

What to do if I need technical help?

Call the E-Learning Environments team on 020 3549 5678 (extension 65678)

Just prior to the exam

- Students should login to Moodle as they arrive, navigate to the course and click on the exam link. Moodle is available here: www.ucl.ac.uk/moodle
- Do you know what the quiz access password is? It may be written below.
- The e-exam attendance sheet should be filled in by each student and their ID cards checked by an invigilator:

If you do not have a copy of the attendance sheet you can download it here and print it:
www.ucl.ac.uk/isd/staff/e-learning/tools/moodle/policies/e-exams-attendance-sheet.xls

- Login to a spare computer and navigate to the Moodle course where the exam is located:

Moodle course module code & name: _____

Moodle quiz name: _____ Located in topic/week: _____

Beginning of the exam

There should be an access password for the Moodle quiz. Announce this password to students at the beginning of the quiz so they can begin answering the questions.

Quiz password (keep this secure): _____

If you have not been provided with the access password see p2 for details on how to find it.

Before students leave the exam

- Ensure each student has submitted their quiz before leaving the exam (see p2 for details)

Troubleshooting


Students have forgotten their password

Students should have been reminded to check their password before the exam. If they can't log in to a PC, the tutor/course admin can log in to a PC for them. To log in to Moodle you should telephone the ELE team who can provide a temporary Moodle password. **DO NOT** log them in to Moodle as the tutor because their attempt will not be recorded and they will likely get editing access to the whole course!

I have not been given the access password for the quiz. How do I find out what it is?

1. Click on the name of the quiz on the Moodle course page.
2. Go to the **Settings** tab, and then **Quiz administration, Edit Settings**
3. Scroll down to the **Extra restrictions on attempts** section.
4. Click the **Unmask** checkbox to reveal the password.

Extra restrictions on attempts

Require password  password Unmask

A student has submitted their exam before they have actually finished. How do I re-open their attempt?

- You can't. The only thing you can do is delete the student's entire attempt and all their submitted answers with it. Call ELE if you want help doing this.
- Warn students to only **save and submit** early if they are 100% sure they have finished!
- If students are unsure about anything in the exam they should ask an invigilator for assistance.

How do I check whether students have submitted their exam questions for marking?

1. Navigate to the quiz.
 2. Click on the **Attempts: *Number*** link
 3. Ensure there is a time listed in the **Completed** column alongside the student's name
- * A dash indicates the student has not submitted their exam for marking.*

	First name / Surname	Email address	Department	State	Started on	Completed	Time taken	Grade/100.00
	Training Account 10 Review attempt	trail10@ucl.ac.uk	IS Academic & Applications Sup	Finished	9 June 2013 1:44 PM	9 June 2013 1:46 PM	1 min 34 secs	50.00