

# Using Inspera for Online Timed Assessments

User Guide for University of London Students



September-November 2023

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## 1. GENERAL INFORMATION

### 1.1. Introduction

*Inspira* is the name of the online assessment platform we use for our online timed assessments. Please read the following information carefully to ensure you have prepared for and have understood how your assessment will be conducted. There are different applications of *Inspira* for assessment taken 'remotely' (e.g at home or other preferred location) or in an exam centre, however, we recommend that all students follow these instructions as they will be useful in all settings.

1.1.1. Your assessment(s) will be proctored (this is another commonly used term for 'invigilated') through a combination of screen, webcam and microphone recording and the recordings will be reviewed by invigilators after your assessment has ended. Assessments taken in an exam centre will be invigilated in-person with screen recording only. All assessments will be delivered through the *Inspira Exam Portal (IEP)*.

1.1.2. You must download the IEP to your computer. The IEP download link will be available via the Student Portal [Online Assessments](#) page four to six weeks before your first assessment is due to take place, and we recommend that you download it as soon as it becomes available and no later than 72-hours before your first assessment begins. This will assist you to take part in remotely delivered assessments (e.g practice tests) and to ensure you can see the assessment(s) you have entered for before you sit it/them.

Please delete any earlier version of the *IEP* from your device if you have previously taken an assessment using the *IEP*. **Only the University's chosen version of the IEP will work:**

The software can:

- record the activity on your screen
- record audio through your microphone
- record video from your webcam

For some assessments the software will:

- prevent you from accessing files on your computer or websites, other than those you may be permitted to use as part of the assessment. The full lockdown browser may not apply to your assessment e.g if you are required to upload a handwritten response to the *IEP*.

## 1.2. Assessment Checklist

- Make sure you have completed online entry to the assessment(s)
- Ensure you have somewhere private for remotely taken assessment(s): free from noise and disturbance; with good lighting and power
- Download the *IEP (when it becomes available)* and run the systems check to ensure the device you are using is up to date.
- Take any practice assessments available to you and read guidance documentation e.g FAQs and User Guide.
- Make a note of the PIN code to unlock the assessment and Invigilator Password in case you are asked to enter this during the assessment. For remotely taken assessments the PIN Code and Invigilator Password will be the same as course code of the assessment you are taking
  - For example if the course code is LA1040 the PIN code/Invigilator Password will be **la1040** (all lower case)
  - The PIN code/Invigilator Password for ALL practice tests will be **ab1234**
- Note:** Candidates in an exam centre will be told the PIN code/Invigilator password by the invigilator in charge of the exam and it will be unique to each exam.
- Make a note of your Student Portal username and password. Click on the 'Forgot password' link in the log-in screen if you have forgotten what they are.
- Ensure you have original photographic ID to hand for the start of the assessment (e.g a photo Driving Licence; passport; or any government or local authority issued photo ID)
- Exit or disconnect from all secondary screens
- Exit from all applications
- Turn off all blockers e.g anti-virus programmes
- Complete the proctoring system, microphone volume and ID checks. You can do this up to 30 minutes before your remotely taken assessment or practice test is due to start.

## 1.3. System Requirements

Assessments taken remotely can be sat using any laptop or desktop computer. Candidates in an exam centre will be provided with a device and do not need to provide their own on exam day.

**Please Note:** Minimum device requirements are subject to change and older operating systems may become obsolete over time. Please refer to the [Online Assessments](#) section on the Student Portal for the most up to date specification. To enhance your experience on the platform and make use of all functionalities, we recommend you update your operating system to the most recent version available.

The *IEP* minimum requirements are:

Windows	Mac OS	CPU's newer than 2011 (Intel Sandy Bridge or newer) or minimum SSE 4.2 in AMD Processors and CPU	A broadband internet connection (0.15Mbps upload speed)	At least 500MB free hard drive space	Forward-facing web camera (internal or external), single screen and microphone
7, 8.1, 10 and 11 on 64-bit platforms	OS X 10.15 and higher				.

**Proctored assessments will only work through the *IEP* software. It will not run in any browser, eg Chrome.**

**Proctored assessments will not work on any smartphone, tablet, Chromebook, Linux Operating Systems or other mobile device of any kind.**

**You must have full administrator rights on your computer to install and run the software needed to take part in the proctored assessment. Full administration rights are likely to apply to a computer that you own but not to one provided by your employer.**

#### 1.4. Special access requirements

All candidates may choose to activate certain settings within *Inspira* to access their assessment(s). This includes:

- enabling the text-to-speech aid  
**Note:** If you require screen reading technology in an exam centre, please contact the University.
- adjusting the contrast of text to screen background
- adjusting font sizes, line spacing and spacing between questions

The University will also consider any request for special access to an online timed assessment e.g extra time. Further information can be found online - <https://my.london.ac.uk/access-arrangement>

## 1.5. General Contact details and web links

- 1.5.1. Problems downloading, accessing, or completing an assessment; making an entry; Special Access Requirements; confirming your entry:

Contact us via the Online Assessment section on the Student Portal and submit a query using the [questions about your assessment](#) button.

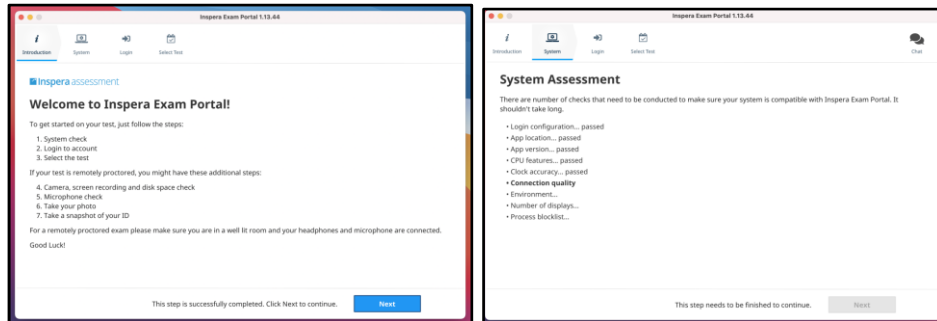
- 1.5.2. Useful web links:

- Online Assessment section on the Student Portal  
<https://my.london.ac.uk/group/student/online-assessments>
- University of London website  
<http://www.london.ac.uk/>

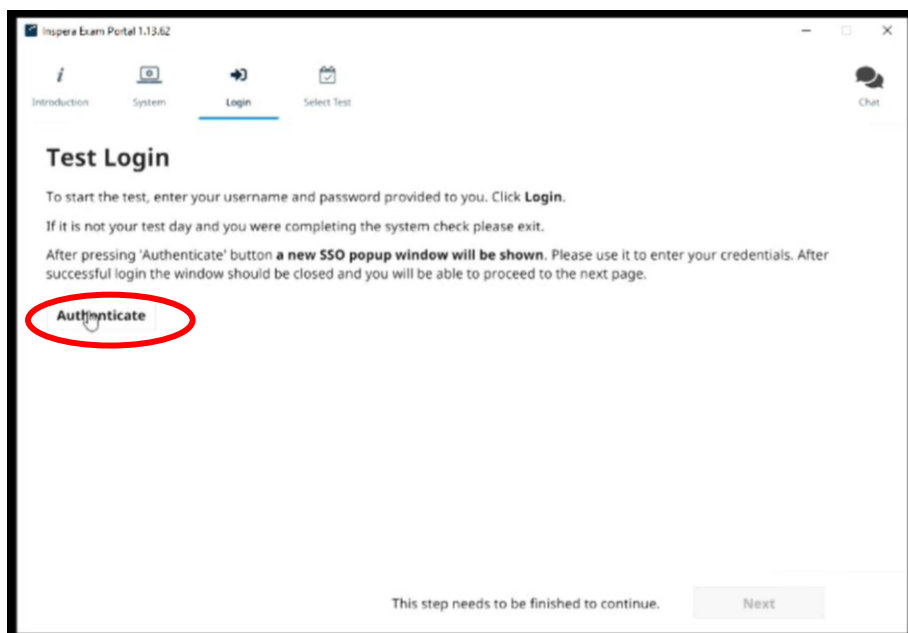
## 2. CANDIDATE INFORMATION

### 2.1 Accessing your online timed assessments

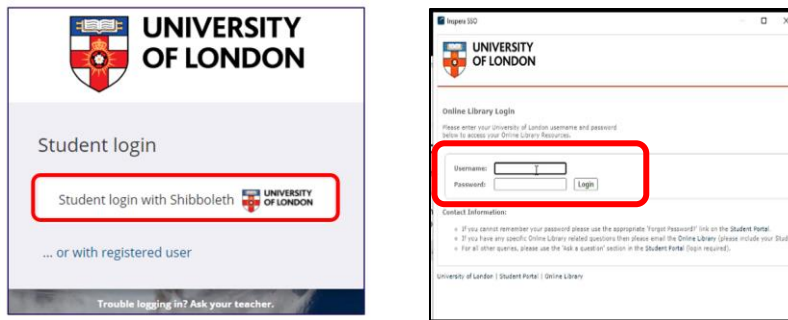
- Launch *Inspira Exam Portal (IEP)* from your desktop. You will automatically be taken through the System Check. Wait for each check to complete and follow the instructions on screen. The system check should take about 90 seconds to complete in total.  
**Note:** In an exam centre setting this is likely to have been carried out already.



- Once the system check is complete you will be taken to the 'Test Login' screen. Click on Authenticate to proceed.

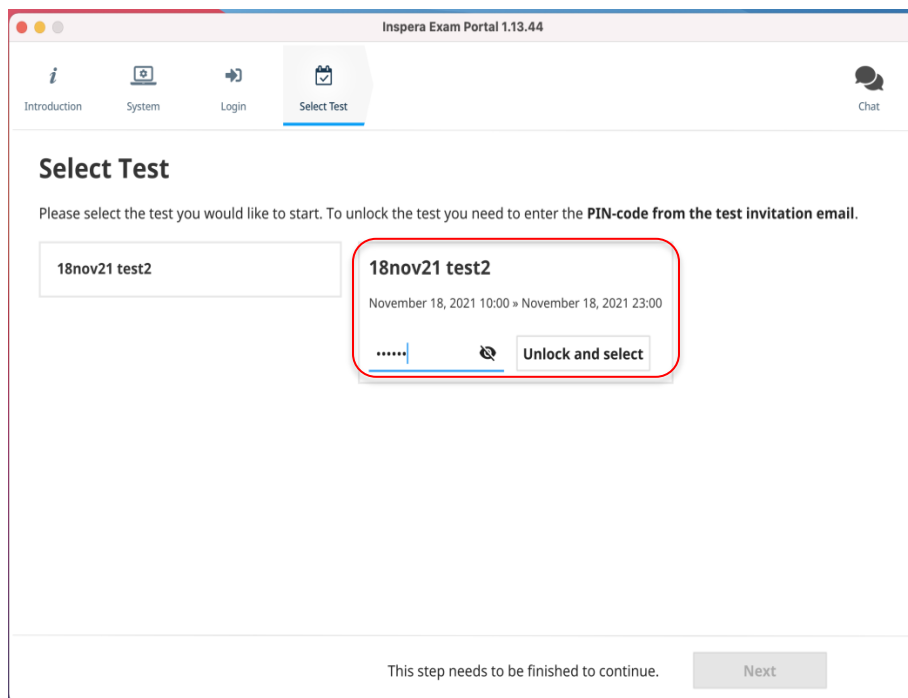


Select **Student login with Shibboleth** and log-on using your University of London username and password.

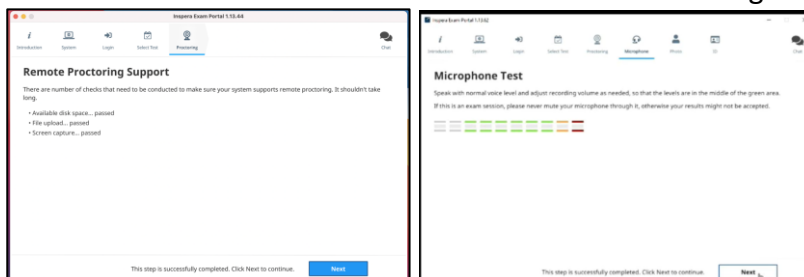


You will be returned to the Test Login screen. Click 'Next'.

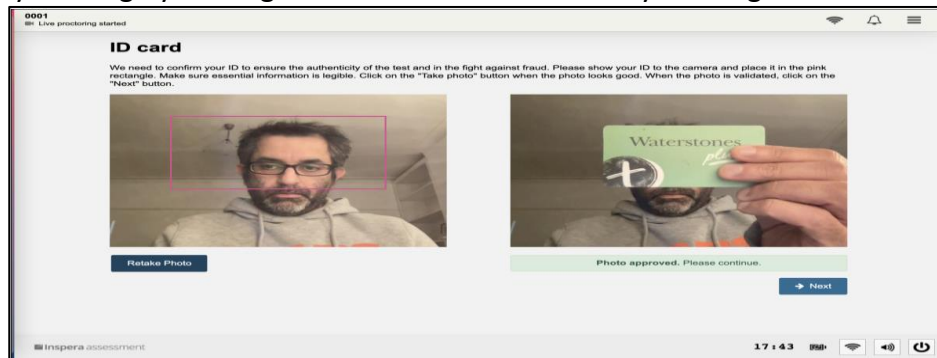
- The Select Test screen will present the assessment(s) you have been entered for. Select the assessment you wish to sit and enter the PIN code – see Assessment checklist above for further information. Click on **Unlock and select**.



- The IEP will complete further checks to make sure your system supports remote proctoring. This will include a microphone volume check and you will be asked to speak a few words. Follow the on-screen instructions. **Note:** in an exam centre setting this step does not apply.



- You will be asked to take a picture of yourself using your webcam and to present original photo ID (e.g a photo Driving Licence; passport; or any government or local authority issued photo ID). Follow the on-screen instructions. **Note:** in an exam centre setting this step does not apply although your original ID will still be checked by an invigilator.



- You can complete the proctoring and ID checks up to 30 minutes before the assessment starts if you are sitting remotely.
- When you are ready press 'Start' to begin the assessment.

## 2.2 During your online timed assessment

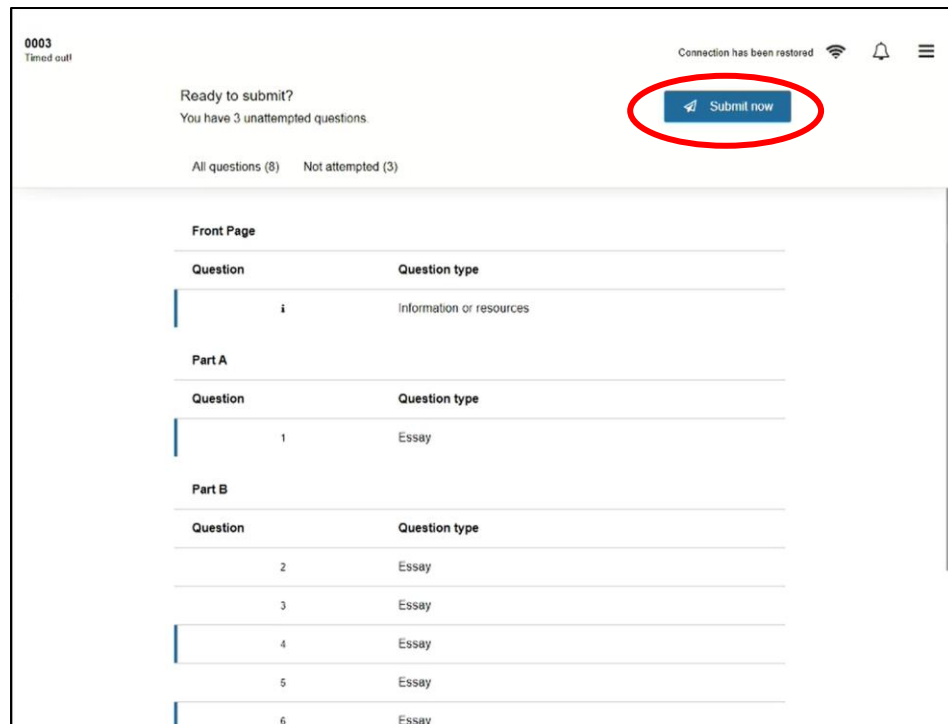
- IEP* will automatically save your work as you type (approximately every 1-2 minutes).
- Loss of internet connectivity will not affect your examination; you can continue to type and move between questions.
- If you are logged out of the system, or if the *IEP* stops responding, close and re-launch the *IEP* and log back into the system again. Your work will be saved from the last point it was automatically saved.

## 2.3 Submitting your online timed assessment

- You can submit your work at any point before the assessment ends but will only be able to do so once. When the end time has been reached you will automatically be taken to the submit page. Click on 'Submit now'.

**PLEASE NOTE** – If you are uploading handwritten answers, you must upload your answers during the assessment window and before the end time of the assessment has been reached. When the end time has been reached the upload document page will no longer be available. Refer to [Appendix A - How to upload a typed essay, scan or photograph to Inspera](#) for further information.





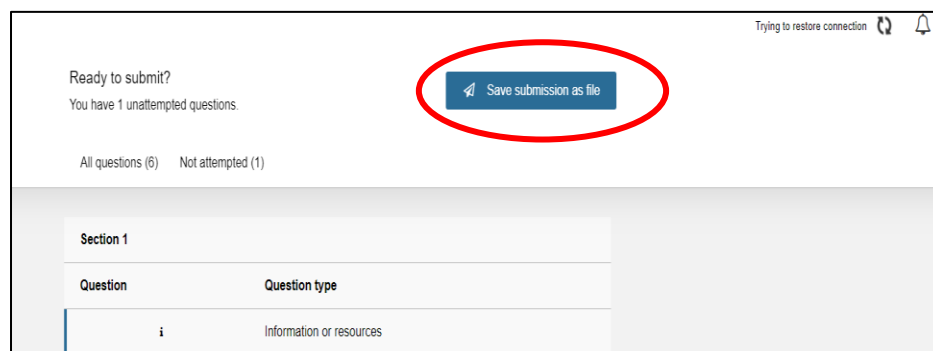
If you do not see the 'submit now' button you might be offline.

If you are offline at the end of the assessment you can either a) keep the *IEP* open until you regain connectivity or find an alternative connection or speak to the invigilator in charge.

**PLEASE NOTE – If you have access to an alternative internet connection, please try this on your device and make sure that your device has recognised the connection before you start the assessment.**

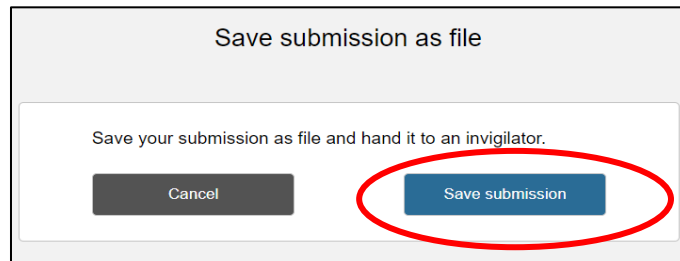
Or

b) save your work to the hard drive of your device. On the submit page click on 'Save submission as file'.



You will be asked to enter the Invigilator Password – this will be the same as the course code of the assessment you are taking.

Click on the 'save submission' button. This will now download the file to your downloads folder.

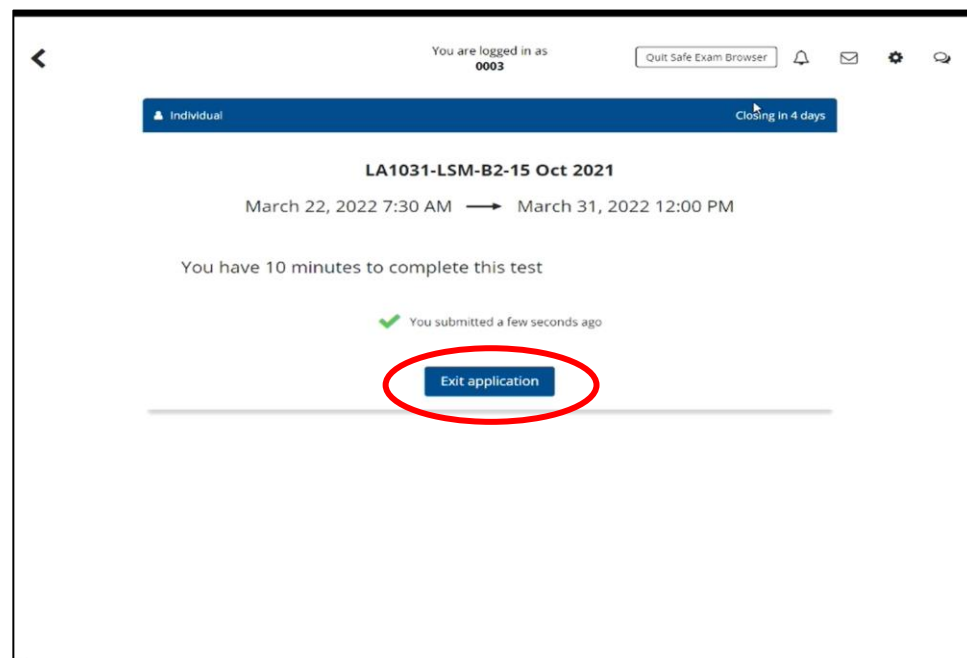


The file name is similar to - 'Cand\_0001-test\_12345678.ia'. It is an encrypted file and can only be opened and viewed within Inspira.

<input type="checkbox"/> Name	Date modified	Type	Size
Today (1)			
<input checked="" type="checkbox"/> Cand_0001-Test_123663098.ia	26/09/2022 12:52	IA File	7 KB

You can email the file using the [questions about your assessment](#) button on the Student Portal. If you were unable to upload handwritten answers, these can be emailed to us also using the same link. **Note:** In an exam centre setting the invigilator in charge will carry out this step.

- You can now exit the IEP. Click on **Exit application** and then wait for *IEP* to upload all your answers and proctoring data. **Do not** close the application until the upload has completed. It will close automatically after all the data has been uploaded. **If you close the application before it finishes, your data may be lost, and your attempt may not count.**



## 2.4 Rules for Examinations

All assessments of the University of London are taken in accordance with the [General Regulations](#), which exists to keep assessments fair and ensure academic integrity, by preventing students from gaining an unfair advantage over others. Plagiarism, collusion, contract cheating and sharing information about assessments are considered unfair advantages in all assessments, including those taken on the Inspera platform.

The Rules for Examinations are included with your Admission Notice.

## 2.5 Timing of your assessment

The duration of the assessment, in addition to time to complete the assessment, already includes additional time to complete the compatibility tests and have your identity verified (where applicable) and submit your answers. Your assessment will not officially start until the log-on and verification activities are complete but please be aware that you will only have however much time is available of the total duration to read and answer the questions.

Example:

An online timed assessment is scheduled to start at 9.00am and finish at 1.15pm

Candidate A starts at 9.15 and has 4 hours to read the exam paper/question, check and submit the work.

Candidate B starts the exam at 10am and has 3 hours and 15 minutes to read, complete and submit their work.

During the exam the total exam time will be displayed.

**Note:** in an exam centre setting the invigilator in charge has discretion about whether to admit you to an assessment that has already started.

## 2.6 Permitted Items

You may have access to the following and we recommend that you have these items ready to use and at your workstation before you begin the assessment:

- Pens and pencils
- Notepad or paper (for making notes)
- Food and drink
- Any items noted on the Permitted Materials List

**Note:** in an exam centre setting there are additional rules concerning permitted items.

## 2.7 Troubleshooting

You will find detailed information about possible issues and what might be causing them on the Inspera website. The following links may be helpful:

- <https://support.inspera.com/hc/en-us/articles/4409547578769-Candidates-Troubleshooting>
- <https://support.inspera.com/hc/en-us/articles/360018413077-How-to-fix-Your-graphics-driver-does-not-appear-to-support-OpenGL->

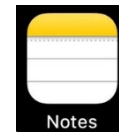
### 3. APPENDIX A - How to upload a typed essay, scan, or photograph to Inspera

**Note:** The following advice is only applicable for assessments which require you to type or handwrite your answers outside of Inspera (check your Admission Notice), or, if you have been given special permission to do so.

There are many methods available to scan or photograph hand-written work using a smart phone or tablet. A few options are provided below.

#### On a smartphone (using Microsoft Office Lens or Apple iOS Notes Scanner)

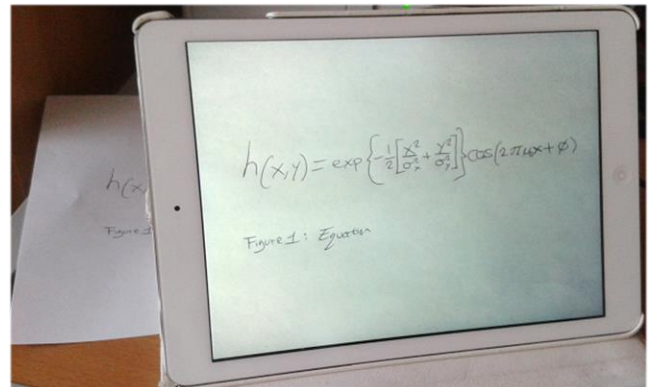
- On your mobile phone, use a scanning App such as:
  - **Microsoft Office Lens**  
(further guidance available for [Android](#) or [iOS](#)).
  - or
  - [Apple iOS Notes Scanner](#).



- Take the scan in a well-lit environment.
- Check that the scan is readable.
- Save the scan(s) as a single PDF document (both Office Lens and iOS Notes can do this for you) in a location where the device on which you are taking the assessment can access it.

#### On a smartphone or tablet (using your built-in camera)

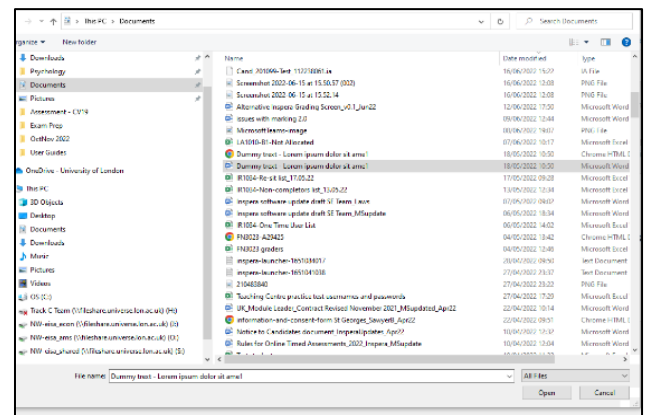
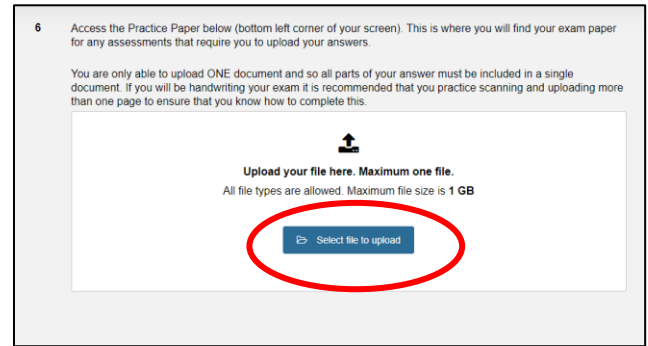
- On your mobile phone or tablet, use your built-in camera to take a photo of your hand-written work.
- Take the photo(s) in a well-lit environment.
- Check that the text in the photo is readable (*an example is shown right*).
- Upload or email the image so that the device on which you are taking the assessment can access it.



- When you start the assessment in Inspera you will notice that the file upload activity is embedded into one of the questions you may be required to answer.

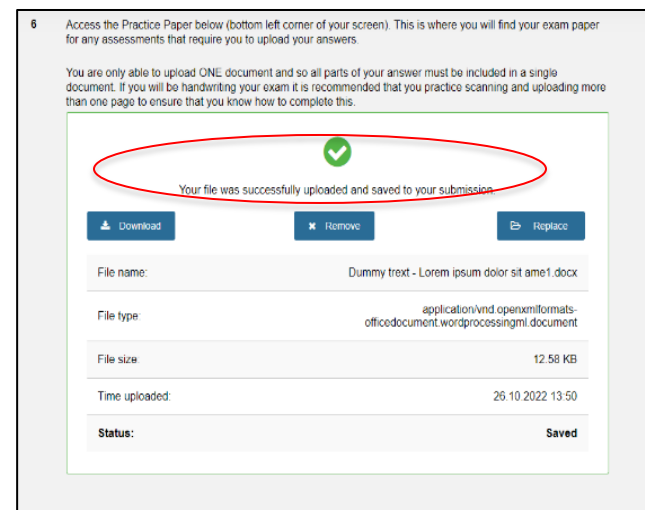
**Note:** the question with the file upload activity is only accessible during the assessment window but will close as soon as the end time is reached. You must upload your answer(s) before the end time is reached.

- To upload a file, click on the blue 'select file to upload' button.
- The file explorer will open (like the image opposite). Select the file you wish to upload from the folder you saved it to. Double click on the file or follow the onscreen directions.



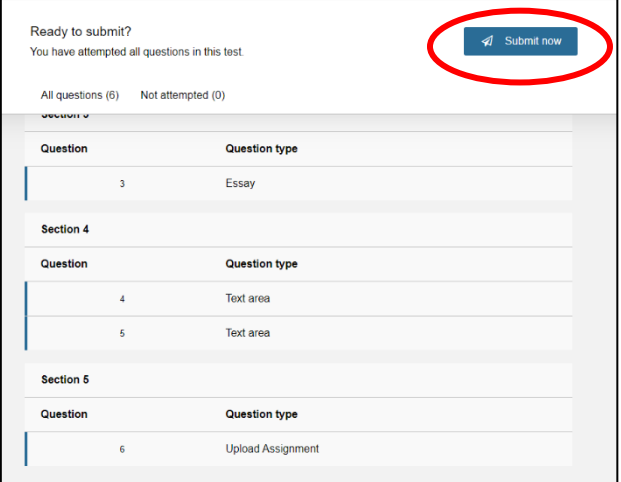
- When your file has been uploaded the file upload activity will change and it will say 'your file was successfully uploaded and saved to your submission'.
- To view the file, click on 'Download'. To remove the file, click on 'remove'. To replace the file, click on 'replace' and repeat the steps above.

**Note:** You have now uploaded the file to your submission, but it is not submitted until you click on 'submit' so please now check that you have uploaded the correct file. Ensure you allow yourself enough time to do this before the assessment window closes.



- You are now ready to submit your answer(s). On the submit page of the assessment you will see the questions which you have answered and which you have not. The upload assignment question will be identified as 'upload assignment' and the dark blue line indicates that it has been answered i.e that a file has been uploaded. Click on the blue 'Submit now' button.

**Note:** If you cannot submit your work by the deadline you must contact us within 15 minutes of the assessment window closing using the 'Online assessments' section of the Student Portal and you must attach your exam file. We may not be able to accept submissions after this time, but we will review all late submissions on a case-by-case basis. Therefore, you must provide us with evidence explaining your reason for making a late submission as soon as possible and within two days of your late submission.



Ready to submit?  
You have attempted all questions in this test.

All questions (6) Not attempted (0)

Question	Question type
3	Essay
Section 4	
4	Text area
5	Text area
Section 5	
6	Upload Assignment

## 4. GLOSSARY

**Assessment:** The method used to evaluate a student's performance, for example, written examination or coursework.

**Exam centre:** a room used for the purposes of delivering a controlled assessment with a person responsible for observing the assessment and assessment taker(s) (the invigilator)

**Inspira:** is a provider of computer software through which an online examination can be both delivered to and taken by candidates, and marked by examiners.

**Inspira Exam Portal:** is additional software provided by Inspira which allows for an online examination to be proctored.

**Invigilator:** Examination administrator who either a) reviews a recording of a candidate taking an assessment or b) observes the candidate taking the assessment at an exam centre.

**Online timed assessment:** an examination which is delivered online but which is taken under exam conditions in accordance with the Rules for Examinations.

**Permitted Materials:** extra materials students are permitted to use during their assessments.

**Permitted Materials List:** A list of extra materials students are permitted to use during their assessments.

**PIN code:** a code required to unlock an assessment in the Inspira Exam Portal

**Proctored/Non-proctored:** refers to whether a recording of an assessment will be reviewed by an assessment administrator (invigilator)

**Rules for examinations:** A list of rules students must follow when under examination conditions. This list is provided to students with their Admission Notice. Breaking any of the rules for examinations is an assessment offence and should be detailed on an Incident Report Form.

**Special access requirements:** Arrangements to allow students with special educational needs, disabilities or temporary injuries access to the examinations.

**Student Portal:** contains a repository of resources for current students and the facility for contacting the University.