

REMOTE EXAMS: What to Do in Case of Technical Issues

Teacher Edition

YOU HAVE AN ISSUE WITH...	TO SOLVE IT, YOU CAN...		IF THE ISSUE PERSISTS:
	IN ADVANCE	DURING AN EXAM	
YOUR DEVICE (laptop/tablet/smartphone...)			
<ul style="list-style-type: none"> Your Uni.lu laptop lost network connection You can't connect to WiFi You can't access your personal drive/shared folders 	<ul style="list-style-type: none"> Use Cisco AnyConnect for all connectivity on Windows (Tutorial) Reconfigure the network drive (Tutorial) 	<ul style="list-style-type: none"> Restart the laptop Reset your WiFi router Disconnect/reconnect Cisco AnyConnect Reinstall Cisco AnyConnect at vpn.uni.lu (Tutorial) 	Please call IT support: +352 46 66 44 9911
Your device doesn't turn on	n/a	<ul style="list-style-type: none"> Make sure your device is fully charged/plugged in and charging 	Sorry, we can't help
<ul style="list-style-type: none"> Your device froze up A browser/app is not responding Your laptop is on, but the screen is black 	n/a	<ul style="list-style-type: none"> Windows: press CTRL-ALT-DEL, open Task Manager, click "End Task" for an app macOS: press ⌘-Option-Esc, force quit an app Mobile devices: hold "Power" until device restarts 	Sorry, we can't help
Your device goes into Sleep mode	<ul style="list-style-type: none"> Disable "Power Saving" mode Switch from "Power Saving" to "Performance" mode Keep your device plugged in 	n/a	Sorry, we can't help
You cannot start the web browser	<ul style="list-style-type: none"> Check your browser for updates Install a second browser (e.g. Google Chrome) 	<ul style="list-style-type: none"> Use another browser (e.g. Google Chrome) Clear browser cache (via browser settings) macOS: avoid using Safari Windows: avoid using IE/Edge 	Sorry, we can't help
Your device is installing updates	<ul style="list-style-type: none"> Check your device for updates and update 	n/a	Sorry, we can't help
INTERNET CONNECTION	IN ADVANCE	DURING AN EXAM	IF THE ISSUE PERSISTS:
Your connection is broken	n/a	<ul style="list-style-type: none"> Restart your Wi-Fi router Use your smartphone's "Mobile Hotspot" feature: <ul style="list-style-type: none"> iOS tutorial Android tutorial 	Sorry, we can't help
Your connection is very slow	<ul style="list-style-type: none"> Contact your Internet service provider 	<ul style="list-style-type: none"> Move closer to the router Restart the router Restart the device Use a cable to connect to the Internet 	Sorry, we can't help
WEBEX	IN ADVANCE	DURING AN EXAM	IF THE ISSUE PERSISTS:
<ul style="list-style-type: none"> Webex does not work 	<ul style="list-style-type: none"> Check Webex status information at status.webex.com Check your Internet connection Restart your device 		Please call IT support: +352 46 66 44 9911
<ul style="list-style-type: none"> You cannot see your Webex Personal Room 	<ul style="list-style-type: none"> Create a ticket to activate your Webex Personal Room 	n/a	Please call IT support: +352 46 66 44 9911
<ul style="list-style-type: none"> You cannot create a Webex meeting Students cannot join your Personal Room 	<ul style="list-style-type: none"> Make sure you know how to create a Webex meeting (Tutorial) Make sure you know how to organise an oral interview session (Tutorial) 	<ul style="list-style-type: none"> Make sure the link you provided to students is correct Use the web interface to configure personal room settings (unilu.webex.com) 	Please call IT support: +352 46 66 44 9911
Your mic/camera is not working	<ul style="list-style-type: none"> Test your microphone and webcam Reinstall audio/webcam drivers (Tutorial) 	<ul style="list-style-type: none"> Make sure you are not muted Go to Security/Privacy settings of your device and allow Webex access to micro/camera Select another camera/micro during the Webex meeting (Tutorial) 	Please call IT support: +352 46 66 44 9911
You cannot hear anything	<ul style="list-style-type: none"> Test your audio system via Webex Meetings app (Tutorial) 	<ul style="list-style-type: none"> Try using headphones Go to Webex in-meeting settings and choose different audio output (Tutorial) Make sure others attendee's mic is working 	Please call IT support: +352 46 66 44 9911
Video feed disappears sometimes	n/a	<ul style="list-style-type: none"> Close all apps except Webex 	Please call IT support: +352 46 66 44 9911
You cannot share your screen	<ul style="list-style-type: none"> Try using a different device for a test 	<ul style="list-style-type: none"> Check Webex permissions in your device's privacy settings 	Please call IT support: +352 46 66 44 9911
MOODLE	IN ADVANCE	DURING AN EXAM	IF THE ISSUE PERSISTS:
<ul style="list-style-type: none"> You cannot log in 	<ul style="list-style-type: none"> Reset your password at passwordreset.uni.lu Use Firstname.Lastname only as a username 		Please call IT support: +352 46 66 44 9911 if: <ul style="list-style-type: none"> you see an error message when using the Password Reset tool you are a vacataire
<ul style="list-style-type: none"> You got signed out 	n/a	<ul style="list-style-type: none"> Refresh the page Log in again Go back to the assignment page 	Please call IT support: +352 46 66 44 9911