

# Exam Download

You are required to download all blocks of an examination during the 24-hour download window indicated by the Course Director in the Examination Announcement. We strongly advise to start the download procedure early, to be able to get the necessary help in time, and to avoid unnecessary stress.

1. If you are unable to download all examination blocks (not just the first block), you must contact the online support team [TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu) immediately, but no later than 30 minutes prior to the CHECK IN TIME for the first examination block.
2. If you fail to download all blocks and have not notified the online support team [TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu), you will automatically get a score of “zero” for the examination.