

Dear Students,

We created this document to help you with any technical difficulties you may encounter before, or during, an online assessment.

This document contains the following information:

1. **Technical Checklist** – Before taking an online assessment make sure you have all the equipment and access you require to complete your online exams or assessments.
2. **Technical Issues FAQ** – You may encounter technical issues during an online assessment. We have provided you with information that may help you.

1. TECHNICAL CHECKLIST – COMPLETE BEFORE YOUR ONLINE ASSESSMENT

We highly recommend that you complete this technical checklist well in advance of any online exam taking place. Never assume you will not encounter any technical issues!

Personal devices

- Is your personal laptop or desktop in working order?

Tip: Close any applications that are not required during the online assessment

Having Issues? Inform the exams office/your lecturer if you are having personal device issues

Internet & Connectivity

- Is your Internet connection stable and working ok?

Tip: Frequently check your internet connection prior to taking an online assessment

Having Issues? Inform the exams office/your lecturer if your connection is not efficient.

- Ensure other people on your Wi-Fi network are not streaming excessive content or downloading large amounts of data.

Tip: It is important you have a good internet connection during an online exam.

Other users on the same WiFi Service will be competing with your bandwidth requirements

Brightspace Account

- Can you successfully login into your Brightspace account?

Tip: Remember log in using your full TU Dublin email address for username, followed by your standard password

Tip: Brightspace URL is <http://www.tudublin.ie/brightspace/studentlogin/>

Having Issues? Please see the FAQ below for help.

2. TECHNICAL ISSUES FAQ

I am having connectivity issues at home with my internet and it is impeding my usage of Brightspace, what do I do?

- Check if anybody on the same Wi-Fi network is streaming video or playing internet games on any device. This will compete with your bandwidth requirements and may prevent you from connecting to, or using, Brightspace or other internet applications & tools.
- If you are still having problems, please inform the exams office immediately when you are experiencing internet connectivity issues. Ensure you tell the exams office how the issue is affecting your usage of Brightspace.
- We strongly recommend that you contact your internet provider for technical assistance.

NOTE: Your personal network is under contract with your own internet service provider. Always contact your own internet provider for connectivity issues that are related to your own internet service. The TU Dublin ICT Service Desk is NOT in a position to troubleshoot issues with personal internet services.

I am having issues logging into Brightspace. What do I do?

Option 1: If you believe you have password issues, you can reset your own password with our Self-Service Password Reset service.

- You can reset and manage your own password by registering at the mypassword website <https://tudublin.ie/password/>.
- Simply sign in with your studentnumber@mytudublin.ie and password and setup a verification email or verification text number.

Option 2: Call the ICT Service Desk for technical support if you do not believe your issue is password related. [Note: IT Support cannot reset your password for you over the phone or by email. See option 1 above for password resets]

- You can call the ICT Technical helpline number on (01) 220 5123
- Opening Hours 09.00 to 17:00 (Monday to Friday)
 - **Please note:** The helpline is unavailable during public and bank holidays

Information you may find helpful: <https://www.tudublin.ie/brightspace/studentlogin/>

I am having issues with functionality within Brightspace such as 'uploading an assessment', 'enrolling on a module', and 'completing an online quiz' etc. what do I do?

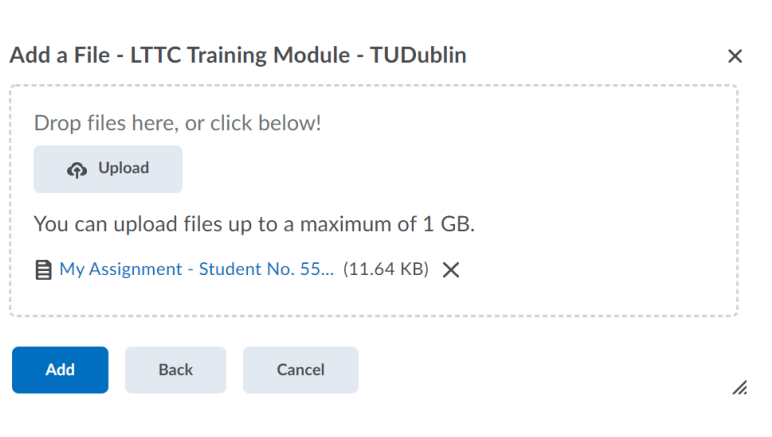
- If there are illegal characters such as brackets, stars, slash, inverted commas etc in your filename, you may not be able to upload the file and you will receive an error message. Please rename your file removing such characters and try to upload the document again.
- Please inform the exams office immediately when you encounter issues with functionality or tools within Brightspace when completing online assessments.
- Ensure you tell the exams office how the issue is affecting your usage of Brightspace.

- If appropriate, take a screenshot and send that onto the exams office so that they can see what the issue is.

Please note: The ICT Service Desk will be unable to troubleshoot functionality issues within Brightspace. Always contact the Exams office directly.

How do I know if I have submitted my Brightspace assignment/exam properly?

When you have uploaded a file to your assignment/exam, it will appear within the dotted box. To confirm, click 'add'



Tip: If required, you may add multiple files here at the same time and add them together.

Once your files have been successfully added, you will be returned to the assignment page. You will see the file(s) you have attached listed under the 'submit assignment' heading.

Submit Assignment

Files *

(2) file(s) to submit

After uploading, you must click Submit to complete the submission.



IMPORTANT: To finalise your submission, you must click on the 'submit' button at the bottom of the page.

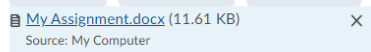
Submit Assignment

Files

(1) file(s) to submit

After uploading, you must click Submit to complete the submission.

Add a File Record Audio Record Video

 My Assignment.docx (11.61 KB)
Source: My Computer

Comments

Rich text editor toolbar with options for Paragraph, Bold, Italic, Underline, Bulleted List, Numbered List, Font Family, Font Size, and background color.

Submit Cancel


You will then be returned to the 'review assignment submission' page, which will confirm the file that you have submitted and indicate that a confirmation email has been sent. Click 'done' to close this page (you should also receive an email confirming your submission).

Review your submission

Review Assignment Submission

File submission successful

Submission(s)

 MyAssignment.docx (11.63 KB)

Submission Date
27 April 2020 2:40 PM

Total File Size
11.63 KB

Email Status
Confirmation Email Sent Successfully

Done View History Upload More Files

At any time you can return to the assignments page within your module (Assessment > Assignments). The table on this page will indicate that you have made a submission in the 'completion status' column.

A comprehensive guide for students to assignments in Brightspace [can be found here](#).

IMPORTANT: If you experience any difficulties when submitting your assignment/exam paper, take a screenshot of your screen and send it to the Exams office immediately. The ICT Service Desk will be unable to troubleshoot functionality issues within Brightspace. Always contact the exams office directly.

How do I know if I have submitted my Brightspace quiz properly?

When you reach the last question in the quiz you will see a blue Submit Quiz button. Before clicking this button you should ensure that all the questions listed on the left of the screen have a blue tick, indicating that you have given an answer. If you have any unanswered questions you will be alerted when you click "Submit Quiz" and will get the below message:



Page 1:

1 ✓	2 ✓	3 --
4 ✓	5 ✓	6 ✓
7 ✓	8 ✓	9 ✓

Warnings

You have 1 unanswered question.

• Question 3

Quiz Submission Confirmation

You are about to submit your quiz...

Once you press the Submit Quiz button you cannot return to your quiz.

You can go back to the questions and give the missing answer. Then proceed and once again click “Submit Quiz”.

After you click on the blue “Submit Quiz” button you will get a message similar to the below:

Quiz Submissions - ADVANCE PREP QUIZ 26th March 2020



Test Student EIGHT Test Student 8 (username: DMM8)

Attempt 1

Written: 27 April 2020 6:12 PM - 27 April 2020 6:37 PM

If you return to your Quiz List (available by clicking into Assessment - Quizzes) you will see that you have submitted the quiz attempt.

IMPORTANT: If you experience any difficulties when taking or submitting your quiz, take a screenshot of your screen and send it to the Exams office immediately. The ICT Service Desk will be unable to troubleshoot functionality issues within Brightspace. Always contact the Exams office directly.