



The Digital Skills Standard



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# REMOTE EXAMS

# AICE REMOTE

Instructions for **Candidates**

version 1.

9 april 2020

## AICE Remote Solution – AICE Agent Monitor Installation

### AICE DOWNLOAD AND INSTALLATION

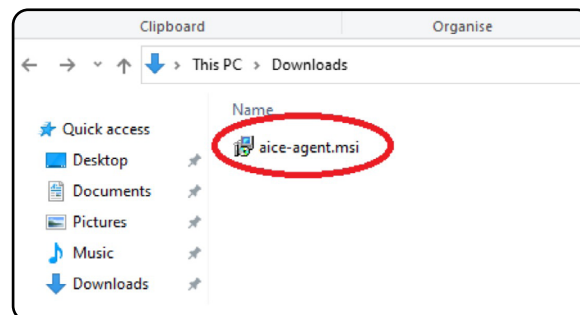
Candidates are required to set up their work stations by downloading and installing both the monitoring application and the AICE client.

### 1. DOWNLOADING AND INSTALLING THE AICE MONITORING APPLICATION

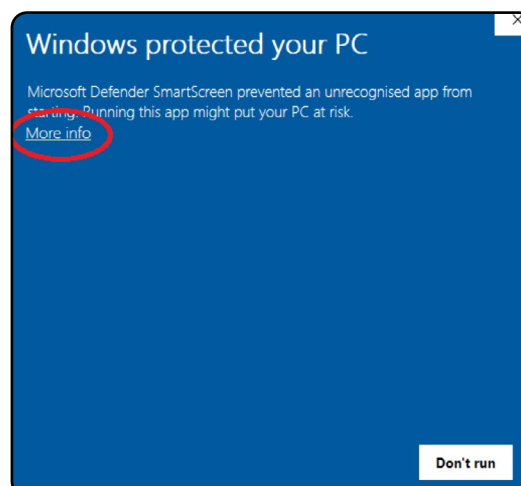
- a. Access the Microsoft Windows system using the **Administrator account**.
- b. Download the executable **aice-agent** from the following link: [https://drive.google.com/file/d/1WcDt4HaRKTb\\_kTFJAS2uxluB9bx3lpA-/view?usp=sharing](https://drive.google.com/file/d/1WcDt4HaRKTb_kTFJAS2uxluB9bx3lpA-/view?usp=sharing)



- c. Run the **aice-agent** installer file

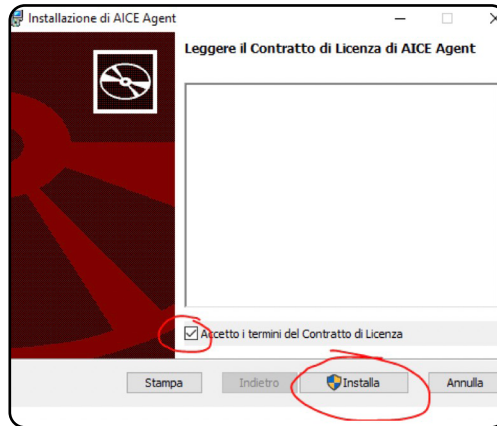


- d. In windows 8 or Windows 10, a prompt will appear to request authorisation for running the installation:



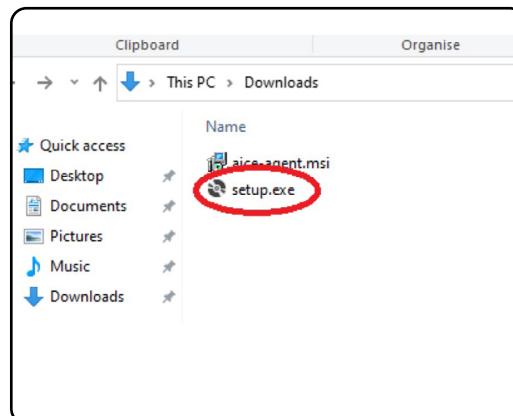
- e. Carry on with the installation by clicking on **More info** and **Run anyway**.

Tick “Accetto i termini...” and then click on “**Installa**”.

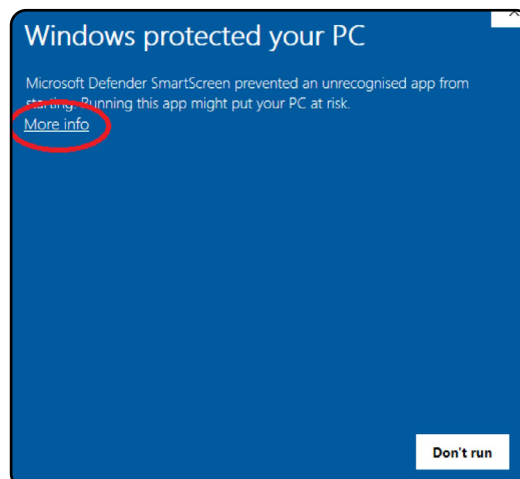


## 2. DOWNLOAD AND INSTALL THE AICE CLIENT

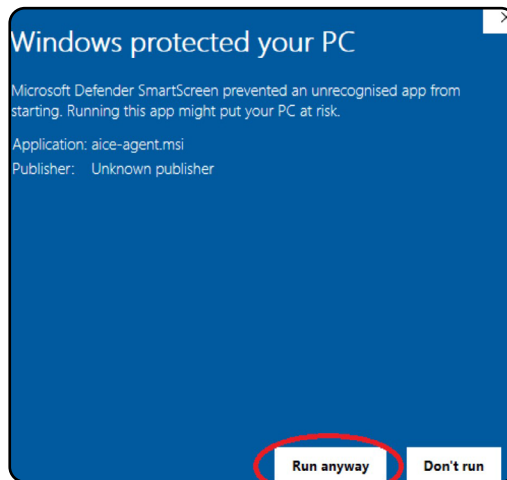
- a. Download the executable **setup.exe** from the link:  
<https://drive.google.com/file/d/1sOLCKseWc8lu-fG5Vr8BJdgBK9eU9zqZ/view?usp=sharing>
- b. Run **setup.exe**



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



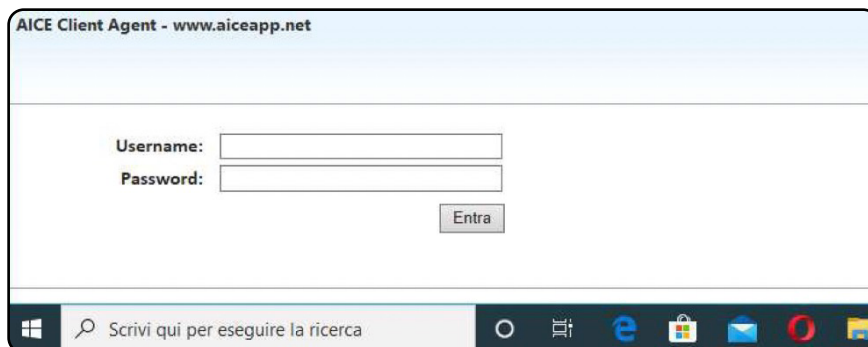
Carry on with the installation process by clicking on **More info** and **run anyway**.



d. Click on **Installa**

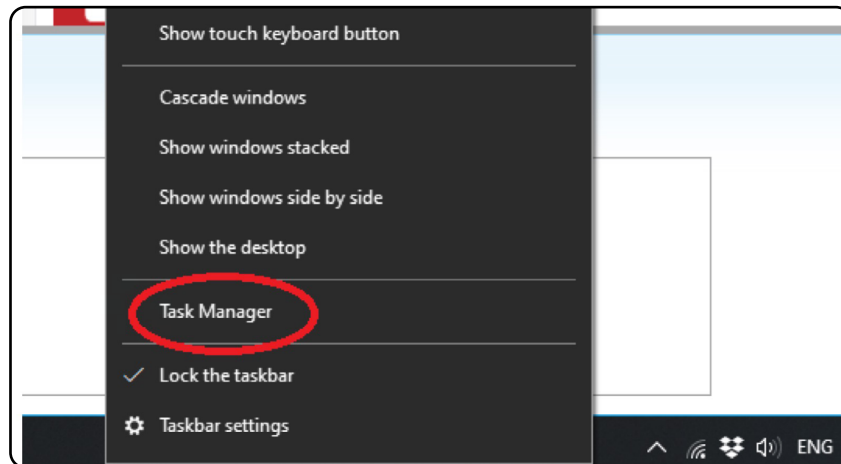


e. Once the download is completed, proceed with the application just like in step C by clicking on **Run anyway** and the AICE client interface will automatically appear

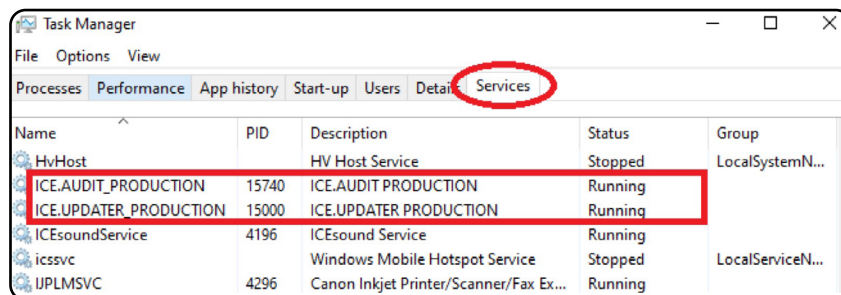


### 3. START THE EXAM WITH AICE

- 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

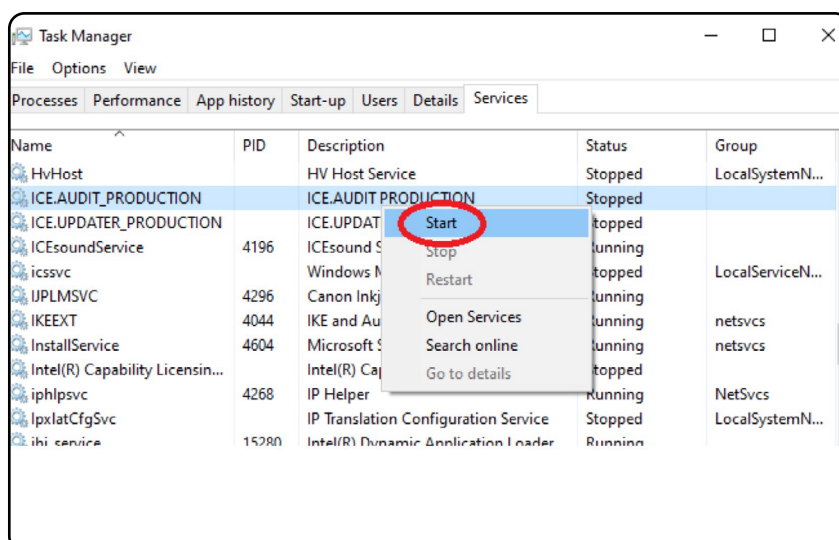


Look for the following services:

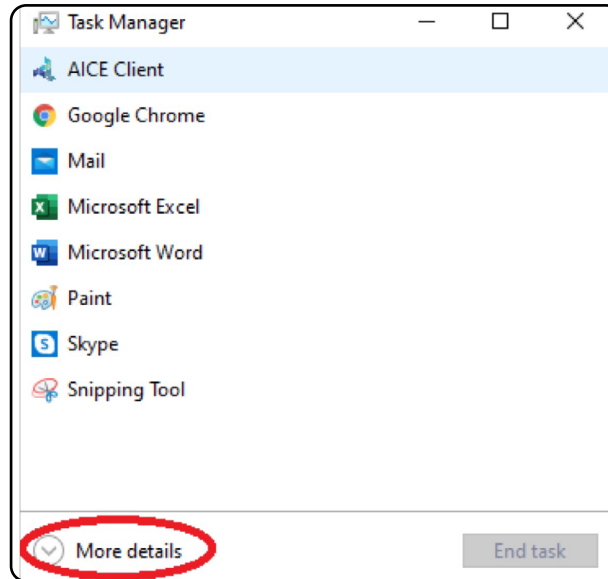
**ICE.AUDIT\_PRODUCTION**

**ICE.UPDATER\_PRODUCTION**

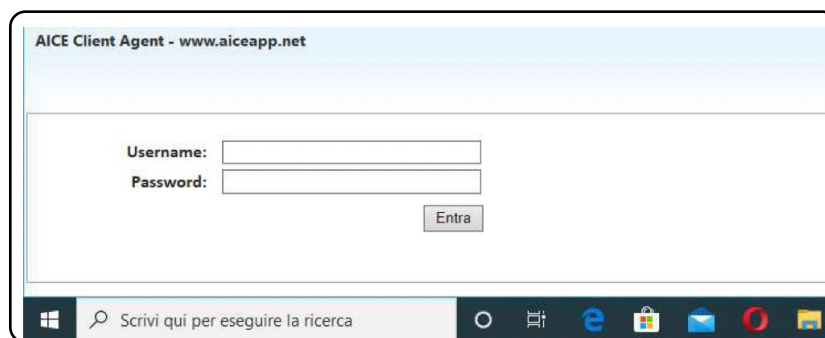
Make sure they are **Running**; in case they are not running, right-click on each service and select **Start** on the service or both services not running or **Stopped**:



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

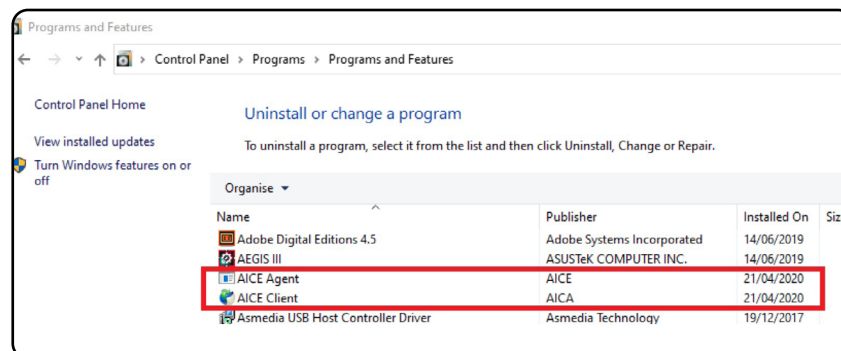


b. Once the AICE client is open, insert the access credentials “Username” and “Password” in the interface shown:



## 4. UNINSTALL 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.



## 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.