

Unable to Take a Quiz, Test or Exam

Last Modified on 10/04/2024 4:03 pm CDT

Contact the Service Desk

1. Contact the [Service Desk](https://vlac.lonestar.edu/help/vlac-support) 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.

And Contact the Instructor

- Email within the course.
 - See [Using Classlist](https://vlac.lonestar.edu/help/use-classlist).
 - Use our [Contact Directory](https://services.lonestar.edu/contactdirectory/) to locate your instructor's contact information.
 - Provide your instructor with the incident number.
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