

# Issues with proctored exams

## I am having trouble with the proctoring software or while taking a proctored exam.

1. Ensure you are logged into edX using a browser on a desktop or laptop computer. Proctored exams cannot be completed through the mobile app, or on phones or tablets.
2. Ensure you meet the [System Requirements for the proctoring software](#).
3. You may find helpful information that may solve your problem [in the edX Documentation for taking proctored exams](#) or in the [edX Proctored Exam Troubleshooting Documentation](#).

If none of these solve your problem, contact **BOTH** of the following:

- The proctoring vendor, Software Secure, by phone (US and Canada: 1-844-224-9759, International (Outside US and Canada): 1-617-658-2879) or [on their live chat](#).
- Edx support at [info@edx.org](mailto:info@edx.org). Include "Proctored Exam" and the course number in your subject line.

---

## Related Articles

- [Can I retake the capstone if I fail it the first time?](#)
- [Can I see answers to graded activities?](#)
- [Gaining access to Google Doc or Google Sheet](#)
- [General troubleshooting](#)
- [How can I download videos?](#)