IT/Technical Guidelines & Advice for Collaborating Remotely with External Examiners

Version: 1.2
Date: 14/05/2020
Author: IT Services

I want to share exam scripts and marking schemes with External Examiners. What platform should I use?

UCC has two recommended approaches to safely sharing scripts and other sensitive data with External Examiners. In the first instance, you should consider giving the external examiner access to your module on Canvas. A UCC member of staff can sponsor an account for external examiner. This process is outlined at the Canvas External Users Request form. The extern can be added to a module on Canvas as a TA/teacher or else in a more locked-down role which gives read-only access to the content and submissions.

If additional collaboration is needed, Microsoft Teams is our supported platform. It is integrated with Office365 and allows documents to be shared securely with UCC staff and external users. It also provides collaboration features such as messaging and meetings. Microsoft Teams gives you the control over who has access to your team with self-service setup and group management. For more information about getting started with Microsoft Teams visit the Teams Cheat Sheet.

The methods listed above should meet your needs. If not, please contact helpdesk@ucc.ie for support or advice.

How do I help keep examination data secure?

UCC has data protection agreements in place for both recommended solutions outlined above. Due to the sensitive nature of examination data, we do not recommend using email, Dropbox or other solutions to transfer this data. Using the recommended solutions shared to the external examiner's institutional email address will significantly reduce the risk of a data breach and will avoid duplicate copies of data.

We recommend that all colleagues involved in exam management familarise themselves with our remote working IT Security guidelines and their obligation under GDPR to report data breaches which can be found at https://www.ucc.ie/en/it/remote-working/security/

What are the guidelines for the responsible use of Microsoft Teams?

Please review and adhere to the UCC's IT Acceptable Usage Policy which applies to all IT networks and platforms including Microsoft Teams, whether working in the office or remotely.

Do the external examiners need a UCC account to access a Microsoft (MS) team?

An external examiner **does not** require a UCC account to access a MS team. They can be added to a MS team as a guest. You select the option to 'Add Member' and enter the external examiner's email address. You should use the external examiner's official institutional email address when adding them to a MS Team. They will then receive an email with a link to the team.

**Should I add the external examiners to an existing MS team?**

When you add a person to an existing MS team, they automatically receive access to all files, chats, and messages in standard team channels (Private Channels are accessible only to a specific group of people within the team).

If you do not want the external examiners to have access to files and communications on the existing standard MS team channels, you should set up a new MS team. You can set up a new team by selecting **Join or Create Team**

I want to create a private space for external examiners to collaborate

You can create a private channel in an existing team. Private channels are accessible to team owners and the users that have been specifically assigned access by the team owner.
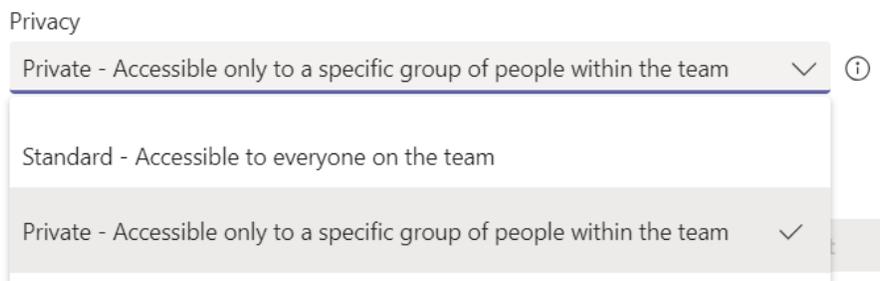
Files and messages in a private channel are only visible to users who have been added to the private channel.

I want to create an internal board collaboration space that is only accessible to UCC staff

Create a private channel for UCC staff only. Add the staff who require access. Any internal conversations or files saved in this private channel will not be accessible to members or guests who have not been assigned access to this channel.

Can I convert an existing channel to a Private Channel?

It is **not** possible to convert an existing channel to private. If you have files and communications in an existing standard channel which you do not wish to give the external examiner access to, you should consider creating a new team.

How do I ensure that all staff members and external users have access to a file?

Files saved in the Files tab of the General Channel are accessible to all members and invited guests by default. Files saved in the Files tab of a private Channel are accessible only to members of that channel.

I want to prevent users from editing a file.

Files saved in the files tab can be checked out by a team owner to prevent members and invited guests from editing. Files cannot be edited by members or invited guests until the Team Owner checks the document back in. To check out a file, click the ellipsis (…) button next to the file name > More and select **Check Out**


I do not require the collaborative features such as a chat and team messaging. I just want to share files with external examiners.

It is possible to create a folder in the files tab of a Team channel and share this folder directly with external users via SharePoint. All files added to Teams are in a secure SharePoint document library. To share these files:

1. Navigate to the files tab in your Teams Channel. Click **Open in SharePoint** in the menu bar

Open in SharePoint

2. The SharePoint site where your files are stored will open in a new window.

3. Click the **Share** Button next to the file.

4. Change the sharing option from People in University College with this link can edit to **Specific Users** and you will be prompted to enter the email address of the external examiners. You should use the external examiner's official institutional email address When you select this option, the link is only accessible to the users you specify.

5. If you wish to give the external examiner read only access, untick the allow editing box.

6. This will create a direct link to be shared with external examiners. It will not work if users forward it on to others.

7. This link will only give access to the folder you have chosen. It will not give users access to the Team or other files saved on the site.
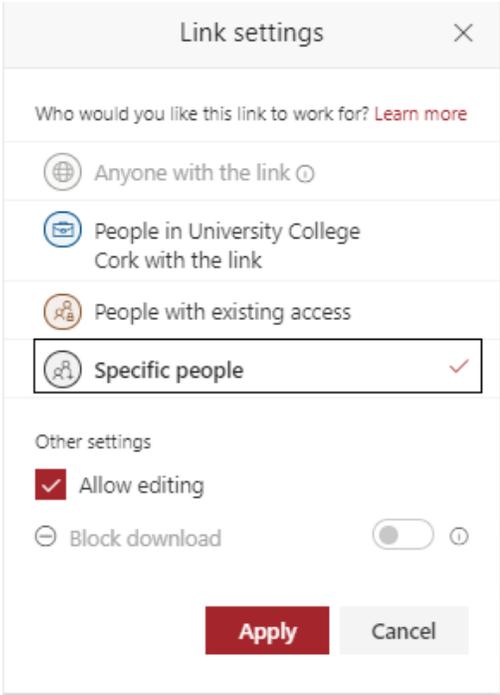
What happens when I invite an external examiner to a UCC team?

- The guest will receive a welcome email from the team owner, with information about the team and a link to open the team.
- The guest accepts the invitation by clicking on the team link.
- Guest users who have an email address that belongs to an existing Office 365 work or school account can accept the invitation directly.
- If the guest doesn't yet have a Microsoft account associated with their email address, they'll be directed to create one for free. You can find information on creating a Microsoft account here

I'm an external examiner and I am experiencing difficulties accessing a UCC team that I have been added to

This can happen if you have been added to a team with your university email address to a UCC Team. If your University uses Office365 and has disabled Microsoft Teams access you will not be able to log in directly with your University account.

It can also happen if your University IT has disabled the ability to access external teams sites on your university account.

These steps should help to log into a UCC team:

- In the email invitation you received when added to the team, please right click on the **Open Microsoft Teams** link. You will be given the option to copy the link.
- You should paste this link into a private browser window. There are instructions here on how to open a private window in Google Chrome and instructions here for Microsoft Edge
- You will be prompted to log in with your email and you may be asked to set up a Microsoft account to access the site.