

Examinations: Tips to improve the performance of your computer and internet

Below are the minimum device requirements to ensure you have the best exam experience:

	Windows	Mac
Operating Systems	Windows 10+	macOS 10.11+
Browser	Google Chrome or Microsoft Edge	Google Chrome or Microsoft Edge

[Tips to improve internet speed](#)

[Tips to improve computer performance](#)

[Disconnections in Supervised Online Exams](#)

[Tips to avoid disconnections](#)

[Restarting your exam after disconnection](#)

Tips to improve internet speed

- [Test](#) your internet speed.
- Sit close or within clear sight of your internet router.
- Avoid interference from solid walls and large appliances like your refrigerator or microwave.
- Turn off other internet connected devices like gaming consoles, music or video streaming.
- If the wi-fi connection is poor, use an ethernet cable to connect your computer directly to your router.
- Source an alternative internet or location if your internet connectivity is poor or unstable.
- [Register](#) to sit the exam on one of the campuses.

Tips to improve computer performance

- Ensure you have met the [Deakin computing requirements](#).
- Try to keep your RAM above 2GB for a better experience and to avoid being disconnected.
- Restart your computer before the exam - this helps to clean it up and free up RAM
- Close any applications that you do not need for the exam
- If your exam allows access to resources, do not have too many large files open at the same time
- Save your written responses regularly and at least every 2 minutes
- Check your browser version is up to date - [Microsoft Edge](#) or [Google Chrome](#).

Disconnections in supervised online exams

If you have been disconnected from the exam, it can happen if:

- your internet is unstable and fluctuates briefly or is lost completely
- you have too many programs running or too many big files open, which causes insufficient RAM
- you start up a web browser other than Edge or Chrome
- you open another application that is not allowed
- you right clicked on the screen then selected **Inspect** from the drop down list
- you exhibit behaviour not allowed in your exam (e.g. navigating away from the exam)
- You have been away from the camera or inactive in the exam for over 5 minutes.

Tips to avoid disconnections

Make sure you:

- ✘ Do not open another browser or program. Make sure you use either Chrome or Edge as your browser and only open documents in the Chrome or Edge window that is being recorded.
- ✘ Do not right click then select **Inspect**.
- ✘ Do not leave the exam page inactive for over 5 minutes.
- ✓ Close any other programs running in the background that might be using memory (available RAM) or processing power.
- ✓ Close tabs, files and applications once you finished using them during the exam.
- ✓ Close all tabs, files and applications before submitting the exam.
- ✓ Stay in view of the camera.

Restarting your exam after disconnection

You can reconnect and continue with the exam, provided you still have access to the internet and there's still time left before the scheduled exam finish time.

Go to your exam via your CloudDeakin Unit site. You may need to repeat the identity check if you have been away for 5 minutes. Contact Integrity Advocate [Live-Chat](#), call +61 2 4050 0222 or [Deakin IT Help](#) if you need assistance.

Deakin IT Help

In Australia 1800 463 888

International +61 3 5227 8888

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