

## Online Exam Guidelines

### Frequently Asked Questions

#### 1- What steps should I take **before** the exams?

- a- Join the TEAM five minutes before the start of the exam.
- b- Join the meeting by PC to avoid bugs and issues. Make sure that your device is fully charged.
- c- Make sure to update your application by following these recommendations from Microsoft:

- Always check for updates:

The desktop app automatically updates so you do not have to. You can still check for available updates by clicking your profile picture at the top of the app and then selecting Check for Updates. The web app is always up to date.

To update the Teams mobile app, delete it, then download and install it again from the iOS App Store or Google Play Store as this is the best way.

- Clear your browsing history two times per week:

For Google Chrome check this link:

<https://support.google.com/chrome/answer/95589?co=GENIE.Platform%3DDesktop&hl=en>

For Edge check this link:

<https://www.whatismybrowser.com/guides/how-to-clear-cookies-browsing-history-and-cache/edge>

Google Chrome and Edge are the best web browsers to use.

Download link:

[https://www.google.com/chrome/?brand=CHBD&gclid=EAIaIQobChMI9IKBkqT86QIVU53VCh1sPQIdEAAYASAAEgKUxPD\\_BwE&gclsrc=aw.ds](https://www.google.com/chrome/?brand=CHBD&gclid=EAIaIQobChMI9IKBkqT86QIVU53VCh1sPQIdEAAYASAAEgKUxPD_BwE&gclsrc=aw.ds)

- d- Make sure to check your microphone and camera settings since you will be asked to turn on both. This can be done by following the Microsoft instructions given below:

**For computers click on this link**

<https://support.microsoft.com/en-us/help/4468232/windows-10-camera-microphone-and-privacy>

**For Android phones:**

To start, head over to Settings → Privacy → Permission manager, then tap on "Camera" or "Microphone". Under each option, you will see how many apps in total have requested permissions, and how many of those apps you have approved. Approve the MS-teams application.

**For phone IOS:**

Open Settings, then swipe down and tap Privacy.

Next tap Camera, toggle on for MS-Teams application

In MS-Teams computer application

After opening the application click on your profile and go to settings. Check the privacy for your camera and microphone.

**Attention**

Older versions of phones may not support VOIP ( technology to control many applications at the same time -camera, MS-Teams, Forms, etc.)

It is better to use a PC in this case.

Use the Teams application and open MS-Forms in your browser.

- e- It is advisable to connect your internet router to a UPS to avoid being disconnected if you experience electricity problems.
- f- You should have, within your reach, a phone with a WhatsApp connection. You will be asked to videotape any problem you encounter while doing the exam and then send it to your proctor for authenticity.
- g- It is advisable to use "3G" to upload your answers on "Assignments".

**2- Where can I find the exams?**

All exams are scheduled in your class TEAM "Assignments" section with specific postdates, due dates and close dates.

**3- How should I submit the exams?**

**-Exams on Microsoft Forms:** Just click on the submit button 10 minutes before the submission deadline. Make sure to answer all of the questions to be able to submit. Insert pictures of your answers on the "Forms" itself.

**-Exams assigned as Word documents:** You can either type your answers directly on the sheets and then turn the exam in, or you can write your answers on a piece of paper and take a photo of your answers. **Write your name on your work and scratch sheets.** Take a clear photo of the exam and the scratch papers. Upload the photos to Assignments in the section "My work (+Add work)" and then click "Turn-in". It is strongly advised to upload your work using Microsoft Lens, so make sure that you download it.

4- When should I submit the exams?

Start submitting your exam within the 10 minute-upload period which is included in the exam time stated in the schedule.

5- Will I be penalized for late submissions?

You will not be able to submit your exam after the close date. This will put you at risk of receiving a mark of zero unless there is clear recorded evidence of the technical problem. The technical problem should be recorded by video and sent to your supervisor. In that case, you should submit your exam immediately via WhatsApp or to private chat.

6- What do I do if I cannot access TEAMS or cannot open the exam link on Assignments?

You should not face this problem unless you have browser problems which can be avoided by following the recommendations described in part 1c.

You should record the problem by video and send the clip to your supervisor. They will guide you on the steps to follow to complete the exam.

7- What do I do if I have electricity problems?

You can avoid this problem by following the measures described in part 1e. Yet, you can always resume the exam when you become reconnected if it is in “Assignments”. Take note of your answers to the MCQ questions to avoid losing your work.

8- In what cases will I get a zero on the exam?

- a- If the teacher suspects cheating or plagiarism and you are unable to prove the opposite.
- b- Joining the class after the exam has started without any prior notice to the supervisor.
- c- Missing the exam without a prior accepted excuse.
- d- Completing the exam offline without the consent of your director. You must be present in your Teams class while completing the exams.

9- Is it necessary to open the camera and microphone while doing the exam?

The proctor has the right to ask students to open their cameras and microphones; failing to do so will subject you to potential suspicion of cheating.

10- If I miss my exam, can I sit for a make-up exam?

You can sit for a make-up exam only if you give a prior justified excuse that is accepted by the director of your school.

11- Will I be reassessed orally?

You will always be subject to oral reassessment at the discretion and timing of your subject teacher and the director.

