

# Online Exam Tech Check Assistance: Canvas Access

## What should I do if I can't access Canvas and/or certain features within Canvas?

The most common reason for access issues within Canvas is an out-of-date internet browser.

[Update Google Chrome](#)

[Update Mozilla Firefox](#)

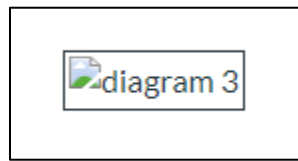
[Update Safari](#)

If your browser is up-to-date and something is still not working, try accessing Canvas through a different browser.

*NOTE: if your online exam is using Proctorio, you must use the [Google Chrome](#) browser in order to install and run the Proctorio extension.*

## What if an image isn't loading on my Tech Check?

If your Tech Check includes one or more images that are not loading properly, you will see something like this:



To reload an image (without reloading the entire webpage):

1. Right-click on the image  
Select **“Load / View / Reload Image”**
2. Clear your browser's cache  
The ability to clear your cache should be located in your internet browser's Privacy/Security Settings

## Further Assistance (in advance of your online exam)

If you remain unable to resolve your Canvas access issue, email [clcassistants@ubc.ca](mailto:clcassistants@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.**