January 2022

Dear Students,

Enclosed is a FAQ with questions raised during the Open-Door sessions about the TOMAX platform and exam policy.

Question	Answer
Can we write comments and perform calculations on scrap paper during the exam?	You may, if the instructor has defined this as permissible, just like for open book or use of a calculator or electronic dictionary.
Must open book material be printed?	Yes
What must I do if I have trouble connecting and entering the trial exam?	Contact the Services and Recruitment Center at *9392 to identify the problem and solve it.
If I have read-aloud accommodations how can I hear it several times without others hearing?	Exams on the Tomax platform have not background noises from other examinees; each is tested separately without disturbances.
Is there an instructional video explaining administrative aspects of pre-exam and in-exam activities, such as how many cameras we need or how to communicate with the proctor?	The information is available on the Exams Section website : https://stuad.biu.ac.il/mador/behinot and additional explanations on the Tomax website: https://tssupport.tomaxltd.com/en/support/home
Are we allowed to come to the exam late?	Just like in a classroom-based exam, you may enter up to half an hour late. If you entered later than that due to a technical problem, contact tech support to remove the time limit and allow you to enter.
If I lose internet service in middle of the exam, can I get back into it, or does it close?	You may continue even if you have no internet service. To hand in your exam, you need an internet connection. That's why it's important to make sure you submit your exam when you are connected.
What do I do if I have a power failure?	Re-enter the exam after power is restored. You will need to perform the identification process once again and notify the proctor the reason for disconnection.

Who can I turn to if I have technical problems in middle of the test?	Chat with the proctor. If the problem doesn't allow that, contact telephone support *9392 at the Services and Recruitment Center.
If students have questions during the exam – how do they contact the instructor?	Via dedicated chat with the instructor. There's an icon on top of the screen through which you can contact the instructor directly to ask questions about the exam, and a separate icon for the proctor for administrative and technical issues.
If the exam time is over and a student didn't click on submit, is the exam submitted automatically? Are the answers saved?	Yes, the exam is submitted automatically. The answers are saved; pressing "save" is not necessary.
Can we connect an external screen and keyboard to our laptop?	Yes, but your laptop must be closed because use of two screens is not permitted. Also, note the technical limitation of defining only a single screen, otherwise the platform will not allow you to enter the exam.
As per guidelines, we must enter Tomax-based exams 30 minutes for exam start time, in order to go through the identification process. May be take a restroom break at this time?	Yes
What happens with students who are eligible for accommodations that are not time-based?	Bar-Ilan is committed to the needs of students with disabilities and students with learning disabilities, and they will receive all accommodations they are eligible for. Any students eligible for accommodations should contact Student Support and Accessibility who will inform them of all relevant information for their particular accommodations. https://www2.biu.ac.il/Dean/meoravut/index.html
Can we use our student ID instead of our Israel ID ('teudat zehut') for identification?	You may identify yourselves using any of the following: Israel ID / driver's license / passport / student ID
May we take our exams through a cellphone?	At this time exams cannot be taken through cellphones or tablets – only through a computer.
What should students who have a Linux-based computer (that is, not Windows- nor Mac-based) do? Can they use that for their exams?	Option is available for taking exams on campus using university computers in case students cannot take their exams at home (registration via administrative inquiry through the In-bar system until January 9, 2022).
Is Bar-Ilan insured for information theft or damage to our computers?	Yes – Bar-Ilan has cyber insurance to cover such extreme cases as well.

What if the platform locks up the exam-based computer causing problems when taking the test? Is there tech support? Will they be able to handle such cases?	The platform does not lock up the computer. In the case of a technical issue, contact the Services and Recruitment Center at *9392. They will forward your issue to a tech support specialist who will try to guide you and help you get back to the test, depending on the kind of issue.
Is there a way to contact the course instructor during the exam other than through the exam chat?	Communication during the exam is via chat only. There is a separate chat for instructors on exam-related questions, and a dedicated chat for proctor/tech support for other questions or issues.
Can we eat during the exam?	Preferably not, but if necessary, you may.
If students read their test questions out loud – will their exams be disqualified?	It will be recorded by the platform as a disciplinary incident. Since human proctors will then be reviewing the material, they will know to ignore it. Nevertheless, just like in a classroom-based exam where silence should be maintained, you shouldn't be talking out loud during the Tomax-based exam either.
Who decides if cheating has occurred and what are the criteria?	The process is that a proctor from the Exam Office reviews the integrity reports and identifies actual incidents (not false warnings issued by the platform). Such incidents will be forwarded for handling by the standard procedure, just as before.
If cheating is suspected, will students have a chance to explain their conduct that had been deemed suspicious?	As stated in the previous question – the process remains as it has been until now. Clearly, students will have the right to respond and explain their conduct.
Is it possible to take an exam on campus with paper and pencil and not via the Tomax platform?	Option is available for taking exams on campus using university computers in case students cannot take their exams at home (registration via administrative inquiry through the In-bar system until January 9, 2022). Note that in those cases the exam is also on the Tomax platform on a university computer under human supervision instead of filmed supervision.
How will the platform respond to use of a calculator / electronic dictionary	The procedure is as follows: a proctor from the Exam Office reviews the integrity reports and identifies actual incidents (not false warnings

/ open book / writing on scrap paper / scanning?	marked by the platform). If support material has been permitted for the exam, the proctor will evaluate observed student conduct accordingly.
How can overlapping exams be taken?	Overlapping online exams (held on the same day and at the same time) cannot be arranged.
Can earphones be used during the exam?	No.
Are restroom breaks permitted?	In exams of up to two hours, no restroom breaks will be permitted; for longer exams, the proctor must be notified via the chat upon leaving to the restroom and upon returning. Restroom breaks are permitted starting 45 minutes after the beginning of the exam, and up to 30 minutes before the end. Students with Student Support and Accessibility authorization may take a restroom break provided they notify the proctor upon leaving and upon returning.
Can we get up to get a drink or to ask apartment mates to be quiet?	You may not walk out in middle of the exam; these things should be arranged ahead of time. In extreme cases notify the proctor via the chat to obtain explicit permission.
What about students eligible for extra time?	Time extensions are recorded in the system. If you encounter a problem inform the proctor via the chat for handling. Proctors have the information on time extension eligibility and any such problem be taken care of during the test.
What happens with students who have a 'kosher' phone and can't receive the login code via SMS?	Option is available for taking exams on campus using university computers in case students cannot take their exams at home (registration via administrative inquiry through the In-bar system until January 9, 2022).
Can the platform be downloaded on a computer that has an internet filter?	Internet Rimon is supported. Contact the vendor ahead of time to lower the filtering level to a minimum and in any event, verify that the exam works with the filtering level by performing the trial exam.
Exams for which the answer sheet must be scanned require technical activity – do these come at the expense of exam time?	No, extra time is allotted for scanning. Only after exam submission does the scanning option open. Time is allotted based on the number of questions whose answers must be scanned.

What happens if there is a problem with the camera or microphone?	It is the student's responsibility to make sure they have properly functioning equipment for their exams. The platform will not open the exam without a properly functioning camera and microphone.
Can the proctor give added time if time is lost on technical issues?	Yes, provided the student was in contact with a help desk representative *9392
Is the instructor available throughout the exam to answer questions via the chat?	Yes, unless the instructor specified in advance a particular time window for questions.