Recommendations for exams through the Virtual Learning Platform (Aula Virtual)[1]

Before the exams

- **Check and follow** the instructions given by the lecturers for the proper unfolding of the exam. If you have **any doubts or do not have the required means**, contact your lecturers as soon as possible.

- **Choose the best place** available to do the exam.

- **Manage your time.** It is advisable to access Aula Virtual some time before the exam starts and check that everything is in order.

- **Check the resources.** Make sure that you WIFI connection is good enough. If possible, it is advisable to use a wire from the router to the laptop/PC. Do not forget your battery charger!

- If you have recently updated the software of your laptop/PC or tablet, **please make sure that you can still access Aula Virtual using your usual browser.**

- Do not forget you **UV username and password**. Please be ready to show **a personal ID or student card**. Your identity may be checked.

During the exam

- **Respect the exam or test instructions.**

- **Do not start simultaneous sessions in Aula Virtual.** If you are filling in a questionnaire and open by mistake another AV session in a new tab, the original session will be invalidated and the answers not saved will be lost.

- If the exam is a **questionnaire**, copy and save all your answers in a text document in case your questionnaire does not save correctly.

- **Avoid changing web browsers.** If your browser suddenly closes and you start the session with a different one, the original session will be invalid. If the lecturers have set up the "blocking of simultaneous connections", you will not be able to continue with the questionnaire. You will have to start again with the original browser.

- **Do not change networks!** If you start the exam connected through 4G and change into WIFI (or vice versa), your IP address will change. If the lecturers have set up the "blocking of simultaneous connections", you will not be able to continue with the exam until you return to your original IP. Likewise, if you change WIFI connections during the exam, the IP will also

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[1] Adapted from the recommendations provided by the Vice-Chancellor's Office for Strategy, Quality and Technologies, the Faculty of Law, the Faculty of Teacher Training, and the Faculty of Social Sciences of the UV.

change and you will not be able to continue with the exam.

- **Do not change devices during the exam.** If you change devices while doing the exam, you will not be able to continue with the exam (if the "blocking of simultaneous connections" is active). Please return to the original device to continue.

- **Check that you have finished and submitted.** Do not forget to check that you have finished and submitted your exam in time (check confirmation messages in AV; finishing does not mean submitting. Please make sure you have definitely submitted the exam.

If your connection fails during the exam

- **Keep the calm at all times!** This is essential. You are not to be blamed for technical problems but you must act diligently and stay calm.

- **Save graphic evidence.** Make a photo or a screenshot of the initial problem and of all the steps you carry out to try reconnecting.

- **Try to connect again.** AV and the UV-supported apps allow reconnection using the same and/or another device, even from a different IP. If the questionnaire or task 'freezes' and your WIFI fails, you may continue using mobile data.

- **Report immediately.** Send an email to your lecturers from your UV account, attaching the graphic evidence that proves your diligence with the issue.

After the exam

- **Check** your UV mail and AV regularly.

- **When the results are out,** follow the instructions given by the lecturers for exam revision (if necessary). If you have any doubts or need clarification, please liaise with your lecturers.

- **Make sure** that the mark in your official transcript coincides with the mark obtained in the course.