

# Tips for improving online exam performance

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## Internet connection

- **Test your internet speed** – Aim for at least **3 Mbps upload and download**.
- **Stay close to your router** and keep it in sight if possible.
- **Avoid interference** – keep away from thick walls, fridges, microwaves, etc.
- **Reduce usage** - Turn off other devices using the internet (e.g. gaming consoles, streaming services).
- **Go wired if possible** – Use an **ethernet cable** for a more stable connection.
- If your internet is **unstable**, arrange another location or [register](#) to sit the exam on one of the campuses.

## Computer performance

- Ensure you have met the [Deakin computing requirements](#).
- Use a **desktop or laptop** only (mobile devices such as iPads, iPhones or Android devices are not compatible).
- **One screen only** - or **duplicate** your screens.
- **Restart your computer** before the exam.
- **Close unused applications** - only keep necessary resources open.
- If your exam allows access to resources, avoid having many large files open at once.
- **Save your work** regularly - at least every **2 minutes**.



## Minimum computer requirements

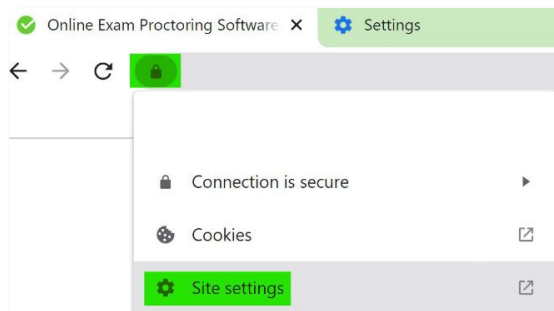
Category	Minimum Requirements
<b>Operating System</b>	<ul style="list-style-type: none"><li>• <b>Windows</b> Accepted browsers: Chrome, Edge</li><li>• <b>macOS</b> Accepted browser: Chrome</li></ul> Refer to <a href="#">Deakin computing requirements</a> for currently supported system versions
<b>RAM</b>	4GB
<b>Internet Speed</b>	3 Mbps upload/download
<b>Webcam</b>	Built-in or external

## Browser setup

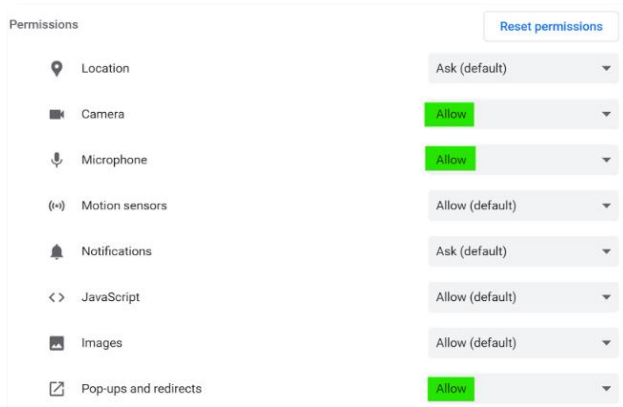
- Keep your **browser updated** ([Microsoft Edge](#) or [Google Chrome](#)).
- **Mac users: DO NOT** use Safari or Edge – use **Chrome** only.
- If you are based in China, **you must use** a Windows computer and the Microsoft Edge browser.
- **Clear browsing data** (cookies and cache) before the exam.
- Before starting the exam, check your browser permission has been set up correctly:

### Chrome settings

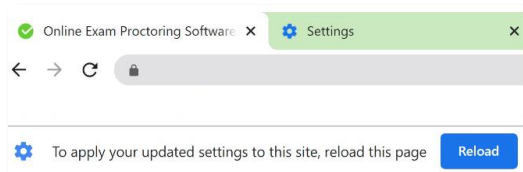
- 1) Open your unit site in Chrome, click on the lock icon  or  inside the URL/Address bar, then select **Site settings**.



- 2) Allow permission for **Camera, Microphone, Pop-ups and Redirects**.



- 3) Return to the exam page. Below the URL/Address bar, a message should appear that says reload your page. Click on the blue **Reload** button. Launch the exam.

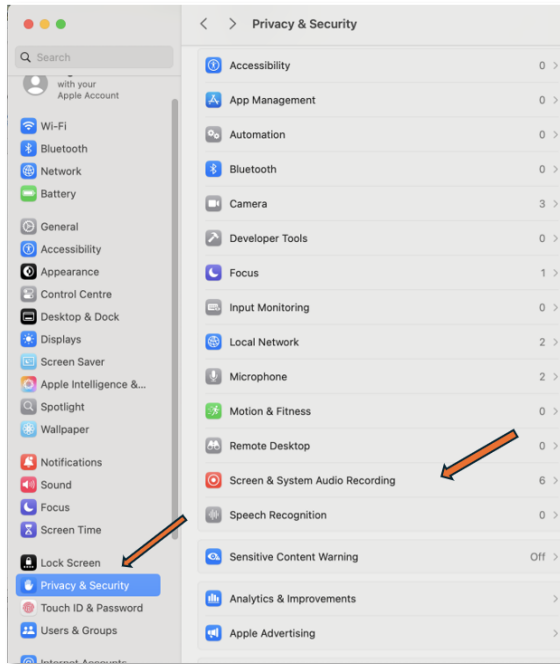


If you are using **Chrome** on a **macOS**, follow the below steps to allow **sharing your screen** before starting the exam:

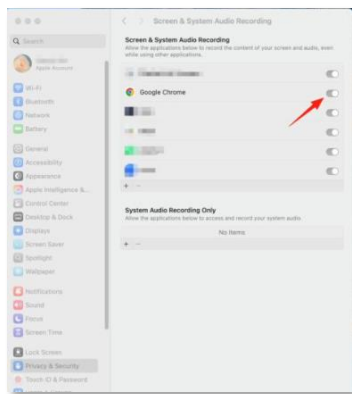
- 1) Open your **System Settings** by clicking on the Apple icon.



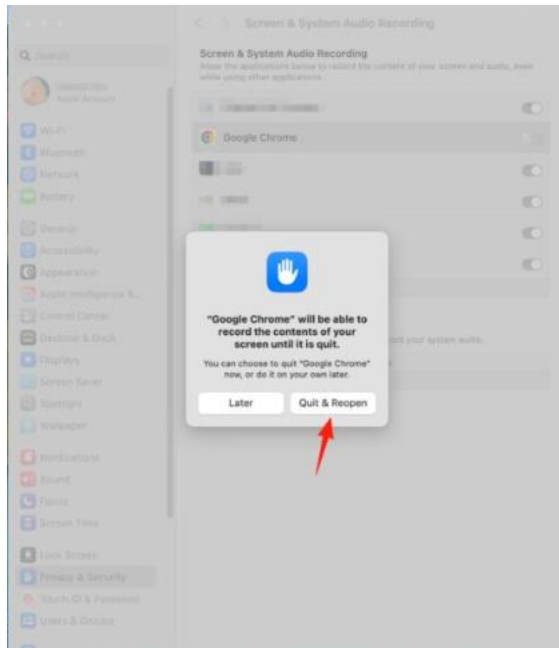
- 2) Select **Privacy & Security** from the left bar list, then scroll down to find and select **Screen & System Audio Recording**.



- 3) Under **Screen & System Audio Recording**, toggle on **Google Chrome**.  
Note: You will need to enter your password to apply changes.

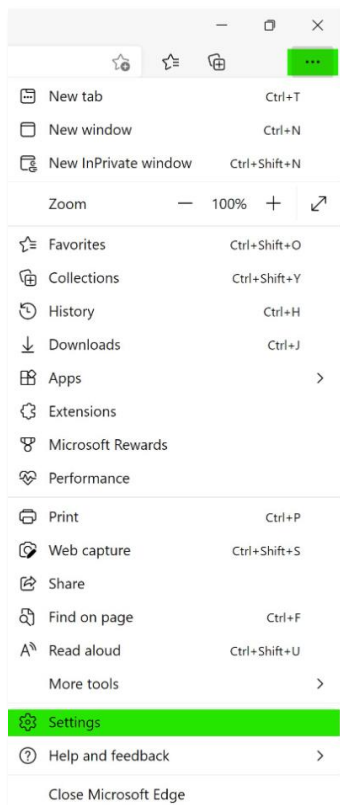


- 4) When prompted, click **Quit and Reopen**. The change will not take effect and you will not be able to share your screen until you quit and restart your browser. (*Applicable when Chrome is open/running while doing this troubleshooting*).

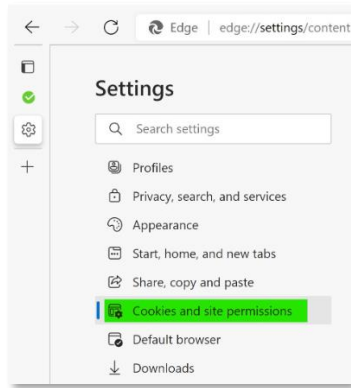


### Edge settings:

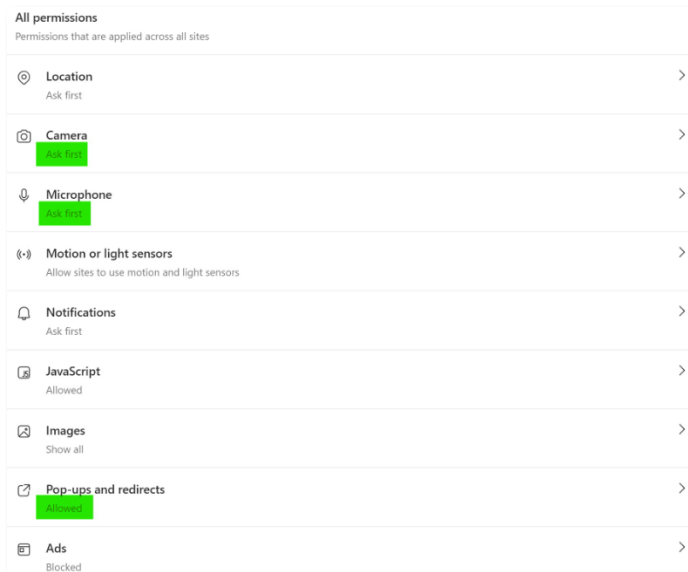
- 1) Select the three dots on your Edge browser and select **Settings**:



- 2) Select **Cookies and site permissions**:



- 3) Select **Camera**, **Microphone** and **Pop-ups and redirects** to change the settings to match the setting below:



## Camera

1. Ensure you have either a built-in or a plugged-in webcam.
2. Ensure the camera is connected, unobstructed, uncovered and turned on.

## Login credentials

1. Ensure you know your Deakin login credentials.
2. Reset your password at least **24 hours before** the exam if needed.

## During the exam

1. Only **one active exam quiz page** should be open at a time. Re-enter the exam? Close the old exam quiz tab first. Having multiple exam quiz pages open at once may result in your answers not being saved when you submit the exam.
2. Stay active – more than **5 minutes of inactivity** may disconnect you.
3. Refer to the [Troubleshooting FAQs \(PDF, 209.6KB\)](#) document for common issues.

## Getting help

- Contact [Integrity Advocate via Live-Chat](#) for assistance with access or authentication.
- Call the Deakin [IT Service Desk](#) (Australia 1800 463 888 | International +61 3 5227 8888).
- **Keep your support ticket number** as evidence of technical issues.

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