

IELTS Indicator – Troubleshooting and Reference Guide

I am unable to log in with the username and password that I was provided

Please note that the password provided is case sensitive, so try copying and pasting it into your browser directly if possible, to ensure accuracy. Be sure to copy only the password, and not any additional spaces on either side. If you are still unable to log in, contact the support team via the contact details in your booking confirmation email, using the same email address that you registered for the test with, as soon as possible. Also ensure that you provide your test details and they will be able to verify your login details or provide you with the correct ones.

The login screen says that the IEP password is incorrect

Please note that the IEP password provided to you is case sensitive. Try copying and pasting it into your browser directly if possible, to ensure accuracy. If you are still unable to log in, contact the support team via the contact details in your booking confirmation email using the same email address that you registered for the test with, as soon as possible. They will be able to provide you with the correct IEP password.

I've logged in with my username and password, but clicking on the "Continue to Test" button doesn't do anything

Ensure that you check the following:

- Inspera Exam Portal (IEP) is installed on your computer (found in **Settings > Apps and Features** (*Windows*) or the **Applications** folder (*Mac*). If Inspera Exam Portal cannot be located in these locations, then follow the installation instructions provided for [Windows](#) or [Mac](#).
- Your Antivirus software is not blocking Inspera Exam Portal from launching.

If you continue to face issues launching Inspera Exam Portal, please contact the support team via the contact details in your booking confirmation email using the same email address that you registered for the test with.

I've clicked on Launch IEP, but nothing happens

Please ensure that you minimize your browser window and check if any other small pop ups have opened. Sometimes, the small window to input your IEP password appears behind your current window, and minimizing it ensures that you can view any others that may have popped up. Double check your **antivirus and/or firewall** is not blocking the IEP. Please note Kaspersky and Avast will not allow you to run the IEP. Please check your settings with your software on how to enable access.

<p>I've clicked on Launch IEP, but a message pops up saying that it may be harmful to the computer and cannot be launched</p>	<p>This can occur on some Mac OS devices. To resolve this issue, follow these steps: <i>Uninstall IEP by deleting it from the Applications folder > Open Privacy & Security settings and allow installations from "App Store and identified developers" in the General tab > Reinstall IEP using instructions provided in the confirmation email > Log in and launch IEP > Click "Open Anyway" when prompted.</i></p>
<p>I've entered the IEP password and am stuck on the webpage with a spinning wheel</p>	<p>First time logins into IEP may take up to 2 minutes to go through, so please try waiting first. If you are still stuck, try logging in using a different web browser, and relaunching IEP. If the problem persists, please contact the support team via the contact details in your booking confirmation email using the same email address that you registered for the test with.</p>
<p>I keep getting sent back to the login screen</p>	<p>If you have not yet been able to start your test, quit out of IEP and restart your computer. Try logging in again using the credentials provided and relaunch IEP. This should resolve the issue, but if you continue to face this behaviour, please contact the support team via the contact details in your booking confirmation email using the same email address that you registered for the test with.</p>
<p>I can't navigate out of the test browser</p>	<p>Please note that the you cannot quit or navigate out of IEP once the IELTS Indicator test has commenced. Thereafter, you can only quit/navigate away from IEP when the entire test has ended; more specifically, Listening, Reading and Writing components have all been completed. You will be presented with the option to close IEP once the test is over.</p>
<p>I would like to change audio and display settings during the test</p>	<p>The audio level can be adjusted from the bottom right corner of the screen. You can also adjust the contrast of the screen and adjust the size of the font by clicking on menu button in the top right-hand corner and choosing the respective settings.</p>
<p>Navigation arrows are covering part of the test content/questions</p>	<p>This can sometimes be expected. In order to reveal the text that is being obscured, use the sizing splitter in the middle of the screen to adjust the size of the left and right panes. Scrollbars can also be used to move across the page and reveal content. Adjusting these will ensure that any obscured text is visible.</p>
<p>I can't drag options into the answer space</p>	<p>Answers should be clicked and dragged into the answer space using the mouse. When dragging answers, try to ensure that they fit as closely into the gap as possible. If you are finding it difficult to drag and drop options, try using the TAB and arrow keys instead of your mouse.</p>

I've just received a notification that I should contact the Invigilator

This message normally appears if the internet connection is not stable. Keep an eye out on the status shown on the top part of your screen. If there is a green dot and the test says "Connected", everything is working in the right manner. If your internet connection is restored during the test, your test will continue, and your responses will be submitted without any issues.

My IEP service has been corrupted

If the IEP Windows Service is not available, search for services on your computer. A list of apps will appear on your computer, if IEP does not appear it will need to be reinstalled. If it is there and not running, click start the service. The next step is to run a clean-up. If you have any issues in completing this, please contact the support team via the contact details in your booking confirmation email using the same email address that you registered for the test with.

The timer on the current module says, "Timed Out", but I'm stuck and cannot proceed to the next section

Although rare, there may be instances where you may not be able to proceed with the next section of the test after the previous one has ended. When this happens, please contact the support team via the contact details in your booking confirmation email using the same email address that you registered for the test with. Please note that you would need to send your inquiry right away, so that they can resolve it for you without delaying your test time too much.

My internet dropped out during the test but has restarted

If your internet connection drops out during the test, you can continue to answer questions offline and they will be saved locally. As soon as your internet connection is restored, your responses will be submitted. Please note an internet connection is required at the start and end of each component (Listening, Reading and Writing.)

My internet dropped out during the test and has not restarted

If your internet connection does not get restored in time for you to complete the test, your responses will not be able to reach us and you will unfortunately not be able to receive your IELTS Indicator scores. If this happens please contact the support team, as in some cases we may be able to recover your scores. Should your computer be stuck with IEP open please get in touch with the support team who will be able to advise you how to safely exit the IEP.
