＜**Troubleshooting-Solutions: Windows**＞

If the TOEFL Secure Browser is not working well during the test, try the following solutions first.
The suspended time will not count toward the test duration, so please relax and take your time.

| Before you start the listening section, you can't hear the sound in the audio check. | • If the TOEFL Secure Browser doesn't work properly such as: the question isn't showing.
 • The error message appears.
 • The screen freezes. | Suddenly, the TOEFL Secure Browser shut down. | A computer freezes. (A computer doesn't work at all.) |

Contact the Helpdesk

Contact information is given on the website below.

http://www.ritsumei.ac.jp/gengo/online/**toefl-itp-introduction-web/gs-major.html**

First,

Ctrl + Shift + Q

Pause the test and close the TOEFL Secure Browser.

The test is in a paused state.

Ctrl + Alt + Delete

Reboot the computer.

<Back to the desktop screen>

Check whether you close all other software and the apps.

⇒ Double-click on the TOEFL Secure Browser in the Download Folder.

Do the same as you logged in before.

Enter the Session Number and your personal information

Wait for a moment until the proctor allow you to take the test.

Resume the test from where you paused.

If you can't resume the test with the troubleshooting-solutions above, please contact the Helpdesk.

Contact information is given on the website below.

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In case of the following situation, the proctor may pause the test.

- The proctor suspects the act of cheating.
- The progress status of the test doesn't change at all.

*When the proctor pauses the test, the message below will appear. In that case, Click OK. Contact the Helpdesk.

Web ページからのメッセージ ✕

⚠ The proctor has paused this test. All information will be saved. Please click OK to close.

OK