



## Students: What to Do If You Lose Test Data

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Technology sometimes fails us. If you have problems submitting a test, follow these steps to get help:

### **No Answers Appear on Test**

- After submitting the test, you should see a confirmation of your submission. If you see a test page with no answers selected, use the “Back” button in your browser to return to your test and resubmit.

### **Error Message Reports Submission Problem**

If you receive an error message:

- Note the message word-for-word (or [take a screenshot](#)).
- Indicate the date and time.
- Note the course name (CRN is great!) and test name.
- Describe the steps taken preceding the error, including information about your operating system (PC or Mac) and browser (Firefox, Internet Explorer, etc.).
- Report the error message and surrounding circumstances to the SOU Help Desk (541-552-6900 or HelpDesk@sou.edu) for troubleshooting.
- Notify your instructor of the problem and request further instructions.

For more information about taking tests, check out this [related article](#).