Safe Exam Browser - Secure Web Exam Delivery

Preamble

The Speedwell Safe Exam Browser prevents students from interacting with their computers' operating system or other applications during an online exam. In this document you will find the following:

- Download Instructions
- New functionalities for candidates in Speedwell (Safe Exam Browser):
    1. Strike through MCQ question choices
    2. Highlight question text
    3. Challenge an exam question
    4. Flagging questions in Speedwell
    5. Speedwell Troubleshooting

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. **There are two parts to the installation procedure:**
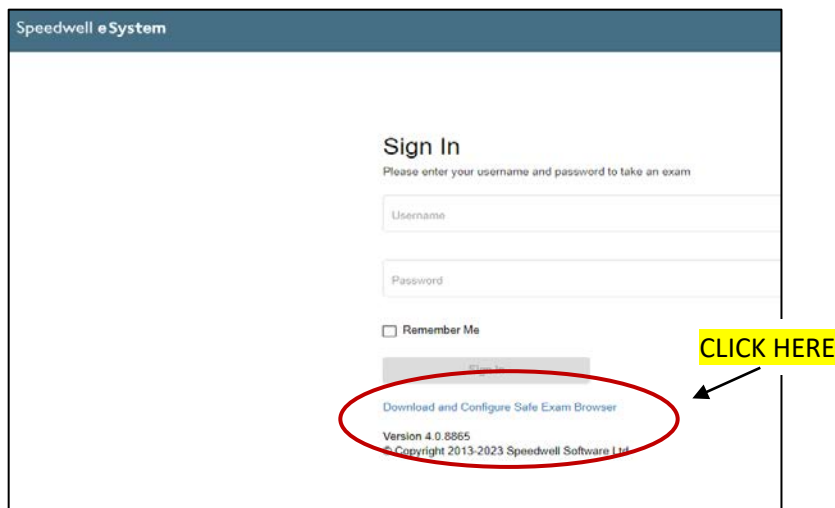
A. Download and install the Safe Exam Browser app for Windows or Mac Computers.
B. Step 2 Configuration link: configures the software so it knows which system to communicate with.

PLEASE NOTE!! T*hat **Kapersky** and **BitDefender** anti-virus are not compatible with Speedwell Safe Exam Browser. Please un-install these programs prior to your exam.*

A. Downloading the Safe Exam Browser App:

Go to https://assessment.medicine.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.

PLEASE NOTE: The Speedwell Safe Exam Browser app will only work on systems running Windows 10 or later, and macOS 11 Big Sur or later.

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
- iPhones or Android phones

3. Click on the installer file download. 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. (including the APP) and return to browser page for Second part.

B. Step 2 Configuration link

4. Go back your browser page in your web browser (https://assessment.medicine.mcgill.ca/delivery/secure)

Click on STEP 2: "Configure Safe Exam Browser" link.
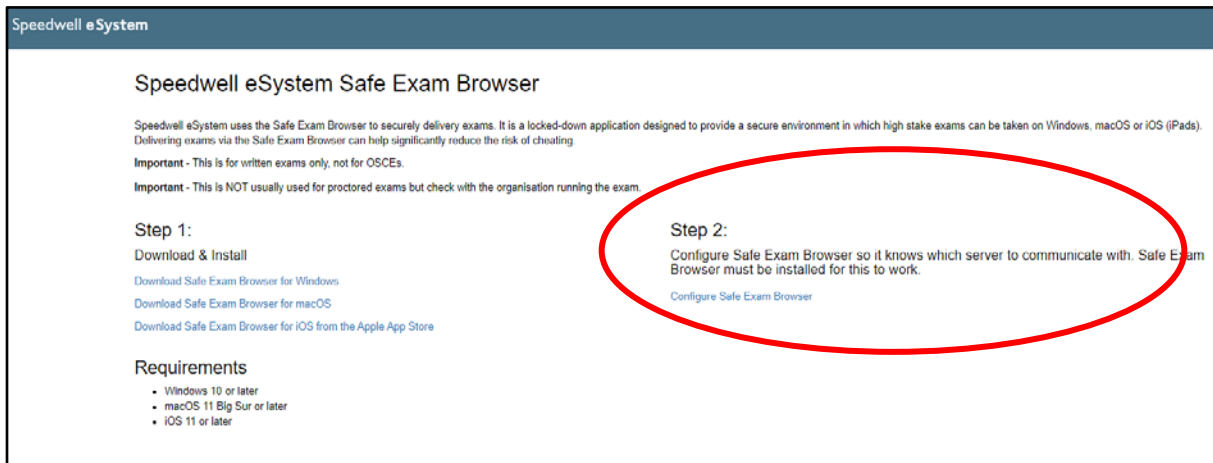
The Safe Exam Browser App will now open.

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

You will have done all steps above but now, must check the following:

If you are using a macOS you need to change a 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) on the menu bar and select "System Preferences"
2. Click on "Security & Privacy"
3. Select "Full Disk Access" in the list on the left.
4. Click the 'lock' icon which will unlock it, allowing you to make changes. You will need to
    a. 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.

1. Strike through MCQ question choices

This functionality allows you to strikeout 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:

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:

2. 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:

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.

3. 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.

4. 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:
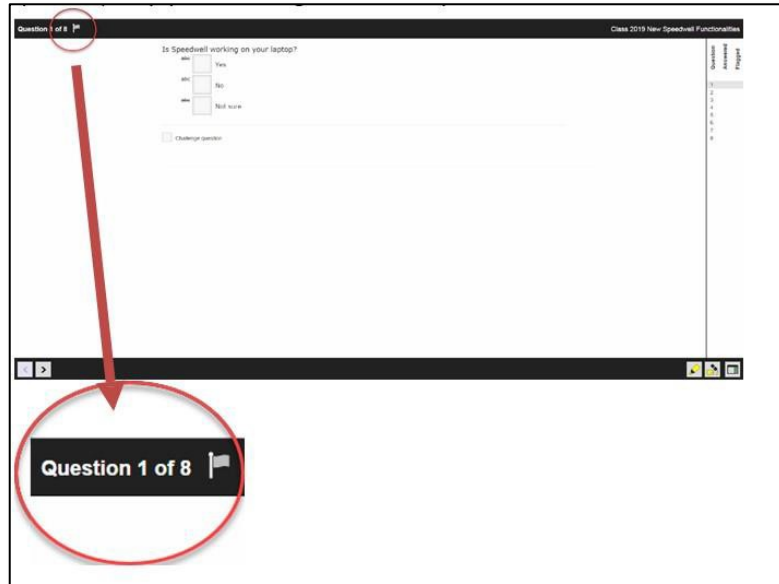
The flag will now be green. You can quickly refer to your flagged questions by opening the "Progress Panel" on the right side of your screen. To do this, click the screen icon located at the bottom right hand side of your screen:
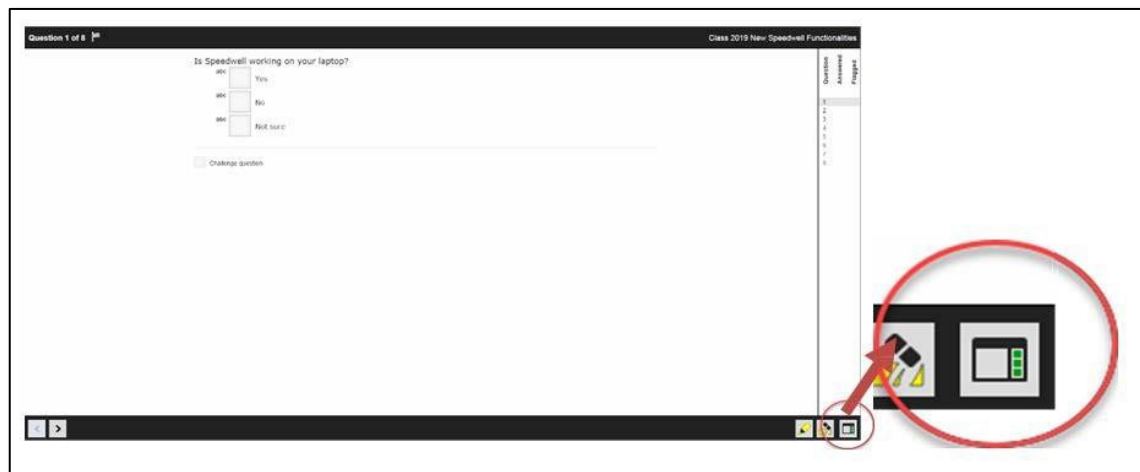
The progress panel will now appear. To unflag a question, simply click on the question in the progress panel, click on the flag, and the question will now be unflagged.

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.

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1. If you need to restart your exam (e.g., double-clicked, WIFI issues):

If your WIFI has dropped or you accidentally double-clicked to take your exam, contact the exam administrator to allow re-start.

2. If you cannot login to Speedwell:

STEP 1: Close Speedwell and all background apps

STEP 2: Re-open Speedwell

STEP 3: If you still cannot login, contact exam administrator

3. If there is a power/WIFI outage:

STEP 1: Remain calm, note time of outage, and contact exam administrator

STEP 2: If outage continues, apply for exam deferral

4. If you get an error 500 message:

[Click here](#) to reconfigure and go to **STEP 2.**

5. To zoom in or out while in Safe Exam Browser:

Press "**ctrl**" and "**+**" or "**-**"

6. Any other issues:

Uninstall and re-install Safe Exam Browser app.