

Frequently Asked Questions

1. Why can't I open the testing system?

Please make sure you have used the **GOOGLE CHROME** web browser and it has been updated to the latest version.

2. What if I close the testing system accidentally?

Please re-open the test website and log back in. The system will bring you back to the question of where you dropped out. Countdown on times will NOT be stopped, therefore, please log back in as soon as possible.

3. What if I click the backward button accidentally?

You can **NOT** go back to your previous question. Once you have submitted your answer and you will **NOT** be able to see it again. If you click the backward button, just REFRESH the page and you will be fine.

4. What if my screen is frozen and does not respond to anything?

It could be caused by fluctuations in the internet connection; however, it rarely happens during the test. If your screen is frozen:

- In the writing section, refresh the page and click "submit" again.
- All other sections, refresh the page, re-select your answer and then submit again.

Other FAQs: <https://www.idat.org/faqs/#1607471195929-57f751a4-c067>

If any other accidents, uncontrollable factors occur, please contact your proctors **IMMEDIATELY** via **Chat Box** on the test page.



Contact Us

If you cannot approach to your proctors during the test, please give us a call or send us a message for trouble shooting or to discuss re-examination, postponement, test cancellation.

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