

Troubleshooting for Digital Exams – Instructors

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, **Students will not normally be able to access the broader internet or files on their computer unless this has been permitted under the conditions of the Exam.**

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

IMPORTANT: To prevent common computer issues during the Exam, it's important that the Instructor does a **Mock Exam** for students to check for any problems that may arise (updates, message errors, system updates, among others).

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 error messages, it's best to go back and update it. To solve this, on the Student's computer, 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:

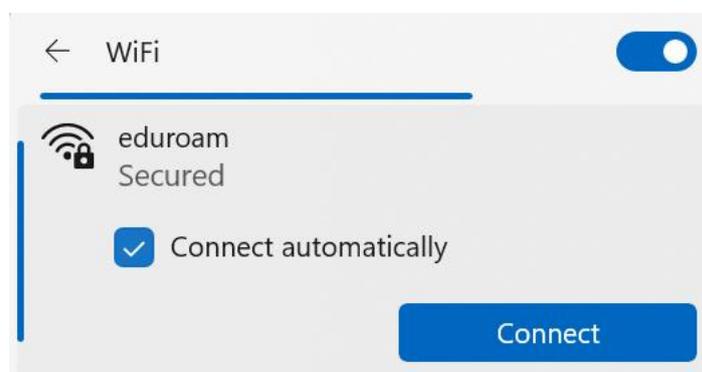
- Click on **Guide to Lockdown Browser**.
- **Download the latest version**.
- Download, run the downloaded file, install and re-enter the Exam.
- Try clicking **Launch** again.

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 on Students' computers.

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:

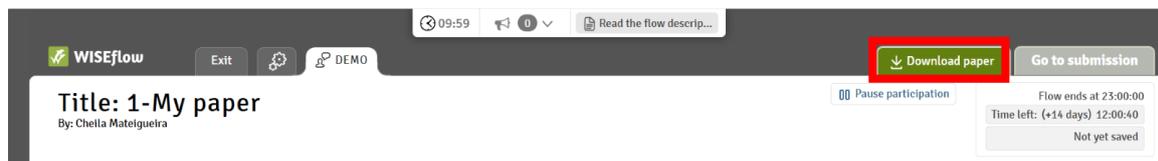
Windows

- Make sure you first download the Students' progress using the option **Download paper** using the **Administrator settings option** (as shown in the image below).
- If this option is not showing on the screen right away, you need to click on the **Settings** option, as shown below.

- Then, the Invigilator password must be entered and they need to **Confirm access to Invigilator options**.
- Then, the following screen should come up. Click **Activate Download**.
- 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**.
- If necessary, at the bottom of the Exam page, select **Upload local copy**.
- **Re-establish connection** and **re-enter the Exam**.

MacOS

- Make sure you first download the Students' progress using the option **Download paper** using the **Administrator settings option** (as shown in the image below).
- If this option is not showing on the screen right away, you need to click on the **Settings** option, as shown below.
- Then, the Invigilator password must be entered and they need to **Confirm access to Invigilator options**.
- Then, the following screen should come up. Click **Activate Download**.
- 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, select **Upload local copy**.



Invigilator options

The entering of a password provides the invigilators with a few administrative options

Confirm access to invigilator options

Invigilator password

Cancel Open

Invigilator options

As invigilator, you can manually extend a participant's time if there is no connection to WISEflow, and you can activate the download option if the paper cannot be saved in WISEflow.

Extend flow

Manual reconnect

Activate download

Go to previous item

Close

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 Students' progress using the option **Download paper** using the **Administrator settings option** (as shown in the image below).
- If this option is not showing on the screen right away, you need to click on the **Settings** option, as shown below.

- Then, the Invigilator password must be entered and they need to **Confirm access to Invigilator options**.
- Then, the following screen should come up. Click **Activate Download**.
- Click **Ctrl + Alt + Del** at the same time.
- 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**, Students can check if their Wiseflow works and if there are any problems with their **credentials (these might not be the same as the Office 365 ones)**.

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

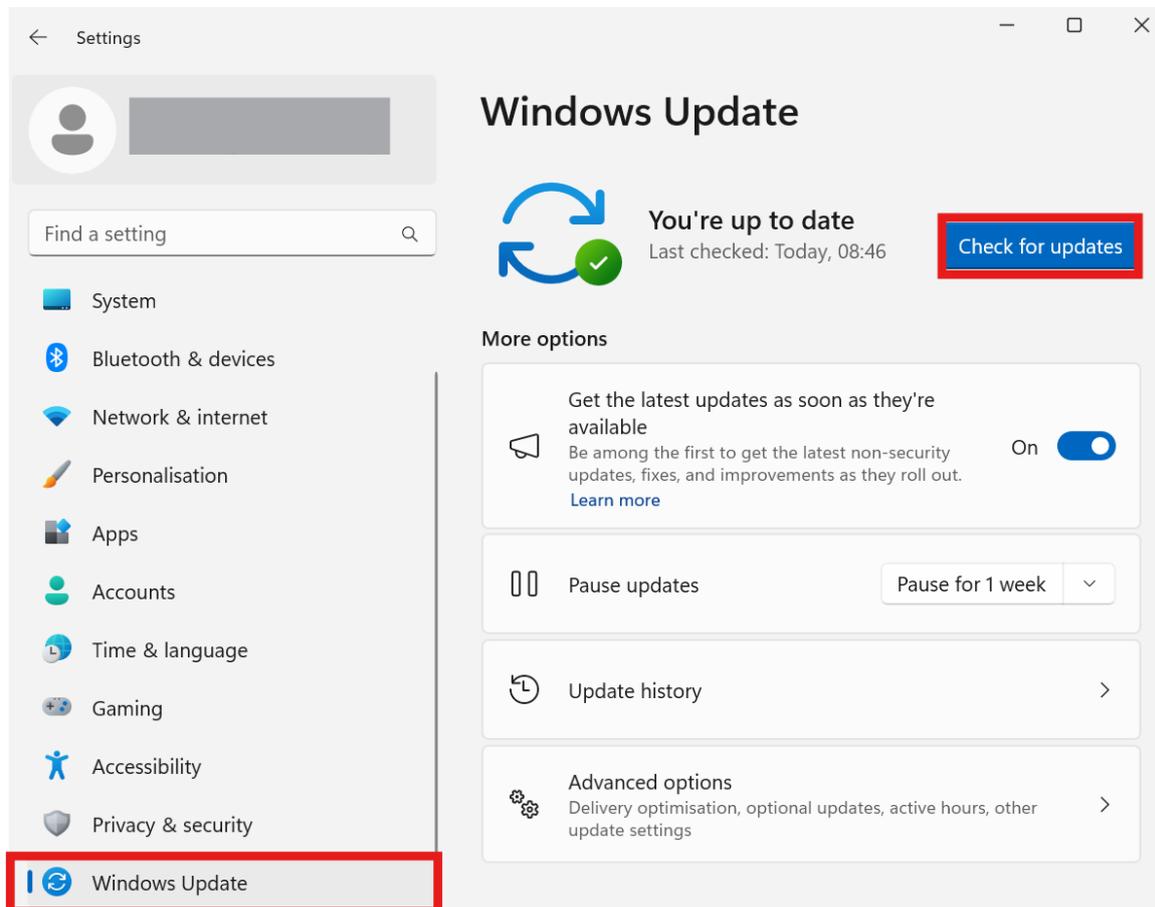
System Updates

Some error messages on Wiseflow could be because the operating system on Students' devices is outdated. To check if their computer needs updates, Students should:

Windows Update

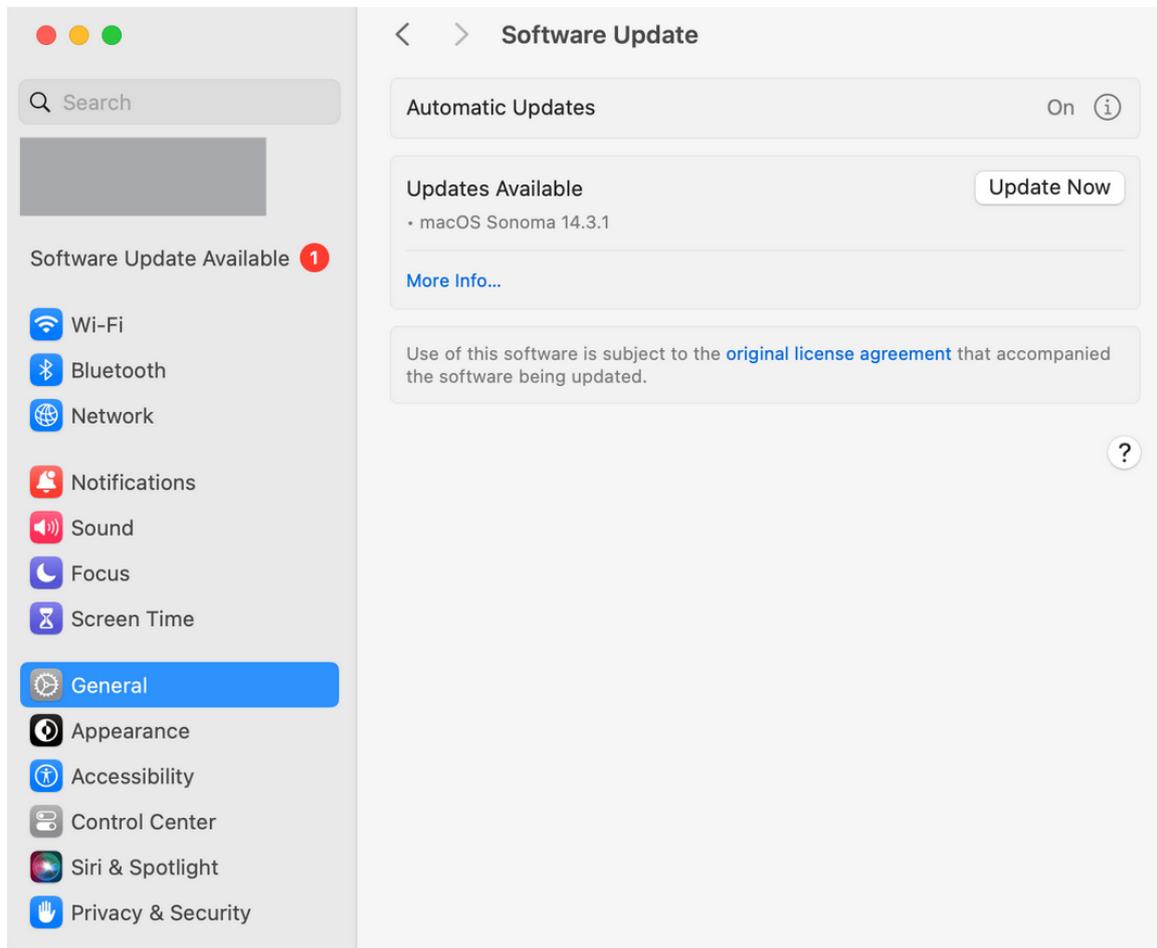
- Go to **Settings**.
- Find **Windows Update**.
- Click **Check for updates**.
- **Install** them, if there are any.
- When installation is completed, try launching again.

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 Students continue to face issues with Wiseflow, they should try the following steps:

- **Restart their 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.