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**Subject:** Quick tutorials to help you with online assessments  
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Greetings Tygerberg Students,

With all your assessments being “online”(from home/isolation) it means that all your assessments will have to be completed using your own device (laptop/tablet/cellphone), using your own Internet connection (albeit fibre ADSL, 4G, LTE or mobile)

You are now all aware of the tremendous load on the SUNLearn server, as 20 000+ students and 6000+ personnel access the environment from home, and the effect it will have on your assessments. Information Technology and Tygerberg Campus leadership are well aware of the issue and are trying to ensure that the impact to students is minimized. While we all wait for something to be done, there are a few things that you can do, to make your experience easier, one of which is to get into the habit of ALWAYS accessing SUNLearn using an Incognito or Private Browsing mode.

Ensure that the browser that you use on your laptop/tablet is 100% up to date:

The latest versions of browsers is as follows:

Google Chrome: 81.0.4044  
Firefox: 75.0  
Brave: 1.8.86  
Microsoft Edge: 44.188  
Microsoft Edge (Chromium) 81.0.416  
Safari (macOS & iOS) 13.1

Secondly ensure that your operating system is up to date, as well as your anti-virus product.

In the case of students who only have cellphones to access SUNLearn, do not use a browser, but the official SUNLearn/Moodle App for Android and Apple cellphones.

In order to ensure SUNLearn is as fast as possible and that your laptop/tablet is not responsible for a slow/unstable connection, or that you have constant “password issues” when accessing SUNLearn, always ensure that you use your browser in a “private browsing mode”

The “private browsing mode” of browsers has several advantages for online assessments:

1. Browsing and Search History as well as passwords are not saved
2. Cookies are disabled so these cannot interfere with logging into SUNLearn once and then being unable to do so afterwards.
3. Add-ons and extensions are disabled, so the browser is “cleaner” and doesn’t consume as much memory and CPU cycles.

Using Google Chrome is recommended by Information technology, and I agree with them.

Open up an Incognito Mode (private browsing window) whenever you access SUNLearn, either to write and assessment or to attend a “virtual lecture” or download class notes.

(Incognito Mode is available in the "three vertical dots" menu on the top right corner of the Chrome browser window. Select "New Incognito mode" from the menu. A new “Incognito” windows will appear.)

I have also created a new Youtube tutorial to help you with opening up an Incognito window in Chrome.

The tutorial is available here: <https://youtu.be/AifTOX1pjzg>

I have also created tutorials for all the other browsers that might be used – except Safari. These are available on the GERGA website on <http://www.sun.ac.za/gerga> under the Tutorials tab.

They are also available on the following YouTube channel:

<https://www.youtube.com/user/gafferwiles>

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David Wiles

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Homepage: <http://www.sun.ac.za/gerga>

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*~Oppression isn't hearing a word that offends you. Oppression is being told that you cannot say certain words because you will offend someone else. ~ Blaire White*



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