DECISION TREE: RESPONDING TO PROBLEMS

PROCTORED EXAMS PORTAL

PURPOSE: When students or instructors contact DOE Exams Services with a portal problem, this decision tree will help Exam Services staff determine the next step.

1. Trouble logging into ICON.
   a. For questions from students and instructors, first direct them to the website: https://teach.uiowa.edu/icon/getting-started-login
   b. If the above does not help, direct them to the ITS HelpDesk documenting the steps already taken.

2. Unable to find the portal in ICON.
   a. For questions from students, first, direct them to the instructor.
      i. If the above does not help, direct them to the ITS HelpDesk documenting the steps already taken.
   b. For questions from instructors, first, direct them to the website: https://teachonline.uiowa.edu/services/exams/proctored-exams-portal/add-portal-icon
      i. If the above does not help, direct them to the ITS HelpDesk documenting the steps already taken.

3. Portal not loading.
   a. For questions from students and instructors, first, direct them to the website: https://distance.uiowa.edu/learning-online/exams/how-schedule-your-ui-exam#portal-not-loading
   b. If the above does not help, direct them to the ITS HelpDesk documenting the steps already taken.

4. Need help using the portal.
   a. For questions from students, direct them to the website: https://distance.uiowa.edu/learning-online/exams/how-schedule-your-ui-exam
   b. For questions from instructors (no accommodations needed for the exam), direct them to the website: https://teachonline.uiowa.edu/services/exams/proctored-exams-portal/add-details-portal
   c. For questions from instructors (where accommodations are needed for the exam), first, direct them to the website: https://teachonline.uiowa.edu/exams/exam-accommodations
      i. If the above does not help, direct them to SDS documenting the steps already taken.

5. Global problem
   a. Multiple reports of same issue from students, instructors, and staff, first, contact Exam Services Supervisor, Laura Sinn.
   b. If Laura Sinn is unable to resolve the issue, she will contact programmers.

Need help understanding this document? Contact: doe-exams@uiowa.edu