





Access the video tutorial on this topic here: <https://performancematters.wistia.com/medias/orv86v485h>

If a student gets locked out of his/her test, it can be unlocked using one of three methods. This will return the test to an In Progress status and move it to the student's Paused Tests list in OLA.

You can unlock a test immediately after it has been locked. On the student's test screen, follow these steps.

1. After the lockout message appears, click  .
2. Log in using your authorized user credentials.

If the test window has the OLA Impersonation feature enabled, you can unlock the student's test via impersonation. Follow these steps.

1. Impersonate the student. See the topic [Impersonate a Student in OLA](#) for details.
2. Select the desired test from the Locked Tests list.
3. A confirmation window displays the student name, test title, and lock duration. Click  to unlock.



OLA Student Admin