Guidelines for Preparing Your Test Taking Environment

The online testing environment for the practice test and final exam should mimic an “in class” testing environment. Ensure you start the online exam 20-30 minutes before the end of the window of time to allow enough time for you to go through the Startup Sequence.

When taking the practice test/final exam, follow these guidelines:

- **CourseLink Support:** Write CourseLink Support information (519-824-4120 ext. 56939; toll-free (Canada & US) 1-866-275-1478) down because the LockDown Browser will prevent you from accessing other websites.
- **Space:** Ensure you’re in a location where you won’t be interrupted. Remove items from the desk that are not exam related. This includes all books, papers, notebooks, calculators, etc. unless specifically permitted by the instructor. No writing on the desk or walls.
- **Internet Connection:** A broadband connection is required. Make sure you have a good Internet connection. You may want to check your network cabling, Wi-Fi connection, etc. You can check your Internet speed by going to Speedtest.net [website].
- **Laptop:** Make sure your laptop is sufficiently charged or plugged in.
- **Presence:** You must not leave the room during the testing period at any time, unless specifically permitted by the instructor. You must not take the computer into another room to finish testing. Stay in your seat and focus on the computer screen until the exam is complete. If an interruption occurs (e.g., washroom break, fire alarm), briefly explain what happened by speaking directly to your webcam.
- **No Interaction with Others.** No other persons except the test-taker are permitted to be in the room during the exam; this includes a roommate. Do not talk to anyone else—no communicating with others by any means. It may be beneficial to post a sign on the door of your room indicating “Exam in Progress” so you are not disturbed.
- **Webcam and Video Quality:** Make sure your webcam is plugged in or enabled before starting LockDown Browser. To produce a good webcam video, do the following:
  - Dress the same way you would if you were taking an exam in class.
  - Avoid wearing baseball caps or hats with brims.
  - Ensure your computer or laptop is on a firm surface (a desk or table)—not on your lap, a bed, or another surface that might move.
  - If using a built-in webcam, avoid tilting the screen after the webcam setup is complete. Lighting in the room must be bright enough to be considered “daylight” quality. Overhead lighting is preferred; however, if overhead is not possible, the source of light should not be behind the student (i.e., sitting with your back to a window).
- Do not have the radio or television playing in the background.

- **Resources:** Remove any materials from the desk that are not exam related. This includes all books, papers, notebooks, calculators, etc. unless specifically permitted by the instructor.

- **Other devices:** Turn off all other devices (e.g., tablets, phones, second computers) and close all other programs and/or windows on the testing computer prior to logging into the proctored test environment. The use of headsets, earplugs (or other similar audio devices) is not permitted. Do not use a phone for any reason. The only exception is to contact support or CourseLink in the event of a technical issue. Websites and computer applications: Remember that LockDown Browser will prevent you from accessing other websites or applications. Once the test/final exam has been started with Respondus LockDown Browser and Monitor, you cannot exit until the Submit button is clicked.

- **No food** in your surroundings.

- **No Animals** in the room.

**CourseLink Technical Support**

If you have any questions or would like more information about remote delivery, please contact CourseLink Support. We are here to help you.

Phone: 519-824-4120 ext. 56939  
Toll Free: 1-866-275-1478 (Canada and USA)  
Email: courselink@uoguelph.ca

**Hours of Operation**  
Monday - Friday: 8:30 a.m. - 8:30 p.m.  
Saturday: 10 a.m. - 4 p.m.  
Sunday: noon - 6 p.m.  
Holidays: 10 a.m. - 4 p.m.

All times listed above are Eastern Time.