Guidelines for Exam Invigilators

Inspera Digital Exams

Step: Before you let students into the room

1. Put out the exam paperwork.

2. If you are in a room with a teaching computer that is attached to the large screens, log into the computer with the following details:

   Username: **nolaf**

   Password: **HBTeab32**

3. Open a new web browser window and type in https://tinyurl.com/2p8uztne to open the online clock. Maximise the window and leave the clock showing on the full screen for the students to see throughout the exam.

Step 2: 30 mins before the exam starts

Get the students into the room and logged in as soon as you have set out the paperwork and the room is ready, so that they can log in and be ready to begin the exam at the scheduled start time.

Note: for a small number of exams students in computer clusters need to enable another language keyboard before they follow the steps on the Exam password: student instructions sheet. An additional 'Student instructions for enabling another language keyboard' sheet will provided in the exam pack for each student. Tell the students to follow those steps first, before following the steps on the Exam password: student instructions sheet.

Before the start of the exam **students need to follow steps 1-8 on the Exam password: student instructions sheet**. Instruct them to do this as soon as they are ready. The instructions explain that they need to log into Canvas, find the link to the exam and click it to launch Inspera.

Once they have followed the required steps students will see the following message on screen.

Tell the students to wait at this point for the start of the exam.

Step 3: Instructions – 5-10 mins before exam starts

At this stage, read out the student instructions. In addition to any exam-specific instructions, tell students the following information.

- You should now have followed the steps from the instructions sheet on your desk up to step 8, and your screen should show the 'Write the day password here' box. If you still have the 'Settings Password Required' box showing on your screen, click into the box and type newcastle1 (all lower case), and click confirm. When you have done this and see the 'Write the day password here box' you will be ready to begin at the start of the exam.

- During the exam you can move between questions using the forward and backward arrows, or by clicking on the question navigation icons at the bottom of your screen, which shows each question and whether it has been answered.

- Your answers will be saved as you work through the exam. If there is a problem with the machine you are working on put your hand up. We will fix the problem or move you to another computer where you will be able to continue from where you left off.

- For timekeeping, please use the online clock shown on the large display screen, the timer within Inspera will not show an accurate countdown. If you are unsure as to how much time you have left in the exam, you can raise your hand and ask an invigilator.

- After the final question you will see the Submit now button. Do not click this until you are sure you have answered all the questions and that you do not want to change any of the answers.

- When you have completed the exam and are ready to submit click the Submit now button after the final question, then click Quit Safe Exam browser and confirm the message that

asks 'Would you like to terminate SEB now?' Once you have done this you must close the browser and log off from the computer. You must not access anything else on the computer after you have submitted.

Additional instructions for exams with Inspera Scan sketch sheets:

Note that paper Inspera Scan Sketch sheets will be provided in the exam pack if they are required for the exam. If this is the case, read out the additional instructions below before the exam starts:

- You are provided with sketch sheets in this exam. Use the sketch sheets for anything that you need to draw or write on paper as part of your answer to an exam question.
- Use pen or pencil on the sketch sheet. Do not use red ink. Use a separate sheet for each question where you need to draw or write anything on paper as part of your answer.
- Draw or write on the sketch sheet within the drawing area (within the squared grid on a grid sheet, or within the dotted line on a blank sheet).
- You must complete the information at the top of the sheet to make sure your sketch is attached to the correct question for marking. Make sure you complete the information before you press submit at the end of the exam.
- There will be instructions for completing the information at the top of the sketch sheet on the screen at the start of your exam. You can move back to the instructions at any time during the exam by clicking on the letter 'i' icon at the bottom left of your screen before the first question number.
- At the end of the exam leave the sketch sheets on your desk for the invigilators to collect.

Additional instructions for exams with student instructions for enabling another language keyboard in University PC Clusters

If the exam is one where students need to enable another language keyboard in University PC Clusters read out the additional instructions below before the exam starts:

- You are provided with an instructions sheet for enabling another language keyboard on the machine you are using. Before the start of the exam follow the steps on the sheet to enable the keyboard you need.

- You must enable the other language keyboard before you follow the steps to start the test in Safe Exam Browser. You will not be able to add an additional language keyboard once you launch the Safe Exam browser to start the exam.

Step 4: Start the exam – Scheduled start time

Tell the students to turn over their password sheets and type the password into the day password box, then click Unlock to begin the exam.

Step 5: End of the exam
Additional instructions for exams with Inspera Scan sheets:

At the end of the exam remind students that if they have used any Inspera Scan sheets they must complete the information at the top of each sheet before they submit their exam. There are instructions for completing the information on the screen at the start of the exam, you can move back to these instructions by clicking on the letter 'i' icon at the bottom left of your screen before the first question number.

Leave the sheets on your desk for the invigilators to collect. If you have used more than one sheet sort them into question number order with the first question on top. If you have used more than one sheet for a question sort them into page number order.

End of exam instructions for all exams:
Locked Down In-Person Exams

At the end of the exam instruct the students to go to the page after the final question and click the **'Submit now'** button, then click Quit Safe Exam browser and confirm the message that asks 'Would you like to terminate SEB now?' **They must quit safe exam browser in order to unlock the machine before they leave the exam room.**

Students must not access anything else on the computer after they have submitted. This also applies if a student finishes the exam early and has submitted it before the scheduled exam finish time.

Non-Locked Down In-Person Exams – No Safe Exam Browser used

At the end of the exam instruct the students to go to the page after the final question and click the **'Submit now'** button. There are no further steps to take with Inspera as there is no Safe Exam Browser to exit.

Step 6: Invigilator report

After the exam the Senior Invigilator will complete the invigilator report form. If there have been any technical issues during the digital exam, please make sure that full details are included in the report so that the issue can be investigated and measures put in place to avoid it in future. The following information is needed:

1. Name and student number of the affected student
2. Machine number, if the exam is in a PC cluster
3. At what stage did the issue happen (e.g. before the student started the exam when they tried to log into the computer, during the exam when they clicked on a particular question, etc.)
4. What was the issue (what happened or did not happen that caused a problem)
5. Was there any error message, and what did it say

Trouble shooting guidance contents

Trouble shooting: before the exam

- **If the exam is in a computer cluster** the PCs will be ready for students to log in using their own login details.

- If some of the machines haven't booted up (the screen is blank and the computer isn't switched on) check that all the cables are plugged in properly. Then hold down the power button on the PC for 5 seconds to switch it off, wait 5 seconds, and press the power button again to turn the machine back on.

- If any of the machines already have a user logged in hold down the power button on the PC for 5 seconds to switch it off, wait 5 seconds, and press the power button again to turn the machine back on. It will boot up and then be ready for a new user to log in.

## Student can't log into the PC, or can't log in to Canvas

1. Make sure they are logging in with their standard Newcastle University username and password (not the exam password).

   a. **To login to the PC** the student needs to enter their username and password.

   b. **To login to Canvas** the student needs to enter their username followed by @newcastle.ac.uk. E.g. for a student whose username is c0123456 they need to enter c0123456@newcastle.ac.uk. Then the student must click the Next button and enter their password.

2. Students' usernames are not quite the same as the student number on their smart card. **The username should begin with the letter b or c instead of the first digit, and the final digit on the smartcard is not part of the username.** E.g. for a student whose smartcard has the number 20123456 the username would be c012345.

3. Check that Caps Lock on the keyboard is switched off.

4. If the student is still unable to log on or they have forgotten their password they will need to take the exam on paper.

Student clicks on 'start the test in safe exam browser', and a message comes up on screen

Incorrect password

1. If the student has tried to type the password in the 'Settings Password Required' box several times and it does not work, check that they are entering the correct password. The settings password is shown in step 7 on the student instructions sheet, and is always **newcastle1** (all lowercase). Students **do not** need to enter the exam password from the reverse of the student instructions sheet in this box.

2. If students incorrectly type the Safe Exam Browser password into the password box 5 times, they'll receive an error message like this:
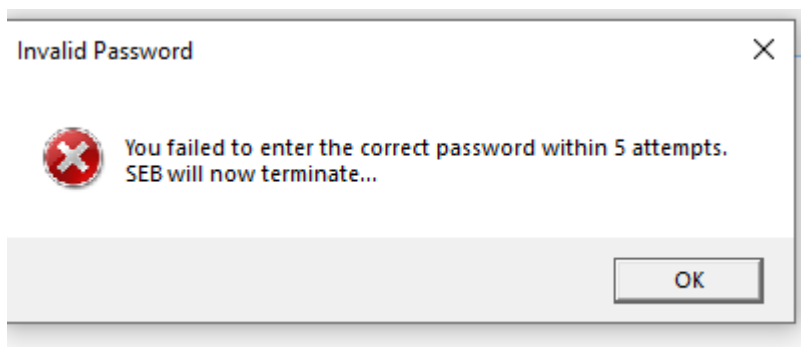
Even if they press OK on the above message, when they re-try to start their exam, they'll not be able to proceed as SEB has been 'locked' due to the incorrect password entry:
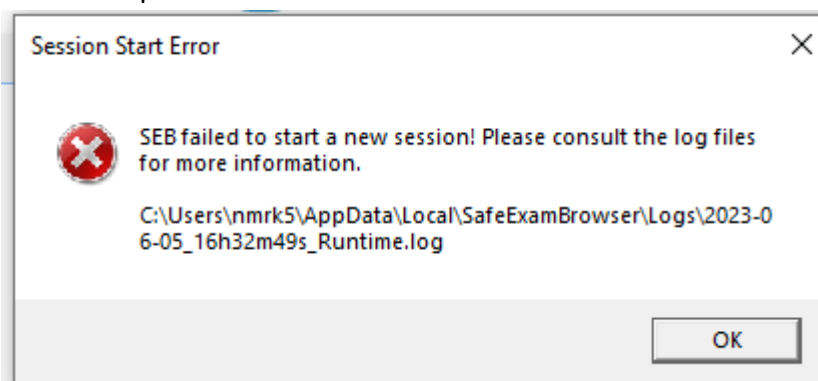
3. SEB will need to be reset.

For university machines follow the below steps:

4. Click on the start menu:

5. Type 'SEB Configuration Tool'.
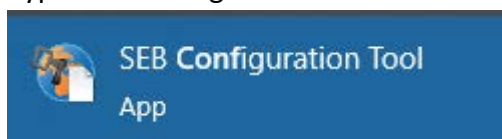
6. Open 'SEB Configuration Tool'.
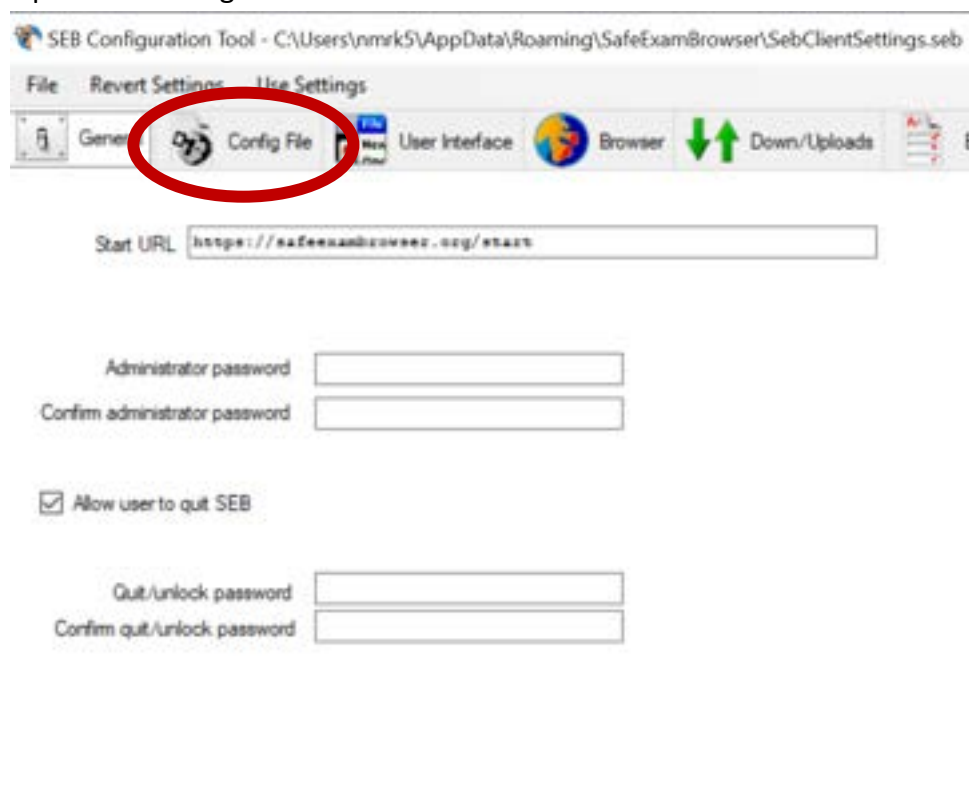
7. Go to the Config File area (circled in red above) and press 'default settings' (circled in red below)
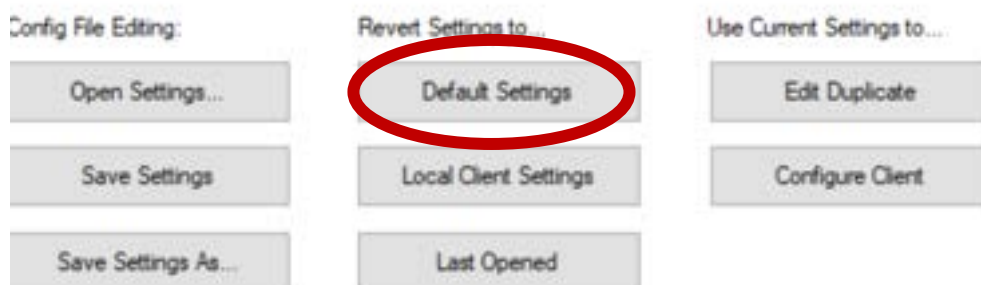
8. The Default Settings button will turn blue when selected. Wait 30 seconds and then exit using the X.
9. Now ask the student to log into Canvas and re-begin logging into the exam using the instruction sheet.
10. If the above steps are not completed you must include the Desk number or PC Name in your invigilator report noting that SEB is locked on this machine. This device will need to have SEB unlocked before the next Digital exam takes place.

Red screen error messages

There are **3 different common error messages** that show a red screen when the student follows the steps to start the test in Safe Exam Browser. Details of each one and how to resolve it are below.

1. **Prohibited Process Locked SEB!** error message (example is shown below):
   a. Tick the 'Override checking for the processes listed above' box (circled in black on the image below)
   b. Enter the invigilator password in the 'Enter quit/unlock password' box. If you do not already know it, phone the Exams Office to find out the invigilator password for today's exam.
   c. Click the arrow icon next to the password box
   d. Safe Exam Browser should continue launching and take the student to the page to begin the exam.
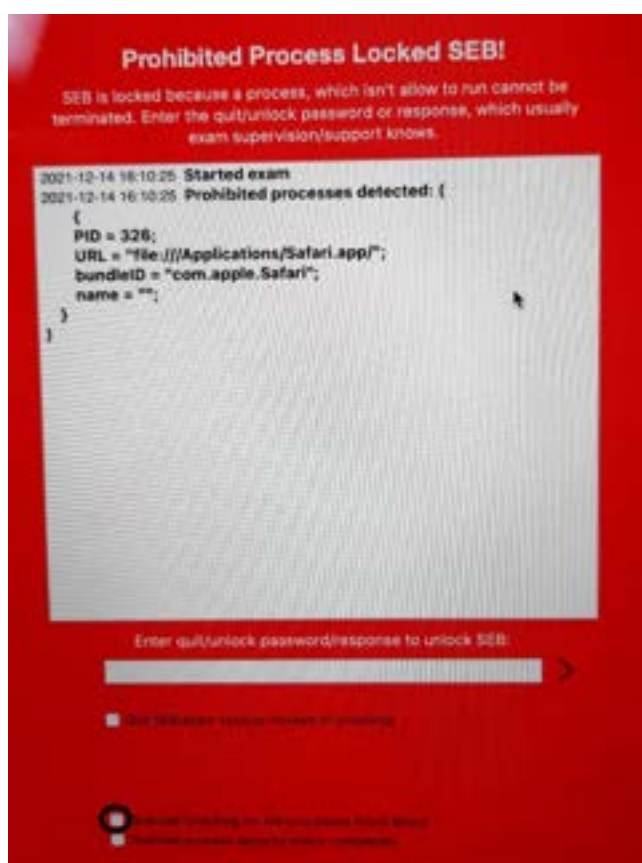
2. **Re-Opening Locked Exam!** error message (example shown below):

   a. **Do not tick the box** that says 'Quit SEB/exam session instead of unlocking'

   b. Enter the invigilator password in the 'Enter quit/unlock password' box. If you do not already know it, phone the Exams Office to find out the invigilator password for today's exam.

   c. Click the arrow icon next to the password box

   d. The Safe Exam Browser will close. Ask the student to work through the steps to start the exam again, the exam should now launch as normal.

3. **SEB locked** error message (example shown below). Note that this error may occur at the start or during the exam.

    a. Select the option 'Temporarily allow the blacklisted applications' (circled in black on the image below)

    b. Enter the invigilator password in the white box. If you do not already know it, phone the Exams Office to find out the invigilator password for today's exam.

    c. Click the Unlock button.

    d. The student should be able to continue launching the exam as normal, or continue working on the exam if the error appeared during the exam.
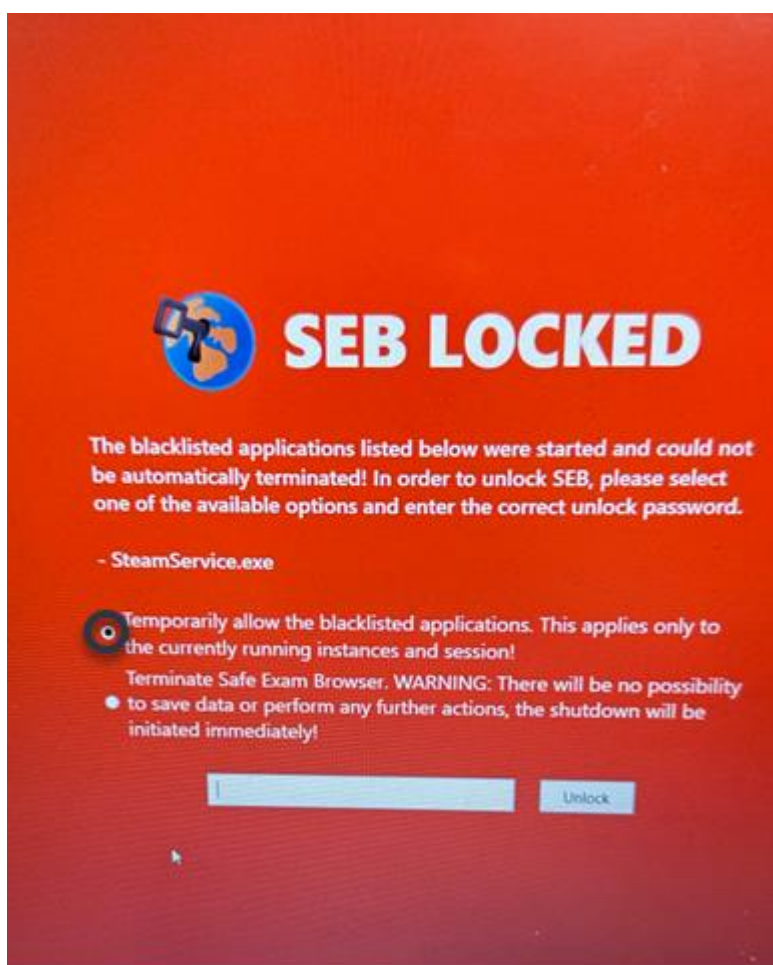
Safe Exam Browser (SEB) not configured warning

1. If the message says 'You have installed Safe Exam browser (SEB), but it isn't configured yet' (an example is shown below):
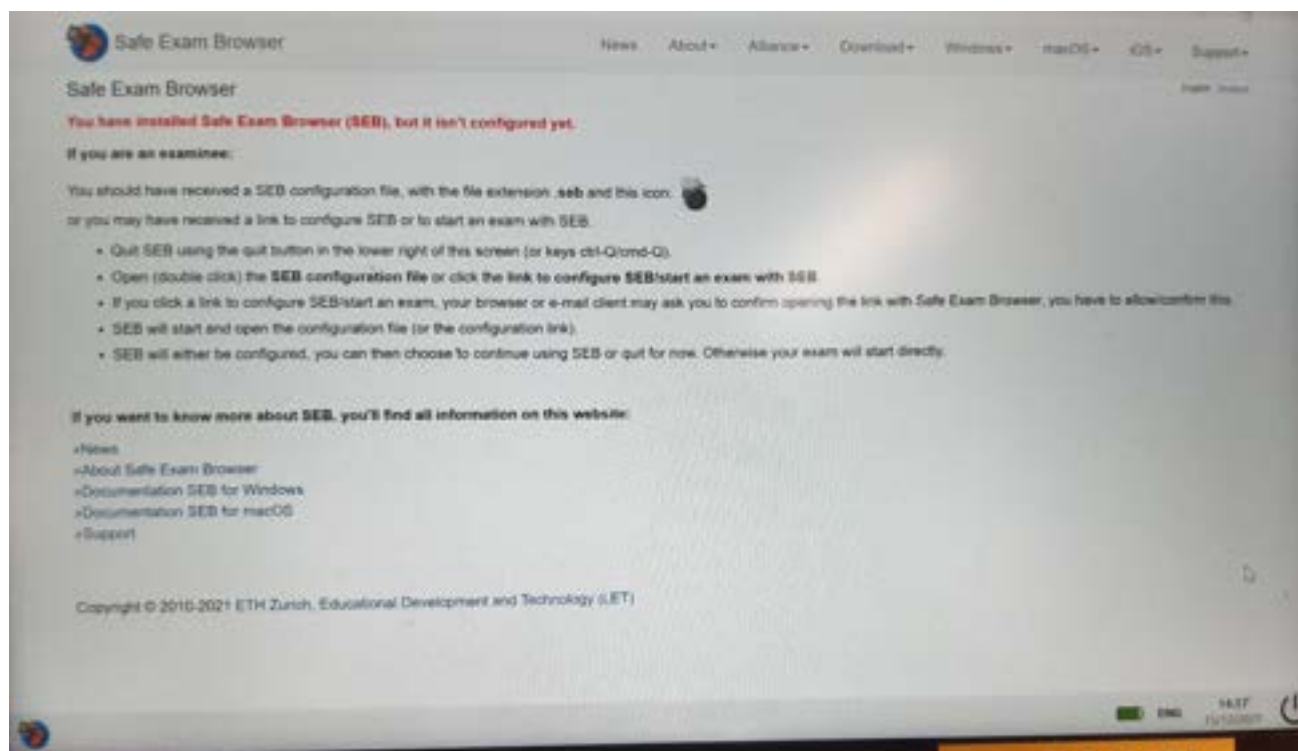
2. Ask the student to follow these steps:

    a. Close the Safe Exam Browser by clicking on the on/off icon in the bottom right of the screen and close the Inspera tab in the browser.

    b. Refresh the Canvas tab in the browser and follow the steps in the student instructions again.

    If steps a and b do not resolve the issue:

    c. Restart their laptop: switch it off completely, then switch it back on again. **The student must make sure they have saved any unsaved work they have open before they do this.**

    d. Follow the steps to start the test in Safe Exam Browser again.

If you can't resolve an issue on the machine the student is working on:

1. If you have tried the trouble shooting steps above and the student is still unable to launch the exam in Safe Exam Browser:

   a. **If you are in a computer cluster** move the student to another machine and ask them to work through the steps to launch the exam again.

Trouble shooting: during the exam

Safe Exam Browser 'unrecoverable error'

1. If a message appears on a student's screen showing an unrecoverable error (an example is shown below):

   a. Reassure the student that their answers are saved as they work through the exam, so their work so far has been saved.

   b. Click OK. Safe Exam browser and the exam will close.

   c. Tell the student to follow the instructions for starting the exam again. When the student clicks 'Start the test' they will see a blue 'Resume test' button.

   d. Click the 'Resume test' button for the student and click into the Invigilator Password box with the mouse and type the password. If you do not already know the invigilator password, phone the Exams Office to find out the invigilator password for today's exam.

   e. Click 'Resume test' again, and the exam will open. The student can continue working from where they were before the error occurred.

If a computer crashes

Reassure the student that their answers are saved as they work through the exam, so their work so far has been saved.

1. **If the student is taking the exam in a computer cluster:**

    a. Move the student to a spare computer and ask them to follow the steps again to log in to the machine and then start the exam again. When the student clicks 'Start the test' they will see a blue 'Resume test' button.

    b. Click the 'Resume test' button for the student and click into the Invigilator Password box with the mouse and type the password. If you do not already know the invigilator password, phone the Exams Office to find out the invigilator password for today's exam.

    c. Click 'Resume test' again, and the exam will open. The student can continue working from where they were before the computer crashed.

    d. On the PC you have moved the student from, hold down the power button on the PC for 5 seconds to switch it off, wait 10 seconds, and press the power button again to turn the machine back on. It will boot up and then be ready for a new user to log in. **If needed this machine can now be used for another student.**

If you need to move a student to another machine

You may need to move a student to another machine in a PC Cluster. Unless the machine the student was using has crashed, you should first log them out of the exam without submitting. To do this:

1. Click the icon of 3 horizontal lines (the 'hamburger' menu) at the top right of the screen:
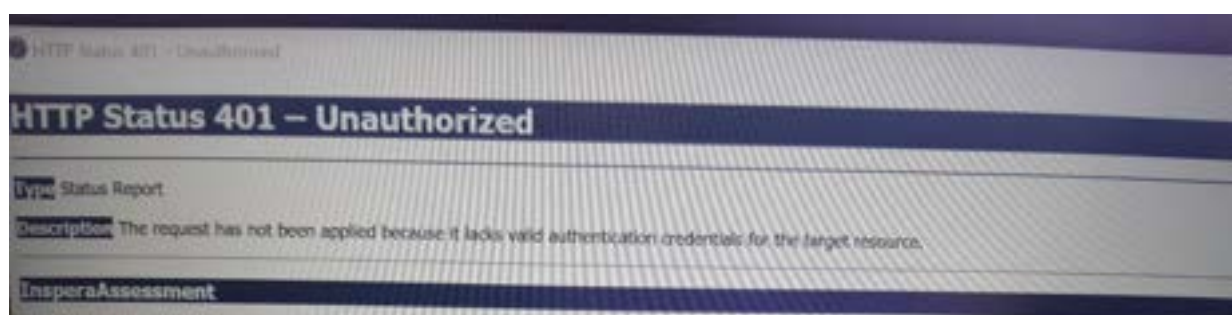

2. Click Exit Safe Exam Browser

3. Click into the Invigilator Password box with the mouse and type the password. If you do not already know it, phone the Exams Office to find out the invigilator password for today's exam.

4. Click Exit SEB now.

5. You may see a warning message that asks you to confirm you want to terminate SEB, click Yes.

6. Ask the student to log out of the computer. Move them to another machine, ask them to log in and follow the steps to begin the exam again.

    a. When the student clicks 'Start the test' they will see a blue 'Resume test' button.

b. Click the 'Resume test' button for the student and click into the Invigilator Password box with the mouse and type the password. If you do not already know the invigilator password, phone the Exams Office to find out the invigilator password for today's exam.

c. Click 'Resume test' again, and the exam will open. The student can continue working from where they were before you logged them out of the exam.

7. The computer you have moved the student from can be used by another student if needed. If the computer has frozen or crashed, hold down the power button on the PC for 5 seconds to switch it off, wait 5 seconds, and press the power button again to turn the machine back on. It will boot up and then be ready for a new user to log in.

## 'HTTP Status 401 – Unauthorized' Error message when resuming a test

1. If you need to log a student back into an exam after trouble shooting a problem, when they enter the exam password in the Day Password box and click 'Unlock' they may see an error message that says 'HTTP Status 401 – Unauthorized', shown below:

2. If this happens, click the on/off icon at the bottom right of the screen to quit the Safe Exam Browser.

3. Ask the student to work through the steps to launch the exam again. Safe Exam Browser should launch as normal.

4. Click the 'Resume test' button for the student and click into the Invigilator Password box with the mouse and type the password. If you do not already know the invigilator password, phone the Exams Office to find out the invigilator password for today's exam.

5. Click 'Resume test' again, and the exam will open. The student can continue working from where they were before you logged them out of the exam.

'Invalid or corrupted PDF file' Error message

1. If a PDF allow listed resource has corrupted, Students may see this error message:
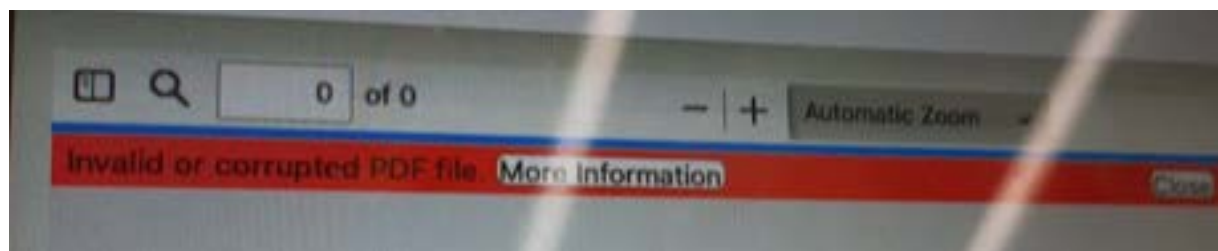
2. To resolve, the student must exit the exam **without submitting**. To do this-
3. Click the on/off icon at the bottom right of the screen to quit the Safe Exam Browser.
4. Ask the student to work through the steps to launch the exam again. Safe Exam Browser should launch as normal.
5. Click the 'Resume test' button for the student and click into the Invigilator Password box with the mouse and type the password. If you do not already know the invigilator password, phone the Exams Office to find out the invigilator password for today's exam.
6. Click 'Resume test' again, and the exam will open. The student can continue working from where they were before you logged them out of the exam.
7. If they get the same error reoccurring, share the PDF information with the student(s) using the back up paper.
8. Make the Exam office aware of the problem, so the digital exam team can investigate.

## If a student is ill and has to leave the exam early

1. If the student is using their own laptop you will need to assist them to complete the hand in steps before you can allow them to leave the venue with their laptop. Go to the page after the final question and click the **'Submit now'** button, then click Quit Safe Exam browser and confirm the message that asks 'Would you like to terminate SEB now?' **These steps must be done in order to unlock the machine before they leave the exam room.**

If a student accidentally clicks the 'Submit now' button after the final question before they have finished the exam

1. It is not possible to reopen the exam online again. The student can either

    a. go with that submission as it is (e.g. if they have finished the exam and were checking over their answers)

    b. answer the remaining questions on paper instead of online provided there is a back up paper.

Inspera Scan sketch sheet queries

1. For exams where they are used, Inspera sketch sheets can use the sketch sheets for anything that students need to draw or write on paper as part of your answer to an exam question.

2. They must use pen or pencil on the sketch sheet. **Do not use red ink.** Use a separate sheet for each question.

3. Students must draw or write on the sketch sheet within the drawing area: for a grid sheet this is within the squared grid, for a blank sheet within the dotted line.

4. **To make sure the sketch sheet is attached to the correct question when it is scanned into Inspera for marking the student must complete these steps before they press submit at the end of the exam:**

    a. On the computer open the question that you want to use a sketch sheet for. Below the question click the Show Question Code link, e.g.:
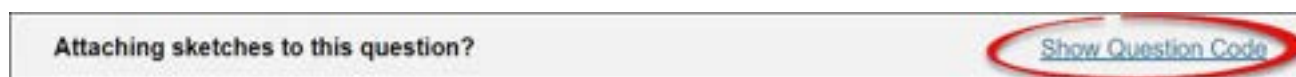
    b. On the sketch sheet write the question code in the boxes at the top left. On the grid of circles below fill in the numbers that correspond to the question code, e.g.:

c. Fill in the other boxes at the top of the sketch sheet with the following information, do not leave any boxes empty:

- Date: enter date of the exam

- Subject code: enter the module code

- Candidate ID: enter your student number

- Question nr: enter the question number

- Page number: if it is your first sketch sheet for the question write 1. If you have used more than 1 sketch sheet for the question number each page in sequence (1, 2, 3, … etc).

- Additionally, write your exam desk number at the top of the drawing area (for a grid sheet this is within the squared grid, for a blank sheet within the dotted line)

d. At the end of the exam leave the sheet(s) on your desk for the invigilator to collect. If you have used more than one sheet sort them into question number order with the first question on top. If you have used more than one sheet for a question sort them into page number order.

Common technical queries during a digital exam

Zoom in:

1. If a student needs to zoom in on an image in their exam, the common keyboard shortcut (hold down CTRL and press +) may not work. To zoom in:

    a. **On a large keyboard with number keys at the right of the keyboard:** hold down **CTRL** and press the **+** key next to the numbers at the right of the keyboard.

    b. On a laptop keyboard that has function keys hold down the **CTRL** and **FN** keys, and press the **/?** key.

    c. On a Mac laptop that has a Command key hold down the **Command** and **+** keys.

    d. If the keyboard does not have number keys at the right of the keyboard or function keys:

        i. If the student is using their own laptop check that it is connected to WiFi – you should see a green tick next to the WiFi icon 🛜 at the bottom of the screen. If it is not connected to WiFi, follow the steps for **If the WiFi connection fails on a student's laptop during the exam**

        ii. Click the icon of 3 horizontal lines (the 'hamburger' menu) at the top right of the screen:

        iii. Click Exit Safe Exam Browser

        iv. Click into the Invigilator Password box. If you do not already know it, phone the Exams Office to find out the invigilator password for today's exam.

        v. Click Exit SEB now.

        vi. You may see a warning message that asks you to confirm you want to terminate SEB, click Yes.

        vii. Ask the student to follow the steps to begin the exam again. When the student clicks 'Start the test' they will see a blue 'Resume test' button.

        i. Click the 'Resume test' button for the student and click into the Invigilator Password box with the mouse and type the password. If you do not already know the invigilator password, phone the Exams Office to find out the invigilator password for today's exam.

        ii. Click 'Resume test' again, and the exam will open. The student can continue working from where they were before you logged them out of the exam.

Increase text size:

  1. If a student needs to increase the size of the text on the screen:

    a. Click the icon of 3 horizontal lines (the 'hamburger' menu) at the top right of the screen:

    b. The Options menu will open. Click **Text size**.

    c.   Click on the required size option.

    d.   Click the **X** icon at the top right to return to the exam screen.

Change colour contrast:

1. If a student needs to change the contrast on their screen (to show light coloured text on a dark background):

    a.   Click the icon of 3 horizontal lines (the 'hamburger' menu) at the top right of the screen: ☰

    b.   The Options menu will open. Click Contrast.

    c.   Click Inverted.

    d.   Click the **X** icon at the top right to return to the exam screen

Insert/Overtype:

1. If a student tries to insert some new text into a section they have already written and finds that typing new text overtypes what they have already written, this means that their keyboard is in **Overtype mode**. Press the **Insert key** on the keyboard to switch to Insert mode, which means that they can type new text next to what they have already written.

'Invalid character' message when answering a numerical question:

1. This error message may show if a student is answering a numerical question using the number keys at the right of the keyboard. The student can either use the number keys at the top of the keyboard above the letter keys, or press **Num Lock** on the keyboard and the student will then be able to use the number keys at the right of the keyboard.

Problems at the end of a digital exam

If a student's screen is grey with nothing displayed except a spinning icon

1. Click the on/off icon at the bottom right of the screen. You may need to enter the invigilator password. If you do not already know it, phone the Exams Office to find out the invigilator password for today's exam. This will unlock the machine.

2. Ask the student to follow the steps for the start of the exam again. When they click the link from Canvas and Inspera opens check if they see a message confirming they have submitted. If they do, they can log off and leave the exam.

3. If the student does not see a confirmation message that they have submitted, reassure them that their work will be saved and can be submitted on their behalf. **Note the student's name and student number and include this information in the invigilator report so that the exam can be submitted for them.**

Time available at the end of the exam

1. For information, the exam in Inspera will remain available to students for **2 hours** after the scheduled exam end time. This is designed to accommodate students with alternative arrangements (extra time and/or rest breaks).

2. This means that if there was a delay at the start of the exam, or if a student had any problem that interrupted them during the exam, you can allow the affected student(s) the additional minutes they need after the scheduled exam end time.

3. When a student's time for the exam has finished **you must inform them and** tell them to submit their exam.

4. The students' work will not automatically be submitted when their time is up, so it is essential that they follow the instructions to submit at the end of their time.

Candidate selected questions and submitting

5. For information, if a student's exams contain optional questions (known as candidate selected questions), when they come to the submission page they will be able to see which question numbers were selected. Question numbers students have answered will be shown as answered (by the thick blue line on the left next to the question number).

6. An example of a submit page is shown on the next page. In this example the questions in Section 1 are pre-selected. In Section 2 the student has selected questions 6 and 7 to answer. Questions 3 and 7 are unanswered.

An example of a submit page is shown overleaf. In this example the questions in Section 1 are pre-selected. The questions with a thick blue line on the left next to the question number have been answered. Questions 4 is unanswered, as it is a pre-selected question, this should be answered.

In Section 3 Question Choice (Candidate selected questions) are applied, in this example one question has been selected to answer. The non selected question is shown with the red cross image and is not required to be answered.

Section 3

Question	Question title	Question type	Selected	
5	New Question	Essay	✔	Selected
6	New Question	Essay	✖	Not selected

Problems that are not addressed by the troubleshooting steps above

If there is a problem during the exam that you are unable to resolve using this guidance document, and it is affecting a significant number of students, contact the appropriate team from the list below.

Problem with a computer in a PC cluster

1. E.g. there is a computer that you are unable to switch on, or a computer where the student is unable to start the Safe Exam Browser.
2. Move the affected student to another machine so that they can complete the exam without delay.
3. **After the end of the exam, contact the IT Service Desk by phoning ext. 85999 from the phone in the room, or full number 0191 2085999, to report the problem with the computer in the room so that it can be fixed before the next exams in that room.** Give as much detail as possible including:
   a. The room you are in
   b. What happened on the machine and when it happened (i.e. was it when the student was preparing for the start of the exam, during the exam or at the end of the exam when the student was submitting, what steps had the student just completed)
   c. The machine number, which is usually on a yellow sticker on the front of the monitor.

Problem with the teaching computer or the projector/display

1. e.g. you are unable to switch on the projector or can't get an image

2. Instructions are provided in all supported venues (usually on the lectern next to the teaching PC), along with a phone located nearby or on the AV lectern. Follow the instructions on the lectern to trouble shoot the problem.

3. If you are unable to resolve an issue with the teaching computer or the projector/display, contact Audio Visual Services by phoning the dedicated AV helpline on ext. 82627 via the internal phone in the room. Assistance will then be provided over the phone via remote management tools or in person if required.

Technical problem with the exam

1. E.g. repeated problems on multiple computers, or a number of students have an exam question that will not load properly

2. Contact the IT Service Desk on ext. 85999, or full number 0191 2085999. **You only need to request IT support during the exam if there are technical problems that are affecting multiple students.** If only one student is affected move them to spare machine.

## In built accessibility functions on Inspera: student hand out

Inspera Accessibility functions:

In built within Inspera Assessment there's some basic accessibility functions. This guide demonstrates how they can be actioned within a locked down or non-locked down exam.

Zoom in:

If you would like to zoom in within your exam, the common keyboard shortcut (hold down CTRL and press +) may not work. To zoom in, please follow these instructions:

- On a large keyboard (with number keys at the far right of the keyboard) hold down CTRL and press the + key next to the numbers at the right of the keyboard
- On a QWERTY laptop keyboard that has function keys, hold down the CTRL and FN keys and press the ?/ key. The ?/ key will be next to the right hand shift key:
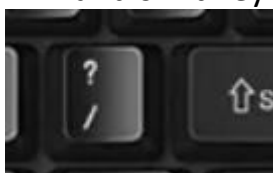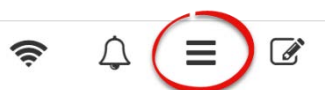

- On a Mac laptop that has a Command key hold down the Command and + keys

Increase text size of Question and information text:

If you would like to increase the size of the question text on the screen, please follow these instructions:

1. Click the icon of 3 horizontal lines (the 'hamburger' menu) at the top right of the screen:


2. The Options menu will open. Click Text size
3. Click on the required size option, if choosing Large or Extra Large, the text will immediately become larger
4. Click the **X** icon at the top right to return to the exam screen
5. You can choose to change back to Regular sized text, by going back to the Options menu

Increase text size of Answer text:

If you would like to increase the size of your own typed answer text on screen, you can use the Zoom feature (see page 1).
Alternately you can edit the formatting of your answer text using the test editing tools. Select preferred text at the top left-hand side of the answer box:
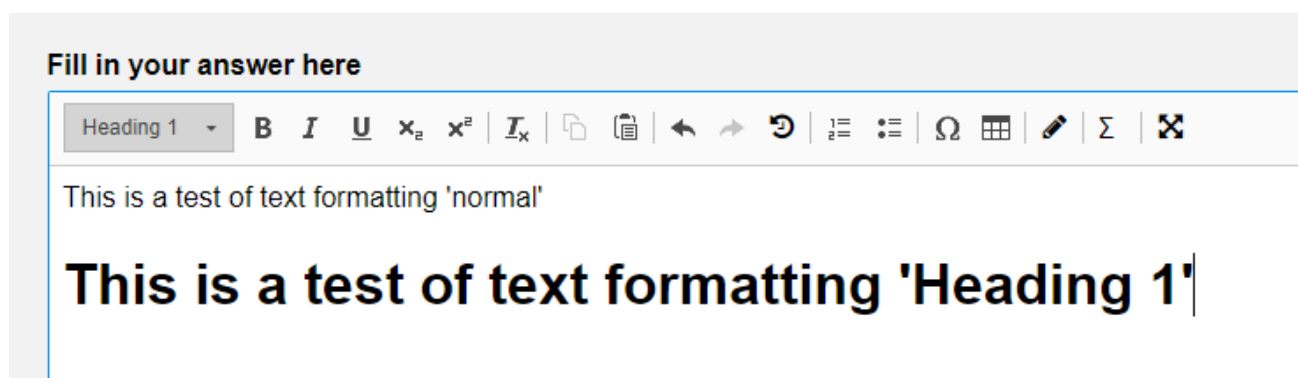
Heading 1 has been used to demonstrate a larger text size for your answers.

Change colour contrast:

Inversion shows light coloured text on a dark background, instead of the standard view (of dark text on a light background). If you invert your exam screen it will appear as:
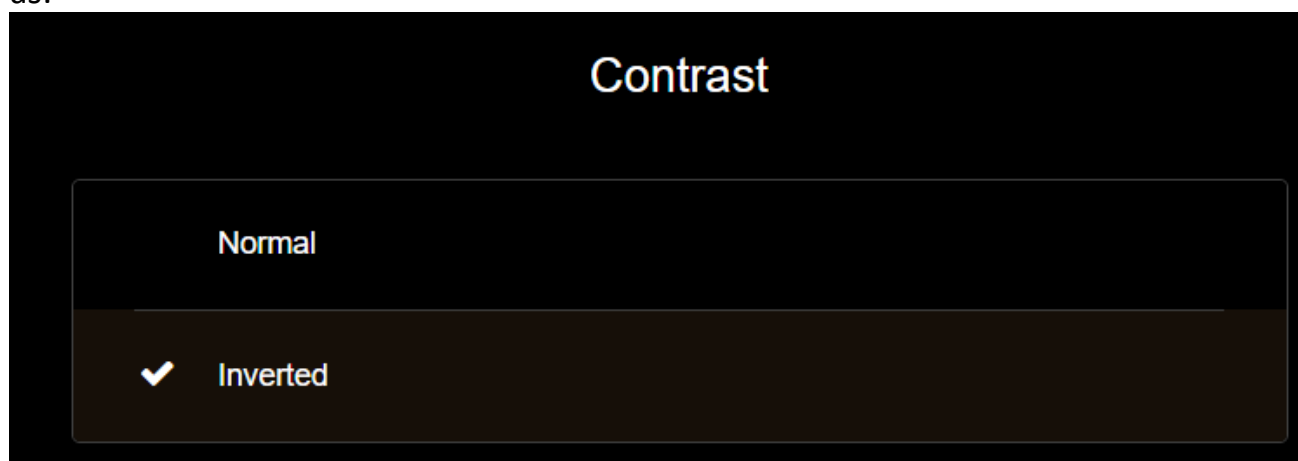
If you would like to change the contrast on your screen please follow these instructions:

      1. Click the icon of 3 horizontal lines (the 'hamburger' menu) at the top right of the screen:

      2. The Options menu will open. Click Contrast

      3. Click Inverted

      4. Click the **X** icon at the top right to return to the exam screen

      5. You can choose to change back to the standard view, by going back to the Options menu and selecting Normal

Supporting students who aren't registered on the current Academic year on Canvas

If students have logged into Canvas successfully, but are unable to see their exam (dated as the exam date), please check if they are using the current academic year module. This information can be seen after the module name, in the top left corner of Canvas.
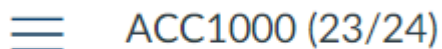
For example:
The below module is from academic year 22/23, the student will need access to the current academic year (23/24) to take their Inspera exam.

ACC1000 (22/23)

The current version of the module would like like:

ACC1000 (23/24)

If students are using the prior academic year (22/23, 21/22) please ring the Exams office and inform them the student needs to be enrolled on the current academic year on Canvas.