



**NANYANG
TECHNOLOGICAL
UNIVERSITY**
SINGAPORE

QET Guides for Students

8 August 2023



Reminders

1. Instructions & Reminders
2. Attendance Taking
3. Trouble Shooting Tips

Note: We will be recording this examination for audit purposes and the recording will be retained until the release of examination results.

1. Instructions & reminders

You must do the following

1

install the
Respondus
Lockdown
Browser on your
laptop

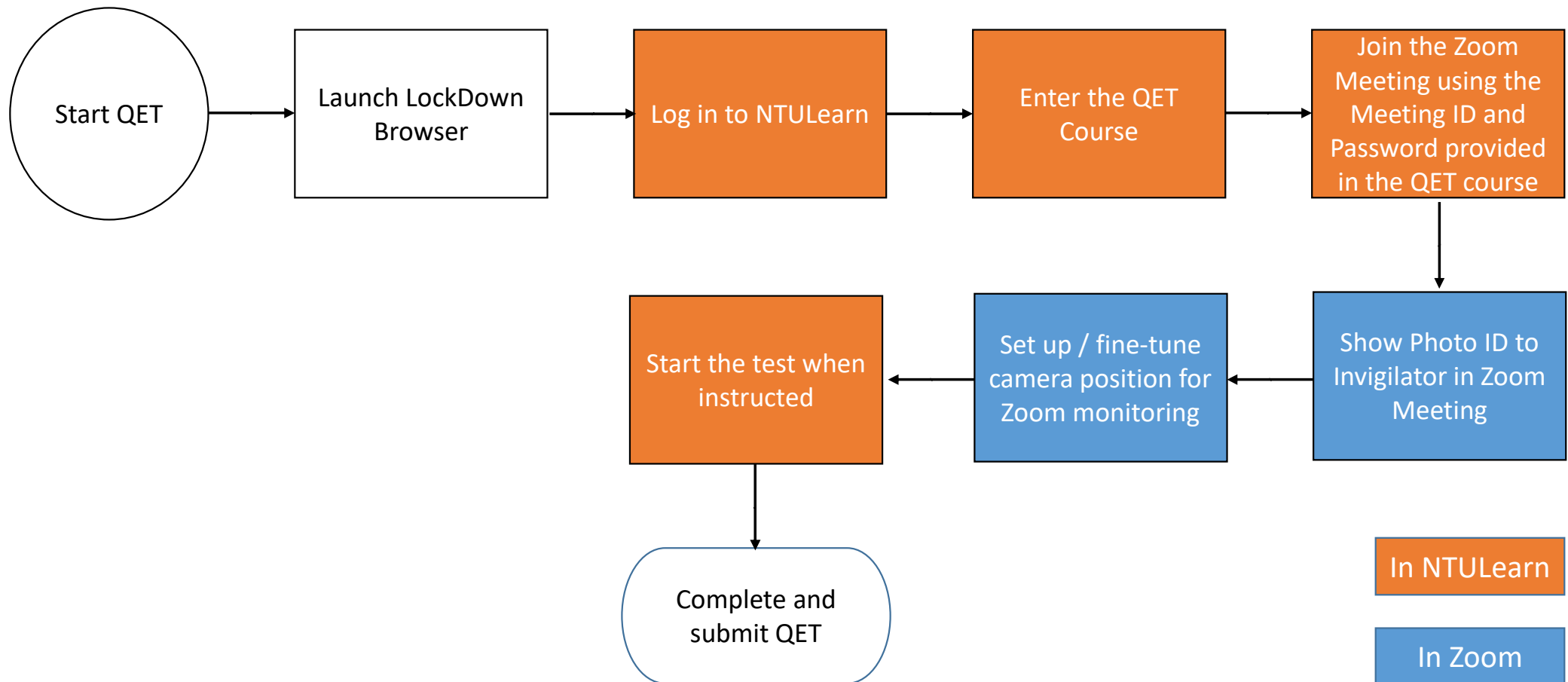
2

install Zoom app
on your mobile
device

3

log on to Zoom 45 minutes
before the start of the exam for
attendance taking

Student Activities' Workflow



Respondus Lockdown Browser

- Respondus LockDown Browser MUST be used to access the QET.
- 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 tests. You need to have System Administrator access to the computer when running the LockDown Browser.
- Use the LockDown Browser to log in to NTULearn to access the QET Course to take the mock test and actual test.
- The mock test will remain available till **8 August 2023 10:00AM** for you to check that you are able to take the test using LockDown Browser.
- 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.

Using Zoom for QET

Join Meeting

- Join the Zoom Meeting shown in your QET Course via your mobile device (not your computer).

Check Display Name

- Change your display name to your official name as shown in the Matriculation Card.

Turn on Video

- Turn on the video function on Zoom throughout the test to allow the invigilator to see you at your laptop / desktop computer throughout the session.

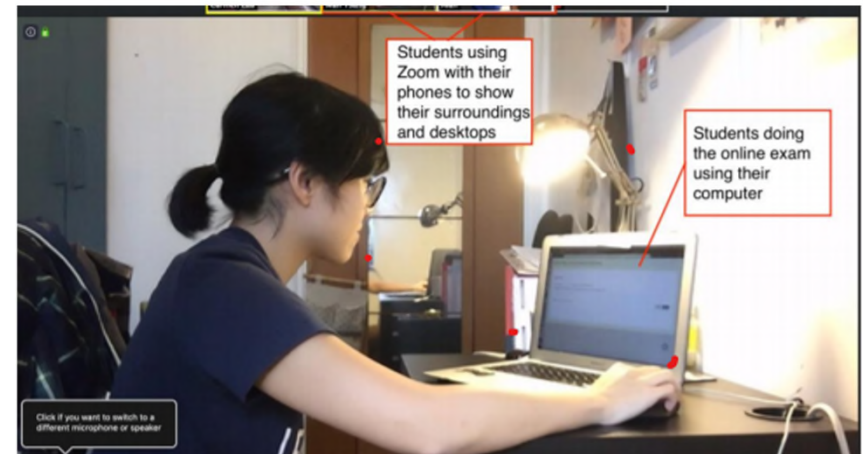
Adjust Camera Angle

- Turn camera on your mobile device to landscape mode. Adjust the angle of the camera according to the guide provided. We will advise you if any changes are required for effective invigilation via the chat tool.

Camera Angle for Zoom Monitoring

Please ensure that

- your head, upper torso and arms are visible
- you are alone in the work area
- only the notebook/ computer that you are using for the QET is on the table
- your surroundings are well lit.
- Your camera is placed in landscape position



Computers and Mobile Phones



Your computer should be plugged in (not only running on battery).



Your phone should be fully charged.



No other electronic devices can be used.

Examination Rules

- **NO TALKING:** You must observe **STRICT SILENCE** throughout the examination.
- **NO VIRTUAL BACKGROUNDS** in Zoom: Your surrounding environment must be clearly seen by the invigilator.
- **NO UNAUTHORISED MATERIALS** on your desks: e.g. books, paper, documents, pictures and electronic devices with communication and/or storage capabilities such as iPad, tablet PCs, headphones, smart watches, etc.
- **NO BREAKS!** You must stay in the zoom meeting throughout the duration of the exam.

Any student found to display suspicious behaviour may be moved to a breakout room in Zoom for initial inquiries. The university takes a serious view of cheating.

The Exam

- **Exam duration: 1 hour.** You will not be given any additional time.
- **Word limit: 400 words.** Please keep strictly to this word limit. Your essay will be marked based on content, language, and organisation.
- **Save your work regularly.** This is to avoid losing what you have typed in case of any technical glitch, wifi issues, etc.
- **Submission is only done ONCE, at the end of the exam.** Multiple submissions are NOT allowed. The system will upload your answer at the end of the exam.

2. Attendance Taking

Attendance Taking

- Show your identification document (such as matric card, identity card, passport or driving licence that bears your photo) and respond when your name is called.
- Your photo documentation must be clear and recent.

3. Trouble shooting

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

No.	Description	Cause	Resolution
1.	Not able to log in to NTULearn using LockDown Browser. The NTULearn 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 guide in the following slides 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 'Problem with Test Options for this Exam' Error

If the error persists, 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 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.

QET Results

- QET results will be released via StudentLink on Wednesday, 16 Aug 2023 at noon.
- Candidates who do not pass QET have to register for the HW0001 Introduction to Academic Communication.
- Classes start in Week 3.