

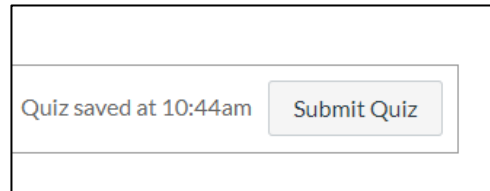
# Online Exam Tech Check Assistance: Wi-Fi Connectivity



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

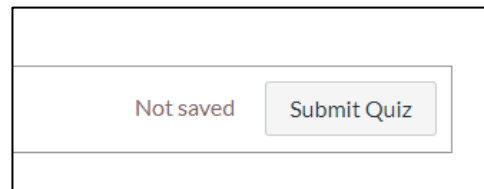
Various status messages will appear on the bottom of your exam page in Canvas, including:

**GOOD**



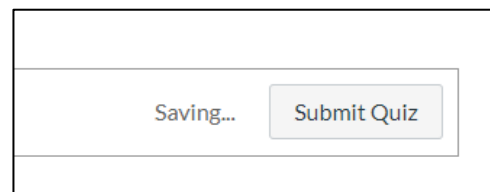
The exam is saving correctly.

**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 [clc.assistants@ubc.ca](mailto:clc.assistants@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.**