

INSPERA EXAM PORTAL

Proctored user guide

Accurate as of October 2022



EICOM
INSTITUTE



INTRODUCTION

The Inspera Exam Portal is a specialist piece of software that allows you to take proctored exams online and in the comfort of your own environment. The software will record the audio from your built in microphone, screen and capture video from your built in webcam.

This data capture is used solely by EICOM Institute to satisfy the requirements of our anti-plagiarism regulations and to ensure that you have complied with all other academic regulations to ensure that you have not committed any exam misconduct.

Unless specified otherwise, the Inspera Exam Portal software will prevent you from accessing any other software or applications during its use in the exam. Should your exam require excel, you will be notified of this and will be allowed to use excel only. Please note your screen will always be recorded in addition to audio and webcam when using Inspera Exam Portal.

Should you have any questions regarding data protection or privacy please contact certification@eicom.org



PRIOR TO THE ASSESSMENT

Computer Specifications

Please ensure that the computer you are using is at or above the minimum specification required for you to take an exam with us. It is your responsibility to ensure that your machine meets these minimum requirements:

Windows: 7, 8 and 10 and 11 on a 64-bit operating system (Inspera will check this for you when first running the software) ***While Inspera Exam Portal will run on Windows 7 and 8.1 machines, we recommend using Windows 11**

macOS: OS X 10.15 and higher

Inspera Exam Portal does not run on Chromebooks, the Linux operating system, any tablets or any mobile phones.

At least 500mbps free on your hard drive for the installation and smooth running of the software

Internal built in webcam with built in microphone

A single screen (Inspera will not permit any second screens to be used or connected)

A strong stable broadband internet connection with a minimum upload speed of 0.15Mbps



IMPORTANT NOTE ABOUT INSTALLING

The Inspera Exam Portal software is a piece of software that you download and install via the links provided below.

In order to install this application you must have full administrative rights on your computer. If you are using your own personal computer, it is highly likely that you are already an administrator. **If you are using a computer owned by your employer, then you are very likely NOT an administrator.** It is your responsibility to ensure that you speak to your administrator to allow for the installation of the Inspera Safe Exam Portal, we encourage you to install the software with enough time before the start of the exam.

INSPERA EXAM PORTAL – DOWNLOAD LINK FOR BOTH MAC AND PC

[DOWNLOAD LINK](#)



STARTING THE SOFTWARE

It is essential that when running the Inspera Exam Portal, there are no other programmes or applications running in the background on your machine as these can cause Inspera to crash. This includes any antivirus software you may have.

Mac OS important recommendation

If you are using an Apple Mac computer we **strongly** recommend you disable Siri prior to launching Inspera Exam Portal. Please follow the below instructions for how to do this:

1. Launch System Preferences from your dock or menu bar.
2. Find and select "Siri" in the bottom row of the menu.
3. On the left, under "Siri," deselect the check from "Enable Ask Siri" — this will turn off Siri completely.



TESTING THE INSPERA EXAM PORTAL

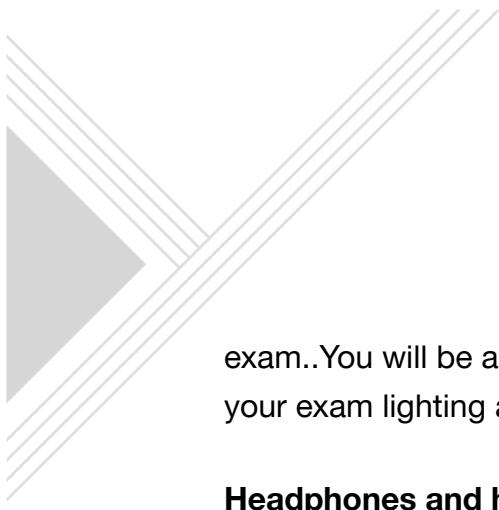
It is essential that you download and test the Inspera Exam Portal software at least 72 hours before your exam.

You will be emailed a set of test log-in details before your exam. Typically this is a week before your exam but can vary depending on which exam you are registered for. Please check these dates in their respective calendars. You will also be sent login details for a demo exam at a similar time. These are your opportunities to check that your computer and environment is compatible and to raise any issues with the support team. It is also the time to test the functionalities of the software. **Please make sure any issues are raised at least 24hrs before your exam.** This is to avoid any unnecessary stress before your exam period that could affect your performance. It is **your** responsibility to ensure that the software is able to run correctly and that you are able to successfully install it.

THE EXAM ENVIRONMENT

We have included here some tips to help you achieve the correct environment when going through the security checks of the Inspera Exam Portal. It is crucial that you check the rules and policies for each exam that you are taking. The following is not an exhaustive list of prohibited items/processes, they are simply rules to avoid being ejected from the software unnecessarily and to achieve an exam taken with full integrity.

Lighting – the camera needs sufficient light (**without glare**) to be able to function properly during the security checks **AND** during the exam itself. Please consider the time your exam takes place and your own sunset times. If the Inspera Exam Portal software does not detect enough light during the exam, or the webcam is blocked, it may close the software, so it is very important you have enough light on you throughout the



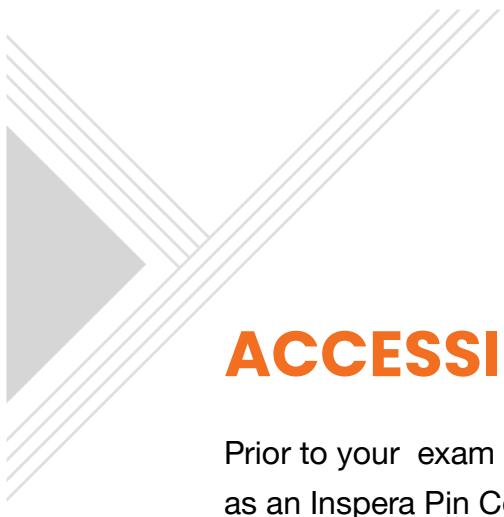
exam..You will be able to use the demo exam mentioned above to check your exam lighting also.

Headphones and head coverings – headphones should not be worn during the exam to comply with our anti-plagiarism rules and to avoid being ejected by the Inspera Exam Portal software. You may use simple foam earplugs to block out noise, but please ensure you show these clearly to the camera before the assessment begins and also after returning from any comfort breaks. Head coverings are not allowed, except for religious reasons. Please contact us prior to your exam to detail any exemption requests.

Noise – as your microphone will be recorded throughout your exam, you must be in an environment with as little noise as possible. We understand that occasionally, complete silence may not always be possible. If you have a fan, heater or similar in your room, please make sure this is away from the microphone.

Food and Drink – you are permitted to have food and drink during the assessment, however, please be sensible and responsible about the quantities and have these to hand from the beginning of your exam.

Extra people – you must be in a room by yourself for the duration of the assessment, the system will flag to our invigilators if another person appears in the video recording or if any conversation is detected on the microphone. It may be deemed as an offence if you communicate with another person during your exam.



ACCESSING YOUR EXAM

Prior to your exam you will be emailed a username and password as well as an Inspera Pin Code. Each exam has a unique set of login details.

If you have not received these 48hrs before your scheduled exam time please email: certification@eicom.org with your contact details.

TAKING AN EXAM

Logging into your Exam

No more than 15 mins prior to the assessment start time, you will need to launch the Inspera Exam Portal from your desktop and enter the exam log-in details you have been emailed.

Inspera will run through the compatibility checks and you will be able to start your exam as soon as the assessment window opens.

If you start your exam within any time during the assessment window we can guarantee that you will be able to sit your assessment with the full time allowance (including any additional time you may have requested prior to the exam for support reasons). **The exam time will only start counting down once you press start, so you will not lose any time if you have some difficulties logging in/starting the exam.**

Please note: when you log into your exam using the Inspera Exam Portal, the time displayed on the front page is the assessment window and not your assessment duration.

ID CHECK

During the compatibility checks at the start of the exam, the Inspera Safe Exam Portal will ask you to hold up a form of ID to the camera so that we can confirm and cross-reference your identity. There are 3 acceptable forms of ID (listed in order of preference):

1. Passport
2. A photo Driving Licence or any other government issued photo ID
3. Employee Identification card with photo clearly visible

The picture of your ID will be securely stored on the Inspera servers which are located within the EU and processed with the appropriate data protection regulations. The picture will only be accessed by the relevant teams here at EICOM Institute.

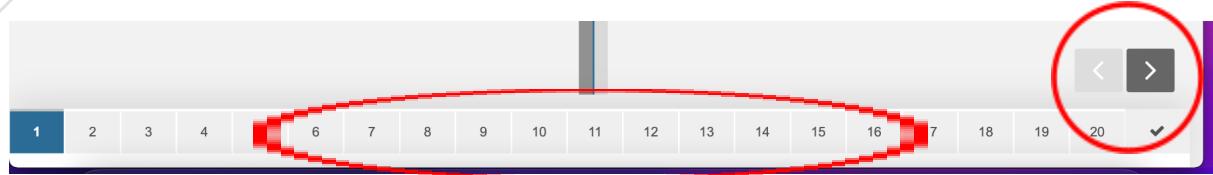
Exam Duration

Once you click start, your exam duration will count down in the top left corner of the screen. Please make sure you use this as your time remaining, rather than a separate clock. As this is the only accurate way to check how much time you have remaining.



Inspera Functionality and tips

- The question numbers will appear along the bottom of the screen, you are able to click back and forth between the questions as frequently as you wish by either clicking on the numbers themselves or using the arrows on the right hand side as indicated on the image below.



- The last screen (as shown by the tick icon circled below) is a summary page, this will show which questions you have attempted and any you have not answered.

Ready to submit?
You have 19 unattempted questions.

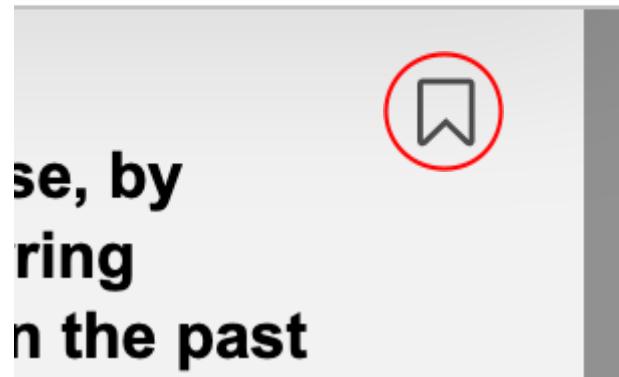
Submit now

Section 1	
Question	Question type
1	Multiple Choice

Question 2	
Question	Question type
2	Multiple Choice

4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20

- You are able to flag questions to come back to at any point using the flag/bookmark icon in the picture below. Please note that you are able to change your WIFI – and reconnect whilst remaining within the secure exam settings by clicking on the WIFI symbol in the top of the screen via the WIFI symbol.



- You are able to also change the text size using the options menu in the top right corner of the screen.
- It is possible to resize the question windows, answer box and pdf panel on your screen by using the arrows that appear when you move your cursor to the sides and bottom of each section. When viewing translations (if applicable) you are also able to slide the viewing window themselves to see your question better using the sliding arrow in the middle of your screen. We recommend testing this out when you have access to the Demo Test as detailed above.
- Inspera will automatically save your work every minute or so, please do not worry about your submission being saved if you lose connection or leave the exam to request support from our team.
- You are permitted to use a piece of paper, pens and pencils during your exam, we ask that you review our policies and procedures regarding permitted items.

Breaks

We are aware that it may be unrealistic to expect students to sit an exam without the use of the bathroom, so you are permitted to briefly use the bathroom once per your exam. We will, however, monitor the number of breaks you take and the duration of your break. **If you are wearing earplugs, please show these to the camera before you restart your assessment.**



If agreed previously with our team you will be able to take more than 1 break for learning support or personal reasons. It is up to you how you use your breaks, but please stay in front of your camera for as much of your break as possible. As your exam duration includes your break allowance the assessment time will keep running during your breaks and will NOT be paused.

Submitting your assessment

You will NOT receive any confirmation email after submitting your exam. Please rest assured that if you have submitted your exam, we will have it stored within the Inspera Exam Portal, please remember also that Inspera does record automatically your progress every minute or so.

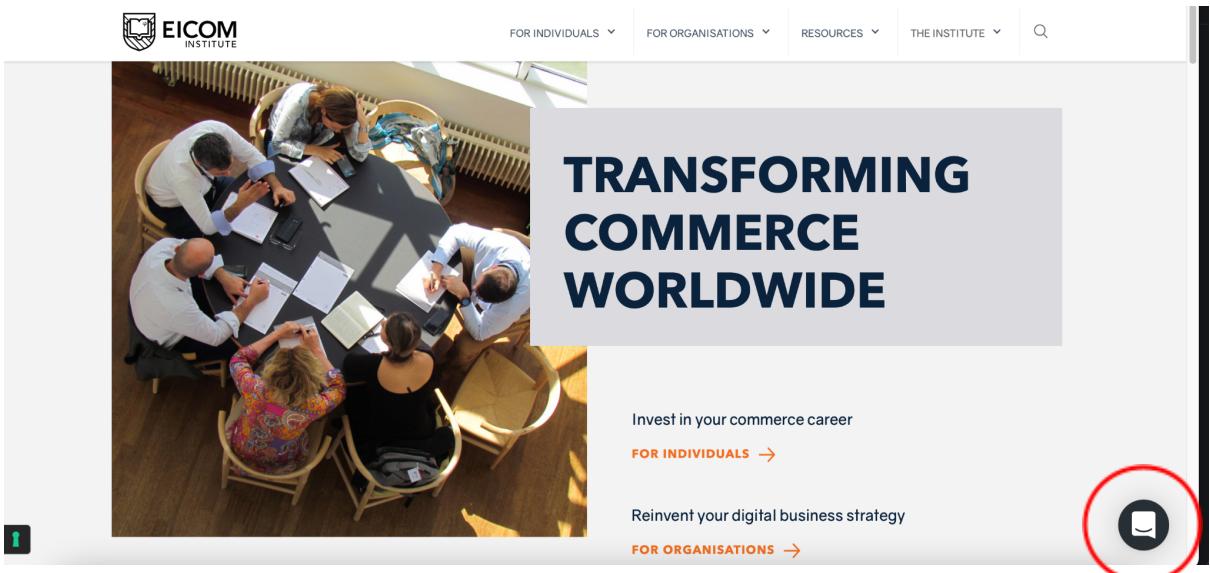
Once you are ready to submit your exam entry, please press submit on the final summary screen. You can access this page by clicking on the tick icon in the bottom right hand corner of the screen. If your exam time has expired, you will automatically be taken to this screen and you will no longer be able to access any of the other exam pages.

After you press submit you will see a countdown on your screen telling you that the Inspera Exam Portal is closing. When this expires, your microphone, camera and screen will no longer be recorded. You will see a new window while the rest of your test and proctoring data is being uploaded. Please do not attempt to close that, it may take up to 30 minutes to close. It works in the background to upload the remainder of your test and proctored data, but nothing further is recorded.

Problems during your exam

If you are logged out of your exam for some reason during your exam, please email certification@eicom.org for assistance or for a **faster** response please chat with the support team via our online support found on the EICOM.org website and/or commercecetification.com website as

shown by the picture below. Both websites can be accessed via mobile devices if you are facing an issue with the software and in a full lockdown on your computer. We do allow the use of a mobile phone in this instance only, please remember your video will still be recorded and cross referenced with the contact time with the support team.

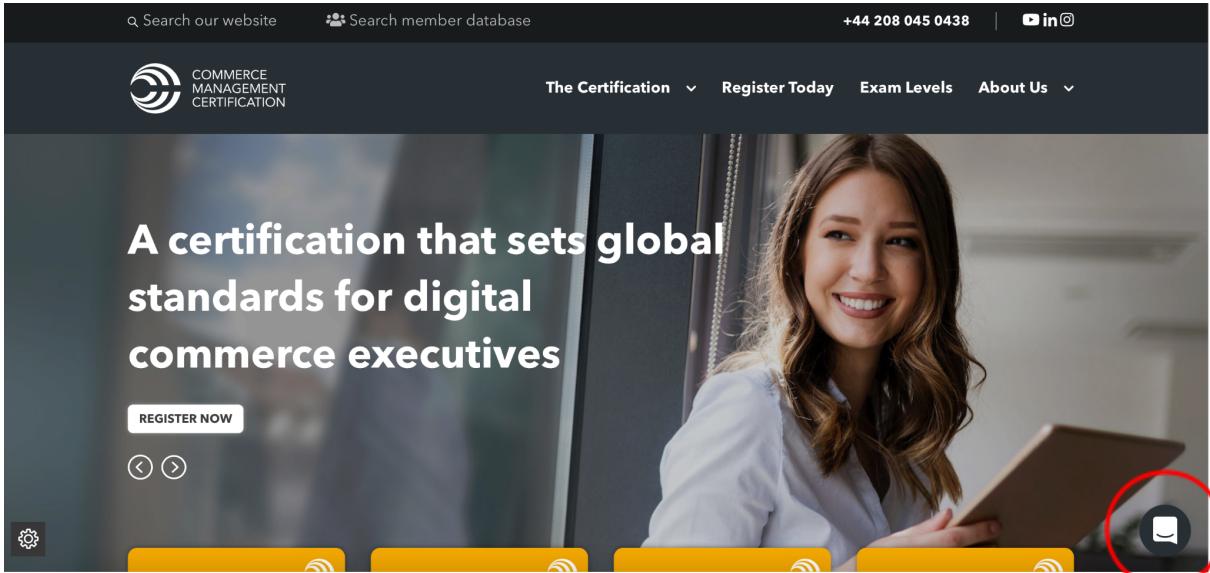


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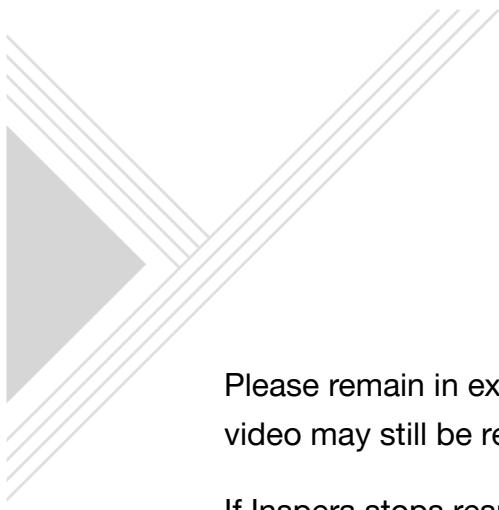


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Please remain in exam conditions whilst waiting for a response as your video may still be recording.

If Inspera stops responding, please wait a moment to see if it is temporary. If not, you may need to restart your machine. Please note if you do this you will need to email contact the support team in order to restart your exam and re-enter via an **invigilator password**.



TROUBLESHOOTING/FAQ'S

Inspera is crashing during start-up or is in a startup boot loop

Please close the software and log back in, we also suggest restarting your computer.

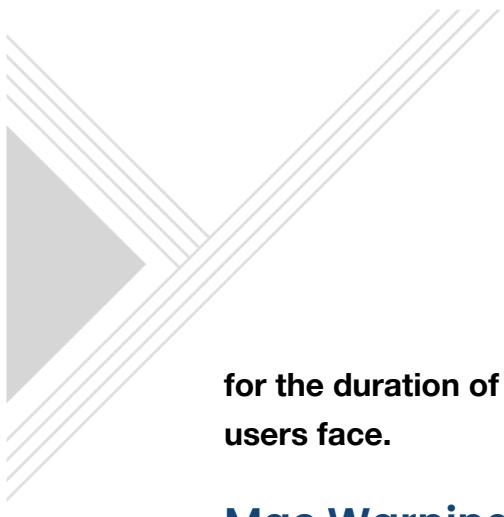
Please contact the support team via web chat or email for the invigilator password to enable you to log back into the exam if you were mid-exam. Please note that the time will keep running whilst you are logged out of the exam - on a case by case basis we may add extra time for you if our support has taken a considerable amount of time.

It is vital that you have a strong enough broadband connection to take our exam and use the Inspera Exam Portal Software. We encourage you to switch to stronger WIFI connections or use an alternative machine if available to take the exam

Inspera has closed saying screen is too dark or won't let me proceed through the security check for the same reason

If the webcam is obstructed or the light is too dark for Inspera to properly identify you, the Inspera Exam Portal will close. In order to log back in you will need to contact the support team via web chat or email for the invigilator code to resume. To avoid this happening please make sure you are sitting your exam in a light room and ensure your face is well lit. Please also make sure the webcam is not blocked at any point during the security check or the exam itself.

To avoid this error message occurring when going through the security checks, we ask that you kindly disable or pause any antivirus software that you may have before opening the Inspera Exam Portal Software. In our experience disabling antivirus software



for the duration of the exam will solve the majority of problems users face.

Mac Warning: the following disk images couldn't be opened

If you receive the below error message, please search for 'Disk Utility' on your Mac, at the top you will see 'Images', click on 'Verify', find the Inspera software you are trying to install and then press 'Verify'. This process will verify the software for any internal errors.

Inspera is unable to access webcam

-Check in your computer settings, that your computer is allowing apps to use your camera. -Check that you do not have multiple camera sources
-If you are using Windows 10, please try restarting the camera by going into settings on your PC > Apps > Apps & Features > Camera. Select the Camera app and click Advanced options. Click Reset.

If you are using Mac OS, please try granting permission to Inspera to use your webcam. Apple Icon > System Preferences > Security and Privacy > scroll down to Inspera > Ensure full access is granted

Inspera Exam Portal is not opening from desktop icon (mainly affecting Windows Users)

If, when trying to launch Inspera Exam Portal you are receiving a pop-up error message saying: 'The user account doesn't have enough privileges to establish the required level of security'. It is likely the User Account Control (UAC) is blocking the software from running. With UAC, apps are always run in the security context of a non-administrator. In order to solve this error and run the software, please right click on the desktop icon and click 'Run as administrator'.



Inspera is showing that you are too early or too late for an assessment

Please make sure the time and date settings on your computer match the location in which you are sitting the assessment. Please take into consideration global time zones.

You have lost power and need to re-join the exam

If this happens to you, you will need an invigilator password in addition to your login credentials. Please contact the support team via email or webchat to obtain this password and use the above instructions to re-join the exam as normal. Additional time may be granted to you but this is at the discretion of the EICOM team and on a case by case basis.

None of the above troubleshooting tips have helped

If you have tried the above tips and are still facing issues we recommend that you try with an alternative device if possible and available to you.

If you still have questions or concerns...

If you have read this guide fully and you are still facing difficulties using the Inspera Exam Portal software, please email: certification@eicom.org and we will do our best to assist you to ensure a positive exam experience.

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