



FAQs

Implementation of Online-Exams

- **Do I have to register to be able to take part in an exam?**

Yes, you must be registered to be able to take part in an exam. Please notice the registration periods in LSF.

- **What happens if I do not register on time or do not register at all for an exam?**

Without a punctual registration you cannot take part in the exam. Late registrations are not possible. It is absolutely necessary to take note of the registrations periods in LSF.

- **Does the exam have to be sent to the campus-mail-address? Can I provide an alternate email-address?**

We send the exams to your campus-mail-address. It is not possible to provide an alternate email address. Ensure that your mailbox is not overfilled so that it is possible to receive emails with attachments.

- **Does the redirection-funktion in the campus-mailbox have to be deactivated? What happens if I do not deactivate it?**

The redirection-function in the campus-mail-account must be deactivated! If you have the forwarding activated at the time that the exams are sent, you yourself bear the risk that the email containing the exam may not be received on time.

- **What technical requirements do I need to be able to take part in an online-exam?**

An announcement by the examination board which outlines the technical requirements for online-exams can be found on the ISC-website:
https://www.isc.uni-muenchen.de/pruefungen_corona/index.html

- **What software do I need to take the exam?**

In the above mentioned announcement on the technical requirement for online-exams you can find directions on the needed software as well as recommendations for which software should be used for various operating systems.

- **Can I practice the steps for the online-exam ahead of time?**

Yes. On the ISC-Website (https://www.isc.uni-muenchen.de/pruefungen_corona/index.html) you can find a test-exam which upon opening the file allows you to practice the steps. Furthermore, explanatory videos are available on the ISC-website which you can watch in advance.

- **Can I take the exam with a tablet or a Smartphone?**

Yes, it is possible to process the exam with a tablet or a smartphone. Consider the operating system dependent software recommendations and do a test run ahead of time with the test exam which is made available. Please also note that the answers must be entered in typed form. Freehand answers filled in with a pen as well as drawings and symbols may not be used.

- **How do I log into Moodle to get the exam password?**

The password for the exam will be made available in Moodle-Course „Digital

Exams". You can log in to Moodle at any time with your campus identification. Additionally there is a guest access. The access key in both cases is: „isc“

- **What happens if I do not receive the email with the exam?**

Technical support is available via Zoom half an hour before the exam and until the exam is submitted. You can find contact information on the ISC-website (https://www.isc.uni-muenchen.de/pruefungen_corona/index.html) as well as in the instructions for take-home exams. Additionally the contact information is provided in the email containing the exam as well as on the exam itself. If you have not received the exam a half an hour before the beginning of the exam please immediately contact the support-team.

- **What happens if my internet connection fails during the exam?**

You do not need to have a stable internet connection for the duration of the take-home exam processing time. The exam will be sent to you before the beginning of the processing time. Ensure in that time space that you have an internet connection, even briefly, to retrieve your emails and to download the file with the exam in it. Further, you briefly need internet at the beginning of the exam to view the password which is made available in Moodle. After the end of the processing time you have 15 minutes to digitally sign, save and upload the exam. For the upload, you briefly need internet within those 15 minutes. Generally, the time periods prescribed are sufficient to undertake the necessary steps. If you should have prolonged internet connection problems, please immediately contact the support-team.

- **What happens if my PC crashes during the exam?**

If you have followed the steps in „Organisation and Procedure for Take-Home Exams“ (enabled autosave and have manually saved at regular intervals), you can retrieve your last manually/automatically saved version of the exam. To do so, start Adobe Acrobat Reader DC or open the locally saved exam file. When asked if you want to retrieve the automatically saved file click on „yes“. If several files were opened before the crash, all of them will be called up again in Adobe Acrobat Reader DC. Save the file under the name of the original file.

- **What aids are allowed in the digital take-home exam?**

Take-home-exams are exams with an open-book format. Help or assistance from other persons is not allowed and will be regarded as cheating.

- **How do I conclude the exam? Do I have to sign the exam when I am finished?**

Just like with an in-person exam you must sign the digital exam – in the form of a digital signature. You can find instructions about signing digitally on the ISC-website (https://www.isc.uni-muenchen.de/pruefungen_corona/index.html). It is highly recommended to test out signing digitally ahead of the first exam. Also ensure that you save the exam locally to your device before and after signing and before finally uploading your exam for submission.

- **How does exam submission work?**

You must upload the exam on time (meaning within 15 minutes after the end of the official processing time) to a specially designated upload form. You can find the link in the instructions on the ISC-website, in the email containing the exam as well as on the exam itself. It is not necessary to upload the enrollment certificate!

- **How do I know if I have successfully uploaded and submitted the exam?**

If you have successfully uploaded the exam, you will receive a TAN and a hash value (unique identification key) for your exam. Please save the data. On the submission page you can then use the TAN to check whether the file has been uploaded successfully.

- **Why do I not receive a confirmation email after uploading the exam?**
Confirmation emails do not reliably confirm a successful upload. You can check the successful upload yourself with a TAN.
- **What happens if I do not hand in my processed exam on time at the provided link?**
If the exam is not turned in/uploaded on time, by the latest 15 minutes after the end of the official processing time, it is considered not submitted and will not be corrected or graded.
- **What if I submit/upload multiple versions at different times?**
If more than one version is uploaded, the first on time submission will be graded. Please avoid multiple uploads. You can check the success of your exam submission yourself using a TAN.
- **Is it possible to contact the ISC if technical problems come up during the exam?**
Technical support is available via Zoom as well as per telephone a half hour before the exam and until the exam is submitted. You can find contact information on the ISC-website (https://www.isc.uni-muenchen.de/pruefungen_corona/index.html) as well as in the instructions for take-home exams. Additionally the contact information is provided in the email containing the exam as well as on the exam sheet itself.
- **Where can I find information about the process of taking an online-exam?**
Complete information about taking an exam can be found in the instructions on the ISC-website(https://www.isc.uni-muenchen.de/pruefungen_corona/index.html).

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