version of your email address to use to log in to assess.digital, email the technical support team who will be able to confirm which email address you are registered with.

I can't view my schedule in assess.digital

You will only be able to 'check in' to assess.digital on the day of your assessment centre. Your schedule will only be visible to you on the day of your assessment centre.

Recommended browser

We highly recommend using the latest version of the Chrome Browser on your chosen device and not your default browser. Please make sure it is up to date to ensure a smooth experience.

I don't own a laptop

The platforms we are using can all be accessed via Chrome on a PC, laptop, tablet or mobile. If you don't have access to a PC, laptop, tablet or mobile on the day please email events@gradcore.co.uk to discuss alternative arrangements.

Do I need to use a webcam?

You will need access to a webcam or camera on your PC, laptop, tablet or mobile. Email events@gradcore.co.uk if you don't have access to discuss alternative arrangements.

I have no internet access

If you don't have internet access, please email events@gradcore.co.uk to discuss alternative arrangements.

Video conference technical support

Links to the video conference rooms will be shared with you in the assess.digital platform via your schedule. Below are some common technical FAQs about video conference calls.

- **The video call won't connect**

If you cannot connect to a video conference call, please make sure you have a strong internet connection. Walls and doors can have an influence on Wi-Fi signals, so try to locate yourself as close to your router as possible.

To test your home internet connection, try testing websites like <https://www.speedtest.net> and ensure you have at least 2.5Mbps for both download and upload speeds.

If not, try relocating yourself for a stronger signal or consider plugging in your device using an Ethernet network cable into your router. If that fails, try unplugging your internet router/modem and plugging it back in to restart it.

- **I've connected to the video call, but there is no answer**

After you have 'joined' to confirm you are ready for your allocated slot, please wait in the virtual lobby for the assessor to invite you in. This may take a few minutes; please be patient.

- **My video camera is not working**

This could be due to your permission settings. Make sure the video and mic are switched on. If you are experiencing problems, please email events@gradcore.co.uk to discuss alternative arrangements

- **Audio isn't working on my device**

Check the USB connection of your microphone or webcam if it is an external device.

For more tips and troubleshooting steps, visit <https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>

If that does not work, please email events@gradcore.co.uk to discuss alternative arrangements.

- **The call disconnects while the video meeting is in session**

It is possible you have lost or are experiencing poor internet connection. You can try using and tethering to your mobile phone/hotspot if the main Wi-Fi is not working. Contact a member of the technical support team if you are unable to tether through a hotspot.

- **I can't share my screen**

If you are using a Mac, you may need to update your settings to allow screen sharing:

- Click on the apple symbol (top left) and select 'system preferences'
- Click on 'security and preferences'
- Click on the padlock and insert password
- Locate Zoom and tick to allow access

For more tips on using the screen share function in Zoom, visit <https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen-content-or-second-camera>

If you are still struggling to share a PowerPoint via the share screen function on Zoom, please email a copy of your presentation to events@gradcore.co.uk. Your presentation will then be shared with your assessor.