

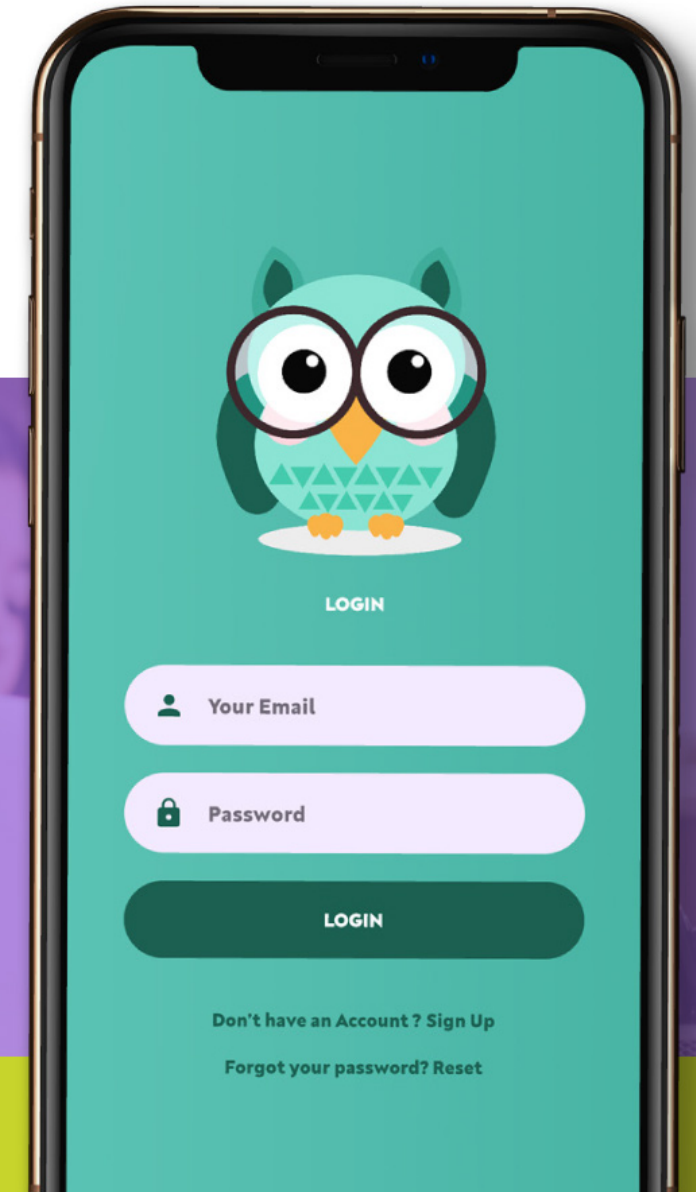
## The Invigilator App

STUDENT

# User Guide

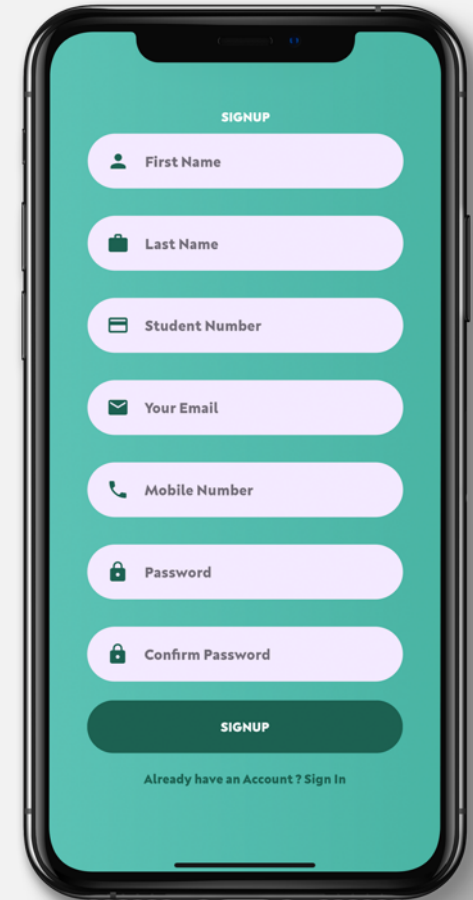
Step by Step  
App Walkthrough

FOR UNISA



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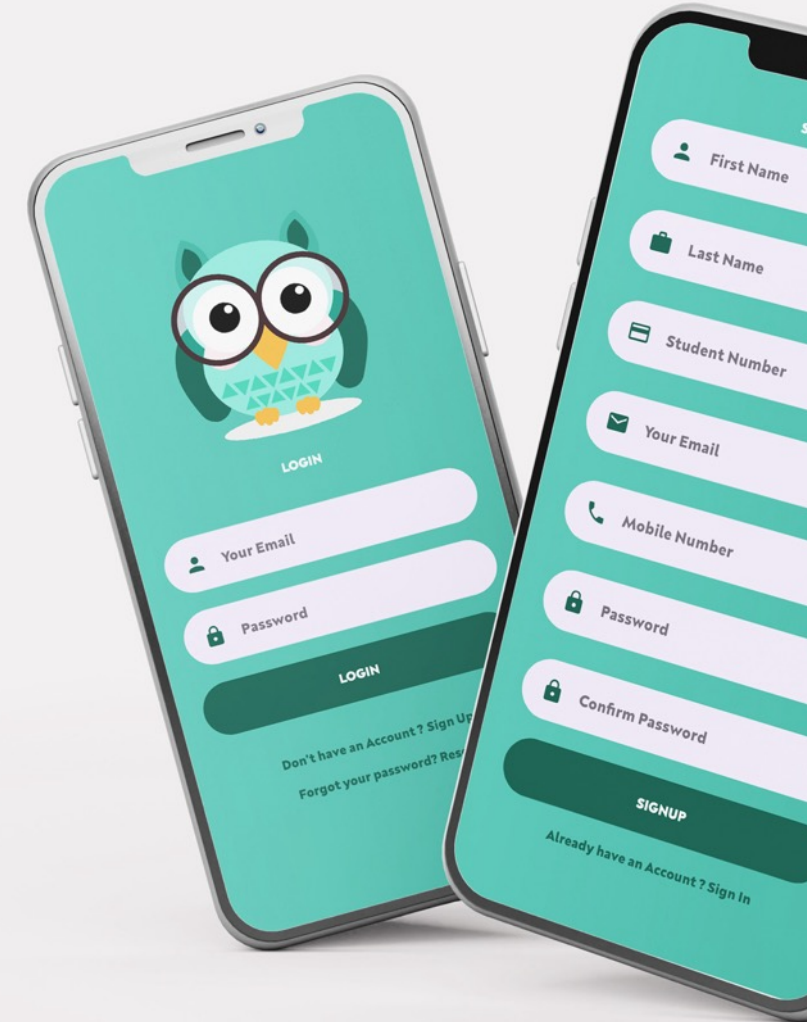
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# Introduction

Welcome to the Invigilator app! The Invigilator is a cell phone 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 protect the quality of the relating qualification. This tool constitutes a control mechanism and all information obtained through it will be scrutinized and used within this context by your institution.



# Description of the App

The Invigilator app works on any cell phone 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 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.
- Records 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 in this regard.



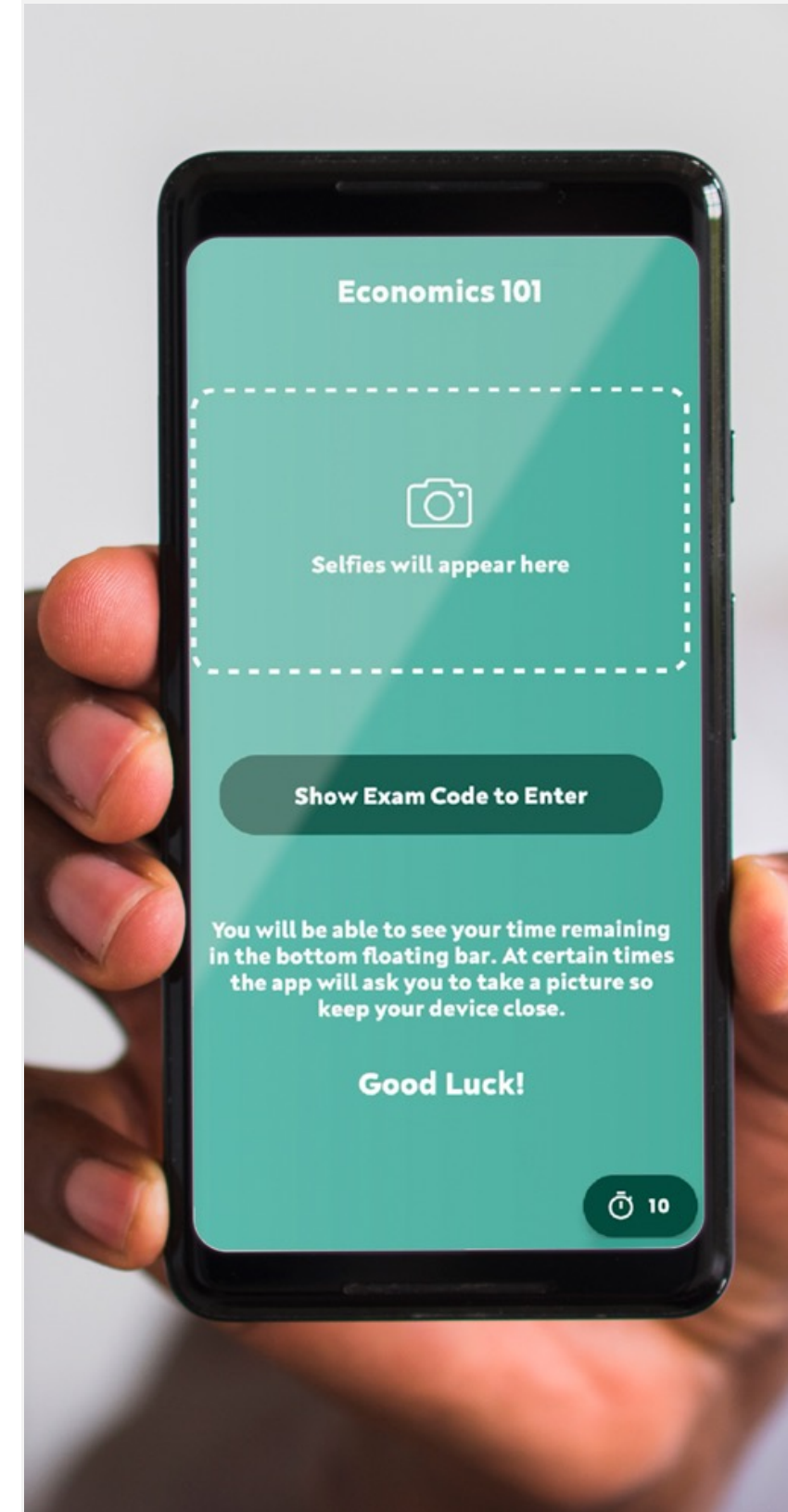


# Video Guidance

Please watch the following video for training and practising purposes as soon as possible.

Click on the link below to view the Invigilator demo walkthrough video, covering all the steps when signing up and when using the app:

<https://youtu.be/rJTX8V3att0>



# The Invigilator Technical Support Team

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

You can send a WhatsApp message to the following number: **073 505 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 allows 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.

Please watch the following video for a short explanation of this functionality.

Link to the video explaining the in-app browser functionality:

<https://youtu.be/ZivO4nvYphU>





# 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 demo test 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:





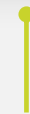
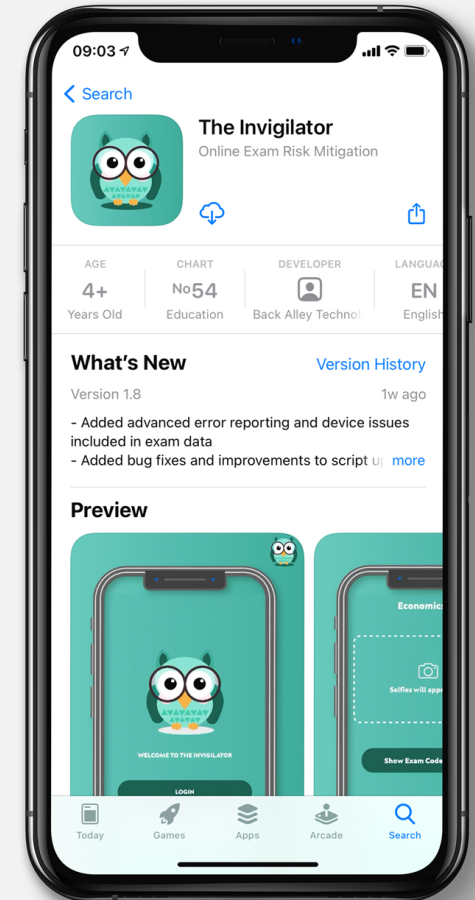
# Step by Step Walk Through

## 01. Download the App

Please visit your app store, search for “**The Invigilator**” and download/install it.

### TIPS:

1. Your operating system should be updated to their 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.



Download the app

## STEP BY STEP WALK THROUGH

# 02. Register on the App

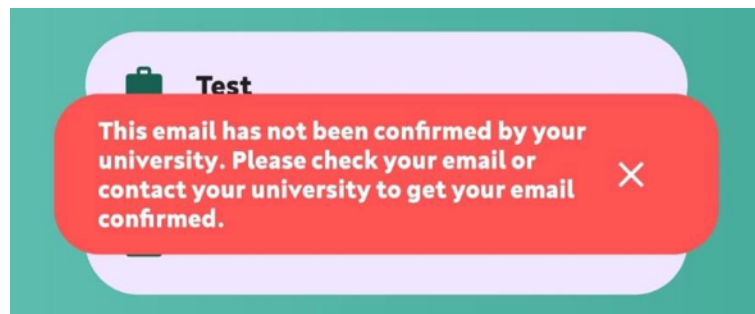
Hit "REGISTER AS A STUDENT", complete the screen with your details and hit "SIGNUP"

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

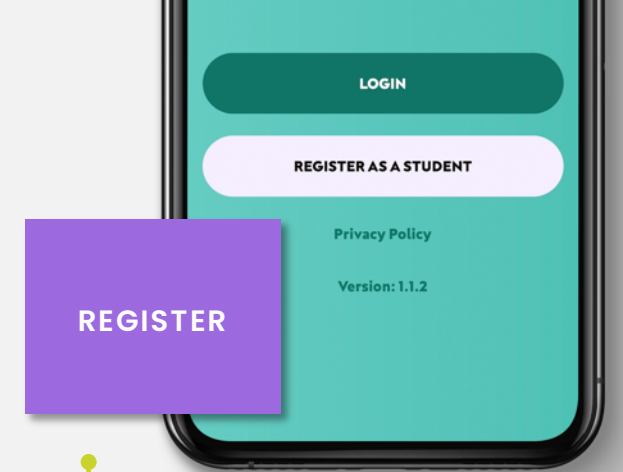
### STRUGGLING? ENSURE THE FOLLOWING:

3. You are using your university email address.
4. Your two email address blocks and two password blocks are exact matches.
5. You are connected to the internet.

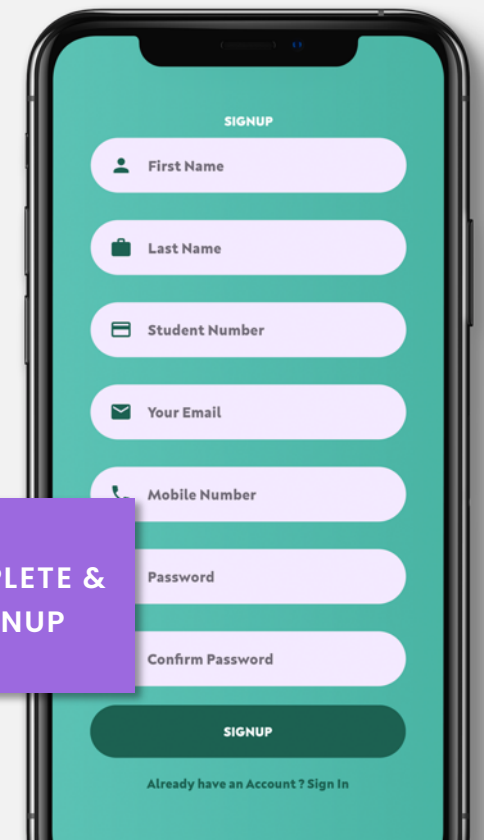
### GETTING THIS ERROR?



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



Hit "REGISTER AS A STUDENT", complete the screen with your details and hit "SIGNUP"



COMPLETE &  
SIGNUP

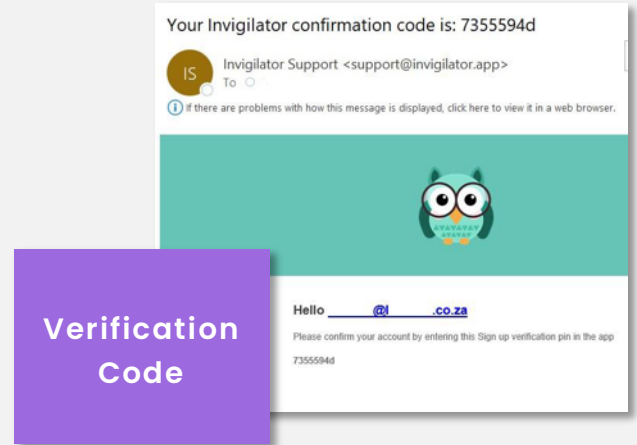
## STEP BY STEP WALK THROUGH

# 03. Verify Your Account

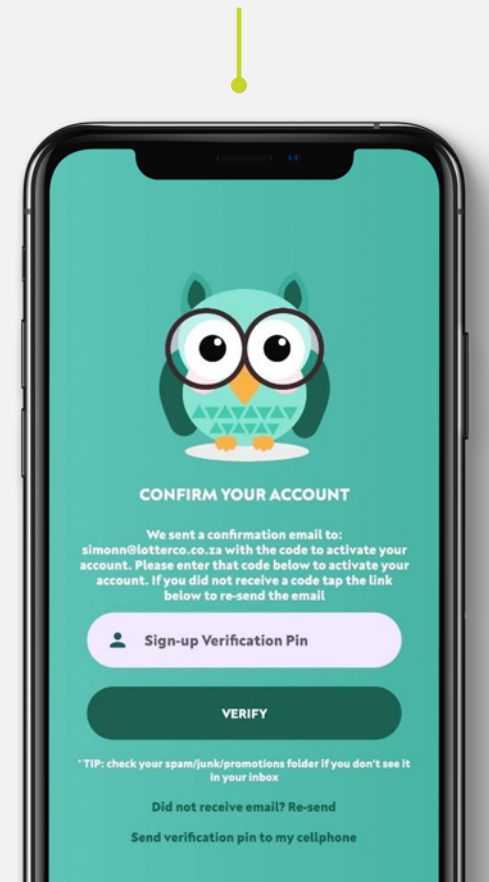
You will now be required to confirm your account through the use of a confirmation code that will be emailed to your university email address. Please input the code from the email, into the app and hit “VERIFY”.

### NOT RECEIVING THE EMAIL?

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



Enter the verification code emailed to you into the “sign-up verification pin” field.



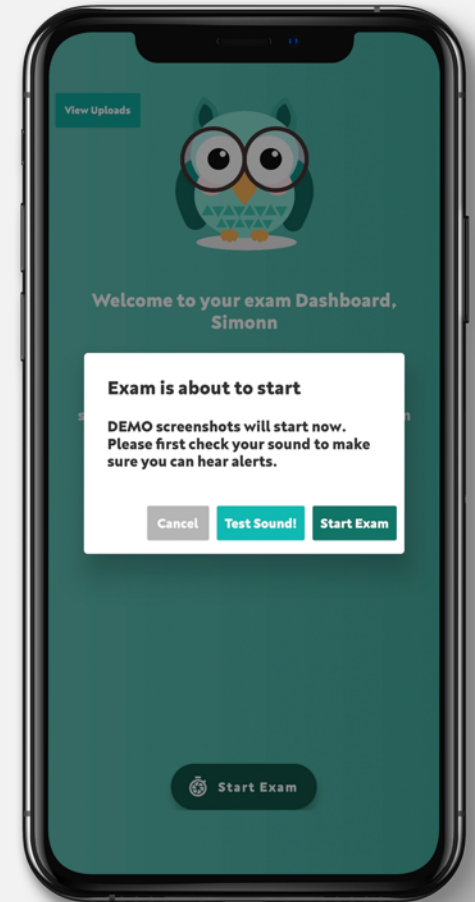
## STEP BY STEP WALK THROUGH

# 04. Calibration

1. The app will now take you through actions you might encounter during your upcoming assessment. 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 in your assessment. It is also crucial that you allow The Invigilator access to your microphone and camera. Your device will request this permission 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 your device  
& test audio

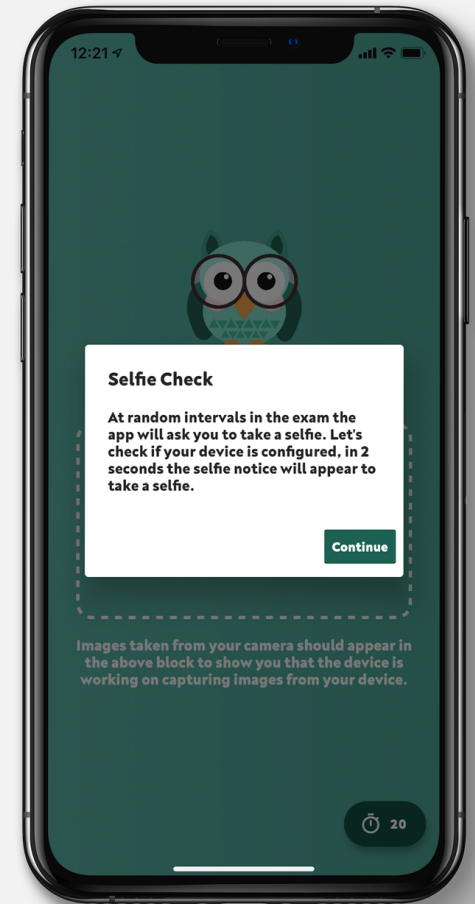


## STEP BY STEP WALK THROUGH

# 05. Master Selfie

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

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

## STEP BY STEP WALK THROUGH

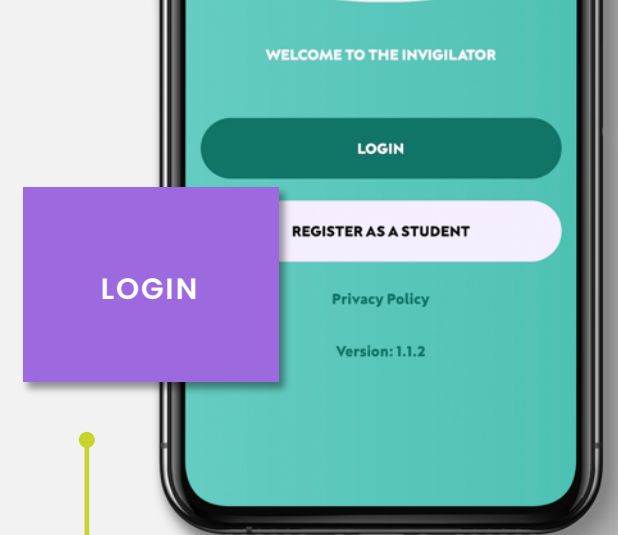
# 06. Login

Hit "LOGIN", insert the email address and password you registered with and hit "LOGIN" again.

**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.



Hit "LOGIN", insert the email address and password you registered with and hit "LOGIN" again.



## STEP BY STEP WALK THROUGH

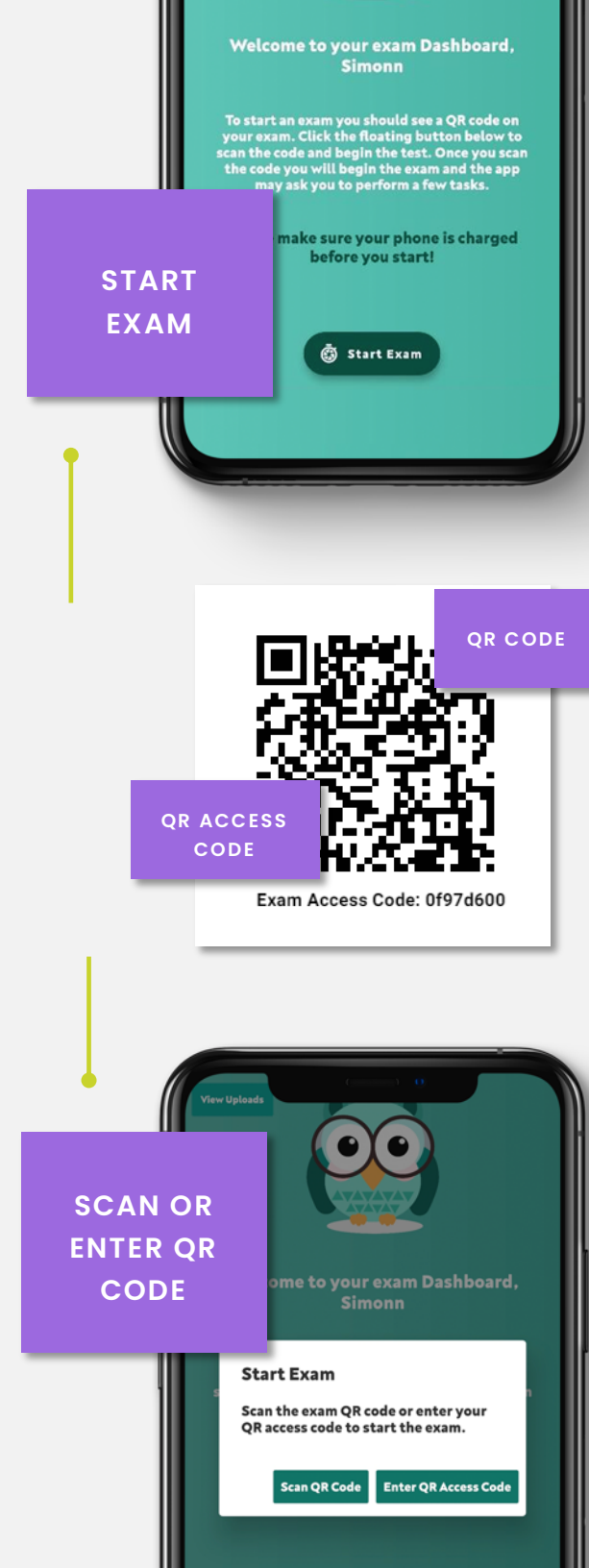
# 07. Demo Test

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

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

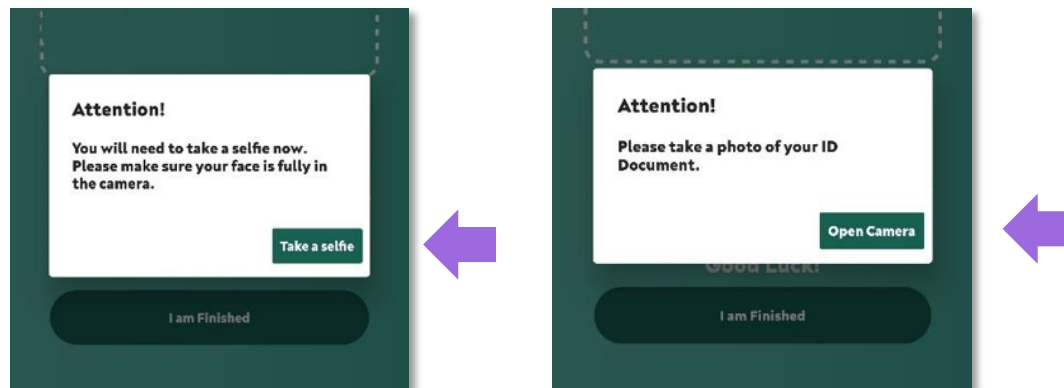
**TIP:** You need to be connected to the internet in order to log in and scan the QR code.

1. Hit the “Start Exam” button
2. Scan the QR code or enter the QR 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.

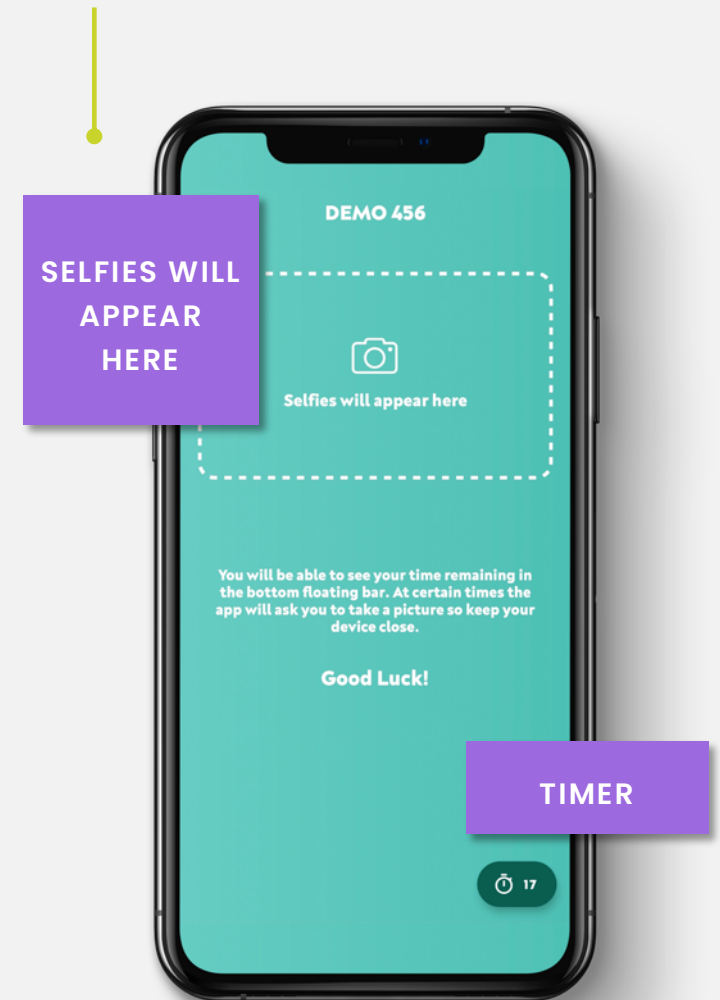


## Demo Test Continued

- 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.
- 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 support desk via WhatsApp.
- 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 sit there until the end of the assessment.
- 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 examples).
- Please note that these prompts are completely random, and you should not be alarmed if you don't receive prompts – they will come.



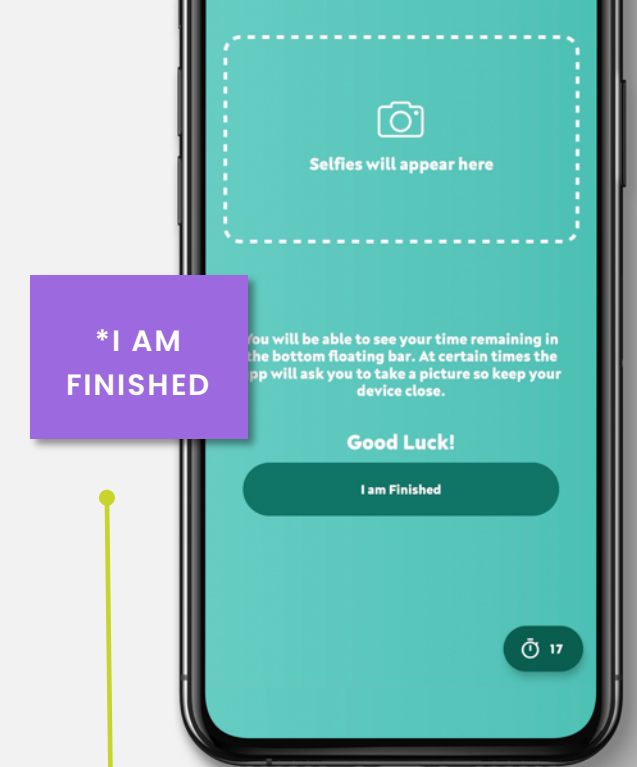
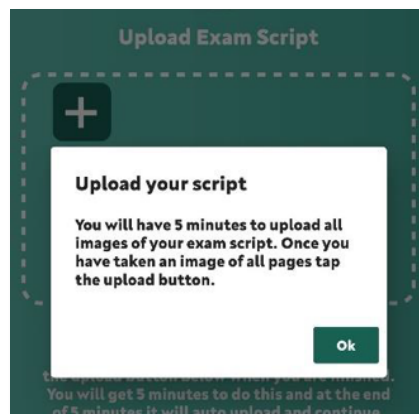
Timer and selfies



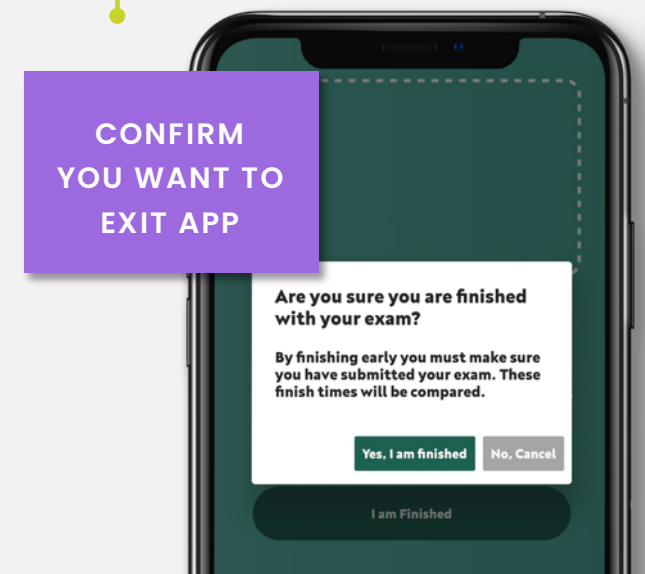


## Demo Test Continued

8. If your exam was set up by your lecturer to allow you to finish early, you will see a button named "I'm Finished". If you finish your exam early, you can hit this button and confirm that you wish to exit the app.
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 hit the "Yes, I am finished" 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 5 minutes allocated.
12. **PLEASE NOTE:** this does not replace the normal upload of your script to your lecturer or university platform as was communicated to you by your university channels.



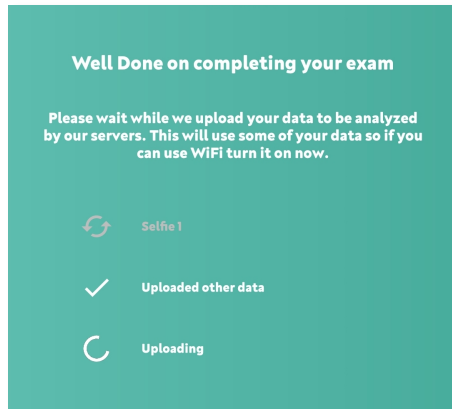
\*Only visible if your lecturer set up your exam to allow you to finish early.



## Demo Test Continued

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

**TIP:** Please ensure you are connected to the internet.

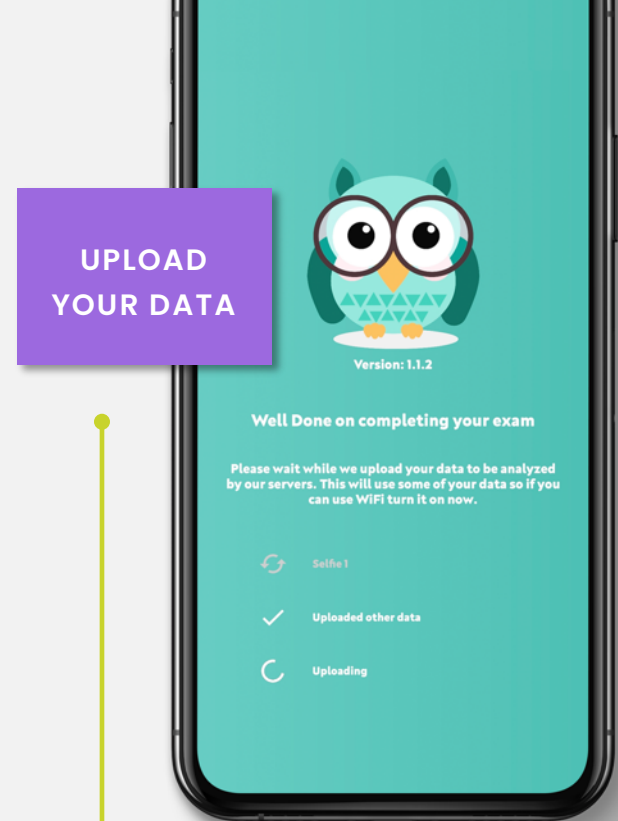
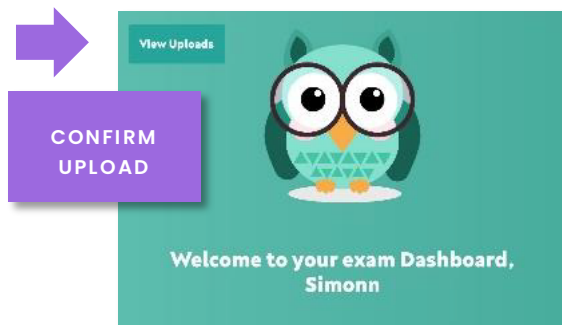


### ← STUCK ON THIS UPLOAD SCREEN?

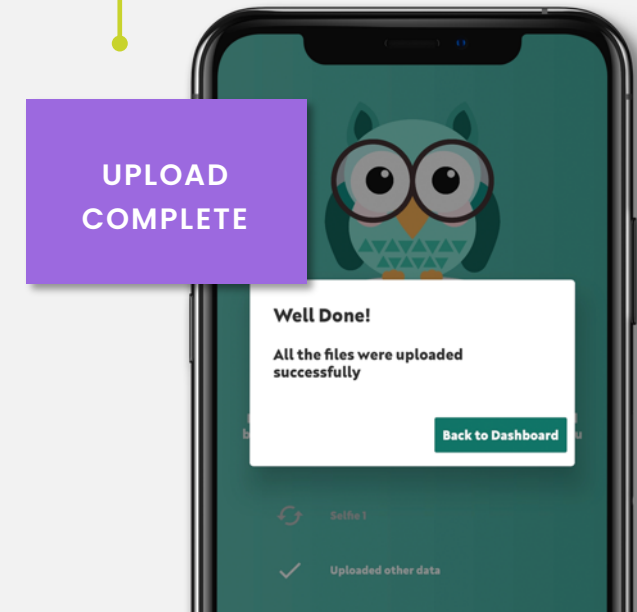
- FIRST UPLOAD YOUR ASSESSMENT TO YOUR LMS OR PER YOUR INSTITUTION'S GUIDELINES.
- Ensure you are connected to the internet.
- Exit and close the app completely and log in again. If you are taken to the dashboard, it means your data was successfully uploaded.

14. You can confirm that your data was uploaded by viewing your uploads in the top left corner of the dashboard (you need to be logged in).

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



Upload your data

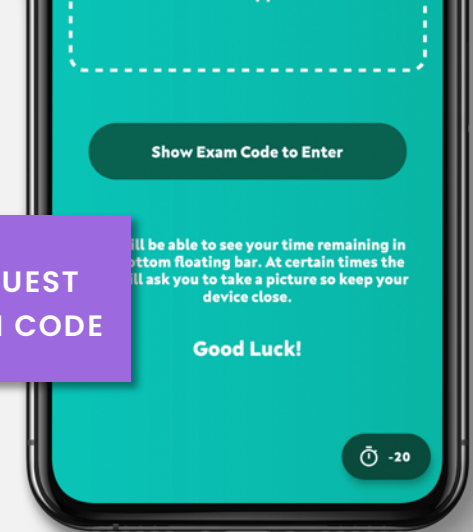


# Exam Code (aka OTP)

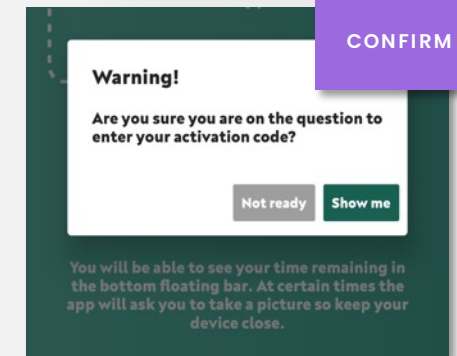
If you are busy with an online exam on your institution's LMS (learner management system), one of the questions in the assessment might request your exam code (aka OTP).

1. When reaching this question get the code from the app, enter the answer and submit.
2. To get this code, you will select the button called "Show Exam Code to Enter"

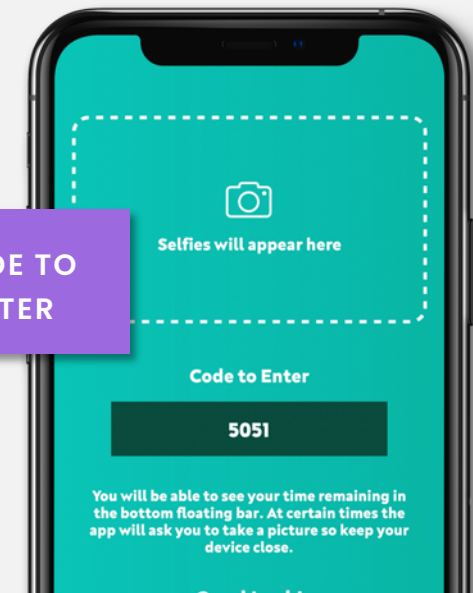
**PLEASE NOTE:** don't request this code until you get to the question that requires the code.



REQUEST  
EXAM CODE



CONFIRM



CODE TO  
ENTER

INTEGRITY  
THROUGH  
TECHNOLOGY

CONTACT

# Technical Support Team

Contact our team via  
WhatsApp on 073 505 8273

RESOURCES & SUPPORT:

[WWW.INVIGILATOR.APP/STUDENT-SUPPORT-FAQ/](http://WWW.INVIGILATOR.APP/STUDENT-SUPPORT-FAQ/)