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## What should I do if I have technical issues or need support during my exam?

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### If I lose Wi-Fi connectivity?

Your work will not be lost. Inspira automatically saves to your device every six seconds. **Do not close your internet browser.** Try disconnecting and then reconnect to your network. Once Wi-Fi connection is recovered, it will sync up and update your last saved answers.

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### If Wi-Fi connectivity can't be recovered?

**Do not close your internet browser.** Try disconnecting and then reconnect to your network. If issues persist, complete writing your exam offline. Before your exam closes, try disconnecting and reconnecting to your network once more. If you still don't have connectivity, you can **submit your exam offline.**

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### How do I submit my exam offline?

1. Click the menu icon and select **Save submission as file** from the **Options** list.
2. Click **Save submission**. Do NOT rename the file once it has been downloaded.

When you regain access to the internet: **Email the file** to [exams@auckland.ac.nz](mailto:exams@auckland.ac.nz) with a subject line of "**Offline exam submission**" together with the course code.

If you cannot reconnect and submit your exam straight away, **email [exams@auckland.ac.nz](mailto:exams@auckland.ac.nz)** within 48 hours. Offline exams must be submitted within one week of the exam date.

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### What if I lose power to my device?

**Your work will not be lost.** Inspira automatically saves to your device every six seconds. Find somewhere with power and continue your work. Or, if you have access to an alternative device, you can log back into Inspira and continue.

If you cannot continue your exam, please **contact the student support team, preferably by phone.** You will be asked to provide your exam details (including the course number) and your contact information.

**Call 0800 61 62 63** (if you are in New Zealand) or **+64 9 373 7513** (if you are outside New Zealand).

You can also email [studentinfo@auckland.ac.nz](mailto:studentinfo@auckland.ac.nz). But please be aware that emailed responses may not be able to be provided before your exam-submission deadline.

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### What should I do if my device has a technical failure?

If you have access to an alternative device, you can log back into Inspira and continue.

If you don't have access to another suitable device, and are unable to continue your exam, please **contact the student support team, preferably by phone**. You will be asked to provide your exam details (including the course number) and contact information, as well as a description of the issue you are experiencing.

Call **0800 61 62 63** (if you are in New Zealand) or **+64 9 373 7513** (if you are outside New Zealand).

You can also email [studentinfo@auckland.ac.nz](mailto:studentinfo@auckland.ac.nz). But please be aware that emailed responses may not be able to be provided before your exam-submission deadline.

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### Who do I contact if I see an error in the exam?

First, check to see if you have received a notification  from the Examinations Office, advising candidates of the error and what they should do. If you haven't received a notification, please **phone** the student support team on **0800 61 62 63** (if you are in New Zealand) or **+64 9 373 7513** (if you are outside New Zealand), and advise them of the error.

You can also email [studentinfo@auckland.ac.nz](mailto:studentinfo@auckland.ac.nz). But please be aware that emailed responses may not be able to be provided before your exam-submission deadline.

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### Who do I contact for help during my exam?

Our student support team operates from **8:30am to 9:30pm, Monday to Friday**, and from **12pm to 9:30pm on Saturdays**, during the examinations period. (The times stated above are local New Zealand time.)

Phone is the preferred mode of contact for exam-related queries. Call **0800 61 62 63** (if you are in New Zealand) or **+64 9 373 7513** (if you are outside New Zealand).

You can also email [studentinfo@auckland.ac.nz](mailto:studentinfo@auckland.ac.nz). But please be aware that emailed responses may not be able to be provided before your exam-submission deadline.

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