ELECTRONIC TESTING MANUAL FOR CHIEF INVIGILATORS
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Introduction

1. The Caribbean Examinations Council (CXC) began offering electronic examinations to candidates in January 2017 for the Caribbean Secondary Education Certification (CSEC®) sitting. The first set of examinations were available in the Multiple Choice format only. To date, electronic examinations are being offered in select subjects across all papers for Caribbean Advanced Proficiency Examination (CAPE®), Caribbean Secondary Education Certificate (CSEC®) and Caribbean Certificate of Secondary Level Competence (CCSLC®).

2. All electronic examinations offered by the Council must be treated with the same level of confidentiality as in the case of paper-based examinations.

3. This manual is intended to provide guidance to Local Registrars and persons involved in the Supervision of electronic examinations offered by CXC. The manual is available on the Council’s website (www.cxc.org).

4. Detailed information on the operation of the electronic testing system provided by Inspera Assessment may also be found on the Inspera Knowledge Base, https://support.inspera.com/hc/en-us. It should be noted, that the Knowledge Base is not specific to the module offered by CXC, thus some of the features may differ somewhat from the ones users may encounter with the CXC module. Local Registrars should advise persons involved in the conduct of the examinations to visit the website to expand their knowledge and competence of the electronic testing system.

Role of Local Registrar

5. The Local Registrar is responsible to the Council for the proper conduct of its examinations held in the territory where he/she has been appointed. He/she will implement the detailed instructions received from the Council.

6. With respect to the conduct of the electronic examinations, Local Registrars are required, among other things, to:

   i. act as the focal point for communication between CXC and schools;

   ii. act on behalf of the Council to advise schools, examination centres and students about the requirements of the examinations;

   iii. ensure that adequate arrangements are in place for the security of the Council’s examinations so that there isn’t any unauthorised disclosure of the contents or breach of the examinations;
iv. hold examinations at such times as determined by the Council;

v. appoint resource persons, Supervisors and Invigilators with the appropriate skills set;

vi. ensure that the necessary infrastructure required for the conduct of the examinations is in place. The infrastructure covers the availability of resources including computer hardware, software, Internet connection and skills set;

vii. make decisions necessary for the efficient and effective conduct of the Council’s examinations.

**Functions Required for the Conduct of Examinations**

7. The Local Registrar should ensure that resources are in place to undertake the functions listed below.

i. Ensuring that centres have the recommended systems requirements to conduct the examinations.

ii. Verification of the identity of candidates taking the examinations.

iii. Ensuring that candidates have valid email addresses placed in ORS.

iv. Provision of usernames and passwords to candidates.

v. Provision of the names and e-mail addresses of persons involved in the conduct of examinations.

vi. Provision of personnel with the requisite skills set to conduct the examinations including the installation of the Safe Examination Browser (SEB), monitoring of examinations, submission of candidates’ work and the handling of technical issues that may arise during an examination.

**The Chief Invigilator and Invigilator**

8. The Inspera Assessment electronic testing system speaks to duties performed by the Chief Invigilator and the Invigilator. The Local Registrar may determine the duties to be assigned to the different groups of personnel involved.

9. The functions to be carried out by the Chief Invigilator include:

   i. installing the Safe Exam Browser on the computers
   
   ii. monitoring of the examinations
   
   iii. resolving incidents that may arise during an examination
   
   iv. adding additional time for a candidate to complete an examination
   
   v. handling offline challenges including manual upload of an examination.
The functions to be carried out by the Invigilator include:

i. identifying candidates admitted to the examination centre
ii. seating of candidates
iii. assisting with candidates’ login issues and exiting the Safe Exam Browser
iv. supervising candidates at the examination centre.

Before the Examination

Systems Requirements: Hardware and Software

11. Local Registrars should ensure that all computers at the examination centre have met the system requirements listed at Appendix 1 of this manual.

12. Access to the Internet is normally required in order to start the examination. Circumstances may arise where the work must be done offline. The minimum bandwidth requirement is 512 kilo bytes (kb) per user.

13. Each candidate should be assigned to a separate computer. When an examination room contains 15 or less candidates, there should be a minimum of one spare computer, and one spare computer for each multiple of 15 candidates thereafter. For example, if a room contains eight candidates, there should be nine computers, if it contains 25 candidates, at least two spare computers would be required, and so on. The Local Registrar should ensure that each examination centre is provided with at least one computer for use by persons performing the roles of Chief Invigilator and Invigilator.

Safe Examiner Browser

14. Safe Exam Browser (SEB) is an application designed to carry out online examinations safely. The software changes any computer into a secure workstation. It prevents cheating by locking down access to resources on the computer such as other websites and applications on the local storage for the duration of the examination.

15. As early as a few weeks before the start of the examination sitting, the Local Registrar should ensure that the SEB is downloaded on each computer – the SEB is available from the Inspera’s website using the link https://inspera.atlassian.net/wiki/spaces/KB/overview

16. At the latest, the SEB should be downloaded three days before the start of an examination because installing the SEB on the day of the examination may delay the start of the examination. If the computers already have the SEB installed from a previous examination sitting, the Chief Invigilator should check to ensure that the SEB version is the same as that on Inspera’s website. The SEB may change between one examination sitting and another, thus, it is recommended that users ensure that the version of the SEB to be used for CXC's examinations is the one available on Inspera’s website. It is important to note that that
version may not necessarily be the latest version available on the open market. The compatibility of SEB may be tested by taking any of the Practice tests offered by CXC.

**How to Download SEB**

17. If the SEB is not installed, the instructions on how to install the SEB on Inspera’s website should be followed. Appendix 2 also provides a step-by-step guide to installing the SEB.

**Practice Tests**

18. CXC will normally schedule Practice or demo tests about two weeks prior to any examination sitting. The tests may be taken by candidates from any examination centre.

19. The Practice tests seek to:

   i. give the Chief Invigilator the opportunity to verify the compatibility of the SEB on the centre’s computers with the one that will be used for the examination;

   ii. detect and resolve any issues prior to the scheduled start of examinations;

   iii. provide opportunities for candidates to become familiar with the electronic testing system;

   iv. act as a conduit for staff training at the local level.

**Examination Materials and Related Equipment**

20. Before the examination is scheduled to begin, each centre should have:

   i. a minimum of two (2) USB sticks. These will be used in cases where the examination must be completed using the offline method. The minimum size recommended for the USB stick is 8G;

   ii. blank paper for candidates to record their SEB password and to use as scrap paper for rough work;

   iii. Reporting on Irregularities Forms (Form EXA 14);

   iv. a board (chalk or white)/flipchart displaying legibly to all candidates in the examination room, the SEB Password and the start and end times of the examination;
v. a clock showing the correct time must also be visible and legible to every candidate in the examination room.

**Login Details of Chief Invigilators/Invigilators**

21. Chief Invigilators/Invigilators would normally receive from Inspera Assessment an e-mail with the subject title *(CXC), your email account has been activated.* The e-mail will provide the username and give the recipient the opportunity to create his/her own password. The username should be provided to the Chief Invigilators/Invigilators, preferably, two weeks in advance of the examination sitting. The Chief Invigilators/Invigilators should contact the Local Registrar if they do not receive the requisite login details. Usernames and passwords will remain in effect from one sitting to another, unless otherwise changed by the users or CXC.

22. The password must be at least 10 digits long and must include at least one capital letter, one lower case letter, one digit and one special character. An example of a password may be: **CXcisall#1**. **At no time should secure passwords be shared that will permit access to Candidate’s scripts or Examinations.**

23. When logging into Inspera’s website (cxc.inspera.no/admin), the login screen at Figure 1 below will appear.

![Login Screen](image)

**Figure 1**

24. Persons who have forgotten their username should contact the CXC, Helpdesk in order to receive their username.

25. Persons who have their username but have forgotten their password, should log on to Inspera’s website, then select the **Forgot Password?** option - see Figure 1. They would then be taken to the screen at Figure 2. Persons must input their username and an e-mail will be sent within a matter of minutes to their e-mail address with the new password or a link that leads to the new password.
E-mail Notifications

26. Chief Invigilators and Invigilators will be assigned to various tests during any one examination sitting. Each Chief Invigilator and Invigilator will receive e-mail notification for the various tests assigned. Persons should log into the Inspera’s website (https://cxc.inspera.no/admin) to confirm the test information (test name, date and times) before the date of the examination.

27. It is critical that all persons who will be interfacing with the electronic examination system, have and maintain a valid e-mail address since communication will be through that medium largely.

Invigilator Password

28. For each examination, the Chief Invigilator is given a password that is referred to as the Invigilator Password. The Invigilator Password should NEVER be given to candidates but instead, be used in the following instances to assist candidates:

i. to exit the SEB;

ii. who need to start SEB more than once during the same examination;

iii. who want to withdraw from the examination;

iv. to download the candidate’s work if the candidates goes offline.
Safe Exam Browser Password

29. The Safe Examination Browser (SEB) Password is a password that will be provided for each examination. It should be distributed to the candidates approximately 10 minutes prior to the start of the examination. This is to allow the candidates access to the examination in SEB. The system will not allow candidates to start an examination unless the SEB has been launched.

How to Access the Invigilator Password and Safe Exam Browser Password:

30. The Invigilator Password and Safe Exam Browser Password should be accessible about 15 minutes prior to the start of the examination.

31. Login to https://cxc.inspera.no/admin using the username and password. A screen similar to the one at Figure 3 should appear. The screen is referred to as the Dashboard.

![Figure 3](image)

32. Select Deliver and Tests on the main toolbar. A screen like the one at Figure 4 should appear. It shows all the tests the Chief Invigilator/Invigilator has been assigned or given access.

![Figure 4](image)

33. The appropriate test must be selected. A screen similar to the one at Figure 5 will be shown.
34. The user would see when the test is scheduled to start and end; a countdown to the start time of the test. The Chief Invigilator would also be able to see the Invigilator and Safe Exam Browser Password.

35. Each examination activated carries a different Invigilator and SEB Password.

**Figure 5**

<table>
<thead>
<tr>
<th>Test opens</th>
<th>Standard end time</th>
<th>Duration</th>
<th>Countdown</th>
</tr>
</thead>
<tbody>
<tr>
<td>08.07.2019 10:30 AM</td>
<td>10.03.2020 4:30 PM</td>
<td>150 minutes</td>
<td>Ends in 7 day(s) 06:12:24</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Highest extra time</th>
<th>Extra time countdown</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 minutes</td>
<td>Extra time left 20:00</td>
</tr>
</tbody>
</table>

URL for candidate login: https://cxc.inspera.no

Candidates’ Login Information

36. Candidates should be advised to arrive at the examination centre at least half an hour before the scheduled start of the examination. They should bring their:

i. personal identification credentials (passport, drivers’ licence, national identification card, et cetera). These will be verified by the Invigilators;

ii. username and password.

37. Each candidate should be given his/her own e-mail address by the Local Registrar/examination centre after the completion of the registration phase but well before the start of the examination sitting.

38. Centres are expected to generate the **Subject Registered Report** or the **Candidate Access Listing by Centre Report** from the ORS and provide the candidates with their Inspera login credentials. It should be noted that Candidates Login Credentials remain the same for all examinations for which the candidate is registered.

39. In the event that a candidate has forgotten his/her login credentials (username and password), the Chief Invigilator may access them using the steps below:
i. Select the Monitor Icon on the main menu screen at Figure 6 and the screen at Figure 7 will appear.

![Figure 6](image1.png)

Figure 6

ii. Next to the number of candidates situated at the top of the screen there is a small drop down arrow 148. Once that down arrow has been selected, the Chief Invigilator then selects candidate credentials as in Figure 8 below:

![Figure 7](image2.png)

Figure 7

![Figure 8](image3.png)

Figure 8
iii. After selecting Candidate Credentials, the screen at Figure 9 will appear. Each candidate will have his/her own page with login details. The page also shows the URL the candidate should use to access the examination. Chief Invigilators may also select the Open as CSV button to open the credentials in an excel spreadsheet which makes it easier to print.

![Figure 9](image)

40. Candidates should login with their usernames and passwords on the website, [https://cxc.inspera.no](https://cxc.inspera.no) The candidates’ usernames and passwords remain the same throughout the examination session.

41. Should a candidate experiences difficulties logging into the system, the following options may be adopted:

   i. ensure that the candidate is using the correct username and password;
   ii. verify that the correct test has been selected by the candidate;
   iii. confirm that the SEB password is correct;
   iv. ensure that the URL is correct;
   v. use a different browser (Edge, Chrome, Firefox or Safari).
42. To get the passwords and usernames of all the candidates, the user should click in the Candidate Credential field at Figure 8. This should be done at least 30 minutes before the start of the examination. The credentials of all the candidates should be saved to a memory stick and may even be printed.

At the Start of the Examination
Monitoring

43. To monitor the progress of candidates for a particular examination, the Chief Invigilator/Invigilator should login and select the Deliver tool, then select the particular examination. At Figure 10, select the Monitor option in the top right hand corner of the screen next to the Preview option.

44. Once the page populates, the Chief Invigilator should see only those candidates from their centre. If this is not the case, they should search for their centre to ensure that they are monitoring ONLY the candidates from their centre. It is important that Chief Invigilators know their centre number.

45. Only candidates sitting an examination at that centre will be displayed. In the Search view, the search may be further filtered by setting the Select column to Test start time, and select the filter Today. Only candidates at that centre, taking the examination "today" will be displayed. The Chief Invigilator can save this as a View to the dashboard so that it would not be necessary to perform this action every day - "today" would update automatically from day-to-day.
46. The progress of the examination should be monitored from the login stage to the delivery stage. The Columns dropdown arrow – see Figure 11 – may be used to add additional or remove existing columns on display. Thus, the user can tailor-make what may be monitored during an examination.

47. The Chief Invigilator should become familiar with the options in the Columns dropdown arrow. Some of the options may be more useful than the others.

48. When monitoring the progress of the candidates, the Chief Invigilator/Invigilators should ensure that the candidates move through the required stages. The candidates should move from Dashboard to Inactive, Ready, In-Progress, and Submitted. These stages are described below.

   i. **Inactive**: the candidate has not logged in or is offline. If the Status column is empty, the candidate has never logged in.

   ii. **Dashboard**: the candidate has logged in and can see the Student Dashboard – see Figure 12.
iii. **Inactive:** the candidate has entered the SEB password and the system is preparing the candidate to start the examination.

iv. **Ready:** the candidate is ready to start the test. The candidate has received and keyed the four-digit SEB pin number. The orange *Start the test* button becomes active once the start time of the test is reached – see Figure 13.

v. **In Progress:** the candidate has opened the test and is working on his/her submission.

vi. **Submitted:** when candidates taking an exam in Safe Exam Browser submits, they will be taken to a page stating that they have submitted and directs that they exit SEB.

49. There are other areas that the Chief Invigilator/Invigilators should monitor. When the test is in Progress, they should view the column that reads Submission Saved to see when it starts to populate. It becomes populated when candidates begin to maneuver through their work. It is updated continually throughout the examination.
Warnings

50. The monitoring of candidates should also be done using the Warnings column. The types of Warnings may be filtered to include:

   i. Client error – reports Javascript errors in the candidate browser:

   Procedure

   a. Perform a visual inspection
   b. In Monitor, check Submission Saved time stamp for potential saving delays.

   ii. Network error – candidate has a weak or poor contact with the system:

   Procedure

   a. Perform a visual inspection
   b. In Monitor, check Submission Saved time stamp for potential saving delays.

   iii. Lockdown Login – Candidate has been logged off and has logged in again or another candidate is attempting to login with their credentials and the candidate got booted out of the system.

   iv. Offline – if the candidate has been offline for more than two minutes this will be recorded – see section Loss of Internet During an Examination, page 17.

   v. Quit SEB – candidates have been logged out of the SEB using the Invigilator Password – see section Re-Login to SEB with Invigilator Password, page......

Candidates Unable to Start

51. If there is a power outage or loss of Internet connectivity before the start of the examination, attempts should be made to have the power supply or the Internet access restored as soon as possible. If that cannot be achieved within 30 minutes, then contact should be made with the Local Registrar for directive on the course of action that should be followed.

Re-Login to SEB with Invigilator Password

52. The invigilator password is required to re-login to SEB to prevent candidates who have exited SEB, but not submitted, from continuing the test from other locations. The procedures below should be followed.

   i.i Open the examination on the candidate’s computer.
i.ii Let the candidate enter the four-digit SEB Password. They will then get one option; "Resume test" – see Figure 14.

![Figure 14](image)

**Figure 14**

i.iii Enter the Invigilator Password and select "Resume test" – see Figure 15.

![Figure 15](image)

**Figure 15**

i.iv The candidate can continue the examination.

**Loss of Internet Access During an Examination**

53. If Internet access has been disrupted, the Informational Offline Alert will be displayed as in Figure 16.

![Figure 16](image)

**Figure 16**
54. If Internet connection is not restored within a minute, the Critical Offline Alert will be displayed.

55. The candidates may continue to work offline. The candidates’ work should be saved to a memory stick by the Chief Invigilator.

56. It should be noted that working in an offline mode is a risk since the candidates’ work is not saved to the computer or network but to a local storage or browser. If there are other incidents offline, whatever work is completed in the offline mode may be lost.

57. If the computer loses the Internet connection for more than a minute, the candidate should be advised to contact an Invigilator.

58. When the candidate wishes (or is forced) to deliver offline, click on the "hamburger menu" in the top right corner of the screen and choose from the option: **Save delivery as file**

59. To deliver in offline mode, the Invigilator Password is needed. The candidate must contact an Invigilator who will type the password and click **Ok**.
60. Insert the Invigilator Password, and then click the *Save delivery as file* – see Figure 17.

61. Even in offline mode, the candidate can **deliver blank**. Check the box "Deliver blank" and follow the instructions to do so – Figure 18.
62. Then downloading is then confirmed, and the candidate and the Invigilator get information on where to find the file on the computer – Figure 19 refers.

63. The Save delivery as file message remains on screen. Press OK to continue.
64. After the file has been downloaded, the Invigilator exits SEB by clicking the "Hamburger menu - and the "Exit Safe Exam Browser" and confirming by clicking "Quit" in the dialogue box. The Invigilator then moves the file to a memory stick.

**How to Upload Offline Delivery**

65. This guide assumes that you have saved the offline delivery file from the candidate’s computer to a memory stick and inserted this memory stick into the Chief Invigilator’s computer. The steps below should be taken.

   i Open the candidate list for the test, either via the Deliver or Monitor tool.
   ii Locate the candidate and select **Upload submission** from the Actions menu – Figure 20.

   ![Figure 20](image)

   iii Locate the offline delivery file on your computer – Figure 21.
iv  Find the correct file in the USB drive unit and select it – Figure 22.

Figure 22

   [Image of file selection in Dropbox]

   iv  Once the upload is complete, click "Close".
   iiiiv  The candidate’s delivery is now submitted, both what was written whilst online and offline, and the status of the candidate changes to Delivered.

66. Should the candidate be allowed to continue to work after the upload had taken place, the Chief Invigilator must Open for re-submission – see section relating to Open for re-submission under the head How to Give Candidates Extra Time.

If Candidates are Unable to Start a Test

67. If the Internet is off, the Chief Invigilator should wait about 30 minutes for the return the Internet. The test might have to be rescheduled or be delivered offline. The Chief Invigilator contact the Office of the Local Registrar for advice.
**How to Give Candidates Extra Time**

68. Login and select the Monitor tool on the main menu screen and select the particular test. Scroll to View All under Candidates. Select the Search Filter tool, search for the candidate no. in the Candidate field, look under the column Test (the candidate may be assigned to more than one test – this is to ensure that the correct test is selected for the candidate). Go to the Columns dropdown arrow, scroll down to the Incident Time checkbox and check it. Click outside the Columns dropdown arrow so that it closes to return the user to the Candidate screen. Select the correct test row, options will display at the bottom of the screen. Select Incident Extra Time. Select the Add Extra Time bubble. Input the number of minutes that the candidate should be given. Then select Update. The Chief Invigilator can verify the time added by looking into the Incident Time column.

69. Extra time can only be added if a candidate has not submitted his/her work or the end of the examination has not elapsed. If either of the events has occurred, the Chief Invigilator must ‘Open for re-submission’. To be able to do this, the Chief Invigilator must select the particular candidate and at the bottom of the screen, and the various options will open. The Open for resubmission option must be selected. When this option has been selected for a candidate, a time limit cannot be set in the system. The Chief Invigilator must ensure that the candidate’s work is monitored so that the specific time given to the candidate is not exceeded. The Chief Invigilator should then prepare an Irregularity Report (Form EXA 14) – this must be done outside of the electronic testing system.

**Sending Message to Candidate**

70. If a message must be sent to a candidate, the Chief Invigilator/Invigilator must login and select the Monitor tool and select the particular test. A search should be made for the candidate. Once found, the candidate must be selected. After the selection has been made, a set of options will open at the bottom of the screen. Select the Send Message option. The message should be typed and sent to the candidate.

**Replacing a Candidate’s Computer**

71. When replacing a candidate’s computer, the steps below should be taken.

   i. In SEB, select *Save delivery as file*

   ii. On candidate computer, select *Save file to USB drive:*

   iii. Insert a USB stick into a USB port on the candidate’s computer.

      a. Find the file in Downloads

      b. Save the file onto a USB stick, and eject the drive from the computer

   iv. In Monitor Tool: *Upload offline delivery*
v. In real time: Provide **Backup computer with SEB** to candidate

vi. In Deliver Tool: Open candidate for delivery


**Special Needs/Assessment**

72. Special needs such as additional time and use of Screen Readers, can be accommodated in the electronic examination offerings. Additional information for making Special Assessment Arrangements is available by selecting the URL:

http://www.cxc.org/examinations/csec/students-with-special-needs/
APPENDIX 1

MINIMUM REQUIREMENTS FOR THE CONDUCT OF ELECTRONIC TESTING

<table>
<thead>
<tr>
<th>Safe Exam Browser (SEB)</th>
<th>Minimum</th>
<th>Recommended</th>
<th>Full Supported List</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>SEB for Windows 2.1.1</td>
<td>SEB for Windows 2.1.1</td>
<td>SEB for Windows 2.1.1</td>
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</table>

<table>
<thead>
<tr>
<th>Windows Browsers</th>
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<tbody>
<tr>
<td>Minimum</td>
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<tr>
<td>---------</td>
</tr>
<tr>
<td>Microsoft Internet Explorer 10</td>
</tr>
<tr>
<td>Chrome (Current version)</td>
</tr>
<tr>
<td>Firefox (Current version)</td>
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</tbody>
</table>

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<tr>
<th>MAC Browsers</th>
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<tbody>
<tr>
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<td>---------</td>
</tr>
<tr>
<td>Safari 6</td>
</tr>
<tr>
<td>Chrome (Current version)</td>
</tr>
<tr>
<td>Firefox (Current version)</td>
</tr>
</tbody>
</table>

**LINUX** is **NOT** supported for students taking an exam in Inspera Assessment.
APPENDIX 2

HOW TO INSTALL SAFE EXAM BROWSER

The Local Registrar/Chief Invigilator/Invigilator upon logging into the Inspera Admin Site may select this icon located in the top right hand corner of their screen and the following list will be generated:

**Exam Day**
- Incident Handling Procedures
- Step-by-Step Guides
- Feature Overview

**Grading**
- Read deliveries on paper
- Grade candidates
- Confirm your grades
- Unify final grades within committee
- Download Grading Protocol
- Explanation of Grades
- Annotation and private notes
- Threshold values
- Log in with Feide

**Resources**
- Question Types
- System Requirements
- Safe Exam Browser (SEP)
- FS
- FS BAS
- Urkund
- Ephorus
- Email and Web Notifications
- Tech notes

Select the Safe Exam Browser from the list and the following screen will be shown:
Safe Exam Browser is a web browser environment to carry out online exams safely.

The software changes any computer into a secure workstation. It regulates the access to any utilities like system functions, other websites and applications and prevents unauthorised resources being used during an exam.

Is your Safe Exam Browser Up-To-Date?

You can read more about SEB here.

You may then select “Is your Safe Exam Browser Up-to-Date?” to ensure that they are running the correct version. Once the next screen appears you will then select the relevant download option from the list below:

Exam Browser Up-To-Date?

Created by Jens Andreas Pettersen, last modified by Pia Egeland on Oct 20, 2016

Safe Exam Browser prevents cheating by locking down access to resources on your computer as well as online resources for the duration of the examination.

Download and install Safe Exam Browser*

For Windows 7, 8 or 10.
For Mac OSX (10.10 or higher)

*Download the newest version of SEB supported by Inspera Assessment. Click here for a full list of system requirements.