



REMOTE EXAMS AICE REMOTE

Instructions for Candidates version 1. 9 april 2020









AICE Remote Solution – AICE Agent Monitor Installation

AICE DOWNLOAD AND INSTALLATION

Candidates are required to set up their work stations by downloading and installing both the monitoring application and the AICE client.

1. DOWNLOADING AND INSTALLING THE AICE MONITORING APPLICATION

- a. Access the Microsoft Windows system using the Administrator account.
- **b.** Download the executable aice-agent from the following link: <u>https://drive.google.com/file/</u> d/1WcDt4HaRKTB_kTFJAS2uxluB9bx3IpA-/view?usp=sharing



c. Run the aice-agent installer file



d. In windows 8 or Windows 10, a prompt will appear to request authorisation for running the installation:



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e. Carry on with the installation by clicking on More info and Run anyway.

Tick "Accetto i termini..." and then click on "Installa".



2. DOWNLOAD AND INSTALL THE AICE CLIENT

- a. Download the executable setup.exe from the link: https://drive.google.com/file/d/1sOLCKseWc8lu-fG5Vr8BJdgBK9eU9zqZ/view?usp=sharing
- b. Run setup.exe



c. In windows 8 or Windows 10, a prompt will appear to request authorisation for running the installation:



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Carry on with the installation process by clicking on More info and run anyway.



d. Click on Installa

Application Install - Security Warning	×
Publisher cannot be verified. Are you sure you want to install this application?	€ ⊅
Name: AICE Client From (Hover over the string below to see the full domain): aiceitg.blob.core.windows.net Publisher:	
Unknown Publisher Install Don't In While applications from the Internet can be useful, they can potentially harm your compute you do not trust the source, do not install this software. <u>More Information</u>	stall r. lf

e. Once the download is completed, proceed with the application just like in step C by clicking on Run anyway and the AICE client interface will automatically appear

ICE Client Agent - www.aiceapp.net						
Username: Password:	Entra					
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3. START THE EXAM WITH AICE

a. Before starting the exam, make sure that the monitoring application is running on your system ---> right click on the taskbar ---> task manager



Once Task Manager is open, click on the Services tab

Nanager File Options View				– 🗆 X
Processes Performance App I	history	Start-up Users Detail Services		
Name	PID	Description	Status	Group '
🔍 HvHost		HV Host Service	Stopped	LocalSystemN
CE.AUDIT_PRODUCTION	15740	ICE.AUDIT PRODUCTION	Running	
CE.UPDATER_PRODUCTION	15000	ICE.UPDATER PRODUCTION	Running	
🔍 ICEsoundService	4196	ICEsound Service	Running	
🔍 icssvc		Windows Mobile Hotspot Service	Stopped	LocalServiceN
S IJPLMSVC	4296	Canon Inkjet Printer/Scanner/Fax Ex	Running	

Look for the following services:

ICE.AUDIT_PRODUCTION ICE.UPDATER_PRODUCTION

Make sure they are Running; in case they are not running, right-click on each service and select Start on the service or both services not running or Stopped:

rocesses	Performance	App history	Start-up Users	Details Services		
lame	^	PID	Description		Status	Group
HvHost			HV Host Servi	ce	Stopped	LocalSystemN
ICE.AUDI	T_PRODUCTIO	N	ICE.AUDIT PRO	ODUCTION	Stopped	
ICE.UPDA	ATER_PRODUCT	TION	ICE.UPDAT	Start	topped	
ICEsound	Service	4196	ICEsound S	Stop	lunning	
icssvc			Windows N	Restart	topped	LocalServiceN
IJPLMSV0	2	4296	Canon Inkj		lunning	
IKEEXT		4044	IKE and Au	Open Services	lunning	netsvcs
lnstallSer 🖁	vice	4604	Microsoft \$	Search online	lunning	netsvcs
Intel(R) C	apability Licen	isin	Intel(R) Ca	Go to details	topped	
iphlpsvc 🖁		4268	IP Helper		Running	NetSvcs
Sk lpxlatCfgSvc			IP Translation	Configuration Service	Stopped	LocalSystemN
ihi servic	e	15280	Intel(R) Dynar	nic Application Loader	Running	

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N.B. In case the Services tab is not shown in Task Manager, click on More details

😰 Task Manager	_		×
alCE Client			
💿 Google Chrome			
🔁 Mail			
Microsoft Excel			
Microsoft Word			
🧃 Paint			
Skype			
🦗 Snipping Tool			
O More details		End ta	ask

b. Once the AICE client is open, insert the access credentials "Username" and "Password" in the interface shown:

AICE Client Agent - www.aiceapp.net Username: Password:					
+ P Scrivi qui per eseguire la ricerca	Entra	ti e		0	

4. UNISTALL AICE CLIENT AND MONITORING APPLICATION

Just like any other application installed on a Windows-based computer, open: Control Panel ---> Programs and proceed with the uninstallation.

\leftarrow \rightarrow \checkmark \uparrow 🖬 \flat Con	trol Panel > Programs > Programs and Features		
Control Panel Home	Uninstall or change a program		
View installed updates	To uninstall a program, select it from the list	and then click Uninstall. Change or Repair.	
Turn Windows features on	or		
off	Organise 💌		
	Name	Publisher	Installed On
	Adobe Digital Editions 4.5	Adobe Systems Incorporated	14/06/2019
	AEGIS III	ASUSTEK COMPUTER INC.	14/06/2019
	AICE Agent	AICE	21/04/2020
	💞 AICE Client	AICA	21/04/2020
	Asmedia USB Host Controller Driver	Asmedia Technology	19/12/2017





EXAM ADMINISTRATION PROCEDURE

1. CHECKING THE COMPUTER STATION

Exams can be administered only on Windows PCs with the following operative systems: Microsoft Windows 7, 8.X and 10.

In order to take the exams on the Word, Excel and PowerPoint (ICDL or Advanced) modules, one of the following versions of Microsoft Office needs to be installed on the PC: 2010, 2013, 2016, 2019 or Office 365.

In order to take the exams on the Advanced Database module, one of the following versions of Microsoft Office needs to be installed: 2010, 2013 o 2016.

2. TAKING A DEMO EXAM SESSION

Once the installation process has been completed, and before actually taking the exam, a DEMO exam session, covering all types of questions, is proposed to each candidate by using their access credentials, in order to test the use of the AICE system.

3. EXAM ADMINISTRATION GUIDELINES

Regarding the exam platform:

- A webcam must be attached to candidates' PC throughout the exam.
- To formally identify the candidates, the exam supervisor will ask them to show their identity card or an equivalent photo ID.
- After the identification, candidates will receive via e-mail their access credentials to the AICE client: username and password.
- In case the QA-ESAMOD19 form has not been filled out, and in order to validate the exam sessions, candidates will be asked to verbally give consent to be watched and recorded via webcam (in compliance with GDPR, such recordings will be deleted within 7 days).
- A few tips on the exam administration will be given to ensure the completion of the identification procedure and the credentials receipt.
- Computer microphones must be switched off throughout the exam: should difficulties arise during the exam, candidates must report the supervisor by using the chat.
- Upon completion of the exam, candidates must quietly notify the supervisor by using the chat and then disconnect.
- In case the exam platform does not allow the supervisor to privately address each candidate, they will receive via e-mail, regardless of the exam results, a pdf file showing the list of the wrong exam answers and the corresponding syllabus item.