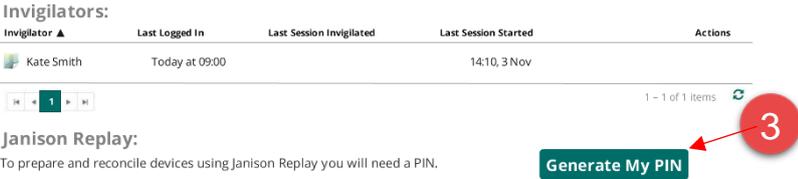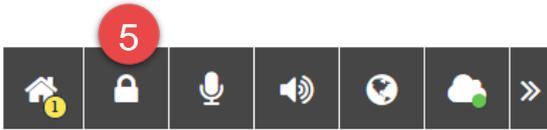# Reconcile a Device

If a student loses network connectivity before they submit, and they submit whilst offline, their attempt will be saved to their local device and the teacher will need to upload their attempt to the online system. This is done when the device is connected to the internet again. This process is called reconciling the device.

This must be done **before the Test Session is finalised**. You will need access to the computer used by the student.

How to…	Steps	Screenshots
Reconcile a device that has reconnected to the internet	1. Within the **Test Session**, view the **Connection Mode** column for any attempts listed as **Offline**. 2. If the **Save Method** field for the student is blank, you will need to reconcile their device. 3. On your home page dashboard, scroll to the bottom of the page to select **Generate My PIN**. 4. Note or record your invigilator PIN as you will need to make reference to it in the following steps. 5. On the student's device, in the top right corner of the screen, select the Lock 🔒 icon to unlock the student's device to prepare and reconcile the device. 6. Enter your invigilator PIN to unlock the device. 7. Select **Unlock Device**.	 *Note*: You can sort the **Connection Mode** column by clicking on the heading. This will bring all the offline students to the top of the list, so making it easier for you to find them.

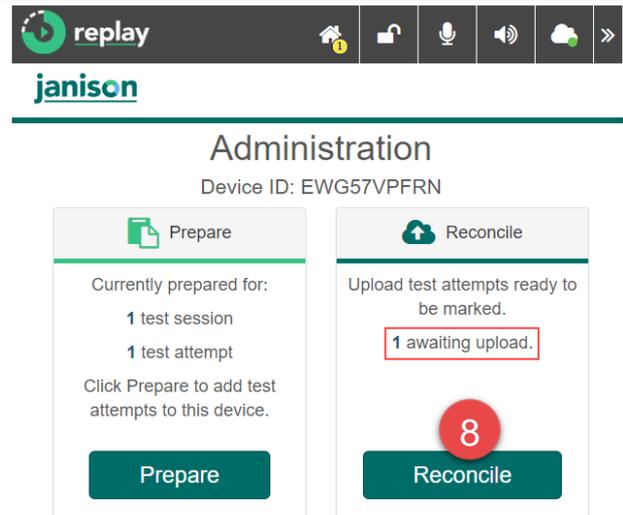8. In the Reconcile box, select **Reconcile**.

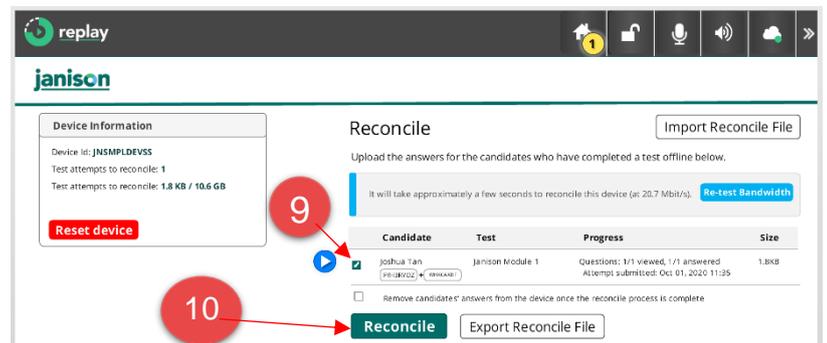9. Tick the test attempt that needs to be reconciled.

10. Select **Reconcile**.

11. When complete, confirmation of the reconciliation displays.

12. Select the Lock 🔒 icon to lock the student's device again.

13. On your computer, on the test session page, check that the **Save Method** for that student now shows as **Manual**. That will confirm that the test attempt has been reconciled successfully.

Note: Once all devices have been reconciled, the generated PIN should be reset to maintain security over unlocking Replay.

Janison Insights.