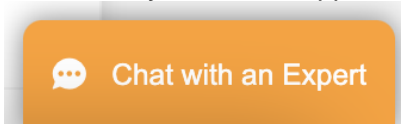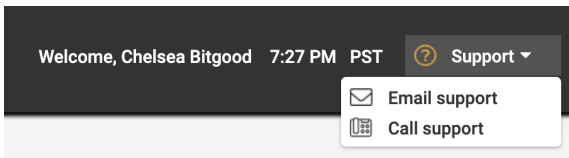# Troubling Shooting your Examity Test

If you are having trouble with starting your Examity Test you can:

1. Troubleshoot using the 'Chat' feature.
   Once logged into your exam session, there is a chat icon in the program. Clicking this will connect you with Examity technical support.

2. Call their toll free number (855-392-6489, option 1) to speak directly to technical support. Or from your Examity page, in the top right, click email or call support.

3. Use the **Test Taker Guide** to troubleshoot on your own.

> If everything is installed and you are unable to get the test started because you need a password, **please watch this short video** to find out how to source your test password.