

# What do I do if I get locked-out of my test/exam?

Unfortunately if you are locked-out of your exam you will have to contact your instructor for assistance. We are unable to adjust or alter an instructors course settings unless given explicit permission by that instructor, so we would be unable to reset your exam attempt.

We suggest that you contact your instructor directly and request that they reset your assessment (exam or quiz) attempt.

NOTE: Instructors will only reset exams at their discretion.

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<https://www2.owens.edu/faq/entry/248/>