



Communicating with Students

Course Outline

It is important that you select that you will be using an invigilated online exam in your Course Outline. You will be able to select the required information for an invigilated exam in the 'Exam Arrangements' section of your Course Outline.

On the Course Site – Week 1

We recommend preparing your students early and making them aware that they will be participating in an online invigilated exam. We have prepared the text below in case you would like to add this to your course site. Please adapt to suit your purposes.

The exam for this course is an invigilated online exam in **learnonline**, undertaken as a Moodle quiz, in conjunction with RPNOW (Remote Proctor Now), the secure browser software used for online invigilation.

Before the exam, you will need to do the [Mandatory Training Quiz and Mandatory System Check](#) to become familiar with the process and check your system meets the requirements.

The system check will expect you to have the minimum features functional and available including a suitable operating system, screen resolution, bandwidth, camera, and microphone. More on the [Online Exam Requirements](#) page.

The [Online Exams Preparation guide](#) has all the appropriate information. We strongly advise you to thoroughly read through this guide.

On the Course Site – Week 8

We suggest that you provide a set of instructions to assist students to prepare. It is essential that students complete the Mandatory Training Quiz and Mandatory System Check to become familiar with the process and check their system meets minimum requirements. This is to be completed in week 8 and no later than 2 weeks prior to every exam period to allow time to resolve any identified system problems. Below we have example text for your course site. You may like to copy it to your course site and adapt to suit your purposes.

It is recommended that you familiarise yourself with the RPNOW process early on, so that you can easily logon on the day of the exam. **Do not skip this preparation.** There is a lot to read and do on the RPNOW site so set aside about 1 hour to complete everything.



You must undertake the [Mandatory Training Quiz and Mandatory System Check](#) at least two weeks prior to undertaking your exam. The [Online Exams Preparation Guide](#) will step you through completing the training quiz and system check.

Note: You will also need a webcam and microphone to do the training quiz and the online exam (even though it is a written exam).

Check the [UniSA Exam Timetable](#) for the date and time of your exam. Make sure you double check these details a day or two before the exam in case something has changed.

On the Course Site – To Accompany the Exam

We recommend including this information in your exam, in the description section, and displayed on your course site (Please see the 'RPNOW Exam Moodle Setup' resource for how to do this). Below we have example text, you may like to copy it to your course site and adapt to suit your purposes.

Refer to the [On Your Exam Day guide](#) for more support.

You should aim to be sitting down at your computer at least 30 minutes before the start of your exam.

[Download RPNOW](#) and access the Final Exam by selecting your teacher and your course, note this process will be accessible 15 minutes prior to the scheduled exam start time. You will be prompted to enter a password. **You do not manually enter a password you must click the green insert password button at the top of the page.** As soon as you enter the exam you may begin answering questions.

During your exam

If you experience issues during your invigilated online exam, please contact one of the following:

- IT Help desk (08) 8302 5000
- IT Help desk ISTS Helpdesk@unisa.edu.au
- RPNOW live online chat will be available*
- RPNOW helpline 1800 727153

*On completion of LIVE ONLINE CHAT, you must download a copy of the chat transcript BEFORE CLOSING THE CHAT. When contacting RPNOW, we recommend using the LIVE ONLINE CHAT function in the first instance because using the RPNOW Toll Free number will only record a summary of support provided, not a full chat transcript.

Important

Using your mobile phone during an invigilated online exam



A mobile phone is only allowed for the purpose of completing the MFA log on process and to contact UniSA/RPNOW technical support. All calls must be made on speakerphone in full view of the webcam. The phone must be placed face down on the desk and not accessed for any other reason.

Multifactor Authentication

To ensure the security of your personal information, and protect your account from becoming compromised, you need to use multi-factor authentication (MFA) when connecting to UniSA systems. This includes systems hosting online exams.

It is essential that the devices you use to receive MFA access codes are ready, charged and operable well before your exam. This is your responsibility – no exceptions will be made where MFA hasn't worked due to inoperable or inaccessible devices.

Keep all support information

You must keep ALL references for any support obtained during your online exam. This includes a UniSA IT HelpDesk reference or an RPNOW reference number with supporting chat transcript either downloaded (if via Live Chat) or emailed (if via phone chat) outlining the issue, in case you are unable to complete your exam due to a software or technical issue. You will need to provide this to Campus Central so they can verify your assistance request should you feel you are eligible to apply for a secondary exam.

Please do not contact the teaching team during the exam unless instructed to do so by RPNOW or UniSA IT Helpdesk. The teaching team are not able to provide technical support, or a reference or ticket number needed to apply for a secondary exam.