

2020 AP Exam Technical Problem FAQ

The 2020 AP exams are being directly administered by the College Board. As such, Lakeside has minimal control over the exams, but we want to help and will provide as much specific information as possible based on the feedback we have received. However, in the event of most technical issues while taking the AP exams, students should submit a retest request with the College Board using the link below. We will continue to monitor the exams and update this FAQ as needed.

Thank you. [cb.org/requestmakeup](https://collegeboard.org/requestmakeup)

1. *Can I use my iPhone to take the exam?*

Yes. However, if you are going to write your response and take a picture to upload, be aware that it must be in jpeg format. You may need to change your iPhone's camera settings prior to the exam.

2. *What happens if the link to the exam that I received in my email does not work?*

Depending on the test, hundreds of thousands of students may be trying to log in at the same time. Wait a few minutes and try again. If you are still unable to access the test by the exam time, submit a makeup request.

3. *Help! My computer crashed in the middle of the exam. What do I do?*

First, relax. Second, use the link above or in the email test ticket from the College Board to request a makeup. You will not be able to use the test ticket link to log into the test on any other device.

4. *What if I have a problem uploading the picture I took of my answer to the exam platform?*

This has been a problem for several students. Make sure the picture is in jpeg format and try to upload the picture again if you have time remaining. Otherwise, submit a request for a retake.

5. *What if I have an issue not listed here?*

We will be updating this FAQ as we hear of common testing problems. You can also check the College Board troubleshooting page at apcoronavirusupdates.collegeboard.org/students/taking-ap-exams/troubleshooting.