

# Inspira Digital Exams | Invigilator Troubleshooting

PC screen is blank / not switched on

Hold down the power button on the PC for 10 seconds to prompt a 'hard reboot'  
Further details in Printed Guidance, page 9

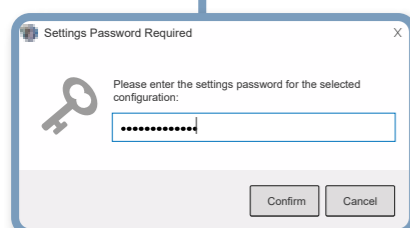
Student has forgotten their log in details

If this is within the 20 minutes ahead of the exam starting ask the student to reset their password by ringing [0191 208 5999](tel:01912085999)  
Further details in Printed Guidance, page 9

Student advises their own log in password isn't working

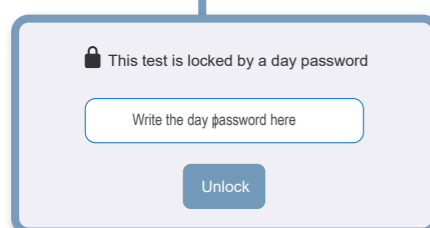
Remind students that their username is needed and should begin with a letter and digits appear on their smartcard. E.g. for a student whose smartcard has the number 20123456 the username would be c012345  
**Check Caps Lock**  
Further details in Printed Guidance, page 9

Student advises the Settings Password isn't working



The settings password for the Safe Exam Browser is always **newcastle1**  
No spaces, no caps. **Check Caps Lock**

Student advises the Day Password isn't working



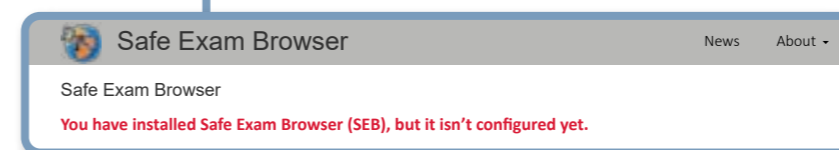
The Day password is the password printed on the back of the student instruction sheet. **Check Caps Lock**

Student can't see the assignments on the Canvas Module page



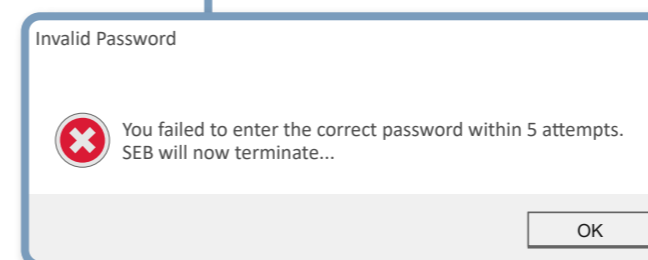
Check the student is displaying 'assignments' on their Canvas module by clicking the 3 lined options.  
If so, ring Exams Office to be sure the student should be accessing the current academic year exam  
Further details in Printed Guidance, page 10

Student sees an error saying: 'You have installed Safe Exam browser (SEB), but it isn't configured yet'



Ask them to exit this (by clicking the power icon; bottom right corner) and follow the instruction sheet 1-8  
Further details in Printed Guidance, page 15

Student sees an error saying: 'You failed to enter the correct password within 5 attempts. SEB will now terminate'



If possible move the student to another PC and report the PC Desk number to IT  
If there is no spare machine work through the steps in the guidance document.  
Further details in Printed Guidance, page 10

