

Online Technical Training

Guide to Setting up and Taking Online Exams

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Student Support Centre**

Guide to Setting up and Taking Online Exams

Table of Contents

1. Logging in to the Student Resource Centre	Page	3
2. Turn off your Pop-up Blocker	Page	5
3. Enable POP access for your email account	Page	5
4. Set up your email client application	Page	5
A) Setup for Outlook Express	Page	6
B) Setup for Office Outlook	Page	10
C) Setup for Windows Mail	Page	13
D) Setup for Windows Live Mail	Page	18
5. Define your default email client application for use with Internet Explorer	Page	20
A) If you are using Internet Explorer 6	Page	20
B) If you are using Internet Explorer 7	Page	21
C) If you are using Internet Explorer 8	Page	23
6. Review the online Exam Tutorial	Page	26
7. Test your email connection to the marking server.	Page	27
8. Take your first exam and submit it for evaluation	Page	29
9. Troubleshooting known issues	Page	31

This guide should provide answers to most questions that you might have about setting up your computer to take online exams.

If you need further assistance please call us at 1888-553-5333.

Step 1. Logging in to the Student Resource Centre

The first thing you will need to do in order to take a final exam online is to visit the “**Distance Education Technical Training**” website and log in to the student “**Learning Resource Centre**” web page. To do this, you will need the following information which has been previously sent to you in your registration confirmation email notification. If you did not receive the confirmation email providing this information, please contact us at **1-888-553-5333**.

Distance Education Technical Training website address:

Login:

Password:

Go to the designated website and enter your Login and Password information to log in.

The screenshot shows the website for George Brown College's Distance Education Technical Training. At the top left is the college's logo. The main header reads "Distance Education Technical Training". To the right is a "STUDENT LOGIN" section with input fields for "Login" and "Password", and a "GO" button. Below the header is a navigation menu with links for Home, About, Certificates, FAQ, Testimonials, Registration, Costs, and Contact. The main content area is divided into several sections:

- TECHNICAL TRAINING**: A sidebar listing "Electronics Technician Certificate", "Electromechanical Technician Certificate", and "Programmable Logic Controllers Technician Certificate".
- Text Block**: A quote from Ron Storvick, Training Coordinator at Boeing Aerospace, stating: "The Electronics Technician, Electromechanical Technician and PLC Technician distance programs provide an excellent, flexible way for our employees to upgrade their skills."
- Image**: A photograph of a man in a white shirt working on a piece of electronic equipment.
- Testimonial**: A quote: "I Changed My Future With A Career In Technology".
- Distance Education Technical Training**: A section with a "REGISTER NOW" button, describing the study-at-home format.
- What's New**: A section listing updates such as a new DVD version of ET & EM, interactive forums, and new textbooks.
- Tuition Assistance**: A section with a "pay-as-you-go program" link and an image of a tablet.
- Request Your FREE Information Package**: A form with checkboxes for "Electronics", "Electromechanical", and "PLC", and input fields for "first name", "last name", and "email". A "SUBMIT REQUEST" button is at the bottom, with a note that all fields are required and the package will be emailed within 24 hours.

If when you attempt to log on you end up getting the “**Logout**” or “**You have successfully logged out**” webpage, you will need to modify your “**Privacy**” as well as “**Security**” settings in Internet Explorer. Click on the “**Tools**” menu. Next, click on “**Internet Options**”. Then select the “**Privacy**” tab. Set the slide bar to “**Medium**”. Click “**Apply**” and then select the **Security** tab and set the security to **Medium** and then click **Apply** and then “**OK**”. Now try to log on to the site again.

Once you have logged in, you will be brought to the “**Learning Resource Centre**” web page. This is the site from which you will access the various online resources provided for use with the distance learning technician certificate programs. To access the available resources, links appear down the left hand side of the web page. Double click on the link to start up the desired resource.

GEORGE BROWN COLLEGE

**Distance Education
Technical Training**

ONLINE RESOURCE CENTER
Logout

TECHNICAL TRAINING

- Home
- My Account
- Student Forum
- Learning Center
- Exam Tutorial
- Exam FAQ's
- Final Exams
- Video Archive
- Glossary
- Image Library

Welcome to the Electronics Learning Resource Center

Congratulations on your decision to enroll in our distance education technical training program. The Online Learning Center provides a variety of learning resources and testing services for students in the Electronics program.

These links provide additional related course content to assist you in your studies and preparation for final exams. You will find extra content, short video clips, hands-on demos, challenge questions and brainteasers for each module of the course as well as a glossary and the image library.

You will also have access to the final exam for each module. Secure access to our online testing server is also provided through these pages. Please review the [Exam Tutorial](#) before you attempt the first module final exam.

Join our Online Discussion Forums
Share your comments, questions and experiences with other students, ask our online tutor course related questions or find out about the latest program announcements through the interactive Student Forums.
Just click here to link to the Forum page ►

We will now take a step-by-step walk through of the tasks required in order to write your first online exam. It is important to follow the steps outlined here the first time you are taking an online exam to ensure that your exam is correctly submitted to the marking server for evaluation.

Step 2. Turn off your Pop-up Blocker

After you log on to the Student Resource Centre you will need to turn off the Pop-up Blocker in your Internet Explorer web browser application. To turn off your Pop-up Blocker, go to the “**Tools**” menu in your browser and select “**Pop-up Blocker**” and then “**Turn off Pop-up blocker**” This setting must be turned off in order to access and use many of the resources provided on the On-Line Resource Centre website. Every time you intend to use the resources available on this site, you need to ensure that this setting is turned off.

Step 3. Enable POP access for your email account

Enable POP mail by going to your email homepage and logging on. Once you have logged on to your email account, follow the instructions below to enable POP mail access:

If using **YAHOO** you need to click on “**Options**” and then the “**POP access and forwarding**” link. Next, click on the radio button for “**POP and Web access**” and then click the “**Save**” button.

If using **GMAIL** select the “**Settings**” link, and then the “**Forwarding and POP/IMAP**” tab. In the “**POP Download**” section, click on the radio button for “**Enable POP for all mail.**” Next, click on the “**Save**” button.

If using **HOTMAIL** or **LIVE** your settings for POP forwarding should already be correct.

Note: If you have obtained an email account from your **internet service provider (ISP)**, they will advise you if your current email account provides POP access, and how to enable it.

If your email account does not provide POP access, you can create a free email account at www.gmail.com or www.live.com.

Step 4. Set up your email client application

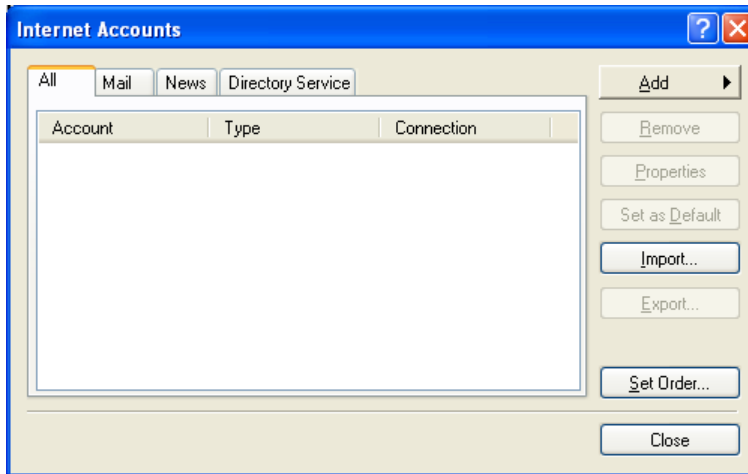
You will use only one of the following email client applications to take online exams.

1. Outlook Express
2. MS Office Outlook
3. Windows Mail
4. Windows Live Mail

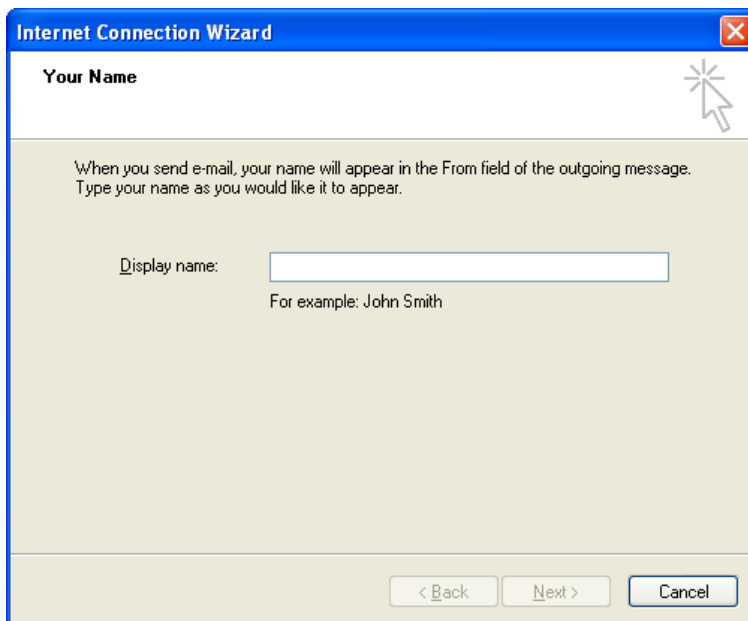
Although there are other email client applications that can be used, we provide step-by-step instructions only for the above. The procedure will be similar if using other MAPI compliant email client applications, and the port settings and server names used will be the same, however, the user interface and dialog box layout will obviously differ. The only limitation is that the email client application must be MAPI compliant. The software manufacturer for the specific application you are using would provide this information with the documentation on the application. We have selected these four for illustration, as at least one of the above applications is provided with all Windows operating systems.

A) Setup for Outlook Express

Start the Outlook Express application and click on the “**Tools**” menu. Next, select the “**Accounts**” option from the list. Next, click on the “**Add**” button and select “**Mail**” from the dropdown list.

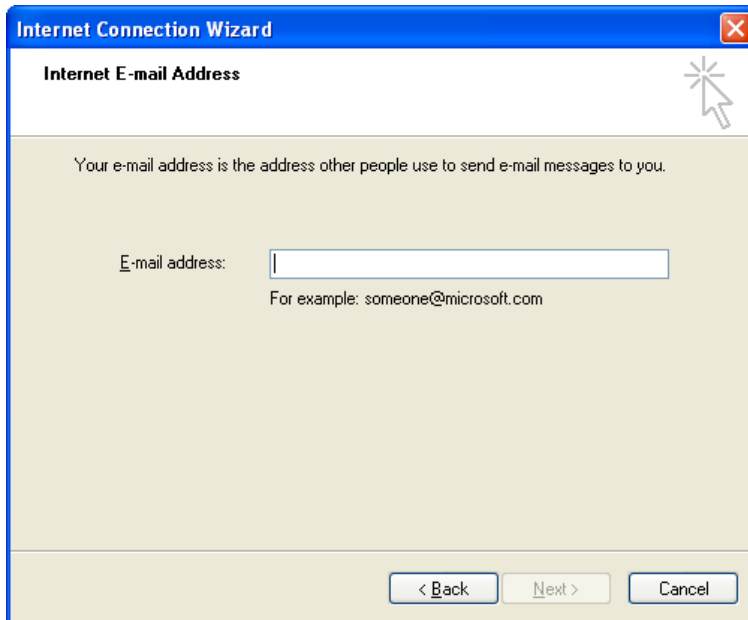


A new dialog box appears and you are prompted to enter a “**Display Name**”. This is the name that will appear with your emails, for example “John Smith”. This does not have to be your email account name.

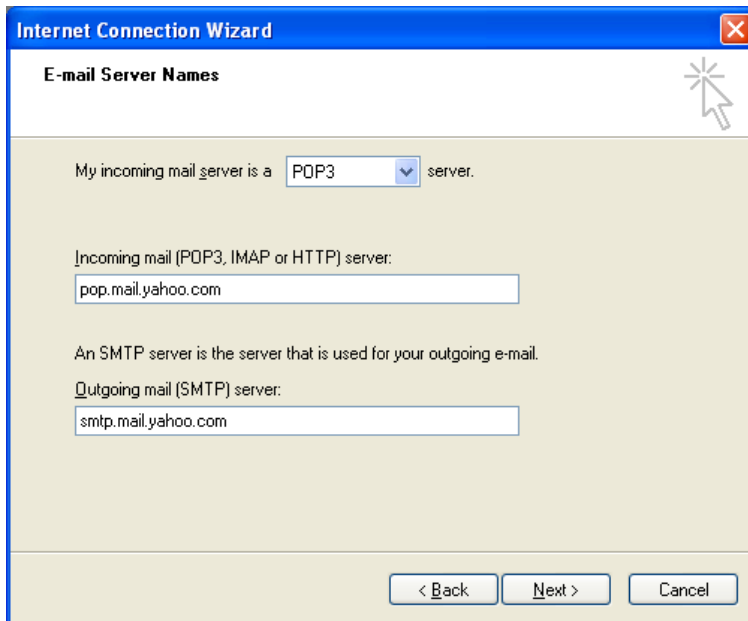


After entering your desired display name, click “**Next**”.

A new dialog box opens and you are prompted for your complete **E-mail address**.



After entering your full email address, click the “**Next**” button.
The “**E-mail Server Names**” dialog box opens.



Populate the fields with the information provided below.

My incoming mail server is a: **POP3** server.
Incoming mail (POP3, IMAP, or HTTP) server:

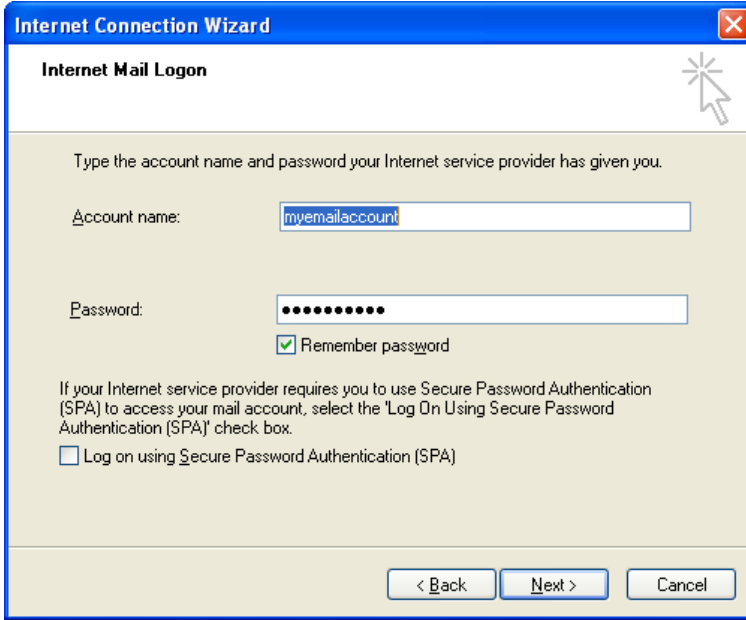
- | | |
|---------------------|------------------------------------|
| For Hotmail or Live | pop3.live.com |
| For Yahoo: | pop.mail.yahoo.com |
| For Gmail: | pop.gmail.com |
| For ISP: | pop.serviceprovidername.com |

(generally see note)

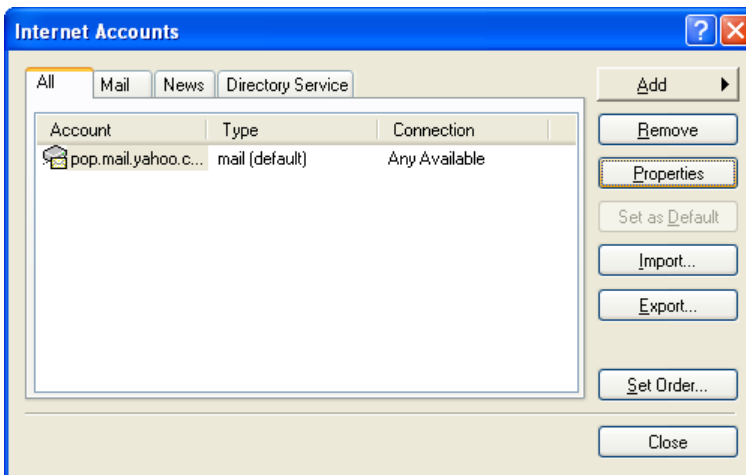
Outgoing mail (SMTP) server:

For Hotmail or Live	smtp.live.com	
For Yahoo:	smtp.mail.yahoo.com	
For Gmail:	smtp.gmail.com	
For ISP:	smtp.serviceprovidername.com	(generally see note)

After entering the appropriate information, click the “Next” button. You are now brought to the “Internet Mail Logon” dialog box.

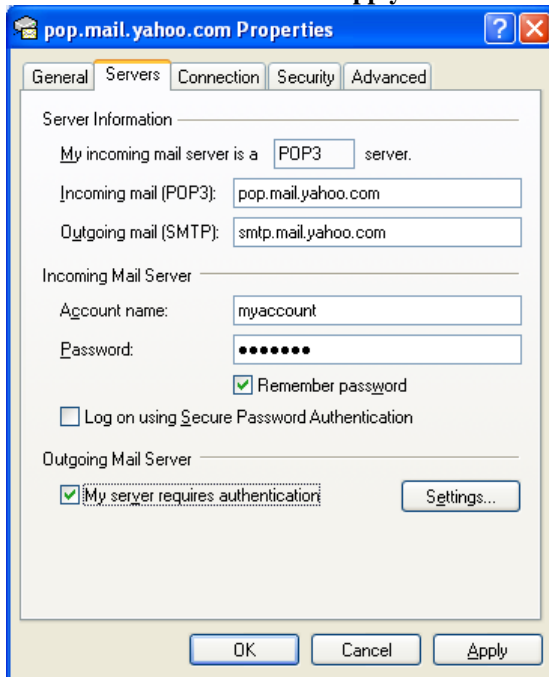


Enter your “Email username” without the @provider.com part. This is the first part of your email address which comes before the @ sign. Then enter your “Password” and click on the box to “Remember Password” Do not click the “Log on using secure password authentication” option unless your internet service provider requires you to do so. For the free email accounts, you should leave this box unchecked. Click “Next”. You will now see the “Congratulations” dialog box advising that you have set up your email account with Outlook Express. Click on the “Finish” button. We are almost finished. We now need to go back in and add some settings to the account.

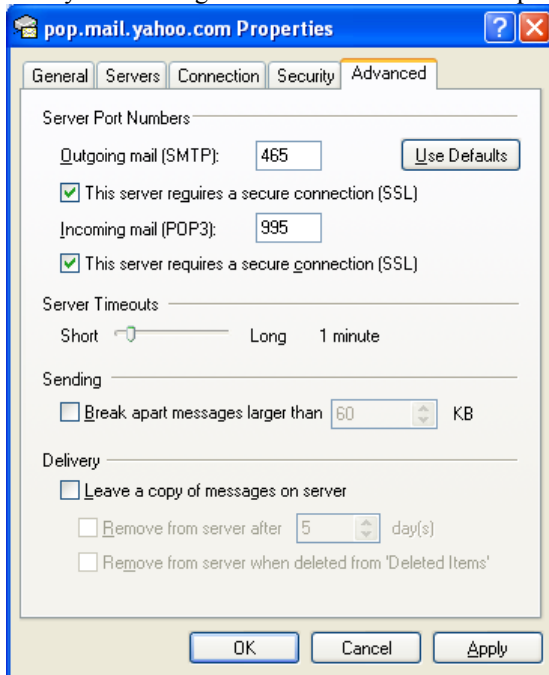


After clicking the “Finished” button, you are returned to the Internet Accounts dialog box. You should see the account you just set up listed in the display area

Highlight the account by clicking on it. Select **“Properties”** from the buttons on the right side of this dialog box. From the properties dialog box, click on the **“Servers”** tab. Click the box for **“My server requires Authentication”**. Then click **“Apply”**.



Now you need to go to the **“Advanced”** tab to specify the ports to be used.



Enter the following port numbers for the Outgoing and Incoming mail servers.

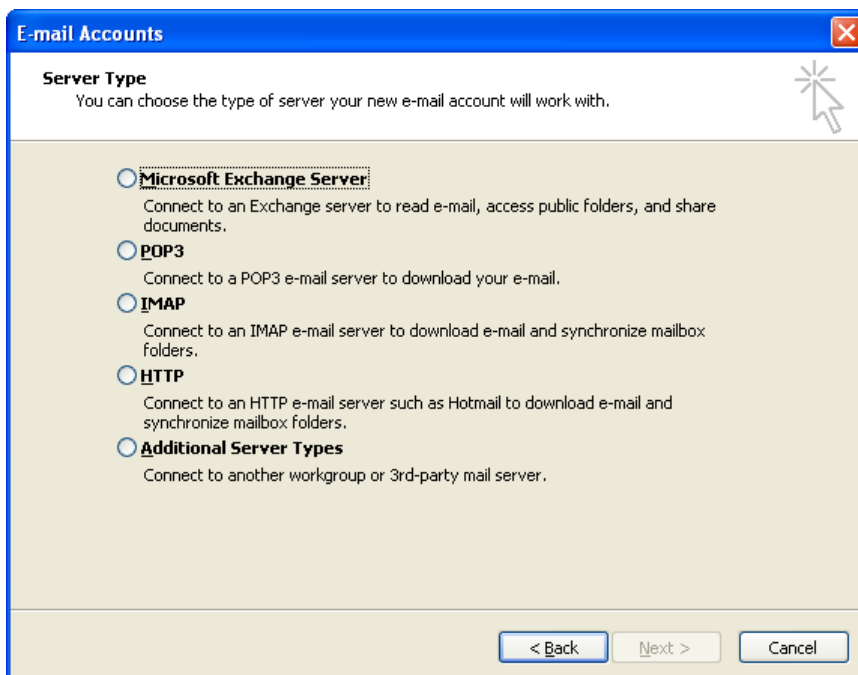
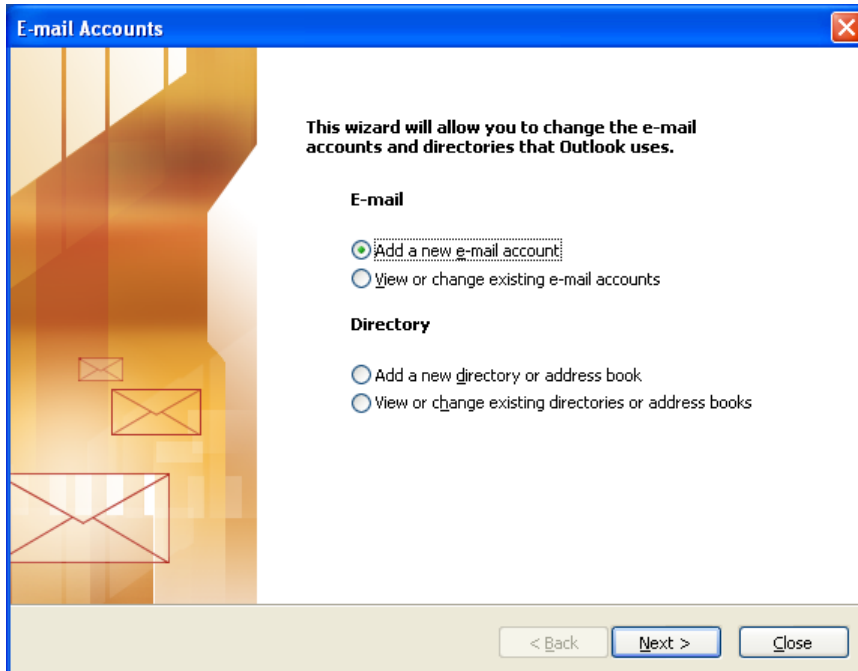
Yahoo and Gmail
 Outgoing mail (SMTP): **465**
 Incoming mail (POP3): **995**

Hotmail and Live
 Outgoing mail (SMTP): **587**
 Incoming mail (POP3): **995**

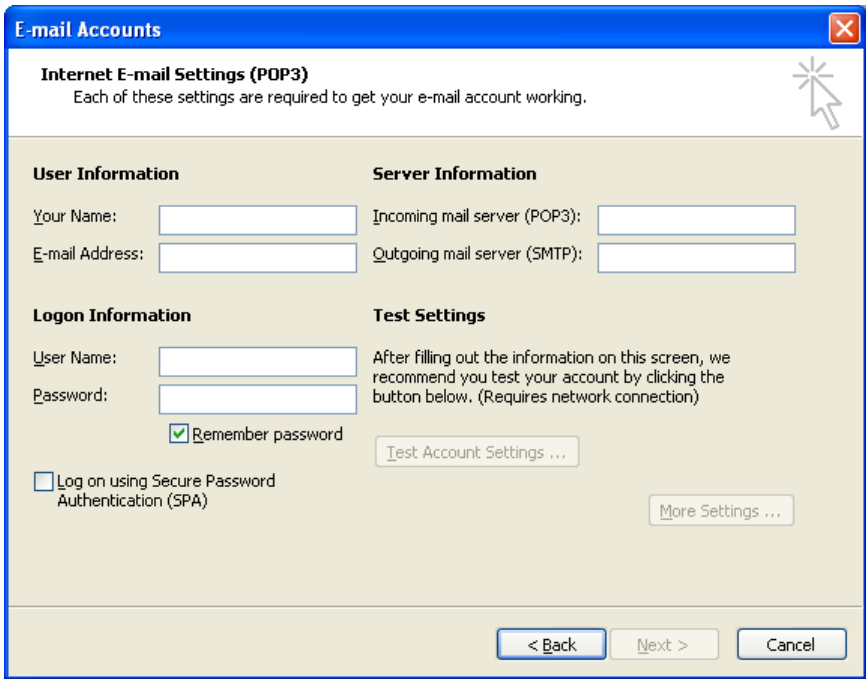
You will also need to **check both boxes for “This server requires a secure connection (SSL)”** as shown above. Once you have entered the port numbers and checked the appropriate two boxes, click **“Apply”** and then **“OK”**. You are finished setting up Outlook Express with your email account.

B) Setup for Office Outlook

Start the Office Outlook application and go to the **“Tools”** menu. From the dropdown list, select the **“Accounts”** option to open the following dialog box. Click on the **“Add a new e-mail account”** radio button. Click on the **“Next”** button.



The “**Server Type**” dialog box opens. Click on the “**POP3**” option and then click the “**Next**” button.
 The “**Internet E-mail Settings (POP3)**” dialog box opens.



Populate the fields of this dialog box with the following information:

User Information

Your Name: **Your display name**
 E-mail address: **Email address for use with this email client application**

Logon Information

User Name: **Email address without the @provider.com portion**
 Password: **Your email account logon password**

“**Remember password**” checkbox is selected

“**Log on using Secure Password**” checkbox is NOT selected

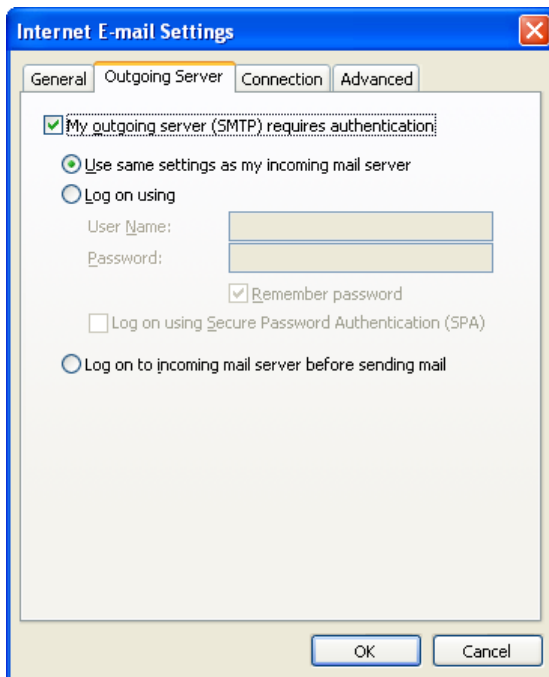
Server information

Incoming mail server (POP3):
 For Hotmail or Live **pop3.live.com**
 For Yahoo: **pop.mail.yahoo.com**
 For Gmail: **pop.gmail.com**
 For ISP: **pop.serviceprovidername.com** (generally see note)

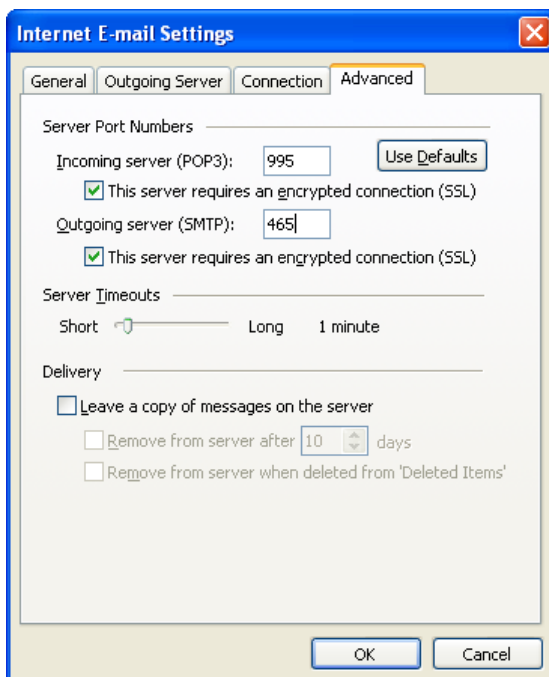
Outgoing mail server (SMTP):
 For Hotmail or Live **smtp.live.com**
 For Yahoo: **smtp.mail.yahoo.com**
 For Gmail: **smtp.gmail.com**
 For ISP: **smtp.serviceprovidername.com** (generally see note)

Once you have entered the required information, click on the “**More Settings**” button.

This will bring up the new account's properties dialog box. Click on the “**Outgoing Server**” tab.



Check the checkbox for “**My outgoing server (SMTP) requires authentication**”. Next, click on the radio button for “**Use same setting as my incoming mail server**”. Once done, select the “**Advanced**” tab.



Enter the following port numbers for the Incoming and outgoing mail servers.

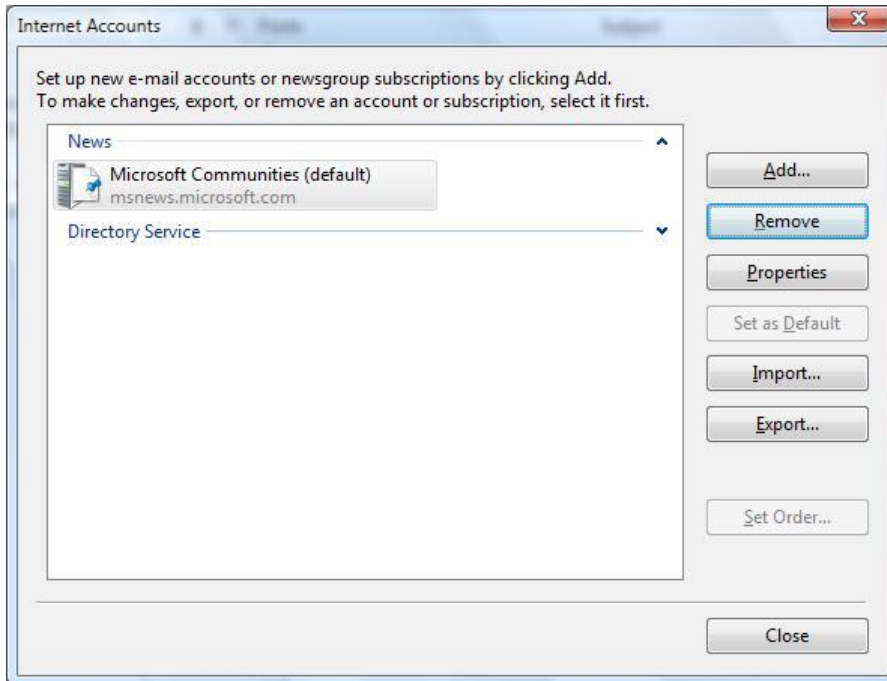
Yahoo and Gmail
Outgoing mail (SMTP): **465**
Incoming mail (POP3): **995**

Hotmail and Live
Outgoing mail (SMTP): **587**
Incoming mail (POP3): **995**

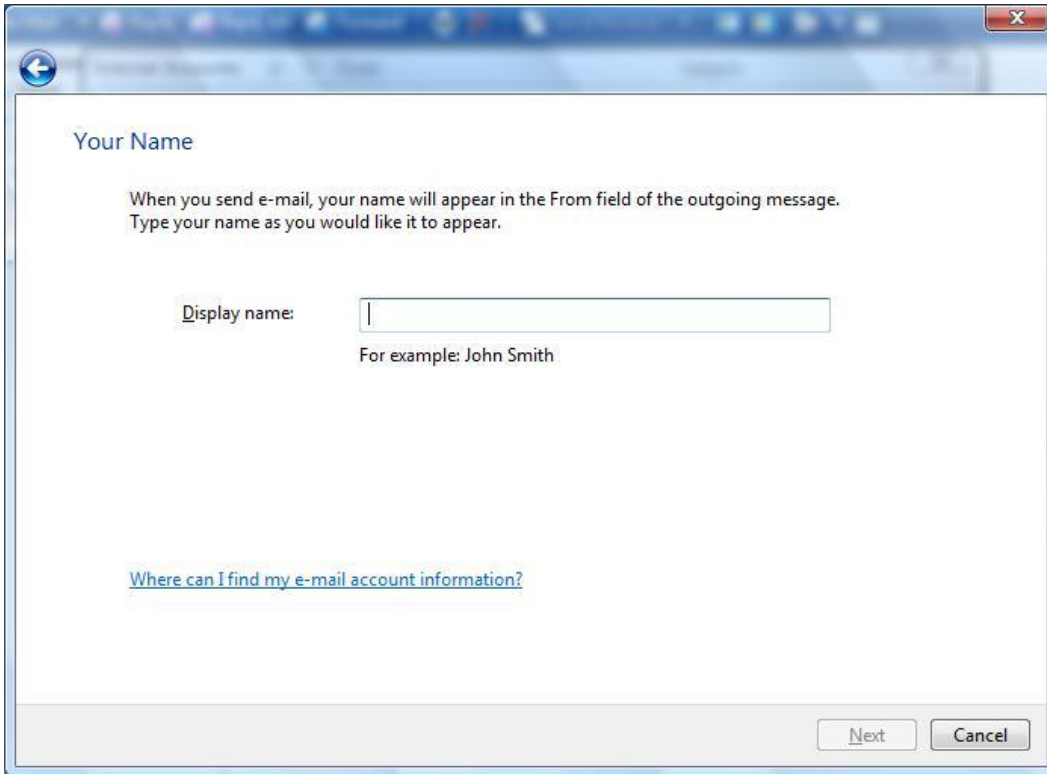
You will also need to **check both boxes for “This server requires a secure connection (SSL)”** as shown above. Once you have entered the port numbers and checked the appropriate two boxes, click **“OK”**. The properties dialog box closes. You are returned to the **Internet E-mail Settings (POP3)** dialog box. Click on the **“Next”** button. You are finished setting up Outlook Express with your email account. Click on the **“Finished”** button.

C) Setup for Windows Mail

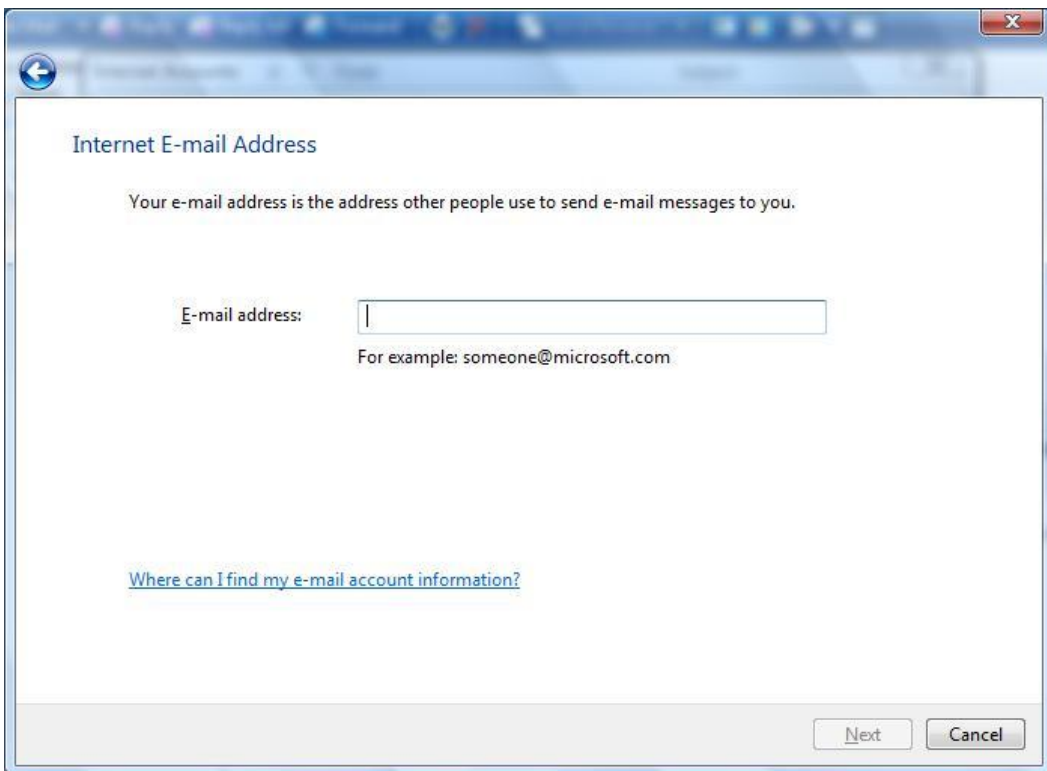
Start the Windows Mail application and go to the **“Tools”** menu. From the dropdown list, select the **“Accounts”** option to open the following dialog box.



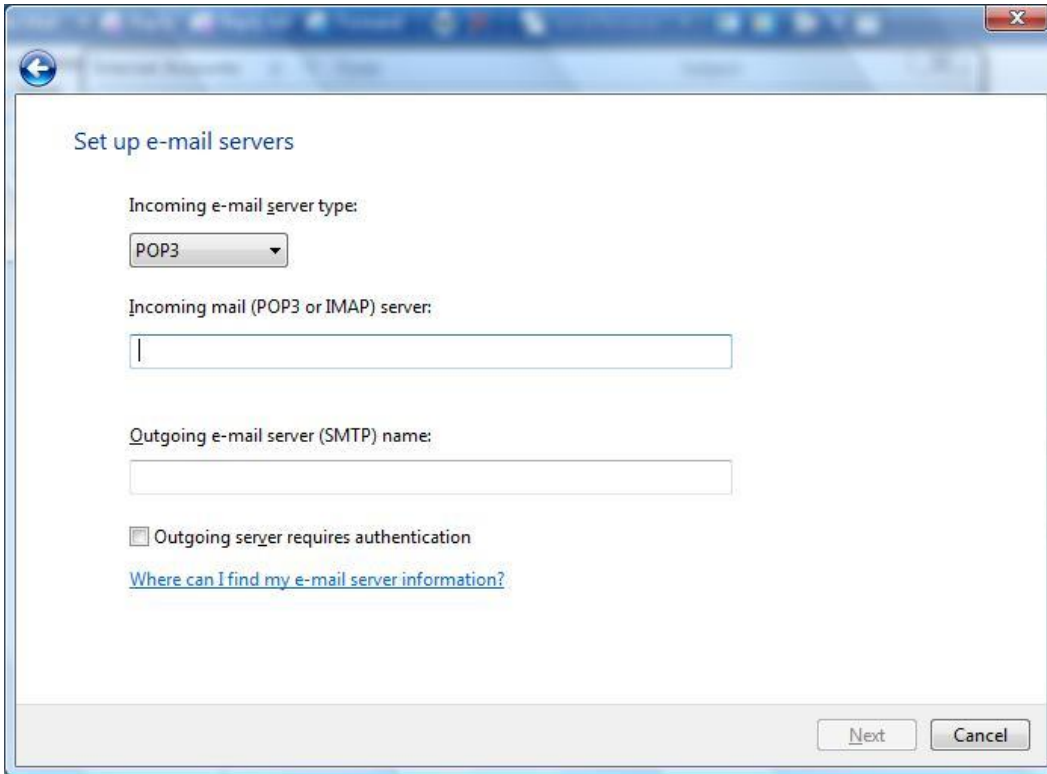
Click on the **“Add”** button located on the right hand side of the dialog box. Highlight the **“Email Account”** option to specify that you wish to add an email account. Click on the **“Next”** button to bring up the display name dialog box.



Enter the name you wish displayed when you send an email. This does not have to be your email account name. Click **Next** to bring up the **Internet Email Address** dialog box.



Enter the complete email address of the account you wish to use with Windows Mail. Click **Next**



From the dropdown arrow under incoming email server type, select the “**POP3**” option.
Enter the appropriate text string in the spaces provided.

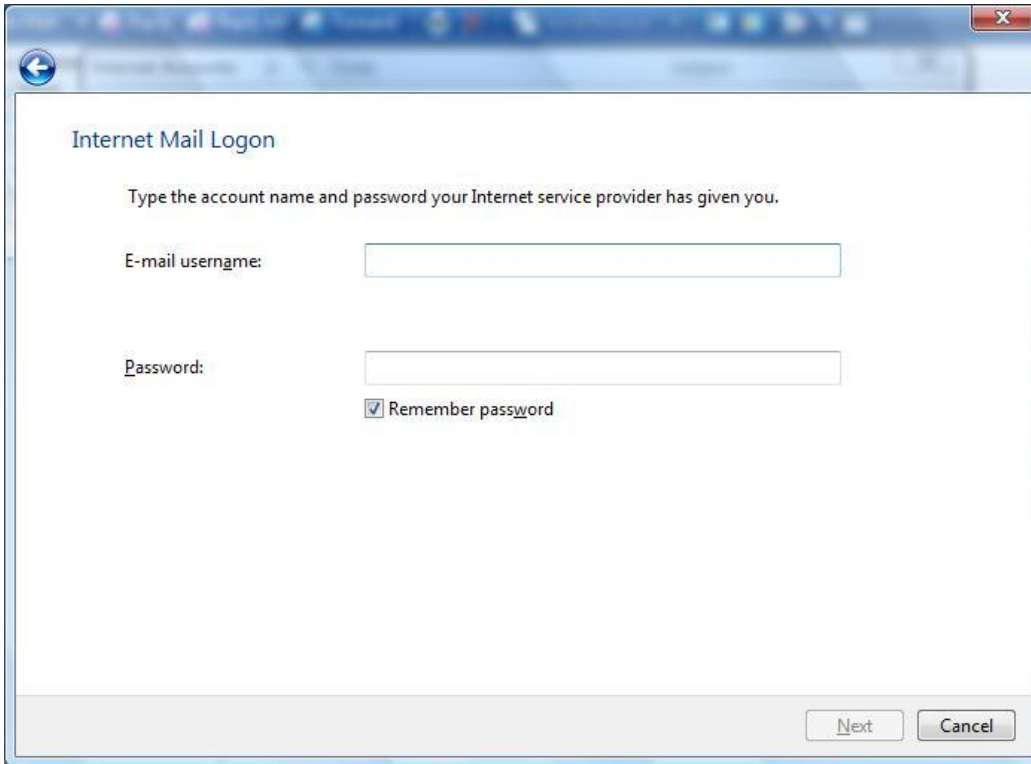
Incoming email (POP3 or IMAP) server:

For Hotmail or Live	pop3.live.com	
For Yahoo:	pop.mail.yahoo.com	
For Gmail:	pop.gmail.com	
For ISP:	pop.serviceprovidername.com	(generally)

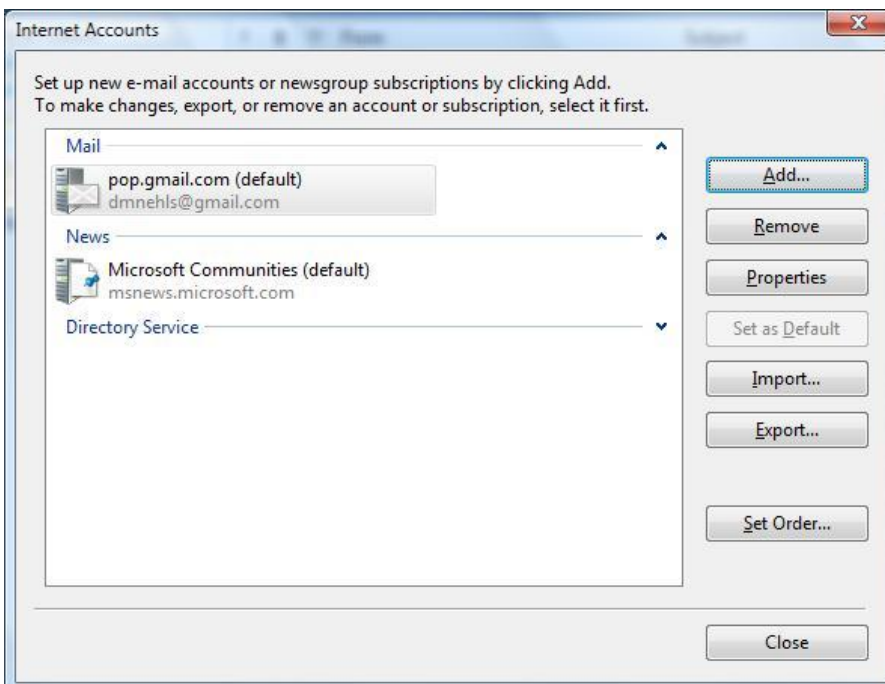
Outgoing email (SMTP) server:

For Hotmail or Live	smtp.live.com	
For Yahoo:	smtp.mail.yahoo.com	
For Gmail:	smtp.gmail.com	
For ISP:	smtp.serviceprovidername.com	(generally)

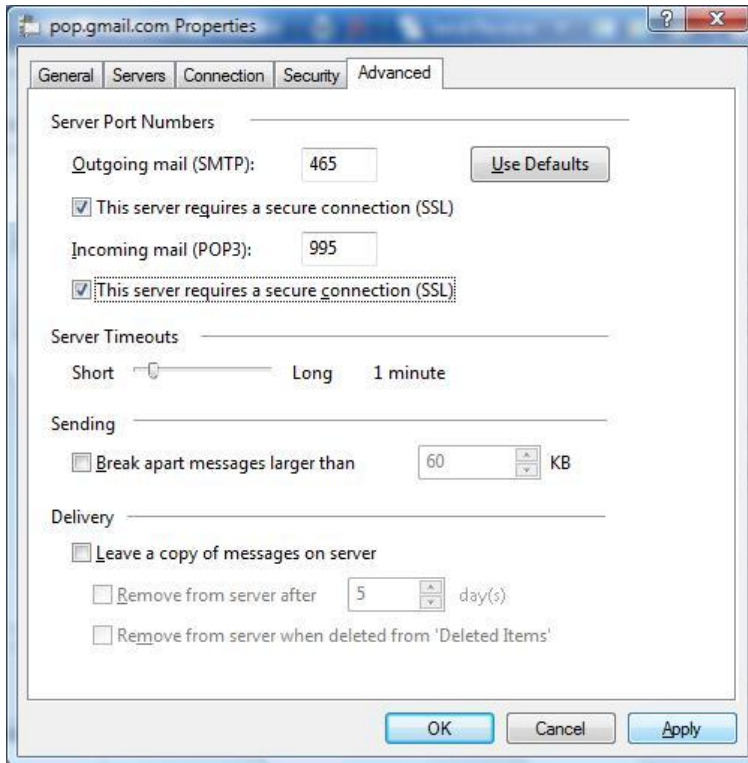
Now click on the checkbox to select “**Outgoing server requires authentication**” and then click on the “**Next**” button to bring up the “**Internet Mail Logon**” dialog box.



Enter your “**Email username**” without the @provider.com part. This is the first part of your email address which comes before the @ sign. Then enter your email “**Password**” and click on the box to “**Remember Password**” Once done, click on the “**Next**” button. You will now see the “**Congratulations**” dialog box advising that you have set up your email account with Windows Mail. Click on the “**Finish**” button. We are almost finished. We now need to go back in and add some settings to the account. After clicking on the “**Finish**” button, we are returned to the Internet Accounts dialog box and our new account will appear in the list.



Now that we have created the account, we select it from the list and click on the “**Properties**” button. Click on the “**Advanced**” tab to show the following page:



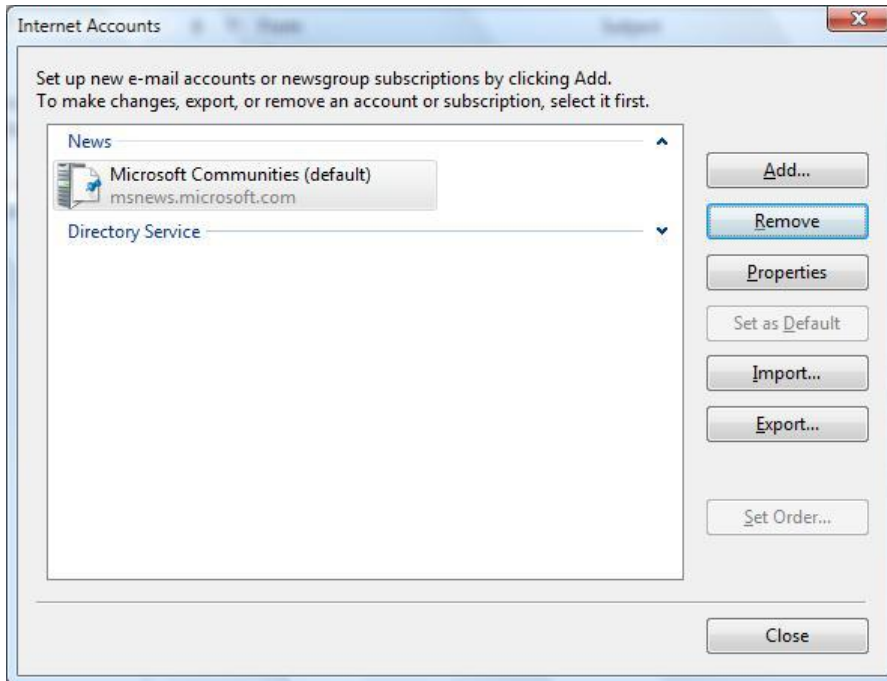
Enter the following port numbers:

Yahoo and Gmail		Hotmail and Live	
Outgoing mail (SMTP):	465	Outgoing mail (SMTP):	587
Incoming mail (POP3):	995	Incoming mail (POP3):	995

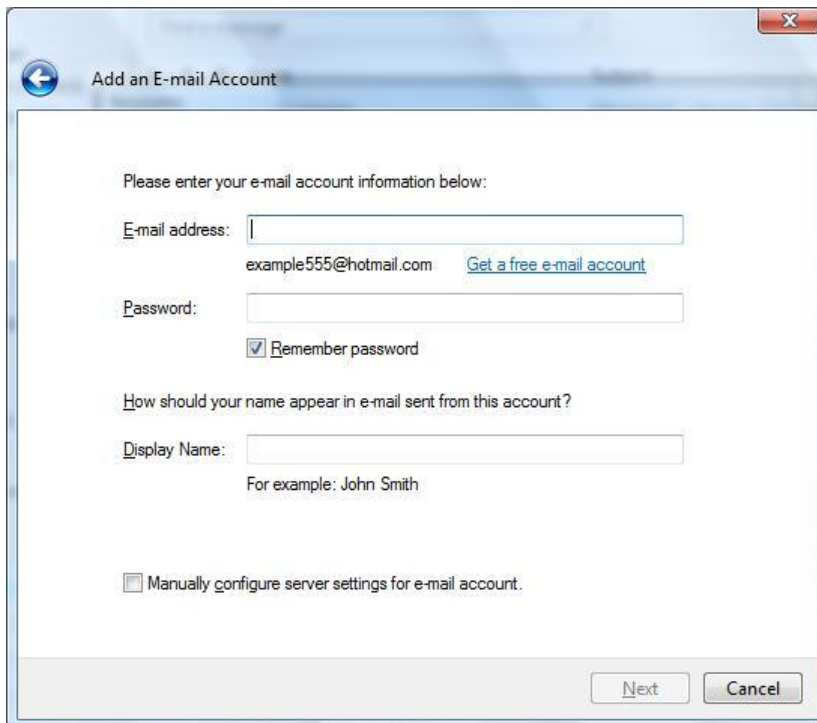
Be sure to **check both boxes for “This server requires a secure connection (SSL)”**. Click on the “**Apply**” button, and then the “**OK**” button. You have finished the setup of Windows Mail.

D) Setup for Windows Live Mail

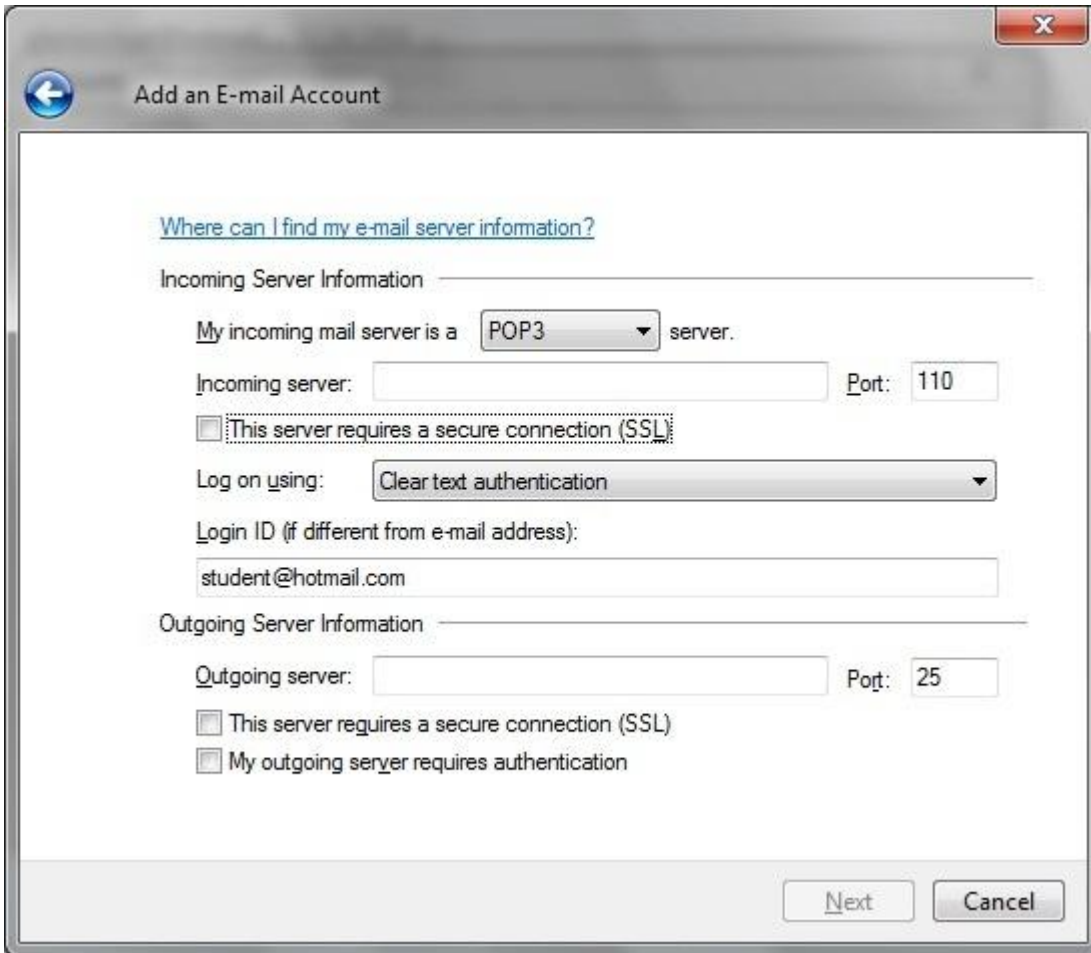
Start the Windows Live Mail application and go to the “**Tools**” menu. From the dropdown list, select the “**Accounts**” option to open the following dialog box.



Click on the “**Add**” button located on the right hand side of the dialog box. Highlight the “**Email Account**” option and click on the “**Next**” button to bring up the “**Add an E-mail Account**” dialog box.



Enter your email address, password, and display name in the fields provided. **Click on the “Manually configure server settings for email account”** option. Click on the Next button.



From the dropdown arrow under “My incoming mail server is a _____ server, select the “**POP3**” option. Enter the appropriate text string in the spaces provided.

Incoming server:

For Hotmail or Live	pop3.live.com	
For Yahoo:	pop.mail.yahoo.com	
For Gmail:	pop.gmail.com	
For ISP:	pop.serviceprovidername.com	(generally)

Outgoing server:

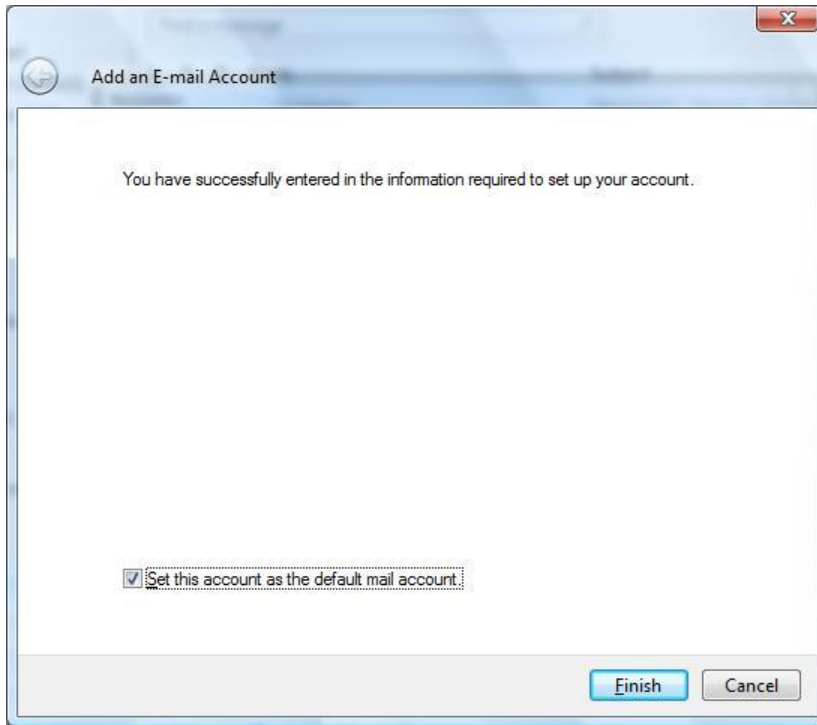
For Hotmail or Live	smtp.live.com	
For Yahoo:	smtp.mail.yahoo.com	
For Gmail:	smtp.gmail.com	
For ISP:	smtp.serviceprovidername.com	(generally)

Port Settings:

	Yahoo and Gmail	Hotmail and Live
Outgoing mail (SMTP):	465	Outgoing mail (SMTP): 587
Incoming mail (POP3):	995	Incoming mail (POP3): 995

Be sure to **check both boxes** for “**This server requires a secure connection (SSL)**”

Now click on the checkbox to select “**My outgoing server requires authentication**” and then click on the “**Next**” button to bring up the last dialog box for account setup.



Click on the checkbox for “**Set this account as the default mail account**”. Then click on the “**Finish**” button. You are returned to the “**Internet Accounts**” dialog box. Your new account will now be in the list of available accounts and should be listed as the default email account.

Step 5. Define your default email application for use with Internet Explorer

You now need to tell Internet Explorer which email application to use when submitting your final exam to the marking server for evaluation. Follow the steps outlined below to set a default email application for use with Internet Explorer 6 or Internet Explorer 7. If you are uncertain about which version you are using, start your Internet Explorer and click on the “Help” menu. Click on the “About Internet Explorer” option and the details regarding your Internet Explorer will be shown including what version you are using.

A) If You Are Using Internet Explorer 6

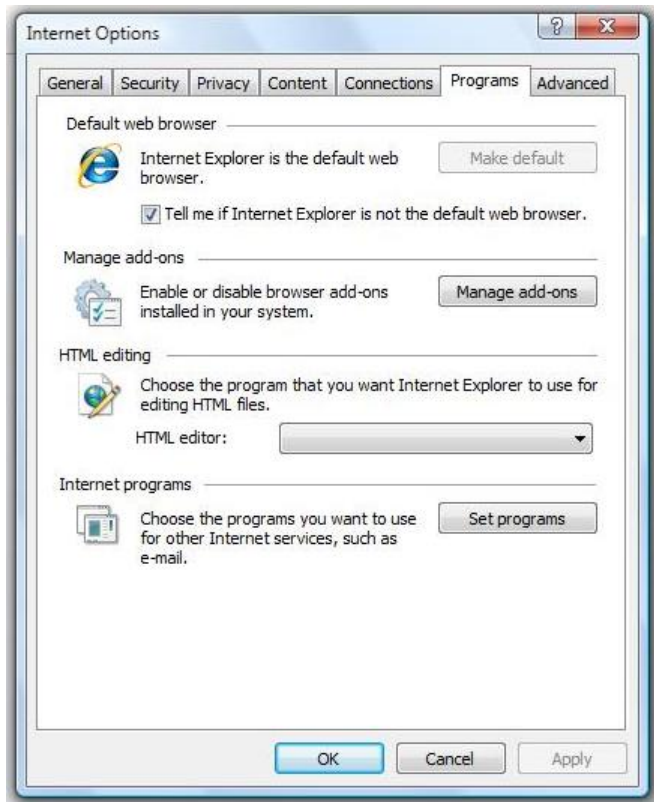
Go to the “Tools” menu and select “Internet Options”. Once in the Internet Options dialog box, go to the “Programs” tab. Listed on this tab, you will find dropdown boxes allowing you to select the default applications to be used by Internet Explorer for the various Internet services.



The second item on the list is “E-mail”. Click on the down arrow on the right hand side to show the dropdown box containing a listing of possible applications to use with this internet service. From the list, select the email client application that you intend to use for online exams as the default application. Once you have selected the desired email client application, click on the “Apply” button, and then click “OK”.

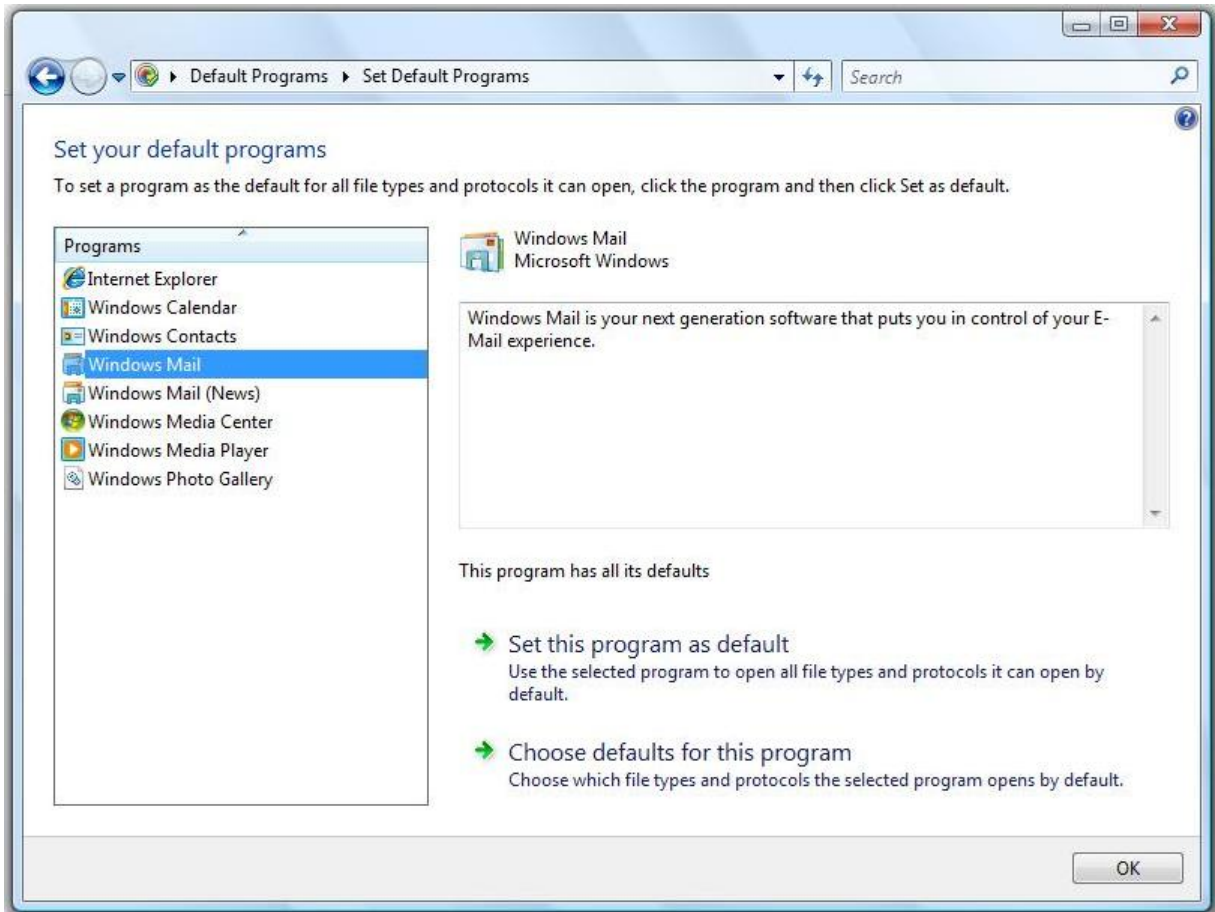
B) If You Are Using Internet Explorer 7

Go to the “**Tools**” menu and select “**Internet Options**”. Once in the Internet Options dialog box, go to the “**Programs**” tab.



Next, located in the **Internet programs** section of the programs tab, click on the “**Set programs**” button to open the **Default Programs** dialog box. From the list of available actions, select the “**Set your default programs**” option.

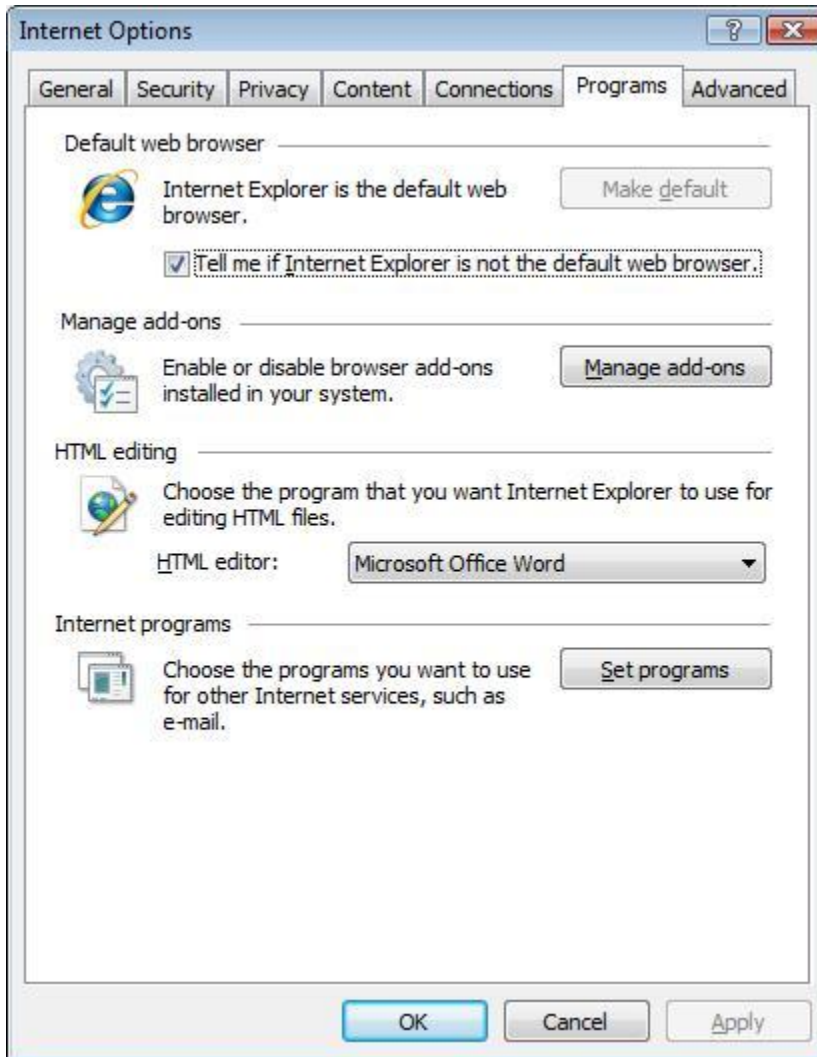
You will now see a list of programs available for use with Internet Explorer. We now need to select the email client application to be used by default. In this instance we will select the **Windows Mail** application from the list. You would select **Office Outlook, Outlook Express or Windows Live Mail** from this list if you were using one of these other applications. Highlight the desired application and select the “**Set this program as default**” option. Click “**OK**” to confirm your selection.



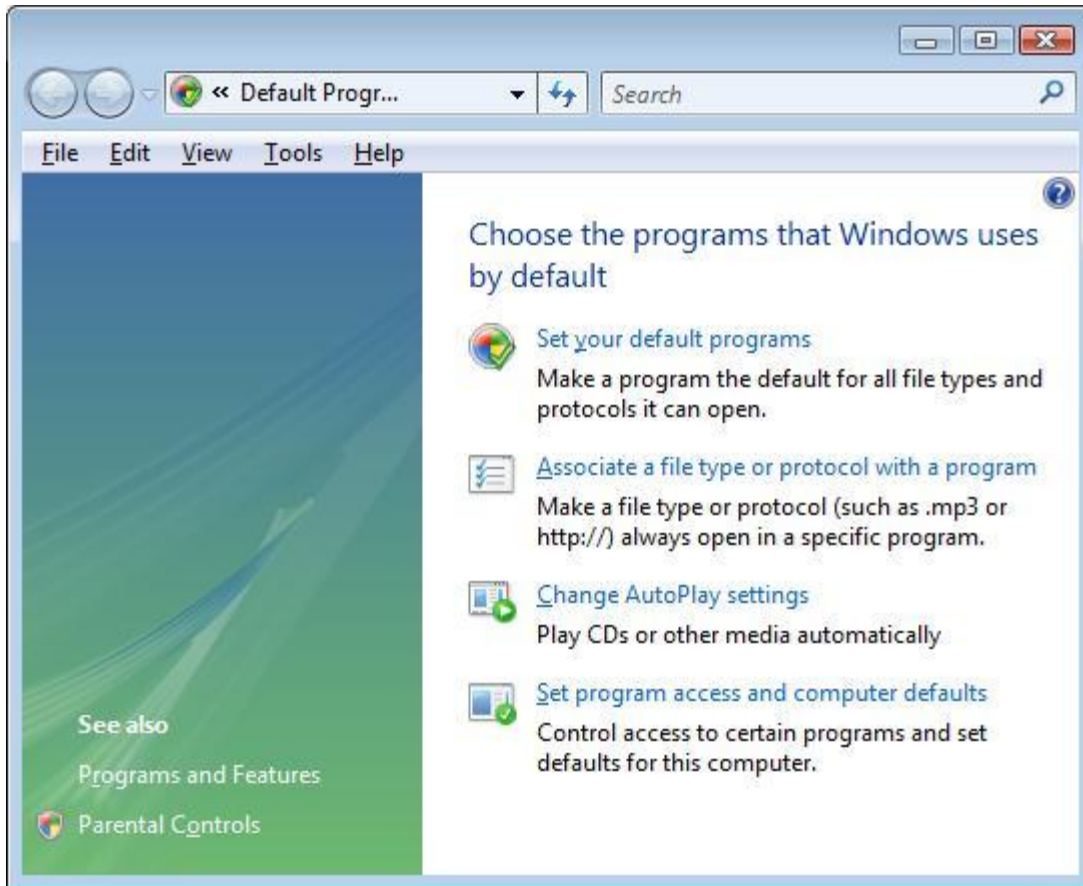
Internet Explorer will now invoke the selected email client application when attempting to test your email connection or when submitting an exam to the marking server for evaluation. Your computer is now set up for taking online exams. We will now review the online testing procedure.

C) If You Are Using Internet Explorer 8

Go to the “**T**ools” menu and select “**I**nternet **O**ptions”. Once in the Internet Options dialog box, go to the “**P**rograms” tab.

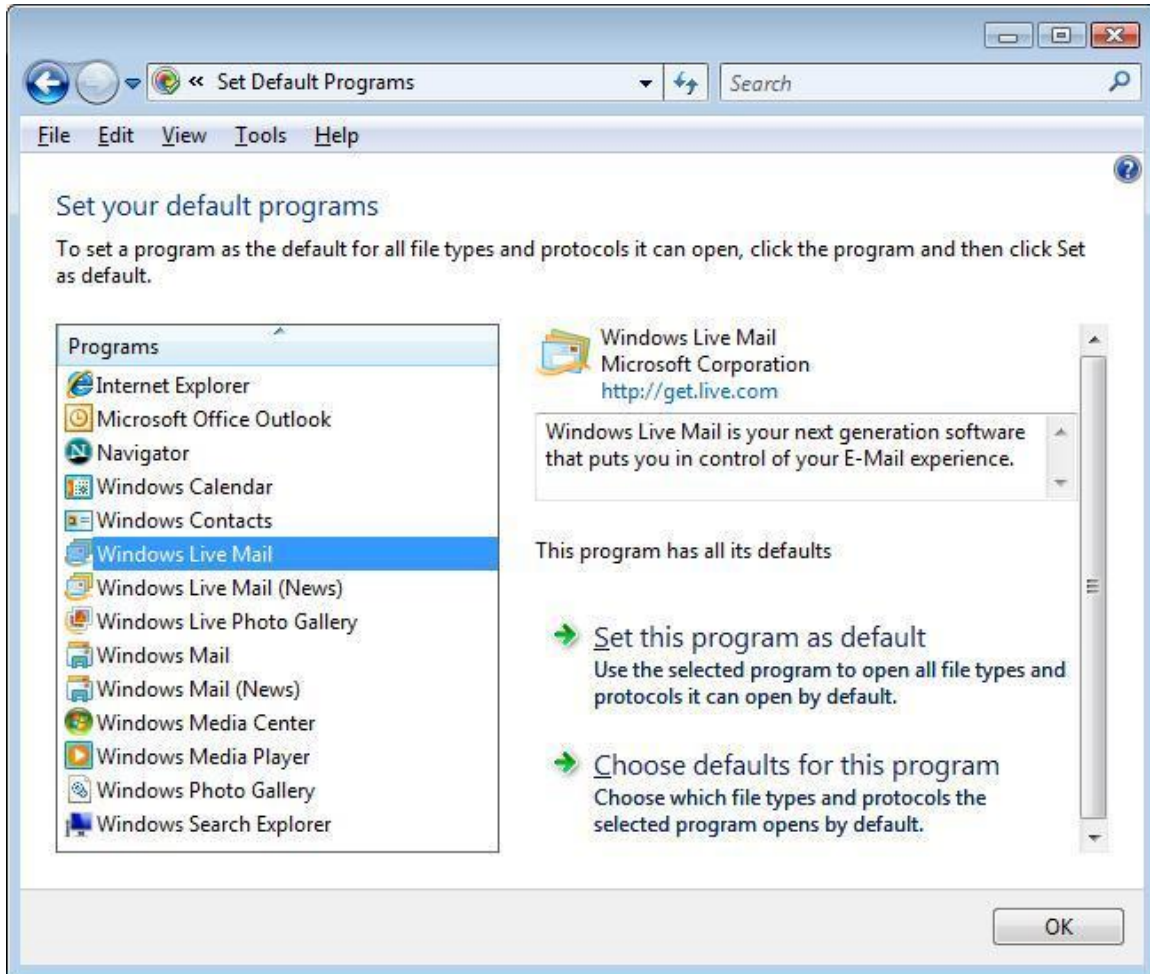


Next, located in the **Internet programs** section of the programs tab, click on the “**S**et programs” button to open the **Default Programs** dialog box.



From the list of available actions, select the “**Set your default programs**” option.

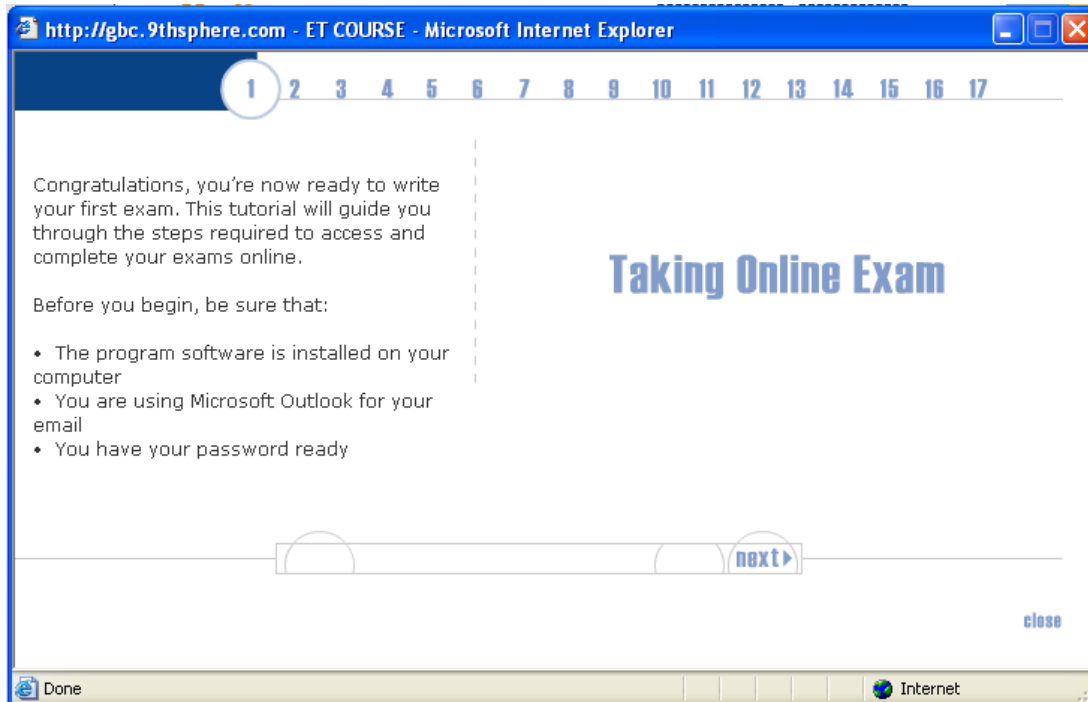
You will now see a list of programs available for use with Internet Explorer. We now need to select the email client application to be used by default. In this instance we will select the **Windows Mail** application from the list. You would select **Office Outlook, Outlook Express or Windows Live Mail** from this list if you were using one of these other applications. Highlight the desired application and select the “**Set this program as default**” option. Click “**OK**” to confirm your selection.



Internet Explorer will now invoke the selected email client application when attempting to test your email connection or when submitting an exam to the marking server for evaluation. Your computer is now set up for taking online exams. We will now review the online testing procedure.

Step 6. Review the Online Exam Tutorial

Return to the Learning Resource Centre web page. Making sure your **Pop-up Blocker is turned off**, double click on the link for the “**Exam Tutorial**” from the list of links located on the left hand side of the **Learning Resource Centre** web page. A new tab/window will open containing the exam tutorial. Go through the slides in the tutorial to get an idea of the process which will be used for writing your exam online. The tutorial will only take a few minutes. It is strongly recommended that you take the time to go through it before attempting to write your first exam. The slides are not live, but rather are screen captures of the dialog boxes you will encounter when going online to write your exam. Use the “**Next**”, and “**Back**” buttons to navigate through the tutorial.

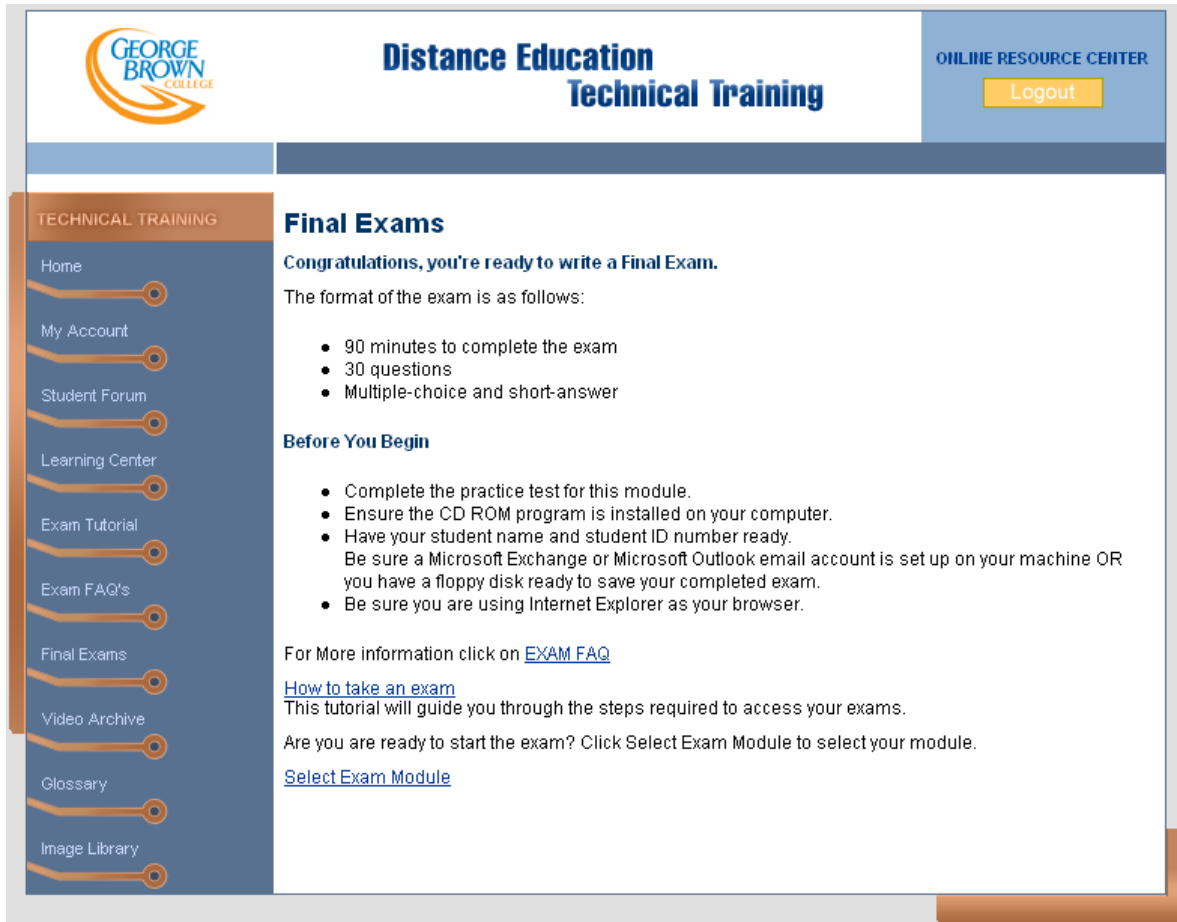


While going through the tutorial, you are informed that you will need to install the applet for Active X Controls. You will be prompted to install this applet each time you take an exam online. In addition, you will be prompted to do an email connection test each time you take an online exam. It is highly recommended that you do the email connection test every time you take an online exam.

Step 7. Test your email connection to the marking server

Once you have reviewed the Exam Tutorial, you are ready to go online and test your email connection to our marking server. From the list of links on the left hand side, select the link marked “**Final Exams**”. Do not worry if you are not ready to write your first online exam, we will only be checking the email connection to the marking server at this time. We wish to ensure that our previous setup is working correctly. When you are actually ready to take the exam, this email connection test will ensure that the marking server is up and running and that your exam submission will be received.

From the “Learning Resource Centre” web page, select the “**Final Exam**” link on the left hand side of the page.



The screenshot shows the George Brown College Distance Education Technical Training website. The header includes the college logo, the title "Distance Education Technical Training", and a "Logout" button. A left-hand navigation menu lists various resources, with "Final Exams" highlighted. The main content area is titled "Final Exams" and contains the following text:

Final Exams

Congratulations, you're ready to write a Final Exam.

The format of the exam is as follows:

- 90 minutes to complete the exam
- 30 questions
- Multiple-choice and short-answer

Before You Begin

- Complete the practice test for this module.
- Ensure the CD ROM program is installed on your computer.
- Have your student name and student ID number ready.
Be sure a Microsoft Exchange or Microsoft Outlook email account is set up on your machine OR you have a floppy disk ready to save your completed exam.
- Be sure you are using Internet Explorer as your browser.

For More information click on [EXAM FAQ](#)

[How to take an exam](#)
This tutorial will guide you through the steps required to access your exams.

Are you are ready to start the exam? Click [Select Exam Module](#) to select your module.

[Select Exam Module](#)

Click on the “**Select Exam Module**” link at the bottom of the Final Exams page. You will now see a list of modules for which you have been registered. You will find the available module exams under the “**Registered**” heading. Select the desired module exam you wish to take. As we are only checking our email connection and not actually writing the exam, it does not matter which module we select at this time.

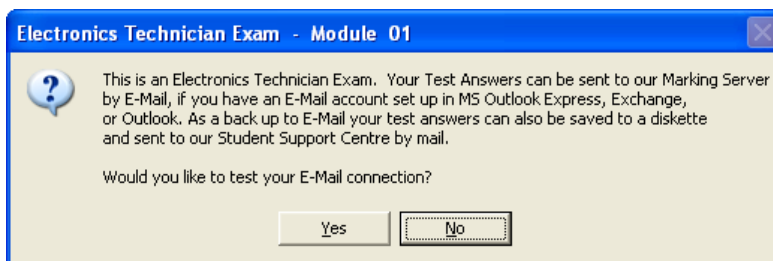
At this point you should be prompted to “**Install Active X Controls**”. Click on “**Yes**” and install the Active X Controls for the selected exam module. Be sure to check your toolbar to see if the pop up prompt to install Active X Controls appeared. If you do not receive the prompt, double check the status of your Pop-up Blocker, ensuring that it is turned off. If problems persist, your security settings may be affecting the installation of the “Active X Controls” applet. By default, Internet Explorer’s security settings regarding Active X Controls are set to “Enable”. If the pop-up prompting installation of the Active X Controls applet does not appear, you will need to modify the “**Security**” settings in your browser. (See Step 8 for the details of the settings for Active X Controls if you are having problems.)

Once you have selected an exam module and installed the Active X Controls applet, the following dialog box will appear.

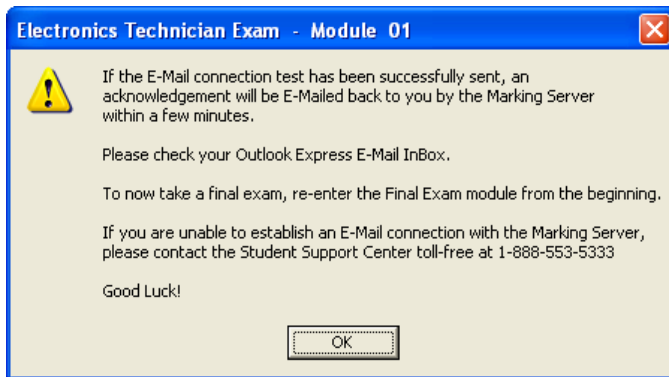


Click on the “**Yes**” button to continue. Again, do not worry, we are not actually going to take the exam at this time, these steps are required to get us to the email connection test. You will now be prompted to enter your student name, (this will be the name you used to log in to the site) and your password.

You will now be asked if you wish to test your email connection. Select “**Yes**”.



If you have set up your email application correctly, you will send an email to the marking server. The marking server will send a reply email acknowledging your connection test.

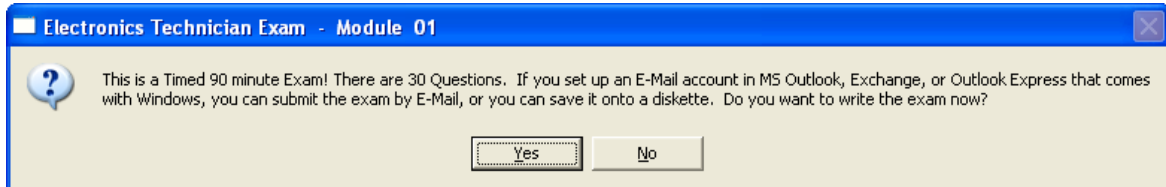


Once you have clicked the “**OK**” button shown above, you will be returned to the “**Final Exams**” module selection page. Before continuing on, start up your email application and confirm that you have received a reply from the marking server.

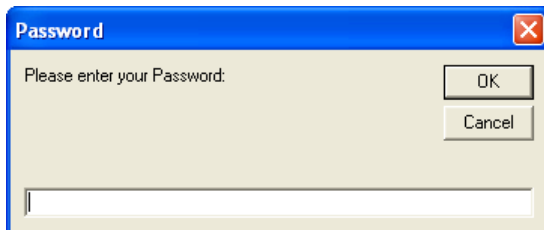
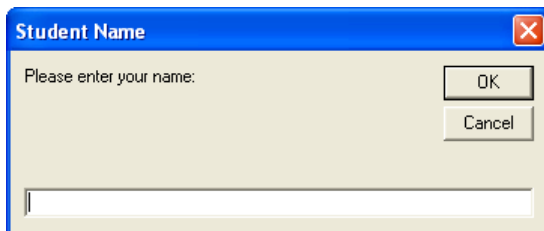
Step 8. Take your first Exam and submit it for evaluation.

It is recommended that you check your email connection as part of the process every time you go online to write a final exam. This means that you will repeat Step 7 above, each time you go to write an exam. Once your email connection has been confirmed, you will be returned to the Resource Centre. You will need to select the “**Final Exams**” link again. Click on the “**Select Module**” link and choose the desired final exam to take. Click on the desired exam and you will be prompted to install Active X Controls if you have not yet done so for the selected module.

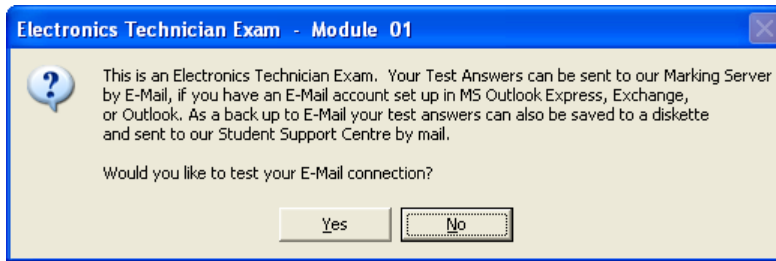
Once you have installed the Active X Controls applet, you will be provided with the following sequence.



You have already seen this dialog when we did the email connection test. Click the “**Yes**” button and you are prompted for your student login information.



Enter the required information and click the “**OK**” button for each of the above.



This time, when you are prompted to do an email connection test, you select the “**No**” button as you have already completed this task. You will be brought into the Final Exam and your 90 minute time limit will begin.

Once you have completed the 30 Exam Questions, you click on the “**Exit**” button from the exam. You will be asked if you wish to submit your exam by email. Click “**Yes**” and your exam will be automatically sent to the marking server for evaluation. Once the exam has been graded, you will be sent an email with your exam results. The results email will be sent to the email account from which you submitted your exam. Once the exam has been evaluated, the grade will be posted to your “**My Account**” page which can be accessed from the link on the left hand side of the Resource Centre main page. Once in the “**My Account**” area click on the “**Marks**” link. A listing of your grades for each module completed will appear.

Note: The screen captures in steps 7 and 8 of this document, often reference Outlook Express, but you can use any of the prescribed email client applications as stated in step 4 “**Set up your email client application**”.

We hope this guide has been helpful to you and that your system is now set and ready to go to take your online exams. If you experience difficulties, refer to the troubleshooting section for helpful tips on common errors that may arise while attempting to get online exams set up.

If you need further assistance please call the Student Support Centre at 1-888-553-5333.

Troubleshooting some common errors that may occur during setup

1. Webpage runtime error 13 appears when viewing the list of available modules on the website.

This error occurs when you do not have your **Regional Settings set to US English**, or you have alternative language character sets installed on your computer. You need to disable these, and set your Regional Settings to US English by going into the Control Panel, selecting Regional Settings, and choosing US English from the drop down list.

2. Pop up for installing exam does not come up when exam module selected.

If you **do not receive the prompt to install Active X Controls**, confirm that your pop-up blocker is turned off. If this setting is correct, and you still do not receive the prompt, you may need to change the security settings regarding Active X Controls in your Internet Explorer browser. Go to the **“Tools”** menu. Select **“Internet Options”** and click on the **“Security”** tab. Ensure that it is set to MEDIUM. Go to the Privacy tab and ensure that it is set to MEDIUM as well. Go back to the main webpage, and select the **“Final Exams”** link and then the **“Select Module”** link. This time after selecting the desired module, you should be prompted to install Active X Controls. If you are still not prompted to install **active X controls**, you will need to **clean your browser cache, history, cookies, as well as delete all offline content or delete files created by Add-Ons**. The best way to accomplish this is to use the **Delete All** option in Tools ->>> Internet Options - >> General and be sure to **check the box for deleting offline content or Add-ons** when prompted to confirm this delete all action..

3. Email Connection Test Fails

The 5 most common reasons for not having a successful email connection test are listed below.

- A. Incorrect setup of email application. (server names, port numbers, SSL and authentication settings as defined in step 4) You will get an error when the connection test is attempted stating that the message cannot be sent.
- B. Default email application not defined in Internet Explorer, refer to step 5. This usually results in a message stating that the email cannot be sent as it was unable to start up your email client application, ie. Outlook Express.
- C. Firewall will not allow email to be sent or received. You must turn off the firewall.
- D. Some Antivirus software may block this action. Disable the antivirus application.
- E. A temporary problem exists with the marking server. It is currently down. If the connection test email can be viewed in your SENT folder, it has been successfully sent to us. If you do not get a reply, check your incoming server name and port setting in your email application, if correct, the problem may be at our end, the server may be temporarily down.

4. Continuous prompting for User Name and Password when doing email connection test, cannot proceed.

This error occurs because you have not enabled the **POP access (post office protocol)** for your email account. To resolve this issue, refer to **step 3**.

You must also ensure that you have correctly defined your **default email account** inside your email client application (step 4), as well as defining this application in **Internet Explorer to be used as the default email application** (step 5).