COMPUTER-BASED EXAMS TAKEN THROUGH THE PLATFORMS

QUESTIONMARK

MOODLE

ONLINE PAPER-BASED EXAMS

Student instructions

This is a general guide on how written exams are carried out via the platforms adopted by the University.
Any changes and modifications to the guidelines caused by software updates or changes to interfaces and procedures will be communicated through the university's institutional channels.
The procedures described in this guide refer to the software adopted in addition to Microsoft Teams and Google Meet used to monitor the correct performance of the exam.

Hardware required

PC/Mac with internet connection, webcam and microphone that is compatible with Microsoft Teams or Google Meet.
Alternatively, a PC (for exams) + Smartphone/Tablet with camera (for Microsoft Teams/Google Meet).
If you do not have a PC/Mac, **Tablets** may only be used for paper-based exams.

Scanner (only in the case of a paper-based exam) to be located in the room where the exam is being taken or alternatively the Google Drive app installed on a smartphone or tablet.

Software required

PC with Windows 7/8/10 operating system or Apple with macOS (from version 10.11).

Microsoft Teams app and **Google Chrome**browser

Questionmark Secure Browser (only for exams with Questionmark)

SEB Browser (only for exams with Moodle)

Google Drive app (only for paper-based exams)

TO DO BEFORE THE EXAM

After registering for the exam in the usual way, check the date, time and link for accessing the exam. This information can be found in the Team, in the Moodle course or on the lecturer's webpage.

Depending on the type of exam (Questionmark, Moodle or paper-based), the required software must be installed well in advance of the exam date in order to avoid any problems or malfunctions.

For technical assistance on secure browsers, please write to the email addresses indicated   below.
If you do not have the appropriate hardware, reserve a space onsite via the dedicated app:

https://logistica.unibg.it/PortalePlanning/UNIBG-laboratori/index.php

ACCESSING VIRTUAL CLASSROOMS FOR EXAMS

If the virtual classroom hosting your exam is on **Microsoft Teams** and the lecturer has scheduled the meeting in the team you must:

1) download the Microsoft Teams app
   https://www.microsoft.com/it-it/microsoft-teams/download-app
   and log in using your Unibg email address and personal password (if you have already done this to follow online lessons you can go to the next step)

2) access the team and enter the exam meeting directly from the blue banner in the "Post" area of the channel.
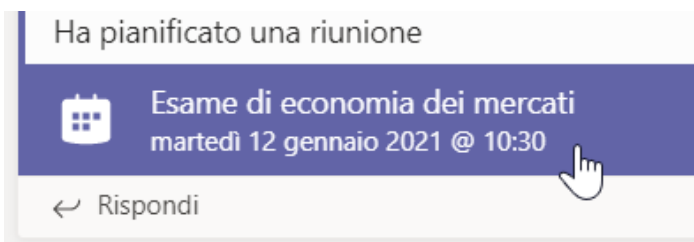
If you have received a link to a meeting (not scheduled in the team), sign in by opening the Teams app
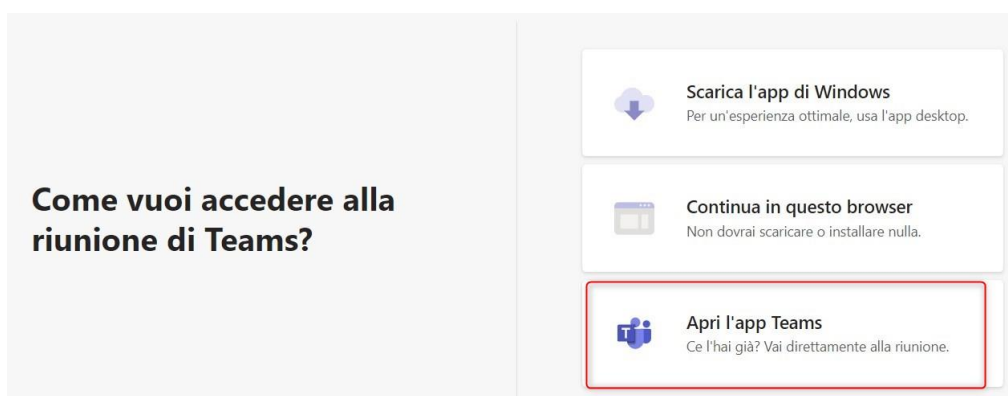
If the virtual classroom hosting your exam is on **Google Meet** log in using the Google Chrome browser or, if you are having trouble, download the Google Meet app to your device and use it to access the meeting.

REMEMBER THAT YOU MUST ALWAYS LOG IN TO GOOGLE AND MEET USING YOUR @STUDENTI.UNIBG.IT ACCOUNT
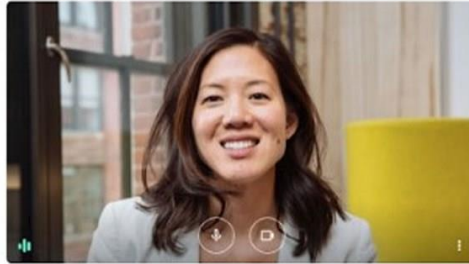
Pronto a partecipare?

Meetings may be recorded at the discretion of the lecturer. Students will be notified via a message/banner in both Teams and Meet.
Should the student not agree to be filmed, after notifying the lecturer they must leave the meeting and withdraw from the exam.

Please remember that use of a webcam is mandatory and that if webcams do not remain switched on for the entire duration of the exam the latter shall be invalidated.

In the case of exams that use the secure browser, webcams and microphones must be activated BEFORE opening the browser.

In the event the student realises they have lost contact with the virtual classroom in which the exam is taking place, they must immediately close the secure browser and return to the classroom.
They must then notify the lecturer of the issue, turn on their audio and webcam, and launch the secure browser again to resume the exam if it has not already finished.

Exam meetings can be accessed with a computer or device such as a tablet or smartphone using the relevant Teams or Meet app.

Meanwhile, exams can ONLY be accessed using a computer (PC or Mac).

ONLINE EXAMS WITH QUESTIONMARK

In the days prior to the exam, students must install the software required to carry out the computer-based exam, **QUESTIONMARK SECURE BROWSER**, on their PC. This software can be downloaded here https://support.questionmark.com/content/get-questionmark-secure according to the OS used by the student. To successfully install the software students must have the admin rights to their PC/Mac.

After installing QUESTIONMARK SECURE, you can check that it is working correctly at:

https://support.questionmark.com/go/qms-try-public

You may experience problems correctly "exiting" the simulation: this problem should not occur during exam sessions.

For assistance with Questionmark write to: test.informatizzati@unibg.it

ONLINE EXAMS WITH MOODLE

In the days prior to the exam, students must install the software required to carry out the computer-based exam, **SAFE EXAM BROWSER** (SEB), on their PC. This software must **ONLY** be downloaded from the online written exam test area of Moodle https://elearning15.unibg.it/course/view.php?id=1912 according to the OS used by the student.

SEB is a web browser available for Windows (7, 8.1, 10), macOS (from version 10.11 El capitan) and iOS (9.3.5 or higher).
After installing SAFE EXAM BROWSER, on the same page you can try it out by doing a series of test quizzes.

We recommended doing <u>more than one Moodle test quiz</u> to ensure that there are no problems or incompatibilities with other installed software (e.g. antiviruses).

For assistance with Moodle open a ticket by selecting Online Exams
https://helpdesk.unibg.it/helpdesksegrestud/

ONLINE PAPER-BASED EXAMS

The student must have a scanner in the same room in which they take the exam or a smartphone with the Google Drive APP which can be downloaded from this page https://www.google.com/intl/it_ALL/drive/download/

Apple users can use the Notes app pre-installed on all devices. Make sure you have an adequate number of blank sheets of paper and at least two pens.

Scanning and submission tests must be carried out BEFORE the exam date to ensure the exam is not invalidated by delivery delays.

GENERAL RULES FOR COMPUTER-BASED EXAMS

1. A few days before the exam students should check which type of exam they will be taking (Questionmark / Moodle / paper-based) and ensure they have the necessary hardware and software, as indicated in this guide.

2. Students will need to connect to the Microsoft Teams/Google Meet virtual classroom using the link provided by the lecturer and ensure they remain connected for the duration of the exam.
It is absolutely forbidden to leave the room where the exam is being taken until the exam is finished. Failure to observe this rule will result in the invalidation of the exam.

3. During the exam the microphone must be kept on or switched off as instructed by the lecturer. In any event, all background noise must be avoided.

4. Ideally, place your table against a wall and position your computer so that the webcam frames you as you take the exam.
In the case of paper-based examinations, your face, hands and papers must be clearly visible.

5. Smartphones must be turned off and placed face down on the table and remain visible for the entire duration of the exam. No other hardware (e.g. smartwatches, headphones etc...) other than that listed above is permitted.

6. Keep some photo ID, such as your university ID card, close to hand.

7. No other persons may enter the room in which the exam is being held and students may be required to take a camera shot of the environment.

8. During the exam the lecturer may ask the student to share their screen/desktop while continuing to observe the student's webcam video.

9. In the case of paper-based exams, the use of the PC/Mac/Tablet keyboard and mouse is prohibited unless requested by the lecturer.

10. If the connection is lost, reconnect immediately.
If this is not possible, contact the lecturer via email to agree on an alternative way of carrying out the exam or to communicate your withdrawal.

DETAILED INSTRUCTIONS ON DIFFERENT EXAM TYPES: QUESTIONMARK

IF YOU HAVE TO TAKE AN EXAM ON QUESTIONMARK USING THE TEAMS VIRTUAL CLASSROOM YOU MAY ONLY USE THE WEB VERSION OF MICROSOFT TEAMS AVAILABLE AT THE LINK:

https://teams.microsoft.com

After accessing the Teams or Meet virtual classroom and completing the identification procedures, the lecturer begins the exam.
The student uses the Google Chrome browser to log in at: https://esami.unibg.it typing in their credentials and clicking on "Log in with my organization credentials". If you haven't installed it yet, you can install Questionmark Secure now.

PLEASE NOTE: it will only be possible to use the login page on the day of the exam.
All tests and simulations must be carried out here:
https://support.questionmark.com/go/qms-try-public

After installing this secure browser you can proceed by selecting the exam you need to take. The exam you need to take will appear in the **Exams** or **Tests** list.
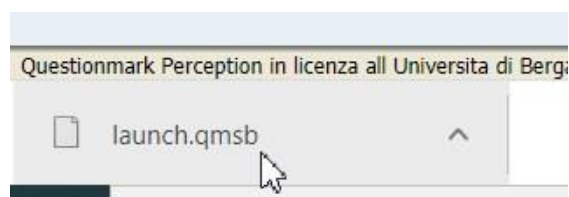
Click on the link on the following page to begin the test. Remember to switch the screen to "full page" mode.

A .qmsb file will start to download.

By clicking on this file the test will automatically launch in the Questionmark Secure Browser and the exam will begin.

At the end of the test you will be able to leave the exam by closing Questionmark Secure.

In the event of accidental disconnection, the student can log in again; if the time allotted to complete the exam has not terminated, they can click the orange arrow ("resume") to continue with the exam; vice versa, they can retake the exam "from the start" (green arrow). In all cases, you must notify the lecturer of any problems you encounter.

DETAILED INSTRUCTIONS ON DIFFERENT EXAM TYPES: MOODLE

After accessing the Teams or Meet virtual classroom and completing the identification procedures, the lecturer begins the exam.

Students log in to Moodle via the Google Chrome browser by clicking on the myUniBG button and typing in their credentials or using their SPID.

They then access the Moodle course and using the appropriate link launch the previously installed SEB browser, choosing the most suitable version on the basis of their operating system. When asked for their password, they must type in "unibg".

Students log back into Moodle this time within the secure browser and can now access the teaching page, where the lecturer will have made the link to the exam available.
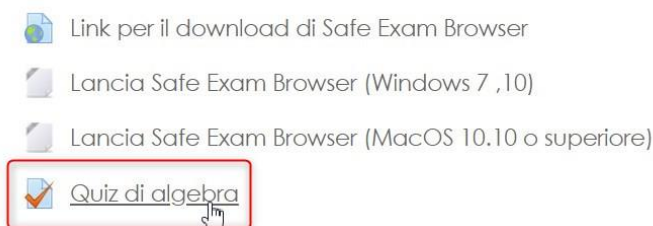
The exam begins,
At the end of the test you will be able to leave the exam by closing the SEB browser.

Installation and startup of Safe Exam Browser: https://youtu.be/mo7K-D8j23E

In the event of disconnection or other problems with the exam contact the lecturer as soon as you re-enter the meeting.

After notifying the lecturer, you can resume the exam from where you left off if the allotted time has not run out.

If they deem it appropriate, the lecturer may allow you to restart the exam. In Moodle General > Written exams test area, also accessible at the following link https://elearning15.unibg.it/course/view.php?id=1912

it is possible to perform simulations on the use of the SEB browser and the start of exams.

When you first log in, you must sign up by clicking "Sign me up".

**We recommend performing a minimum of 2-3 simulation tests.**

DETAILED INSTRUCTIONS ON DIFFERENT EXAM TYPES: ONLINE PAPER-BASED EXAMS

After connecting to the Teams or Meet virtual classroom, the student receives the exam paper from the lecturer.

They must position their webcam at a distance of at least 80cm/1m so that their head, torso, hands and papers are clearly visible, and start the exam.

Having completed the exam, the student must:

a. Write their first name and surname at the top of all pages of the document and sign it.

b. Scan the exam paper using a scanner (which must be located in the room where the exam will take place), smartphone or tablet.
   If you are using an **ANDROID** smartphone or tablet, use the Google Drive app by clicking on the coloured + icon
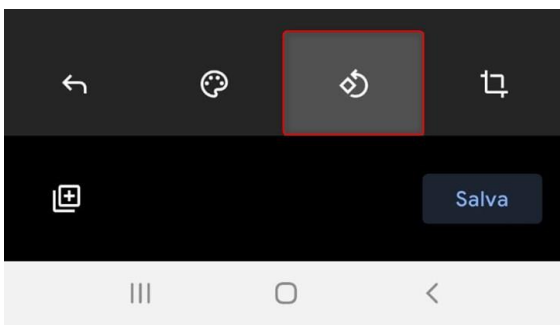
c. On the next screen choose "Scan"
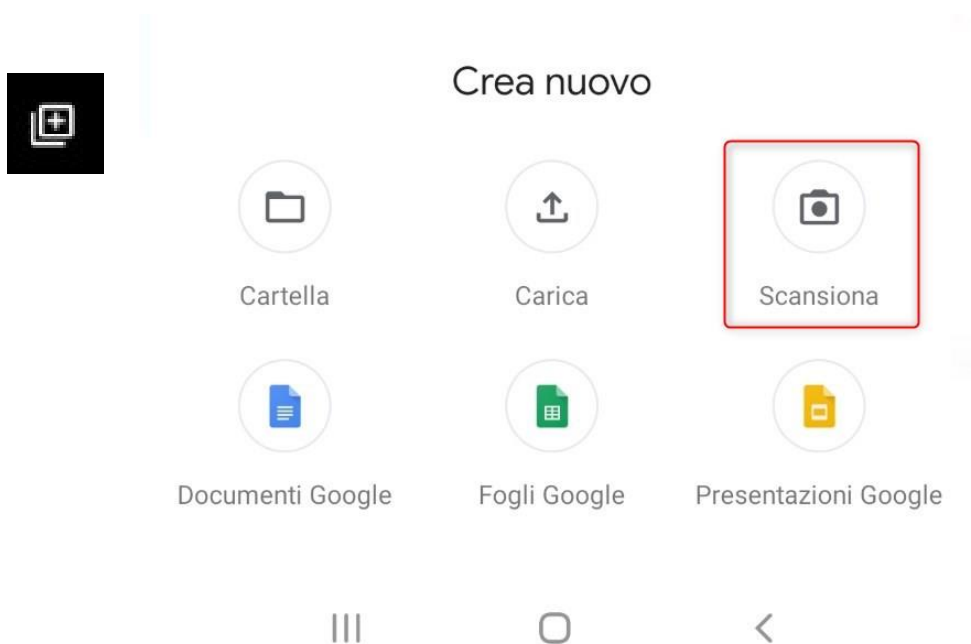
You can add more pages to the scan by clicking on the + icon with black background in the bottom left.
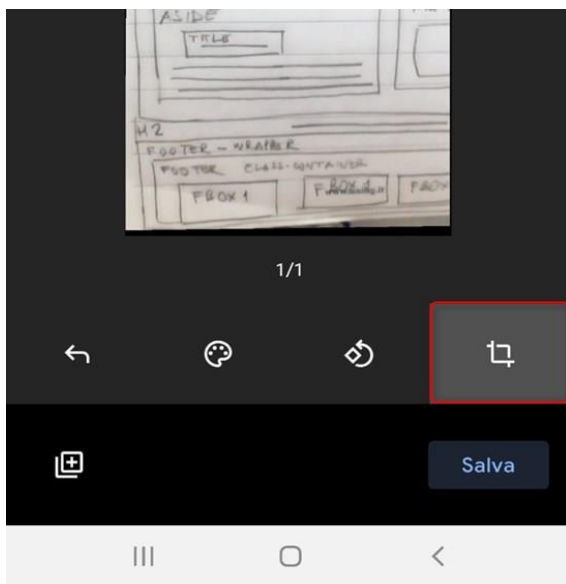
The Google Drive app allows you to adjust the quality of the image by changing its colour
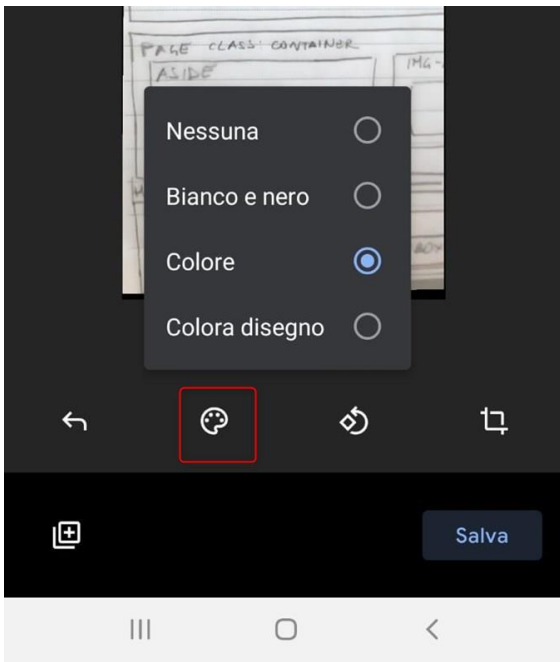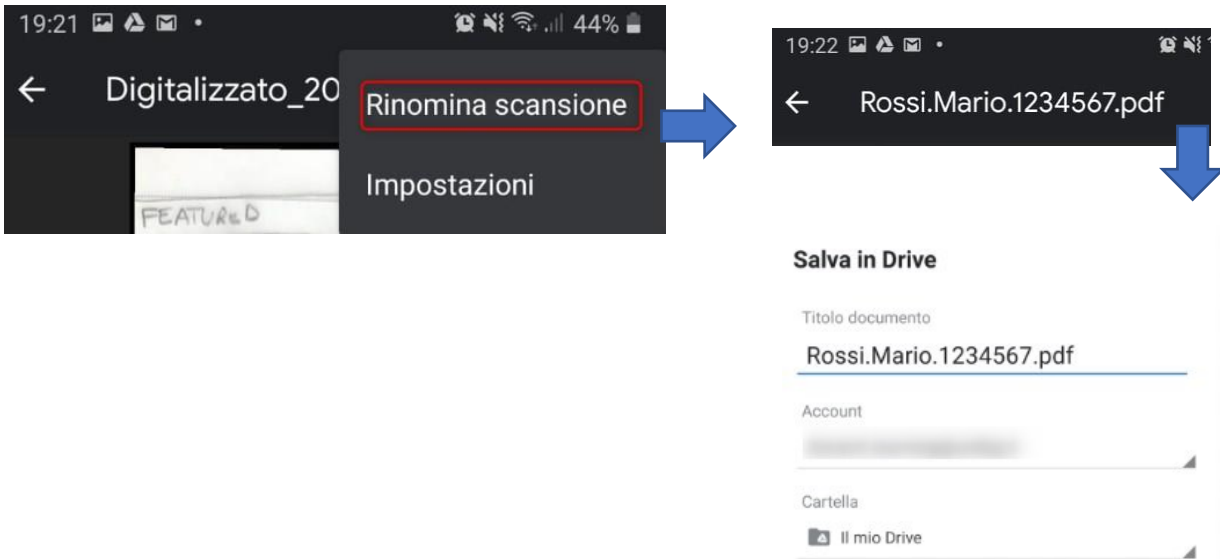
rotating the page

and cropping the borders of the paper.

Rename the file "Surname.Name.STUDENT ID NUMBER.pdf" and save it in your Unibg Drive.

d. Deliver the PDF: open it in Drive, click the share icon or "Share" and share it with the lecturer by typing in their email address.

The lecturer will receive a notification email with a link to download each paper submitted.

For **iOS**, it isn't currently possible to make scans in PDF format with Google Drive.

We therefore recommend using another app, such as Notes or Microsoft Office Lens.

Scanning procedure with the iOS Notes app:

> 1. Create a new note by tapping on the paper and pencil icon

> 2. Tap the (+) button, select Scan documents and take a picture of the paper by tapping the ring-shaped button. Save the scan.

> 3. The scan is saved as a PDF. To send it via Google Drive tap on the thumbnail, then on the sharing icon (top right) and choose the Google Drive app.

The exam paper may only be submitted via Google Drive using the @studenti.unibg.it address.

It is therefore advisable to configure your @studenti.unibg.it account on your smartphone/tablet in advance.

You can follow the instructions provided on the following page:

https://support.google.com/googleplay/answer/2521798?hl=it

EXAMPLES OF CORRECT WEBCAM POSITIONING DURING AN ONLINE EXAM

The image below shows how students should appear on the webcam during a **computer-based exam**.
Only their computer, mouse and ID document should be on the table.

The image below shows how students should appear on the webcam during an **online paper-based exam**.

The only items allowed on the table are sheets of paper, pens, an ID document and a smartphone/tablet for scanning, which must be face down unless it is being used as a webcam.

The computer, keyboard and mouse are positioned approximately 1 m from the candidate.

If your PC does not have a webcam, you can use the camera on a smartphone or tablet to connect to the virtual classroom.

You will need to connect using both your PC (via Google Chrome) and smartphone/tablet via the Teams or Meet app. The latter can be positioned to the side in order to capture the student and the keyboard or paper.

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IMPORTANT
The exceptional nature of online written exams will inevitably result in inconveniences and delays also due to the large number of students involved and the limited number of places available in each Google Meet event.
Therefore, we ask students to register for the exam **ONLY IF** they genuinely intend to sit it. This will limit the inconvenience to all students and greatly reduce waiting times.

DISABLING SLEEP MODE

To prevent your computer from disconnecting from the Google Meet session due to prolonged inactivity during online paper-based exams proceed as follows.

WINDOWS 10

First step: go to **Settings**.
To do this, click on the corresponding icon in the Start menu or press the Windows key and I at the same time.

Second step: click on **System**.

Third step: click on **Power and sleep**

Step Four: under 'Sleep' you will see two options.
Set "NEVER" for both.

Alimentazione e sospensione

Schermo

Se alimentato a batteria, disattiva dopo

20 minuti

Se collegato alla rete elettrica, disattiva dopo

45 minuti

Sospensione

Se alimentato a batteria, il PC passa allo stato di sospensione dopo

Mai

Se collegato alla rete elettrica, il PC passa allo stato di sospensione dopo

Mai

WINDOWS 7

Step one: Open the **Start** menu (by clicking on the **coloured flag** in the bottom left of the screen)

Second step: click on **Control Panel**

Third step: click on **System and security** and **Change when the computer sleeps**.

If you can't find the aforementioned subsections, set the **View by** drop-down menu in the top right to the **Category** option.

Modifica le impostazioni per la combinazione: Bilanciato

Specificare le impostazioni desiderate per la sospensione e per lo schermo.

Disattivazione schermo: 10 minuti

Sospensione computer: Mai

Cambia impostazioni avanzate risparmio energia

Ripristina impostazioni predefinite per questa combinazione

MacOS

First step: choose Apple Menu > System Preferences

Second step: click on Energy Saver

Third step: check "Prevent computer from sleeping automatically when the display is off"

INTERNET CONNECTION

RECOMMENDATIONS:

- If you have a wired connection to the modem please use a network cable.
- If you have a wireless connection, check in advance that you are located in an area with a strong Wi-Fi signal, close to the Wi-Fi source.
- Temporarily dedicate your internet bandwidth only to the devices used for the exam, disconnecting from other devices.
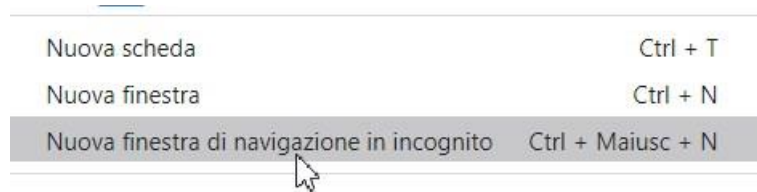
TROUBLESHOOTING

QUESTIONMARK

Not found on this server

If, after clicking on the link to access Questionmark, you see the message to the side, or a blank page with your data but no possibility of continuing with the exam, open the link provided by the lecturer in a new window or in a new incognito window.

: The requested URL /saml_login was not found on this server. That's all we know.

Nuova scheda	Ctrl + T
Nuova finestra	Ctrl + N
Nuova finestra di navigazione in incognito	Ctrl + Maiusc + N

Other types of errors

In the event of errors due to a black page or the appearance of login forms

there was a disconnection due to a timeout issue.
Make sure you have a good connection, preferably via fibre optic or ADSL via Ethernet. If you do not have a sufficiently fast or stable connection, you can request a workstation in a laboratory by submitting a ticket to the student secretary's office.

If error windows appear because of software or apps you are running (GoToMeeting, Skype, Apple Mail, iTunes, etc.), disable or uninstall them.
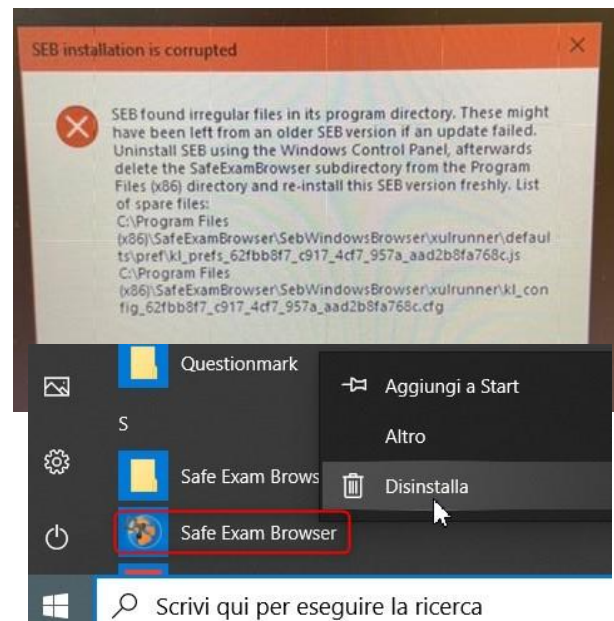
MOODLE

Corrupted SEB installation

If you receive a message warning that the SEB installation is corrupt (see image to the side) and you cannot access the exam even if SEB has been launched, disable your antivirus protection and try to launch SEB again.
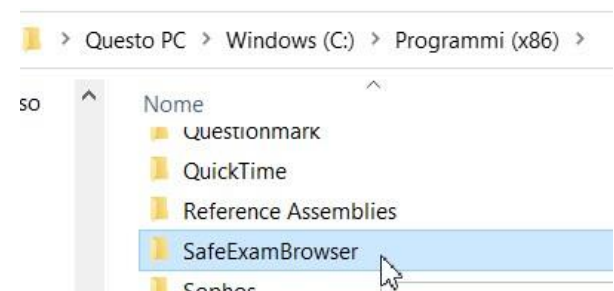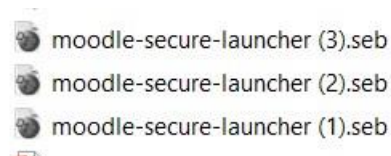If the problem persists, do the following.

1) Uninstall SEB

2) Delete the folder
C:\Program Files (x86)\SafeExamBrowser and all its content

3) Delete all .seb files in the download folder

4) Disable real-time antivirus protection
(alternatively, at your discretion, uninstall the antivirus - problems have been detected with Kaspersky, Nod32, Zone Alarm, Avast)

5) Reinstall SEB from the specific Moodle "Written exams test area" page

6) Carry out several exam simulations: after each simulation delete the .seb file that is downloaded in the download folder.

Other APPs running

If there are messages about other apps running that prevent SEB from starting, close the indicated apps.

In Windows: CTRL+ALT+DEL > Task Manager
In Mac: CMD+Q

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N.B. applications that appear to be closed on Macs (by pressing the red dot in the top right corner) remain open in the bar: this is indicated by the black dot underneath the app icon. To close apps you need to simultaneously press the CMD + Q keys.
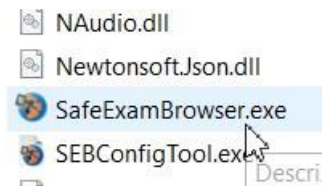

If you want to uninstall an app go to launchpad, right click on the icon and choose "Remove".

SEB not configured
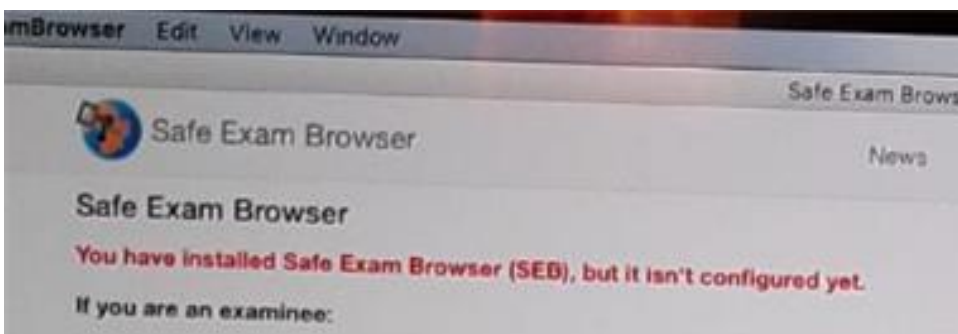
You are trying to launch SEB directly by clicking on the executable file (to the side), rather than using the SEB launch link (below)

GOOGLE MEET

Audio not working

Disconnect the user from the Meet by closing the Chrome window and log in again.

COMPUTER-BASED EXAMS CHECKLIST

FOR FURTHER INFORMATION ON COMPUTER-BASED EXAMS, SAFE BROWSERS AND POSSIBLE INSTALLATION AND USAGE PROBLEMS, PLEASE REFER TO THE COMPUTER-BASED EXAMS CHECKLIST AVAILABLE ON THE UNIBG PORTAL.