Dear IOL Student

IOL SEPTEMBER ELECTRONIC EXAMINATION INFORMATION

Please familiarise yourself with the following IOL September Electronic Examination information and process.

INTRODUCTION

The process is similar to the process that you followed with your electronic assignments. A separate page has been created on the student portal for you to download and upload your examination question papers. An exam question paper will be made available on the student portal for the subject you booked when it's time to start writing the specific subject. You must download the question paper when it becomes available. You will then complete the question paper using Microsoft Word and upload the question paper when you have completed the exam. You must repeat this process for each of the subjects you booked as the subjects become available at their respective examination times.

QUESTION PAPER FILE NAMES

Do not rename your question paper file when you download it. Before you upload your completed question paper, ensure that it still has the original file name it had when you downloaded it.
Your file name should consist of the following four parts and have a .docx file extension: "EE" prefix, the Exam file code {one Space} Student Code {One space} Special Number, the ".docx" file extension.
Valid filename example: "EEACPENG12 SEPT 2021 ABCD1234CX 12345678.docx"
Invalid filename examples: "EEACPENG12 SEPT 2021 ABCD1234CX.docx", "My question paper.docx", "EEACPENG12 SEPT 2021 ABCD1234CX 12345678.doc"

PLEASE NOTE

- Use the official time on the exam page. A clock will be displayed on the examination page when a question paper is available for download. Ensure that your watch agrees with the official clock on the download page to avoid confusion.
- Refresh the page by selecting "Examinations" from the top menu if the question paper does not become available at the exam time. You can also press the "F5" key or the internet browser refresh page button.
- Ensure you download your question paper to a folder that is easily accessible for you to find the file when editing and uploading.
- Ensure you select the correct file when uploading your completed exam paper. The portal will display an error if you upload the wrong answer sheet.
- Do not delete pages or content while answering the questions.
- You have the ability to upload your answer sheet multiple times during the exam time, but only the last uploaded answer sheet will be sent for marking.
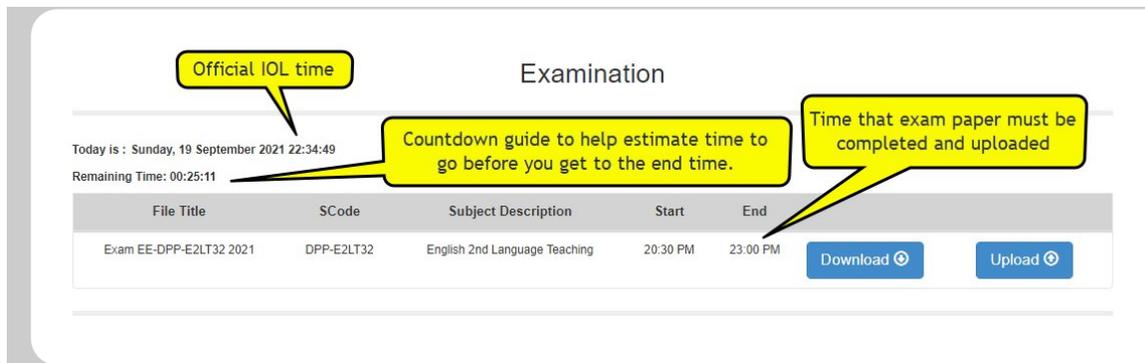- Do not rename your original downloaded examination file.

EXAMINATIONS

- Log into the student portal.
- Click on Examinations menu option, as shown below.
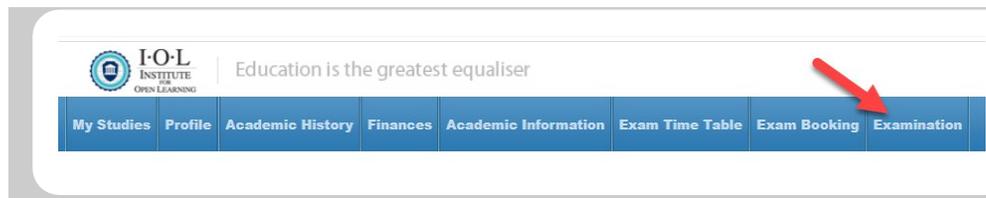
Select the Examinations menu option from the top menu to load the Examination page.
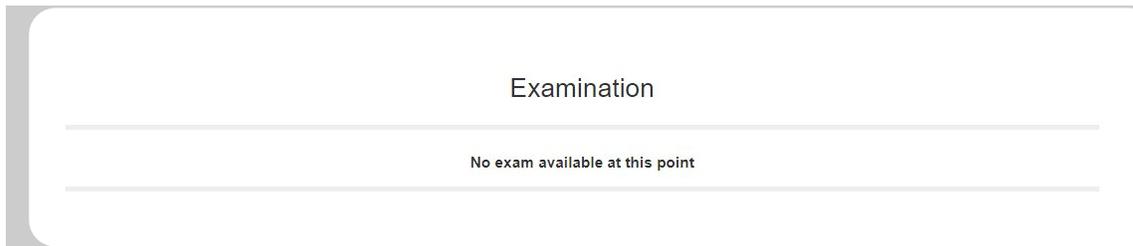

If no examination is available when you load the page, then the message above will be displayed.

If you are within the start and end time of an examination the screen similar to the screen above will be displayed. Refresh the page by selecting "Examinations" from the menu after the scheduled start time. You can also press the "F5" key or the internet browser refresh page button. Note the official IOL time on the screen will be used to determine the cut-off time for upload of completed answer scripts. Also note exam start and end time. Give yourself extra time by uploading your answers as soon as you are done in case of network congestion. Do not leave the upload for the last minute.
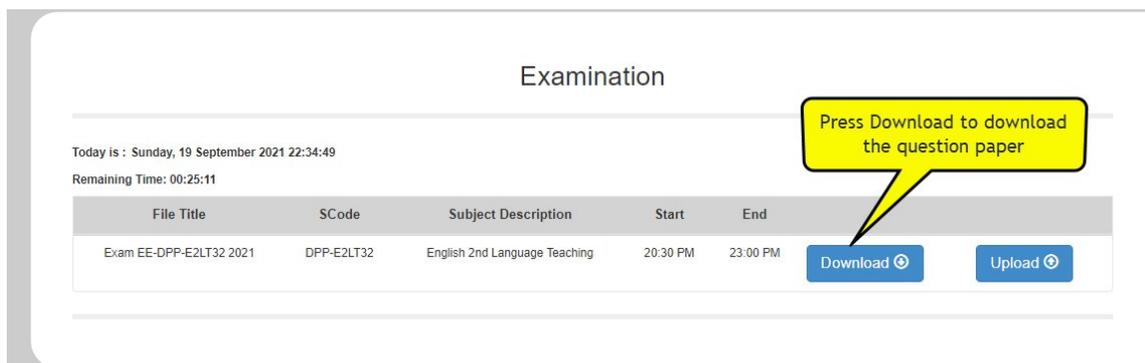

The exam starts as soon as the start time has passed and not when you decide to download. Sufficient time has been included in the exam duration to give you time to download and upload your question paper. With that said, do not wait too long before downloading your question paper. If the network is congested or you are unable to download, wait a few minutes and try again. You can download or re-download your question paper at any time between the start and end times shown on the screen.
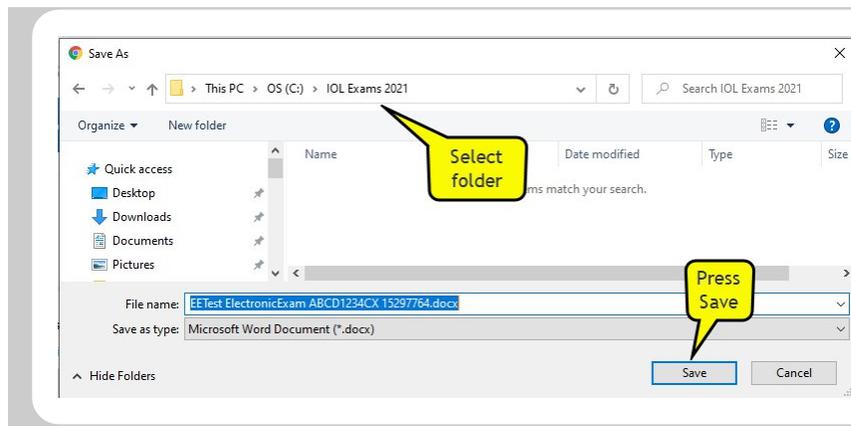
After pressing the download button, you will be asked to select a location to save your file. If your browser does not ask you to save your files and you would like it to be enabled, then click on the section: "Configure your browser to prompt for save location"

Open your question paper in Microsoft Word.

- Note the size of the file and the quantity of pages.
- Ensure that you do not accidently delete any pages or document content.
- Your file should not be smaller when you upload than what it was when you downloaded the unanswered question paper.
- Double check your answer script document before uploading.
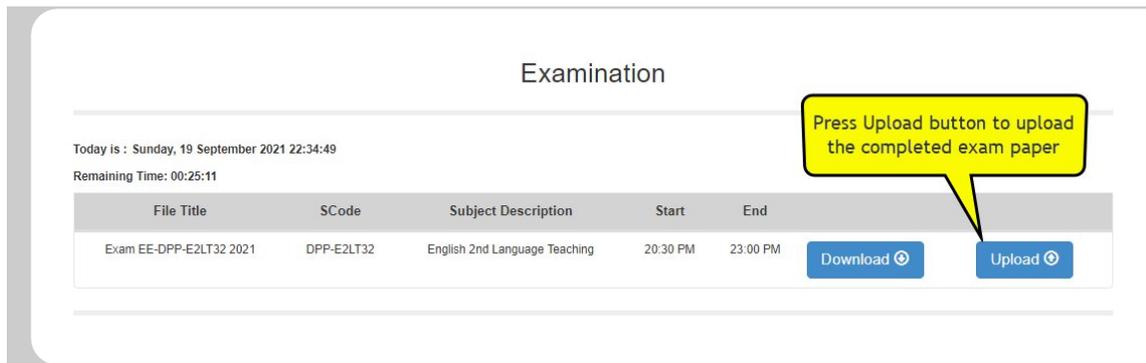

To upload your document, refer back to your exam page on the student portal. Click on the upload button as shown above.
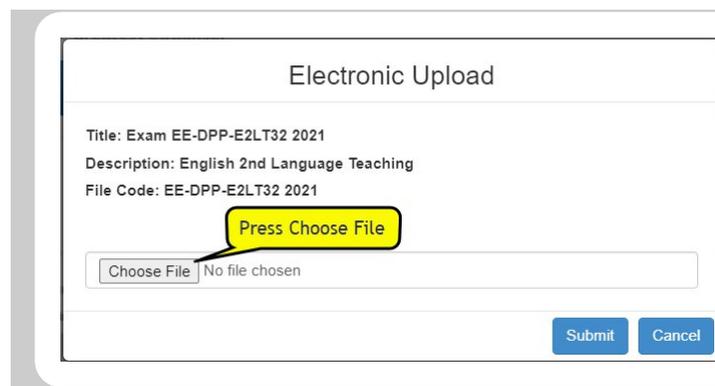
You will be prompted to click on the subject information. Click the "Choose File" button to select the file to upload.
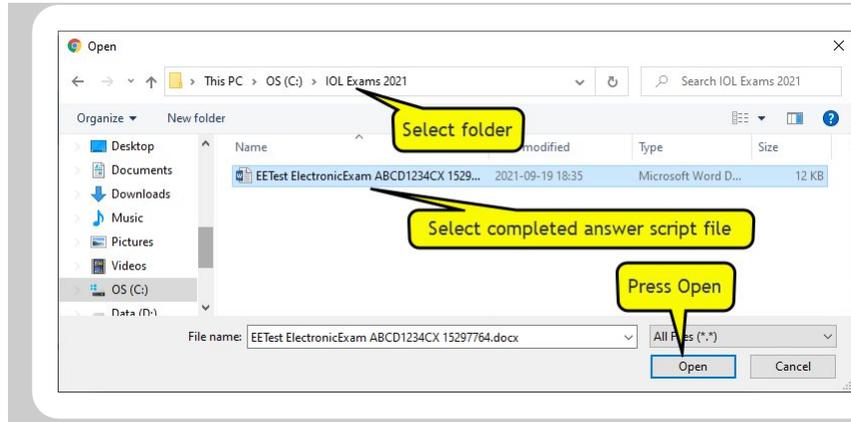
Locate your completed examination file in the folder where you saved it. Ensure that the file has not been renamed and that the file is not smaller than it was when you downloaded it. Click on "Open" to select the file to upload.
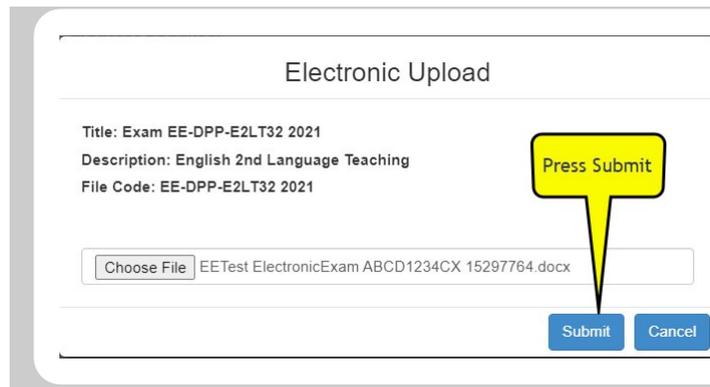
The name of your selected file will be shown on the screen. If the correct file appears, click on the "Submit" button to complete the upload process.
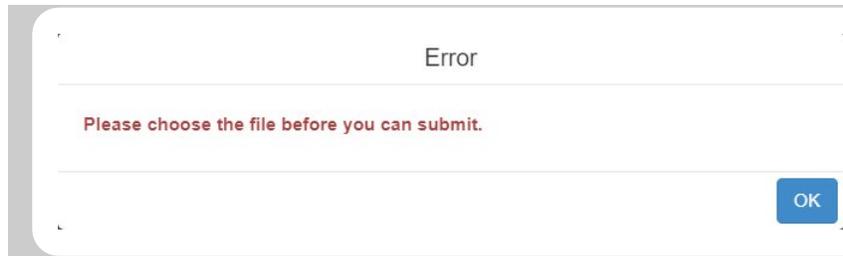

The confirmation message above will be shown if your upload was successful.
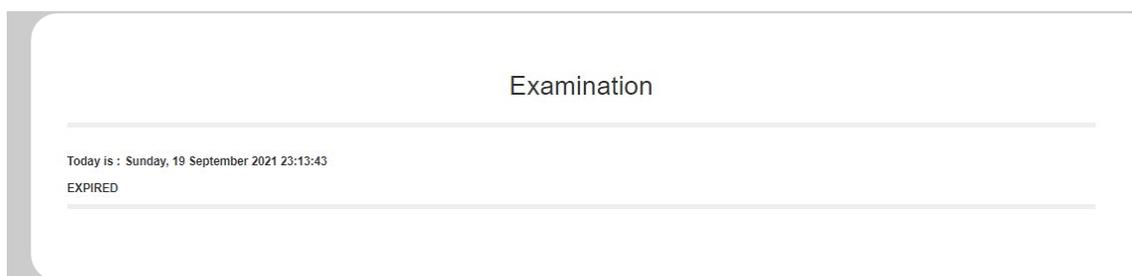
When the exam period has lapsed, then the screen above will be shown on the examinations page.

POSSIBLE ERRORS AND WARNINGS

Some of the warning messages that you may encounter are listed below.

Error

Please choose the file before you can submit.

OK

If you try to upload but did not select a file to upload first, then you will receive the error shown above.

Error

Please make sure that the word document is docx format.

OK
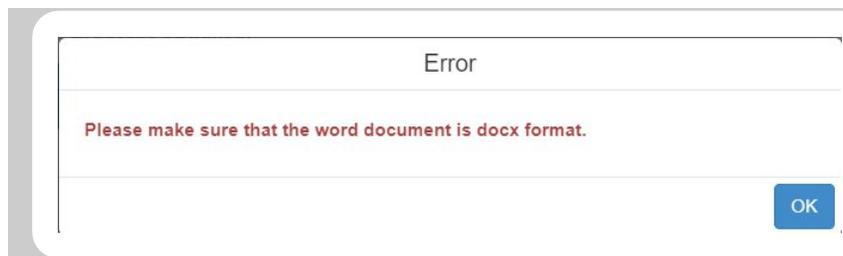
If you attempt to upload a file that is not a Microsoft Word Doc file then you will receive the error above.

Error

Wrong Subject file uploaded

OK
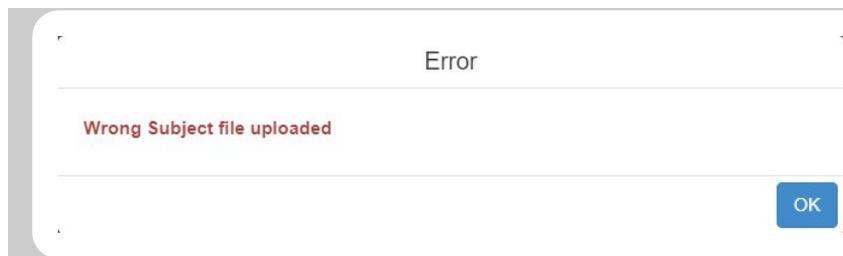
If the file has been renamed or an answer script for another subject is uploaded you will receive the error shown above.

Error

File is blank or Corrupted

OK
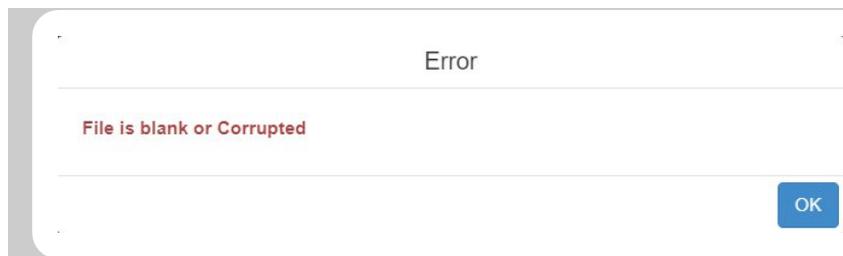
If you upload a file that is smaller than 1Kb then you will receive the error shown above.

Configure your browser to prompt for save location

Your internet browser can be configured to prompt you to save your files in a specific location. We have provided simple instructions for Chrome and Firefox internet browsers on how to configure your browser.

Chrome setup

If you use the Chrome browser, load the settings screen.
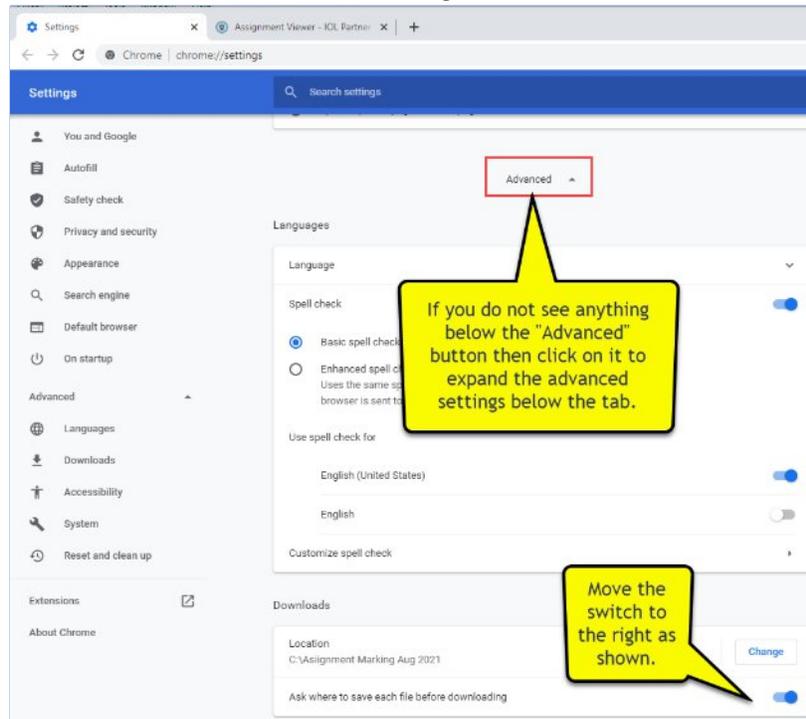
Scroll down to the bottom of the settings window, then click on the "Advance" button to expand the advanced settings. Scroll down a bit more till you see a section called "Downloads".
Switch on the option "Ask where to save each file before downloading" on by sliding the switch to the right.

Firefox setup

If you use the Firefox browser, load the settings screen.
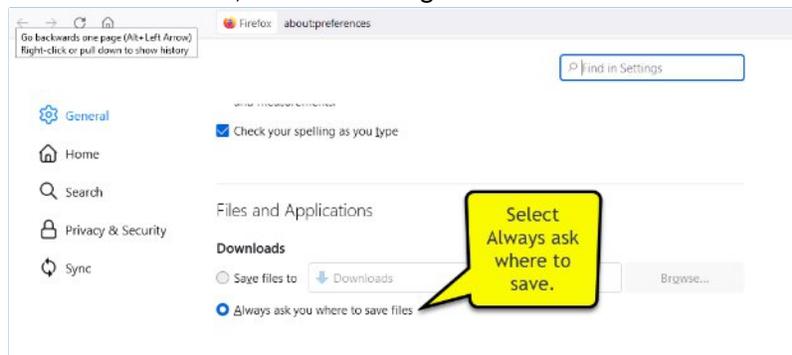
Scroll down to the section "Files and Applications" then select "Always ask you where to save files" in the "Downloads" option.

Good luck with your exams!

Call Centre: 061 270 9100
Email: iol@tgh.na
WhatsApp: 085 715 4864