10 THINGS TO REMEMBER FOR ONLINE EXAMS

WESTERN SYDNEY UNIVERSITY

No late entry	Turn the oven off	No Pets	No other people in the room	No more than one monitor	No Headphones

1. SIGN UP EARLY FOR PROCTORU

Your institution should be "Western Sydney University" https://www.proctoru.com/portal/western-sydney-university

Use your name on Student ID card and student email address. Remember your password.

2. GET GUARDIAN BROWSER

Make sure you have the ProctorU browser extension.

Look for the Blue Owl next to the address bar.

3. CHECK YOUR INTERNET

Do not hotspot from a mobile device. Home or Office Wi-Fi is recommended.

For best performance make sure no one is streaming videos such as You Tube, Netflix etc

4. TEST YOUR EQUIPMENT

Make sure your web cam, microphone and operating system meet ProctorU requirements.

Mac Users may have additional actions here https://support.proctoru.com/hc/en-us/articles/360036574592-MacOS-X-Catalina-Users-Important

5. SCHEDULE YOUR SESSION FOR LIVE+

Schedule your session by the due date advised by the examinations team.

You do not do this for Review+.

6. FIND A QUIET, PRIVATE LOCATION

You should be in a quiet room with no people or pets. Check the readiness guide: https://www.proctoru.com/portal/western-sydney-university#readiness

7. CLEAR YOUR DESK

Remove study notes and anything not permitted in your exam. Switch your mobile phone off and place it away from you.

8. SAVE AS YOU GO

Save your answers in vUWS as you go, use the "question completion status" to navigate between questions.

9. DID YOU SUBMIT?

Make sure you click "save and submit" or upload your Word document in Turnitin.

10. DON'T PANIC

Once you have set up for your Live+ exam it may take up to 20 minutes to connect to your proctor. Don't worry, your exam does not start until after you have connected to a proctor and they have done their checks. Your exam begins when the proctor launches the exam with a password (For Review+ this is automated).

If you get disconnected during the exam, wait for your internet to reconnect and you will still be able to continue your exam. The proctor can provide support through this process.

DO NOT contact your unit coordinator for support DURING the exam.

For support you should contact ProctorU by using their live chat or call 1800 957 152.

If your issue is unresolved:

For technical issues or questions, please contact Western Sydney IT Service Desk on (02) 98525111 or email itservicedesk@westernsydney.edu.au

For exam general issues or questions, please email the Examinations team via examinations@westernsydney.edu.au