

Unexpected Downtime

It is important to think through what might happen if you don't have internet access or if your device goes down for more than a few days. It typically happens that the unexpected downtimes occur in the most inopportune times such as right before a major project is due or the last week of the course.

Keep this in mind: You can't pause your online course! Therefore, it is important to have a backup plan to continue working on your class. A few options are listed below:

1. Seek out a family or friend's home that has another device and internet access.
2. Visit your nearest public library. Most public libraries have computers, internet access, and some sort of Microsoft Office software.
3. Drop in to your school's library or media center. Most school libraries are open before, during lunch, and after school.
4. Access your course via a mobile device. Some of your course content is accessible via a mobile device. Do what you can with your mobile device while you wait for your device or internet to get working again.

Besides having a backup plan for another device and access the internet, there are other things you can do to prepare for unexpected scenarios like these:

1. Take a picture of your course syllabus and calendar with your phone or print a copy so you always have access to your instructor's contact information and due dates.
2. Identify a buddy in the online class that you can contact to get important class updates. You may be able to use your buddy's technology to contact your instructor in a pinch.
3. Save the eCampus [HelpDesk](#) number. The HelpDesk can assist you in getting in touch with your instructor.

The most important part of this entire process is making sure you have communicated with your instructor about your unexpected downtime. One final option is to contact your instructor's home school. Even if you are not able to use your school email, you can still call your teacher's [home school](#) and leave a message for him/her.

Unexpected downtime doesn't have to cause a lot of stress. By putting into action the above recommendations, you can stay on track or minimize how far you get behind in the course.

