MOODLE+SEB

1
Download the SEB installation file from the Moodle page <u>Written exams test area</u>. The installation file must ONLY be downloaded from this page and NOT from websites or from the official SEB site. Once you have downloaded the file, launch it and proceed normally with the installation process.
Before installing SEB make sure **THERE ARE NO ACTIVE ANTIVIRUSES** on your device.
If there are, disable or uninstall them.

2
Once you have completed installation from the Moodle Written exams test area page you can test launch SEB.
Click on the appropriate "Launch Safe Exam Browser" link for your Operating System and open the file that is downloaded, Moodle-secure-launcher.seb.

moodle-secure-la....seb

Apri
Apri semp

Fai clic sulla versione di SEB Browser corrispondente al tuo
password "unibg".
Attraverso SEB browser sarai ricondotto alla pagina di login
le credenziali e tornare in questo

Lancia Safe Exam Browser (Windows 7 ,10)
Lancia Safe Exam Browser (MacOS 10.10 o superiore)

Area quiz

3

https://elearning15.unibg.it/mod/resource/view.php?i...

moodle-secure-la....seb

3

When opening SEB type in the password "unibg" and log in to Moodle with your user ID and password.
Access the Written exams test area page again: now you can take the test quizzes by clicking on the relevant links.
We recommend doing at least 4-5 tests.

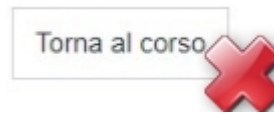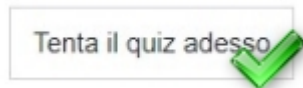✔ Quiz di lingua francese (con audio)

✔ Quiz di algebra

✔ Componimento

Would you like to be guided through the installation of SEB?
Follow the **video tutorial**

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DI BERGAMO

4 Can't see the "Take the quiz now" button but only "Return to course"?

There is a problem with your SEB installation!
There is an antivirus or other software installed that is interfering with SEB or you are not following the correct procedure.

COMMON MOODLE + SEB ERRORS

a. If a warning appears saying that your version of SEB is not up-to-date you must uninstall and reinstall the correct version of SEB. Before reinstalling it, delete all seb files in the download folder and the entire "SafeExamBrowser" folder in C:\Program Files (x86)\
   Please note that the only version of SEB compatible with Moodle Unibg is the version that can be downloaded from the Moodle Written exams test area.

b. If a notification appears warning of CORRUPT SEB and the presence of IRREGULAR FILES, there is an incompatibility with an installed antivirus.
   Disable or uninstall the antivirus and start the installation process again after uninstalling SEB as indicated in step a.
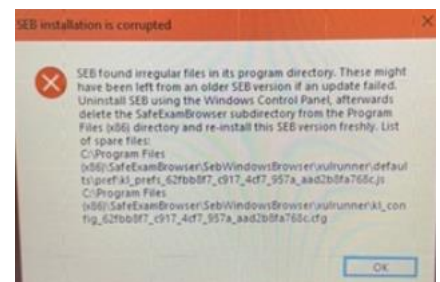

c. If the "You have installed SEB but it's not configured yet" warning appears, SEB was launched incorrectly by double-clicking on the icon.
   Close SEB and launch it correctly by clicking on the link on the Moodle test or exam page.
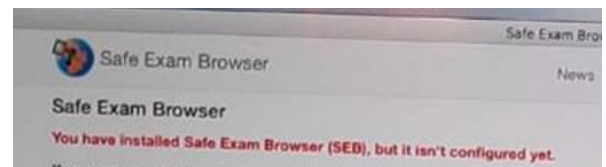
d. If the "SEB is already running in exam mode and it's not allowed to interrupt this by starting another exam. Finish the exam and quit SEB before starting another exam" warning appears you are trying to launch SEB for a second time when it has already been launched by clicking on "Launch Safe Exam Browser" on the Moodle test or exam page.
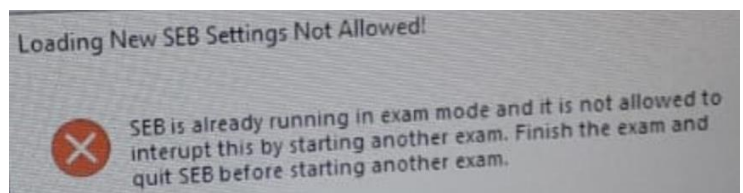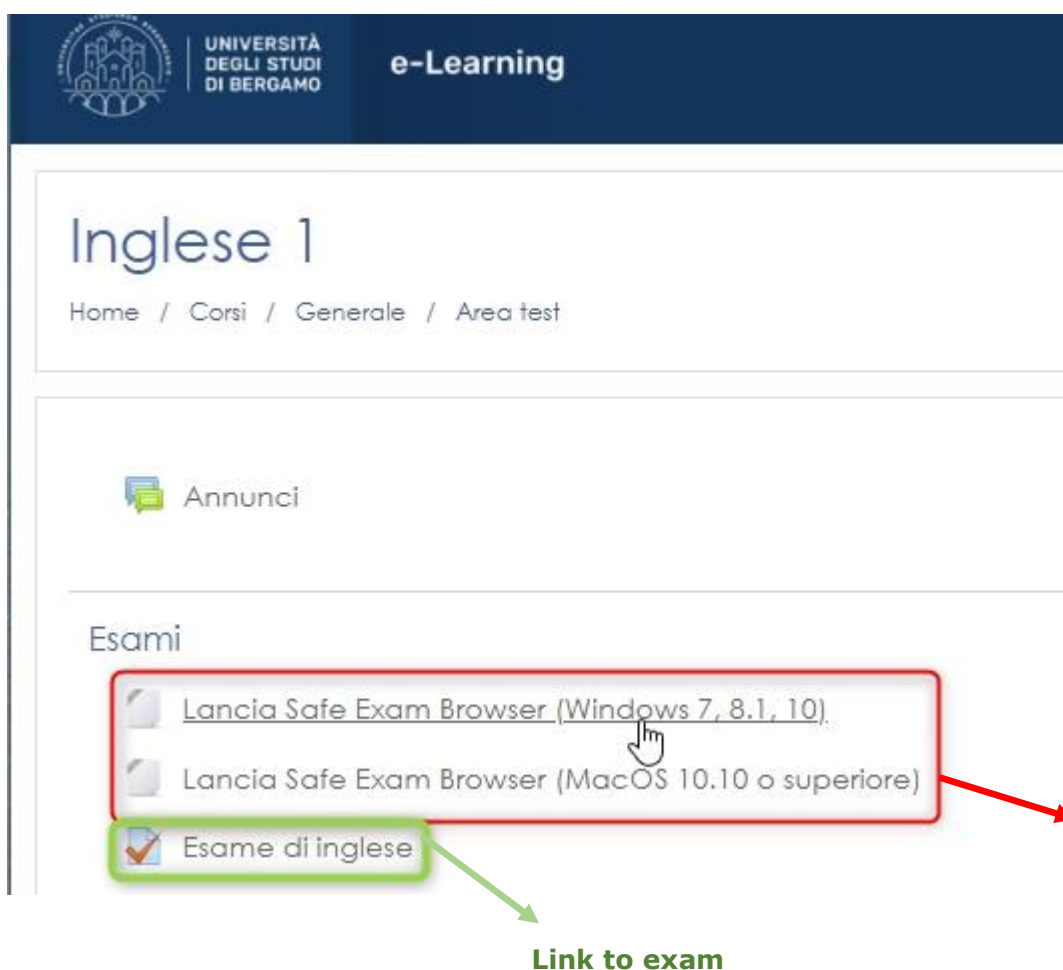

Remember that after launching SEB using the link to the launch file you must launch the quiz by clicking on the relative link.

Would you like guidance on correcting errors in the installation of SEB?
Follow the **video tutorial**

Remember that:
the Moodle course pages, just like the written exams test area, contain both the launch files and the link to start the test, i.e. everything you need to take your exam.

UNIVERSITÀ DEGLI STUDI DI BERGAMO   e-Learning

Inglese 1

Home / Corsi / Generale / Area test

Annunci

Esami

Lancia Safe Exam Browser (Windows 7, 8.1, 10)

Lancia Safe Exam Browser (MacOS 10.10 o superiore)
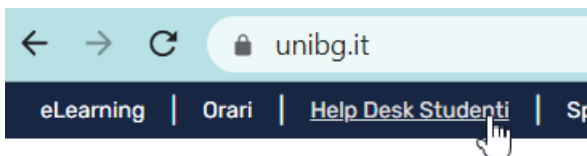
SEB launch Links
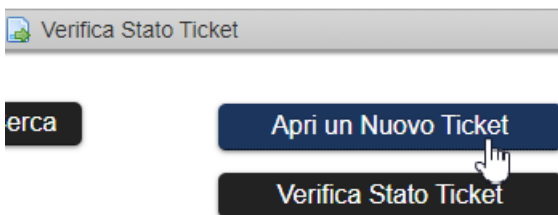
Esame di inglese

Link to exam

So, once you have taken the test quizzes delete the launch files that you downloaded: you don't need them anymore!
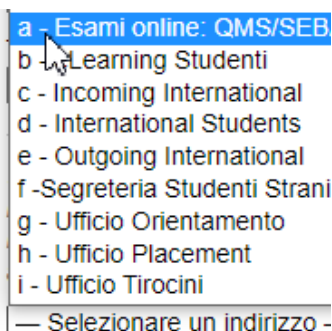*You can find them in the Download folder.*
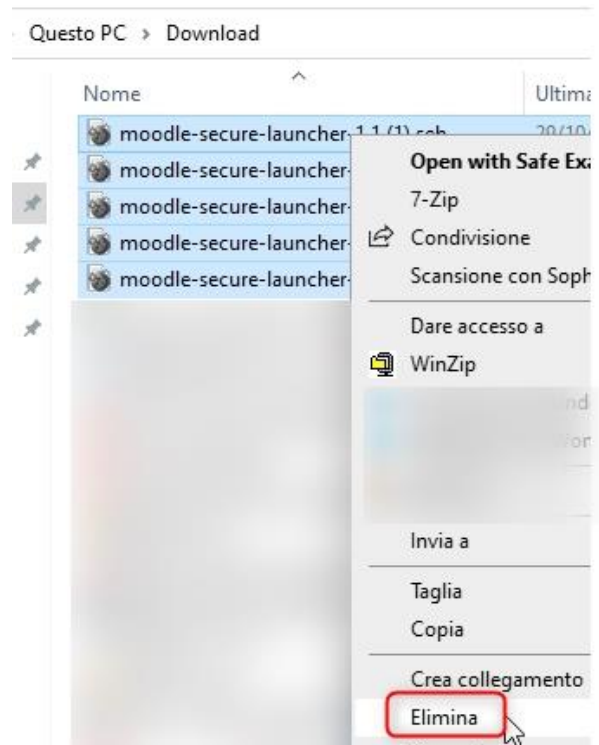
If you need assistance with Moodle+SEB open a ticket at the Student Help Desk on the Unibg homepage.

Click on Open a New Ticket

And choose Online Exams

QUESTIONMARK+
QM SECURE BROWSER

1 To install QM Secure Browser download the file available at the following address
https://support.questionmark.com/content/get-questionmark-secure
For the installation to work correctly you must have the administration rights to your PC / Mac.
To check that everything is working access the simulation available at the following address:
https://esami.unibg.it/delivery/open.php?customerid=esami&NAME=prova&GROUP=secure&SESSION=0001076000001076
You may experience problems correctly "exiting" the simulation: this problem will not occur during exam sessions.
We also recommended reading the following guide in full in order to resolve the most common errors.

2 Day of the exam:
close all open applications on your PC, except the browser in which the Google Meet or Microsoft Teams event is open. The Microsoft Teams app must be closed.
Check that there are no applications open in the hidden notifications area (see image to the side).
Disable or uninstall your antivirus.
If you do not, the Questionmark Secure screen may not start or may remain black.
Make sure the screen is not set with view > 100%, because with Secure Browser some parts of the questions may be "cut off". Don't worry if the characters are "small": a zoom function will be available once you start Secure Browser (with no loss of any "bits" of questions).
If the exam involves listening tests, check headphones/speakers are working correctly **before** logging in to Questionmark.
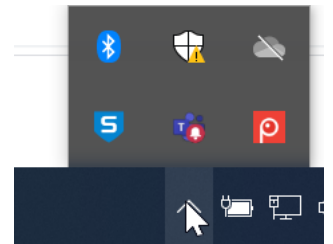
3 Accessing the login page https://esami.unibg.it or another address communicated during the meeting.
Enter your personal credentials: the available tests will appear.
If Questionmark Secure has already been installed you will need to set the page view to "full page" and then click on the right box (Click here to launch your assessment): if not, proceed with the installation (Click here to download).

Questionmark Secure Required to Continue
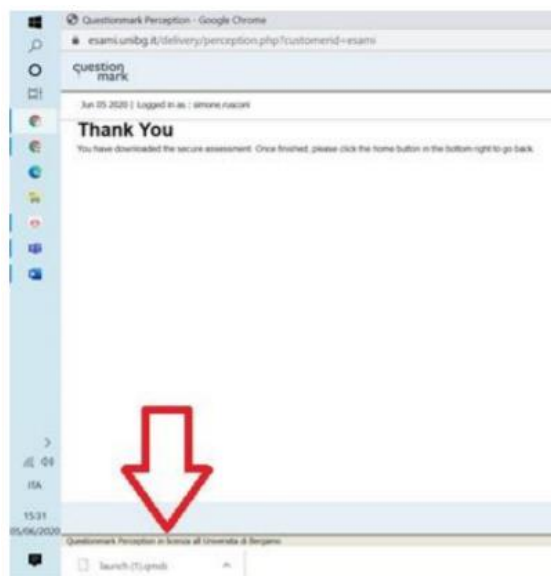
Get Questionmark Secure

Click here to download

Already have Questionmark Secure?

Click here to launch your assessment

The launch.qmsb file will be downloaded and appear at the bottom of the screen (click).
If the installation was successful, you will be prompted to open it with Questionmark Secure.
If the launch.qmsb file does not appear at the bottom of the screen, you must search for it. (Click on most recent).

COMMON QUESTIONMARK + SECURE BROWSER ERRORS

a. If a box like the one to the side appears indicating that Questionmark Secure cannot be started, locate and completely close the indicated application, close the Questionmark "exams" window and restart from the launch link (without closing the "meeting").
Remember to report the problem to your lecturer.

b. "404. That's an error. The requested URL /saml_login was not found on this server. That's all we know."
The URL link for the exam was not copied correctly.
The correct link is the following https://esami.unibg.it
(or https://esami.unibg.it/home/esami/saml_login)
To resolve the problem, open a new tab in Google Chrome and try copying and pasting the URL link provided by the lecturer (or type it in manually); also try pasting it into an incognito browsing session in Google Chrome (click button with 3 dots in the top right corner of the Chrome window > new incognito window)

Please note:

• in some particular cases (e.g. tests with non-unibg participants or students undergoing enrolment) a different launch link may be communicated.
• once you have successfully logged in, the available tests will appear (in some cases there may be 2 lists: "Tests" and "Exams"); tests are not available prior to the exam date.
• once you have launched the test the browser window will appear: make sure it is "full screen" and not partial.

c. "This application must be opened from a qmsb file or qmsb:url" means that you ran the Questionmark Secure software instead of downloading and running the exam launch.qmsb file.
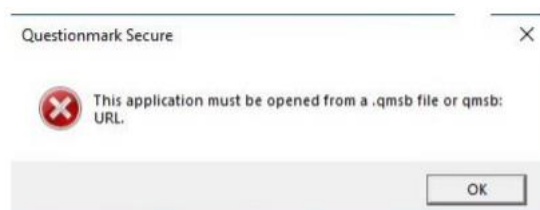
d. You are left with a blank "Thank you" screen and the exam doesn't start: you probably didn't see the download of the launch.qmsb file in the bottom left of the browser screen. Check properly, if necessary moving the window or opening the download folder of your pc and manually opening the launch.qmsb file.

e. If after launching the launch.qmsb file the warning "Access Denied. Unable to process due to improper call of Perception" appears, an old launch.qmsb file has been launched: download the launch.qmsb file again or go to the download folder and launch the newly downloaded launch.qmsb file.
   If the problem persists it may be related to an inadequate internet connection or connection problems at that precise moment.
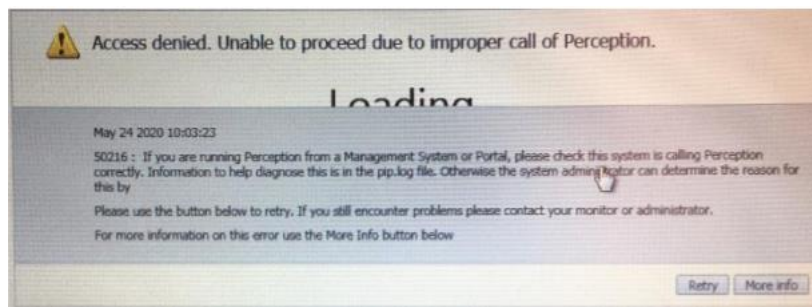
f. If a blank white page appears on the Questionmark Secure dashboard after you have logged in, or if you do not see the exam on the screen, log out from the Questionmark Secure dashboard (click on username and then Logout in the top right), and re-enter your credentials by clicking on the button at the bottom of the page *"Log in with my organization credentials"*.

   You can also try opening the URL link in an incognito session in Google Chrome.
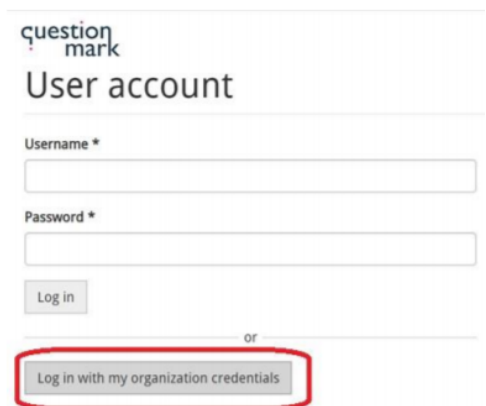
If your computer freezes during the test, to exit Questionmark Secure press CTRL + ESC and then right click on icon and "close window".
For Apple MAC devices press CMD + Q.

If you need assistance with Questionmark+SECURE BROWSER write to
test.informatizzati@unibg.it

GENERAL RECOMMENDATIONS FOR COMPUTER-BASED EXAM SOFTWARE

In general for all software used for exams:
Before the test we recommend that participants close all other open applications on their PCs, except for the browser in which the Google Meet/Microsoft Teams session is open or the Microsoft Teams app.

> For MAC devices clicking on the red button icon closes the window of applications but not the apps themselves, which remain open. For this reason you must close applications by pressing CMD + Q (e.g. email, skype, spotify, social, gotomeeting...).
> The applications still running that need be closed are identified by the black dot under the icon in the dock bar, as shown in the figure.

For further problems regarding open applications that need closing, for Windows systems access Task Manager (right click on the taskbar > Task Manager) while for Mac systems press CMD (Apple key) + ALT (option) + ESC
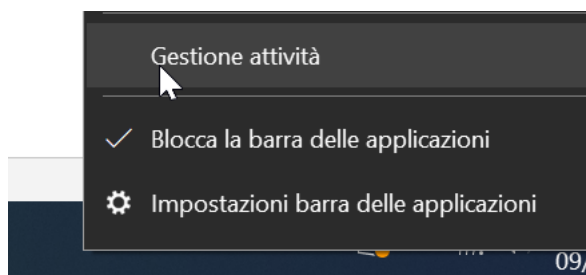
The real-time protection of antivirus software (especially Kaspersky Total Security, NOD32, Zone Alarm, Avast) must also be disabled before installing SEB and Questionmark Secure Browser and before launching an exam.

Remember that it is MANDATORY to use a webcam and microphone for the duration of your test.
You may ONLY use the webcam of a smartphone/tablet to connect to the Meet or Teams meeting and only after receiving approval from the lecturer.
To take the test you must use a Windows or MAC computer. You cannot take the exam using a tablet.
A good fibre optic or fast ADSL internet connection is also required, possibly using an Ethernet cable.
If you get disconnected you must rejoin the meeting as quickly as possible and notify the lecturer of the event, under penalty of disqualification from exam.

If you are unable to resolve your secure browser startup issues, please request assistance using the email addresses provided well in advance of the exam date to receive the necessary technical support.

If you don't have a stable fibre optic or fast ADSL internet connection, if you have problems with a webcam or microphone, or don't have a suitable computer, you can always request a workstation in a lab at the university.
Reserve your place by opening a ticket with the student secretary's office, online exams department.

This guide summarises the main operations connected with online exams on Questionmark and Moodle.

For more detailed information on all the steps and procedures related to computer-based exams, please refer to the "Guide to computer-based exams - student" available on the Unibg website.

PLEASE NOTE
Remember that exemption requests for in-person exams can be made using the following form:
https://docs.google.com/forms/d/e/1FAIpQLSe8fY_zCE5rCA2-xfFvEhjZYtik1YDqAKJphSySkYL_hTYiqA/viewform

To request a workstation in a lab to take your written exams, use the dedicated app:
https://logistica.unibg.it/PortalePlanning/UNIBG-laboratori/index.php

**All information is available on Moodle,
General section,
Written exams test area**