USER GUIDE

testwe

TAKING A REMOTE EXAM

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For any question, you can contact us through this **link.**

Support is available at this link, and you need to write to the chatbot at the bottom right of the page.

testwe
Security beyond simplicity

BEST PRACTICES FOR TESTWE

Best practices for TestWe

1. Days before your exam

● Download and install TestWe **at least 72hrs before your first exam**.

● If you lose your **credentials**, click here: Link Enter your username and click Forgotten password? at the bottom right. Then, proceed to access the application.

 ● Make sure you are equipped with a **functional webcam**.

● Make sure you screen **resolution** is adapted so that no icons or buttons are hidden on your interface.

● Make sure your device is set to the correct time and date.

● You must imperatively have an **internet connection** for the first time of your login, the **synchronization** of your exam list, the **starting** of your exam and the **sending** of your exam papers. You can be offline during your exam.

2. The day of your exam

● Take you exam on the same computer you took the **technical prerequisite** on and send your submission through this same computer.

● On D-day, **log in** to TestWe **10 minutes** before your exam.

● **Deactivate** your **firewall** and **antivirus** before launching TestWe.

● You will need your **ID document** next to you to start the exam.

● You must have a **charger** with you in case of any battery issue during your exam.

YOUR TESTWE
BEGINNINGS

Your TestWe beginnings

a. Installation

Starting from the welcome email received in your inbox (check your spam folder) :

Mac OS 10.13 (minimum) :

➥ click and drag the logo in the Applications folder

➥ open the Applications folder

➥ click on TestWe

Windows 10 (minimum) :

➥ follow the installer's instructions

➥ Make sure you are on an **administrative** or that you have the admin password in order to be able to install and launch TestWe.

Linux Ubuntu (20.04) :

➥ Right click on TestWe and select properties

go in « Permissions »

➥ check the case « Allow executing file as program »

➥ Right click on TestWe again and run the program

We **are only compatible** with **the operating systems** from the previous **list**.

If your computer system is not included in our list, we advise to get ahold of one as soon as possible in order to be able to take your exams.

Minimum system requirements :

- 4GB of RAM (8GB recommended).

- 1GB of free space.

b. Opening TestWe

Please **connect to the internet**.
Log in with your credentials received in your welcome email and go through the training test followed by your

mandatory Mock Exam for all first-time log ins.

c. Synchronizing your exam list

Log in to TestWe at least **48hrs prior the exam** : open the software with an internet connection and make sure your

exam(s) show in « Next exams ».
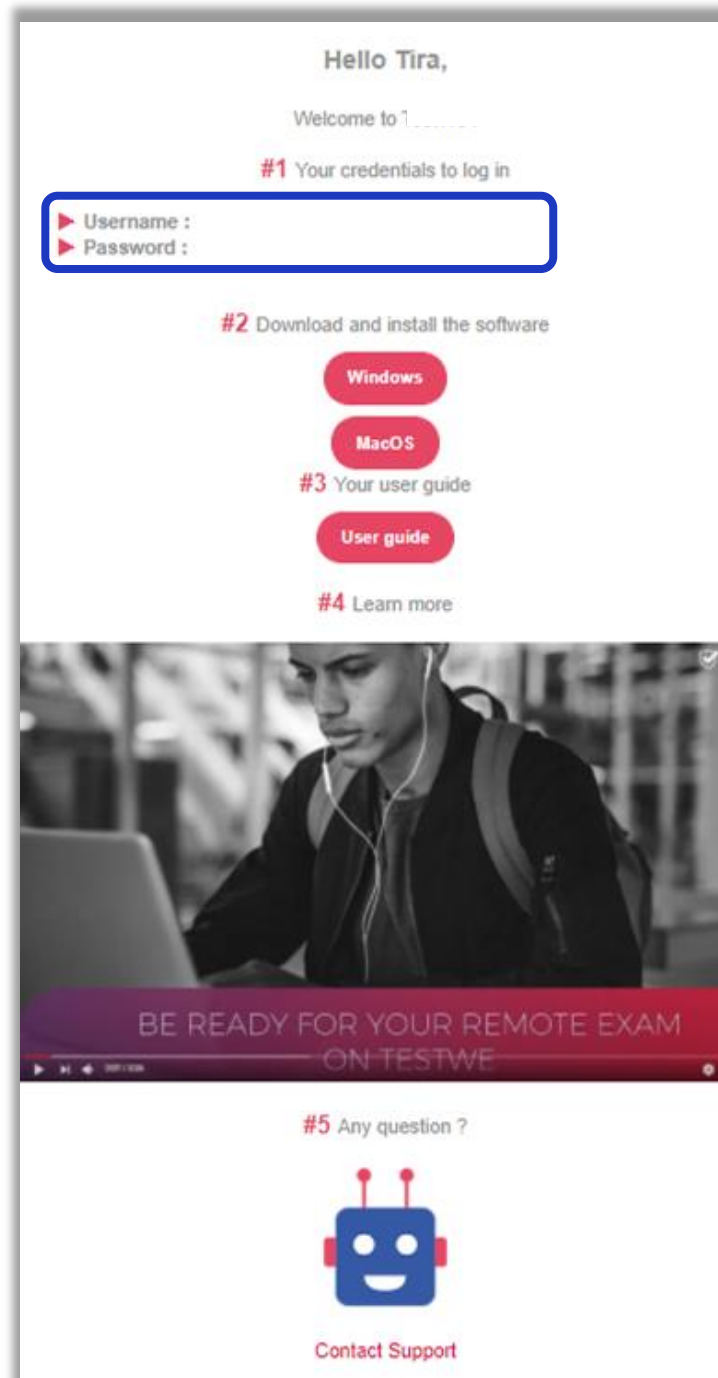
d. Technical prerequisite test

- Go through your technical prerequisite test at least **48hrs prior the exam**. This test allows us to verify the compatibility of your device with our app. The test is **MANDATORY**.
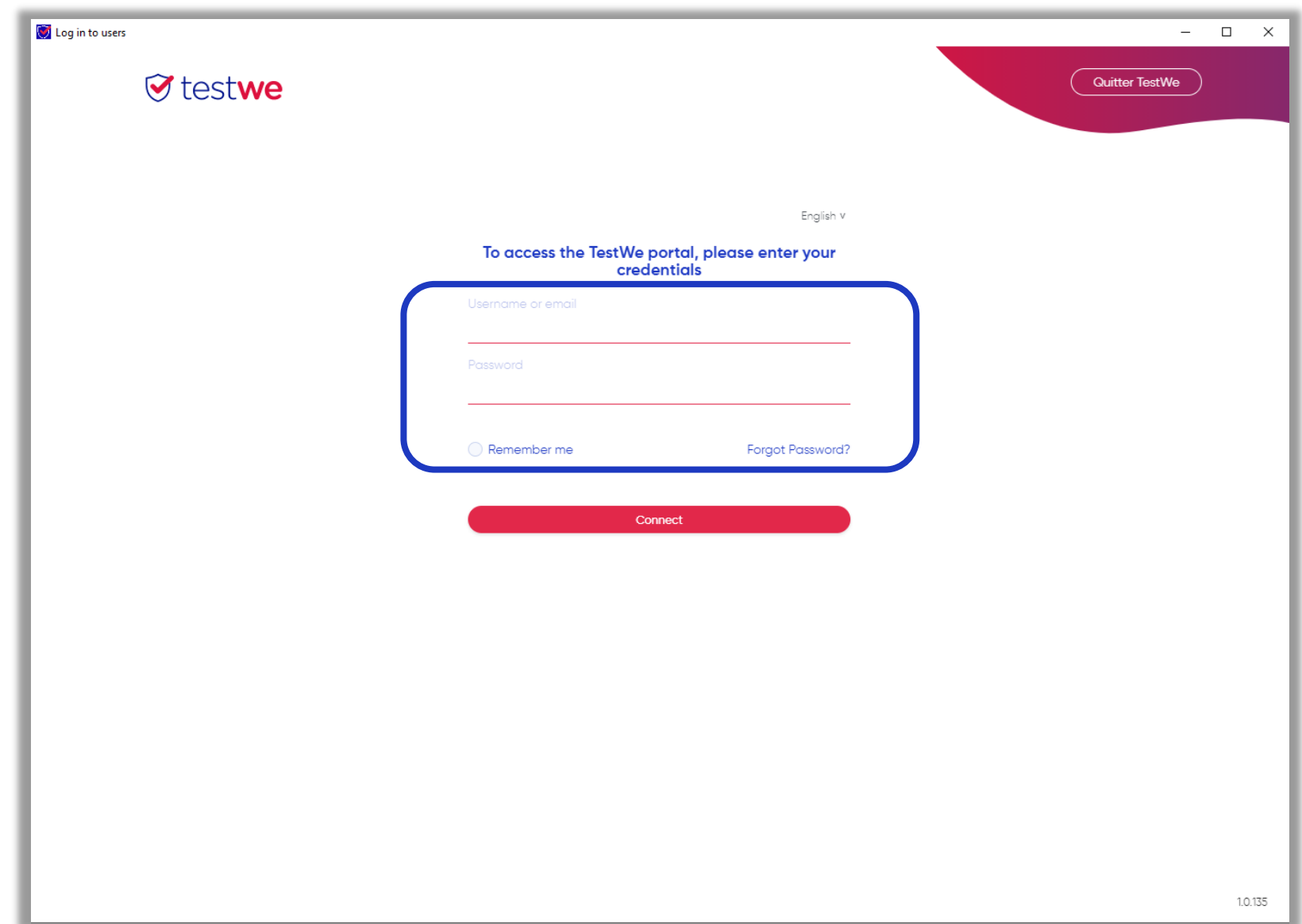
**YOUR EXAM:
STEPS TO TAKE ON D-DAY**

a. Log in to the software

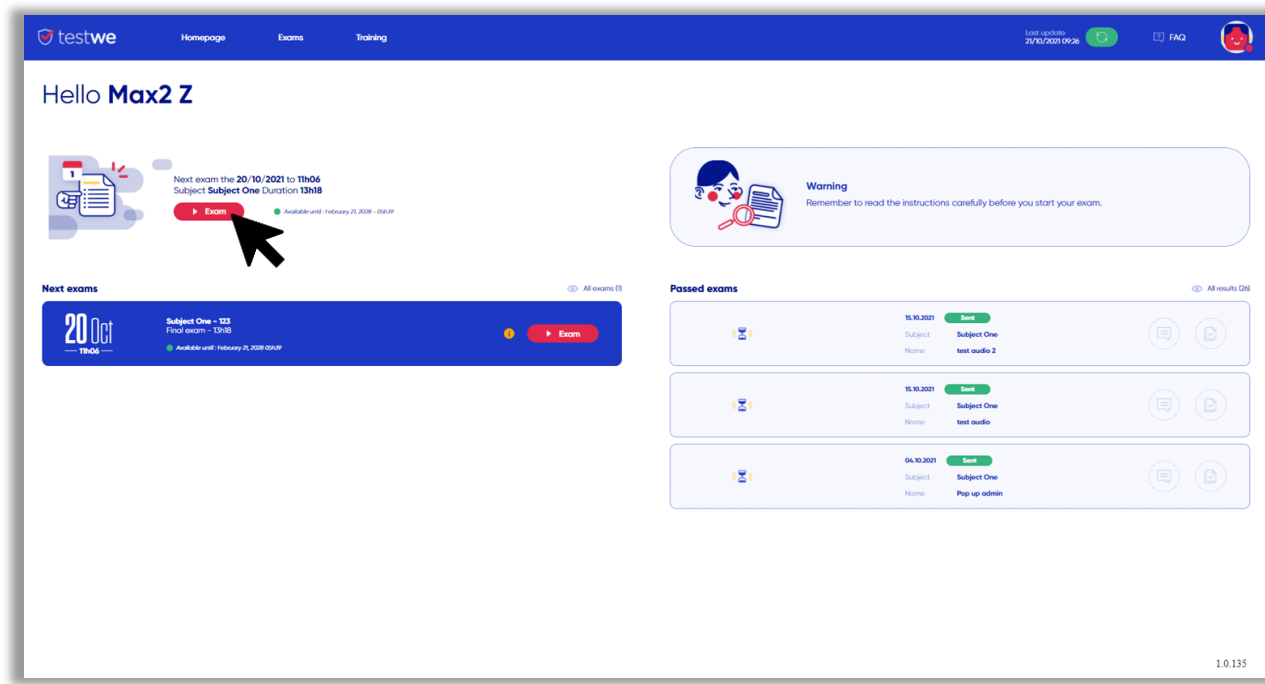**1** **You can find your credentials in your welcome email.**

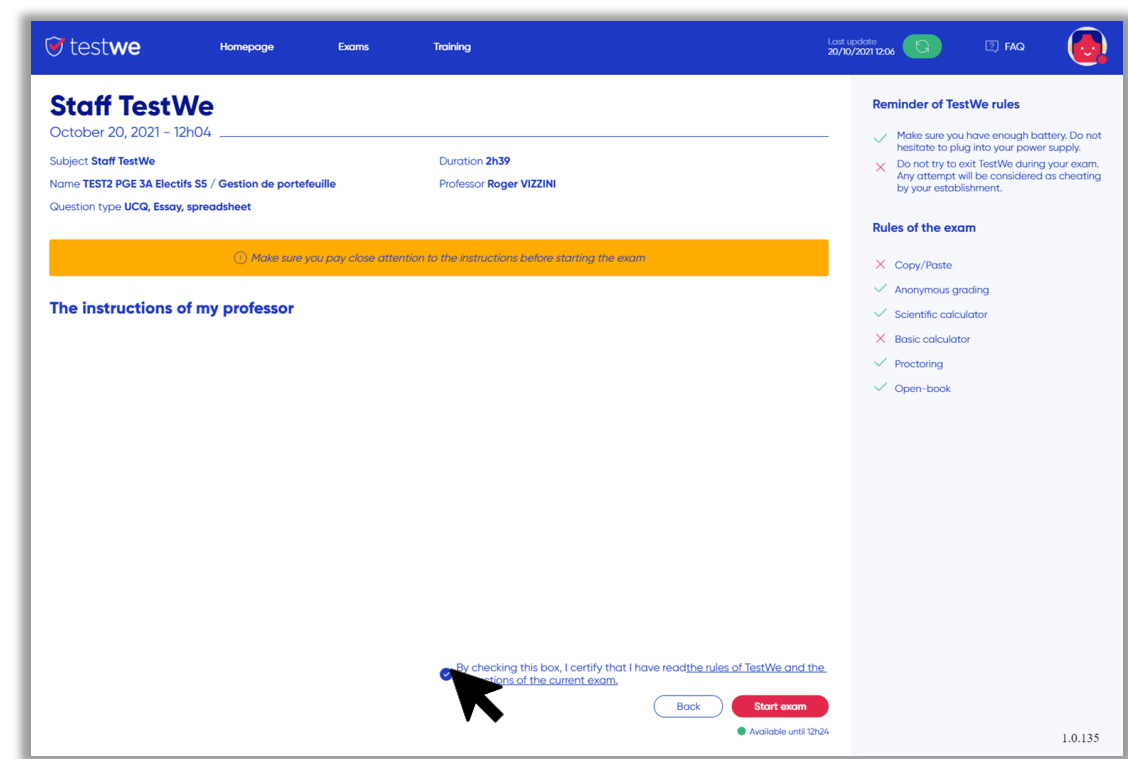**2** **Insert them in the relevant field in the software to log in to TestWe.**

b. Start your exam

1 **Click on the exam to access it.**

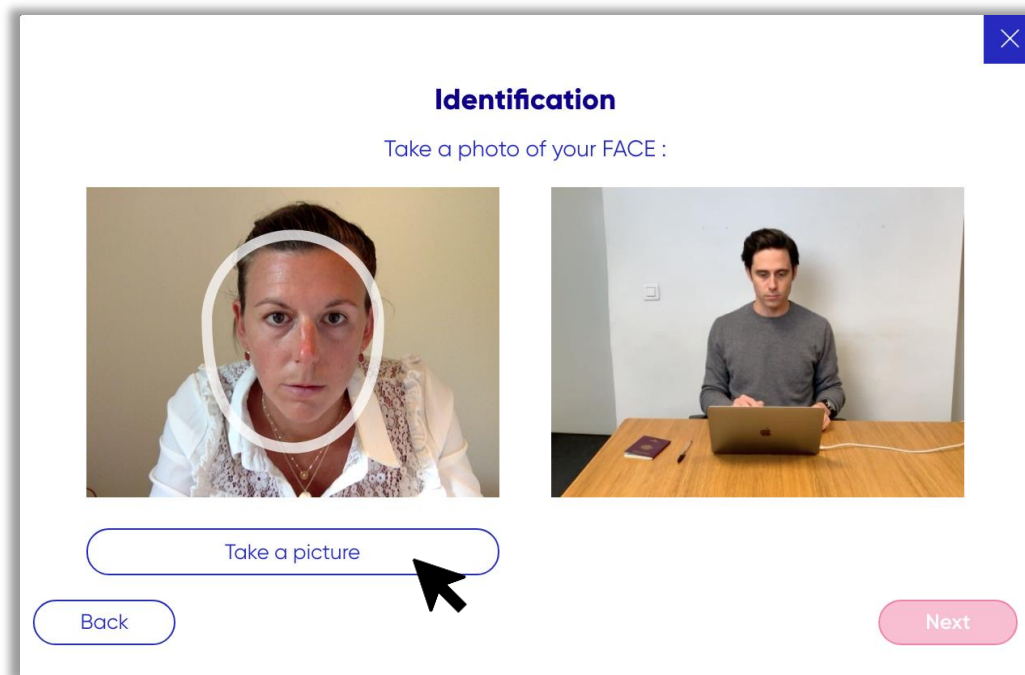**2** **Read the rules and instructions of the current exam, and click on « Start exam ».**

All your files and documents will automatically be closed as soon as you start your exam session (unless you are in an « open book » exam).
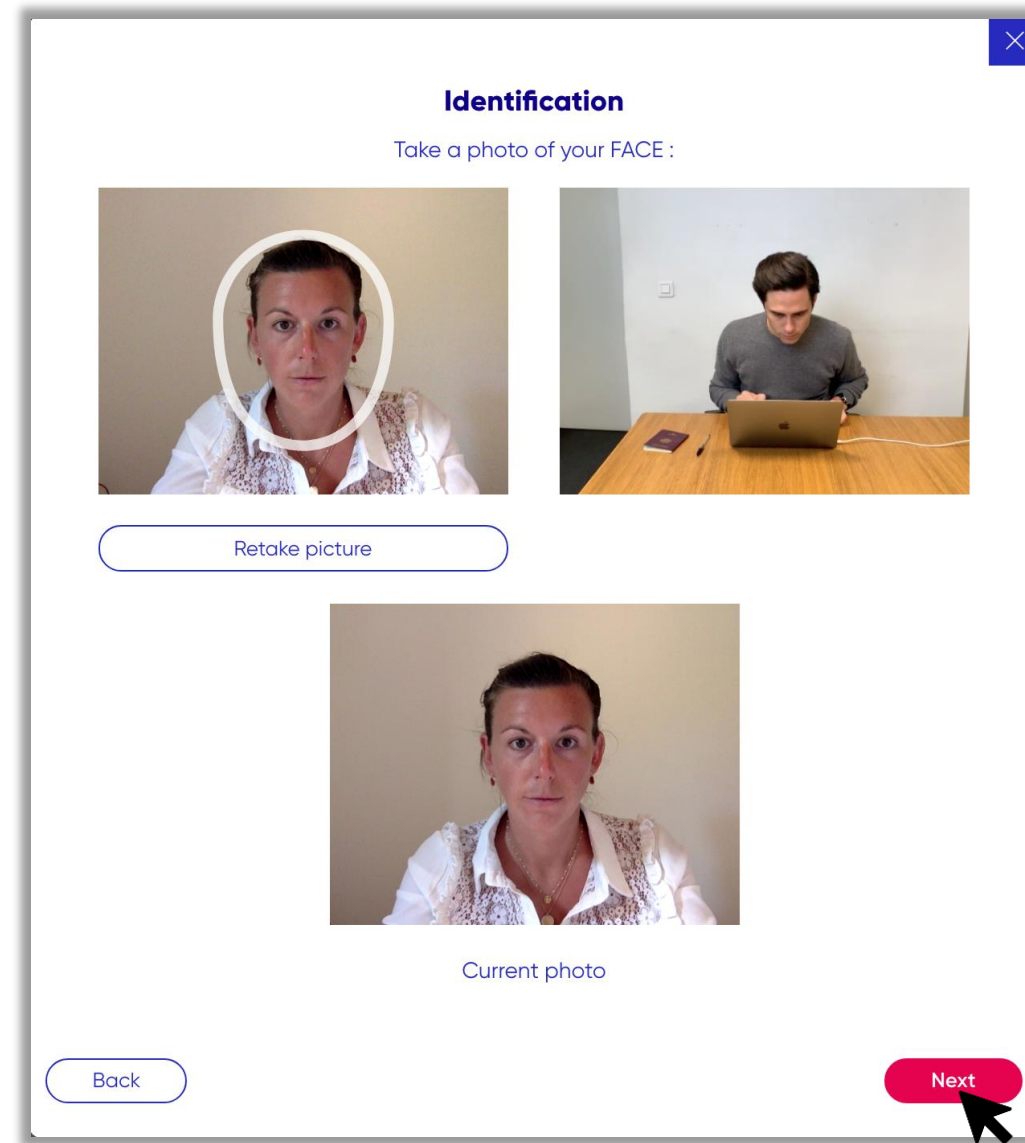
Don't forget to save all your work before launching your exam on TestWe.

a. Identify yourself
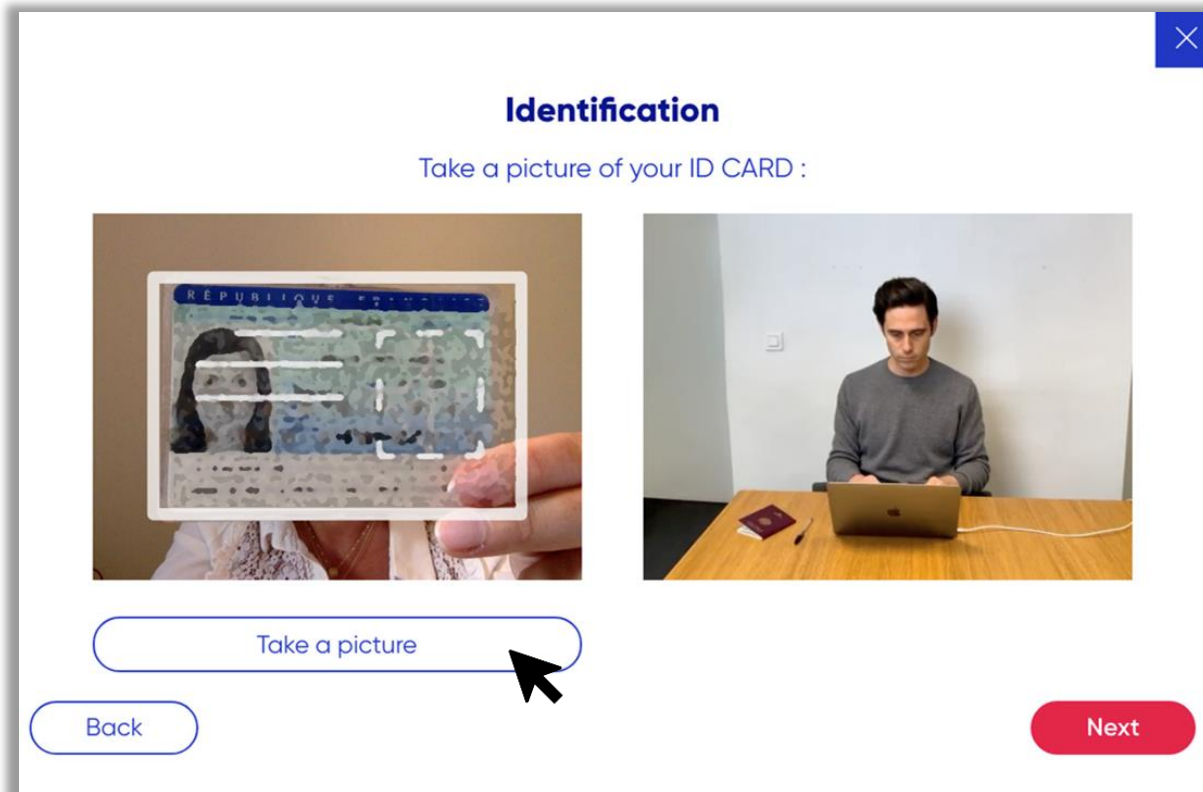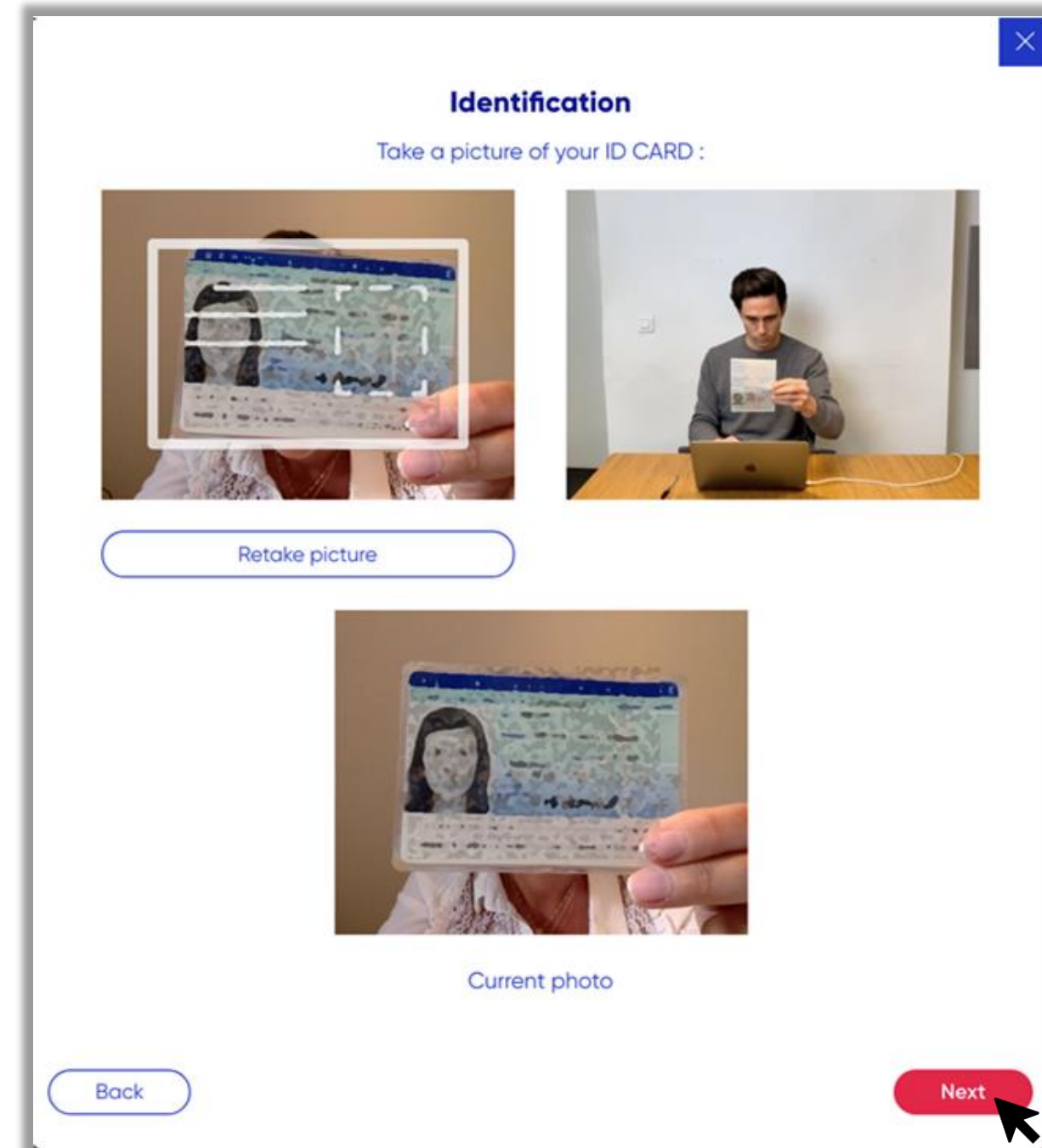
1 **Take a photo of your face through your webcam.**

2 **Validate the picture.**

d. Verifying your identity

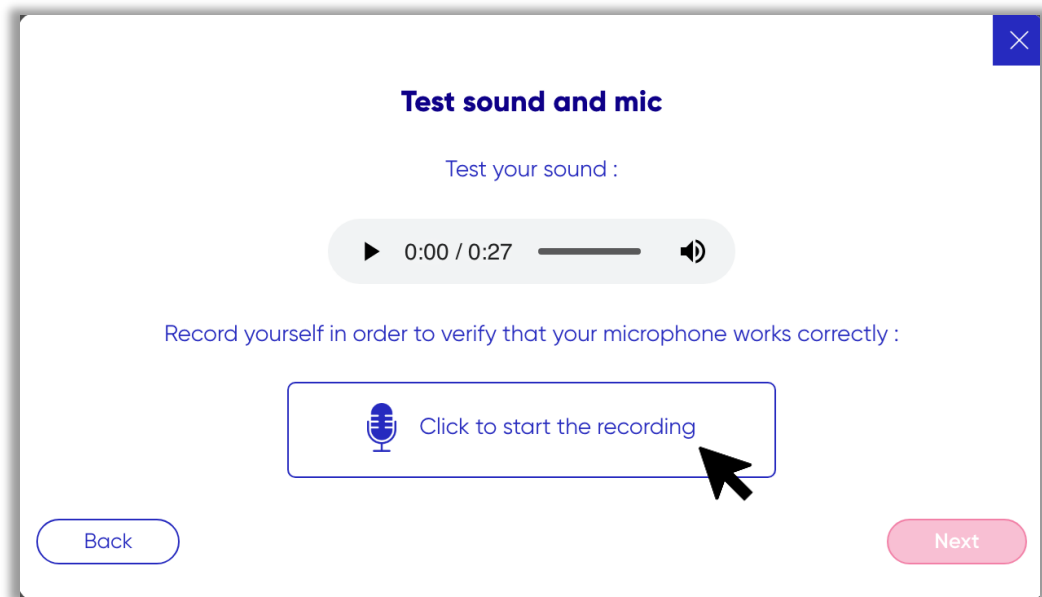**1** **Position your ID card in the dedicated frame and take a picture.**
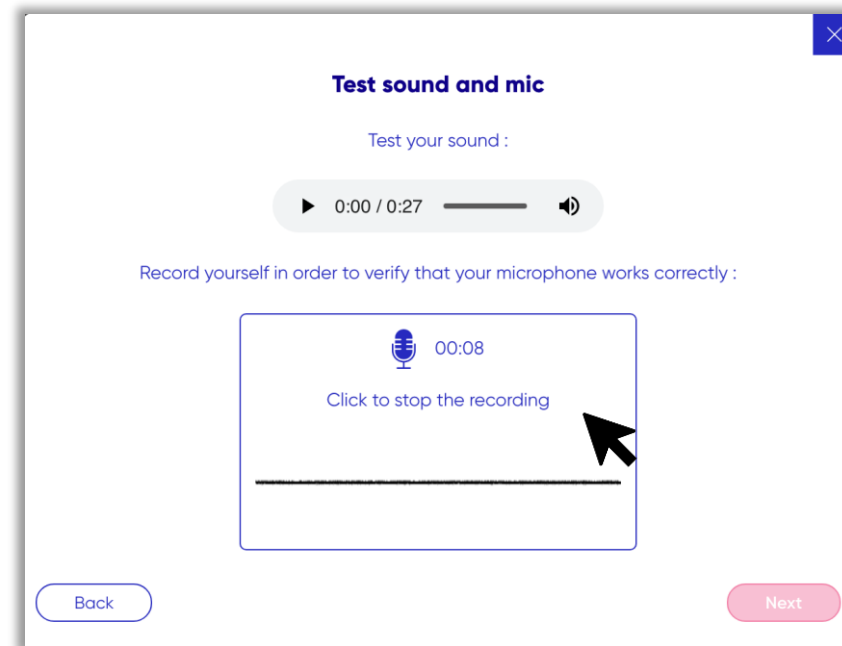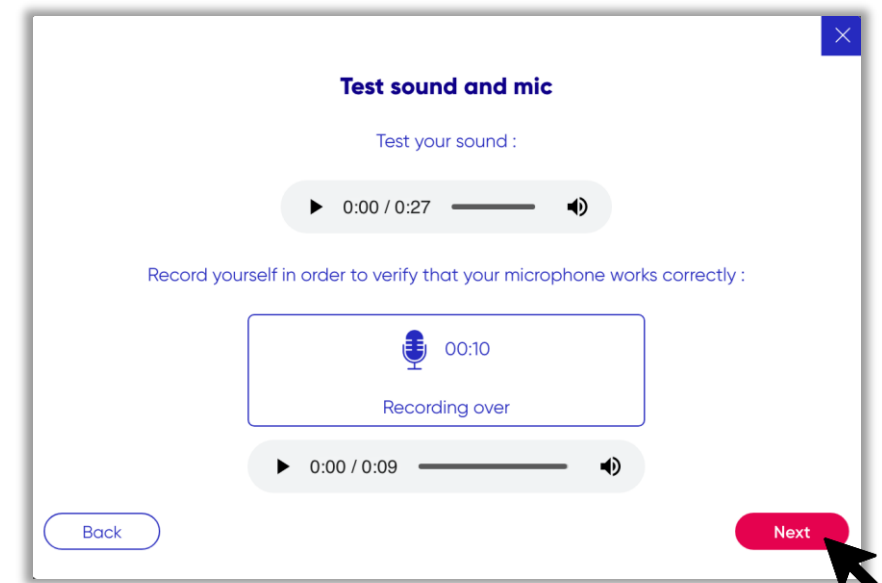
2 **Validate the picture.**

e. Verifying your microphone

1 **Click to record your voice.**

2 **Click to stop the recording.**

3 **Click next to validate.**

Test sound and mic

Test your sound :

▶ 0:00 / 0:27 🔊

Record yourself in order to verify that your microphone works correctly :

🎤 Click to start the recording

Back   Next

Test sound and mic

Test your sound :

▶ 0:00 / 0:27 🔊

Record yourself in order to verify that your microphone works correctly :

🎤 00:08

Click to stop the recording

Back   Next

Test sound and mic

Test your sound :

▶ 0:00 / 0:27 🔊

Record yourself in order to verify that your microphone works correctly :
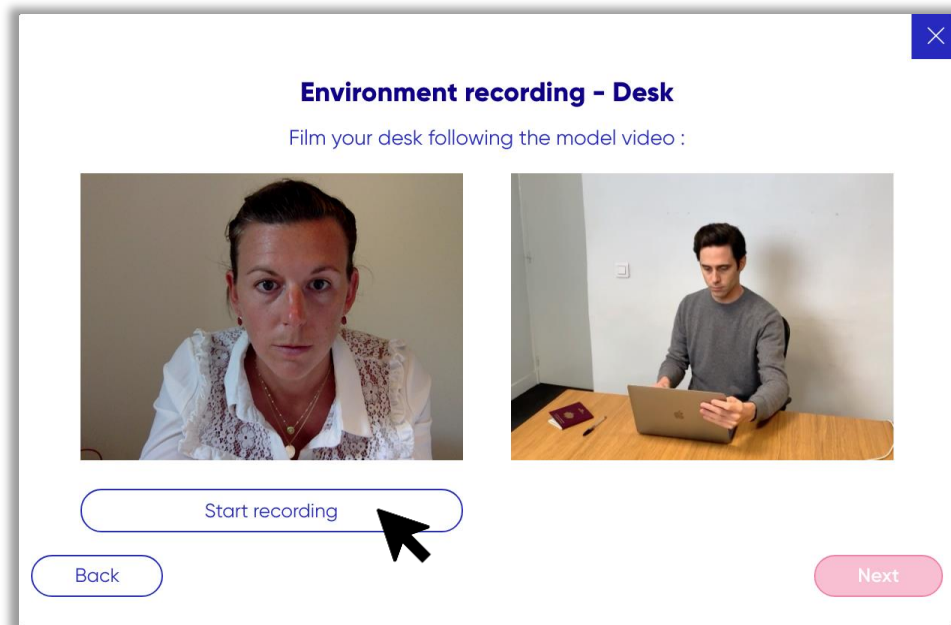
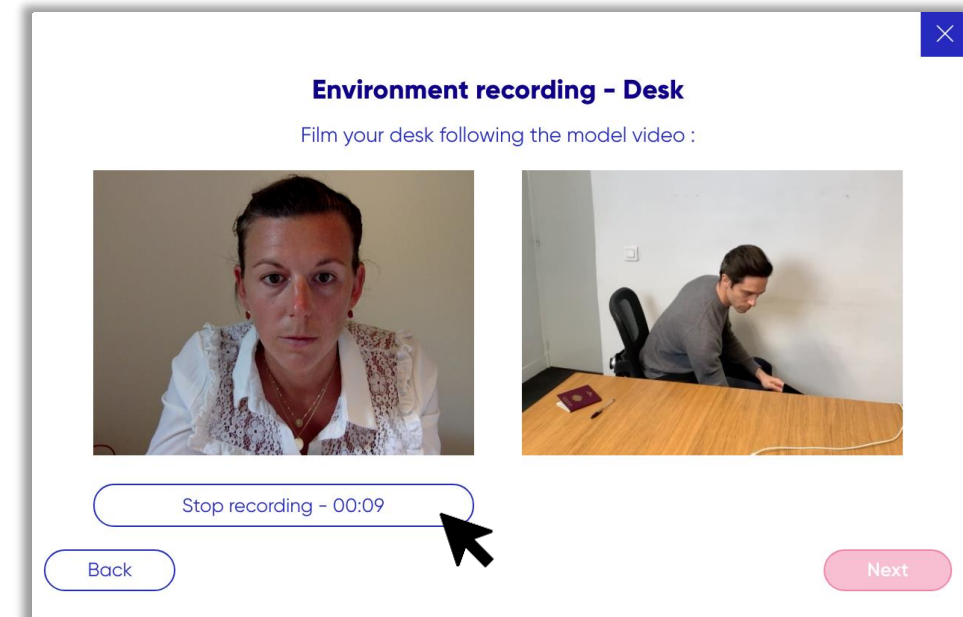🎤 00:10

Recording over

▶ 0:00 / 0:09 🔊

Back   Next

This verification step is only needed if your exam was set up with a microphone proctor.

f. My 360 environment

1 **You will be filming consecutively:**
- **Under your desk**
- **Your ears**
- **Your surroundings**

2 **Click to stop the recording.**

Environment recording – Desk

Film your desk following the model video :

Start recording

Back

Next

Environment recording – Desk

Film your desk following the model video :

Stop recording - 00:09

Back

Next

This verification step is only needed if your exam was set up with a 360 environment check.
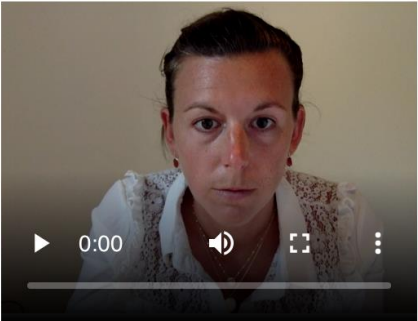
f. My 360 environment

3 **Click next to validate.**

This verification step is only needed if your exam was set up with a 360 environment check.

Dos and Don'ts

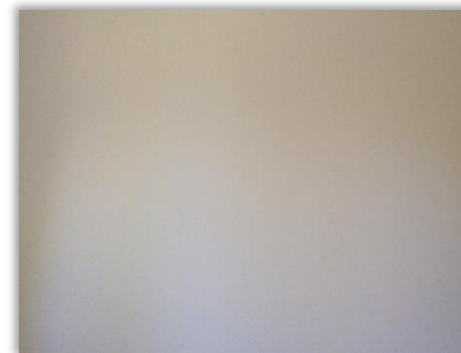**1** Your room must be **well-lit**.
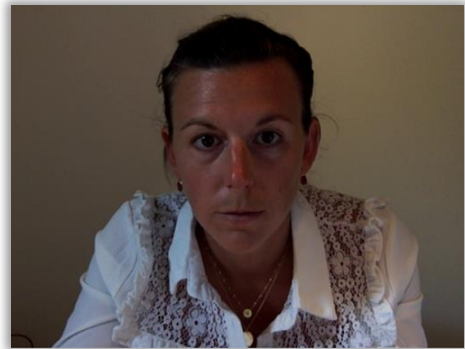
2 ID documents and computer **only** on the desk.

3 Focus **your eyes on the screen** during the exam.

4 **Do not get up** and/or **do not leave** the room during your exam.

1 Type «1234 » to send your exam answers.

2 Verify the state of your submission. A green bubble must show in which the word « Sent » must appear in order to confirm the successful sending of your exam.

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 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

Passed exams   👁 All results (3)

23.07.2021 **Not realized**
Subject   **Cultures étrangères**
Name   **Le Canada 2**

22.06.2021 **Unsent**
Subject   **Cultures étrangères**
Name   **Le Canada**

21.06.2021 **Sent**
Subject   **Cultures étrangères**
Name   **Culture Canadienne**

👍 **You were connected to the Internet before starting :** your exam submission is automatically sent at the end of your session.

👎 **You were not connected to the Internet before starting :** Connect to the internet within 24hrs maximum and sent your submission by reopening the software. Your exam will send automatically if an internet connection is detected.
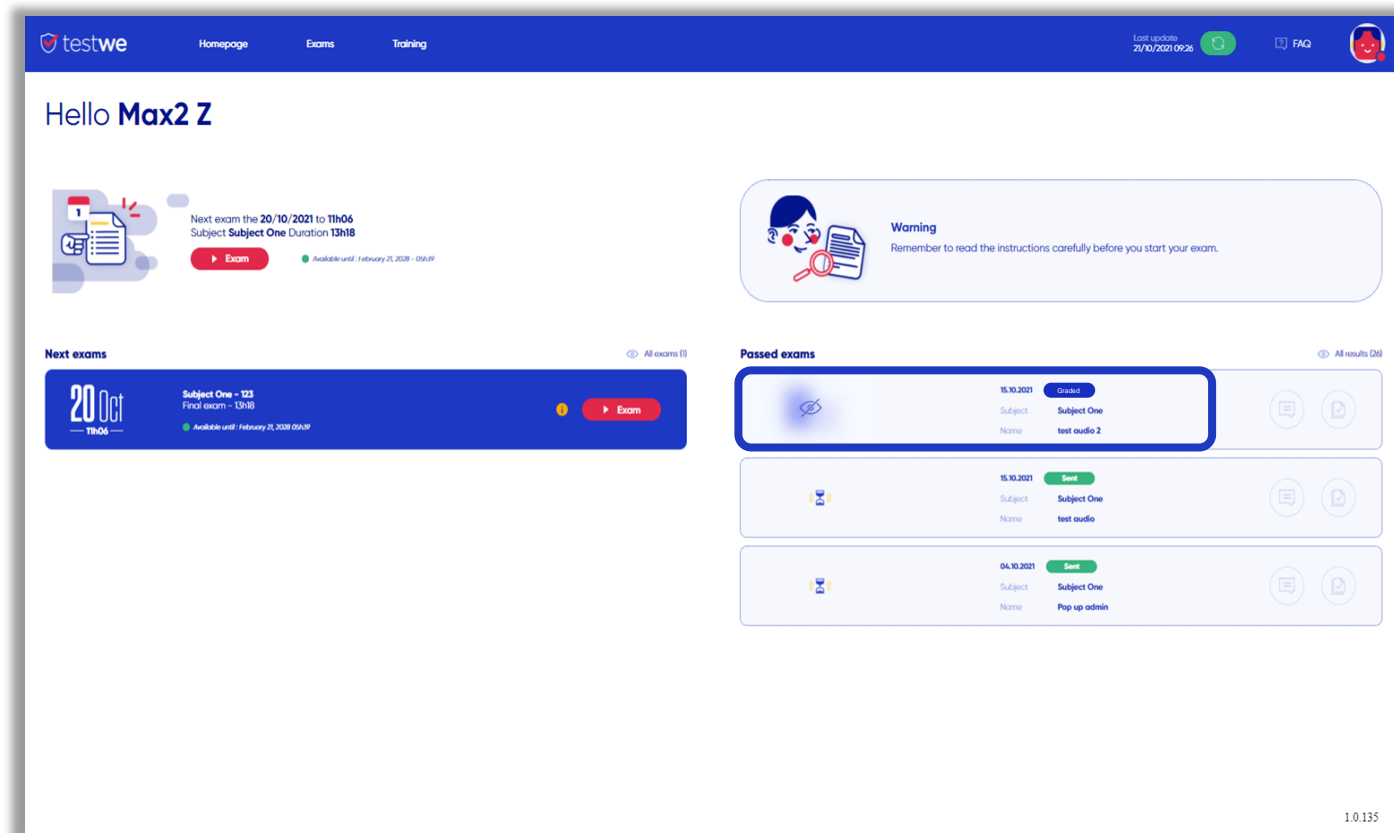
b. Receiving your results

In order to know in how long and under which format you will be receiving your results, please refer to your administration.
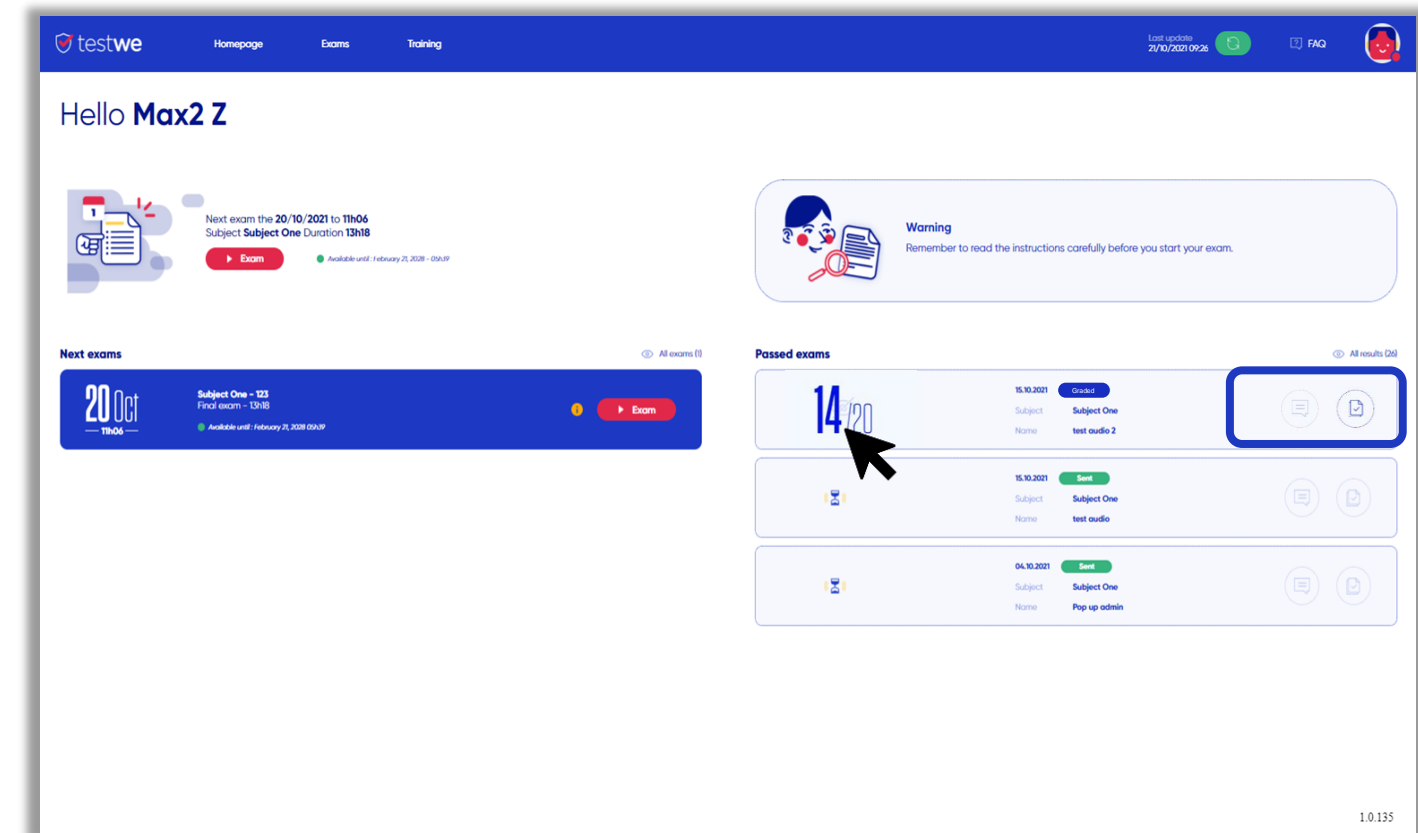
If the grade sharing is done through TestWe :

1 **Log in to TestWe and check that status of your exam.**

2 **Click on the eye so the results appear.**

If your submission was sent, the **state of your exam** will be **blue**.
If your institution has shared your results, a crossed off eye will appear on the left of your exam.

If there is a **comment** on your exam, this icon will appear in bold.
If your institution has shared with you your submission and **corrections**, this icon will appear in bold.