

TROUBLESHOOTING CHECKLIST

Technical problems during the exam?

Do not end the exam on your own and follow the proctor's instructions.

GENERAL TROUBLESHOOTING TIPS

1. Read the **information in the error message** carefully. You can often find important clues there on how to fix the problem.
2. **Refresh the page:** If technical problems occur during the exam, refreshing the page can resolve many errors. As a rule, all entries are saved automatically – exception: if you see the message “Automatic save failed.”
3. **Log in again via myCampus:** If refreshing the page doesn't help, close the browser, log in to myCampus again, go back to your exam, and connect to a proctor. If the exam time has not expired, you will return to your already started exam attempt. Note: Once started, your exam time cannot be paused.

TROUBLESHOOTING BY SCENARIO

Camera disconnected:

- Check your internet connection
- External camera disconnects? Scan the QR code
- Refresh the page

Network interruption:

- Check your internet connection
- Refresh the page
- Restart the router
- Change networks (e.g. to a mobile hotspot)

Computer crash

- Restart the device
- Log back into myCampus and return to the ongoing exam

Special case: Red banner – Connection lost and saving failed

What happened: If a red window appears during the exam indicating that the connection was lost and automatic saving failed, all entries made after this message are not saved. Everything typed before the message remains saved.

What to do: Refresh the page to restore the connection. Note: Entries made after the message are lost.

AFTER THE EXAM

In the event of technical irregularities, please **contact the Examinations Office within 24 hours after the exam**. State the affected course with its code, describe the incident as precisely as possible, and ideally attach screenshots and details of the devices used. The Examinations Office will review the case individually.

Note: If a technical problem is not reported on time, sanctions may follow.