

■ Troubleshooting Guide for Students in the Exam Application

■ Problem 1: Unable to connect to an Abitti 2 server or experiencing network issues during the exam

Solution Steps:

- Press CTRL + ALT + DEL on your keyboard.
- Access the network settings at the bottom-right corner of the screen.
- Reconnect to the Abitti 2 network.
- If successful, click Cancel in the middle of the screen to return to the exam.
- If this does not work, restart your computer and log back into the exam.

■ Problem 2:

A. No exams are listed on the selection page.

OR

B. A red error message appears, and you cannot continue, even though the supervisor's screen looks fine.

Solution Steps:

- Reload the exam page by pressing CTRL + R.
- If that does not work: Follow Problem 1 solution first, then try CTRL + R again.
- If this still does not work, restart your computer and log back into the exam.

■ Tips

- Always check your network connection first.
- Restarting the computer often resolves most issues.