Troubleshooting SMOWL (en)

Make sure you have registered your ID card/photo ID. We recommend:

- Attend the Zoom meeting before the start and during the exam
- Check that SMOWL is installed correctly (computer and smart device) ~ if in doubt, uninstall on computer, restart computer, reinstall SMOWL)
- Are there still problems? If so, then try something! Here is a list of options:
  - Check your internet connection
  - Maybe switch from WLAN to cable
  - Close all programs that are not needed
  - Restart your computer
  - Restart the router
  - Search for other network users and ask them to use as little bandwidth as possible
  - Update your browser and operating system
  - Change the browser
  - Change router/internet connection
  - Check privacy settings of OS and browser
  - Cam not working? The cam is often used by another program - close it if you don't need it! Use Zoom with the camera switched off!
  - Internet connection weak? Close all unnecessary network programs or look for a better Internet access point (friends, university, relatives, switch to a better host...). Just give it a try.

FAQ page of the manufacturer

FAQ SMOWL Tech The following modules are currently used as of 02.01.2024:

- Registration
- Camera or webcam monitoring
- SMOWL CM
- External monitoring

Find out in advance:

Computer weak? Hier sind die Requirements. Just try it or close programs you don't need. Get a better computer: borrow one from relatives, friends, the university,... or buy a better one.

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