

WEBXAM INSTRUCTIONS

Demo Login	webxam.demo
Demo Password	demo

To install Safe Exam Browser (SEB) and the configuration file, you must have Administrative Rights to the device that you will be using. If you do not have the appropriate rights, consult your IT department. Following these instructions, make sure that you can access the WebXam login while still working with the IT department. Ensure that you can access the WebXam login under your user account.

Please follow these instructions for testing the WebXam Platform. Please do this as soon as practicable so we can troubleshoot any issues before your examination date. Please note that we are still working to get adequate screenshots of the user experience.

1. Please read through these instructions first.
2. All examinees must install the Safe Exam Browser and the ABC Configuration File from the provided website using the button "WebXam Installation Link". The examination platform is only configured to work with the specific versions provided on the website.
3. If you have previous versions of Safe Exam Browser installed, you must uninstall them before installing our version.
4. To install the Safe Exam Browser and configuration file:
 - a. Click the Mac link to download the Safe Exam Browser to your Downloads folder.
 - b. Click the link following the "ABC Configuration File" paragraph. This will download the ABC specific configuration file to your Downloads folder.
 - c. In your Downloads folder, first install the SafeExamBrowser by double clicking the SafeExamBrowserX.X.X.dmg file.

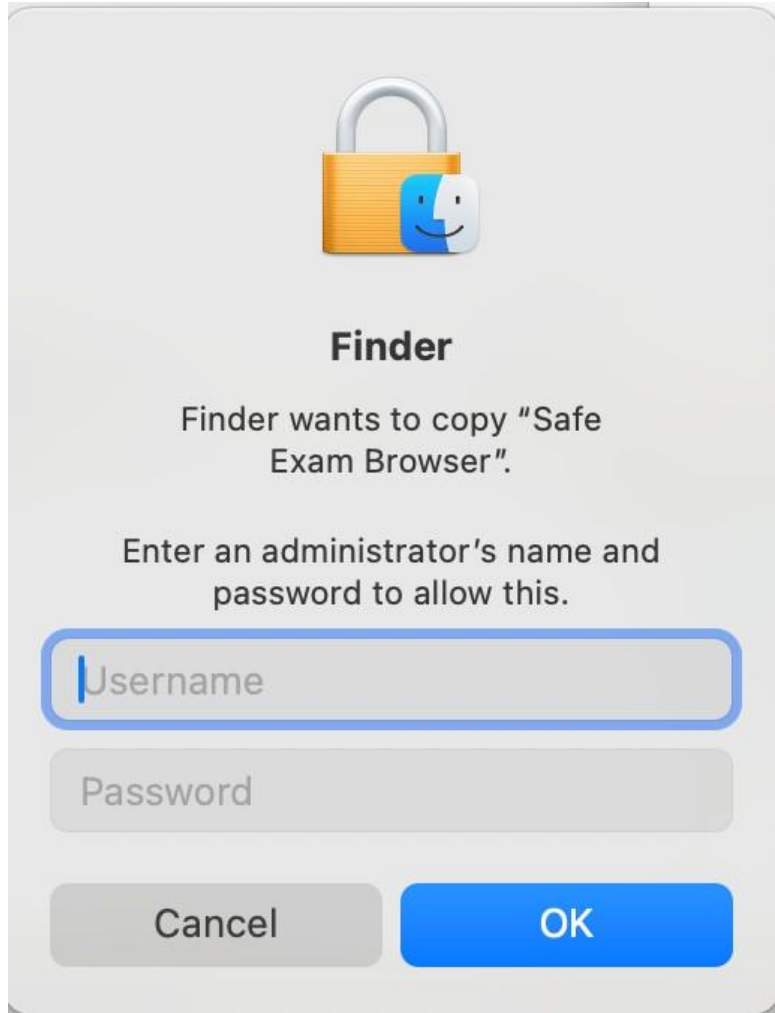
i. You will see a window like the following:



Click and drag the Safe Exam Browser icon to the Applications folder.

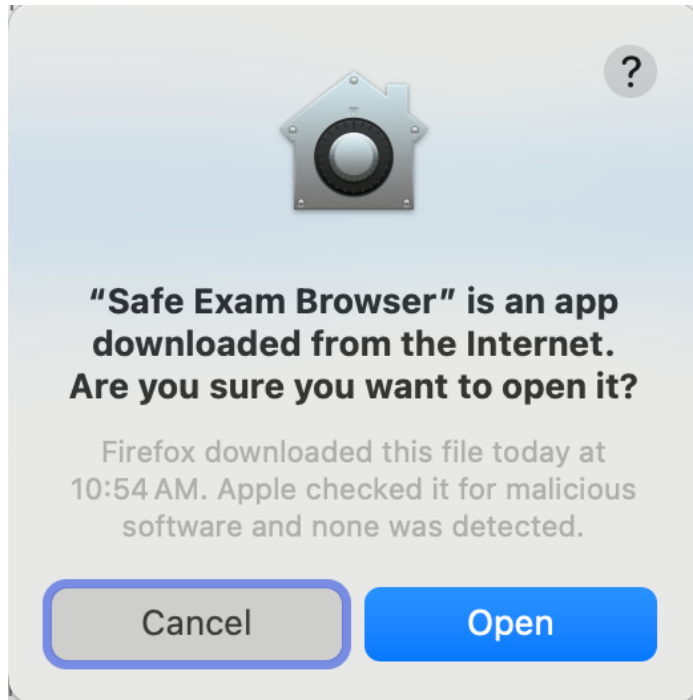
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- ii. Enter the Administrator's Authentication:

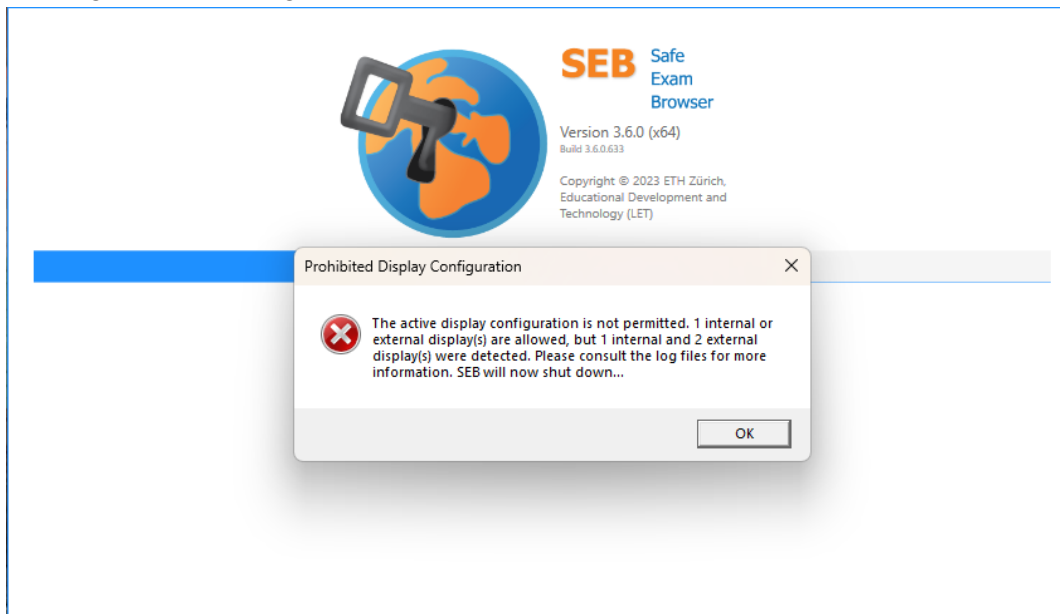


- iii. You will see a warning window like below. Click "Open" to create the application in the Applications folder.

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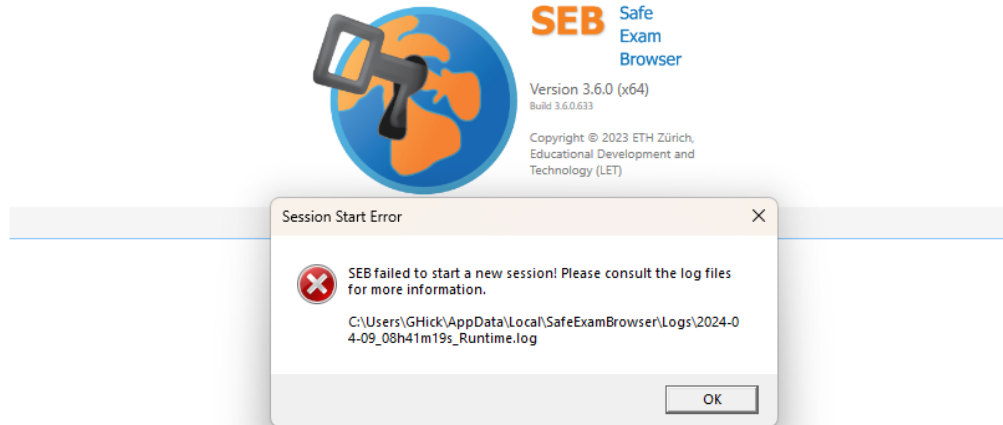


- c. To open the SafeExamBrowser application, you will double click to open the "ABC.seb" configuration file. SEB will launch, and you may see a window "SEB Re-Configured." Click the Continue button to proceed to the login page for WebXam. **Mac users should always open SEB by double-clicking to open the "ABC.seb" configuration file to access the WebXam test site.** You may wish to move the "ABC.seb" file to a location you will remember on examination day.
5. Before launching SEB, ensure that you have only a single monitor and a single operating system. SEB will not open in these conditions and you will see the following error message or something similar:



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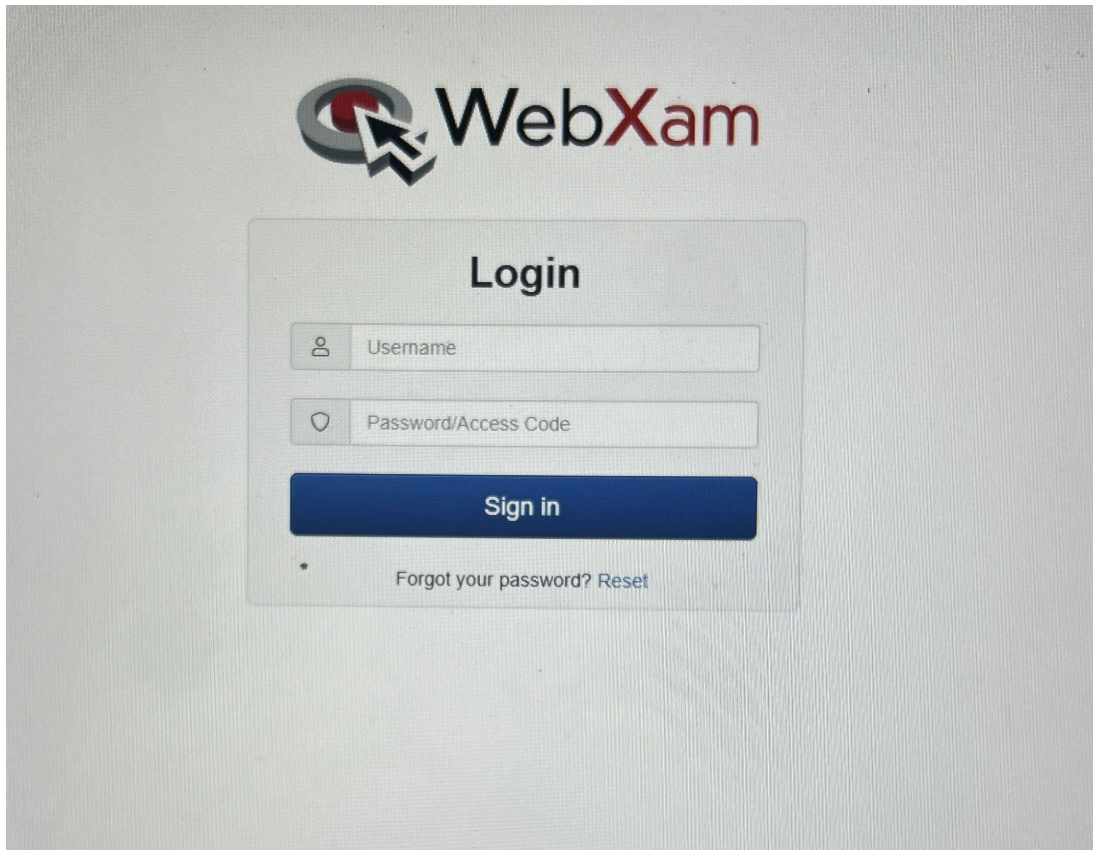
When you click OK, you will then see this message:



6. SEB will close disallowed applications, even those running in the background, such as Teams, Skype, etc. If you have disallowed applications running, you will be alerted by SEB that it is closing them.

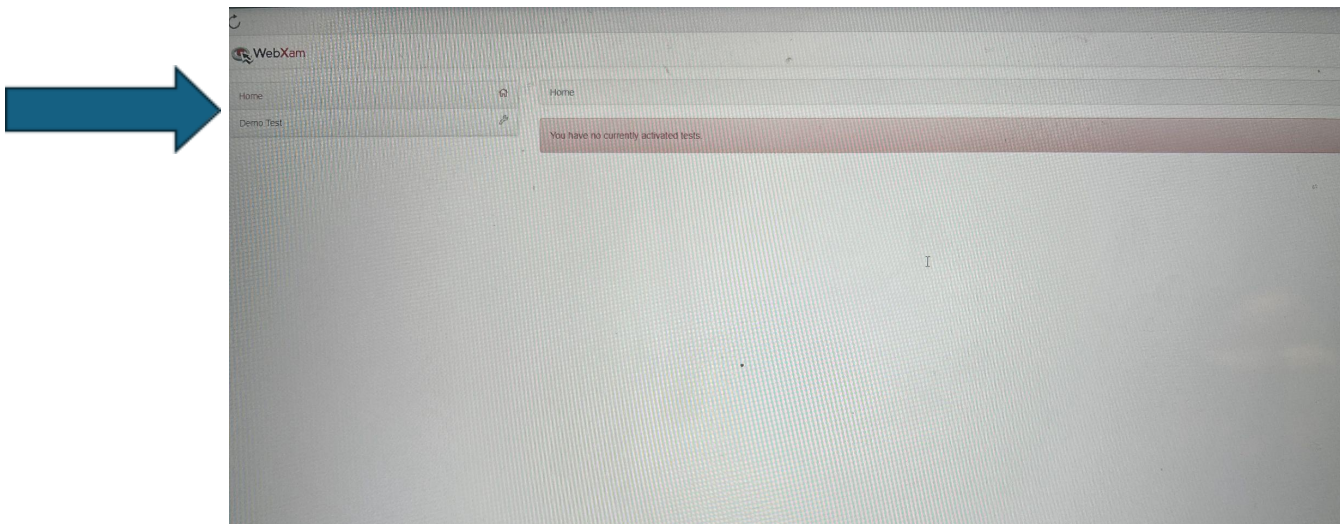
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7. SEB will open a window that looks like this:



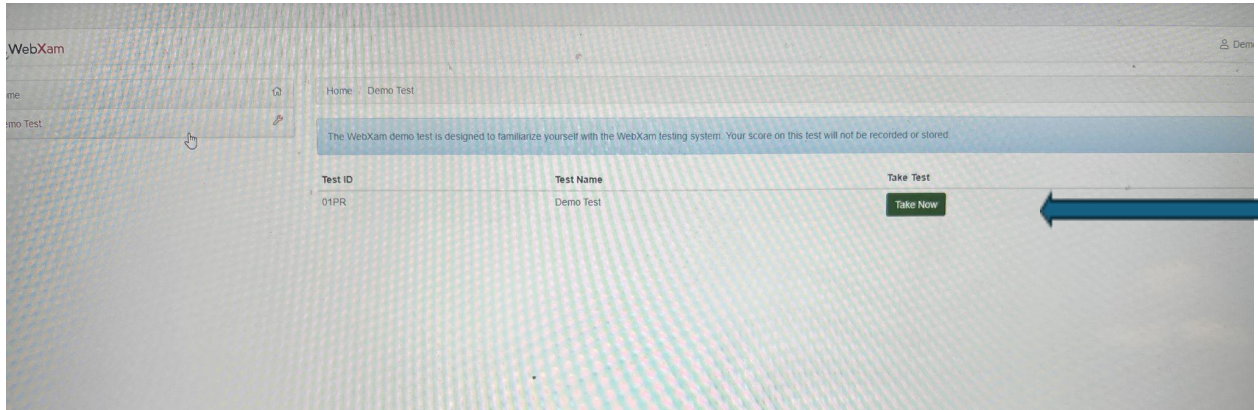
Enter the Username and Password. For the actual examination date, each candidate will have a unique username and password/access code.

8. You will be asked to accept a user agreement.
9. The next window will tell you that you have no currently activated exams. PLEASE NOTE that on the day of your examination, you will see an examination listed in the same place as the red bar. For the demo, please click on the Demo Test button on the left.



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10. Now you will see an opportunity to click the Green Take Now button.



11. Select Take Now. The demo test allows 10 minutes to complete. Please take the examination.

12. At this time, click the WebXam Installation Link on our website to install the required software. To take the Demo test, ensure that you are using the Demo username and password provided above.

TROUBLESHOOTING

Some Mac users are experiencing issues where their operating system stops responding or just continues to spin. In this instance, we recommend you start your Mac on Safe Mode.

How to Use Your Mac's Safe Mode

1. Power on or restart your Mac, then immediately press and hold the **Shift** key as your Mac starts up.
2. Release the key when you see the login screen.
3. Log in to macOS.
4. You may be asked to log in again. On either the first or second login window, the words **Safe Boot** should appear in the upper-right corner of the window.

If the problem you're having still happens in safe mode, reinstall macOS and make sure that your Apple software and third-party apps are up to date. Likewise, if your Mac restarts several times and then shuts down while starting up in safe mode, the best course of action is to start again fresh and reinstall macOS plus any third-party apps you use.

If the problem you're having doesn't occur in Safe mode, it's possible that the issue has been resolved. Restart your Mac normally, then test for the issue again.

OPEN FORCE QUIT

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If a candidate restarts their computer in Safe Mode, they should have the ability to Force Quit running applications.

Open Force Quit. This command is available from the Apple menu (far left hand corner of the menu bar), or simultaneously engaging the key combination Option + Command + Escape ($\text{⌘} + \text{⌥} + \text{esc}$). This opens the Force Quit window showing all active applications. If the Safe Exam Browser is still running, click on Safe Exam Browser to select the application, then click the Force Quit button at the bottom of the window.

Safe Exam Browser Won't Launch

If you receive a message similar to the one below, please ensure that you have the most up to date ABC configuration file. You can find that file on the Getting Started Page.

