

Handout for Participating in Online Exams with EvaExam

In the first section, this handout gives you an overview of the technical requirements for using EvaExam. In the second part, we have summarized all the necessary technical preparations and measures for conducting an online exam with EvaExam for you.

1 Technical Prerequisites

To take online exams, you need a computer with the operating system Apple MacOs, Windows 10 or Linux Ubuntu. Smartphones and tablets are not recommended due to possible display limitations and their small screen size.

If it is necessary to join a Zoom meeting during or before the exam performance, you will also need a camera and microphone in order to interact with others.

Browser:

It is important to use a browser supported by the EvaExam system. The Mozilla Firefox browser is recommended, as experience has shown that it works the most stable, but the following other browsers are also supported:

Windows: Internet Explorer, Microsoft Edge, Firefox, Chrome

Mac: Safari, Firefox, Chrome

Linux: Firefox, Chrome

- **We do not recommend using the Safari browser to take online exams with EvaExam, as there have been increased problems during the exam.**
- Refrain from using the browser navigation (e.g. "Back" button in the upper left corner)
- Do not reload the exam in the browser.

Internet:

To ensure that there are no connection dropouts during the test, you need a stable Internet connection. To determine the stability of the connection and avoid sources of interference, you can test the speed in advance.

- Make sure that you test the Internet connection under the same conditions that you will find when performing the test.
- You can perform a speed test on the following web pages. To exclude possible interfering factors during the speed tests, we recommend connecting the computer directly to the router via LAN cable. A bandwidth of at least 1.5 Mb/s is required, but it is recommended to have a constant speed of at least 10Mb/s.

Bundesnetzagentur: <https://breitbandmessung.de/>

Open Source: <http://openspeedtest.com/>, <https://librespeed.org>

- In case of general connection problems, it may help to restart the router. If the WiFi is poor, you can try to work closer to the router or connect the PC to the router via a LAN cable instead of a WiFi connection.
- Make sure that no other applications or devices are running with heavy bandwidth usage, such as: video streaming, music streaming or downloads.
- We recommend using a LAN cable. If this is not possible, the so-called dLAN could be interesting for you (<https://www.heimnetzwerke.net/dlan-einfach-erklaert-power-lan/>).

2 Procedure during the Exam

- Please note that your TAN is only valid once, i.e. you can only use it once to open your exam and send your exam data.
- Possible messages from the system indicating why you cannot participate in an exam:
 - "Entry into the exam is not yet allowed." -> The exam has not started yet, wait until the exam has been opened for all participants.
 - "Entry into the exam is no longer allowed." -> The examiners have blocked the examination access and it is no longer possible to participate.
 - "The TAN has already been used up. It is no longer possible to enter the exam." -> A TAN is only valid once. In this case, report to your lecturer.
 - "Access to the exam is currently not enabled." -> The exam is closed and there is no start set up for the exam (yet). No data can be accepted yet.
- Make sure that you perform and complete the exam in the designated time period. When the exam time has expired, no more exam data can be received.
- It is important that you do not close your Internet browser during the entire test, i.e. from start to submission, and that there is a constant Internet connection.
- You should make sure that your device and browser are up to date and have the latest updates installed so that your device does not turn off unexpectedly.
- Before running the exam, all forms of pop-up blockers and ad blockers should be disabled, as dialog windows are an important part of the proper functioning of the EvaExam software.
- When you have finished filling out the questionnaire, a dialog box will appear before submission. Do not be irritated by the dialog box. Simply confirm the message and do not click Cancel. The dialog box will then no longer appear.
- Use the "Submit" button only once and do not close the browser until the completion page appears, even if the page does not seem to respond.

Please note that we cannot answer questions about individual arrangements, legal requirements, and technical problems while conducting an online exam. In this case, direct your questions to your lecturer.

We wish you the best of luck and success in taking an online exam with EvaExam. If there are any further questions before the exam regarding the handling of the tool, you can write an email to the Student Support Team: stud.digi-support@leuphana.de.