

Issues Detecting Facial Recognition

You can't see your face during the start-up sequence.

1. Make sure your face is not being distorted or shadowed and that you are not wearing any hats or sunglasses. If you continue to have issues consider the following.

This is usually an internet connection error.

- Close out of your test and make sure your internet connection is strong.
- Remove any additional devices from your WiFi and try again.
- If your teacher does not allow multiple quiz attempts, contact your instructor immediately for assistance.

TIP: If this error persists, we recommend obtaining a FREE personal hotspot from the TC library.

