COLLEGE OF ECONOMIC AND MANAGEMENT SCIENCES (CEMS)
Office of Tuition and Student Support
2022 OCT/NOV guidelines

Dear Student,
The aim of this booklet is to provide you with important information you need in preparation of your upcoming examinations.
If you experience any challenges with your examination, use this link to access the exam site https://myexams.unisa.ac.za/portal/site/!gateway/tool/!gateway-110?panel=Main alternatively, please send an email (Only use myLife email address) to CEMSExams@unisa.ac.za.
Details required from the students:
Your student number: (.....)

- Your module course code: (please include your module code)
- Name of the college: CEMS
- Name of the Lecturer: (.....)
- A description of the problem includes the internet browser you are using, and its version (if known).
- Include a print screen (the whole screen of your laptop or device) of the problem and make sure time is visible as well.
- The date and approximate time of your submission or occurrence of an issue.

N.B

1. Communicate your challenges with us prior to the end of exam session. Remember to include your student number and Module code in the subject line.
2. We will not accept any issues or technical problems brought to our attention after the exam has finished.
3. DON'T use 60 minutes allocated for uploading your answer book for writing. Should you encounter upload challenges during this hour, you need to bring it to attention of CEMSExams as soon as possible.
4. Under NO circumstances will LATE SUBMISSIONS be accepted.

For MCQs Exam

- Make sure you DON'T open the exam in multiple browser windows or tabs simultaneously.
- Never click your browser's Back button while taking an exam.
- Ensure that all technical problems, of any kind, during the examination must be managed immediately.
- Students who are logged due to technical reasons will be able to log back in and continue their session provided that they are still within the allowed examination time. **PLEASE NOTE**, only one submission opportunity will be granted per student.
- The online "Quiz Activity" does not support receipt of emailed submissions.
  Receipt of documents outside the tool cannot be accommodated *(no emailed answer files will be accepted)*.
- Once a student starts their attempt, a countdown timer will be displayed in the right hand corner ticking of the time left to complete their exam.
- Students can answer and navigate to all the questions using the Quick Navigation box or by clicking on the Next Question button.
- On the final question, they will click on the Finish Attempt button or the Finish Attempt link in the Quick Navigation box.
- If students failed for any reason, to click on finished attempt they don't need to worry as this exam is set to auto submit for the student once the time is up.
- Kindly note that it is not advisable to use cellular phones for MCQs.

Struggling to submit on eAssessment tool

- If you struggle to upload via myexams' eAssessment tool, you can use the alternative link below and note the following:
- You must login office365 [https://www.office.com/] with your myUnisa credentials before the link can be utilised.
- You must notify cemsexams@unisa.ac.za and your lecturer with a screenshot (proof of submission) once you have successfully submitted via the link.

ALTERNATIVE LINK:

CEMS: https://tinyurl.com/CEMSOCTNOV22

NB: INVIGILATED MODULES, AS YOU WILL BE REQUESTED TO UPLOAD YOUR FILE ON THE APP FOR INVIGILATION PURPOSES, REMEMBER TO UPLOAD YOUR SCRIPT ON MYEXAMS/ALTERNATIVE LINK TOO!

Here is the list of Frequently Asked Questions (FAQs) for your attention.

(FAQs)	Response
I have a query unrelated to online exams, who do I contact?	Contact Student Communication Service Centre on Tel: 080 000 1870 or email enquire@unisa.ac.za with your student number in the subject line. Click here for detailed contact list for Student enquiries.
I have exams clashing, what should I do?	Please notify the lecturers of the clashing modules to make arrangement to write the modules the same (this should be done prior to the exam date) .
Why do I get invalid credentials error message when I try to access myUnisa and myexams?	Most probably either your password or student number is wrong, or your account is blocked. Use forgotten password feature on myUnisa. Alternatively, contact Bugmaster@unisa.ac.za with your student number on the subject line and copy cemsexams@unisa.ac.za.
Will I be able to access my exam paper 15 min prior official exam start time?	Yes. All students will be able to download their exam paper 15 min before start of exam.
Is 30 minutes upload time included in exam duration shown in my timetable?	No. the 30 min upload time starts immediately after official exam end time shown on your time and should NOT be used for writing. STRICTLY for uploading. This time is applicable to written exams. MCQs have separate arrangement and will be communicated by your respective lecturer in a special Tutorial letter or myUnisa announcement.
Can I email my exam answer book?	No. Students are urged to use a dedicated platform for submission (either eAssessment tool on myexams or alternative link). Refer to the link in Students guide below.
I am struggling to scan my answer book	Refer to the link in the next row
Student guides documents for online exams	Click here to download necessary documents for your best experience with online exams
I am unable to download the Exam paper, who do I contact?	Send an email to cemsexams@unisa.ac.za with your student number clearly stated. Where possible, attach screenshots of the error you are encountering. Queries should be sent before 30 minutes of upload hour elapse.
I am unable to upload my answer book, who do I contact?	
Do I qualify for exam duration extension?	Not all students qualify for exam duration extension. Only qualifying differently-abled students who had officially declared will be afforded this opportunity. Exam department and the Lecturer will contact these students with necessary arrangements.
How do I apply for aegrotat?	Apply for aegrotat on MyUnisa, under myAdmin, Assessment Admin. Please attach necessary supporting documents.
I am unable to write exams due to religious reasons, who to contact?	Exams@unisa.ac.za
Who do I contact in relation to Invigilator App?	Any technical queries on the invigilator app, contact 073 505 8273 via WhatsApp or call Help desk: (011) 471-2433
Invigilator app	https://invigilatorapp.herokuapp.com/users/password/new this is an alternative link to reset the password

Regards: CEMS EXAMINATION TEAM