Frequently Asked Questions

Examena

Q: I do not have Examena installed.
A: A: For Windows 10/11:
- The link to download Examena, https://download.edutechonline.com/apps/Examena_App.Setup.msi

For macOS:
- The link to download Examena, https://download.edutechonline.com/apps/Examena_App.Setup.dmg

Q: Which web browser should I use to access NTULearn?
A: Use a standard web browser such as Google Chrome, Microsoft Edge, or Safari for the best experience.

Q: What should I check before starting Examena?
A: Ensure that your laptop's camera and microphone are working properly. You will not be able to start Examena if these devices are not functional.

Q: Do I need to grant any permissions?
A: Yes. You may need to allow Examena and your web browser access to:
- Your laptop's camera
- Your microphone
- Screen recording functions

Please check your browser settings and grant these permissions when prompted.

Q: Why should I disable sleep mode before starting the exam?
A: Sleep mode can cause bugs and disconnections from the exam session, which can disrupt your progress.

Q: How do I disable sleep mode?
A: For Windows 10/11:

- Go to Settings > Power & sleep.
- Set both On battery and Plugged in to Never for Sleep and Screen.

For macOS:
- Go to System Settings > Battery and set Turn display off to Never; disable Low Power Mode.
- Under Power Adapter, set Turn display off when plugged in to Never and turn ON "Prevent automatic sleeping when display is off".

Q: How do I disable the screen saver?
A: For Windows 10/11:
- Access the screen saver settings by typing "Screen saver" in the search bar
- Select Change screen saver.
- Set it to None to disables the screen saver completely.

For macOS:
- Go to Desktop & Dock settings.
- Set the Screen Saver to None.

Q: Can I close the Examena app after finishing the exam?
A: Do not simply close all your the tabs in Examena without clicking End Exam. This ensures your session ends correctly.

Q: What should I do if I accidentally click "End Exam" before submitting my answers?
A: Raise your hand and inform an invigilator immediately. Request that they re-open your Examena session.

Q: How do I submit my answers?
A: After answering all questions, click Submit. Please note:

- Only one submission is allowed.
- If you have not finished all questions when the time is up, the exam will automatically end.

Q: When can I close the Examena app?
A: Do not close the Examena app until you see an onscreen prompt confirming that your submission was successful.

Wi-Fi and Network

Q: I am experiencing slow Wi-Fi connection. The exam is taking too long to load.

A: Disconnect and "Forget" the NTUSECURE Wi-Fi network, then reconnect to it using your NTU Network account credentials. This will help ensure you are connected to the nearest access point for a more stable internet connection.

Q: What should I do if my connection is still unstable?
A: Disconnect and "Forget" the NTUSECURE Wi-Fi network, then reconnect to it using your NTU Network account credentials. This will help ensure you are connected to the nearest access point for a more stable internet connection.

Q: Why is my laptop Wi-Fi connection weak even though I'm seated near an access point?

A: Laptops can experience "sticky Wi-Fi" where they stay connected to a distant access point encountered while walking to your seat. Once seated, turn your Wi-Fi off and then back on (or reboot your laptop). This forces the device to connect to the nearest access point for the strongest signal.

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Q: How can I improve my Wi-Fi connection before the exam starts?

A: Once seated, turn your Wi-Fi off and then back on (or reboot your laptop). This forces the device to connect to the nearest access point for the strongest signal.

Q: What if the Wi-Fi network gets disconnected during the exam?

A: If the network is disconnected, your answers will be saved locally on your device, and you can continue answering questions. Once the network connection is available, your answers will be automatically saved.

NTU Account

Q: How do I reset my password?

A: To reset passwords, visit https://pwd.ntu.edu.sg/.

General

Q: What should I check before the start of the exam?

A: Once seated, before starting the exam, ensure the following:

- Sleep mode is turned off.
- Screen saver is turned off.
- All unnecessary apps (e.g., Teams, Zoom, Telegram, Spotify) are closed.
- VPN is turned off.
- You are logged into NTULearn using your Microsoft Office 365 account.

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Q: How do I update my laptop to the latest operating system version?

A: Important: Updating your operating system can take a considerable amount of time. It is strongly recommended that you perform these updates well before the actual exam to avoid delays or disruptions.

For Windows 10/11:
- Click the Start menu and select Settings.
- Go to Update & Security (Windows 10) or Windows Update (Windows 11).

- Click Check for updates.
- If updates are available, select Download and install.
- Restart your laptop when prompted to complete the update.

For macOS:
- Click the Apple menu in the top-left corner and select System Settings (or System Preferences on older versions).
- Go to General > Software Update.
- If updates are available, click Update Now or Upgrade Now.
- Enter your administrator password if required and allow the update to install.
- Restart your Mac when prompted.

Q: *If my laptop crashes after the exam starts, will my answers be lost?*
A: If you are able to take the exam on the same laptop after fixing the issue or charging up, Examena app will launch automatically, and you can continue with the exam. If you must switch to another laptop, you can launch Examena app, sign in again, and then continue the exam. Your answers that have already been saved online will always be retained and won't be lost.