

University of Bergamo

e-Learning

VADEMECUM TO COMPUTER- BASED EXAMS - STUDENT

v.1.3



Questionmark - Moodle - Ilias - Paper



COMPUTER-BASED EXAMS ON QUESTIONMARK MOODLE ILIAS

ONLINE PAPER-BASED EXAMS

Instructions for students



This manual is a general vademecum on the procedures for written examinations with reference to the platforms adopted by the University.

Any changes and modifications to the guidelines caused by software updates or changes in procedures and interfaces will be communicated through the institutional channels.

The procedures described in this manual are based on the use of the software adopted in addition to Microsoft Teams and Google Meet that represent the tool for monitoring the proper execution of the test.

Required hardware

PC/Mac connected to the Internet and equipped with webcam and microphone compatible with Microsoft Teams or Google Meet.

Alternatively, PC (for tests) + Smartphone/Tablet with video camera (for Microsoft Teams/Google Meet).

If you do not have a PC/Mac, the use of a **Tablet** only is permitted for paper-based exams.



Scanner (only in case of paper-based exams) to be placed in the room where the test is taking place or alternatively the Google Drive app installed on your smartphone or tablet.



Required software

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

Microsoft Teams App and **Google Chrome** browser

Questionmark Secure Browser (only in case of exams with Questionmark)

SEB Browser (only in case of exams with Moodle or Ilias)

Google Drive APP (only in case of paper-based exams)



THINGS TO DO BEFORE THE EXAM

After the normal registration for the exam, check the date, time and link to the test. This information may be found in the team, in the Moodle course or on the teacher's page.

Depending on the type of test (Questionmark, Moodle, Ilias or paper) it is necessary to install the required software well in advance of the exam to check that there are no problems or malfunctions.

For technical assistance on secure browsers, please write to the email addresses below.

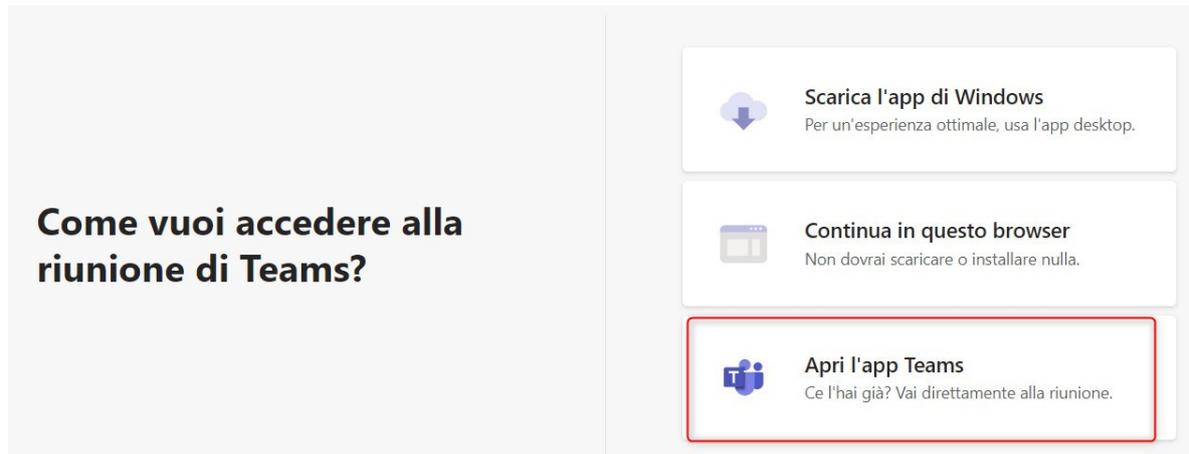
If you do not have the adequate hardware, please book an on-site workstation opening a ticket at the Student Office, Online Examinations department.

ACCESS TO VIRTUAL EXAM ROOMS

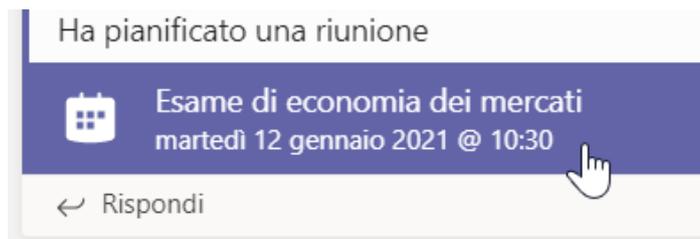
If the virtual room of your exam is on **Microsoft Teams** you must:

1) download the Teams app and access it using your Unibg email address and the e-mail/Internet desk password

2) access the link provided by the teacher opening Teams

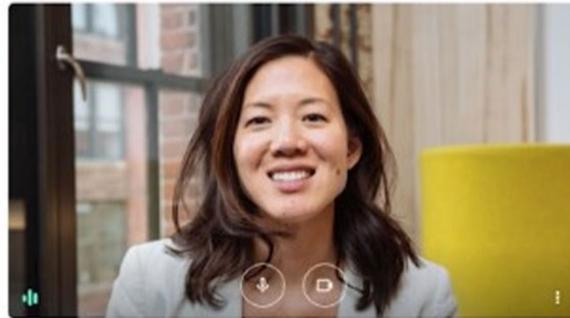
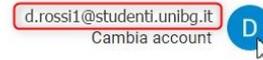


Alternatively, in case the teacher scheduled the meeting within the team, access directly from the blue meeting banner in the “Post” area of the channel.



If the virtual room of your exam is on **Google Meet**, access it using the Google Chrome browser or, in case of problems, download the Google Meet app on your device and use it to access the meeting.

REMEMBER TO ACCESS GOOGLE MEET USING YOUR @STUDENTI.UNIBG.IT ACCOUNT ONLY



Pronto a partecipare?

Ready to join in?

During the meeting, a recording may be started at the teacher's discretion.

Students will be informed through a message/banner both in Teams and in Meet.

In case the student does not agree to be recorded, he/she will have to leave the meeting and withdraw from the test after having informed the teacher.



Please note that the use of a webcam is mandatory and that it must be kept on throughout the test, otherwise the test will be declared invalid.

In case of tests using the secure browser, the webcam and microphone must be activated **BEFORE the browser is launched.**

If the student realises that he/she no longer has any contact with the virtual room in which the test is taking place, he/she should immediately close the secure browser and return to the room.

Then notify the teacher, activate the audio and webcam and launch the secure browser again to resume the test if the time available has not expired.

Exam meetings may be accessed using a computer or device such as a tablet or smartphone, through the relevant Teams or Meet app.

On the other hand, the exam can ONLY be accessed using a computer (PC or Mac).

COMPUTER-BASED TESTS WITH QUESTIONMARK



In the days preceding the test, students must install on their PCs **QUESTIONMARK SECURE BROWSER**, the software for taking the computer-based test, available for download at this link <https://support.questionmark.com/content/get-questionmark-secure> according to the O.S. used. For the installation to work, you must have Pc/Mac administration rights.

After installing QUESTIONMARK SECURE you can check its correct functioning at the following link:

<https://esami.unibg.it/delivery/open.php?customerid=esami&NAME=prova&GROUP=secure&SESSION=0001076000001076>

You might experience problems “exiting” the simulation correctly: this problem should not occur during the examination session.

If you need assistance with Questionmark please write to:

test.informatizzati@unibg.it

COMPUTER-BASED TESTS WITH MOODLE OR ILIAS

In the days preceding the test, students must install on their PCs **SAFE EXAM BROWSER (SEB)**, the software for taking the computer-based test, that must **EXCLUSIVELY** be downloaded from the Online Written Exams Moodle Test Area <https://elearning15.unibg.it/course/view.php?id=1912> according to the O.S. used.

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, at the same page you can check its correct functioning using sample tests.

We recommend carrying out more than one test launch of Moodle quizzes to ensure that there are no problems or incompatibility with other installed software (i.e. antivirus).

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

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

ONLINE PAPER-BASED EXAMS

Students must have a scanner placed inside the room where the test takes place, or a smartphone with the Google Drive app, available for download at this link https://www.google.com/intl/it_ALL/drive/download/

For Apple users, it is possible to use the Note app preinstalled on all devices. Prepare an adequate number of white sheets and at least two pens.

You must do scanning and submission tests BEFORE the date of the exam to avoid the same being invalidated due to delays in delivery.



GENERAL RULES FOR COMPUTER-BASED EXAMS

1. A few days before the exam the student checks the type of test he/she will have to take (Questionmark / Moodle / Ilias / paper) and arranges the necessary hardware and software as indicated in this manual.
2. The student must connect to the Microsoft Teams/Google Meet virtual room using the link provided by the teacher and keep the connection active throughout the exam.
3. It is absolutely forbidden to leave the room in which the test is taking place before it has finished, otherwise the exam will be declared invalid.
4. During the test, the microphone must be kept on or off according to the teacher's instructions. In any case, any noise must be avoided.
5. Preferably place your table against a wall and position your computer so that the webcam can frame you while taking the test.
6. In case of paper-based exams, your face, hands and sheets must be clearly visible.
7. Your smartphone must be placed on the table, switched off and facing down, and must remain visible throughout the test. No other hardware (i.e. smartwatch, earphones, etc.) will be allowed in addition to those mentioned above.
8. Please keep a photo identification document with you, i.e. your university ID card.
9. No other people are allowed in the room where the test takes place and the student may be asked to film the room.
10. During the test, the teacher may ask the student to share the screen/desktop while keeping the student's webcam video visible.
11. In case of paper-based exams the use of the PC/Mac/Tablet keyboard and mouse is forbidden unless requested by the teacher.
12. If the connection is lost, reconnect immediately. If this is not possible, contact the teacher by email to agree on an alternative way of doing the test or to communicate your withdrawal.

DETAILED INSTRUCTIONS BY TYPE OF TEST: QUESTIONMARK

After accessing the Teams or Meet virtual room and after completing the identification procedure, the teacher begins the exam.

The student logs in through Google Chrome to the page:

<https://esami.unibg.it>

typing in his/her credentials and clicking on "Log in with my organisation credentials". If not yet installed, it is possible to proceed with the installation of Questionmark Secure.

WARNING: the login page may only be used the day of the exam.

For tests and simulations use the following link only:

<https://esami.unibg.it/delivery/open.php?customerid=esami&NAME=prova&GROUP=secure&SESSION=0001076000001076>

After installing this secure browser, you may proceed selecting the test to take. This will appear in the **Exams** or **Tests** list.

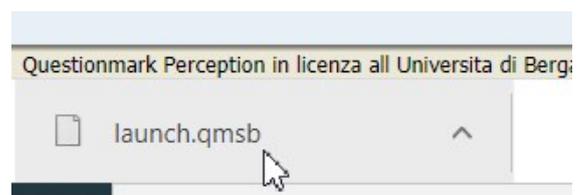
In the following page you click on the link to launch the test. Remember to bring the page to "full screen".

Already have Questionmark Secure?



[Click here to launch your assessment](#)

A .qmsb file will start being downloaded.



Clicking on this file the test is automatically started within Questionmark Secure Browser and the exam can start.

At the end of the test you may leave the exam closing Questionmark Secure.

In case of accidental disconnection, the student may log in again; if the time allowed for completing the test has not expired, he/she may click on the orange arrow ("resume") to resume the test; otherwise, he/she may retake the test "from scratch" (green arrow). In any case, the student must inform the teacher of the problem.

DETAILED INSTRUCTIONS BY TYPE OF TEST: MOODLE

Per gli studenti iscritti, i docenti ed i tecnici amministrativi il login va effettuato cliccando sull'icona myUnibg.

Le credenziali richieste sono le stesse usate per l'accesso ai servizi dello Sportello internet/wifi.

Autenticati su:



After accessing the Teams or Meet virtual room and after completing the identification procedure, the teacher begins the exam. The student logs in to Moodle through the Google Chrome browser clicking on the MyUnibg button and typing his/her credentials.

The student accesses the relevant Moodle course and uses the link to launch the previously installed SEB browser, choosing the version according to his/her operating system. When asked for the password, type "unibg".

Area esami



You will login to Moodle again, this time in the secure browser, and you will be able to access the course page, where the teacher will have made the link to the exam visible.

Area esami



The exam begins.

At the end of the test you may leave the exam closing the SEB browser.



Safe Exam Browser installation and start-up: <https://youtu.be/mo7K-D8j23E>

In case of disconnection or problems with the test, contact the teacher immediately on re-entering the meeting.

After notifying the teacher, you will be able to pick up the test where you left off if the time available has not expired.

The teacher may give you a second chance if they think it is appropriate. In Moodle General area > Written Exams Test Area, also accessible at the following link <https://elearning15.unibg.it/course/view.php?id=1912> you may do SEB browser use and tests start-ups simulations.

At the first access you have to register by clicking on " Sign me up ".

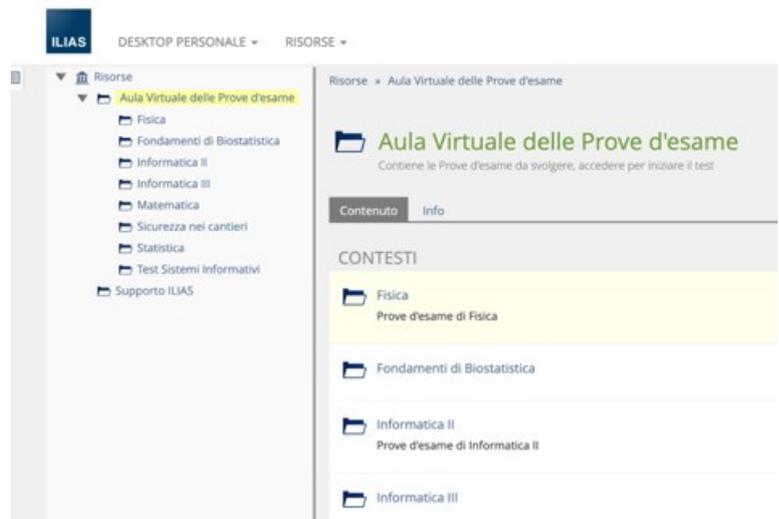
We recommend that you make at least 2-3 test attempts.

DETAILED INSTRUCTIONS BY TYPE OF TEST: ILIAS

After installing Safe Exam Browser click on the .seb configuration file provided by the teacher on Ilias. Accept the configuration application and login in to the platform through idp login (username and password of your Internet desk).



Click on Virtual Exam Room



and then on the relevant area folder

Finally click on the active test and then on the green button "Start the test"



DETAILED INSTRUCTIONS BY TYPE OF TEST: ONLINE PAPER-BASED EXAM

After connecting to the Teams or Meet virtual room, the student will receive from the teacher the exam track.

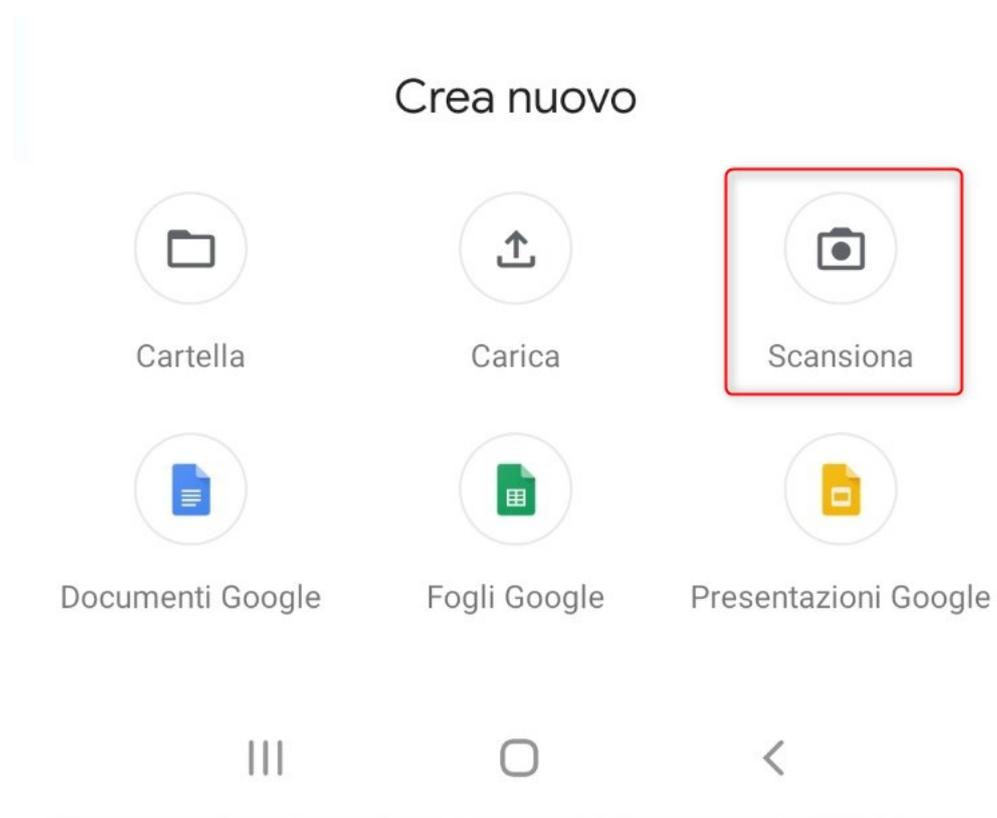
He/she places the webcam at least 80cm/1m away so that head, torso, hands and sheets are clearly visible and the test begins.

Once he/she finishes the exam, the student will:

- a. Write his/her name and surname at the top of each page of the document and sign it.
- b. Scan the paper using a scanner (which must be present in the same room as the test), smartphone or tablet.
If you are using an **ANDROID** smartphone or tablet, use the Google Drive App clicking on the coloured + icon.



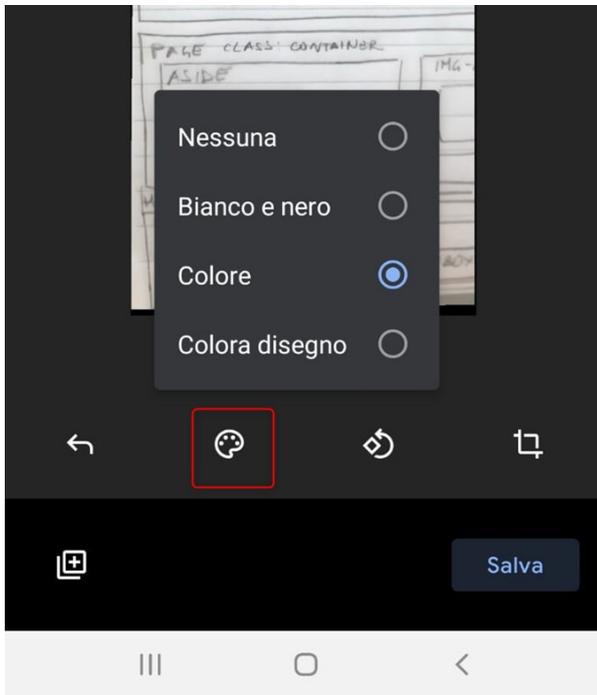
- c. In the following page choose "Scan"



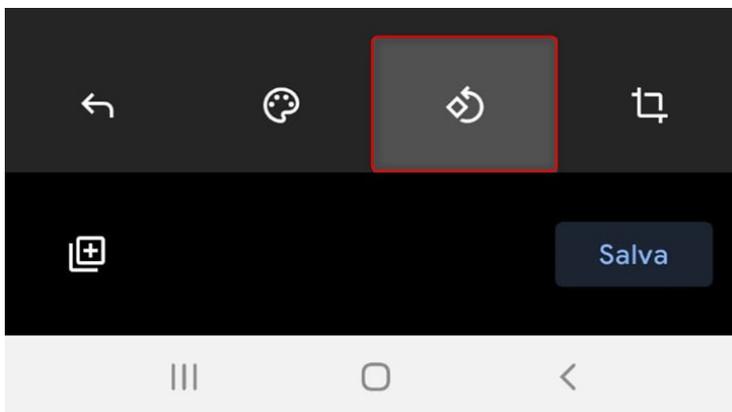
More pages may be added to the scan clicking on the + icon on a black background at the bottom left.



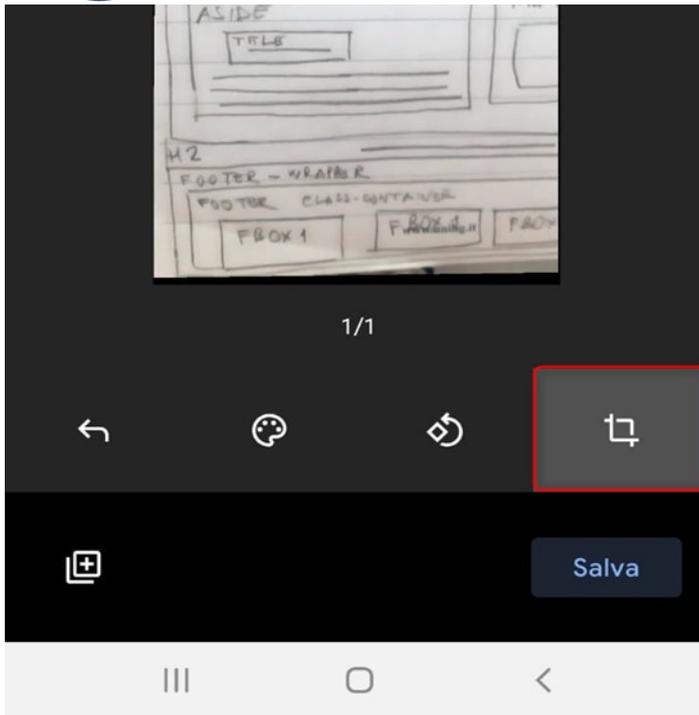
The Google Drive app allows to improve the quality of the image modifying its colour.



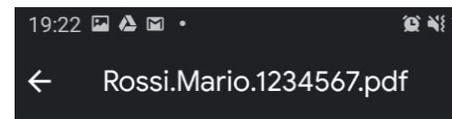
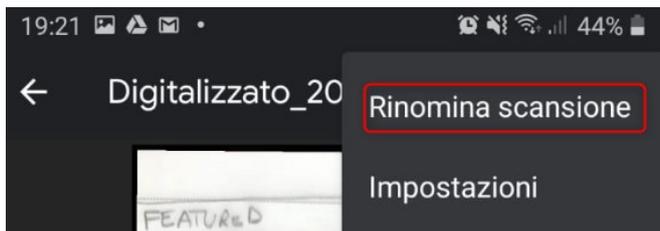
Rotate the page



And cut out the parts outside the sheet.



Rename the file obtained into "Surname.Name.MATRICULATION NUMBER.pdf" and save it into your own Unibg user Drive.



Salva in Drive

Titolo documento

Rossi.Mario.1234567.pdf

Account

Cartella

Il mio Drive

- d. Deliver the paper in pdf: open it in Drive, click on the sharing icon or on "Share" and share it with the teacher typing his/her email address.



The teacher receives an email notification with a download link for each paper submitted.

For **iOS**, it is not currently possible to scan in pdf format with Google Drive.

We therefore recommend the use of another app, such as Notes or Microsoft Office Lens.

Scanning procedure with iOS Note app:

1. Start creating a new note by tapping on the paper and pencil icon
2. Tap on the (+) button, select the item Scan documents and photograph the sheet by tapping on the ring-shaped button. Save the scan.
3. The scan is saved as a PDF. To send it through Google Drive, tap on its thumbnail, then on the share icon (top right) and choose the Google Drive app.

The test must be sent through Google Drive using the @studenti.unibg.it address only.

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

You may follow the instructions on the following page:

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

EXAMPLES OF CORRECT FRAMING DURING AN ONLINE EXAM

The image below shows the correct position of the student as it should appear on the screen in case of **computer-based test**.

Only the computer, mouse and identification document must be on the table.



The image below shows the correct position of the student as it should appear on the screen in case of **online paper-based exam**.

Only the paper, pen, identification document and smartphone/tablet for scanning facing down must be on the table, unless the device is used as a webcam.

IMPORTANT

The exceptional nature of the online written exams will inevitably lead to inconveniences and delays also due to the large number of students participating and the limited number of places available in each Google Meet event. We therefore ask students to register **ONLY IF** they really intend to take the test. In this way, inconveniences for all students will be limited and waiting times will be considerably reduced.

Computer, keyboard and mouse are placed about 1 m from the student.



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

You will need to connect either with your PC (using Google Chrome) or with your smartphone/tablet through the Teams or Meet app. The latter may be placed on the side so as to frame the student and the keyboard or paper.

DEACTIVATION OF THE SLEEP STATUS

To prevent the computer from disconnecting from the Google Meet session due to prolonged inactivity in case of online paper-based exams, proceed as follows.

WINDOWS 10

First step: go to **Settings**.

To do so, click on the corresponding icon in the **Start** menu or press the Windows and I keys at the same time.

Second step: click on **System**.

Third step: click on **Power and Sleep**.

Fourth step: now, under the Sleep section, you will see two options. Set both options on "NEVER".

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

First step: Open the **Start** menu (clicking on the **coloured flag-shaped** icon at the bottom left of the screen)

Second step: click on **Control Panel**

Third step: click on **System and safety** and **Change computer sleep settings**.

If you don't find the above items, set the **View by** drop-down menu at the top right on 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](#)

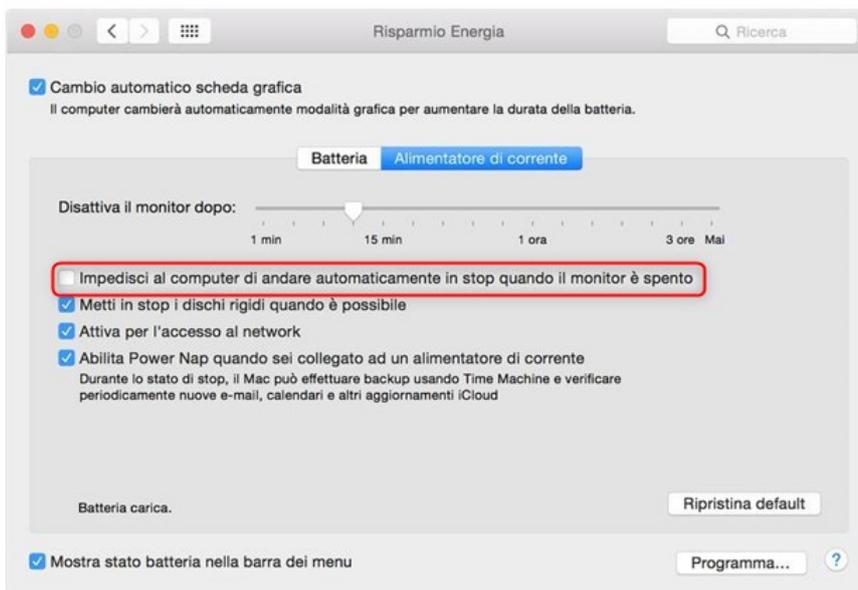
[Ripristina impostazioni predefinite per questa combinazione](#)

MacOS

First step: choose Apple Menu > System Preferences

Second step: click on Energy Saving

Third step: tick "Prevent computer from automatically going to sleep when monitor is switched off".



INTERNET CONNECTION

WE RECOMMEND THE FOLLOWING:

- If the student's connection makes it possible, choose a wired connection from the PC to the modem (using a network cable).
- In case of a wireless connection, make sure in advance that you are in an area with adequate signal coverage, close to the wi-fi source.
- Temporarily dedicate the use of the Internet band only to the devices used for the exam, avoiding connections of other devices.

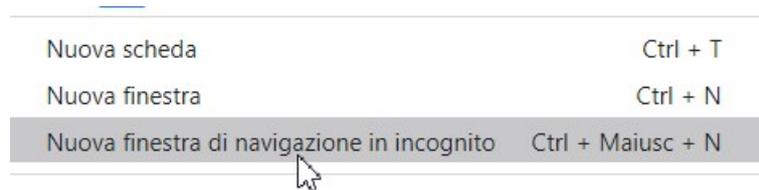
TROUBLESHOOTING

QUESTIONMARK

Not found on this server

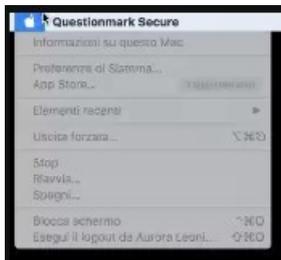
If, after clicking on the link to access Questionmark, you see the message on the right, or a blank page with your data but no possibility of continuing with the test, open the link provided by the teacher in a new window or in a new incognito window.

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



Other types of errors

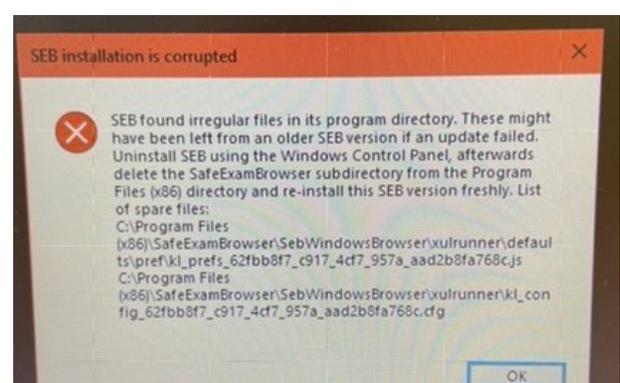
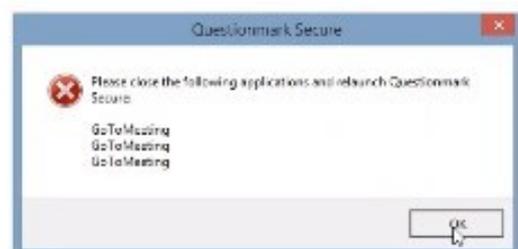
In case of errors due to a black page or the appearance of login forms



a disconnection occurred due to a timeout problem.

Check that you have a good connection, preferably using broadband or ADSL via Ethernet cable. If you do not have a sufficiently stable and fast connection, you may request a workstation in a laboratory sending a ticket to the Student Office.

If error windows appear for certain software or apps that are running (GoToMeeting, Skype, Apple Mail, iTunes, etc.), deactivate or uninstall them.



Corrupted SEB installation

If you receive a message warning you that the installation of SEB is corrupted (see image on the right) and it is not possible to access the test although SEB was started, deactivate the antivirus protection and try to launch SEB again.

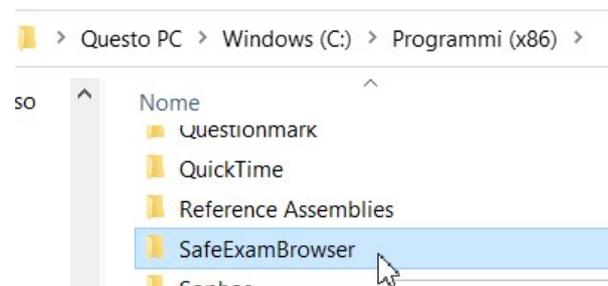
If the problem persists, do the following.

1) Uninstall SEB

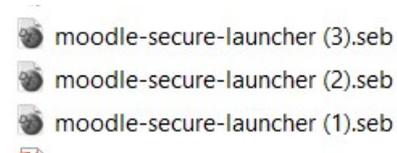


2) Delete the folder

C:\Program Files (x86)\SafeExamBrowser with all its content



3) Delete all the .seb files contained in the download folder



4) Deactivate the real time antivirus protection (alternatively, at the student's discretion, uninstall the antivirus – some problems have been found with Kaspersky, Nod32, Zone Alarm, Avast)

5) Install SEB again from the relevant Moodle page "Written Exams Test Area"

6) Attempt several test simulations: after each simulation delete the .seb file that was downloaded in the download folder.

Other running APPs

In case of messages on running apps that prevent SEB from starting, stop the reported apps.

In Windows: CTRL+ALT+CANC > Task manager

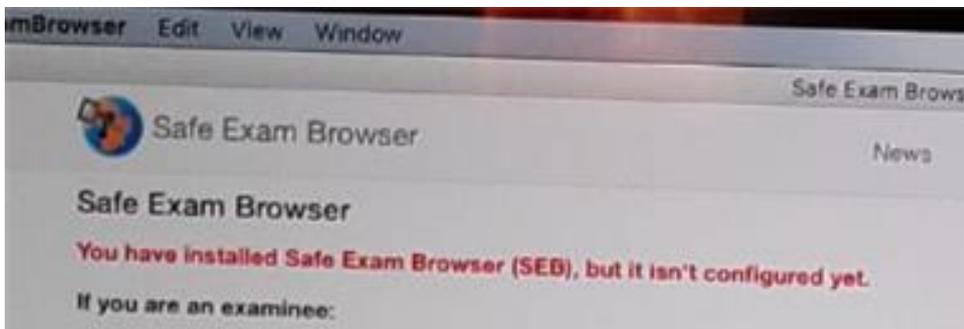
In Mac: CMD+Q

Please note that on a Mac, applications that are apparently closed (clicking on the red dot at the top right of the screen) remain open in the bar: this is shown by the black dot at the bottom of the app icon. To close them, use the key combination CMD + Q.



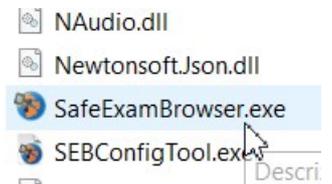
If you want to uninstall an app you must go to launchpad, right click on the icon and select "Uninstall".

SEB not configured



You are trying to start SEB directly clicking on the executable file, (on the side) instead of using the SEB launch link (below)

- [Lancia Safe Exam Browser \(Windows 7 ,10\).](#)
- [Lancia Safe Exam Browser \(MacOS 10.10 o superiore\)](#)



GOOGLE MEET

Missing audio

Disconnect the user from the Meet closing the Chrome window and access again.

COMPUTER-BASED EXAMS CHECK LIST

FOR FURTHER DETAILS ON COMPUTER-BASED EXAMS, ON SECURE BROWSERS AND ON ANY PROBLEMS RELATED TO INSTALLATION AND USE, PLEASE REFER TO THE MOODLE, ILIAS AND QUESTIONMARK COMPUTER-BASED EXAMS CHECK LIST AVAILABLE ON THE UNIBG WEBSITE.