

ClassMarker 

Test Taker FAQs

This guide will answer some of the most common questions asked by test-takers.

Test access

I logged into my Test taker account and I do not see any Tests. Where are they?

Check with your instructor to see if the Tests have been assigned to your Group yet, or if there are certain times you should be taking the Tests.

If the Tests have not been added to your Group yet, or if there are certain Test taking times, you will not see these Tests in your account, until the available times begin.

I didn't get into the Test during the specified times and now I can't take it. What do I do?

Please contact the person/instructor who is giving you your Test, regarding this inquiry. They will be the ones that would have information on times your Tests are available and details if you are able to access the Test still.

Can I use the same Test taker account if I have multiple teachers giving me separate Tests?

Test taker accounts cannot be linked to multiple instructor/teacher accounts (yet). When you login to a test taker account, this will be for all Tests made available under that specific instructor account.

What devices can I use to take my Tests on?

You can take Tests on any device, such as PC, Mac, iPhones, Android devices, iPad, Chrome Book, tablets, all smart devices

Test results

I didn't receive the results in my email, where are they?

First, please confirm with your instructor that you were to receive your Test results via email. Second, double check the email address that your results are to be sent to, that this is correct.

If confirmed that you were to receive these results via email, if these are not in your Inbox, please check your Spam/Junk folder to see if they may have gone there.

If using Gmail, please also check under the Promotions tab to see if they are there.

I do not see my results after taking the Test. How do I check these?

Your results displaying upon Test completion will depend on what your instructor has selected to display on results pages. They may have chosen to not show results at all or are waiting to make these available at another time.

For any inquiries on your results, please get in touch with the instructor, as they will be able to provide you with this information.

I need my certificate. I don't see an option to download it?

Please contact your instructor to inquire if you were to receive a certificate. The option to download a certificate will depend on the settings your instructor has applied to your Tests and they can provide you with information on this.

Update my details

My first or last name is typed incorrectly. How do I change this?

First and last names cannot be changed from within your account. Please contact the person/instructor who is giving you your Tests so that they can assist you with having this changed.

You can send the following instructions to your instructor, as they need to do this for you.

Editing Member Details: <https://www.classmarker.com/online-testing/manual/#editmemdet>

I didn't add my email address to the account / My email address is incorrect.

Email addresses cannot be changed from within your account. Please contact the person/instructor who is giving you your Tests so that they can assist you with having this added / changed.

You can send the following instructions to your instructor, as they need to do this for you.

Editing Member Details: <https://www.classmarker.com/online-testing/manual/#editmemdet>

I need to change my username. Where do I change it?

When you login to your Test Taker account, you will have 1 username change made available to you on my My Details page.

If you have made a mistake with the username you have entered and your instructor requires that you have something different, please check with our Customer Support Team at ClassMarker. We can then provide you with the option to change your username 1 time.

I need to change my password. Where do I change it?

You can change your password on your My Details page.