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SYMBIOSIS INTERNATIONAL (DEEMED UNIVERSITY)

(Established under Section 3 of the UGC Act, 1956)

Re-accredited by NAAC with 'A' grade (3.58/4) | Awarded Category - I by UGC

Remote Assessments – Online

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Instruction for Examinee

In view of the current pandemic and lockdown in the Country, we would be conducting the SET B/SLAT/SITEEE 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)**

Step-2: **Data Quality Check (DQC)**

Step-3: **Exam Dry Run Check (DRC)**

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

Connect to internet using WiFi router or as recommended, computer with a dedicated LAN cable. Ensure that, internet is being used only by you for test taking and ensure no other person uses the same internet connection for any other purpose. This is to ensure a seamless test taking experience.

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>

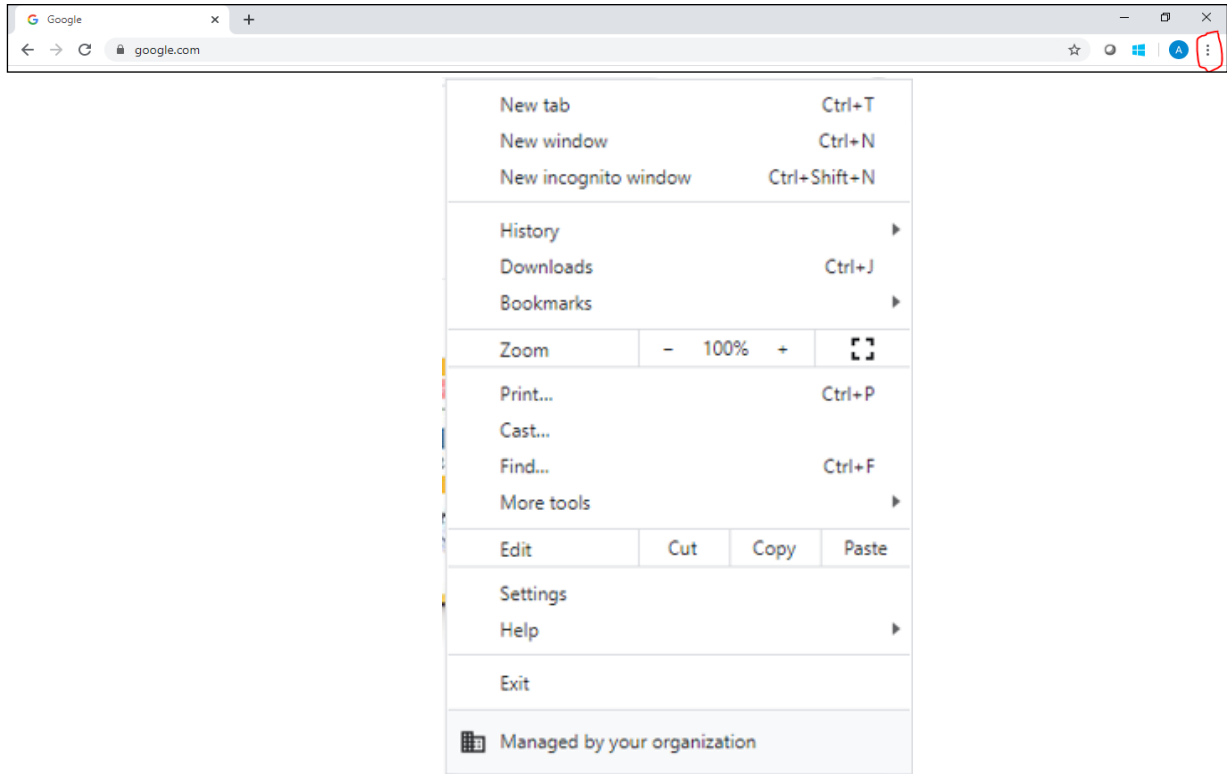
Browser Setting

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%.

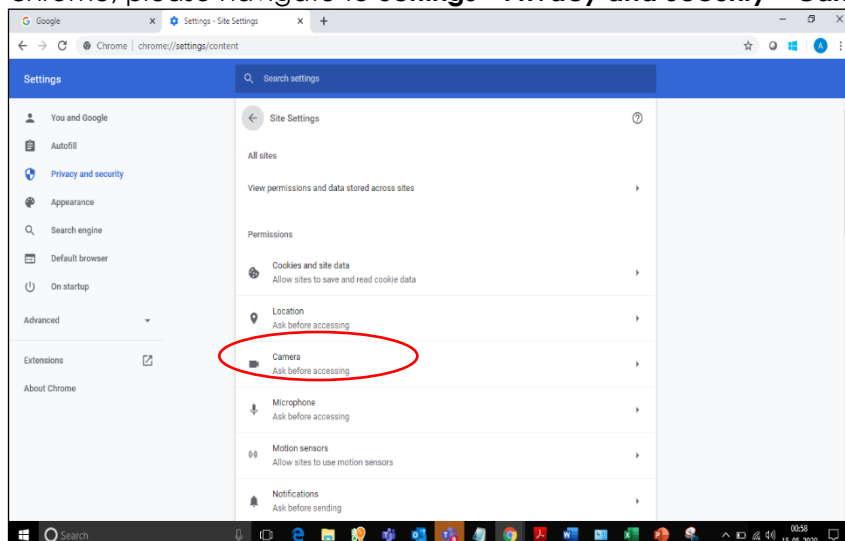
Please access the zoom level setting by clicking on the three vertical dots displayed on the right hand corner of your browser window as shown



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.*

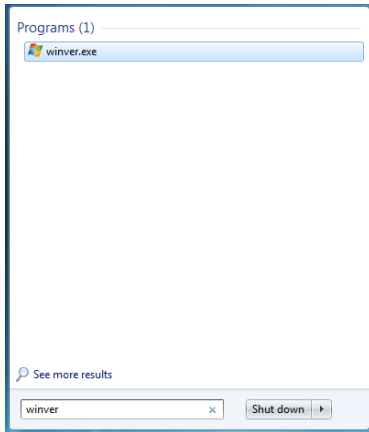
There are two approach to determine the **Service Pack** installed

Service Pack Check – Approach 1

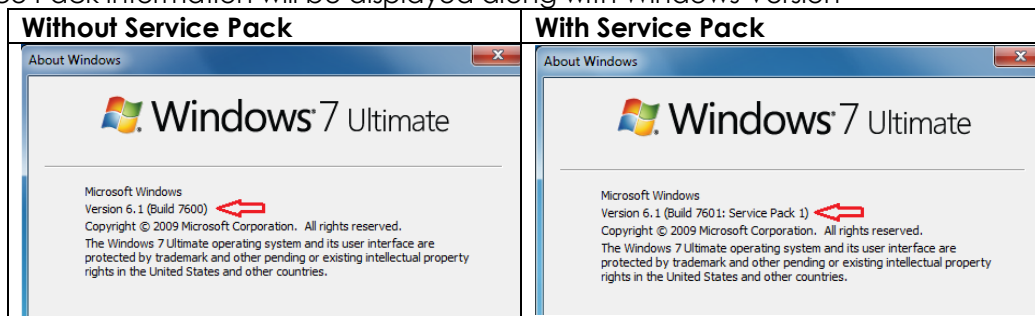
- a) Click Start button
- b) Right-click on "Computer" icon
- c) Click "Properties".
- d) Check basic information about your computer configuration displayed - If Service Pack 1 is listed under Windows edition, SP1 would be already installed on your computer.

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",

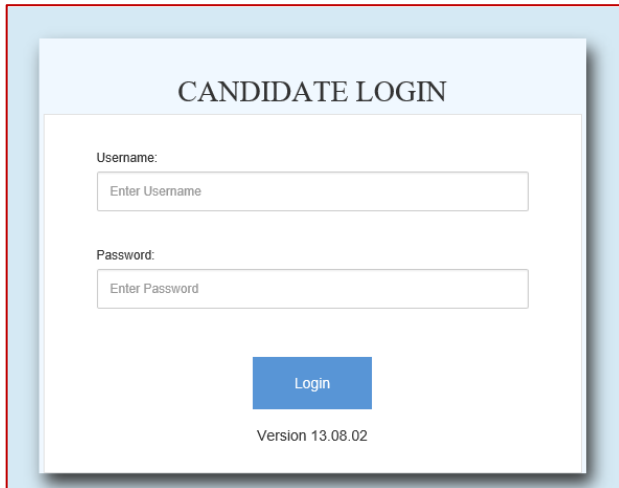
1. Press "Right Shift + Esc" key to exit ongoing Assessment
2. Close Application
3. Open new session on Browser
4. re-login to the assessment website using the credentials provided in email
5. Generate a new key
6. Launch the assessment using the new key

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

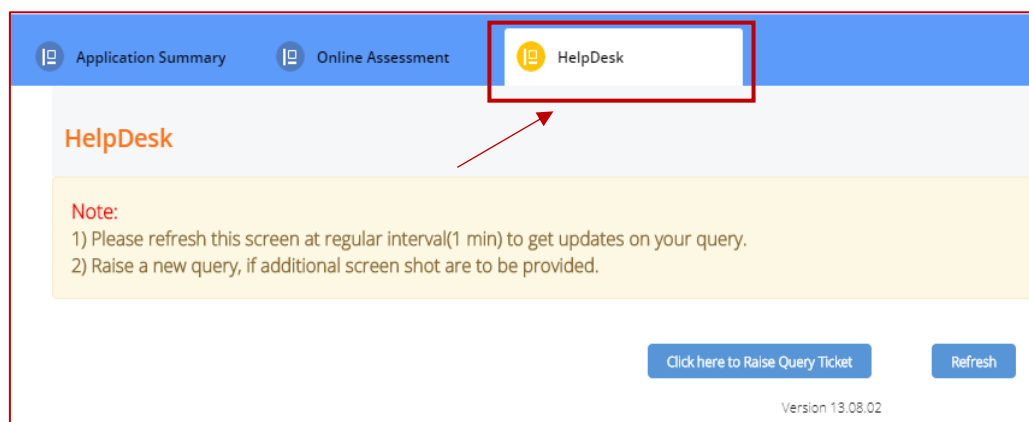
HelpDesk

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.

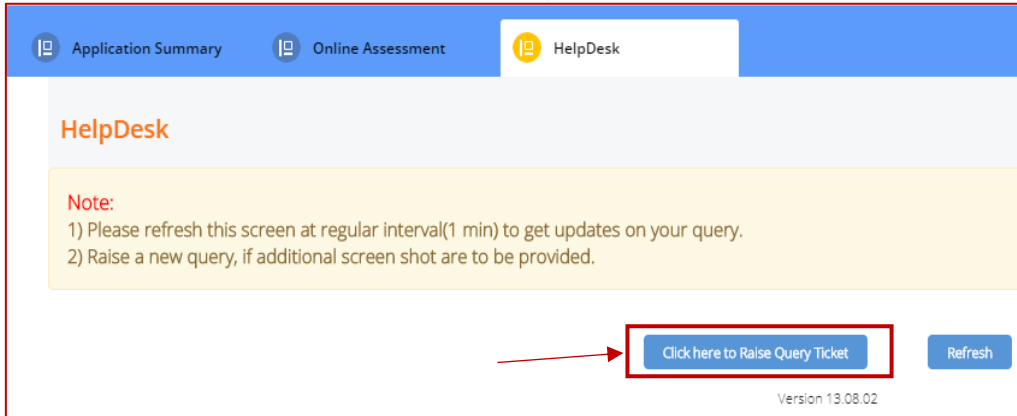
1. Access the URL on a browser of your choice (Chrome recommended) from the system you are going to use for taking the assessment.
2. Wait for the log in screen as shown below



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



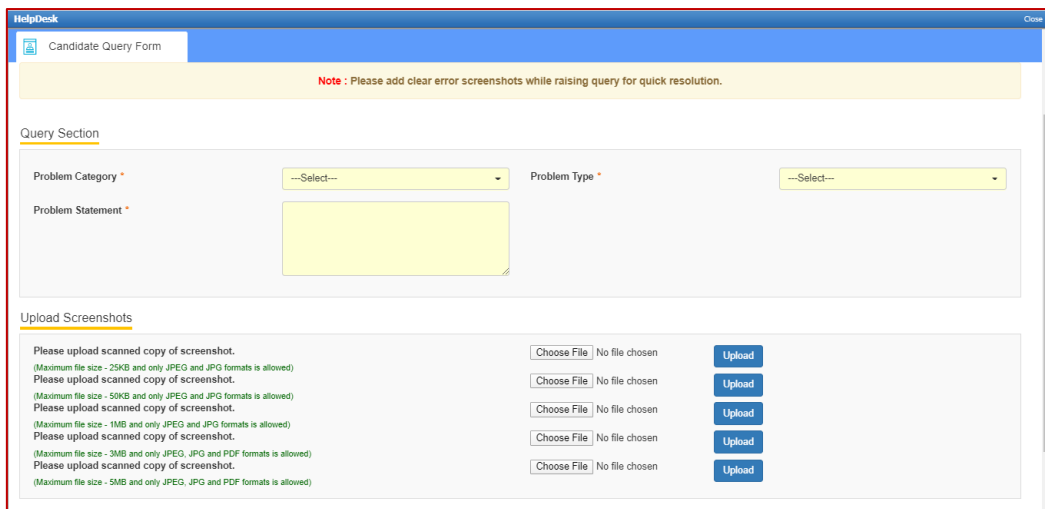
e. Click on "Click here to Raise Query Ticket"



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

- i. 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.
- ii. 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.



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

- i. **Problem Category** – Query can be raised for problem faced in any of the following categories during the course of assessment.
 1. **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 'Candidate Query Form' interface. At the top, there is a blue header with 'HelpDesk' and 'Candidate Query Form'. Below the header is a yellow note: 'Note : Please add clear error screenshots while raising query for quick resolution.' The main form is divided into two sections: 'Query Section' and 'Upload Screenshots'. In the 'Query Section', the 'Problem Category' dropdown menu is open, showing options: 'After login', 'Self Registration', 'Launcher Download', 'Starting Launcher', and 'During Assessment'. A red arrow points to the 'After login' option. The 'Problem Statement' field is empty. To the right, the 'Problem Type' dropdown menu is set to '---Select---'. Below the 'Query Section', there are five 'Upload Screenshots' sections, each with a 'Choose File' button and an 'Upload' button. Each section includes instructions on file size and format: 'Please upload scanned copy of screenshot. (Maximum file size - 25KB and only JPEG and JPG formats is allowed)'. The 'Upload' buttons are blue and labeled 'Upload'.

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

The screenshot shows the 'Candidate Query Form' interface. At the top, there is a blue header with 'HelpDesk' and 'Candidate Query Form'. Below the header is a yellow note: 'Note : Please add clear error screenshots while raising query for quick resolution.' The main form is divided into two sections: 'Query Section' and 'Upload Screenshots'. In the 'Query Section', the 'Problem Category' dropdown menu is set to 'After login'. The 'Problem Statement' field is empty. To the right, the 'Problem Type' dropdown menu is open, showing options: '---Select---', '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 to the 'Problem Type' dropdown menu. Below the 'Query Section', there are five 'Upload Screenshots' sections, each with a 'Choose File' button and an 'Upload' button. Each section includes instructions on file size and format: 'Please upload scanned copy of screenshot. (Maximum file size - 25KB and only JPEG and JPG formats is allowed)'. The 'Upload' buttons are blue and labeled 'Upload'.

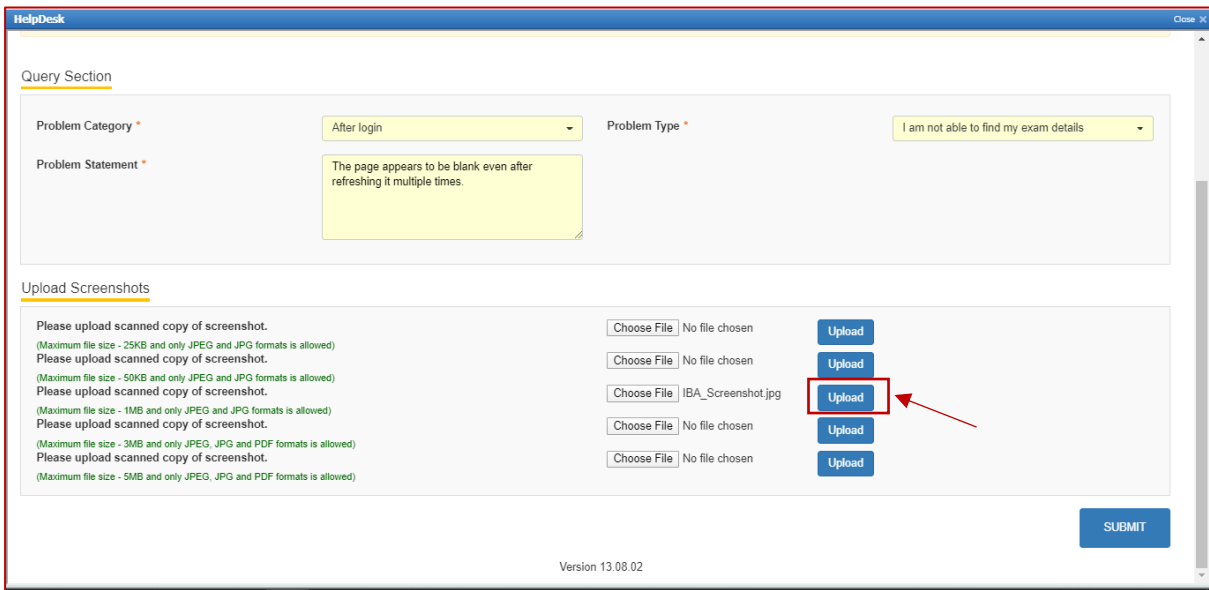
- iii. **Problem Statement** – Enter precise and easy to understand description of the problem for quick troubleshooting & resolution.

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 is the 'Query Section' with 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 contains the text 'The page appears to be blank even after refreshing it multiple times.' and is highlighted with a red box. Below the query section is the 'Upload Screenshots' area, which lists five upload slots, each with a 'Choose File' button, 'No file chosen' text, and an 'Upload' button. A red arrow points from the 'Problem Statement' field to the first 'Choose File' button in the upload section.

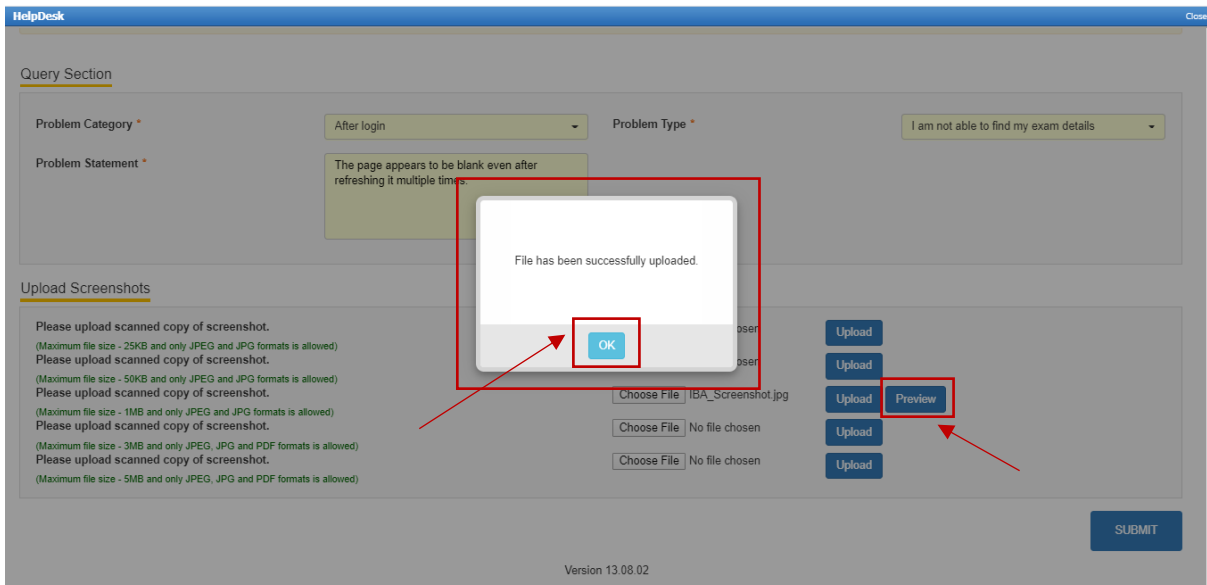
- h. Browse the screenshot by clicking on "Choose File" as per the file size and format.

This screenshot shows the same 'HelpDesk' interface as above, but with an 'Open' file dialog box overlaid on the left. The dialog box shows the 'Pictures > Saved Pictures' folder containing a file named 'IBA_Screenshot'. The 'File name' field is set to 'IBA_Screenshot' and the file type is 'All Files'. A red arrow points from the 'Choose File' button of the first upload slot in the 'Upload Screenshots' section to the 'Open' dialog box. The 'HelpDesk' interface in the background shows the 'Problem Type' dropdown set to 'I am not able to find my exam details' and a 'SUBMIT' button at the bottom right. The version number 'Version 13.08.02' is visible at the bottom center.

- i. Click on Upload.



- 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.



- k. Click on "SUBMIT"

The screenshot shows the HelpDesk application interface. At the top, there is a 'Query Section' with two dropdown menus: 'Problem Category' set to 'After login' and 'Problem Type' set to 'I am not able to find my exam details'. Below these is a text area for the 'Problem Statement' containing the text: 'The page appears to be blank even after refreshing it multiple times.' Underneath is the 'Upload Screenshots' section, which contains six file upload fields. Each field has a 'Choose File' button, a status indicator (e.g., 'No file chosen' or 'IBA_Screenshot.jpg'), and an 'Upload' button. The third field also has a 'Preview' button. At the bottom right of the form, a blue 'SUBMIT' button is highlighted with a red rectangular box, and a red arrow points to it from the left. The version number 'Version 13.08.02' is visible at the bottom center.

- 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.

The screenshot shows the same HelpDesk application interface as in the previous image, but with a confirmation dialog box overlaid on top. The dialog box has a blue header with the title 'Confirmation' and a message: 'Please verify all the details in the Application Form.' At the bottom of the dialog box, there are two buttons: 'Proceed' and 'Cancel'. A red arrow points to the 'Proceed' button. The background application form is dimmed. The 'SUBMIT' button from the previous image is still visible at the bottom right of the form area. The version number 'Version 13.08.02' is visible at the bottom center.

- 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.

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.

Workflow Details

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 ID	Candidate Mobile Number	Problem Category	Grievance Logged date(dd/MM/yyyy)	Workflow Remark	Workflow Status
View	245	Medhulika	10105@tcs.com	9090909113	Self Registration	04/Jun/2020	New Grievance Raised	Open
View	244	Medhulika	10105@tcs.com	9090909113	After login	04/Jun/2020	ok thanks	Updated

Account 1 to 2 of 2 Entries.

Version 13.08.02

- 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.

The screenshot shows a HelpDesk interface with the following sections:

- 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:

Buttons: UPDATE, Close

Red boxes and arrows in the original image highlight the 'Remarks' input field and the 'UPDATE' button.

Logging in and installing the launcher:

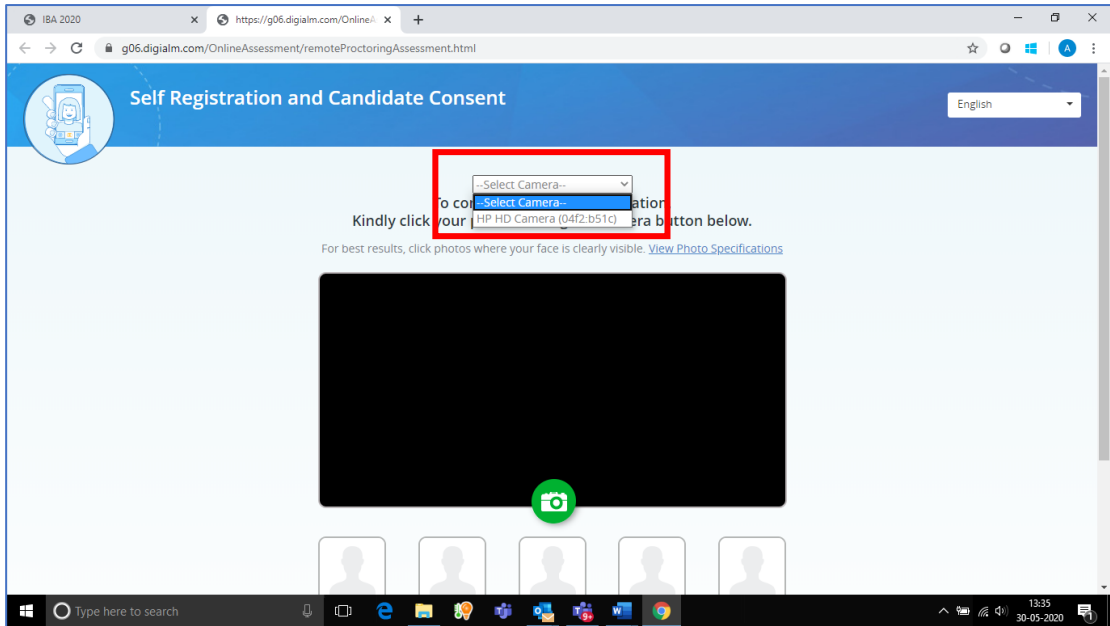
5. Access the URL on a browser of your choice (Chrome recommended) from the system you are going to use for taking the assessment.
6. Wait for the log in screen as shown below



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.



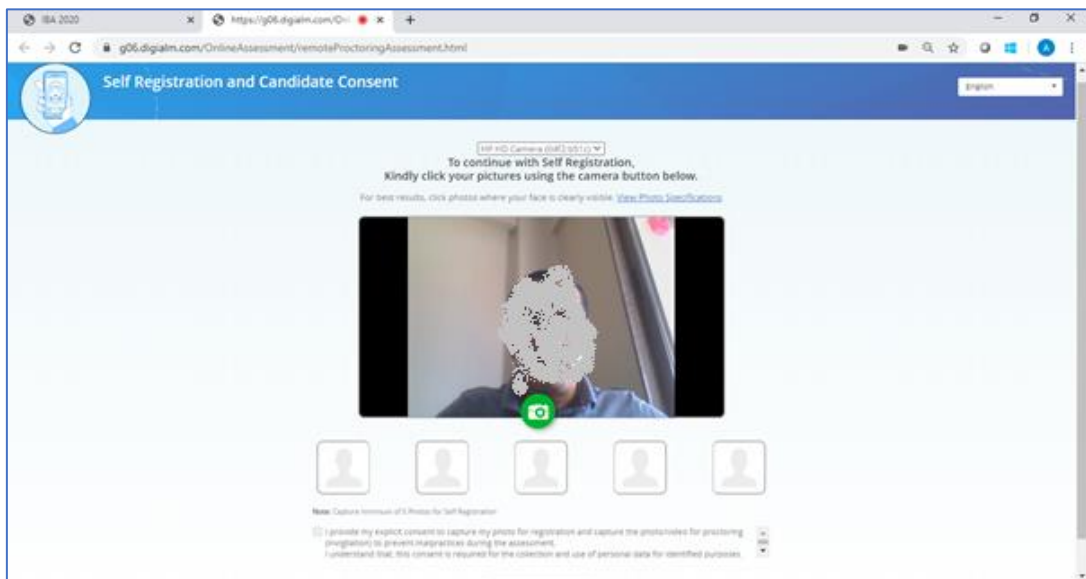
11. Click **Launch**.
12. Enable Pop-ups, if prompted.
13. **Self-Registration and Candidate Consent** screen will appear.
14. On top of the screen, a dropdown to select the camera will appear.
15. Click on the drop down and select the camera that you want to use.

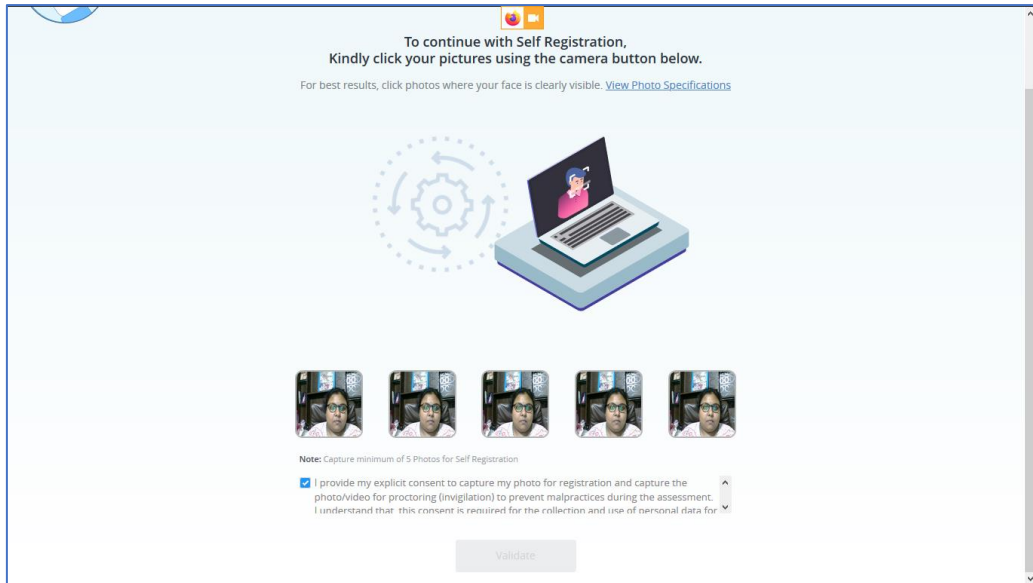


16. "Allow" the browser to use your device camera to capture your photo/video

Note: Instructions to capture your photo:

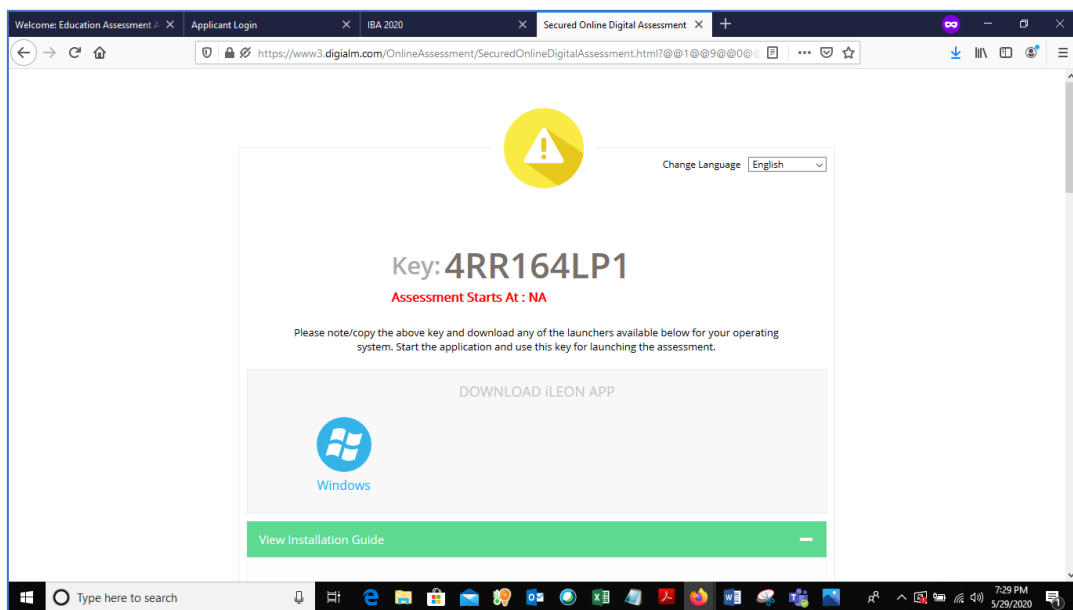
- Ensure your Face is well-lit – Avoid low light or light source behind you,
- Ensure your Face occupies more than 50% of the boundary.
- Look straight into the camera such that entire frontal view of face is clearly visible.
- Ensure face is not covered by object (e.g. Sunglasses).
- Capture 5 photos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





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. Select the language of your choice from the top-right corner drop down menu on the screen.
22. Click **Validate** – A unique key is displayed.



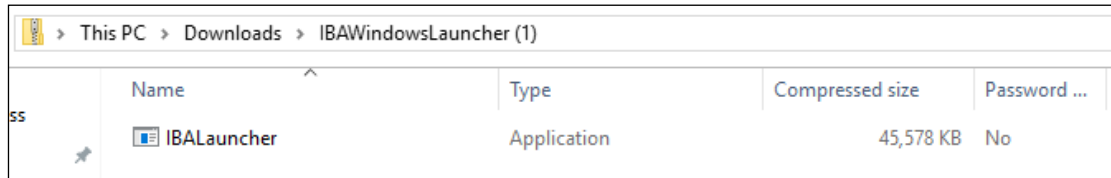
23. Copy the unique key displayed on the screen.

Note:

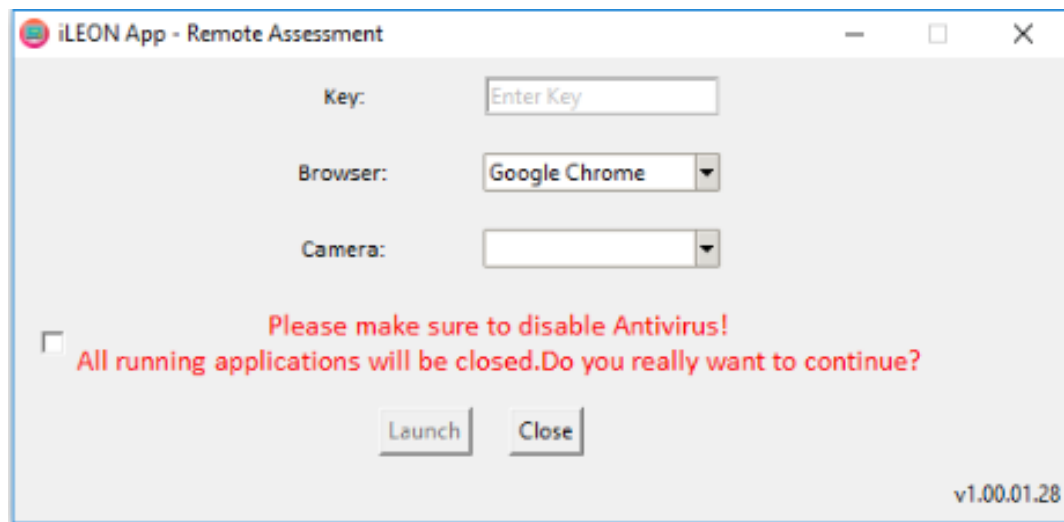
The Unique key (token) generated is valid for the entire duration of the assessment unless the internet session is disconnected. If the internet is disconnected, a new unique key is generated.

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

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



26. The IBA Launcher window appears.



27. Enter the unique key (token) generated,

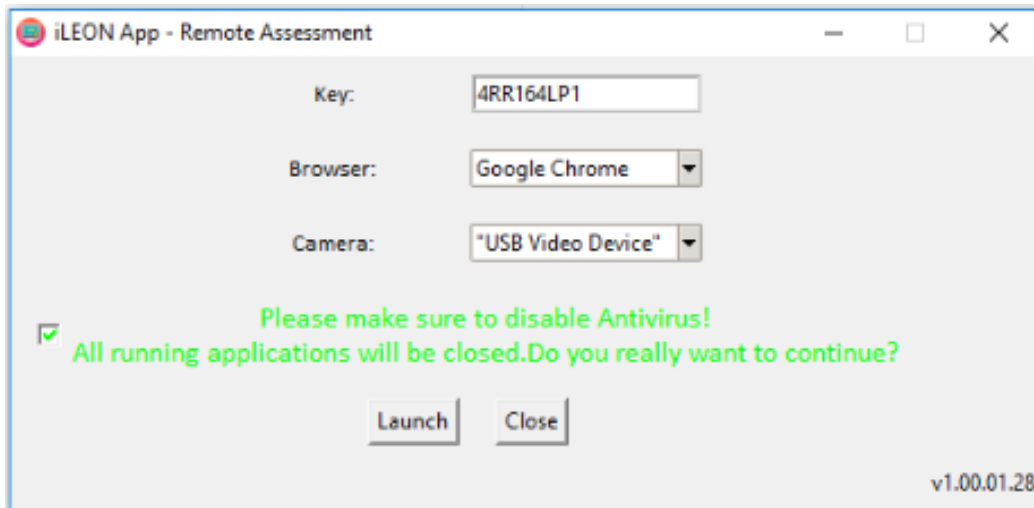
28. Select the browser

29. Select the camera

30. select the checkbox,

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

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



32. Read the **General Instructions** displayed on screen.
33. Select "I have read and understood the instructions and agree to adhere to them"
Disclaimer checkbox
34. Click **I am ready to begin**.
35. Read the **Group Instructions**
36. 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.

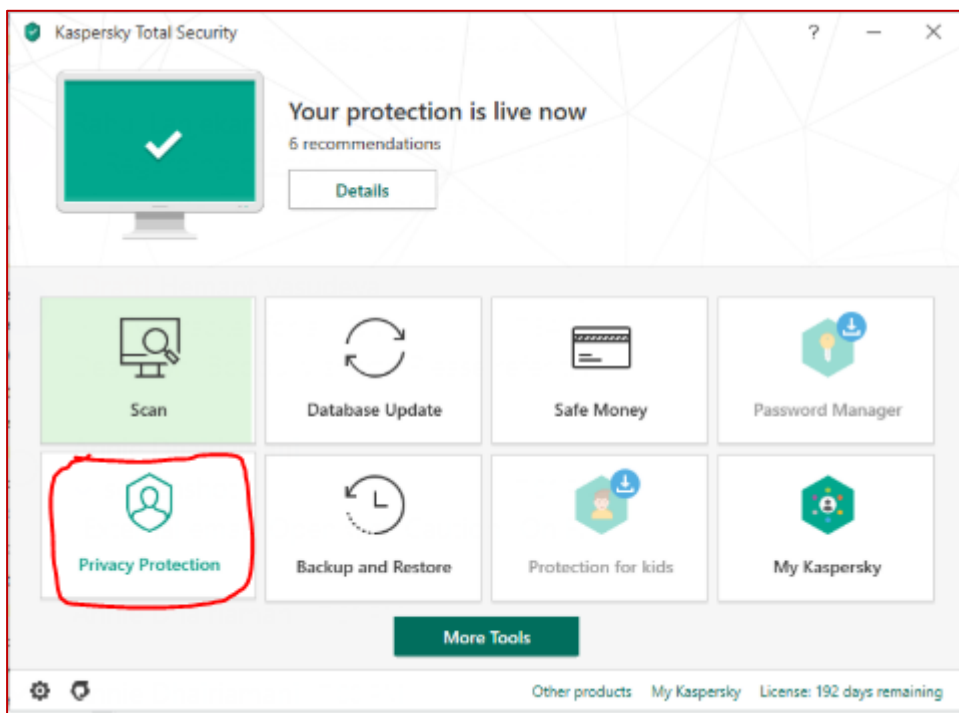
Please do not panic, we are sure you will be able to grant permission to the camera in your antivirus software, complete registration process and proceed for your examination.

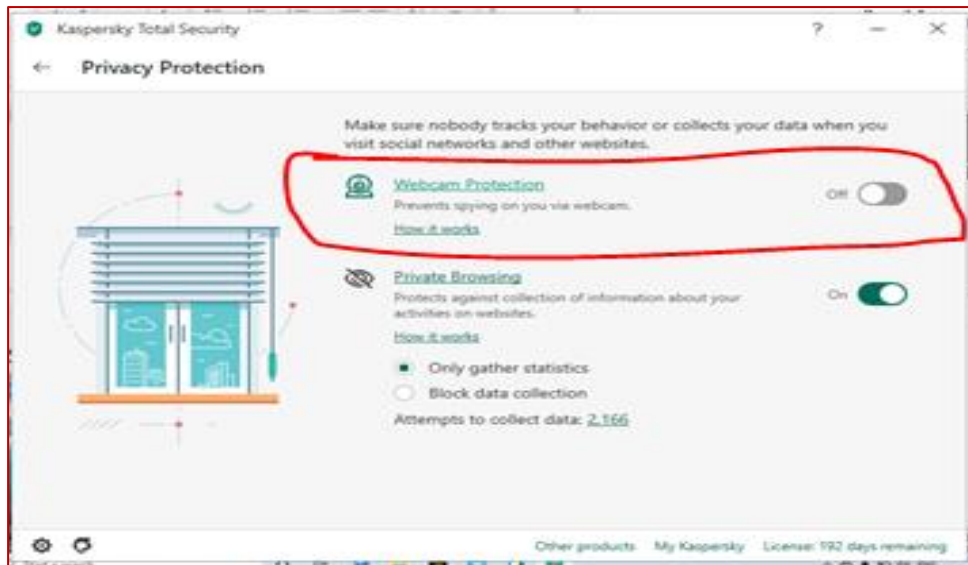
Steps to disable web camera access in antivirus (Kaspersky)

Step 1: Click on Antivirus.

Step 2: Open the Privacy Protection

Step 3: Disable the Webcam Protection





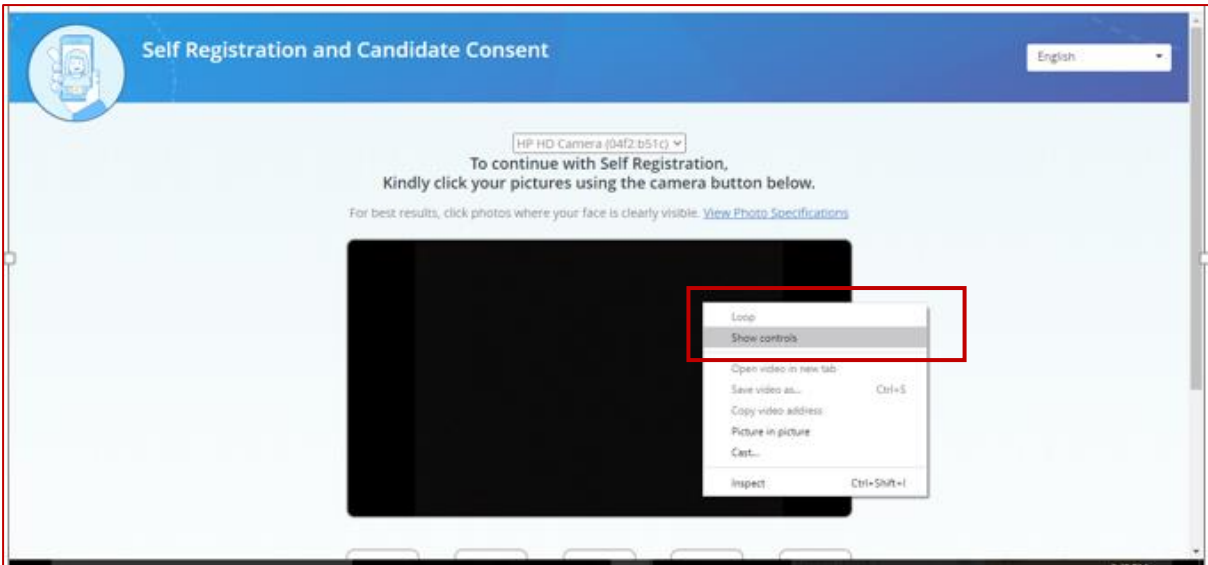
Browser not able to access HD Camera.

We have observed that, some browsers may not be able to access High Definition camera. If your browser is not able to connect to your camera, you can complete the registration process through your mobile device. To do this, please do the following:

1. Access the login page by pasting the exam link in your mobile device browser.
2. Login and follow the steps to complete your registration process.
3. Once you finish registration on your mobile device, you can re-login on your desktop/laptop and proceed with the next steps.

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

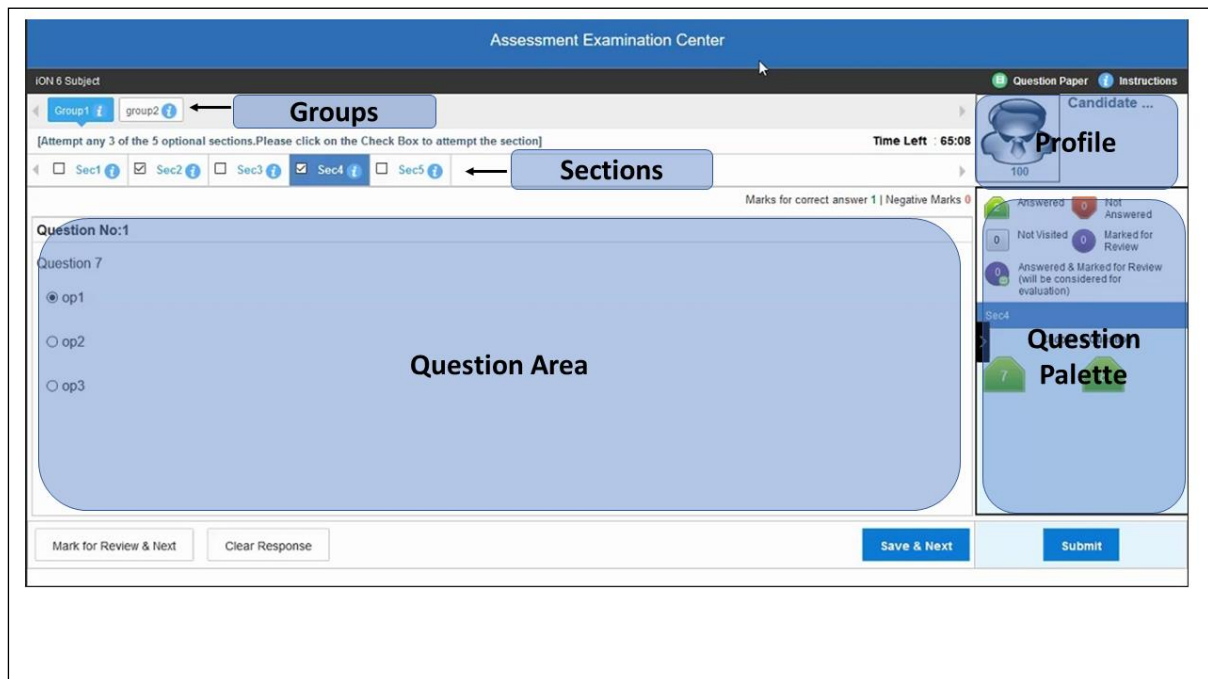
Keep the mouse on black patch (video position) and right click then select the show controls. System will show the play button on video. Click on that play button. Now you should be able to see the live stream.



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 login within 10 minutes, 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 artificial intelligence/machine learning technologies.

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!