

# Unable to Take a Quiz, Test or Exam

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## Contact the Service Desk

1. Contact the [Service Desk](http://vlac.lonestar.edu/help/a293) (<http://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)
- Quiz name
- Quiz due date or date range
- Browser and version you are using (e.g. Chrome Version 74.0.3729.169, Firefox 67.0, etc.)
- Note if LockDown Browser is required
- Note the steps you took so the technician can duplicate the problem.
- Note any error messages exactly. Take a screenshot if possible.

**Call 832.813.6600 (toll free 866.614.5014)**

## And Contact the Instructor

- Email within the course.
  - See [Using Classlist](http://vlac.lonestar.edu/help/a350) (<http://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.

