

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) (<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/use-classlist) (<https://vlac.lonestar.edu/help/use-classlist>).
- Use our [Contact Directory](https://services.lonestar.edu/contactdirectory/) (<https://services.lonestar.edu/contactdirectory/>) 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/vlac-support) (<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)
 - 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.
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