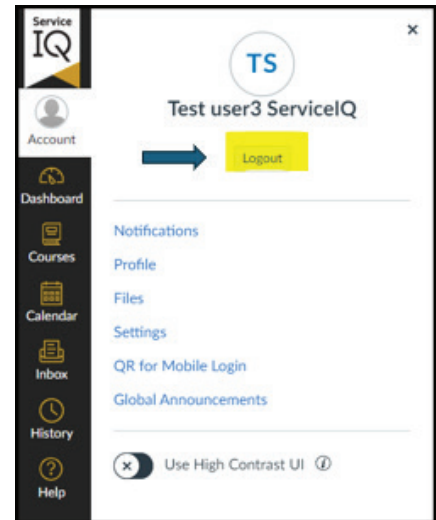# Tips to save your assessment progress

Dos:

⊘ Log out properly:
Properly log out of Canvas and log back in when you return.
This refreshes your session and ensures data is saved.

⊘ Use the same device and browser:
Always use the same computer and browser to complete your assessment. This ensures that autosaved content remains accessible.

⊘ Keep your browser updated:
Ensure your browser is up to date to avoid compatibility issues. Check your browser update status in the settings or visit the official browser update page.

Canvas supports the current and previous major releases of the following browsers:

1. Chrome 122 | 123
2. Firefox 123 | 124 (Extended Releases are not supported)
3. Edge 121 | 122
4. Safari 16 | 17 (Macintosh only)

Use this link to find more information. https://community.canvaslms.com/docs/DOC-10721

⊘ Draft longer responses:
Use a word processor (e.g., Microsoft Word, Google Docs) to draft long answers and then copy-paste them into Canvas. This serves as a backup.

⊘ Check your internet connection:
Use a stable and reliable internet connection to prevent disconnections that might interrupt autosave.
A wired connection is preferable over Wi-Fi.

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☑ **Contact support when needed:**
If you encounter technical issues, immediately contact us on:
intel@serviceiq.org.nz. Also, please log this issue through the
'Report a Technical Problem' option in the help menu.
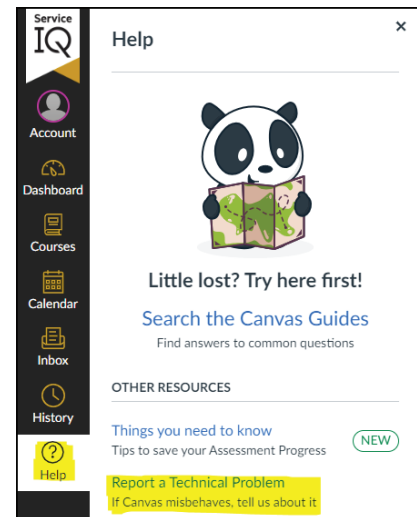
Don'ts:

⊗ **Avoid multiple tabs and windows:**
Do not open multiple tabs or windows of the same assessment, as this can lead to conflicts and loss of data.

⊗ **Do not clear browser data:**
Avoid clearing your browser's cache or cookies while working on an assessment, as this will delete autosaved
data within the local browser storage.

⊗ **Avoid using private browsing:**
Do not use private/incognito browsing modes as they may not support autosave properly.

⊗ **Do not switch devices:**
Complete your assessment on the same device to avoid losing progress. Switching devices can result in
data loss due to differences in local storage.

⊗ **Be mindful of session time-outs:**
Be aware of session time-outs and log out from Canvas before stepping away for long periods.

⊗ **Use reliable networks:**
Ensure you are connected to a reliable network to prevent interruptions.