The Examination

1. Students MUST start the personal identification process through ExamID as soon as they have received the examination password for the first examination block.
2. After the personal identification process, students MUST start the examination immediately, without any delay.
3. Examinees experiencing technical difficulties at any time during the examination must contact the online support team TellExaminationServices@sgu.edu immediately for assistance.
4. If you cannot send an email to the online support team TellExaminationServices@sgu.edu, for example during an internet outage, you need to call +1 866-429-8889 instead, where your report will be logged.
5. All issues must be reported during the examination to the online support team (see above). Any issues reported to any party after the examination will not be considered.
6. Students who do not START the examination within 30 minutes from the announced CHECK IN TIME will receive a score of "zero" for the examination, unless there is documented evidence for an approved extension from the online support team TellExaminationServices@sgu.edu.
7. Once an examination block has been started, the examinee cannot leave the examination desk for the duration of the examination block.
8. The examinee cannot return to a finished examination block.
9. All blocks must be completed and uploaded successfully, for a score to stand. The examination is void if only partially completed or partially uploaded.
10. If an examinee experiences a problem that the technical team cannot resolve, a completion examination will be offered (see classification of technical problems below).
11. If an issue is not communicated in a timely manner, then the examinee will not be given the opportunity to complete the examination.