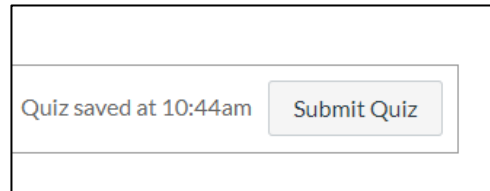


How do I know if I'm experiencing Wi-Fi connectivity issues during my Tech Check?

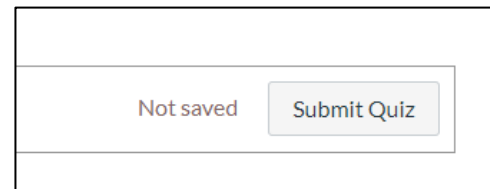
Various status messages will appear on the bottom of your exam page in Canvas, including:

GOOD



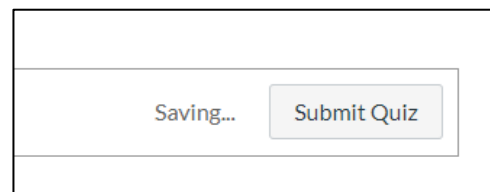
The exam is saving correctly.

GOOD



This has been determined to be a "false negative" – despite what it says, **the exam is STILL SAVING PROPERLY.**

BAD



This indicates that there is likely an issue with your Wi-Fi connection.

How do I resolve connectivity issues?

Before attempting to resolve your connectivity issue, copy down all answers you have entered into the Tech Check to this point. If you need to begin a new exam attempt, your work WILL NOT BE SAVED.

Try the following to resolve your Wi-Fi connectivity issues:

1. Reduce the number of devices connected to your Wi-Fi network
2. Disconnect from your Wi-Fi network and re-connect
3. Plug your device directly into your modem

Further assistance (in advance of your online exam)

If you remain unable to resolve your computer's connectivity issue, email clchelp@sauder.ubc.ca with the following information:

- your full name
- student ID#
- course number and section
- your specific issue or concern

This inbox will be monitored from 9am-9pm PDT for the duration of the exam period.

If it is within one hour of your exam, you should request technical support per the exam instructions provided by your instructor.