MILPARK EDUCATION

What can you expect from our SUPPORT TEAM on your exam day?

We’ve got you. You’ve got this.

Your **technical problem** stems from a **Milpark** problem **outside of your control**

EXAMPLES

There are problems with the Moodle or Canvas platforms, or you are asked to enter a password to access your exam.

Milpark will resolve the issue as soon as possible, and any time lost will be added as an extension at the end of your exam. This will allow you to have the full allocated time available to complete your exam.

Your **technical problem** stems from your **non-compliance** with the **technical requirements**

EXAMPLES

Your device has insufficient free RAM available, and you are continuously disconnected from the exam, or your camera/audio/microphone stops working; you have a poor and/or unstable internet connection; you have uninstalled the proctoring tool or failed to install an update.

IMPORTANT!

- Make sure you comply with **all technical requirements** for your exam.
- You must **start your exam within 30 minutes** of the scheduled start time.
- If you experience a technical problem during your exam, you must **contact us within 15 minutes** of the problem occurring.

EXAM ACCESS

I tried but could **NOT** access my exam at all.

I **attempted** to access the exam within the **allowed 30 minutes** and contacted Milpark using the **Support widget** during the first 30 minutes.

The **Support Team** will attempt to assist you in resolving your problem.

*Be aware that our **Support Team** is limited in terms of support it can provide relating to issues created by non-compliance with the technical requirements.*

The **Support Team** may, at its discretion, allow an extension to a maximum of **30 minutes** to your exam time.

I did **not attempt** to access the exam within the allowed 30 minutes and/or **failed to contact Milpark** using the Support widget during the first 30 minutes.

If you failed to start the exam within the allowed **30 minutes** for whatever reason and are later able and choose to continue with the exam regardless, your exam will be considered invalid, in line with the exam rules.

No assistance will be provided, and you must bring an application to the **Academic Committee** should you wish for a concession to be considered with respect to the exam.

IMPORTANT!

If any further technical problems occur, no further support will be provided. Our team cannot fix issues related to your device or non-compliance with the exam technical requirements. If you are able and choose to continue with the exam, you do so at your own risk; the matter will automatically be reviewed by the Assessment Integrity and Review Committee, which will decide whether the exam attempt is valid or not. The Committee will communicate the outcome to you once the results are released.

EXAM ACCESS

I was able to access my exam during the first 30 minutes, but thereafter experienced a **technical problem**

I **contacted** Milpark using the **Support widget** within 15 minutes of the technical problem occurring.

The **Support Team** will attempt to assist you in resolving your problem.

Be aware that our Support Team is limited in terms of support it can provide relating to issues created by non-compliance with the technical requirements.

The **Support Team** may, at its discretion, allow an extension equal to the time it took to resolve your technical issue but to a maximum of **20 minutes.**

I did **not** contact Milpark using the **Support widget** within 15 minutes of the technical problem occurring.

No assistance will be provided.

Once you have accessed an exam and a break of more than 15 minutes occurs, the exam attempt will be considered invalid.

If you experienced a technical problem but **failed to contact us within 15 minutes** and are able and choose to continue with the exam regardless, you do so at your own risk; the matter will automatically be reviewed by the Assessment Integrity and **Review Committee,** which will decide on the outcome and communicate it to you once the results are released.

IMPORTANT!

If any further technical problems occur, no further support will be provided. Our team cannot fix issues related to your device or non-compliance with the exam technical requirements. If you are able and choose to continue with the exam, you do so at your own risk; the matter will automatically be reviewed by the Assessment Integrity and Review Committee, which will decide whether the exam attempt is valid or not. The Committee will communicate the outcome to you once the results are released.