PREPARE FOR YOUR CLICKUP EXAM IN 4 SIMPLE STEPS!

1 Make sure you have Google Chrome installed on your device

TROUBLE SHOOTING

CLICK HERE to visit our support page and find assistance

Download Chrome here: https://www.google.com/chrome/

2 Log in to clickUP and ensure that all your subjects can be accessed

TROUBLE SHOOTING

CLICK HERE to visit the clickUP Help Page

Password Problems: (012)420-3051 studenthelp@up.ac.za

CLICK HERE to visit the Student Computing support page and find assistance

3 Tips For Exam Day

Tip Make sure your device is fully charged before you start your exam. If possible, keep your device plugged in to charge while completing the exam.
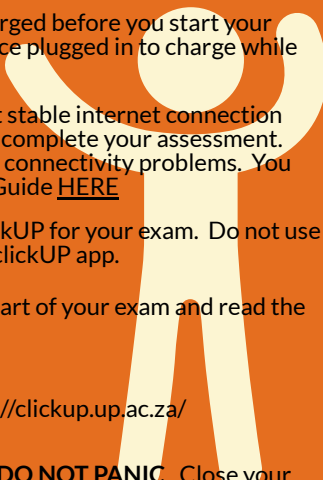
Tip Make sure that you use your most stable internet connection and that you have enough data to complete your assessment. Use UPConnect if you experience connectivity problems. You can access the UP Connect Help Guide **HERE**

Tip Use Google Chrome to access clickUP for your exam. Do not use another Internet Browser or the clickUP app.

Tip Log in a few minutes before the start of your exam and read the exam instructions carefully.

Tip Log in directly to clickUP at: http://clickup.up.ac.za/

Tip If you experience an IT problem - **DO NOT PANIC**. Close your browser and just try to access your exam again. If you continue to experience a problem, follow the instructions in step 4.

4 IT Support During Your Exam

Your Lecturer will share the correct support information for the day of your exam with you.

You can find assistance during your exam at the following Support desks. *Please consult the list below to ensure that you make use of the correct contact details:*

- **Hatfield Campus Students:**
  General Subjects CBT Support: cbthatfield@up.ac.za
  AIM students: itlabs@up.ac.za
  Engineering students: englabs.helpdesk@up.ac.za
- **Groenkloof Campus Students:**
  groenkloofit@gmail.com
- **Health Sciences students:**
  lorraine.vanwyk@up.ac.za
- **Veterinary Sciences students:**
  oplabs@up.ac.za
- **Mamelodi Campus students:**
  mams@up.ac.za

Include your Name, Surname, Student Number, Subject, and a description / screenshot of the problem. Copy your lecturer in the e-mail