Unable to Review Submitted Quiz or Exam

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Troubleshooting

Try the following:

- See Viewing Quiz Grades & Feedback (https://vlac.lonestar.edu/help/a370).
- If you still cannot find the grade or feedback:

Contact the Instructor

- Email within the course.
  - See Using Classlist (https://vlac.lonestar.edu/help/a350).
- Use our Contact Directory (https://my.lonestar.edu/psc/porguest/EMPLOYEE/EMPL/c/LSC_CONTACTDIR.LSC_CONTACTDIR.GBL) to locate your instructor's contact information.
- If you have already contacted the Service Desk, provide your instructor with the incident number you received.

Contact the Service Desk

1. Contact the Service Desk (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, Firefox ESR 43.0.1, etc.)
   - Note the steps you took so the technician can duplicate the problem.
   - Note any error messages exactly. Take a screen shot if possible.
   - Provide your instructor with the incident number.

   Call 832.813.6600 (toll-free 866.614.5014)