



## If SAM freezes on you...what to do

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**SAM is 100% online. If your Internet connection cuts off, then you lose your connection to SAM and you must login to SAM again. If you are in the middle of an exam and your Internet cuts off (even without you being aware of this), you will be bumped out of the exam. That is why it is very important that you have excellent Internet connection when using SAM.**

**If the SAM server cuts off and you are in the middle of an exam, you can continue once the SAM server gets back online. Simply login to SAM as you normally do, go to the SAM Assignments page, and re-select the assignment. (Exam link may be displayed in red.) The exam will begin where you left off and any completed questions and tasks will be saved.**

**If you have a problem logging back into SAM or re-starting the exam, [try clearing your browser's cache](#). *NOTE: SAM works best with Chrome and Internet Explorer for Windows. If you have problems, switch browsers.***