**SoftChalk technical help**

This rarely occurs, but if students have completed all activities in the SoftChalk lesson (they can see cumulative score at the top right corner of the lesson), but get stuck when they Click Finish on the last page, you have two options:

**Option 1**

If only very few students have this issue, this is an easy solution. Just tell students:

*You do* ***NOT*** *need to retake the lesson. Your responses have been automatically recorded in the SoftChalk Cloud. It is just that your total score has not been sent to Canvas gradebook yet.*

* *You can just exit the SoftChalk lesson.*
* *Then, please notify the instructional team. The instructional team can* ***locate your name*** *in the instructor dashboard, and manually "Complete (the current) Attempt" for you. Your score will then show in Canvas gradebook.*

**Option 2**

Based on prior experience, taking the steps below will fix the Finish button loading issue.

First, retire (unpublish) the impacted SoftChalk lesson on Canvas.

* Do NOT delete it.
* If some students have taken the “old/impacted” lesson, you want to keep their record to give them credit.

Then, **repost** the same SoftChalk lesson to Canvas. Direct students to this new lesson.