

# A student has lost their work on-screen or they have closed without saving or the computer has crashed. How do I restore their work?

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**A student has lost their work on-screen or they have closed without saving or the computer has crashed. How do I restore their work?**

**There are three possible ways to restore a student's work:**

1. Start a new session of EWP, click on 'Start New Exam', then fill in the candidate details with anything made up. Located on the FILE tab is a button called "Backup History", press it, and then using the drop-down list select the most recent work that the student selects is correct.
2. Launching EWP, will give you the splash screen, press the button "Restore Previous", then using the drop-down list select the most recent work that the student selects is correct.

***Note: The in-app menus (Backup History/Restore Previous) referenced in options 1 and 2 above are designed to show recently saved exams only (by default, only the last 60 minutes worth of backups). Backups outside of this recent save period have still been saved but will only be recoverable using option 3 below. For more information on these menus and configuration options for them, please see [this article](#).***

3. Finally, without using EWP, navigate to the backup folder, normally located within:  
"C:\ProgramData\ExamWritePad\ExamWritePad\{version #}" or  
"C:\ProgramData\Everway\ExamWritePad\{version #}" where you will see a list of files. Each file should have a filename that will make it easy to narrow down the student's specific exam work. Each backup file has a file extension of ".ExamTextBackup", you need to rename the file extension to ".ExamText", then you can proceed to open up the file in EWP. (Remember that the 'ProgramData' folder is hidden).
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