



The Invigilator App

Introduction

The Invigilator is a cellphone based tool that allows non-venue based assessments to be written in a more controlled and monitored environment. This tool is meant to ensure academic integrity which benefits both the University and learners. To protect the integrity of your qualification and in the spirit of applying a high standard of invigilation for an online assessment, UNISA has procured this software to serve this purpose. The tool is also used at other institutions to administer online examinations.

Note: *The tool is only used for invigilation purposes. Students are expected to either download their question papers and upload their responses on myUnisa or conduct an online assessment on myExams depending on their assessment type as communicated on the exam timetable. Please follow the assessment student guidelines in this regard.*

What does the App do?

The Invigilator App performs the following tasks at random intervals during an assessment:

- Requests the user to take a limited number of selfies.
- Requests the user to take a photo of a valid proof of identification.
- Requests the user to take a photo of their script on which they are writing and ensuring that the student number is visible (this would entail a photo of the screen on which students are writing electronically) **or** in an online assessment on MyExams one of the questions will request a unique code from the App which then needs to be requested and then entered as an answer to the relevant question.
- Random audio recordings are performed during the assessment.



Training

An link to a training video coupled with an 8-minute mock assessment is included below. This will help to ensure that you are familiar with the App before the exams start. **We urge you to watch this video as you prepare for the exams!**

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

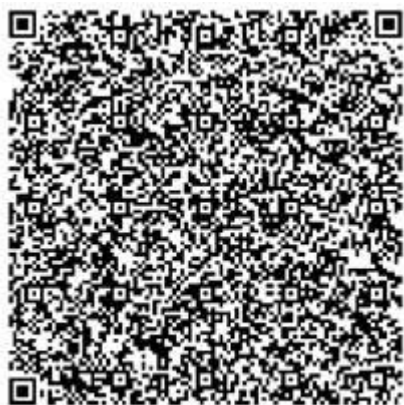
Video

<https://youtu.be/9Mp-WvelQqo>

Students are expected to download the Invigilation App  from Google Playstore or Apple iStore. Some Huawei phones do not have access to the Google Play store. If so please, students are expected to follow link and search for The Invigilator; follow the steps given: <https://apkcombo.com/en-za/apk-downloader/>

Please register on the app using your myife email address

The following QR code should be scanned when performing your 8 Minutes Mock examination. Details regarding this Mock is dealt with in the Video above.



QR Access Code: 3b6fbf4b

On the day preparation:

1. Please have your cellphone fully charged.
2. Please have your identification document (ID, driver's license) with you.
3. Please ensure you have <15Mb of data on your cellphone to cater for each examination session.
4. When you ready to start the examination; login to the app and scan the QR code provided to you on the exam question paper.
5. After login, put cellphone on airplane mode to limit disturbances.
6. DO NOT CLOSE THE APP.
7. After completion of your paper, reconnect to internet services (via WIFI or <15Mb data)/ switch off airplane mode to allow the app to upload the data.
8. Any technical queries on the app, contact 073 505 8273 via whatsapp.

9. All exam related queries must be addressed to the normal channels of communications used throughout the year.

FREQUENTLY ASKED QUESTIONS

Herewith questions, answers, explanations and steps for your attention. 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.

INFORMATION ABOUT THE APP		
	Is the app user-friendly?	<p>Yes, the app has a logical layout and is very easy to use.</p> <p>To further familiarise yourself with the app before the assessment you are required to:</p> <ul style="list-style-type: none">• Watch the short training video and• Complete the mock assessment where you will become familiar with the actions required by the app.
	Will use of the app on the day take up much of my time?	<p>The tasks to be performed take less than 5 minutes. This will be included in the uploading time. 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.</p>
	Is my personal data collected, stored and safe?	<p>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.</p> <p>The Invigilator app does not have access to any other data on your phone/device.</p> <p>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 database.</p> <p>As is the case with Apple and Android policies, the Invigilator 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.</p> <p>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.</p>
	How much data does the App use; and do I need constant Internet connection	<p>The Invigilator will not require a constant internet connection for the duration of the assessment. You will only need to be connected to mobile data or Wi-Fi at the beginning and after the assessment has ended.</p>

		<ul style="list-style-type: none"> • The Android App requires, roughly, 19MB of space and data to install. • The Apple App requires, roughly, 80MB of space and data to install. <p>The data usage is less than < 15Mb per examination session.</p> <p>Note: Please note that the University is currently making arrangements to provide data to the students. However, there is a possibility that this might not be completed in time for this exam. We therefore encourage you to, in the meantime, make alternative arrangements in this regard.</p>
	Is the app battery intensive?	<p>The app doesn't use a lot of battery but you are advised to have your phone/device fully charged before commencing your assessment and to have your charger handy in case you need to charge your phone/device during the assessment.</p> <p>The application will warn you to plug your phone into charge should the battery have 30% or less battery power remaining.</p>
	Does the app need constant internet connection?	<p>No, the app does not require constant internet connection during your assessment.</p> <p>Internet connection (thus connection to either mobile data or Wi-Fi) is only required in the following two instances:</p> <ul style="list-style-type: none"> • Upon commencement of your assessment – when you log into the application. • Upon completion of your assessment – when you have to upload your data. <p>For the rest of your assessment, your phone should be on airplane mode, unless you have to contact the Invigilator Technical Support Team (ITST) via WhatsApp.</p>
	Will background noises affect the audio recordings or do I need to write my assessment in a completely quiet space?	<p>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.</p> <p>Note: No music or talking to yourself is allowed during the assessment as this will flag your audio recording on the system.</p> <p>To thus avoid any of your recordings being flagged by the application, please follow the same examination rules you would normally follow during a venue based assessment.</p>

BEFORE THE ASSESSMENT		
	Where or how do I get the app?	If your device has an IOS or Android operating system, please visit your relevant app store, search for “The Invigilator” and download it.
	If I forgot my login details after I signed up, what should I do?	<p>You will have to reset your password.</p> <p>Click on the password reset link on the login page of the app.</p> <p>Alternatively, click on the following link: https://invigilatorapp.herokuapp.com/users/password/new</p>
	Which email address must I use in registering for the app	Please use your <i>mylife</i> email address.
	I did the demo test, but I did not get sound notifications from the app, what should I do?	<p>Ensure the media volume on your device (not merely the ringtone volume) is turned all the way up.</p> <p>This can be tested by playing a song on your device and then ensuring that the volume is at its loudest.</p> <p>If the problem persists, please contact the ITST.</p>
	What is the deadline for registering and testing the app?	Please register on the app and complete the mock training two days before the assessment.
	I do not have access to the Play store, what can I do?	<p>The app is currently available on the Apple iStore and the Google Play store only.</p> <p>Some Huawei phones do not have access to the Google Play store. If so please click on the follow link and search for The Invigilator; follow the steps given: https://apkcombo.com/en-za/apk-downloader/</p>
	Should I check my operating system before downloading the app?	<p>Yes, your operating systems should be updated to their latest versions to avoid download issues.</p> <p>This can be done by selecting the phone settings and then software update.</p>
DURING THE ASSESSMENT		
	What do I need on the day of the assessment?	<ul style="list-style-type: none"> • Have your cell phone/device fully charged and keep your charger nearby. You can also charge your phone while using the app. • Have your identification document with you (ID, driver’s license, or student card). • Ensure you have more than 15Mb of data on your cell phone/device to cater for each of your assessments.

		<ul style="list-style-type: none"> Ensure the media volume on your device (not merely the ringtone volume) 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.
	How should I use the app on the day?	<p>Commencement of your assessment:</p> <ul style="list-style-type: none"> When you are ready to start the assessment, open the app and log in. Scan the QR code provided to you on your assessment paper, or in case the QR code is not scanning, manually enter the Invigilator access code visible below the QR code on your assessment. <p>During your assessment:</p> <ul style="list-style-type: none"> After logging in with the QR code, put your phone/device on airplane mode. DO NOT CLOSE THE APP for any reason other than to contact the ITST via WhatsApp. Follow the prompts on the app such as taking selfies and other required photos. <p>Completion of your assessment:</p> <ul style="list-style-type: none"> Submit your completed assessments on the Unisa's examination platforms. After submission of your paper, reconnect to the internet (via Wi-Fi or via mobile data), by switching airplane mode off and ensuring you have an internet connection.
	Can I minimise or close the app during the assessment?	<p>No, you should NEVER close the app for any reason other than to contact the ITST via WhatsApp. The App monitors minimising or closing of the App.</p> <p>When the app is minimised, you will not receive notifications/prompts to perform the required actions such as taking a selfie or another photo.</p> <p>In summation, your phone/device should always be next to you with the app open (a.k.a. in the foreground) so that you can respond to the prompts.</p>

		Note: For students utilising their cellphones for the purposes of assessments and are unable to access/borrow another cellphone/laptop for use of the invigilation purposes will need to call the ITST to obtain a reference number for the activation of other monitoring activities.
Will my phone/device lock when I am in The Invigilator app? (Some phones have software installed that locks the phone automatically for security purposes)	The app is running in the background and although it might dim your screen, it will ensure that your phone/device does not lock. It is therefore important to note that your need not try and 'unlock' your phone/device when it is only dimmed.	
Does the app lock/block my phone and prevent me from using it?	No, it does not but using your phone for any other purpose than using the app or to contact the ITST will be flagged. The App monitors minimising or closing of the App.	
Do I have to take my phone with, if I go to the bathroom during the assessment?	No. There will be an opportunity for you to action the prompts when you get back and thus it is important for you to check the app upon your return. There are two types of instructions: <ul style="list-style-type: none"> Take a Selfie: The selfie request notifies you and opens your camera. If this is missed, the camera will stay open until you complete the request. Take a photo of something else (i.e. ID document): If this request is missed, the instruction will be visible until you complete it. 	
If I do not action a prompt to take a selfie of another photo, what happens?	The system will inform your institution if you did not perform a specific task in a reasonable timeframe.	
Is it possible to miss a prompt?	This should not happen as you will have the opportunity to action a prompt within a reasonable time and thus even if you went to the bathroom, you will have the opportunity to action the prompt, as explained above. It is however critical to ensure the media volume on your device (not merely the ringtone volume) is turned all the way up so that you hear the prompts.	
How can I manage phone calls and messages disturbing	Your phone/device should be on flight mode during your assessment with the exception of the following 3 instances for which you need internet connection:	

	me during the assessment?	<ul style="list-style-type: none"> • Commencement of your assessment – when logging in and scanning the QR code • Conclusion of your assessment – when uploading your data at the end of the session • When you are contacting the ITST <p>If you receive an incoming call or message in one of the three instances mentioned above, it will not affect the app but answering the call or responding to the message would indeed effect the app, and thus you should always refrain from doing so.</p>
	Can I read aloud, speak to myself or listen to music during the assessment?	<p>No, please note that normal exam conditions apply.</p> <ul style="list-style-type: none"> • You are NOT allowed to communicate with anyone during the assessment • You are NOT allowed to talk to yourself or read your questions aloud • You are NOT allowed to play music during your assessment <p>All of the above will cause the system to flag your recordings.</p>
	What if I accidentally exit the app?	<p>If this were to happen, you then log in again and the app will calculate your remaining time and you will perform the remaining tasks as the app prompts you.</p>
	Where will I find the QR or manual access code on the day of the exam?	<p>You will be required to scan the QR-code to commence the assessment session on the app.</p> <p>This QR code will appear on your assessment.</p> <p>If for some reason the QR-code does not want to scan, manually input the exam code below the QR-code.</p> <p>Note: if your QR-code does not want to scan, please do NOT input your module code or some other code. Please use the code visible on your assessment just below the QR-code.</p>
	Can I log into the app before the start of the assessment?	<p>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.</p>
	What should I do if I finish the exam early?	<p>DO NOT CLOSE THE APP (unless you need to contact the ITST) and thus do not start using your cell phone.</p> <p>Wait for the timer on the app to run out, then connect to the internet (by turning airplane mode off) and upload your data accordingly.</p>

Can I have two devices during the assessment?	<p>You may only use two devices in the event of you not having a printed version of the assessment and thus needing one device to read the assessment from, and one device on which to run the Invigilator app.</p> <p>In addition if you write an online assessment on myExam and use a cellphone to write the assessment you then need a another cellphone to run The Invigilator app</p> <p><i>Note: For students utilising their cellphones for the purposes of assessments and are unable to acquire another cellphone for use of the invigilation purposes will need to call the ITST to obtain a reference number for the activation of other monitoring activities.</i></p>
Can I change devices during the exam, for instance if my device switches off when there is load-shedding?	<p>No, you cannot. Once you open the Invigilator app on a device for an assessment, you cannot change devices.</p> <p>It is therefore crucial that your device is fully charged.</p>
What should I do if my phone/device goes off for any reason during the assessment?	<p>All actions performed are saved by the app and thus if your phone/device goes off during an assessment, your data will not be lost but it is imperative that you switch on your phone/device and open the app as soon as possible.</p> <p>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.</p>
Will the app prompt me to the same actions at the same times for different assessments and when will the app prompt me for action?	<p>The app's prompts are completely random and thus differ from assessment to assessment and from student to student.</p> <p>This means not even the Invigilator Technical Support Team (ITST) knows when the prompts for your specific assessment will be.</p> <p>Do not panic if it takes a while for a prompt to appear on the app.</p>
My app is stuck on the log in page, what can I do?	<p>Make sure you are connected to the internet.</p>
My app keeps kicking me out, what must I do?	<p>Should the app kick you out after performing a certain action, please contact the ITST immediately for further assistance and guidance on logging back in and concluding that exam.</p>
My sound is on its loudest but I don't get	<p>Please check to make sure that your media volume (not just ringtone volume) is on its loudest. This can be tested through playing a song before the exam commences.</p>

	notifications, what can I do?	
UPON COMPLETION OF THE ASSESSMENT AND WHEN UPLOADING		
	Upon completion of my assessment, what must I do first?	YOU FIRST UPLOAD YOUR ASSESSMENT/SCRIPT TO myUnisa Only once this is done should you upload your data on the app.
	Upon completion of my assessment and as I am uploading my data, my app is hanging and/or not uploading my data, what can I do?	<ul style="list-style-type: none"> • Firstly, ensure you already uploaded your assessment/script. • Exit the app completely (do not just minimise it). • Open the app again and log in. Your data should then upload. • If your phone/device does not allow you to exit the app completely, you can switch your phone/device off and on again and then log in to the app. Your data will then upload.

GUIDANCE FOR PHOTOS AND AUDIOS		
	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 are performed?	No, you will not be notified of audio recordings 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 another persons are allowed and under which you must refrain from talking to yourself, reading the exam aloud and playing music

QUERIES AND SUPPORT		
	How do I contact the Invigilator technical support team (TST)?	<p>You can send a WhatsApp message to the following number: 073 505 8273</p> <p>Please be advised that this number CANNOT BE PHONED, but only whatsapped.</p>
	When do I contact the Invigilator technical support team (ITST)?	<ul style="list-style-type: none"> • The ITST can be contacted at any time before, during or after an assessment by using the WhatsApp line. • <u>Note</u>: if the ITST is contacted during an assessment, this is the only reason for you to close the Invigilator App momentarily. • The ITST can assist with any app related queries but cannot assist you with assessment or university software related issues. • Any malfunctions in technology that is no fault of the candidate will always be taken into account, ensuring the fairest possible exam for both examiners and candidates.
	When DON'T I contact the Invigilator technical support team (ITST)?	<p>If you have any assessment related queries, you must address this through the normal channels of communications used throughout the year.</p> <p><u>Note</u>: 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 institution help line).</p>
	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.