



# Procedure Name: Safe Exam Browser Download and Instructions for Use.

Pertinent to: MDCM Students

## Preamble

The Speedwell Safe Exam Browser (app) prevents students from interacting with their computers' operating system or other applications during its use for an exam (whether in person, or online). In this document you will find the following:

1. System Requirements
2. Download Instructions
3. Support and Contacts.
4. How to use Safe Exam Browser
5. New functionalities for candidates in Speedwell (Safe Exam Browser):
  - a. Strike through MCQ question choices.
  - b. Highlight question text.
  - c. Challenge an exam question.
  - d. Flagging questions in Speedwell
  - e. Calculator

## 1. System Requirements

Each student is required to bring a laptop of Windows base, or Mac OS systems to all exam activities (Finals (deferral), Viewings, Remedials)

The Speedwell Safe Exam Browser app will only work on systems running:

- Windows 10 or later
- MacOS 12 or higher

The following systems will not support the exam system:

- Devices not running full windows operating systems (may apply to *some* Surface tablets, etc.).
- Android based operating systems.
- Phones are not permitted in exams- therefore no iPhones or Android phones.

NOTE: That **Kaspersky** and **BitDefender** anti-virus are **not** compatible with Speedwell Safe Exam Browser. Please un-install (remove fully) these programs prior to your exam.

## 2. Download Instructions:

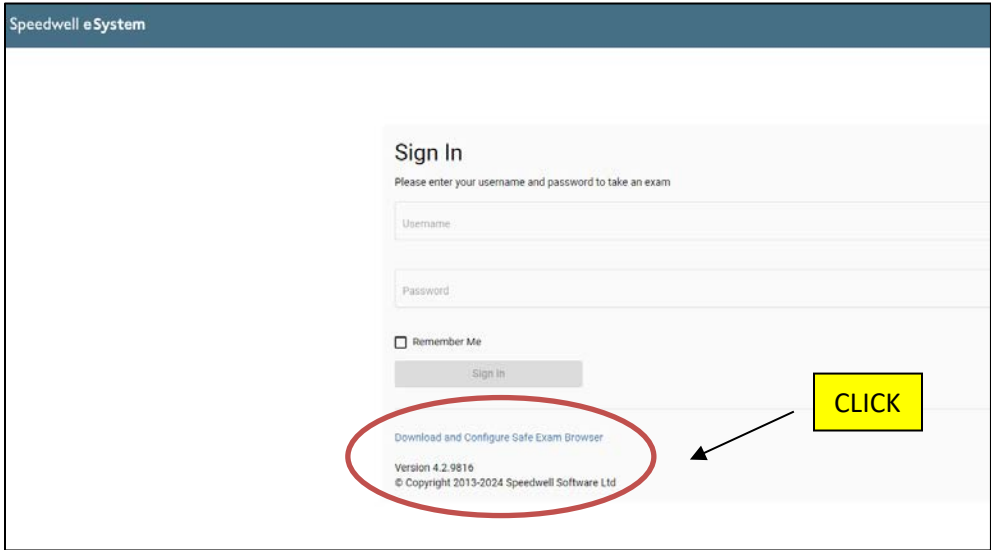
Students need to download and install the secure app. Students can access the software and the settings from the non-secure web exam delivery sign in page or from the take/taken exams page found after logging in. **This is a two-part process for the installation:**

- A. Download and install the Safe Exam Browser app for Windows or Mac Computers.
- B. Step 2 Configuration link: configures the software so it knows which system to communicate with.

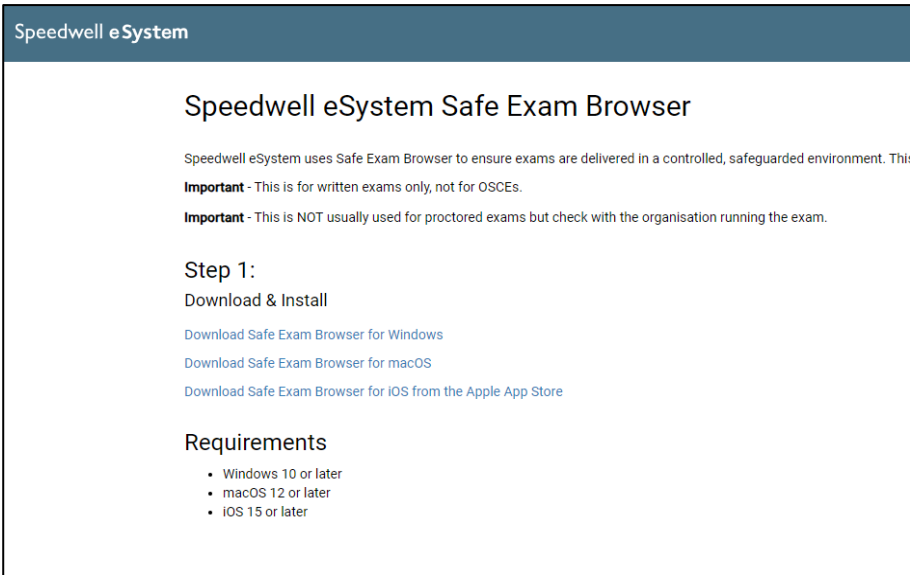
A. Downloading the Safe Exam Browser App:

Go to <https://speedwell.it.mcgill.ca/delivery/> (You do not have to log in)

1. On the login page, click “Download Safe Exam Browser”:



2. Look at the “Step 1: Download and Install” section on the page. Choose the appropriate download based on your operating system.



3. Click on the appropriate installer file download for your system. Follow the steps in the “Install Wizard” to install the Safe Exam Browser App. Close any download popups if still open after process is done and **return to browser** page for Second part.

## B. Step 2 Configuration link

Click link below and return to install page

<https://speedwell.it.mcgill.ca/delivery/secure>

Speedwell eSystem

### Speedwell eSystem Safe Exam Browser

Speedwell eSystem uses Safe Exam Browser to ensure exams are delivered in a controlled, safeguarded environment. This application creates a locked-down environment on the device to maintain exam integrity.

**Important** - This is for written exams only, not for OSCEs.

**Important** - This is NOT usually used for proctored exams but check with the organisation running the exam.

**Step 1:**  
Download & Install

- Download Safe Exam Browser for Windows
- Download Safe Exam Browser for macOS
- Download Safe Exam Browser for iOS from the Apple App Store

**Requirements**

- Windows 10 or later
- macOS 12 or later
- iOS 15 or later

**Step 2:**  
Configure Safe Exam Browser so it knows which server to communicate with. Safe Exam Browser must be installed for this to work.

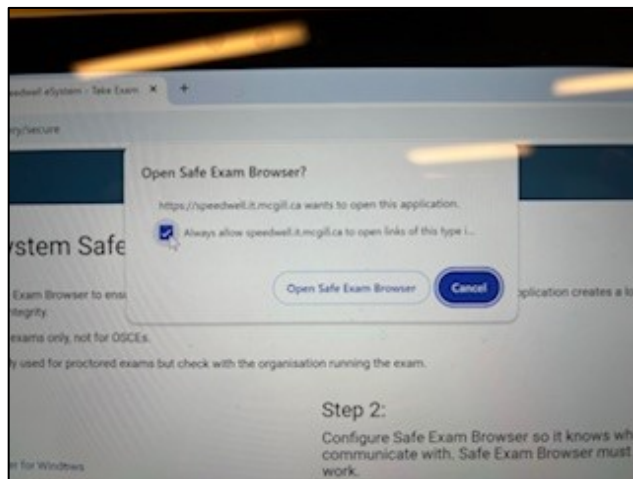
[Configure Safe Exam Browser](#)

**CLICK**

Click on STEP 2: “Configure Safe Exam Browser” link.

The Safe Exam Browser App will now open.

\*\*\*If prompted- please be sure to check off “always allow speedwell to open links of this type....” And then click “Open safe exam browser”



**\*\*MAC users- FURTHER steps for the Safe Exam Browser App:**

If you are using a macOS laptop, you need to change the preference setting to be able to use Speedwell Safe Exam Browser.

If you do not follow these instructions and take the exam, *the program will freeze and not let you close the window.*

1. Click on the Apple icon (top left) and select “System Preferences”.
2. Click on “Security & Privacy”
3. Select “Full Disk Access” in the list.
4. Click the ‘lock’ icon which will unlock it, allowing you to make changes. You will need to enter your MAC password – this is the one you use to log into your MAC.
5. Click the ‘+’ button which will open Finder in the “Applications” folder.
6. Select “Safe Exam Browser”. And make sure it has a checkmark in the list.
7. Close the lock and preference window.
8. Your programs should behave as normal.

### 3. Support and Contacts:

In case of further troubles. Please contact an exam administrator for support:

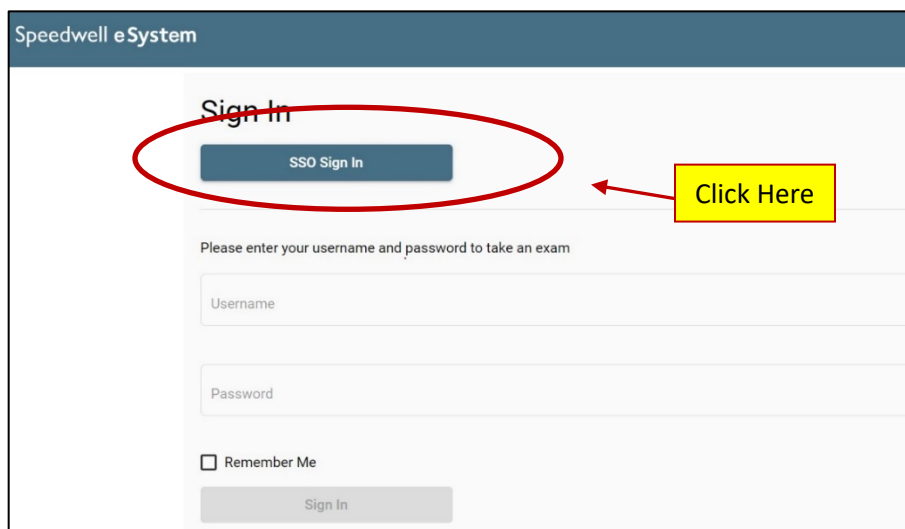
- [ugem-exams.med@mcgill.ca](mailto:ugem-exams.med@mcgill.ca) – TCP, clerkship 4, INDS 125, 225, 323
- [ugme-exams3.med@mcgill.ca](mailto:ugme-exams3.med@mcgill.ca) – FMD- Clerkship 3, INDS 423, 424
- [examens.co@mcgill.ca](mailto:examens.co@mcgill.ca) – Campus Outaouais

### 4. How to use Safe Exam Browser:

Please ensure that you are **not** logged in to “Safe Exam Browser” on your computer **before** the start time of the exam.

When the exam time begins, please proceed as follows:

1. Launch Safe Exam Browser. Be sure to close ALL other programs on your computer before launch.
2. You will see the following login page:  
Click on ONLY SSO sign in. Do Not Fill in Fields on the page.



3. Log in using the following:

- Username: [firstname.lastname@mail.mcgill.ca](mailto:firstname.lastname@mail.mcgill.ca)
- Password: email password

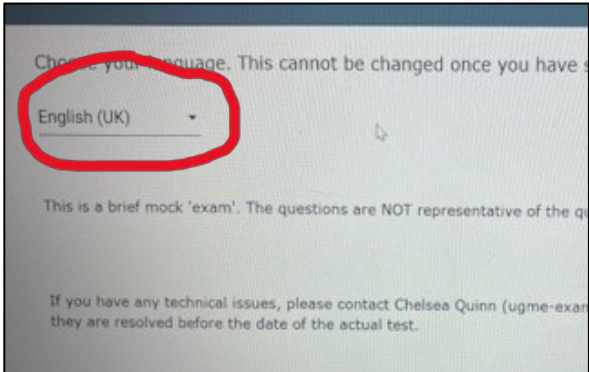
#### 4. **Authentication:**

You will be prompted to use the Microsoft Authenticator App. This will be the only time you may use your phone. As soon as you are IN the exam, please put your phone away. You may be prompted to log in 2x so please make sure you are IN THE EXAM before stowing away.

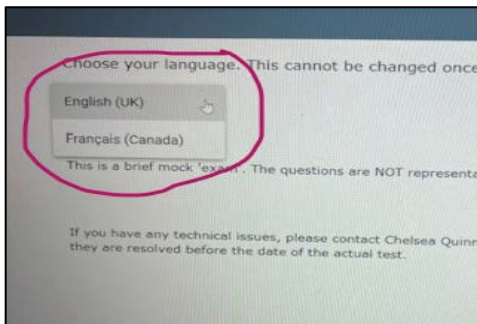
Please install the Microsoft Authenticator App on your phones using the following link and instructions:  
<https://www.mcgill.ca/cybersafe/two-factor-authentication-2fa>

5. CHOOSING LANGUAGE: This appears on FIRST PAGE after sign in. IF you miss or do not choose correctly, it cannot be changed after you click NEXT.

- See on Intro page default language is English (UK)



- Use Drop down arrow to choose between English (UK) and Francais (Canada)



6. Support is available prior to your exam time from MedIT and the exam administrator.
7. When you have finished your exam, please click the "Finished" button on Speedwell.
8. Close the program by clicking on the power icon on the bottom right of your screen.
9. Exams should be submitted prior to the exam being unpublished. If you are unable to submit prior to the unpublishing, rest assured that Speedwell saves your answers throughout the exam.
10. Do not exit Speedwell unless you have finished your exam.

## 5. New functionalities for candidates in Safe Exam Browser

- a. Strike through MCQ question choices.

This functionality allows you to strike out choices when looking at a question. To do so, click the ~~abc~~ icon next to the question choice you would like to strikeout:



That question choice will now appear with a strike through:

Which of the following best describes your feelings at this moment?

~~Curious~~

None of the above

To remove the strikethrough, simply press the ~~abc~~-icon again.

**Please note: this function is for your use only. It is not to provide feedback to the course director. Your response to the question will be recorded based on which option you check (green checkmark appears), even if the option text shows a strikethrough. See below:**

Which of the following best describes your feelings at this moment?

~~Curious~~

None of the above

b. Highlight question text

This functionality allows you to highlight question text while looking at a question. To highlight text in the question, use your cursor to select the text you would like to highlight:

Is **Speedwell** working on your laptop?

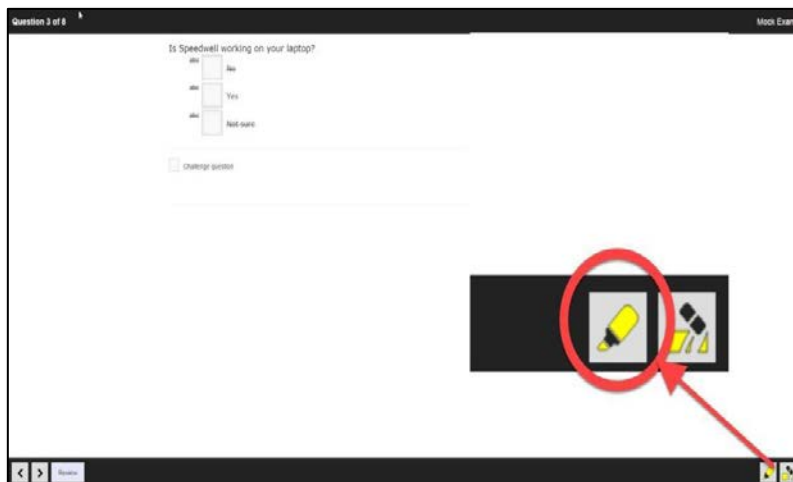
No

Yes

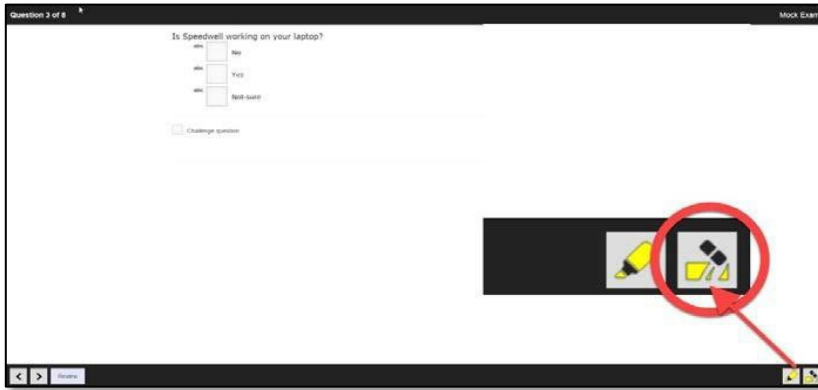
Not sure

Challenge question

Now click the “Highlight” button at the bottom right hand of your screen:



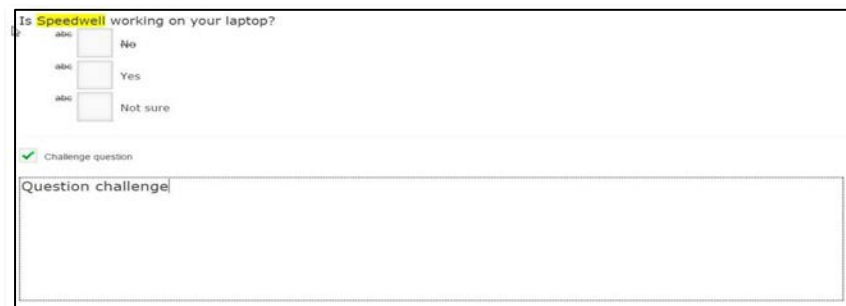
The text will now be highlighted. To remove the highlighting, select the text once again with your cursor and click the “remove highlighting” button (also in the bottom right-hand side of your screen):



**Please note: this function is for your use only. It is not to provide feedback to the course director. Option text cannot be highlighted.**

c. Challenge an exam question.

To challenge an exam question, simply check the “Challenge question” box below the question. A text box will appear enter your challenge here.



Once you have finished entering your challenge, simply go to the next question. Your challenge will be recorded automatically by the system. If you would like to remove your challenge, simply uncheck the “Challenge question” box and the text you have entered will disappear.

**Please note: your response to the question will be recorded based on which option you check (green checkmark appears). Text entered in the challenge box will be considered for question challenge purposes only.**

d. Flagging questions in Speedwell

Questions can be flagged in Speedwell as a personal reminder to review/return to/etc. a question during your exam. To flag a question, simply click the flag icon at the top of the screen. You can quickly refer to your flagged questions by opening the “Progress Panel” on the right side of your screen.



The flag will now be green. To do this, click the screen icon located at the bottom right-hand side of your screen:

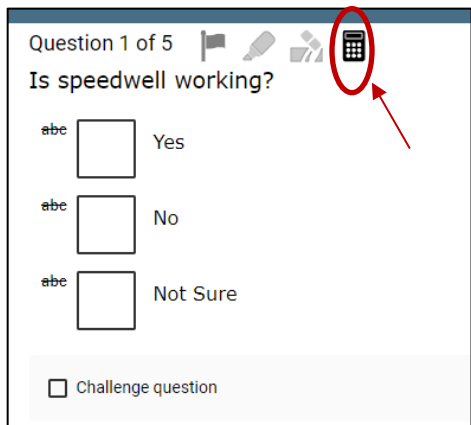


The progress panel will now appear. To remove a flagged question, simply click on the question in the progress panel, click on the flag, and the question will now be unflagged.

**Please note: flagging a question is for personal tracking only. Speedwell does not record which questions are flagged, and flagging a question does not replace the question challenge process.**

e. Calculator

A basic calculator that allows you to add, subtract, divide and multiply is now in the system. It is located at the end of all small icons above the questions



**Please note that using the calculator is only for basic mathematics. If you forget your non programable calculator, this is the alternative. Speedwell will not save memory numbers in calculator from one question to the next.**