



Questionmark Secure Participant Guide



Questionmark[™]
Perception



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1. Welcome

Questionmark Secure provides a secure environment in which to deliver valuable content and assessments such as tests and exams. It is easy to install and runs on a Windows PC.

This guide describes how to install and run Questionmark Secure. It is divided into:

- **Introduction to Questionmark Secure**
- **Installing Questionmark Secure**
- **Running Questionmark Secure**
- **Troubleshooting**
- **Uninstalling Questionmark Secure**

For further information and support, please visit the Questionmark Secure Web site:

www.questionmark.com/secure

2. Introduction to Questionmark Secure

Questionmark Secure provides a secure environment in which to deliver valuable content and assessments such as tests and exams. It is easy to install and run, and will work with most browsers.

What is it?

Questionmark Secure is designed to provide a secure environment to deliver high stakes assessments such as tests and exams. Because most browsers are designed to be as open and flexible as possible, when delivering assessments online far more security is required than most browsers can provide.

Questionmark Secure enables high stakes testing to be performed from a computer lab or training room without any special configurations. Simply install Questionmark Secure on your PC and start taking high-stakes tests in confidence.

What does it do?

When Questionmark Secure is started, it will go to the defined starting URL and display the secure content in the following way:

- The display is always full screen - it's not possible to maximize or minimize it
- There are no menu bars
- Questionmark Secure displays its own **toolbar**
- There is no Windows caption bar
- A vertical scroll bar is always displayed
- A horizontal scroll bar will appear if needed
- The contents of the screen displayed is exactly the same as in Internet Explorer
- None of the pages visited are stored in Internet Explorer's history listing

For a full list of things you cannot do in Questionmark Secure, refer to **What you can't do**

3. Installing

This section describes how to run the Questionmark Secure installation wizard. It is divided into:

- **System requirements**
- **Obtaining the install program**
- **Running the install program**
- **Configuring Netscape to use Questionmark Secure**
- **Upgrading Questionmark Secure**

If you encounter a problem once you have installed Questionmark Secure, you may find the answer to your problem in the **Troubleshooting** section of this guide.

System requirements

Before installing Questionmark Secure you should ensure that you have the following on your computer:

- **Microsoft Windows** operating system - Windows ME, 2000, 2003 Server, XP or Vista
Vista requires Questionmark Secure version 4.2.2.0 or above (English version). Earlier or non-English versions of Questionmark Secure cannot be installed on Microsoft Vista. The English version of Questionmark Secure will work with non-English versions of Perception.
2003 Server requires Questionmark Secure version 4.2.2.3 or above (English version).
- **Microsoft Internet Explorer 5 or later** - although this does not need to be the default browser. Provided you have Internet Explorer 5 or later installed, you can open a secure assessment with other browsers such as Mozilla Firefox or Netscape Navigator.
- At least **5Mb of free disk space**, though only around 1Mb or less is needed permanently.

Questionmark Secure version 4.2.2.0 or above (English version) will work on Microsoft Vista without any problems. Earlier or non-English versions of Questionmark Secure cannot be installed on Microsoft Vista. The English version of Questionmark Secure will work with non-English versions of Perception.

Obtaining Questionmark Secure

The install program for Questionmark Secure can be downloaded from the Questionmark web site:

www.questionmark.com/secure

Running the install program

You can run the Questionmark Secure install program from Windows Explorer.

If an existing copy of Questionmark Secure is already installed, the new installation will replace it (providing it is a later version).

Once you've launched the install program, you will see the Welcome screen. To complete the installation:

Click **Next**.

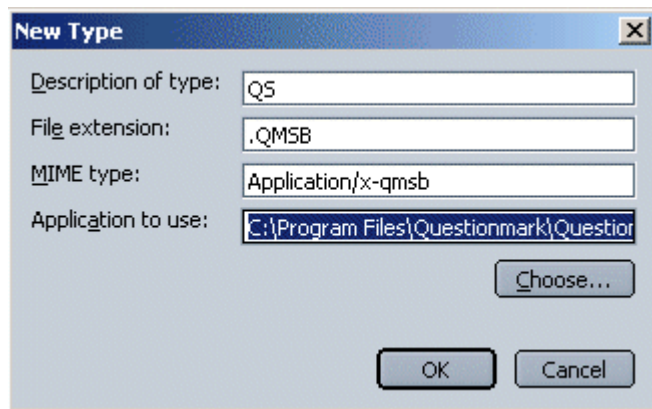
1. In the **License Agreement** screen, read the license agreement and then indicate your acceptance of the terms of the agreement by clicking **Yes**.
2. In the **Destination Location** dialog screen you can accept the default location for the installation (**c:\Program Files\Questionmark**), or you can install to an alternative directory by clicking the **Browse...** button and browsing to the local drive and directory in which you wish to install. Once you are happy with the destination folder click **OK**.
3. In the **Start Copying Files** dialog screen click **Next** to start the installation.
4. The **Installing Questionmark Secure** dialog screen will show a progress bar indicating the installation progress. Once the installation is complete you will see the **InstallShield Wizard Complete** dialog screen. Click **Finish**.

When you have completed the installation wizard you will find Questionmark Secure installed in the installation directory that you chose. A shortcut to this guide will also be added to the **Start** menu. No Start menu item is created for launching Questionmark Secure as it's designed to be launched automatically by your browser.

Configuring Netscape to use Questionmark Secure

To use Questionmark Secure with Netscape with you will need to configure your browser to use Questionmark Secure as a 'Helper application'. To do so:

1. Open your Netscape browser.
2. Click **Edit>Preferences** from the Menu bar. This opens the **Preferences** dialog box.
3. Expand the **Navigator** entry in the **Categories** pane.
4. Select **Helper Applications**.
5. Click **New Type...** This opens the **New Type** dialog box.
6. Enter the following information as it appears in the **New Type** dialog box below.



Note: you will need to click the **Choose...** button to navigate to the location of **Questionmark Secure.exe**. The default location is:

C:\Program Files\Questionmark

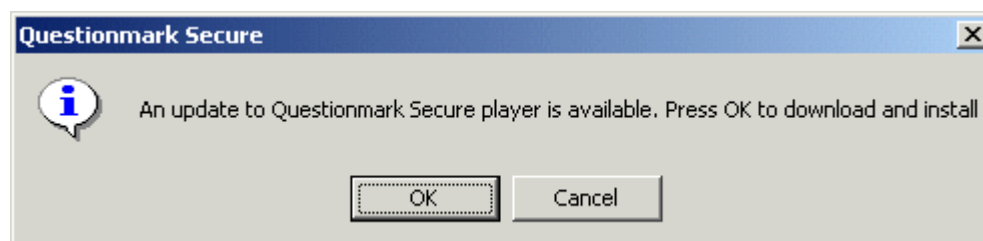
7. Click **OK**.
8. Click **OK** again to create the new type of Helper application.

Questionmark Secure will now open automatically whenever Netscape encounters secure content.

Upgrading Questionmark Secure

Questionmark Secure has an automatic update facility that will alert you when a new version of the software is released. It will check to see if an upgrade is available the first time it closes after being installed. Note that you will require internet access for the program to check if an upgrade is available. If you do not have internet access the automatic update facility will not work.

If an upgrade is available you will be asked if you wish to download it - click **OK** to download.



Once the download is complete the upgrade program will run automatically.

After this, Questionmark Secure will check for new upgrades as directed by the availability service.

4. Running

Questionmark Secure will open automatically whenever your browser encounters secure content.

If you open a secure assessment from a Mozilla Firefox browser, you will need to confirm that you want to open the secure file with Questionmark Secure. Refer to **Using Firefox to launch an assessment** for more information.

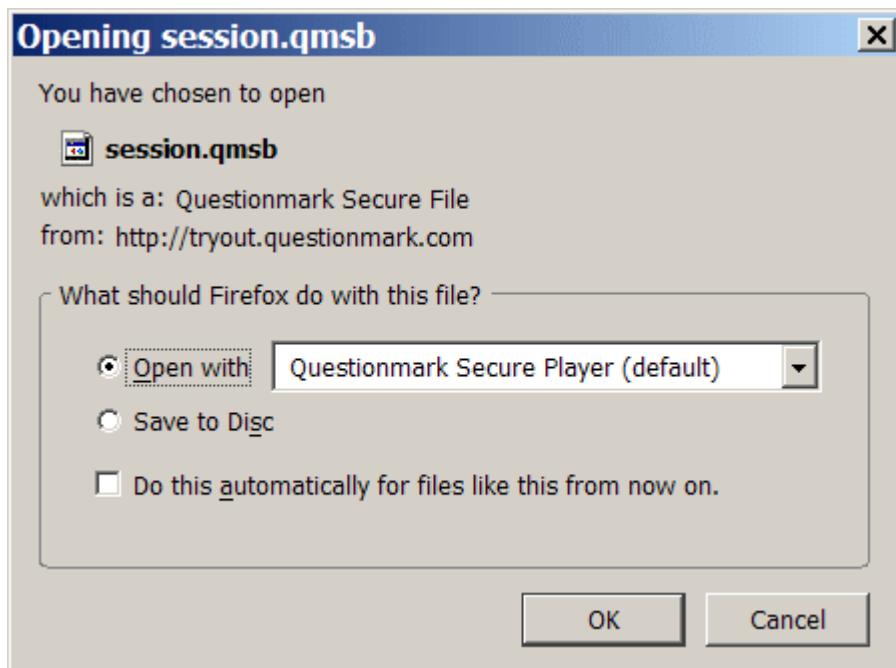
When running Questionmark Secure you may notice that it behaves differently from the browser you are used to:

- **The toolbar behaves differently**
- **You cannot exit the program as you normally would**
- **There are many other things you cannot do**

Refer to the following sections for more information. If you are encountering difficulty using Questionmark Secure, please check the **Troubleshooting** section of this guide.

Using Firefox to launch an assessment

If you open a secure assessment from a Mozilla Firefox browser, you will need to confirm that you want to open the secure file with Questionmark Secure.



Tick the **Do this automatically for files like this from now on** box to skip this dialog box in future.

Using the toolbar

If enabled, the Questionmark Secure toolbar appears at the top left of the screen. There are four buttons on the toolbar. However, buttons that appear grayed out cannot be used. (This is determined by an administrator).

- **Back**

If enabled, you can go back from the current page to the previous page

- **Refresh**

If enabled, you can refresh the current page

- **Print**

If enabled, you can print the current page of the assessment

- **Close**

Use this to exit Questionmark Secure

Exiting Questionmark Secure

Questionmark Secure disables the various Windows system keys like Ctrl+Alt+Del on Windows 98 and Windows ME. This means that once *Questionmark Secure* is running, the only way that you can obtain access to other programs is to exit it, which requires a password, or to turn off or reset your machine.

Questionmark Secure takes over the PC to deliver secure content, and the only way to exit it is to press an Exit button on the toolbar (or one presented by the content). You should ensure that you save any work prior to running a secure assessment, as you will not be able to access it or return to it until Questionmark Secure exits.

Your administrator may set up the secure content so that there is no Exit button until the end of the secure content or assessment. If this happens, your administrator does not desire you to leave the content for any reason, and on Windows 98 or ME, there is no way to do so other than turning off your machine. In Windows 2000 and XP, you can press Ctrl+Alt+Del and shut down your PC. However you are strongly recommended to finish the secure content and exit normally rather than doing either of these.

What you can't do

When a participant uses Questionmark Secure, most key-presses and mouse-clicks (except those appropriate to answering questions) are not permitted. In particular, the following actions are disabled:

- **Navigation**

- Moving backwards

- Tabbing forwards

- Tabbing backwards

- **Control functions**

- Escape

- Refresh

- **Menus**

- Context menu

- **Screen dumps**

- Print whole screen

- Print active window

- **System Key combinations**

- Exit

- Close window

- Start menu

- Next window

- Cycle windows

- Shutdown