Support for students with Testvision

At the start of the test
Support, right before beginning the test

Log in in Testvision and click on the provided test

→ **I don't find the test!**
→ **Get in touch with your Fontys institute**
Follow the instructions for contacting the test supervisor

→ **Other (technical) questions**
→ **Get in touch with the IT Servicedesk**
- 08850 77777
- it-servicedesk@fontys.nl
- 06 5372 1805 (only text messages)

During the test
Support, while taking the test

→ **Technical issues with Testvision**
Not solved yet? → **Get in touch with your Fontys institute**
Follow the instructions for contacting the test supervisor

→ **I have closed my test-session too early!**
→ **Get in touch with your Fontys institute**
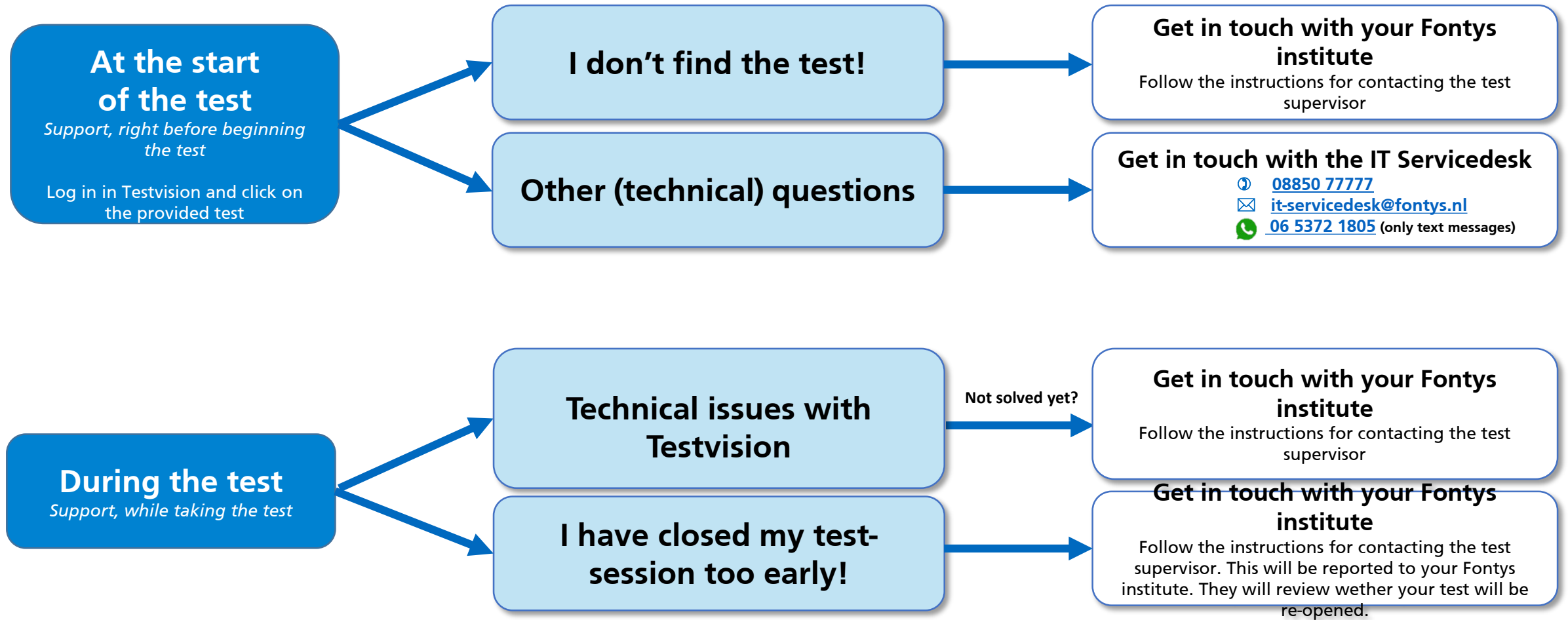Follow the instructions for contacting the test supervisor. This will be reported to your Fontys institute. They will review wether your test will be re-opened.

Support for students for Testvision combined with ProctorExam

Preparation for the test.
Support in prparing your laptop/ computer for an online test
Follow the instructions in the 1st mail you have recieved from Proctor Exam. You will get this mail at the latest 48 hrs before the test.

Are you having issues with your webcam, microphone, laptop / computer or 2nd device?
Follow the instructions on your screen.

Not solved yet?

Get in touch with the IT Servicedesk
- 08850 77777
- it-servicedesk@fontys.nl
- 06 5372 1805 (only text messages)

Did you not receive the 1st e-mail from Proctor Exam?
Check your spamfolder

Not received?

Get in touch with your Fontys institute
Vraag dit aan de docent of de onderwijsadministratie (toetscoördinator) van je opleiding

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At the start of the test
Support, right before beginning the test
Follow the instructions in the 2nd mail you have recieved from Proctor Exam

Did you not receive the 2nd e-mail from Proctor Exam?
Check your spamfolder

Not received?

Get in touch with your Fontys institute
Neem contact op met je surveillant volgens de ontvangen instructies

The link from ProctorExam to Testvision does not work
Refresh the browser

Not solved yet?

Get in touch with your Fontys institute
Neem contact op met je surveillant volgens de ontvangen instructies

Other technical questions.

Get in touch with the IT Servicedesk
- 08850 77777
- it-servicedesk@fontys.nl
- 06 5372 1805 (only text messages)

During the test
Support, while taking the test

Technichal issues with ProctorExam
Use the tech-support (green button at the bottom to use the chat). In the program ProctorExam

Chat is not working?

Urgent? Call your Fontys institute.
Follow the instructions for contacting the test supervisor

Technichal issues with Testvision
(e.g. I cannot fill in any answers)
Refresh the browser.

Not solved yet?

Emergency?
Make a printscreen of the error massage.
Close down the ProcotorExam app and follow the instructions for contacting the test supervisor

I have closed my test-session too early!
Get in touch with your Fontys institute. They will review wether this test can be re-opened.

Get in touch with your Fontys institute
Ask your teacher or the service desk (Exam coördinator) of your Fontys institute.