# Safe Exam Browser (SEB)
# Frequently Asked Questions

Safe Exam Browser is a web browser environment to carry out e-assessments safely. The software turns any computer temporarily into a secure workstation. It controls access to resources like system functions, other websites and applications and prevents unauthorized resources being used during an exam.

**Will the install require administrative rights?**
Yes it will. You will need access to "install" on your computer so you might need to contact your IT/ICT department for assistance.

**Will I need to install FireFox or a specific browser for SEB to run?**
No, Safe Exam Browser is a web browser not a plugin. After you have downloaded and installed the file, you will then use SEB for your VTCT exams instead of an unsecured web browser.

**If I'm already using Safe Exam Browser do I need to install this version?**
No, but we recommend that you are using the latest version of the software which is included here. You will need to install the file "VTCT Exam Launcher" which is a configuration file that will allow you to use SEB specifically with your VTCT exams.

**Will the learners be affected or know about the change?**
Learners will not really notice a difference. They will no longer have a task bar at the bottom of the screen and both "ALT+TAB" and "CTRL+ALT+DELETE" will no longer work once they are using SEB; these functions are disabled.

**Will this affect my regular login procedure?**
You will now click the link "VTCT Exam Launcher" each time you are invigilating a VTCT exam.

**Do I need to put this on all computers?**
You will need to have this installed on every computer you use for exams.

**How does it affect the exam?**
It will not affect the exam in any way. It will simply make the exam more secure.

**How long does it take to install?**
This should download and install within just a few moments. You will then be able to start using it immediately.

**Do I need new training to use it?**
No. Nothing will be different. You can see our installation guide here for help on installing if you need additional information.

**Is it only available for PC or is there a MAC or IOS option?**
There is a MAC and IOS option. Please contact customer support to let us know if you need these file formats

If you have any additional questions, please contact Customer Support
customersupport@vtct.org.uk or 023 8068 4500
www.vtct.org.uk/ptqexams

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**I have SEB installed but I receive an error when using the VTCT exams launcher**
Please contact customer support

**Are there any programmes that can cause conflicts with Safe Exam Browser?**
There may be certain programmes that cause problems with running SEB. One of these is VNC server. If you have any issues, please contact customer support

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