

Unable to Save Answers or Submit in a Quiz/Exam

Last Modified on 04/28/2020 4:14 pm CDT

If during a quiz, test, or exam the Save or Submit buttons do not function, contact the service desk before closing the test if possible.

Contact the Service Desk

1. Contact the [Service Desk](https://vlac.lonestar.edu/help/a293) (<https://vlac.lonestar.edu/help/a293>) immediately 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)
- Name of the test.
- Browser and version you are using (e.g. Chrome, Firefox, Edge, LockDown Browser, etc.)
- Note the steps you took so the technician can duplicate the problem.
- Note any error messages exactly. Take a screenshot 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) to locate your instructor's contact information.
 - Provide your instructor with the incident number.
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