

1) What this exam is

- Your exam is supervised live in **Zoom** for the full duration. You must join using the **official Zoom link** provided for your exam; accessing the exam any other way may breach exam rules.
- Your **webcam must stay on**, and you must remain **visible (and audible)** throughout the session.
- The **invigilator's instructions are final** during the exam.

2) Exam type/response method and camera setup

Type/response method & camera setup	What it involves
On-screen (e.g. typed / iLearn quiz)	You view questions and type responses on the same computer. You also join Zoom on that device, with the webcam facing you. Note: some on-screen exams require double-camera setup or, at a minimum, one camera at the side showing desk/screen.
Handwritten (e.g. PDF + scan/upload)	You view questions on-screen but write answers by hand. Your webcam is positioned to show your desk, you, and materials (not just your face) . Note: some handwritten exams require double camera setup.
Specific camera setup may be required for some exams **	What it involves
Double camera	Laptop camera faces you and a second camera (e.g. mobile/tablet) shows your desk area. Join Zoom twice.
Side camera (e.g. LAWS8000 level units)	Some units may instead require your workspace and screen visible using a side camera position (only one camera)

** 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

3) Key dates and where to find links

- Your **exam type** (i.e. online Zoom invigilated exam) and **Zoom room link** appear on your **personal exam timetable** when published on the **Wednesday before the exam period starts**
- You'll also receive a **confirmation email** to your official MQ student email **24-48 hours** before each Zoom-invigilated exam

4) Prepare in advance (weeks before)

Set up Zoom

- Check that you can sign in to **Zoom** <https://macquarie.zoom.us>, click "**Sign in with SSO**", enter **macquarie** as company domain, then sign in with your **MQ OneID** credentials
- [Information and support](#) for using Zoom as a Macquarie student

- Test Zoom is available at <https://zoom.us/test>
- Non-MQ Zoom accounts are **not allowed** into the exam room
- Ensure your **Zoom display name matches your enrolment name**

Prepare your space

- Choose a quiet location with strong internet, good lighting, power, and a desk where you will not be interrupted
- Arrange with others in your household so you will not be disturbed

Equipment checklist

- Computer with **webcam**, **microphone**, and **speakers** (no earphones/headsets)
After the exam starts, you may lower the volume or use **non-electronic ear plugs**
- Required software installed and tested (Zoom + any permitted apps)
- If using a laptop: have power cable and ensure battery is charged
- Mobile phone:
 - Needed for scanning/uploading in handwritten exams
 - May be needed as a second Zoom camera for double-camera exams
 - Prepare it as an emergency hotspot (test tethering and ensure enough data)
- Other items: blank **A4 paper** for handwritten exams, a **hand-held mirror** (if needed for room scan), and **photo ID** (MQ Student ID or government-issued photo ID – your name in English and photo clearly visible)
- Upload a **passport-style photo** to your iLearn profile at <https://goto.mq/editilearnprofile>

Practice

- Attend a Zoom exam practice session offered by the Exams Office in Week 13 (covers process-only, no exam content, no grades) and/or any unit-specific practice in iLearn

5) On exam day (before you join)

- Check iLearn for last-minute unit instructions
- Confirm your Zoom link from your timetable/email. If you have multiple exams, match link carefully to the correct exam, date, and time
- Set up your room: quiet, well-lit, door closed, and consider a “Do not disturb” sign
- Clear your desk: only permitted items (for example, blank paper for handwritten exams, water in a clear bottle, snacks if allowed, tissues) and remove non-permitted items from reach and sight. For all exams: if you need to use a piece of blank paper for rough working, please ask invigilator for permission before start of exam.
- Have your photo ID ready (name and photo visible; cover other personal details if desired)

- Pets should not disrupt the exam; ideally keep them out of the room, but minimise disruption if they must remain
- Prepare your computer: connect to internet, plug in power, restart, **disable** any user-installed **AI based add-on extensions in your browser**, and close everything except Zoom, iLearn and permitted exam software (if required/specified)
- Use Chrome, Firefox or Edge on a laptop/desktop (Safari is not recommended due to potential compatibility issues with iLearn)
- 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
- In Zoom: turn **on** mic/webcam/speakers; turn **off** virtual backgrounds, filters, and effects; ensure your video is clear and in focus
- Prepare your phone: keep it charged; if used as hotspot keep it nearby but out of sight; set to silent with vibration off

6) Joining the Zoom room (timing)

- **40 minutes before:** open Zoom, click “**Sign in with SSO**”, enter **macquarie** as company domain, then sign in with your **MQ OneID** credentials. Preview your camera using **New Meeting** (do not use the exam link), check system settings for camera and microphone, ensure no other apps are using camera/mic, log in to iLearn, and use the bathroom
- **25 minutes before:** join using the official Zoom link from your timetable or email. You will be placed in a waiting room until admitted by invigilator
- Once admitted, you are under exam conditions: camera on; do not communicate with other students or other third parties; do not share your screen unless asked; the session will be recorded; follow all instructions by invigilator

ID and integrity checks – you will be asked to

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

7) During the exam

- Follow invigilator 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.
- Save your work regularly and keep an eye on Zoom for announcements
- If your connection drops: do not refresh or navigate away; record answers elsewhere, if possible (e.g. copy/paste to a Word doc), reconnect ASAP, and rejoin Zoom using the same link

- You may be asked to move to a breakout room for a random integrity check which could involve a room scan or screen share
- Key rules: you cannot leave (or arrive) after the first hour of writing time has elapsed; contact the invigilator if you need a bathroom break or help

8) Submitting your exam

- **Announcements** will be made by the invigilator towards the end of the exam. This may include details of when and how to submit the exam.
- **Do not exit the Zoom room** unless permission is given by the invigilator
- For iLearn quiz exams, press “Submit all and finish” button and stay on the confirmation screen as proof if asked. If a quiz timer is set, the quiz will submit automatically when the time runs out
- Uploading files to iLearn assignment link or Turnitin – recommend you do so well before the exam time ends and stay on the confirmation screen

Handwritten

- You must scan and upload while staying in full view of the webcam
- If double-camera, tell the invigilator you’ve finished; they may authorise use of your mobile camera for scanning/upload
- After uploading, remain on the confirmation screen and wait for invigilator confirmation before leaving the Zoom room

9) Privacy essentials

- Zoom recordings are securely stored by the university and used only for approved exam purposes; only authorised staff can access them
- Your background space and ID may be visible to other students during checks. You can cover personal details on your ID (address, licence number, DOB, etc.). Remove or hide personal items in your immediate surroundings prior to your scheduled exam.
- Students must **not record** the Zoom session (including just themselves, other people, or exam materials); any attempt to record the Zoom session without express permission may be considered a breach of exam rooms and may be reported to the University Discipline Committee.

10) Getting help

- During the exam: message the invigilator via **private chat** (preferred). Do not use “Everyone” chat
- Outside the exam:

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

** 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>