



ONLINE TESTS (Students)

Important Instructions and guidelines for students when undertaking their online tests

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About the guide

This guide includes important instructions and guidelines for students when undertaking their online tests. It includes comprehensive information covering both technical and general issues. Following the instructions ensures online tests will run as smoothly as possible.

Some tests are conducted in regular browsers. Other tests require Respondus Lockdown Browser, this guide covers both. Yet, students still need to refer to the Respondus Lockdown Browser's dedicated area to view the rest of the resources.

A. Before the Test

1. Depending on the course instructor, some tests will require Respondus Lockdown Browser, and other tests (e.g., short quizzes) sometimes won't. Avoid the surprise of finding out -if you need Respondus Lockdown Browser- on the day of the test by asking the course instructor at least a week before, to ensure any necessary equipment (e.g., camera) is set up to take the test.
2. To avoid technical problems, make sure you follow all the steps in this video:

<https://www.youtube.com/watch?v=E4sJOTLyONM>



3. Ensure that you take all mock quizzes at least one week before the actual test. If you are not provided with a mock quiz, ask for it!
4. Mock Quizzes should also be taken periodically to ensure any changes or updates on your computer or Respondus Lockdown Browser are detected and fixed before any actual test.
5. Ask your instructor to confirm the test location. Some courses have a designated link in the course menu for tests. In other courses the test will appear on the content page or test folder. Don't wait until the day of the test to ask your instructor.
6. For tests using the Respondus Lockdown Browser, keep in mind the type of view your courses are in. Is your course in Original view or Ultra view? If in doubt, confirm with your instructor. Knowing the type of view is important as access to the two views - Ultra and Original courses - are different.
 - In Ultra Courses, you log in to Blackboard using your regular browser and navigate to the test. Respondus Lockdown Browser will automatically launch. In Original Courses, you launch Respondus Lockdown Browser as an application from your computer and not your browser. Once the application is launched, login and navigate to the test. Videos and quick guides showing the steps are found on the institution page and the eLearning website.
7. Login to take your test from a personal computer (desktop or laptop) and not from a portable device such as tablets or mobiles. The Blackboard app, installed on portable devices, should not be used to attempt any tests.



- In special cases, some students might be permitted to use their iPads after they have received written permission from their instructors. If the instructor is using live proctoring, the use of the iPad won't be available.
 - This permission must be obtained before the test as your instructor has to manually set this option before the test and not during the test.
8. Ensure that the Windows account in your PC has administrative control. To take a test, do not use your work laptop and, and don't sign in using a guest account. You must log in to Windows as a local administrator with full rights.
 9. Activate the Windows license on your device and make sure it has the latest updates before taking the test or attempting the mock quiz.
 10. Ensure the device's time zone is set to Bahrain or (UTC+03:00) Kuwait, Riyadh. This option is in Control Panel\Clock and Region\Change the time zone. This is an important step that should not be ignored.
 11. For tests on Respondus Lockdown Browser, ensure the device has the minimum system requirements listed in Respondus Lockdown Browser guides. Non-supported systems include Windows 10 S, Linux or Android, and other mobile systems.
- Installation and download guides are found on Blackboard's institution page or our [eLearning website](#). Most importantly, ensure the download link is specific to the University of Bahrain.



12. To rest assured, save all your data and files on an external device. You can make use of the space provided for you for free by the university on OneDrive. A device that is full of heavy files does not perform well. Emptying your device will make it faster and more resilient to any technical issue. As an alternative, you could also create a restore point in Windows.
 13. If you're not sure that your device has the minimum system requirements and have found difficulties in borrowing or purchasing one, contact the student support service as soon as possible. A technician will assess your device and might recommend you seek support from the Deanship of Students' Affairs.
 14. In case you find any difficulties or issues in installing and setting up the Respondus Lockdown Browser (for the mock quiz, not during the exam), contact the student support services. They will refer your case to a technician for assistance. As stressed in the previous point, taking the mock quiz as early as possible is important to ensure any technical issues will be resolved quickly.
 15. The mock quiz has unlimited attempts, so if you need to change your device, you will need to retake the mock quiz using the new device to ensure all settings are working. Ask the instructor to reopen the quiz if it's not available.
- If a mock quiz was provided to you by the instructor and you did not take it, you will be solely responsible for any technical issues encountered during the test.



16. For tests in Ultra courses, ensure using a compatible and up-to-date web browser (Microsoft Edge, Chrome, or Firefox). Those browsers have updates every couple of days. Therefore, it's important to ensure that the browser is updated to its latest version before taking any test.
 - The same applies to the Respondus Lockdown. Ensure it also up to date and has been tested after the update using the mock quiz.
17. Ensure your device has more than one browser installed. In case the browser accidentally crashes during the test, there is another alternative to use.
18. In case you can't download the Respondus Lockdown Browser, ensure the anti-virus or security software is not interfering with the download. Check [this page](#) for more information.
19. In devices running Windows 10 N or Windows 10 KN editions, ensure the [Media Feature Pack](#) is installed. This is important to ensure the Camera is detected during the Start-up Steps in Respondus Lockdown Browser.
20. Videos and tutorials on how to take your tests are available on Blackboard's institution page and [eLearning's webpage](#).
21. Make sure to use the same setup (location, device, internet connectivity, browser) that you have tried during the mock quiz for your actual test.



- Moving your location or changing your device or internet connection could compromise your connectivity during the test.
- 22.** Extra time or other necessary arrangements may be provided for students with special needs. However, formal arrangements with your instructor are needed before the test.

B. Day of the Test

1. General Preparations

1. Make sure to use the same setup (location, device, internet connectivity, browser) that you have tried during the mock quiz for your actual test.
2. Make sure the points mentioned in the previous section (before the test) have been taken care of.
3. Make sure your environment is appropriate for taking the test while being dressed appropriately as you would in any formal setting.
4. Tests using Respondus Lockdown Browser require extra attention to lighting in the room. The lighting must be bright enough to be considered “daylight” quality. Overhead lighting is preferred. The source of light must not be behind you. Avoid backlighting and make sure there's enough light on your face.



5. Make sure you are seated in a quiet area with no one else. The desk should be cleared of any materials. Confirm with the instructor what could be used during the test (e.g., calculator, blank papers...etc.).
6. Make sure you have your ID card with you, as your instructor will ask you to present it before any formal examination.
7. Login at least 10 minutes before the test begins to ensure any technical or connectivity issues are detected as early as possible without any delays. Tests using Respondus Lockdown Browser require longer preparation time. Therefore, it is vital to manage your time accordingly to ensure you start your test on time.
8. In the final examinations schedule, there is an hour between the scheduled end of any exam and the beginning of any exam. You should not start any final examination before its scheduled time. Suppose you are asked to do so by your instructor, to ensure you have no technical problems, politely ask your instructor to stick to the examination schedule.

2. Device Preparations and Technical Considerations

9. It is important to clear your browser's Internet history and cache before attempting any test. Stored cache in the browser can cause problems (e.g., unable to view certain content). Refer to the tests tutorial (page 21) for more information.
10. Make sure the pop-up window option is also enabled in the regular browser.



11. Make sure the device has only one display or monitor. Disconnect any additional monitors.
12. If you're using a laptop, make sure it's connected to its power charger. This is important to avoid any sudden shutdown if the battery runs low. It is also recommended to switch off the sleep mode in the device settings.
13. Make sure all Windows updates are installed. This is important to ensure the test runs smoothly without any issues.
14. Make sure no Windows updates or other application downloads are running in the background. This will help reduce the bandwidth being used by other applications and ensure the internet connection remains strong.
15. Close all other programs or Windows on the device before you begin the test- programs such as Excel, Word, or PowerPoint and other Communication programs (MS Teams). Only open the browser containing the test.
 - Respondus LockDown Browser, when launched, automatically blocks entire categories of programs, such as screen capture, instant messaging, social networking. Still, it doesn't mess with security and anti-virus software or other essential functions.
16. For tests using Respondus LockDown Browser, it is important to close MS Teams before launching the application. Otherwise, the LockDown Browser will freeze your screen with a pop-up message warning you to close MS Teams.



- To close MS Teams correctly, right-click the program's icon in the system tray (next to the clock) or close it through task manager.
- 17.** For tests in regular browsers, make sure only one tab is opened in the browser to take the test. Unnecessary tabs might slow down your connection and cause technical issues. In case any technical issues occur, close the browser, and restart it. Then try to re-access Blackboard.
- 18.** Be ready and check your device and internet connectivity thoroughly before any examination. For tests in Respondus Lockdown browser, use the Help Center in the application to test your connection before starting the test.
- 19.** Plug an Ethernet cable into the computer to ensure the best possible network connection/speed. If you don't have an Ethernet port, it may be worthwhile to purchase an Ethernet to USB cable.
- 20.** When using Wi-Fi, the following essential tips help in improving the connection:
- I. Avoid networks that have heavy traffic, such as libraries, bookstores, and cafes.
 - II. Home Broadband is considered a better option in providing a reliable connection. Through trial and error, you could realize the reliable connection to use during your exams.



- III. Move as close as possible to the Wi-Fi router, preferably in the same room. If not possible, at least on the same floor. Wi-Fi Booster/ Extender may be a worthwhile investment.
- IV. Select a good place for the router. Not all places are suitable for the router.
- V. Attend to connection leeches. Shut down (or put in “airplane mode”) all other devices, such as smartphones and tablets, as they tend to automatically connect to the same Wi-Fi network and reduce bandwidth.
- VI. If using a shared Wi-Fi, ask others using the same network (e.g., family members) not to engage in bandwidth-heavy activities, such as streaming video (Netflix), gaming consoles, etc.
- VII. Ensure the Wi-Fi router is up to date to guarantee the best performance. Router manufacturers regularly have updates. For the latest updates, visit your router manufacturer's website or contact your Telecom company for assistance.
- VIII. In your Personal Computer, update the firmware and driver of the wireless network adapter. The wireless adapter could also be replaced with a USB wireless network adapter that uses an external antenna to improve the internet connection's performance and reliability.



C. During the Test

1. General Arrangements

1. While you are taking the test, no other person is allowed to enter the room and you must not communicate with any other person by any means.
 - Be prepared, as the instructor could ask you at any time for a 360° view of the room or to share your screen as part of the fraud prevention or control.
2. You are not allowed to use headphones, earbuds, or any other type of listening equipment. Cell phones and other electronic devices must be turned off and put away.
3. You must not use the phone for any reason unless you are contacting your instructor to report a technical issue.
4. You must not leave the room during the test or after completing the scan for any reason, unless posted rules for the test specifically permit you to do so.
5. Make sure you have no study materials or papers on your desk or nearby. You must sit at a clean desk or table. The desk and walls around you must not have any writing.
 - The following items must not be on your desk or used during the test unless posted rules for the exam specifically permit these materials:
 - Books • Paper • Pens • Calculators • Textbooks • Notebooks • Phones.
6. The room must be as quiet as possible. Sounds such as music or television are not permitted. For more information, check the university misconduct guide.



7. Make sure your face remains visible throughout the test. If you are using a laptop, do not tilt the screen downwards or upwards. Your instructor could ask you at any time for a 360° view of the room or to share your screen.
8. If you can't see the test link, double-check the course menu for a separate link for quizzes, then check the content page. If you arrive late to the test page, you may find that the test link has been hidden by the instructor; please contact him/her immediately.
9. In case your internet gets disconnected during the test:
 - a. Immediately document the incident, then try to reconnect again to a reliable internet connection.
 - b. Re-enter the test page again. Usually, you will be able to enter and continue your previous attempt without any problems.
 - c. If you don't find the test link, contact the instructor immediately, and provide any images or documentation of the technical issue.
 - d. Save and document any communication messages (date and time stamped) with your instructor as you attempt to reenter the test page. You might need the documents in case of an appeal.
 - With Respondus LockDown Browser, make sure you close the application and then write the reason for closing (e.g., internet disconnection). Afterward, reconnect to the internet before relaunching Respondus LockDown Browser and re-starting the test.
10. In case you counter other technical problems, DO NOT PANIC- as this will hinder your ability to continue your test. Follow the same steps mentioned above. Calmly document and capture the incident, then reach out to your



instructor or the examiner about the problem and save all evidence of technical issues and communication logs.

2. In the Test's Page

11. After clicking the test's link, read the instructions carefully. Instructions include important information such as the number of attempts and the time set for the test.
12. Click *Begin* to start the test. Do not click *Begin* more than once. Wait for the test to load.
13. The test will then start. The timer starts the moment you enter the page.
Note, once a test has started using Respondus LockDown Browser, you cannot exit until the Submit button is clicked.
14. Do not refresh the page, close the window, or use the browser's back button while taking the test. This causes a loss of data and results in submitting your attempt.
15. Question types differ from one test to another, depending on the course itself and your instructor's preference.
16. Your instructor can also choose to present questions all-at-once or one-at-a-time. Read Test Information carefully to confirm which presentation option your instructor has chosen.
17. Suppose questions are displayed one-at-a-time; carefully double-check if backtracking is prohibited. It means you can't go back to questions you have



already answered and change your answers. An error appears when you attempt to use the Back option. Read *Test Information* carefully to ensure if backtracking is enabled for the test or not.

18. In original courses, most of the time, the answers are saved automatically. In case your answers are not saved, click *Save Answer* when you finish answering a question. This is important, especially for essay questions.
19. Avoid saving questions repeatedly. A request is sent to Blackboard every time a question is saved. If there are multiple requests in a short time and you don't have a strong connection, all those requests could consume bandwidth, causing an interruption in the connection or causing the page to freeze.
20. Use *the Question Completion Status bar* to check your progress and navigate through the questions. Click a question number to jump to that question. Grey shaded boxes in this status bar indicate answered questions. White boxes indicate unanswered questions (remaining questions).
21. Timer warnings appear when you reach half the time, or when 5 minutes, 1 minute, and 30 seconds are remaining. If you collapse the timer, you won't see the color change.
22. When you are done answering the questions and ready to submit your attempt for grading, click *Save and Submit* and not *Save and Close*.
23. Avoid clicking *Save and Submit* several times as this action causes an interruption in the connection and could cause the page to freeze.



24. As a precaution, capture your essay answers before submitting your attempt. It's important to have your instructor's approval before attempting to capture any part of the test, including your answers.
25. It's forbidden to distribute any captured images of the test through any channel other than to your instructor, examiner, or the student support service.
26. Captured images are strictly to validate the technical issue that you have encountered during the test. Distributing captured images without the instructor's consent or knowledge exposes students to formal disciplinary action.

3. Respondus Lockdown Browser Considerations

27. For tests in Respondus Lockdown Browser, you must complete a webcam scan of the room where you will take the test. This webcam scan is done every time you take a proctored test using Respondus Lockdown.
- For example, if you have two tests on the same day using Respondus Lockdown, you do the webcam scanning twice. Once for each test. However, you don't have to take all your proctored tests in the same room. You will only be required to take the test in the same room that you scanned during the proctoring setup for the current test.
28. During face recognition, use a plain background. Preferably white. Errors in this step happen mostly because of problems with lighting. Avoid backlighting,



which happens when you place yourself in front of the window. The second step would be to double-check and then switch the internet connection and try again.

- 29.** During the settings, if the browser is unable to detect the camera, try to restart the device and relaunch the browser. If this step doesn't work, contact your instructor immediately.
- 30.** If you need to switch languages during the test, you should use Respondus Lockdown Browser keyboards to change the language. You won't be able to access the language bar on your desktop. Steps to set the keyboard inputs are available in this [document](#).
- 31.** Avoid these incidents to ensure the proctoring setup options run smoothly:
- The picture of your university ID was not taken.
 - The Profile picture taken is not clear.
 - Leaving the screen after starting the setup.
 - Talking to someone during the setup or examination.
- 32.** You must exit Respondus Lockdown Browser properly before shutting down or signing out from Windows. This is important as some Windows options (e.g., Task Manager) and other programs won't work properly if the browser is still running. For more information, check this [video](#).
- 33.** It's highly recommended to keep the application installed on the device. However, if you insist on removing it, you will need to repeat the installation steps and retake the mock quiz. This might increase the probability of technical issues resurfacing.



D. After the Test

1. You may see your grade immediately after submitting your test if all questions are auto graded and if your instructor releases this information. In some tests, your instructor might not release your grade immediately after you submit your attempt. Check with your instructor when the grades will be released.
2. In final and midterm examinations, deanships shall inform students of their results in the semester through the student information system (SIS).
3. Students are entitled to appeal for re-assessment according to the regulations for re-marking as mentioned in Article 74 of the system. Refer to Student Support Service or your college for more information on this procedure.
4. UoB students are always expected to demonstrate personal and intellectual honesty and integrity and concur with all published UoB rules and regulations. Failure to do so may result in the initiation of formal disciplinary action.
5. Student misconduct is defined in the Regulations of Professional Conduct Violations. This document explains the adopted procedure in case of student misconduct and the potential consequences. An appeal process against certain types of disciplinary action is also described.