

## In case of a problem

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**
2. **Leave the exam room**
3. **Report the interrupted exam and its cause as soon as possible to address: [exam@lut.fi](mailto:exam@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 magnetic key does not work  
**Solution:** During office hours update your magnetic key by the university portiers (room 1133, phone +358 29 4462669).
- **Problem:** Browser crashes OR you accidentally close the browser  
**Solution:** Start Exam again and log in with your LUT-account. The exam continues.
- **Problem:** Computer restarts in the middle of the exam.  
**Solution:** Wait until the restart has completed. Log in Exam. The exam may continue. If it does not, leave the room and notify about the problem as described above.
- **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.