

2023-24

Canvas Based Digital Exams: Technical Guide for Students



LockDown Browser

Invigilated, Closed Book, In-Person Examinations that will take place in allocated PC Labs on-campus using Locked Down Canvas Quizzes.

Purpose of this Guide

The purpose of this Guide is to provide practical information about how to access and complete your **Canvas Based Digital Exam**.

These exams will be **invigilated** and will take place **in-person** within an **approved computer lab**. You will be given your lab allocation in advance of the exam. It is important that you attend the lab you have been allocated to.

These exams will be **closed-book** and will use a locked down browser. The **LockDown Browser** prevents access to anything other than the exam and helps to protect academic integrity.

These exams will be timed and take the format of a Canvas Quiz. They may contain many short questions (e.g. multiple choice, multiple answer, short answer style questions) or longer questions (e.g. essay style).

This Technical Guide will be available on the Examinations website <https://www.hw.ac.uk/uk/students/studies/examinations.htm>

This page contains various guides for all students across all campuses and modes of study. Do check the website in case there is a specific guide for your set of assessments.

This **Canvas Digital Exams: Technical Guide** provides information on:

1. Important information about your Canvas Digital Exam
2. Multi-Factor Authentication (MFA)
3. How to access and complete your Canvas Digital Exam
4. Top tips
5. Appendix 1: Instructions on how to change the default time zone on Canvas to your local time

Important! Please read these points carefully

- 1. PLEASE TAKE ACTION NOW!** – Log into Canvas as soon as possible to check that you can access the course and can see the **Canvas Digital Exam Module**. If you cannot access Canvas, please contact us right away so we can resolve any issue before the day of the examination.
- 2. Seven days before your exam date** – Log into Canvas again to check that The Exam Practice Area is available and that you can see the Placeholder for the Exam. For Canvas Digital Exams, this will be contained within the main site for the course. The practice area within your course will be available at least seven days before your exam date and until the day before your examination starts. View exact timings on your [Exam Timetable](#).
- 3. Computer Labs** – You will only be able to access the exam within the computer lab you have been allocated to. If you have never been to the lab, it would be advisable to visit the lab in advance so you can easily find it on the day of the exam and to ensure you can log in using your university credentials.
- 4. Exam times** – Your Canvas Digital Exam will begin at the start time and date specified on the exam timetable. **Please note Canvas operates in UK time** and that the time zone on Canvas will be defaulted to UK time, **unless** you have updated your local time zone setting (see Appendix 1). Please note, you **will not** be admitted if you arrive more than 30 minutes after the start of the exam.
- 5. Duration** – The standard duration of a Canvas Based Digital Exam is **2 hours**. However, if you start the exam late (no later than 30 minutes) the time will be reduced accordingly and must be submitted by the specified due/end time. If you have reasonable adjustments, please see note 7 below.
- 6. Mistakes on exam** – If you identify what you consider to be a mistake on your Canvas Digital Exam, please inform the invigilator. Any mistakes will be investigated and taken into consideration during the moderation process. You should then continue with the exam.
- 7. Late Submission of Exam** – No late submissions will be accepted. Once the time for the exam expires your exam will be auto-submitted. Students who are unable to complete their examinations, and who have mitigating circumstances (MC), must follow the MC process as outlined in the updated [Student General Information Guide](#).
- 8. Reasonable adjustments** – As part of reasonable adjustments measures, you may have been given additional time to complete your exam. This will be displayed on the exam introduction page. The practice exam will have the adjustments included, so please check the duration of the practice exam and if your additional time has not been added to the practice exam email e-exams@macs.hw.ac.uk as soon as possible. If you have other adjustments and you have not yet had arrangements made, please contact disability@hw.ac.uk
- 9. Contact us** – If you have any problems accessing the PCs, Canvas or the Exam Area of your course e-mail e-exams@macs.hw.ac.uk stating the course code, your campus and include any relevant screenshots.

Multi-Factor Authentication

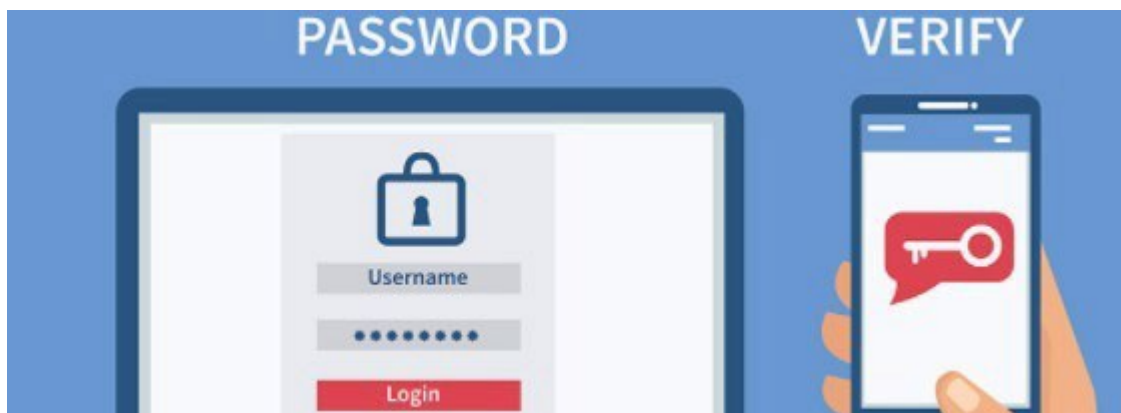
Students **may** need to use Multi-Factor Authentication (MFA) with their Heriot-Watt user account to access Canvas.

MFA is a secure additional login process and is one of the most effective ways to keep you and your work safe online.

Please ensure that you have your mobile device fully charged and accessible at the start of your Canvas Digital Exam to avoid any potential issues during the login process.

We would recommend using the Authenticator app and connect your phone to the Wi-Fi to ensure you receive the approval notification.

Once you have logged into Canvas you should switch off your phone and put it away during the examination.



If you have not already done so please prepare your account well in advance of any exams and avoid any potential issues by using [our guidance information](#).

If you have any questions or require further assistance, please don't hesitate to contact Information Services at ISHelp@hw.ac.uk.

Top Tips

1. Ensure you know which computer lab you have been allocated to and which Canvas course the exam will take place on. You will **not** be able to take this exam from home, or from any other location.
2. Ensure that you have read these exam instructions.

How to Access Your Canvas Digital Exam

The exam will take place on-campus, in an **approved computer lab**. It is important that you attend the lab you have been allocated to. Your attendance will be recorded, and you will not be allowed to sit this exam from any other location.

Accessing the Lockdown Browser

Step 1: Log into the PC in the allocated Lab with your HWU credentials (e.g. abc123@hw.ac.uk).

Step 2: Launch the **LockDown Browser** by double clicking on the LockDown Browser icon on the desktop. You will not be able to access the quiz from any other browser. If you are unable to launch LockDown Browser please raise your hand and inform the invigilator.

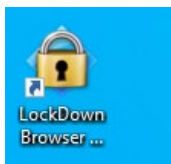


Fig 1: Lockdown Browser icon.

Step 3: Locate Your Course

Your Canvas Digital Exam will appear on the existing Canvas course site you use through the semester. Access the course as you normally would via the Dashboard or via the courses link on the left navigation menu.



Fig 2: Dashboard

Within the Dashboard, click on the course tile or select the course from the Courses tab.



Fig 3: Courses

This will take you to the Home Page for your Course. Click on **Modules** and look for the module entitled **Canvas Digital Exam**. There you will see a page entitled **Exam Information** and an **Exam Practice Area**, which will become available at least 7 days before the Final Exam and remain open until midnight (UK Time) the day before the Final Exam.

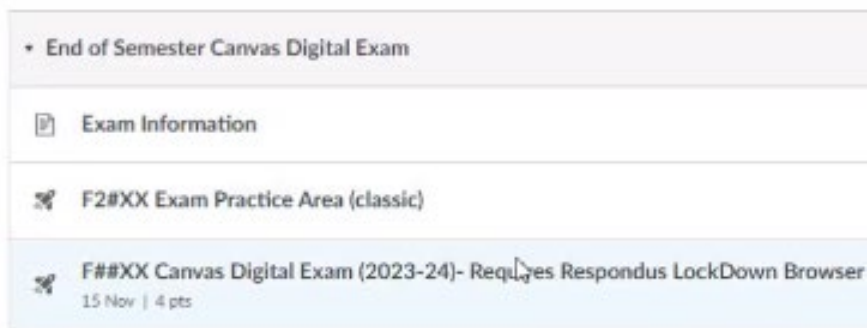


Fig 4: Exam Module

Click on **Exam Information** to review the exam instructions.

Exam Practice Area

Within **Modules**, Select the **Exam Practice Area**.

This will allow you to become familiar with the canvas quiz interface. The practice area will contain at least three questions. Some courses may include additional questions or examples of a past paper.

Please note this practice area does not require LockDown Browser and **will not** be visible to you on the day of the exam.

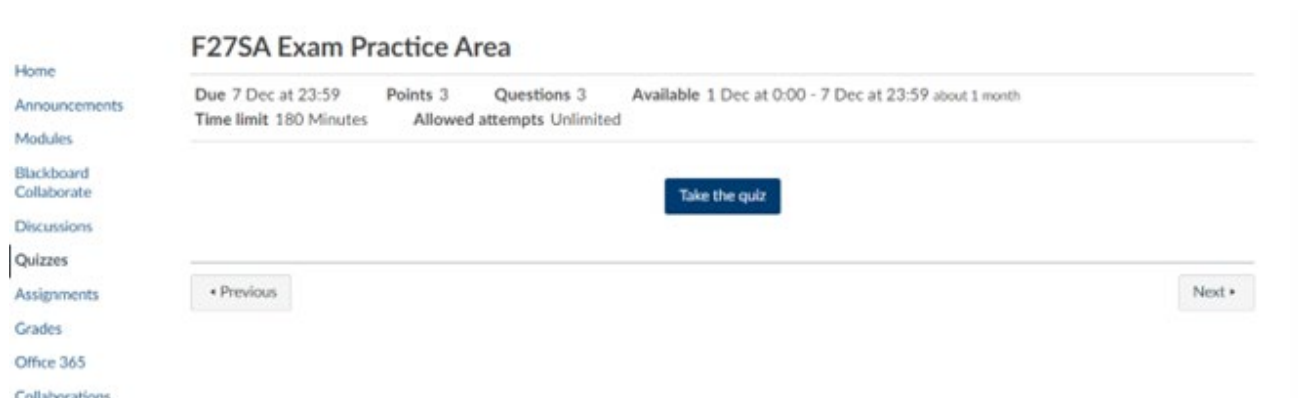


Fig 5: Exam Practice Area

Click **Take the quiz** to start the Practice Exam.

Quiz Interface

Questions will be presented one at a time on the screen. Depending on the question type, you should select or enter your answer on the screen. Click the **Next** button to progress to the next question. On the right-hand side of the screen, you will be able to view your progress through the questions and the remaining time. To return to earlier questions you can click on the question number on the right-hand menu or click the previous button.

F2#XX Exam Practice Area

Started: 15 Nov at 10:01

Quiz instructions

Questions

- ✓ Question 1
- ⊙ Question 2
- ⊙ Question 3

Time running: Hide
Attempt due: 7 Dec at 23:59
2 Hours, 58 minutes, 25 Seconds

Question 1 1 pts

What is the capital of Scotland

Dundee

Glasgow

Edinburgh

Inverness

Next ▶

Fig 6: Quiz Interface

Submitting the Practice Exam

Once you have completed all the questions click the **Submit quiz** button to submit the quiz. If you run out of time, the quiz will auto-submit at the scheduled end time.

Question 3 1 pts

Which countries are in the UK

Ireland

England

France

Scotland

Saved at 11:14 Submit quiz

Fig 7: Submitting the Practice Exam

Once you have submitted the Practice Exam you will see the screen below. The Practice exam has Unlimited attempts, and you can click to **Take the quiz again** if you wish to. Please note the Final Exam will be a **Single Attempt Only** and you will **NOT** be able to re-attempt it once submitted.

F2#XX Exam Practice Area

Due 7 Dec at 23:59 Points 3 Questions 3 Available 1 Dec at 0:00 - 7 Dec at 23:59
Time limit 180 Minutes Allowed attempts Unlimited

Take the quiz again

Last attempt details:

Time: 61 minutes
Current score: 2 out of 3
Kept score: 2 out of 3

Unlimited attempts

Take the quiz again

(Will keep the highest of all your scores)

Attempt history

Attempt	Time	Score
LATEST Attempt 1	61 minutes	2 out of 3

Fig 8: Re-attempting the Practice Exam

On The Day of Your Exam

Go to the **approved computer lab** you have been **allocated**. It is important you arrive 15-20 minutes early to log into the Canvas course. You will **not** be able to take the exam from any other location than the lab you have been allocated. Please ensure you know your username (usually the first part of your hw.ac.uk email address and your password. Please visit the lab in advance to ensure you can log in before the day of the exam.

Once you have logged into the PC, click on the **LockDown Browser** icon on the desktop and navigate to the relevant course on **Canvas**. Within **Modules** click on the **F2#XX Canvas Digital Exam (20XX-YY) – Requires Respondus Lockdown Browser** (F2#XX is the code for your course).



Fig 9: Canvas Digital Exam Module

If you click on the link before the start time you will see screen that the exam is currently locked. Please **refresh** this page at the designated start time.

D##XX Canvas Digital Exam (2023-24)- Requires Respondus LockDown Browser

Due 16 Nov at 15:30 Points 4 Questions 4 Available 16 Nov at 13:30 - 16 Nov at 15:30 2 hours
Time limit 120 Minutes Requires Respondus LockDown Browser

This quiz is locked until 16 Nov at 13:30.

Fig 10: Quiz Locked

At the designated start time, click on the link (or refresh the page if you already have). You will now see a **Take the quiz** button which you should click on.

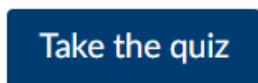


Fig 11: Take the quiz button

You will be prompted for an **Access code**. This will be read out by the invigilator at the start of the examination. You should enter the code immediately when requested and click submit. If you didn't hear the code, raise your hand and wait.

This quiz is restricted by an access code. You'll need to ask your teacher or proctor to type in or tell you the access code in order to take the quiz.

Access code:

Fig 12: Access code

During the Exam

During the exam you should only have the **LockDown Browser** window open containing the Canvas quiz. You must **not** attempt to open any other tabs, windows or applications, or attempt to navigate away from the LockDown Browser. Any attempt to do so will be considered a breach of exam regulations, will send a report to the invigilators and your course team, and will terminate your attempt at the exam. You must **not** attempt to Lock the PC, as doing so will also trigger a report and terminate your exam attempt.

You should not attempt to communicate with anyone else within or outwith the lab. You will be monitored by invigilators during the exam and any attempt to view unauthorised material or communicate with anyone else will constitute a breach of examination regulations. If you experience any issues during the exam raise your hand to get the attention of the invigilator.

There is time factored into to the start of the exam to allow everyone to log into Canvas and enter the access code. If you start after this time, the duration will be reduced according. The exam will be auto-submitted at the specified end time. Note Canvas operates in UK time, therefore if you are outwith the UK, please see Appendix 1 which shows how to set up Canvas for your local time zone.

Use of Calculators

If your exam allows the use of calculators, click on the calculator icon on the top navigation bar of LockDown Browser and a calculator will pop up on screen.

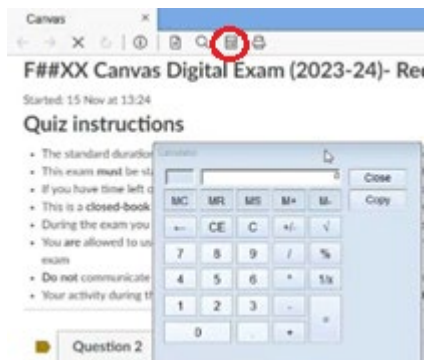


Fig 13: Calculator

Resuming the quiz

If you lose connection during the quiz, or if you are presented with any pop-up notifications during the quiz, do not close them, and raise your hand to inform the invigilator.

They will ask you to navigate back to the Quiz via the Modules or Quizzes area of the course and click on the name of the exam and then click the **Resume quiz** button. Please note the time will continue to count down.

F2#XX Exam Practice Area

Due 7 Dec at 23:59 Points 3 Questions 3 Available 1 Dec at 0:00 - 7 Dec at 23:59 about 1 month
Time limit 180 Minutes Allowed attempts Unlimited

Resume quiz

Fig 14: Resume quiz

Submitting the Exam

Ensure you have completed as many questions as you can. If you finish early, you can review the questions before Submitting the Quiz. Please note once you click the **Submit quiz** button you will not be able to return to the quiz. You will not be allowed to leave the venue within the first hour. If you do wish to leave the exam after one hour, please raise your hand to ask the invigilator who will ensure you have submitted your quiz before you leave the room.

If you run out of time, the quiz will auto-submit at the scheduled end time. Once you have submitted the quiz you will see a screen like the one below. The quiz scores will not be made available immediately after the exams as the marks need to be approved by the relevant assessment boards.

F2#XX 2021 Canvas Digital Exam

Due 8 Dec at 12:00 Points 50 Questions 50 Available 8 Dec at 9:00 - 8 Dec at 12:00
Time limit 180 Minutes

Your quiz has been muted

Your quiz score is unavailable because your instructor has not finished grading it. When your instructor finishes grading this quiz, your score will be available on this page.

◀ Previous

Next ▶

Fig 15: Submitted Exam

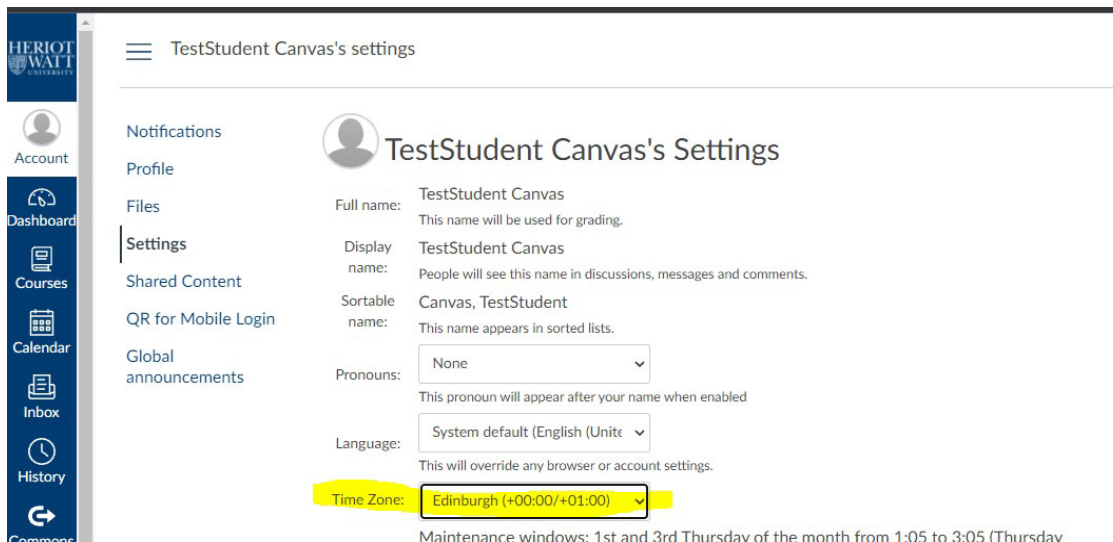
Top Tips Continued

3. Ensure you know which lab you have been allocated.
4. Ensure you know which Canvas course your exam is located on.
5. Ensure you have tried the practice area and are familiar with the quiz interface.
6. Ensure you arrive 10-15 minutes early to allow time to log into the PC.
7. Ensure you are not late (if you arrive more than 30 minutes late you will not be permitted to take the exam).

Appendix 1

Instructions to change the default time zone on Canvas to your local time

Select Account and Settings from the menu on the left-hand side. You will see that the Time Zone is set to Edinburgh:

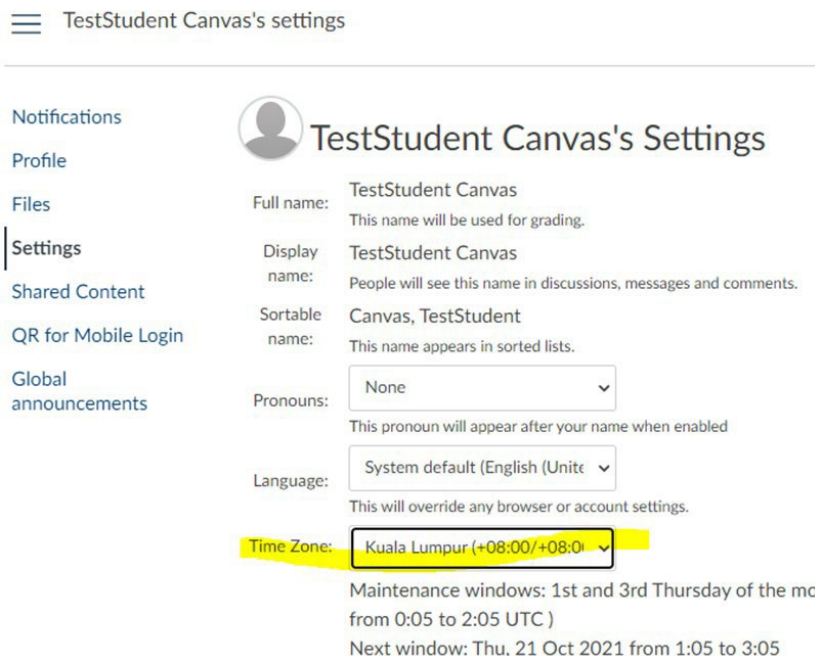


The screenshot shows the 'TestStudent Canvas's settings' page. On the left is a navigation menu with options: Account, Dashboard, Courses, Calendar, Inbox, and History. The 'Settings' option is selected. The main content area is titled 'TestStudent Canvas's Settings' and includes the following fields:

- Full name: TestStudent Canvas (This name will be used for grading.)
- Display name: TestStudent Canvas (People will see this name in discussions, messages and comments.)
- Sortable name: Canvas, TestStudent (This name appears in sorted lists.)
- Pronouns: None (This pronoun will appear after your name when enabled)
- Language: System default (English (United Kingdom)) (This will override any browser or account settings.)
- Time Zone: Edinburgh (+00:00/+01:00) (This field is highlighted in yellow)

Maintenance windows: 1st and 3rd Thursday of the month from 1:05 to 3:05 (Thursday)

You can select the time zone you require from the dropdown menu, for example Malaysia.



The screenshot shows the 'TestStudent Canvas's settings' page with the 'Time Zone' dropdown menu changed to 'Kuala Lumpur (+08:00/+08:00)'. The other settings remain the same as in the previous screenshot.

Maintenance windows: 1st and 3rd Thursday of the month from 0:05 to 2:05 UTC)
Next window: Thu, 21 Oct 2021 from 1:05 to 3:05

All times in Canvas will now be displayed to you in local time.