Tips for improving online exam performance

Tips to improve internet speed

Tips to improve computer performance

Minimum computer requirements

Browser

<u>Camera</u>

Login credentials

Issues during the exam

Tips to improve internet speed

- <u>Test</u> 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.
- <u>Register</u> to sit the exam on one of the campuses.

Tips to improve computer performance

- Ensure you have met the <u>Deakin computing requirements</u>.
- 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.

Operating Systems	Compatible Browsers		
Windows 10+			
MacOS 10.11+			

Minimum computer requirements

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 a inside the URL/Address bar, then select **Site settings**.

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←	\rightarrow	C	Â				
				Connection is secure			•
			٩	Cookies			
			\$	Site settings			Z

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

ermissions		Reset pern	Reset permissions	
9	Location	Ask (default)	Ŧ	
	Camera	Allow	Ŧ	
Ŷ	Microphone	Allow	Ŧ	
((=))	Motion sensors	Allow (default)	Ŧ	
	Notifications	Ask (default)	Ŧ	
<>	JavaScript	Allow (default)	Ŧ	
-	Images	Allow (default)	*	
Ø	Pop-ups and redirects	Allow	*	

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.

General	FileVault Firewall Privacy
Camera	Allow the apps below to record the contents of your screen, even while using other apps.
Microphone	
Speech Recognition	Snagit 2022
Accessibility	Google Chrome
Input Monitoring	Com
Full Disk Access	SnagitHelper2022
Files and Folders	+ -
Screen Recording	
Media & Apple Music	

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**:

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to t=	Ē		÷
New tab		Ctrl+T	
New window		Ctrl+N	
New InPrivate window	Ctrl+Shift+N		
Zoom —	100%	+	2
Favorites	Ctrl+	Shift+O	
Collections	Ctrl	+Shift+Y	
History		Ctrl+H	
Downloads		Ctrl+J	
Apps			>
Extensions			
Microsoft Rewards			
Performance			
Print		Ctrl+P	
Web capture	Ctrl	+Shift+S	
Share			
Find on page		Ctrl+F	
Read aloud	Ctrl+	Shift+U	
Mara tools			>
More tools			
Settings			
Settings Help and feedback			>
	Image: Constraint of the sector of the s	Image: New tab Image: New tab Starting Image: New tab Partorites Image: New tab Restoring Image: New tab Partorites Image: New tab Partor	Image: Constraint of the sector of the se

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:

All p Perm	All permissions Permissions that are applied across all sites				
0	Location Ask first	>			
Ó	Camera Ask frs:	>			
Ŷ	Microphone Ask frst	>			
((*))	Motion or light sensors Allow sites to use motion and light sensors	>			
Q	Notifications Ask first	>			
ß	JavaScript Allowed	>			
	Images Show all	>			
Ø	Pop-ups and redirects Allowed	>			
٦	Ads Blocked	>			

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 <u>Troubleshooting FAQs (PDF, 209.6KB)</u> 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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