



Taking an Exam in Quercus

Checklist for successful online exam-taking

Recommended computer and internet connection:

Wired desktop computers are the best to take an Exam (that means computers that are connected to the Internet via an Ethernet cable).

Before the Exam:

- Verify that your computer hardware, software and browser are supported by checking the [minimum requirements](#).
- Ensure you have Java version 7 or later. Verify the [Java version on your computer](#).
- Use a computer with a wired internet connection (avoid dial-up, no wireless, no satellite), we suggest checking the speed and quality (<https://www.speedtest.net/>) of your network connection. You want a speed faster than (more than) 5 Mbps.
- Turn off any programs that might interrupt your taking of the exam by using your system's processor (e.g. Skype, Twitter, IM, email, etc.).
- Make sure pop-ups are allowed before taking the test.
- Avoid running programs in the background that may consume large amounts of bandwidth (e.g., do NOT use BitTorrent clients, streaming video, Netflix).
- Only have one browser window open unless otherwise specified by your instructor, and avoid opening multiple tabs.

When Taking the Exam:

- On the course menu, click on Quizzes and click on your Final Exam.
- Carefully read the instructions and click the button "Take the Quiz" ONLY ONCE and wait for it to load, be patient.
- Use Quercus navigation buttons, DO NOT use browser 'back' and 'forward' buttons.
- When you are finished, click the 'Submit Quiz' button ONLY ONCE, be patient.



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If you are taking an exam and experience a technical problem or disruption, please email your instructor right away. Provide your full name, course code, date and time the problem occurred and a brief description of the problem. If possible, include screenshots of the issue.

If your instructor is unable to resolve the issue, please email elarning@utoronto.ca and provide the following information:

- Course code
- Date and time problem occurred
- Brief description of the problem
- Operating system used (Windows 10, Mac OS X Leopard, etc.)
- Browser used and version (e.g., Chrome 55, IE 11, Firefox 45)
- Connection – Wired or Wireless or Other
- If possible, a [screenshot \(instructions for Windows and Mac\)](#)