INSTRUCTIONS AND INFRASTRUCTURE REQUIREMENTS TO TAKE SET/SLAT/SITEEE 2021 ONLINE PROCTORED TEST

The SET/SLAT/SITEEE 2021 test will be conducted in an online proctored mode. Candidate can take the test from the safe and secure environment of his/her home, with a desktop/laptop (with a webcam) and an internet connection (5 Mbps un-interrupted internet speed is desirable).

Candidate should keep in mind that during the test, your conduct will be invigilated using Artificial Intelligence as well a Human Proctoring. Candidates are requested to take the test honestly, ethically, and should follow all the instructions.

Do NOT indulge in any kind of cheating / malpractice or recording of any kind during the duration of your online entrance exam. Failure to adhere to these instructions may lead to your candidature being cancelled, and may also lead to appropriate legal action as deemed fit.

BASIC INSTRUCTIONS FOR SET/SLAT/SITEEE 2021

- Candidate should be seated in front of the desktop or Laptop, facing the screen and webcam throughout the entire duration of the test.
- Candidate should be seated in a way that there is enough light to capture his/her face clearly.
- Candidate should be in formals or smart casuals while taking the test.
- No one else should be present in the surroundings other than the candidate during the test.
- A mobile phone with the primary number that was fed at the time of registration should be lying next to the candidate. It will be used for communicating with the candidate if needed. No other electronic device will be permitted
- Candidate needs to fulfill all IT infrastructure requirements to undertake the test.

INSTRUCTIONS TO BE FOLLOWED DURING THE TEST

- Candidate CANNOT open any other application window during the test and if anybody is caught doing so, it will be considered as a violation.
- Candidate must keep in mind that their images and videos will be recorded and supervised in near real time by AI as well as a Human proctor. Therefore, it is strictly advised that the candidate does not leave the seat during the test. Such behaviour will be immediately recorded as a violation.
- No bio breaks are permitted during the test.
- Candidate is not allowed to use a calculator during the test. A plain paper and a pencil are allowed for rough work.
- Candidate CANNOT talk or speak during the test, or use any device like phones or tablets for anything. If the candidate disturbs the position of the camera, the test will be auto submitted and will not be accessible and available to the candidate thereafter.
- Candidates should make sure that they are using the same laptop /desktop for all the tests.
- Any attempt to impersonate or indulge in any malpractice, identified at any stage of the admission process would disqualify the candidate from the admission processes to all UG programmes of Symbiosis International (Deemed University) and may also lead to appropriate legal action as deemed fit.

All the requirements to take the SET/SLAT/SITEEE 2021 online proctored test are mentioned below-

Software prerequisites: Internet Based Assessments (IBA) has to be taken by candidates. Assessments have to be taken through IBA launchers. It is recommended to use a PC or a Laptop.

DESKTOP/LAPTOP:

- Operating System: Windows 7, 10 and Ubuntu LINUX (14.1 and 16) version.
- RAM: Minimum 4GB of RAM Processor: Intel Core i3 or above.
- HDD: Minimum 100 MB of free space.
- Internet connectivity: 5 Mbps un-interrupted internet speed is desirable.
- Browser: Assure zoom level of browser is at 100%.
- Windows 10 - Google Chrome - All versions.
- Windows 10 - Internet Explorer - All versions.
- Windows 10 - Firefox - **Not supported**
- Windows 7 - Google Chrome - All versions.
- Windows 7 - Internet Explorer - All versions.
- Windows 7 - Firefox - Version 46 to 56.
- Ubuntu – Versions 14 and 16.
- **iOS and Android – Not Supported**
- Integrated Webcam or external Webcam is compulsory for the assessment.
- Working keyboard for SET and SLAT candidates (for use during Written Ability Test)
- Undisturbed electrical power supply in case of Desktop PC.
- Make sure that the Laptop is connected to the charger so that its battery sustains throughout the assessment.
- Candidate Machine firewall must be bypassed for the URL's mentioned below

  www.tcsion.com
  g21.tcsion.com
  www.digialm.com
  g21.digialm.com
  www3.digialm.com

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Remote Assessments – FAQ's

Table of Contents

Assessment operating environment..... 3

Troubleshooting.....5

Assessment operating environment

1. What is the recommended screen reresolution for Remote Assessments?
    a. The recommended screen reresolution to take Remote Assessmentsis 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 every time 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

SafeAll the

Best!

IT INFRASTRUCTURE REQUIREMENTS FOR REMOTE PROCTORED ASSESSMENTS

Software prerequisites:

Internet Based Assessments (IBA) has to be taken by candidates. Assessments has to be taken through IBA launcher. It is advisable to use Desktop PC or Laptop along with the Mouse for better Navigating experience.

Desktop/Laptop :

- Operating System : Windows 7, 10 and Ubuntu LINUX (14.1 and 16) version
- RAM : Minimum 4GB of RAM
- Processor : Intel Core i3 or above
- HDD : Minimum 100 MB of free space
- Internet connectivity : 2 Mbps un-interrupted internet speed is desirable with unlimited data consumption limits.
- Browser: Ensure zoom level of browser is at 100%.
- Browser : Google chrome latest Version 83.0 for Best experience
    - Windows 10: All version of Chrome and Internet Explorer is supported. Firefox not supported
    - Windows 7: All versions of Chrome and Internet Explorer is supported. Firefox version 46 – 56 are supported
    - Ubuntu 14.1 and 16: All versions of Chrome, Internet Explorer and Firefox are supported
    - **iOS OS and iOS/Android Devices are not supported.**
- Webcam - Integrated Webcam or USB Connected Webcam is mandatory for the assessment
- Internet connectivity must be Open, without any domain restrictions.
- Antivirus and Firewall must be Uninstalled/Disabled for Test duration.
- Computer must not be connected to any organization domain which might restrict access to URL.
- Keyboard must be in working condition for answering WAT related questions.
- Uninterrupted electrical power supply.
- Uninterrupted power supply in case of Desktop PC.
- Ensure that Laptop is connected to charger so that it does not runs out of battery during assessment
- Candidate Machine Firewall need to be bypassed for below URL's if Firewall is enabled in candidate Machines

    www.tcsion.com

    g21.tcsion.com

    www.digialm.com

    g21.digialm.com

    www3.digialm.com

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Remote Assessments – OnlineTest (Do’s and Don’ts)

Contents

Before Start of the Test 3

Things 'To Do' 3

Things 'Not to Do' 4

During the Test 4

Things 'To Do' 4

Things 'Not to Do' 5

Post Test 6

Things 'To Do' 6

Things 'Not to Do' 6

Before Start of the Test

Things 'To Do'

1. Do, seek your parent consent (in case you are minor) before taking the Assessment as your video will be recorded from time to time during the test duration
2. Do, read through the Examinee Instructions
3. Do read FAQs to help you through any test setup and/or disruption
4. Do, check on the location from where you will take the entire test –
    a. Comfortable seating position, with deally a wall or showcase behind you
    b. Adequate brightness in the room
    c. Light source facing you and away from camera
5. Do, check you have all required writing material (approved by Test body)available with you
6. Do check you have your laptop power charged and plugged in to power
7. Do, check system configuration to be minimum of –
    a. Operating System : Windows 7,10 and Ubuntu LINUX (14.1 and 16) version
    b. RAM : 4GB of RAM
    c. Processor : Intel Core i3 (or equivalent) and above
    d. HDD : 100 MB of free space
    e. Internet speed : minimum 2mbps
    f. Browser : Google chrome (for best experience).
8. Do, check you have the correct and valid Login ID and Password
9. Do, check proper working of
    a. Internet connection
    b. Webcam
    c. Power supply

Note:

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 theregistration process through your mobile device. To do this, please do the following:

1. Access the login page by pasting the test link in your mobile device browser.
2. Login and follow the steps to complete your registration process.

Once you finish registration on your mobile device, you can re-login on yourdesktop/laptop and proceed with the next steps.

Also, there might other issues where the camera is not getting detected or not functioningcorrectly. Please refer to the below instructions to resolve them.

A. Ensure you have camera and the latest camera drivers installed on yoursystem
B. Ensure to allow / grant permission in anti-virus software for browsers to connectto camera (Click on Antivirus, open privacy protection and disable webcamprotection)
C. For issues pertaining to video streaming not functioning, right click on the videowindow 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.

10. Do, disable Antivirus on the system to be used for test-taking
11. Do "allow" for permission for webcam from your browser settings (Refer detailedExaminee Instructions)
12. Do turn off any application notifications, background processes running on yoursystem to be used for test-taking
13. Do, download and save the launcher on your system, at least 1 hour in advance of your Test time.
14. Do, ensure all other applications, folders and files are closed, before launchingthe Launcher.
15. Do, maintain decorum as you would, while appearing for the test.
16. Raise a Helpdesk query in case of any difficulty faced.

Things 'Not to Do'

1. Do not change the computer / laptop already tested by you and made readyduring Dry Run Check, for actual Test.
2. Do not have anybody else present in the test taking room apart from yourself (asTest-taker) – noncompliance to this will lead to your disqualification.
3. Do not share the internet bandwidth during course of the Test.
4. Do not move away from your computer and Webcam range
5. Do not have a light source behind you or at an angle that will cast any shadowon your face
6. Do not have any paper, device, equipment with you that has not been explicitlyapproved by the Test body.

During the Test

Things 'To Do'

1. Do, Accept the Terms and Condition displayed on your Console.
2. Do read and understand the Test Instructions, Section Instructions and Question level instructions.
3. Do, focus on the activity to be performed on the screen to solve the questionbeing displayed.
4. Do, Keep track of the Test timer.
5. Do, look for any onscreen messages and respond immediately as per themessage received.
6. Do be aware, that any suspicion of malpractice or attempted use of unfairmeans can lead to your disqualification.

Things 'Not to Do'

1. Do not cover the webcam at any point from start of the Test till your Test issubmitted
2. Do not create virtual setup of screen mirroring or casting your screen.
3. Do not consume any breakfast/meal/snacks/beverage.
4. Do not cover or mask your face.
5. Do not change the seating posture.
6. Do not talk to anybody while taking the Test.
7. Do not have anybody present with you while taking the Test.
8. Do not use your mobile phone or any other communication device during thecourse of the Test.
9. Do not share your screen with anybody.
10. Do not take screenshots or video or photos of question to share with anyone oron social media channels.
11. Do not use try any unfair means to gain advantage in the Test.
12. Do not try to use any other application other than Launcher on the system.
13. Do not Hit 'X' on top right corner to close the Launcher window.
14. Do not leave the computer/Test ahead of allotted Test end time.
15. Do not move around your seated position such that it obstructs a clear frontal view of your full face
16. Do not resort to malpractices or unfair means or use recording devices of any kind during your entrance test. AI and human based proctoring processes will flag you and you may get disqualified from further admission process. In addition, SIU may also initiate legal proceedings against such candidates. No grievance of any kind will be entertained regarding this.

Note: - Any attempt to impersonate or indulge in any malpractice, identified at any stage of the admission process would disqualify the candidate from the admission processes to all UG programmes of Symbiosis International (Deemed University) and may also lead to appropriate legal action as deemed fit.

Post Test

Things ‘To Do’

1. Do a manual submit of responses to questions by pressing 'Submit' button once your have completed your paper.
2. Do click on "Exit assessment" button on the console, to ensure successful submission of the assessment and to close the browser.
3. Do "Right Shift+Esc" to Exit the Browser, if it takes more than 5 min. for the system to close the browser on its own.
4. Do wait for the browser to close
5. Do Restart your computer to reverse all temporary system changes made for the Test.

Things 'Not to Do'

1. Do Not try to re-take the Assessment unless specifically instructed to do so
2. Do not try to reach out to Helpdesk to know your score and result

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Remote Assessments – Online

Examinee Instructions

Table of Contents

Instruction for Examinee .....**Error! Bookmark not defined.**

Infrastructure Readiness Check (IRC).....**Error! Bookmark not defined.**

Launcher Details.....7

HelpDesk.....9

Self-Registration & Document Capture Process:.....17

Downloading & Installing the Launcher (Desktop / Laptop).....22

How do I know if I have administrator rights?.....27

How do I assign administrator rights to my login?.....28

Using the Assessment Console:.....30

Question Area: 31

Question Palette: 31

Profile: 31

Navigating to a Question: 31

Navigating to Sections: 31

Other Key Instructions: 31

Dry Run Check 31

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 Centers, 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: **Exam Dry Run Check (DRC)**

Step-3: **Actual Remote Assessment Day**

Infrastructure Readiness Check (IRC)

In this step, ensure that your systems and internet bandwidth and speed are checked asagainst 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 thedisk etc.)

This step will be performed over a 4-day period, so that every Examinee can get this checkdone. 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 theissue to the Technical Helpdesk. You will need to log your issue with the Online TechnicalHelpdesk 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 fromyour 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 seamlesstest 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

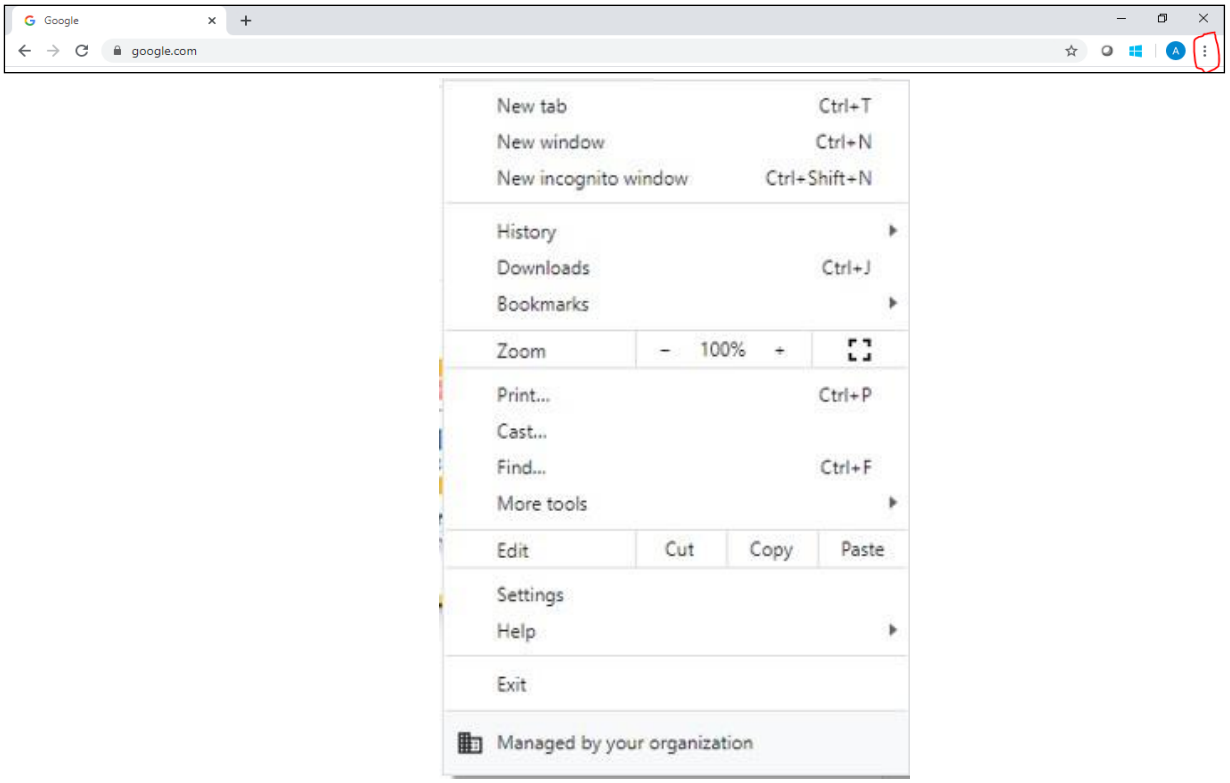
Recommended Google Chrome browser for best experience

Please verify the following key check points in browser setting before starting self-registrationor the Assessment.

Zoom Level:

Set the browser zoom level to 100%.

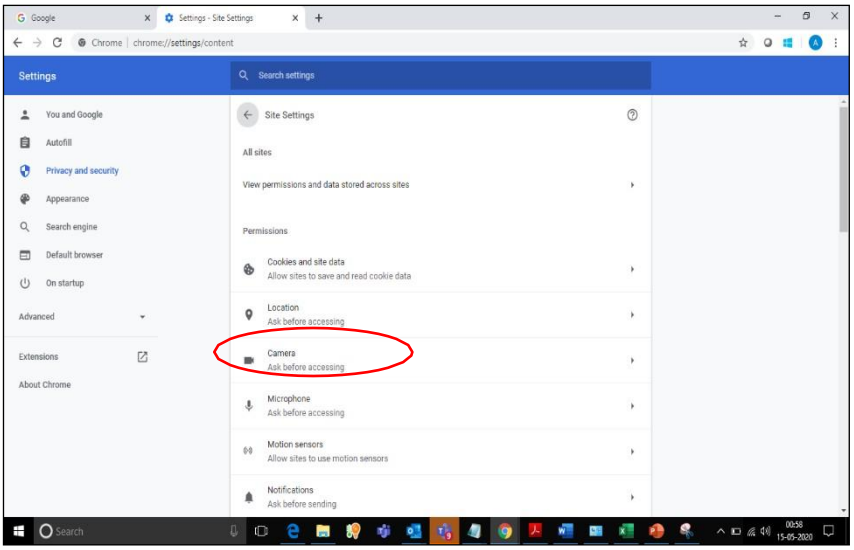
Please access the zoom level setting by clicking on the three vertical dots displayed on theright hand corner of your browser window as shown



Camera Access:

Access to camera should be "allowed" for browser.

On google chrome, please navigate to **Settings->Privacy and Security->Camera**


Google
Settings - Site Settings
Chrome | chrome://settings/content
Settings
Search settings
You and Google
Autofill
Privacy and security
Appearance
Search engine
Default browser
On startup
Advanced
Extensions
About Chrome
Site Settings
All sites
View permissions and data stored across sites
Permissions
Cookies and site data
Allow sites to save and read cookie data
Location
Ask before accessing
Camera
Ask before accessing
Microphone
Ask before accessing
Motion sensors
Allow sites to use motion sensors
Notifications
Ask before sending
Search
00:58
15-05-2020

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 requiredto 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, ifany 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 – version 14 & 16 (All browser versions supported).
6. Safari – Not Supported.
7. MAC OS – Not supported.

Details of Unsupported OS/Browser for iLEON App

1. **Windows XP**
2. **Windows Vista**
3. **Ubuntu 18**
4. **DOS**
5. **Safari Browser**

Note: *In case of a desktop or laptop running Windows 7 operating system, please check and ensureit has the latest Service Pack installed.*

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

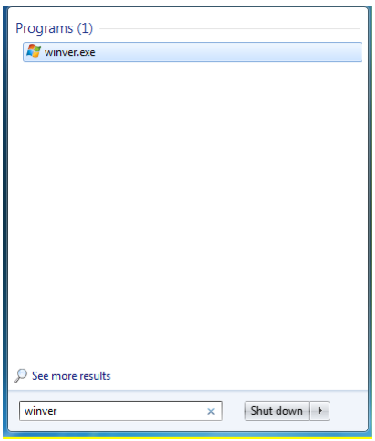
Service Pack Check – Approach 1

a) Click Start button
b) Right-click on "Computer" icon

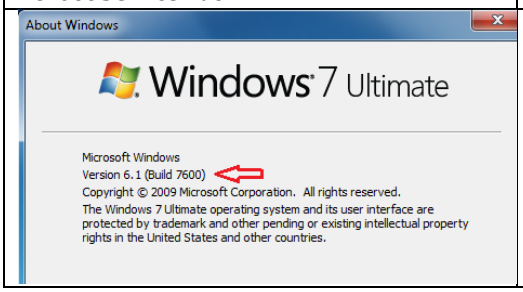
c) Click "Properties".
d) Check basic information about your computer configuration displayed - If ServicePack 1 is listed under Windows edition, SP1 would be already installed on your computer.

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

Without Service Pack	With Service Pack
	

Note: *If Service pack 1 is not installed, follow the instructions to download and install SP1 from followingURL*
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 theexam.*
- *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",

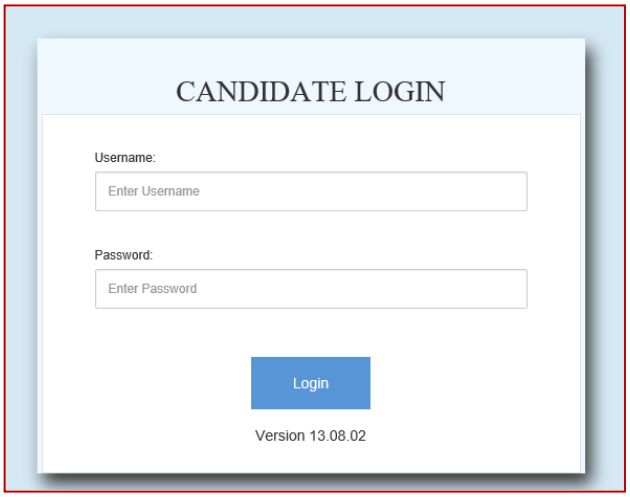
1. Press "Right Shift + Esc" key to exit ongoing Assessment
2. Close Application
3. Open new session on Browser
4. re-login to the assessment website using the credentials provided in email
5. Generate a new key
6. Launch the assessment using the new key

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 technicalsupport 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 thesystem 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 yourregistered email ID
4. Click **Login**.

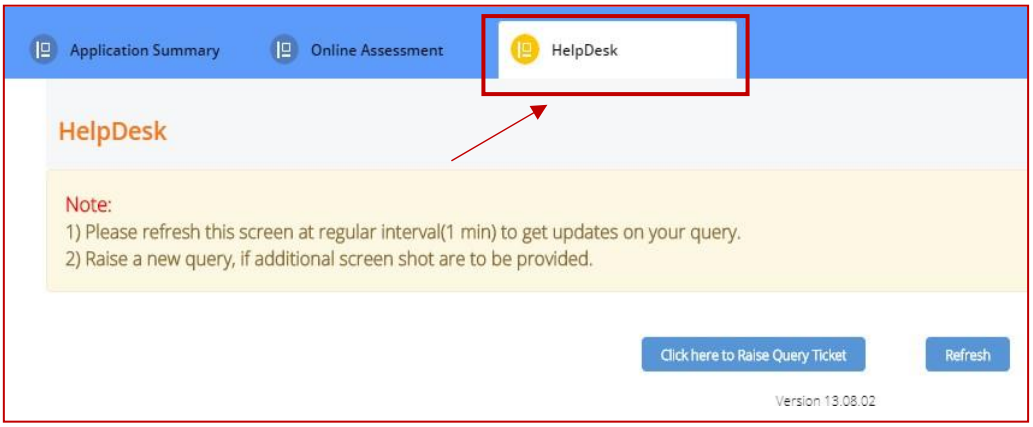
There will be three tabs visible:

a. **Application Summary:** this tab will contain your basis information. Please go through this to ensure it's your details only.

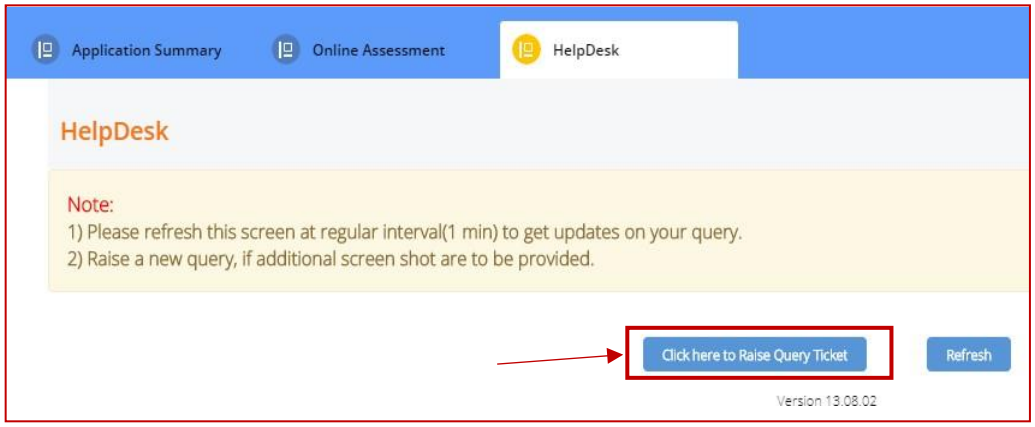
b. **Online Assessment:** This tab will contain access to the assessment that youneed to appear for

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



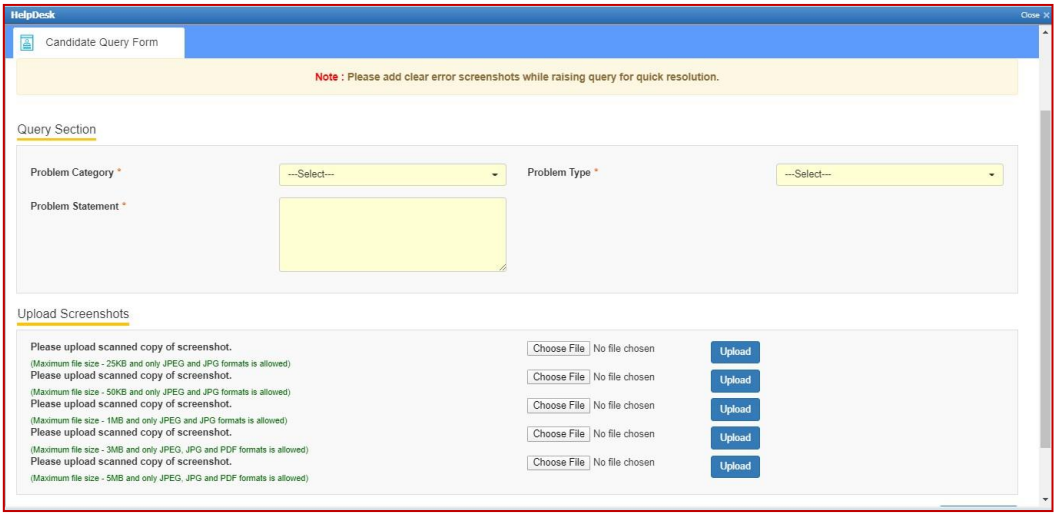
e. Click on "Click here to Raise Query Ticket"



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 25KBto 5MB.

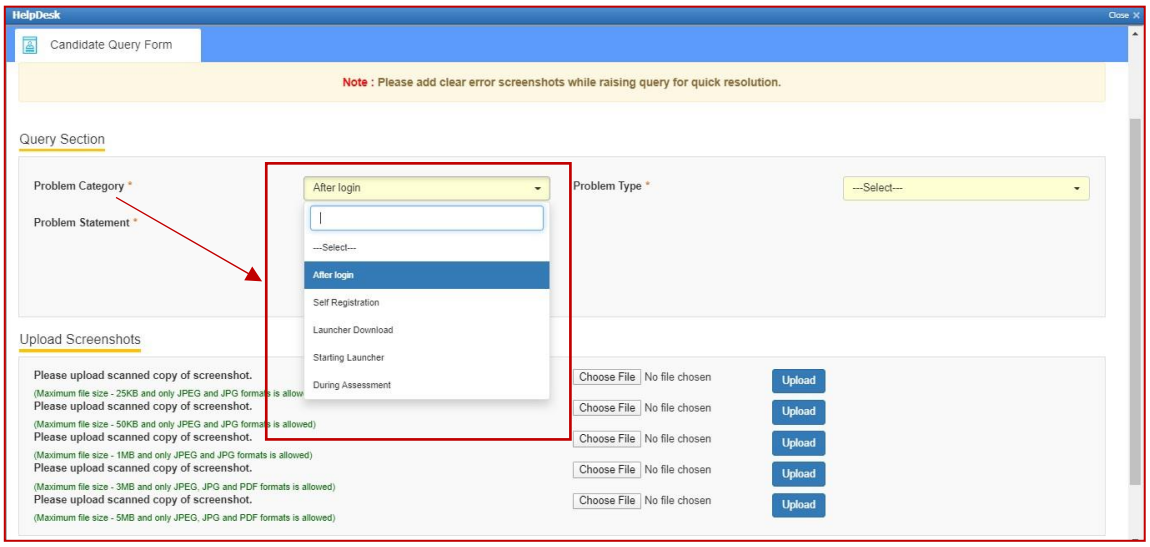
Note: Please add clear screenshots while raising query. This will help thetechnical support team to understand and quickly resolve the issue.



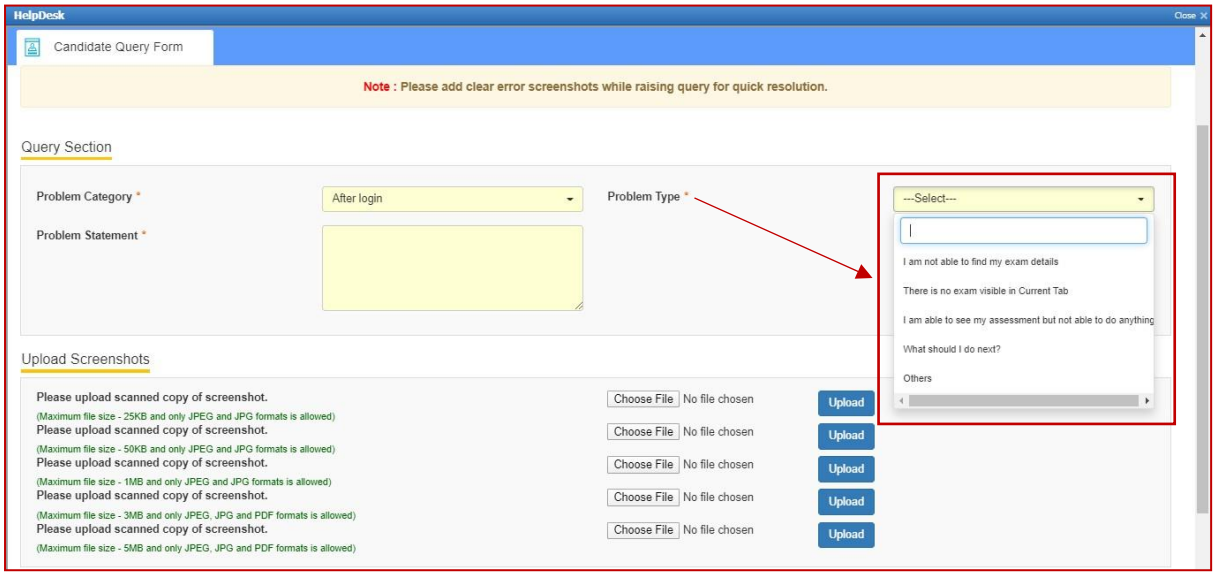
g. Fill in all the appropriate details in the "Query Section".

i. **Problem Category –** Query can be raised for problem faced in any ofthe 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"

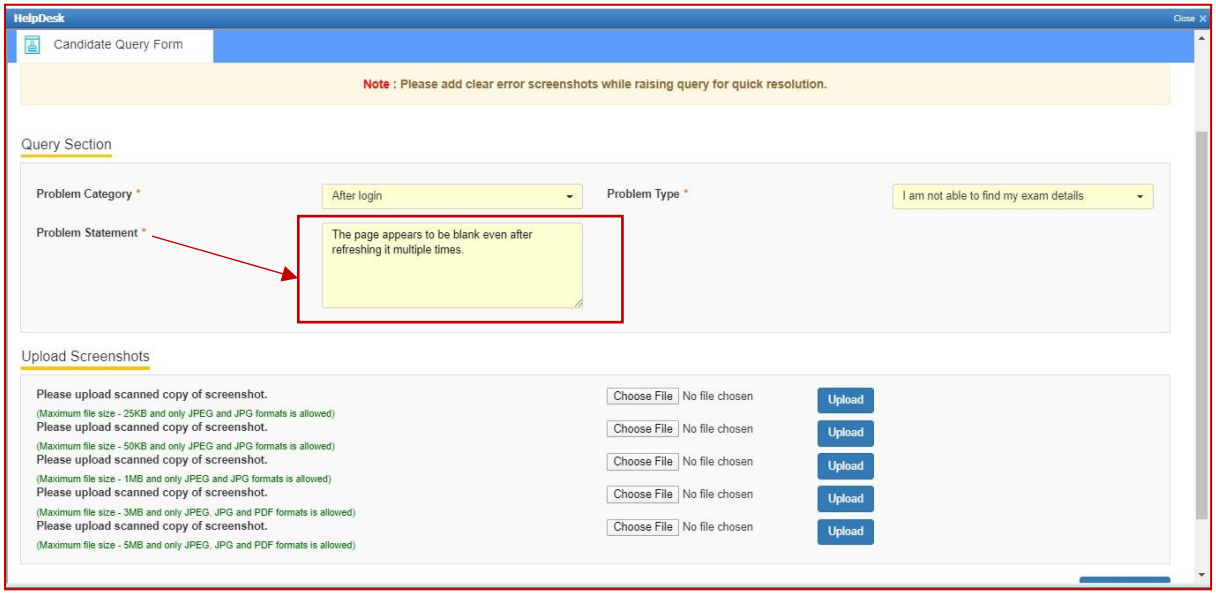
4. **Starting Launcher** – "Entering the launcher key and selectingthe browser window"
5. **During Assessment** – "Issue faced on the candidate console"



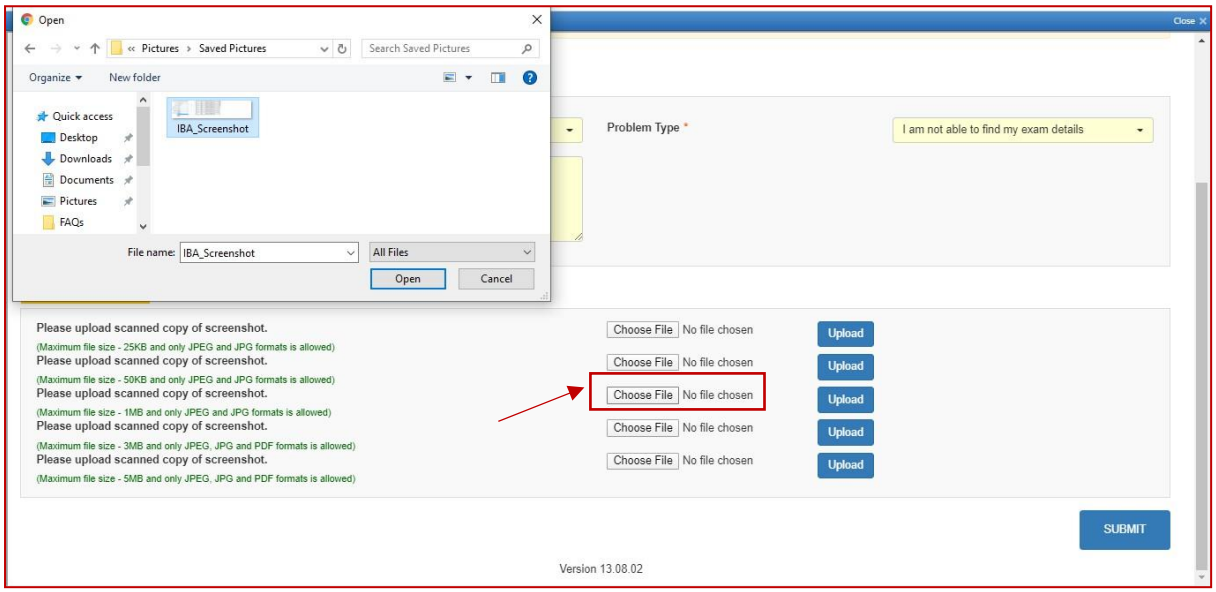
ii. **Problem Type –** Select appropriate type of problem after selecting thecategory from the options provided in the dropdown



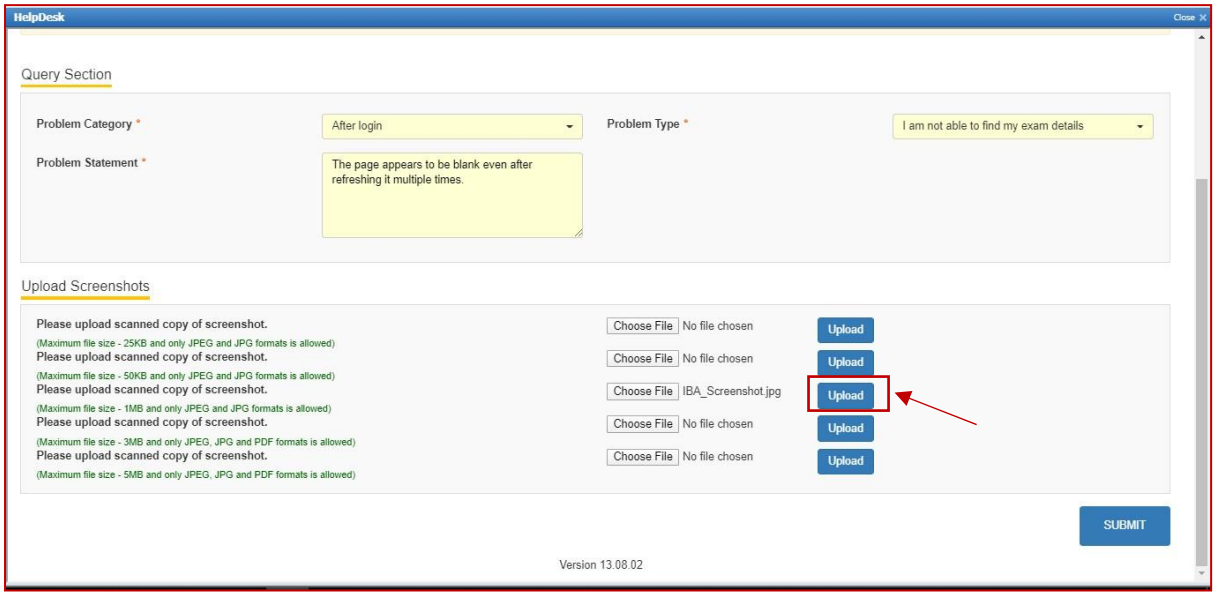
iii. **Problem Statement –** Enter precise and easy to understand descriptionof the problem for quick troubleshooting & resolution.



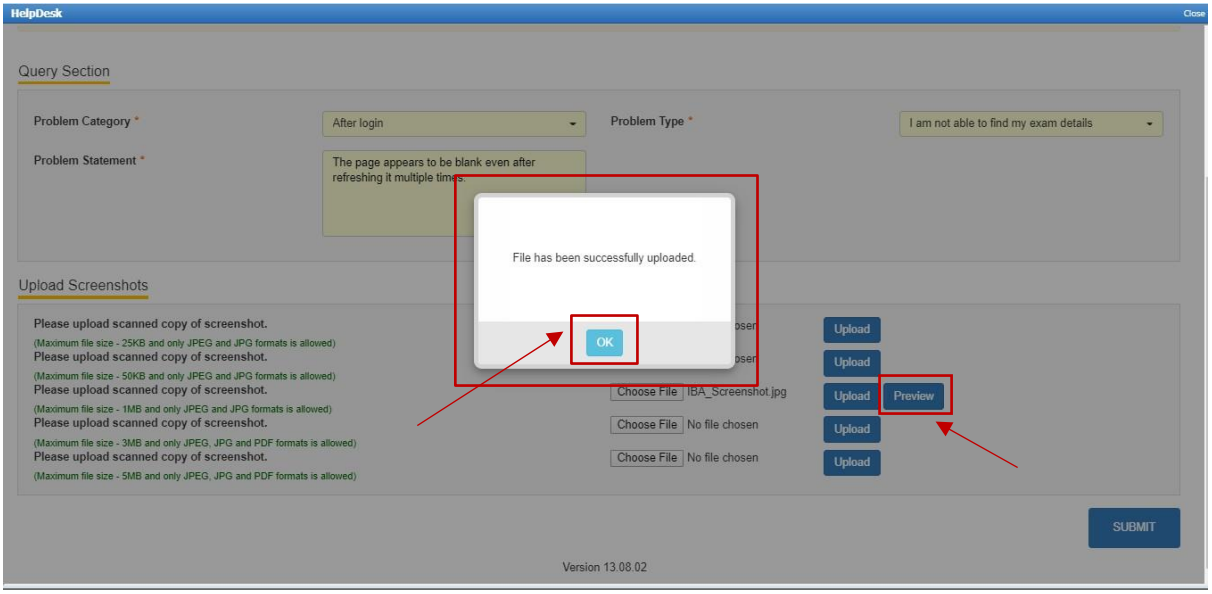
h. Browse the screenshot by clicking on "Choose File" as per the file size andformat.



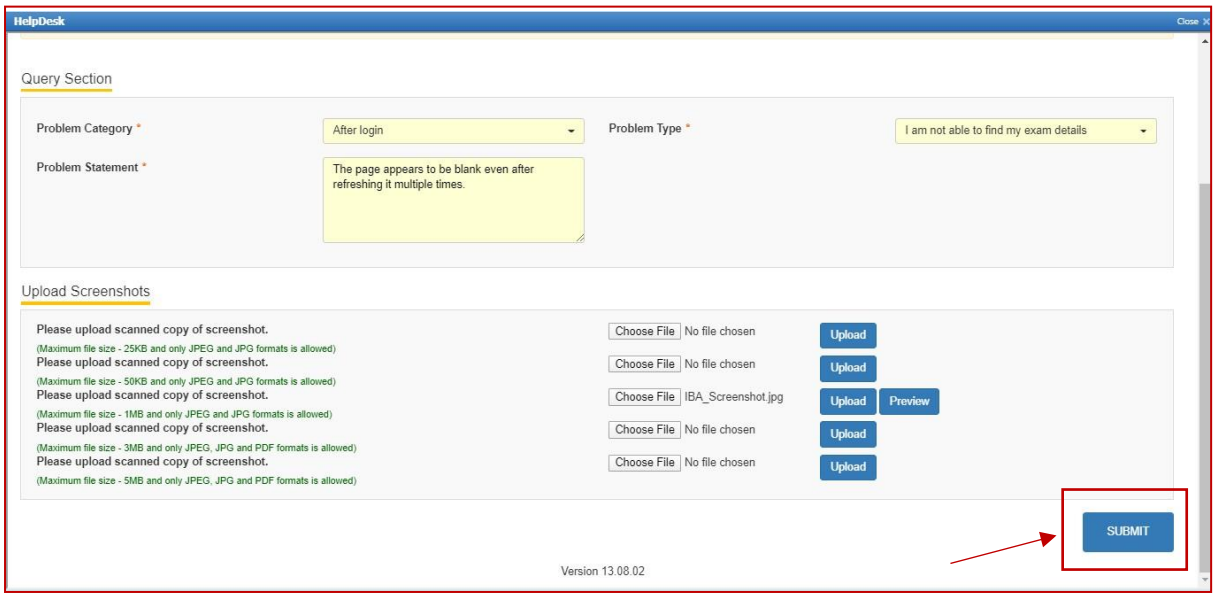
i. Click on Upload.



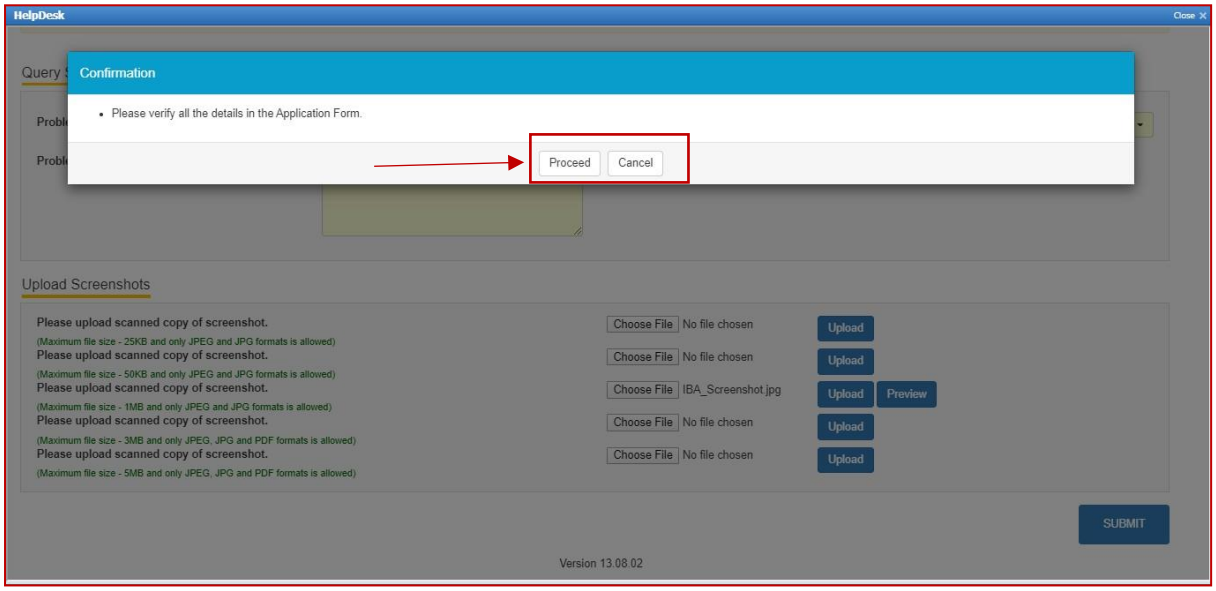
j. "File has been uploaded successfully" message appears on screen. Click on OK. Preview option can also be used to verify or preview the screenshot.



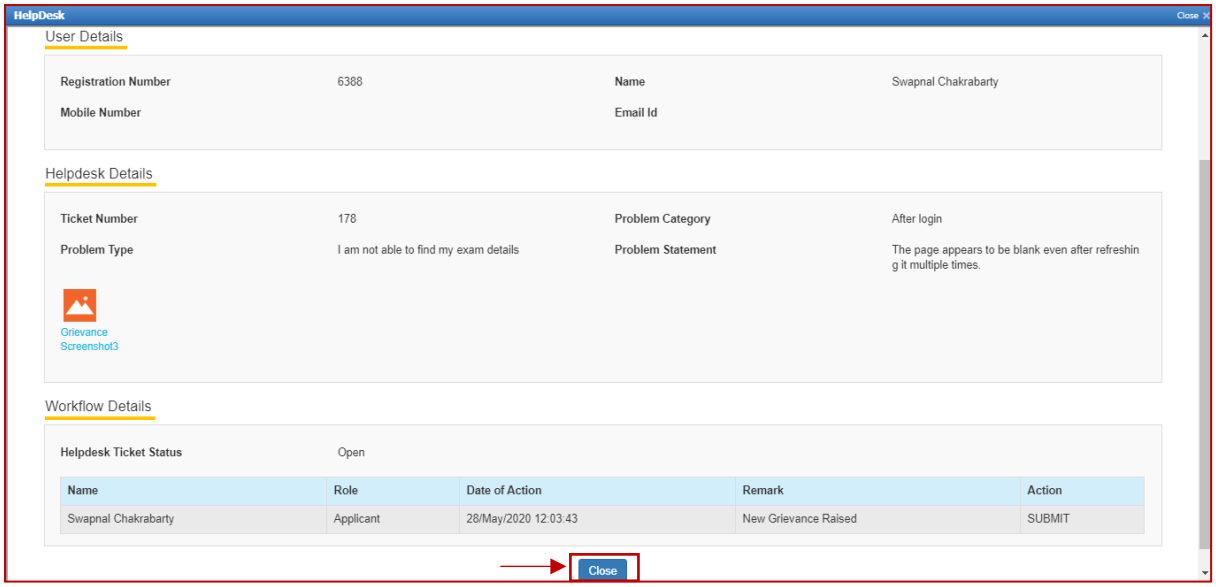
k. Click on "SUBMIT"



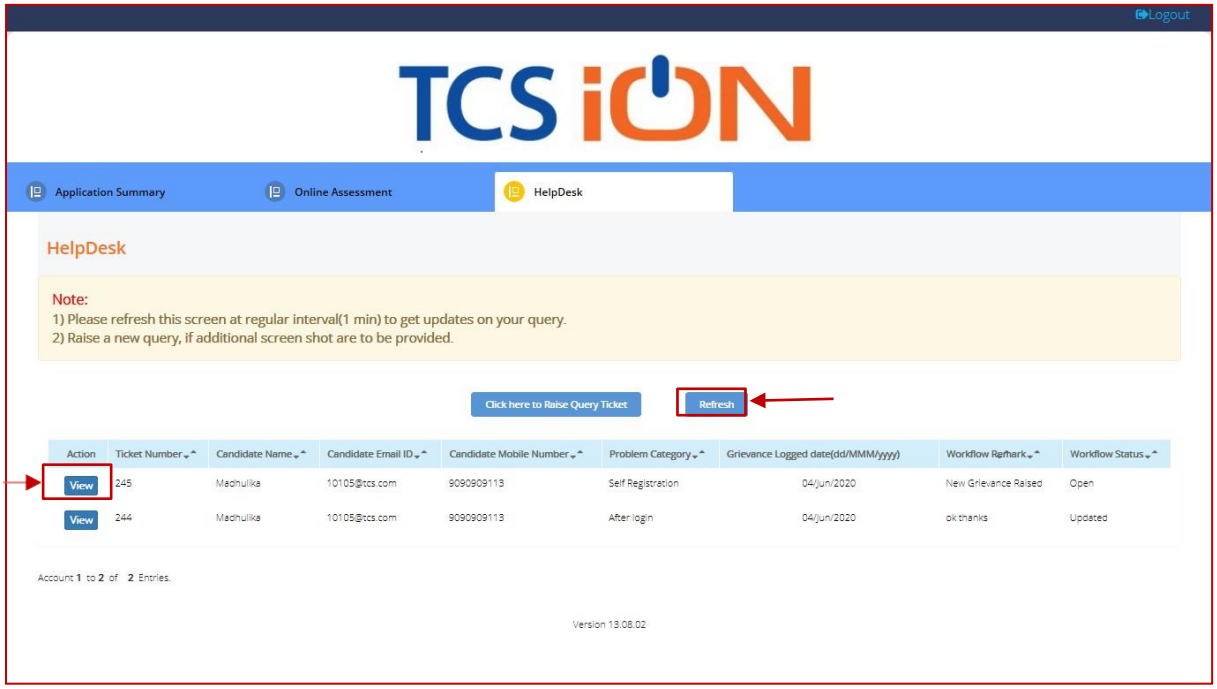
l. Confirmation dialog box pops up on screen to verify all the details in the form. Click on Proceed if details entered are correct or Click Cancel to revalidate or to make any further changes.



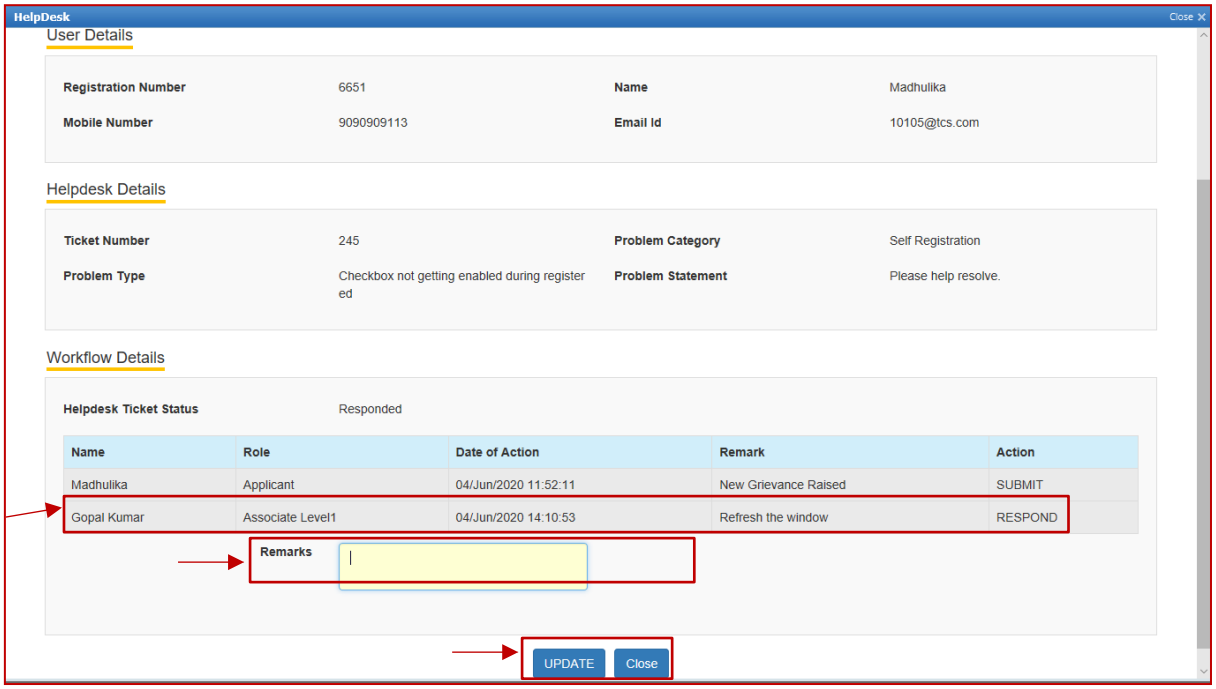
m. All the details of User, Ticket and Workflow is displayed on the screen. These details can be used for tracking and communication purpose. Click Close to navigate back to the HelpDesk tab.



n. Below screen appears, click on the refresh button and then click on view to see the response from the helpdesk agent.

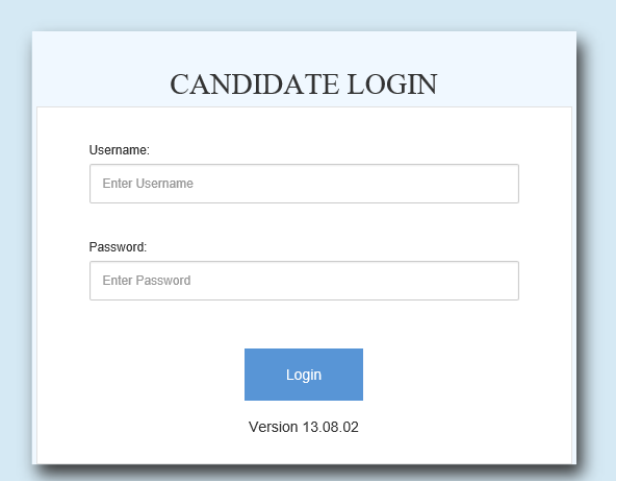


o. *Below screen appears, with comment/response from the HelpDesk agent. If the issuestill persists use the remarks section to highlight the issue and click on update or else click on close.*



Process for Self- Registration and Document Capture

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**.

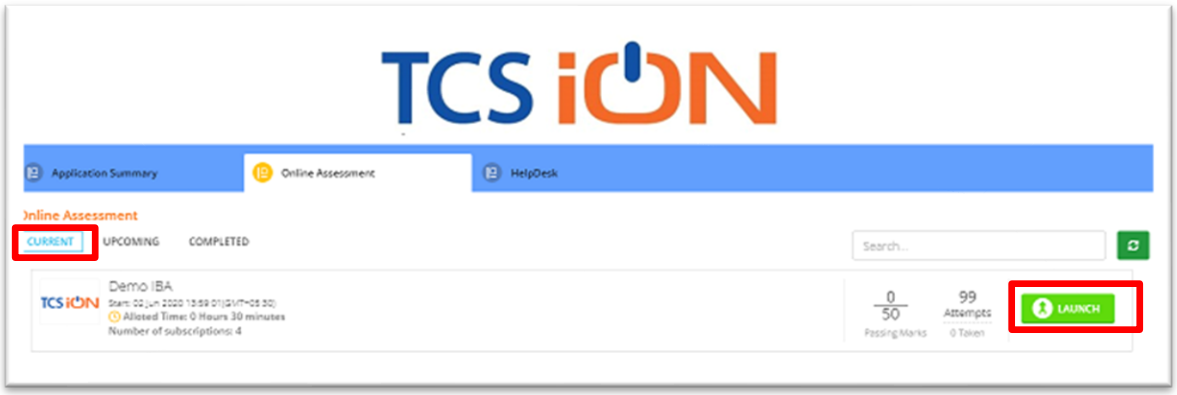
There will be three tabs visible

p. Application Summary: this tab will contain your basis information. Please go through this to ensure it's your details only.

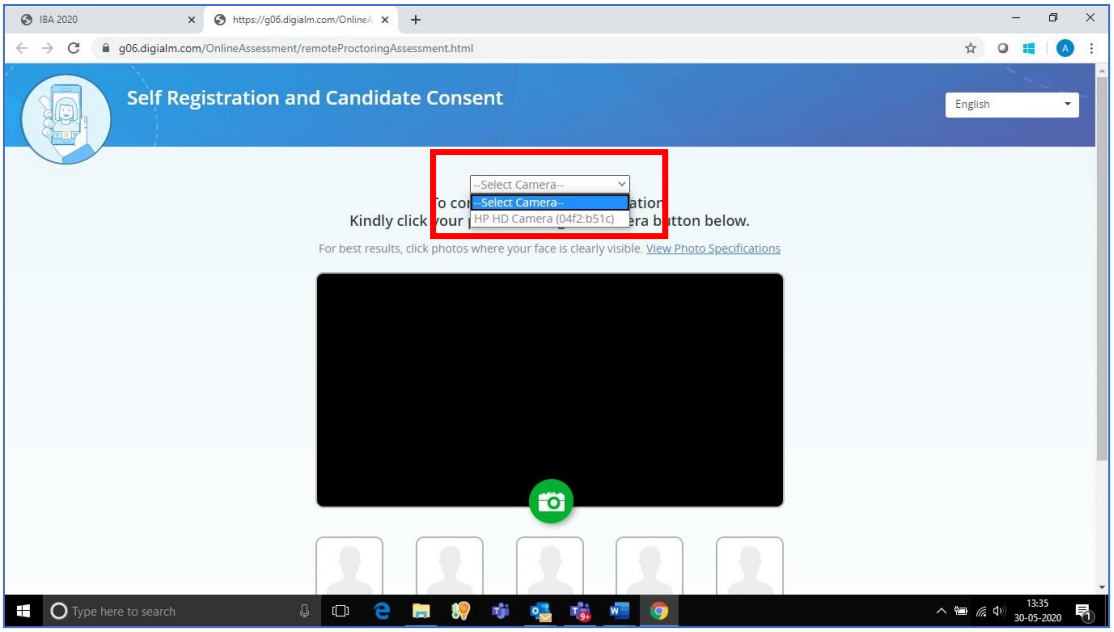
q. Online Assessment: This tab will contain access to the assessment that you need to appear for.

r. Helpdesk

5. Click **Online Assessment** tab.
6. Select **CURRENT** tab.



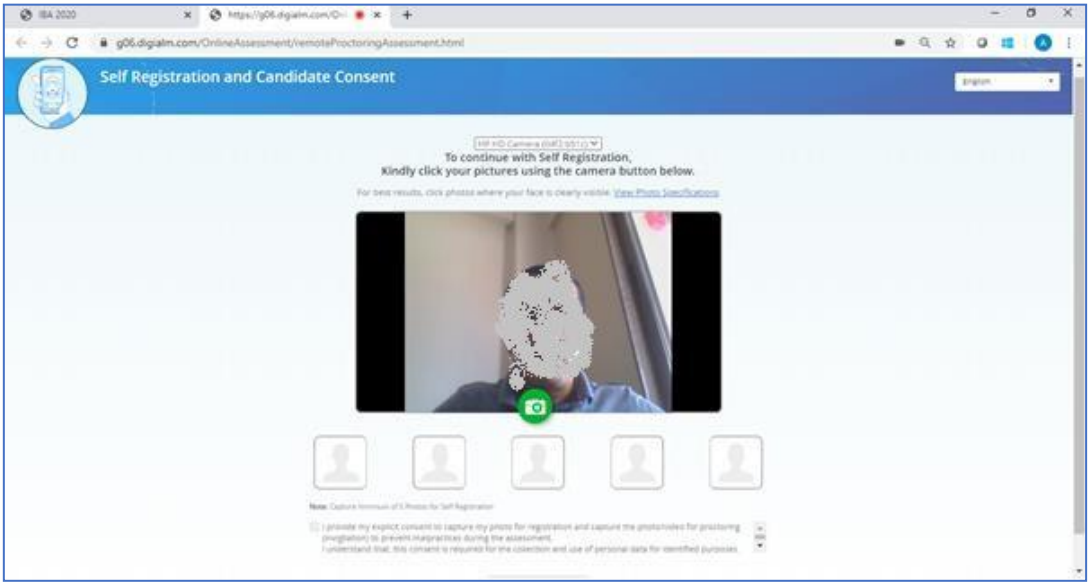
7. Click **Launch**.
8. Enable Pop-ups, if prompted.
9. **Self-Registration and Candidate Consent** screen will appear.
10. On top of the screen, a dropdown to select the camera will appear.
11. Click on the drop down and select the camera that you want to use.

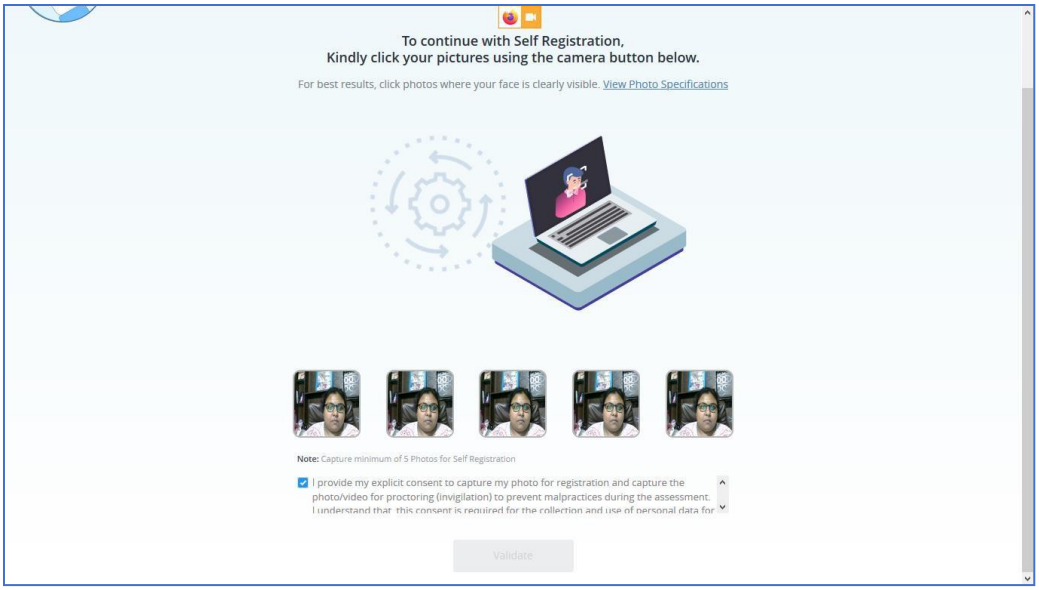


12. "Allow" the browser to use your device camera to capture your photo/video

Note: *Instructions to capture your photo:*

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





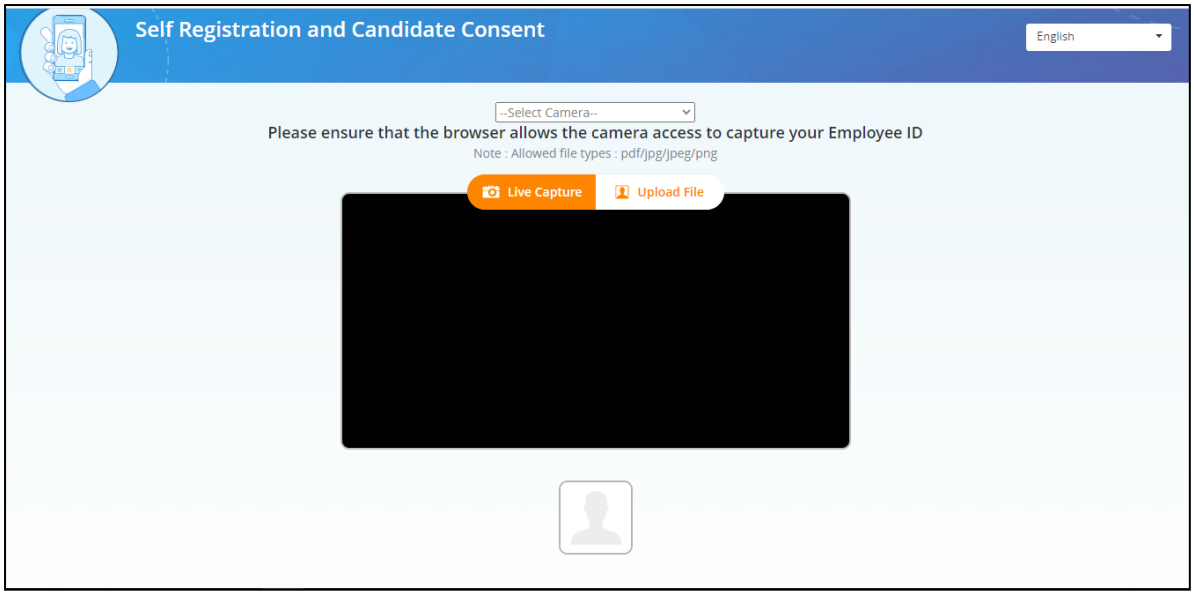
13. Check your picture visible on the photo window.
14. In case you see a red border around any image, please click on that image and capture your photo once again.
15. Read Undertaking content

☐ *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 foridentified purposes. i.e., invigilation and analysis.*

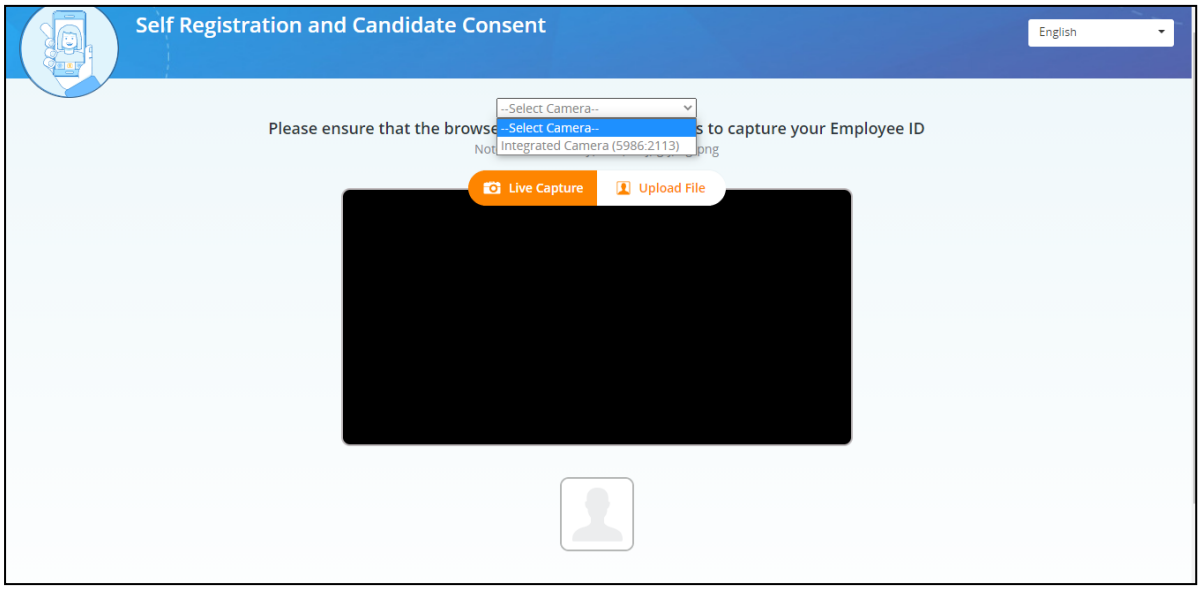
☐ *I understand that my images will not be shared with any third party and will be retained foronly as long as is required for the identified purposes*

16. 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.*
17. Next on screen appears the page to upload the document to be captured as an identity proof.

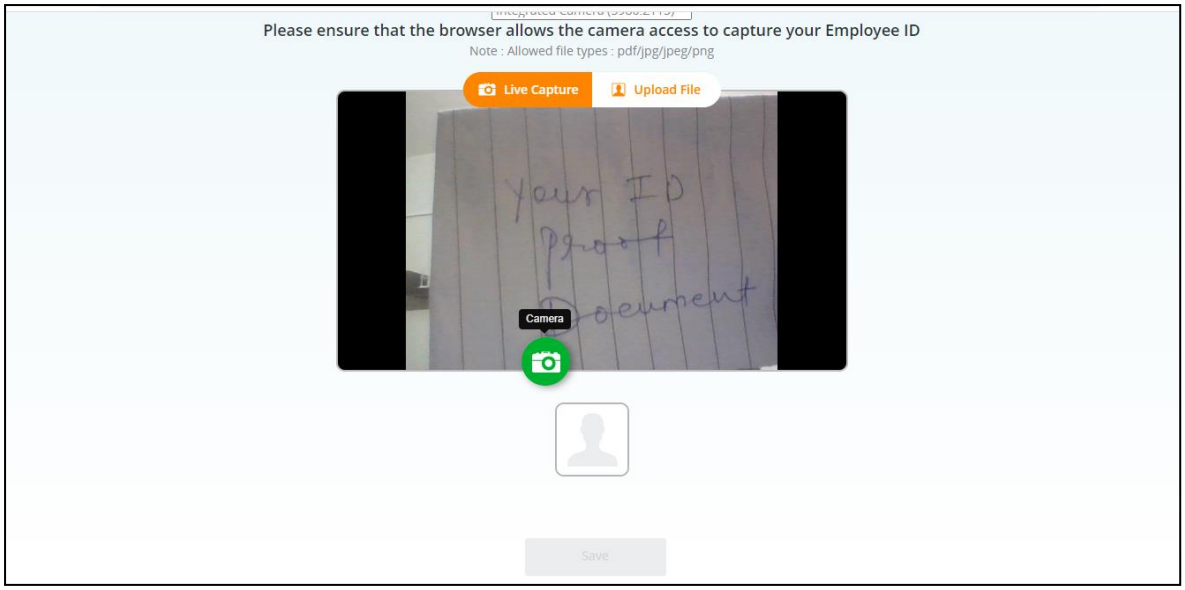
Please note the option to capture the identity proof document depends solely as per the examination body's decision. If prompted follow the steps as shown below.



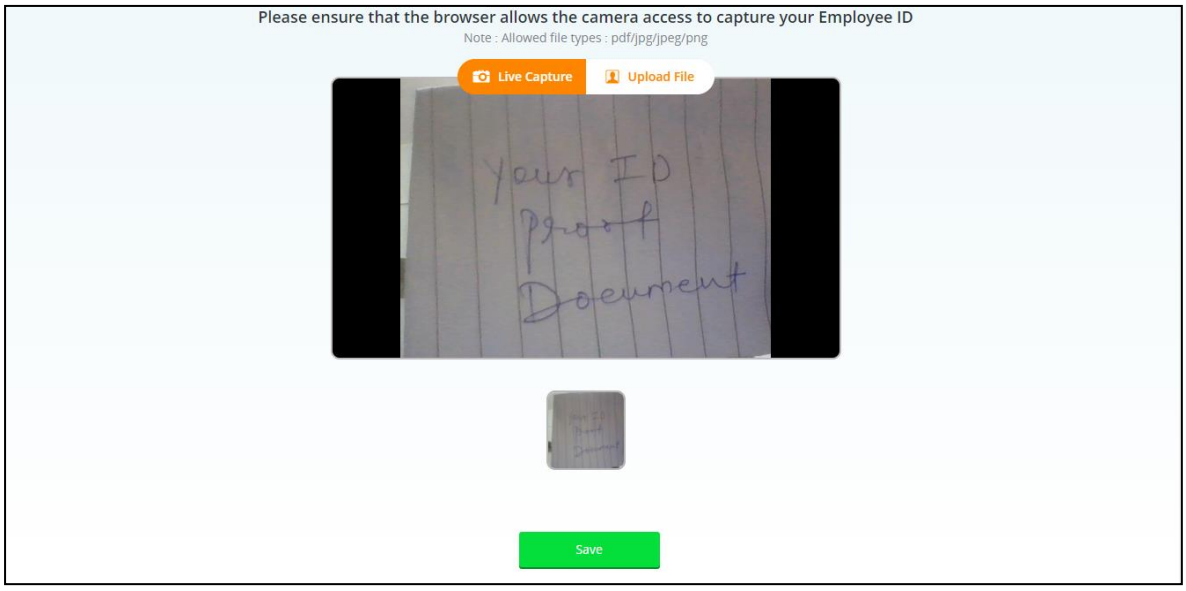
18. In case of "Live Capture", select the camera from the drop down and click on "Live Capture" OR browse & upload the document.



19. Display your identity proof document on screen. Ensure the area is well lit & document is properly visible in front of camera.



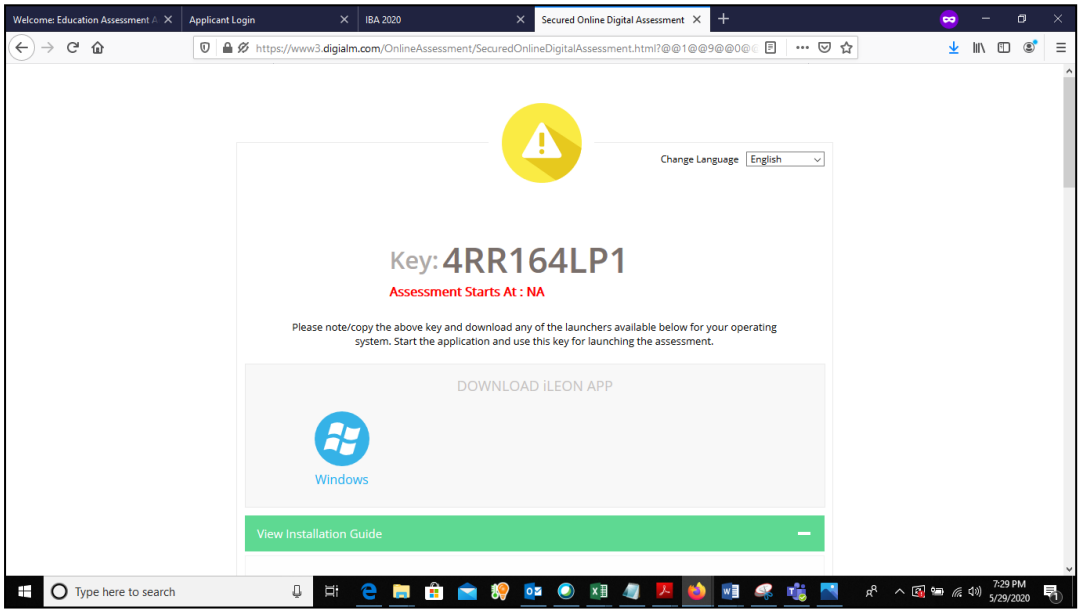
20. Click on Save to capture the ID.



21. You have to show/upload clear copy of id proof which will be approved by Proctor and then only you will be able to start exam. Incase proctor is not able to read Id proof then it will be rejected. In this case you have to Launch assessment again and complete Self registration process again.

Downloading & Installing the Launcher (Desktop / Laptop)

1. After completing the self-registration & document capture process, a message on screen will appear as "A Proctor will be assigned to you soon to approve your request." Once approved, the below screen appears to download the launcher along with the unique key displayed on screen. It is important to upload the proper document as instructed.

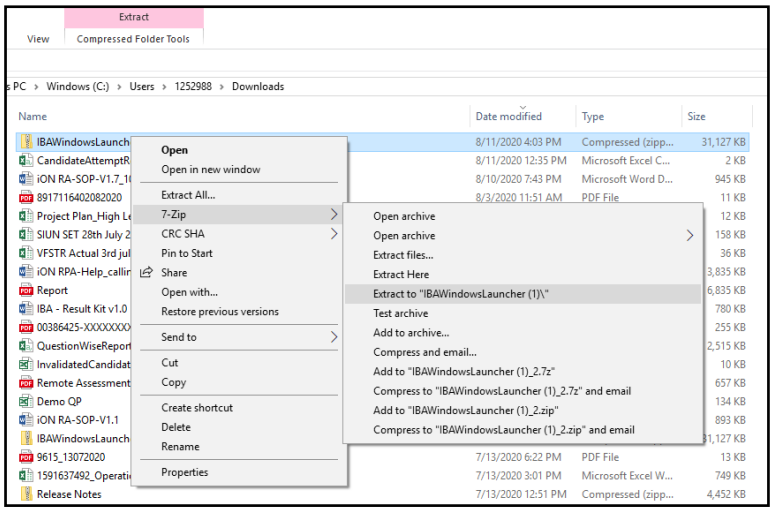


2. Select the language of your choice from the top-right corner drop down menu on the screen.

3. 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.

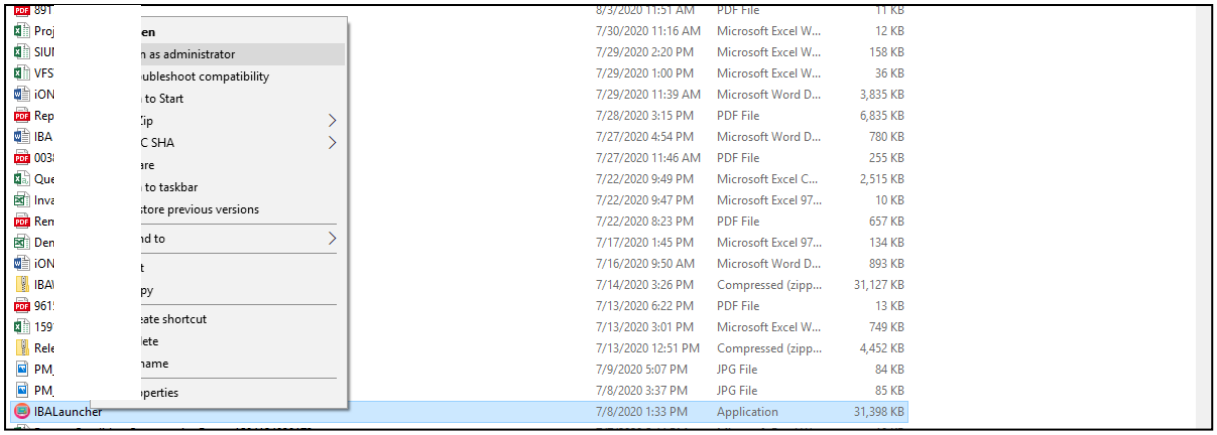
4. By clicking the appropriate OS icon, download the launcher compatible for your Operating System

5. Right click to extract (unzip) the downloaded file



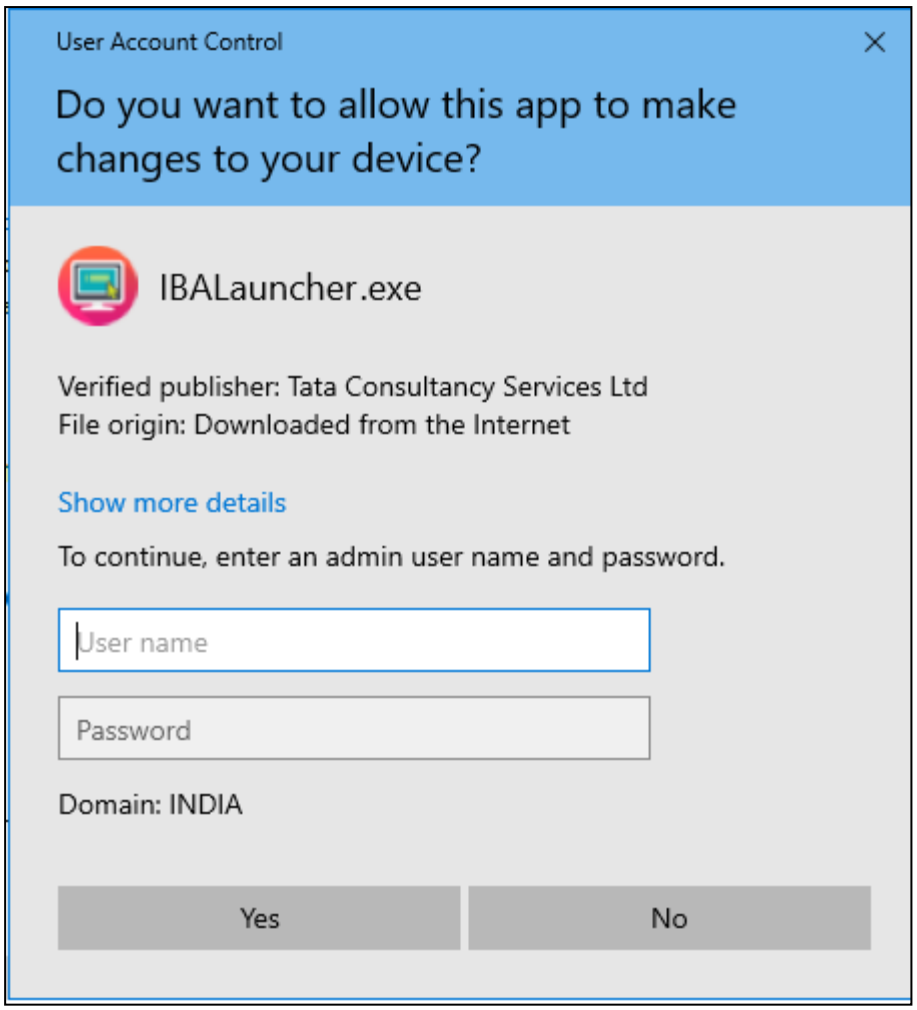
6. Right click the launcher exe file and click on "Run as Administrator". ***(Refer [*"How do I know if I have administrator rights?"*](#) section for steps to identify)***

Please note this is an important and mandatory step to be executed As-Is.

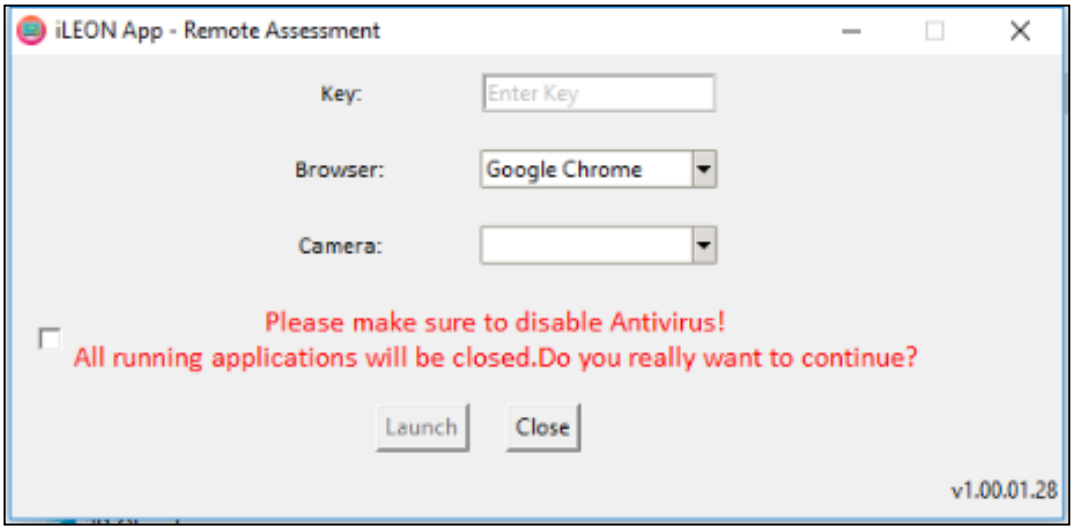


7. Enter the login credentials of your system and click "Yes".

Some systems prompt to enter the login credentials and in some systems it won't. It differs from one operating system to another. In the scenario, enter the windows or Ubuntu credentials of your system.

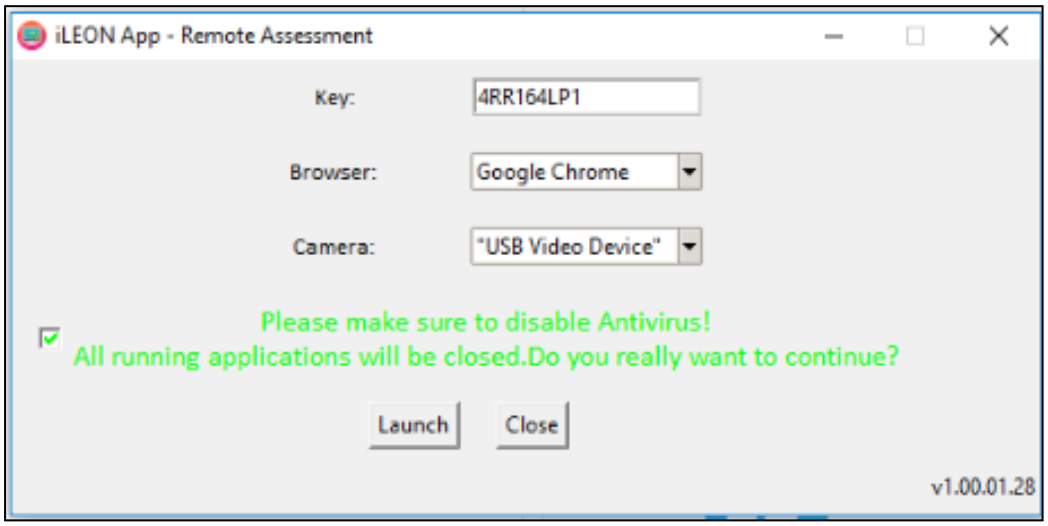


8. The IBA Launcher window appears.



9. Enter the unique key (token) generated,
10. Select the browser
11. Select the camera

12. select the checkbox,
13. Click **Launch** to start the assessment.
    Note: *This will close all other programs running on your Computer*.



14. Read the **General Instructions** displayed on screen.
15. Select "I have read and understood the instructions and agree to adhere to them" Disclaimer checkbox
16. Click **I am ready to begin**.
17. Read the **Group Instructions**
18. 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 Setttings*
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.

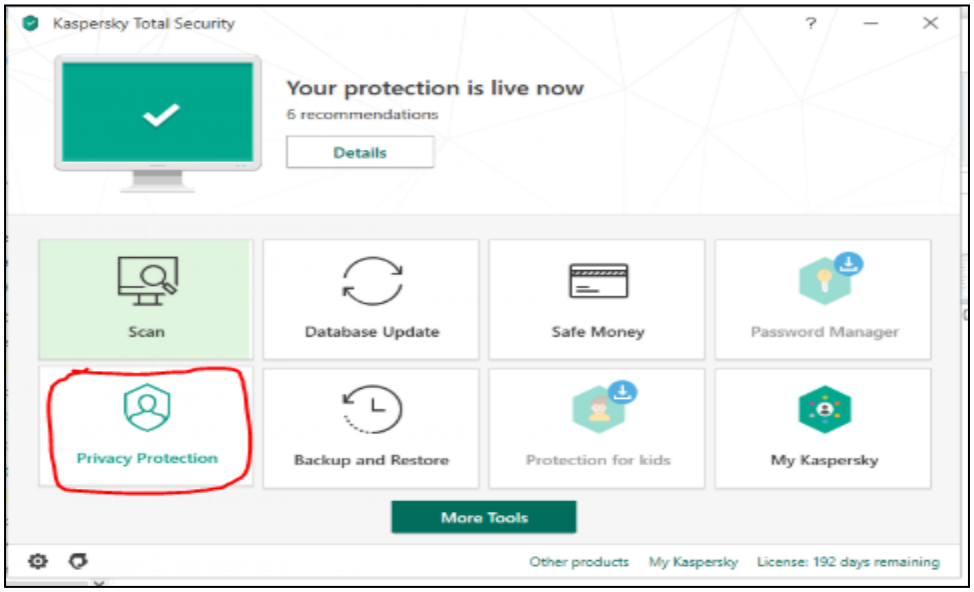
Please do not panic, we are sure you will be able to grant permission to the camera in your antivirus software, complete registration process and proceed for your examination.

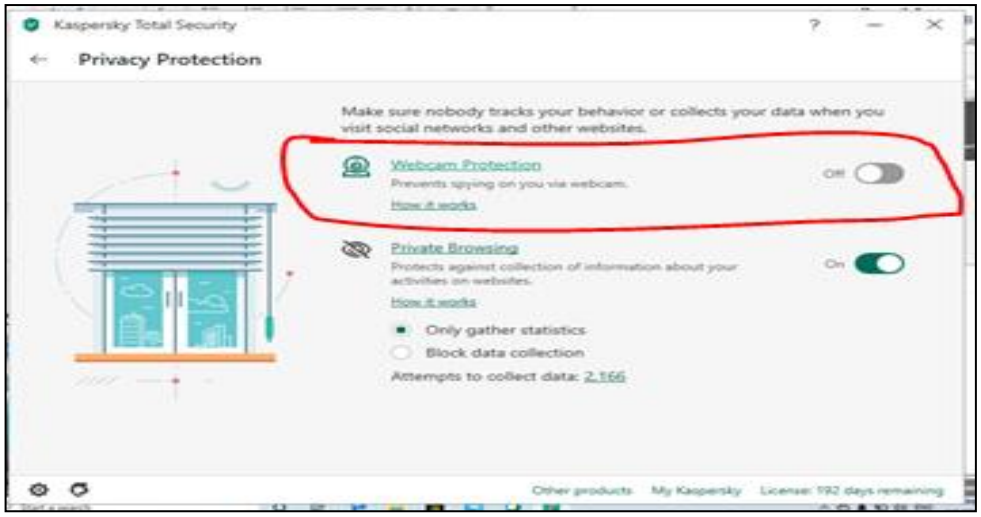
Steps to disable web camera access in antivirus (Karspersky)

Step 1: Click on Antivirus.

Step 2: Open the Privacy Protection

Step 3: Disable the Webcam Protection





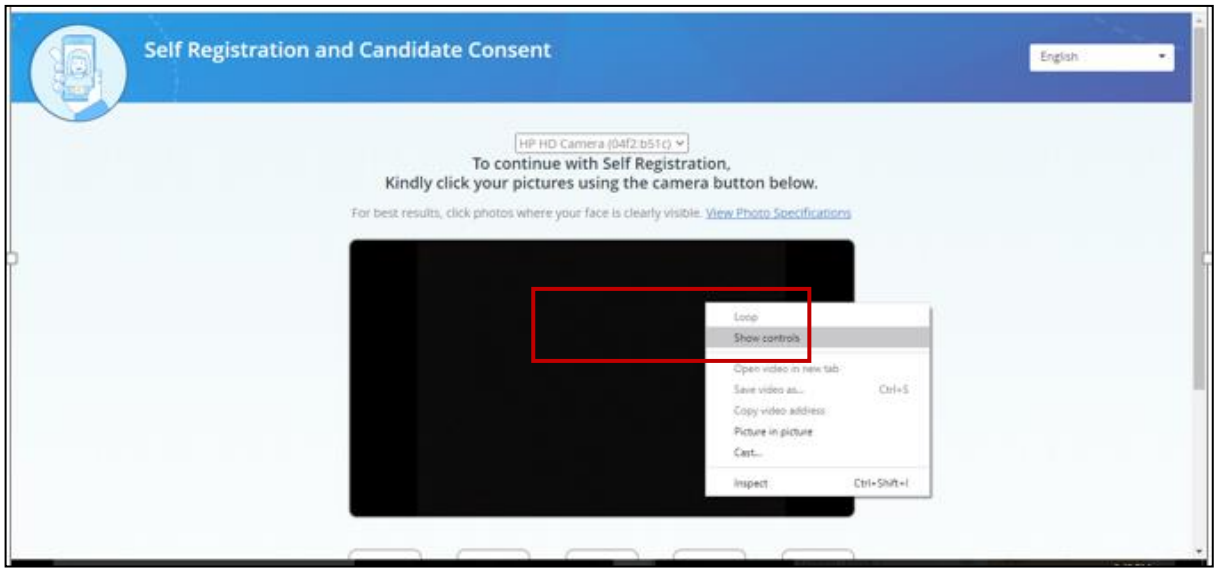
Browser not able to access HD Camera.

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.



How do I know if I have administrator rights?

Windows Operating System

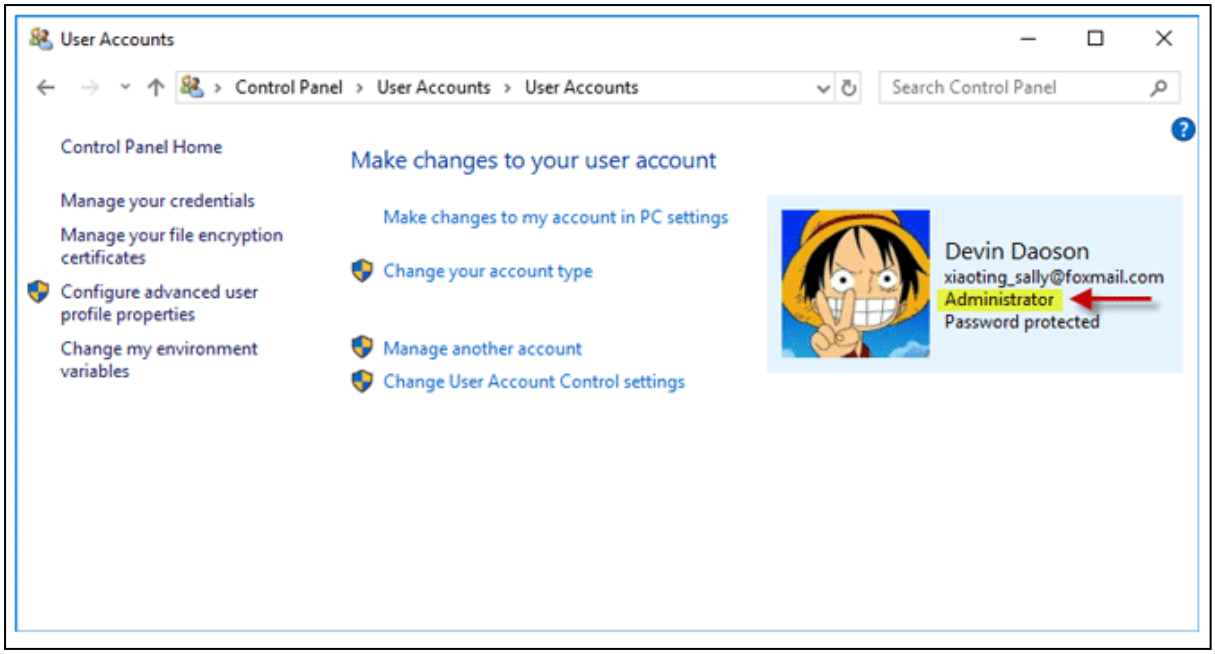
Depending on the version of Windows on your computer, the steps to determine if user account has administrator rights can differ.

Follow the steps below for the version of Windows on your computer.

Windows 7, 8, and 10

The easiest way to check if your user account has admin rights on the computer is by accessing the User Accounts in Windows.

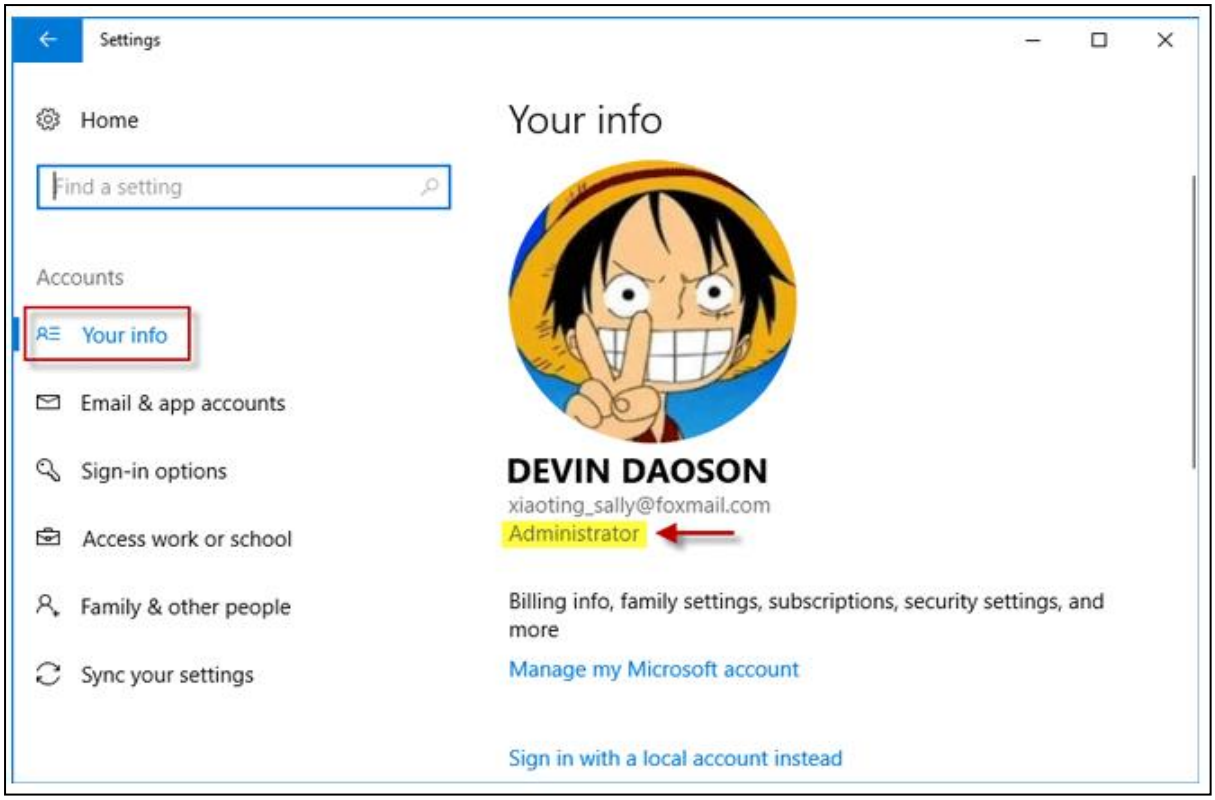
1. Access the Control Panel.
2. Click on the User Accounts option.
3. In User Accounts, you should see your account name listed on the right side. If your account has admin rights, it will say "Administrator" under your account name.



The other way to check for administrator rights is through settings (**applicable for Windows 10**)

1. Open Settings using Win + I key, and then go to Accounts > Your info.

2. Now you can see your current signed-in user account. If you are using an administrator account, you can see an "Administrator" word under your user name.



Ubuntu / Linux Operating System

In the default GUI, open the System Settings and go to the “User Accounts” tool. This shows your “Account Type”: “Standard” or “Administrator”

On the command line, run the command **id** or **groups** and see whether you are in the **sudo** group. On Ubuntu, normally, administrators are in the **sudo** group

How do I assign administrator rights to my login?

Windows Operating System

Depending on the version of Windows on your computer, the steps to assign admin rights to your login can differ.

Follow the steps below for the version of Windows on your computer.

Windows 7

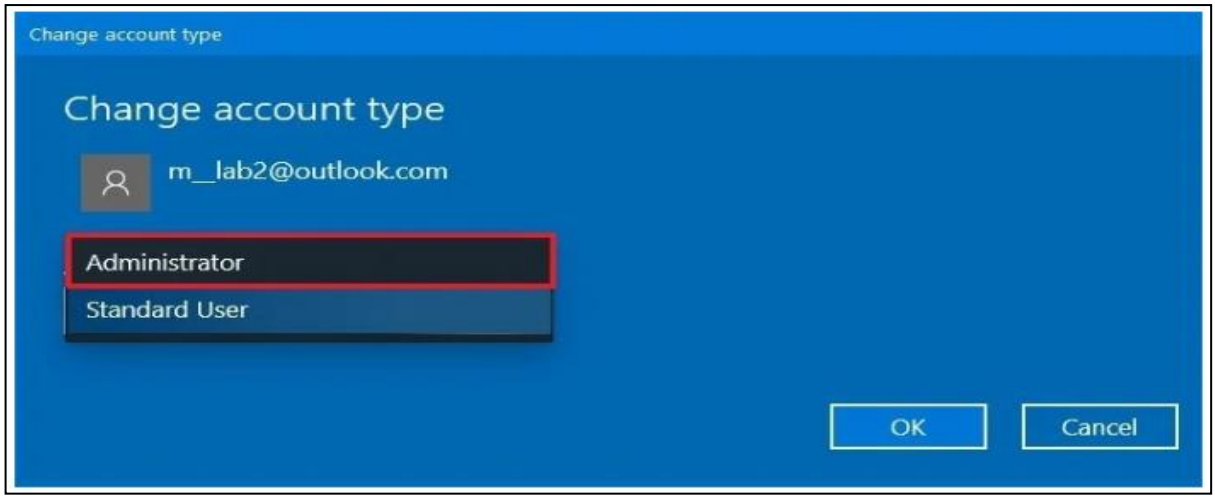
1. Click "Start | Control Panel | User Accounts and Family Safety | User Accounts."

2. Click "Manage another Account" and then click "Create a New Account." Create a username for the account and select "Administrator.
3. Click "Create Account." Choose the new account from the list of users and then click "Create a Password."
4. Enter a new password for the administrator and create a password hint. Click "Create Password" to finish setting up the administrator account.

Windows 10

1. Open Settings.
2. Click on Accounts.
3. Click on Family & other users.
4. Under the "Your family" or "Other users" section, select the user account.
5. Click the Change account type button.

6. Select the Administrator or Standard User account type



7. Click the OK button

Once you complete the steps, restart your computer to start using the account with the new privilege level.

Ubuntu / Linux

Steps for becoming Super User on Ubuntu / Linux

1. Open a terminal Window. Press Ctrl+Alt+T to open the terminal on Ubuntu
2. To become root user type:

sudo –i OR sudo -s

3. When promoted provide your password
4. After successful login, the $ prompt would change to # to indicate that you logged in as root user on Ubuntu

Logging in as root on Ubuntu

1. Open the Terminal application. Use the whoami command to verify user identity:

$ whoami

2. To login as root on Ubuntu, type the following sudo command:

$ sudo -i

3. Next type your password and your shell prompt should change from $ to #:
4. To exit from sudo session of root user, type any one of the following exit command or logout command:

logout

OR

exit

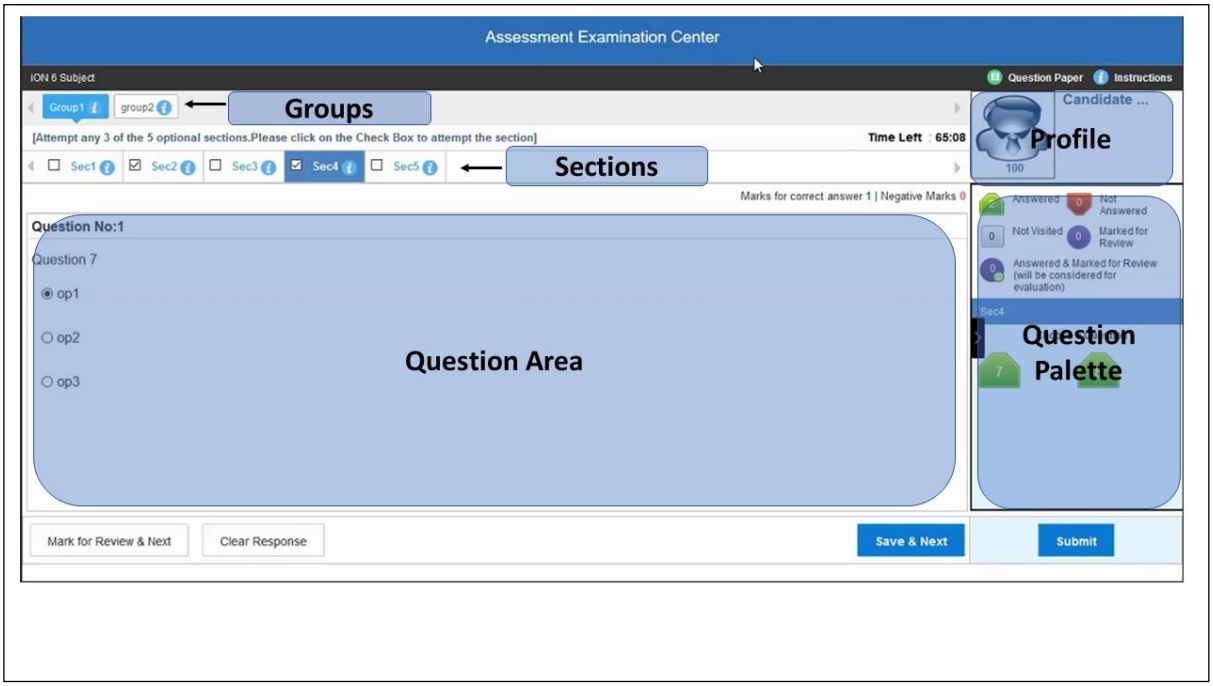
Using the Assessment Console:

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 examduration.

- In case of any other issues –
  1. Select the appropriate help category required from the drop-down menu on yourscreen – a proctor will contact you.
- If you have any feedback on the questions/ assessment, please provide the same atthe 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.

Note: - Any attempt to impersonate or indulge in any malpractice, identified at any stage of the admission process would disqualify the candidate from the admission processes to all UG programmes of Symbiosis International (Deemed University) and may also lead to appropriate legal action as deemed fit.

Dry Run Check

The purpose of this activity is to have all the candidates participate simultaneously like in areal 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 systemsare checked.

Relax and start your exam.

Good Luck!

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