Checklist for online exams

With online supervision

- Microsoft Teams if announced as communication channel during the exam
- Examinations WITH online supervision- technical requirements and step-by-step description
- Test runs for written online exams with online supervision
- Further tips for technical problems during the test runs/online tests
- Requests for assistance in solving individual, technical problems, e.g. in the course of test runs, should be sent to online.exam@wu.ac.at (Please note the key questions!)

If the use of Microsoft Teams has been announced for the exam

Be sure to activate your Office365 account 24 hours before. To do so:

1. Go to the WU Controlpanel application.
2. Log in to your WU account.
3. Click on "My email" and "Office365 configuration."
4. Please read the Office365 terms of use, then tick the checkbox next to "I have read the terms of use for Office365 and accept them," and click to submit your confirmation.
5. Select the full range of features (email, Skype4Business, Teams, SharePoint, Yammer, OneDrive) and click to submit.

It **may take up to 24 hours** until the activation is completed. Approximately 24 hours after activation, you will be able to log on to Microsoft Teams with your WU account.

1. Go to teams.microsoft.com.
2. Enter the following: hstudentIDnumber@s.wu.ac.at – you will be forwarded to the WU login page.
3. There you can log in using either hstudentIDnumber or hstudentIDnumber@s.wu.ac.at (*not* with hstudentIDnumber@wu.ac.at) and your WU account password.

Download and install the Microsoft Teams desktop application on your computer. As an alternative, you can also download and install the mobile app on your smartphone.

Make sure you are logged in to Microsoft Teams with your WU student account (and not a private or work account).

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Examinations WITH online supervision

Technical requirements for an exam with online supervision

- Desktop computer or laptop (**NOT** a tablet, mix device or smartphone if using operating systems other than Windows or macOS)
- Internet connection
- A built-in camera or webcam
- Built-in or external microphone (headsets may NOT be worn on your head or around your neck)
- Built-in or external speakers (headsets may NOT be worn on your head or around your neck), if the exam includes audio files
- Make sure you are using the most current version of Google Chrome. No other web browsers are supported (e.g. Safari, Firefox, Edge, etc.).
- Microsoft Teams (logged in using your WU student account), if this is the communication channel for the exam

Watch this video on the necessary settings in Google Chrome.

Instructions for the browser multimedia test, where you can try out your setup (camera, microphone and screen recording) in advance.

2-3 days before the exam

1. Perform all system updates (operating system, antivirus, etc.)
2. Make sure your camera and microphone are working properly.
3. If not already installed, download and install Google Chrome on your computer.
4. Download and install the Microsoft Teams desktop application on your computer. (mentioned above!)
5. Confirm permissions to access your camera and microphone and to allow screen sharing
   - In your anti-virus software, if applicable
   - In your system settings under Security & Privacy > Privacy (MacBook) or Privacy > App permissions (Windows)
     - Select the correct camera and allow Google Chrome to access the camera.
     - Select the correct microphone and allow Google Chrome to access the microphone.

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- Select the correct screen sharing and allow Google Chrome to access screen sharing.
- In Google Chrome (cf. [video instructions](#))

6. Deactivate power saving mode on your computer for the duration of the exam and connect your laptop to the power.

- For Windows: Go to Settings, and select Power & Sleep.
  Choose "High performance" or "Balanced" (if the "High performance" option is not available).
- For MacBooks: Under System Preferences, select Energy Saver, then set "Computer sleep" to "Never."

7. Visit the online exam environments for any exams you have signed up for.

8. Read the information in the portlets on the start page of the online exam environment carefully:

- Information (information on the specific examination from course instructors | persons responsible for examinations, e.g. procedure, aids etc.)
- Exam with Online Supervision
- To-dos before an online exam (information and notes on data protection, exam regulations and checklist)
- Microsoft Teams for communication (if foreseen for the exam: click on the link to register)

9. Then complete (if scheduled for your exam) the Identity Confirmation task listed under "ToDo" (per exam within each online exam environment).

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On the day of the exam

Be in the exam environment on MyLEARN at least 30 minutes before the start of the exam to set up your technical equipment:

1. Only 1 monitor is permitted! Do not connect any additional monitors or other terminal devices to your laptop or computer.

2. The camera must NOT be active in any other programs shortly before the exam is scheduled to begin: Your camera may NOT be active in MS Teams before the start of the exam (approximately 30 minutes before the scheduled starting time) or during the exam, otherwise Google Chrome may have difficulties accessing the camera.

3. Open the Microsoft Teams desktop application, log on with your WU account, and navigate to the team area for the respective examination (under "Teams", if you have already opened them).

4. Open Google Chrome, go to the MyLEARN platform, and log in.

5. Click on the online exam environment for the exam you plan to take.

6. Follow the online supervision pre-check (pre-check), which guides you step by step through the necessary settings for the exam:
   - Information on online supervision
   - Allow access to your microphone and checks its functionality
   - Allow access to your camera and checks its functionality
   - Allow to share the entire screen
   - Accept the examination statement

   => Then you are already directly in the examination environment.
   In case of faults the button "continue" is inactive and you will be suggested possible sources of error and the possibility to "check again".

7. Do NOT click "Stop sharing" during the exam.

8. Begin the exam: Click the button or link ONCE and wait for the page to load. Clicking the link or button repeatedly can cause you to get an error message. In this case, you will need to reload the page. You will then have to go through the pre-check again, but this is unproblematic for the exam.

9. Only use the buttons provided for this purpose within the examination environment: "Start", "Previous", "Next", "Submit" etc.

10. Make sure to hand in your exam before the deadline, all answers sent in time are automatically saved.

11. Close the browser window to end the exam and die online supervision as well.