

# **Guidelines for Digital Exams**

## **Students**

- I. [WISEflow Lockdown Browser](#)**
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## WISEflow Lockdown Browser

A quiz can be provided using **WISEflow** (a digital assessment platform) and **WISEflow Lockdown Browser**, a customized Browser, for a more effective job of restricting actions.

The **WISEflow Lockdown Browser** should be downloaded and installed on the device you use to attempt quizzes. It's also important to update your preferred browser (Google Chrome, Firefox, Microsoft Edge, Safari, etc.). It's highly recommended to use **Google Chrome**.

**This should be downloaded and installed ahead of time and only once per device.**

It is available for [Windows](#) (starting at 7), [macOS](#) (starting at 10.7, but recommended in newer versions) and [iOS](#) (9.3.5 or newer).

### How to use WISEflow Lockdown Browser:

To access WISEflow and WISEflow Lockdown Browser you need to use the credentials created when activating your account, which requires your personal password. If you happen to forget it or make a mistake, you can change your password using the option "**Forgot your password?**" as shown in the image below.

Email \*

Password \*

Log in

[Forgot your password?](#)

Back

Before the Exam (**preferably a week before**) **it's important to install and for updates of your WISEflow Lockdown Browser.**

If you haven't updated your browser version, you should follow the instructions below.

On the main page of the Exam that is taking place, select the following options:

1. Guide to Lockdown Browser.
2. Download the latest version.

Afterwards:

3. Download, run the downloaded file, install and re-enter the Exam.

applications and system actions on your computer.

browser prior to the official start time of the assessment b

Guide to lockdown browser

**WARNING:** During a lockdown browser Exam, you will not normally be able to access the broader internet or files on your computer unless this has been permitted under the conditions of the Exam.

## **Troubleshooting for common problems with WISEflow Lockdown Browser**

### **For common errors when starting the Exam**

#### **Microsoft Windows system:**

1. Check the internet connection using the command (Ctrl+Alt+Del).
2. Use the refresh option.

If these steps do not work, ask the **Invigilator** present for help.

#### **For Apple Mac Devices:**

1. Update – “**refresh**”.

2. If the first step does not work, log out, check the internet connection, refresh and log back in.

If these steps do not work, ask the **Invigilator** present for help.

**WARNING: IPADs and Tablets** are not recommended, as they interfere with the platforms' file format.

**For MAC users:** If your Exam is taking a long time to load or showing a blank screen, try using a different browser other than Safari.

## Problems with Internet Connection

### Microsoft Windows system:

1. **Ask your Invigilators for help** to "**Download paper**" using the administrator settings option.
2. Check the connection using the command (Ctrl+Alt+Del).
3. Access the "**Wi-fi**" network option.
4. Select the option to connect automatically.
5. Re-establish the connection and return to the Exam.

### For Apple Mac devices:

1. **Ask your Invigilators for help** to "**Download paper**" using the administrator settings option.
2. Exit the Exam, using the "**Exit**" option.
3. Re-establish internet connection.
4. At the bottom of the Exam page, select "**Upload local copy**".
5. Re-enter the Exam.

## Safe Exam Browser – Moodle Exams

The Moodle Quiz activity has built settings to allow secure Exams using the **Safe Exam Browser** (SEB), a customized Browser with restricted actions.

**WARNING:** [SEB must be downloaded and installed](#) on devices used to attempt Quizzes. It's also important to update your preferred browser (Google Chrome, Firefox, Microsoft Edge, Safari, etc.) **It is, however, preferable to use Google Chrome.**

**This should be done ahead of time and only once per device.**

It is available for [Windows](#) (starting at 7), [macOS](#) (starting at 10.7, but recommended in newer versions) and [iOS](#) (9.3.5 or newer).

**WARNING:** If your Exam is going to be done with Microsoft Excel, please note that by default Office Online Apps' such as (Word, Excel, PowerPoint, etc) are set to English (US/UK).

If, by any reason, you need to change it, please access the following link and click **"Advanced Settings"**.

[https://novasbe365-my.sharepoint.com/personal/YourStudentNumber\\_novasbe\\_pt/\\_layouts/15/muisetng.aspx](https://novasbe365-my.sharepoint.com/personal/YourStudentNumber_novasbe_pt/_layouts/15/muisetng.aspx)

**For MAC users:** If your Exam is taking a long time to load or showing a blank screen, try using a different browser other than Safari.

### How to use Safe Exam Browser (SEB):

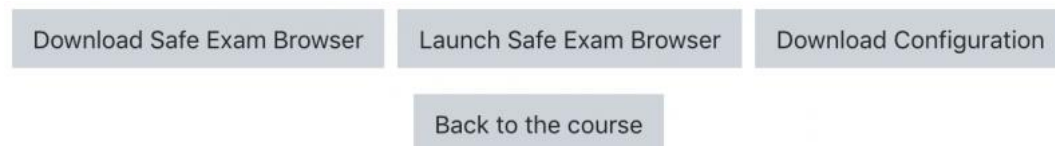
Before the Exam (**preferably a few days before**) it's important to install and check the usability of your **Safe Exam Browser**.

**WARNING:** Please make sure that your current cellphone is the one being used to authenticate your Student credentials.

On the day of the Exam don't forget to bring:

- Your cellphone (for multi-factor authentication, in case it's needed).
- Your student ID card.
- Having your credentials (with password) written down somewhere where you can access if needed.

After clicking the **"Quiz link"**, you will find some buttons on the Quiz page, according to the Quiz settings:



- **Download the Safe Exam Browser** (done only once in the personal computer)

This button redirects to the download location for SEB:

[https://safeexambrowser.org/download\\_en.html](https://safeexambrowser.org/download_en.html)

After download, run the **"SEB\_version\_SetupBundle.exe"**.

- **Launch the Safe Exam Browser** - It applies the Instructor's pre-selected settings and sends Students to the Quiz starting page.

You will be asked to re-enter your credentials to start the Quiz.

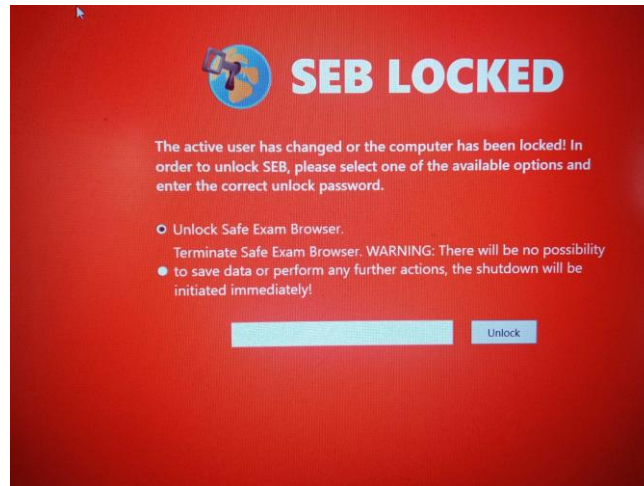
- At the end of the Quiz, click Back to the course.

## Troubleshooting for common problems with SEB:

Here are some of the most seen problems when using **Safe Exam Browser** (SEB) and how to prevent or solve them.

On the page of the Exam, there should be an option to launch the browser, as well as a link to download an update if needed. Here you can find a direct link to the most recent updates: [Safe Exam Browser - Download Latest Releases.](#)

If you see a red screen error such as the one on the image below, the screen can be unlocked with the Invigilator's password.



If your connection to the Internet fails, check your connection on the Wi-Fi button, on the bottom right side of your screen. If, however, that doesn't work, try the following steps:

On **Windows**:

- Click Ctrl+Alt+Del.
- Check the bottom right part of your screen and click "**Restore Connection**".

On **Mac**:

- Try to get out of SEB and ask an Invigilator do put their exit password.
- Click "**Restore Internet Access**".
- If your Exam is taking a long time to load or showing a blank screen, try using a browser other than Safari.

## Exams with Excel

If, when doing an Exam with Excel you can't click the links directly, please try holding Shift while clicking on the link, as seen in the image below.

