

EXAM - In case of a problem instructions in Lahti

There is no technical help available during the exam. If you encounter one of the problems listed below, try the respective solution. If you are not able to continue with your exam (the solution is not on the list or the problem cannot be solved) act as follows:

- 1. Log out from the computer** (you will find the Log out button on the bottom-left corner of the desktop)
- 2. Leave the exam room**
- 3. Report the interrupted exam and its cause as soon as possible to address: opetushelp@lut.fi. Include the following information in the email:**
 - your name and student number
 - name and code of the exam/course
 - the exact time of the interruption (date & time)
 - description of a problem
- 4. Book a new exam time when you receive an acknowledgement of the problem (and possible further instructions)**

Possible problems:

- **Problem:** The access key or tag does not work
Solution: More information: Mukkulankatu 19: Info desk at the LAB main lobby, Niemenkatu 73: Info desk at the main lobby
- **Problem:** The computer is shut down
Solution: a) Turn on the computer and wait for the blue start screen to appear. Click OK to proceed. b) Wait for the browser to open automatically and login to EXAM.
- **Problem:** Browser crashes OR you accidentally close the browser
Solution: Start EXAM again and log in. The exam continues.
- **Problem:** Computer or program crashes in the middle of the exam.
Solution: Wait for the computer/program to restart or restart the computer if it's not done automatically. Start EXAM again and log in. The exam continues.
- **Problem:** Computer restarts in the middle of the exam.
Solution: Wait until the restart has completed. Log in to EXAM and the exam will continue.
- **Problem:** Fire alarm or some other alarm in the exam room
Solution: Leave the room immediately. Notify about the problem as described above.
- **Problem:** Another participant disturbs
Solution: Quit or continue with the exam. In both of the cases notify about the problem as described above.
- **Problem:** Power or telecommunications cut
Solution: Leave the room. Notify about the problem as described above.

- **Problem:** Fit, seizure or some other urgent need to leave the room
Solution: Abort the exam and log out from the computer. Notify about the problem as soon as possible as described above.
- **Problem:** Fit or seizure by another participant
Solution: Help. Quit or continue with the exam. In both of the cases notify about the problem as described above.
- **Problem:** Suspicion of a misconduct
Solution: Finish your own exam. Inform about your suspicions as described above.