

THE UNIVERSITY OF HONG KONG
University Examinations 2020 -2021
Instructions to Candidates Sitting Online Examinations

The University has developed the Online Examination System (OLEX) and the OLEX-Moodle platform for holding proctored online examinations. Please read carefully the following instructions in conjunction with the document “Instructions to Candidates” (document number 72/1020 amended) <http://www.exam.hku.hk/pdf/72-1020amd.pdf> before you sit for an online examination.

I. Academic Integrity Statement for Online Examination

1. When you first register on OLEX and each time you log in to OLEX and click the “Start Online Exam” button, you will be asked to consent to the University’s Academic Integrity Statement for Online Examination.
2. Academic Integrity Statement for Online Examination
 - (A) I acknowledge that University examinations require all students to respect the highest standards of academic integrity. For the examination I am about to take, I make the following pledge:
 1. All the work will be my own, and I will not plagiarize from any source;
 2. I will not impersonate another student or be impersonated in the examination;
 3. I will not obtain or seek to obtain an unfair advantage in the examination via any means such as communicating or attempting to communicate with any other person, or seeking or attempting to seek assistance on any forums on the Internet, or on any social media or communication applications (including but not limited to any crowdsourcing websites or applications); neither will I give or attempt to give assistance to another student in taking the examination;
 4. For an examination which permits the use of calculators, I will use only an [approved model](#) as announced by the Examinations Secretary, unless otherwise prescribed by the examiner(s);
 5. I will stop writing immediately at the designated end time of the examination, and will make no modification to my script thereafter;
 6. I will follow the “Regulations Governing Students’ Academic Conduct Concerning Assessment” of the University, the examination instructions as announced by the Examinations Secretary with regard to the running of the online examinations in general and specific instructions given by the examiner(s) for the examination I will take.

- (B) I understand that students who are suspected of violating this pledge are liable to be referred to the Disciplinary Committee, and may be subject to disciplinary action such as suspension of studies or expulsion from the University.

II. Preparation for Online Examination

1. All candidates must take their online examinations at the date and time and via the online platform as specified in the examination timetable. Both OLEX and OLEX-Moodle platforms are accessible via the same OLEX Main Page. Before they can access this Main Page and the platforms, they must register on OLEX <https://olex.hku.hk/exam/register.html>. Please complete the registration within the registration period, or else you will not be able to access the OLEX Main Page or these platforms.
2. Network connection and computer performance play an important part in online examinations. Before the scheduled date of the examination, you should ensure that your computer is in a healthy state, and that it is able to connect to the OLEX Main Page. It is your responsibility to make sure that both your computer and your network connection perform satisfactorily during the online examination.
3. With the revamped invigilation arrangement, two Zoom meetings (i.e. the Zoom Invigilation session and the Desktop-sharing session) will be arranged for each student.
 - (a) Students are required to join the Zoom **Invigilation session** with their desktop/ laptop computer attempting the examination for live proctoring by an invigilator and communication with the invigilator and also with their mobile phone for capturing their working environment.
 - (b) Students are at the same time required to join the **Desktop-sharing session**, as scheduled by the University on their behalf, with their same working computer to share the complete desktop screen with the invigilator and also record it throughout the examination. The Desktop-sharing session shall be recorded onto your computer and then uploaded to your OneDrive/ Google Drive after the examination for sharing with the relevant examiner(s), invigilator(s), and authorized staff of the University for the purposes of verification of the student's identity, checking of examination environment, handling of irregularities in the examination, or any related purposes for upholding the fairness and integrity of the examination. Failing to comply with these may result in rejection of their answer submitted. The recorded material shall be kept until 60 calendar days after the announcement of final course results or when any relevant investigation is completed or any relevant dispute is resolved, whichever is the later.
4. You should identify an appropriate venue for you to sit your online examinations. Sufficient desktop space should be available for the setting up of the required computer equipment and the positioning of your mobile phone. There shall not be any unauthorized materials or papers on your desktop, unless you have been given an explicit permission by the examiner. No reference materials should be hung on the wall nearby. There shall not be any people around you in your near

vicinity (e.g. at least 3 metres around you) as you shall work alone in an examination. Public library, shared room, or café is not recommended.

5. You should close and logout all the social media applications and communication applications on your phone and computer before the examination starts as you are not allowed to communicate with anyone during the examination and also to avoid any unnecessary disturbances. Under no circumstances should you communicate or attempt to communicate with any other person, or seek or attempt to seek assistance on any forums on the Internet, or on any social media or communication applications (including but not limited to any crowdsourcing websites or applications) during the examination.
6. Please refer to the special notes of individual examinations in the examination timetable for whether they are close-book or open-book examinations and, if reference materials are allowed, what kind/format of reference materials you are allowed to access during the examination, and duly observe any other instructions from the examiners when you take the examinations. If you are allowed to refer to electronic materials in an examination, you should do so on your working laptop/ desktop computer instead of another electronic device.
7. Make sure you are clear about the examiner's instruction as to how to present your answers in the online examination (i.e. whether you should type or write your answers in an examination), and any grace period for uploading answer file, before you sit for the examination.
8. If you are required to scan your answer to a pdf file for submission, you shall perform the scanning by yourself in front of the webcam during the whole process. You may do so by using your mobile phone with an appropriate scanning app or with a scanner placed near your computer and facing your webcam. If you are using your mobile phone for the Zoom invigilation, you shall arrange for yourself a separate scanner or another mobile phone for scanning.
9. Please refer to the [Annex](#) of this instruction and "[Advice for Taking Proctored Exams via the OLEX System and the OLEX-Moodle](#)" prepared by TeLi for details of the equipment and environment requirements for taking an online examination.
10. Mandatory Mock examinations will be scheduled for all examination personnel and students to familiarize themselves with the examination arrangements and for equipment testing before the actual examination. All students should attend. You may also try out the functions of the OLEX/OLEX-Moodle platforms in the drill site.
11. You may access the OLEX system, the drill site and the Mock Examination site via the following links:

OLEX Exam Site:

(a) <https://olex.hku.hk/exam/hku-exam> or

(b) <https://124.71.11.233:8071/exam/hku-exam> for connection in Mainland China

OLEX Drill Site:

- (a) <https://drill-olex.hku.hk/exam/drill.html> or
- (b) <https://124.71.11.233:8073/exam/drill.html> (Mainland China if there are problems in accessing via Internet)

OLEX Mock Exam Site:

- (a) <https://mock-olex.hku.hk/exam/hku-exam> or
- (b) <https://124.71.11.233:8075/exam/hku-exam> (Mainland China if there are problems in accessing via Internet)

Please refer to the User Guide (<https://www.its.hku.hk/olex/user-guide>) issued by the Information and Technology Services (ITS) and contact them at olexhelp@hku.hk for any necessary technical support if you are in doubt.

III. Before the start of the examination

1. Students are required to log into the OLEX Main Page 30 minutes before the start of the examination, to allow the invigilator to prepare for the online invigilation process and to ensure that you can receive any information from the invigilator.
2. You should type your full name (i.e. the name as appeared on your University ID card or Moodle Guest Account) as your display name in Zoom. Please type your full name (identical to that shown in the University ID card or your Moodle Guest Account) in the “First Name” field and a “_” in the “Last Name” field. Throughout the Zoom meetings, you shall not use a virtual background and must turn on your videos.
3. After you have logged into the OLEX Main Page, you should first join the Zoom Desktop-sharing session with your laptop/ desktop computer. Make sure that you have unmuted yourself and the screen recording has automatically started. If not, please manually activate the recording function and join your audio in the meeting. Please report to the invigilator for re-creating the Desktop-sharing session for you if you encounter any problem. You will need to refresh the browser to obtain the new session. Invigilators, examiners, delegates and authorised staff from the Examinations Office may join and leave the session at any time for inspection of your desktop during the examination.
4. With your laptop/ desktop computer and on your mobile phone, click the Zoom meeting for the Invigilation session. You will be asked to consent to the recording of the Zoom meeting on the examination instruction page before you can proceed to download the question paper or access OLEX-Moodle. The Zoom meeting (Invigilation session) will be recorded by the invigilator right from the start. Recorded material will be treated as strictly confidential and destroyed 60 calendar days after the announcement of final course results or when any relevant investigation is completed or any relevant dispute is resolved, whichever is the later. Please stay in the Waiting Room and wait for the invigilator to admit you to the meeting. Students failing to do so may not be allowed to sit the examination. In case you cannot join the Zoom meeting by, say, 20 minutes before the start of the examination, you should send an email to

the enquiry email account of the examination concerned for help. Students shall not leave the Zoom meeting throughout the examination unless they are given the permission to do so.

5. After the invigilator has admitted you to the Zoom meeting, you may be instructed to move your mobile phone 360 degrees around slowly to show your desk and working environment. After that, you should place your mobile phone at your left or right hand side with a minimum distance of 70 to 80 cm away from your laptop/ desktop computer to show your computer, your hand and keyboard, and the working environment. The invigilator may ask you to adjust the position of your mobile phone if necessary. Make sure that your mobile phone is connected to the power supply and WiFi (suggested to be airplane mode) such that it is powered and well-connected with Internet throughout the examination.
6. The invigilator may make announcements verbally from time to time. Make sure you join the audio in the Zoom Invigilation session and turn up the computer volume to an appropriate level.
7. For an examination on OLEX, your examination paper, which will be presented in pdf format, will initially be password-protected and available for download 10 minutes before the exact start time of the examination. Please make sure that your computer is installed with the relevant reader programme beforehand. For examinations in OLEX-Moodle, the hyperlink for the examination will be shown 10 minutes before the scheduled start time of the examination.
8. You should access your examination paper only by downloading it from the OLEX or OLEX-Moodle platform but not via any other means. Accessing of the examination paper/questions via any other means, or sharing of the examination paper/questions with any person or on any platform/applications, is strictly prohibited and may be subject to disciplinary action. If you have any problems in downloading the examination paper, you should send an email to the enquiry email account of the examination concerned at once for help.
9. Students are treated as having attended the examination as soon as they joined the Zoom Invigilation session during the examination time or downloaded the examination paper before or during the examination.

IV. At the start of the examination

1. For an examination on OLEX, at the scheduled start time (i.e. the official start time of the examination), the password for unlocking the examination paper will be displayed. In OLEX-Moodle Assignment, the examination paper will be available for downloading or viewing at the exact scheduled start time. The OLEX-Moodle Quiz will also open. The examination paper will not be available for downloading after the examination period has concluded.
2. Students with special educational needs who have approval to use extra examination time and/or supervised breaks should make sure that they complete the downloading of the examination paper at the beginning of the examination, as it will no longer be accessible at the end of the normal examination time.

3. You shall start your work once you have unlocked/downloaded your examination paper or the OLEX-Moodle Quiz opens at the official start time of the examination. No announcement will be made separately for the start of the examination. You can start the online examination anytime within the scheduled examination timeslot but must stop at the scheduled end time.
4. For examinations on OLEX or OLEX-Moodle Assignment, before you start answering the examination, please type/write your University Number in the first line of your answer file/sheet. You SHOULD NOT type/write your name in your answer file/sheet.
5. If you are allowed to use a calculator for the examination, you should type/write the brand and model in the second line of your answer file/sheet. You shall also observe the requirement for use of approved models of calculators as stated in paragraph II.2 of the “Instructions to Candidates”.
6. If you are instructed by the examiner to type your answers for the examination, you shall write your answer with any text editor installed in your computer.

V. During the examination

1. During the examination, you shall save your typed answer regularly to avoid any loss of data due to unexpected circumstances. As Desktop-sharing session has been arranged for you to capture everything you have done from the start of the examination to the finish, a full record of any problems you have encountered will be made for any future references.
2. If you encounter any technical problem during the examination rendering you unable to join one or both of the Zoom meetings for the rest of the examination, please immediately report your problem to the examiner via the enquiry email account of the examination concerned and record the remaining of your examination with another device (e.g. a mobile phone) capturing your working environment and your computer screen. You shall arrange to upload the video to OneDrive or Google Drive and share it to the examiner after the examination. Your answer files will be marked subject to the agreement of the relevant examiner.
3. If your answers should be handwritten, you should open a text editor on your laptop or desktop and write the course code of the examination concerned while sharing the screen. Students are allowed to raise questions regarding the question paper during the first 30 minutes of examination via the Chat function on the Zoom Invigilation session. All questions should be addressed only to the examination invigilator, not to everyone. Any special announcement related to the question paper will be made by the invigilators via Zoom verbally and in writing in the form of Chat messages. It is therefore very important for all the candidates to have a good quality Zoom connection to avoid missing any important information.
4. If you wish to go to washroom, please obtain explicit permission from the invigilator before you leave your seat by raising your request via Zoom Chat.

Again, your request should be addressed only to the examination invigilator, not to everyone. You should return to your examination station as quickly as possible and should not bring any mobile phone or communication device with you.

5. You shall observe the time regularly as no reminder of the examination time will be made during the course of examination.
6. If you have finished the examination and uploaded your answers before the designated end time of the examination, please seek the permission of the invigilator via the Chat function on Zoom before you leave the Zoom meeting (Invigilation session). After you have left the Invigilation session, you may stop recording your desktop and arrange for the uploading and sharing of the recorded session.

VI. At the end of the examination

1. At the end of examination, the invigilator shall make the verbal announcement “Time is up. All students must stop working.” and broadcast the message in the Chat function on Zoom. You shall stop working and save your work immediately when the examination time is up. Students violating this instruction may be subject to disciplinary action.
2. For online examinations on OLEX, after the end of examination, you shall immediately submit your answer file to OLEX through the student interface in a single file in .doc or .docx. Examiners may also authorize the use of .pdf or .zip format. The size of the file should not exceed 30MB. For examinations held on OLEX-Moodle, you shall upload, via OLEX-Moodle, your answer file in a format specified by the examiner (the maximum file size is 20MB). If you have any handwritten text or graphics, you shall scan them into the file before uploading. Scanning of answers should be done in front of the webcam. Unless otherwise specified, the file should be uploaded within 15 minutes from the end time of the examination. Failing to do so may result in rejection of your answer file. For examinations on OLEX-Moodle Quiz, the examination will end automatically at the scheduled end time and there is no 15-minute grace period for answer submission.
3. After you have submitted your answer file to OLEX, an acknowledgement email with details such as the name and the size of your submitted file will be sent to your registered email address after receipt of your answer. You shall double check the properties of your submitted file (particularly the filename and file size) stated in the email to confirm the submission. Please upload the answer file again if you find any irregularities. You shall keep the email as a record for future reference. If you fail to receive the acknowledgement email, please check your network connection and upload the file again. You can upload your script file a maximum of three times. If you have made more than one submission, it will be at the examiners’ discretion which file submission in OLEX is to be accepted. Please observe the grace period, which is the end time for uploading answer files stated in OLEX.

4. After you have submitted your answer file in OLEX-Moodle, a submission record including the submission date/time and name of the submitted file will be shown. You can also review the submitted file to confirm the correct file has been submitted. There is no upper limit of number of uploads in OLEX-Moodle but the latest uploaded file will replace the previous submission.
5. If you are unable to upload your answer file in either OLEX or OLEX-Moodle, you should email the file with a description of problems and screenshots you have encountered to the designated enquiry email address immediately and to olex@hku.hk for follow up.
6. You shall wait at the Zoom Invigilation session until the end of the grace period and shall not leave the Zoom meeting early during the grace period. No communication with any other person is allowed during the grace period, even after you have submitted your answer. You shall note that any submission made after you have left the Zoom meeting will not be marked.
7. For students with special educational needs who have approval to use extra examination time and/or supervised breaks in an online examination, please refer to the timetable provided by the Examinations Office for the end time of the examination instead of the end time displayed, and stop working when the extended examination time has lapsed. There will not be any reminder of the end time of the examination. For examinations on OLEX, please email your answer file directly to the designated email address immediately after the examination (please refer to the timetable provided by the Examinations Office for the email address to which the file should be sent). For examinations on OLEX-Moodle, please follow the instructions from the corresponding departments regarding submission of answers.
8. Please keep your submitted file (and the original of the handwritten text or graphics, if any, included in your submitted file) as a record for future reference until the announcement of the final course results.
9. When the grace period lapsed, the invigilator will announce that you may leave the Zoom meeting (Invigilation session). You may only exit the Zoom meeting when the invigilator announces so. You can then stop the recording of your Zoom Desktop-sharing session and end the meeting on your working computer. A local recording file will be generated onto your computer which you shall upload to your OneDrive or Google Drive. You shall arrange to share the location of this local recording on your OneDrive or Google Drive via OLEX within the designated timeframe (within 6 hours after the examination end time for examinations starting before 6:30 pm, or within 12 hours after the examination end time for examinations starting at or after 6:30 pm). You shall keep these recorded videos until 60 days after the announcement of the final course results. No editing of the videos is allowed. Students violating this instruction may be subject to disciplinary action.

VII. Students unable to fulfil online invigilation requirements

If any student anticipates that online invigilation is not feasible at his/her own place due to poor network connectivity or any other constraint, he/she shall apply for a

special arrangement with the Examinations Office via <https://cprb.hku.hk/studentforms/> on or before April 26, 2021. Alternative arrangement such as provision of examination venue in the campus can be granted if there is solid ground supporting the application. All applications will be considered on a case-by-case basis.

VIII. Enquiries Contact

Non-technical Issues

Examinations Office

Tel. No.: 3917 2434; olex@hku.hk

Technical Issues

Information Technology Services

Tel. No.: 3910 2523; olexhelp@hku.hk

Examinations Office

November 23, 2020

April 2021 (updated)

Annex: Technical requirement for sitting an online examination

What you need for an online examination:

1. A stable internet connection, with your laptop/ PC (tablets should not be used) preferably connected by wire instead of Wi-Fi (broadband width with a minimum of 100MB/s if at all possible), with the latest Zoom application installed;
2. A functionable webcam, preferably FHD, either on your laptop or on your PC;
3. A mobile phone (or tablet) with the latest version of Zoom apps installed;
4. An additional mobile phone or a scanner if scanning of your handwritten answer file is required (please check with your course examiners whether the answers in individual examinations should be typed on a computer or handwritten);
5. Mobile phone stand/ tripod (optional but recommended);
6. Registration on OLEX <https://olex.hku.hk/exam/register.html> starting from April 9, 2021;
7. A Zoom account registered with HKU campus license (please register at <https://hku.zoom.us> before April 16, 2021 if you do not have one);
8. Two browsers installed on your laptop/ PC, preferable Firefox and Chrome;
9. A free hard disk space of at least 10GB;
10. A bright and private area;
11. A clean working desk with your laptop/ desktop computer and mobile phone for examination invigilation only;
 - a) pens/pencils and other writing implements are allowed if you are required to handwrite your answers;
 - b) authorized model of calculator can be placed on your desk if use of calculator is permitted in the examination concerned;
 - c) printed/handwritten materials or specific reference materials can be put on your desk only if the use of these materials is explicitly stated in the special notes of individual examinations or has been expressly approved by the examiner concerned.

The conditions for a valid online examination:

1. Your working environment shall be properly lit and isolated and can be properly monitored;
2. Your laptop/ desktop screen has been live shared and recorded;
3. The recorded clip has been properly uploaded to your OneDrive or Google Drive and shared through OLEX;
4. Failure to fulfil the above requirements might render invalidity of your examination and your answer file will not be marked.

User guide of Zoom:

<https://www.its.hku.hk/services/communication/conferencing/zoom>