

GUIDELINE FOR ISSUES DURING ONLINE ASSESSMENTS:

PROBLEM:	SUGGESTED SOLUTION:
Cannot login to SUNLearn	Password has expired or password not synchronizing on network GERGA personnel must reset password/force synchronization.
Lost connection to SUNLearn during assessment.	Close browser, or reboot device and reconnect to Internet, attempt to reconnect to SUNLearn. Support to take note of timestamp should extra time be required.
Cannot login to SUNLearn. Password is correct or was working earlier	Student needs to use Incognito Mode on Chrome browser. Browser cache might need to be cleared.
Assessment/SUNLEarn "frozen" (<i>stopped responding</i>)	Refresh Browser Press the F5 function key on Windows Laptops, ⌘Command-R key combination on MacBooks, Press and drag down on Android touch screen devices/cell phones
Pictures or text too small	Use the Ctrl + and Ctrl – keys on Chrome to zoom in and out. ⌘Command + and ⌘Command – on MacBooks
Cannot go back to previous question	Does student know and understand that assessment might be set up for sequential navigation? Sequential navigation doesn't allow you to go back, only forward. If assessment is in free navigation then refresh browser [F5]
When [Next] (when assessment is using sequential navigation, question/s are skipped)	Do not click twice (or double-click) on [Next] especially with slow or unstable connections
Assessment submitted but browser shows empty or non-attempted assessment	Check with Support to see if attempt has been successfully submitted
Ran out of time, or connection dropped near the end of assessment.	SUNLearn will automatically submit assessment when time runs out.
Text is cut off	Use the scroll bars to Scroll Up and Down. If display is frozen, Refresh the browser [F5]
Enquiry about one of the questions. Assessment set to sequential navigation.	Skip the question and move on, otherwise you will lose time.

NOTE: Student must always provide full details: **First Name, Surname, Student Number, Issue** and take note of time that issue occurred if possible.