



॥वसुधैव कुटुम्बकम्॥

SYMBIOSIS INTERNATIONAL(DEEMED UNIVERSITY)

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Remote Assessments – FAQ's

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Assessment operating environment

1. What is the recommended screen resolution for Remote Assessments?
 - a. The recommended screen resolution to take Remote Assessments is 1024 x 720
2. Which are the Browsers compatible with Remote Assessments and what should be the zoom % of the screen?
 - a. Remote Assessments runs on all popular browsers and versions except Safari. However, Google Chrome is the recommended browser. The Browser must be updated with the latest version available
 - b. Browser zoom must be set to 100%
 - c. Remote Assessments is not supported in iPhone and/or iPad.
3. Which operating systems are supported for launcher based Remote Assessments?
 - a. iLeon App based Launcher is compatible with following Operating Systems
 - i. Windows 7 (with latest Service Pack installed)
 - ii. Windows 10
 - iii. Ubuntu 14
 - iv. Ubuntu 16
 - b. **MAC OS - not supported**
4. Is it recommended to enable cookies and pop-ups for the assessments?
 - a. It is recommended to enable cookies and pop-ups in the browser before taking the Assessment
5. What should be the ideal bandwidth for the candidate system?
 - a. For smooth functioning and timely completion of assessment it is recommended to have a minimum of 2 mbps bandwidth..
6. Can this remote proctored exam be taken on Apple – iOS?
 - a. **No**
7. Can the assessment be taken without camera or can the candidate continue the assessment after shutting down the camera?
 - a. **No.** For video/image based proctoring, availability of a working Webcam is mandatory. The Assessment would not start or will disconnect if Camera is not detected by Launcher.
8. Is PDF reader required?
 - a. PDF reader has to be installed on PC.
9. Can we have UBUNTU on Apple laptops, Mac?
 - a. Such an environment is not recommended for this Assessment type.

10. Can an anti virus running in the background impact the assessment performance or user experience?
 - a. Anti-Virus programs running in the background could generate false positive System alerts from time to time and would impact smooth running of Launcher & possibly even stop the ongoing Assessment . It is therefore recommended to temporarily disable/stop all anti virus program to avoid such situation.

11. The Self registration process is not working on both laptop/desktop , How do you fix it?
 - a. Access the [link](#) provided on mail
 - b. Read instruction on Page displayed
 - c. Click on the dropdown
 - d. Select the camera
 - e. Provide the permission to access your camera.
 - f. View your self-video from your camera.
 - g. If you are still not able to see yourself after selecting the camera OR camera dropdown is not populating automatically, use any other browser for detecting camera and complete the self-registration or raise a ticket on Helpdesk

12. While doing self-registration, I am getting error "camera access not allowed"
 - a. "Allow" browser access to camera
 - b. Ensure no other application is using that camera
 - c. If any external WebCam application is installed, please disable or uninstall it for the duration of Assessment
 - d. If issue with your Camera persists, complete self-registration using your Android Smartphone

Note: Some browsers are not 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 Android mobile device:

1. Launch Google chrome on your Mobile
2. Open the login page by typing in the exam link on your mobile device browser.
3. Login with the same credentials provided on SMS/Email
4. Follow the exact steps you would to complete your registration process.

Once you finish registration on your mobile device, re-login on your desktop/laptop and proceed with the next steps for taking assessment on your Desktop/Laptop.

It is mandatory to take and complete your Assessment only on Desktop/Laptop and not on your Android phone Examinees are instructed not to take exam on Mobile devices. If found otherwise, strict disciplinary action will be taken against the Examinee)

13. Is launcher required to be downloaded everytime exam is taken?
 - a. Unless there is a Launcher update, if you have appeared for IRC (Infrastructure Readiness Check)and DRC (Dry Run Check) prior to the actual Exam date, the Launcher needed not be downloaded again.

Troubleshooting

1. After logging in, I am not able to see any active Assessment under current tab
 - a. Check your system date and time is set to current date and time
 - b. Check Assessment date and time, you have received in the mail communication
 - c. Check the Planned Assessment tab

2. When I try to launch the assessment, I get an error stating "The assessment got interrupted due to slow network connection or due to antivirus running on your system" - "Page is unresponsive" Error
 - a. Check your internet connection is working
 - b. If on Wi-Fi network, check the Router
 - c. Change from Wi-Fi to wired internet connection by plugging in the ethernet cable to the ethernet port of your laptop / desktop
 - d. Check Antivirus software on your system is switched off - Antivirus software generates interrupt for the Assessment engine
 - e. Restart your laptop/desktop

3. I logged in on the URL provided and was able to complete the self-registration successfully. After that I downloaded the launcher. Now when I am trying to start the launcher and provide the key displayed on the launcher download page, I get "Error on Page".
 - a. Check the Assessment start time
 - b. Logout of your current session on the provided URL
 - c. Log in again at the time of assessment provided
 - d. Perform the camera check and note the new key generated for you
 - e. Use the new key to relaunch the Assessment

Note: For a smooth self-registration to avoid losing allotted Assessment time, always download launcher at least 120 min prior to actual Assessment start time. If you have earlier successfully completed the IRC and DRC steps, you need not download the Launcher again for the actual Assessment.

4. I was attempting the Questions on the Assessment and suddenly my system crashed. What should I do?
 - a. Do not panic – all your responses till point of system crash are saved.
 - b. Reboot your system
 - c. Open the browser window
 - d. Navigate to the URL already provided to you
 - e. Login
 - f. Click the Launch button
 - g. Complete Camera-check
 - h. Note the new Key generated

- i. Relaunch Assessment using the newly generated Key

Note: Your Question Paper attempt will restart from the last question saved. There is an additional grace time factored in to allow time for this set of activities

5. While appearing for exam, I lost internet connection. What should I do?

- a. Do not panic – your responses till the point of loss of connectivity, are saved.
- b. Press "Right Shift + Escape" key to close the assessment
- c. Logout of your browser session
- d. Open the browser again
- e. Clear the cache from browser history

(Steps: Go to browser Setting →, Advanced → Privacy and Security → Click on "Clear browsing data" → Click on "Clear Data" from both Basic and Advanced tabs)

- f. Navigate to the assessment link you have received in mail
- g. Login
- h. Click on launch button
- i. Complete camera check
- j. Note the new Key generated.
- k. Relaunch the Assessment using the new Key

Note: Your Question Paper attempt will restart from the last question saved. There is an additional grace time factored in to allow time for this set of activities

6. Will I lose time if my session is terminated midway due to system issue or internet connection going down?

- a. As a standard practice a grace time is provided to all examinees
- b. When grace time is configured, and your session gets terminated in between, the time you lose while trying to relaunch is adjusted against grace time and not against your allotted time

However, please ensure a stable internet connection as well as stable computer system to avoid getting into such situations

7. While responding to question, my screen turned black. What should I do?

- a. Do not panic – your responses till such point are saved
- b. Press "Right Shift + Escape" key
- c. Close the Assessment
- d. Logout of your browser session
- e. Open the browser again
- f. Clear the cache from Browser history
- g. Navigate to the assessment link you have received in mail
- h. Login
- i. Click Launch button
- j. Complete the Camera-check
- k. Note the new Key generated.
- l. Relaunch the Assessment using the new key
- m. Your attempt will restart from the last question saved

8. While trying to start the assessment, I am getting a message "Key is invalid" What should I do?
- a. Do not panic.
 - b. Close the launcher
 - c. Logout of your browser session
 - d. Open the browser again
 - e. Clear the cache from browser history
 - f. Navigate to the assessment link you have received in mail
 - g. Login
 - h. Click Launch button
 - i. Complete the Camera-check
 - j. Note the new Key generated.
 - k. Relaunch the Assessment using the new Key

Stay Home. Stay Safe

All the Best!