

# **IMPORTANT INSTRUCTIONS FOR CANDIDATES APPEARING IN COMPEX-2020 INTERNET BASED REMOTE PROCTORED EXAM**

The Internet based Remote Proctored Examination for COMPEX-2020 for admission in undergraduate courses will be tentatively held in 4<sup>th</sup> week of August'2020.

In order to appear in based Remote Proctored Examination candidates are advised to be ready with the following:

1. Laptop/Desktop with webcam enabled.

*Desktop/Laptop minimum required configuration:*

- a) Operating System : Windows 7,10 and Ubuntu LINUX (14.1 and 16) version
  - b) RAM : 4GB of RAM
  - c) Processor : Intel Core i3 (or equivalent) and above
  - d) HDD : 100 MB of free space
  - e) Internet speed : minimum 1 Mbps
  - f) Browser : Google chrome
2. Power Supply.
  3. Internet connectivity with minimum 1 mbps bandwidth.
  4. Mobile number. The helpdesk service shall be provided to you through Whatsapp calling in your registered mobile number as mentioned in online application. In case Whatsapp is not available in your registered mobile number then kindly enable the same. In order to operate you are advised to have a smart phone.

In order to make your desktop/laptop ready for the internet based remote proctored examination, few Preliminary Activities such as Infrastructure Readiness Check (IRC), Dry Run Check (DRC)/Mock Test

and Data Quality Check (DQC) for assessing the examination environment will be performed before examination at your place. Once this desktop/laptop is checked and ready for the use in examination, you are advised not to change these. The desktop/laptop after the preliminary check shall be used mandatorily for appearing in the final examination. Schedule for IRC, DRC and DQC is given below:

|   |  |                            |  |
|---|--|----------------------------|--|
| 1 | IRC (Infrastructure Readiness Check)                           | 17 & 18 August' 2020       | The timing for these activities shall be informed by Whatsapp calling through helpdesk.  |
| 2 | DRC (Dry Run Check)/Mock Test & DQC (Data Quality Check)       | 21 & 22 August' 2020       |  |
| 3 | Examination<br>( <i>Internet Based Remote Proctored Exam</i> ) | Fourth week of August'2020 | The actual schedule shall be informed through admit card<br><br>Detailed instructions regarding examination shall be shared on your registered email id. |

Detailed instructions regarding examination shall be shared on your registered email id mentioned in the online application.

In case of any problems faced by the candidate, please feel free to contact Help Desk at e-mail: [compexnepal2020@gmail.com](mailto:compexnepal2020@gmail.com)

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# **Compex-2020 Internet based Remote Proctored Exam**

Examinee Dos and Don'ts

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## Before Start of Exam

### Things 'To Do'

1. Do, seek your parent consent (in case you are minor) before taking the Assessment as your video will be recorded from time to time during the exam duration
2. Do, read through the Examinee Instructions
3. Do read FAQs to help you through any exam setup and/or disruption
4. Do, check on the location from where you will take the entire exam –
  - a. Comfortable seating position, with ideally a wall or showcase behind you
  - b. Adequate brightness in the room
  - c. Light source facing you and away from camera
5. Do, check you have all required writing material (approved by exam body) available with you
6. Do check you have your laptop power charged and plugged in to power
7. Do, check system configuration to be minimum of –
  - a. Operating System : Windows 7,10 and Ubuntu LINUX (14.1 and 16) version
  - b. RAM : 4GB of RAM
  - c. Processor : Intel Core i3 (or equivalent) and above
  - d. HDD : 100 MB of free space
  - e. Internet speed : minimum 1mbps
  - f. Browser : Google chrome.
8. Do, check you have the correct and valid Login ID and Password
9. Do, check proper working of
  - a. Internet connection
  - b. WebCam
  - c. Power supply

### Note:

Other issues where the camera is not getting detected or not functioning correctly. Please refer to the below instructions to resolve them.

- A. Ensure you have camera and the latest camera drivers installed on your system
  - B. Ensure to allow / grant permission in anti-virus software for browsers to connect to camera (Click on Antivirus, open privacy protection and disable webcam protection)
  - C. For issues pertaining to video streaming not functioning, right click on the video window then select the show controls. System will show the play button on video. Click on that play button. Now you should be able to see the live stream.
10. Do, disable Antivirus on the system to be used for test-taking
  11. Do "allow" for permission for webcam from your browser settings ( Refer detailed Examinee Instructions)
  12. Do turn off any application notifications, background processes running on your system to be used for test-taking
  13. Do, download and save the launcher on your system, at least 2 hours in advance of your Exam time.
  14. Do, ensure all other applications, folders and files are closed, before launching the Launcher.
  15. Raise a HelpDesk query in case of any difficulty faced

## Things 'Not to Do'

1. Do not change the computer / laptop already tested by you and made ready during Mock, for actual exam
2. Do not have anybody else present in the test taking room apart from yourself (as Test-taker) – non compliance to this will lead to your disqualification
3. Do not share the internet bandwidth during course of the Exam
4. Do not move away from your computer and WebCam range
5. Do not have a light source behind you or at an angle that will cast any shadow on your face
6. Do not have any device, equipment with you that has not been explicitly approved by Examination body

## During Exam

### Things 'To Do'

1. Do, Accept the Terms and Condition displayed on your Console
2. Do read and understand the Exam Instructions, Section Instructions and Question level instructions
3. Do, focus on the activity to be performed on the screen to solve the question being displayed
4. Do, Keep track of exam timer
5. Do, look for any onscreen messages and respond immediately as per the message received
6. Do be aware, that any suspicion of malpractice or attempted use of unfair means can lead to your disqualification

## Things 'Not to Do'

1. Do not cover the webcam at any point from start of examination till your examination is submitted
2. Do not create virtual setup of screen mirroring or casting your screen.
3. Do not consume any breakfast/meal/snacks/beverage.
4. Do not cover or mask your face.
5. Do not change the seating posture.
6. Do not talk to anybody while taking the exam
7. Do not have anybody present with you while taking the exam
8. Do not use your mobile phone or any other communication device during the course of examination
9. Do not share your screen with anybody
10. Do not take screenshots or video or photos of question to share with anyone or on social media channels
11. Do not use try any unfair means to gain advantage in the examination
12. Do not try to use any other application other than Launcher on the system
13. Do not Hit 'X' on top right corner to close the Launcher window
14. Do not leave the computer/examination ahead of allotted exam end time

15. Do not move around your seated position such that it obstructs a clear frontal view of your full face

## **Post Exam**

### **Things 'To Do'**

1. Do a manual submit of responses to questions by pressing 'Submit' button once you have completed your paper
2. Do click on "Exit assessment" button on the console, to ensure successful submission of the assessment and to close the browser.
3. Do "Right Shift+Esc" to Exit the Browser, if it takes more than 5 min. for the system to close the browser on its own.
4. Do wait for the browser to close
5. Do Restart your computer to reverse all temporary system changes made for the exam

### **Things 'Not to Do'**

1. Do Not try to re-take the Assessment unless specifically instructed to do so
2. Do not try to reach out to Helpdesk to know your score and result

# **Compex-2020 Internet based Remote Proctored Exam**

Examinee Instructions



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## **Instruction for Examinee**

In view of the current pandemic and lockdown in the world, we would be conducting the COMPEX 2020 EXAM this year as a Remote Proctored Assessment, contrary to designated Test Centres, as in earlier years. This change is to allow you to give your Exam from the safety and security of your home, without the inconvenience of travel.

To ensure that the exam can be successfully completed by you from your home and using your system, we have enhanced the overall exam process to provide a seamless experience.

The Key objective of this process is to ensure that your system is checked and configured as per the needs of taking this exam remotely. In case of any issues arise, the same will be resolved in the time allotted, post which you will appear for a Mock assessment.

The 3- Step process as described below, will help you check the infrastructure readiness and will help you prepare and get ready before the assessment on the exam day.

**Step-1: Infrastructure Readiness Check (IRC) – 17<sup>th</sup> & 18<sup>th</sup> August 2020**

**Step-2: Data Quality Check (DQC)/Mock Test & Exam Dry Run Check (DRC)–21<sup>st</sup> August – 22<sup>nd</sup> August 2020**

## **Infrastructure Readiness Check (IRC)**

In this step, ensure that your systems and internet bandwidth and speed are checked as against the requirement of taking the remote assessment.

The following factors will be checked on your system:

1. Operating System
2. Versions of needed software installed in the computer and its security control levels – example – Browser, its version and its security settings
3. Adequate Internet Upload/Download Bandwidth availability
4. Appropriate Camera installation on your system and its configurations
5. Any other software installed in the computer (like anti-virus, permissions to write in the disk etc.)

This step will be performed over a 3-day period, so that every Examinee can get this check done as per their convenience. Once complete, this step will help ensure that your infrastructure is ready for the Exam

In case you face any issues during this process, you will have an ability to communicate the issue to the Technical Helpdesk. You will need to log your issue with the Online Technical Helpdesk and get required special attention in resolving your issues. Once the Technical issues are resolved, and the checks are successfully completed, your system would be ready for the exam.

### **Availability of WebCam:**

The system to be used must have either an integrated WebCam or an attached WebCam.

a) Ensure the WebCam is functioning.

To check this –

- i. Open WebCam application installed on the system (e.g. Type 'Webcam' in search bar to locate Application).
- ii. Take few sample pictures and video of self.

b) Ensure uninterrupted and exclusive access to the WebCam.

c) Close all third-party applications installed on your system to capture images or videos from your system, including YouCam

d) Uninstall YouCam software for the duration of assessment

### **Active, dedicated Internet bandwidth**

Active & Consistent internet connectivity is required throughout the session. In case of WiFi connection ensure that, at the time of attempting the assessment limited users are connected to the same network. This will ensure uninterrupted session.

### **Firewall & Proxy Setting**

For a system with active Firewall, ensure that the firewall setting is turned "off" for the duration of assessment.

Disable all Proxy setting

## System Screen Resolution

Please ensure system screen resolution is set to 1024\*720 only.

Please refer following links to change systems resolution based on operating system

Windows : <https://www.youtube.com/watch?v=3GdKiUAnyHc>

Ubuntu : <https://help.ubuntu.com/stable/ubuntu-help/look-resolution.html.en>

## Browser Setting

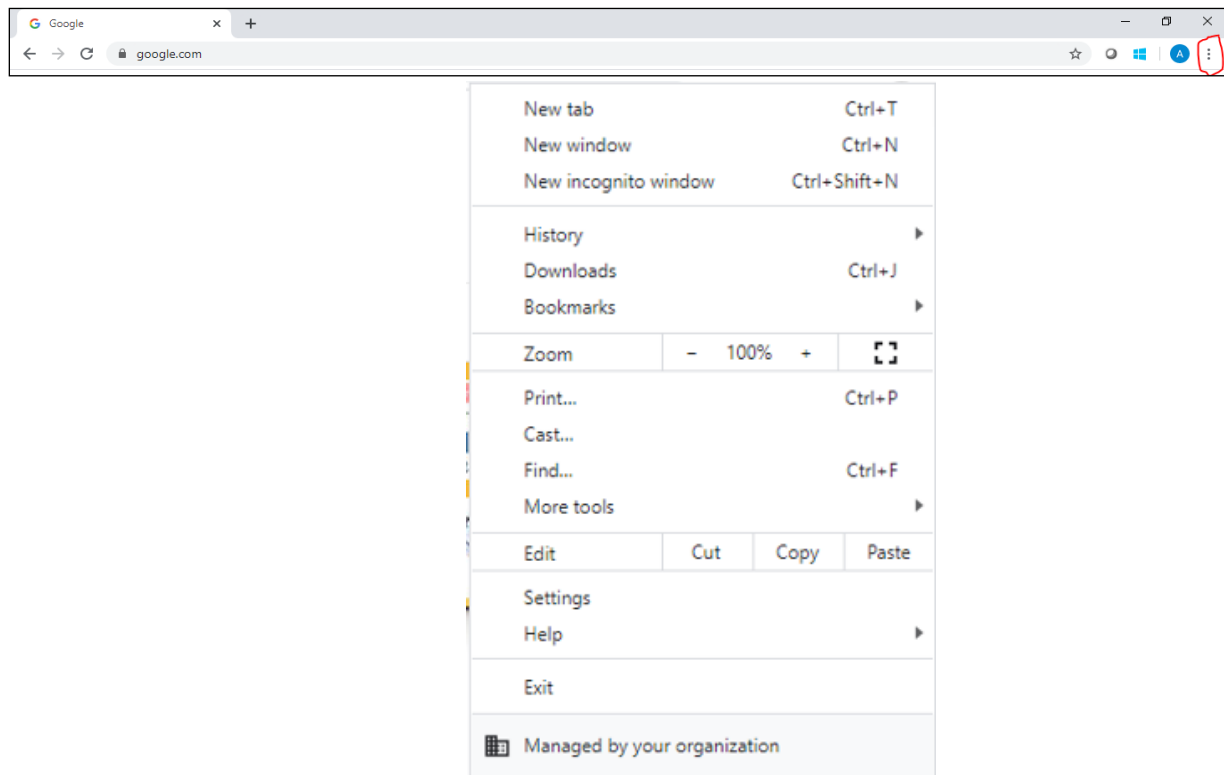
Recommended Google Chrome browser for best experience

Please verify the following key check points in browser setting before starting self-registration or the Assessment.

### Zoom Level:

Set the browser zoom level to 100%.

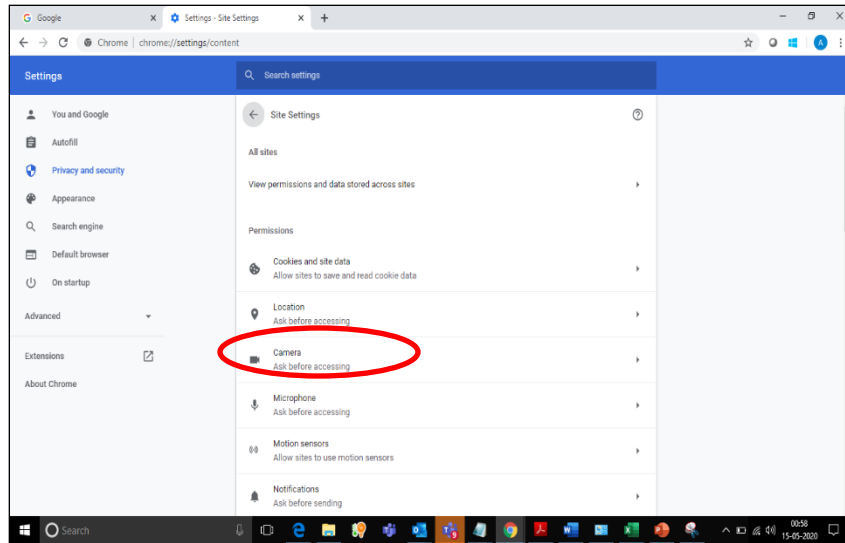
Please access the zoom level setting by clicking on the three vertical dots displayed on the right hand corner of your browser window as shown



### Camera Access:

Access to camera should be "allowed" for browser.

On google chrome, please navigate to **Settings->Privacy and Security->Camera**



Please follow steps mentioned in the linked website for more information about browser access to camera

<https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en>

**Note:** In case you are using Organization-controlled system, it is possible that organization's security policy would require Admin access to change these settings.

## Anti-virus

Anti-Virus programs running in background could generate system alerts from time to time. These system alerts would impact running of Assessment Application and possibly stop ongoing assessment session.

To avoid such a situation, please temporarily disable/stop the antivirus program.

For steps and instructions to disable/Stop anti-virus program during the assessment period, please follow the steps provided by your antivirus program.

In case using a system managed by an Organization, Administrator access may be required to disable anti-virus protection program.

A personal system with full access (administrative level) and control is recommended

## Launcher Details

The IBALauncher once downloaded can be used for future assessments. You need not download the launcher every time before the assessment. System upgrades the launcher, if any update is available while launching.

### **Details of OS and Supported Browsers for iLEON App**

1. Windows 10, 7 - Google Chrome - All versions.
2. Windows 10, 7 - Internet Explorer - All versions.
3. Windows 10 - Firefox - Not supported
4. Windows 7 - Firefox - Version 46 to 56.
5. Ubuntu - All versions.
6. Safari – Not Supported.
7. MAC OS – Not supported.

**Note:** In case of a desktop or laptop running Windows 7 operating system, please check and ensure it has the latest Service Pack installed.

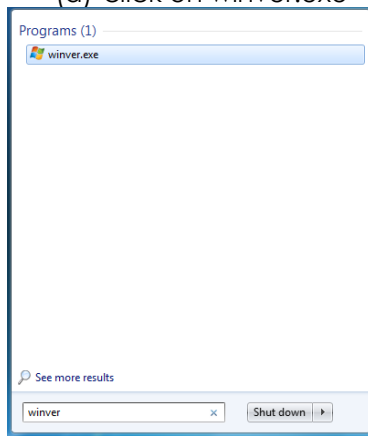
There are two approach to determine the **Service Pack** installed

Service Pack Check – Approach 1

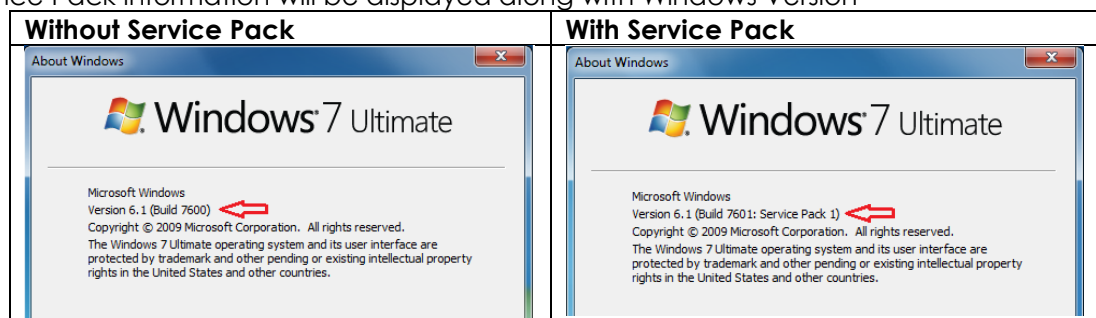
- a) Click Start button
- b) Right-click on “Computer” icon
- c) Click “Properties”.
- d) Check basic information about your computer configuration displayed - If Service Pack 1 is listed under Windows edition, SP1 would be already installed on your computer.

Service Pack Check – Approach 2

- (a) Click Start button
- (b) Locate Search programs and files text box
- (c) Type **winver** in the box space
- (d) click on winver.exe



- (e) Service Pack information will be displayed along with Windows Version



**Note:** If Service pack 1 is not installed, follow the instructions to download and install SP1 from following URL <https://www.microsoft.com/en-us/download/details.aspx?id=5842>

- Repeat the above steps to verify the version again.
- In case the Service pack is not installed, please arrange for a separate system to take the exam.
- In case an error encountered says “Failed to execute script main” it is an indication of incorrect Operating System being used.

## General Troubleshooting

In case any issue is encountered during course of Assessment with an error message indicating Session is "locked",

1. Press "Right Shift + Esc" key to exit ongoing Assessment
2. Close Application
3. Open new session on Browser
4. re-login to the assessment website using the credentials provided in email
5. Generate a new key
6. Launch the assessment using the new key

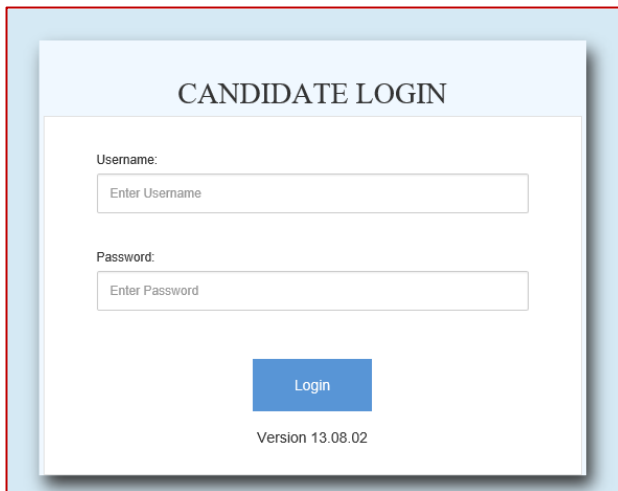
Please ensure the browser has full access to WebCam and there are no running and active firewall and/or antivirus programs



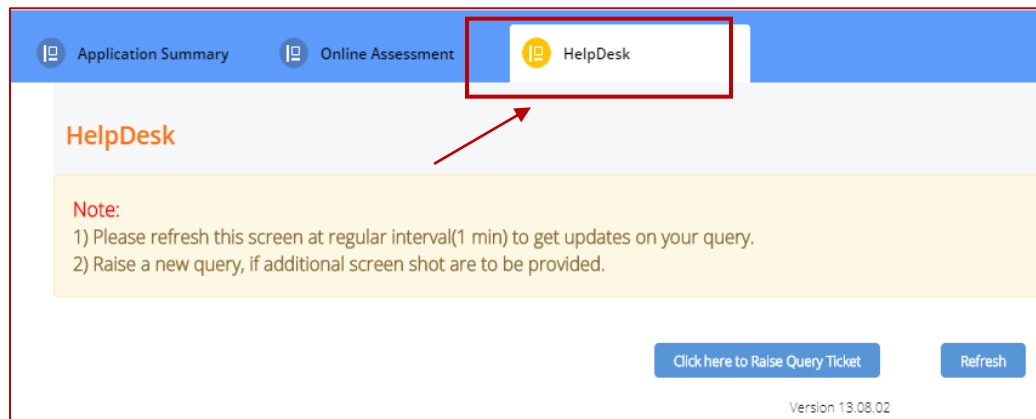
## HelpDesk

Remote Assessments (RA) - Online allows the candidates to use HelpDesk to seek technical support and communicate with the Support Team for any queries with respect to the assessment. Below is the set of instructions to use the HelpDesk feature.

1. Access the URL on a browser of your choice (Chrome recommended) from the system you are going to use for taking the assessment.
2. Wait for the log in screen as shown below



3. Enter the correct username and password as provided in the email sent to your registered email ID
4. Click **Login**.  
There will be three tabs visible:
  - a. **Application Summary:** this tab will contain your basis information. Please go through this to ensure it's your details only.
  - b. **Online Assessment:** This tab will contain access to the assessment that you need to appear for
  - c. **HelpDesk:** This tab has an option to "Raise Query Ticket" should you face any technical challenges while giving the assessment.
  - d. Click on HelpDesk tab to raise ticket with a Technical Support team



e. Click on "Click here to Raise Query Ticket"

The screenshot shows the HelpDesk interface with a blue header bar containing 'Application Summary', 'Online Assessment', and 'HelpDesk' tabs. Below the header, the 'HelpDesk' section is highlighted. A yellow note box contains the text: 'Note: 1) Please refresh this screen at regular interval(1 min) to get updates on your query. 2) Raise a new query, if additional screen shot are to be provided.' At the bottom right, there is a blue button labeled 'Click here to Raise Query Ticket' which is highlighted with a red box and a red arrow points to it. A 'Refresh' button is also visible. The version number 'Version 13.08.02' is displayed at the bottom right.

f. Candidate query form will open with two separate sections in it.

- Section 1 "Query Section" – for entering details pertaining to the issue / query to be raised viz. Problem Category, Type and Statement or the detailed description of the issue.
- Section 2 "Upload Screenshots" – to be used for uploading relevant screenshots of the issue faced. Maximum of 5 screenshots can be uploaded of JPEG, JPG & PDF formats, with file size ranging from 25KB to 5MB.

**Note:** Please add clear screenshots while raising query. This will help the technical support team to understand and quickly resolve the issue.

The screenshot shows the 'Candidate Query Form' window. At the top, there is a blue header bar with 'HelpDesk' and 'Candidate Query Form' tabs. Below the header, a yellow note box contains the text: 'Note : Please add clear error screenshots while raising query for quick resolution.' The form is divided into two main sections: 'Query Section' and 'Upload Screenshots'. The 'Query Section' contains fields for 'Problem Category' (a dropdown menu), 'Problem Type' (a dropdown menu), and 'Problem Statement' (a text area). The 'Upload Screenshots' section contains a list of instructions for uploading screenshots, including file size limits and supported formats. To the right of these instructions, there are five 'Choose File' buttons, each followed by 'No file chosen' and an 'Upload' button.

g. Fill in all the appropriate details in the "Query Section".

- Problem Category** – Query can be raised for problem faced in any of the following categories during the course of assessment.
  - After login** – "Issue faced after entering the login credentials"

2. **Self-Registration** – “During the process of capturing 5 self-registration images”
3. **Launcher Download** – “Landing page where launcher installation guidelines are provided”
4. **Starting Launcher** – “Entering the launcher key and selecting the browser window”
5. **During Assessment** – “Issue faced on the candidate console”

The screenshot shows the 'HelpDesk' interface for a 'Candidate Query Form'. A red box highlights the 'Problem Category' dropdown menu, which is open, showing options: 'After login', 'Self Registration', 'Launcher Download', 'Starting Launcher', and 'During Assessment'. A red arrow points from the 'Problem Category' label to the dropdown. The 'Problem Statement' field is empty. Below the dropdown is the 'Upload Screenshots' section with multiple 'Choose File' and 'Upload' buttons. A note at the top says: 'Note : Please add clear error screenshots while raising query for quick resolution.'

- ii. **Problem Type** – Select appropriate type of problem after selecting the category from the options provided in the dropdown

The screenshot shows the 'HelpDesk' interface for a 'Candidate Query Form'. The 'Problem Category' dropdown is now set to 'After login'. The 'Problem Statement' field is empty. A red box highlights the 'Problem Type' dropdown menu, which is open, showing options: 'I am not able to find my exam details', 'There is no exam visible in Current Tab', 'I am able to see my assessment but not able to do anything', 'What should I do next?', and 'Others'. A red arrow points from the 'Problem Type' label to the dropdown. The 'Upload Screenshots' section is visible at the bottom. A note at the top says: 'Note : Please add clear error screenshots while raising query for quick resolution.'

- iii. **Problem Statement** – Enter precise and easy to understand description of the problem for quick troubleshooting & resolution.

The screenshot shows the 'HelpDesk' interface for a 'Candidate Query Form'. At the top, a yellow banner contains a note: 'Note : Please add clear error screenshots while raising query for quick resolution.' Below this, the 'Query Section' contains two dropdown menus: 'Problem Category' (set to 'After login') and 'Problem Type' (set to 'I am not able to find my exam details'). The 'Problem Statement' field is highlighted with a red box and contains the text: 'The page appears to be blank even after refreshing it multiple times.' Below the query section is the 'Upload Screenshots' area, which lists six upload slots with file size limits and format restrictions. Each slot has a 'Choose File' button and an 'Upload' button. The first 'Choose File' button is highlighted with a red box.

- h. Browse the screenshot by clicking on “Choose File” as per the file size and format.

This screenshot shows the same 'HelpDesk' interface as the previous one, but with an 'Open' file dialog box open over the 'Upload Screenshots' section. The dialog box shows the 'Pictures > Saved Pictures' folder, with a file named 'IBA\_Screenshot' selected. The 'File name' field also contains 'IBA\_Screenshot'. In the background, the 'Upload Screenshots' section is visible, and the third 'Choose File' button is highlighted with a red box. A red arrow points from the 'IBA\_Screenshot' file in the dialog box to the highlighted 'Choose File' button. The 'SUBMIT' button is visible at the bottom right of the form.

- i. Click on Upload.

The screenshot shows the 'HelpDesk' application window. The 'Query Section' contains a 'Problem Category' dropdown set to 'After login', a 'Problem Type' dropdown set to 'I am not able to find my exam details', and a 'Problem Statement' text area with the text 'The page appears to be blank even after refreshing it multiple times.' Below this is the 'Upload Screenshots' section, which lists five upload slots. Each slot has a 'Choose File' button, a file name (e.g., 'IBA\_Screenshot.jpg'), and an 'Upload' button. The 'Upload' button for the third slot is highlighted with a red box and a red arrow. A 'SUBMIT' button is located at the bottom right of the 'Upload Screenshots' section. The version '13.08.02' is displayed at the bottom center.

- j. "File has been uploaded successfully" message appears on screen. Click on OK. Preview option can also be used to verify or preview the screenshot.

This screenshot shows the same 'HelpDesk' application window as the previous one, but with a modal dialog box in the center. The dialog box contains the text 'File has been successfully uploaded.' and an 'OK' button, which is highlighted with a red box and a red arrow. In the background, the 'Upload Screenshots' section is visible, and the 'Preview' button for the third upload slot is also highlighted with a red box and a red arrow. The 'SUBMIT' button and the version '13.08.02' are also visible.

- k. Click on “SUBMIT”

HelpDesk

Query Section

Problem Category \* After login

Problem Type \* I am not able to find my exam details

Problem Statement \*

The page appears to be blank even after refreshing it multiple times.

Upload Screenshots

Please upload scanned copy of screenshot.  
(Maximum file size - 25KB and only JPEG and JPG formats is allowed)

Please upload scanned copy of screenshot.  
(Maximum file size - 50KB and only JPEG and JPG formats is allowed)

Please upload scanned copy of screenshot.  
(Maximum file size - 1MB and only JPEG and JPG formats is allowed)

Please upload scanned copy of screenshot.  
(Maximum file size - 3MB and only JPEG, JPG and PDF formats is allowed)

Please upload scanned copy of screenshot.  
(Maximum file size - 5MB and only JPEG, JPG and PDF formats is allowed)

Choose File No file chosen

Choose File No file chosen

Choose File IBA\_Screenshot.jpg

Choose File No file chosen

Choose File No file chosen

Upload

Upload

Upload Preview

Upload

Upload

SUBMIT

Version 13.08.02

- l. Confirmation dialog box pops up on screen to verify all the details in the form. Click on Proceed if details entered are correct or Click Cancel to revalidate or to make any further changes.

HelpDesk

Query

Confirmation

Please verify all the details in the Application Form.

Proceed Cancel

Problem Statement \*

The page appears to be blank even after refreshing it multiple times.

Upload Screenshots

Please upload scanned copy of screenshot.  
(Maximum file size - 25KB and only JPEG and JPG formats is allowed)

Please upload scanned copy of screenshot.  
(Maximum file size - 50KB and only JPEG and JPG formats is allowed)

Please upload scanned copy of screenshot.  
(Maximum file size - 1MB and only JPEG and JPG formats is allowed)

Please upload scanned copy of screenshot.  
(Maximum file size - 3MB and only JPEG, JPG and PDF formats is allowed)

Please upload scanned copy of screenshot.  
(Maximum file size - 5MB and only JPEG, JPG and PDF formats is allowed)

Choose File No file chosen

Choose File No file chosen

Choose File IBA\_Screenshot.jpg

Choose File No file chosen

Choose File No file chosen

Upload

Upload

Upload Preview

Upload

Upload

SUBMIT

Version 13.08.02

- m. All the details of User, Ticket and Workflow is displayed on the screen. These details can be used for tracking and communication purpose. Click Close to navigate back to the HelpDesk tab.

**HelpDesk**

**User Details**

|                     |      |          |                     |
|---------------------|------|----------|---------------------|
| Registration Number | 6388 | Name     | Swapnal Chakrabarty |
| Mobile Number       |      | Email Id |                     |

**Helpdesk Details**

|               |                                       |                   |   |
|---------------|---------------------------------------|-------------------|---|
| Ticket Number | 178                                   | Problem Category  | After login   |
| Problem Type  | I am not able to find my exam details | Problem Statement | The page appears to be blank even after refreshing it multiple times. |

Grievance Screenshot3

**Workflow Details**

Helpdesk Ticket Status: Open

| Name                | Role      | Date of Action       | Remark               | Action |
|---------------------|-----------|----------------------|----------------------|--------|
| Swapnal Chakrabarty | Applicant | 28/May/2020 12:03:43 | New Grievance Raised | SUBMIT |

**Close**

- n. Below screen appears, click on the refresh button and then click on view to see the response from the helpdesk agent.

**HelpDesk**

**Note:**

- 1) Please refresh this screen at regular interval(1 min) to get updates on your query.
- 2) Raise a new query, if additional screen shot are to be provided.

[Click here to Raise Query Ticket](#) **Refresh**

| Action      | Ticket Number | Candidate Name | Candidate Email | Candidate Mobile Number | Problem Category  | Grievance Logged date(dd/MM/yyyy) | Workflow Remark      | Workflow Status |
|-------------|---------------|----------------|-----------------|-------------------------|-------------------|-----------------------------------|----------------------|-----------------|
| <b>View</b> | 245           | Madhulika      | 10108@ics.com   | 9090909113              | Self Registration | 04/Jun/2020                       | New Grievance Raised | Open            |
| <b>View</b> | 244           | Madhulika      | 10108@ics.com   | 9090909113              | After login       | 04/Jun/2020                       | ok thanks            | Updated         |

Account 5 to 2 of 2 Entries

Version 13.06.02

- o. Below screen appears, with comment/response from the HelpDesk agent. If the issue still persists use the remarks section to highlight the issue and click on update or else click on close.

HelpDesk

Close X

User Details

Registration Number

6651

Name

Madhulika

Mobile Number

9090909113

Email Id

10105@tcs.com

Helpdesk Details

Ticket Number

245

Problem Category

Self Registration

Problem Type

Checkbox not getting enabled during registered

Problem Statement

Please help resolve.

Workflow Details

Helpdesk Ticket Status

Responded

| Name        | Role             | Date of Action       | Remark               | Action  |
|-------------|------------------|----------------------|----------------------|---------|
| Madhulika   | Applicant        | 04/Jun/2020 11:52:11 | New Grievance Raised | SUBMIT  |
| Gopal Kumar | Associate Level1 | 04/Jun/2020 14:10:53 | Refresh the window   | RESPOND |

Remarks

UPDATE

Close

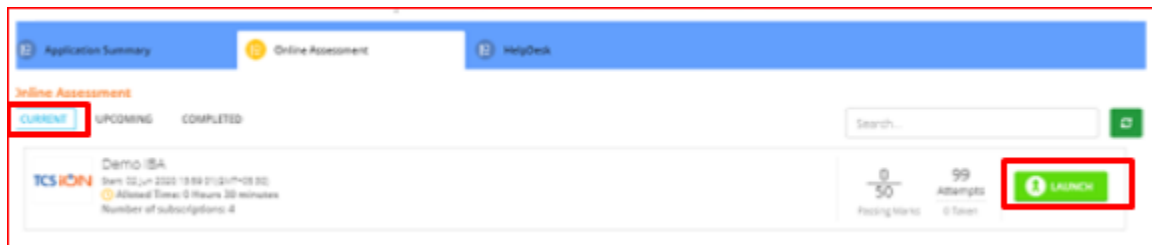


## Logging in and installing the launcher:

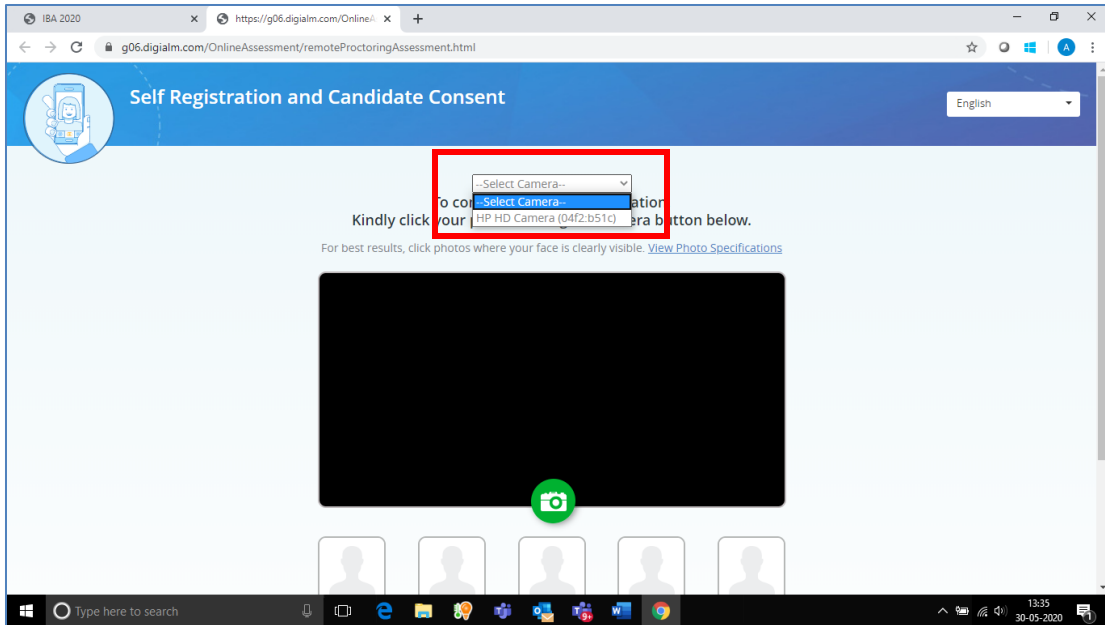
5. Access the URL on a browser of your choice (Chrome recommended) from the system you are going to use for taking the assessment.
6. Wait for the log in screen as shown below



7. Enter the correct username and password as provided in the email sent to your registered email ID
8. Click **Login**.  
There will be three tabs visible
  - a. Application Summary: this tab will contain your basis information. Please go through this to ensure it's your details only.
  - b. Online Assessment: This tab will contain access to the assessment that you need to appear for.
  - c. Helpdesk
9. Click **Online Assessment** tab.
10. Select **CURRENT** tab.



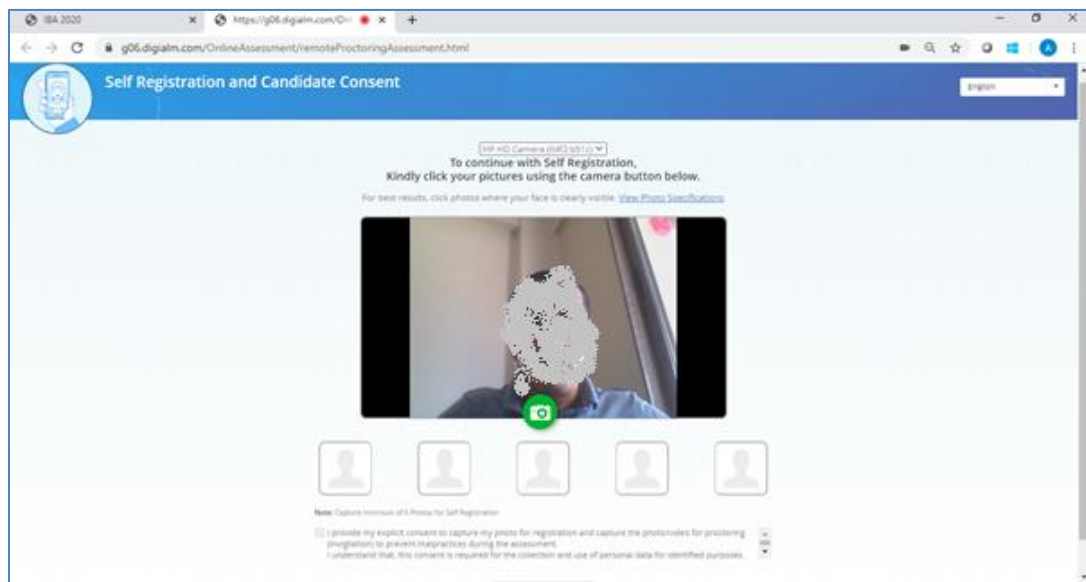
11. Click **Launch**.
12. Enable Pop-ups, if prompted.
13. **Self-Registration and Candidate Consent** screen will appear.
14. On top of the screen, a dropdown to select the camera will appear.
15. Click on the drop down and select the camera that you want to use.



16. "Allow" the browser to use your device camera to capture your photo/video


**Note:** Instructions to capture your photo:






- Ensure your Face is well-lit – Avoid low light or light source behind you,
- Ensure your Face occupies more than 50% of the boundary.
- Look straight into the camera such that entire frontal view of face is clearly visible.
- Ensure face is not covered by object (e.g. Sunglasses).
- Capture 5 photos for self-registration.



To continue with Self Registration,  
Kindly click your pictures using the camera button below.

For best results, click photos where your face is clearly visible. [View Photo Specifications](#)



Note: Capture minimum of 5 Photos for Self Registration

☒ I provide my explicit consent to capture my photo for registration and capture the photo/video for proctoring (invigilation) to prevent malpractices during the assessment. I understand that this consent is required for the collection and use of personal data for

Validate

17. Check your picture visible on the photo window.

18. In case you see a red border around any image, please click on that image and capture your photo once again.

19. Read Undertaking content

- ☐ I provide my explicit consent to capture my photo for registration and capture the photo/video for proctoring (invigilation) to prevent malpractices during the assessment
- ☐ I understand that, this consent is required for the collection and use of personal data for identified purposes. i.e., invigilation and analysis.
- ☐ I understand that my images will not be shared with any third party and will be retained for only as long as is required for the identified purposes

20. Select the check-box and provide consent.

**Note:** Your personal data including captured photo/video is used only for proctoring and will not be shared with any third party.

21. Click **Validate** – A unique key is displayed.

Welcome: Education Assessment / Applicant Login / IBA 2020 / Secured Online Digital Assessment

https://www3.digialm.com/OnlineAssessment/SecuredOnlineDigitalAssessment.html?@1@@9@@0@

Change Language English

**Key: 4RR164LP1**

Assessment Starts At : NA

Please note/copy the above key and download any of the launchers available below for your operating system. Start the application and use this key for launching the assessment.

DOWNLOAD ILEON APP

Windows

View Installation Guide

Type here to search

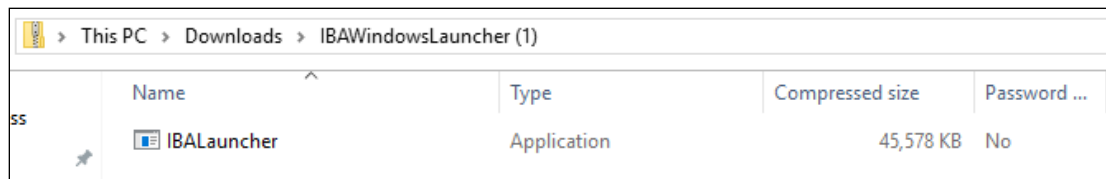
7:29 PM 5/29/2020

22. Copy the unique key displayed on the screen.

**Note:** The Unique key (token) generated is valid for the entire duration of the assessment unless the internet session is disconnected. If the internet is disconnected, a new unique key is generated.

23. By clicking the appropriate OS icon, download the [launcher](#) compatible for your [Operating System](#)

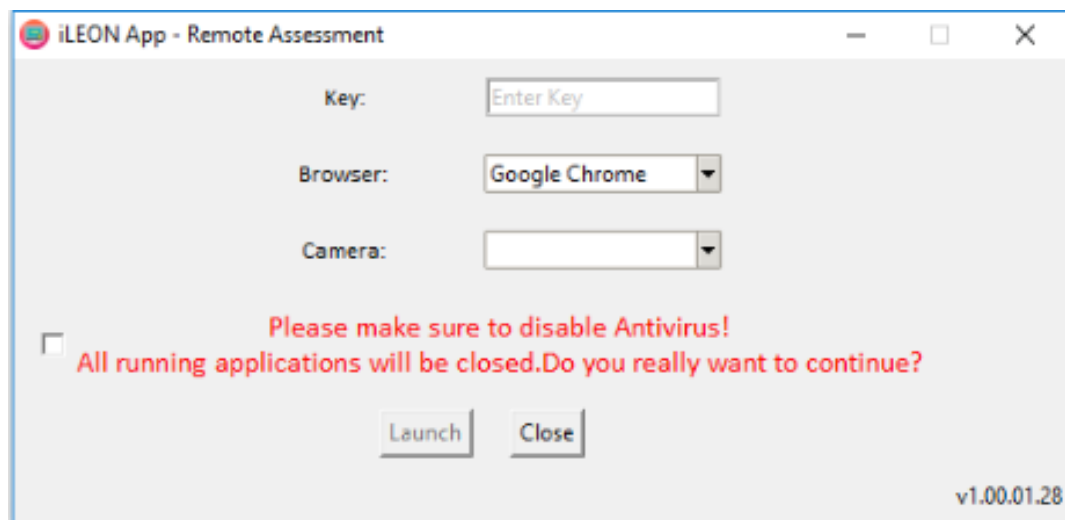
24. Extract (unzip) the downloaded file and double click the IBALauncher.exe



The screenshot shows a Windows File Explorer window with the address bar set to 'This PC > Downloads > IBAWindowsLauncher (1)'. The main area displays a table of files:

|    | Name        | Type        | Compressed size | Password ... |
|----|-------------|-------------|-----------------|--------------|
| SS | IBALauncher | Application | 45,578 KB       | No           |

25. The IBA Launcher window appears.



The screenshot shows the 'iLEON App - Remote Assessment' window. It contains the following fields and controls:

- Key:** A text input field with the placeholder 'Enter Key'.
- Browser:** A dropdown menu currently showing 'Google Chrome'.
- Camera:** A dropdown menu.
- Warning:** A red text message: 'Please make sure to disable Antivirus! All running applications will be closed. Do you really want to continue?'. To the left of this message is an unchecked checkbox.
- Buttons:** 'Launch' and 'Close' buttons.
- Version:** 'v1.00.01.28' in the bottom right corner.

26. Enter the unique key (token) generated,

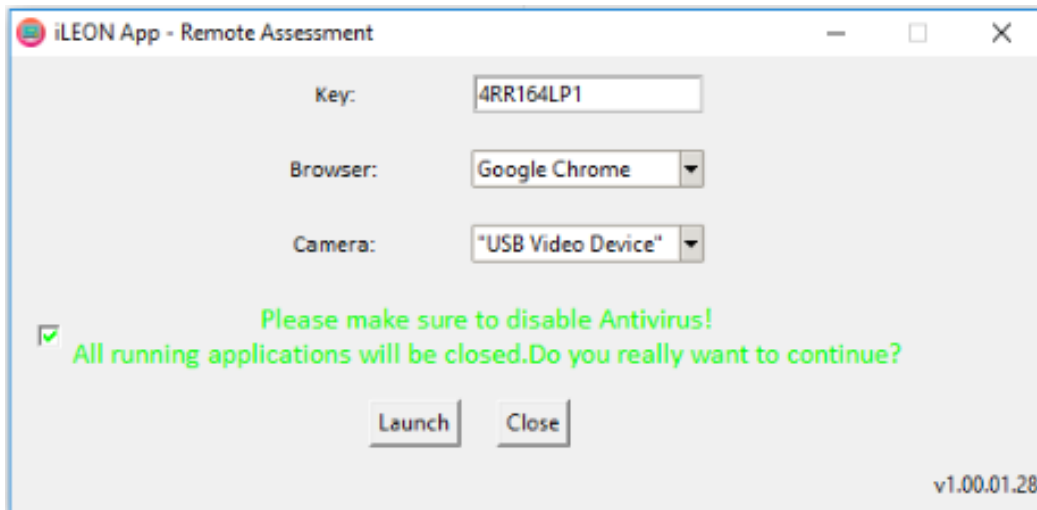
27. Select the browser

28. Select the camera

29. select the checkbox,

30. Click **Launch** to start the assessment.

**Note:** This will close all other programs running on your Computer.



31. Read the **General Instructions** displayed on screen.
32. Select "I have read and understood the instructions and agree to adhere to them"  
Disclaimer checkbox
33. Click **I am ready to begin**.
34. Read the **Group Instructions**
35. Click **Proceed** to start the assessment.

### **Resolving Camera Issues in Chrome**

1. Go to Settings
2. In the "Search settings" bar, type 'Camera'
3. Click on Site Settings
4. Click on Camera
5. Under "Allow" click on <https://www.digialm.com>
6. Under "Usage" click on "Clear Data"
7. Click on "Clear" at Pop-Up
8. Under Permissions, click on "Reset Permissions"
9. Click on Reset at Pop-Up
10. Go to the Self Registration and Candidate Consent page and reload it
11. Click on "Allow to Use your camera"

In addition to the above troubleshooting steps, there might be other issues where the camera is not getting detected or not functioning correctly. Please refer to the below guidelines on different errors and the steps to resolve them.

### **Camera details not appearing in the camera dropdown.**

System tried to detect installed camera on your device. Unfortunately, it could not find any camera. There are 2 reasons why this may happen –

- a) No camera installed on your device. If you are sure that you have camera installed on your device, request you to double check and install the camera.

- b) Camera stops functioning due to outdated / corrupt camera drivers. Every device is made up of different make and brand, you would need to find suitable camera drivers based on your device's make / brand and install it. Once you install / upgrade drivers, your device would be compatible for the exam.

### **Camera details appearing in the camera dropdown. Live video streaming is not coming.**

Your browser is not able to connect to the selected camera. We have observed that some antivirus software installed on your device, blocks browsers to connect to camera. We recommend that you grant permission in antivirus software for browsers to connect to camera. Once this is done, you will be able to complete your registration process. This is very important step to ensure that your antivirus is not preventing camera access during exam.

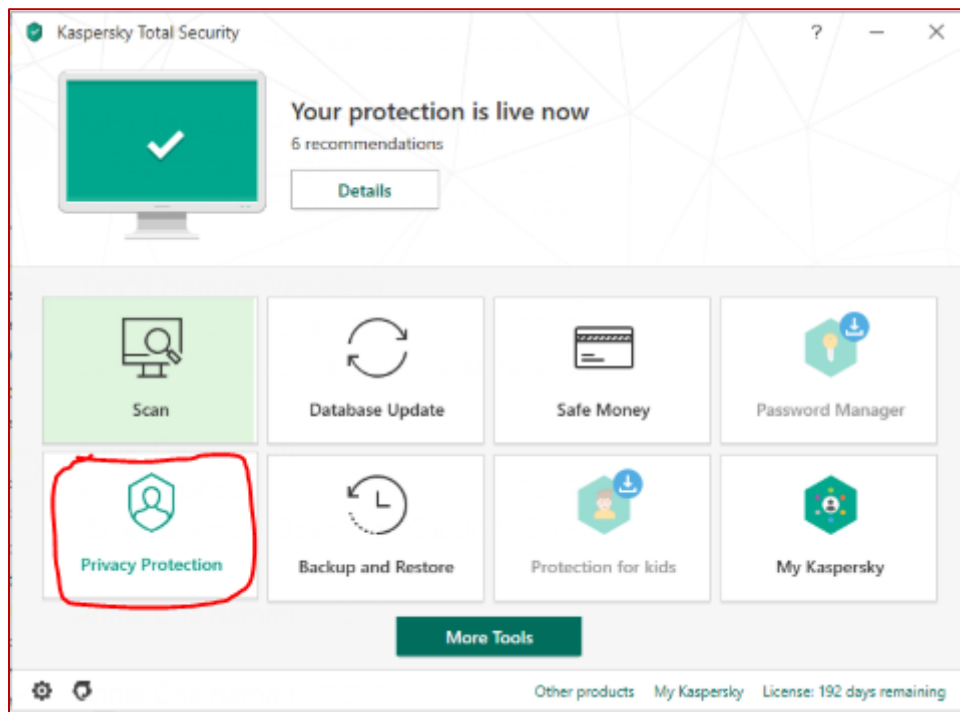
Please do not panic, we are sure you will be able to grant permission to the camera in your antivirus software, complete registration process and proceed for your examination.

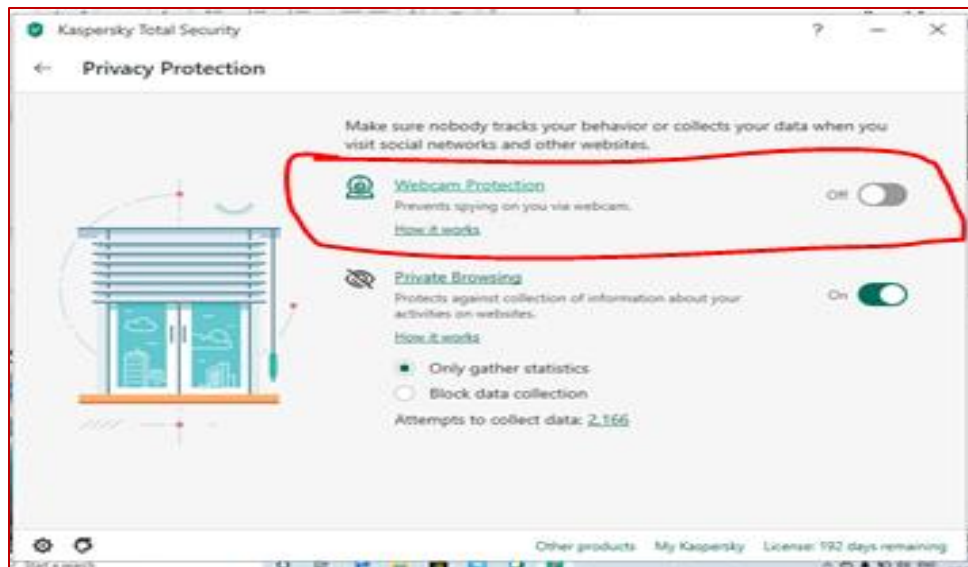
Steps to disable web camera access in antivirus (Kaspersky)

Step 1: Click on Antivirus.

Step 2: Open the Privacy Protection

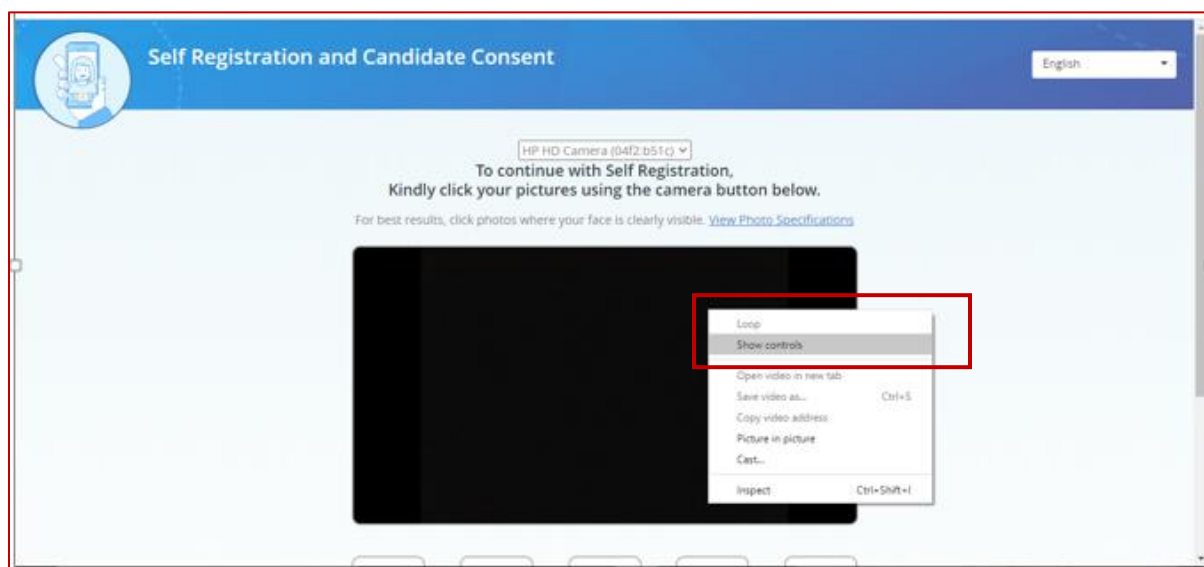
Step 3: Disable the Webcam Protection






**Camera details appearing. Live video streaming is not visible for a while.**

Keep the mouse on black patch (video position) and right click then select the show controls. System will show the play button on video. Click on that play button. Now you should be able to see the live stream.





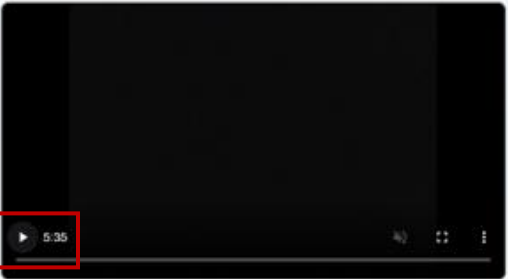
Self Registration and Candidate Consent

English

HP HD Camera (04f2:b51c)

To continue with Self Registration,  
Kindly click your pictures using the camera button below.

For best results, click photos where your face is clearly visible. [View Photo Specifications](#)



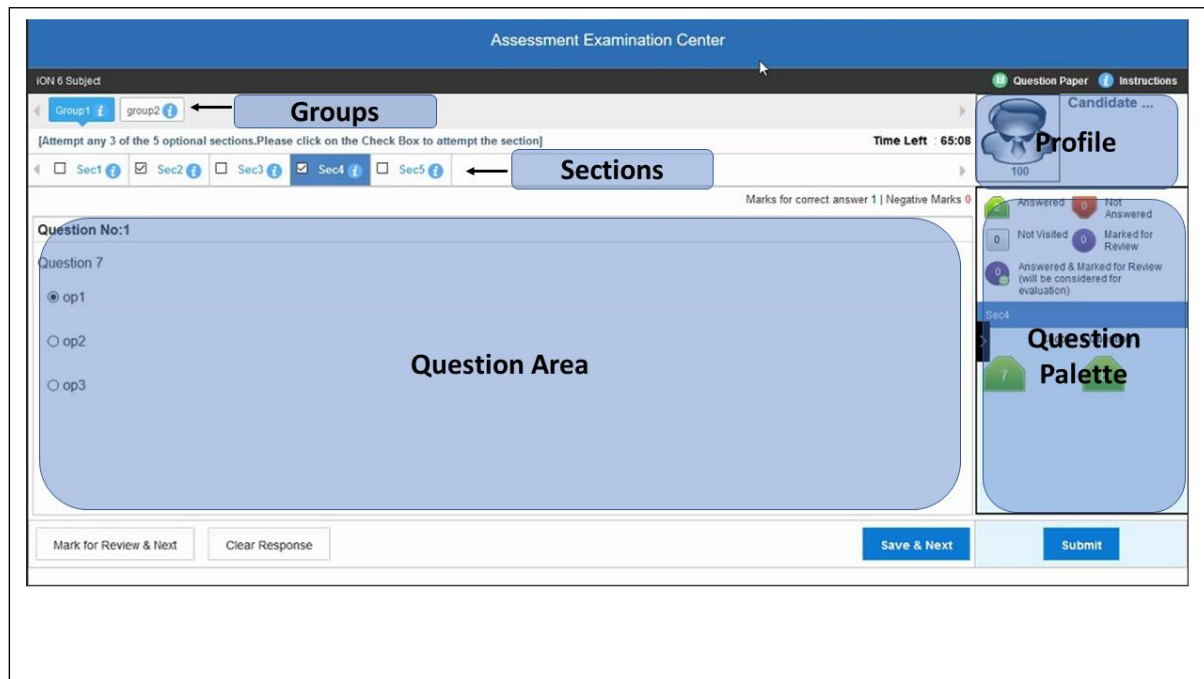


## Using the Assessment Console:

Questions and the Answer options/choices appear on the assessment console during the exam. Answer the questions on the console.



Additionally, the assessment console displays information such as exam instructions, section instructions, candidate profile, question palette, exam timer and so on.

The typical assessment console contains the following areas:



### Question Area:

Question area usually displays the questions and answer choices, in case of objective questions. In case of subjective questions, it displays a field to type your answer.

In the question area, click  to move to the bottom and click  to move to the top, without scrolling.

### Question Palette:

The Question Palette is displayed on the right side of screen.

It displays the status of each question using one of the following symbols:



- **Answered:** Indicates the questions answered by you.
- **Not Answered:** Indicates the questions not answered by you.
- **Not Visited:** Indicates the questions not visited by you

- **Marked for Review:** Indicates the questions you would like to look at later. To mark a question for review, click **Mark for Review & Next**.
- **Answered and Marked for Review:** Indicates that you have answered the question and then marked it for review.

To minimize the question palette, click on the ">" arrow, allowing more space for the question area. To maximize the question palette again, click "<".

### Profile:

The profile section displays the photo, name and exam ID of the candidate and profile link.

To change the language of the exam –

1. Click your "Profile" link on top right corner of your screen
2. Select the desired language from the drop-down menu.

### Navigating to a Question:

1. Click the question number on the Question Palette to view the question.  
**Note:** Ensure you save the answer to the current question before moving to the next selected question.
2. Click **Save & Next** to save the answer for the current question
3. Go to the next Question.

Or, Optional

4. Click **Mark for Review & Next** to save the answer and mark it for review,
5. Go to the next question.

**Note:** When you click **Save & Next** on the last question in a section, it automatically moves to the first question of the next Section.

### Navigating to Sections:

- Sections are displayed on the top bar of the screen.  
To view Questions in a Section,
  - click the section name on the top bar – the Section you are currently viewing is highlighted.



- Move between Sections and questions anytime during the exam within the time stipulated.
- View the section summary as part of the legend that appears above the question palette.

### Other Key Instructions:

- In case of any laptop / desktop malfunction or loss of internet connectivity –
  1. Check your power cable and network cables.
  2. Login again once the connection is restored. The exam will resume from the point where it had stopped.  
Note: Do ensure to re-login immediately after any interruption to avoid losing time from your allotted exam duration.
- In case of any other issues –
  1. Select the appropriate help category required from the drop-down menu on your screen – a proctor will contact you.
- If you have any feedback on the questions/ assessment, please provide the same at the end of the assessment.
- Be mindful that this is a "Remote Proctored" assessment and all your actions are being monitored by Proctors.

### Data Quality Check

The purpose of this activity is to verify whether your images / videos captured, exam responses are reaching our platform without any loss and we are able to access and process the same. These following will be checked in this phase:

1. Question responses,
2. Video streams
3. Images
4. Activity logs

System will validate the correctness and completeness of the information uploaded to our Data-Centre. In case the information received at our end is having any challenge, the candidate will be connected and guided to do the right set of corrective steps until it is addressed.

### Dry Run Check

The purpose of this activity is to have all the candidates participate simultaneously like in a real exam. The following will be checked in this phase:

1. All candidates' infrastructure is ready
2. All information from the candidate is received by our platform without any loss.
3. A real-exam feel is given to the candidate and the concurrent load on the systems are checked.

**Relax and start your exam.**

**Good Luck!**