USER GUIDE

testwe

TAKING A REMOTE EXAM

SUMMARY

For any question, please contact us via this **link**

In case of technical issues, please call the TestWe Help and Support Centre: **+33176411488**

testwe
Security beyond simplicity

BEST PRACTICES

INSTALLATION OF THE SOFTWARE

You will receive the link to download the software in the **welcome email** sent by support@testwe.eu
(please check your spam folder).

To take an exam on TestWe,
you need at least **4 GB** of **RAM**
(we recommend 8 GB).

Make as much space as possible on your hard drive. You will need **at least 2 GB of free space.**

Install the software on
Mac OS 10.15 (minimum)

1. Click and drag the logo in the Applications folder
2. Open the Applications folder
3. Click on Testwe

Install the software on
Windows 10 (minimum)

1. Make sure you are on an administrator session or have the administrator password in order to be able deactivate the antivirus and firewall after installing the Testwe software.
   (you should use your personal PC).
2. Follow the installer's instructions

- Testwe is only compatible with the operating systems mentioned above.

testwe
Security beyond simplicity

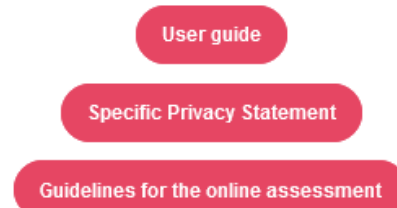# INSTALLATION OF THE SOFTWARE ON
WINDOWS 10 (minimum)

1 The link to download the software on Windows can be found in the welcome email.

• **Click on WINDOWS** to start the installation process.

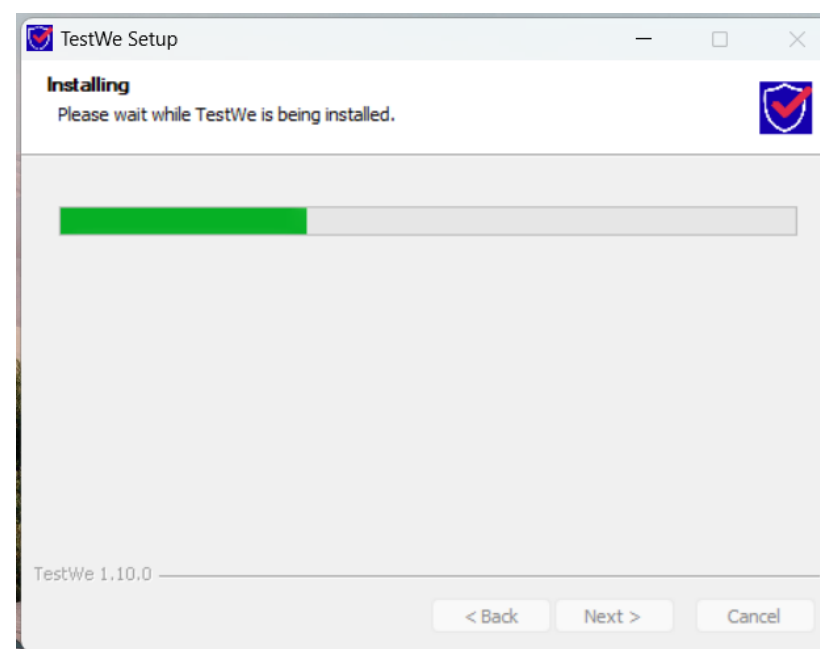#2 Download and install the software to log in
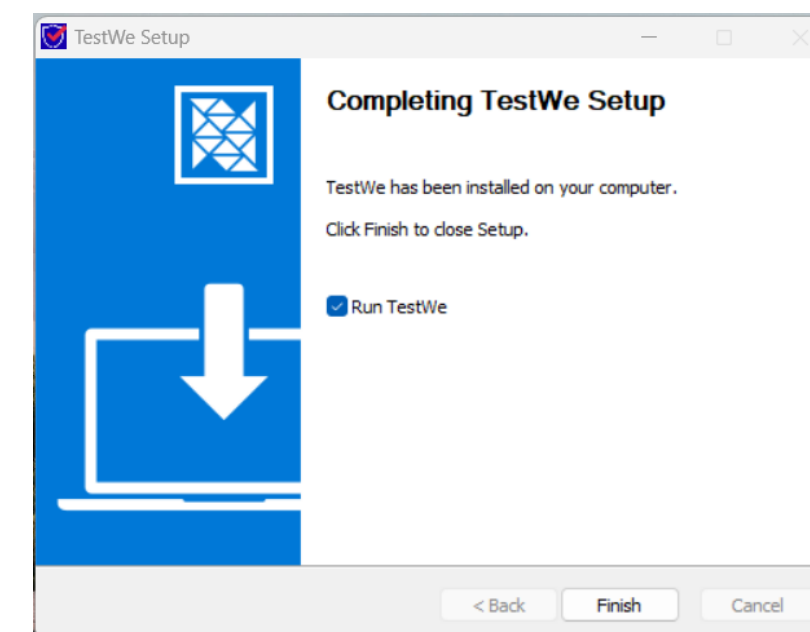
Windows

MacOS

#3 Please read the following documents
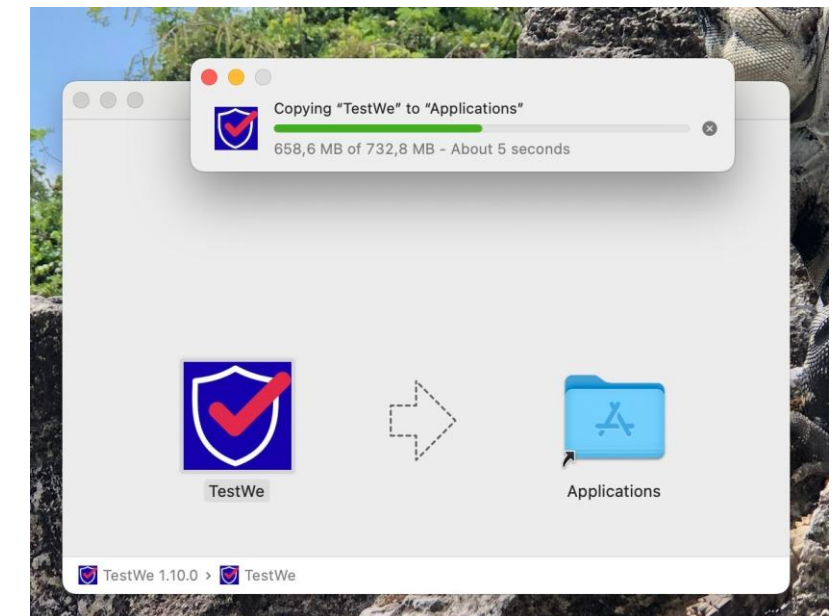
User guide

Specific Privacy Statement

Guidelines for the online assessment

#4 Click on the image below to learn more

2 Wait for the program to install. You can see the installation progress displayed with a bar that loads as the program installs.

TestWe Setup

Installing
Please wait while TestWe is being installed.

TestWe 1.10.0

< Back   Next >   Cancel

3 You will get a notification when the program has been successfully installed. Click "Finish" to complete the installation.

TestWe Setup

Completing TestWe Setup

TestWe has been installed on your computer.

Click Finish to close Setup.

☑ Run TestWe

< Back   **Finish**   Cancel

4 You will be able to enter your credentials in the corresponding field of the software to log in to TestWe.

English ⌄

To access the TestWe portal, please enter your credentials

Username or email

Password 👁

○ Remember me   Forgot Password?

Connect

testwe
Security beyond simplicity

INSTALLATION OF THE SOFTWARE ON
MAC 10.15 (minimum)

1 The link to download the software on Windows can be found in the welcome email.
- **Click on MacOS** to start the installation process.

#2 Download and install the software to log in

Windows

MacOS

#3 Please read the following documents

User guide

Specific Privacy Statement

Guidelines for the online assessment
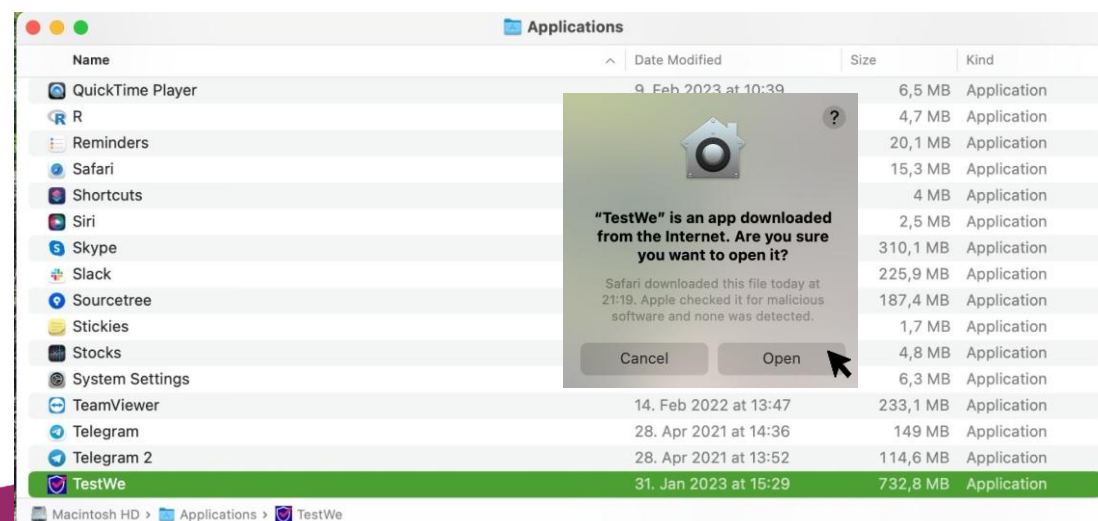
#4 Click on the image below to learn more

2 Drag the application to the Applications folder
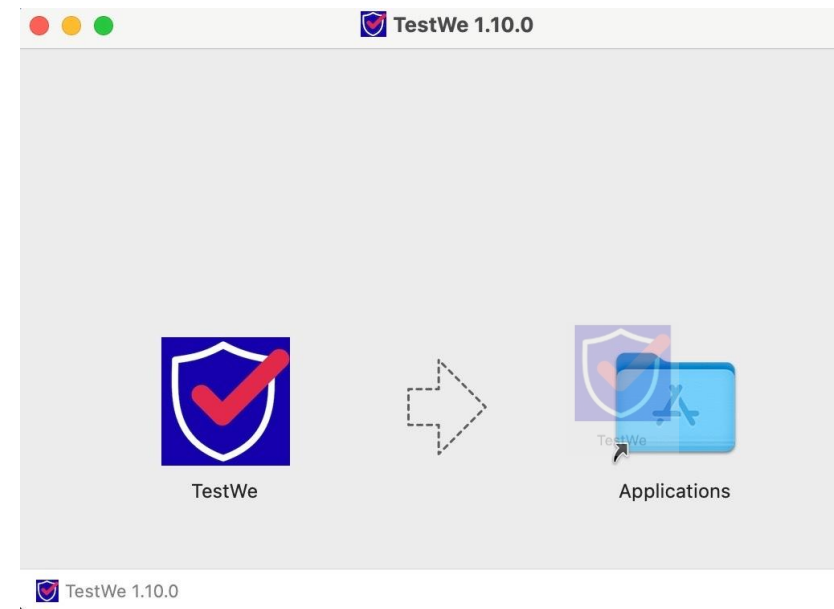
TestWe 1.10.0

TestWe → Applications

TestWe 1.10.0

3 Wait for the program to install. You can see the installation progress displayed with a bar that loads as the program installs.

Copying "TestWe" to "Applications"
658,6 MB of 732,8 MB - About 5 seconds

TestWe → Applications

TestWe 1.10.0 > TestWe

4 TestWe is now installed. You can double-click the icon from the Applications folder to open it.

Applications

Name	Date Modified	Size	Kind
QuickTime Player	9. Feb 2023 at 10:39	6,5 MB	Application
R		4,7 MB	Application
Reminders		20,1 MB	Application
Safari		15,3 MB	Application
Shortcuts		4 MB	Application
Siri		2,5 MB	Application
Skype		310,1 MB	Application
Slack		225,9 MB	Application
Sourcetree		187,4 MB	Application
Stickies		1,7 MB	Application
Stocks		4,8 MB	Application
System Settings		6,3 MB	Application
TeamViewer	14. Feb 2022 at 13:47	233,1 MB	Application
Telegram	28. Apr 2021 at 14:36	149 MB	Application
Telegram 2	28. Apr 2021 at 13:52	114,6 MB	Application
TestWe	31. Jan 2023 at 15:29	732,8 MB	Application

"TestWe" is an app downloaded from the Internet. Are you sure you want to open it?

Safari downloaded this file today at 21:19. Apple checked it for malicious software and none was detected.

Cancel   Open

Macintosh HD > Applications > TestWe

5 You will be able to enter your credentials in the corresponding field of the software to log in to TestWe.

English ⌄

To access the TestWe portal, please enter your credentials

Username or email

Password

Remember me   Forgot Password?

Connect

testwe
Security beyond simplicity

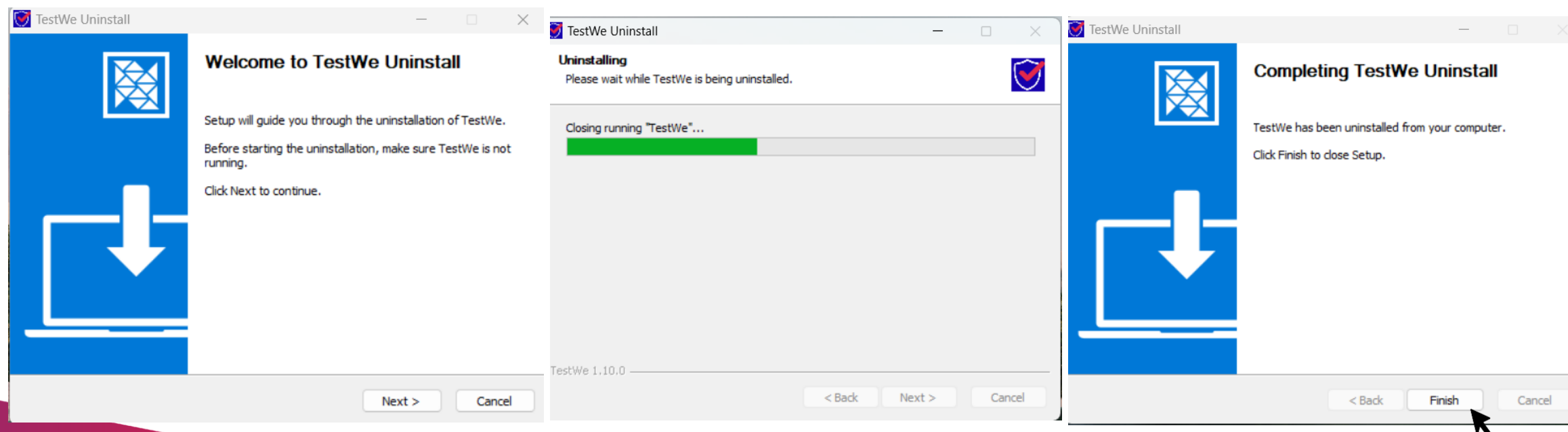# HOW TO UNINSTALL THE SOFTWARE ON
WINDOWS 10 (minimum)

1 Open the Windows settings and then go "Apps" settings
- Select "installed Apps" on the left-side pane
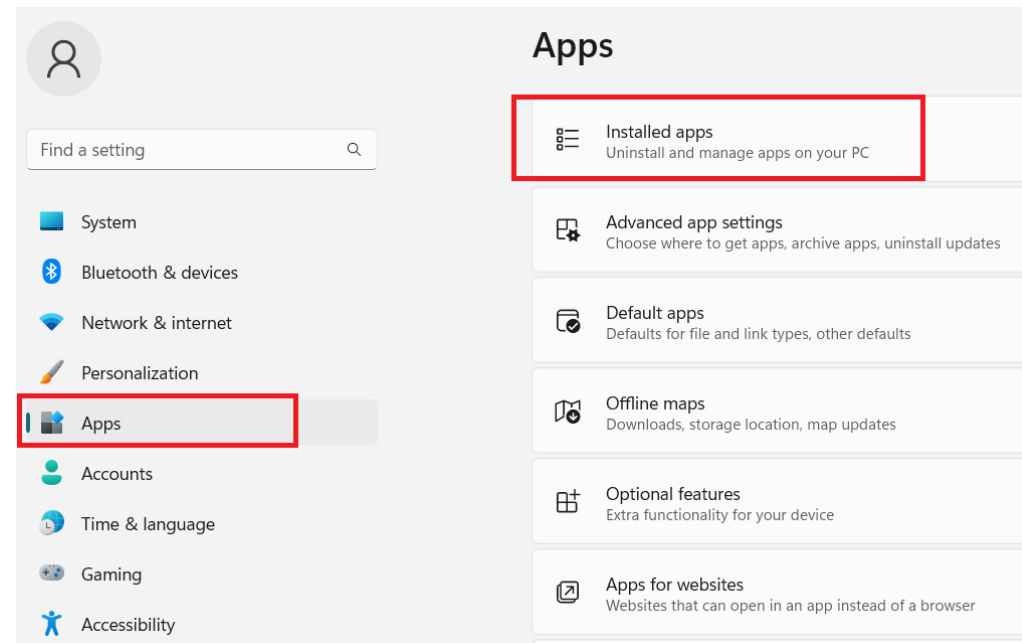
2 Search the Testwe software
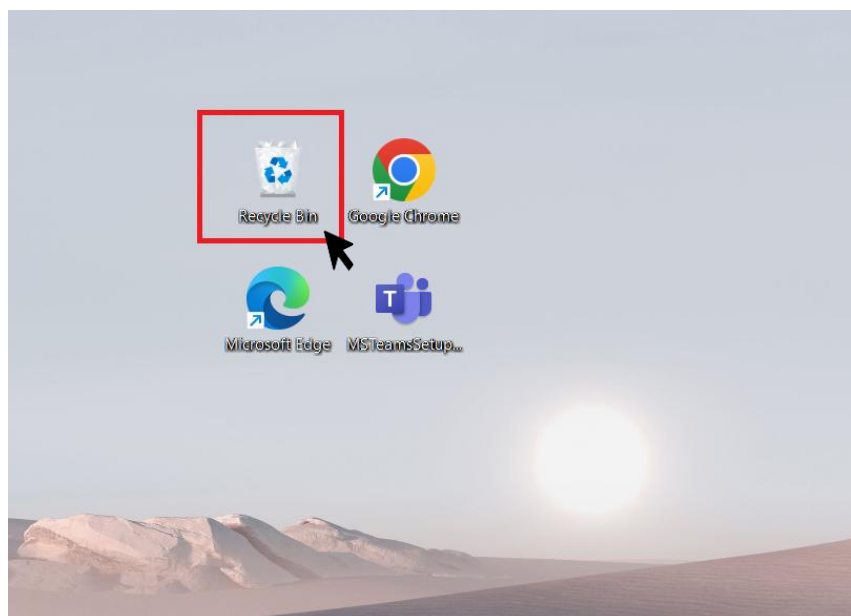- Click on the three dots on the right and then the "Uninstall" button.
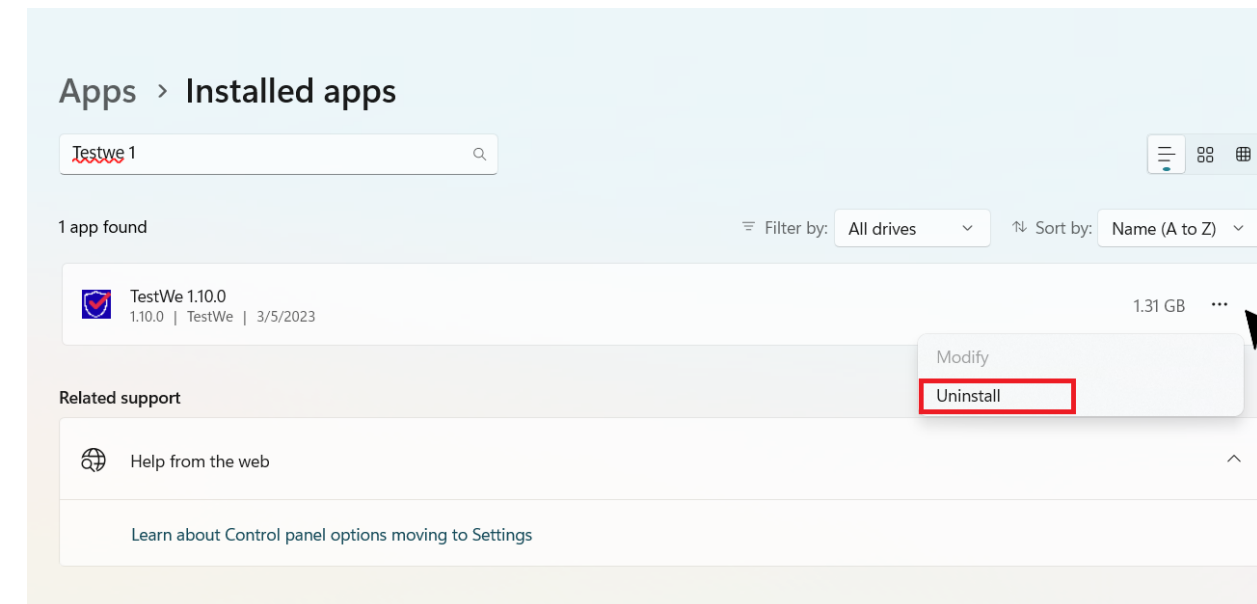
3 The uninstallation wizard will open. Follow the plug and play instructions to continue with the process.
- Click "Finish" to complete the uninstalling the program.

testwe
Security beyond simplicity

HOW TO UNINSTALL THE SOFTWARE ON
WINDOWS 10 (minimum)

4 Open the Recycle Bin icon

5 Search the Testwe software
- Right-click (or press and hold) and select **Delete**.
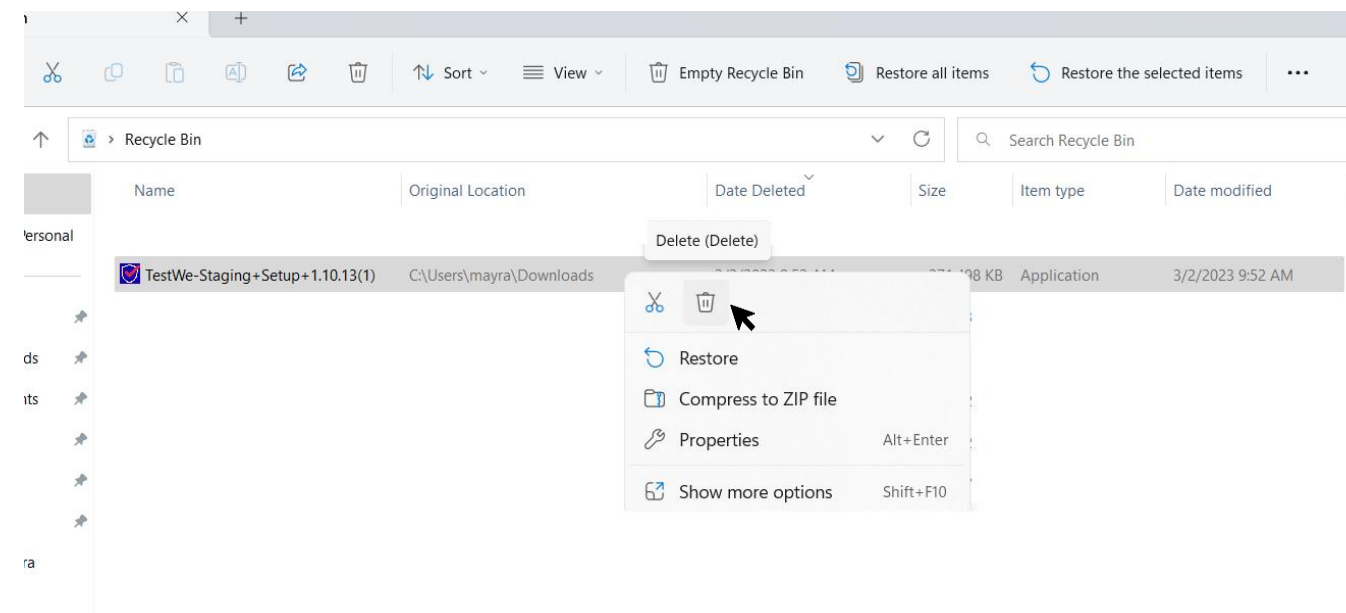
6 A message will appear asking if you are sure you want to delete the file permanently.
- Click "Yes" to permanently delete the file.

testwe
Security beyond simplicity
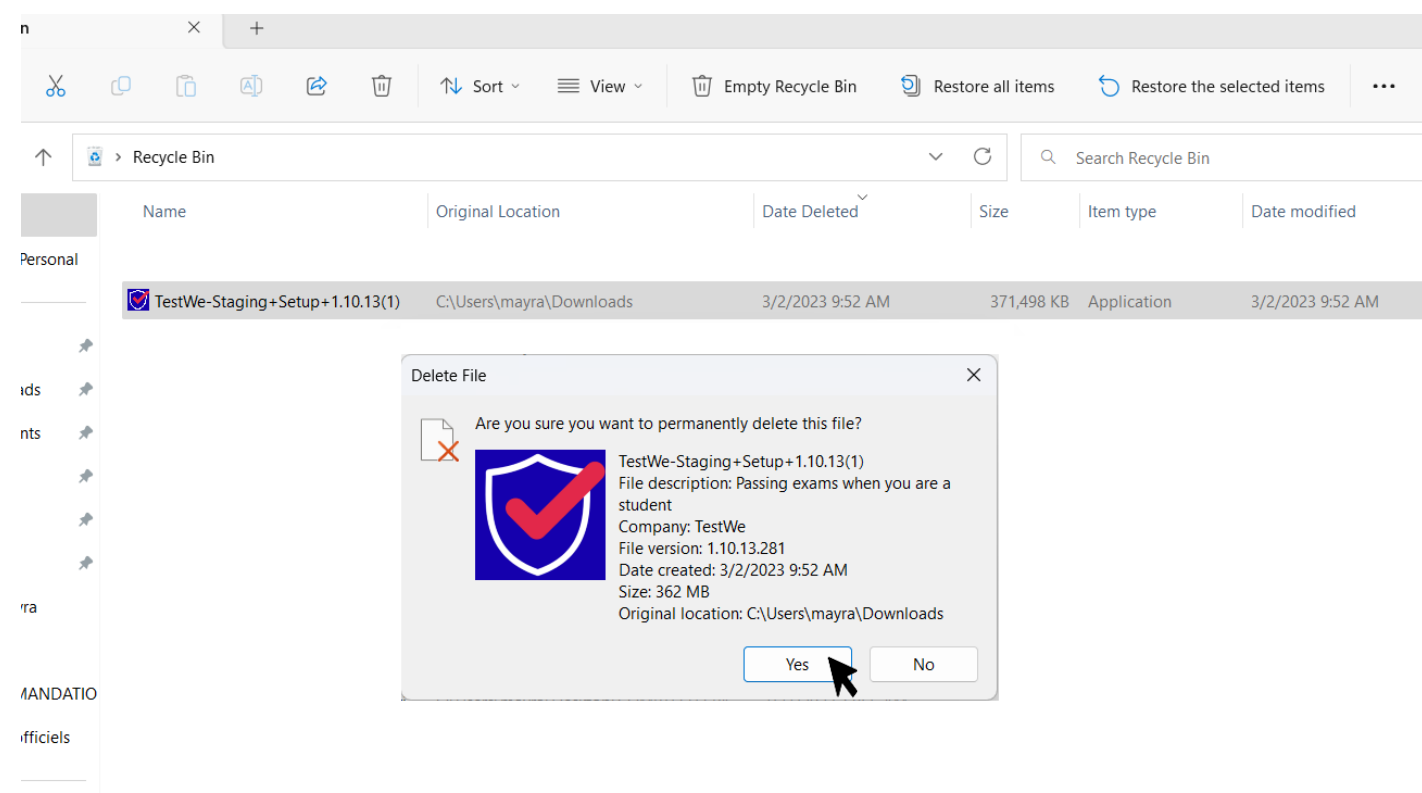
HOW TO UNINSTALL THE SOFTWARE ON
MAC 10.15 (minimum)

1 Drag the application from your Applications folder to the trash.
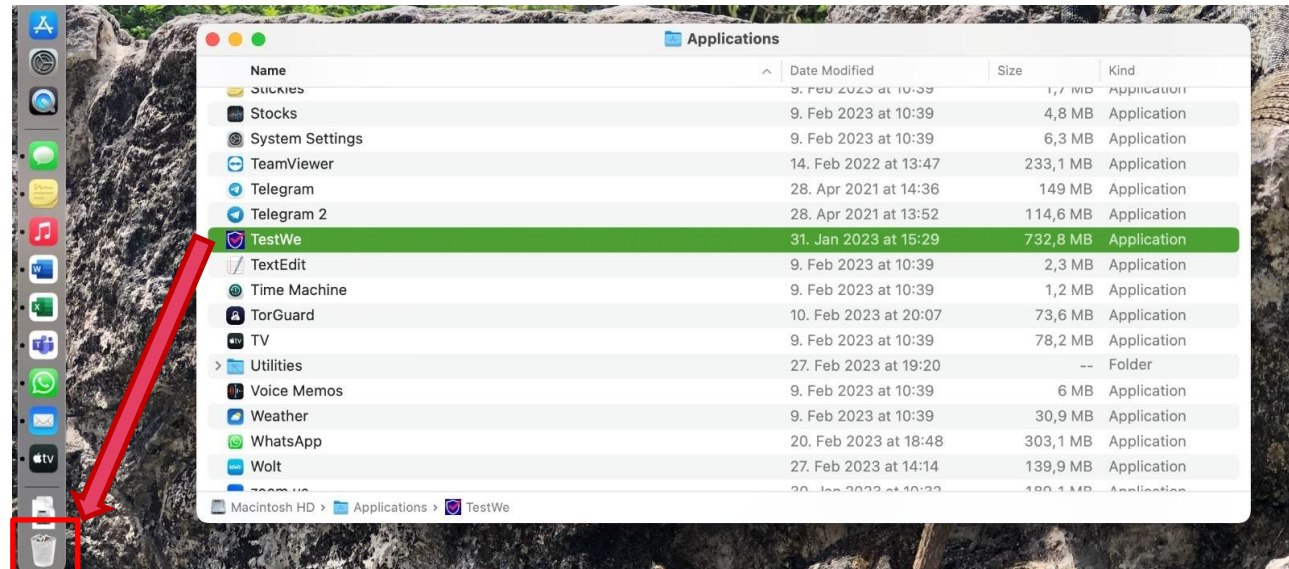
2 Right-click on TestWe icon and choose **"Delete Immediately"**.
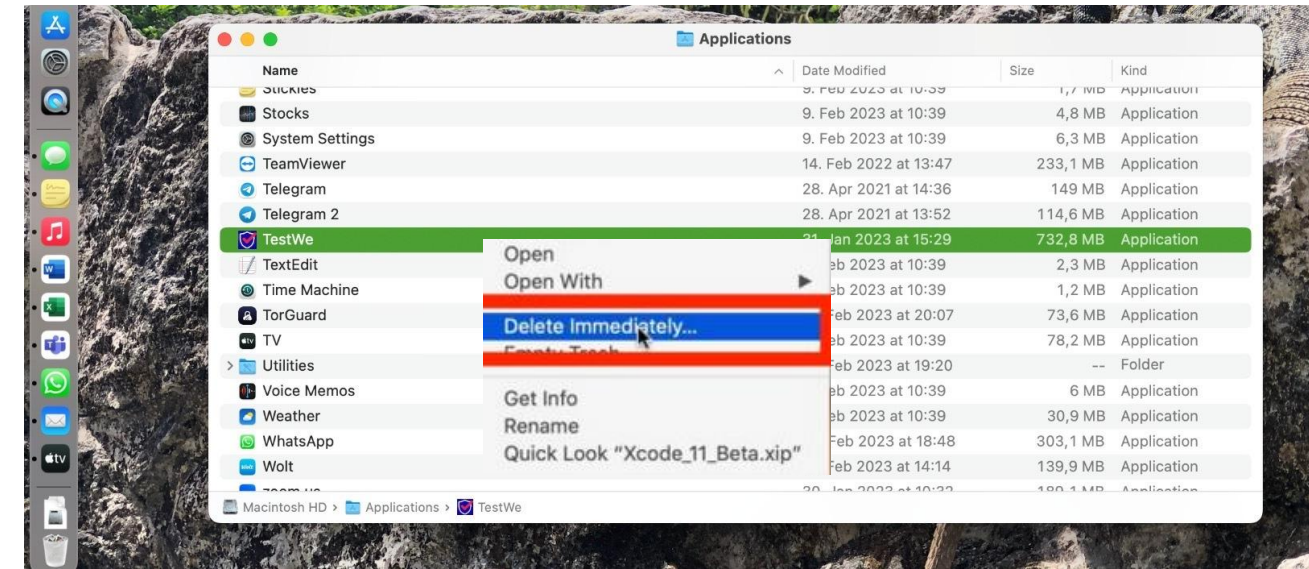
3 Confirm that you want to immediately delete TestWe from the Trash

testwe
Security beyond simplicity
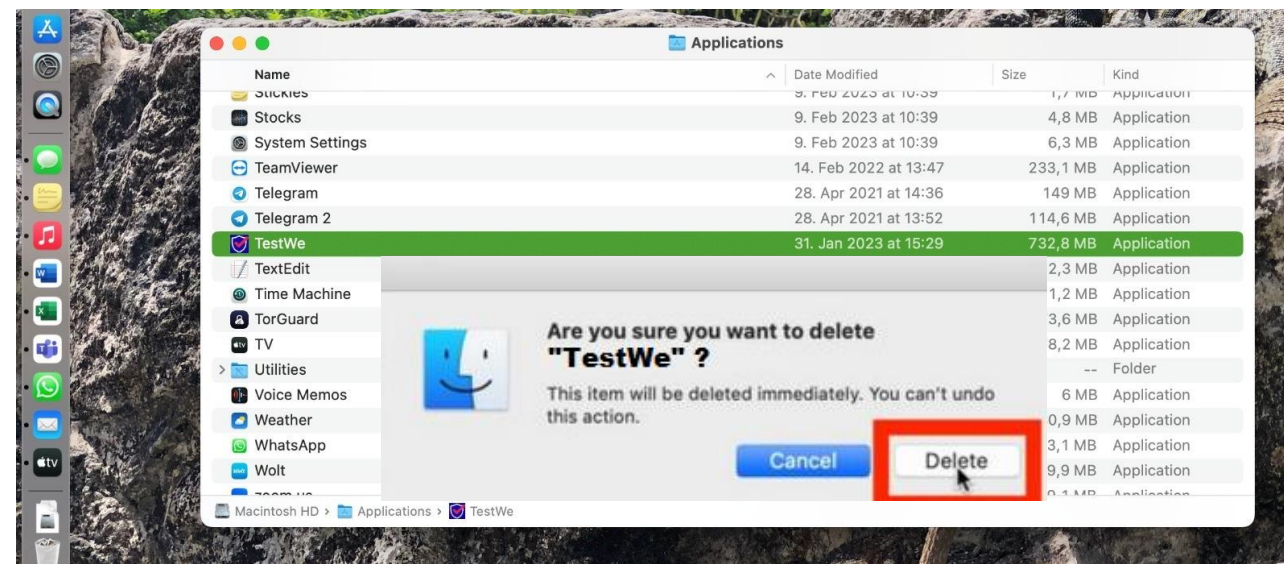
BEST PRACTICES

FOR YOUR EXAM
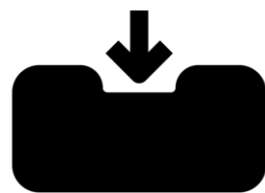
At least **6 days** before your first exam, , please download and install the TestWe. Then, complete your technical prerequisite test — this test is **MANDATORY** and allows you to verify the compatibility of your device with our app.
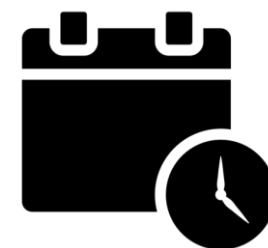
Make sure the computer is at the **correct date and time**.
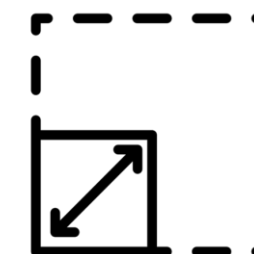
The recommended **resolution** for your screen is 125%.
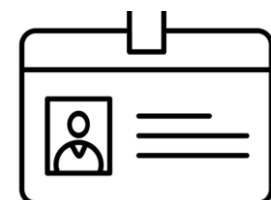
If you lose your credentials,
1. Click **here**
2. Indicate your username or email address
3. Check your inbox/spam folder
4. Follow the instructions

You absolutely must have:
1. A working **webcam**
2. A working **microphone**

testwe
Security beyond simplicity

YOUR BEGINNINGS

THE DAYS BEFORE YOUR EXAM

You will need an **internet connection** to launch the exam and submit it.

Make sure your exam appears in the "**Upcoming Exams**". *If this is not the case, please contact the administration of your institution.*
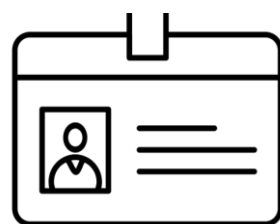
Connect to the platform with **your username and password** provided in the **welcome email.**
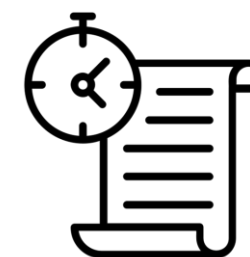
If you change your equipment, you will be able to retake the technical prerequisite test by clicking on the **"Training"** tab.

i • Test your material at any time from the application by clicking on the "**equipment check**" tab.

testwe
Security beyond simplicity

HOW TO CONNECT

TEST YOUR HARDWARE

***Click on the "equipment check" tab**.*
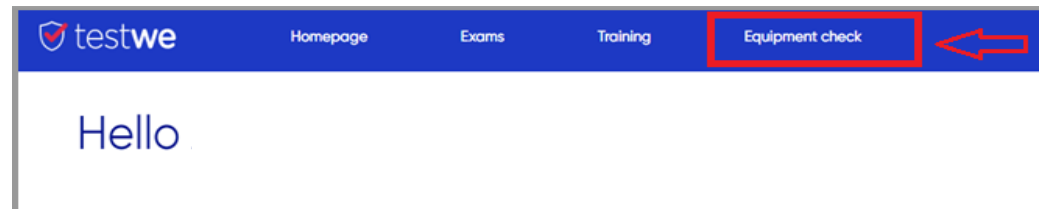
1

Check your webcam:
1. Click on "Test My Camera."
2. Take a picture or a video.
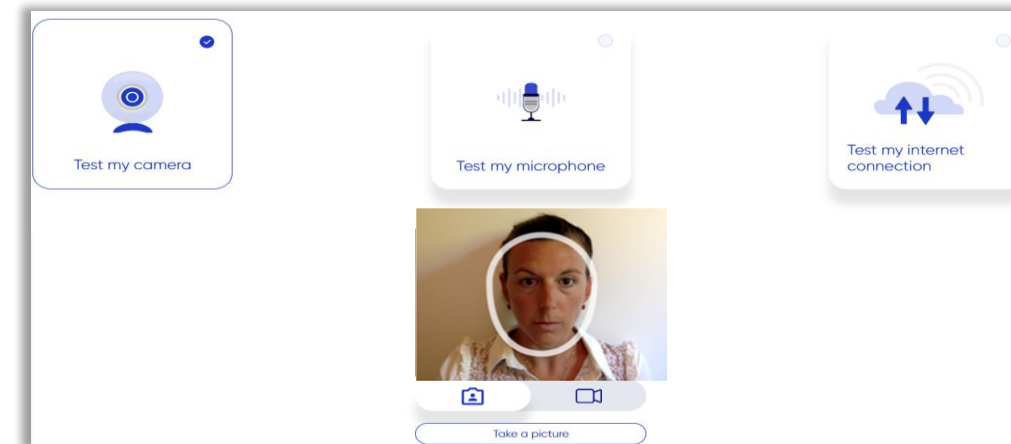
2

Check your sound and microphone:
1. Click on "Test My Microphone."
2. Listen to the soundtrack.
3. Record your voice.
4. Listen to yourself.
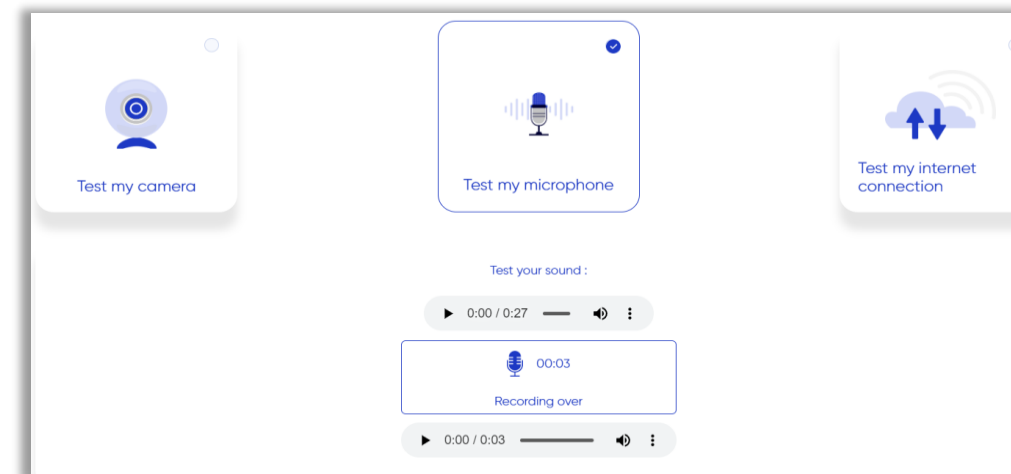
3

Check your connection:
1. Click on "Test my internet connection".
2. Click on "Start the Test".
3. If two green lights appear, your connection is sufficient.

testwe
Security beyond simplicity
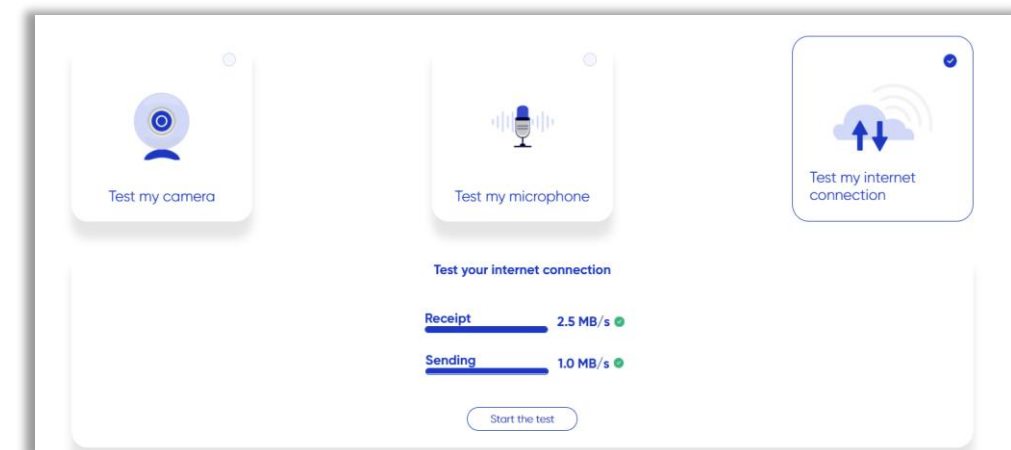
YOUR EXAM

THE DAY OF YOUR EXAM

At least 1 hour before your exam, ensure that you have performed all the updates to your computer.

You must use the same computer to perform:
1. The **hardware** test
2. The **technical prerequisite** test
3. The **exam(s)**
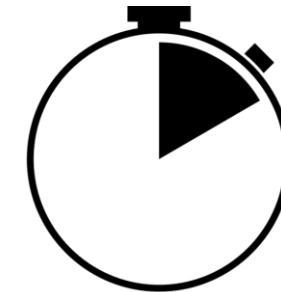
Log in to TestWe **20 minutes** before your exam time and make sure the computer is at the **correct date and time zone.**
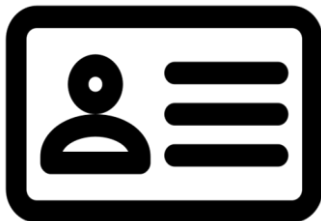
Keep your **ID** nearby.

Manually disable your **firewalls and antivirus software** to avoid any problems with the software and manually **close all open applications** during the exam.

Connect your charger to your computer before the exam to avoid any battery problems.

ⓘ For further information, you can refer to our FAQ by clicking **here**.

testwe
Security beyond simplicity

START YOUR EXAM

1 Your credentials can be found in the welcome email.

2 Enter your credentials in the corresponding field of the software to log in to TestWe.

EUIPO
EUROPEAN UNION INTELLECTUAL PROPERTY OFFICE

testwe

Dear {{first_name}} {{last_name}},

Welcome to TestWe !

#1 Your credentials to log in

▶ **Username :** {{user_email}}
▶ **Password :** {{user_password}}

#2 Download and install the software to log in

Windows

MacOS

#3 Please read the following documents

User guide

Specific Privacy Statement

Guidelines for the online assessment

#4 Click on the image below to learn more

English ˅

To access the TestWe portal, please enter your credentials

Username or email

Password 👁

⚪ Remember me   Forgot Password?

Connect

⚠ **IMPORTANT:**

MAKE SURE YOUR ANTIVIRUS AND FIREWALL SOFTWARE ARE DISABLED BEFORE RUNNING TESTWE.

testwe
Security beyond simplicity

START YOUR EXAM

1 Click on the exam to start.
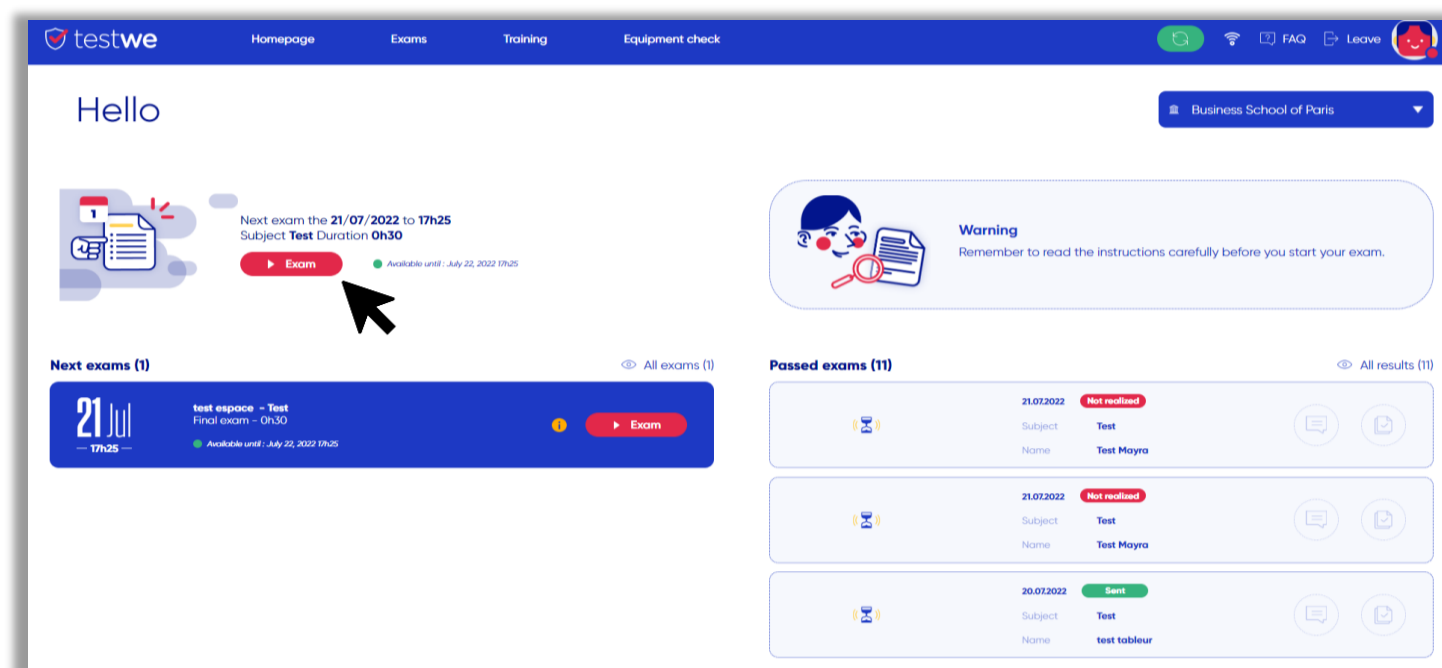
2 Read the exam instructions, then click "Next".
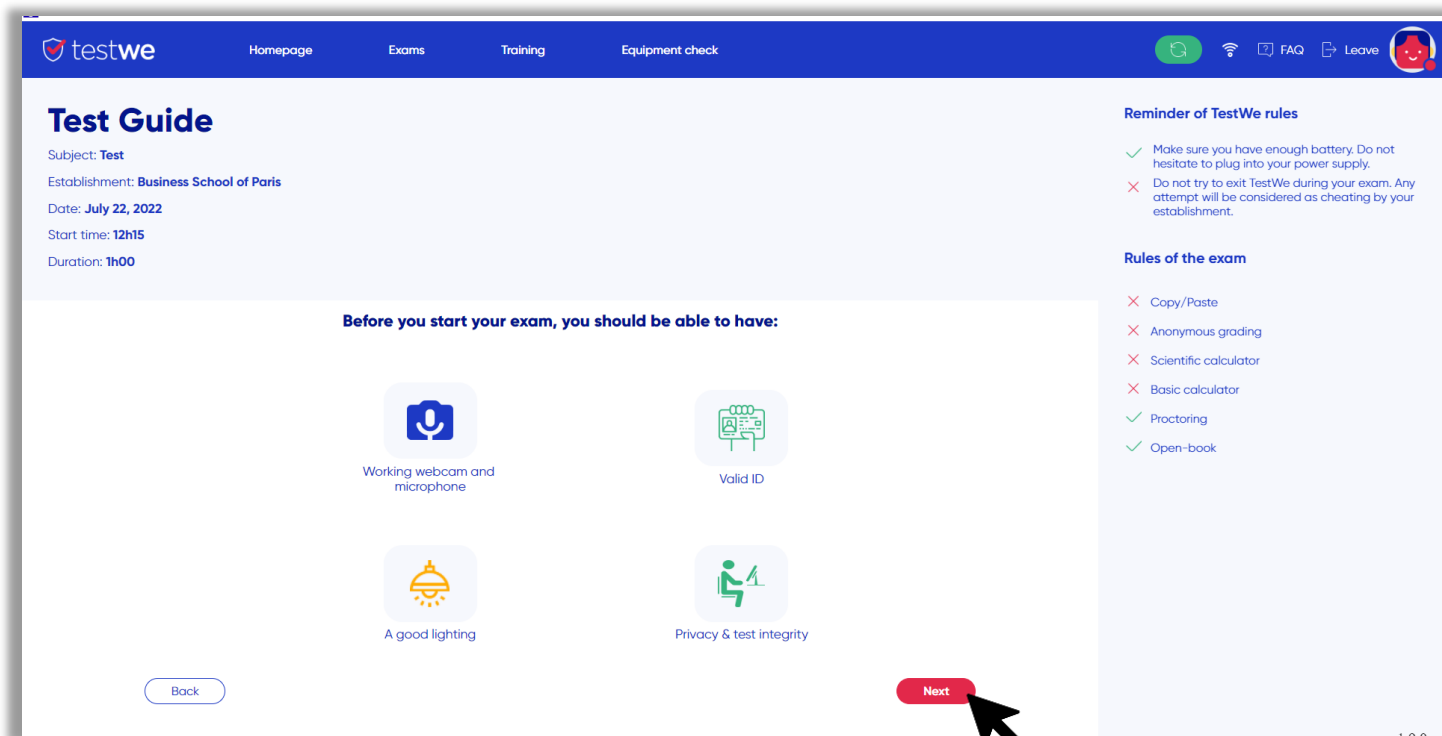
START OF YOUR EXAM

3 Read and accept the instructions from your subject creators, then click "Next".

4 Read and accept the terms and conditions, then click "Next".

IDENTIFICATION STEPS

CHECK YOUR AUDIO AND MICROPHONE

1 Click to verify that you can hear the sound.

2 Click to record your voice, then to stop recording, and finally click "Next".
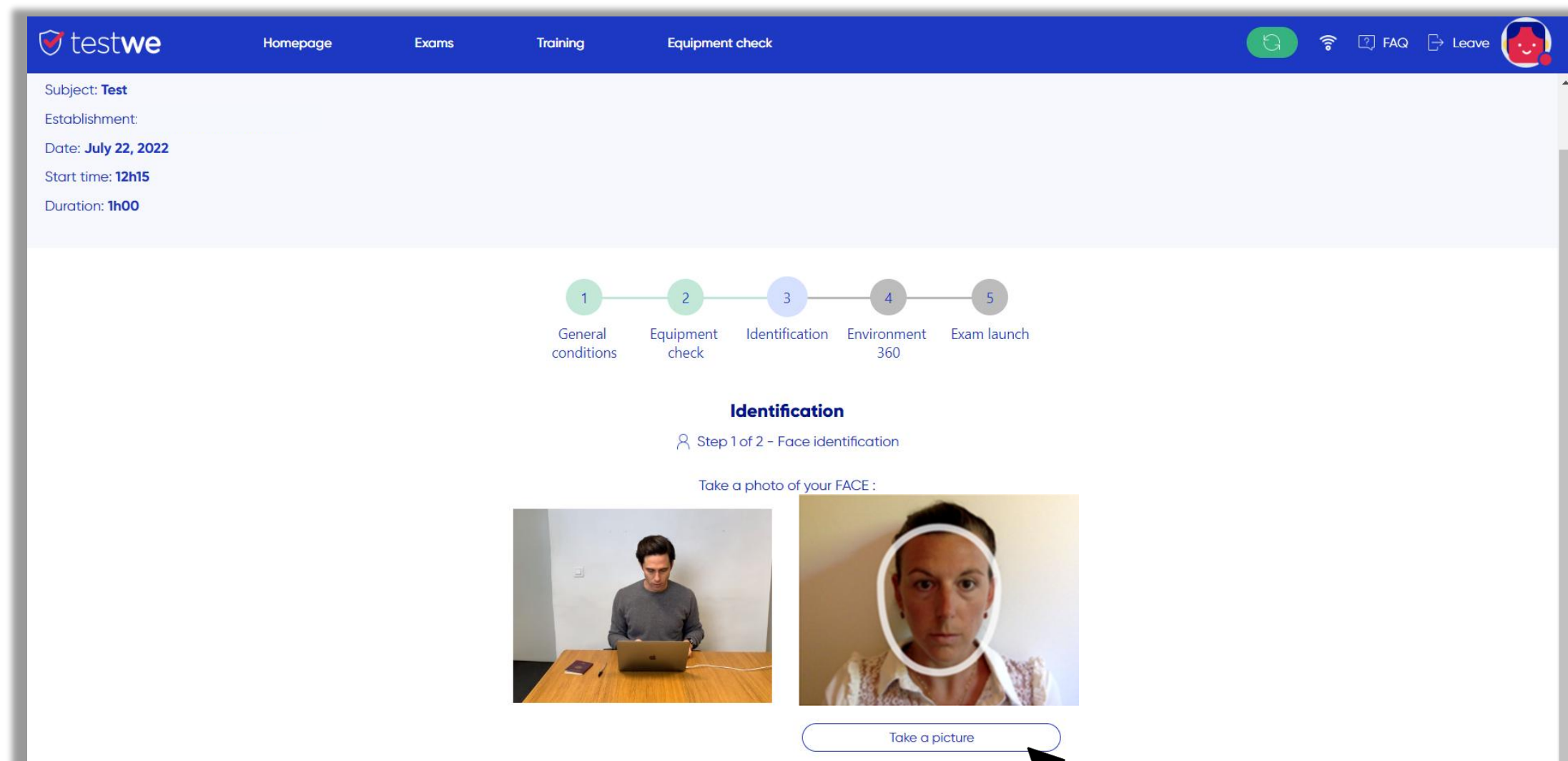
IDENTIFICATION STEPS

LOG IN TO ACCESS THE EXAM

1 Take a picture of your face with your webcam.

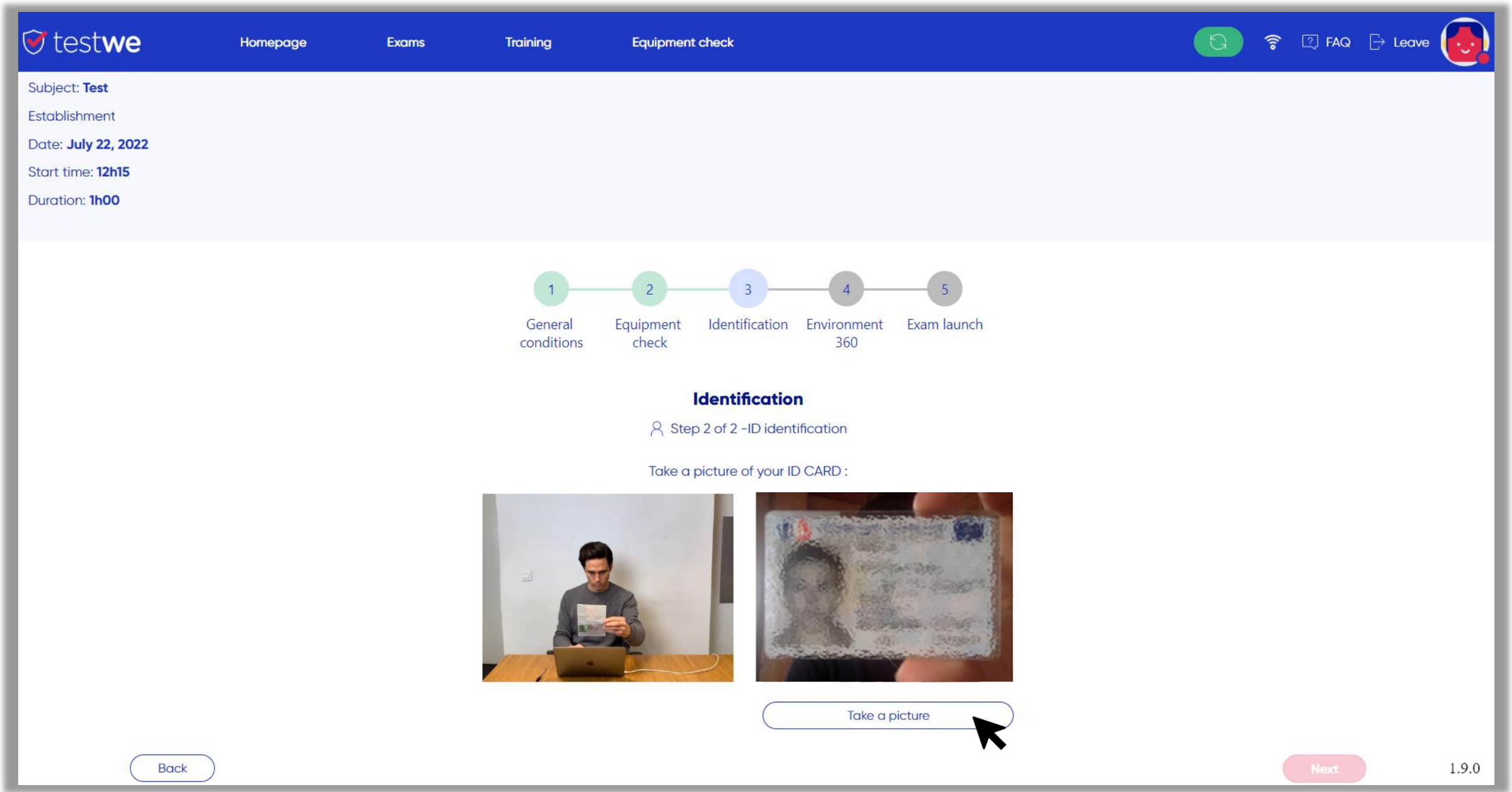**2** Validate the photo by clicking on "Next".

IDENTIFICATION STEPS

CHECK YOUR ID

1 Place your ID inside the frame provided and take a picture.

2 Approve the photo by clicking on "Next".

IDENTIFICATION STEPS

YOUR 360°ENVIRONMENT

1 You will have to record successively :
- On / under your desk
- Your 360° environment
- Your ears

2 Click to stop recording, then click "Next".
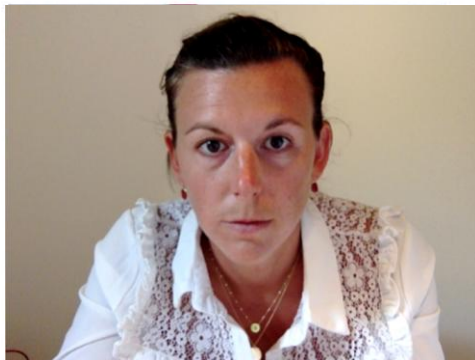
DO'S AND DON'TS

1 The room must be well lighted.
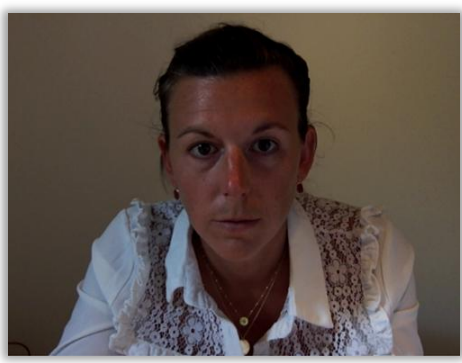
2 ID and computer only on the desk.

3 Focus your eyes on your screen during the exam

4 Do not get up and/or leave the room during the examination.

testwe
Security beyond simplicity

SUBMIT YOUR EXAM

1 To submit your exam before the end of the timer:
Type "1234" in the field provided, then click "Yes, send".
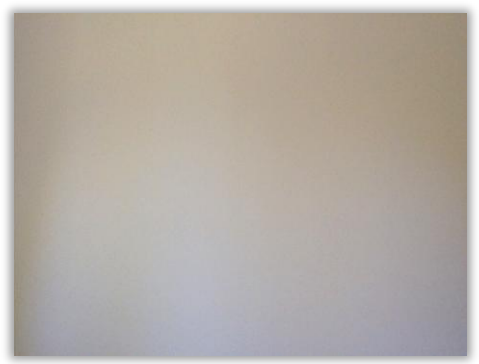
2 Check your copy status. A green bubble with the word "Sent" should appear to confirm that your copy has been sent.

To confirm that you want to send your copy, **type 1234** in the box below instead of the greyed out word.

Warning. After sending, no turning back is possible.

✓ 1234

Yes, send

No, I want to go back

To submit your exam when the time is up:
Simply click "End"

The duration of your exam has now elapsed **Click End below to return to the home page.**

All the data has been saved successfully

End

● Send copy automatically in 4 seconds

Passed exams (3)   👁 All results (3)

⧖	13.07.2022 **Not realized**		💬	📄
	Subject **Test**			
	Name **Test Formation**			
⧖	04.07.2022 **Sent**		💬	📄
	Subject **Test**			
	Name **Test Formation épreu...**			
⧖	15.07.2022 **Not sent**		💬	📄
	Subject **Test**			
	Name **Test Formation**			

1.7.2

ℹ️ **Warning**: After you have sent your test, there is no possibility to update your exam.

ℹ️ Once the exam time elapses, your answers will be automatically submitted.

testwe
Security beyond simplicity