

Remote Assessments – Online

Examinee Instructions

Version 4.6

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TCS iON

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Instruction for Examinee

In view of the current pandemic and lockdown in the Country, we would be conducting the **SET-E, SPG-E, SET-MCA** this year as a Remote Proctored Assessment, contrary to designated Test Centres, as in earlier years. This change is to allow you to give your Exam from the safety and security of your home, without the inconvenience of travel.

To ensure that the exam can be successfully completed by you from your home and using your system, we have enhanced the overall exam process to provide a seamless experience.

The Key objective of this process is to ensure that your system is checked and configured as per the needs of taking this exam remotely. In case of any issues arise, the same will be resolved in the time allotted, post which you will appear for a Mock assessment.

The 3- Step process as described below, will help you check the infrastructure readiness and will help you prepare and get ready before the assessment on the exam day.

Step-1: **Infrastructure Readiness Check (IRC)**

Step-2: **Data Quality Check (DQC)**

Step-3: **Exam Dry Run Check (DRC)**

Infrastructure Readiness Check (IRC)

In this step, ensure that your systems and internet bandwidth and speed are checked as against the requirement of taking the remote assessment.

The following factors will be checked on your system:

1. Operating System
2. Versions of needed software installed in the computer and its security control levels – example – Browser, its version and its security settings
3. Adequate Internet Upload/Download Bandwidth availability
4. Appropriate Camera installation on your system and its configurations
5. Any other software installed in the computer (like anti-virus, permissions to write in the disk etc.)

This step will be performed over a 3-day period, so that every Examinee can get this check done as per their convenience. Once complete, this step will help ensure that your infrastructure is ready for the Exam

In case you face any issues during this process, you will have an ability to communicate the issue to the Technical Helpdesk. You will need to log your issue with the Online Technical Helpdesk and get required special attention in resolving your issues. Once the Technical issues are resolved, and the checks are successfully completed, your system would be ready for the exam.

Availability of WebCam:

The system to be used must have either an integrated WebCam or an attached WebCam.

a) Ensure the WebCam is functioning.

To check this –

- i. Open WebCam application installed on the system (e.g. Type 'Webcam' in search bar to locate Application).
- ii. Take few sample pictures and video of self.

b) Ensure uninterrupted and exclusive access to the WebCam.

c) Close all third-party applications installed on your system to capture images or videos from your system, including YouCam

d) Uninstall YouCam software for the duration of assessment

Active, dedicated Internet bandwidth

Active & Consistent internet connectivity is required throughout the session. In case of WiFi connection ensure that, at the time of attempting the assessment limited users are connected to the same network. This will ensure uninterrupted session.

Firewall & Proxy Setting

For a system with active Firewall, ensure that the firewall setting is turned “off” for the duration of assessment.

Disable all Proxy setting

System Screen Resolution

Please ensure system screen resolution is set to 1024*720 only.

Please refer following links to change systems resolution based on operating system

Windows : <https://www.youtube.com/watch?v=3GdKiUAnyHc>

Ubuntu : <https://help.ubuntu.com/stable/ubuntu-help/look-resolution.html.en>

Browser Setting

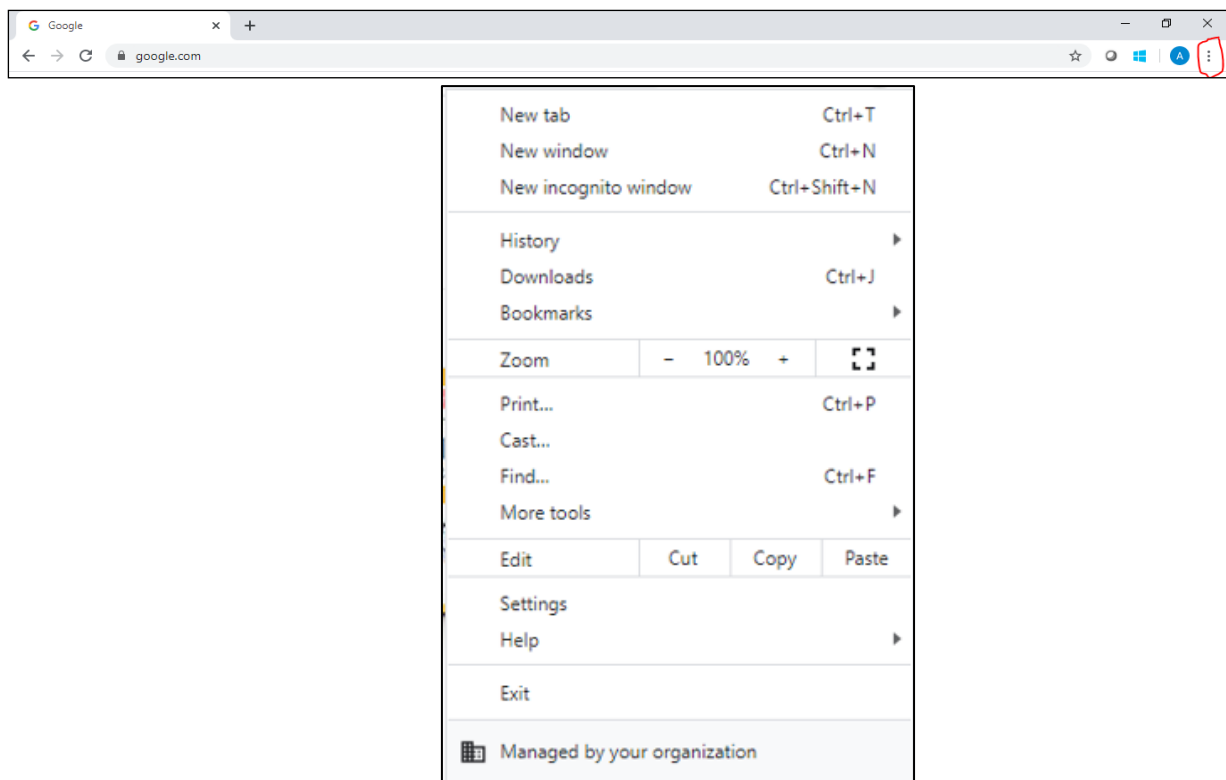
Recommended Google Chrome browser for best experience

Please verify the following key check points in browser setting before starting self-registration or the Assessment.

Zoom Level:

Set the browser zoom level to 100%.

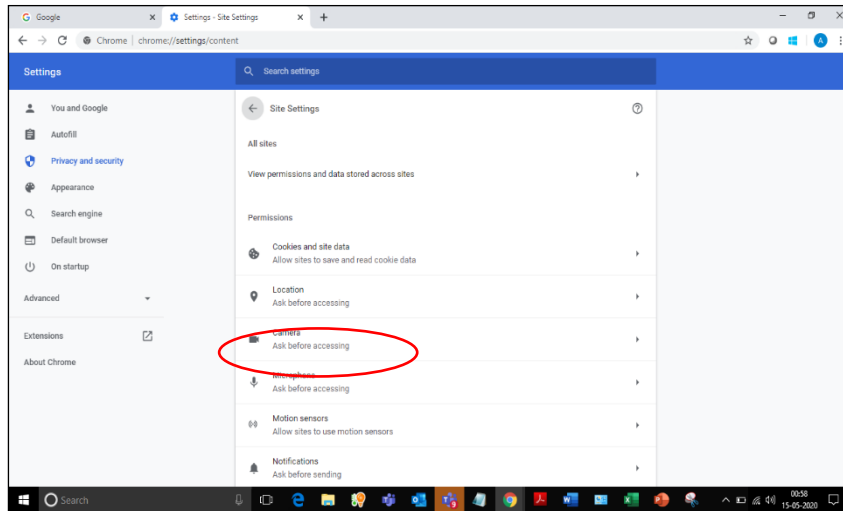
Please access the zoom level setting by clicking on the three vertical dots displayed on the right hand corner of your browser window as shown



Camera Access:

Access to camera should be “allowed” for browser.

On google chrome, please navigate to **Settings->Privacy and Security->Camera**



Please follow steps mentioned in the linked website for more information about browser access to camera

<https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en>

Note: In case you are using Organization-controlled system, it is possible that organization's security policy would require Admin access to change these settings.

Anti-virus

Anti-Virus programs running in background could generate system alerts from time to time. These system alerts would impact running of Assessment Application and possibly stop ongoing assessment session.

To avoid such a situation, please temporarily disable/stop the antivirus program.

For steps and instructions to disable/Stop anti-virus program during the assessment period, please follow the steps provided by your antivirus program.

In case using a system managed by an Organization, Administrator access may be required to disable anti-virus protection program.

A personal system with full access (administrative level) and control is recommended

Launcher Details

The IBALauncher once downloaded can be used for future assessments. You need not download the launcher every time before the assessment. System upgrades the launcher, if any update is available while launching.

Details of OS and Supported Browsers for iLEON App

1. Windows 10, 7 - Google Chrome - All versions.
2. Windows 10, 7 - Internet Explorer - All versions.
3. Windows 10 - Firefox - Not supported
4. Windows 7 - Firefox - Version 46 to 56.
5. Ubuntu 14 & 16 (All browser versions)
6. Safari – Not Supported.
7. MAC OS – Not supported.
8. Android 6 & above

Note: In case of a desktop or laptop running Windows 7 operating system, please check and ensure it has the latest Service Pack installed.

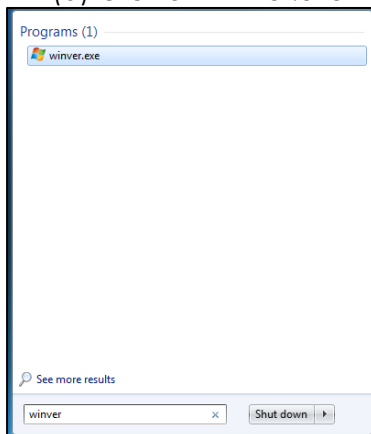
There are two approach to determine the **Service Pack** installed

Service Pack Check – Approach 1

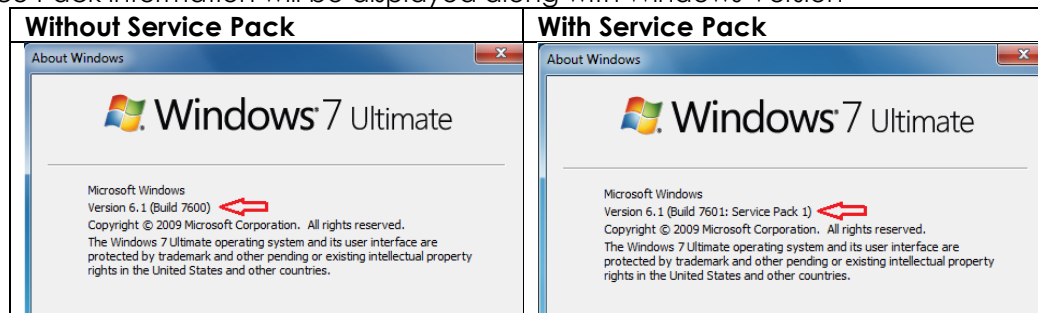
- Click Start button
- Right-click on "Computer" icon
- Click "Properties".
- Check basic information about your computer configuration displayed - If Service Pack 1 is listed under Windows edition, SP1 would be already installed on your computer.

Service Pack Check – Approach 2

- Click Start button
- Locate Search programs and files text box
- Type **winver** in the box space
- click on winver.exe



- Service Pack information will be displayed along with Windows Version



Note: If Service pack 1 is not installed, follow the instructions to download and install SP1 from following URL <https://www.microsoft.com/en-us/download/details.aspx?id=5842>

- Repeat the above steps to verify the version again.
- In case the Service pack is not installed, please arrange for a separate system to take the exam.
- In case an error encountered says "Failed to execute script main" it is an indication of incorrect Operating System being used.

General Troubleshooting

In case any issue is encountered during course of Assessment with an error message indicating Session is "locked",

1. Press "Right Shift + Esc" key to exit ongoing Assessment
2. Close Application
3. Open new session on Browser
4. re-login to the assessment website using the credentials provided in email
5. Generate a new key
6. Launch the assessment using the new key

Please ensure the browser has full access to WebCam and there are no running and active firewall and/or antivirus programs

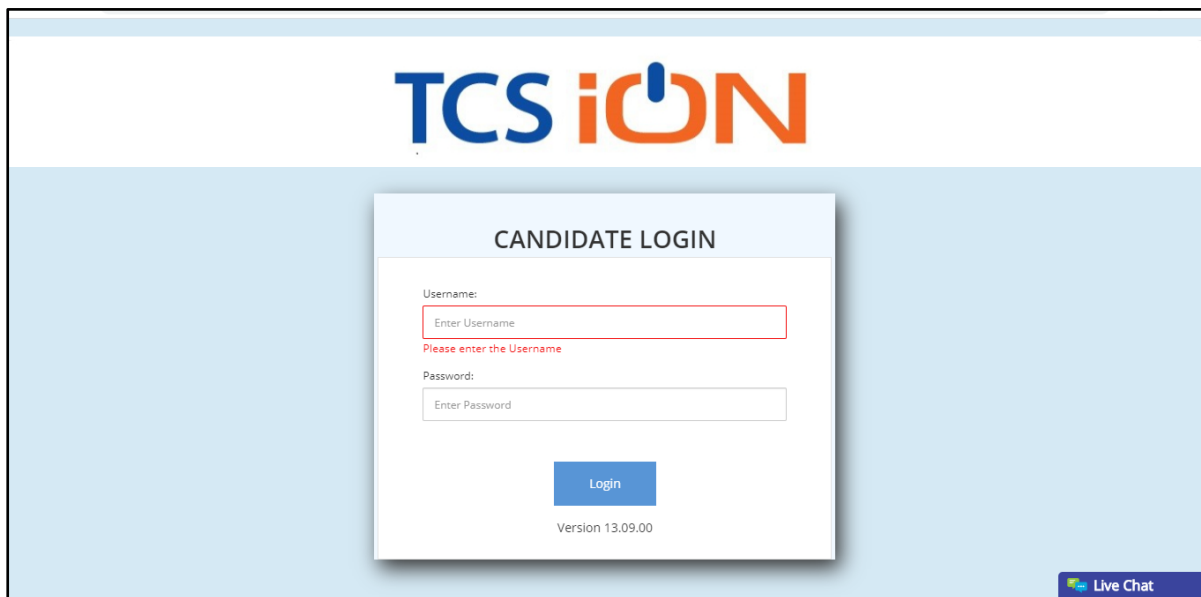
Live Chat Feature

Remote Assessments (RA) - Online provides a very helpful feature to candidates which gives them the option to use Live Chat feature to chat directly with the HelpDesk agents, in case of any queries they might have before or after the login. This can be used for quick resolution

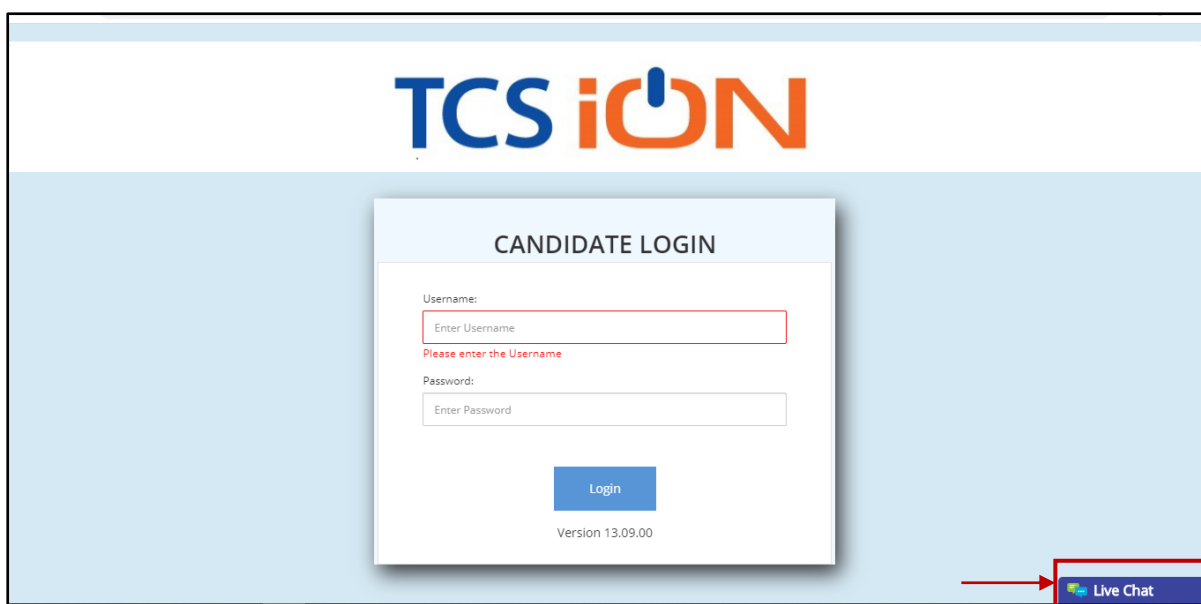
Please note the feature will be available or visible **ONLY** if the examination conducting body decides to make this feature available for candidates.

Let us now understand the steps on how to use this feature.

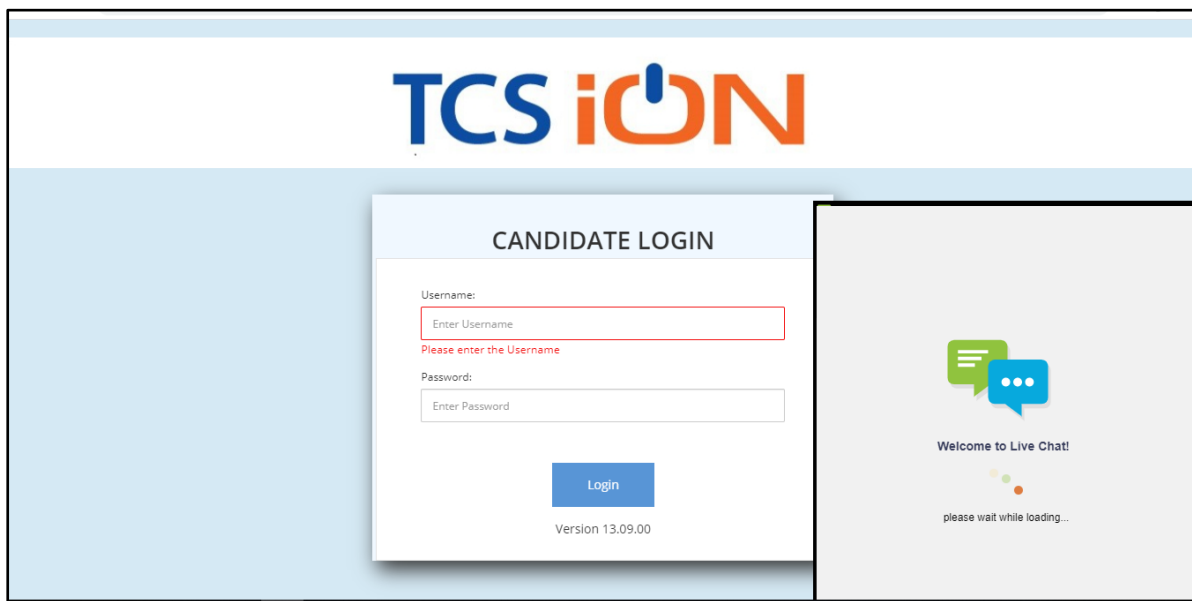
1. Access the assessment URL on a browser of your choice (Chrome recommended) from the system you are going to use for taking the assessment.
2. Wait for the log in screen as shown below



3. Live Chat option can be seen at the bottom right of the screen. Click on Live Chat

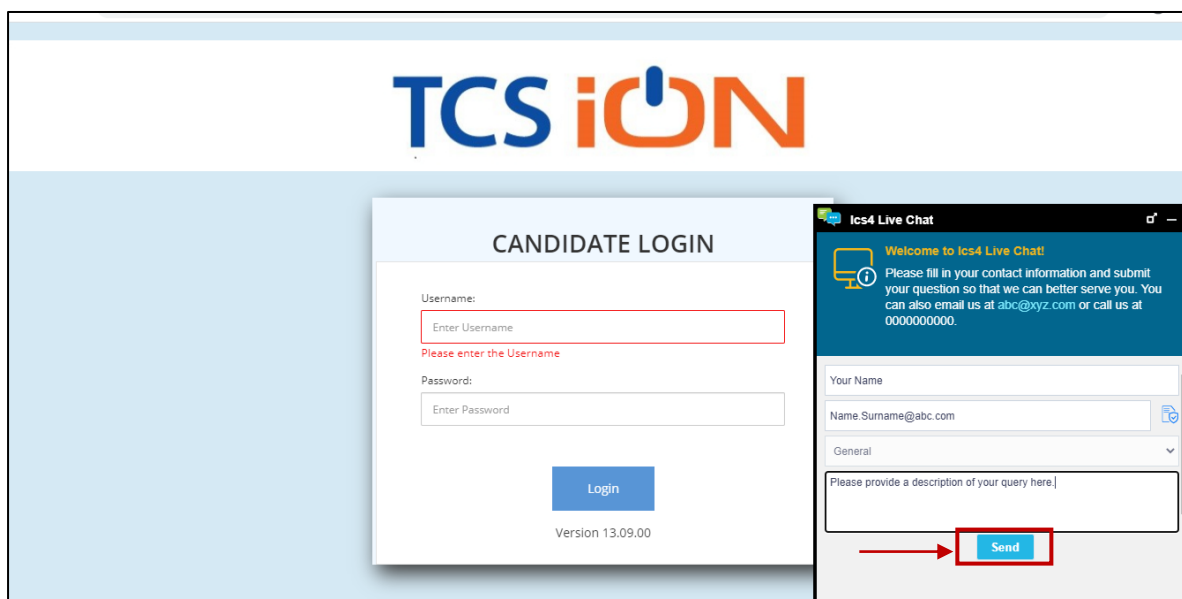


4. The following screen appears. Wait for the Live Chat to load.



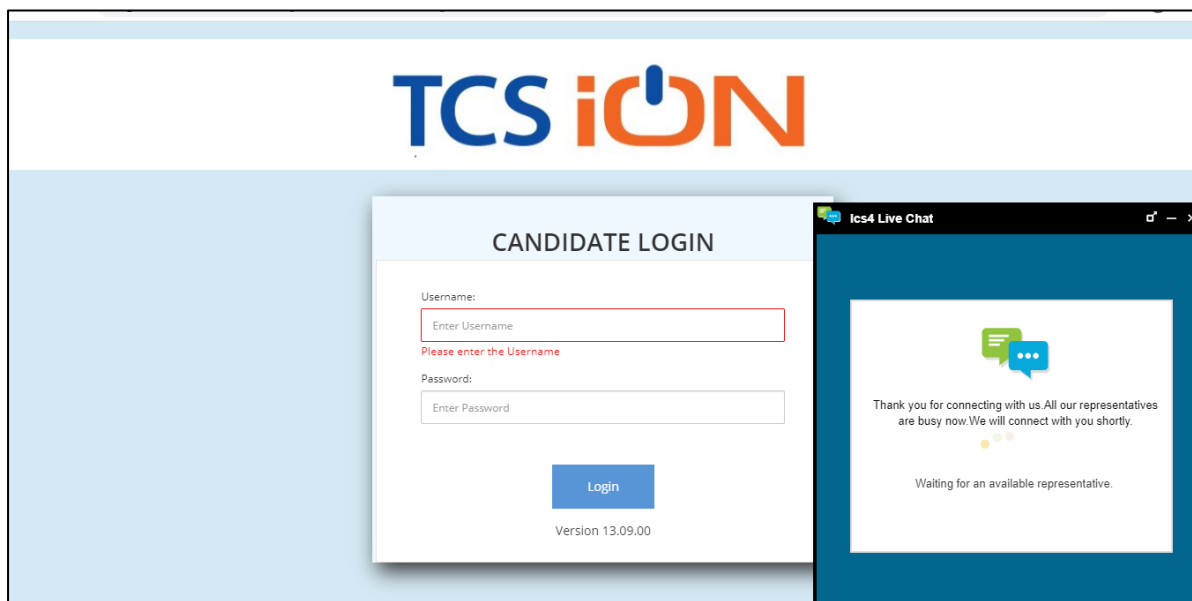
The screenshot shows the TCS iON Candidate Login interface. At the top is the TCS iON logo. Below it is a 'CANDIDATE LOGIN' form with fields for 'Username' (with a red border and the text 'Please enter the Username') and 'Password' (with the text 'Enter Password'). A blue 'Login' button is at the bottom of the form, with 'Version 13.09.00' below it. To the right of the login form is a grey panel with a green and blue speech bubble icon, the text 'Welcome to Live Chat!', and 'please wait while loading...'.

5. Enter the following details as shown below and Click "Send" button.
- First Name
 - Last Name
 - Description of the query

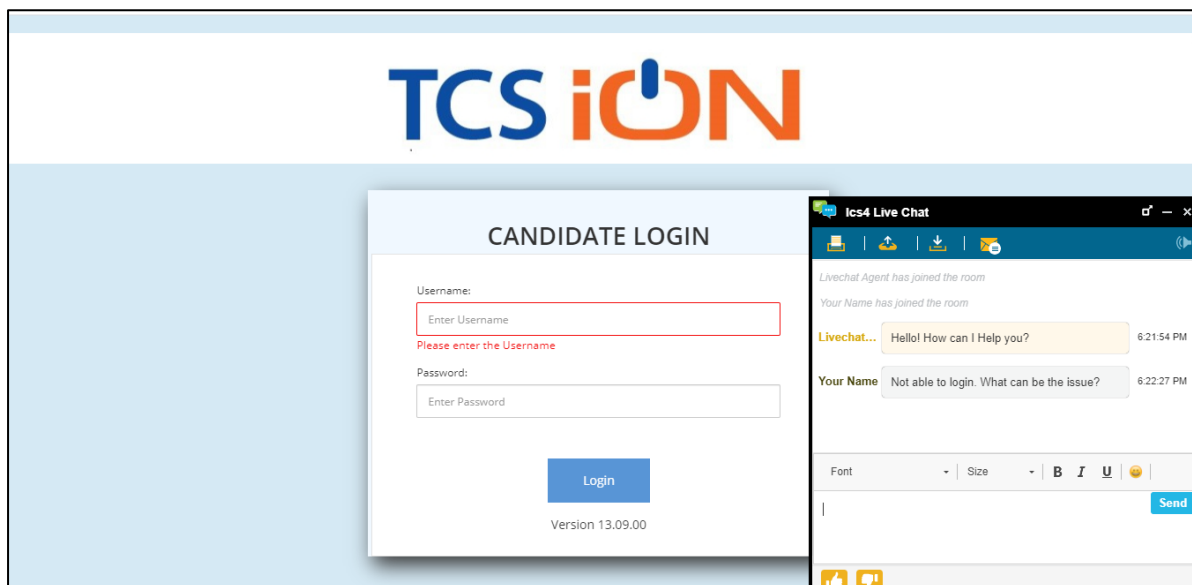


This screenshot is similar to the previous one, but the Live Chat window is now open. The window has a blue header with 'Ics4 Live Chat' and a welcome message: 'Welcome to Ics4 Live Chat! Please fill in your contact information and submit your question so that we can better serve you. You can also email us at abc@xyz.com or call us at 0000000000.' Below this, there are input fields for 'Your Name' (containing 'Name.Surname@abc.com') and a 'General' dropdown menu. A text area for the query is labeled 'Please provide a description of your query here.' At the bottom right of the chat window, a blue 'Send' button is highlighted with a red rectangle and a red arrow pointing to it. The 'CANDIDATE LOGIN' form and 'Version 13.09.00' text remain visible in the background.

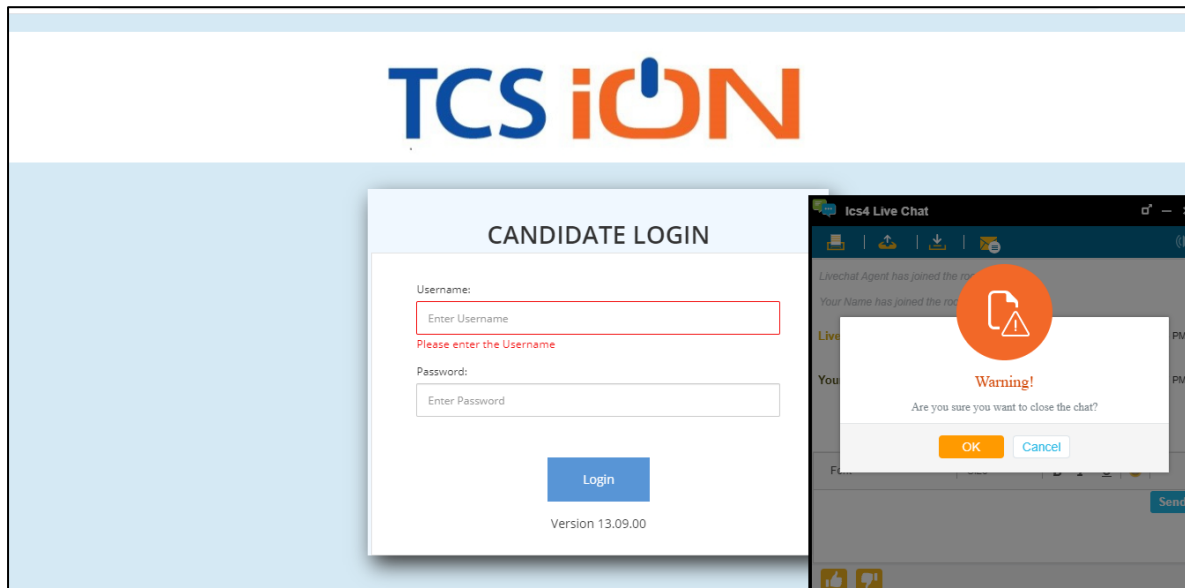
- Wait for the agent to get connected and assist you with your queries.



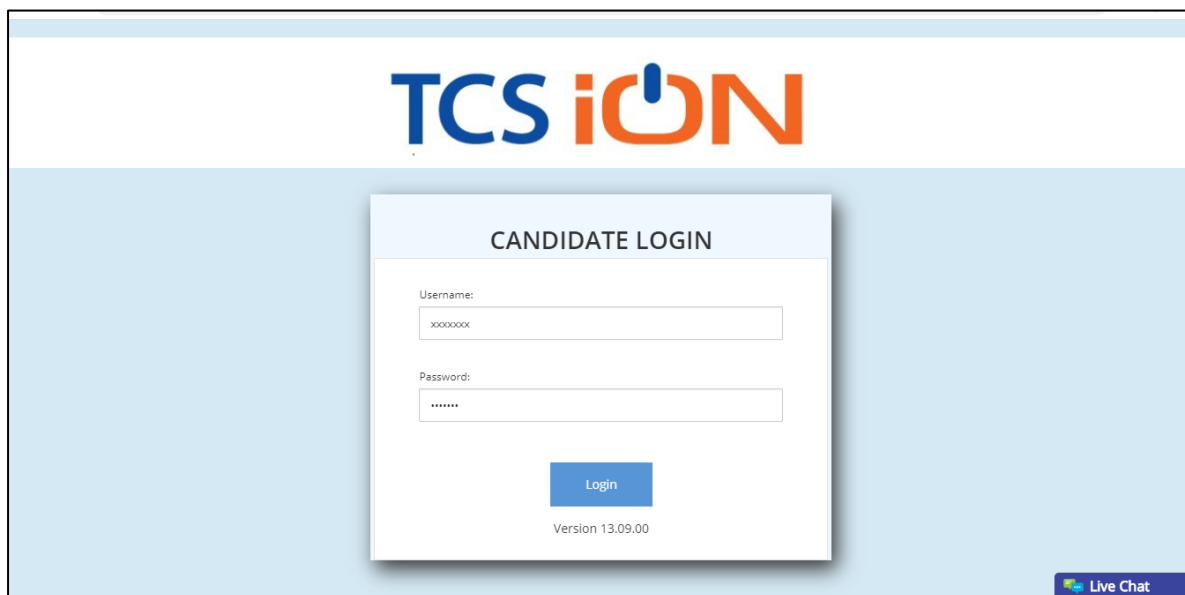
- Once the agent is available, you can start chatting with the agent for query resolution. After typing your query, click on "Send" and wait for the agent's response.



8. Once the issue is resolved or you have got the satisfactory response to your query. You may close the chat window and proceed further by logging into the assessment.

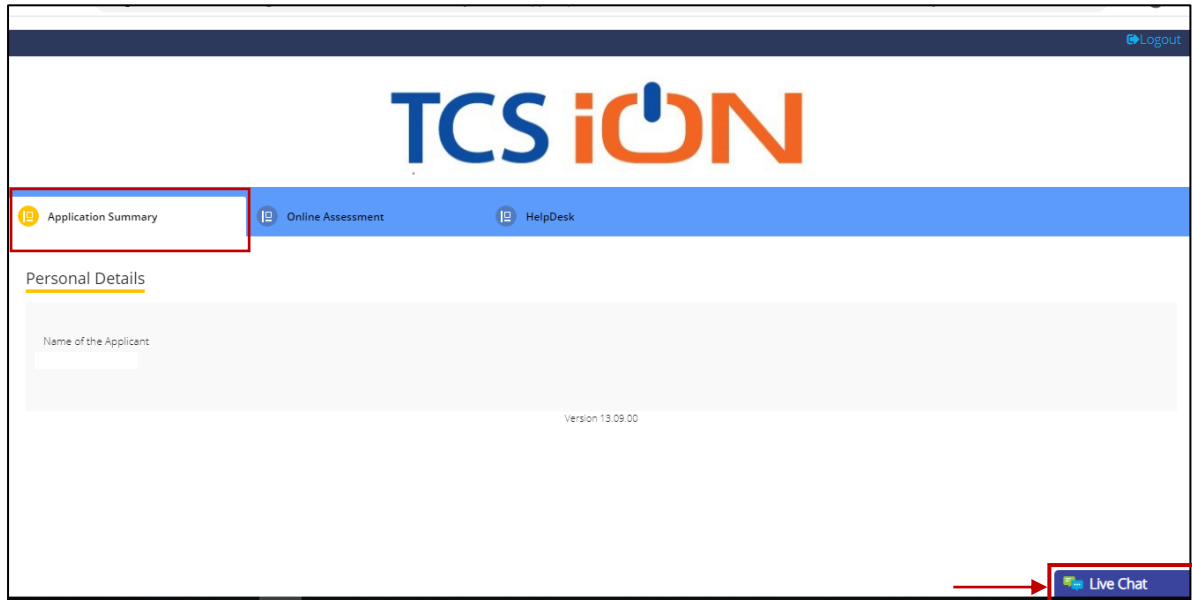


9. Chat option is also available after login. Enter the login credentials & click on Login.



10. Live Chat option appears at the bottom right of the screen.

Please note this will be visible / available after login **ONLY** on the Application Summary page. Once the assessment is launched Live Chat will not be available.



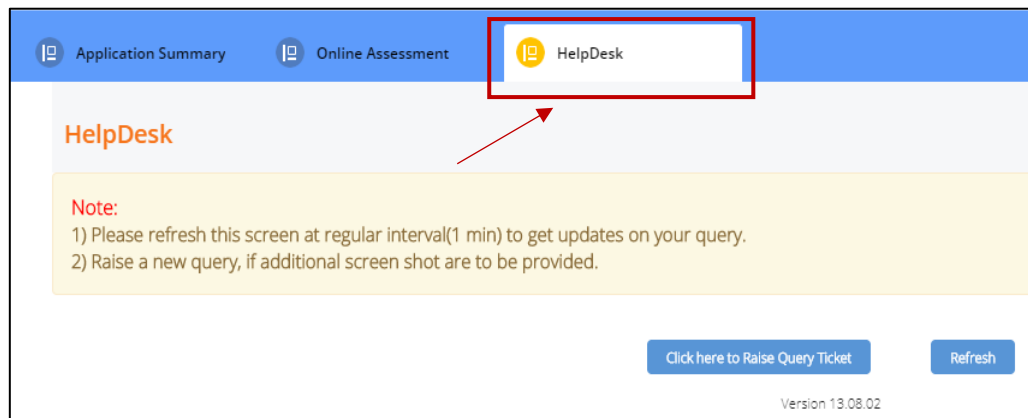
HelpDesk

Remote Assessments (RA) - Online allows the candidates to use HelpDesk to seek technical support and communicate with the Support Team for any queries with respect to the assessment. Below is the set of instructions to use the HelpDesk feature.

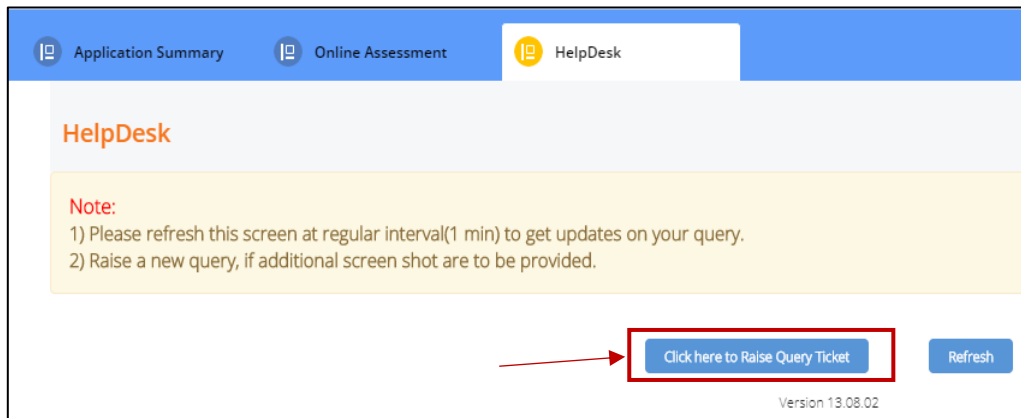
11. Access the URL on a browser of your choice (Chrome recommended) from the system you are going to use for taking the assessment.
12. Wait for the log in screen as shown below



13. Enter the correct username and password as provided in the email sent to your registered email ID
14. Click **Login**.
There will be three tabs visible:
 - a. **Application Summary:** this tab will contain your basis information. Please go through this to ensure it's your details only.
 - b. **Online Assessment:** This tab will contain access to the assessment that you need to appear for
 - c. **HelpDesk:** This tab has an option to "Raise Query Ticket" should you face any technical challenges while giving the assessment.
 - d. Click on HelpDesk tab to raise ticket with a Technical Support team



Click on "Click here to Raise Query Ticket"



e. Candidate query form will open with two separate sections in it.

- i. Section 1 "Query Section" – for entering details pertaining to the issue / query to be raised viz. Problem Category, Type and Statement or the detailed description of the issue.
- ii. Section 2 "Upload Screenshots" – to be used for uploading relevant screenshots of the issue faced. Maximum of 5 screenshots can be uploaded of JPEG, JPG & PDF formats, with file size ranging from 25KB to 5MB.

Note: Please add clear screenshots while raising query. This will help the technical support team to understand and quickly resolve the issue.

f. Fill in all the appropriate details in the "Query Section".

- i. **Problem Category** – Query can be raised for problem faced in any of the following categories during the course of assessment.
 1. **After login** – "Issue faced after entering the login credentials"
 2. **Self-Registration** – "During the process of capturing 5 self-registration images"
 3. **Launcher Download** – "Landing page where launcher installation guidelines are provided"

4. **Starting Launcher** – “Entering the launcher key and selecting the browser window”
5. **During Assessment** – “Issue faced on the candidate console”

The screenshot shows the 'Candidate Query Form' in the HelpDesk system. A red box highlights the 'Problem Category' dropdown menu, which is open and showing the following options: 'After login' (selected), 'Self Registration', 'Launcher Download', 'Starting Launcher', and 'During Assessment'. A red arrow points from the 'Problem Category' label to the dropdown menu. The 'Problem Statement' field is empty. The 'Problem Type' dropdown menu is also visible, showing '---Select---'. The 'Upload Screenshots' section contains multiple 'Choose File' buttons and 'Upload' buttons. A note at the top states: 'Note : Please add clear error screenshots while raising query for quick resolution.'

- ii. **Problem Type** – Select appropriate type of problem after selecting the category from the options provided in the dropdown

The screenshot shows the 'Candidate Query Form' in the HelpDesk system. A red box highlights the 'Problem Type' dropdown menu, which is open and showing the following options: '---Select---', 'I am not able to find my exam details' (selected), 'There is no exam visible in Current Tab', 'I am able to see my assessment but not able to do anything', 'What should I do next?', and 'Others'. A red arrow points from the 'Problem Type' label to the dropdown menu. The 'Problem Category' dropdown menu is also visible, showing 'After login'. The 'Problem Statement' field is empty. The 'Upload Screenshots' section contains multiple 'Choose File' buttons and 'Upload' buttons. A note at the top states: 'Note : Please add clear error screenshots while raising query for quick resolution.'

- iii. **Problem Statement** – Enter precise and easy to understand description of the problem for quick troubleshooting & resolution.

The screenshot shows the 'HelpDesk' interface for a 'Candidate Query Form'. At the top, a yellow banner contains a red note: 'Please add clear error screenshots while raising query for quick resolution.' Below this is the 'Query Section' with two dropdown menus: 'Problem Category' (set to 'After login') and 'Problem Type' (set to 'I am not able to find my exam details'). The 'Problem Statement' text area contains the text 'The page appears to be blank even after refreshing it multiple times.' and is highlighted with a red box. Below the query section is the 'Upload Screenshots' section, which lists five upload slots, each with a 'Choose File' button, 'No file chosen' text, and an 'Upload' button. A red arrow points from the 'Problem Statement' text area to the first 'Choose File' button in the upload section.

- g. Browse the screenshot by clicking on "Choose File" as per the file size and format.

This screenshot shows the same 'HelpDesk' interface as the previous one, but with an 'Open' file dialog box open over the 'Upload Screenshots' section. The dialog box shows the 'Pictures' folder with a file named 'IBA_Screenshot' selected. A red arrow points from the 'IBA_Screenshot' file in the dialog box to the first 'Choose File' button in the upload section of the form. The 'Problem Statement' text area is still visible and contains the same text as in the previous screenshot.

h. Click on Upload.

The screenshot shows the 'HelpDesk' application window. The 'Query Section' contains a 'Problem Category' dropdown set to 'After login', a 'Problem Type' dropdown set to 'I am not able to find my exam details', and a 'Problem Statement' text area with the text 'The page appears to be blank even after refreshing it multiple times.' Below this is the 'Upload Screenshots' section. It lists five upload instructions with file size and format constraints. Each instruction has a 'Choose File' button and an 'Upload' button. The first 'Upload' button, corresponding to the first instruction, is highlighted with a red box and a red arrow. A 'SUBMIT' button is located at the bottom right of the 'Upload Screenshots' section. The version 'Version 13.08.02' is displayed at the bottom center.

i. "File has been uploaded successfully" message appears on screen. Click on OK. Preview option can also be used to verify or preview the screenshot.

This screenshot shows the same 'HelpDesk' application window as the previous one, but with a modal dialog box in the center. The dialog box contains the text 'File has been successfully uploaded.' and an 'OK' button, which is highlighted with a red box and a red arrow. In the background, the 'Upload Screenshots' section is visible. The 'Preview' button for the first upload item is now highlighted with a red box and a red arrow. The 'SUBMIT' button remains at the bottom right. The version 'Version 13.08.02' is still displayed at the bottom center.

- j. Click on "SUBMIT"

HelpDesk

Query Section

Problem Category * After login Problem Type * I am not able to find my exam details

Problem Statement * The page appears to be blank even after refreshing it multiple times.

Upload Screenshots

Please upload scanned copy of screenshot.
(Maximum file size - 25KB and only JPEG and JPG formats is allowed)
Please upload scanned copy of screenshot.
(Maximum file size - 50KB and only JPEG and JPG formats is allowed)
Please upload scanned copy of screenshot.
(Maximum file size - 1MB and only JPEG and JPG formats is allowed)
Please upload scanned copy of screenshot.
(Maximum file size - 3MB and only JPEG, JPG and PDF formats is allowed)
Please upload scanned copy of screenshot.
(Maximum file size - 5MB and only JPEG, JPG and PDF formats is allowed)

Choose File No file chosen Upload

Choose File No file chosen Upload

Choose File IBA_Screenshot.jpg Upload Preview

Choose File No file chosen Upload

Choose File No file chosen Upload

SUBMIT

Version 13.08.02

- k. Confirmation dialog box pops up on screen to verify all the details in the form. Click on Proceed if details entered are correct or Click Cancel to revalidate or to make any further changes.

HelpDesk

Query Section

Confirmation

Please verify all the details in the Application Form.

Proceed Cancel

Upload Screenshots

Please upload scanned copy of screenshot.
(Maximum file size - 25KB and only JPEG and JPG formats is allowed)
Please upload scanned copy of screenshot.
(Maximum file size - 50KB and only JPEG and JPG formats is allowed)
Please upload scanned copy of screenshot.
(Maximum file size - 1MB and only JPEG and JPG formats is allowed)
Please upload scanned copy of screenshot.
(Maximum file size - 3MB and only JPEG, JPG and PDF formats is allowed)
Please upload scanned copy of screenshot.
(Maximum file size - 5MB and only JPEG, JPG and PDF formats is allowed)

Choose File No file chosen Upload

Choose File No file chosen Upload

Choose File IBA_Screenshot.jpg Upload Preview

Choose File No file chosen Upload

Choose File No file chosen Upload

SUBMIT

Version 13.08.02

- l. All the details of User, Ticket and Workflow is displayed on the screen. These details can be used for tracking and communication purpose. Click Close to navigate back to the HelpDesk tab.

HelpDesk Close

User Details

Registration Number	6388	Name	Swapnal Chakrabarty
Mobile Number		Email Id	

Helpdesk Details

Ticket Number	178	Problem Category	After login
Problem Type	I am not able to find my exam details	Problem Statement	The page appears to be blank even after refreshing it multiple times.

Grievance Screenshot3

Workflow Details

Helpdesk Ticket Status: Open

Name	Role	Date of Action	Remark	Action
Swapnal Chakrabarty	Applicant	28/May/2020 12:03:43	New Grievance Raised	SUBMIT

Close

- m. Below screen appears, click on the refresh button and then click on view to see the response from the helpdesk agent.

TCS iON Logout

Application Summary Online Assessment **HelpDesk**

HelpDesk

Note:

- Please refresh this screen at regular interval(1 min) to get updates on your query.
- Raise a new query, if additional screen shot are to be provided.

[Click here to Raise Query Ticket](#) Refresh

Action	Ticket Number	Candidate Name	Candidate Email ID	Candidate Mobile Number	Problem Category	Grievance Logged date(dd/MM/yyyy)	Workflow Remark	Workflow Status
View	245	Madhulika	10105@tcs.com	9090909113	Self Registration	04/Jun/2020	New Grievance Raised	Open
View	244	Madhulika	10105@tcs.com	9090909113	After login	04/Jun/2020	ok thanks	Updated

Account 1 to 2 of 2 Entries.

Version 13.08.02

- n. Below screen appears, with comment/response from the HelpDesk agent. If the issue still persists use the remarks section to highlight the issue and click on update or else click on close.

The screenshot displays the HelpDesk interface with the following sections:

- User Details**

Registration Number	6651	Name	Madhulika
Mobile Number	9090909113	Email Id	10105@tcs.com
- Helpdesk Details**

Ticket Number	245	Problem Category	Self Registration
Problem Type	Checkbox not getting enabled during registered	Problem Statement	Please help resolve.
- Workflow Details**

Helpdesk Ticket Status: Responded

Name	Role	Date of Action	Remark	Action
Madhulika	Applicant	04/Jun/2020 11:52:11	New Grievance Raised	SUBMIT
Gopal Kumar	Associate Level1	04/Jun/2020 14:10:53	Refresh the window	RESPOND

Below the table is a **Remarks** section with a text input field.

At the bottom right are **UPDATE** and **Close** buttons.

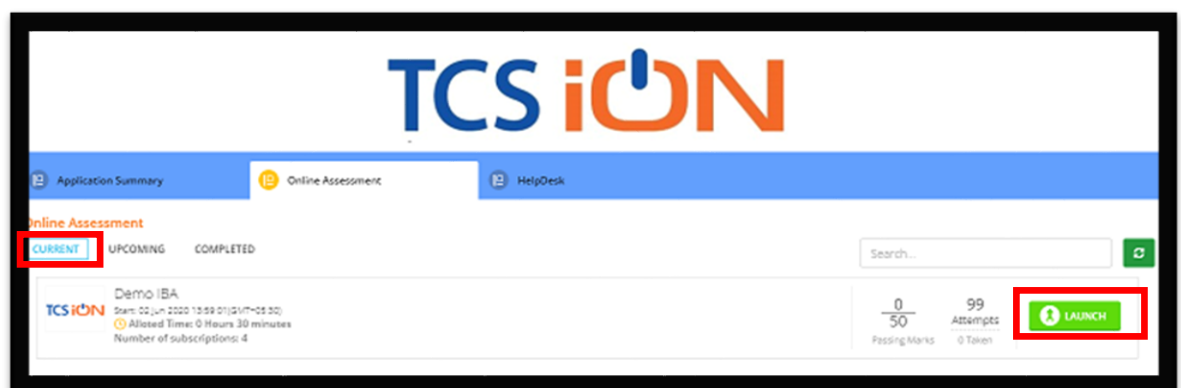
Red arrows in the image point to the **Remarks** input field and the **UPDATE** and **Close** buttons.

Self-Registration & Document Capture Process:

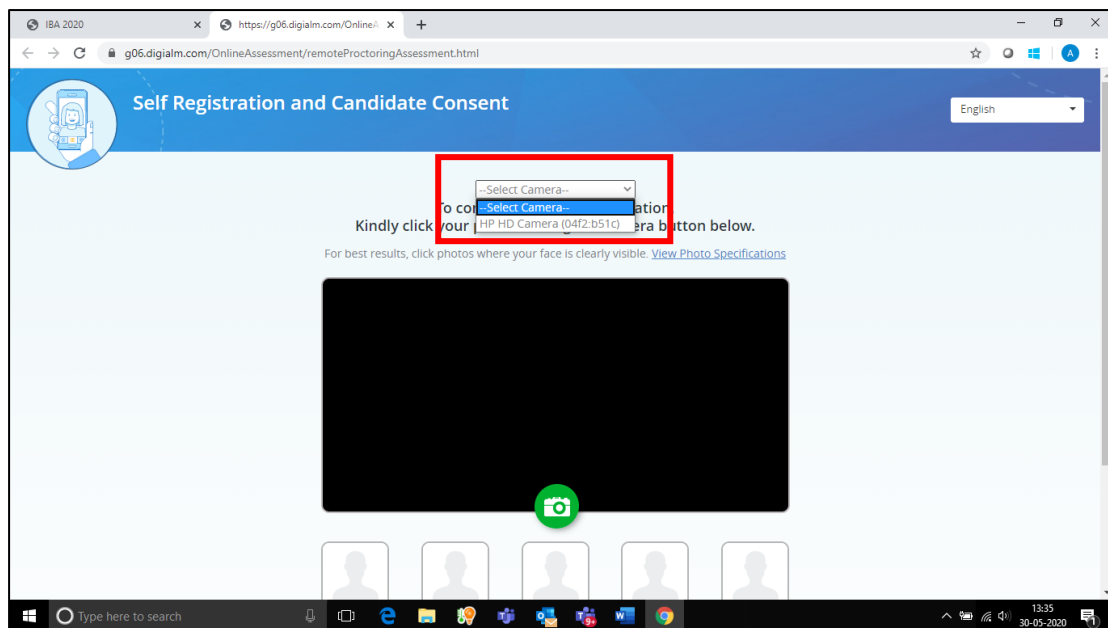
1. Access the URL on a browser of your choice (Chrome recommended) from the system you are going to use for taking the assessment.
2. Wait for the log in screen as shown below



3. Enter the correct username and password as provided in the email sent to your registered email ID
4. Click **Login**.
There will be three tabs visible
 - a. Application Summary: this tab will contain your basis information. Please go through this to ensure it's your details only.
 - b. Online Assessment: This tab will contain access to the assessment that you need to appear for.
 - c. Helpdesk
5. Click **Online Assessment** tab.
6. Select **CURRENT** tab.



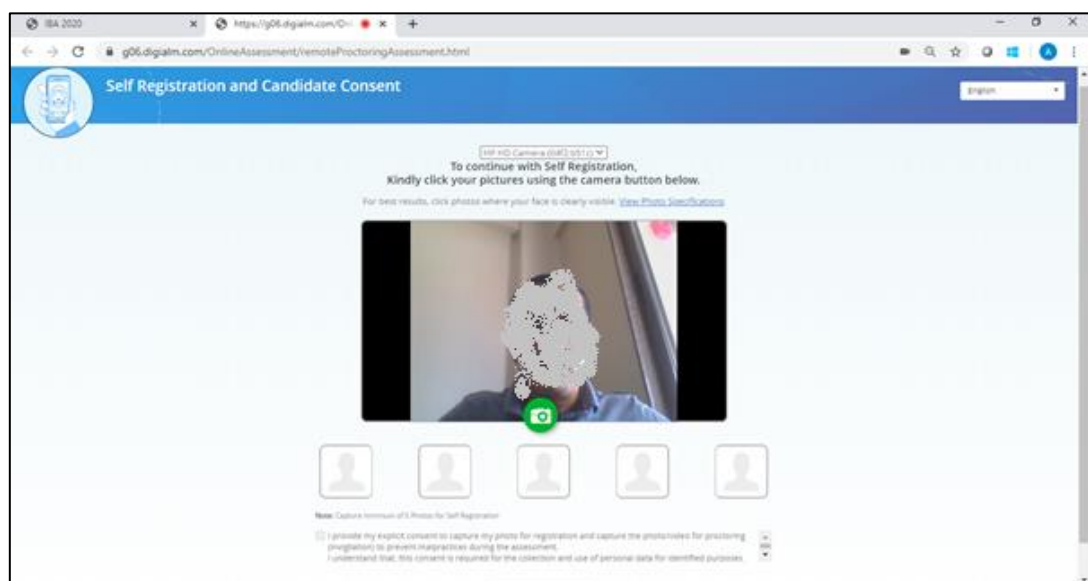
7. Click **Launch**.
8. Enable Pop-ups, if prompted.
9. **Self-Registration and Candidate Consent** screen will appear.
10. On top of the screen, a dropdown to select the camera will appear.
11. Click on the drop down and select the camera that you want to use.

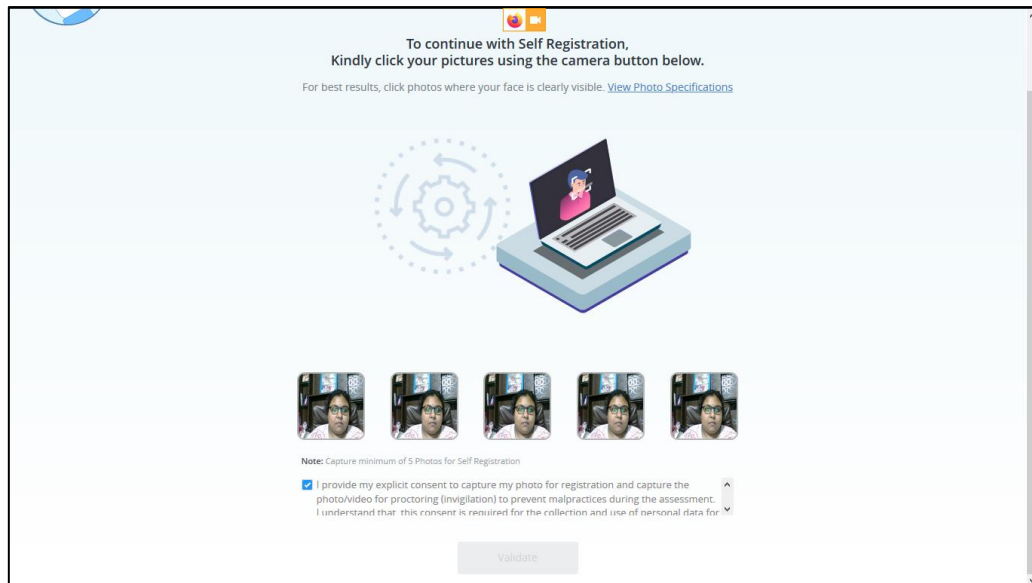


12. "Allow" the browser to use your device camera to capture your photo/video

Note: Instructions to capture your photo:

- Ensure your Face is well-lit – Avoid low light or light source behind you,
- Ensure your Face occupies more than 50% of the boundary.
- Look straight into the camera such that entire frontal view of face is clearly visible.
- Ensure face is not covered by object (e.g. Sunglasses).
- Capture 5 photos for self-registration.





To continue with Self Registration,
Kindly click your pictures using the camera button below.

For best results, click photos where your face is clearly visible. [View Photo Specifications](#)

Note: Capture minimum of 5 Photos for Self Registration

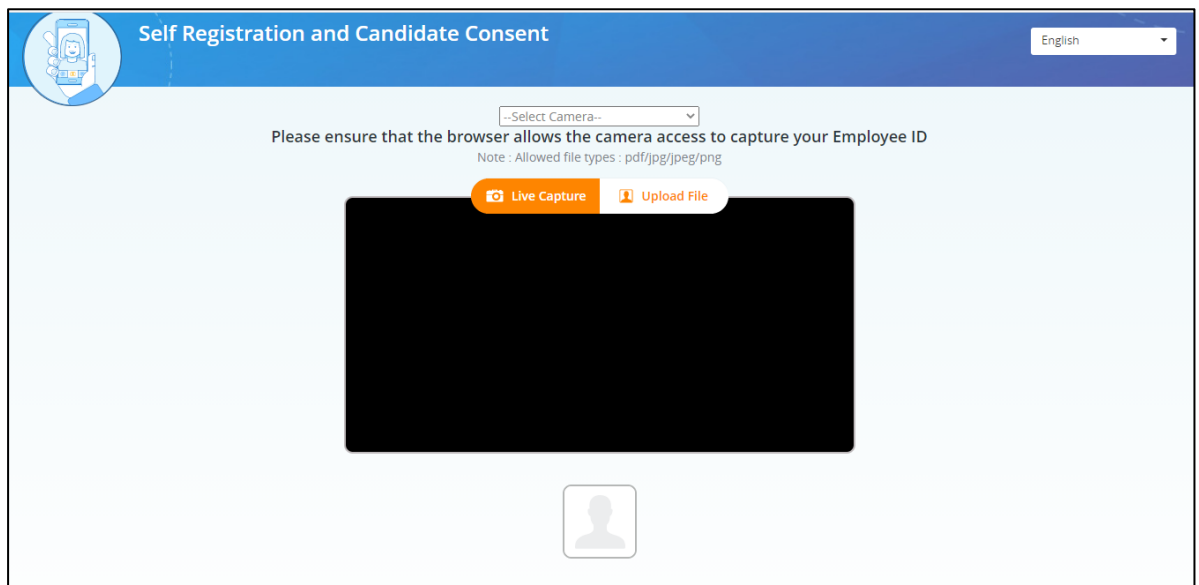
☒ I provide my explicit consent to capture my photo for registration and capture the photo/video for proctoring (invigilation) to prevent malpractices during the assessment. I understand that this consent is required for the collection and use of personal data for

Validate

13. Check your picture visible on the photo window.
14. In case you see a red border around any image, please click on that image and capture your photo once again.
15. Read Undertaking content
 - ☐ I provide my explicit consent to capture my photo for registration and capture the photo/video for proctoring (invigilation) to prevent malpractices during the assessment
 - ☐ I understand that, this consent is required for the collection and use of personal data for identified purposes. i.e., invigilation and analysis.
 - ☐ I understand that my images will not be shared with any third party and will be retained for only as long as is required for the identified purposes
16. Select the check-box to provide consent and click on Validate button.

Note: Your personal data including captured photo/video is used only for proctoring and will not be shared with any third party.
17. Next on screen appears the page to upload the document to be captured as an identity proof.

Please note the option to capture the identity proof document depends solely as per the examination body's decision. If prompted follow the steps as shown below.



Self Registration and Candidate Consent

English

--Select Camera--

Please ensure that the browser allows the camera access to capture your Employee ID

Note : Allowed file types : pdf/jpg/jpeg/png

Live Capture Upload File

18. In case of "Live Capture", select the camera from the drop down and click on "Live Capture" OR browse & upload the document.

Self Registration and Candidate Consent

English

Please ensure that the browser allows the camera access to capture your Employee ID

--Select Camera--
--Select Camera--
Integrated Camera (5986.2113)

Live Capture Upload File

19. Display your identity proof document on screen. Ensure the area is well lit & document is properly visible in front of camera.

Please ensure that the browser allows the camera access to capture your Employee ID

Note : Allowed file types : pdf/jpg/jpeg/png

Live Capture Upload File


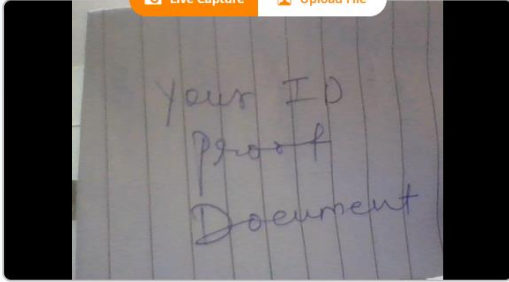
Camera

Save

20. Click on Save to capture the ID.

Please ensure that the browser allows the camera access to capture your Employee ID
Note : Allowed file types : pdf/jpg/jpeg/png

Live Capture Upload File

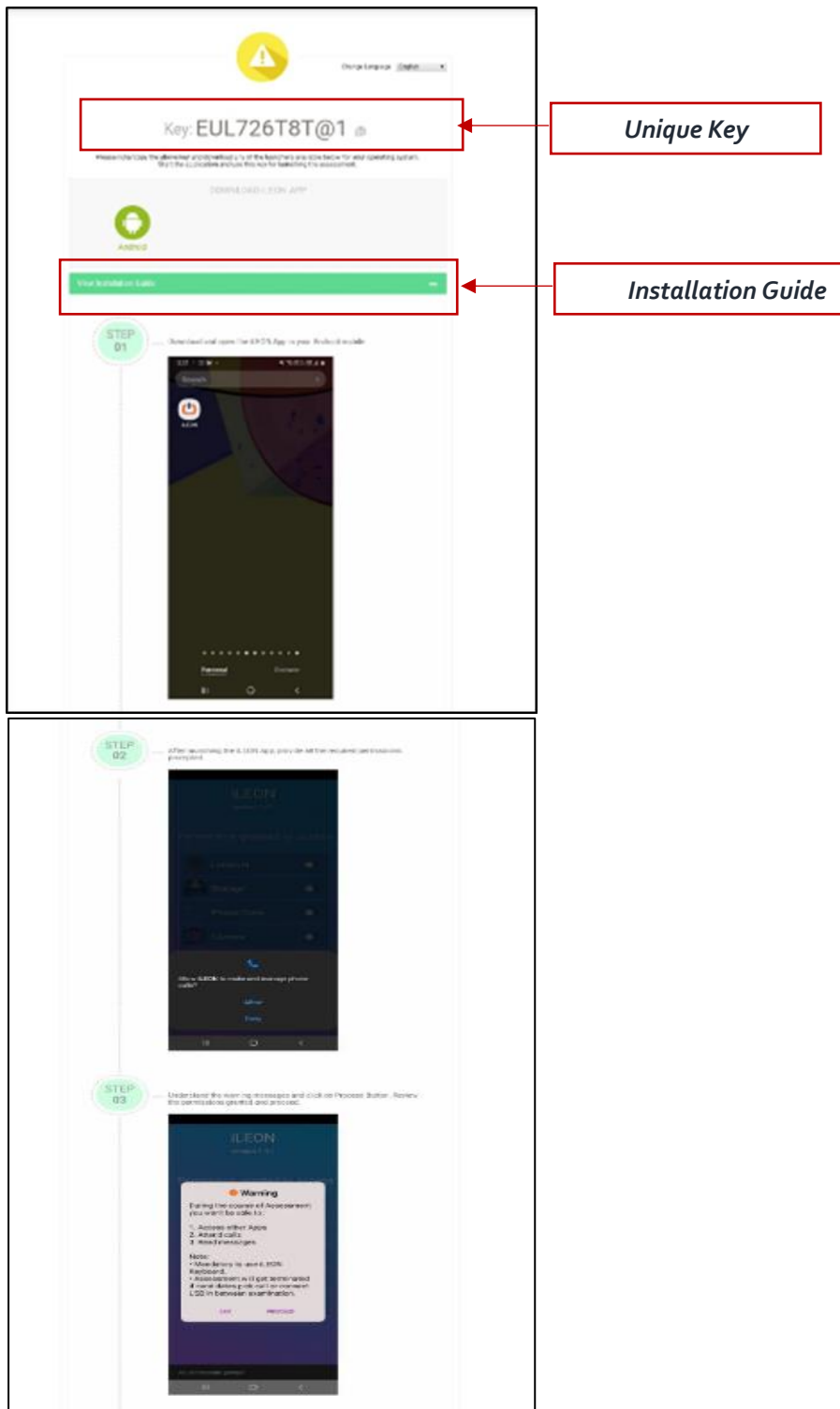


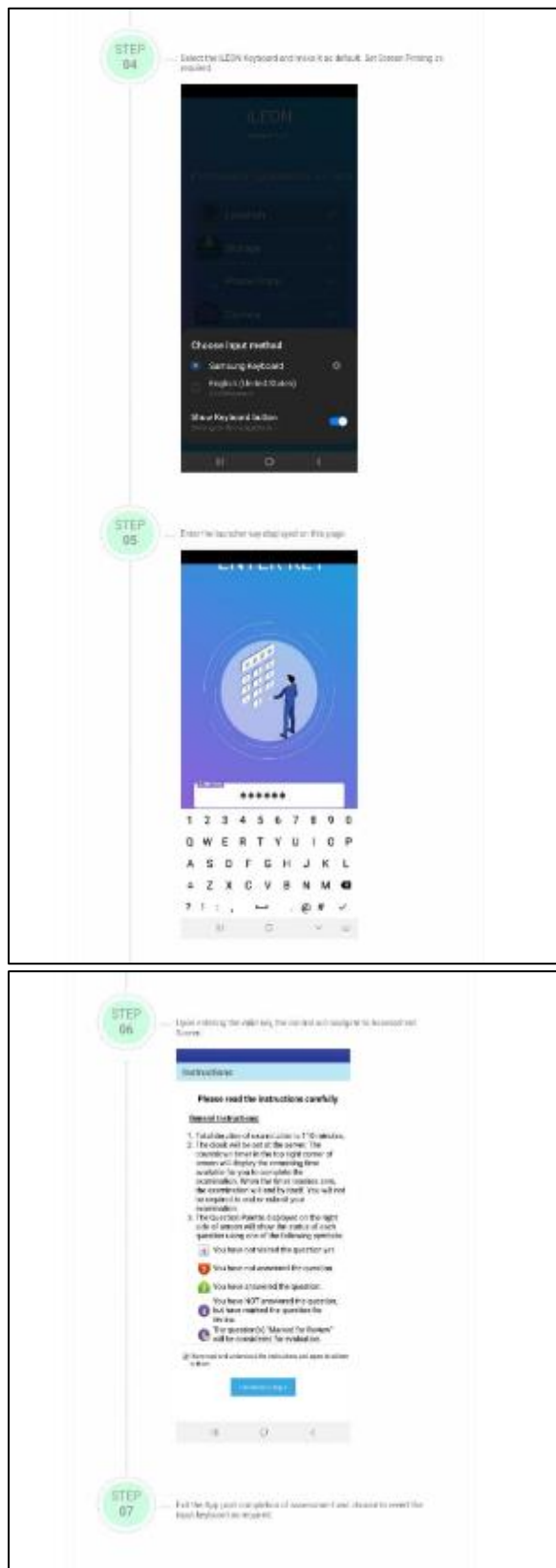
Save

Downloading & Installing the Launcher (Mobile Device – Android)

1. After completing the self-registration & document capture process, a message on screen will appear as "A Proctor will be assigned to you soon to approve your request." It is important to upload the proper document as instructed.

Once approved, the below screen appears to download the launcher along with the unique key displayed on screen. Read the **7** steps under installation guide thoroughly.





2. Select the language of your choice from the top-right corner drop down menu on the mobile screen.

3. Copy the unique key displayed on the screen.

Note:

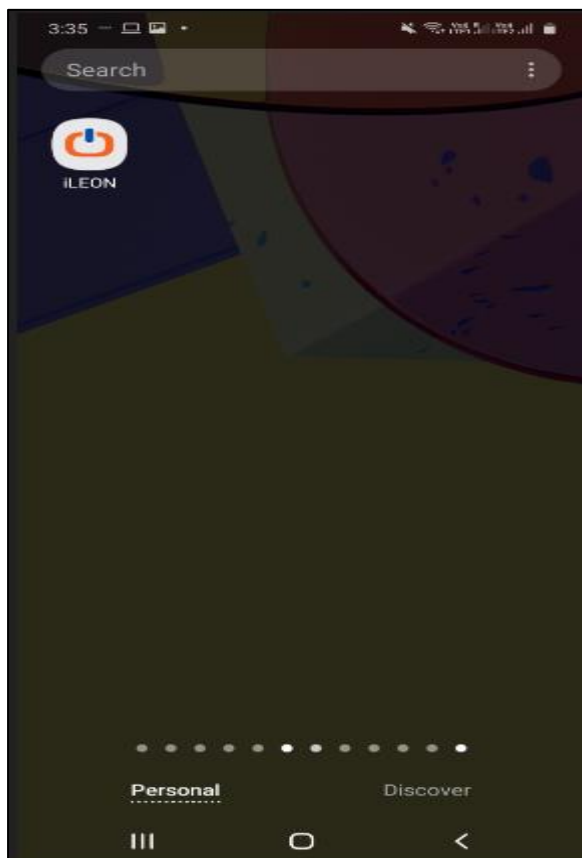
The Unique key (token) generated is valid for the entire duration of the assessment unless the internet session is disconnected. If the internet is disconnected, a new unique key is generated.



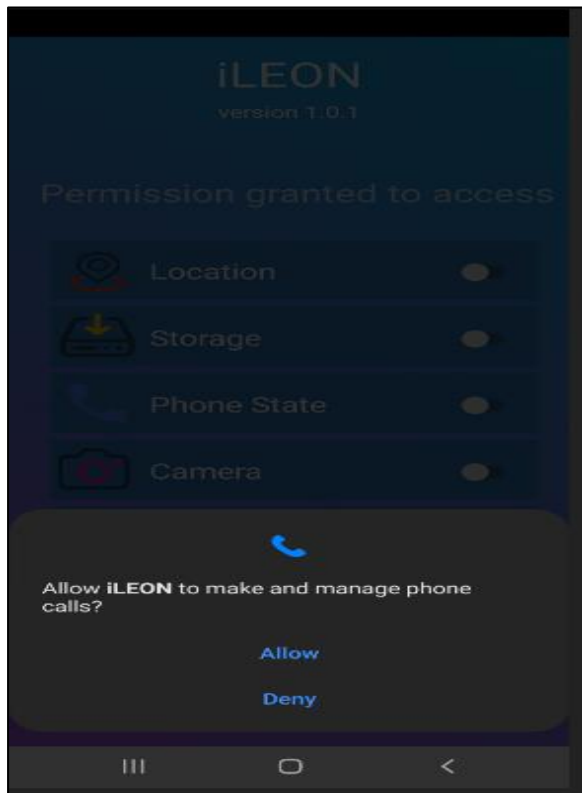
4. Click the Android icon to download the launcher
5. The following notification will appear on screen to launch the application. Click on Open

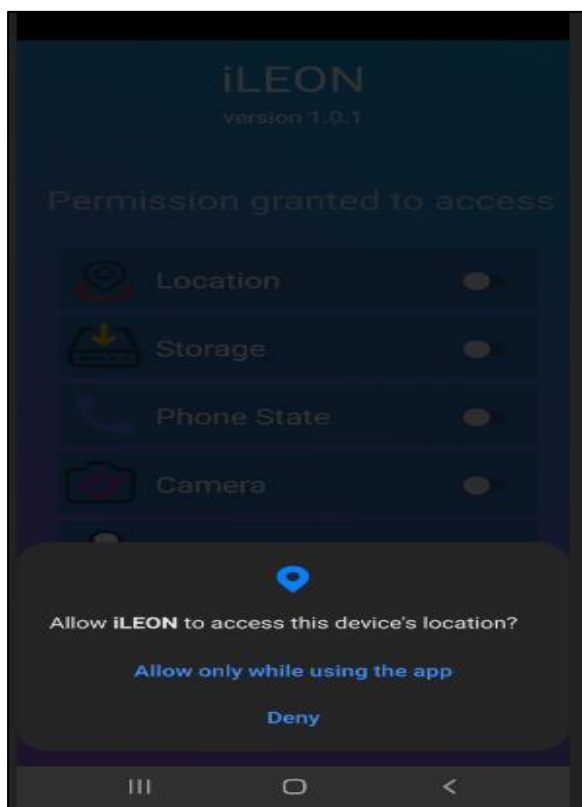
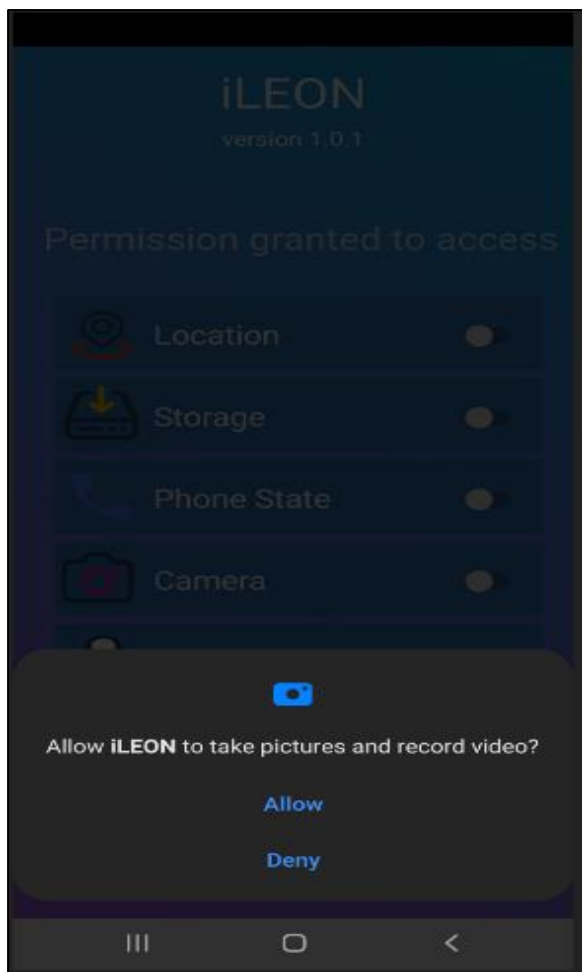


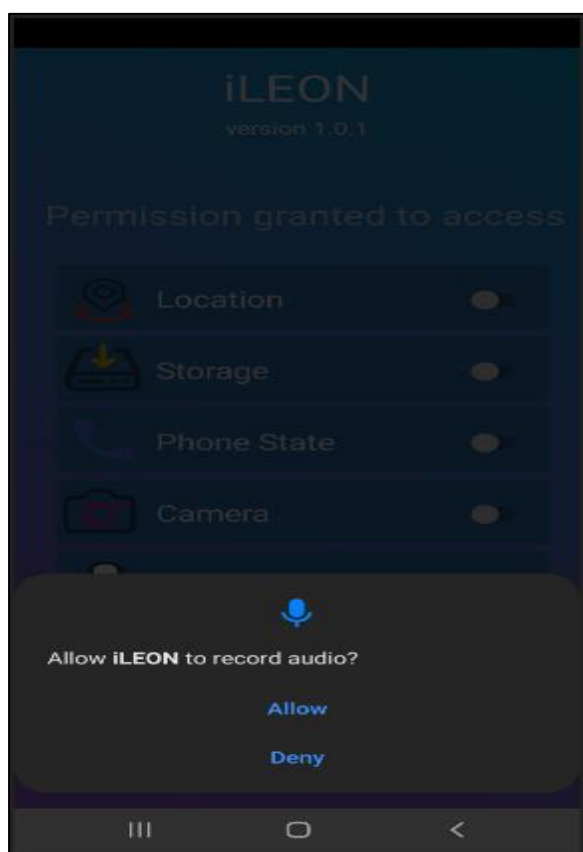
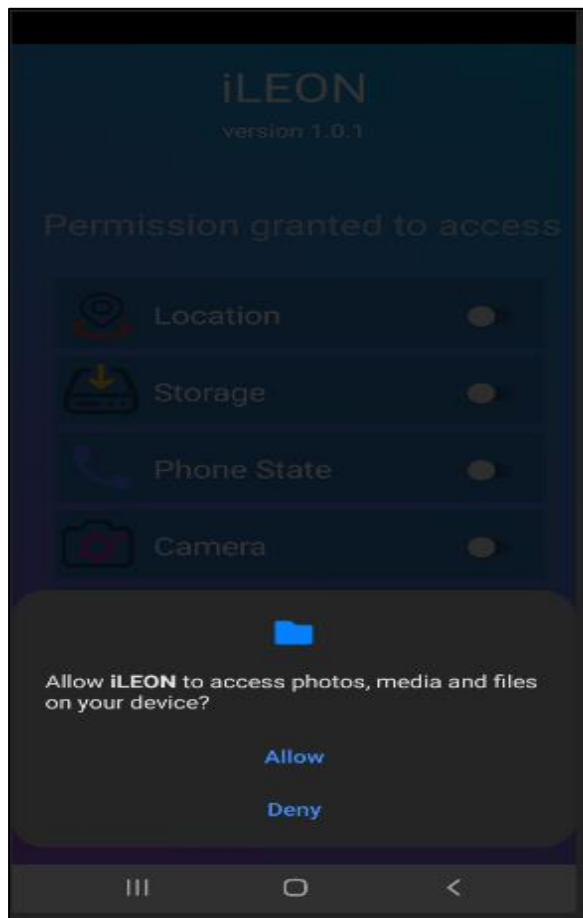
6. Once downloaded, the iLEON app will be visible on your mobile screen as follows



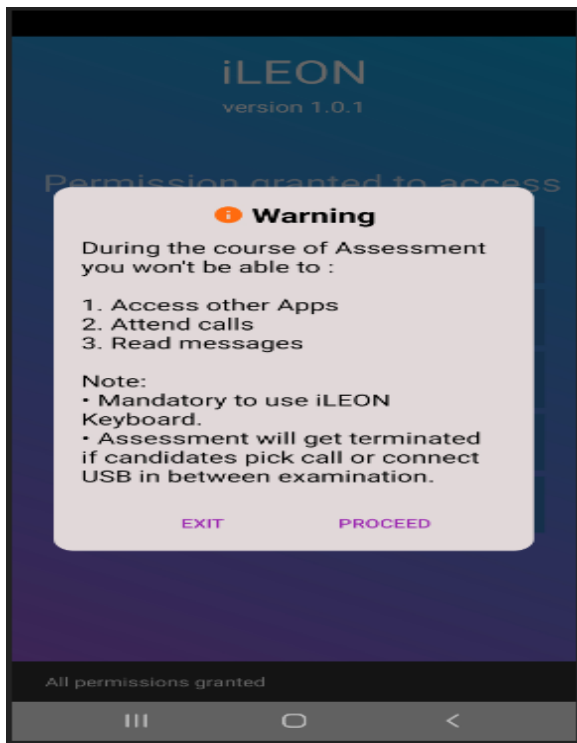
7. Click on the iLEON app and allow the app permissions as shown in below screenshots



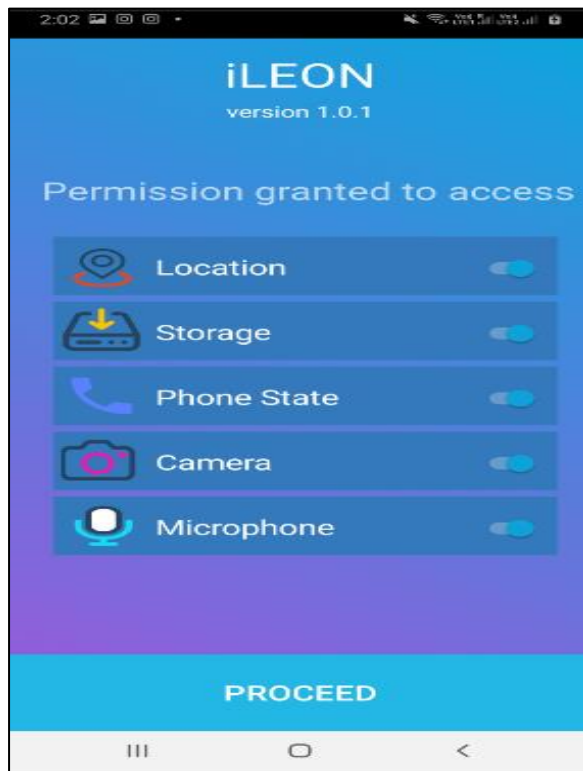




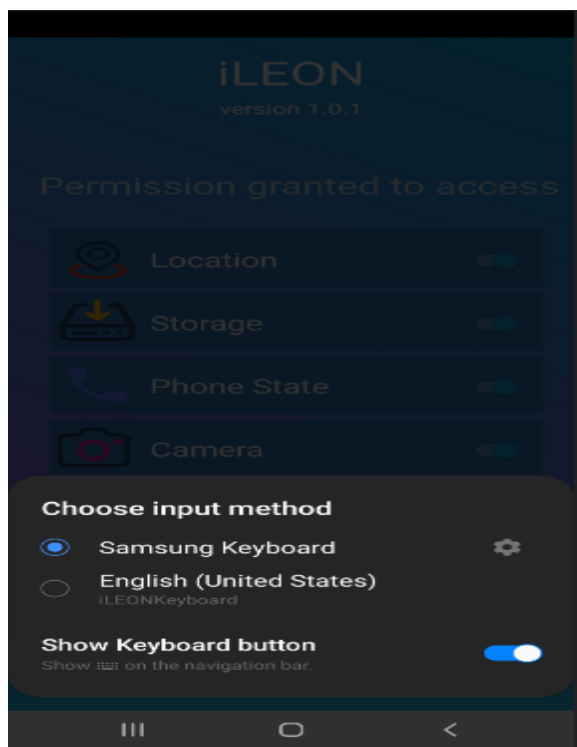
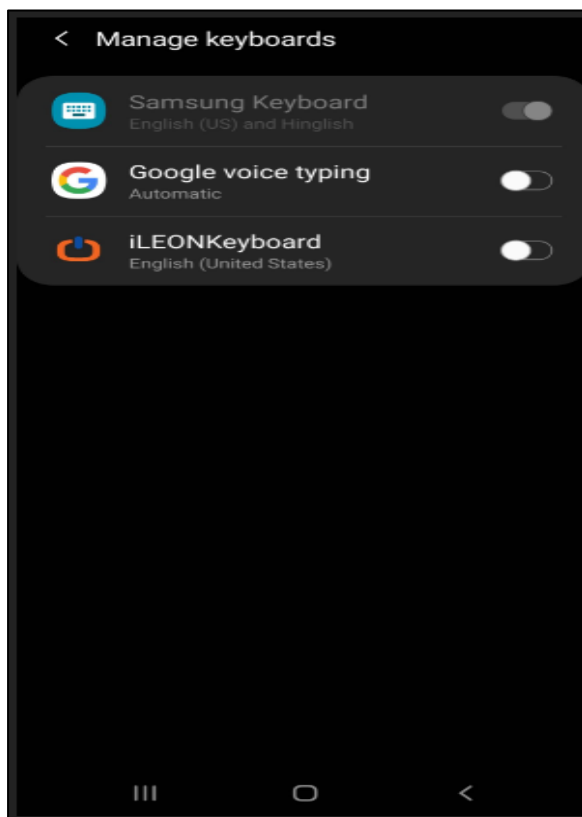
8. Click on Proceed



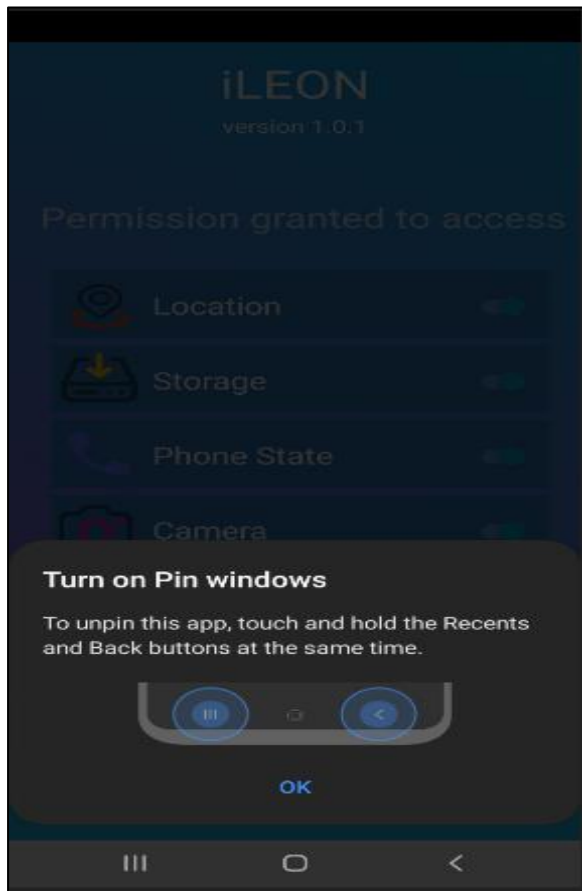
9. Following message appears on screen, click on Proceed



10. Select the keyboard and input method as iLEON ONLY.



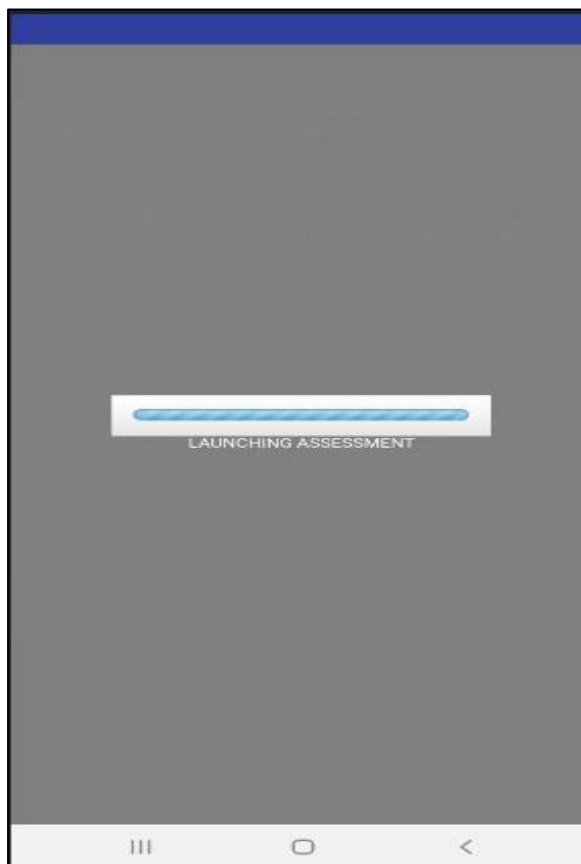
11. Click on OK



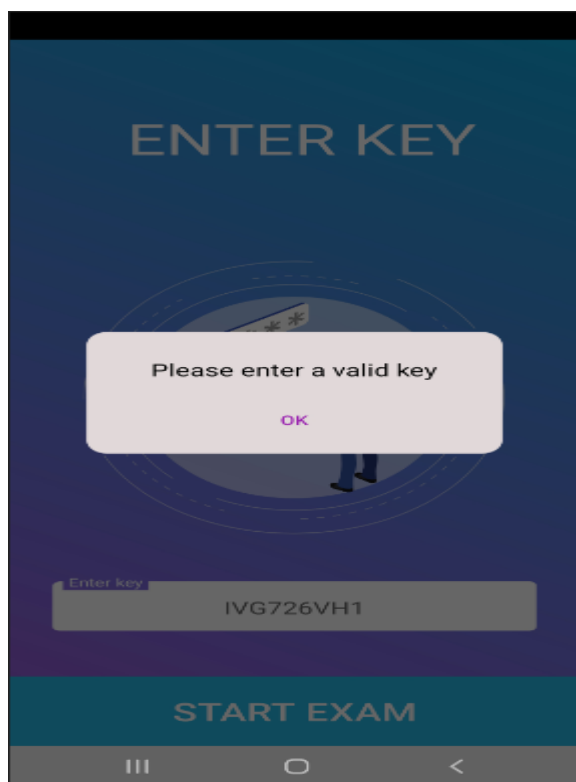
12. Enter the activation key



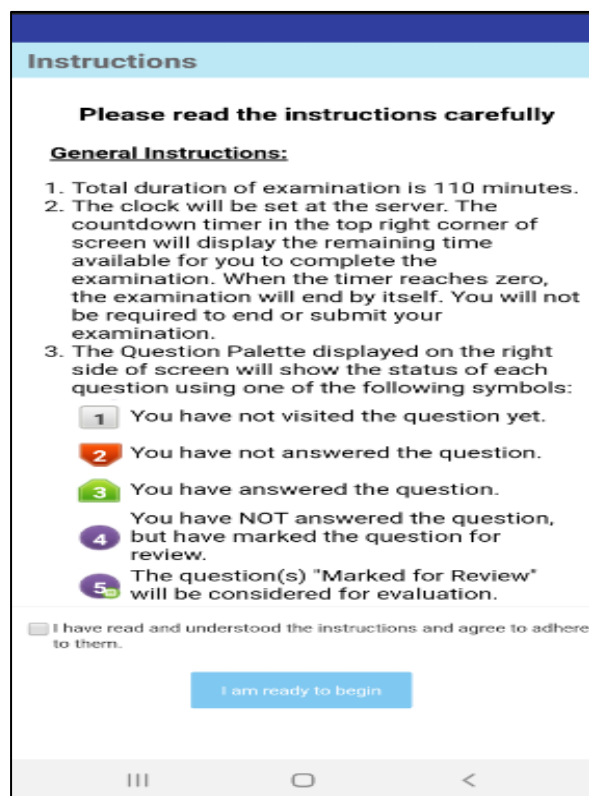
13. Click on START EXAM



14. Re-enter or enter the correct / valid key in case if the below error appears on screen.



15. Read the instructions carefully.



16. Click on the checkbox to accept the instructions & adhering to them then click on "I am ready to begin"

Instructions

Please read the instructions carefully

General Instructions:

1. Total duration of examination is 110 minutes.
2. The clock will be set at the server. The countdown timer in the top right corner of screen will display the remaining time available for you to complete the examination. When the timer reaches zero, the examination will end by itself. You will not be required to end or submit your examination.
3. The Question Palette displayed on the right side of screen will show the status of each question using one of the following symbols:
 - 1 You have not visited the question yet.
 - 2 You have not answered the question.
 - 3 You have answered the question.
 - 4 You have NOT answered the question, but have marked the question for review.
 - 5 The question(s) "Marked for Review" will be considered for evaluation.

☒ I have read and understood the instructions and agree to adhere to them.

I am ready to begin

17. Attempt the assessment. Sample screenshot below on how the questions will appear on mobile screen

Group A / *Section A

Time Left : 00:48

2 3 4 5 6 7 8

Question No. 3

Note : Re-Visit of this question is not available so please dont move to previous or next question without attempting this Question.

MSQ

☐ new york

☐ delhi

☐ america

☐ afghan

Clear Response Mark for Review & Next

Submit **Save & Next**

18. After successful attempt of group(s) the following summary page is displayed. Click on yes to proceed with next group (if applicable) or submitting the assessment

Assessment Summary

Group A : (Current Group)

Section Name	Section A
No. of Questions	17
Answered	4
Not Answered	5
Marked for Review	0
Answered & Marked for Review (will not be considered for evaluation)	0
Not Visited	8

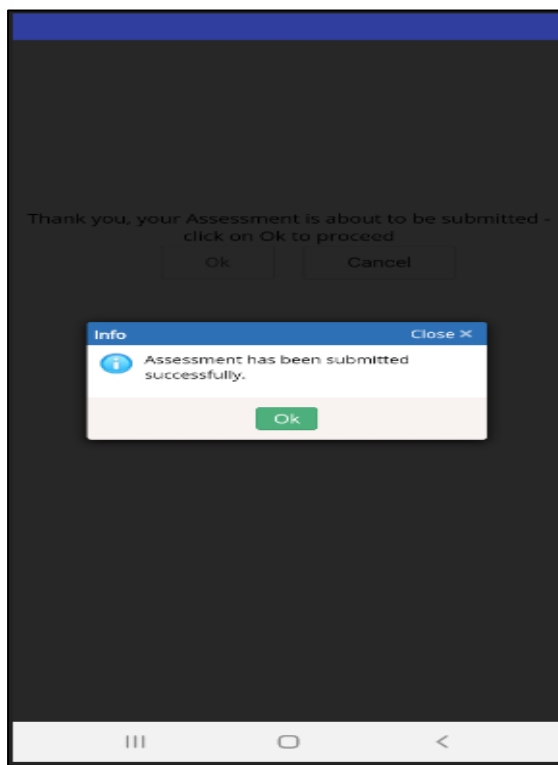
Section Name	Section B
No. of Questions	16
Answered	0
Not Answered	0
Marked for Review	0

Are you sure you wish to submit this group of questions for marking ?
You can revisit and edit your responses upon submission.

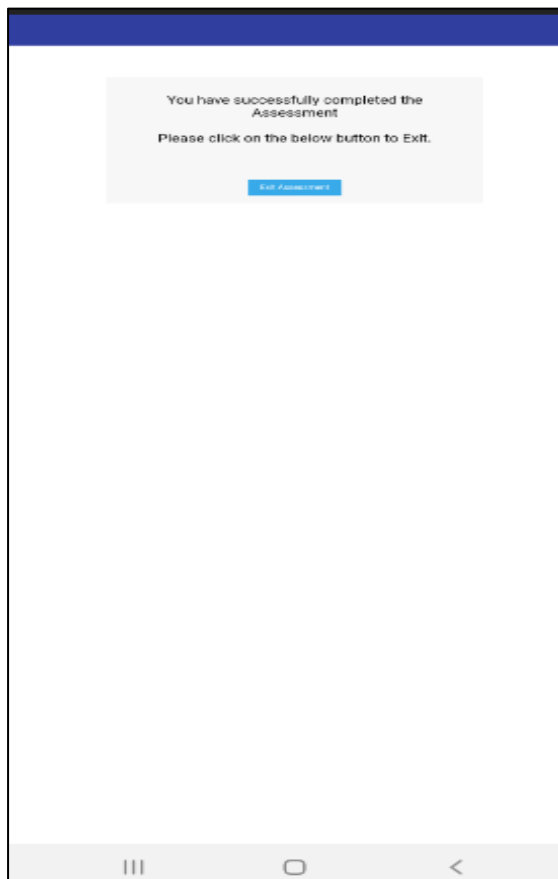
19. Click on OK to Proceed

Thank you, your Assessment is about to be submitted -
click on Ok to proceed

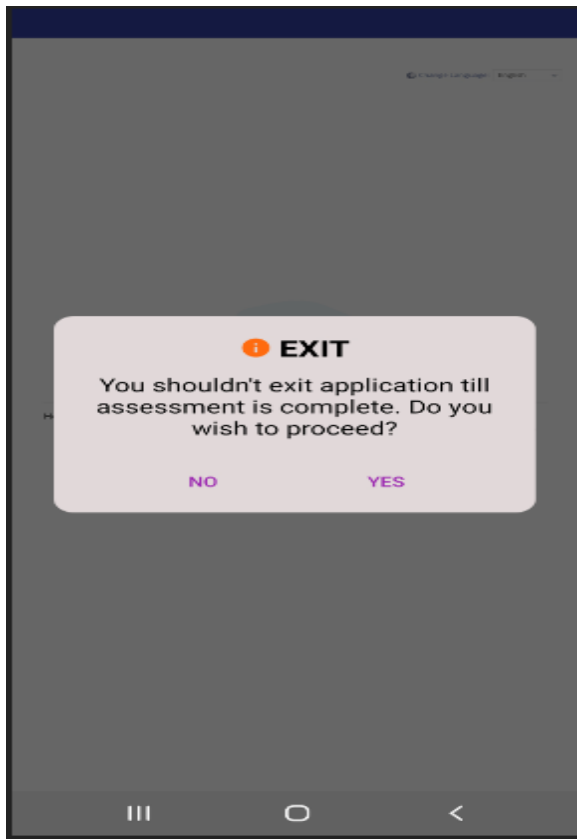
20. Assessment submitted successfully message is displayed on screen.



21. Click on the Exit Assessment button to complete the assessment



22. Following message appears on screen if you try to toggle between the screens or exit the assessment before attempting all the questions.

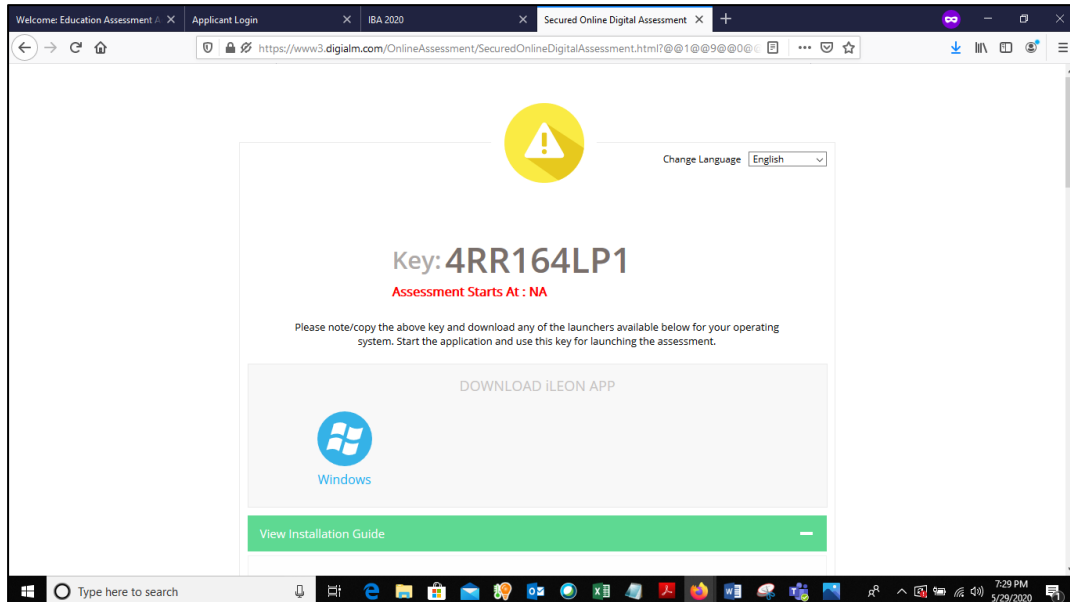


Important & Key Points to Note:

- iLEON app for Mobile is supported ONLY on Android OS (Version 6.0 & above)
- Please select ONLY iLEON Keyboard layout while managing the keyboards
- Allow camera access to browser as and when prompted
- Always select front camera for self-registration or document capture process
- Please ensure the phone battery is at-least charged to 40% for taking the assessment or else the system won't permit to launch the iLEON app
- Do not try to access any other applications while the assessment is ON, the session will be interrupted and or terminated due to suspicious behavior
- Do not worry or panic and try to close the application in case if the response time is slow. Hold on for few minutes patiently for the launcher / assessment to work smoothly
- After the assessment is completed, you may switch to the original keyboard layout using the keyboard & input methods under settings

Downloading & Installing the Launcher (Desktop / Laptop)

1. After completing the self-registration & document capture process, a message on screen will appear as "A Proctor will be assigned to you soon to approve your request." Once approved, the below screen appears to download the launcher along with the unique key displayed on screen. It is important to upload the proper document as instructed.

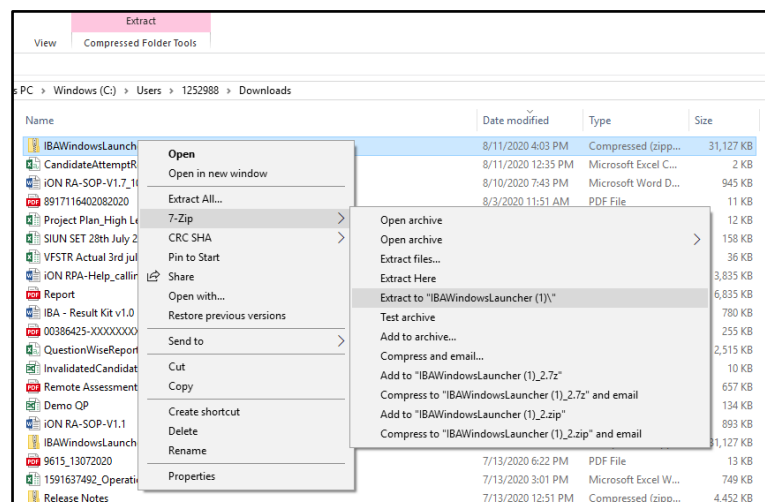


2. Select the language of your choice from the top-right corner drop down menu on the screen.
3. Copy the unique key displayed on the screen.

Note:

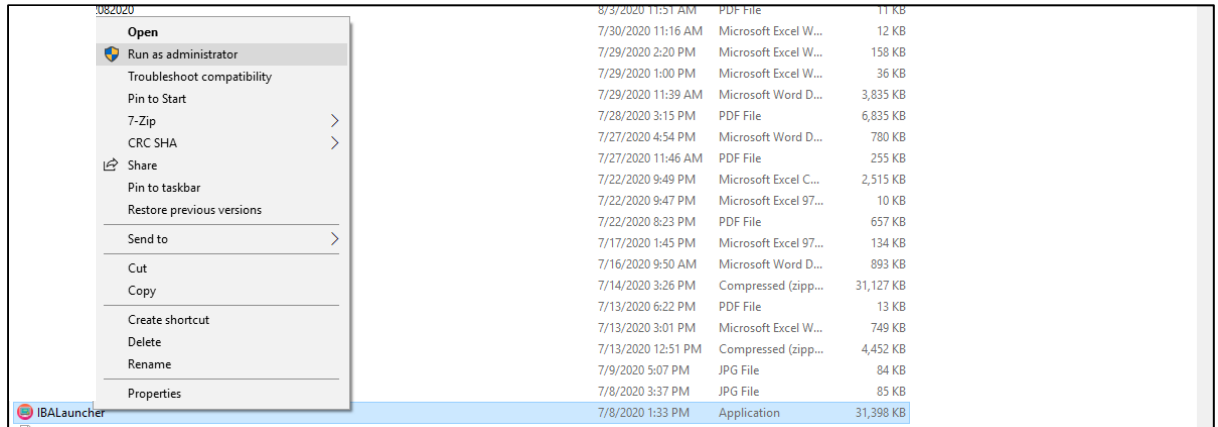
The Unique key (token) generated is valid for the entire duration of the assessment unless the internet session is disconnected. If the internet is disconnected, a new unique key is generated.

4. By clicking the appropriate OS icon, download the [launcher](#) compatible for your [Operating System](#)
5. Right click to extract (unzip) the downloaded file



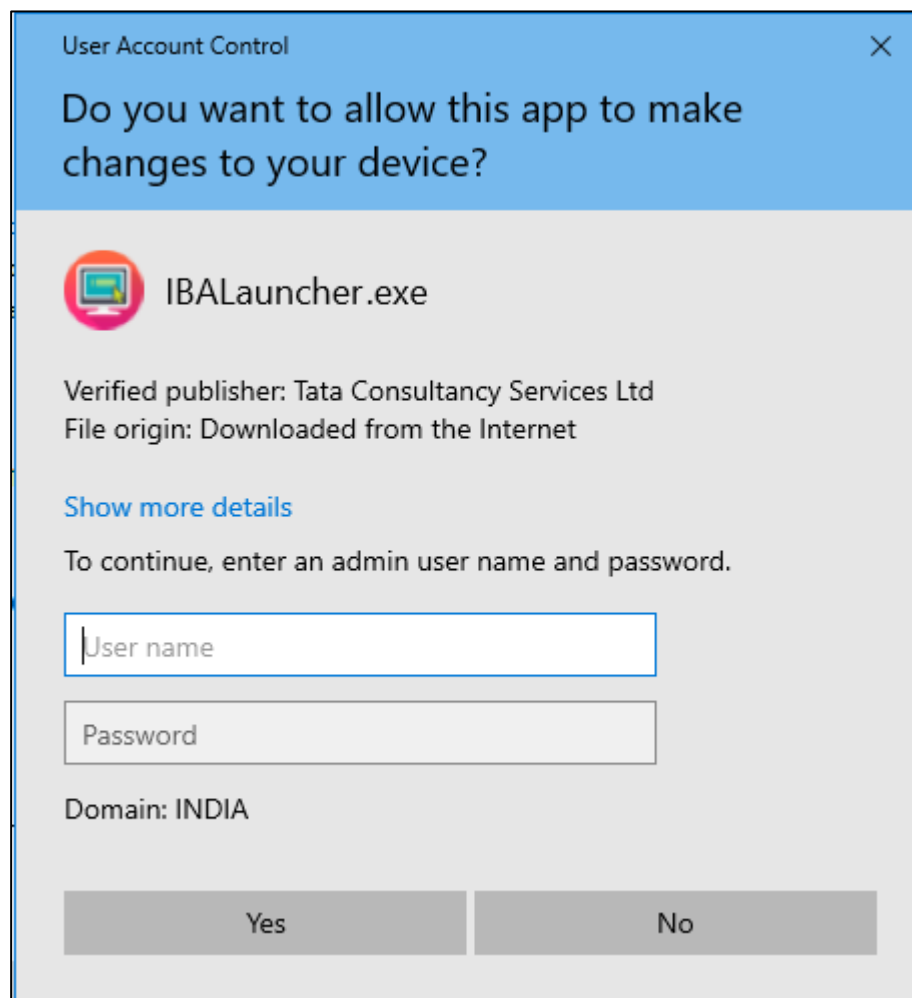
6. Right click the launcher exe file and click on "Run as Administrator". (Refer ["How do I know if I have administrator rights?"](#) section for steps to identify)

Please note this is an important and mandatory step to be executed As-Is.

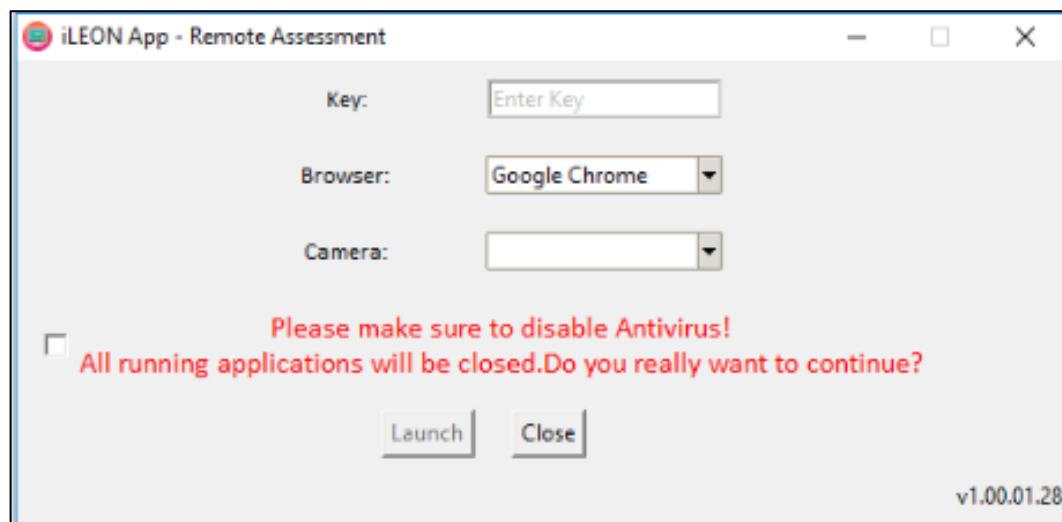


7. Enter the login credentials of your system and click "Yes".

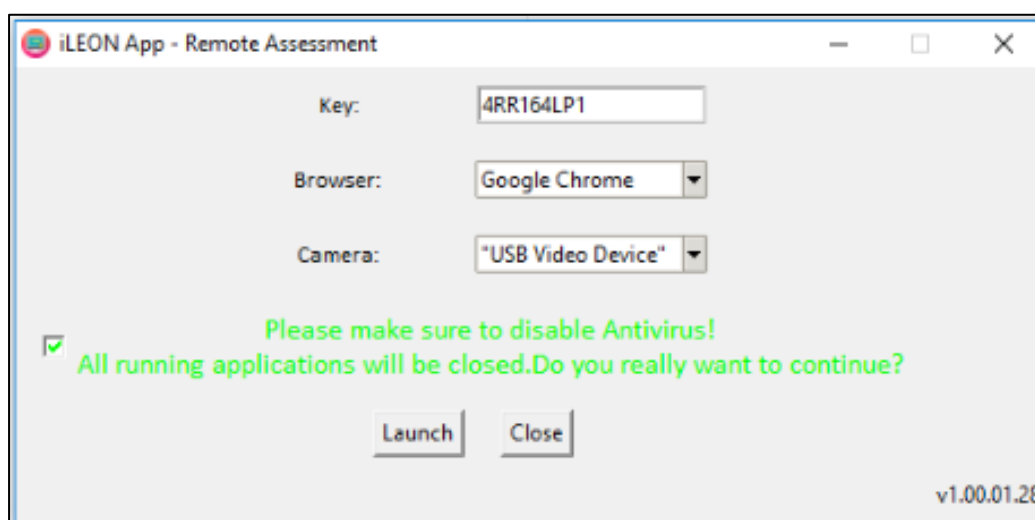
Some systems prompt to enter the login credentials and in some systems it won't. It differs from one operating system to another. In the scenario, enter the windows or Ubuntu credentials of your system.



8. The IBA Launcher window appears.



9. Enter the unique key (token) generated,
10. Select the browser
11. Select the camera
12. select the checkbox,
13. Click **Launch** to start the assessment.
Note: This will close all other programs running on your Computer.



14. Read the **General Instructions** displayed on screen.
15. Select "I have read and understood the instructions and agree to adhere to them"
Disclaimer checkbox
16. Click **I am ready to begin**.
17. Read the **Group Instructions**
18. Click **Proceed** to start the assessment.

Resolving Camera Issues in Chrome

1. Go to Settings
2. In the "Search settings" bar, type 'Camera'
3. Click on Site Settings
4. Click on Camera
5. Under "Allow" click on <https://www.digialm.com>
6. Under "Usage" click on "Clear Data"
7. Click on "Clear" at Pop-Up
8. Under Permissions, click on "Reset Permissions"
9. Click on Reset at Pop-Up
10. Go to the Self-Registration and Candidate Consent page and reload it
11. Click on "Allow to Use your camera"

In addition to the above troubleshooting steps, there might be other issues where the camera is not getting detected or not functioning correctly. Please refer to the below guidelines on different errors and the steps to resolve them.

Camera details not appearing in the camera dropdown.

System tried to detect installed camera on your device. Unfortunately, it could not find any camera. There are 2 reasons why this may happen –

- a) No camera installed on your device. If you are sure that you have camera installed on your device, request you to double check and install the camera.
- b) Camera stops functioning due to outdated / corrupt camera drivers. Every device is made up of different make and brand, you would need to find suitable camera drivers based on your device's make / brand and install it. Once you install / upgrade drivers, your device would be compatible for the exam.

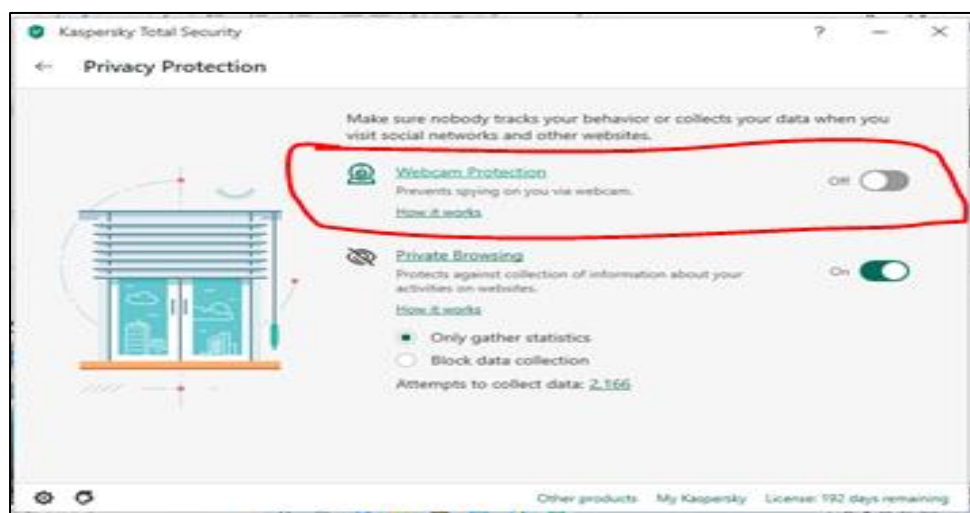
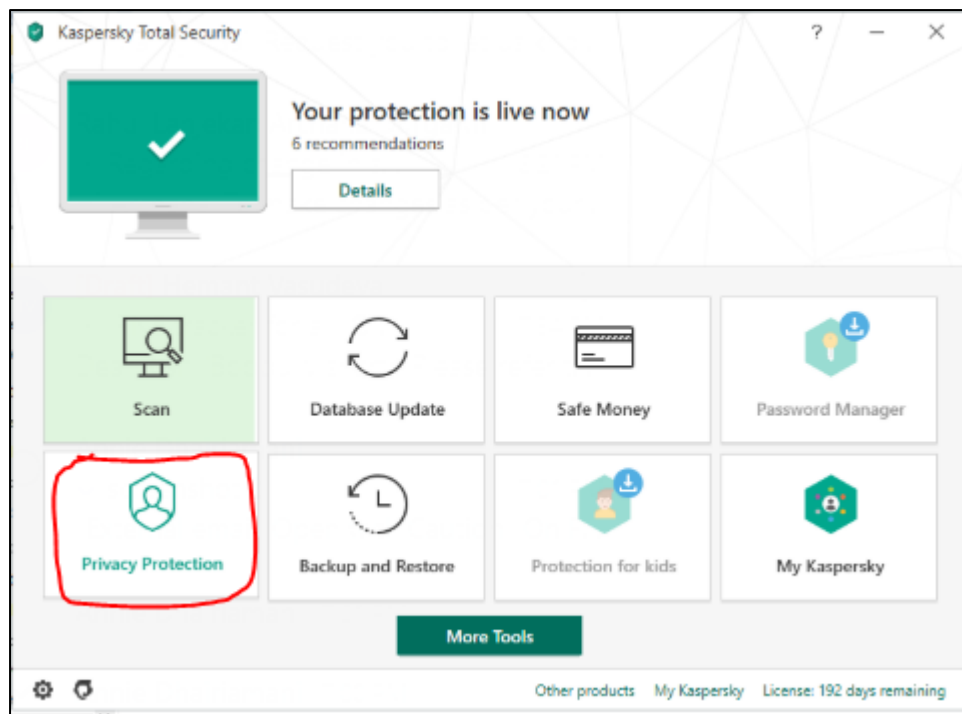
Camera details appearing in the camera dropdown. Live video streaming is not coming.

Your browser is not able to connect to the selected camera. We have observed that some antivirus software installed on your device, blocks browsers to connect to camera. We recommend that you grant permission in antivirus software for browsers to connect to camera. Once this is done, you will be able to complete your registration process. This is very important step to ensure that your antivirus is not preventing camera access during exam.

Please do not panic, we are sure you will be able to grant permission to the camera in your antivirus software, complete registration process and proceed for your examination.

Steps to disable web camera access in antivirus (Kaspersky)

- Step 1: Click on Antivirus.
Step 2: Open the Privacy Protection
Step 3: Disable the Webcam Protection



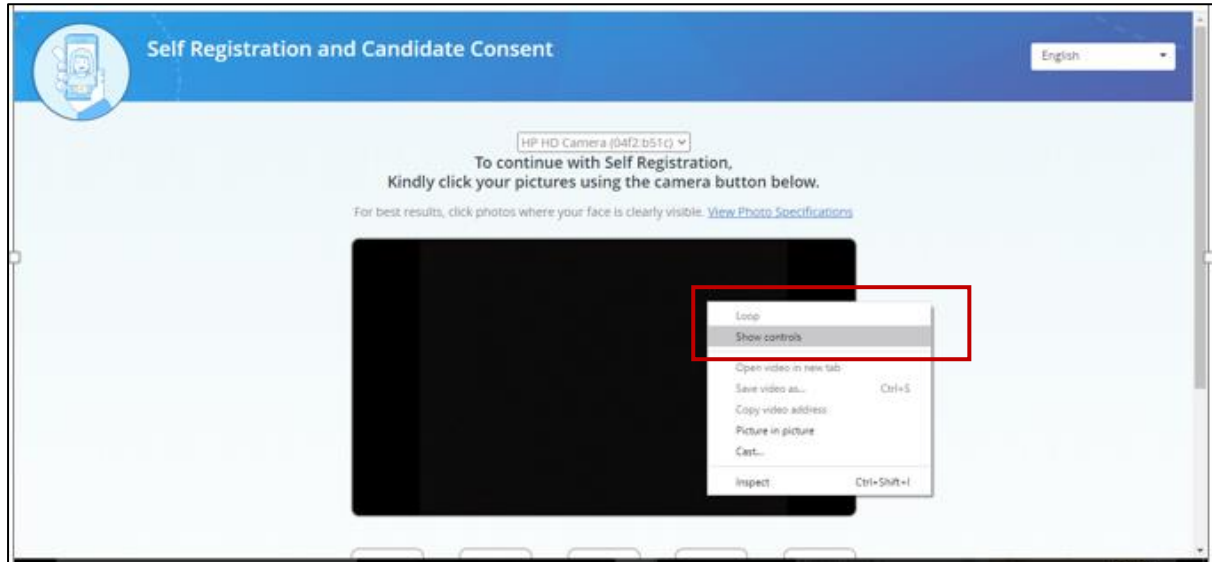
Browser not able to access HD Camera.

We have observed that, some browsers may not be able to access High Definition camera. If your browser is not able to connect to your camera, you can complete the registration process through your mobile device. To do this, please do the following:

1. Access the login page by pasting the exam link in your mobile device browser.
2. Login and follow the steps to complete your registration process.
3. Once you finish registration on your mobile device, you can re-login on your desktop/laptop and proceed with the next steps.

Camera details appearing. Live video streaming is not visible for a while.

Keep the mouse on black patch (video position) and right click then select the show controls. System will show the play button on video. Click on that play button. Now you should be able to see the live stream.



How do I know if I have administrator rights?

Windows Operating System

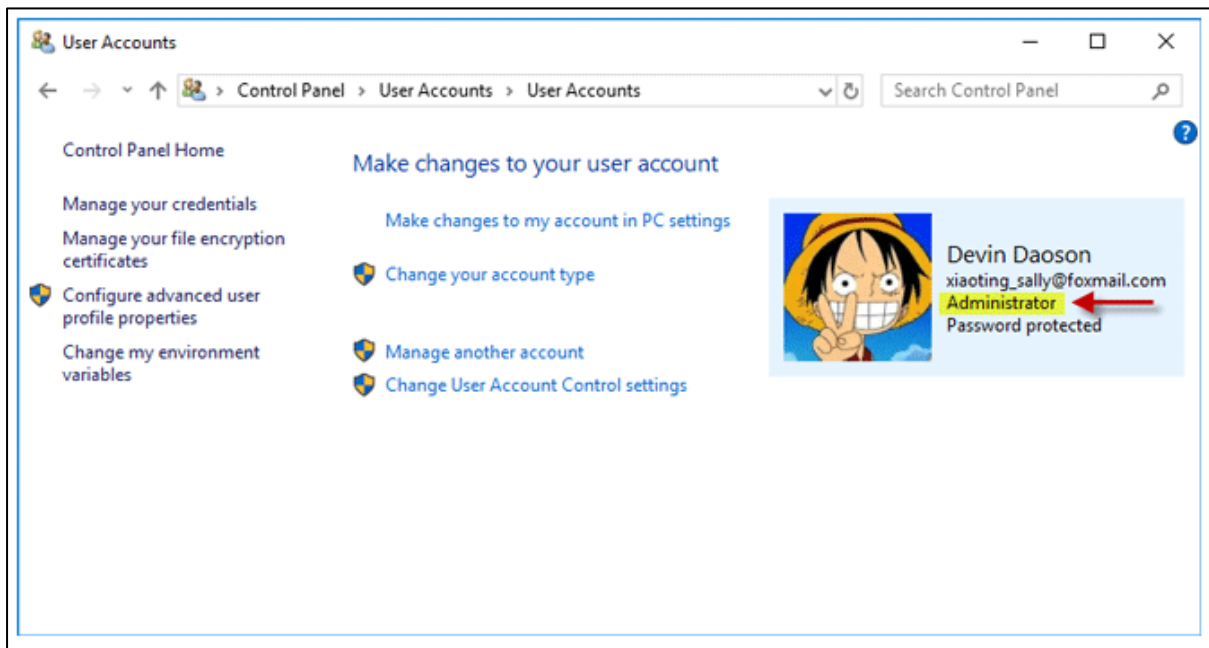
Depending on the version of Windows on your computer, the steps to determine if user account has administrator rights can differ.

Follow the steps below for the version of Windows on your computer.

Windows 7, 8, and 10

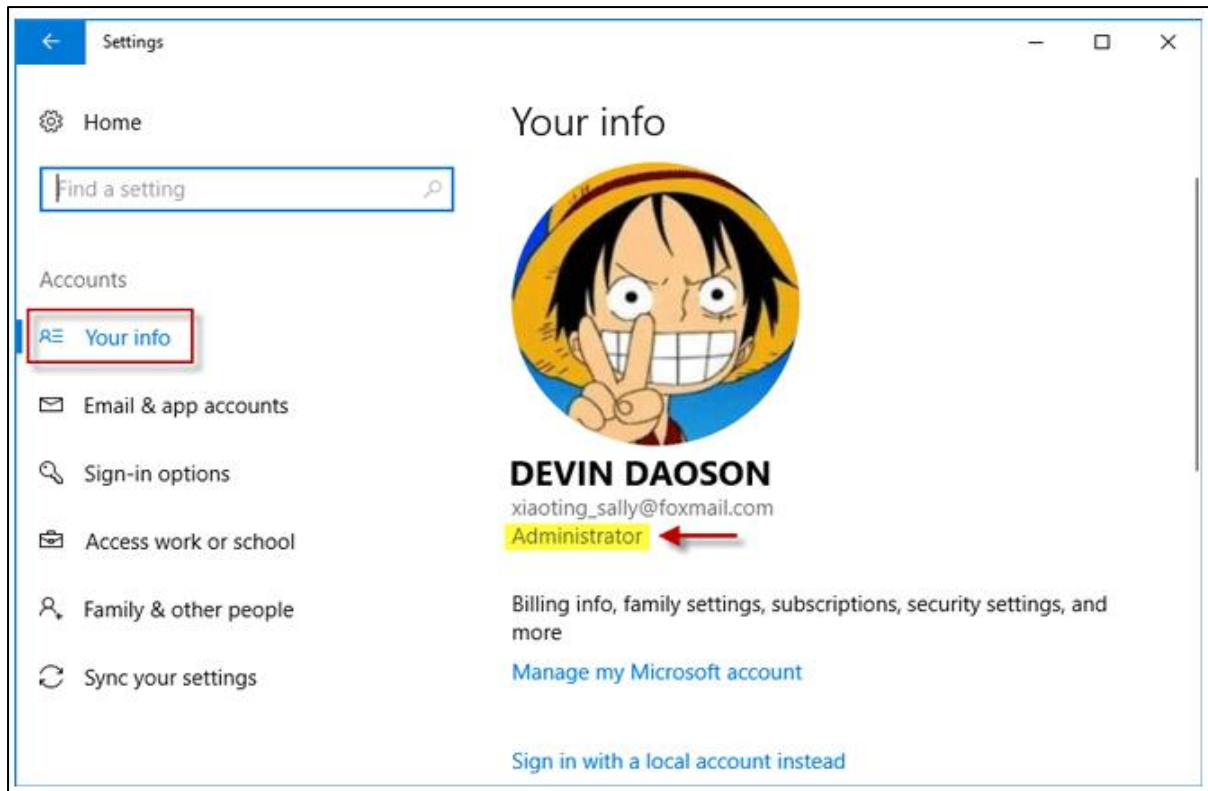
The easiest way to check if your user account has admin rights on the computer is by accessing the User Accounts in Windows.

1. Access the Control Panel.
2. Click on the User Accounts option.
3. In User Accounts, you should see your account name listed on the right side. If your account has admin rights, it will say "Administrator" under your account name.



The other way to check for administrator rights is through settings (**applicable for Windows 10**)

1. Open Settings using Win + I key, and then go to Accounts > Your info.
2. Now you can see your current signed-in user account. If you are using an administrator account, you can see an "Administrator" word under your user name.



Ubuntu / Linux Operating System

In the default GUI, open the System Settings and go to the “User Accounts” tool. This shows your “Account Type”: “Standard” or “Administrator”

On the command line, run the command **id** or **groups** and see whether you are in the **sudo** group. On Ubuntu, normally, administrators are in the **sudo** group

How do I assign administrator rights to my login?

Windows Operating System

Depending on the version of Windows on your computer, the steps to assign admin rights to your login can differ.

Follow the steps below for the version of Windows on your computer.

Windows 7

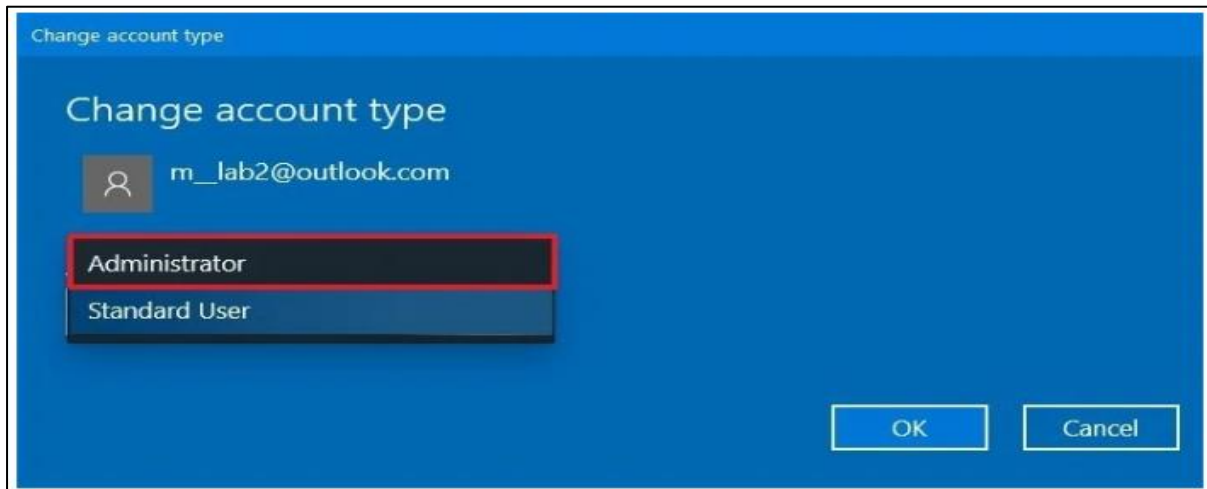
1. Click "Start | Control Panel | User Accounts and Family Safety | User Accounts."
2. Click "Manage another Account" and then click "Create a New Account." Create a username for the account and select "Administrator."
3. Click "Create Account." Choose the new account from the list of users and then click "Create a Password."
4. Enter a new password for the administrator and create a password hint. Click "Create Password" to finish setting up the administrator account.

Windows 10

1. Open Settings.
2. Click on Accounts.
3. Click on Family & other users.
4. Under the "Your family" or "Other users" section, select the user account.
5. Click the Change account type button.



6. Select the Administrator or Standard User account type



7. Click the OK button

Once you complete the steps, restart your computer to start using the account with the new privilege level.

Ubuntu / Linux

Steps for becoming Super User on Ubuntu / Linux

1. Open a terminal Window. Press Ctrl+Alt+T to open the terminal on Ubuntu
2. To become root user type:
`sudo -i` OR `sudo -s`
3. When promoted provide your password
4. After successful login, the \$ prompt would change to # to indicate that you logged in as root user on Ubuntu

Logging in as root on Ubuntu

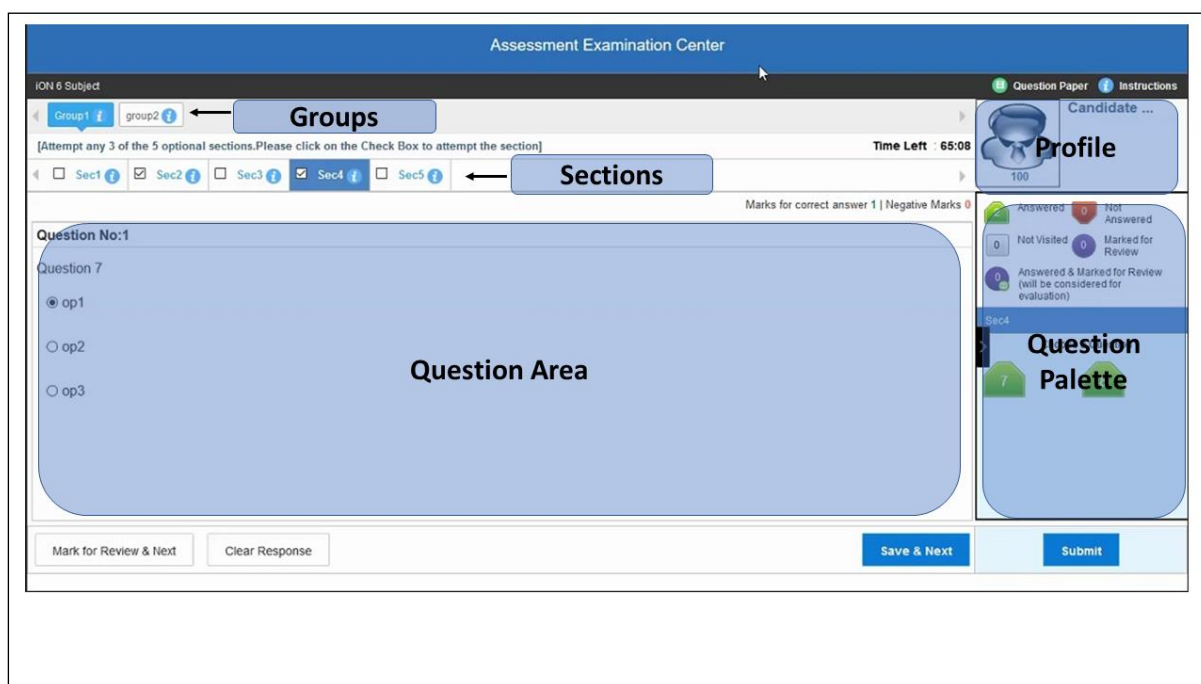
1. Open the Terminal application. Use the whoami command to verify user identity:
`$ whoami`
2. To login as root on Ubuntu, type the following sudo command:
`$ sudo -i`
3. Next type your password and your shell prompt should change from \$ to #:
4. To exit from sudo session of root user, type any one of the following exit command or logout command:
`# logout`
OR
`# exit`

Using the Assessment Console:

Questions and the Answer options/choices appear on the assessment console during the exam. Answer the questions on the console.



Additionally, the assessment console displays information such as exam instructions, section instructions, candidate profile, question palette, exam timer and so on.

The typical assessment console contains the following areas:



Question Area:

Question area usually displays the questions and answer choices, in case of objective questions. In case of subjective questions, it displays a field to type your answer.

In the question area, click  to move to the bottom and click  to move to the top, without scrolling.

Question Palette:

The Question Palette is displayed on the right side of screen.

It displays the status of each question using one of the following symbols:



- **Answered:** Indicates the questions answered by you.
- **Not Answered:** Indicates the questions not answered by you.
- **Not Visited:** Indicates the questions not visited by you
- **Marked for Review:** Indicates the questions you would like to look at later. To mark a question for review, click **Mark for Review & Next**.

- **Answered and Marked for Review:** Indicates that you have answered the question and then marked it for review.

To minimize the question palette, click on the ">" arrow, allowing more space for the question area. To maximize the question palette again, click "<".

Profile:

The profile section displays the photo, name and exam ID of the candidate and profile link.

To change the language of the exam –

1. Click your "Profile" link on top right corner of your screen
2. Select the desired language from the drop-down menu.

Navigating to a Question:

1. Click the question number on the Question Palette to view the question.
Note: Ensure you save the answer to the current question before moving to the next selected question.
2. Click **Save & Next** to save the answer for the current question
3. Go to the next Question.
Or, Optional
4. Click **Mark for Review & Next** to save the answer and mark it for review,
5. Go to the next question.
Note: When you click **Save & Next** on the last question in a section, it automatically moves to the first question of the next Section.

Navigating to Sections:

- Sections are displayed on the top bar of the screen.
To view Questions in a Section,
 - click the section name on the top bar – the Section you are currently viewing is highlighted.



- Move between Sections and questions anytime during the exam within the time stipulated.
- View the section summary as part of the legend that appears above the question palette.

Other Key Instructions:

- In case of any laptop / desktop malfunction or loss of internet connectivity –
 1. Check your power cable and network cables.
 2. Login again once the connection is restored. The exam will resume from the point where it had stopped.
Note: Do ensure to login within 15 minutes, to avoid losing time from your allotted exam duration.
- In case of any other issues –
 1. Select the appropriate help category required from the drop-down menu on your screen – a proctor will contact you.
- In case you are taking the assessment on your mobile phone, do not use any other mobile application. In case you use any other application, your assessment will get locked.
- If this assessment allows multiple attempts, there will be a minimum time gap of X minutes between two successive attempts.
- If you have any feedback on the questions/ assessment, please provide the same at the end of the assessment.
- Be mindful that this is a “Remote Proctored” assessment and all your actions are being monitored by artificial intelligence/machine learning technologies.

Data Quality Check

The purpose of this activity is to verify whether your images / videos captured, exam responses are reaching our platform without any loss and we are able to access and process the same. These following will be checked in this phase:

1. Question responses,
2. Video streams
3. Images
4. Activity logs

System will validate the correctness and completeness of the information uploaded to our Data-Centre. In case the information received at our end is having any challenge, the candidate will be connected and guided to do the right set of corrective steps until it is addressed.

Dry Run Check

The purpose of this activity is to have all the candidates participate simultaneously like in a real exam. The following will be checked in this phase:

1. All candidates' infrastructure is ready
2. All information from the candidate is received by our platform without any loss.
3. A real-exam feel is given to the candidate and the concurrent load on the systems are checked.

Installing Windows 10 OS alongside Mac OS system

This section covers how to install windows 10 OS alongside Mac OS system. It also covers the windows OS removal procedure in case candidate don't want to use windows OS after assessment.

Prerequisite

1. Windows ISO
2. Pen drive with at least 8GB storage.

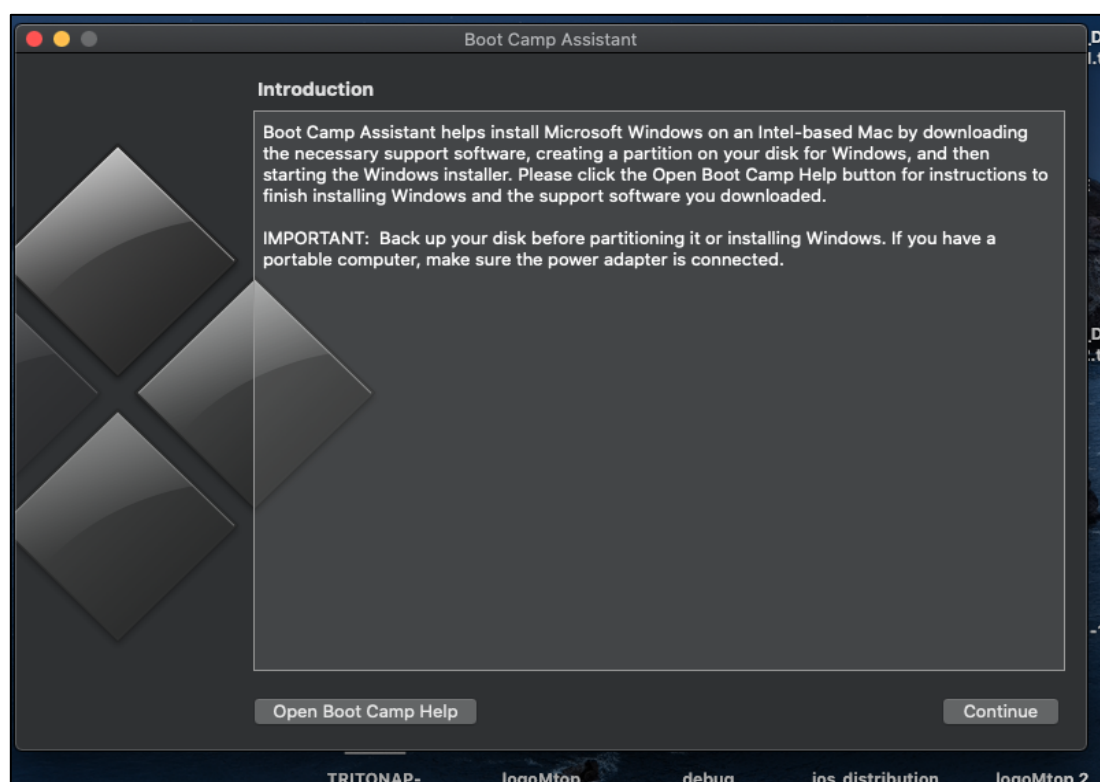
Installation Procedure

In every Mac OS there is inbuilt application available for installing any third party OS. The name of this application is boot camp assistant. Though there can be other twisted method for installation but installation though boot camp assistant is recommended from Mac.

Follow the steps as shown below

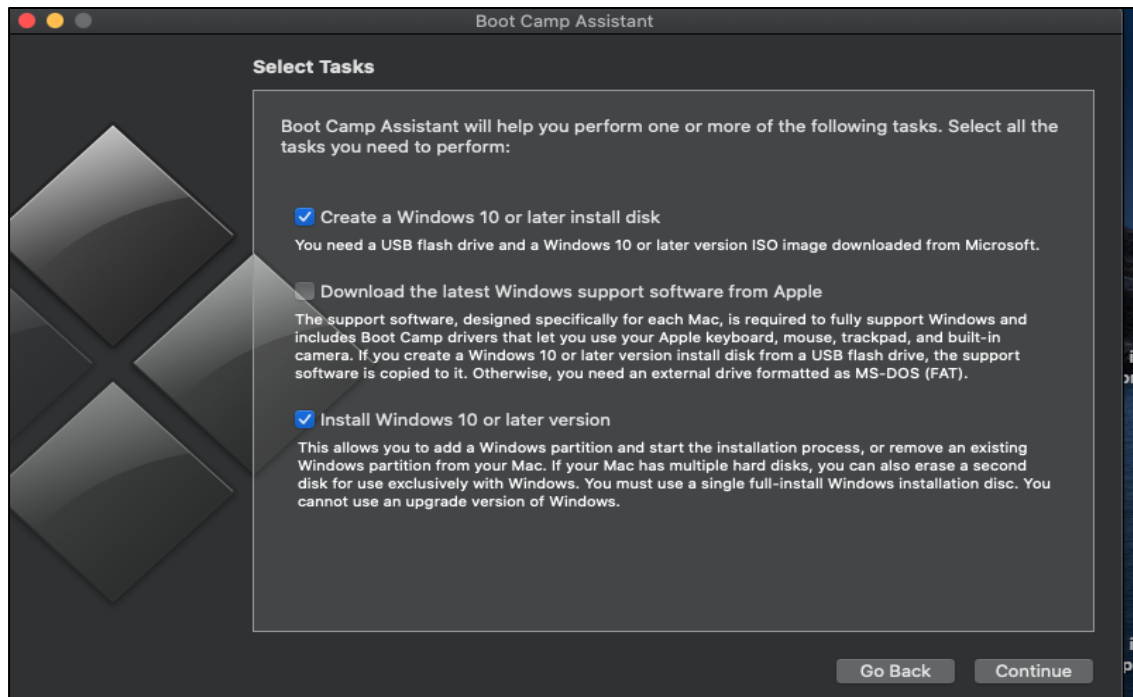
Step 1:

Open boot camp assistant either through siri or through Finder app. The screen will look like this. It may varies little bit based on version. Click on continue.

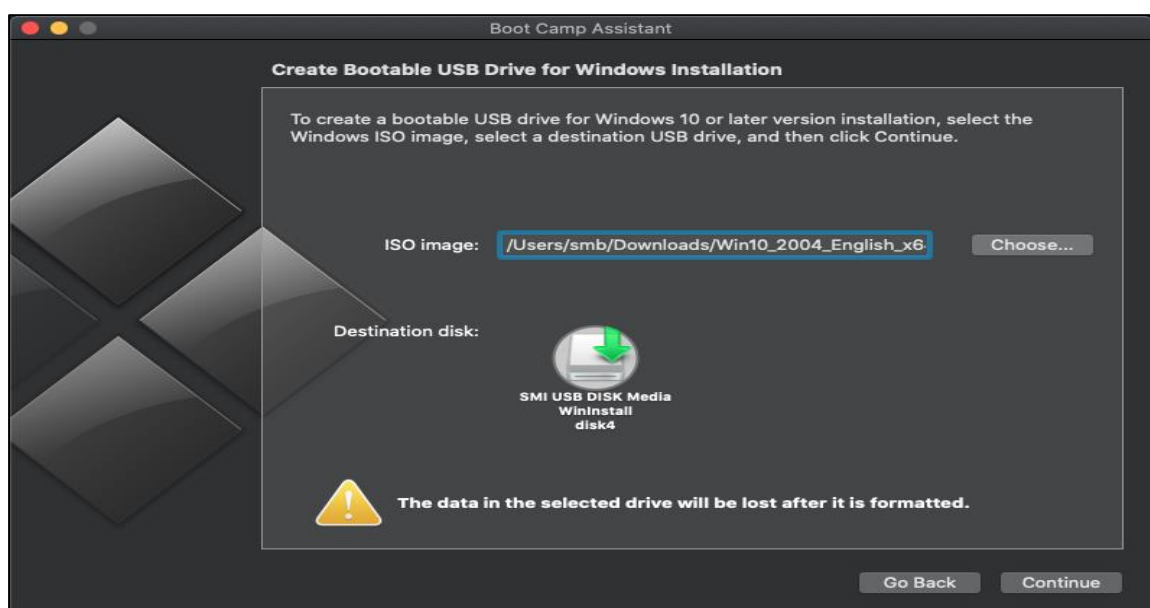


Step 2:

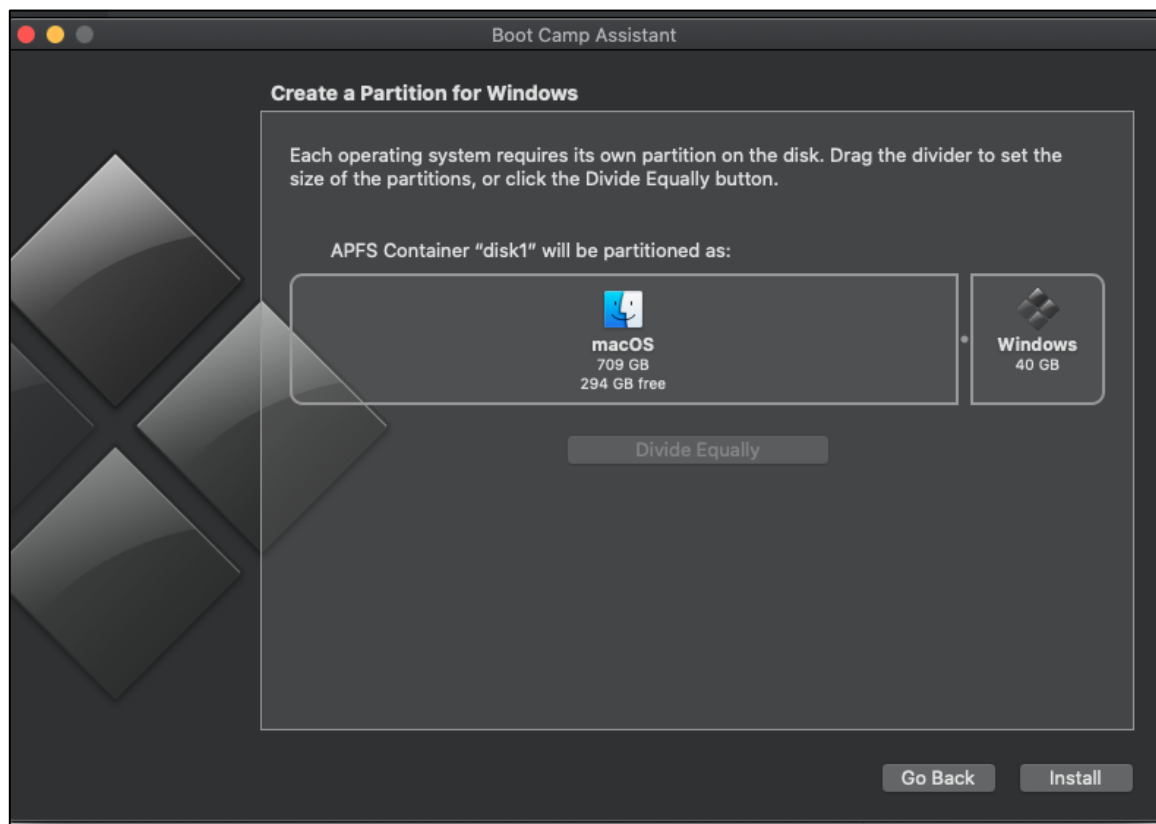
After continue you will get the below screen. You can select just first and third option as seen in the screenshot and continue the second option can be kept unchecked as there is no need to download windows support software since it takes more time and space which is limited in pen drive. You can upgrade later on, once the installation is complete.

**Step 3:**

During all the process you have to make sure pen drive is connected. After you click on continue in the second step, it will ask you to choose the ISO file location. Then you can click on continue.

**Step 4:**

It will ask the user to select the storage details for windows. NO need to change the default setting. By default it will take the 40GB space to install windows OS. Let it be like this and install.



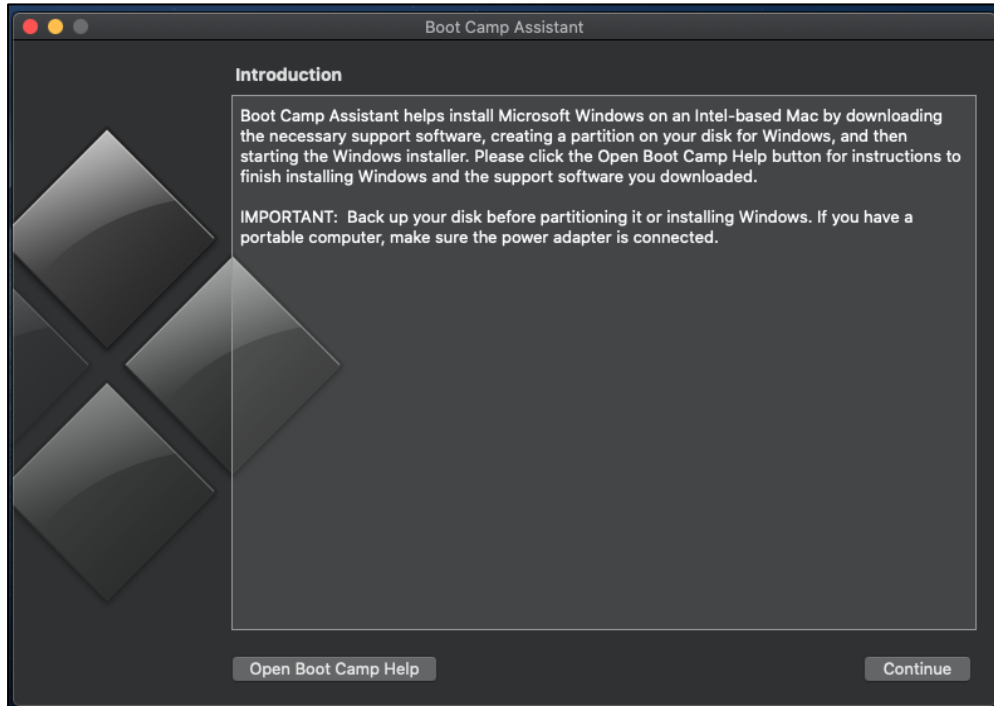
Once you click on install system will ask few details like username, language setting and all which we get during normal Windows installation. Once the installation is complete it will by default boot to windows system. To get the boot option to be in windows or Mac you can press option key on Mac and hold it till you got the option to select the OS to boot in.

Uninstall Procedure

The uninstalling procedure is very much similar and easy to perform. First you need to boot to Mac OS. You can do it by pressing and holding option key, it will give you option in which OS to boot. The next step by step procedure is as follows.

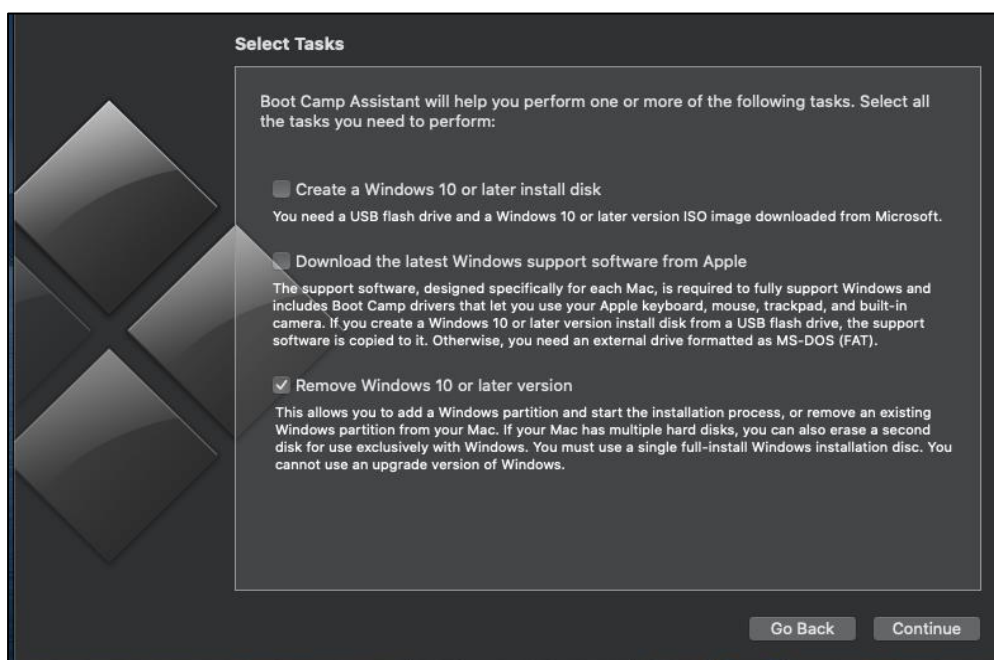
Step 1:

Open Boot Camp assistant and click Continue



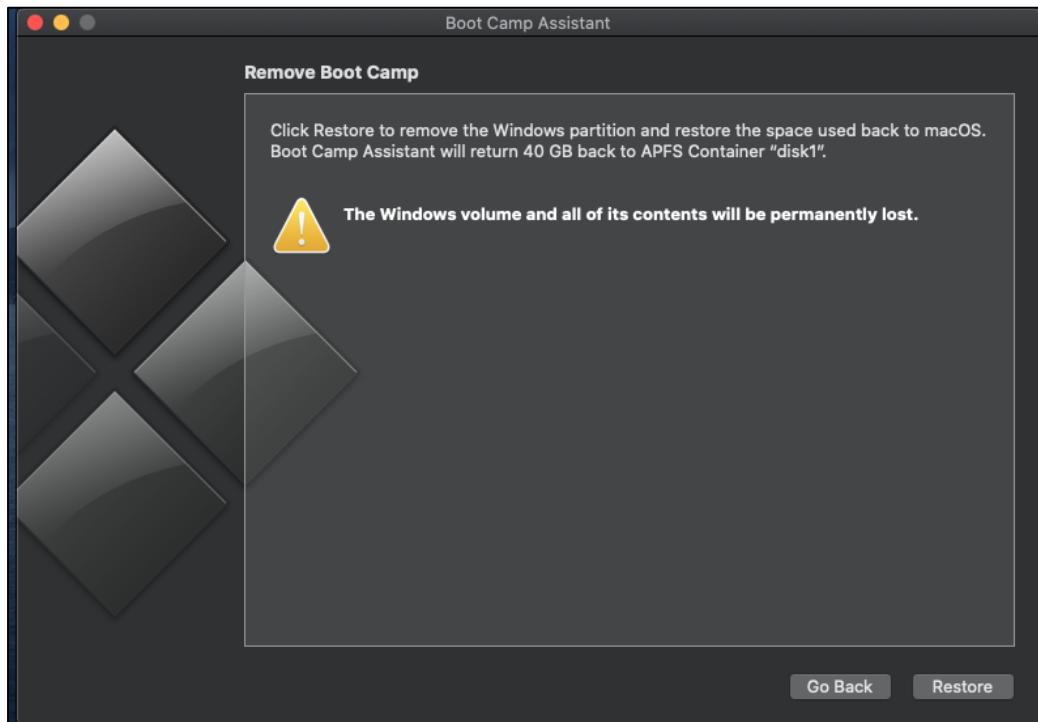
Step 2:

After clicking on continue, it will ask you to remove the windows OS. You need to check that option as shown below.



Step 3:

Once you press continue in step 2, it will give the below popup to remove the Windows OS by clicking on restore button.



Relax and start your exam.

Good Luck!

About Tata Consultancy Services (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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