Online examinations at the University of Bremen – Technical and organisational informations for students -

An extensive and up-to-date collection of frequently asked questions from students about online examinations can be found here. The FAQs mainly deal with login problems and the solution of technical problems. Therefore, only the most important issues are listed below:

- Immediately after receiving your access data, please test whether you can access the direct link to the exam with the PC/laptop to be used for the exam. Alternatively, open online.eassessment.uni-bremen.de and log in with the username and password provided. You can log in as often as you like (but only start the exam once). If you have login problems, please refer to the FAQ.
- Provide a quiet environment conducive to concentration (e.g. put a "do not disturb" notice on the door).
- Tablets and mobile phones are not suitable for online examinations! Laptops should be plugged in during the exam.
- Make sure you have a stable and fast Internet connection. If possible, use a cable to connect router and PC. When using WLAN, please ensure that the signal strength is sufficient. If these conditions do not apply to you, find an alternative workstation if necessary.
- We recommend that Windows users use the latest version of **Edge**, **Chrome** or **Firefox**. MAC users experienced the fewest problems when using Firefox, while Safari often produced problems. If you are unsure which browser you are using or which version you have installed, you can check this at www.whatismybrowser.com. In addition to this information, you will also receive a note if your browser is out of date and instructions on how to update.
- Start the PC/laptop in good time (virus scan, update routines) and, if possible, close all other apps before starting the exam. **Attention**: Deactivate automatic updates (i.e. Windows updates) and other processes that put a strain on the PC and Internet connection for the duration of the exam. **Very important**: Deactivate any ad blocker and other plug ins that filter content of websites in the browser for the duration of the exam. Some ad blocker prevent the display of question texts or lead to massive errors!
- In case you need to log in again: Keep your login data to hand during the exam. After logging in again, you will be taken directly back to the cancelled exam.
- Use the contact option provided by your lecturers for the exam (eg. Zoom meeting, phone number, chat). If you do not have this information: You can reach the ZMML support at info@eassessment.uni-bremen.de. There is no telephone hotline at ZMML.
- You must document any persistent technical problems, e.g. a prolonged interruption of the internet connection or recurring error messages from the browser, which may have caused you disadvantages during the exam. If possible, take screenshots and inform the person responsible for the exam promptly by email (please put info@eassessment.uni-bremen.de in CC). They will discuss the next steps with you (e.g. arranging a repeat exam). During the exam, a technical test protocol is automatically created and can be used in addition to your documentation when analysing errors.

Good luck with your exam