



SEMMELWEIS UNIVERSITY
FACULTY OF DENTISTRY

Dean
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Semmelweis University
Regulations of the Faculty of Dentistry
Regarding the Procedure for the Online Final Examination in 2026

Table of Contents

| | |
|---|----|
| Preamble | 3 |
| Section 1 - General Provisions | 3 |
| Article 1 - Scope of the Procedural Guidelines..... | 3 |
| Article 2 - Interpretative Provisions | 4 |
| Article 3 - Duties and Responsibilities of the Examination Supervisor and Examination Administrator | 5 |
| Article 4 - Online Final Examination of the Faculty of Dentistry in the Year 2026 - Ad Hoc Committee | 8 |
| Article 5 - Responsibilities of the staff from the Directorate General of Information Technology and the Department of Academic Administration, Process Organization and Development..... | 9 |
| Article 6 - Responsibilities of the Student | 9 |
| Section 2 - Special Provisions | 10 |
| Article 7 - Ensuring Prerequisites for the Written Final Examination..... | 10 |
| Article 8 - On-Site Preparations for the Examination | 11 |
| Article 9 - Identification of Examinees | 12 |
| Article 10 - Conduct of the Written Final Examination | 13 |
| Article 11 - Interruption and Suspension | 15 |
| Article 12 - Technical Issues and Force Majeure | 16 |
| Article 13 - Cases Requiring Transition to Paper-Based Examination | 17 |
| Article 14 - Paper-based examination..... | 17 |
| Article 15 - Conclusion of the Written Final Examination..... | 18 |
| Article 16 - Viewing and Commenting on Examination Results | 19 |
| Article 17 - Final Provisions | 19 |
| Annex No. 1. Designated Locations for the Administration of the Written Final Examination | 20 |
| Annex No. 2. Helpdesk | 21 |

Preamble

In accordance with Article 47 (8) of Part III.2 of the Organizational and Operational Regulations of Semmelweis University (Student Standards, Study and Examination Regulations), the following instructions (hereinafter referred to as „Procedural Guidelines”) are hereby issued by the Dean of the Faculty of Dentistry for the organization and conduct of the written final examination.

Section 1 – General Provisions

Article 1 – Scope of the Procedural Guidelines

- (1) These guidelines apply to:
 - a) **final-year students** who have an active student status with the University and are enrolled in either the Hungarian or foreign-language programs at the Faculty, provided that all the academic results required by their respective curricula have been duly recorded in the Neptun system,
 - b) teaching staff member employed by the University and affiliated with the Faculty’s educational and research units, who is appointed by the Dean to serve as an **examination supervisor** during the written final examination,
 - c) staff member employed by the University and affiliated with the Faculty’s units, who is appointed by the Dean to serve as an **examination administrator** during the written final examination.
- (2) These Procedural Guidelines govern the written final examination organized by the Faculty for final-year students participating in Hungarian and foreign-language programs.
- (3) These Procedural Guidelines apply to the buildings and rooms designated as examination venues, as listed in Appendix No. 1 of this document.
- (4) These Procedural Guidelines apply to the entire duration of the written final examination organized for final-year students of the 2025/2026 academic year (including preparation and follow-up activities).

Article 2 – Interpretative Provisions

- (1) For the purposes of interpreting these Procedural Guidelines, the following definitions shall apply:
- 1. Online Examination:** Based on the University’s decision, the written final examination is conducted within the Nexius Learning digital platform through the Computerized Theoretical Examination (hereinafter: CTE) application.
 - 2. Safe Exam Browser:** To ensure the secure administration of the examination, the Safe Exam Browser (SEB) framework application runs on students’ workstations. This software is pre-installed by the staff of the University’s Directorate General of Information Technology (IFIG). The computers are turned on and the SEB is launched by IT personnel before the start of the examination. The SEB guarantees that:
 - the system does not enter sleep or hibernation mode;
 - the examinee cannot switch to another window;
 - the examinee cannot open a new browser tab;
 - exiting the system is only possible with a password known to the system administrators.
 - 3. CTE:** Computerized Theoretical Examination system, which is comprised of, on the one hand, an examination supervisor component, which is used by the examination supervisor to conduct the examination, and on the other hand, an Examinee Client, which, after fulfilling certain conditions, redirects the students to the examination platform.
 - 4. Examination Organizers:** The National Final Examination Board for Medical, Dental, and Pharmaceutical Students (hereinafter referred to as “NFEB”), the Faculty of Dentistry, the Directorate General of Information Technology (IFIG) and the Department of Academic Administration, Process Organization and Development.
 - 5. Examination Supervisor:** A teaching or research staff member appointed by the Dean of the Faculty to supervise the written final examination and has decision-making responsibilities.

6. **Examination Administrator:** Staff member appointed by the Dean's Office of the Faculty of Dentistry and the Center of International Training Programs to perform the duties of an examination administrator, in the event of an IT issue, a designated staff member of the Directorate General of Information Technology, who has pre-activated access to the examination supervisor interface and manages said interface in accordance with the examination supervisor's instructions.
7. **Workstation:** A computer made available to students for the written final examination. It has the Safe Exam Browser pre-installed by IFIG and provides access to the examinee interface at <https://vizsgazokliens.nexiusexam.com/>.
8. **Technical Issue:** A failure to meet or disruption of the prerequisites listed in Article 7.
9. **Network Issue:** A network outage exceeding two minutes in duration, which cannot be resolved within ten minutes.
10. **Power Issue:** A power outage that results in the shutdown of computers.
11. **Force Majeure:** An unforeseeable external event beyond control (e.g., fire, bomb threat).
12. **Interruption:** At the request of the examinee or due to external factors, the examination may be temporarily paused with or without halting the examination timer. During the interruption, the examinee may not continue completing the test, but may resume it without issue afterward.
13. **Suspension:** Suspension may occur either due to the examinee's fault or independently of it. In either case, the examinee may not continue the examination once it has been suspended.
14. **Paper-Based Examination:** Completion of a paper test form containing examination questions compiled by the National Final Examination Board for Medical, Dental, and Pharmaceutical Students.

Article 3 – Duties and Responsibilities of the Examination Supervisor and Examination Administrator

- (1) The examination supervisor holds both oversight and decision-making authority during the written final examination.

- (2) The supervisor is responsible for making decisions regarding the following:
- whether the examination may resume following an interruption;
 - whether the examination may resume or be suspended after a loss of window focus (e.g., the examinee clicks outside the examination window);
 - whether the examination should be suspended;
 - in the case of technical issues that are identifiable and resolvable on-site, whether the examination may continue or whether a transition to a paper-based examination is necessary after resolving the issue.
- (3) Throughout the entire duration of the examination, the examination supervisor must maintain a paper-based record of proceedings, which must match the contents of the official digital examination log maintained in the electronic system.
- (4) The examination administrator is responsible for recording the official examination log in the electronic system, under the direct supervision and instructions of the examination supervisor.
- (5) Before the written examination begins, the supervisor must verbally inform students of the following:
- the types of interruptions that may or may not involve stopping the examination timer
 - interruptions involving stopping the examination timer:
 - a suspension due to technical problems (e.g., relocation of the student within the room, relocation to a workstation in another room, etc.)
 - the student accidentally causes a focus loss at the workstation, which automatically results in pausing their examination,
 - interruptions not involving stopping the examination timer:
 - the student leaving the room for a restroom break (only one student is allowed to leave the exam room at a time during the exam, with the permission of the examination supervisor),

- the circumstances under which the examination may be suspended and the consequences thereof;
 - cases of suspension attributable to the student:
 - due to the student’s behavior (disturbing the order of the exam), in which case the result of the written test is a fail,
 - due to the use of unauthorized aids, in which case the result of the written test is a fail,
 - other well-founded cases of suspected fraud, in which case the result of the written test is a fail,
 - if the student fails to show up for the final examination,
 - if the student was late for the final exam (the Dean’s Office informs students of the exact time and place of the exam in advance)
 - cases of suspension not attributable to the student:
 - a technical error that can’t be fixed, in which case a transition to a paper-based exam is required and the answers submitted online will not be taken into account in the final exam results,
 - other cases of exam suspension due to force majeure, which require a decision on a case-by-case basis as to whether the final examination can be taken on paper in a designated room or whether the examination will be rescheduled for a later date,
- the conditions under which a transition to a paper-based examination may occur, with special emphasis on the fact that if such a transition takes place, any portion of the examination completed online will be void, and the student must restart the examination on paper from the beginning;
- the prohibition of using any aids or reference materials;
 - When taking their place at the workstation, students are not allowed to have any electronic devices (e.g., cell phones, laptops, tablets, smartwatches, headphones, etc.) or any handwritten or

printed materials (e.g., notes, textbooks) within reach. Examinees must also declare this when signing the attendance sheet. The use of unauthorized devices will result in immediate suspension from the exam and disciplinary action,

- the consequences of losing focus (e.g., clicking away from the examination window), and the student’s obligation to immediately report such an incident;
 - terminology used within the examination platform and the basic principles of how the system works.
- (6) In the event of a technical problem, after unsuccessful attempts to resolve it, or in the cases specified in Article 12, the exam supervisor shall immediately inform the Ad Hoc Committee, which shall make the appropriate decision on a possible transition to a paper-based exam.
- (7) In the event of a transition to a paper-based examination, the examination papers will be distributed in accordance with the original online final examination group division.
- (8) The paper-based examination test packages can only be opened at the instruction of the examination supervisor, either for the purpose of switching to the paper-based format or for taking them home at the end of the examination.

Article 4 – Online Final Examination of the Faculty of Dentistry in the Year 2026 – Ad Hoc Committee

- (1) To ensure the smooth conduct of the online final examination of the Faculty of Dentistry in the year 2026, an Ad Hoc Committee shall be established, consisting of the following members
- the Dean of the Faculty or a senior faculty member delegated by the Dean,
 - the Head of the Dean’s Office,
 - the Director General or the Deputy Director General, Director or Deputy Director of the Directorate General of Information Technology delegated by the Director General,

- the head of the Department of Academic Administration, Process Organization and Development.

(2) The Ad Hoc Committee shall receive all the information necessary for the decision on the transition to a paper-based examination as specified in Article 12, section (2) of these Procedural Guidelines, on the basis of which it shall make a decision and immediately inform the affected senior examination supervisor(s).

Article 5 – Responsibilities of the staff from the Directorate General of Information Technology and the Department of Academic Administration, Process Organization and Development

(1) Designated staff members of the Directorate General of Information Technology and the Department of Academic Administration, Process Organization and Development, as listed in Appendix 2 of these Procedural Guidelines, are responsible for providing helpdesk support for the duration of the examination.

Article 6 – Responsibilities of the Student

(1) During the written final examination, students must:

- bring a valid form of personal identification with a photo (e.g. ID card, passport, driver’s license or residence permit) and present it to the examination supervisor for verification;
- refrain from navigating away from the examination screen, opening a new browser window, closing the browser, as any of these actions will pause the exam; in such cases, the examination supervisor will determine whether the student may continue or whether the examination may be suspended;
- avoid disrupting the examination environment or creating any disturbance;
- acknowledge that the use of non-permitted tools or materials is strictly prohibited, as is the recording of any audio or video content;
- bring a writing instrument (blue pen);

- may take notes with a blue pen on the sheet of paper, bearing the stamp of the University, given to them at the beginning of the examination;
- acknowledge that electronic devices may only be brought into the examination room if they are switched off and stored in the student’s bag (which they cannot take with them to their workstation);
- understand that the use of unauthorized tools or methods during the examination constitutes a violation, which will result in suspension of the examination and must be recorded in the official examination log. In such cases, the result of the written final exam will be a fail, and the suspension will be followed by a disciplinary procedure;
- accept that only liquids in sealed containers and small items of food that do not interfere with the order of the examination may be brought into the room and to the workstation.

Section 2 – Special Provisions

Article 7 – Ensuring Prerequisites for the Written Final Examination

(1) To ensure the successful conduct of the examination, the following preparatory tasks must be completed:

a) The examination organizer appointed by the Dean of the Faculty must:

- register each examinee in the Neptun system;
- announce the final examination period;
- assign students to the final examination period;
- publish the examination in the Neptun system;
- assign the specific examination tasks, scores, location where the examination takes place and the examination committee to the examination;
- register students for the examination;
- takes account of the language of instruction for each student, assigns the students to the examination in their respective

language, and assigns them to a specific computer based on the map of examination rooms given to them;

- In the case of students with Special Education Needs (SEN), sets the SEN timer.

b) The staff member of the Directorate General of Information Technology must:

- install the Chrome browser and Safe Exam Browser with the required configuration on the computers designated for the written final exam;
- ensure that each computer has unrestricted internet access necessary for the conduct of the exam.

- (2) If the prerequisites outlined in paragraph (1) are not met, the examination cannot be technically initiated in an online format.

Article 8 – On-Site Preparations for the Examination

- (1) The on-site administration of the written final examination is supported by staff members of the Dean’s Office and the Center of International Training Programs, appointed by the Dean to serve as examination administrators, along with designated IT staff members from the Directorate General of Information Technology.
- (2) The examination administrator and the IT technician must arrive at the designated examination room in time to begin the technical setup and seating of examinees two hours before the scheduled start of the exam (at 7.00 a.m.).
- (3) The examination supervisor must arrive at the examination room specified in section (2) above at least 1.5 hours before the start of student identification procedures (by 7.30 a.m.).
- (4) Tasks related to the technical seating of examinees include:
- powering on the workstations;
 - launching the Safe Exam Browser;
 - seating students according to the QR codes provided, which link each examinee to their assigned workstation.

- (5) If a student's preassigned workstation is not functioning, the student must be relocated to a designated backup workstation.
- (6) If all backup workstations in the room have been used, the examination supervisor must escort the student to another room assigned to conduct the examination. If technically feasible, the tasks outlined in paragraph (4) must be completed there as well to ensure proper seating and setup (technically, the student will remain in the original room).

Article 9 – Identification of Examinees

- (1) Only those students who have been registered for the examination in accordance with Article 8 may participate in the written final examination.
- (2) The examination supervisor identifies students upon arrival, in order of appearance, by inspecting a valid, government-issued photo ID (such as a national identity card, passport, driver's license, or residence permit). Once verified, the supervisor escorts each student to their assigned seat and has them sign the paper-based attendance sheet.
- (3) If a student's personal data do not match the information recorded in the official examination log, the student must report the discrepancy via the examinee interface. The examination administrator will then update the student's data in the system based on the information shown on the ID. After this correction, the student must confirm the updated information in the examinee interface, thereby entering the pre-examination stage.
- (4) Students may only take the examination in the room to which they have been assigned in the Neptun system. Deviations from this provision are only permitted in cases of technical issues as described in Article 12.
- (5) Students may arrive any time before the identification process has concluded or while there is still sufficient time to complete preparatory tasks. This means that the latest allowed arrival is no later than 15 minutes before the examination starts. No further delays are permitted. Late arrivals beyond this time must be handled in accordance with paragraph (6).
- (6) If a student fails to appear for the examination, their absence cannot be logged during the identification process described in paragraph (2), which includes

seating students using QR code identification before the examination begins. In such cases, prior to the electronic launch of the examination, the examination administrator – at the instruction of the examination supervisor – must suspend the examination in the system as “At fault of the examinee”, citing “Failure to appear” as the reason in the official examination log.

- (7) The examination is launched simultaneously for all participants by the examination administrator, following the supervisor’s instruction, at the time specified in Article 10 (1), after all students have been identified and are seated.

Article 10 – Conduct of the Written Final Examination

- (1) The written final examination takes place from 09.00 a.m. to 11.30 a.m. The examination may only be launched at 09.00 a.m. This launch time may only be missed if any of the following technical issues arise:
 - if the technical issue can be identified and resolved on the spot, the examination supervisor decides on whether to proceed;
 - if the issue is not identifiable locally or affects multiple rooms, the decision falls under the authority of the Dean of the Faculty.
- (2) At the supervisor’s instruction, the examination administrator initiates the examination through the official digital examination log platform at the time specified in paragraph (1). Before launching the examination, the administrator must suspend, in accordance with Article 10 (6), any students marked absent on the paper-based attendance sheet. These students will not have access to the exam.
- (3) The examination comprises of 180 questions, which students have 150 minutes to complete. Students with disabilities are allowed the time specified in the applicable legislation to answer the exam questions.
- (4) During the examination, examinees are strictly prohibited from navigating away from the examination screen, opening a new browser window, closing the browser. Any of these actions will trigger an automatic interruption of the examination. In such cases, only the examination supervisor may authorize resumption or suspension of the examination.

- (5) Students must not engage in any activity that disrupts the examination process at any point. The use of unauthorized aids or tools, and the creation of any form of audio or video recording, is strictly prohibited – regardless of the examination outcome.
- (6) After your personal information has been verified, the examination instructions will appear on the examination screen, which will close automatically after a certain amount of time (4 minutes).
- (7) The examination begins immediately with the actual questions; there are no practice questions available.
- (8) Examination questions, depending on their completion status, may display the following status options:
 - **Pending:** the examinee has not yet seen the question and therefore has not answered it;
 - **Skipped:** the examinee has seen the question but has not answered it;
 - **Answered:** the examinee has answered the question partially or in full.
- (9) Clicking the “Clear Answers” button deletes the current answers, and the question returns to its original, unanswered state.
- (10) Students can navigate between questions by clicking “Previous Question”, “Next Question,” or “Current Question” in the menu bar.
- (11) When the examinee leaves a question, the system saves their current answers; upon returning, the previously given answers will be displayed. The examinee may change their answers in any question during the examination; the new answers will be saved upon subsequent navigation.
- (12) By clicking the **End Examination** button, the examination may be ended. At this point, the system also saves the answer to the task the examinee has currently been working on.
- (13) Next, a pop-up window informs the examinee about how many tasks remain unanswered.
- (14) By clicking the "Back" button, the examinee can return to the current task.
- (15) By clicking the "**Submit**" button, after **checking the confirmation checkbox**, the examination is completed and graded. The total score and the percentage result are displayed on the screen.

Article 11 – Interruption and Suspension

- (1) If a student wishes to interrupt the examination for any reason (e.g., feeling unwell or needing to use the restroom), they may do so without stopping the examination timer. In such cases, at the instruction of the examination supervisor, the examination administrator must record the interruption in both the digital and paper-based examination logs, including a brief explanation of the reason.
- (2) The system automatically pauses the examination with the timer stopped if a loss of focus occurs (e.g., the student clicks outside the examination window). The Safe Exam Browser is designed to prevent such focus shifts, but certain keystrokes, key combinations or mouse actions may still trigger an automatic pause. When this occurs, the student must immediately notify the examination supervisor, who will assess the situation and decide whether the student may continue or if the examination should be suspended.
- (3) Technical interruptions caused by network issues may also lead to the examination being paused. In such cases, the examination timer will be paused.
- (4) Following an interruption, the examination may only be resumed at the explicit instruction of the examination supervisor, and it must be restarted by the examination administrator.
- (5) If the student clicks the “Submit” button located in the upper right corner of the screen during the examination, a pop-up window will ask them to confirm their decision to exit. If the student checks the confirmation box and answers “Yes,” they will exit the examination, which will be considered complete.
- (6) Violation of the rules outlined in Article 3 (5) of these Procedural Guidelines, or any breach of the examination provisions of the University’s Code of Ethics, as well as cases of force majeure, grant the examination supervisor the authority to suspend the examination. Suspension may occur due to the student’s actions or for reasons beyond the student’s control. In all cases, the reason must be documented in the “Comments” section of both the digital and paper-based examination logs.

Article 12 – Technical Issues and Force Majeure

- (1) In the event of any technical issue or disruption, the student must immediately notify the examination supervisor responsible for administering the examination. After the issue has been resolved, the student must provide the alphanumeric code displayed beneath the QR code on their screen to the examination administrator, who will then reassign the student to their workstation within the system.
- (2) If the issue can be resolved by re-seating the student at a different workstation, the student may resume the examination from their last unanswered question; the examination will not restart from the beginning. In such cases, the examination is paused and the timer is stopped. A full restart of the examination is not permitted.
- (3) If the originally assigned workstation is not functioning properly, the examination supervisor will re-seat the student at a backup workstation. If all backup workstations in the room are already in use, the student may be relocated to another room assigned as an examination room, where they can continue the test. In such cases, the examination is paused and the timer is stopped. If the number of malfunctioning workstations exceeds the available backups, indicating a room-level technical failure, the examination must transition to a paper-based format.
- (4) The system can tolerate network outages lasting up to 2 minutes without an issue; such interruptions are typically unnoticeable. However, if a network problem occurs, it must be reported immediately to the on-site IT technician. If the issue cannot be resolved within 10 minutes, the examination must transition to a paper-based format. If the issue affects only individual workstations, students may be re-seated and continue from where they left off, with all previously earned points retained. In such cases, the examination timer will be paused.
- (5) In the event of a power outage or any other technical problem lasting longer than 10 minutes (with the exception of examination rooms accommodating a maximum of 12 students), the examination must transition to a paper-based format.

Article 13 – Cases Requiring Transition to Paper-Based Examination

- (1) Transition to a paper-based examination is mandatory in the following cases:
 - a) upon a central instruction issued at any time;
 - b) in the event of a central system failure;
 - c) in the event of a power outage that causes the examination computers to shut down;
 - d) if an IT network outage lasts longer than 10 minutes;
 - e) if all backup workstations are in use and:
 - there are more students needing reassignment than available backup computers;
 - there are no available seats for the examinee in any of the other classrooms designated for the examination.
- (2) In the cases specified in paragraph (1), if the technical problem can be identified and resolved in the given room, the examination supervisor shall decide on the way in which the examination shall be continued (whether the examination shall be continued electronically or on paper). However, if the issue is not identifiable on-site (or affects a larger unit), the examination supervisor shall immediately inform the ad hoc committee, which shall make the necessary decision.
- (3) If the examination must be continued in paper format, all previously recorded online answers will be invalidated, and only the answers provided on the test paper will be evaluated. Only the points earned on the paper-based exam will be taken into account during the grading process. The full examination time must be granted in this case. Paper-based test sheets must be distributed in accordance with the original electronic group assignment.

Article 14 – Paper-based examination

- (1) Based on the number of copies requested in advance, the National Board of Medical, Dental and Pharmaceutical Final Examinations (OZVB) will prepare and deliver the test booklet packages – in compliance with confidentiality

requirements – on the day of the final examination to staff members of the Dean’s Office and the Center of International Training Programs (NHKK) designated by the Dean of the Faculty.

- (2) Students will fill out the coded data sheet and hand it over to staff members of the Dean’s Office and the NHKK.
- (3) After the examination, students will also hand over the coded answer sheets to staff members of the Dean’s Office and the NHKK.
- (4) Staff at the Dean’s Office and the NHKK scan the answer sheets and data sheets and upload them to the OZVB platform. Grading is the responsibility of the OZVB.
- (5) After grading the exam papers, the OZVB sends the results to the Dean’s Office in an Excel spreadsheet. (The Excel spreadsheet contains the student’s name, code, and score.)

Article 15 – Conclusion of the Written Final Examination

- (1) Upon completing the examination, the student is marked in the system with the status “Exam Completed.”
- (2) At the instruction of the examination supervisor, the examination administrator closes the official examination log, but only once all the examinees have reached a final status, meaning each student has one of the following options as their status:
 - a. *“Examinee absent“;*
 - b. *“Examinee suspended“; or*
 - c. *“Examination completed“.*
- (3) If the “Close Examination Log” button does not appear, it indicates that at least one student has not yet reached a final status; this must be resolved before the log can be closed.
- (4) After the examination is completed, a summary screen will appear where the examinee can view their overall score (the number of correct answers and the corresponding percentage). The examinee can check their examination results via the Neptun system approximately two hours after the examination.

- (5) Each student is required to notify the examination supervisor upon finishing the examination and may only leave the room after receiving explicit permission from the supervisor.
- (6) Examinees may take the test sheets with them (for both online and paper-based exams), but only after the examination has completely ended, i.e., after 11:30 a.m. (students must be informed of the details at the beginning of the exam).

Article 16 – Viewing and Commenting on Examination Results

- (1) Any objections regarding the final examination must be of a strictly technical nature and may be submitted by 6:00 p.m. on the day of the examination via email to fok.dekan@semmelweis.hu.
- (2) Detailed examination results and the completed final examination will be sent to the student’s university email address by the Dean’s Office at the Faculty of Dentistry, or in the case of international students, by the NHKK, upon the student’s written request to fok.dekan@semmelweis.hu.

Article 17 – Final Provisions

- (1) These Procedural Guidelines shall enter into force upon its publication on the Faculty’s official website.
- (2) These Procedural Guidelines shall expire upon the conclusion of the final examination periods for students graduating in 2026 (9 December 2026).

Dr. Gábor Gerber

Dean

Annex No. 1. Designated Locations for the Administration of the Written Final Examination

| Room No. | Organizational Unit | Location | Details |
|----------|--|----------|--|
| 1 | Department of Anatomy, Histology and Embryology | CC | Ground floor Room 4: 28 desktop computers + instructor's computer |
| 2 | Department of Anatomy, Histology and Embryology | CC | 1st floor Room 1: 50 workstations |
| 3 | Department of Anatomy, Histology and Embryology | CC | 2nd floor, Room 3: Room 2, 50 workstations |
| 4 | Department of Anatomy, Histology and Embryology | CC | 2nd floor, Room 3: 28 workstations |
| 5 | Department of Pathology, Forensic and Insurance Medicine | PIBOI | 40 computers in a 75-square-meter classroom on the first floor of the institute |
| 6 | Directorate General of Legal and Administrative Affairs | B52 | Ground floor Room 4: 1 computer lab with 18 desktop computers + 1 teacher's computer |

Annex No. 2. Helpdesk

| Name | Phone |
|--|-----------------|
| <i>Directorate General of Information Technology</i> | |
| Valéria Szűcs, IT coordinator for the final examinations (Faculty of Medicine) | +36 20 670 1305 |
| Gábor Czinderi, Director-General (Faculty of Medicine, Faculty of Dentistry, Faculty of Pharmaceutical Sciences) | +36 30 242 1534 |
| Péter Somogyi, Deputy Director-General (Faculty of Medicine, Faculty of Dentistry, Faculty of Pharmaceutical Sciences) | +36 70 651 9824 |
| Eszter Tamás, Deputy Director-General (Faculty of Medicine, Faculty of Dentistry, Faculty of Pharmaceutical Sciences) | +36 20 961 3567 |
| <i>NEXIUS system helpdesk</i> | |
| Áron Oszvald | +36 20 406 3422 |
| <i>Department of Academic Administration, Process Organization and Development</i> | |
| Zsuzsanna Maracskó | +36 30 877 6476 |
| Tamás Vámos | +36 20 670 1159 |

A designated IT staff member will be available at each test site. Their phone number will be provided to the test administrators and proctors prior to the exam. They shall be available starting 1.5 hours before the examination begins, and remain available for the entire duration of the examination.

In case of technical issues that cannot be resolved locally, the NEXIUS system helpdesk must be contacted either through the assigned IT technician or together with them.