Troubleshooting for Digital Exams – Students

Safe Exam Browser

Moodle activities have built-in settings to allow secure Exams using the **Safe Exam Browser** (SEB), a customized Browser running on the Student's computer to restrict their actions more effectively.

To avoid common problems using SEB, it's recommended to do the exam using **Google Chrome** or **Firefox**.

IMPORTANT: Please avoid refreshing your page during the Exam. Check out this troubleshooting guide before trying to solve any issues. **Contact the Digital Exams support team if necessary.**

SEB Updates

The most common problem we see from **Students is that they have not updated their SEB beforehand**. If SEB initially fails to launch or gives message errors, it's best to go back and update it.

The config key or browser exam keys could not be validated. Please ensure you are using the Safe Exam Browser with correct configuration file.

Download Safe Exam Browser   Launch Safe Exam Browser   Download configuration

Back to the course
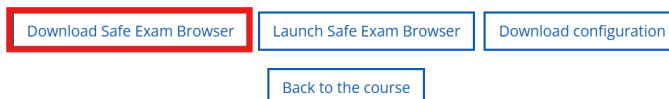
- On the exam page, click **Download Safe Exam Browser**.
- The download page from the browser itself will open, and there it's possible to download the most current version for **Windows** or **MacOS**.
- **Download** the **setup**.
- Complete **setup installation**.
- Try clicking **Launch Safe Exam Browser** again.

Internet Connection

Internet Connection could be unstable or fail before or during the exam. Here's how to make sure it keeps connecting to **Eduroam WiFi**.

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 the image shown below.
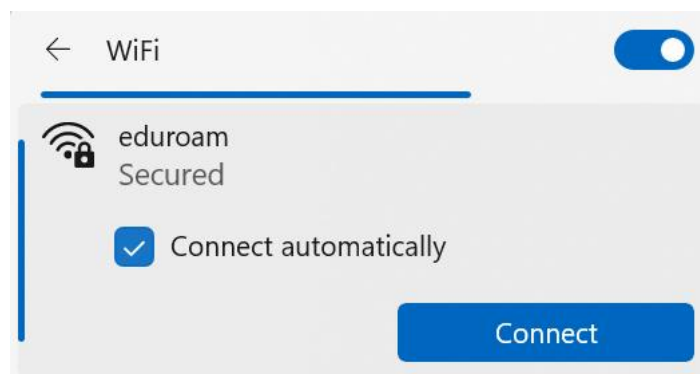
During the Exam:

- Click **ctrl + alt + delete** 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**.

This is applicable for both **Windows** and **MacOS** devices.

Problems with Credentials

When doing a **Mock Exam**, Students are able to check if their Safe Exam Browser works and if there are any problems with their **Nova SBE's credentials**.

If you encounter any problems accessing your **Office 365 account** (needed for login before the Exam), **send an e-mail to**: helpdesk@novasbe.pt **ahead of time.**
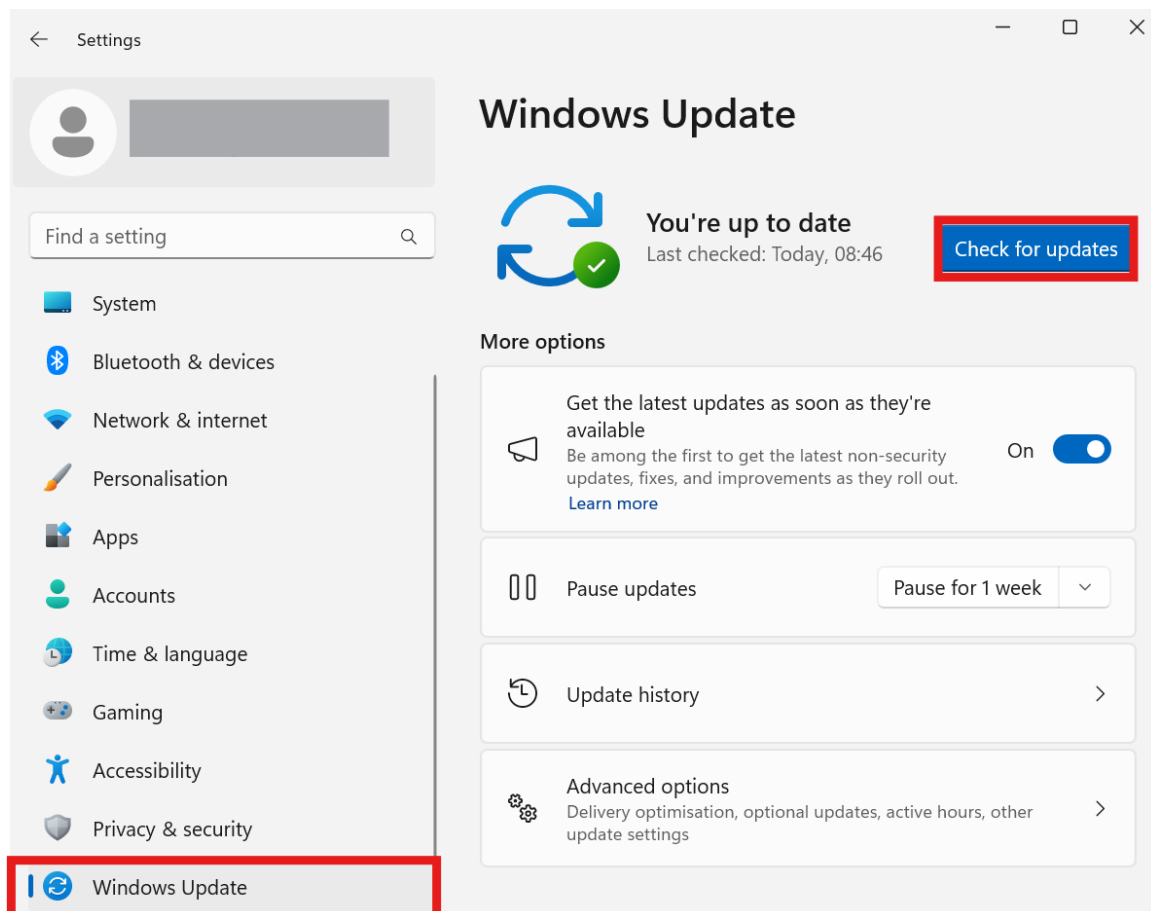
System Updates

Some error messages on SEB are due to the fact that the operating system on your computer is outdated. To check if your computer is in need of updates, follow these steps.

Windows Update

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

Note: Depending on your 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 Safe Exam Browser** again.
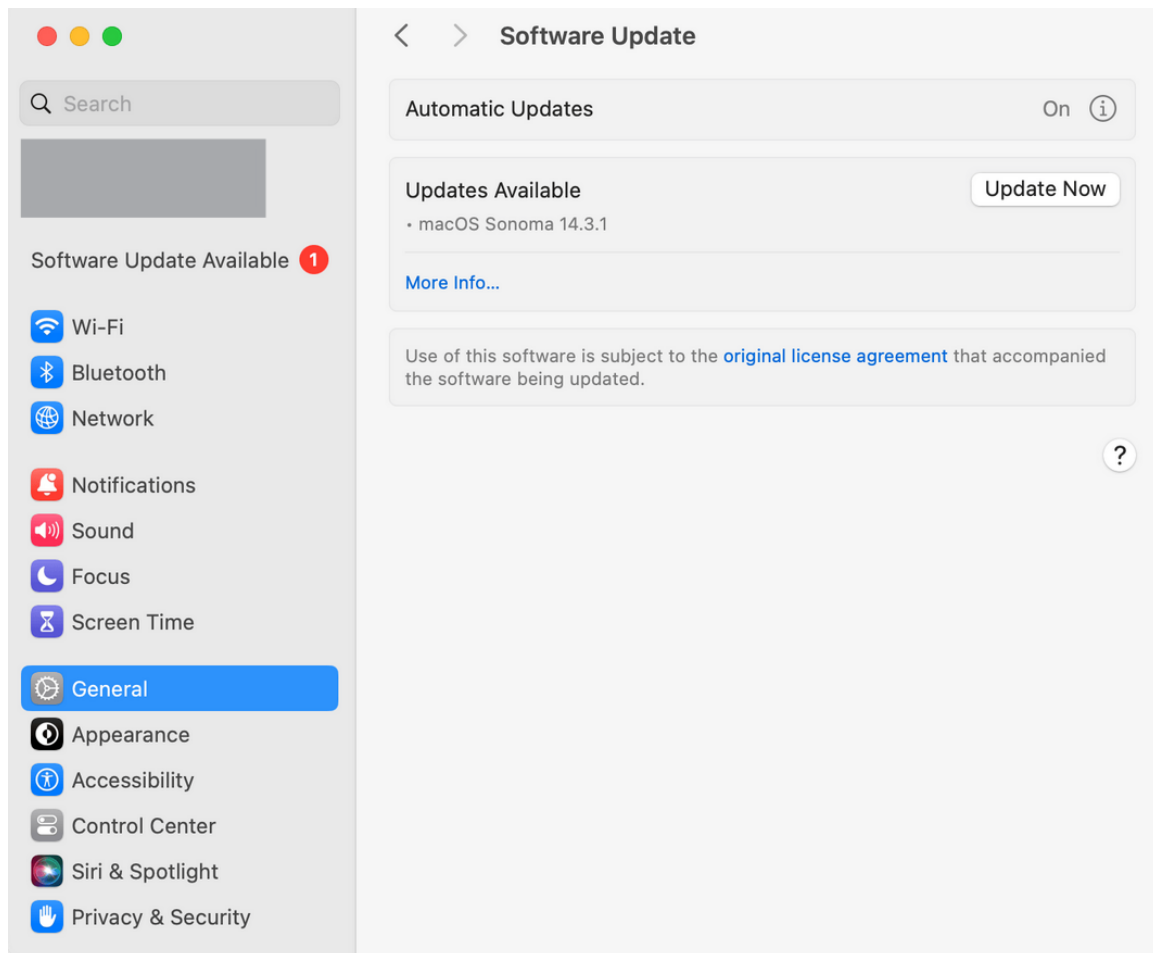

Red screen

The image below shows a common error that appears when the current computer user is logged off or when the screen got locked after a few minutes not being used.

- Click the **first option Unlock Safe Exam Browser**.
- Ask an Invigilator to put in the **Invigilator password**.
- Click **Unlock**.
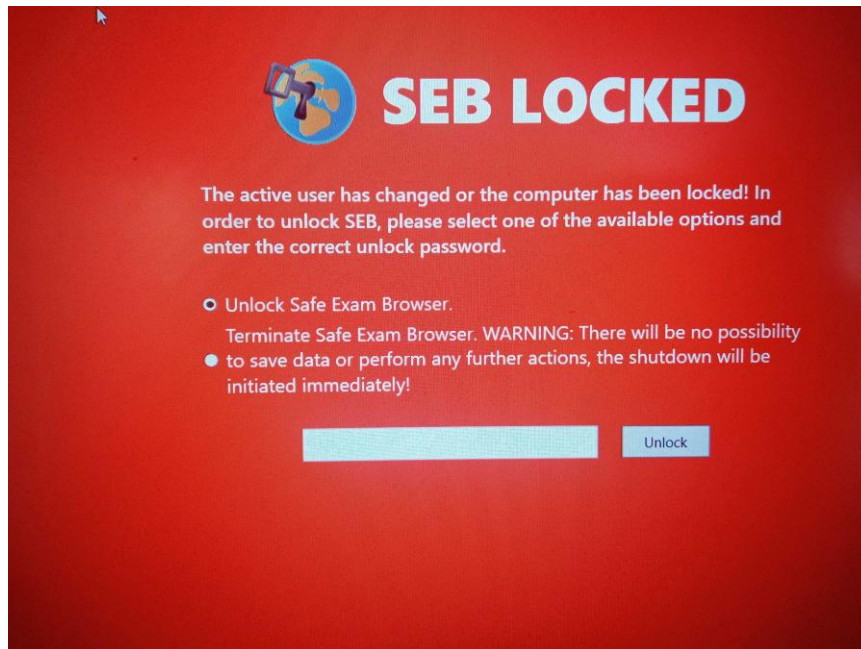
The following error message appears when there is a process running on your device that is prohibited by Safe Exam Browser (SEB).
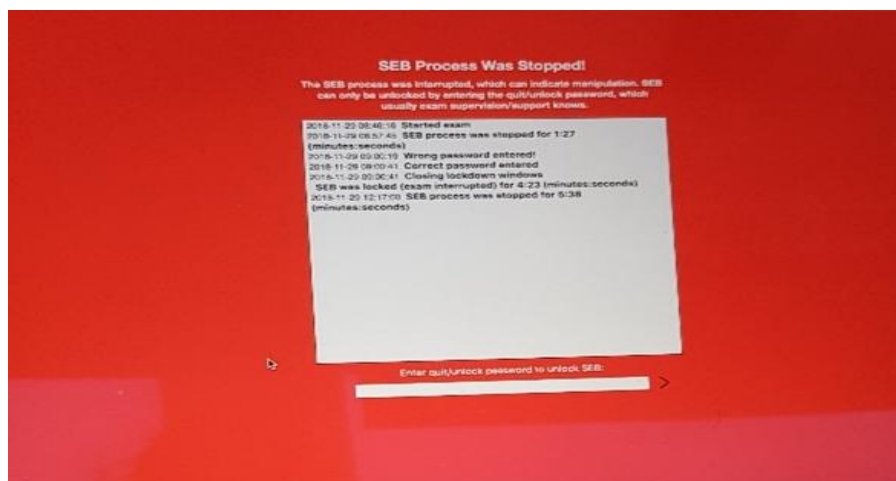
Stop prohibited processes by completing the following steps:

- Ask an Invigilator to put in their **Invigilator password.**
- **Disconnect external devices** that are connected by USB, HDMI or Bluetooth.

- **Close programs running in the background** by pressing **ctrl + alt + del** (Windows) or **cmd + opt + esc** (MacOS) and selecting all programs besides Chrome or Firefox and select **End Task/Force Quit.**
- Re-open the exam using **Chrome** or **Firefox** only (do not use Safari as this is not recommended for Safe Exam Browser). If you have already commenced your exam, an Invigilator will be needed to complete this step.

MacOS

You can use Activity Monitor to quit a process, even if it's in a loop or not responding. You can also send a signal to a process to terminate it. If you attempt to quit a process you don't own, you may be required to authenticate as an administrator.

- Go to the **Activity Monitor** app
- Under the **Process Name** list, select the app or process you want to quit. An unresponsive process is marked with (**Not Responding**).

Note: The **Process Name** list is not available in the Cache tab listings.

- Click the **Stop** button in the upper-left corner of the **Activity Monitor** window.
- Choose one of the following options:

  o **Quit:** This is the same as choosing **File** > **Quit within an app**. The process quits when it's safe to do so. If quitting the process could cause data loss or interfere with another app, the process doesn't quit.

  o **Force Quit:** The process quits immediately. If the process has files open, you may lose data.

Setup Failed – Windows
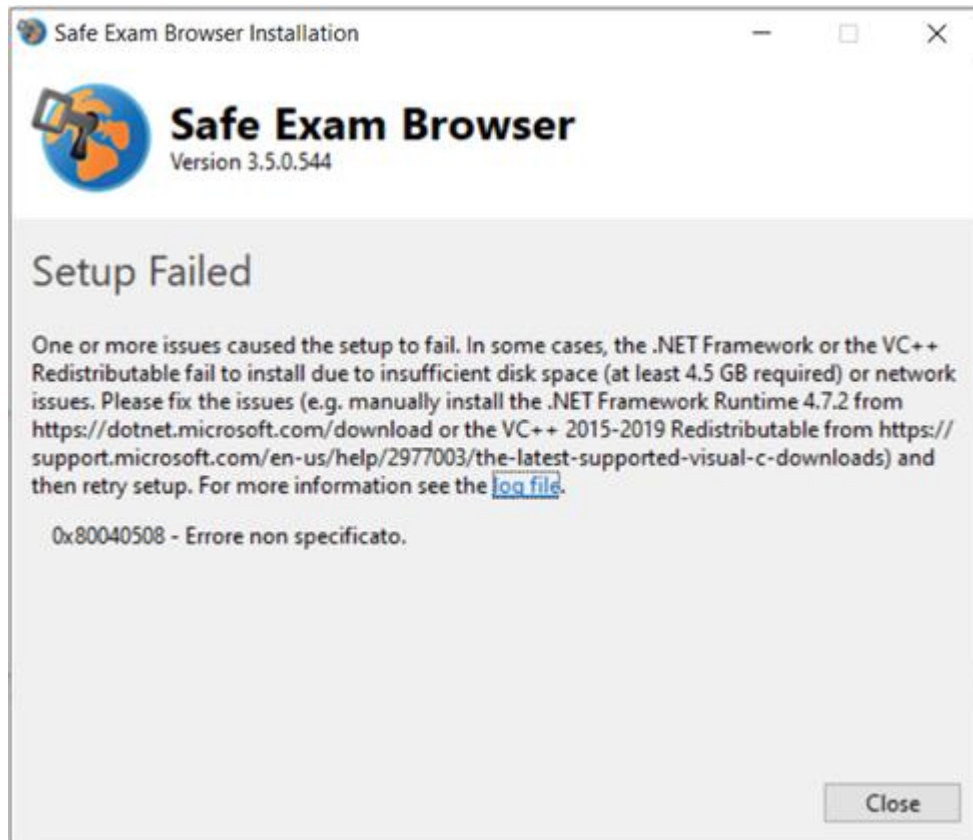
- **Check that you are connected to the Internet** that you have **sufficient disk space** for the installation of SEB (at least 5 GB available) from the path **Settings** > **System** > **Storage.**
- If the problem occurs again, we recommend that you install the most recent version of **Visual C++,** available on the following page: https://learn.microsoft.com/it-it/cpp/windows/latest-supported-vc-redist?view=msvc-170
- If this does not solve the problem, please install the latest version of **Microsoft .NET Framework**, available at the following page: https://dotnet.microsoft.com/en-us/download
- Make sure your **Windows system is updated**.

SEB not installed in Applications folder – MacOS

If your Safe Exam Browser is not installed **in the system's Applications folder** it may not start.

- Ensure SEB is installed directly in the **Applications** folder, not in a user-specific folder, as shown in the image below.

Final tips

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

- **Restart your device**, as this simple step may resolve many issues.
- **Reinstall Safe Exam Browser**, as it may not have been installed properly.
- **Contact support**. If problems persist, reach out to the Digital Exam's support team for further assistance (digital.exams@novasbe.pt).

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