•° Inspera

# Safe Exam Browser FAQs

**Safe Exam Browser (SEB)** is a web browser environment to carry out e-assessments safely and maximize the security aspects of any exams. The software turns any computer temporarily into a secure workstation and limits the use of certain applications and unauthorized resources (e.g., browse websites, take screenshots, screen sharing) on your device during an exam. It doesn't send any personal information to any centralized server and is not connected to any web analytics, user tracking or clickstream analytics service.

**IMPORTANT: Students taking an assessment/exam on-campus (i.e., in-person at UNSW's Kensington campus) will need to download and install Safe Exam Browser PRIOR to opening their Inspera test e.g., *the day before*.**

## Frequently Asked Questions

**Who needs to download SEB?**
*Students with an on-campus (in-person) invigilated in-term assessment and/or final exam hosted on Inspera will need to download and install SEB on their laptop. Check with your teacher whether you need SEB for your final exam.*

**Do overseas students and/or students taking a remote final exam need SEB?**
*No. If you are taking your final exam online from home, or from overseas, you do not need to download SEB.*

**Why do I need to download SEB?**
SEB locks down your browser and stops you from accessing other websites and resources whilst taking your test in Inspera. This is to prevent cheating, improve the integrity of UNSW exams, and meet the requirements of third-party accrediting bodies.

**What sort of device do I need for my on-campus invigilated exam (SEB required)?**
- *You must use a **laptop** for your on-campus invigilated final exam. PCs, tablets, and mobile phones are NOT suitable.*
- *You must have **administrative rights** to the laptop to be able to install SEB.*
- *It is recommended that you have multiple internet browsers installed in the event you experience any issues during an SEB-enabled Inspera test.*
- *Mac users are advised to use Chrome or Firefox in the event Safari cannot open the SEB-enabled Inspera test.*

**Where do I download SEB from?**
*You MUST download SEB from the Inspera Resources for Students pages on UNSW's Student Gateway. These versions of Safe Exam Browser are supported by the Inspera platform. Downloading SEB from other sources may result in you experiencing technical issues whilst taking your Inspera test.*

**I have installed the incorrect version of SEB in Windows/Mac. How can I install another version?**
- *Uninstall the incorrect version for Mac or Windows*
- *Download SEB from the Inspera Resources for Students pages on the Student Gateway*

**I'm getting the error message, "SEB not in Applications fold on MacOS". What do I do?**
*Your Mac is running on an older version of MacOS and didn't sync with the SEB installation. Try restarting the Mac to sync changes, and upon restart, see if SEB is working as intended.*

**I'm getting the message, "SEB configuration error". What does this mean?**
*You have tried to access an Inspera test via the downloaded SEB app straight after installation. You will find all tests via Inspera. Access all your Inspera assessments and final exams here.*

**How do I know if I've downloaded SEB correctly?**
*Complete the Inspera Student Practice Test. This is an open test that any UNSW student can take to check whether they have successfully downloaded SEB. This Practice Test will also help students prepare their laptop for opening a test in SEB.*

**I've downloaded SEB and I am trying to open the Inspera Student Practice Test, but SEB tells me I have applications still open. What do I do?**
*Use Ctrl + Alt + Delete to open Task Manager and close any background programs and apps. Common applications that prevent SEB from working include TeamViewer, gaming applications e.g., Steam etc. You may need to consider uninstalling any applications or programs that continue to prevent the test opening in SEB.*

**I am still struggling to open the Inspera Student Practice Test in SEB. What else can I try?**
*There are a few other things you can try:*
- *Try a different internet browser (e.g., instead of Safari, try Chrome)*
- *Check you are using the correct test passwords (Test password: 12345a Quit password: 1234)*
- *Try opening the test in a private/incognito window*
- *Restart your laptop.*

**Can I do the Inspera Student Practice Test immediately before I take my final exam.**
*Yes, but is it STRONGLY ADVISED that you do the Inspera Student Practice much earlier e.g., at least the day before your final exam. You **must exit** the Inspera Student Practice Test fully. If you receive the error, "You are not allowed to reconfigure SEB", it means you have not exited the Inspera Student Practice Test properly before commencing your next test.*

**Can I use the same version of SEB I've downloaded in previous terms to complete my upcoming assessments/exams?**
*Possibly not. You will need to check the SEB section of the Inspera Resources to see which version of SEB you need. Please uninstall and reinstall the latest version of SEB for Windows or Mac before undertaking your Inspera test.*

**Where do I get the passwords to open my on-campus invigilated final exam?**
*The exam supervisors/invigilators will provide you with your test password in the exam room at the time when your exam starts.*

**I've successfully installed SEB and completed the Practice Test. What next?**
*Bring the SAME laptop to campus for your in-person invigilated exam. Avoid changing any settings on your laptop or reopening/installing any apps or programs before your exam to ensure SEB will still work on your laptop when you go to open your Inspera.*

**If you continue to struggle with installing Safe Exam Browser, we strongly advise you to arrive to your exam AT LEAST 30 minutes prior to your invigilated exam and seek assistance from the onsite IT Helpdesk outside the exam room.**

For more information about **Safe Exam Browser** and **on-campus invigilated exams**, go to the *Inspera Resources for Students pages*

UNSW
SYDNEY