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Introduction

All online exams will be assessed using *Remindo*. Make sure your computer and Chrome browser are up-to-date. On this site you can find the most frequently asked questions regarding Remindo and online testing. If you cannot find your question among them please contact the FSW Digital Testing Helpdesk via digitaltesting@fsw.leidenuniv.nl.
During the exam they are reachable through the FSW chat (= tinyurl.com/fswchat).

It is possible that your exam will be conducted using online surveillance services due to the form, set-up, and number of students. In that case, Leiden University uses **Proctorio**, a proctoring application, in combination with the Remindo test application. Click here for more information on Proctored exams. Make sure to take the Proctorio practice test 10 to 5 days before your exam. This is mandatory and participation is registered due to the own responsibility to start the test prepared.

You can take a Remindo practice test. This practice test may be taken in full screen but rest assured; if you have an open book test you can and will be able to leave the full screen mode without any problems.

BEFORE THE TEST

Where do I have to register for the exam?

Make sure you register at least 11 days in advance for the exam in uSis. The registered exam participants must be entered in Remindo on time. If you do not register on time, you will <u>not</u> be able to take the exam.

Please note: no exception is possible!

Can the exam also be taken abroad?

In principle, it is possible to take the exam abroad. However, please take into account any time difference.
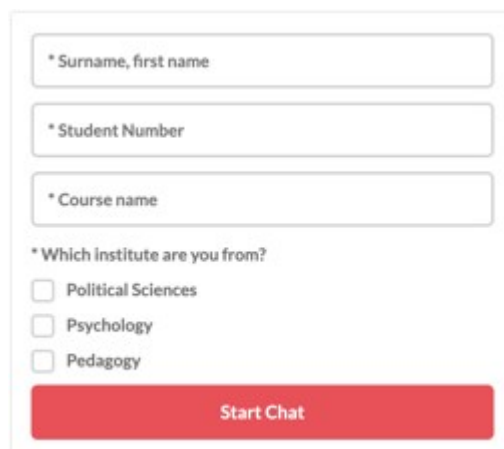
What is the entry time and how long in advance do I have to be ready?

The entry time for a test is 30 minutes before the start of the exam. You have a fifteen-minute window to actually start your test. So, if your test starts at 9 am, the time starts running at 9 am. You will, however, be able to still start your exam at 9:14 am at the latest. If you miss this window you will **<u>not</u>** be able to take the test.
Should you encounter any technical problems related to Remindo please contact the fsw chat via tinyurl.com/fswchat.

FSW Chat	
	Please contact digitaltesting@fsw.leidenuniv.nl when the chat is not active.

* Surname, first name

* Student Number

* Course name

* Which institute are you from?
- [ ] Political Sciences
- [ ] Psychology
- [ ] Pedagogy

Start Chat

ALL THINGS REMINDO

What is my Remindo dashboard?

The Remindo dashboard is the home page in ul.remindotoets.nl. It has a list of all your coming and taken tests and review moments.

What do I do if I cannot log in to Remindo?
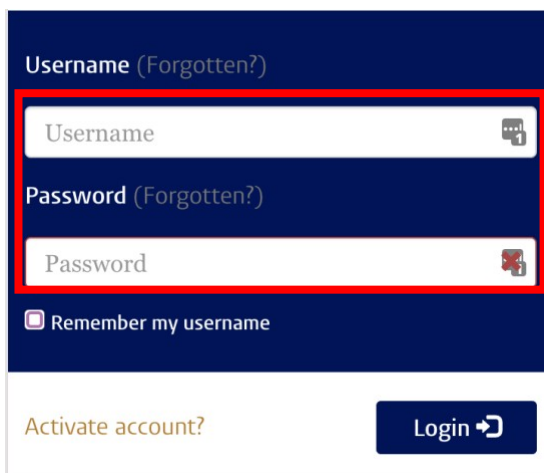
If you cannot log in to Remindo and you get, for instance, an 'Account Services' warning then empty your cache and cookies by clicking on the three dots at the top right of your Chrome browser.

How can I check whether I have access to the right exam?

Check your Remindo dashboard to see what tests have been planned for you. At least 4 days prior to the exam you will be able to check whether you will have access to the correct test and whether you have been put in the correct language group. English tests always have EXAM or RESIT in the name. Dutch exams have TENT and HER in the test name. Contact digitaltesting immediately via mail if you have been mistakenly put in the wrong exam.

How can I access Remindo?

To start your exam, you will need to log in on Remindo: ul.remindotoets.nl
You can use your ULCN-account to log in. Click on *Log in with SURFconext* and fill in your ULCN username and password. The first time you will need to give Remindo permission to use your username.

When you have logged in you will see the Remindo dashboard with an overview of scheduled tests **(=Agenda)** and, if applicable, tests taken **(=Test overview).**
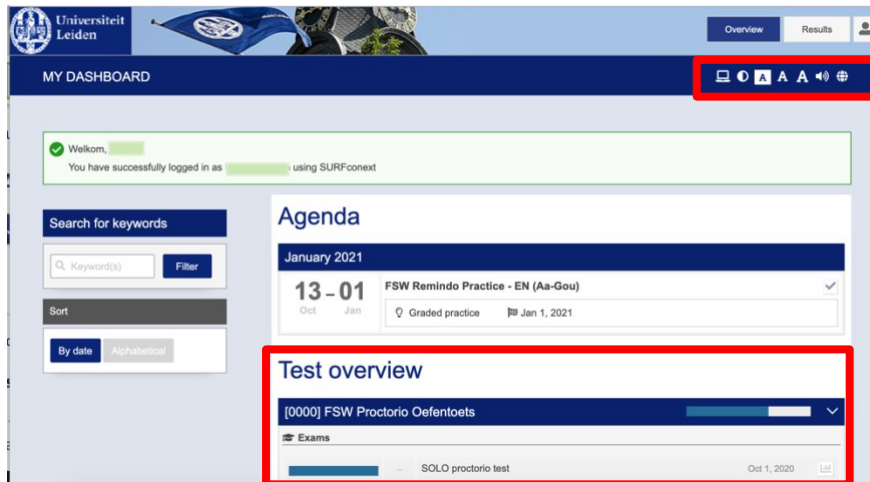
The play button next to a test indicates the test can be taken. The play button is only shown during a certain period in which you can enter the exam. Usually, that is the first fifteen minutes after the start time. If your test starts at 9 am, you can access your test until 9:15 am.

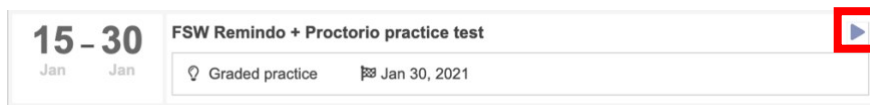## How can I change (the font and language) settings in Remindo?

At the top right of the screen you have several options to change the interface.
You can change these at any given point in the test.

1 = Toggle between two fonts

2 = Toggle between high and low contrast

3, 4, 5 = Change the font size

6 = Read the page aloud (*Readspeaker* software)

7 = Set your language to English or Dutch
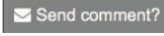
How can I start my test?

Go to your dashboard in ul.remindotoets.nl. Click the play button. The test instructions appear. Read these carefully and then click *Click here to start* to start your test. You can always return to the introduction text by selecting *Show introduction* at the bottom left of your screen.

What do I do if I see a question that is incorrect or ambiguous?

Try to answer the question to the best of your ability. In some tests it is an option to leave a comment to a question. If, at the bottom left of your question, you find the *Send comment?* ✉ Send comment? button, you can leave a comment for your teacher. Your teacher can react to your comment too. If that is the case you will see a notification in your dashboard in the test overview.

What are the English terms of condition in my non-proctored test?

By agreeing to these terms and conditions and by taking part in this exam, you certify that:
- the answers have been formulated or chosen by you alone;
- you have not discussed, shared, or copied assessment work from/with other students;
- you have not used sources that are not explicitly allowed by the course instructors and you have clearly referenced all sources (either from a printed source, internet or any other source) used in the work in accordance with the course requirements and the indications of the course instructors,
- this work has not been previously used for other courses in the program or for course of another program or university, unless explicitly allowed by the instructors,
- you understand that any false claim in respect of this work will result in disciplinary action in accordance with university regulations and the program regulations, and that any false claim will be reported to the Board of Examiners and that disciplinary measures can result in exclusion from the course and/or the program,
- you understand that your work may be checked for plagiarism, by the use of plagiarism detection software as well as through other measures taken by the university to prevent and check on fraud and plagiarism,
- you understand and endorse the significance of the prevention of fraud and that you acknowledge that in case of (gross) fraud the program could declare the exam invalid, which may have consequences for all students.
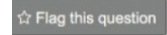
What are the Dutch terms of condition in my test?

Door hieronder akkoord te gaan en deel te nemen aan dit tentamen verklaar je …
- Dat de antwoorden door jouzelf geformuleerd dan wel gekozen zijn;
- Dat je geen werk van/met andere studenten hebt besproken, gedeeld of gekopieerd;
- Dat je alleen gebruik hebt gemaakt van bronnen die expliciet zijn toegestaan door de docent;
- Dat je, indien van toepassing, duidelijk verwezen hebt naar alle bronnen (gedrukte, internet of anders) die in het werk worden gebruikt in overeenstemming met de cursusvereisten en de aanwijzingen van de vakdocenten;
- Dat dit werk niet eerder is gebruikt voor andere cursussen in het programma of voor vakken van een andere opleiding of universiteit, tenzij uitdrukkelijk toegestaan door de docenten;
- Dat je begrijpt dat elke valse claim met betrekking tot dit werk zal leiden tot disciplinaire maatregelen conform de reglementen van de universiteit en de opleiding, waarbij een eventuele valse claim wordt gemeld aan de Examencommissie. Deze disciplinaire maatregelen kunnen leiden tot uitsluiting van het vak of de opleiding;
- Dat je begrijpt dat jouw werk kan worden gecontroleerd op plagiaat, zowel met software voor plagiaatdetectie als met andere methoden voor fraudedetectie;
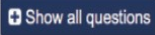
- Dat je het belang van fraudebestrijding begrijpt en onderkent, en dat je je ervan bewust bent dat (grootschalige) fraude kan leiden tot het ongeldig verklaren van het gehele examen, hetgeen gevolgen kan hebben voor alle studenten.

How can I mark a question I would like to return to later?

You can easily return to a question by flagging. You can find this button at the bottom left of your question.　☆ Flag this question it.

How can I have a quick look at my entire test?

You can check out your entire test by clicking on the *Show all questions* ➕ Show all questions button at the bottom left of your question.

How can I save my answers?

Your answers are saved every minute you are in Remindo. When you continue with your next question *Remindo* also saves your answer.

How do I know how much time I have left?

While answering a question, Remindo shows you how much time you have left in the top left corner of the screen.

How do I end my test without having answered all the questions?

The red *Close* ▶ Close button at the bottom left allows you to end the test without finishing. Remindo will notify you that some questions have been left unanswered. At this stage you can either go back to your questions or *Finish* ▶ Finish the test incomplete.

How can I use symbols in my answers to open questions?

In order to open the *special text character and symbols* make sure you first activate your cursor in the text box. A blue frame and a paragraph symbol 🖝 appear. Hover over the paragraph symbol to open the *special text character and symbols*.
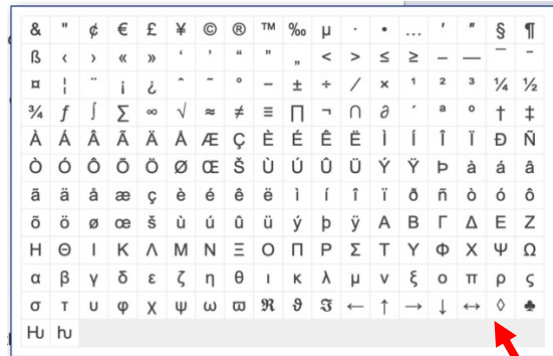
Which model discussed in Lecture 2 contains all of the above factors (although for some of the factors the term used in the model might be different, but mean the same)?

Word count: 0, character count: 0

Can I leave the full screen mode to go to the FSW chat?

Yes, you can.

Problems / Issues

What do I do if I run into a problem during a test?

We have a special FSW chat that you should contact during your test. You are allowed to open this tab and leave the full screen in Remindo. If necessary, the FSW chat will redirect you to the Proctorio live chat but always put your question forward in the FSW chat first.

What if I miss my exam or can't take it?

In principle we assume that if you have signed up for the exam in uSis, you will actually participate in the exam. If you are absent due to illness or a technical defect, the procedures as mentioned in the regular Rules & Regulations and the OSC website apply.

What happens if I start my exam later due to problems?

You will still be able to start the test up to 15 minutes after the scheduled time.
Do you have problems logging in? Please contact the FSW chat on tinyurl.com/fswchat.

Is it a problem if my internet connection is lost during the exam?

Remindo saves all your given answers every minute. Remindo also saves the given answers when you navigate to another question.

What can I do to make sure I have stable internet?

Use a cable to ensure you have the best possible internet connection. Close down all other programmes on your computer. Also remove other devices that are connected to the same Wi-Fi. Rebooting your computer before the start of your exam also ensures other programmes have been shut down. Moving closer to your Wi-Fi router is also an option.

What should I do if my screen freezes? What will happen to my results

If your screen freezes refresh the page.

To stop a process on a Mac: click Command + period (.)
To stop a process on a PC: hit CTRL + ALT + DELETE
If this does not help you can restart your computer.
Once you have logged into Remindo and started your test you will not have any problems getting back into the test again. Remindo saves your result every minute so you do not need to worry about this either. Please notify the FSW chat if you have lost connection and had to log in again so we can make a note of this for the exam committee. If necessary, the FSW chat can allow you extra time.

What happens in case of a force majeure?

In case of force majeure during the exam, such as a power outages or area wide internet failure, or problems with your hardware or software, you always inform your study advisor. If there is sufficient reason to do so, the Board of Examiners can decide to deal with the exam or the results differently than usual.

Will the time continue if my internet goes down or if I am kicked out of the exam, for example?

Yes, the time continues when your internet goes down or if you are kicked out of the exam. In most cases you will be able to log into Remindo again, provided you have not finished your exam or have run out of test time. If you have lost a lot of time, it is advisable to contact the FSW Digital Assessment Helpdesk via the FSW Chat (accessible from the Introduction page of the exam). They will also try to help you solve your technical problems.

What if I do not have a suitable room to take my exam in? Can I take my exam on campus?

Contact your study advisor. Your study advisor will then contact the exam committee. In case of a complete (Corona) lockdown you will not be allowed to take your exam on campus. Looking for a suitable alternative outside the campus is therefore advisable.

What if I have a question about the exam or an exam question?
Just like during a regular exam, you are not allowed to ask content-based questions about the exam. The FSW chat, will therefore only be able to answer technical questions. If you encounter an error in a question contact your teacher after the exam.

Necessities

Can I take a Remindo practice test?

Yes you can take a public demo Remindo practice test. Bear in mind that question types and settings vary.

What do I need to take an online exam?

You need:
- You have a silent room available
- a working (charged) laptop or computer including camera and microphone (no tablet)
- an up-to-date computer
- a(n) up-to-date Chrome browser
- a stable internet connection (a network cable is the most reliable)
- the Proctorio plugin is installed and working

Click here for more information on Proctored exams. Make sure to take the Proctorio practice test 10 to 5days before your exam. This is mandatory and participation is registered due to the own responsibility to start the test prepared.

What if I don't have a laptop/computer?

We assume that you cant' study without a PC/laptop. In case of a broken device ask people in your network if you can borrow a PC/laptop.

I don't use Chrome; can I use another browser?

Exams are also best taken with the latest version of Chrome (download here).

Will I get extra time if I am a special needs student?

Yes, you will. Your study advisor needs to officially give you permission the OSC will add the extra time to your test.

What if I have a question that has not been answered yet?

If you cannot find your question in this FAQ then please contact Digital Testing at digitaltesting@fsw.leidenuniv.nl.

Universiteit Leiden