Support Flowchart
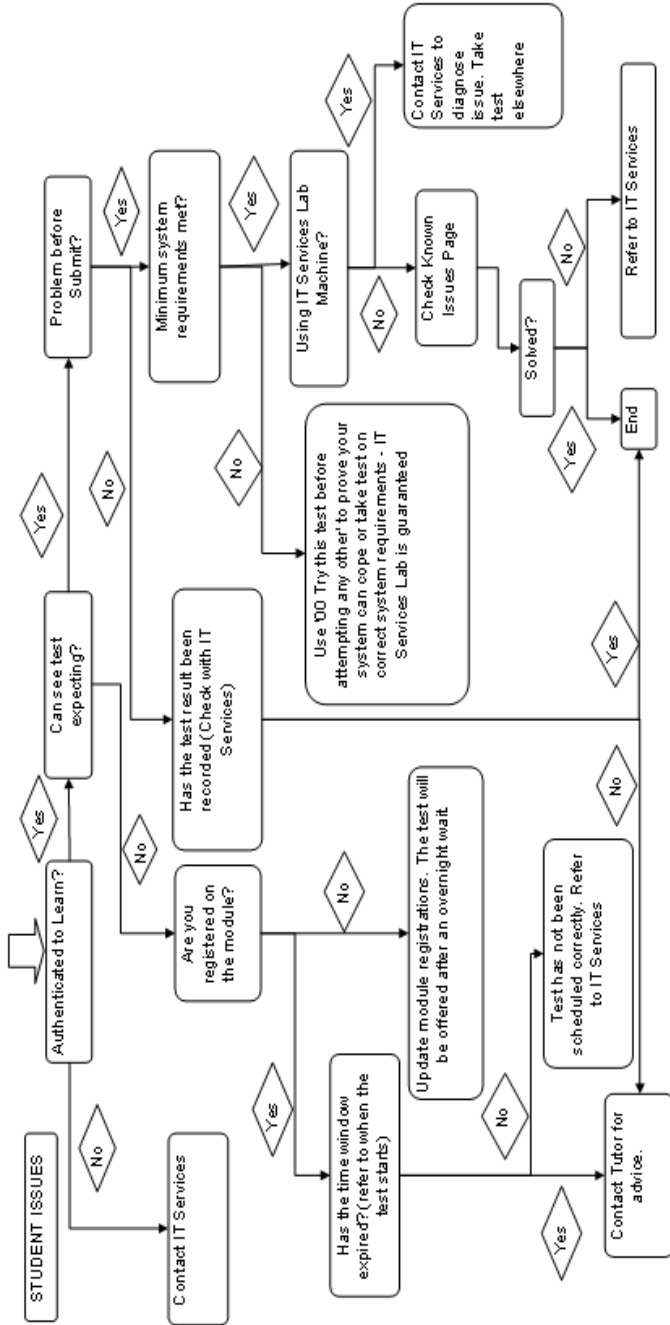

Computer Assisted Assessment through Learn

Student Responsibilities

Prior to taking a Test

Do you meet the minimum system requirements?

› **Operating System:**
  Windows XP

› **Browser:**
  IE 7

If you cannot meet these requirements please take your test in a Computing Services managed PC Lab on campus as we cannot guarantee the test will work as intended nor can we offer support.

If you choose to take a test without observing the minimum requirements:

› Have you successfully and completed the '00 Take this test before attempting another'? (Call the test, answer every question, submit your responses and receive the feedback)

This is the only way of proving your PC is capable of running the system if your PC does not meet the minimum requirements set out above.

› Will you be using a multi function mouse?

Should you press one of the buttons for 'browser back' or browser forward' you will experience problems during a test. We advise that you disable these features on the mouse during a test otherwise this may result in loss of answers which will NOT be retrievable

Taking a Test

Ensure all extra browsers and windows are closed (including MSN Messenger)

The submit button may not appear until all the questions have been viewed

If you experience any problems during the test, note down as many details as possible

Support

Contact your tutor if:

› You require additional attempts
› You wish to know your score
› You cannot see the test you expect
› You believe a question is factually incorrect

Contact IT Services if:

› You experience technical difficulties. Supply as many details as possible, including:
  Operating system
  Browser
  Location
  Test Name
  Module Code
  Any error messages

› You want to know if a score has been recorded (ITS will NOT tell you your score, only if it has been recorded)