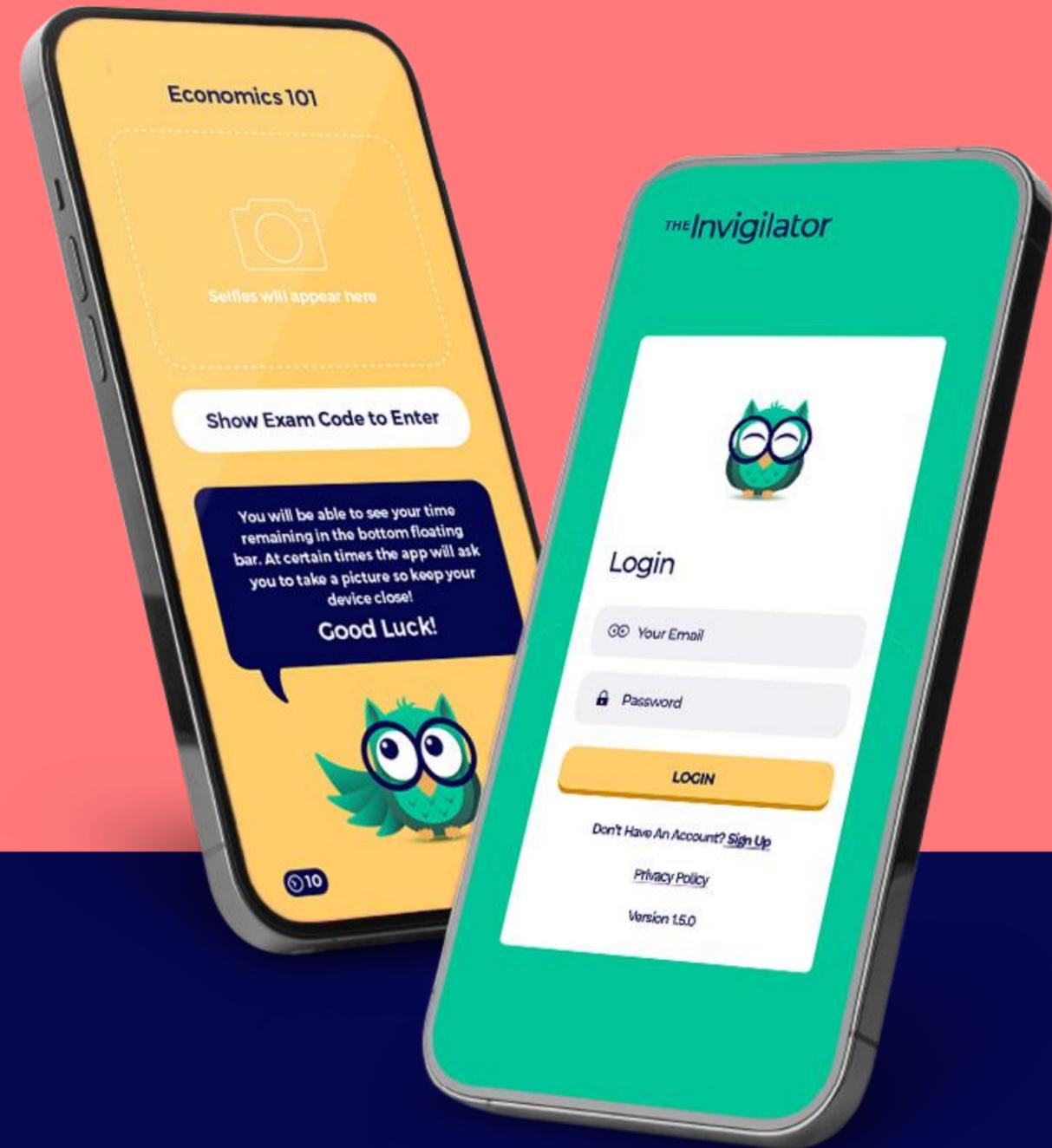


THE Invigilator

Student User Guide

The Invigilator Smartphone App:
Step by Step Walkthrough

For UNISA 2025



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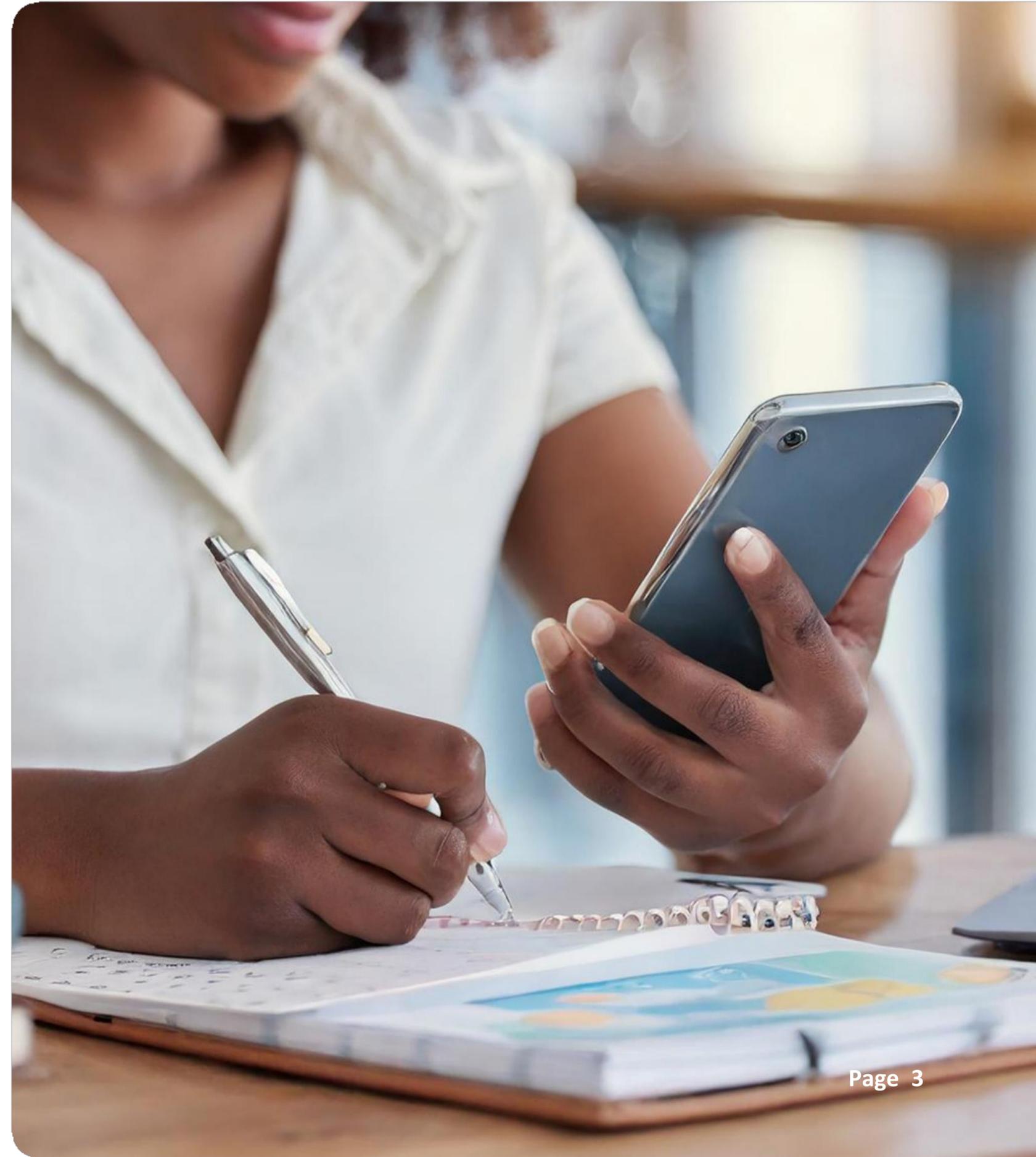
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Introduction

Welcome to The Invigilator app! The Invigilator is a smartphone-based tool that allows non-venue based assessments to be written in a more controlled and monitored environment.

This tool assists your institution in further upholding academic integrity, which is to the benefit of all stakeholders, including you, the student. Academic integrity includes administering an assessment that is valid, fair, and reliable for all candidates and thus ultimately protects the quality of the relating qualification. This tool constitutes a control mechanism and all information obtained through it will be scrutinised and used within this context by your institution.



Description of The Invigilator App

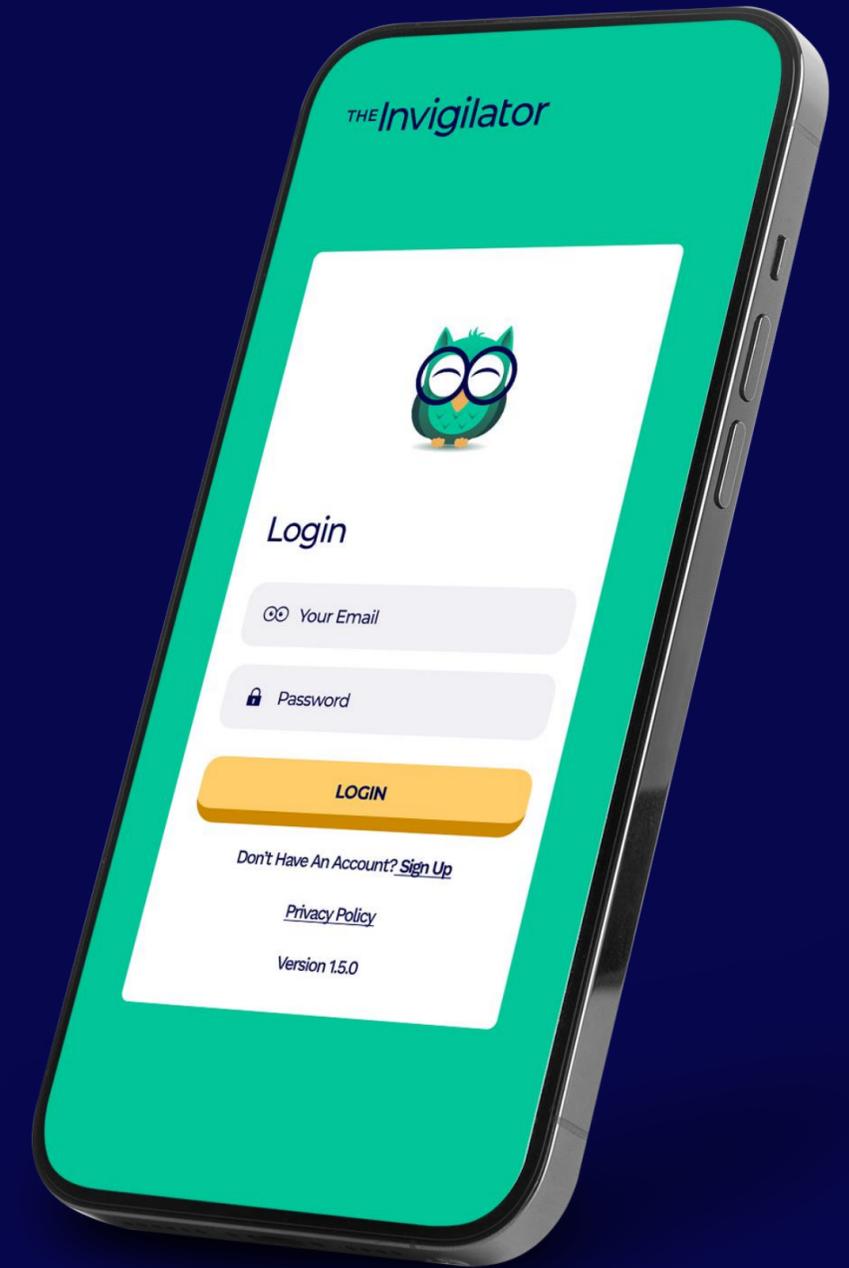
The Invigilator app works on any smartphone device, is not battery or data-intensive, and assists assessors in mitigating the risks associated with non-venue based assessments.

The Invigilator app performs the following tasks at random intervals during an assessment in order to simulate actions invigilators would perform during a venue-based assessment.

The App Will Therefore, At Random Intervals During An Assessment:

- Request you to take selfies.
- Request you to take a photo of a valid proof of identification (ID document, driver's license or student card).
- Request you to take a photo of your script (if the assessment is a written and upload examination) with your student number clearly visible.
- Record audio whilst your assessment is underway.
- Online assessments written on a learning management system (LMS) will request a verification code which is obtained from the app.

Note: The tool is only used for invigilation purposes. Students are expected to either download their question papers and upload their responses on their institution's portal or conduct an online assessment on their institution's portal (an online assessment might be taken by accessing their institutions portal through our app) depending on their assessment type as communicated on the exam timetable. Please follow the assessment student guidelines from your institution in this regard.



The Invigilator Technical Support Team

The Invigilator help desk is here to assist you before, during and/or after your assessment.

You can send a WhatsApp message to the following number: **+27 73 505 8273**.

Please be advised that this number **CANNOT BE PHONED**, but only WhatsApp'ed.



In-App Browser

The Invigilator app has an in-app browser to allow Learner Management System (LMS) access within the app. This functionality provides access to the LMS when only one device is used for both accessing the LMS and the app.

Although we recommend using one device for LMS access and another device for app access, it is possible to access both the LMS and the app with a single device. Please take note of the following should you make use of this functionality:

- Students writing an online LMS assessment will access the LMS through the app. You will first access the app and then the LMS within the app.
- Students writing a manual scan and upload assessment can access the LMS in the app in order to view the exam paper. These students should however first leave the app after their assessment before they attempt to scan and upload their answer sheets as uploading of the scripts to the LMS cannot be done in the app.



Demo Test

It is very important to familiarise yourself with the app before your first assessment.

After signing up and logging in to the app, please do this 8-minute simulation to experience the app for yourself. You can start the demo test by scanning the QR Code or entering the Access Code below the QR Code. Also take note that you can do this test more than once in order to get familiar with the app.

Please See Below For The Demo Qr Code:

QR Code



QR Access Code: 5e57c6b8

Exam Access Code



Step by Step Walk Through

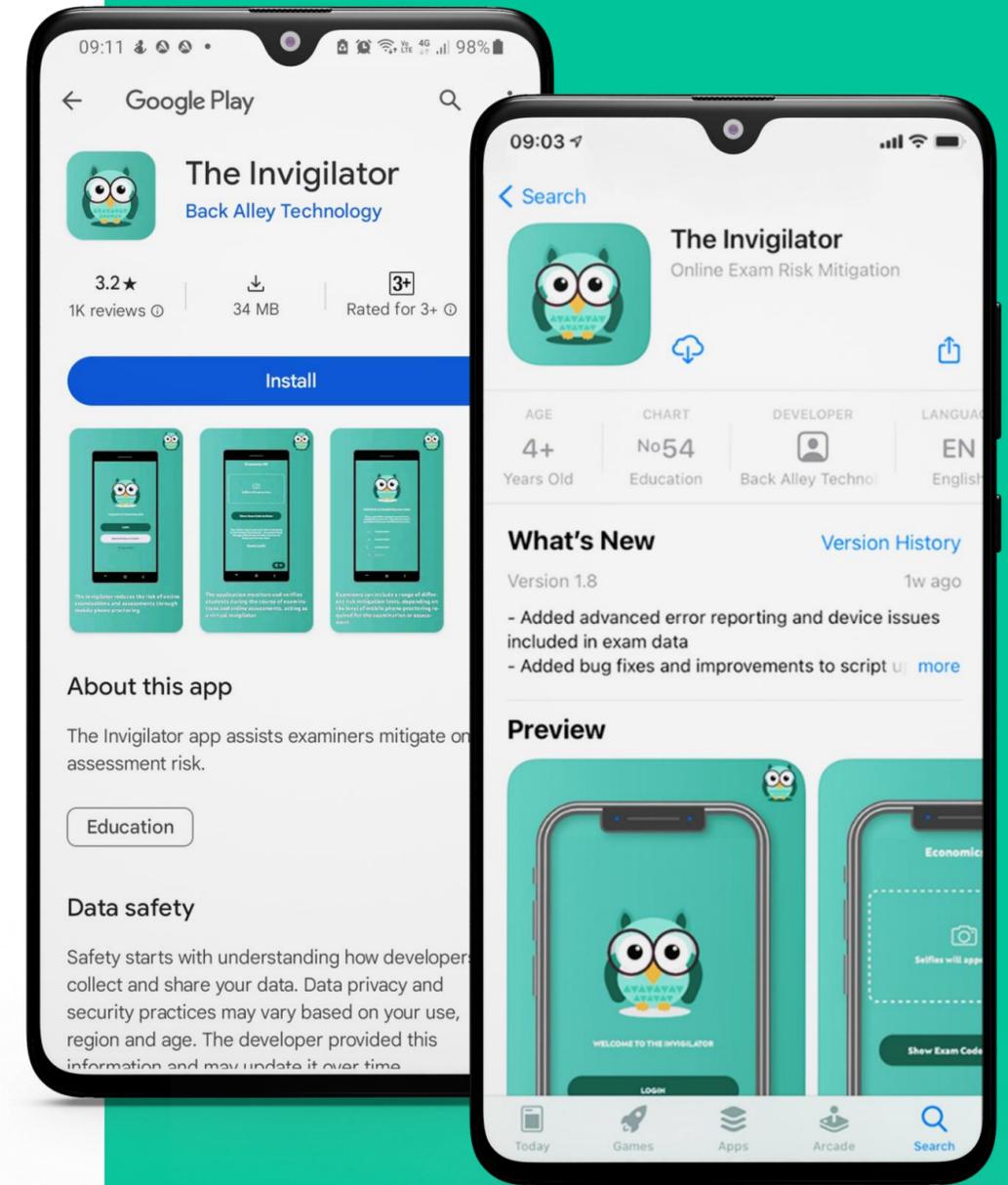
01. Download the App

Please visit your Apple App Store, Google Play or Huawei App Gallery and search for “The Invigilator” and download/install it.



TIPS:

1. Your operating system should be updated to its latest version to avoid download issues. This can be done by selecting the phone settings and then software update.
2. If you cannot find the app on your app store, your phone’s operating system (OS) may be outdated. Simply update your phone’s OS and then search for the app again.



02. Register on the App

Follow the steps on the right to register successfully.



TIP: Write down your password so that you never forget to remember it in future.

Struggling? Ensure The Following:

1. You are using your academic institution email address and selected the correct academic institution at the top of the screen.
2. Your two email address blocks and two password blocks are exact matches.
3. You are connected to the internet.

Getting This Error?

This email has not been confirmed by your academic institution. Please check your email or contact your university to get your email confirmed.

Please confirm that your student number and email address is added correctly. If the error persists, please contact the help desk.



Register

Register as a student

Select institution

Student number

LOGIN

Don't Have An Account? [Sign Up](#)

[Privacy Policy](#)

Version 1.5.0

Click on "SIGN UP" if you are a new user and complete the screen shown below with your details in order to register.

Complete & Signup

Register as a student

First name

Last name

Your email

Confirm your email

Mobile number

Password

Confirm password

LOGIN

Don't Have An Account? [Sign Up](#)

[Privacy Policy](#)

Version 1.5.0

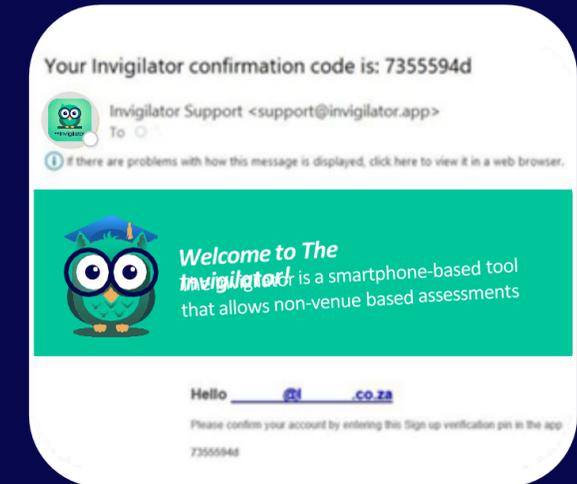
03. Verify Your Account

You will now be required to confirm your account through the use of a confirmation code that will be emailed to your university email address. Please input the code from the email, into the app and click on “VERIFY”.

Not Receiving The Email?

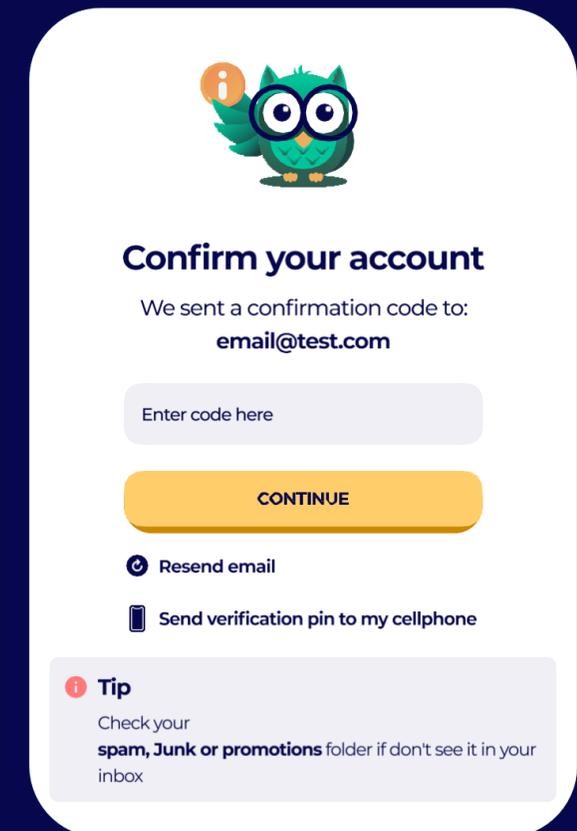
1. Check your spam/junk/promotions folder if you don't see the email in your inbox.
2. Click on the “Re-send” button at the bottom of your confirmation screen.
3. If you are still having problems, you can click on the “Send verification pin to my cell phone” button at the bottom of your confirmation screen.

Check Email



Enter the verification code emailed to you into the “enter code here” field.

Add Pin & Verify



04. Calibration

The Invigilator App will now take you through actions you will encounter during your upcoming assessment.

Follow These Steps To Calibrate Your Device

1. Through this calibration, the app will check your device to ensure it is compatible with the app and show you how to use the app during your assessment. It is also crucial that you allow The Invigilator App access to your microphone, camera and GPS. Your device will request these permissions if not previously given.
2. As part of the calibration the app will test the audio of your device. Make sure you can hear the notification sound.

Can't Hear The Sound?

Ensure the media volume on your device (not merely the ringtone volume) is turned all the way up.

Calibrate



Welcome to
The Invigilator

This tutorial will check your computer to make sure it is compatible with the app and show you how to use the application in an assessment

CONTINUE

Calibrate your device
& test audio.



05. Master Selfie

You will now be required (after calibration) to take your “master selfie”. It is critical that you follow the below guidelines:

Follow These Steps When Taking A Selfie:

1. Your face must be in the outlined position.
2. Your face must be well lit overall. There must not be excessive or bright light behind or on the side of your face.
3. You must take a picture of your face. You may not take a picture of an ID, student card or anything else.
4. If possible, you should take the photo without your glasses, mask, or face covering.

Take a Master Selfie

Selfie check

At random intervals in the assessment the app will ask you to take a selfie. Let's check if your device is configured.



CONTINUE



06. Login

Insert the email address and password you registered with and click on “LOGIN”.



TIP: You can log into the app before the exam, however, please note that the QR code should only be scanned once the assessment officially commences.

Struggling? Ensure The Following:

1. You have to be connected to the internet.
2. You have to insert the email address and password you signed up with.

Enter Info & Login

A screenshot of a mobile app login screen. At the top is the owl logo. Below it is the word "Login". There are two input fields: "Your Email" with an eye icon and "Password" with a lock icon. A yellow "LOGIN" button is below the fields. At the bottom, there is a link "Don't Have An Account? Sign Up", a link "Privacy Policy", and the text "Version 1.5.0".

Login

Your Email

Password

LOGIN

Don't Have An Account? [Sign Up](#)

[Privacy Policy](#)

Version 1.5.0

Insert the email address and password you registered with and click on “LOGIN”.



07. Demo Test

It is crucial that you do the demo test well in advance of your assessment for which you will have to use the Invigilator App.



TIP: You need to be connected to the internet in order to log in and scan the QR code.

The below steps will be the same for the demo test and any other assessment for which you might use the app.

1. Click on the “Start Assessment” button.
2. Scan the QR code or enter the Exam access code (this is the code that will be just below the QR code block). This code will either be on your assessment, or it will be communicated to you by your lecturer/institution.

Enter Access Code

Start Assessment



QR Access Code:

Enter you access code here

START ASSESSMENT

i Tip

Please make sure your laptop is charged or plugged in before you start



07. Demo Test

3. Once your exam starts, you will see this screen (see image to the right). Which means you can continue with your exam until you are prompted to take action.
4. DO NOT EXIT OR MINIMISE THE APP during your assessment as the app's algorithm monitors the instances the app was exited for any reason other than to contact The Invigilator help desk via WhatsApp.
5. The timer in the bottom right-hand corner will continue to count down and once you've taken any required photos, they will appear in the outlined box (see image to the right) and remain there until the end of the assessment.
6. You will be prompted to take selfies and/or other photos through the course of the test when you hear a sound and see an "Attention" box (see below example).
7. Please note that these prompts are completely random, and you should not be alarmed if you don't receive prompts – they will come.

Timer & Selfie

PC Calibration



Selfie

Information

You will be able to see your time remaining in the bottom right. At certain times the app will ask you to take a picture so keep your device close.

🕒 | 20

Take Selfie

Attention

You will need to take a selfie now. Please make sure your face is fully visible in the camera.

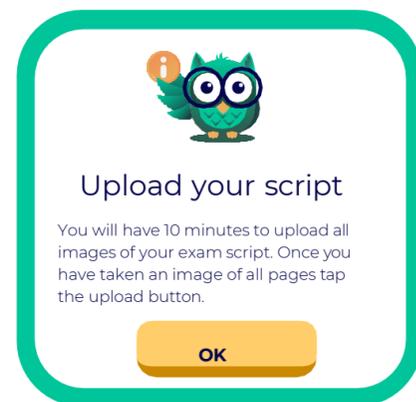


TAKE SELFIE



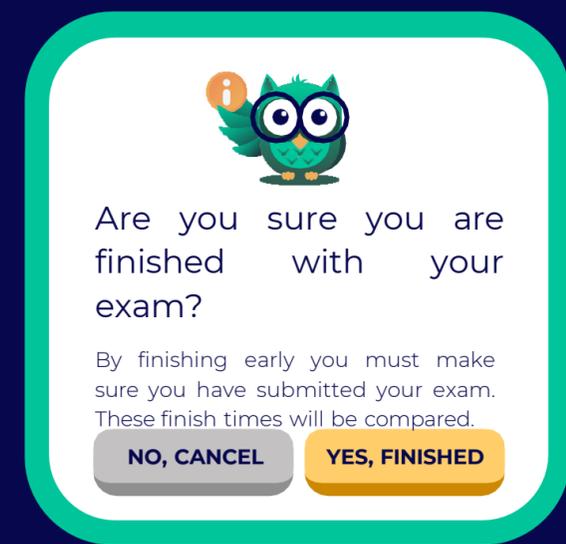
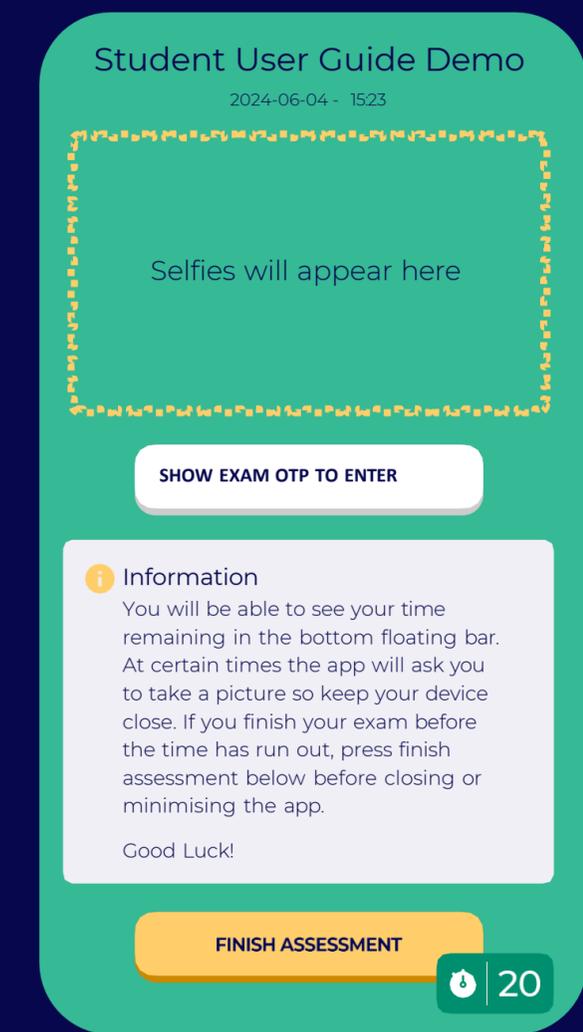
07. Demo Test

8. If your exam was set up by your lecturer to allow you to finish early, you will see a button named "Finish Assessment". If you finish your exam early, you can click on this button and confirm that you are finished by clicking on "Yes, I am finished".
9. At such a time, any outstanding prompts will be given to you for action before you can finish early.
10. When either your timer runs out or you click on the "Finish Assessment" button (illustrated to the right), you may be prompted to upload photos of your script. Uploading of scripts photos are only requested in the case of a written assessment. (i.e., scan and upload). When writing an online assessment on the LMS this will not be required.
11. If prompted, you should take a photo of each page of your script within the 10 minutes allocated. If you do not take a photo of each page of your script within the 10 minutes, no script will be uploaded to The Invigilator's database.
12. Once you have taken photos of each page of your script, you have 48 hours to upload all the invigilation data pertaining to that exam to The Invigilator's database.
13. **PLEASE NOTE:** this does not replace the normal upload of your script to your university platform as was communicated to you by your institution's channels.



Upload Script

Finish Assessment



07. Demo Test

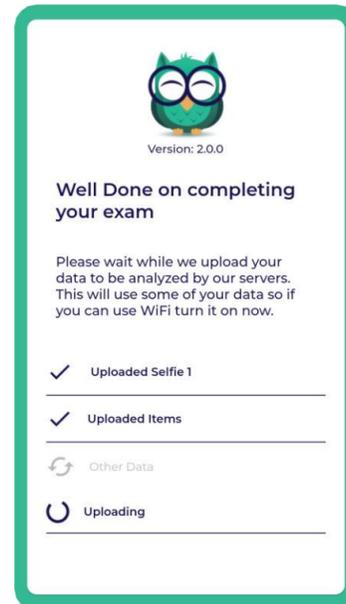
13. You are now done with your assessment and your data will be uploaded.



TIP: Please ensure you are connected to the internet.

Stuck On This Upload Screen?

- First upload your assessment to your LMS or per your institution's guidelines.
- Ensure you are connected to the internet.
- Exit and close the app completely and log in again. If you are taken to the dashboard, it means your data was successfully uploaded.



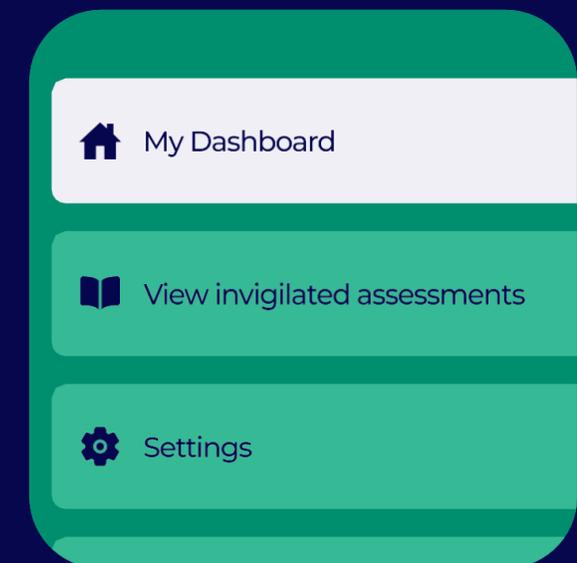
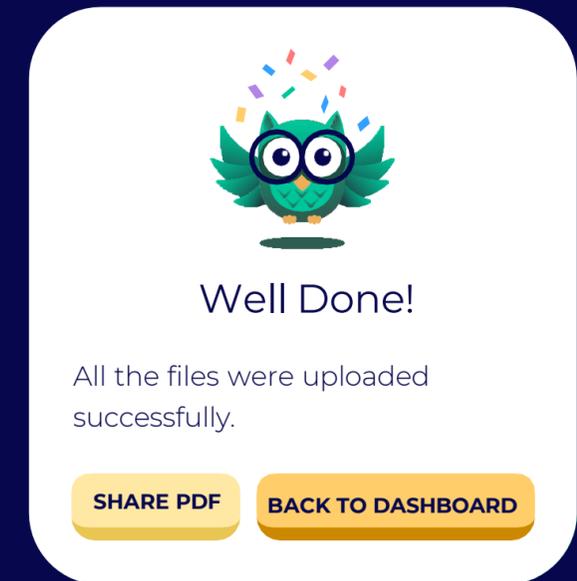
Successful Upload

14. You can confirm that your data was uploaded by clicking on the 3 horizontal bars in the top-left corner of the app and then clicking on "View Invigilated Assessments". You must be logged in.

It is important that you confirm your upload after the assessment.

15. Once you have successfully uploaded your invigilated data, you can share the PDF version of your script outside of the app. We recommend that you save it on your device or email it to yourself.

View Assessments





invigilator.app

For Technical Support

Contact our team via WhatsApp on +27 73 505 8273