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## Speaking Platform – Frequently Asked Questions

### When should I log in?

You should open the Secure Browser and log in 10-20 minutes before your scheduled start time. This will give you time to complete the various online checks before your scheduled start time.

**Do not log in more than 20 minutes ahead of the scheduled start time. The “Join” the call button will not yet be activated.**

### What happens if I get disconnected during the test?

Rejoin asap. Given the scheduled 30 minutes has not expired you should be able to rejoin the test.

If your connection is poor and you drop out three times you will be asked to reschedule with a better connection.

### What if my automated image verification is unsuccessful?

You should still submit because the Interlocutor will also verify your ID and photograph.

### Can I use headphones/headset for the test?

You cannot use a headset for the Speaking sub-test. You must use the speakers/microphone built into your device, or USB plug in speakers.

Make sure you turn off/disable **Bluetooth** devices such as speakers and headsets. They can interfere with the system recognising your built-in microphone and speakers.

## I'm getting an error message when capturing my photo.

Make sure your background is as clear as possible and try again.

## Where do I find my confirmation number?

Your confirmation number is recorded on your booking confirmation and reminder emails. Ensure you write down your **SPEAKING** confirmation number (not your Listening, Reading, Writing confirmation number).

## Where do I find my password?

Your password is also recorded in your booking confirmation and reminder emails. It is the first four letters of your surname and is case sensitive.

**Speaking sub-test** (At Home: Online via OET's Speaking Platform)

Details	Information
Test date	January 01, 2025
Test time	12:00 PM-12:30 PM British Summer Time <b>Note:</b> Your Speaking sub-test time is shown in your local time but will appear in UTC on the Speaking platform. Please ensure you log in at least 10 minutes before your scheduled time.
Login	To log in, use the Secure Browser available for download at <a href="https://www.prometric.com/spcandidate">https://www.prometric.com/spcandidate</a>
Confirmation number	0000000011111111
Password	Smit

## I'm having trouble with the microphone check in the system check.

You may need to select the correct microphone from the drop-down box. Make sure you turn off/disable **Bluetooth** devices such as speakers and headsets. They can interfere with the system recognising your built-in microphone and speakers