

Troubleshooting ETS Proficiency Profile

Problem

When attempting to take the ETS Proficiency Profile Exam ETS blocks me from taking the test.

Solution

After you click the link for your assessment, make sure all programs are closed before starting the test

1. Press CTRL+ALT+DEL.
2. Select Task Manager and close any programs that are listed as open.
3. Access the test in Internet Explorer or Safari as those are currently the only compatible browsers.
4. Follow the instructions in the [ETS user guide](#) to ensure your system meets requirements.

Related articles:

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For questions or comments, contact the Computer Services Help Desk
HelpDesk@MissouriState.edu
417-836-5891