	Issue	Solutions	
		PN before exam day	**ECM on exam day**
CAPABILITY			
Device	• Device doesn't work/loses battery • Device doesn't meet requirements • Not enough devices	• Plan which devices will be used • Use the device check to check and prepare devices • Update devices as required • Organise a back up plan with your ECM	• Have spare devices and power cords/power banks • Have IT support available to troubleshoot issues OR move students to paper
Entries	• Students not entered • Managing Special Assessment Conditions entitlement • Students entered in incorrect mode: digital to paper or vice versa	• Check your digital entries are correct before the 9 September deadline • Work with your ECM • Identify SAC students and plan for contingencies e.g. writer/printer	• Move the students to paper For SAC: • Have a back up exam assistant • Have a separate room available • Ensure there is printer access
Technical	• Wi-Fi connectivity • School network login issues • Power outage	• Test your Wi-Fi connectivity • Practice school-based logins or remove need for network logins • Plan a process with your ECM and IT support • Check your school's process for resolving technical disruptions	• Follow school's process for resolving technical disruptions • Call the Exam Helpline for support • NZQA will contact you directly if there's a widepsread loss of connection • Move students to paper • Give extra time or use unexpected event grades
CAPACITY			
Student	• Unprepared • Not confident	• Do practice activities	• Move students to paper
Teacher	• Unprepared • Not confident	• Do practice activities • Find information for teachers to prepare for digital exams here.	• N/A
Technical support	• Unfamiliar • Unprepared • Unavailable	• Use service provider advice • Check technical requirements in advance • Have a technical support back-up plan	• Monitor supervisor dashboard for technical issues • Move students to paper or use unexpected event grades