



# GUIDE HELPDESK





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For any emergency,  
please contact our  
support team :

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# LANDMARKS



# First exam for your students/candidates on TestWe?

We explain the process to you so that everything goes for the best.

## Example of an exam screen on TestWe

The screenshot shows the TestWe exam interface. At the top, there is a navigation bar with the TestWe logo, the time 16:12, the date 10/08/2022, and a battery level of 100%. On the right side of the navigation bar, there is a timer showing 59 minutes left for the exam. Below the navigation bar, there is a section titled "General knowledge - Countries" with a question "Question n°1" and the text "What is the capital of Finland?". To the left of the question, there are three icons: "Rules", "Calculator", and "Medias", each with a corresponding callout box. The "Rules" icon is labeled "Show rules", the "Calculator" icon is labeled "Show Calculator", and the "Medias" icon is labeled "Show supporting documents". Below the question, there is a text input field with a rich text editor toolbar. The toolbar includes icons for undo, redo, paragraph, bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, table, and image. The text input field is currently empty and has a character count of "0 MOTS". On the right side of the text input field, there is a timer showing 04:22 left for the question, with a callout box labeled "Time left for the question (if timed question)". At the bottom right of the text input field, there is a blue arrow button. The version number "1.9.0" is displayed in the bottom right corner of the interface.

Navigation bar in the sections / questions

Time left for the exam

Show rules

Show Calculator

Show supporting documents

Time left for the question (if timed question)

A woman with blonde hair and glasses, wearing a dark top and a lanyard, is smiling and speaking at a podium. A laptop is open on the podium. The background is a blurred office or conference room with large windows. The right side of the image is overlaid with a semi-transparent purple-to-red gradient.

# STANDARD PROCESS OF AN EXAM

# Software identification

Each student received a welcome email from TestWe containing their username, password and the link to download the software. He must enter his identifiers each time to to log in.

The screenshot shows the TestWe login interface. At the top right, there is a language selector set to 'English'. The main heading reads 'To access the TestWe portal, please enter your credentials'. Below this are two input fields: 'Username or email' and 'Password'. A red box labeled '1 ID: email address' points to the 'Username or email' field. Another red box labeled '2 Password' points to the 'Password' field. To the right of the password field is a red box labeled 'Button to reset password' pointing to a 'Forgot Password?' link. Below the input fields are a 'Remember me' checkbox and a large red 'Connect' button.

## GOOD TO KNOW

For the very first connection to the software:

- ➔ The student must have an internet connection (only for the 1st connection )
- ➔ He will have to take the training exam in order to familiarize himself with the software

The list of exams requires an internet connection to synchronize.

On site exams can take place without an internet connection.



# The home page

testwe | Homepage | Exams | Training | Equipment check

Hello **Anchala Balaskanthan** | Business School of Paris

**Next exam**  
Next exam the **10/08/2022** to **14h40**  
Subject **Test** Duration **1h00**  
Available until: August 11, 2022 14h40

**Warning**  
Remember to read the instructions carefully before you start your exam.

**Next exams (2)** | All exams (2)

10 Aug 14h40	General knowledge - Test Final exam - 1h00 Available until: August 11, 2022 14h40	Exam
10 Aug 14h50	General knowledge - Test Final exam - 1h00	Exam

**Passed exams (16)** | All results (16)

29.07.2022	Sent	Subject: Test	Name: [redacted]
28.07.2022	Not realized	Subject: Test	Name: proctoring live
28.07.2022	Sent	Subject: Test	Name: proctoring live

Click here to start the exam.

Green dot = accessible exam.

List of future exams

# The Exam Instructions Page

testwe Homepage Exams Training Equipment check

## Test Guide

Subject: **Test**  
Establishment: **Business School of Paris**  
Date: **July 22, 2022**  
Start time: **12h15**  
Duration: **1h00**

**Reminder of TestWe rules**

- ✓ Make sure you have enough battery. Do not hesitate to plug into your power supply.
- ✗ Do not try to exit TestWe during your exam. Any attempt will be considered as cheating by your establishment.

**Rules of the exam**

- ✗ Copy/Paste
- ✗ Anonymous grading
- ✗ Scientific calculator
- ✗ Basic calculator
- ✓ Proctoring
- ✓ Open-book

**The instructions of my professor**

You have one hour to answer the following questions.

By checking this box, I certify that I have read **the rules of TestWe and the instructions of the current exam.**

Back

Next

Available until 12h15

1.9.0

1 Read the instructions and rules then tick here.

2 Click this button to begin.



# Password to unlock the exam

Please log in to the online platform first to retrieve the passwords.

## Online platform

**1** Click on "Finish"

**2** Click on the name of the exam

test mail 2	Marketing	classe Soukaina	Sad Mr	03/08/2022 à 18:27	1/0		
Examen de pruba	Marketing	Mayra	Natalia Roles	01/08/2022 à 13:26	1/0		
General Knowledge - English ...	Prerequis	Roger	Roger Borges	01/08/2022 à 10:43	1/0		

**3** Click on the eye to reveal the password

Matière : Prerequis  
Classes : Roger  
Date : 01/08/2022  
Durée : 2 h 0 min

Professeurs : Borges Roger  
Correcteurs : Borges Roger  
Surveillants : John Smith prof

Synchronisation : 1/2

Mot de passe : Evaluation, Surveillant

Nom	Email	Etat copie	Copie	Synchronisation	Copie envoyée	Version	Commentaire	Durée d'accessibilité étendue
testwe, roger		<input type="checkbox"/> Présent(e)	Copie	✗	En attente	--		00h00m
Borges, Roger		<input type="checkbox"/> Présent(e)	Copie	✓	Synchronisé	1.90 Windows		00h00m

**4** Give this password to students to give them access to the exam.

Password

Evaluation: BSMMCBWR

Proctor: .....

## Student software

**1** Write the password

**2** Check the box

**3** Then click here

Test anglais  
Midterm Exam - 1h00

Insert the examiner code

By checking this box, I certify that I have read the rules of TestWe and the instructions of the current exam.

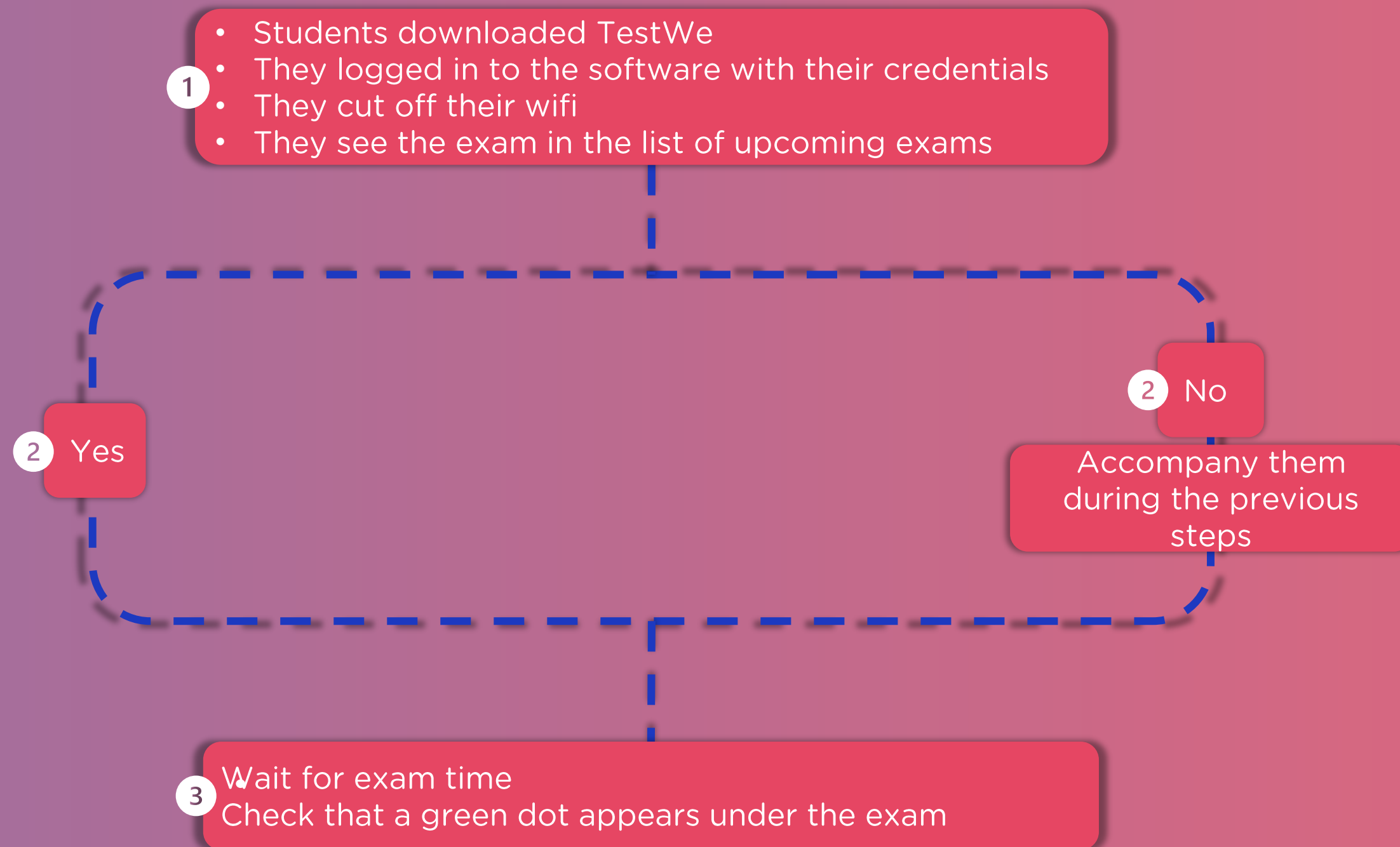
Access questions

A woman with short dark hair, wearing a red t-shirt, is sitting at a white desk with a laptop. She is smiling and has her right arm raised in the air. The background is a bright, out-of-focus indoor setting. The right half of the image is overlaid with a semi-transparent purple-to-pink gradient.

# WHAT ARE YOUR ASSIGNMENTS?

# Before the start of the exam

Please check with students on certain points and act accordingly.



The background is a composite image. The left side shows a blurred classroom scene with students at desks. The right side is a semi-transparent purple and red overlay containing a faded image of a teacher leaning over a student's desk, looking at a laptop. The text 'POSSIBLE PROBLEMS BEFORE THE EXAM' is centered in white, bold, uppercase letters over the right side of the image.

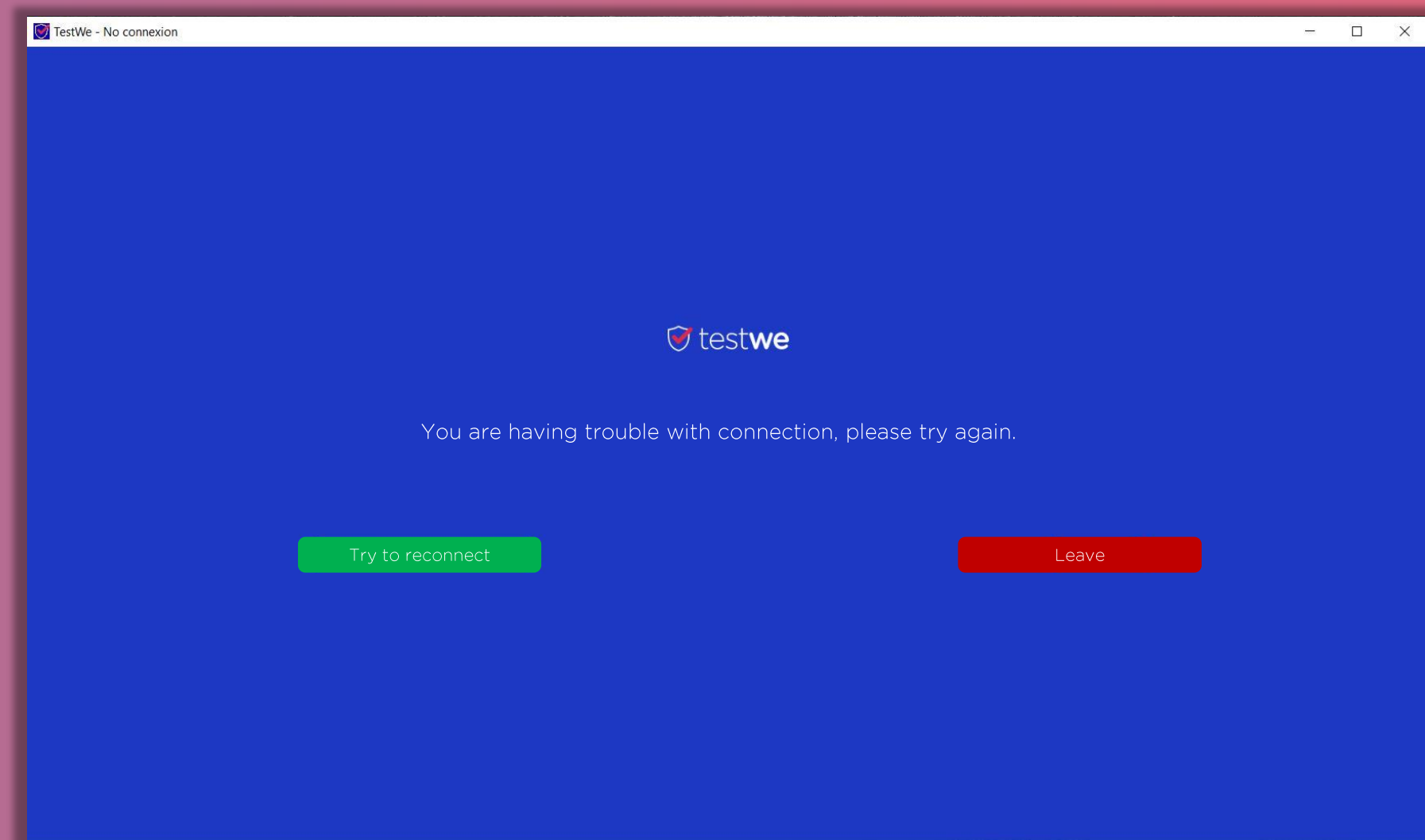
# POSSIBLE PROBLEMS BEFORE THE EXAM

# Connection to the software is not possible

## → SOLUTION

The student must be connected to Wifi to:

- the first identification.
- subject synchronization.



# The credentials are incorrect

## → SOLUTION

Ask the student to:

re-enter their identifiers in front of you (pay attention to capital letters).

OR (if problem persists)


click on [Forgot your password?](#) bottom right and change your password.

The screenshot shows the TestWe login interface. At the top left is the TestWe logo. At the top right is a 'Quitter TestWe' button. Below the logo is the text 'English v'. The main heading is 'To access the TestWe portal, please enter your credentials'. Below this is a red-bordered box containing a red 'x' icon and the text 'Invalid username or password.'. Underneath are two input fields: 'Username or email' with the value 'anchala.t@gmail.com' and 'Password' with a toggle eye icon. At the bottom left are radio buttons for 'Remember me' and 'Forgot Password?' at the bottom right. A large red 'Connect' button is at the bottom center. The page number '190' is in the bottom right corner.

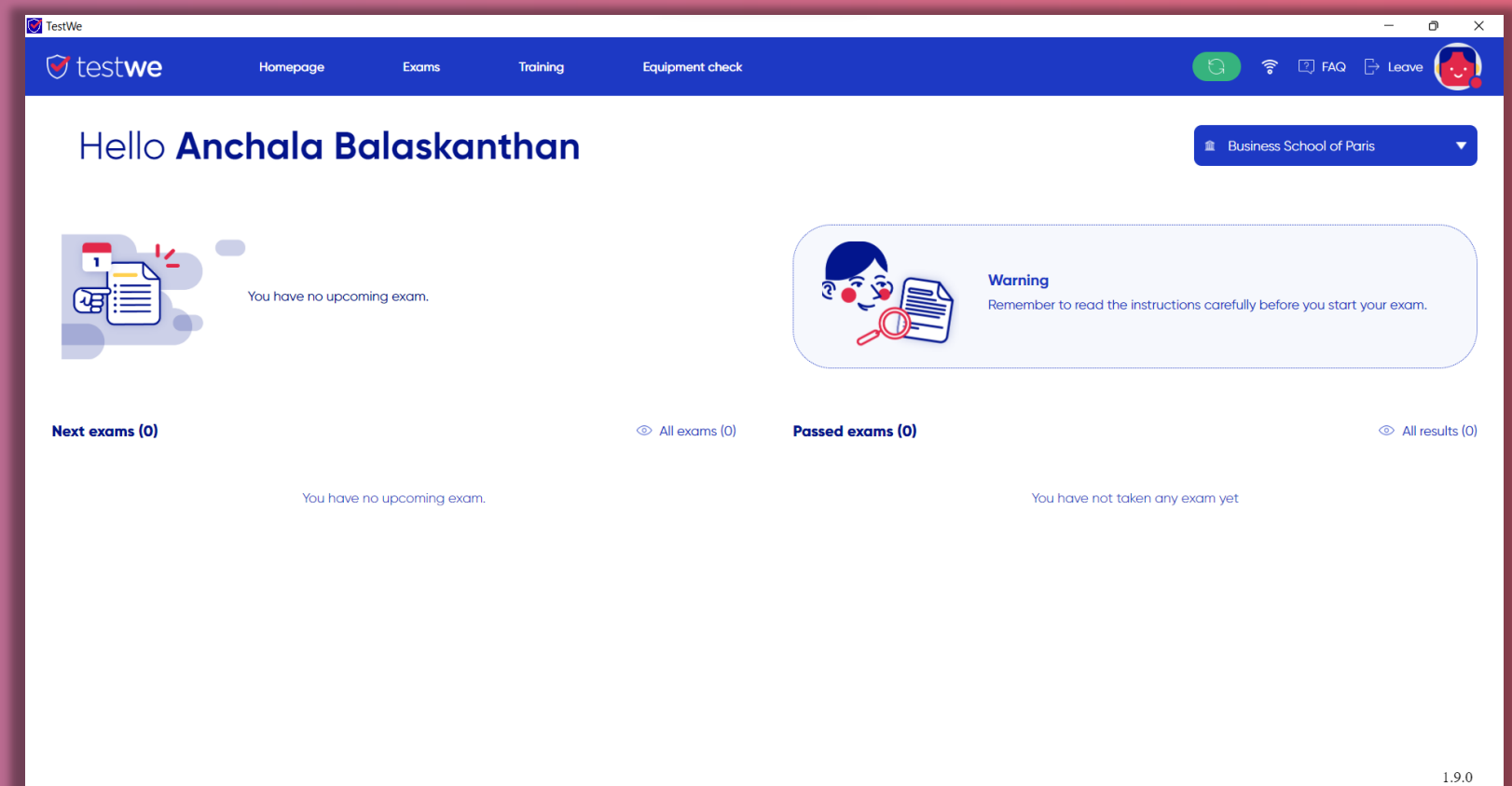
# The exam list is empty

## → SOLUTION

Ask the student to:

- check internet connection.
- check the software version at the bottom right (it must be the same for all students), the update is done automatically (if it is not done, ask the student to delete then re-download the software).
- click on the button  to refresh the list of exams or close and restart the software.

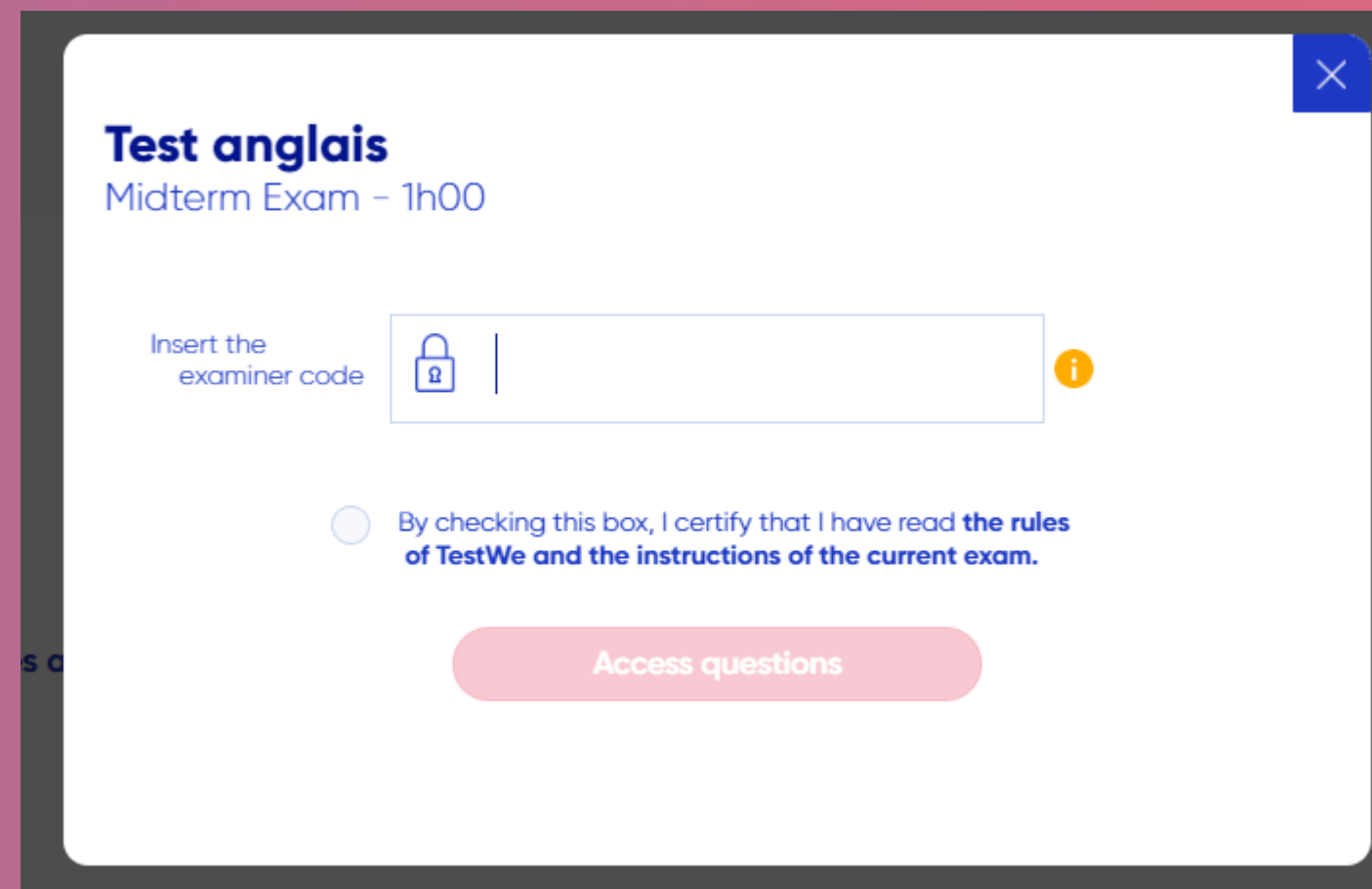
Then, make sure the exam appears with a green dot under its name.



# The exam password is incorrect

## → SOLUTION

- Make sure the student is on the correct exam.
- Check that he enters the password correctly (8 letters in capitals).



The screenshot shows a web interface for a 'Test anglais' (English Test) titled 'Midterm Exam - 1h00'. It features a login form with a text input field for the 'examiner code'. The input field contains a lock icon and a vertical line, indicating an error. A yellow information icon is visible to the right of the input field. Below the input field, there is a radio button and a checkbox for certifying that the user has read the rules and instructions. At the bottom, there is a red 'Access questions' button.

**Test anglais**  
Midterm Exam - 1h00

Insert the examiner code  ⓘ

By checking this box, I certify that I have read **the rules of TestWe and the instructions of the current exam.**

[Access questions](#)



The background is a composite image. On the left, a woman with long hair in a white shirt is seen from the side, looking at a laptop. On the right, two women are sitting at a desk; one is wearing glasses and looking at a laptop, while the other is looking down at papers. The entire image has a color gradient overlay, transitioning from purple on the left to red on the right.

# POSSIBLE PROBLEMS DURING THE EXAM

# The screen freezes or goes blank

## → SOLUTION

- Ask the student to force the computer to shut down by pressing the power button for about 15 seconds.
- Reassure him/her that the exam time has been paused and will not restart until he/she is back in the exam. Also, all data entered in the exam has been saved.
- Ask him/her to turn the computer back on, restart the software and click on "Start Exam" again.
- Complete an incident report if necessary.

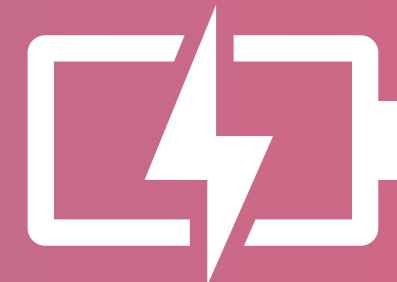
# The computer shuts down because it has run out of battery

## → SOLUTION

Ask the student to:

- plug in your computer, turn it back on and then relaunch TestWe.
- enter the supervisor password that you give him/her directly (8 letters in capitals).

Reassure him/her that the exam time has been paused and will only restart once again in the exam and that all his/her data has been saved.



# The student fails to send his copy

## → SOLUTION 1

Make sure the student writes the word CONFIRM in the box so that the send copy button turns red.

## → SOLUTION 2

If they managed to click the submit button but later get a message saying they have a synchronization problem, ask the student to:

1/ exit the exam.

2/ check your internet connection.

3/ update the software.

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

ⓘ Warning. After sending, no turning back is possible.

✓ CONFIRM

Yes, send

No, I want to verify something

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

ⓘ Warning. After sending, no turning back is possible.

✓ CONF

Yes, send

No, I want to verify something

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

ⓘ Warning. After sending, no turning back is possible.

✓ CONFIRM

Yes, send

No, I want to verify something

**Exam finished**

Your exam is being sent. Don't panic! It is considered to be finished in time. Click 'Finish' to return to the home page and verify that your copy is 'sent'.

✕










Finish

The background is a photograph of an exam hall with rows of green chairs and black desks. The image is overlaid with a semi-transparent purple-to-pink gradient. The text 'WHAT TO DO AT THE END OF THE EXAM?' is centered in white, bold, uppercase letters.

# WHAT TO DO AT THE END OF THE EXAM?

# Sending the copy

**Passed exams (3)** 👁 All results (3)

	<b>13.07.2022</b> <b>Not realized</b>		 
	Subject <b>Test</b>		
	Name <b>Test</b>		
	<b>04.07.2022</b> <b>Sent</b>		 
	Subject <b>Test</b>		
	Name <b>Test</b>		
	<b>15.07.2022</b> <b>Not sent</b>		 
	Subject <b>Test</b>		
	Name <b>Test</b>		1.7.2

If the copy status is green with the information " Sent ", the copy has been sent.

If the copy status is yellow with the information " Not sent ", the copy has not been sent.



If the exam has not been sent, the student must find an internet connection within 24 hours, relaunch the TestWe application and identify himself in the software. **The copy will be sent automatically.**



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