# Proctorio Access Code Troubleshooting

If you have previously installed and used the Proctorio browser extension, but get to an access code page in Canvas or an error when you try to begin your quiz or exam, try the below troubleshooting steps.

## Check browser

Make sure you are using a supported browser and browser extension.

## Check browser version

- If your browser version is not up-to-date, select the option to update it.
- You may need to reinstall the Proctorio extension after the browser update.
- Go back to OSU Canvas, login again, and try accessing your exam.

## Logout/login

Log out of Canvas *and* close all browser windows; then open your selected browser again, navigate to OSU Canvas, login again, and try accessing your exam.

## Clear cache and cookies

If you are Mac user:

- Follow these instructions for your computer and specific browser.
- Go back to OSU Canvas, login again, and try accessing your exam.

If you are a PC user:

- Follow these instructions for your computer and specific browser.
- Go back to OSU Canvas, login again, and try accessing your exam.

If the above steps do not resolve the issue you are experiencing, please contact Proctorio's support via email: support@proctorio.com.