

Supports for Online Exams

May 15 – 30, 2020

Dear Student,

Moodle Support will be available during online exams. If you have a query in relation to Moodle or experience technical difficulties during an online exam, please email moodlesupport@mu.ie or you can phone **01 474 7474**. You should include your name, MU email address, student number, module code and contact phone number in the email to help resolve the problem.

Support will be available:

- Friday May 15th – Thursday May 28th: 8.30 – 21.00 (Monday to Saturday)
- Friday May 29th – Saturday May 30th: 8.30 – 18.00

If you have questions in relation to the content of your exam or if you are unable to sit part or all of the exam you should contact your lecturer directly.

Frequently Asked Questions for Students	
Question	Answer
I don't know what time my exam is on?	The online timed exam timetable is available here: May 2020 Online Timed Exams Timetable . For more information, contact exams.office@mu.ie .
What if I am ill, miss the start of the exam, miss the exam altogether, or misread timetable?	Please advise your lecturer.
I can't log into Moodle for my exam?	<ol style="list-style-type: none"> 1. Go to: https://2020.moodle.maynoothuniversity.ie/ 2. Click the MU Staff and Students button. 3. This will bring you to Office365 login page where you can login with your Maynooth University username (MU email address) and password. 4. If you cannot login, or need help with your username and password, please contact the IT Services Helpdesk (Servicedesk@mu.ie) for help with your account. <p>Note: It is important to check that you can log into Moodle a few days in advance of your exam.</p>
I don't have access to the exam space for my module in Moodle?	You may have access to a dedicated Exam page for each module in Moodle. These modules will appear on your My Courses List in Moodle from May 13th. If your lecturer is using an exam module, they are prefaced with the letter E for Exam in Moodle. For example: E:BR201 (19-20:S2). If you do not have access to the Moodle page for your exam, modules you should email moodlesupport@mu.ie or your lecturer to request access to the space as soon as possible.
Moodle or Technical Issues	If you have Moodle or technical issues during the exam, please email moodlesupport@mu.ie . The IT Services and Moodle Support teams will be

	available to help. In your email include your name, MU email address, student number, module code and contact phone number in the email to help resolve the issue as quickly as possible.
Can't download your exam paper?	If you have problems downloading the exam paper at the start of the exam, please check your Maynooth University Email account. The exam paper may also be emailed to you at the start of the exam. If not, you are advised to email your lecturer.
Need to ask a question about the exam paper?	If you have questions about the exam paper during the exam, you can email your lecturer. Please include your mobile/phone number in the email in case the lecturer needs to call you to discuss.
Can't upload or submit your answer book?	If you have technical issues uploading your answer book at the end of the exam, the assignment link will accept late submissions. You will need to email the lecturer to explain why it is a little late. Alternatively, you can email your exam answer book(s) to your lecturer.
I lost connectivity during an online quiz exam Moodle?	<ol style="list-style-type: none"> 1. Don't panic...Moodle Quiz automatically saves your responses every 60 seconds. 2. Give it a few minutes. Don't keep refreshing the page. Wait at least 30 seconds between refresh attempts. 3. When you log back in you will be able to continue the quiz as long as the time-limit is not up. 4. If you lose a significant amount of time on the quiz, email the lecturer to let them know and they will let you know what can be done.
When will the exam results be available?	Please refer to the Exams Office website for more information. https://www.maynoothuniversity.ie/exams/examinations-info
What are the rules and regulations around re-sitting exams?	Please refer to the dedicated page on the Exam Office website https://www.maynoothuniversity.ie/exams/resitting-and-repeat-information . You are also advised to read the <u>Information for students on assessment (17 April 2020)</u> . Please email the Exams Office if additional detail is required (exams.office@mu.ie)