



THE UNIVERSITY OF THE WEST INDIES AT MONA, JAMAICA

Please ensure that *you are fully acquainted* with the following Assessment Instructions and Regulations:

<https://www.mona.uwi.edu/exams/sites/default/files/exams/onlineassessmentguide.pdf>

General Tips & Advice

As you get ready to do your examinations please bear the following in mind:

- Ensure that your UWI student credentials (ID number and password) are active.
- Ensure that you can access your course container ahead of the day of the examination.
- Ensure that you have access to your UWI Student Email account.
- Carefully read **ALL** Instructions!
- Ensure that you have a functioning device to utilise. As much as possible, try to utilize a laptop or desktop computer for submissions. If you use a mobile device, ensure that it has sufficient charge/power.
- Ensure that your internet browser is up to date (Chrome is recommended).
- **Ensure that you have access to a stable internet connection.** Where a wireless or mobile connection is in use, ensure that your signal strength is adequate. For prepaid mobile connections ensure that an active data plan with sufficient data is enabled.
- Close all unnecessary applications on your device/computer apart from those required for the examination.
- Once you submit a quiz or an assignment you will get a confirmation message on the platform. You will also receive an e-receipt in your campus email inbox. For Turnitin Assignments, you may download a digital receipt from within the submission area.
- Note that ALL scheduled times and running clocks/timers presented in the virtual examination environment are GMT-05:00 (Jamaica Time).
- Ensure that you note the amount of time you have to complete your examination. Make sure to keep track of the time remaining for submission.
- When doing multiple choice questions **click on the empty circle to the left of the option you are selecting.** Do not click on the words/text of the option.

Contact & Support Information

Should you experience any difficulty during a quiz or when uploading or completing an assignment, please contact the **Examinations Section Support team** via **email** to **examsupport@uwimona.edu.jm** or through their **Live Support chat**. Assistance is available **between 8:30 am and 4:30 pm, Monday to Friday**. All such queries must be sent from a student's UWI email address. The following information must be included:

- Student's full name
- Student's ID number
- Course Code
- Details of the examination/assessment (along with name of quiz or assignment)
- Specifics of the problem being experienced (include wording of any error messages)
- Date and time at which the problem/challenge was experienced
- Pertinent information regarding the access modality (e.g. home WiFi or mobile data, device type used - computer, tablet, mobile phone)
- Any other information which may help in resolution

Where escalation is required for resolution, the examinations section will liaise with MITS, Registry and other technical support teams.

Keep calm and do your best.