

## Troubleshooting for Digital Exams – Students

### Wiseflow Lockdown Browser

A quiz can be provided using **WISEflow** (a digital assessment platform) and **WISEflow Lockdown Browser**, a customized Browser running on the Student's computer for a more effective job of restricting their actions.

The lockdown browser is a piece of software used to run in-person digital examinations in a secure online environment. 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.**

To avoid common problems using Wiseflow, it's recommended to take the exam using **Google Chrome** or **Firefox**. **Ipads or tablets are not recommended, as they interfere with the platform's file format.**

### Wiseflow Updates

The most common problem we see from **Students is that they have not updated Wiseflow beforehand.** If Wiseflow initially fails to launch or gives message errors, it's best to go back and update it. To solve this, follow these steps:

applications and system actions on your computer.

browser prior to the official start time of the assessment b

Guide to lockdown browser

On the main page of the Exam that is taking place, follow these steps:

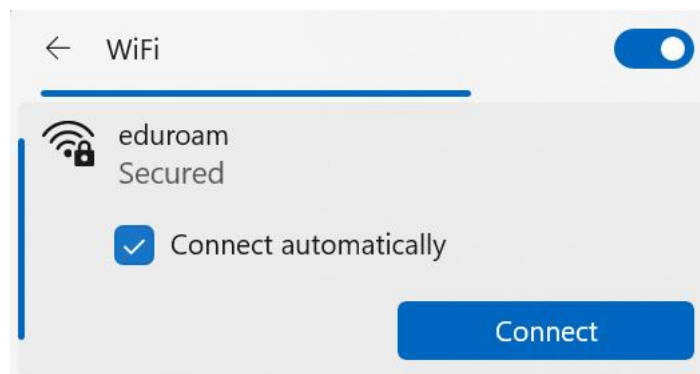
- Click on **Guide to Lockdown Browser.**
- **Download the latest version.**
- Download, run the downloaded file, install, and re-enter the Exam.
- Try clicking **Launch** again.

## Internet Connection

If Internet Connection is unstable or keeps failing before or during the exam. Here's how to make sure it keeps connecting to **Eduroam WiFi**. Here are the steps to follow:

### Before the exam:

- Go to **WiFi settings** on the bottom right part of your screen.
- Make sure **WiFi is turned on**.
- Make sure **Eduroam** internet connection is set to **Connect automatically** as shown in the image below.



### During the Exam:

#### Windows

- Make sure you first ask the Invigilator to download your progress using the option **Download paper** in the **Administrator settings**.
- Click **Ctrl + Alt + Del** at the same time.
- Check on the bottom right part of the screen if **WiFi connection is turned on**.
- Set **Eduroam WiFi** to **Connect automatically**.
- **Re-establish connection** and **re-enter the Exam**.

#### MacOS

- Make sure you first ask the Invigilator to download your progress using the option **Download paper** in the **Administrator settings**.
- Update by clicking **Refresh**.

- If the first step does not work, **log out**, check the internet connection (and do the steps mentioned above).
- **Log back in** and, if necessary, at the bottom of the Exam page, ask the Invigilator to select **Upload local copy**.

## Unable to write in a text box

Sometimes, during an exam, writing in a text box could get blocked. When this happens:

- Make sure you first download the progress using the option **Download paper** in the **Administrator settings option**.
- If necessary, at the bottom of the Exam page, select **Upload local copy**.
- **Re-enter the Exam**.

## Problems with Credentials

When doing a **Mock Exam**, you are able to check if Wiseflow is working and if there are any problems with your account **credentials (these might not be the same as the Office 365 ones)**.

If you encounter any problems accessing your **Wiseflow account (needed to log in before the Exam)**, it's important to send an email to: [digital.exams@novasbe.pt](mailto:digital.exams@novasbe.pt) ahead of time.

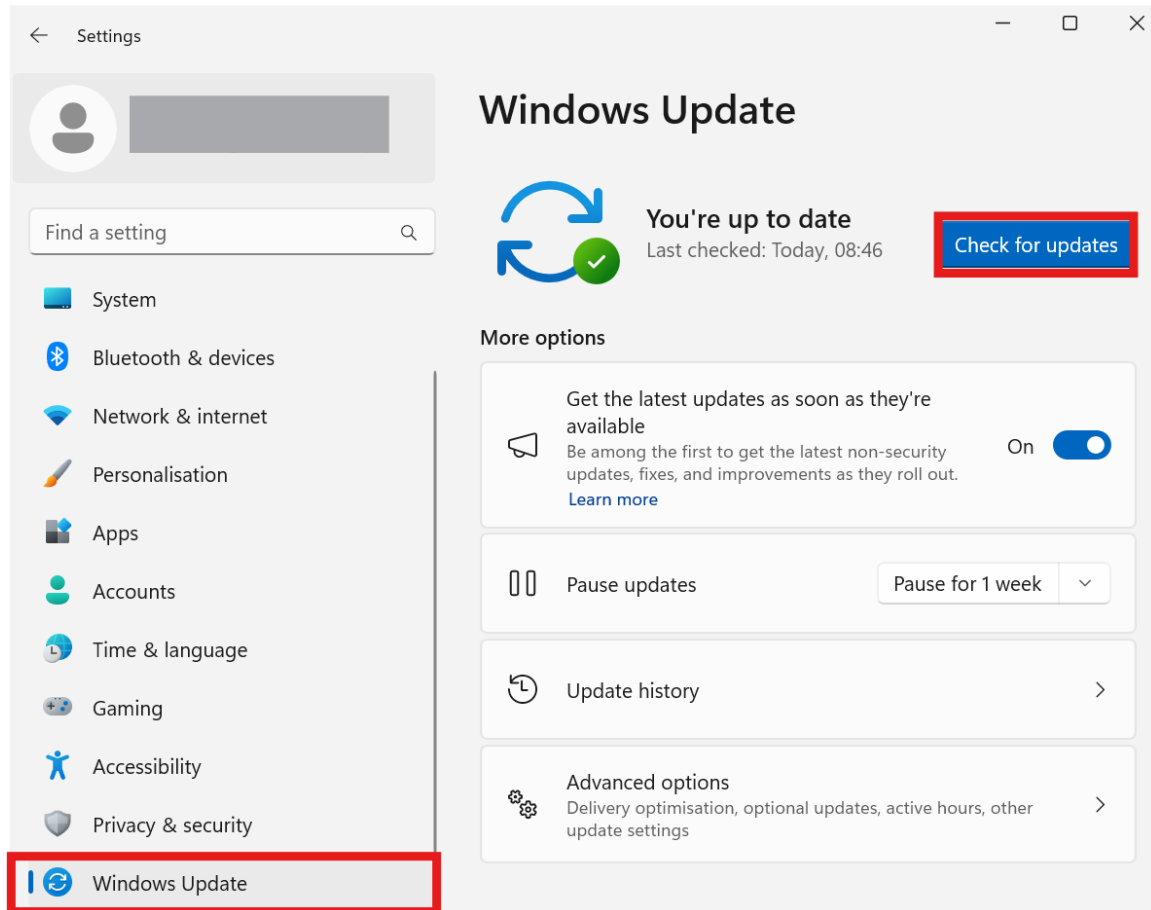
## System Updates

Some error messages on Wiseflow could be because the operating system on your device is outdated. To check if your computer is in need of updates, Students should:

### Windows Update

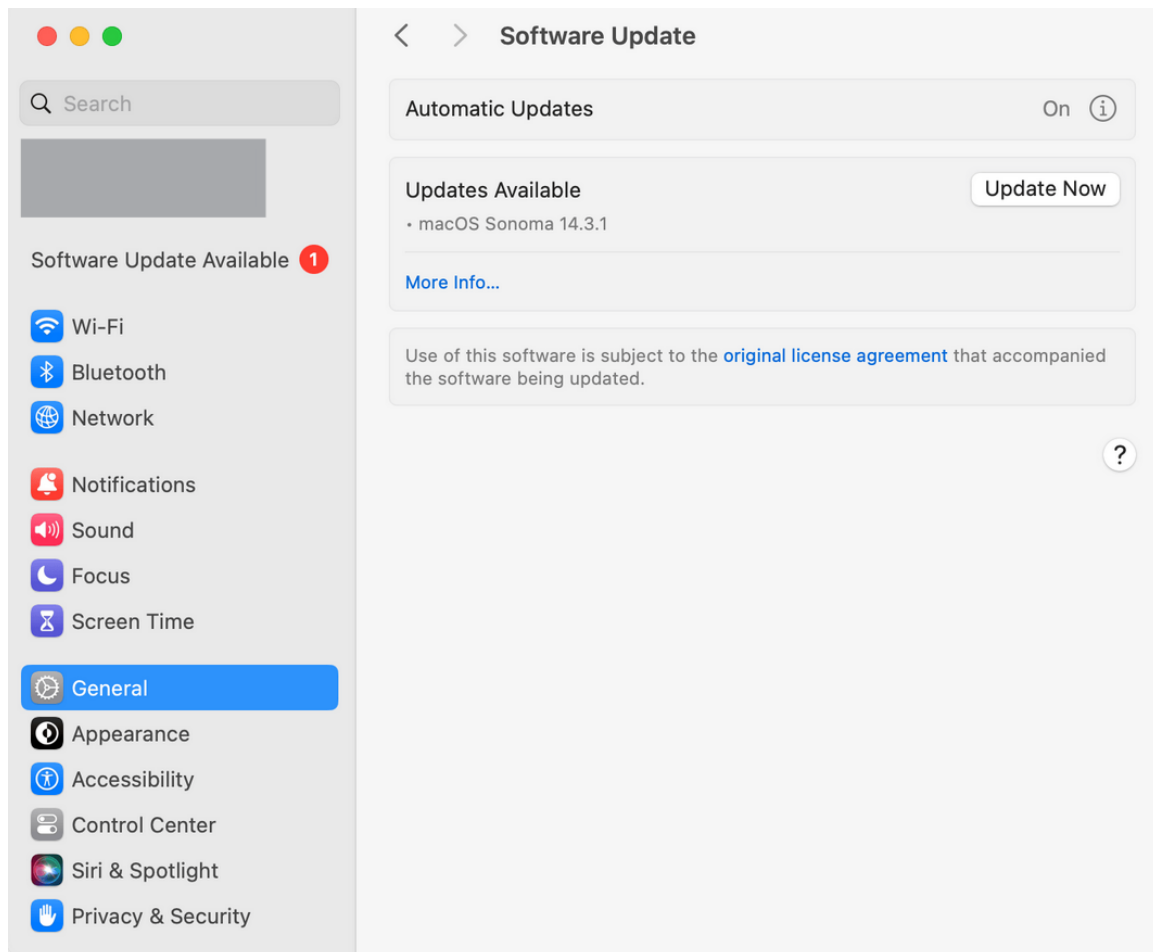
- Go to **Settings**.
- Find **Windows Update**.
- Click **Check for updates**.
- **Install** them, if there are any.
- When installation is completed, try launching again.

**Note:** Depending on their Windows version, Windows Update may be in another section in Settings.



## MacOS Update

- On the **Apple menu**, in the corner of the screen, click **System Settings**.
- Click **General**.
- Click **Software Update**.
- When **Software Update** opens, it automatically checks for new software.
- If new software is available, click the **Update** or **Upgrade** button to install.
- When installation is completed, try **launching** again.



## Final tips

If you continue to face issues with Wiseflow, try the following steps:

- **Restart your device**, as this simple step may resolve many issues.
- **Contact support**. If problems persist, reach out to the Digital Exam's support team for further assistance.

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