



# St. Lawrence High School

A JESUIT CHRISTIAN MINORITY INSTITUTION



Date: 13<sup>th</sup> October, 2020

## **NOTICE TO PARENTS / GUARDIANS**

Dear Parents,

Of late, there are some parents/students having problem while logging in/submitting the online exam. The preview is either frozen or the “submit key” is not working or frozen.

Considering the problems arisen, our diagnostic/analytic tests revealed very pertinent aspects. It showed that the problems faced by some students/parents is because of the following reasons:

1. At the same time, a student is logging in from different gadgets to access the online exam.
2. Instead of logging in at the dedicated time, some of us login in well before the exam, which affects the uploading process in the server. For example, when class 5 is having exam, students of class 6 are already trying to log in, disregarding the login time that we informed you in our guidelines dated 28<sup>th</sup> September 2020 and in the First Term Online Exam Time Table.

The solution is, please log in at the dedicated time only. In addition, use only one gadget at your house to have access to the online exam. Remember, only the students of classes 4 and 5 face these problems and not in other classes. Senior classes faced few or no problems in this regard. Bear in mind, if you do not log out after the exam, it will also create log in problems for other students who are about to sit for online exam.

**SLHS Technical Team**