

# Student Best Practices

for quizzes, midterms and exams.



## Best Practices

- Position your workstation closer to your internet modem. This may increase your internet speed.
- Limit the number of devices connected to your wireless internet while completing your quiz/exam.
- Close applications running on your computer such as Netflix, Spotify or additional browser tabs.
- Use an ethernet cable to directly connect your device to your internet modem. A wired connection will result in faster speeds.
- Contact McGraw Hill Technical Support should you encounter a technical issue during your quiz/exam.
- Inform your instructor of any technical difficulties you may experience during your quiz/exam.

## Connect Quick Tips

- Ensure your computer time zone is the same as your Connect course.
- Clear your browser cache.
- Use Chrome Incognito Mode, or Firefox Private Browsing Window when logging in to Connect.
- Complete the Practice Quiz before exam time to test your connectivity.



## Need Tech Support?

### Hours of Support (Eastern Time)

- Monday - Thursday: 24 Hours
- Saturday: 10 AM – 8 PM
- Friday: 12 AM – 9 PM
- Sunday: 12 PM – 12 AM

**Phone: (800) 331 5094 (USA & Canada)**

**Web: [mhedu.force.com/CXG/s/ContactUs](https://mhedu.force.com/CXG/s/ContactUs)**

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