Q&A

	Question	Answer
Test environment	I want to take the test on my phone/tablet.	You can take the test by using iPad. However, please read the document, "Notes on the test (Reference 2)" in advance to see if it works properly.
	Do I need to wear earphones while listening test?	If you are taking the test alone and in a quiet environment, you won't need earphones because the sound will come out of your computer.But if there are people around, or if there are external sounds and you want to concentrate, you should have earphones.Please use earphones that can be connected to your computer.
	How long will the test take?	The test lasts approximately 60 minutes. Before the test Schedule begins, you will need to enter your candidate information. (You will need to enter your name, test number, affiliation code, etc., receive an email, check your volume, etc.)
	My computer is a Mac, can I take the test?	If you use the Google Chrome browser, you can take the test. Safari is not supported.
	I'm not sure if the audio (listening) will come out properly.	We recommend that you check in advance to see if the audio plays on a page via the Internet. Try to hear it at the right volume. Use the speaker icon on the bottom right of the screen to adjust the volume.
Registration & Login	There are no kanji or katakana characters, so what should I enter?	"漢字（姓名）"→You can use the alphabet.(Please check your registration name in "MyMomii".) "カタカナ（姓名）"→You need to enter katakana characters. Please enter as many words as you can understand. It will not affect your marking.
	I haven't received an email to inform me that my registration is complete, "受験者情報登録完了通知メール".	Please check by yourself if it is not in your spam folder as well. If you still haven't received it, your registered email address is possibly invalid. In that case, just, let the office (Liberal Arts Section, Education Promotion Group) know by e-mail.
	I forgot my Authorization Code. (I closed the screen without writing it down.)	Please check your email for the details in the "受験者情報登録完了通知メール".
	I don't know the password.	The password is 8-digit number of your birthday. (e.g.)1999/1/1 → 19990101
	I can't log in.	Please check again that the Authorization Code and the password you set yourself are correct.If you fail to log in 5 times, you will not be able to log in for 30 minutes. Please try again after some time has passed. If you still can't log in, please reissue your password.
Instruction	The explanation appears in English and I can't understand what it says.	See page 3 of the "hand out test guidelines（only in Japanese）". "hand out test guidelines（only in Japanese）"is posted in Momiji homepage. MomijiTOP>>Academic support>>TOEIC(R)L&R IP Information (https://momiji.hiroshima-u.ac.jp/momiji-top/en/learning/toeicip.html)
	No sound comes out on the Volume confirmation screen.	First, make sure that your computer is not mute (speaker icon in the lower right corner of the desktop)Depending on your internet environment, it may take a few minutes for the audio to appear.You cannot take the test on a smartphone, tablet, or Mac (Safari browser) computer. Alternatively, try changing your current browser. (e.g. if you're using Google Chrome,
During test	The PC screen was suddenly interrupted or glitchy.	Close your computer (e.g. force-quit) and check the status of your computer and internet connection.After the problem is resolved, go to the test URL again and enter the Authorization Code and password to resume the test. You can resume where the test was interrupted.
	I tried to resume the test, but I can't find the URL to connect to.	You can find this information in "受験者情報登録完了通知メール"
	The specified test period has expired. Can I take the test at a later date?	After the test period, you cannot take the test.
After test	I closed my browser without checking the score displayed immediately after the test. Can I check it again?	You should receive an email notification of your test results by December 23. You can check your score by following the instructions. You can also download the test results (PDF), so please make sure to save them by yourself. **Please note that the score confirmation and test results (PDF) can only be downloaded by the end of January, 2021. Please note that you will not be able to obtain the test results after that date.
	I'm not sure if I completed the test properly.	If you go to the URL listed in the "受験者情報登録完了通知メール" section, log in and proceed, you will see "Completed" on the page before the instruction begins, and if you are unable to proceed after that, you have completed the process. If you see "Start Test" or "Resume Test", it is not complete. Please proceed and complete the test.
	I received the "Test Result Notification Email (テスト結果取得通知メール)", but I don't know the Authorization Code and password.	<If you don't know the Authorization code> Please check the "Test Result Notification Email" which will be included in your email. <If you do not know the password>. The password is 8-digit number of your birthday. (e.g.)1999/1/1 → 19990101
	I have not yet received the "Test Result Notification Email (テスト結果取得通知メール)".	Please open the "Registration Completion Email (受験者情報登録完了通知メール)" you received after the registration. Access to the URL included in the e-mail and login with the Authorization code and the password to see the test result.