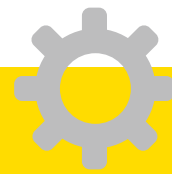


Network issues during assessment



1. STAY CALM

Do not panic. Your answers are saved in the browser cache you are using.



2. KEEP WORKING

Keep doing your test. Any changes or additions to your answers will be saved in your browser and will be uploaded to Inspira when **your Internet reconnects**.



BEWARE!

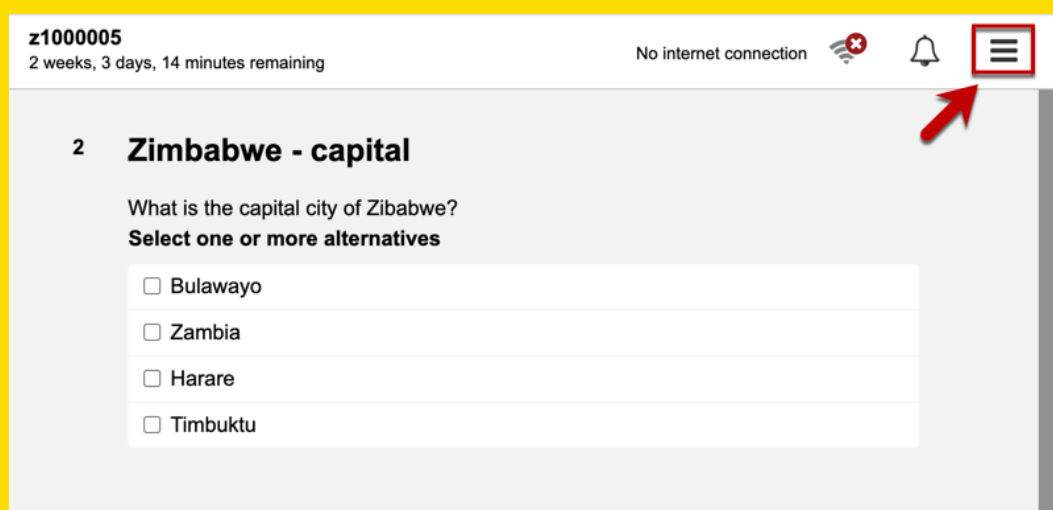
- Don't close your browser
- Don't clear your browser cache
- Don't switch computers
- The most recent answers are auto-submitted at the end of the test, even if you don't click the submit button or make changes later.

If your internet didn't reconnect until the end of the test window or the test duration...

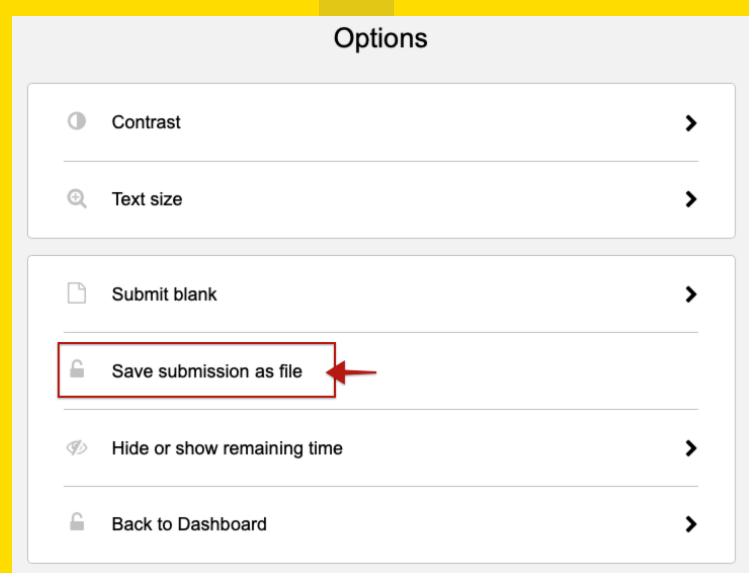


1. SAVE YOUR SUBMISSION AS A FILE

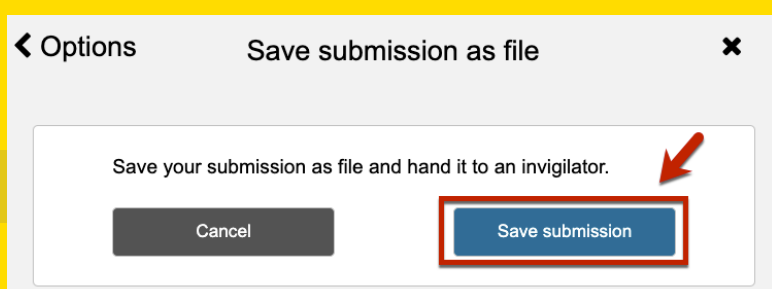
- a** You can do this by clicking **the hamburger icon** on the top right corner of your test page.



- b** Click **"Save submission as file"**



- c** Click **"Save submission"**.



Clicking **"Save submission"** will pack your answers in a submission file. Check in your browser download folder to find the file.

Great! Your submission file will look like this with **.ia** extension.

Cand_z1000006-Test_61384634.ia

Your submission file is an **encrypted file**. You won't be able to read it and you **must not tamper with the file** nor **change the file name**. Inspira will look for your specific submission file when it is needed to be uploaded back to the Inspira system.

Note: You can save your submission file multiple times just in case you lost one.

2. SUBMIT YOUR SUBMISSION FILE

Email your **.ia** file to:



Email: infodap@unsw.edu.au

Attach your file, provide your zID, course name, location and contact number in your email. You must submit your submission file within **24 hours** from the end of your test.



Please only download and email your file if you are still offline at the completion of your exam.

3. SUPPORT



Phone: +61 2 8936 7007 - only monitored during Final Exam Week

Call the number above if you need help with your offline submission.



See the Frequently Asked Questions here:

<https://unsw.sharepoint.com/sites/Assessment-Platform-Pilot>