

Technical difficulties during online exams: Prevention and first aid measures

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1. Tips on setting up online supervision

- Make sure you're using the most current version of Google Chrome. To find out if you are, go to "Settings > Help > About Google Chrome"; here you should see "Google Chrome is up to date."
- Under "Privacy and Security > Site Settings" make sure you have activated access to camera and microphone ([instruction video](#)).
- Be sure to select the correct device if you use more than one camera/microphone.
- When giving access to your screen, make sure you have selected "Entire screen," otherwise you will not be able to press the "Share" button. Click on the picture of the screen to select this option.
- Some computers require you to activate "Allow audio," but this option does not appear on all devices (it depends on the browser version and settings). If it doesn't appear, share the entire screen and start taking the exam.
- You may need to allow access to the camera, microphone, and possible screen sharing for Google Chrome in your computer's/laptop's system settings:
 - Windows: Start > Settings > Privacy > App permissions
 - Mac: System Preferences > Security & Privacy > Privacy
- Some antivirus software may also require additional permissions to access camera, microphone, and screen sharing.
- Allow online supervision when prompted to do so at the beginning of the exam.
- If Microsoft Teams doesn't open when you click the link, copy the link manually into the address bar of your browser.

2. Tips on preventing (technical) problems

- Read the information provided on the [website](#) and in the online exam environment carefully and well ahead of time before the exam.
- Take advantage of the opportunity to do [test runs](#) of written online exams with online supervision.
- Check your camera and microphone settings and the screen sharing function using the [browser multimedia test](#).
- If activated, deactivate power saving mode on your computer for the duration of the exam and connect your computer/laptop to a power source:
 - Windows: Start > Settings > Power & Sleep
 - Mac: System Preferences > Energy Saver > set "Computer sleep" to "Never"

- Do not connect any additional monitors or other terminal devices to your laptop/computer.
- When opening the exam environment | before starting any online exam, close all open programs that you don't absolutely need, especially any that are not allowed on the list of authorized aids.
- It's especially important not to use your camera and microphone immediately before the exam or simultaneously in other applications (incl. Microsoft Teams).
- To navigate, use only the links provided within the exam environment.
- Don't click links or buttons repeatedly if they don't open straight away, wait for the page to open/load. If repeat clicks result in an error message, reload the page and reconfirm the examination statement and your consent to online supervision and screen sharing if prompted to do so.
- Do not under any circumstances click "Stop sharing" during the exam.

3. Tips for dealing with technical problems

- If it is almost time to start the exam and you haven't been prompted to consent to online supervision yet, refresh the page. This should cause the pop-up to appear.
- Only refresh your whole browser manually and only if absolutely necessary. If you do have to, you will need to reconfirm your consent to online supervision and screen sharing.
- If you temporarily lose your internet connection, you will need to reconfirm the examination statement and your consent to online supervision and screen sharing once it comes back, then you can continue with the exam.
- If you get an error message stating that your browser does not support camera or microphone recording or screen sharing:
 - Make sure you have activated access in your browser, system, and antivirus program settings
 - Check if your microphone is muted
 - Check if your camera lens cover is off and you are in the picture frame
 - Check if your camera or microphone are currently active in another application
 - Check if you haven't accidentally clicked "Stop sharing"
=> Correct the problem if possible, reload the page, reconfirm the examination statement and your consent to online supervision and screen sharing, then you should be able to continue with the exam.
- If you can't solve the problem and are otherwise unable to continue with the exam, try restarting Google Chrome or your computer/laptop. You will have to reconfirm the examination statement and your consent to online supervision and screen sharing before continuing your work on the exam.