

Safe Exam Browser - Secure Web Exam Delivery

Preamble

The Speedwell Safe Exam Browser prevents students from interacting with their computer's 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 Browser):
 1. Strike through MCQ question choices
 2. Highlight question text
 3. Challenge an exam question
 4. Flagging questions in Speedwell
- 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:

1. Download and install the Safe Exam Browser app for Windows or Mac.
2. Click on the configure link to configure the software so it knows which system to communicate with

Downloading the Safe Exam Browser App:

Step 1: Go to <https://assessment.medicine.mcgill.ca/delivery> (You do not have to log in)

STEP 2: On the login page, click "Download Safe Exam Browser":

Speedwell eSystem

Sign In

Please enter your username and password.

Account Information

Username
Password

Remember me?

[Download and Configure Safe Exam Browser](#)

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STEP 3: Look at the “Step 1: Download and Install” section on the page”. Choose the appropriate download based on your operating system.

Speedwell eSystem Safe Exam Browser

Speedwell eSystem uses the Safe Exam Browser to securely delivery exams. It is a locked-down application designed to provide a secure environment in which high stake exams can be taken on Windows, macOS or iOS (iPads). Delivering exams via the Safe Exam Browser can help significantly reduce the risk of cheating.

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 7 or later
- macOS 10.8 or later
- iOS 9.3.5 or later

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Step 2:

[Configure Safe Exam Browser](#)

PLEASE NOTE: The Speedwell Safe Exam Browser app will only work on systems running Windows 7 or later, and OS X 10.8 or later. The following systems will not support the exam system:

- Devices not running full operating systems (may apply to some Surface tablets, etc.)
- Android based operating systems
- iOS devices (iPad, iPhone, etc)

STEP 4: Click on the installer file download. Follow the steps in the Install Wizard to install the Safe Exam Browser app.

Please complete the next step if you have a PC (Windows operating system) ONLY:

STEP 4B: Override DPI scaling

FOR WINDOWS 8 (and below):

Open Windows Explorer (the file folder icon)

- Go to Computer/Windows (C:)/Programs Files (x86)/SafeExamBrowser
- Select and Right click on the SafeExam.exe file
- Select Properties
- Go to Compatibility tab
- Check "Override display scaling on high DPI settings"
- Hit Apply and Ok

FOR WINDOWS 10:

- Go to Computer/Windows (C:)/Programs Files (x86)/SafeExamBrowser
- Select and Right click on the SafeExam.exe file
- Select Properties
- Go to Compatibility tab
- Under Settings section, click "Change high DPI settings"
- Under "Program DPI," check the **"Use this setting to fix scaling problems for this program instead of the one in Settings"** option.
- Under "High DPI scaling override", check the "Override high DPI scaling behaviour performed by" option, and make sure Application is selected in the drop down menu.
- Hit Ok

STEP 5: Go back your browser page that has the Speedwell log in page open. Click the "Configure Safe Exam Browser" link.

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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](#)

The Safe Exam Browser App will now open. Log in using your username and password and click "Take Secure" to start the Mock exam: your username and password will be given to you by the administrator.

Once you have clicked "Finish", you may press the power symbol in the bottom right hand corner to exit the system.

Downloading the Safe Exam Browser App (MAC users):

MAC users may be forced to do [STEP 2](#) of the Speedwell Safe Exam Browser download.

Speedwell eSystem

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[Configure Safe Exam Browser](#)

If you are using a MacBook and you have any version of the macOS after CATALINA, you need to change your settings 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.***

FOR MAC 10.15 OR LATER

- Click on the Apple icon (top left) on the menu bar and select “System Preferences”
- Click on “Security & Privacy”
- Select “Full Disk Access: in the list on the left.
- 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.
- Click the ‘+’ button which will open Finder in the “Applications” folder.
- Select “Safe Exam Browser”. Your programs should behave as normal.

*As a **reminder**, please note that **Kaspersky** and **BitDefender** anti-virus are not compatible with Speedwell Safe Exam Browser. Please un-install these programs prior to your exam.*

New functionalities for candidates in Speedwell (Safe Exam Browser)

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:



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

~~abc~~ Curious

~~abc~~ None of the above

That question choice will now appear with a strike through:



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

~~abc~~ ~~Curious~~

~~abc~~ 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:



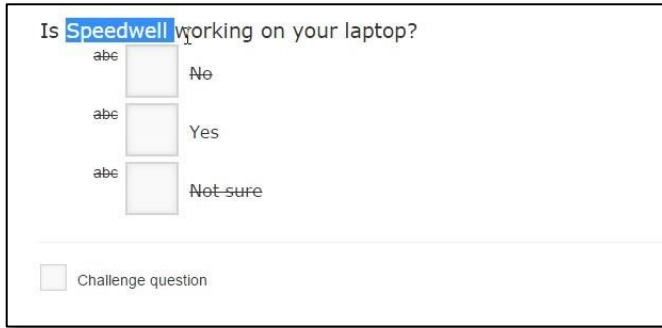
Which of the following best describes your feelings at this moment?

~~abc~~ Curious

~~abc~~ ~~None of the above~~

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:



Is Speedwell working on your laptop?

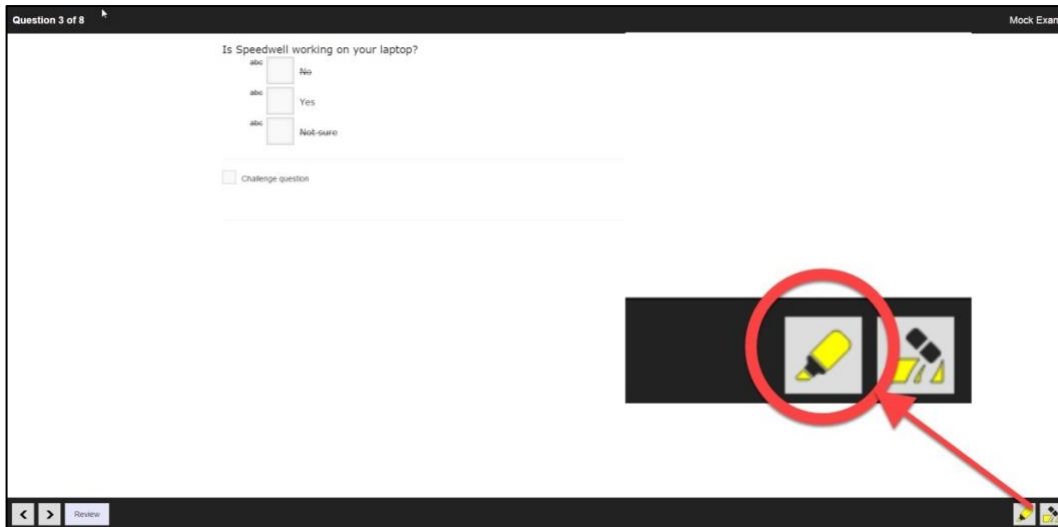
No

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.

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.



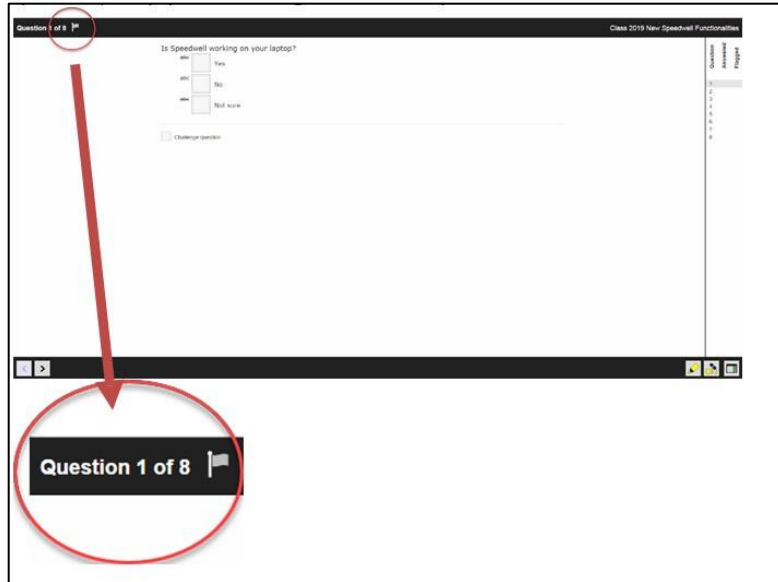
The screenshot shows a question: "Is Speedwell working on your laptop?". Below the question are three radio button options: "No", "Yes", and "Not sure". Each option has a small "abc" label to its left. Below the options is a checkbox labeled "Challenge question" which is checked with a green checkmark. Below the checkbox is a large, empty text box with a dashed border, labeled "Question challenge" at the top left.

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.

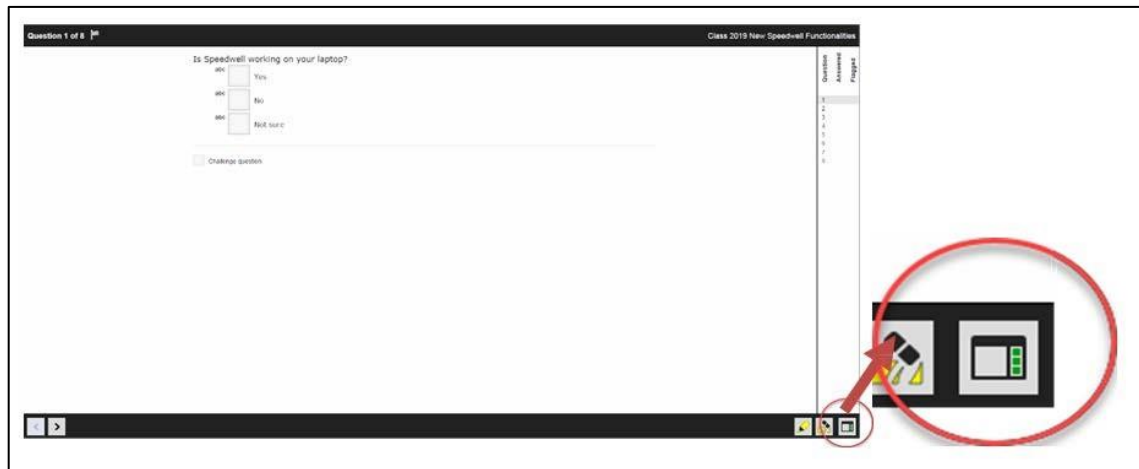
Please note: your response to the question will be recorded based on which option you check (green checkmark appears). Text entered in the challenge box will be considered for question challenge purposes only.

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.

Speedwell Troubleshooting

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.