

Online Exam with Zoom Invigilation: Guide for MQ students

Note a [shorter two page overview of this document](#) is available.

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Which response method will be used for your exam?

Note: you will be advised of the response method to be used for your exam together with your exam Zoom room link on the Wednesday before the exam period via a) Your personal exam timetable and b) an email sent from Exams office to your official MQ student email account.

Note: *at all times the exam invigilator has the final determination of how the exam will run.* This guide provides an overview of how online invigilation will normally work when using Zoom.

The response method as below dictates how the Zoom session will be run and how you will need to prepare and set up your camera (see the section 'set up your camera' section).

The methods used for Zoom exams are:

A. On-screen exams (e.g. iLearn quiz and typed responses):

- Viewing questions and responding will all be done on the one computer screen.
- You will join Zoom on the same device where you will do your exam.

B. Handwritten exams (e.g. pdf exam paper with scan/upload submission):

- Viewing questions will be done on screen, but you will respond by handwriting or drawing on paper (then later photographing/scanning and uploading as PDF to iLearn – See also the separate [‘Scan and upload to iLearn’](#) guide).
- You will join Zoom on a separate Mobile device to be used as a web camera. The device must be positioned to show your desk, yourself, and any materials and paper.

Note: for some exams you may be required to join the Zoom room using two separate device cameras e.g. a laptop camera facing you and a mobile device camera showing your desk scene.

Reading this guide

Labels will be provided in the remainder of this document indicating if a part of the instructions applies to a particular method (on-screen or handwritten response). Otherwise assume the advice applies to both methods.

In the weeks before the Examination – plan your space and equipment

1. Initialise your account in Zoom via the Macquarie OneID portal. You only need to do this once (this properly sets up your account in zoom):
 - Install or update Zoom to the most recent version.
 - Test that Zoom is working <https://zoom.us/test>
 - Open the Zoom application and use "Sign in with SSO" option on the zoom home screen. Enter "macquarie" as the company domain. Then sign in with your student MQ OneID and password.
OR
Go to <https://macquarie.zoom.us> and login using your student MQ OneID and password.
 - **Important!** *Non-MQ accounts* will **NOT** be permitted to enter the exam Zoom room.
 - Note: You must NOT change your Zoom name - it must remain the same as the name you used to enrol at Macquarie University.
- II. Arrange a space with a good Internet connection, good lighting, a power point and a desk where you can sit the examination alone and without interruption.
 - Tip: You may need to arrange in advance with other people to make allowances for you to take your exam undisturbed.
- III. Familiarise yourself with the exam rules and permitted software that apply to your particular exam. This may be outlined in the iLearn unit "Exam period assessments" section (or a similarly labelled section).
 - Check your exam timetable for any relevant details and changes
<https://iexams.mq.edu.au/timetable>
 - Note: the link to your allocated Zoom exam room will be sent to your Macquarie University student email account closer to the exam date.
 - The [Assessment Policy, "Part E: Examinations"](#) applies. The general rules and permitted items in exams at Macquarie still apply (but obviously you will be permitted to use a computer!).
- IV. Prepare equipment:
 - A computer with:
 - A webcam (in-built or external type).
 - Microphone (in-built or external desktop type). Do not use a headset. The invigilator must be able to hear what you hear.
 - Speakers (in-built or external) so you can hear announcements. Do not use earphones/headset. The invigilator must be able to hear what you hear.
 - Software: Test that the computer runs all of the required software (Zoom with webcam, plus any *permitted* software allowed for your exam e.g. Microsoft Word or similar, web-browser, etc).
 - If using a laptop, ensure you have the power cable and charge the battery prior to the exam.
 - If you do not have the required equipment, e.g. are missing a camera or microphone, students may be eligible for [financial aid](#). Please make enquiries via [student connect](#) as soon as possible!

- Internet connection – Minimum **1mbps download** speed and **1mbps upload** speed. Check your speed at <http://speedtest.net>. See also "Data requirements for Zoom" for expected data usage.
- A mobile device with Mobile data (and Wi-Fi):
 - i. **For exams with handwritten or drawn responses** (you will be advised if this is the case): Prepare a mobile device to be used as an external web camera to connect to Zoom. In this case you will join Zoom via your mobile device, but you will access the exam questions on your computer/laptop. See "Set up your camera for a zoom exam" (on page 9) for advice on how to set up and place your mobile device to provide the required view. See also '[Scan and upload to iLearn](#)'.
 - ii. **For all exams:** It is recommended that you prepare a mobile device to serve as an emergency Internet hot spot (by tethering to the mobile network) in case your regular internet connection goes offline on the exam day. Be sure you have tested this function and have adequate data allowance remaining. See advice about tethering (<https://www.wikihow.com/Tether-Cellphone-Internet-to-a-Laptop>).
- A hand-held mirror: This will be useful if your web cam is fixed in place and can't be moved. You may be asked to use a mirror to show the room surroundings and the edges of your screen as part of the integrity checking process undertaken just before and during the online exam.

V. Update your contact and address information in the student portal.

- A mobile phone number where you can be contacted on the day of the exam (in case of last-minute changes, problems or emergencies).
- The address where you will be residing during the exam period (this helps the exams office planning with respect to knowing your context, location and time zone).

VI. Upload a clear passport style head-and-shoulders photo of yourself to your iLearn profile image. Your face must be clearly visible. This may be used as part of the identity verification procedures. See instructions on how to do this <https://goto.mq/editilearnprofile>

- If you are having trouble uploading your photo, please contact the IT help desk at OneHelp.
- Note: You can remove the photo again after the exam if you wish.

Important! You must bring a Photo ID card to the examination session (Macquarie Student ID card or government issued Photo ID).

VII. Do the practice/mock exam.

- The central exams office will offer general zoom exam practice sessions in week 12 or 13.
- The unit coordinator may also provide a practice exam activity in iLearn.

Please read the remainder of these instructions for an idea of how the zoom practice session and the zoom exam session will work.

Extra exam preparation advice:

- Macquarie [StudyWISE has advice about preparing for exams](#), including online and open book exams.
- The Academic Integrity module provides overview of [academic integrity in online exams](#).
- Remember, if you are feeling anxious or nervous about exams you can contact [Macquarie Wellbeing](#) for support.

On the Day of the Examination

1. Find your Zoom room allocation:

- If the Zoom exam is arranged by the MQ exams office, the Zoom room link will be presented on your personal exam timetable <https://iexams.mq.edu.au/timetable> and be sent to your Macquarie University student email account.
- If the Zoom exam is arranged directly by the Unit Convenor or the department/school/faculty, please contact them to confirm the arrangements (hopefully you have already been advised by now!)

Note: If you have multiple exams be sure to note which exam, date, time is for which link!

2. Get your physical exam space and desk ready.
 - Be in a quiet, undisturbed space, with power and good lighting. Tips ~ If possible:
 - Remind those in your household/vicinity that you are going to be taking an exam between certain times and request that they do not disturb you.
 - Ask others to avoid bandwidth intensive activities like streaming movies while you are taking your exam.
 - Close the door of the room.
 - Place a notice on your door or nearby "Do not disturb, exam in progress!".
 - Place permitted items on your desk. Only permitted items should be within eyesight/reach (refer to your exam details for what is permitted).
 - Gather permitted items including water in a clear bottle, snacks (if allowed), tissues etc.
 - Remove any non-permitted items – a clear desk is best. You will be instructed to remove any non-permitted items from your sight and reach, so it will all run smoother if you do this now!
 - Have your Photo ID card ready and within reach on your desk. Be prepared to show your ID to your web camera when asked.
3. Get your computer ready (Tip ~ restart your computer for better reliability):
 - Your computer needs to be connected to the Internet.
 - If using a laptop then plug it into power (be sure to have a full battery too).
 - You should only have the software you need for the exam open:
 - Zoom should be open – But exit all other communication tools.
 - Permitted software applications you need for the exam open (e.g. Word, Web Browser etc). Exit any other software or tools that you will NOT need for the exam.
4. Set up Zoom ready for the exam:
 - Log in to Zoom using your Macquarie University user account via <https://macquarie.zoom.us> (Non-MQ accounts are prohibited from entering exam rooms).
 - Note: You must NOT change your Zoom name - it must remain the same as the name you used to enrol at Macquarie University.
 - Turn ON the microphone
 - Turn ON the webcam. Zoom preferences/settings to check:
 - Backgrounds and filters: Turn **OFF** virtual background, green screen, studio effects and filters.
 - Video: Only use your device camera as the video source in zoom - e.g. built-in camera on your laptop/phone/tablet or if on a desktop PC an external hardware webcam (Important: do NOT use a software camera/special effects/Instagram filter camera as the video source in zoom).
 - Do ensure the video feed is clear and in focus (not blurry).
 - Do position and frame the video according to the exam type - see detailed instructions in the section "Set up your camera for a zoom exam".
 - Turn ON the speaker (you may lower the volume a bit)

Getting help *before* an exam: If you are unable to log into Zoom or iLearn – contact the exams hotline or IT helpdesk.

5. Your mobile device(s):

- *For handwritten zoom exams (or double camera exams):* A mobile device needs to be used as a Zoom camera – it must be placed according to the instructions (See "Set up your camera for a zoom exam"). You can connect via WiFi or Mobile data as you see fit. Note; Mobile data may be needed if WiFi fails.

OR

- *For all zoom exams:* If you intend to use your phone as your Internet connection or as an emergency Internet hot spot (via tethering) then you should have it nearby but not within immediate sight. See advice about tethering <https://www.wikihow.com/Tether-Cellphone-Internet-to-a-Laptop>

Be sure you have enough Mobile data available (see "Data requirements for Zoom").

Put your mobile device/phone on silent to avoid disturbances.

At least 30 minutes before the exam start time

- Set up your Zoom camera: Open Zoom and test your webcam position. But - Do NOT use your Zoom exam link to do this. To test your webcam:
 - Open the Zoom application on the device you will be using to join Zoom.
 - Click on the **New Meeting** button to see how your webcam will appear. Refer to "set up your camera for a zoom exam" for directions according to the type of exam you will be taking – either on-screen or handwritten.
- Log in to iLearn on the device where you will read the exam questions. Find the 'Exam period assessment' section or 'Zoom exams' section where the exam material will appear (Note the exam link itself may be hidden until the exam start time). This is so you will be ready when the exam begins.
- Find the Zoom room link for your exam (The zoom link will appear on your personal exam timetable <https://iexams.mq.edu.au/timetable> and the zoom link will have been sent to your Macquarie University student email account.)
- Have help contact numbers handy in case you encounter difficulties:
 - 1) During an invigilated exam** the invigilator in Zoom is the first port of call for requests and problems *during* the exam.
Only if you cannot contact the invigilator, then call the Exams support hotline...
 - 2) Outside of the exam itself, get live help** with issues such as personal, illness, technical or logistical please contact the Exams Support Hotline on 1800 MQ EXAM (1800 67 39 26) or International +61 2 9850 2700. Note: the hotline is only active during examination hours/weeks.
- Use the bathroom before beginning your exam.
 - Note: Once the exam begins, the student MUST obtain approval from the invigilator to be away from the webcam e.g. for urgent needs / toilet break.

At 20 minutes before the exam start time – join your zoom exam room

- Login to Zoom using Macquarie credentials.
 - Open the Zoom application and use "Sign in with SSO" option on the zoom home screen. Enter "macquarie" as the company domain. Then Sign in with your student MQ OneID and password.
OR Go to <http://macquarie.zoom.us> and login using your student MQ OneID and password.

- Important! *Non-MQ accounts* will *NOT* be permitted to enter the exam Zoom room. Do NOT change your Zoom name.
- Go to the exam Zoom room link provided via your personal exam timetable or via your Macquarie University student email account.
- You will need to wait in the “waiting room” until admitted by the exam invigilator.

When you arrive within the exam Zoom room you are now under exam conditions!

You must exercise integrity at all times – there are serious consequences for academic misconduct.

Important Note: The exam session may be recorded by the invigilator – a recording indicator will be shown in the upper left corner of the Zoom window when this is happening.

- Make sure your camera is on and working correctly.
- Do NOT communicate with any other students.
- Do NOT share or display your screen in zoom unless asked by an MQ staff member to do so.
- Wait in the Zoom room and follow the instructions provided by the exam invigilator.
- Attendance and integrity/ID checks will be done for each student. Wait to be asked – you may be asked to do one or more of:
 - Show your photo ID card,
 - Do a 360-degree room scan - pivot/rotate your webcam/laptop to show all walls, under/above/around your desk and/or to use a mirror to show your room surrounds/edges of your screen.
 - Adjust your equipment/webcam/surroundings/lighting/close door etc to comply with exam conditions.

Contacting an invigilator – getting help and making requests.

1) First port of call = the exam invigilator inside Zoom. Where:

- You experience any problems whilst *inside* Zoom including just prior or during the examination.
- You need to leave the view of the webcam for any reason e.g. bathroom break (Note you should prepare permitted drinks/snacks/tissues before the exam starts).
- You want to submit your exam early (see also ‘arrival/departure’ below).

Contact an invigilator by:

- Send a *private* chat message to the invigilator within zoom.
- Contact an invigilator using whatever/if alternative method has been provided/advised.
- As a last resort use Zoom audio (but all other students will hear it too).

Note: Do NOT use the main chat to 'everyone' because it goes to everyone!

2) If you cannot contact an invigilator, e.g., you can't login, if the connection drops out and you cannot reconnect, then contact the:

Exam Hotline

In Australia – 1800 MQ Exam (1800 67 39 26)

OR

If you are NOT in Australia +61 2 9850 2700

Exams staff may attempt to call you if your connection drops out.

Delays to the start time: should the start of the exam be delayed for a whole group; the full exam duration will still be provided, i.e., the conclusion time of the exam will be extended by the length of the delay. Note: if an individual student is late then make-up time will not be provided.

Note: in large unit exams (with many students sitting at the same time), the start time of each Zoom room may be staggered. Please wait for your room 's turn. You will still get the full writing time allocated for your exam.

Arrival/departure: The Assessment Policy, Schedule 4, Section 4.4 applies.

- You cannot arrive *after* the first hour of writing time has elapsed.
- You cannot depart *during* the first hour of writing time or during the final 15 minutes of writing time.

Progress monitoring: Invigilators can monitor the status of some iLearn activities such as your quiz attempt in terms of having 'not started', 'started/in progress' and 'submitted'. In the case of assignment or Turnitin submissions, depending on how the exam was configured, this may only include 'submitted' status.

At the start of the exam

- The invigilator will advise all students via the Zoom room:
 - When the exam is to start.
 - Any relevant instructions or announcements.
 - If a password is needed to access the exam you will be advised at this time, e.g. via voice and text chat.
- When the exam is released on the iLearn website you will need to refresh the browser page (e.g., by pressing F5/command R). The exam link will then appear, and you can begin.
 - *If doing an on-screen exam using an iLearn quiz:*
 - i. If a password is needed, then the invigilator will provide it.
 - ii. A count down timer may be displayed in the upper portion of the quiz web page.
 - *If doing an on-screen exam using a word document (or similar):*
 - i. Download the exam question file(s).
 - ii. If a password is needed to open the file, then the invigilator will provide it.
 - *If you are doing a handwritten pen-on-paper exam:*
 - i. Download the exam question file(s).
 - ii. If a password is needed to open the file, then the invigilator will provide it.
 - iii. AFTER you have downloaded and opened the exam question files on your laptop you may want to disconnect from the internet to minimise distractions. You can still read the questions from your computer screen.
 - iv. But be sure your mobile device is still connected to the internet and transmitting video to Zoom!
- If instructed to keep your microphone on – remember everyone can hear you. Please minimise any noise at your end.
- You may adjust the speaker volume lower to minimise distractions – however be sure you can still hear announcements by the invigilators.

During the exam

- Regularly check:
 - Zoom is connected to the exam zoom room, e.g., glance at the screen/camera after you have finished a question or section.
 - For any messages / announcements from the exam invigilators – these may come via voice and/or text chat in zoom.
- Save and backup your work regularly.
 - *If using a word processing document* – remember to save regularly!
 - *If using an iLearn quiz* – the quiz will auto save the *last version* of text entered into forms and your choices for selected response questions (Note: auto save only occurs when there is an active internet connection).
 - i. If you make a mistake or accidentally delete text you can try using 'Undo' i.e., CTRL Z (windows) or Command Z (Mac).

- ii. If your connection drops out: Do *NOT* use 'refresh'. Do *NOT* try to move to another page. Do record any selected response or multiple-choice solutions on another file, e.g., copy paste your responses, write down your question choices. Do try to reconnect to the Internet. After a reconnection, iLearn should autosave again and the ability to navigate to the next page will work again.
If you need help and you cannot contact an exam invigilator via Zoom, then call:

Exam Hotline

In Australia – 1800 MQ Exam (1800 67 39 26)

OR

If you are NOT in Australia +61 2 9850 2700

- A random integrity check may be carried out by the invigilator:
In this instance – you may be allocated to a separate individual breakout room. Within that room you may be asked to do a room scan (rotate your web camera/laptop around the room) or – as applicable - to show your screen
 - i. If you are doing an 'on-screen' exam then click on the green share screen button at the bottom of the Zoom panel, then select 'desktop' or 'display'.
 - ii. If you are doing a 'handwritten' exam whilst using a mobile device camera: you may need to move your screen or web camera/mobile device to show the content of the reading device/laptop screen.

Remember: contact an invigilator if you need help, if you need to use the bathroom or if you want to submit early.

Note: you are NOT permitted to leave during the first hour of writing time or in the last 15 minutes of writing time.

Near the end of the exam - submission

Announcements will be made by the invigilator towards the end of the exam. This may include details of when and how to submit the exam. It is best to submit your exam before the time expires!

Note: you are NOT permitted to leave during the last 15 minutes of writing time.

Submitting an on-screen exam

Submission may involve:

- *iLearn quiz*
You can submit the quiz by pressing the "Submit all and finish" button and confirming the action will submit your quiz attempt. *Note:* If the time expires then the quiz will submit automatically. The time expires when either the countdown timer reaches zero (if applicable) OR the end of the exam availability period is reached – whichever comes *first*.
 - If a timer was set, then the quiz will submit automatically when the timer expires – in this case the most recent version of your responses will be saved and submitted.
 - If using an iLearn quiz without a timer set, then you need to manually keep track of time and submit before the exam time has ended.
 - Do NOT move away from the submission confirmation screen. You may be asked to show this as proof of submission.
- *Uploading files* – this includes to quiz, assignment or Turnitin activities.
 - If you need to upload any files - be sure to do so well before the exam time has ended. Do NOT move away from the submission confirmation screen. You may be asked to show this as proof of submission.

Submitting a handwritten exam

Submission will involve scanning and uploading your handwritten responses.

- You must be in full view of the web camera at all times during the following procedures.
- See the guide '[Scan and upload to iLearn](#)' for instructions on how to do so!

- There are two options for how to proceed – note the zoom invigilator may instruct which method you must use:

Option 1: Use a third mobile device or digital camera to do the scan.

- In this case the mobile device being used as your Zoom camera will continue to do so. You can perform the scanning task in full view of the Zoom camera.

Option 2: Swap the Zoom camera to your laptop.

- Login to Zoom on your laptop with your web cam active. This device will now serve as your zoom camera so you can perform the task in full view.
- Then, logoff from Zoom on the Mobile device. You can now use this mobile device to do the scan and convert to PDF.

Note: Do NOT move away from the submission confirmation screen.

After you have submitted

Wait for permission/confirmation from the invigilator that they have received your submission.

If you submit early, you may need to raise your hand via the action button at the bottom of the participants list to indicate you have submitted.



In cases where status monitoring is not active/possible, you may then be asked to show the submission screen as proof of submission.

Do not exit the Zoom room unless permission is given by a MQ staff member.

Set up your camera for a zoom exam

You will be advised by exams office closer to the exam date which method to use for each exam – either the ‘on-screen’ or ‘handwritten’ or ‘double camera’ setup.

To test the view before the exam:

1. Open the Zoom application on the device you will be using.
2. Click on the 'New Meeting' button to see how your webcam will appear.

General tips

- You should be facing the camera.
- Good lighting is needed, e.g., ceiling light, a window or a lamp.
 - You should be facing the main light source, preferably with the main light source behind the camera so that your face and the scene is properly illuminated.
- Do ensure the video feed is clear and in focus (not blurry).
- The background must be clearly visible.
- Zoom preferences/settings to check:
 - Backgrounds and filters: Turn **OFF** virtual background, green screen, studio effects and filters.
 - Video: Only use your device camera as the video source in zoom- e.g. built-in camera on your laptop/phone/tablet or if on a desktop PC an external hardware webcam (Important: do NOT use a software camera/special effects/Instagram filter camera as the video source in zoom).
- If possible – avoid cluttered backgrounds or spaces.

- You must NOT broadcast via video any of your exam working or responses.

You and your actions must always remain within view of the camera during the exam (except where you have received permission from an MQ staff member to leave your seat).

Note as part of the exam start-up procedures you will be asked to show that the surroundings of the room you are in do comply with the exam conditions. Therefore, be prepared to move the webcam being used for Zoom or to use a mirror to allow the exam supervisor to see your surroundings.

1) For on-screen exams

This set up is designed for exams done on-screen, e.g., iLearn quiz or word document typed responses.

- You will join Zoom on the *same device* where you are accessing the exam questions and composing the responses.
- Your zoom camera must have a clear and unobstructed view of your face and upper body.
- The background must be visible. Turn off Zoom backgrounds and filters.


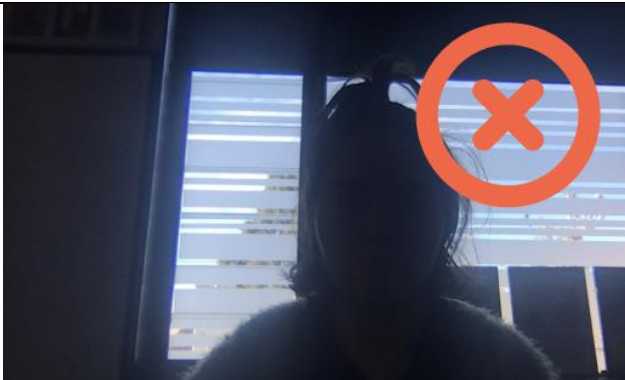
Good: This has good lighting. Their face is clearly identifiable. Background is visible.	Bad: Do not do this! This has poor lighting. Their face is not identifiable.
	

Image source: University of Melbourne.

2) For handwritten exams

This setup is designed for pen-on-paper exams involving handwritten responses.

You will use multiple devices –

1. A mobile device with a camera - you will join Zoom with this device to transmit video.
2. A laptop (or similar) to download and read the exam question files.
3. Optional: a third device with a camera to be used to scan finished responses (see the “submitting a handwritten exam” section for further guidance on the options).

Your zoom camera must have a clear and unobstructed view of the whole scene including your desk, any permitted materials, your face, your hands, any screens used to access exam information or to compose responses and any writing paper.

Important! Do NOT directly broadcast your working or responses to questions!

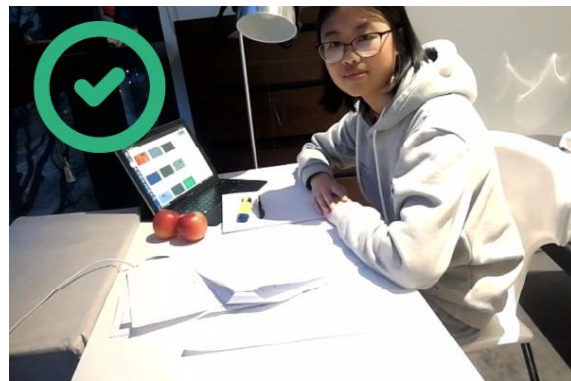
The background must be visible. Turn off Zoom backgrounds and filters.

Good: Reading device screen shown (phone). Space and desk are shown. Hands are shown. All items/materials within reach are shown, as is	Good: Reading device screen shown (laptop). Space and desk are shown. Hands are shown. All items/materials within reach are shown, as
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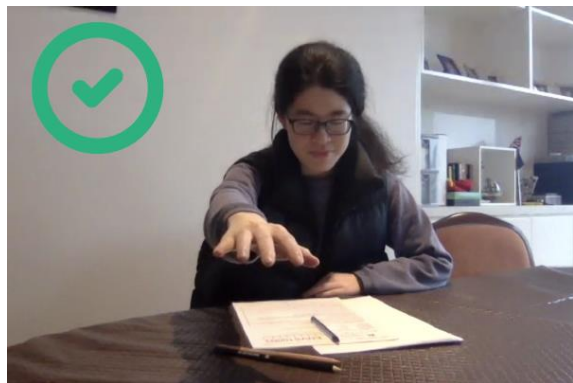
hand reach distance.
 Student can turn to face the camera as needed (for ID purposes).
 OK lighting (could be better).
 Exam questions/responses not broadcast as readable.



is hand reach distance.
 Student can turn to face the camera as needed (for ID purposes).
 Good lighting.
 Exam questions/responses not broadcast as readable.



Good:
 Exam material shown (printed paper).
 Space and desk are shown.
 Hands are shown.
 All materials within reach are shown.
 Student is facing the camera.
 Face can be seen for ID purpose.
 Good lighting.
 Exam questions/responses not broadcast as readable.



See also the 'common mistakes' section.

Image sources: University of Melbourne

3) Double camera zoom method

In some exams you may be asked to use two cameras – joining zoom twice, once on each device:

- i) On your laptop/computer with the built-in camera facing you (as per the camera view in the 'on-screen exams' section).
- ii) On a mobile device set up to view your whole desk/area (as per the camera view in the 'handwritten exams' section).

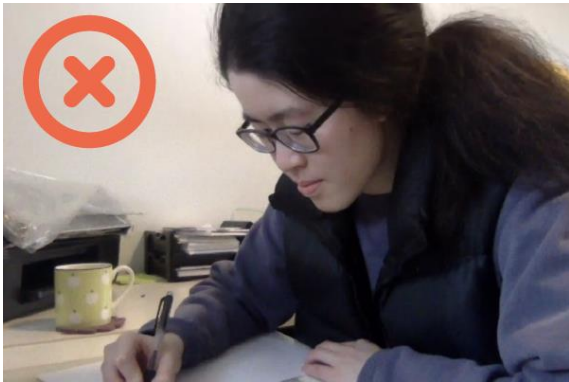
In this scenario you may be required to type and/or handwrite responses.

Common mistakes in video framing for zoom exams

Bad:
 Too close.
 Can't see all of the desk area.

Bad:
 Too close.
 Objects within reach are not visible, either

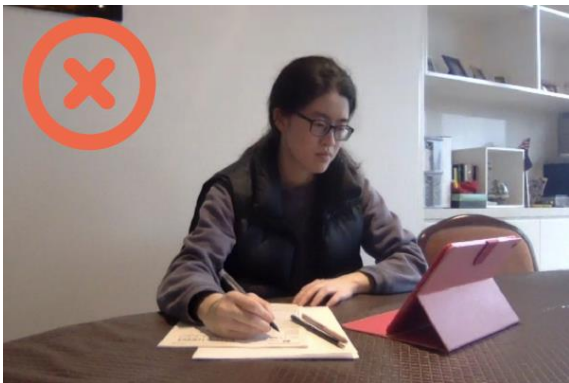
Can't see reach of hands at all times.



obscured or out of frame.
Exam materials not visible.
Hands not visible.



Bad:
Screen of the device being used to access the exam can't be seen.



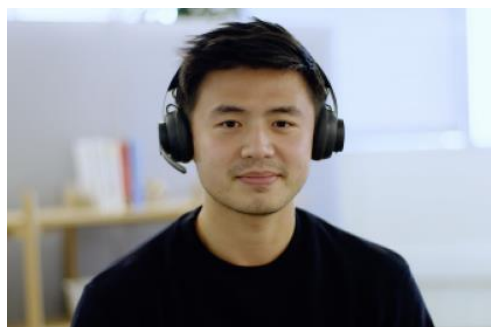
Bad:
Too close.
Objects within reach are not visible.
The student can't be identified.
Working will be broadcast as readable.



Bad:
Camera too close.
Can't see all of the desk area.
Can't see both hands at all times.



Bad:
Wearing earphones/ear buds.
The invigilator cannot hear what you hear.



Bad:
Camera located behind the student
Can't see student face
Can't see hands.
Can't see all of desk area.

Bad:
Using virtual background. The invigilator cannot see what is happening around you.
Wearing earphones/ear buds.
The invigilator cannot hear what you hear.

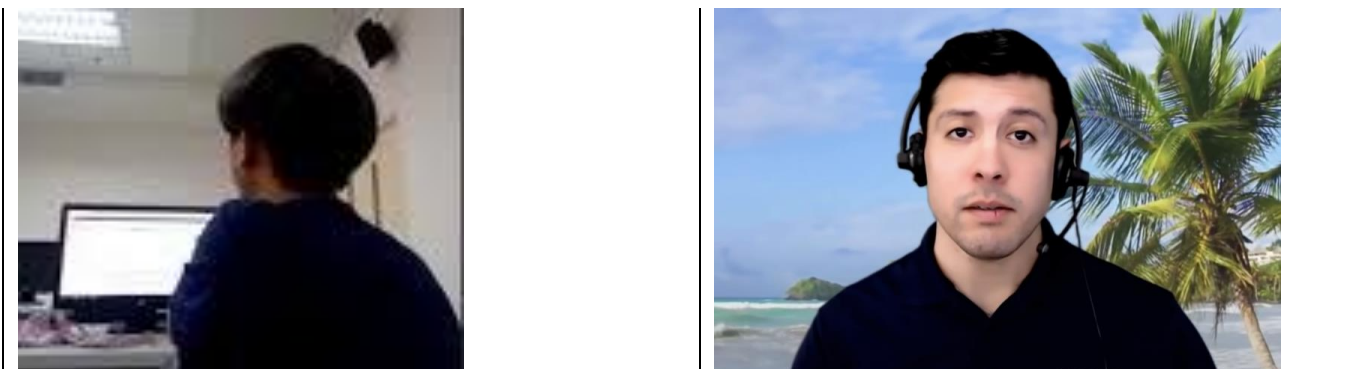


Image sources: University of Melbourne, National University of Singapore, Zoom.

Data requirements for Zoom

Data usage

The group Zoom meetings that are used for exams will consume between 810 MB–2.4 GB of data per hour, depending on the video quality.

You can reduce data usage by *unticking* the 'Enable HD' option in Zoom video settings.

Most laptops will be in the midrange and will use about 1.4 GB of data per hour.

Please ensure you have sufficient data to complete your exam.

Internet connection

A stable connection is best – a cabled connection or good WiFi.

Remember that Zoom sessions send data in both directions:

Minimum 1mbps download speed.

Minimum 1mbps upload speed.

Check your speed at <http://speedtest.net>.

See also – the technical requirements listed at the beginning of this document that cover the equipment needed.

Getting help

1) ***During an invigilated exam*** - First port of call = the exam invigilator inside Zoom. Where:

- You experience any problems whilst *inside* Zoom including just prior or during the examination.
- You need to leave the view of the webcam for any reason e.g. bathroom break (Note you should prepare permitted drinks/snacks/tissues before the exam starts).
- You want to submit your exam early (see also 'arrival/departure' below).

Contact an invigilator by:

- a) Send a *private* chat message to the invigilator within zoom.
- b) Contact an invigilator using whatever/if alternative method has been provided/advised.
- c) As a last resort use Zoom audio (but all other students will hear it too).

Note: Do NOT use the main chat to 'everyone' because it goes to everyone!

2) ***Outside of the exam itself, get live help*** with issues such as personal, illness, technical or logistical or if you cannot contact an invigilator (e.g. if you can't login, if the connection drops out and you cannot reconnect), then contact the:

Exam Hotline

In Australia – 1800 MQ Exam (1800 67 39 26)

OR

If you are NOT in Australia +61 2 9850 2700

Note: the hotline is only active during examination weeks.

3) *Outside of the exam period* – contact [student connect](#) for all questions!

Acknowledgments

This guide was compiled by Dr Mathew Hillier (MQ), based on work by A/Prof Matthew Bower (MQ), the University of Melbourne, the Hong Kong University of Science and Technology, and the National University of Singapore.