



TANGAZA UNIVERSITY COLLEGE

The Catholic University of Eastern Africa

TUC STUDENTS ONLINE EXAMS CHECKLIST

BEFORE EXAM

1. **ENSURE:** You have a functional desktop / laptop computer with a working webcam, a stable power source and internet connection.
2. **ENSURE:** You have cleared any outstanding fees balance with the finance department.
3. **ENSURE:** Your Moodle credentials are working. In case of any challenge, fill the form in the link provided: <https://forms.gle/ggt8MKxeLDLKMFE6>
4. **ENSURE:** Your courses are successfully enrolled and appear under :- My courses on the left pane of the Moodle site. In case of any challenge consult with your department / Institute administration.
5. **ENSURE:** Lockdown browser has been installed and tested by taking the Mock exam on: - Respondus Browser: Tangaza University College (students). Navigate to topic 12.

DURING EXAM

1. **ENSURE:** You login to Moodle **30 minutes** before the scheduled exam time
2. **ENSURE:** Kaspersky antivirus software is disabled before the scheduled time. (If installed on your computer).

HOW TO ACCESS YOUR EXAM

1. Once logged in your Moodle account click on **SITE HOME**
2. Under My courses click on the **COURSE** you want to access.
3. The exam **LINK** will be displayed on the main field area. Click on it to open.
4. Click on launch lockdown browser and proceed to **ATTEMPT** the exam as by the instructions given.

FAQs

What are the system requirements for LockDown Browser?

- Operating Systems
 - Windows: 10, 8, 7
 - Mac: MacOS 10.12 or higher
- Memory
 - Windows: 75 MB permanent space on the hard drive
 - Mac: 120 MB permanent space on the hard drive
- Functional Web Camera

Does anything need to be installed on a computer for Respondus LockDown Browser to be used for an online exam?

- Yes, the application program for Respondus LockDown Browser must be installed on the computer. Use this link to <https://download.respondus.com/lockdown/download.php?id=520130911>

There is a problem with the LockDown Browser settings for this exam.

- Adjust the date and time on your computer and your region should be Nairobi (UTC +3:00)

Update server is not supplying information, or the connection to update server is blocked.

It is possible that your computer's security settings are blocking access, or you possibly have a firewall or anti-virus software running on your computer or network that is causing the block.

- Temporarily relax or disable all anti-virus and firewall software on the computer and try the exam again.
- Reset your computer's internet options. For Windows users, go to control panel and select "Network and Internet." Once there, click on "Internet Options". On the "Security" tab, ensure that your settings are not higher than "Medium". On the Advanced tab, click "Reset" located under the header "Reset Internet Explorer Settings". In the window that opens, select "Delete Personal Settings" and then click on the Reset button. Doing this will impact all client browsers, not just Internet Explorer

You can reach out to the following contacts to get assistance.

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