

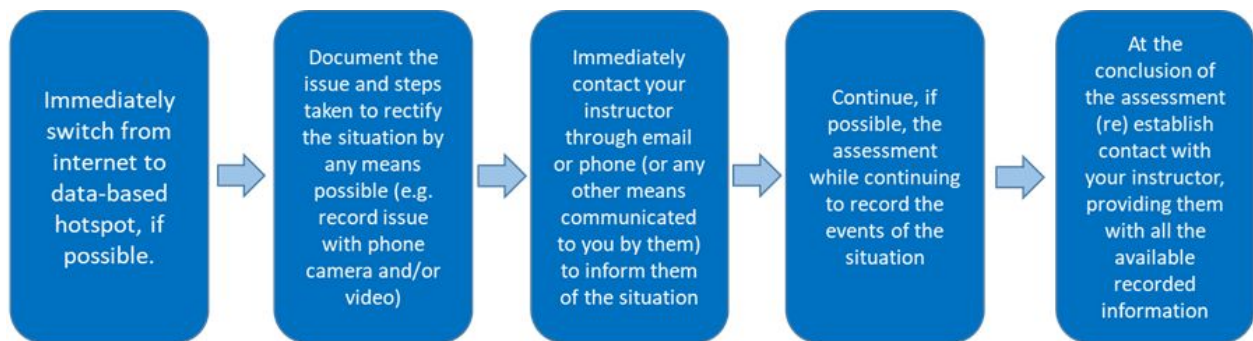
Guidelines for Resolving Technical Issues During Online Assessments & Exams (Students)

The shift to remote delivery has prompted the need to also shift the tools that the University of Alberta uses for assessment and assessment processes. Under both in-person and online circumstances, we understand that assessments can be stressful. In remote settings, though, stress can often be exacerbated by technical difficulties that may arise outside of instructor or student control. The intent of this document is to provide students with a clear understanding of the recommended steps you should take in the instance of technical issues arising during online assessments/exams.

In the event of a technical issue during an assessment, it is imperative to document the situation so that you can confidently allow the instructional team or designated support individuals the opportunity to provide, if necessary, a fair re-assessment. Video evidence and/or screen captures are recommended.

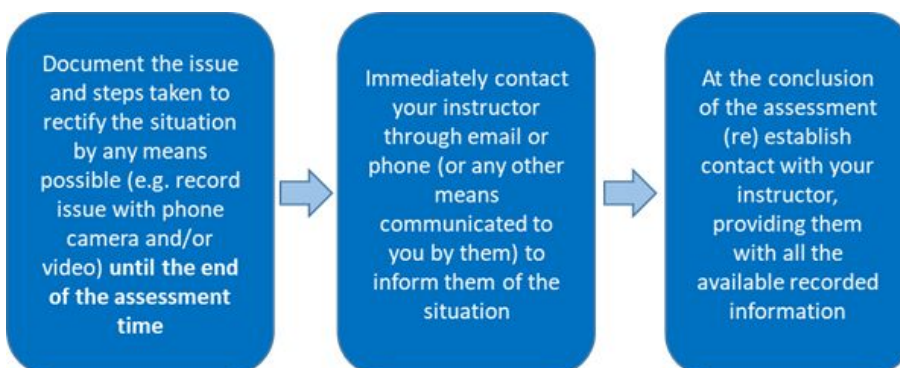
*Do not under **any circumstances** contact any other student taking the assessment. Continue to attempt to communicate with the instructor. Once you have made contact, they will inform you of what your next steps are.*

In the event of technical difficulties arising where you **are ABLE TO COMPLETE THE ASSESSMENT**, you need to:



In the event you cannot connect to a data-based hotspot, please follow the guidelines in the next section.

In the event of technical difficulties arising where you **are NOT ABLE TO COMPLETE THE ASSESSMENT**, you need to:



Please be aware of these sources of information:

- [IST Link on SEM](#)
- [IST Link on Exam lock](#)