

Off-campus exam with TestVision: Instructions

Support during digital exams off-campus

Support is available during all scheduled exams.

If an issue occurs that you are unable to solve by yourself, please (asap!) get in touch with:

Digital Exams Support

Telephone: +31 (0)13-466 4663

E-mail: digitalexams@tilburguniversity.edu

To be able to help you swiftly, please provide the following information:

- First and last name,
- ANR, student number or username,
- course code and course name of the exam,
- TestVision or Canvas,
- Description of the issue (sometimes screenshots can help).

How do I login to TestVision?

Open TestVision in the web browser (via Google Chrome or Microsoft Edge) via the following URL:

<https://TilburgU.testvision.nl/online/kandidaten>

Click the document below for extensive information about logging in: [How to login to TestVision at home](#)

What should I do if I cannot login to TestVision?

Use your Tilburg University username (u123456) and password for logging in. If you cannot log in because you forgot your password, you can reset your password. For instructions to reset your password, go to the following webpage: <https://www.tilburguniversity.edu/password/forgotten>

You are responsible for having the correct login details ready during the exam (*advice: test your login details beforehand*). It is therefore not possible to get extra time to make the exam because you forgot your credentials.

The exam is not visible after logging into TestVision, what can I do?

First check in Osiris if you registered for the exam. If not, you cannot participate. If you are registered and you still do not have access, please contact Digital Exams Support.

What should I do if the internet connection at home does not work or is (temporarily) unavailable?

If your internet connection is lost during the exam, you can most likely continue with the exam after reconnecting. In TestVision your answers are saved automatically every 60 seconds, and when you navigate to a next or previous question as well. It is possible that the last entry is not completely saved if your connection is lost.

If you are unable to reconnect, please contact Digital Exams Support.

You are responsible for having a stable internet connection and will not be given extra time during the exam if you have no internet access temporarily.

I have questions concerning the content of the exam, where can I go?

Questions relating to the content must be answered by the lecturer of the course. The lecturer should have informed students on how they can be reached during and/or after the examination.

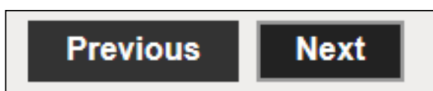
I get an error message in TestVision / TestVision is not working properly, what can I do?

First press the F5 (refresh) button on your keyboard. If this does not work, try restarting TestVision. Close the web browser by clicking on the cross in the upper right corner of your screen. Then restart the web browser and log in to TestVision again. TestVision automatically saves all answers every 60 seconds as well as when navigating to a next or previous question, so you do not have to worry about losing answers you have entered before.

Important: as long as you have not finished your exam in TestVision, do not click on the 'Ready' button, otherwise you will hand in the exam. If you are unable to fix the error, please contact Digital Exams Support.

I cannot go back to a previous question?

You can use the buttons 'previous' and 'next' at the bottom right of the screen to go back to previous and next questions. However, in some exams it is not possible to return to a previous question if the lecturer requested this as a fraud preventative measure. In that case, only the 'next' button will be visible, and it is not possible to change an answer and go to a previous question. This is indicated in the instruction text.



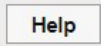

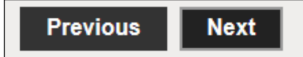

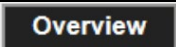




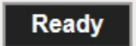
What are the consequences of committing fraud?

Please carefully read the information on the following web pages regarding the definition and consequences of fraud and plagiarism. Both are not tolerated within Tilburg University.

www.tilburguniversity.edu/students/studying/regulations/fraud

www.tilburguniversity.edu/students/studying/regulations/fraud/sanctions

How do the different buttons in TestVision work?

	This opens a window with information about taking an exam.
	You can view the instruction shown at the start of the exam. By clicking on 'continue' you will go back to the exam.
	It is possible to navigate between the different questions with the 'previous' and 'next' button. Except when this setting is not allowed on request by the lecturer.
	At the bottom of the screen, you can see a timeline with small rectangles. Each rectangle represents one question of the exam. A blue rectangle with a white stripe is a block introduction, a green rectangle is the question you are currently working on. By clicking on a rectangle, you go to that question.
	In this overview you can check if you completed all questions. Click on a number in this list to jump directly to that question
	Select a piece of text you wish to highlight. Then press this button to mark the text (yellow). This highlighting is only visible to you, not to a teacher.
	By marking a question with the flag, you can easily find this question back in the 'Timeline' and in the 'Overview'. Marked questions are recognizable in the 'Timeline' as well as in the 'Overview' by three vertical lines.
	During some exams, it is allowed to use TestVision's digital notepad to take notes. The notepad is available at the bottom of the screen.
	During some exams, it is allowed to use a calculator. The calculator is available at the bottom of the screen next to the flag.
	It is important that you only click the ready button when you have finished your exam completely!

How do I answer an open-ended question?

Click on the text box or on the 'Enter answer' button. Click on the button 'Submit answer' when you have entered your answer. It is possible to change a submitted answer. To do so, click on the 'Change answer' button and when you are ready, click on 'Submit answer'. Answers are saved automatically every 60 seconds.

For open-ended questions, the lecturer can specify a maximum number of words. This word count will be shown in the upper right corner of the edit box. After reaching the maximum number of words, the word count turns orange, and you can continue typing.

How do I download documents?

A download can be recognized by the formatting of the text. The text of the link is underlined.



If you hover your mouse over the underlined text, it will change color. You can open the download by clicking on it.

How do I upload documents?

Make sure you have saved the latest version of the file you have edited. Then go back to TestVision and click the 'Browse' button. In the window that opens, you can look up and select the saved file. Then click on 'Open'. Now the file has been added. Make sure you have linked the correct file, by clicking on the 'View (download)' button. If it turns out that this is not the correct file, click on the 'Delete' button and upload the correct file.

Note: The files must have been uploaded into TestVision before the end time of the exam! After the end time it is no longer possible to upload a file!

What if I forgot to upload my document?

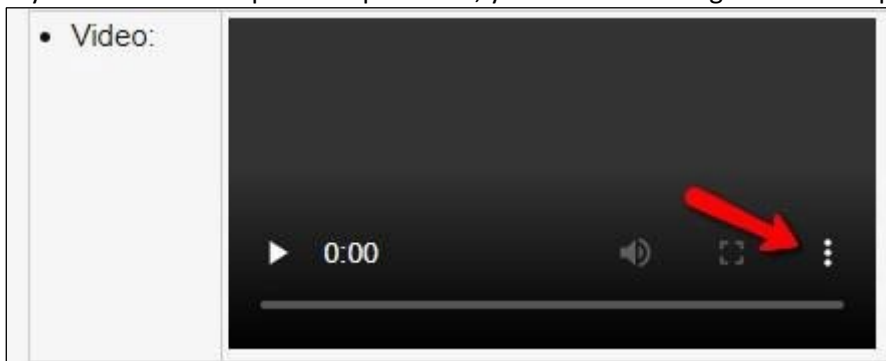
Once the end time of the exam has passed, TestVision will automatically close and hand in the exam, so it is no longer possible to upload a document (you will not receive a warning when the end time is approaching). After handing in your exam, you need to check the confirmation of receipt of the exam in your mailbox. Make sure the correct document has been uploaded as well.

If this is not the case, please contact Digital Exams Support.

I cannot play a video, what can I do?

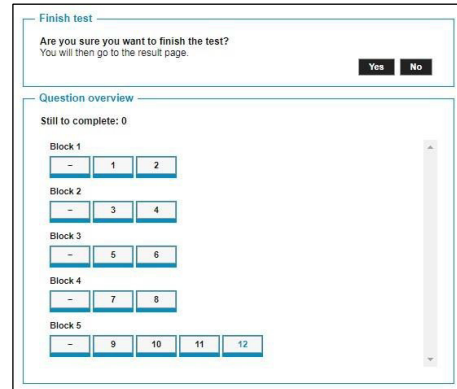
Sometimes it helps to use a different web browser. Our advice is to use Google Chrome. If this does not work either you can try to download the video. To do so, click on the three dots at the bottom right of the video.

If you continue to experience problems, you can contact Digital Exams Support.



How can I be sure that I handed in the exam correctly?

When you have finished taking the exam click on 'Ready'. You will now see a screen with an overview of all questions. When you are sure that you have finished taking your exam, click on 'Yes'. After this confirmation it is no longer possible to make any changes to the exam. You will now see the result page and you will receive a confirmation of receipt of your submitted exam by e-mail.



I clicked the 'Ready' button and handed in my exam while I was not finished, what can I do?

Unfortunately, it is not possible to undo this step. Important: if you have not finished your exam and you click 'Ready', you will get the message 'Are you sure you want to finish the test?'. *Do not click on 'Yes'!* If this happens accidentally, please contact Digital Exams Support.