



Mobile Merion Mercy

ONLINE LEARNING PROGRAM

Troubleshooting Tips for AP 2020 Exams

The College Board has released the following information to guide students that may experience issues during the exam. Please review the information carefully as some steps can be completed before test day, such as uploading your browser: [TROUBLESHOOTING FOR AP EXAMS](#)

We strongly recommended students, teachers, and parents follow The College Board on social media, via [Facebook](#) or [Instagram](#) for timely updates and information.

There is makeup testing available in June for students who had technical difficulties or conflicts during May Exams. You can request to take a makeup Exam within 48 hours after you test. If a student accidentally closes the browser, their device crashes, or they temporarily lose internet access, they can quickly click their exam e-ticket again to return to the exam. They should continue the exam, and if they feel at the end of the exam that the temporary disruption negatively impacted their performance, they can request approval to take the makeup exam at cb.org/requestmakeup. Students can also request a makeup exam if they've lost too much time due to a technical problem, can't connect to their exam, or experienced some other serious disruption.

As a Reminder:

1. Refer to the [2020 Exam Schedule](#) for dates and times. (Pay attention to the time zone.)
2. **Locate the Exam E-ticket, which can be found in your email.**
3. Each exam has a separate e-ticket.
4. E-tickets should be available **TWO DAYS before the exam.**
5. If you have not received an exam e-ticket by email, you can access it through the [student account on My AP](#).
6. Review the [required and recommended resource list](#) to make sure you have what you need on exam day.
7. Complete the [AP Exam Day Checklist](#) for **each exam** you are taking.

Check-in 30 minutes before the exam start time on **Exam day** by clicking on the specific e-ticket for that exam.