

Online exam with TestVision: important instructions for students

How do I login to TestVision?

Open TestVision in the web browser (the advice is to use Google Chrome) 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, please click the document below:

- [Instructions resetting password](#)

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 test because you forgot your credentials.

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

First check if you registered for the test. Only students who have registered for the exam via Osiris on time will have access. If this is the case and you still do not have access, please contact Digital Exams Support as soon as possible via +31 (0)13-466 4663 or digitalexams@tilburguniversity.edu (support is available during all scheduled exams). Please provide at least the following information: first and last name, ANR, course code and course name of the exam.

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

Make sure at all times that you check beforehand whether there is a working internet connection and that you make the test in a location with a stable internet connection. In the unlikely event that there is a malfunction during the exam, report this as soon as possible (including supporting documents) to Digital Exams Support via +31 (0)13-466 4663 or digitalexams@tilburguniversity.edu. Support is available during all scheduled exams.

What should I do if online proctoring is applied during the exam and I experience problems with Proctorio?

In the case you experience technical problems with Proctorio while you are in the exam, please contact Proctorio via the Live Chat by clicking the 'Chat'-icon in the 'Proctorio Quiz Tools'. When you are not in the exam (anymore), go to www.proctorio.com/support and click the button 'Live Chat'. If this does not solve the problems, please contact Digital Exams Support via +31 (0)13-466 4663 or digitalexams@tilburguniversity.edu.

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 has to agree with the students on how he/she 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 in an attempt to fix the error message / malfunction. 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 open the web browser again and log back in to TestVision. TestVision automatically saves all answers every 60 seconds as well as when navigating to a next or previous question, so you don't have to worry about losing answers you 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 immediately via +31 (0)13-466 4663 or digitalexams@tilburguniversity.edu (support is available during all scheduled exams). Please provide your first and last name, ANR, screenshot of the error message, course code and course name of the exam.

I can't go back to a previous question?


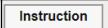





You can use the buttons 'previous' and 'next' at the bottom right of the screen to go back to previous and next questions. However, in some tests it is not possible to return to a previous question in order to minimize fraud. In that case, only the 'next' button will be visible and it is not possible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



What are the consequences of committing fraud?

Please read carefully the information on the following web pages regarding the definition and consequences of fraud and plagiarism! Both are absolutely 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 a test.
- : You can view the test instruction shown at the start of the test.
- It is possible to navigate between the different questions with the 'next' and 'previous' button.
- 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 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.
- : By marking a question you can check it once more before leaving the test. You can mark a question by selecting the flag that appears at the bottom of the screen. Marked questions are recognizable in the 'Timeline' as well as in the 'Overview' by three vertical lines.
- : Next to the flag a calculator can be visible, which can be used when set by the lecturer.
- : It is important that you only click this button when you have actually finished making your exam!

How do I answer an open-ended question?

To fill in open-ended questions, 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 colors orange. You can still continue typing.

How do I download documents?

In case of a download, a certain piece of text contains a link to a file. A download can be recognized by the formatting of the text. The text of the link is underlined.

Om dit examen te maken moet je eerst deze download openen.

If you hover your mouse over the underlined text it will change color. You can open the download by clicking on this piece of text. The following message appears at the bottom of the screen:



Click on the arrow behind 'Save' and choose 'Save as'. You can now save the file in the folder of your choice with a name of your choice. It is possible that the teacher has given guidelines for naming the file in the instructions. Then click on 'Save'. The file is now saved on the PC. Now click on the button 'Open folder'. To open the file, click on the saved file.

How do I upload documents?

Make sure you have saved the latest version of the file you 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 to the button in TestVision. Make sure you have linked the correct file, by clicking on the 'View (download)' button. Then click 'Open' twice. In the pop-up message that appears, choose 'Allow'. After opening the file, choose 'Enable editing'. If it turns out that this is not the correct file, click on the 'Delete' button and upload the correct file.

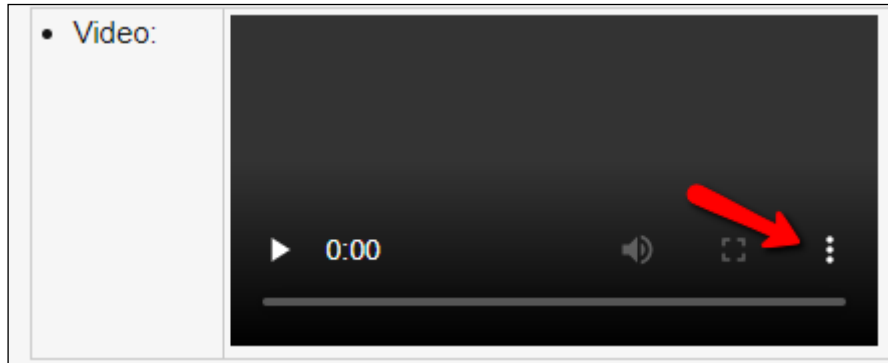
Note: The files must have been uploaded into TestVision before the end time of the exam! After the end time it is no longer possible to upload a file!

What if I forgot to upload my document?

Always make sure that you have uploaded the document before the end time of your exam! Once the end time of the test 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). It is therefore important to complete all your answers and uploads before the exam finish time has passed! After handing in your exam, you need to check the confirmation of receipt of the test in your mailbox immediately. Make sure the correct document has been uploaded as well. If this is not the case, please contact Digital Exams Support as soon as possible via +31 (0)13-466 4663 or digitalexams@tilburguniversity.edu (support is available during all scheduled exams). At least mention your first and last name, ANR, question number where the correct upload is missing and the course code and course name of the exam.

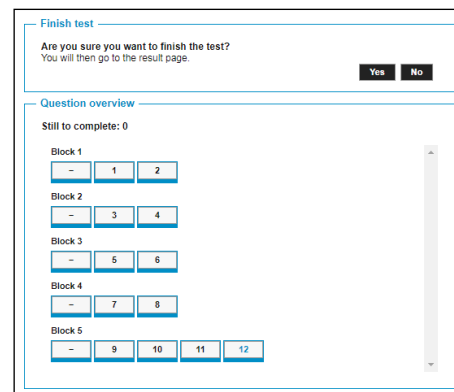
I cannot play a video, what can I do?

Sometimes it helps to use a different internet 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 via +31 (0)13-466 4663 or digitalexams@tilburguniversity.edu (support is available during all scheduled exams). At least mention your first and last name, ANR, screenshot of the problem and the course code and course name of the exam.



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

When you have finished making the test in TestVision click on 'Ready'. You will now see a screen with an overview of all questions. When you are sure that you have finished making your exam, click on 'Yes'. After this confirmation it is no longer possible to make any changes to the test. 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 haven't 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 via +31 (0)13 - 466 4663 or digitalexams@tilburguniversity.edu (support is available during all scheduled exams). At least mention your first and last name, ANR, course code and course name of the exam.