

Moodle, Ilias and Questionmark computer-based exams check list

Student version – Updated version December 2020



MOODLE+SEB



1

Download the SEB installation file from the Written Examinations [Moodle Test Area page](#).

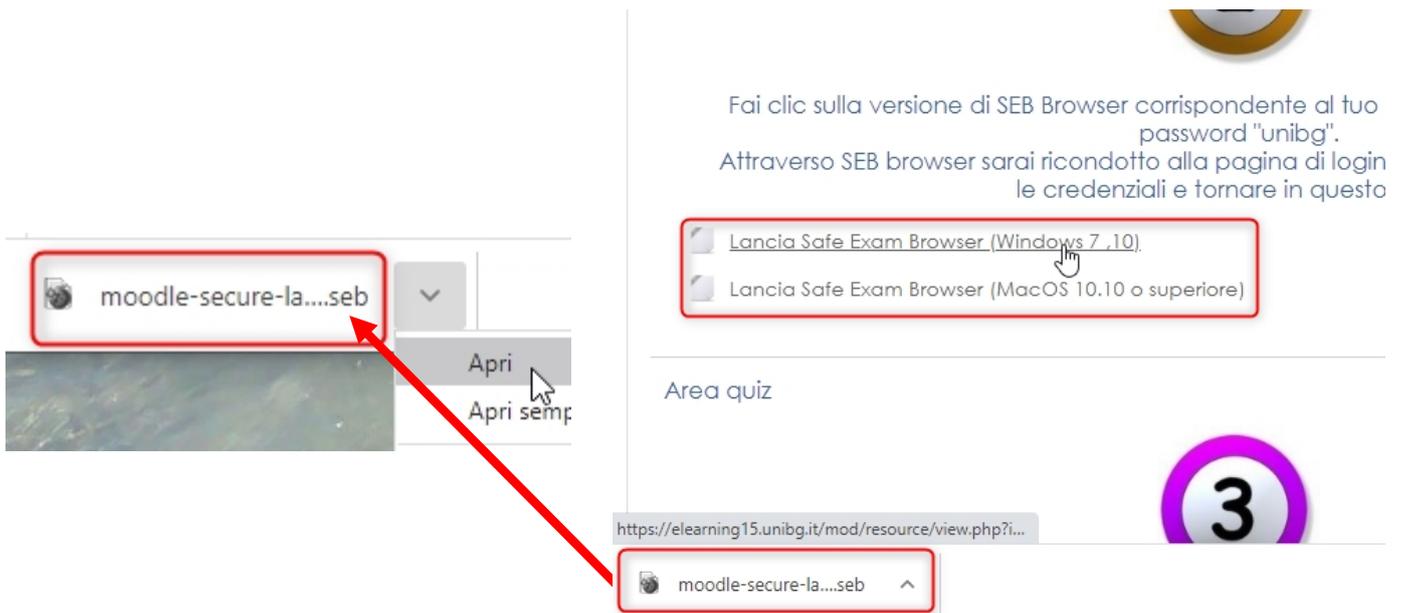
The installation file must be downloaded EXCLUSIVELY from this page and NOT from websites or the official SEB website. Once you have downloaded the file, launch it and proceed with the installation in the usual way.

Before installing SEB please check that **NO ANTIVIRUSES ARE ACTIVE**. If so, deactivate or uninstall them.

2

Once you have completed the installation from the Written Examinations Moodle Test Area page you can test launch SEB.

Click on the "Launch Safe Exam Browser" link according to your Operating System and open the file that is downloaded, Moodle-secure-launcher.seb.



3

When SEB opens, enter the password "unibg" and log in to Moodle with your user id and password. Go back to the Written Examinations Test Area page: you are now ready to take the quiz by clicking on the relevant links. We recommend that you make at least 4-5 attempts.

- [Quiz di lingua francese \(con audio\)](#)
- [Quiz di algebra](#)
- [Componimento](#)

Do you want to be guided through the installation of SEB?

Follow the [videotutorial](#)



4

You do not see the button "Take the quiz now" but only "Back to the course"?



Your SEB installation has a problem!

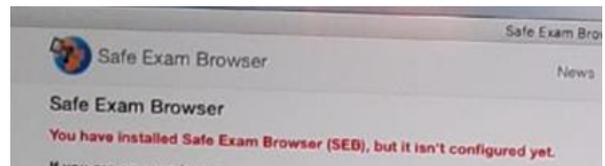
There is an antivirus or other software installed that interferes with SEB or you are not following the correct procedure.

COMMON MOODLE + SEB RELATED ERRORS

a. If you receive a warning that SEB is outdated, please uninstall and reinstall the correct version of SEB, but before reinstalling delete all .seb files in the download folder and the entire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 one that can be downloaded from the Moodle Test area.

b. If you receive a warning about SEB being corrupted and the presence of IRREGULAR FILES, there is an incompatibility with an installed antivirus software. Deactivate or uninstall the antivirus software and proceed with a new installation after uninstalling SEB as indicated in point a.

c. If you receive a warning that "You have installed SEB but it's not configured yet", SEB was started incorrectly by double-clicking on the icon.



Close SEB and launch it correctly by clicking on the launch link on the Moodle test or exam page.

d. If you receive the warning "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" you are trying to launch SEB for the second time and have already started it by clicking "Launch Safe Exam Browser" on the Moodle test or exam page.

Please note that after launching SEB via the link to the launch file you need to launch the quiz by clicking on the corresponding link.

Do you want to be guided through the correction of the SEB installation errors? Follow the [videotutorial](#)



Please note that:

the Moodle course pages, just like the area set up for the tests, Written Examinations 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

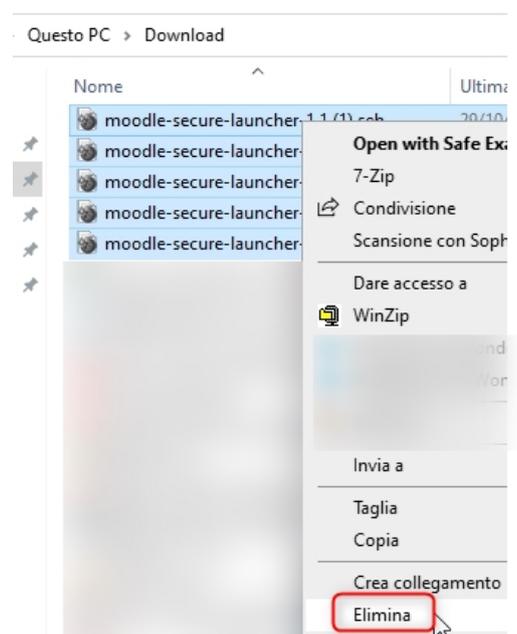
- Lancia Safe Exam Browser (Windows 7, 8.1, 10).
- Lancia Safe Exam Browser (MacOS 10.10 o superiore)
- Esame di inglese

SEB launch link

Exam link

So, after you have taken the test quiz, delete the launch files you have downloaded - you do not need them anymore!

You can find them in the Download folder.



If you need assistance with Moodle+SEB please write to didattica.online@unibg.it

ILIAS+SEB



1

Download the SEB installation file from the Written Examinations [Moodle Test Area page](#).

The installation file must be downloaded EXCLUSIVELY from this page and NOT from websites or the official SEB website. Once you have downloaded the file, launch it and proceed with the installation in the usual way.

Before installing SEB please check that **NO ANTIVIRUSES ARE ACTIVE**.

If so, deactivate or uninstall them.

2

Once you have completed the installation from the Written Examinations Moodle Test Area page you can test launch SEB.

Click on the link "Launch ILIAS Safe Exam Browser" according to your Operating System and open the file that is downloaded, `ilias_win_v2.seb/ilias_mac_v2.seb`

Attraverso SEB browser sarai ricondotto alla pagina di I
ql

PER ESAMI S
Fai clic sulla versione di SEB Browser corrisp

LINK DI LANCIO SEB PER MOODLE

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

LINK DI LANCIO SEB PER ILIAS

- Lancia Safe Exam Browser ILIAS (WINDOWS 7, 8.1 e 10)
- Lancia Safe Exam Browser ILIAS (MacOS 10.10 o superiore)

Area quiz

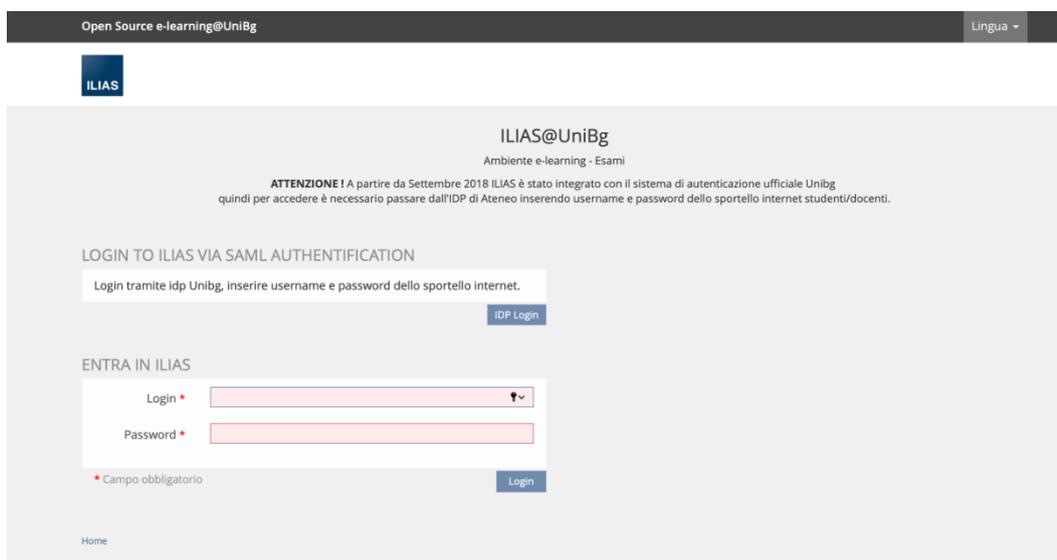
Home | Ar

ilias_win_v2.seb

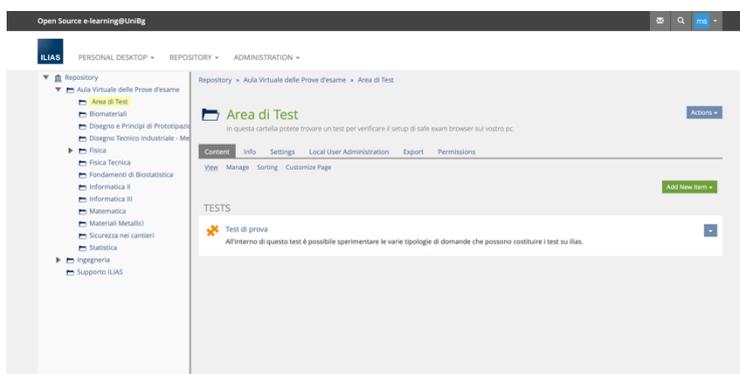
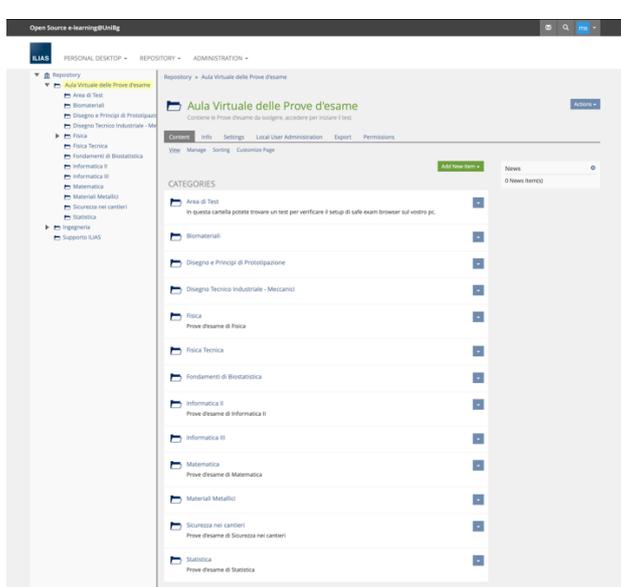


3

When you open SEB you do not need to enter a password, but a message may appear informing you of the configuration change and requesting you to close SEB; logically, you should answer "NO" and then login to Ilias.



Go to the " Virtual examination room" folder and click on "Test area". In this folder you will find a sample test with some types of questions that you can find in the tests provided on Ilias.



NB. The common errors that may occur during the installation of Seb are the same as in Moodle, so check the points highlighted in the relevant manual.

If you need assistance with Ilias+SEB please write to ingegneria.learning@unibg.it

QUESTIONMARK+ QM SECURE BROWSER



To install QM Secure Browser please download the file available at the following link:
<https://support.questionmark.com/content/get-questionmark-secure>

For the installation to work, you must have PC/Mac administration rights.

To test that everything works, access the simulation available at the following link:
<https://esami.unibg.it/delivery/open.php?customerid=esami&NAME=prova&GROUP=secure&SESSION=0001076000001076>

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

It is also recommended that you read the following manual in full to help you solve common errors.

1

On the day of the exam:

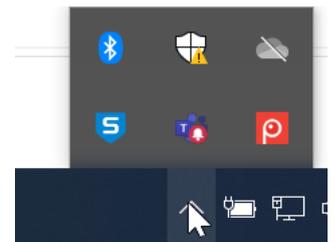
close all open applications on your pc, except the browser where the Google Meet or Microsoft Teams event or Microsoft Teams app is open.

Check that there are no applications open in the hidden notification area (see image to the right).

Deactivate or uninstall the antivirus software.

Otherwise, it may happen that the Questionmark Secure screen does not start or remains black.

Please make sure that the screen is not defined with a >100% display, because with Secure Browser some parts of the questions may be "cut off". Do not worry if the characters are "small": once you have started Secure Browser a zoom will be available (without losing "parts" of the questions).



Go to the login page <https://esami.unibg.it> or other address communicated during the meeting.

Enter your personal credentials and the available tests will appear.

3

Questionmark Secure Required to Continue

Get Questionmark Secure



[Click here to download](#)

Already have Questionmark Secure?



[Click here to launch your assessment](#)

If Questionmark Secure has already been installed, you will need to take the screen to 'full page' and then click on the right box (Click here to launch your assessment) otherwise proceed with the installation (Click here to download).

The file launch.qmsb will be downloaded and will appear at the bottom (click). You will be asked to open it with Questionmark Secure and should then look for it in your downloads folder (click on the most recent).

COMMON QUESTIONMARK + SECURE BROWSER RELATED ERRORS

- a. If a box like the one to the right appears indicating that Questionmark Secure cannot be started, locate and close the application indicated completely, close the Questionmark "examinations" window and start again from the start link (without closing the "meeting"). Remember to report the problem to your teacher.

- b. "404. That's an error. The requested URL /saml_login was not found on this server. That's all we know."

The exam URL link was not copied correctly.

The correct link is the following <https://esami.unibg.it> (or https://esami.unibg.it/home/esami/saml_login)

To solve this, open a new tab in Google Chrome and try copying and pasting the URL link provided by the teacher again (or type it in manually), also try pasting it into a Google Chrome incognito browsing session

(click button with 3 dots at the top right of the Chrome window > new incognito browsing window).



Apple Mail cannot be running during the assessment.

OK

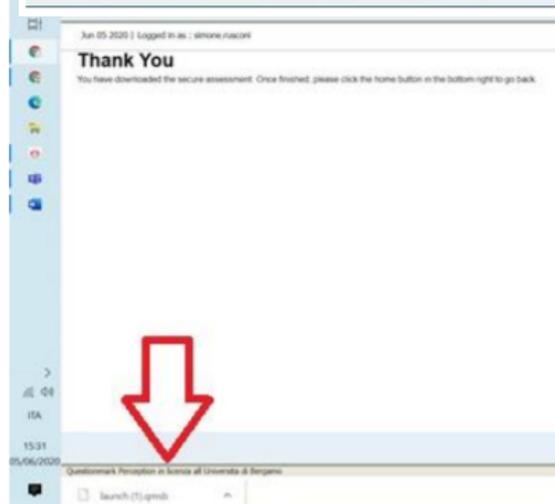
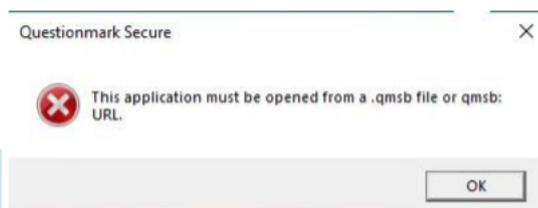
Warning:

- in some specific cases (i.e. tests with non-unibg participants, or currently enrolling ones) a different start 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 before the exam date.
- once the test has been launched, the browser window will appear: make sure it is 'full screen' and not partial.

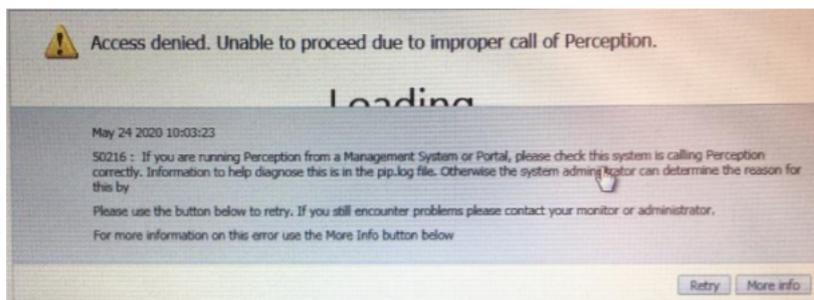
- c. "This application must be opened from a qmsb file or qmsb:url" means that you have run the Questionmark Secure software instead of downloading and running the launch.qmsb file of the exam.

- d. You are on a blank "Thank you" screen and the exam does not start: You probably did not see the download of the launch.qmsb file in the browser screen at the bottom left. Please check carefully, possibly move the window or open the download folder on your PC and launch.qmsb manually.

- e. If after launching the launch.qmsb file you receive the warning "Access Denied.

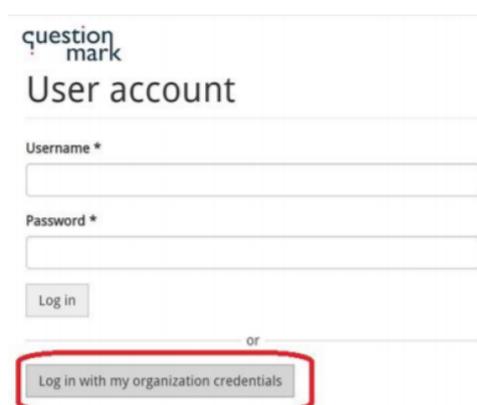


Unable to process due to improper call of Perception" you have run an old launch.qmsb file: either download the launch.qmsb file again or go to the downloads folder and run the launch.qmsb file just downloaded. Otherwise, if the problem persists, it may be related to an inadequate internet connection or connectivity problems at that moment.



- f. If a blank white page appears on the Questionmark Secure dashboard after logging in, or if you do not see the exam on the screen, please log out of the Questionmark Secure dashboard (top right click on username and then Logout) and re-enter your credentials clicking on the button at the bottom of the page "Log in with my organisation credentials".

Also try opening the URL link in an incognito session of Google Chrome.



If you experience a freeze during the test, to exit Questionmark Secure press CTRL + ESC and then right-click on the icon and "close window".

For Apple MAC devices press CMD + Q

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

GENERAL RECOMMENDATIONS FOR COMPUTER-BASED EXAMS SOFTWARE

General information for all software used for the exams:

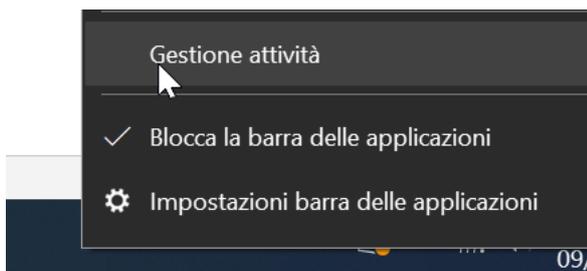
Before the test, participants are recommended to close all other open applications on their PCs, except the browser in which the Google Meet/Microsoft Teams session is open or the Microsoft Teams app.

For MAC devices, it is not sufficient to close the application window with the red button icon as it would still remain active. For this reason, close the application with the command CMD + Q (for ex. email, skype, spotify, social, gotomeeting...).

Applications that are still open and need to be closed can be identified by the black dot under the icon in the dock bar, as shown in the picture below.



If you have further problems with open applications that need to be closed, for Windows systems go to Task Manager (right click on the task bar > Task Manager) while for Mac systems press the CMD keys (Apple key) + ALT (option) + ESC.



Furthermore, real-time antivirus protection must always be deactivated (especially Kaspersky Total Security, NOD32, Zone Alarm, Avast) before installing SEB and Questionmark Secure Browser and before launching an exam.

Please note that it is MANDATORY to use a webcam and microphone throughout the test.

You are allowed to use the webcam of a smartphone/tablet EXCLUSIVELY to connect to the Meet or Teams meeting and only after having received approval from the teacher.

You must use a Windows or MAC computer to take the test. It is not possible to take the exam using a tablet.

A good Internet connection via broadband or fast ADSL is also required, possibly using an Ethernet cable.

In case of disconnection, the student must reconnect to the meeting as soon as possible and inform the teacher of the incident, otherwise the test will be invalidated.

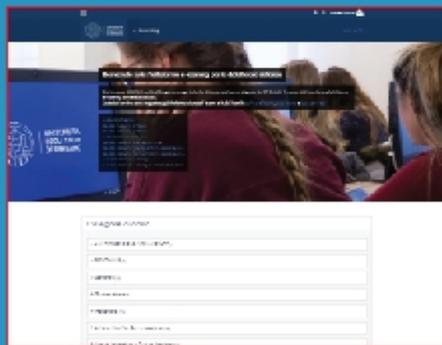
In case you have not been able to solve the problems with the secure browser launch, please contact the assistance at the email addresses provided for technical support well in advance of the exam date.

If you do not have a stable connection with broadband or fast ADSL, have problems with your webcam or microphone, or do not have a suitable computer, you can request a workstation in a university laboratory.

Book your workstation opening a ticket at the Student Office, Online Examinations department.

This manual briefly and step-by-step reports the main actions concerning online examinations on Questionmark, Moodle and Ilias.
For more detailed information on all the computer-based exams steps and procedures, please refer to the “Vademecum to computer-based exams – student” available at the Unibg Website.

**All details are available on Moodle,
General,
Written Examinations Test Area**



**UNIVERSITÀ
DEGLI STUDI
DI BERGAMO**



**UNIVERSITÀ
DEGLI STUDI
DI BERGAMO**