# Tips for improving online exam performance

## Tips to improve internet speed

- [Test](#) your internet speed.
- Sit close or within clear sight of your internet router.
- Avoid interference from solid walls and large appliances like your refrigerator or microwave.
- Turn off other internet connected devices like gaming consoles, music or video streaming.
- If the Wi-Fi connection is poor, use an ethernet cable to connect your computer directly to your router.
- Source an alternative internet or location if your internet connectivity is poor or unstable.
- [Register](#) to sit the exam on one of the campuses.

## Tips to improve computer performance

- Ensure you have met the [Deakin computing requirements](#).
- You must use a desktop or laptop. Mobile devices such as iPads, iPhones or Androids are not compatible.
- Use one screen only or **duplicate** your screens.
- Restart your computer before the exam.
- Close any applications that you do not need for the exam.
- If your exam allows access to resources, do not have too many large files open at the same time.
- Save your written responses regularly and at least every 2 minutes.

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## Minimum computer requirements

| Operating Systems | Compatible Browsers | |
|---|---|---|
| Windows 10+ | 129+ | 129+ |
| MacOS 10.11+ | 129+ | 129+ |

## Browser

- Use only Google Chrome or Microsoft Edge browsers. Check your browser version is up to date (Microsoft Edge or Google Chrome).
- **DO NOT** use Safari as your browser.
- Clear browsing data, clear cookies and cache before the exam.
- Before starting the exam, check your browser permissions have been set up correctly:

### Chrome settings

1) Open the browser, go to your unit site, click on the lock icon 🔒 or ⚙ inside the URL/Address bar, then select **Site settings**.
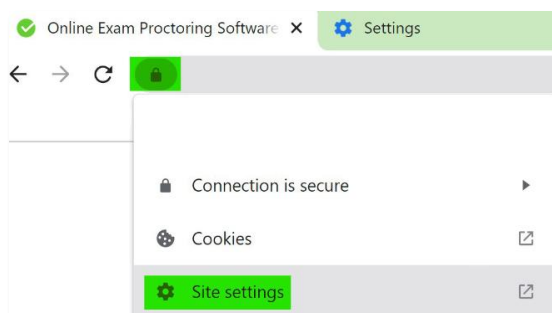


2) The setting tab will open. Make sure to allow permission for **Camera**, **Microphone**, **Pop-ups and Redirects**.
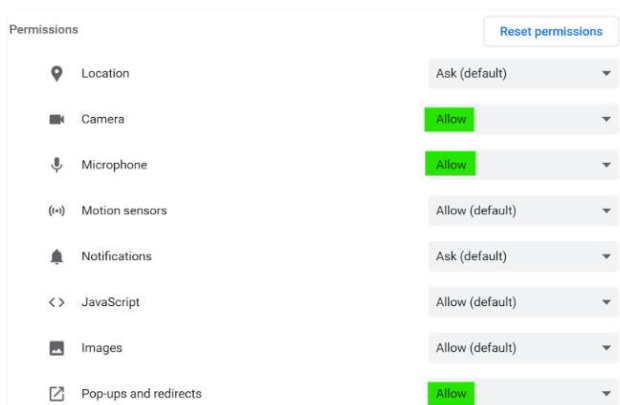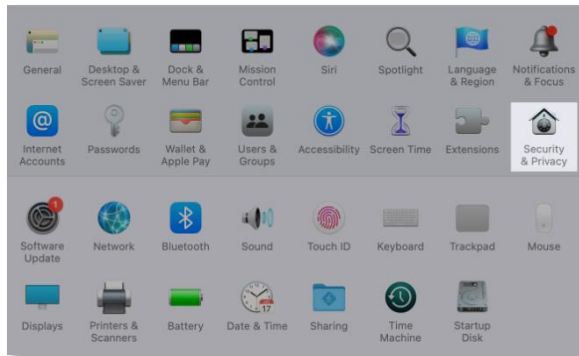


3) Go back to the exam page. Below the URL/Address bar, a message should appear that says reload your page. Click on the blue **Reload** button. Launch the exam.
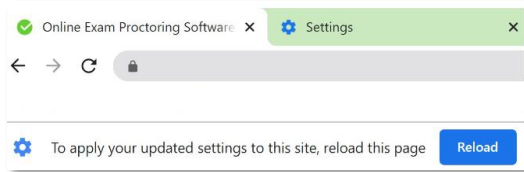
If you are using **Chrome** on a **MacOS,** follow the below steps to allow sharing your screen before starting the exam:

1) Open your **System preferences**.
2) Open **Security & Privacy**.



3) Open the **Privacy** tab.
4) Scroll the left side list until you find the **Screen Recording** options.
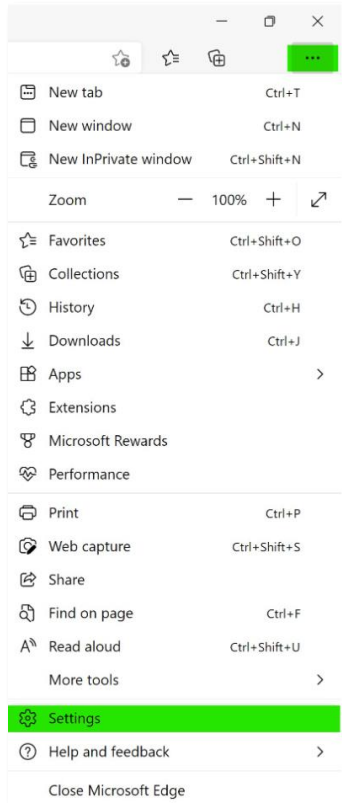5) In the apps list, find **Chrome** and ensure that the app is allowed.



6) You will be prompted to restart Chrome to see the changes.
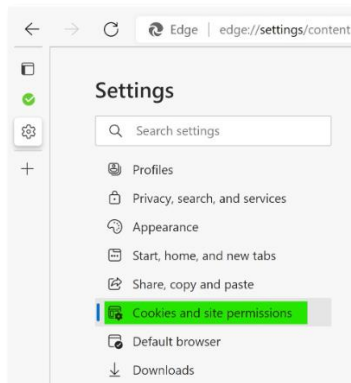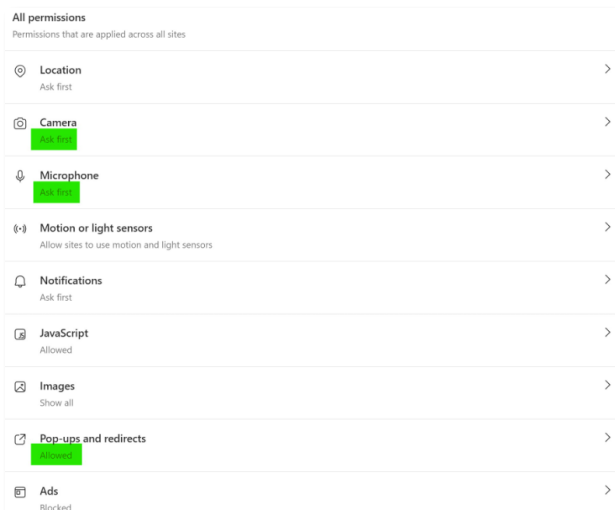


**Edge settings:**

1)      Select the three dots on your Edge browser and select **Settings**:

2) Select **Cookies and site permissions**:



3) Select on Camera, Microphone and Pop-ups and redirects to change the settings to match the setting below:

## Camera

1. Ensure you have either a built-in or a plugged-in webcam.
2. Ensure the camera is not obstructed, covered or turned off.

## Login credentials

Ensure you know your Deakin login credentials. If you need to reset your password, do this at least 24 hours prior to the exam.

## Issues during the exam

1. Only have one active exam quiz page open. If you encounter a technical issue that requires you to re-enter the CloudDeakin exam quiz page, ensure you have closed your previous exam quiz page first. Having multiple exam quiz pages open at once may result in your answers not being saved when you submit the exam.
2. Ensure that you remain active in the exam page during the exam, as inactivity for longer than 5 minutes may result in a disconnection.

3. Refer to the Troubleshooting FAQs (PDF, 209.6KB) document for common issues.
4. For help with technical issues during the exam:

   - Contact Integrity Advocate via Live-Chat or call +61 2 4050 0222 for assistance with access or authentication.

   - Call the Deakin IT Service Desk (Australia 1800 463 888 | International +61 3 5227 8888).

   - Keep your support ticket number as evidence of technical issues.

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