

Proctored Exams FAQs and Answers

1. What is a proctored exam?

Answer: A proctored exam is a normal exam conducted online under supervision. Students are monitored through:

- Microsoft Teams (camera and microphone on)
- Safe Exam Browser (SEB), which locks the device and prevents access to unauthorized resources.

2. Who is eligible to take proctored exams?

Answer:

- Online students are eligible.
- Face-to-face students require permission and justification to take exams online.
- Students who cannot meet technical requirements may be advised to sit physical exams.

3. What equipment do I need for a proctored exam?

Answer: You need:

- A laptop or desktop computer.
 - A working camera and microphone.
 - Stable internet connection.
 - Microsoft Teams access.
 - Safe Exam Browser installed.
 - A secondary device (phone) as a backup where possible.
-

4. Why do I need a secondary device?

Answer: A phone can be used:

- If your laptop camera fails.
 - To join the Teams invigilation session if there are issues with your primary device.
-

5. What should I do before exam day?

Answer:

- Log into the Exams Portal at least once.
 - Ensure your password works and you can remember it.
 - Download and install Safe Exam Browser.
 - Test Microsoft Teams (camera, microphone, joining meetings).
 - Attempt the practice exams.
 - Verify that your exam units appear on your exam card.
-

6. What if I forget my password?

Answer:

- You must reset and confirm your password before exam day. Safe Exam Browser will not autofill saved passwords, so you must know it by memory.
 -
-

7. What is Safe Exam Browser (SEB)?

Answer: SEB is a specialized browser that:

- Locks your computer during the exam.
 - Prevents access to websites and other applications.
 - Allows only approved exam resources.
 - Still permits Microsoft Teams to remain active for monitoring.
-

8. How do I install Safe Exam Browser?

Answer:

- Download it from the Exams Portal.
 - Install it before exam day.
 - If installation fails, ensure Visual C++ Runtime Libraries are installed.
 - Contact IT Support if you experience difficulties.
-

9. Do I need to install a new Safe Exam Browser if I used it last semester?

Answer:

- No. The version used previously should continue to work.
-

10. How do I start an exam?

Answer:

1. Log into the Exams Portal.
 2. Open the exam page.
 3. Join the Teams proctoring meeting.
 4. Turn on camera and microphone.
 5. Wait for the exam start time.
 6. Click **Launch Exam with Safe Exam Browser**.
 7. Log in again using your admission number and password.
 8. Start the exam.
-

11. When does the Teams link become available?

Answer: The Teams proctoring link becomes available about **15 minutes before the exam starts** on the exam page.

12. Can I start late and get extra time?

Answer:

- No. The exam:
 - ✓ Opens at the scheduled time.
 - ✓ Closes at the scheduled end time.
 - ✓ Automatically submits when time expires.
 - ✓ Late starters lose time.
-

13. Will the timer be visible throughout the exam?

Answer:

- Yes. The timer counts down during the entire examination period.
-

14. Can I switch devices during the exam?

Answer:

- No. Students should remain on the same exam device. Switching devices may be flagged.
-

15. Can I mute my microphone?

Answer:

- No. The microphone must remain on unless instructed otherwise by the invigilator.
-

16. What if my internet connection drops?

Answer:

- Reconnect immediately using another internet source if available.
 - The system records disconnections.
 - Work may be saved up to the last saved point.
 - Contact the invigilator/lecturer invigilating or Exams Office if necessary.
-

17. What if my camera is not detected?

Answer:

Test the camera before exam day. If it fails:

- Use a secondary device if instructed.
 - Contact IT support before the exam.
-

18. Can I use a MacBook?

Answer:

There were reported challenges with MacBook installations. Suggested solutions:

- Install and test SEB as early as possible.
 - Alternatively, find a Windows laptop if problems persist.
 - Sit a physical exam if no solution is found.
-

19. Can I use a work laptop?

Answer:

Yes, but some work laptops block software installation if you account does not have the requisite rights to install software. If so:

- Request your IT department to install SEB.
 - Use another device if necessary.
-

20. Why don't my exam units appear under "My Exams"?

Answer:

Possible reasons:

- Enrollment has not yet been done.
 - The lecturer has not submitted the list of proctored students.
 - The unit is not on your exam card.
 - There may be a clearance, attendance, or CAT marks issue.
-

21. When are students enrolled into exams?

Answer:

- Usually one or two days before the scheduled exam date.
-

22. What if I am an online student taking a unit normally offered physically?

Answer:

- You must notify your lecturer. The lecturer must submit your name to the Exams Office for proctored-exam enrollment.
-

23. What should I do if my lecturer says there is no proctored option?

Answer:

- Ask the lecturer to formally communicate with the Exams Office and submit your name for proctored examination consideration.
-

24. How do I practice before the actual exam?

Answer:

- Log in to the Exams Portal.
- Open **Practice Proctored Exams**.
- Self-enroll using the enrollment key:

AIU2026 (all capital letters).

25. What if the enrollment key is requested?

Answer: Use:

AIU2026

26. What if I experience exam timetable clashes?

Answer:

- Report clashes to the Exams Office. The university resolves reported clashes in subsequent timetable updates.
-

27. What if I need help during the exam?

Answer:

- Inform the lecturer through your microphone.
 - Contact the Exams Office immediately if you cannot access the exam.
 - Use the official support contacts and WhatsApp numbers provided by the university.
-

28. What are the main exam rules?

Answer:

- Camera ON throughout.
 - Microphone ON throughout.
 - Stay visible to the invigilator.
 - No unauthorized materials.
 - No accessing other websites or applications.
 - Follow all invigilator instructions.
-

29. What if I cannot type fast enough?

Answer:

- The university recommends sitting physical exams if your typing speed is likely to affect your performance because answers must be typed directly into the exam system.
-

30. How can I avoid technical problems on exam day?

Answer:

- Test SEB and Teams early.
 - Confirm your password works.
 - Charge your laptop fully.
 - Have backup internet.
 - Have a backup device.
 - Practice with the mock exams.
 - Resolve all issues before Friday rather than waiting until exam day.
-

KEY STUDENT CHECKLIST

- ✓ Know your password and admission number (YOUR LOGIN CREDENTIALS)
- ✓ Install Safe Exam Browser
- ✓ Test practice exams (Enrollment Key: **AIU2026**)
- ✓ Test camera and microphone
- ✓ Have stable internet
- ✓ Have a backup device if unsure of your primary device
- ✓ Check exam card and enrolled units (these are the same exams you will find on the exams portal)
- ✓ Join Teams 15 minutes before exam(the link will be on your exam page site)
- ✓ Keep camera and microphone on
- ✓ Start exams on time and finish before the timer expires. (2 hours for undergraduate and 3 hours for your post graduate units)