

CSCA System Bug Fix Solutions & Suggestions

CSCA 系统问题修复方案与建议



1. System Freezes in CSCA Proctored Mock Test(No Proctor Joining) /CSCA

监考模拟测试中系统卡住/冻结（无监考老师进入）

Are you experiencing issues accessing the CSCA exam system during the CSCA test or proctored mock test? We understand that technical glitches can be frustrating. If your screen is stuck on the loading screen and is not loading or page is not responding, or you are seeing a blank page (white screen), please follow this guide. Below are the steps to resolve issues where the system freezes or is taking forever to load/您是否在参加 CSCA 正式考试或监考模拟测试期间，遇到了系统访问问题？我们深知技术故障会给您带来困扰。如果您的屏幕卡在加载界面无法加载、页面无响应，或者显示为空白页（白屏），请参考本指南。以下步骤将帮助您解决系统卡住/冻结或加载极其缓慢的问题。

1. Try to contact CSCA Technical support: cscatech@cscdf.org/ 尝试联系

CSCA 技术支持: cscatech@cscdf.org

2. Wait for a Make-up Test. Usually, if a test fails due to technical glitches, CSCA

will provide extra opportunities. For example, during the CSCA Proctored

Mock Test on December 18, 2025, the system was unstable, and many

students could not take the test due to freezing and loading issues. Consequently, CSCA issued a statement and offered a free retake session later that day/等待补考安排 通常情况下, 如果考试因技术故障而无法进行, CSCA 会提供额外的考试机会。例如, 在 2025 年 12 月 18 日举行的 CSCA 监考模拟测试中, 由于系统不稳定, 许多学生因页面卡顿和加载问题无法参加考试。因此, CSCA 随即发布公告, 并在当天稍晚时候提供了一次免费的补考场次:

"During today's mock test, many candidates have encountered technical issues. We have extended this mock test to 21:30 (Beijing Time) today. You may choose to continue adjusting your devices and familiarizing yourselves with the system.

We sincerely apologize for any inconvenience caused during the test. To help you further adapt to the online environment and ensure the smooth running of the official exam, we will arrange an additional mock test at the same time on December 19th. You may select a time that suits you to participate during the mock test period.

Thank you for your understanding and patience. If you have any questions, please feel free to contact the examination customer service at any time.

Wish you all the best with your preparation!

CSCA Examination Team

今日模拟测试期间, 很多考生遇到技术问题。我们已将本次模拟测试延长至今天 21:30 (北京时间) 结束, 您可以选择继续调试设备、熟悉系统。

对于测试期间给您带来的不便, 我们深表歉意。为帮助大家进一步适应线上环境、确保正式考试顺利, 我们将在 12 月 19 日同一段时间额外增加一次模拟测试, 您可以自行选择适合的时间参加。

感谢您的理解与耐心。如有任何问题, 请随时联系考务客服。

祝您备考顺利!

CSCA 考务团队"



21:24 2



公告



Supervisor-05-栗伟

21:18

今日模拟测试期间，很多考生遇到技术问题。我们已将本次模拟测试延长至今天21:30（北京时间）结束，您可以选择继续调试设备、熟悉系统。

对于测试期间给您带来的不便，我们深表歉意。为帮助大家进一步适应线上环境、确保正式考试顺利，我们将在12月19日同一个时间段额外增加一次模拟测试，您可以自行选择适合的时间参加。

感谢您的理解与耐心。如有任何问题，请随时联系考务客服。

祝您备考顺利！

CSCA考务团队

During today's mock test, many candidates have encountered technical issues. We have extended this mock test to 21:30 (Beijing Time) today. You may choose to continue adjusting your devices and familiarizing yourselves with the system.

We sincerely apologize for any inconvenience caused during the test. To help you further adapt to the online environment and ensure the smooth running of the official exam, we will arrange an additional mock test at the same time on December 19th. You may select a time that suits you to participate during the mock test period.

Thank you for your understanding and patience. If you have any questions, please feel free to contact the examination customer service at any time.

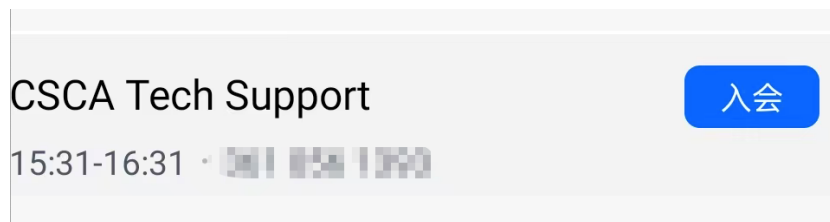
Wish you all the best with your preparation!

CSCA Examination Team



3. Join the Official Meeting for Direct Support/加入官方会议寻求直接帮助

As a registered student, you may receive meeting invitations from the CSCA team (see example below). You are encouraged to join these meetings for direct official support. Also, please remember to check your email regularly so you don't miss any important updates/作为已注册的考生，您可能会收到来自 CSCA 团队的在线会议邀请（见下图示例）。建议您参加这些会议，以获取官方团队的直接支持。此外，请务必定期查看您的邮箱，以免错过重要通知。



考生您好

考试软件系统将于18:30开放登录，届时请准时登录考试软件进行系统测试及集中模拟考试。

鉴于考试时间紧迫，请尽快使用远程会议工具针对您的问题进行咨询。

会议室号码：391-088-1393，

中国大陆地区请使用腾讯会议

下载地址：<https://meeting.tencent.com/download/>

除中国大陆外请使用VOOV meeting

下载地址：<https://voovmeeting.com/download-center.html>

届时会有专业人员替您解答。祝您考试顺利，取得理想成绩！

