IT support phone: 452 50400

IT support before and during the exam (on campus)

1. **Prepare your IT equipment before the exam**
2. **Do you experience problems during the exam**
3. **Problems with handing in the assignment**

1. Prepare your IT equipment before the exam

- <u>Update your equipment</u>: Make sure your PC is up to date with the latest version of the programs you will need for the exam.
- <u>PDF-Reader</u>: Make sure you can create pdf files. Check that the various programs can provide pdf-files. (Sometimes there may be problems in this respect - and this is often related to a printer installed).
- <u>DTU login</u>: You must ensure that you have a working login to DTU. Logon to inside.dtu.dk - for testing.
- <u>Charge the batteries</u>: If an accident happens, e.g. in the event of a power failure in your area, you can continue your exam as long as the batteries are powered.
- Unstabile network connections: Do you occasionnaly experience problem when logged onto DTU networks? In that case, it is important that you contact the IT Service on 452 50400 or your local IT Helpdesk.
- <u>Get any network drive documents</u>: If you have documents stored on your Onedrive or M: drive - make sure you save them locally on your computer to get hold of them in case you have problems accessing the drive.
- <u>Accessing eksamen.dtu.dk</u>
  Problems here can be firewall, addblocker, anti-virus programs.

At DTU Inside https://www.inside.dtu.dk/en/undervisning/regler/regler-for-eksamen/digital-eksamen you will find documents for 'Most common IT errors on MAC computers' and 'Most common IT errors on Windows PC's'.

If you have any doubts about this before the exam, please call phone 452 50400 - AIT is ready to help you with your problems.

2. Do you experience problems during the exam

Some useful tips

- Remember to save your answer frequently so you do not lose anything.
- Remember to write the answers in the 'multiple-choice' exam. Then you have the answers if something goes wrong during the exam.

If you cannot access Digital Exam (DE), you must contact the exam supervisor, who will get hold of an IT support.
If your problem is IT related, you must contact the exam supervisor, who will contact an IT supporter.

To save time, try to verify what your problem is.

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If you believe that there are errors in the exam assignment, you must contact the exam supervisor, who will contact the lecturer.

3. Problems with handing in the assignment

If you have problems submitting the assignment, you must contact the exam supervisor, who will get hold of an IT support.