Inspera Integrity Browser (IIB)
Invilgated Online 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?
- What if I have technical difficulties?

Guidance on Technical Issues

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

What could be flagged during my exam?

During an online invigilated exam your assessment will be monitored by the Inspera software. The software will flag certain behaviours for review. Assessment Services may then review the flags and consider if there is a likelihood of academic misconduct that requires further investigation.

External noises, such as a cough or others walking through the background, or just looking away from the screen are fine.

We don't want you to feel that you are more restricted than in a normal physical exam room. As long as you act like you would in a normal examination, you don't need to worry that you are going to be unfairly accused of cheating.

Actions that could be flagged include:

- Talking out loud
- Leaving the room or getting up from your seat
- Having someone else in the room, including pets (if making a noise)
- Wearing headphones or earphones
- Wearing a hat or hoodie
- Moving your camera
- Being out of camera view
- Anyone entering your test area or speaking to you
- Looking at or using materials that are not allowed
- Taking pictures or screenshots of the exam
- Copying and pasting any elements of the exam
- Using a mobile phone or secondary device

- Using a second monitor
- Opening browser tabs, websites or applications that are not specified in the exam instructions
- Copying and pasting texts into answer boxes

We understand finding a quiet place without any disruptions might be difficult, and at times impossible. The reviewers will be mindful of this and review any flags with this in mind.

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. If you are away from your computer or laptop for more than a couple of minutes, this will be flagged for review by University staff, who may contact you if they need to confirm why you left your exam.

Can I use more than one monitor/display screen?

No, multiple monitors/displays are not permitted. You will need to disconnect any additional monitors prior to the invigilated exam.

What do I do if I see an error in the exam?

First, check to see if you have received a notification from Assessment Services, advising candidates of the error and what they should do.
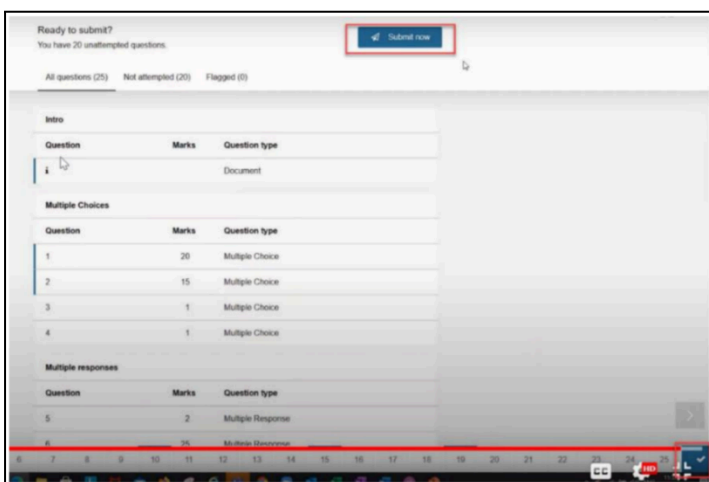
If you haven't received a notification, please phone the student support team at the contact details below and advise them of the error and continue with the rest of your exam.

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.
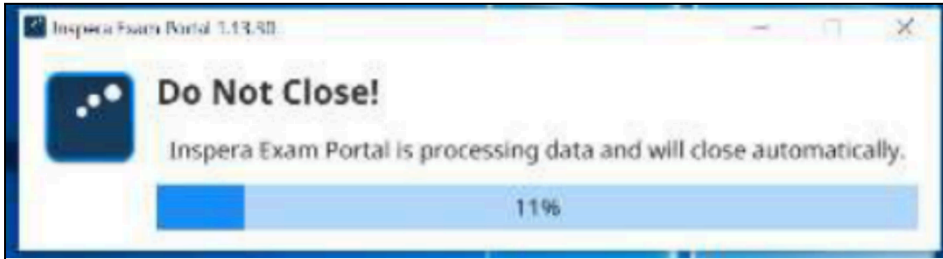
Who can I contact for help during my exam?

Our student support team operates from 8:00am – 6:00pm Monday to Friday, and 12:00pm – 6:00pm on Saturdays during the examination period. (The times stated above are in local New Zealand time)

Phone is the preferred mode of contact for exam-related queries so your query can be handled as quickly as possible. Call **0800 61 62 63** (if you are in New Zealand) or **+64 9 373 7513** (if you are outside of New Zealand)

You can also email studentinfo@auckland.ac.nz. But please be aware that emailed responses may not be able to be provided before your exam-submission deadline.

What if I have technical difficulties?

This section is a troubleshooting guide giving solutions to common issues that you may experience before or during your online invigilated test or exam. If you run into technical difficulties during your assessment that you can't resolve, please immediately call student support on **0800 61 62 63** (if you are in New Zealand) or **+64 9 373 7513** (if you are outside New Zealand)

Technical issues – starting your test or exam

I can't access my exam on Inspera dashboard

To access your online 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
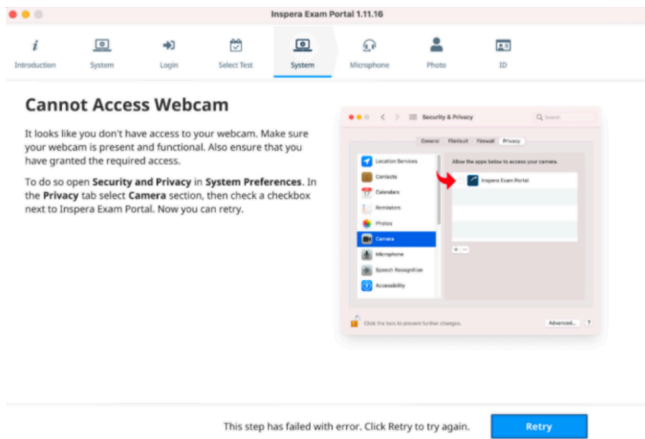
Apple has introduced new security features with the release of Mac OS Catalina, which also applies to Big Sur (the minimum Mac OS version IIB supports). You must grant Inspera Integrity Browser access to the new screen recording permission in order to share your screen for a proctored session with Inspera 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 test or exam

Navigation arrows are covering part of the content/questions

This sometimes happens. To reveal the text that is being obscured, using 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. Ring student support on **0800 61 62 63** (if you are in New Zealand) or **+64 9 373 7513** (if you are outside of New Zealand). You will need an invigilator password to save your exam, and they can help you with this and talk you through the steps below.

2. Click **Save submission as file**
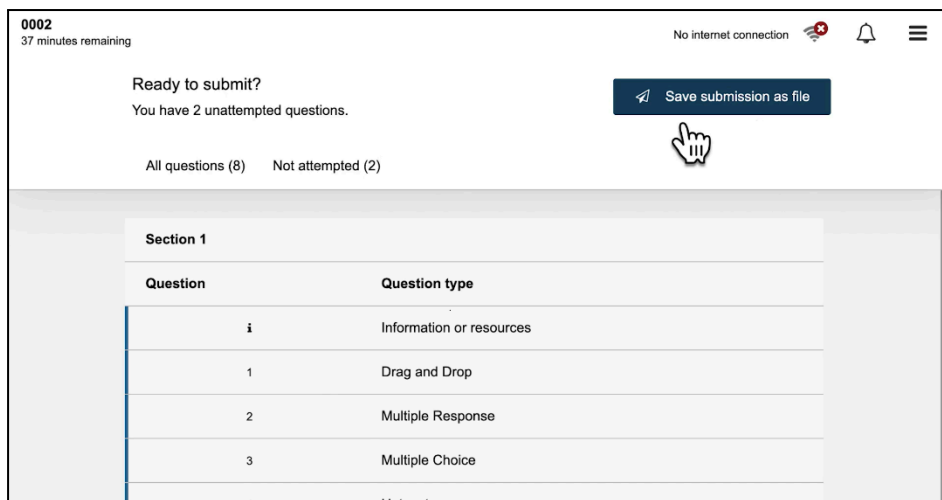
3. Enter the invigilator password and click **Save submission**

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**

   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. Email the ".ia" file to Examinations using exams@auckland.ac.nz, and with the email subject line: "Offline exam submission + [your course code e.g. LAW 131]. Do not rename

the file.

7. If you cannot reconnect and submit your exam straight away, email exams@auckland.ac.nz within 48 hours. Offline exams must be submitted within one week of the exam date.

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.