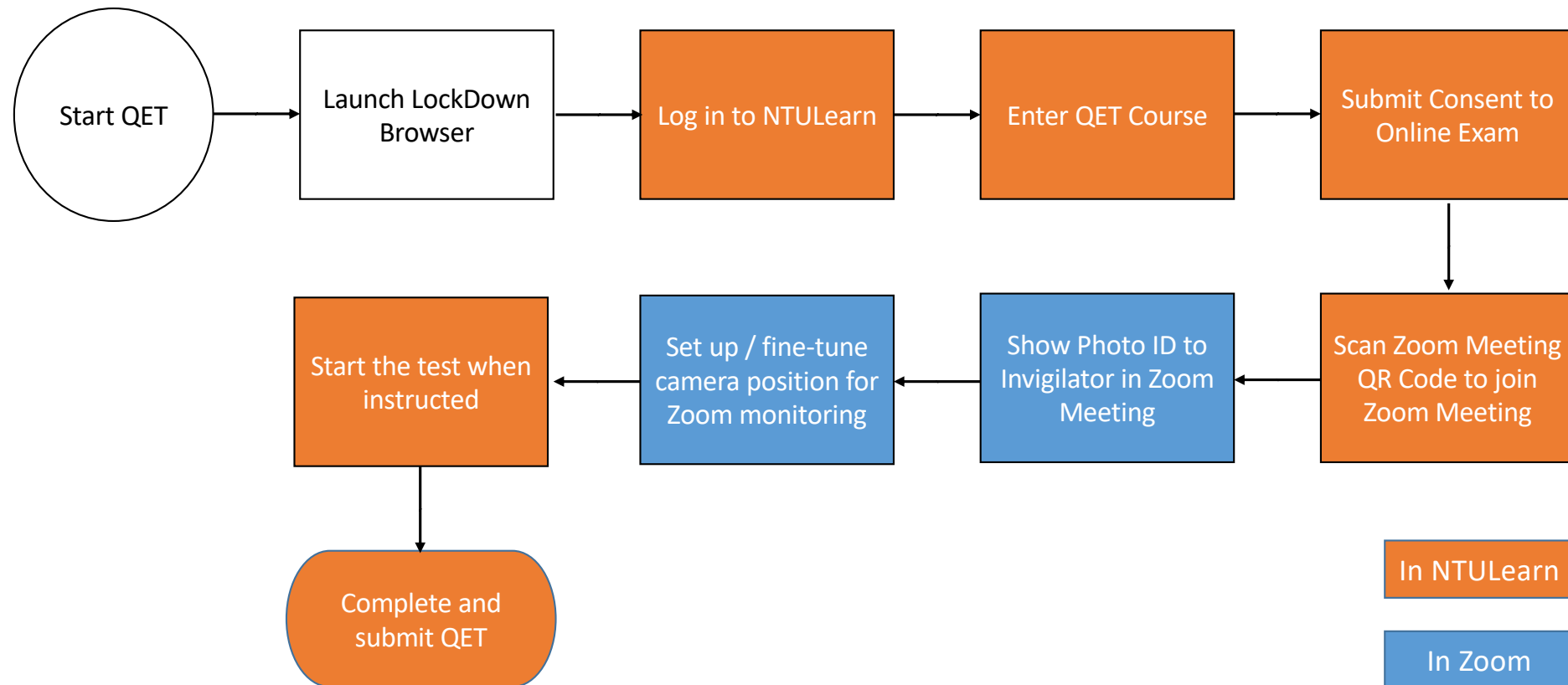


Student Activities' Workflow



Instructions: LockDown Browser and Zoom Installation



Preparation for the QET Mock Test and Final Test

Enabled: Statistics Tracking

1. Before taking the Mock QET and Final QET

- download and install Zoom app on your mobile device (smartphone or tablet)
- check that you are able to log in to NTU Zoom portal at <https://ntu-sg.zoom.us> using SSO Sign-in.
- download Respondus LockDown Browser from: <https://download.respondus.com/lockdown/download.php?id=946716216>
- install Respondus LockDown Browser on your computer that you are going to use to take the test

2. When taking the Mock Test and Final QET

1. Launch LockDown Browser on your computer to log in to NTULearn and browse to this course.
2. Use your mobile phone to scan the QR Code for the Zoom meeting and join the session. This is not required during the practice sessions from 1 to 3 Aug 2020.
3. Stay in the Zoom session to take your attendance and show your presence throughout the test session.
4. When instructed by the invigilator at the Zoom meeting, you can begin to access and complete the test.

Note:

- Respondus LockDown Browser **MUST** be used to access the mock test and final test.
- You will need to have system administrator access to the computer running the LockDown Browser.
- The mock test will remain available after the practice session for you to check that you are able to use LockDown Browser to take the test before the QET on 4 Aug 2020.
- If you encounter any problem in using the LockDown Browser to access/complete the mock test, please log a case in the [Student ServiceNow Portal](#) so that we can follow up with you to resolve the issue.

Camera's Angle for Zoom Monitoring

Please ensure that:

- Your head , upper torso and arms are visible
- You are alone in the work area
- The work area is clean and uncluttered
- Only the notebook computer you are using for the online test is on the table
- Your surroundings are well lit



Common Errors When Taking Online Test using LockDown Browser and What to Do

No.	Description	Cause	Resolution
1.	Not able to log in to NTULearn using LockDown Browser as the login page is not shown.	You are accessing NTU wireless network using a computer not joined to NTU domain.	Try connecting to NTUWL network or your mobile data to log in to NTULearn using LockDown Browser.
2.	Password is required to take the test	LockDown Browser is not used	Log out of NTULearn, install LockDown Browser and use it to log in to NTULearn to take the test
3.	A 'Problem with Test Options for this exam' error occurs when you try to start the test.	There is a problem connecting to Respondus server or the test in NTULearn has not been configured correctly.	Alert the invigilator. Take a picture of the error and note down the time when the error occurs. If the invigilator confirms that there is no issue with the test configuration, the problem would be due to your internet, firewall or anti-virus settings. Try connecting to your mobile data to log in to NTULearn using LockDown Browser. See the following guide to troubleshoot this error.
4.	The page freezes or show a blank screen when I save the attempt during the test	There is a momentary lost of internet connection or connection to NTULearn server.	Log out of NTULearn and re-log in to take the test. You should be able to continue with the test.

Troubleshooting the 'Problem with Test Options for this Exam' Error

The following are potential causes for the error:

- 1) The error is often caused by accessing the exam through a "reminder" entry in a toolbar or calendar. It's important for you to access the exam by first navigating to the course and then going to the appropriate test area or content area.
- 2) If you are sure that you are accessing the quiz following the instructions in step #1 above, the problem could be caused by security settings on your computer, ISP, or network. In most cases, the problematic settings are on the computer itself. Please do the following steps one at a time and afterwards verify if the problem persists.
 - a) Your computer, ISP, or network might be blocking access to the Respondus servers. Temporarily shut down all anti-virus and firewall software on the computer and try the exam again. If the problem persists, try using the computer on a different network, or using a different computer on your main network. Keep in mind that the block could be in the router itself. Bypassing the router and plugging straight into the modem and using mobile data may help.
 - b) If the error persists, reset your computer's internet options. For Windows users,
 - go to control panel and select "Network and Internet."
 - Once there, click on "Internet Options".
 - On the "Security" tab, ensure that your settings are not higher than "Medium".
 - On the Advanced tab, click "Reset" located under the header "Reset Internet Explorer Settings".
 - In the window that opens, select "Delete Personal Settings" and then click on the Reset button.
 - Doing this will impact all client browsers, not just Internet Explorer.
 - After resetting the internet options, restart your computer and try to access your exam again.
 - c) Ensure that you have the correct time and time zone set for your computer.



Troubleshooting the 'Invalid Meeting ID. (3,001)' Error

- Updated the Zoom app installed on your mobile device to the latest version.
- Launch the Zoom app to join the Zoom meeting. If you get the 'Invalid Meeting ID. (3,001)' error, it can be because the ID that you have entered is not correct or the ID might have expired.
- Click OK on the error or the the home button of your mobile device to exit the Zoom app.
- Open all the recent apps that you have opened on your mobile device.
- Close the recently opened Zoom app.
- Re-launch the Zoom app.
- Re-check the Meeting ID you wish to join and type it correctly on the Meeting ID bar of the Zoom app.
- If the problem persists, go to the phone settings to locate the Zoom app and clear the app Data and Cache. Repeat the previous step.

