**[This is a template you can edit to compose an email to send to students
see the accompanying staff guidance for further details]**

# Information for students about the examination

[n.b. Edit all highlighted sections before sending]

 **Unit code** Unit title

Information about where the examination will be located:
[*Edit the following according your set up:]*

Click on the Examinations menu item within the course unit

OR

Visit the Examination folder on the unit home page

[*We recommended that you make the general examination information available in advance to allow the student sufficient time to familiarise themselves with what to do*]

**Examination Date / Time:** [*insert dates and times*]

**Duration:** [*insert duration of the examination]* (DASS-supported candidates will have extra time automatically added)

**Format:** [*e.g. Remote Online examination delivered through Blackboard*]

**Type:** [*e.g.**TurnItIn (TII) open-book examination or assignment*]

## Preparation tips and advice for students – before the examination

You are advised to carry out the following checks and preparations well in advance of the examination.

**Make sure that you:**

* Know your University username and password plenty of time before the examination – if unsure, visit: <https://iam.manchester.ac.uk/>
* Know how to access Blackboard: <https://online.manchester.ac.uk/> and navigate to your course. The examination area may be available in advance, but the examination itself will be made available at the start time, on the day of the examination.
* Check where within your Blackboard course your examination will be located. This may be different for each examination.
* Arrange to take the examination in a quiet and comfortable place - somewhere you will be alone and undisturbed – if you think it will be difficult to sit this examination at home try to find a suitable alternative.
* Have use of a desktop or laptop computer with a good internet connection. If possible, use an ethernet (cable) connection rather than wifi. We do not recommend the use of mobile or tablet devices when taking examinations, however if there is no alternative, please make sure you use a browser and not a Blackboard app. Connect to the University VPN if you are off campus to ensure you can access all documents: <https://www.itservices.manchester.ac.uk/ourservices/popular/vpn/>
* Are using an up-to-date version of the Chrome or Firefox browser.
If in doubt, see Blackboard’s Browser Support page: <https://help.blackboard.com/Collaborate/Ultra/Moderator/Get_Started/Browser_Support>There is also a browser checker here: <https://help.blackboard.com/Learn/Student/Getting_Started/Browser_Support/Browser_Checker>
* Read all instructions carefully before starting the test.

## Preparation tips and advice for students – what to expect on the day of the examination

Prior to the examination start time navigate to the examination area and click into the examination folder to find a link to the examination paper.  Carefully read the examination instructions.

If the Examination folder is not visible at the examination start time, you may need to refresh the browser page.  If the folder still doesn’t appear you may need to log out of Blackboard and close down your browser.  When you re-open the browser and log back into Blackboard the examination folder should then be visible.

[*Timed or open-book: Edit the following according your set up:]*

Your examination will be a timed Turnitin assessment. You must start your examination at the start time indicated at the top of this [email/document]. The start time, duration and end time will be strictly adhered to and you must submit by the deadline. (DASS-supported candidates will have extra time automatically added)

OR

Your examination will be an open-book Turnitin examination. You have been given a [24/48 hour] window in which to complete it. It is [recommended/essential] that you plan to complete the examination in one sitting. You may start the examination at any point within the [24/48 hour] window - but you must allow enough time to ensure you are able to submit before the deadline. (DASS-supported candidates will have extra time automatically added)

*[single submission or separate submissions:]*

You will have to choose [insert the number] questions from each section. You should complete all of your chosen questions in a single document and submitted as a PDF document to the submission area.

OR

You will have to choose [insert the number] questions from each section. Each question should be submitted as an individual PDF document, to the relevant TII submission area – please ensure that you check which area you are submitting to carefully.

AND

Last semester there were a number of students who submitted their answer files to the wrong Turnitin Inbox. Please take care to read the instructions carefully and ensure you are submitting the correct file to the correct inbox. If you do make a mistake please contact the eLearning team for assistance – see Support for students, below.

## Support for students on the day of the examination

[*You have a choice of student support arrangements that can be made available for the duration of the examination, during office hours, on weekdays. Please select the appropriate support option, below.]*

***[IMPORTANT****: Before notifying students about support arrangements you must first request this support from the eLearning team and ensure you have received confirmation of support.*
***Request student support*** *- ways to contact us: https://elearning.bmh.manchester.ac.uk/]*

You can access support in the event of technical problems during your examination:

[*Delete as appropriate* ***after*** *having made arrangements with the eLearning team*:]

The examination will have support through invigilators and eLearning support staff, in the PC cluster.

OR

Technical problems must be submitted via the ‘Incident report form’ link in the Examinations folder in the Blackboard course
*[The link to the form is here – you can add it yourself or request that the eLearning team do so [https://web.formsquared.com/s/f/nWKMvpBozgUZXl8ZQDpoUV97kvP](https://web.formsquared.com/s/f/nWKMvpBozgUZXl8ZQDpoUV97kvP%22%20%5Co%20%22https%3A//web.formsquared.com/s/f/nwkmvpbozguzxl8zqdpouv97kvp%22%20%5Ct%20%22_blank)]*

OR

A zoom drop-in session will be available [*insert availability times and obtain a Zoom link from the eLearning Team*]

The unit coordinator/student support office can be contacted [*insert times and contact details, also details of which types of queries, e.g., academic content of the examination, but not technical problems*]

OR

Live chat with the eLearning team [use this link [https://eu.libraryh3lp.com/chat/contact@chat.eu.libraryh3lp.com?skin=15406](https://eu.libraryh3lp.com/chat/contact%40chat.eu.libraryh3lp.com?skin=15406)]

AND

Outside office hours you can access technical support through the IT Services helpdesk via the Support Portal or by phone: <https://www.itservices.manchester.ac.uk/help/>

## Troubleshooting FAQs

**Why can’t I see my online examination?**

The examination itself is set to appear at the published start time. If the Examination folder or link does not appear at that time, you may need to refresh the browser page.  If the folder or link then still doesn’t appear you may need to log out of Blackboard and close down your browser.  When you re-open the browser and log back into Blackboard the examination folder should then be visible.

**What do I do if I lose my internet connection?**

If you briefly lose connection you can re-join the examination where you left off as long as there is time remaining. The answers that had a green tick next to them will have been saved.  Please be aware that if the examination has a timer, it will continue counting down whilst you are disconnected from the examination, therefore it is very important that you make sure of having a reliable internet connection.

If on the day you find you have no internet connection, take screenshots or photos of the whole screen to submit as evidence.

**I have accidentally uploaded the wrong file and wish to replace it**

Some examinations will allow you to overwrite files up until the deadline; others won’t. If you have uploaded the wrong file and still have time to replace it, contact the eLearning team for assistance – See Support for students, above.

**I am unable to upload my submission – the page is failing to load**Sometimes, due to the volume of simultaneous submissions to Turnitin, upload can take longer than expected. We recommend submitting well before the deadline. Avoiding submissions close to the hour (3pm, 4pm) can help avoid queuing.

Do not re-save your documents on your computer after the submission deadline has passed. Retain the document that you were trying to submit as it is, without editing it further.

Submit your assignment to Turnitin as soon as possible once the fault is resolved.

If upload is taking longer than 10 minutes we suggest that you cancel and try again. If the deadline is near and you wish for your submission to receive a timestamp, we recommend *[here (by prior arrangement) you can provide the link to the eLearning team web form (which accepts attachments) or you can provide the email address for your programme administrator or student support office.]*

Check the examination instructions for details of how to seek support.

Useful links:
Turnitin Service Status page: <https://turnitin.statuspage.io/>
IT Services on Twitter: <https://twitter.com/UoM_ITS>

IT Services Service Availability information: <https://www.itservices.manchester.ac.uk/>

**What do I do if I experience some sort of technical failure?**

If you have any technical problem that prevents you from doing the examination, contact the eLearning team straight away (see Support for Students, above).

You could also try the following steps to resolve the problem:

* + Close your browser and restart it
	+ Try using a different browser (e.g. Chrome or Firefox)
	+ Restart your computer
	+ Restart your internet router
* If you experience any errors during an examination, make sure you screenshot or photograph the **whole screen**, clearly showing the error messages, and save these as evidence.
* In the case of a network outage, screenshot or photograph any messages sent to you by your internet provider
* Keep trying, e.g. using different browsers, different computers where possible
* If your internet connection is lost and you wish to verify the time of the incident you can contact IT Services Helpdesk to log a ticket 24 hours a day, 7 days a week on 0161 306 5544. Immediately your internet connection is restored we advise that you contact the eLearning team and your programme administrator or student support office [*You may also wish to provide School-based contact details*.]

In case you need to claim mitigating circumstances you will need to collect evidence.

This might include:

* Screenshots of network or hardware error messages or faults at the point of submission
* Correspondence from your internet service provider confirming network issues

For personal reasons:
* Communications from a school or care facility confirming that they are closed or the person you care for is unable to attend (including relevant dates)

See the Student Support pages for further advice relating to Mitigating Circumstances https://www.studentsupport.manchester.ac.uk/study-support/mitigating-circumstances/

 **How can I tell whether my examination has been submitted successfully?**

You should receive a confirmation email. Alternatively, follow these instructions to obtain a digital receipt:

**How to download a digital receipt**

<https://help.turnitin.com/feedback-studio/turnitin-website/student/submission-information/downloading-submitted-papers-and-digital-receipts.htm>

N.B this option will only be available for the duration of the examination window as the examination area may subsequently be hidden.

[*You may also wish to make use of the following declaration*]

**\*University & Professional Conduct\***

**In the absence of invigilation due to the online nature of the examination we are still asking you to follow normal examination regulations.**

**We remind you that if you do not follow these regulations you are committing University and Professional misconduct. By proceeding with the online examination, you will be agreeing to the following declaration:**

**As a University of Manchester student, in the context of this examination I agree to the following statements:** *[Edit above or below as appropriate]*

|  |  |
| --- | --- |
| ☑ | I must behave in a professional manner. |
| ☑ | I must act with honesty and integrity in this examination or assessment. |
| ☑ | I must complete this examination or assessment on my own, without the assistance of any other person. |
| ☑ | I must not engage in academic malpractice of any kind during this examination or assessment (i.e. engage in any activity, intentional or otherwise, that is likely to undermine the integrity essential to this examination or assessment). |
| ☑ | I must not engage in cheating in this examination or assessment. |
| ☑ | I must not engage in collusion in this examination or assessment (i.e. sharing a piece of work or using a shared piece of work in order to gain a mark that I am not entitled to), including discussing any part of the examination or assessment verbally or electronically with others. |
| ☑ | I must not provide or accept any other unauthorised assistance, of any kind or from anyone, during this examination or assessment. |