

1. What should I do during the exam?

During the exam you must:

1. Be connected to the course being examined on eClass or Moodle, in order to take the exam.
2. Be connected to Teams during the entire exam in order to be identified, even if you have completed the exam.
3. You can use the following devices for these connections:
 - Either connect to both eclass/Moodle and Teams with a computer (laptop or desktop) with a camera and microphone, without using a mobile phone
 - Or connect to eclass/Moodle with a computer and to Teams with a mobile phone.
 - Do NOT connect to both eclass/Moodle AND Teams with a cell phone, because you run the danger of dropping your connection with eclass/Moodle during the authentication process, leading to a premature termination of your exam.
4. If the instructor has informed you that during the exam you will be continuously monitored with video, you must be connected to the virtual room that has been assigned to you with your camera open.
5. When the supervisor calls you on Teams, answer the call, activate your camera so that your face is visible, and have your student ID ready for identification to proceed. Then, if the instructor has chosen this, you will be asked to share your screen via Teams and visit a web page which shows your computer's IP address. If the exam is continuously monitored with video, at the end of the identification process you will need to return to the virtual room.
6. If you need a certificate of participation to the exam, inform your supervisor so that they may pass your request to your host department, which will issue the certificate.

If you do not complete any of the above steps, you will be considered absent and fail the exam. Detailed instructions for each step are given in the following sections.

2. What should I do BEFORE the exam?

The following steps should be completed at least one day before the exam.

STEP ONE: Enroll in the course you are going to take (eClass, Moodle, etc.)

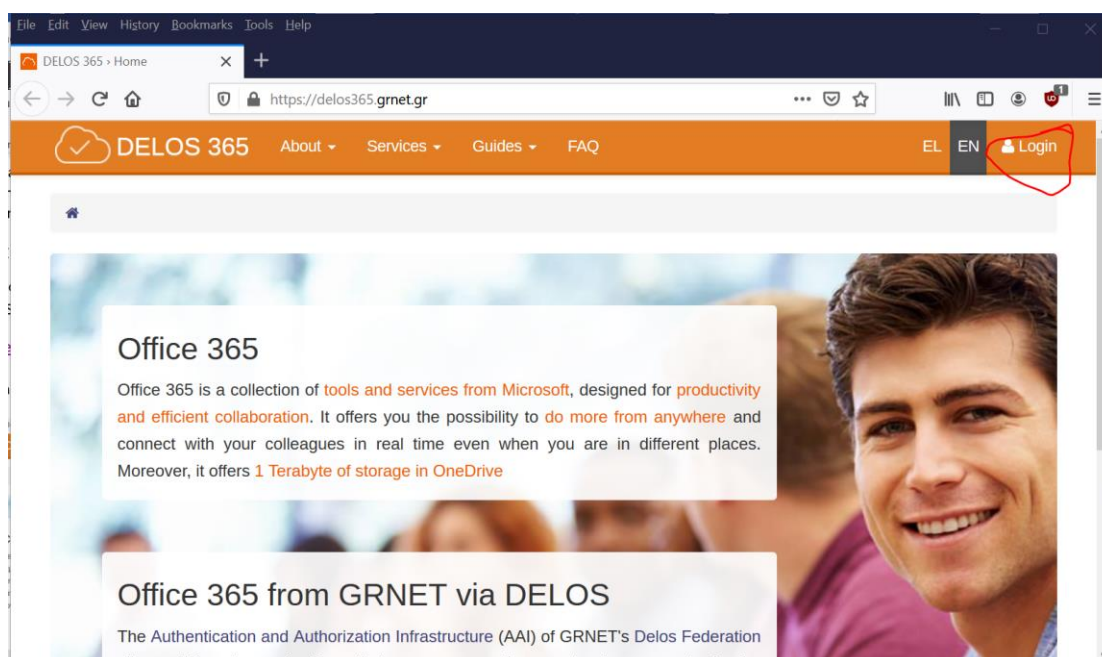
A prerequisite for taking part to a remote exam is that you have already enrolled in the relevant course in eClass, Moodle or any other platform your instructor is using.

Students who have already attended remote classes through the Microsoft Teams platform do not need to complete the following two steps. Otherwise, you will need to activate your DELOS 365 subscription and install Microsoft Teams.

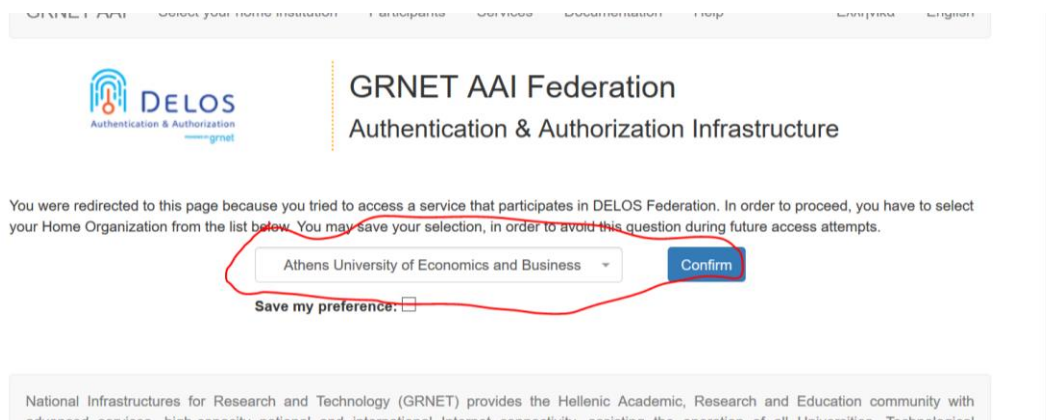
STEP TWO: Activate DELOS 365

<https://delos365.grnet.gr/>

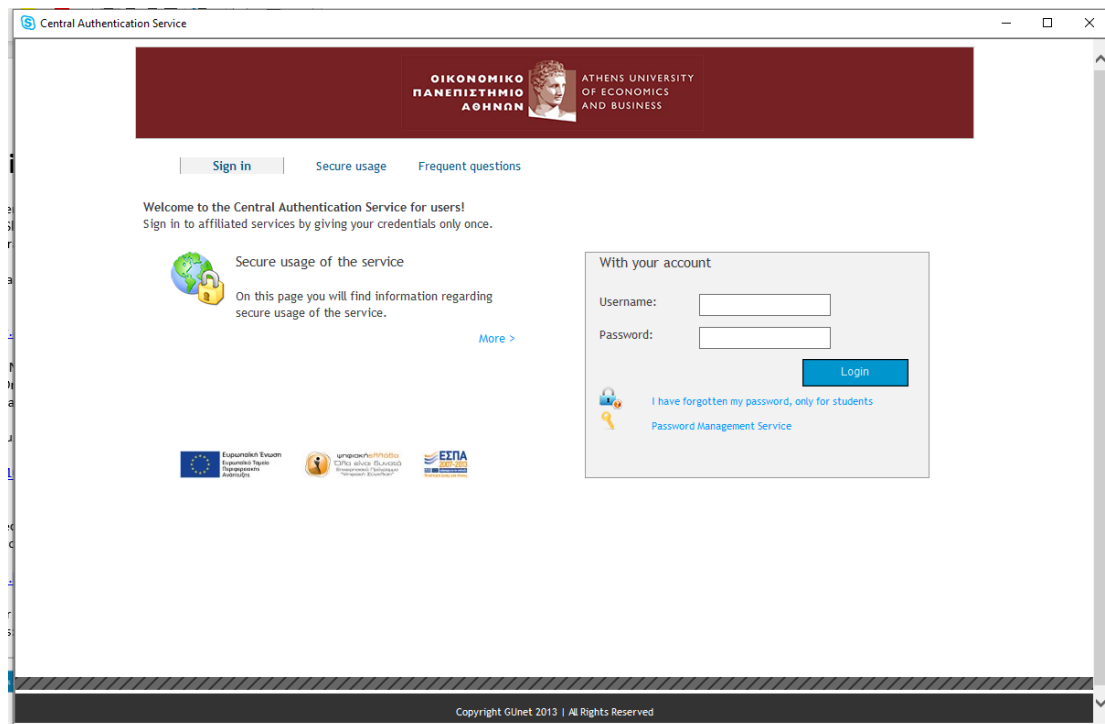
Choose the EN icon to switch to English, and then click on Login:



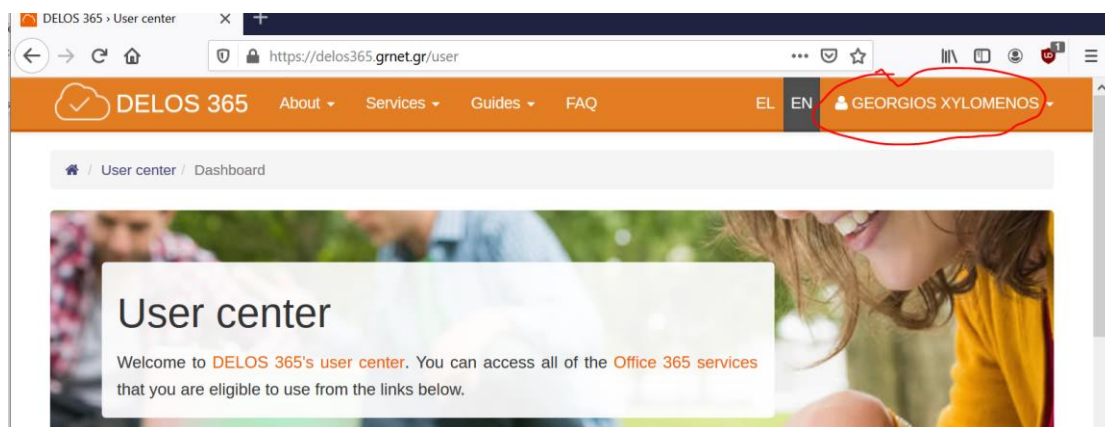
If this is the first time you are visiting DELOS 365 from your browser, you will see the following page, where you need to select “Athens University of Economics and Business” as your institution and then click on **Confirm**:



You will then see the following page from the AUEB Single Sign On (SSO) server, where you must enter the data from your AUEB account, that is, your username (without @aueb.gr) and your password, and then click on **Login**.



If your credentials are correct, you will be returned to the DELOS 365 page, but now you will see your **name** on the top right corner.

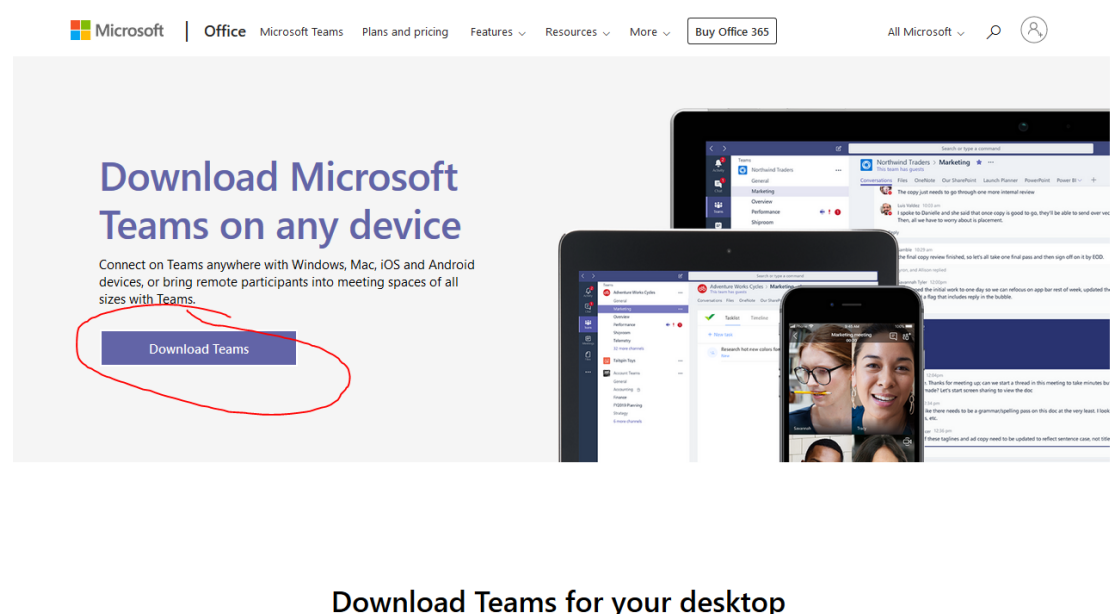


STEP THREE: Install Microsoft Teams

You then need to install **Microsoft Teams**. If you already have Office 365 installed, Teams may already be available on your computer. You can also install it without installing the entire Office 365 suite. To install it on your computer (Windows or Mac) click on the following link:

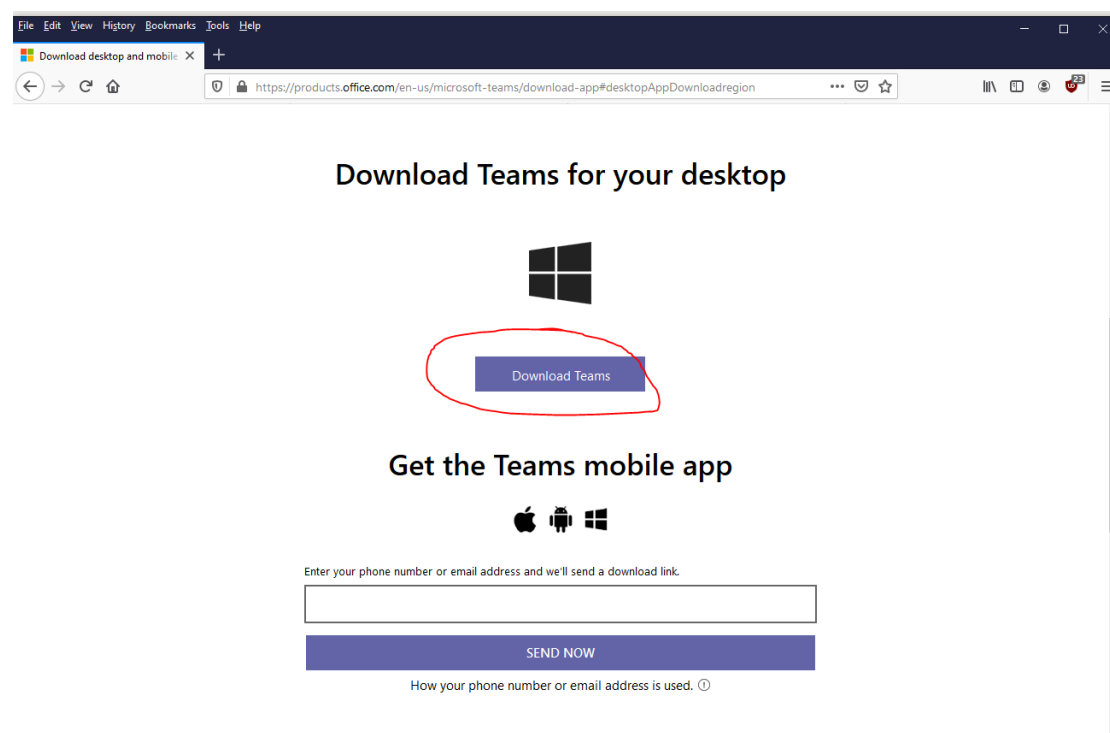
<https://products.office.com/el-gr/microsoft-teams/download-app>

Select **Download Teams** as shown below:



Download Teams for your desktop

Depending on your computer, you will be prompted to download the corresponding version – the following figure shows the Windows version.



Select **Download Teams**. Depending on your browser and operating system, you will see a dialog box prompting you to download the installer, which you will then run to install the application. Note that Teams is also available as a web application:

<https://teams.microsoft.com>

If you are using the web application, it is best to use Chrome, as other browsers may not support your microphone and camera. Finally, Teams is also available on Android and iOS, from the corresponding app stores (Play Store and Apple Store).

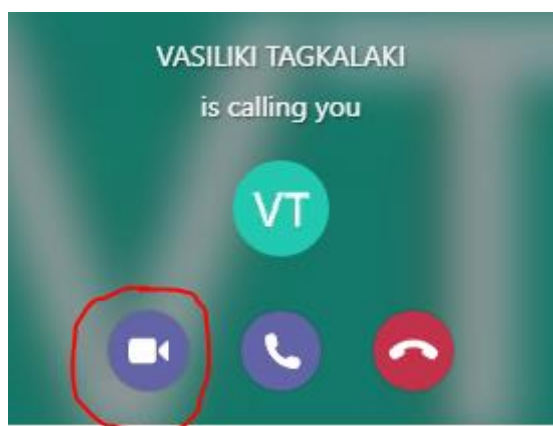
3. How does the monitoring procedure work?

Shortly before the remote exam starts, you must have **Microsoft Teams open** on your PC or phone / tablet and be sure that you are connected to your AUEB account.

*It is RECOMMENDED to test that **your camera and microphone are working properly through Teamsⁱ** shortly before the test and that you have prepared a **screenshotⁱⁱ** with your basic identification data in case a technical problem occurs preventing regular identification.*

If your instructor has informed you that the exam will be continuously monitored with video, then your supervisor will have set up a virtual monitoring room which will show up as a meeting during the date and time of the exam in your Teams calendar. Shortly before the exam, **you should log in to the virtual room by Joining the meeting in your calendar**, with your camera on (for monitoring), the microphone off (to avoid noise) and your speakers / headphones on (for instructions from the supervisor). If you do not see the meeting in your calendar, contact the instructor before the exam to have the link sent to you.




In all exams, **a supervisor will call you through Microsoft Teams at least once during the exam to verify your details**. Once you receive the call, you will have to answer by turning on your microphone and camera. If you are already in a virtual monitoring room, by answering this call you will be placed on hold in the virtual room.

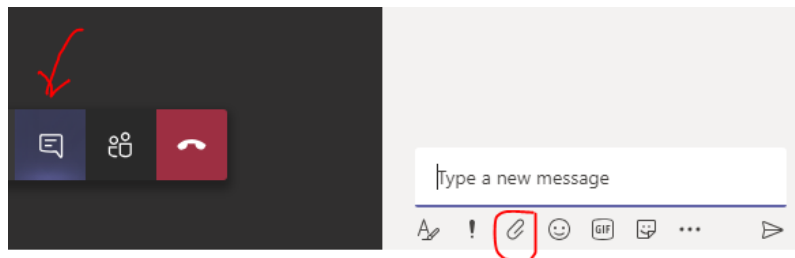


The supervisor will ask you to show two things to the camera:

1. **Your student ID**, which you will show by using your camera. **Identification is mandatory in all exams**. If you do not have a good connection and the supervisor cannot see the information on it, you should send a photo of both sides of your ID. To do this, you must have pre-photographed your identity (back and forth) and,

when requested, you will send the file (or files) via Chat. To do this, at the time your supervisor has called:

Click the icon  to activate the communication window (Meeting chat) on the right. Then you will click the clip icon  and click  Upload from my computer. Finally, you will select the files of your ID photo from your computer.




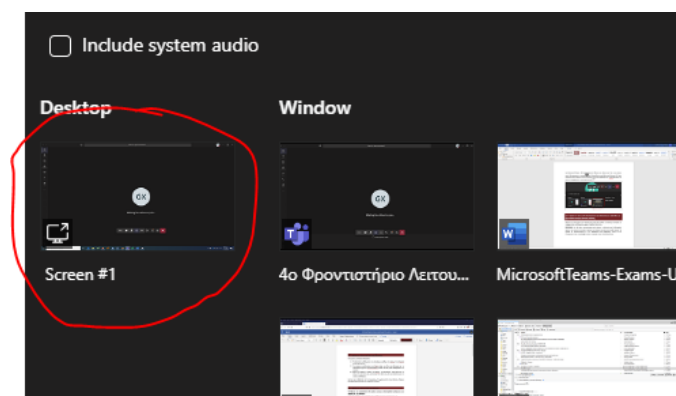
2. If the instructor has chosen this, your supervisor will ask you to share your active eClass / Moodle screen and the IP address you are connected to. To find your IP address, you will open a second window with your browser (DO NOT close eClass / Moodle) and connect to: <https://www-ip.aueb.gr>. The following screen will appear, where you will provide the username / password of your AUEB account (the username in the form p31800500, without @ aueb.gr).

Click on the entry, and the following screen appears:

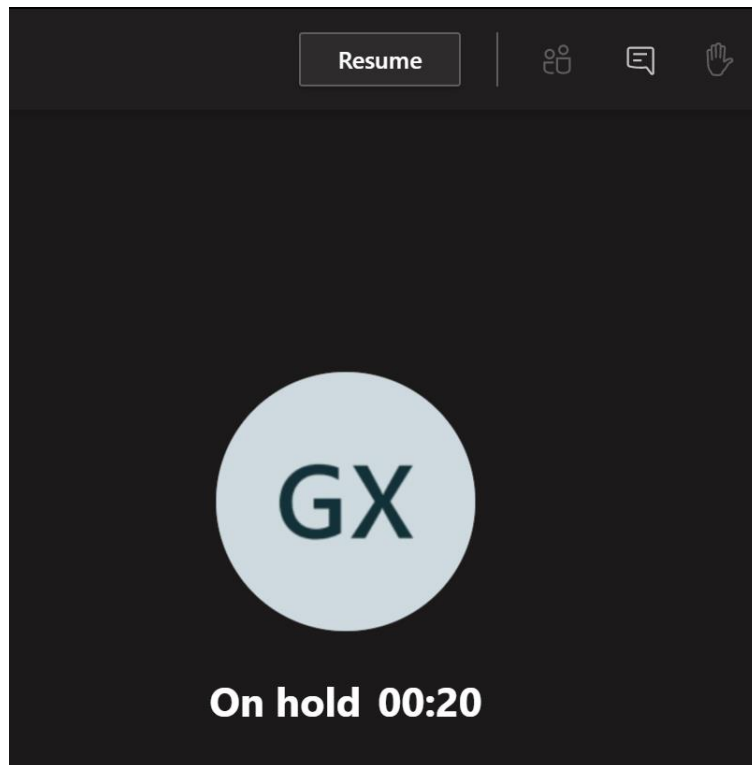


Keep this screen open during the exam.

If you are connected to a mobile phone in Microsoft Teams, you will turn the camera on your screen and show the eClass / Moodle window first, and then the window with your address. If you are connected to your Microsoft Teams via your computer, you will share your screen. To do this, press the button  and select your screen (Screen # 1 or similar) and show the supervisor first the eClass / Moodle window, and then the window with your address.



After identification ends, your supervisor will terminate the call. If your exam uses continuous monitoring with video, Teams will return you to the virtual room, showing that you are On hold. **You must click on Resume** to return to the virtual monitoring room. If you have been disconnected from the virtual room, you can go back to your calendar, locate the meeting and click on **Join** again.

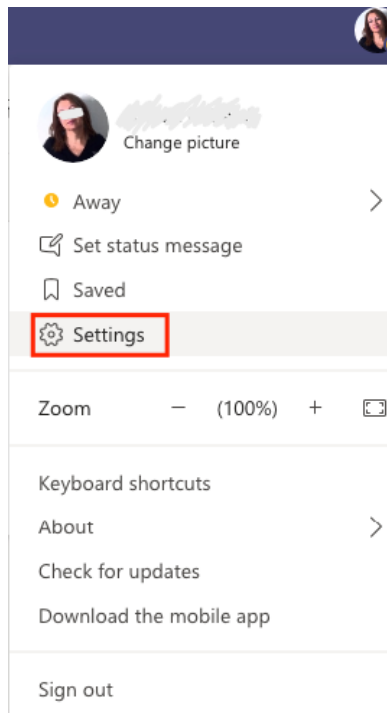


4. What should I do if I have completed my examination but have not yet been called by a supervisor?

Even if you finish your exam before the supervisor calls you, you should stay connected until you receive a call.

CAUTION! Unless identified by a supervisor, your examination will be considered invalid. If the exam time is ending and you have not received a call, you should contact the instructor of the course so that you can inform him / her and he / she will perform your identification.

ⁱ Testing your camera and microphone/headphones for correct operation in Teams. Go to your profile icon on the top right of your Teams screen and choose Settings.



Then choose Device settings and select the camera, microphone and headphones (or speakers) that you want to use with Teams. To test whether your devices operate correctly, make a test call (to an automated system) by selecting «Make a test call».

Settings

- General
- Privacy
- Notifications
- Devices**
- Permissions
- Calls

Audio devices

Microsoft LifeChat LX-3000

Speaker

Microsoft LifeChat LX-3000

Microphone

Microsoft LifeChat LX-3000

Make a test call

Secondary ringer

None

Camera

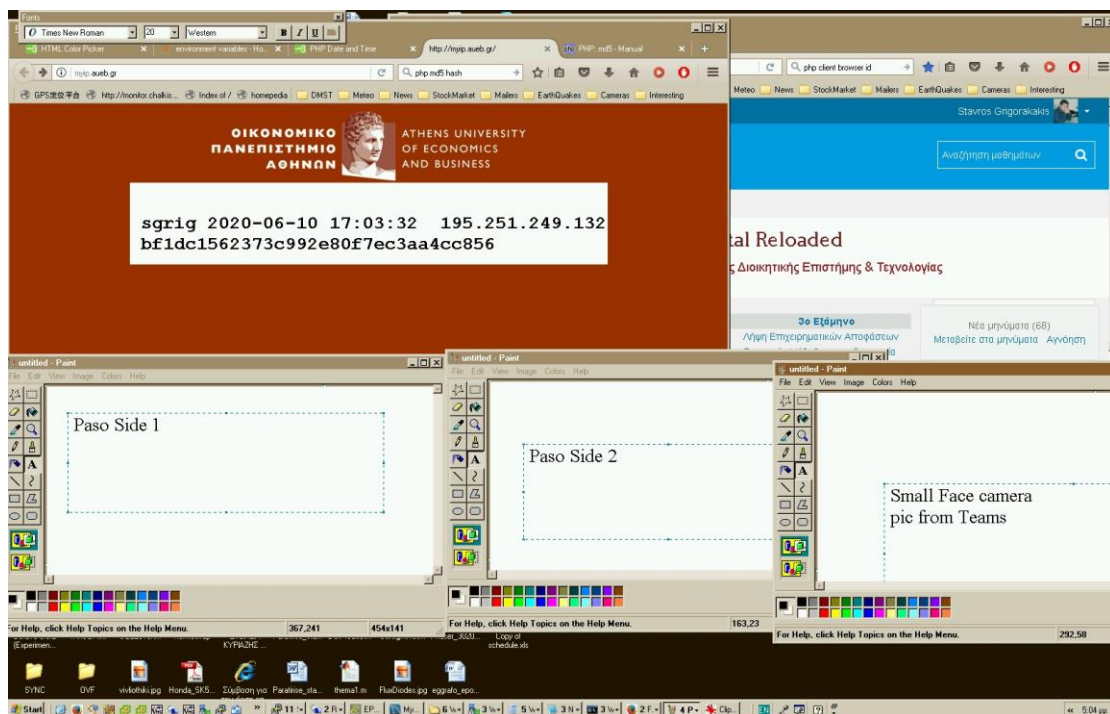
FaceTime HD Camera (Built-in)

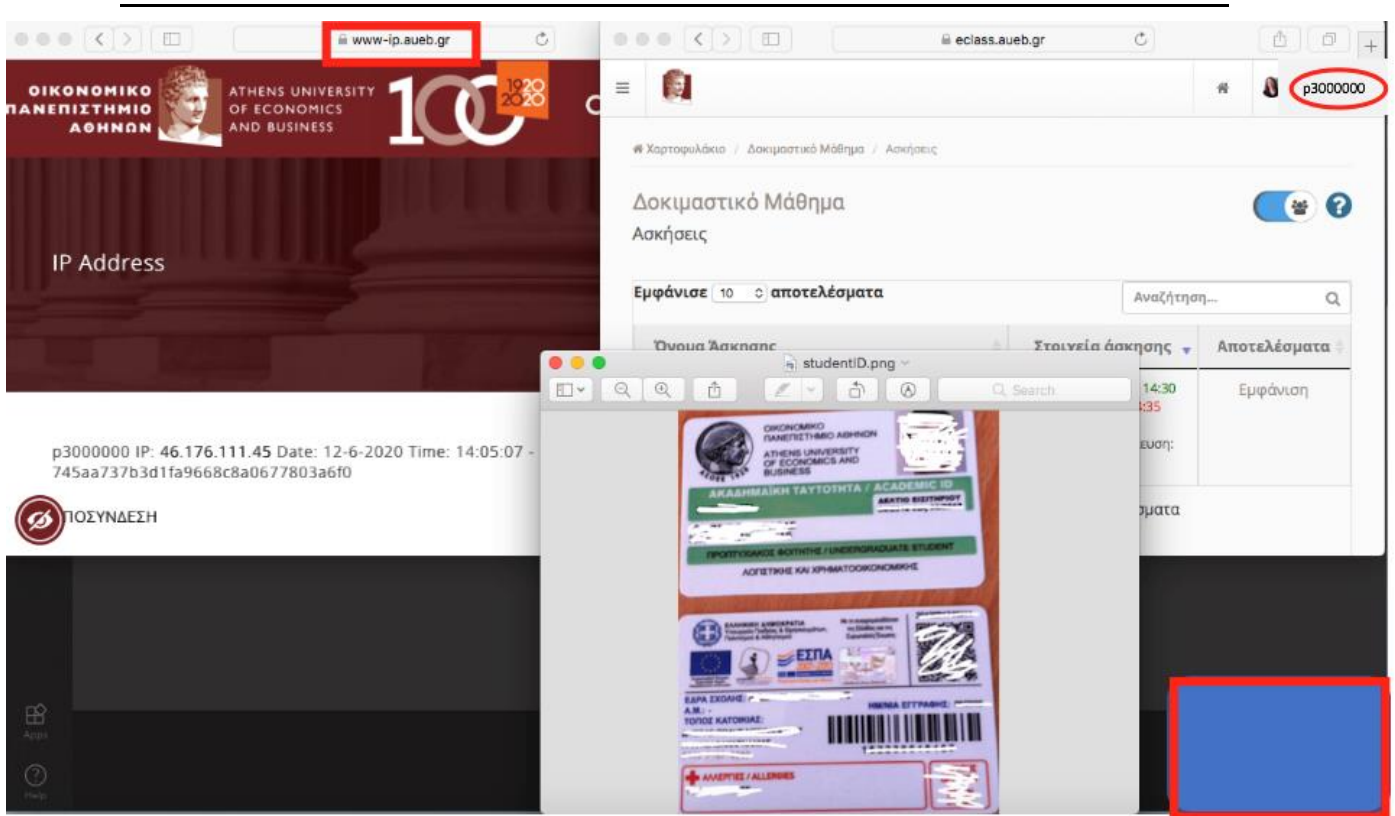
ⁱⁱ **Create a Screenshot with your basic ID information.**

A few minutes before the exam, make sure you have available a screenshot with the following information, so that you can send it to your supervisor (if asked to do so), in case of any problems arising during your identification:

- A browser window connected to eClass or moodle (whatever is used for the exam). The screenshot must include your student number as shown by the platform.
- A browser window connected to www-ip.aueb.gr showing your IP address.
- A photo of both sides of your student ID.
- A Teams test call with your camera open, showing your face.

Example screenshots:





Your face as shown in Teams