Online Exam with Zoom Invigilation – Student Guide

Version: Oct 2026 (v2.26f)

A shorter summary version of this guide is also available.

Table of Contents

1. Exam Type (pages 1-2)
2. Preparing in Advance (Weeks Before the Exam) (pages 2-3)
3. On Exam Day (pages 3-4)
4. Joining the Zoom Exam Room (page 5)
5. During the Exam (pages 5-6)
6. Submitting Your Exam (pages 7)
7. Camera Setup Instructions (pages 7-10)
8. Privacy Information (page 11)
9. Getting Help (page 12)
10. Useful Links (pages 12-13)

1. Exam Type

Your exam type (i.e. online Zoom invigilated exam) will appear on your personal exam timetable along with your Zoom room link when published on the Wednesday before the exam period starts. A confirmation email will be sent to your official MQ student email address 24-48 hours prior to each scheduled Zoom invigilated exam.

Key Rules

- **Access:** You may only attempt the exam by joining via the official Zoom link provided. You must be invigilated for the entire duration. Accessing the exam any other way may constitute a breach of examination rules
- **Camera:** Your webcam must be on, and you must always remain visible (and audible) during the session
- **Authority:** The exam invigilator has final say over how the exam is conducted

Main response exam type	General description
On-screen (e.g., iLearn quiz, typed responses)	You view questions and respond on the same computer screen. Join Zoom on the same device. The webcam faces you. Note: some on-screen exams require double camera setup (i.e. one screen facing you and a second screen at your side showing your desk area/screen) or, at a minimum, one camera at your side showing your desk/screen.

Main response exam type	General description
Handwritten (e.g., PDF exam paper with scan/upload)	You view questions on-screen but write answers by hand on paper. Join Zoom on the same device. The webcam positioned to show your desk, yourself, and your materials (not just your face). Note: some handwritten exams require double camera setup (i.e. one screen facing you and a second screen at your side showing your desk area/screen).

Note – some exams have specific camera setup requirements:**

- "Double camera" setup — a laptop camera facing you AND a second camera (e.g. mobile phone, tablet) showing your desk area, and you join Zoom twice, ***OR***
- Your workspace/desk and laptop/pc screen be visible by placing your camera at the side. Only one camera is required (e.g. LAWS8000-level units).

** If your exam requires a specific camera setup, this will be specified in the confirmation email sent to your official MQ student email 24-48 hours prior to each exam Zoom invigilated exam.

---

2. Preparing in Advance (Weeks Before the Exam)

Set Up Your Zoom Account

1. Install or update Zoom to the latest version. You can find the download at https://zoom.us/download
2. Test Zoom at https://zoom.us/test
3. Information on using Zoom as a Macquarie student (MQ login: https://macquarie.zoom.us)

Prepare Your Space

- Choose a quiet location with good internet, lighting, a power outlet, and a desk where you can work undisturbed
- Arrange with household members in advance so you won't be interrupted
- Know the Exam Rules
- Review information and instructions contained in your unit's iLearn "Exam Period Assessment" section
- Check your exam timetable at https://iexams.mq.edu.au/timetable
- The Macquarie University Assessment Policy, "Part E: Examinations" applies

Prepare Your Equipment

Computer:

- Webcam (built-in or external)
- Microphone (built-in or external desktop type — **no headsets**)
- Speakers (built-in or external — **no earphones/headsets**). After the exam starts, you may lower the volume or use non-electronic ear plugs (foam, rubber, plastic)
- Required software installed and tested (Zoom, plus any permitted applications)

- If using a laptop: have the power cable and a fully charged battery

Mobile Phone:

- For handwritten exams: ensure you have a mobile phone to scan/upload work at end of exam
- For "double camera" method or side camera view exams: you may use a mobile phone as an external Zoom camera
- For all exams: prepare a mobile phone as an emergency internet hotspot (via tethering). Test this in advance and ensure you have sufficient data

Other Items:

- For handwritten exams: ensure you have a supply of blank A4 sheets of paper to write your answers on
- A hand-held mirror to show room surroundings if a laptop or mobile device is not the camera
- Photo ID (MQ Student ID or government-issued photo ID) — your name (in English) and photo must be clearly visible. You may cover other personal details for privacy
- Upload a passport-style photo to your iLearn profile at https://goto.mq/editilearnprofile

Practice

- The Exams Office offers Zoom exam practice sessions in 13 (covers process-only - no exam content, no grades). Bookings open from Week 12 — watch for email notifications.
- Your unit coordinator may also provide a unit-specific practice exam in iLearn

Additional Preparation Resources

- General exams information and FAQs: https://students.mq.edu.au/study/assessment-exams/exams
- Exam Rules and Procedures: Assessment Procedure / Document / Policy Central (Part E – Examinations)
- Academic Integrity module: https://ilearn.mq.edu.au/course/view.php?id=11590
- Wellbeing support: Wellbeing - Student Support | MQ Sydney

---

3. On Exam Day

Before You Begin

1. **Check iLearn** for any last-minute exam information.
2. **Find your Zoom room link** on your personal exam timetable or in your MQ email. (If the exam is arranged by the Unit Convenor, confirm with them directly.)

⚠️ If you have multiple exams, each may have a different Zoom link. Match links carefully to the correct exam, date, and time

Prepare Your Physical Space

- Quiet, well-lit room with power and internet

- Remind household members not to disturb you; ask them to avoid bandwidth-heavy activities
- Close the door and consider posting a "Do not disturb" sign
- Place only allowed items on your desk (water in a clear bottle, snacks if allowed, tissues)
- Remove all non-permitted items from sight and reach
- Have your Photo ID ready on your desk
- If pets are in the room, make sure they do not disrupt the exam. Ideally, keep them out of the room; however, if they would cause more disturbance outside, they may remain with you. In that case, do your best to minimise any noise or interruptions.

Prepare Your Computer

- Connect to the internet; plug in the power cable if using a laptop
- **Restart** your computer for better reliability
- Open only what you need: Zoom, iLearn + permitted exam software. Close everything else.
- Use Chrome, Firefox or Edge on a laptop/desktop (Safari is not recommended due to potential compatibility issues with iLearn)
- **Disable** any user-installed **AI based add-on extensions** in your browser
- Log in to Zoom at https://macquarie.zoom.us
- Click the "**Sign in with SSO**" option, enter **macquarie** as the company domain, sign in with your **MQ OneID** credentials

⚠️ **non-MQ accounts will NOT be allowed into the exam Zoom room**

⚠️ **Zoom display name** — Ensure it matches your enrolment name to speed up being allowed into the Zoom room

- **Turn ON:** microphone, webcam, speakers
- **Turn OFF:** virtual backgrounds, green screen, filters, studio effects
- Use only your physical device camera (not software cameras or Instagram filters)
- Ensure the video is clear, in focus, and properly framed

Prepare Your Mobile Device

- **Double camera exams:** Use your mobile as an additional Zoom camera, positioned per the instructions
- **All exams:** If using your phone as an emergency hotspot, keep it nearby but out of immediate sight. Set it to silent with vibration off.
- **All exams:** Make sure mobile phone is attached to a charger

---

4. Joining the Zoom Exam Room

40 Minutes Before — Test Your Camera

- If you haven't already done this, open Zoom, click "Sign in with SSO", enter macquarie as company domain, then sign in with your MQ OneID credentials
- Click **"New Meeting"** to preview your webcam (do NOT use the exam link for testing)
- Check system settings for camera and microphone
- Ensure no other apps are using the camera/microphone
- Log in to iLearn and navigate to the exam section
- Have help contact numbers ready
- Use the bathroom now

25 Minutes Before — Join the Exam Room

For double camera exams: join on your **computer first**, then on your second device.

How to join the exam:

1. Click the exam Zoom room link from your timetable or email
2. You'll be placed in a **waiting room** — wait to be admitted by the invigilator

Once inside the Zoom room, you are under exam conditions:

- ✅ Keep your camera on and working
- ❌ Do NOT communicate with other students
- ❌ Do NOT share your screen unless asked by staff
- 🔴 The session will be **recorded** (indicator shown in upper-left corner)
- Follow all invigilator instructions

ID and Integrity Checks — you will be asked to:

- Show your photo ID (name and photo visible; cover other details)
- Perform a 360-degree room scan with your webcam or a mirror
- If requested, adjust your setup (lighting, equipment, surroundings)

---

5. During the Exam

Starting the Exam

The invigilator will announce:

- When the exam begins
- Any relevant instructions

- For any passwords announced by the invigilator to access your exam, you will be required to type it. **Copy and paste from Zoom chat will be disabled.**
- During **reading time**, writing is strictly prohibited. This includes highlighting, underlining or jotting of notes unless specifically allowed by the invigilator.

Refresh your browser (F5 on Windows / Command+R on Mac) to see the exam link appear

For iLearn quizzes: Enter the password if needed; a countdown timer may be displayed

For Word/PDF document exams: Download the file/s; enter the password if needed

For handwritten exams: Download question file/s; enter the password if needed; keep your mobile device connected to Zoom

For Mac users: if your exam requires you to type answers in a separate document for uploading into iLearn, it is recommended that you use Word and not Pages

While Working

- **Save regularly** (Word docs: save manually; iLearn quizzes: auto-save when connected)
- **Check Zoom periodically** to ensure connection and to look for announcements
- Use **Undo** (Ctrl+Z / Command+Z) if you accidentally delete text
- You may lower speaker volume or use non-electronic ear plugs but stay alert for announcements

If Your Connection Drops

1. Do NOT refresh the page
2. Do NOT navigate to another page
3. If possible, record your answers elsewhere (e.g., note down multiple-choice selections, copy/paste to a Word document)
4. Try to reconnect — iLearn should auto-save once reconnected
5. Rejoin Zoom session using the same original link you used to join the exam ASAP
6. If the problem persists, contact help: IT Service Desk: +61 (2) 9850 4357; Service Connect: +61 (2) 9850 6410

Random Integrity Checks

You may be moved to a breakout room and asked to:

- Do a room scan and/or share your screen (on-screen exams) or show your laptop screen via the mobile camera (handwritten exams)

Important Rules

- **You may NOT leave** during the first hour of writing/working time
- **You may NOT arrive** after the first hour of writing/working time has elapsed
- Contact the invigilator if you need the bathroom, have questions, or want to submit early

6. Submitting Your Exam

On-Screen Exam Submission

iLearn Quiz:

- Click **"Submit all and finish"** and confirm
- If the timer expires, the quiz submits automatically
- Without a timer, you must manually submit before time runs out
- **Stay on the submission confirmation screen** — you may be asked to show it as proof

File Upload (assignment, or Turnitin):

- Upload well before time expires
- **Stay on the submission confirmation screen** — you may be asked to show it as proof

Handwritten Exam Submission

You must scan and upload your handwritten responses while staying in full view of the webcam.

Option 1: Use a second device/digital camera to scan while your Zoom laptop session continues recording.

Option 2: If your exam is “double-camera”, advise the invigilator that you have finished. They will authorise you to use your mobile camera to scan and upload.

Stay on the submission confirmation screen after uploading.

After Submission

- Wait for the invigilator's confirmation that your submission was received
- If you submitted early, advise your invigilator
- You may be asked to show your submission screen as proof
- **Do NOT leave the Zoom room** until given permission your invigilator

---

7. Camera Setup Instructions

General Tips

- Face the camera
- Ensure good lighting (light source behind the camera, illuminating your face)
- Video must be clear and in focus
- Background must be visible — no virtual backgrounds, blur, or filters
- Do NOT broadcast your exam responses on video
- Always Remain within camera view (unless given permission to leave)

To test: Open Zoom → click "New Meeting" → check your webcam view.

On-Screen Exams

- Join Zoom on the **same device** you use for the exam
- Camera shows your **face and upper body** clearly
- Background visible; good lighting

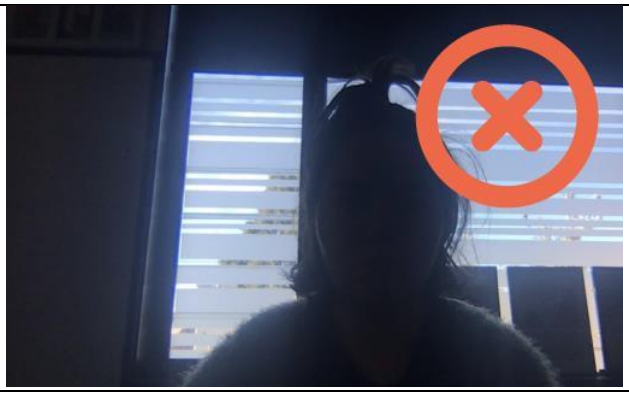
Good: This has good lighting. Their face is clearly identifiable. Background is visible.	Bad: Do **not** do this! This has poor lighting. Their face is not identifiable.
	

Image source: University of Melbourne.

Handwritten Exams

- Join Zoom
- Use a laptop/computer to read exam questions
- Camera must show: your desk, allowed materials, your face, your hands, any screens, and writing paper
- Do NOT broadcast readable answers

Good: Reading device screen shown (phone). Space and desk are shown. Hands are shown. All items/materials within reach are shown, as is hand reach distance. Student can turn to face the camera as needed (for ID purposes). OK lighting (could be better). Exam questions/responses not broadcast as readable.	

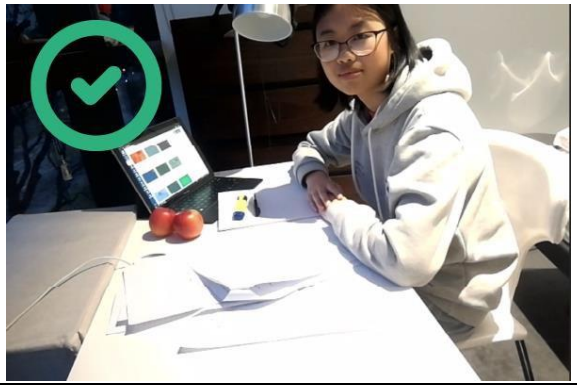
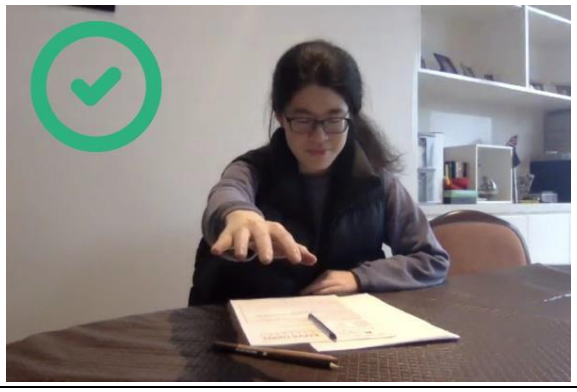
Good: Reading device screen shown (laptop). Space and desk are shown. Hands are shown. All items/materials within reach are shown, as is hand reach distance. Student can turn to face the camera as needed (for ID purposes). Good lighting. Exam questions/responses not broadcast as readable.	
Good: Exam material shown (printed paper). Space and desk are shown. Hands are shown. All materials within reach are shown. Student is facing the camera. Face can be seen for ID purpose. Good lighting. Exam questions/responses not broadcast as readable.	

Image sources: University of Melbourne

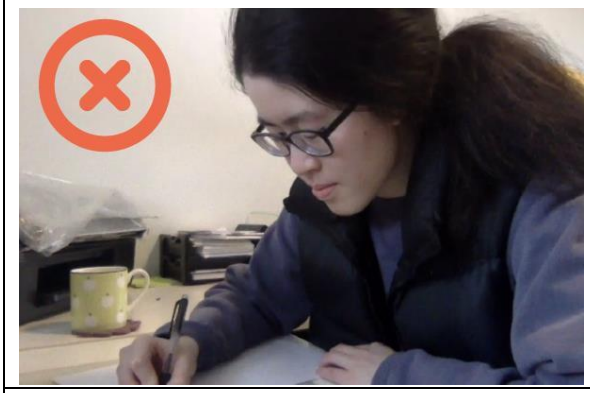
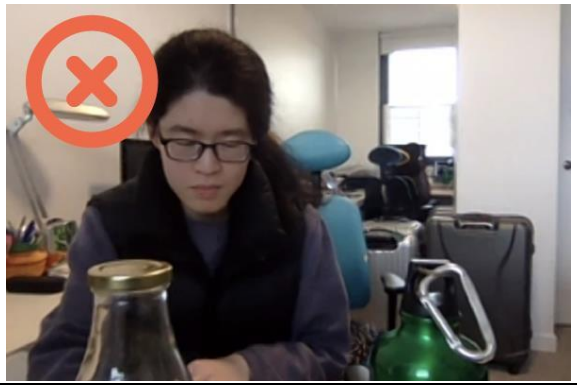
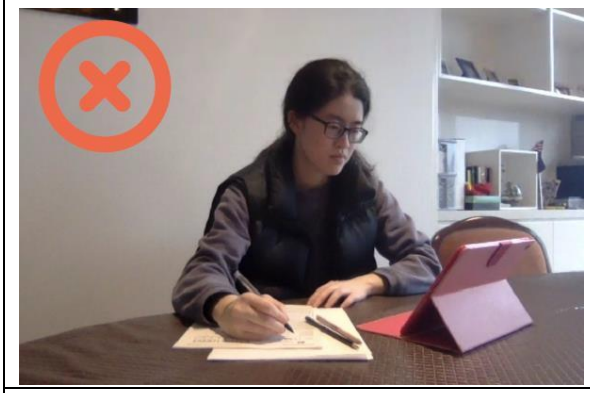
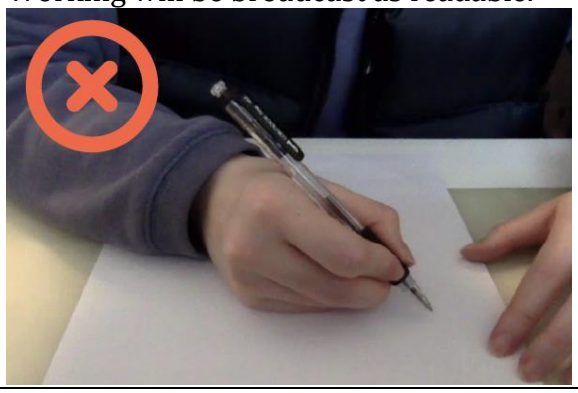
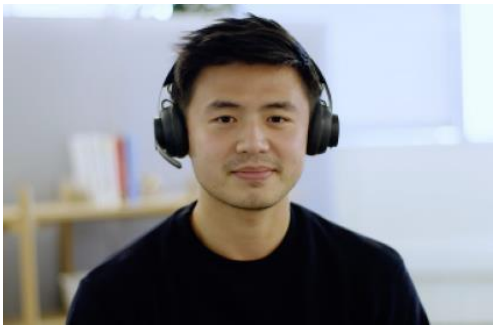
Double Camera Method

1. **First:** Join Zoom on your laptop — camera facing you (on-screen setup)
2. **Second:** Join the same Zoom meeting on a mobile/tablet — camera showing your full desk area

Camera 1	Camera 2

Image sources: University of Melbourne

Common Mistakes to Avoid

Bad: Too close. Can't see all the desk area. Can't see reach of hands at all times. 	Bad: Too close. Objects within reach are not visible, either obscured or out of frame. Exam materials are not visible. Hands not visible. 
Bad: Screen of the device being used to access the exam can't be seen. 	Bad: Too close. Objects within reach are not visible. The student can't be identified. Working will be broadcast as readable. 
Bad: Camera too close. Can't see all the desk area. Can't see both hands at all times. 	Bad: Wearing earphones/ear buds. The invigilator cannot hear what you hear. 
Bad: Camera located behind the student Can't see student face Can't see hands. Can't see all of desk area.	Bad: Using virtual background. The invigilator cannot see what is happening around you. Wearing earphones/ear buds. The invigilator cannot hear what you hear.

8. Privacy Information

Macquarie University has carefully balanced academic integrity, practicality, and privacy in its use of Zoom for exam invigilation. All processes comply with university policies and relevant state and federal laws.

Key Points

- **Staff** involved in exams are trained and accountable.
- **Recordings** are securely stored by the university and used only for exam administration, integrity investigation, auditing, quality improvement, and staff training. Only authorised staff have access.
- **Students** are similarly bound by university policies and accountable for their actions.

Macquarie University cannot manage privacy for data on student-owned devices or third-party software.

Showing Your Photo ID

- Your ID may be visible to other students during the Zoom ID check.
- **To protect your privacy:** Cover personal details (address, licence number, DOB, etc.) with your finger, masking tape, blu-tac, or a sticky note.

Your Exam Space on Camera

- Your background will be visible to other students.
- **To protect your privacy:** Tidy your space in advance, remove/hide personal items, or choose a neutral location.
- Sydney students can book an on-campus space: https://mqedu.qualtrics.com/jfe/form/SV_71YIKz8ph4v8WgJ

Recording Rules

- **Students may NOT record** the Zoom session. Doing so may be reported to the University Discipline Committee.
- Report suspected recording by another student to the invigilator via private chat.

Students may take still images ONLY when:

- Reporting a problem/error to MQ staff via official channels, OR
- Constructing/submitting their own work (e.g., scanning handwritten answers)
- You are not permitted to record, screen capture, or share exam materials unless explicitly permitted.

---

9. Getting Help

During the Exam — Contact the Invigilator

Contact the invigilator when you:

- Experience any problem in Zoom/iLearn
- Suspect an error in the exam
- Need to leave the webcam view (e.g., bathroom break)
- Want to submit early

How to contact:

1. Send a **private** chat message to the invigilator in Zoom (preferred)
2. As a last resort, use Zoom audio (everyone will hear)

⚠️ Do NOT use the "Everyone" chat — it goes to all participants

Outside the Exam — Live Help

Service	Contact	Hours
MQ Service Connect	+61 (2) 9850 6410	Mon–Fri 9am–4pm
IT Service Desk (technical issues)	+61 (2) 9850 4357 1800 67 4357 help@mq.edu.au	Mon–Fri 8am–8pm, Weekends 10am–6pm

Outside Exam Period

- Contact Service Connect: https://students.mq.edu.au/support/centres/service-connect
- IT Service Desk (OneHelp): https://students.mq.edu.au/support/technology/service-desk

---

11. Useful Links

Resource	URL
Summary Zoom student guide	https://iexams.mq.edu.au/attachments/10140/Online%20Exam%20with%20Zoom%20invigilation%20-%20Student%20Guide%20Summary%20v1.16s.pdf
Academic Integrity module	https://ilearn.mq.edu.au/course/view.php?id=11590
Acceptable Use of IT	https://policies.mq.edu.au/document/view.php?id=234

Resource	URL
Assessment Policy Part E - Examinations	https://policies.mq.edu.au/document/view.php?id=277#part5
Exams general information	https://students.mq.edu.au/study/assessment-exams/exams
Service Connect	https://students.mq.edu.au/support/centres/service-connect
Internet Tethering Guide	https://www.wikihow.com/Tether-Cellphone-Internet-to-a-Laptop
IT Help Desk (OneHelp)	https://students.mq.edu.au/support/technology/service-desk
Policies & Procedures	https://policies.mq.edu.au/
Privacy at MQ	https://www.mq.edu.au/about/about-the-university/structure-governance/privacy
On-campus booking for quiet space	https://mqedu.qualtrics.com/jfe/form/SV_71YIKz8ph4v8WgJ
StudyWISE	https://ilearn.mq.edu.au/mod/book/view.php?id=5711577
Exam Timetable	https://iexams.mq.edu.au/timetable
Wellbeing	https://students.mq.edu.au/support/personal/wellbeing
Zoom Login (MQ)	https://macquarie.zoom.us
Zoom Test	https://zoom.us/test

Acknowledgements

This guide was originally compiled by Dr Mathew Hillier (MQ), based on work by A/Prof Matthew Bower (MQ), the University of Melbourne, the Hong Kong University of Science and Technology, and the National University of Singapore