# *my*Exams User Guide

## Online Assessment Tool

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# Essential Tips for Taking Online Assessments on myExams

Taking exams/assessments can be stressful and taking online exams/assessments can be especially so, particularly when technical issues arise. The following guidelines will help you avoid the most common technical difficulties while taking online exams/assessments in myExams and safeguard that your work is submitted successfully.

## Use a supported browser and close unneeded applications.



**NOTE:** Using an unsupported browser or enabling browser add-ons can introduce unexpected behaviours, including lost exam/assessment answers.

| DO's: | DONT's: |
|---|---|
| • Use a supported browser. **Google Chrome** for best experience. Other mainstream browsers such as **Microsoft Edge, Mozilla Firefox, Safari** or **Internet Explorer** on **laptop or desktop computers** are the **ONLY** supported browsers for myExams. <br> • Browsers on **mobile devices** (phones and tablets) are <u>NOT</u> supported. <br> • **Close unneeded applications and processes** running on your computer to reduce network interference. | • Don't use Opera or another unsupported browser, such as a browser on a mobile device (phone or tablet), while taking a high-stakes exam/assessment. <br> • ***Problems with lost data have been reported by students who used unsupported browsers while taking online exams/assessments in myExams.*** <br> • Don't use mobile devices to avoid submission problems. |

## Disable ad blockers and browser extensions.
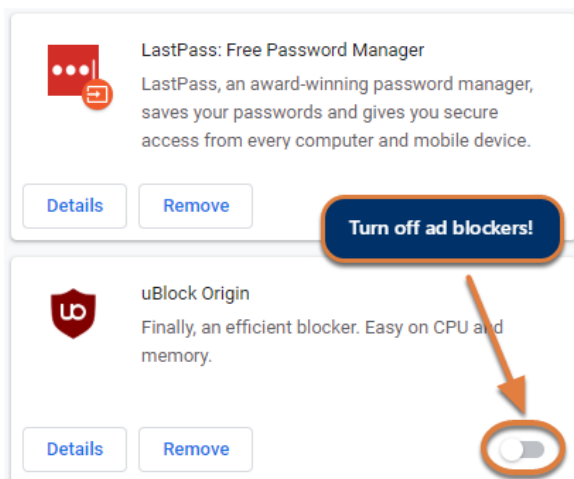


**NOTE:** Screen will look different dependent on Browser being used.

**DO's:**

**Temporarily disable** browser add-ons, extensions, and plugins, **especially ad blockers**, before beginning an online exam/assessment. Instructions to disable browser extensions can be found on the following web pages:

- Google Chrome - Install and manage extensions (opens new window)
- Microsoft Edge - Adding-and-removing-extensions (opens new window)
- Mozilla Firefox - Disable or remove Add-ons
- Safari - Disable plug-ins (opens new window)
- Internet Explorer - Disable add-ons (opens new window)

> **IMPORTANT: Ad blockers** may interfere with loading content in exams/assessments! Turn them **off** before your exam/assessment to avoid issues!

## Make sure JavaScript and cookies are enabled in your browser.
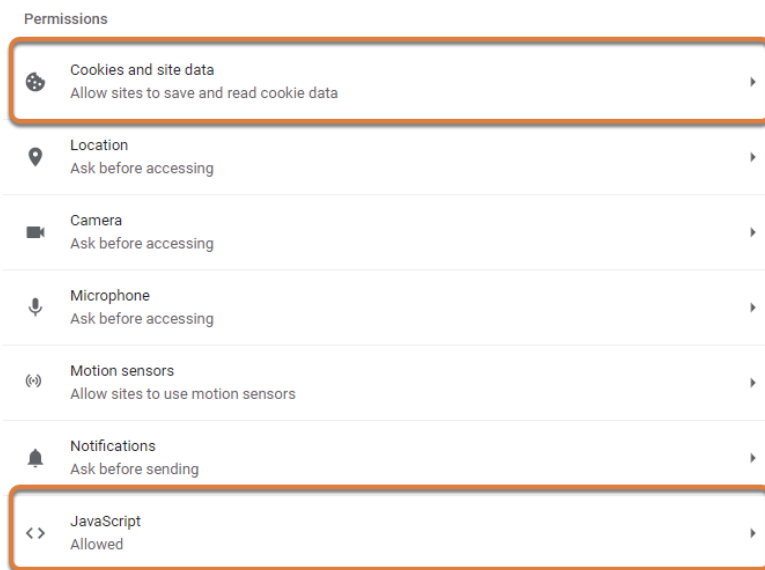


JavaScript is required for *Online Assessment* to function correctly. If JavaScript is disabled in your browser, you are likely to encounter multiple issues with taking and submitting an exam/assessment.

Additionally, if your lecturer includes media such as audio or video files in your exam/assessment, you will need to have cookies enabled in the browser for the media to display.

**DO's:**

- **Before** starting an exam/assessment, make sure JavaScript is enabled in your browser. Here's a website where you can check whether JavaScript is working, and find instructions to enable it if not: Check or enable JavaScript (opens new window).
- Follow the steps in below links to enable cookies in your browser.
    - How to enable cookies in Google Chrome (opens new window)
    - How to enable cookies in Microsoft Edge (opens new window)
    - How to enable cookies in Mozilla Firefox (opens new window)
    - How to enable cookies in Safari (opens new window)
    - How to enable cookies in Internet Explorer (opens new window)

## Verify your internet connectivity.

- **NOTE:** Some devices, such as video game consoles, may remain connected to the internet in sleep mode and continue to use internet bandwidth even when you don't realize it!

Use the most reliable Internet connection available when you are taking an online exam/assessment.

| DO's: | DONT's: |
|---|---|
| • Ensure that your computer and internet connection are configured correctly.<br>• Check the quality of your connection to your network.<br>• Turn off cell phones and other network devices such as video game consoles, internet-capable TVs, etc., or set them to **Airplane mode** to reduce network congestion and interference.<br>• We also recommend asking others in your household **not** to use devices that will consume internet bandwidth while you are taking an exam/assessment. | • Avoid having multiple devices connected to the internet during an exam/assessment.<br>• |

**What if I lose my network connection while taking an assessment?**
If you lose network access while taking an exam/assessment and there is still time left to complete it, return to the module site and go back into the exam/assessment. You should be able to pick up where you left off.

IMPORTANT: **Unsaved** answers may be lost if your network connection is dropped.

## Avoid Using Mobile Devices.

**NOTE:** *Online Assessment tool* does **not yet have a mobile interface**.

| DO's: | DONT's: |
|---|---|
| • Use a laptop or desktop computer instead of a mobile device (phone OR tablet) to take an *online assessment*.<br>• Ensure that all mobile devices are either **shut off** or in **Airplane mode**. | • Don't use a mobile device to take an online exam/assessment. |

# Don't lose your answers - Don't open multiple browser windows or tabs!
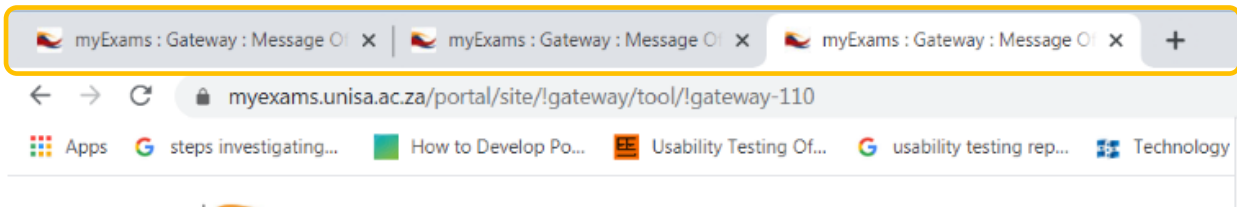


Accessing *the Online Assessment tool* in multiple browser windows or tabs or being logged into myExams on more than one device (computer or mobile device) at once, can result in completely losing your exam/assessment submission answers!

**Why is this important?**
Multiple browser windows or tabs share the same session to an exam/assessment, thus a window or tab with no responses may auto-submit after you submit your answers in the primary window and overwrite your responses!

| DO's: | DONT's: |
|---|---|
| • Log out of myExams on ALL devices (computers and mobile devices) completely prior to taking an online exam/assessment. On a laptop or desktop computer, open only ONE browser window or tab and log into myExams to access the exam/assessment.<br>• **Submit** OR **Save and Exit** one *online assessment* BEFORE starting another one. | • Don't open more than one browser window or tab to *Online Assessment* or to your online exam/assessment while taking an exam/assessment in myExams. |

# Use the Built-in Navigation.

You can avoid losing your work or encountering errors by following these important navigation guidelines.
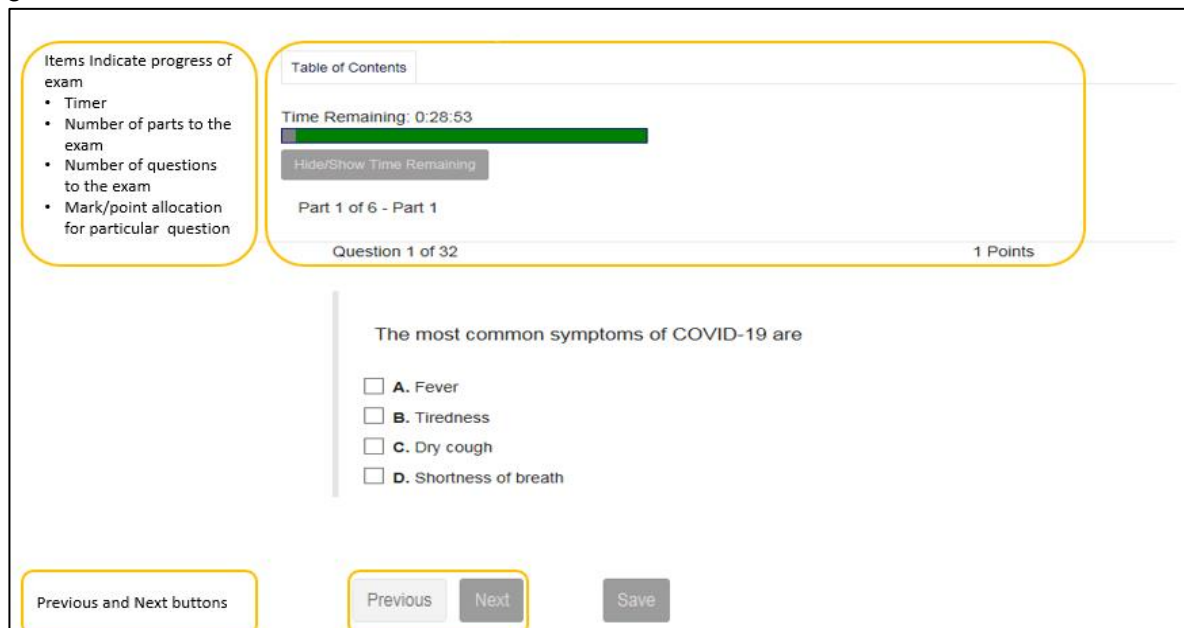
Table of Contents shows exam progress
- Solid filled bullet indicates already answered questions

**Table of Contents**                    **Total Score: 40Points**

Key:

○ unanswered question
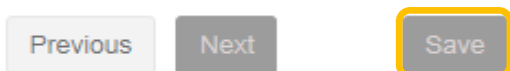● Answered Questions
Click on the arrow below to see or hide the list of questions

**Part 1 - Part 1 - 5/5 Answered Questions, 5.0 Points**

● 1. Which of the following is not one of the protocols for preventing the transmission of COVID-19? (1.0 Points)
● 2. The most common symptoms of COVID-19 are (1.0 Points)
● 3. Level 4 lockdown means: (1.0 Points)
● 4. Which of the following activities are permitted during Level 4 lockdown? (1.0 Points)
● 5. When you are being screened for COVID-19 you are asked the following questions: (1.0 Points)

| DO's: | DONT's: |
|---|---|
| • **Use the built-in navigation** in *Online Assessments* to move between screens. <br> • **Use the question links** in the *Table of Contents* or the **question progress box** to jump to a question. <br> • **Single-click** links and buttons and be patient while a new screen loads. | • **Don't use the browser's Back and Forward buttons** to navigate an online exam/assessment. Using the browser's navigation can produce unexpected results, including loss of data. <br> • **Don't double-click** buttons and links. Double-clicking will slow down screen loads and could produce errors. <br> • **Don't navigate away from an exam/assessment without saving or submitting your content.** A **timer** on a timed assessment will **NOT** pause if you exit the assessment, so be sure to return to your assessment as soon as possible if it is timed. |

## Save Your Work Often.

[Previous]   [Next]        [Save]

**Save** your work as you go to avoid lost work due to Internet connection interruptions or other technical issues.

**DO:**
- Select the **Save** button at the bottom of each screen after answering each question.
- **Save** your work **often**!

**How often should I save my work?**
If the exam/assessment displays *one question per page*, your answer will be saved automatically when you select **Next** and move to the next question.

If the exam/assessment displays *multiple questions on the same page*, scroll down to the bottom and **select Save periodically** to protect yourself from losing answers if a technical problem occurs.

If the exam/assessment contains an essay question that takes time to answer, **select Save periodically** to save your work.

**My exam/assessment has a time limit. Will the timer continue to count down if I Save and Exit the assessment?**
Be aware that the timer keeps running while you are out of the exam/assessment, so try to return to the exam/assessment as quickly as possible. If you are still taking an exam/assessment when the timer expires, it will automatically save your answers and submit when the time limit is reached.
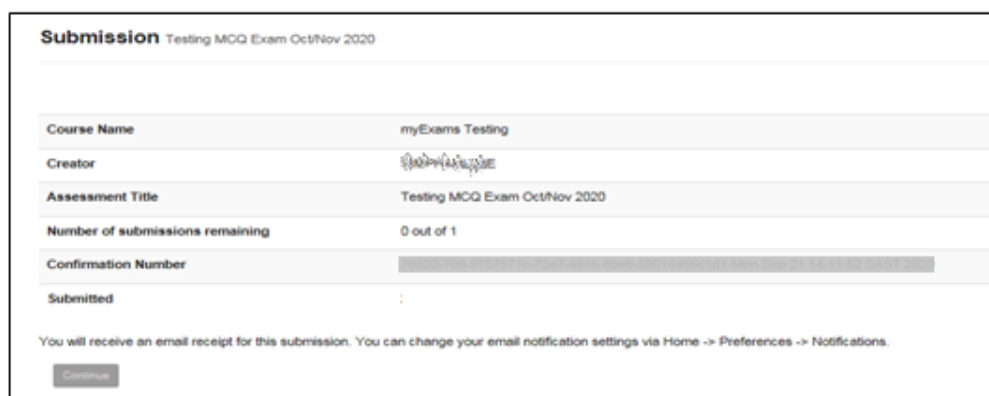
**IMPORTANT: If you navigate away from the exam/assessment screen without submitting and before the timer expires, any unsaved answers will be lost!** Save your work often!

## Verify Your Submission Confirmation Screen.

Upon selecting **Submit for Grading**, wait for the submission confirmation screen to appear to ensure that your submission was successful.
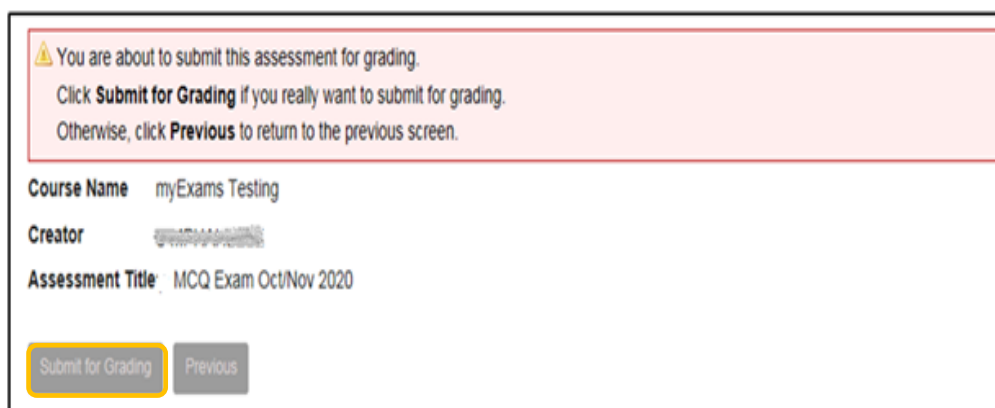


**Wait for the submission confirmation screen** to appear to ensure that your submission was successful. DO NOT navigate away from Online Assessment or close your browser before the confirmation screen appears.

| DO's: | DONT's: |
|---|---|
| • Select the **Submit for Grading** button.<br>• Select the **second confirmation Submit for Grading** button on the *Assessment Submission Warning* screen.<br>• **Wait for the submission confirmation screen** to appear before closing your browser or navigating away from the assessment. | • **Don't navigate away** from Online Assessment or close your browser before the confirmation screen appears. |

## What if I have a problem during my exam/assessment?

If you encounter an error, **try to clear the error**

1. Log out of myExams.
2. Close your internet browser completely (if using a Mac, you'll need to select the **name of the browser** menu, then **Quit**, e.g., select **Safari**, then **Quit Safari**).
3. Open just **one** browser window and log back into myExams.
4. Return to your exam/assessment as quickly as possible.

## Get Help.

Contact the Student Communication Centre on 080 000 1870 or email enquire@unisa.ac.za as soon as you encounter an error or discover a problem with your online exam/assessment submission.

**DO INCLUDE:**
• Your student number.
• Your module course code.
• Name of the college.
• Name of the lecturer (if known).
• The date and approximate time of your submission or occurrence of an issue.
• A description of the problem, to include the internet browser you are using, and its version (if known).
• Information about your internet connection speed, if the issue involves pages loading slowly (if known).
• Include a print screen of the problem if there is time.