THE Invigilator

Student FAQ Guide

Frequently Asked Questions for the PC App

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THE Invigilator

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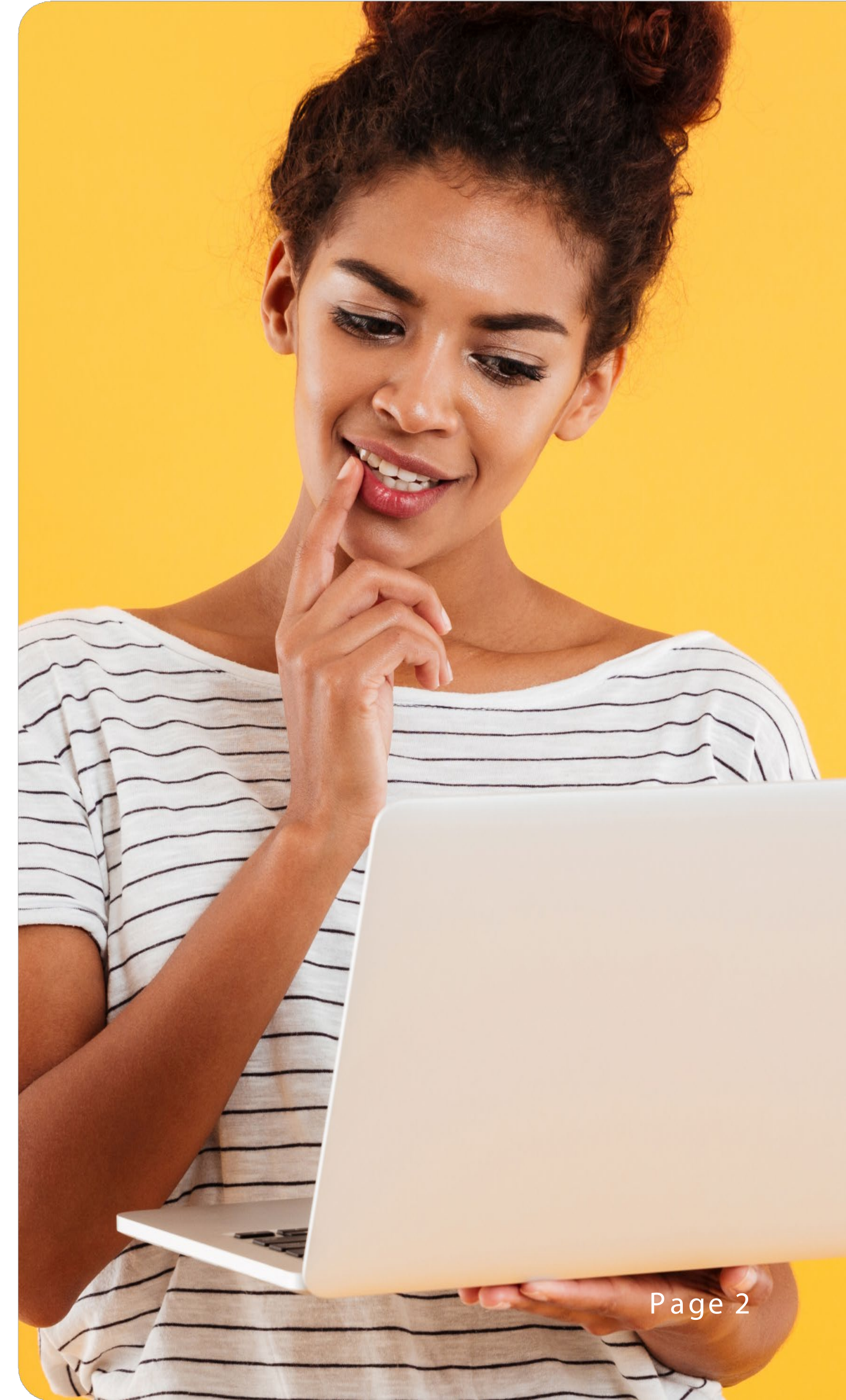
About the PC App

Herewith questions, answers, explanations and steps to help you use the app. Working through this guide will assist you in having a positive Invigilator experience. Please also utilise the search function (control+F) to find key words that can answer any question you might have.

Is the app user-friendly?	Yes, the app has a logical layout and is very easy to use. To further familiarise yourself with the app before the assessment you are required complete the demo (QR code available on page 5 of Student User Guide) where you will become familiar with the actions required by the app without doing an actual test.
Will use of the app on the day take up much of my time?	No, the app will not take up much of your time during the assessment. The tasks to be performed (selfies) take only a few seconds. Students are advised to adhere to the time allocated for completion of their examination as they would in a venue-based environment. Strict adherence to the system closing time will be enforced.
Is my personal data collected, stored and safe?	Once you finish your assessment and upload your required data at the end of that assessment, the app will no longer be able to record any audio or take any photos or use your webcam. The Invigilator app does not have access to any other data on your PC. User information is stored for as long as it is required by your institution. Once this time has lapsed, the information will be permanently deleted from The Invigilator app database.
	As is the case with Apple and Microsoft policies, The Invigilator PC complies with rigorous privacy policy requirements. All data will be securely stored on servers and user information will ONLY be used for assessment / invigilation purposes. The Invigilator implements a variety of security measures to maintain the safety of student information as required by the Protection of Personal Information (PoPI) Act.

About the PC App

Is the app battery intensive?

The app doesn't use a lot of battery power, but you are advised to have your device fully charged before commencing your assessment and to have your charger handy in case you need to charge your device during the assessment.

Does the app need constant internet connection?

No, the app does not require constant internet connection during your assessment. An internet connection is only required in the following two instances: upon commencement of your assessment – when you log into the app, and you type in the exam access code and upon completion of your assessment – when you have to upload your data.

Does the app use a lot of data?

No, the app is not data intensive, and all images and sound recordings are compressed in-order-to use minimal data. Please have at least 2GB of storage space available on your device for the app to run. The app only uses 15-20MB of data per assessment.

Will background noises affect the audio recordings or do I need to write my assessment in a completely quiet space?

Only audio recordings containing speech are flagged by The Invigilator system, thus background noises like cars passing, dogs barking or pages turning, will not cause the system to flag your recording. To avoid any of your recordings being flagged by the app, please follow the same examination rules you would normally follow during a venue-based assessment.

Before the Assessment

Where or how do I get the app?	Please visit your relevant app App store on your PC, i.e. the Apple App Store or the Microsoft Store, search for "The Invigilator PC" and download it. The app's icon is an owl:
	Please note, if you cannot find the app on your relevant app store, a possible reason can be that your PC's operating system (OS) is outdated. In this instance you should update your PC's OS accordingly and then search for the app again.
If I forgot my login details after I signed up, what should I do?	You will have to reset your password in the app. Click on the password reset link on the login page of the app to do a password reset in the app.
I did the demo test, but I did not get sound notifications from the app, what should I do?	Ensure the media volume on your device is turned all the way up. This can be tested by playing a song on your device and then ensuring that the volume is at its loudest.
What is the deadline for registering and testing the app?	Please refer to communication from your institution on the deadlines for registering and testing the app.
Should I check my operating system before downloading the app?	Yes, your operating systems should be updated to their latest versions to avoid download issues.
	This can be done by selecting the PC settings and then updating the software.

During the Assessment

What do I need on the day of the assessment?	Have your device fully charged and keep your charger nearby for in case. You can charge your PC while using the app. Ensure you have a stable connection in-order-to cater for each of your assessments. Ensure the media volume on your device is turned all the way up.
How should I use the app on the day?	Commencement of your assessment: When you are ready to start the assessment, open the app and log in. Enter the exam access code visible just below the QR code provided to you by your academic institution. During your assessment: DO NOT CLOSE THE APP as the app's algorithm monitors the instances the app was exited. Follow the selfie prompts on the app. Completion of your assessment: After completion of your paper, reconnect to the internet in-order-to perform the upload.
Can I close the app during the assessment?	No, you should NEVER close the app, as the app's algorithm monitors the instances the app was exited. When the app is closed, you will not receive notifications / prompts to perform the required actions such as taking a selfie.

During the Assessment

Can I go to the bathroom during the assessment?	Yes, you can. It is however important for you to check the app upon your return to see if you have missed any selfie prompts.
If I do not action a prompt to take a selfie, what happens?	The system will inform your institution if you did not take a selfie in a reasonable timeframe.
Is it possible to miss a selfie prompt?	This should not happen as you will have the opportunity to action a selfie prompt within a reasonable time and thus even if you went to the bathroom, you will have the opportunity to action the prompt. It is however critical to ensure the media volume on your device is turned all the way up so that you hear the prompts.
How can I manage phone calls and messages disturbing me during the assessment?	Your phone should be on flight or silent mode during your assessment. Should you forget to put your phone on silent or flight mode, simply let the phone ring out. Answering the call would indeed affect the app, and thus you should always refrain from doing so.
Can I read aloud, speak to myself or listen to music during the assessment?	No, please note that normal exam conditions apply. You are NOT allowed to communicate with anyone during the assessment about the content of the assessment.
What if I accidentally exit the app?	If this were to happen, you then just open up the app again and the app will calculate your remaining time and you will perform the remaining tasks as the app prompts you. The time out of app will be analysed for reasonability.

During the Assessment

Where will I find the QR code or exam access code on the day of the exam?	You will be required to type in the exam access code visible below the QR code to commence the assessment session on the app. This QR code will appear on your assessment that you receive from your academic institution and/or will be distributed to you prior to the assessment.
Can I log into the app before the start of the assessment?	You can log into the app before the exam, however, please note that the exam access code should only be typed in once the assessment officially commences.
What should I do if my device goes off for any reason during the assessment?	All actions performed are saved by the app and thus if your device goes off during an assessment, your data will not be lost but it is imperative that you switch on your device and open the app as soon as possible. The remaining time will be calculated by the app once you open it again and if the time is up, you will need to upload your data accordingly.
Will the app prompt me to perform the same actions at the same times for different assessments and when will the app prompt me for action?	The app's prompts are completely random and thus differ from assessment to assessment and from student to student. This means not even The Invigilator help desk knows when the prompts for your specific assessment will be. Do not panic if it takes a while for a prompt to appear on the app.
Upon completion of my assessment, what must I do first?	Upload all the data the app collected once the invigilation time has run out. Should you not have an internet connection at that time, please make sure that you upload as soon as possible and in accordance with your academic institution regulations.

Guidance for photos, audios, videos & screen captures

If I am wearing glasses, how will this affect my use of the app?	The facial recognition software performs better on pictures taken without glasses. If removing your glasses on registration and during the assessment is not too much of an inconvenience, please do so. If the facial recognition fails, recognition will be done manually on selfies uploaded.
Do I have to remove my mask or scarf when taking selfies on the app?	Wearing a mask or scarf does affect facial recognition. However, if you cannot remove your mask or scarf for religious or health reasons facial recognition will be performed manually based on the selfies received.
Am I notified when audio recordings, videos and screen captures are performed?	No, you will not be notified of audio recordings, videos and screen captures when they happen as they happen randomly throughout your assessment. It is thus paramount that you adhere to normal exam conditions under which no communication with other persons is allowed and under which you must refrain from talking to yourself, reading the exam aloud and playing music.

Queries & Support

How do I contact the help desk?

You can send a WhatsApp message to the following number: 073 505 8273

Please be advised that this number CANNOT BE PHONED, but only WhatsApped.

When do I contact The Invigilator help desk?

The Invigilator help desk can be contacted at any time before, during or after an assessment by using the WhatsApp line. The Invigilator help desk can assist with any app related queries but cannot assist you with assessment or your academic institution's software related issues.

Any malfunctions in technology that is no fault of the candidate will always being taken into account, ensuring the fairest possible exam for both examiners and candidates.

When DON'T I contact the Invigilator help desk?

If you have any assessment related queries, you must address this through the normal channels of communications at your academic institution used throughout the year.

Note: It is advised that you ensure prior to your assessment, that you have the email address or contact number of the people at your institution who can assist you in case of an assessment related emergency (i.e. your subject lecturer or the academic institution help line).

Do I need to update my app before every assessment I do?

It is best practice for you to check whether there is an app update in the app store before you start your assessment.

invigilator.app

For Technical Support
Contact our team via WhatsApp on 073 505 8273
Resources & Support:
www.invigilator.app/student-support-faq/