Inspera Exam Portal- Remote Proctored Assessment User Guide

Accurate as of 26th July 2021
It is essential that you read this guide fully before attempting any proctored assessment. If after reading this guide you are still facing difficulties with Inspera, please email: Inspera@bpp.com and we will do our best to assist you.

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Inspera Exam Portal is a piece of software that needs be downloaded to your machine before you are able to sit any proctored assessments. This software will allow you to sit the exam whilst also recording your screen, audio from your microphone and video from your webcam. These recordings are made available to BPP to review in order to satisfy us and any Professional Statutory and Regulatory Body that you complied with academic regulations and did not commit any instances of academic misconduct. This software will also prevent you from accessing any other documents / or websites on your computer. Please see video links throughout guide for further information.

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Section 1: Before the Assessment

1.1 Computer Specification

In order to take an assessment using Inspera Exam Portal you need to make sure your machine meets the below minimum requirements:

> Windows 8.1 or 10 on 64-bit platforms OR Mac OS X 10.13 and higher.
>
> A Sandy Bridge processor or newer (Inspera will check this for you)
>
> At least 500MB free hard drive space
>
> Web camera (internal or external) and microphone
>
> A single screen (Inspera will not allow any additional monitors to be connected).
>
> A broadband internet connection with a minimum speed of 0.15Mbps

Inspera Exam Portal does **not** *run on Google Chromebooks or machines running Linux, tablets or mobile phones.*

Please note: you must have full administrator rights on your computer to install and run the software. If you are using your own computer, it is likely that you are an administrator. If you are using a computer owned by your employer, then you are NOT likely to be an administrator. If the only computer you have access to is one owned by your employer and you do not have administrator access, please contact: Inspera@bpp.com

1.2 Inspera Exam Portal – Download Link

Windows (Windows 8.1 or 10)

https://iastatic.s3-eu-west-1.amazonaws.com/inspera-seb/installers/1.11.30/bpp/Inspera-Exam-Portal-1.11.30-bpp.exe

Apple Mac (OSX 10.13 or newer)

https://iastatic.s3-eu-west-1.amazonaws.com/inspera-seb/installers/1.11.30/bpp/Inspera-Exam-Portal-1.11.30-bpp.dmg

It is essential that when running 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.

If you are using an Apple Mac 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.

1.3 Testing the software (click here for demo)

It is essential that you download and test the Inspera Exam Portal software **at least 72 hours before your first assessment.** You will be emailed a set of test log-in details approximately one week before your first exam to enable you to complete this test. This will give you a chance to check your computer is compatible and raise any issues. It will also give you an opportunity to test the functionality of the software. Please make sure any issues are raised at least 24hrs before your exam.

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1.4 Exam Environment

Please see the information below about the optimum set up required for proctored assessments:

Lighting – the camera needs sufficient light (without glare) to be able to function properly during the assessment. **If Inspera does not detect enough light during the assessment, or the webcam is blocked, it may close the software, so it is very important you have enough light on you throughout the assessment.** You will be able to use the test exam mentioned above to check your exam lighting.

Noise – as your microphone will be recorded throughout your assessment, you need to be in an environment with as little noise as possible, however, we understand that complete silence may not be possible. If you have a fan or heater in your room, please make sure this is away from the microphone.

Headphones and head coverings – headphones should not be worn during the assessment. You may use simple foam earplugs, but please ensure you show these to the camera before the assessment begins and also after returning from any comfort breaks. Head coverings are not allowed, except for religious reasons.

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

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

1.5 Accessing your Exam

Approximately 48hrs before your first exam you will be emailed a username and password. You will receive a different set of log-ins for each exam you are due to take. If you have not received these 48hrs before the exam please email: Inspera@bpp.com.

1.6 Exam Duration and Learning Support Additional Time

In order to check your assessment duration, please follow the below instructions.

If you have a learning support agreement and are entitled to extra time/rest breaks, this will have already been added on to Inspera as shown below.

-using a Google Chrome or Safari browser, please go to: https://bpp.inspera.com/

-click on **'…or with registered user'**

-type in the username and password that we've issued you with for a particular assessment. You will see a screen similar to the below:

Assessment window (typically an hour longer than the assessment duration).

Standard Exam time

Extra time you have been given in total.

For the above example:
Start time: 10th December at 10.00am
Standard Exam Duration: 2 hours

If you are a learning support student, you will need to add the standard exam time to the extra time this will give you your total exam duration (as shown in the above screenshot). If you believe this time to be incorrect, please email: Inspera@bpp.com. You need not feel obliged to take all of your extra time or rest breaks, however, please note once you press submit you will not be able to re-enter the exam even if you have not used your full time allowance.

Please note: you are not able to take the assessment in Chrome/Safari, this can just be used to check your assessment duration.

Section 2 – Taking an Assessment

2.1 Logging into your Exam (click here for video demo)

No more than 15mins prior to the assessment start time, you will need to launch Inspera Exam Portal from your desktop and enter the exam log-in details you've 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 the first hour of 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). 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 Inspera Exam Portal, the time displayed on the front page is the assessment window and **not** your assessment duration.
If you would like to check your assessment duration, prior to the assessment, please see section 1.6 above.

2.2 ID Checks (click here for video demo)

As part of the compatibility checks at the start of the assessment, Inspera will ask you to hold up some ID to the camera so that we can confirm your identity. There are 3 acceptable forms of ID (listed in order of preference):

1. A BPP student ID card if you've had one issued to you (this will still be acceptable if it has expired or if it is a printed version, so long as the name and photo are clear).
2. A photo Driving License or other government issued photo ID
3. A passport

The picture of your ID will be securely stored on the Inspera servers which are located within the EU. The picture can only be accessed by BPP staff and will be securely deleted once your mark has been confirmed.

2.3 Exam Duration

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

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2.4 Room Scan (click here for demo video)

Once you have started your assessment, the first thing you will be asked to do is scan your room. This is so we can be sure you are in a suitable exam environment and have no prohibited materials in your vicinity. We will, for a period of time hold this recording, so please remove anything from your room that you do not want recorded (i.e. sensitive documents, personal items). You will **not** be able to see what you are recording, but please just rotate the camera slowly around your room twice - once at chest level and once at floor level. We have added 5 minutes to your assessment time to allow for this. Please note the room scan should not take more than 60 seconds to complete. **This Room Scan is mandatory. If you do not carry out a room scan, or the camera becomes blocked at any time during the exam, your assessment attempt may become void.**

2.5 Inspera Functionality

- Please see the videos here on starting and taking an assessment.
- 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.

- The last screen (shown by the tick icon in above diagram) is a summary page, this will show which questions you have attempted and any you have not answered.
- You are able to flag questions to come back to at any point.
- You are able to change the text size using the options menu in the top right corner of the screen.
- It is possible to resize the question, 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. It is a good idea to practice this when completing the system test mentioned above.
- If you wish to enable spell check, you will need to click 'enable SCAYT' from the menu as shown below:
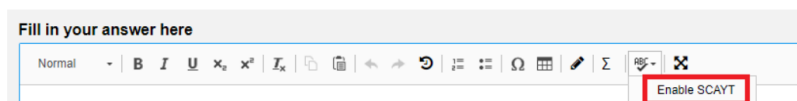
- Copy and paste functionality works as usual, however, this has to be done via the keyboard shortcuts rather than by right clicking the mouse.
- Inspera will automatically save your work every minute or so.
- You are not permitted to print the question paper.
- You are not permitted to have an additional monitor even if you have disabled your laptop screen.
- You are permitted to use rough paper, pens and pencils during the assessment. Please consult your course notes to check if any other materials are permitted for each exam.

2.6 PDF Materials

If a question requires a supplemental document, this will be added to your exam as a PDF document. These PDFs will be displayed in two places during the exam:

-**The 'PDF Panel'**, this is attached to a specific question and will appear on the left side of your screen, alongside your answer box. So long as you have an active internet connection these documents will appear next to the relevant question as you progress through the exam
-**The 'Additional resources' area,** at the bottom of the screen. It is very important that you click to load these at the start of the assessment, so that if you lose internet at any point during the assessment you will still be able to access these versions of the PDF documents. Please note that unlike the PDF panel, any additional resources will appear in their own screen.

2.7 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. We will, however, monitor the number of breaks you take and the duration of each break. If you are wearing earplugs, please show these to the camera before you restart your assessment.

If you are entitled to breaks as part of your learning support agreement, these have already been added onto your assessment time. It is up to you how you use these breaks, but please stay in front of your camera for as much of your break as possible. As your exam duration includes your break allowances the assessment time will keep running during your breaks.

2.8 Submitting your assessment (click here for video demo)

Once you are ready to submit your answers 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. Note if your exam time expires, you will automatically be taken to this screen and will no longer be able to access any of the other exam pages. After you press submit you will see a countdown on 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 works in the background to upload the remainder of your test but nothing further is recorded.

2.9 Submitting without Internet (click here for video)

If you lose internet during the assessment, Inspera will continue to run and your assessment will continue to be saved locally on your computer. If at the end of the assessment your internet has returned you should be able to submit normally, it may just take slightly longer to upload. If, however, you are still unable to connect to the internet, please follow the below instructions:
-Go to the menu in the top right and choose "Save submission as file".
-Enter the invigilator password, and then click Save submission (the invigilator password can be obtained by emailing: Inspera@bpp.com).
-**If Mac**: the download is confirmed, and you will see information on where to find the file on the computer.
-**If Windows**: the download is not confirmed, but the file can be found in the standard download folder - usually C:\Users\<username>\Downloads.
-Exit Inspera Exam Portal, confirm by clicking "Quit", please do not leave the Inspera Exam Portal until you have successfully completed the above steps.
-Find the file at the download location and email it to: Inspera@bpp.com – we can then upload this submission on your behalf. The file name is similar to "Cand_0001-test_12345678.ia", please note you will not be able to open this document on your computer.

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 bottom right of the screen. Please make sure you try to reconnect and submit via Inspera before attempting to save/download your submission.

2.10   Issues during the assessment

If you are logged out of your exam for some reason during your assessment, please email Inspera@bpp.com for assistance. Please ensure you remain in exam conditions whilst waiting for a response as your video may still be recording. Please **do not ring** the examinations team phone line, though as they will not be able to help you as quickly.

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 Inspera@bpp.com in order to re-start your exam.

If you think there is an error in the exam, please continue with the assessment. We have extensive quality assurance processes before and after each assessment, in the unlikely event that there is an error, this will be taken into account in the marking process. Please do not contact us about this as we are not able to extend your time or answer any exam specific queries during the assessment.

Section 3 – Troubleshooting

3.1 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.

3.2 Inspera is showing a red error screen

Please log-out of Inspera and log back in (you may also need to re-start your computer). Please email Inspera@bpp.com for the invigilator / resume code to enable you to log back in to the exam. Please note that the time will keep running whilst you are logged out of the exam.

3.3 Inspera has closed saying screen is too dark

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 email Inspera@bpp.com for the resume code. 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 web cam is not blocked at any point.

3.4 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.
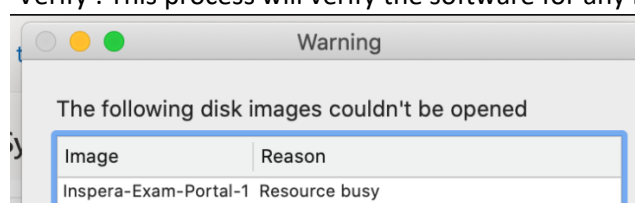
3.5 Inspera Exam Portal is not opening from desktop icon

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 app 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'.

3.6 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.

3.7 Further help required

If you have read this guide fully and are still having difficulties using the Inspera Exam Portal, please email: Inspera@bpp.com and we will do our best to assist you.

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