

# CTRL+SHIFT+R

**1**

**Whitescreen Issue**

**2**

**Question Not Visible**

**3**

**Exam is stuck**

**4**

**Web cam not found**

**5**

**Upload evidence screen  
is stuck**

If you encounter any of the following issues while taking the final exam in ERA, it is recommended to use the "CTRL+SHIFT+R" keyboard shortcut to move to learner login page. This shortcut helps to refresh the browser, which reloads the page and clears the cache, potentially resolving the above issues.

**Note: Do not close ERA Browser while attempting the Final Exam.**