Inspera Integrity Browser (IIB)
Invigilated In-person Assessments

Additional Information, Tips and Tricks

During your exam

This guide gives some information about types of events that are flagged during your invigilated test or exam, along with some tips and tricks about what to do if you encounter technical issues.

FAQs

- What could be flagged during an exam?
- What if I need to have a bathroom break?
- Can I use more than one monitor/display screen?
- What do I do if I see an error in the exam?
- How do I submit my exam?
- Who can I contact for help during my exam?

Guidance on Technical Issues

- Starting your exam or test
- During your exam or test

What could be flagged during my exam?

During an on-campus invigilated exam your assessment will be monitored by the Invigilators. On-campus exam rules apply. More information can be found in the Exam Instructions and Regulations.

What if I need to have a bathroom break?

We encourage you to go to the bathroom before your exam, however if you need to use the bathroom during the exam you can. Please raise your hand and one of the invigilators will be able to take you to the nearest bathroom.

Can I use more than one monitor/display screen?

No, multiple monitors/displays are not permitted.
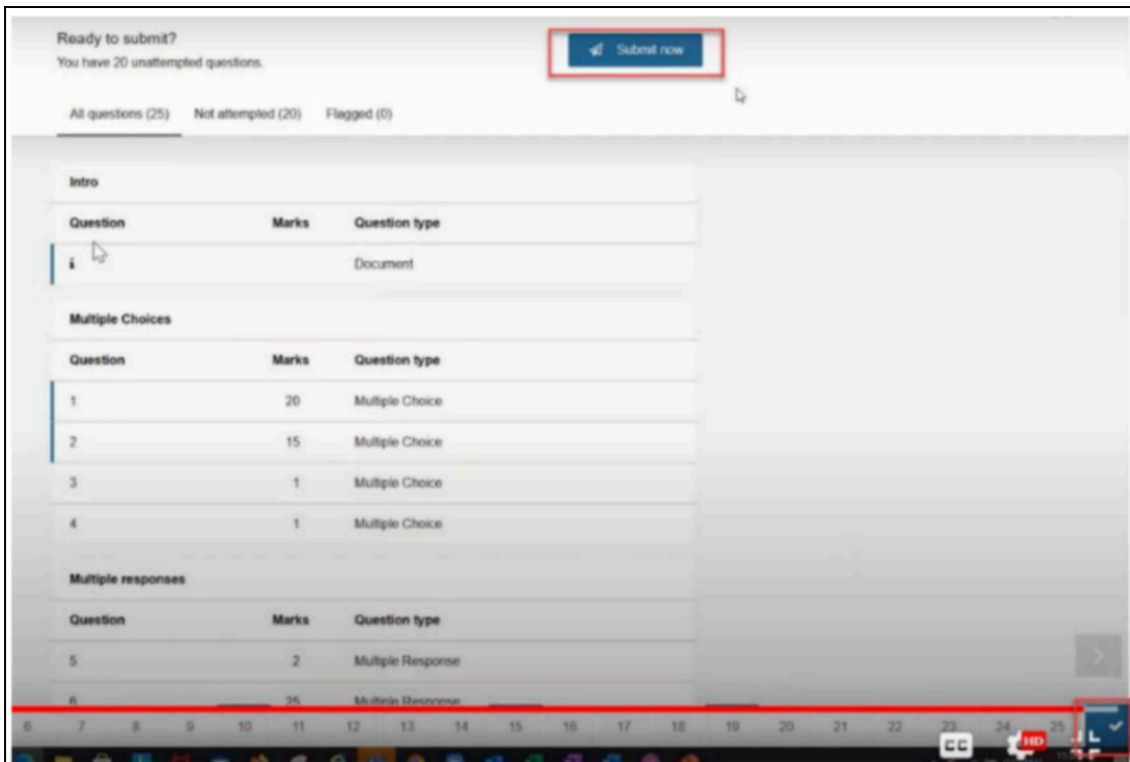
What do I do if I see an error in the exam?

Check the Inspera notifications in your exam to see if a correction notice has been sent out via Inspera. Otherwise, please raise your hand and let the invigilator know. Advise them of the error and continue with the rest of your exam.

How do I submit my exam?

- You will need to click **Submit now** once you have finished your exam.

- Once you have clicked 'Submit now' you quit Inspera Integrity Browser. The system will automatically log you off if you forget to click it, however there is no auto-submit for an Inspera invigilated exam.
- Wait until the 'Do Not Close' window disappears before doing anything else. This may take a couple minutes.
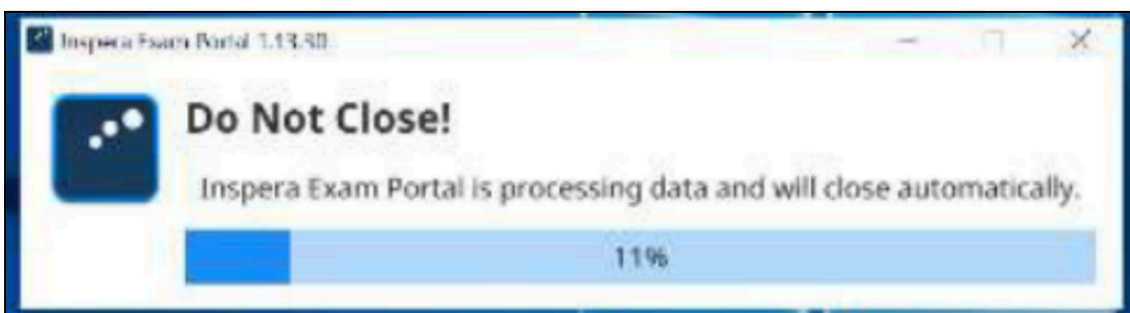
Who can I contact for help during my exam?

Please raise your hand and one of the invigilators in the room will be able to help you.

Technical issues – starting your exam or test

I can't access my exam on Inspera dashboard

To access your in-person invigilated exam you need to first download and launch Inspera Integrity Browser and access your exam through the application. See the 'Set Up Guide' to download, install and test Inspera Integrity Browser on the [Invigilated (supervised) exams page](#).

I am unable to log in with the password I was given (PIN-code)

Please note that the pincode is case sensitive, so try copying and pasting it into your browser directly if possible. Be sure to copy only the password, and not any spaces on either side.

I've logged in but clicking on "Next" after entering my password doesn't work

Please check that:

- Your Antivirus software is not blocking Inspera Integrity Browser from launching.
- Inspera Integrity Browser (IIB) is installed on your computer (found in settings > Apps and Features (Windows) or the Application folder (Mac).
  If Inspera Integrity Browser cannot be located in these locations, then follow the instructions in the 'Set Up Guide'.

I've clicked on IIB to open it, but nothing happens

- Minimise your browser window and check if any other small pop ups have opened.
- Sometimes, the small window to input your Inspera Integrity Browser password appears behind your current window, and minimizing it ensures that you can view any others that may have popped up.
- Double-check your antivirus and/or firewall is not blocking IIB.
  Kaspersky Cyber Security and Avast Antivirus will not allow you to run IIB. Please check your settings with your software on how to enable this.

I've clicked on Launch IIB, but a message pops up saying that it may be harmful to the computer and cannot be launched

This can happen with some Mac OS devices.

To fix the issue, follow these steps:

- Uninstall IIB by deleting it from the applications folder.
- Open Privacy and Security settings and allow installations from "App Store and identified developers" in the General tab.
- Reinstall IIB using instructions provided in the confirmation email.
- Log in and Launch IIB.
- Click "Open Anyway" when prompted.

I would like to change audio and display settings

The audio level can be adjusted from the bottom right corner of the screen.

You can also adjust the contrast of the screen and adjust the size of the font by clicking on the options menu or icon in the top right-hand corner and choosing the settings for this.

I am using a Mac and get "cannot access webcam" message
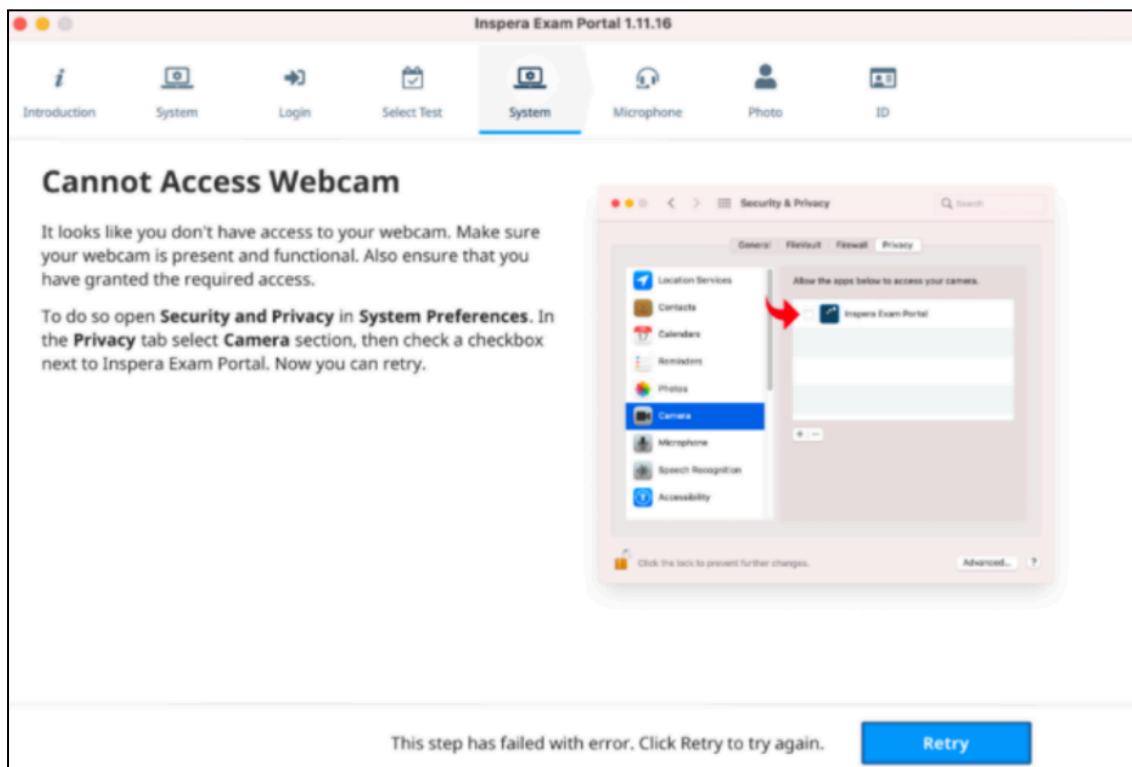
Apple has introduced new security features with the release of Mac OS Catalina, which also applies to Big Sur (the minimum Mac OS version IIB supports). You must grant Inspera Integrity Browser access to the new screen recording permission in order to share your screen for a proctored session with Inspera Proctoring.

How to grant security permissions

1. Open **Security and Privacy** in **System Preferences.**
2. In the **Privacy** tab, select **Camera.**
3. Select the checkbox by **Inspera Integrity Browser.**
4. Click **Retry** in the Inspera Integrity Browser.

Technical issues – during your exam or test

Navigation arrows are covering part of the content/questions

This sometimes happens. To reveal the text that is being obscured, use the sizing splitter in the middle of the screen to adjust the size of the left and right panes.

I've just received a notification that I should contact the Invigilator

This message normally appears if the internet connection is not stable.

Keep an eye out for the status shown on the top part of your screen. If there is a green dot and the test says "Connected", everything is working in the right manner.

If your internet connection is restored during the assessment, your assessment will continue, and your responses will be submitted without any issues.

## My internet dropped out during the assessment but has reconnected

If your internet connection drops out during your exam, you can continue to answer questions offline. Once the connection is restored, your responses will be synced.

## My internet dropped out during the assessment and cannot reconnect

If your internet connection drops out during your exam, you can continue to answer questions offline. If the connection is still not working when you have finished your exam, save your submission as an offline file using the steps below:

Note: do not exit IIB until the download is complete in step 4 below

1. Please raise your hand and an invigilator will help.

2. Click **Save submission as file**
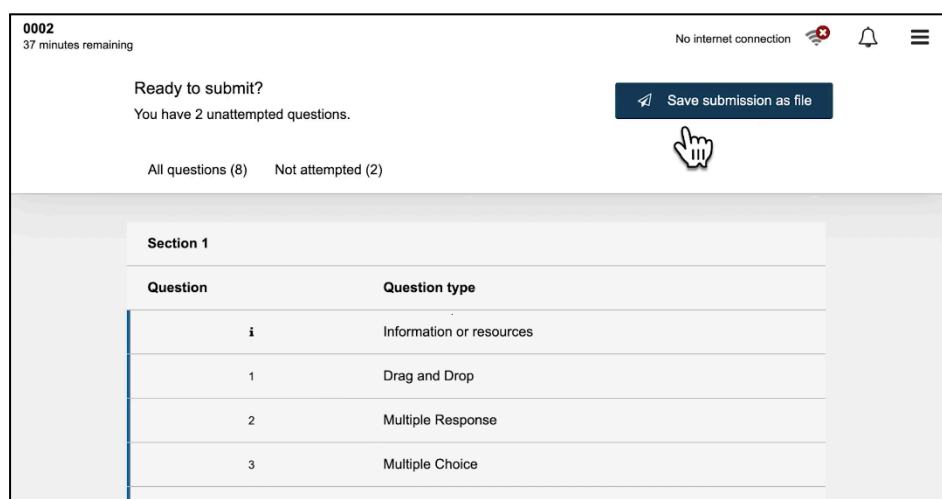
3. Enter the invigilator password and click **Save submission**
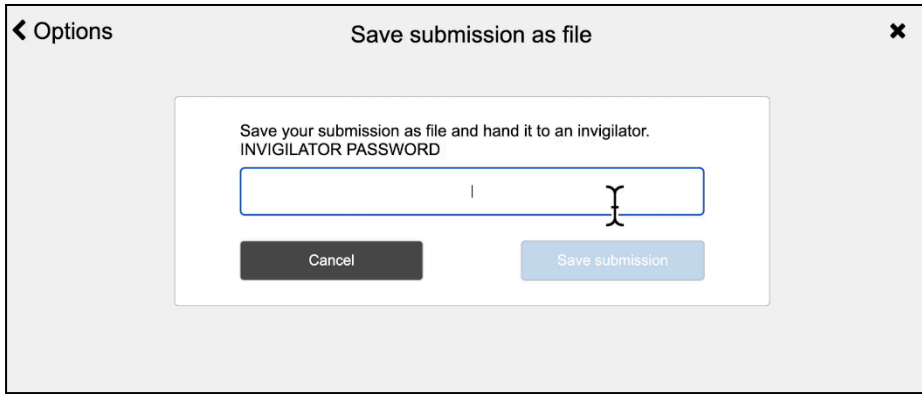
4. After clicking **Save submission**, a success message will appear informing you that the download is complete. Click **OK** and exit.

5. The file will appear as a ".ia" file. For example, **Cand_01-test1.ia**
   Do not rename this file.

   Mac: the download is confirmed, and you will get information on where to find the file on the computer.

   Windows: the file can be found in the standard download folder – usually C:\users\<username>\Downloads.

6. Raise your hand and let one of the invigilators know that you have saved your submission as a file. They will transfer your file to a USB stick to later be submitted on your behalf.

The downloaded file is encrypted, and cannot be accessed outside of Inspera, and it cannot be uploaded to anyone else but the student it was downloaded from.