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 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.