

Remote Assessments – Online

Table of Contents

Assessment operating environment 3

Remote Assessments Functionality 5

Assessment environment Security..... 6

Assessment operating environment

1. What is the recommended screen resolution for Remote Assessments?
 - a. The recommended screen resolution to take Remote Assessments is 1024 x 720
2. Which are the Browsers compatible with Remote Assessments and what should be the zoom % of the screen?
 - a. Remote Assessments runs on all popular browsers and versions except Safari. However, Google Chrome is the recommended browser. The Browser must be updated with the latest version available
 - b.
 - c. Browser zoom must be set to 100%
 - d. Remote Assessments is not supported in iPhone and/or iPad.
3. Which operating systems are supported for launcher based Remote Assessments?
 - a. iLeon App based Launcher is compatible with following Operating Systems
 - i. Windows 7 (with latest Service Pack installed)
 - ii. Windows 10
 - iii. Ubuntu 14
 - iv. Ubuntu 16
 - b. MAC OS - not supported
4. Are you planning to support Ubuntu 18 and Ubuntu 20?
 - a. Planned and in the roadmap.
5. Is it recommended to enable cookies and pop-ups for the assessments?
 - a. It is recommended to enable cookies and pop-ups in the browser before taking the Assessment
6. What should be the ideal bandwidth for the candidate system?
 - a. Remote Assessment does not have a restriction on bandwidth requirement. It can be used from system with internet bandwidth as low as 500 Kbps. However, for smooth functioning and timely completion of assessment it is recommended to have a minimum of 2 mbps bandwidth..
7. Can this remote proctored exam be taken on Apple – iOS?
 - a. No
8. Can the assessment be taken without camera or can the candidate continue the assessment after shutting down the camera?
 - a. For video/image based proctoring, availability of a working Webcam is mandatory. The Assessment would not start or will disconnect if Camera is not detected by Launcher.
9. Is PDF reader required?

-
- a. Only if the Useful Data required is in pdf format.
10. Can we have UBUNTU on Apple laptops, Mac?
 - a. If the Apple laptop or MAC device is configured to have a virtual operating system with full control on hardware, it can be done. However such an environment is not recommended for this Assessment type.
 11. Can an anti virus running in the background impact the assessment performance or user experience?
 - a. Anti-Virus programs running in the background could generate false positive System alerts from time to time and would impact smooth running of Launcher & possibly even stop the ongoing Assessment . It is therefore recommended to temporarily disable/stop all anti virus program to avoid such situation.
 12. The Self registration process is not working on both laptop/desktop and mobile devices. How do you fix it?
 - a. Access the following [link](#) .
 - b. Read instruction on Page displayed
 - c. Click on the dropdown
 - d. Select the camera
 - e. Provide the permission to access your camera.
 - f. View your self-video from your camera.
 - g. If you are still not able to see yourself after selecting the camera OR camera dropdown is not populating automatically, use any other browser for detecting camera and complete the self-registration or contact Helpdesk
 13. Is launcher required to be downloaded everytime exam is taken?
 - a. Unless there is a Launcher update, if you have appeared for IRC (Infrastructure Readiness Check)and DRC (Dry Run Check) prior to the actual Exam date, the Launcher needed not be downloaded again.
 14. What are the hardware requirements for Administrator of such Exams?
 - a. There is no stringent hardware requirement for Proctors or Administrators monitoring the Assessment. A standard configuration laptop/desktop with a minimum 2 mbps internet speed can enable a reasonably good experience.

Remote Assessments Functionality

1. How does the candidate receive the unique key to start the exam and where does this key get generated?
 - a. The Remote Assessments key is generated at the TCS Data center, when the candidate launches the Assessment,. The generated key is valid for a predefined duration and made available to candidate on the launch screen.

2. In case of any technical issue, who should the candidate contact? How does the escalation matrix work?
 - a. Candidate will be provided an option to raise Trouble Ticket using HelpDesk tab available as part of Assessment Product. This option can be leveraged to raise queries or issues faced before launching the Assessment. The Helpdesk Agent has the mechanism to escalate unresolved Trouble Tickets

3. There is a countdown of time marked on top right of the screen. Why is there also a submit button at the end of the assessment? Is it for a candidate to submit if he/she finishes the exam earlier?
 - a. The timer for Assessment is visible on the top right corner of the Candidate's console. The "Submit" button is for the Candidate to submit his/her Exam. This button can configured to be active per parameters applicable to the Assessment

4. There is an option of "Mark for review" for candidates to review his answer later. If one marks this option, what happens if he does not review later?
 - a. The 'marked' answer is saved and based on configuration, it can be considered / not considered for final evaluation.

Assessment environment Security

1. Are screenshots allowed or screen recording allowed while the student is taking assessment?
 - a. Taking screenshots while attempting the exam is prohibited. Candidate identified taking screenshot can be disqualified from the Assessment.
2. Can screenshots of question paper be taken on a mobile phone?
 - a. Taking screenshots while attempting the exam is prohibited. Candidate identified to be taking screenshots can be disqualified from the exam.
3. How do we safeguard from frauds/malpractices?
 - a. There are various safeguards built into the iLeon Launcher that guard the system from external access, use of unfair means to commit a fraud. The machine learning based proctoring continuously monitors candidates image/video feed to identify anomalies and raise alert. All action that candidate take while attempting the test are recorded in candidate audit log and are available for subsequent analysis and action.
4. Is it possible to have the Remote Assessments launcher and required s/w to be on an USB- which the candidate plugs into his system?
 - a. The launcher can be downloaded on the USB and copied to the candidate machine.