

# Quiz Question Pictures Are Not Displaying

Last Modified on 04/29/2020 10:16 am CDT

If you encounter a quiz question with a missing image, take a screen shot if you can. Please note the question number and the question wording.

## Contact the Service Desk

1. Contact the [Service Desk](https://vlac.lonestar.edu/help/a293) (<https://vlac.lonestar.edu/help/a293>) to document the problem and get an **Incident** number to relay to your instructor.
2. The technician will document the issue and provide you with an incident number.

Please have the following information ready:

- Class name with section number (e.g. PSYC-2301 1001)
- Browser and version you are using (e.g. Chrome Version 74.0.3729.169, Firefox 67.0, etc.)
- The name of the quiz.
- Note the steps you took so the technician can duplicate the problem.
- Note any error messages exactly. Take screen shot if possible.
- Provide your instructor with the incident number.

**Call 832.813.6600 (toll free 866.614.5014)**

## Contact the Instructor

- Email within the course.
    - See [Using Classlist](https://vlac.lonestar.edu/help/a350) (<https://vlac.lonestar.edu/help/a350>).
  - Use our [Contact Directory](https://my.lonestar.edu/psc/porguest/EMPLOYEE/EMPL/c/LSC_CONTACTDIR.LSC_CONTACTDIR.GBL) ([https://my.lonestar.edu/psc/porguest/EMPLOYEE/EMPL/c/LSC\\_CONTACTDIR.LSC\\_CONTACTDIR.GBL](https://my.lonestar.edu/psc/porguest/EMPLOYEE/EMPL/c/LSC_CONTACTDIR.LSC_CONTACTDIR.GBL)) to locate your instructor's contact information.
  - Provide your instructor with the incident number.
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