

How to avoid and deal with tech issues during online quizzes

Before the quiz...

- Choose a place with strong, stable internet. If you share an internet connection, be aware that other people's use may affect your experience. During the exam period, Student Services have campus spaces available.
- If you're using a laptop or mobile device, check your battery and consider plugging in the power supply (and turning it on at the wall).
- Check your operating system and browser are up-to-date, or that updates won't run during the quiz. The best browsers for Moodle are Chrome, Firefox or Edge.
- Turn off any translation software on your browser (to avoid your answers being translated on submission) and turn off notifications to remove distraction.
- Close applications and tabs you are not using to reduce the chance of a crash.
- Write long answers in a word processor like MS Word or GoogleDocs, but give yourself time to paste your answers into the quiz.

What to do if something goes wrong during your quiz

1. Take note of the time.
2. Document the problem by taking a photo, video or a screenshot.
Windows: Press the Print Screen key
Mac: Press and hold Shift-Command-F3 keys for three seconds

If required, paste the screenshot into a document.
3. Try to troubleshoot your issue by refreshing your page and restarting your device.
 - If you are **unable to continue** with the quiz: email your lecturer as soon as possible.
 - If you are able to continue the questions offline: finish your answers in the timeframe allowed, then email to the lecturer as soon as possible. (Metadata in the document can support that you did not have extra time.)
 - If you are able to continue with the quiz online: email your lecturer afterwards with the issue details.
4. If your quiz is an online exam, cc exams@waikato.ac.nz with any contact with the lecturer.