**Online Exam Tech Check Assistance: Wi-Fi Connectivity**

**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**
  - Quiz saved at 10:44am
  - The exam is saving correctly.

- **GOOD**
  - Not saved
  - This has been determined to be a “false negative” – despite what it says, the exam is STILL SAVING PROPERLY.

- **BAD**
  - Saving...
  - 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.**