



## Online Invigilation FAQs

- **Can I write my exam in Word/Excel and upload it/copy and paste it to the platform?**

Yes, you can do this if you prefer or need to, although it is preferable to type in the answer box for written questions. If you do use Word/Excel, it is important to leave plenty of time to upload your documents. Once the scheduled exam time has ended, you then have a further 30 minutes to upload. This 30 minutes is **NOT** to be used to continue working on your exam, and any documents not uploaded before the end of the exam will not be accepted.

- **Help, I've been disconnected from the system and I'm running out of time!**

If you are disconnected from the system, the clock stops. You can re-access the system by putting in the same details you registered with the first time, and your exam will be there with your answers and with the remaining time for the test.

- **Can I copy and paste into my exam?**

In certain exams, you may need to use other programmes to write answers, which will then need to be copied and pasted into the platform. This is fine. As standard, however, it is not acceptable to copy and paste work that is not your own.

- **Can I navigate between questions on my exam?**

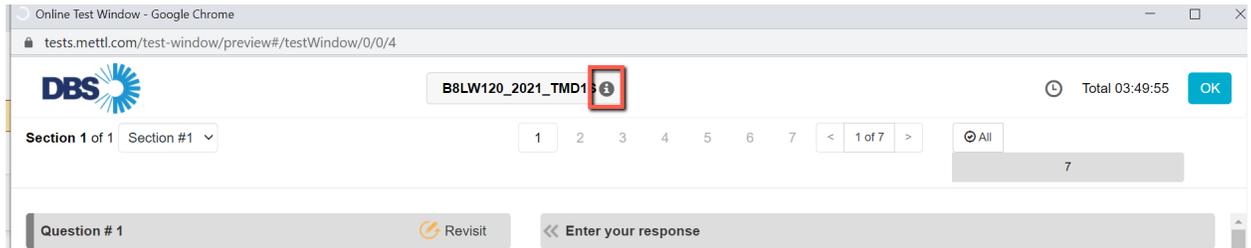
Yes, you can. You can also select the 'revisit' button on certain questions to remind yourself that you haven't finished them. Watch the instructional video on your Moodle page ahead of your exam for tips on how to do this.

- **I don't have a webcam, how can I sit my exam?**

Please source a webcam as soon as possible, as you will need one for future exams and classes.

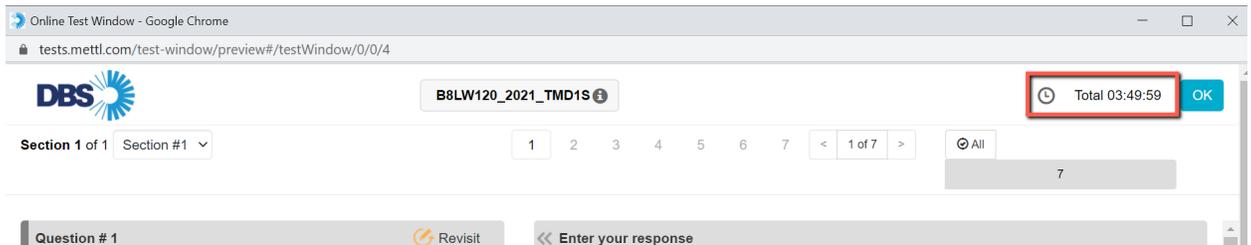
- **How many questions do I have to answer?**

At the top of your exam, there is the name of the exam with an 'i' button next to it. If you click on this at any point during your exam you can see the instructions to candidates.



- **How will I know how much time I have left?**

In the top right hand corner of your screen there is a timer. This INCLUDES your 30 minutes upload time. It is your responsibility to check the timer and ensure you have enough time to upload.



- **Will anyone let me know when I am running out of time?**

Yes, there will be an announcement when you have 30 minutes of your scheduled exam time left, and an announcement when your scheduled exam time has finished. At this point you **MUST** stop writing and start uploading any additional files that you have. The announcements will appear in the bottom right hand corner of your exam (they are hard to miss!)

- **Can I go to the toilet during my exam?**

Yes, although you will not be allowed any extra time for your exam.

- **How can I contact someone if I am having problems?**

We recommend you contact us via the Moodle chat. This can be found on your Moodle page. If you are having technical difficulties but are still connected to the platform, we will be able to view your screen and troubleshoot with you.

- **Where has my exam disappeared to?!**

Your exam is run in a separate window, and you might have minimised it; go to the taskbar at the bottom of your screen and check for any additional windows.

- **Do I only start uploading my files in the last 30 minutes, or can I do it as I go along?**

We strongly recommend that you do it as you go along, e.g. when you have completed question 1, upload any necessary documents before starting question 2.

The 30 minutes upload time is specifically generous to allow for any upload 'issues'; if you encounter any you **MUST** contact us and we will be able to help you. If you do not contact us until after the test has ended, we will not be able to accept your files.