



FAQ

for Students

to the exam software WISEflow

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What is WISEflow?

WISEflow is the new UE exam software from the company UNIwise. This software automates a multitude of processes from the preparation of exams to the participation in exams and the viewing of exams. In addition to exams, term papers can also be held in the system. Even mathematical formulas, videos, programming languages, etc. are no longer a problem and open up new creative possibilities for holding exams. For the time being, WISEflow will only be used for isolated examinations of certain courses of study. This concerns the exams of the departments of economics, sports, media and event.

In the current semester (first exam phase) and in the retake exam phase in 2021, only written examinations are to be mapped in the examination software as a matter of priority. An expansion to other forms of examination, such as term papers, is being planned for the coming semesters.

What is a FLOW?

The modules in which you take an exam are referred to as a FLOW. If your module consists of several sub-modules, these are combined into one FLOW. You are automatically added to a FLOW when you are registered for the respective exam via Online Campus. No further registration is necessary.

Basically there are two FLOW types which are distinguished: File-based with FLOWlock and FLOWmulti with and without FLOWlock.

The FLOWlock only designates the protected examination environment during the assigned time. Access to approved tools is also possible in FLOWlock mode.



File based with FLOWlock

Exam questions are asked, where a white sheet opens in WISEflow, where the answer can be written directly via keyboard. **Only in exceptional cases** – if the lecturer allows it – handwritten notes or graphics can also be photographed via WISEflow and inserted using the appendix manager as a supplement to the solution of the assignment. In most cases, however, only the answering of assignments directly on the end device is permitted. For the file-based exam, it is important that you mark exactly to which question you write an answer (e.g. answer to question 1...). Also in case of a file-based FLOW, which consists of several submodules, you should pay attention to a clear marking when working on the tasks - the same applies to the marking in the Appendix Manager.

With this type of FLOW, both Open and Closed Book exams can be written.



FLOWmulti with and without FLOWlock

FLOWmulti exams contain interactive content that gives you different answering options, such as multiple-choice questions, drag-and-drop, etc. Classic essay questions that require a text response can also be included in this FLOW type. The exam questions are answered directly in WISEflow, but it is also possible to manage files via the appendix manager. These additional files can be e.g. required drawings etc.. However, additional handwritten materials must be explicitly requested by the examiner. Otherwise, handwritten processing of an assignment is not permitted. Also for FLOWmulti exams it is important that you – if the lecturers allow attachments – also mark them precisely in the appendix manager.

Use of tools

Despite the FLOWlock mode, the software offers the possibility that PDFs can be shared for use. Therefore, we ask you to save the approved aids as PDFs on your terminal device - on which you also take the exam. This is the only way you will be able to access these resources. Aids that are saved in a file format other than PDF cannot be used. Please also note that accessing other platforms, such as OneDrive, is not allowed for an exam in FLOWlock and accessing them is considered an attempt to cheat.

OpenBook: If you are writing an OpenBook exam where aids such as scripts, legal texts, etc. are permitted, these must be saved in advance as a PDF on the device on which you are writing the exam. Please save your aids as a PDF file BEFORE the exam.

ClosedBook: In ClosedBook exams, no resources may be used.

Access to WISEflow

You can access the new platform via the Online Campus "WISEflow-Login". The username is your *ue-germany.de* email address and the corresponding password login.

Access to FLOW and time management during the exam

If you have been added to a FLOW, you will have access to the FLOW at the earliest 3 days before the exam starts (with the end of the deregistration period). However, the exam itself will not be unlocked until the scheduled exam date and time.

Depending on the type of exam, you have a certain amount of time to process the exam in WISEflow:

- For a module exam, you have a time of 2 hours and 15 minutes.
- For an individual exam you have a time of 1 hour 15 minutes.

Please keep an eye on your processing time (Time Remaining) at the top right of the window. Once the time has expired, no more changes can be made. Late submission is therefore no longer possible, as processing beyond the time code is prevented. In individual cases (late start of the exam, etc.), the supervisor can extend this time code by passing on a PIN. If there are difficulties with the submission of the exam (e.g. internet failure etc.), please contact the emergency number: **+49 (0) 2371 776 550**.

Technical requirements for taking online exams.

Please read the following sections carefully to ensure a smooth exam process and that you do not have any problems setting up the software.

As an exam taker, you are responsible for ensuring that the technical equipment is available. The device you plan to use for the exam should be up to date: all operating system and program updates should be installed.

It is important that:

1. your end device is online-capable (laptop, tablet or PC)
2. you have an Internet connection available for the duration of the test participation
3. the power supply of your device is secured
4. functioning webcam (integrated or external webcam - **no additional smartphone!**)
5. installation of the FLOWlock browser

For the installation of the FLOWlock browser is required:

- **Operating system:** *Windows:* 10, 8, 7; *Mac:* OS X 10.10 to 10.15.
- **Windows:** 75 MB permanent hard disk space
- **Mac:** 120 MB permanent hard disk space

Note: WISEflow is not Linux compatible!

Installation of the FLOWlock browser

The installation of the FLOWlock browser is a mandatory requirement for taking the UE online exams. It is a type of lock browser designed to create an exam environment free of interference and deception. The software must be saved and installed on the terminal device to be used in order to access the exams in WISEflow.

To install the FLOWlock browser, please proceed as follows:

- Follow the link in the Online Campus under WISEflow-Login
- Please have your log-in data ready for your Outlook (UE Mail) or for the entire Office 365.
- To install the lockdown-browser you need to follow this path: **Edit profile > Profile Settings > System Requirements > FLOWlock requirements.**

You can see whether your end device meets the necessary system requirements in your WISEflow profile under System requirements > Basic requirements (ticks indicate that the requirements are met).

If there are problems with a browser (e.g. Microsoft Internet Explorer/Edge), try an alternative browser (e.g. Mozilla Firefox or Google Chrome).

Technical problems

If you have problems logging in or setting up the FLOWlock browser, please contact your Service Centre of the study location by phone or via mail to service.center@ue-germany.de with the **subject: Technical Support WISEflow**. Please describe your problem in as much detail as possible and – if possible – also include your telephone number so that you can be helped to find a solution.

If your PC/Tablet does not meet the technical requirements, it is possible to use one of the computers in the PC pool at your home campus. Please contact us in good time (at least one week before the exam!) by telephone or by e-mail at service.center@ue-germany.de (**subject: Technical Support WISEflow**). For a later response, it may not be possible to provide an alternative terminal device.

Use of an iPad as a terminal device

When using an iPad as an exam terminal, please note the following:

<https://wiseflow.zendesk.com/hc/en-gb/articles/115005013254-FLOWlock-on-iPad>

Use of unsuitable hardware and software

When using older PC/Tablets (such as iPads), problems may occur when installing the FLOWlock browser. In addition, the required FLOWlock browser is not supported by some devices, such as Chromebooks and Android tablets. The processing of examinations on smartphones is not permitted under examination law. Please note these restrictions in advance and make use of the possibility of borrowing a device from the various study locations.

Important note: Conducting the test examinations

Test your PC/Tablet for functionality in interaction with WISEflow and your internet connection that you will be using on the day of the exam. Is the FLOWlock browser installed and does it work? Does the camera also work in the FLOWlock browser? Test this beforehand and not just shortly before the exam!

Please note that you cannot log in on two different devices with your WISEflow account during the exam. It is not possible to use another terminal device to work on the exam.

Familiarise yourself with the different tools in WISEflow: Try out the different functionalities in sample or demo exams both from WISEflow directly and those created by UE (MockExams with and without lock). For repeated repetition, end the exam (please do not "hand in") and enter the

supervisor password **12345** when doing the mock exams again (**during the real exam, no password will be necessary. This is only for the repetition of these offered mock exams!**)

Identification by reference photo

When using WISEflow for the first time, please note that a reference photo including your student ID card will be taken. The reference photo is the first photo taken at a FLOW with Facial Recognition (automatic face recognition). This photo (as the name suggests) serves as a reference for all future FLOWs. Thus, for all future FLOWs with Facial Recognition, your face will be matched with this first photo. It is not necessary, nor is it possible, for you to store a new photo for each FLOW. When taking the photo, please ensure that there are no other people in the background. The use of deceptive AI or facial AI, such as deepfake, is not permitted and is considered an attempt at deception. However, technologies to blur your background are permitted. Alternatively, please ensure you write the exam against a neutral background and preferably in a separate, quiet room.

Please note that the photo taken once will be used as a reference for all future stages of the exam. The replacement of the reference photo will be charged by WISEflow.

Information relevant under data protection law

The data is processed on the basis of the following laws and regulations:

- Art. 6 Para. 1 lit e) in conjunction with § 14 Para. 9 BbgHG permits the processing of personal data for courses, examinations, and university planning, among other things.
- Art. 6 DSGVO para. 1 lit e) in conjunction with the individual state ordinances on pandemic containment: §6 NRW Ordinance on the Management of the SARS-CoV-2 Epidemic as of 05.07.2021, §26 Berlin Third SARS-CoV-2 Infection Control Measures Ordinance of 15 June 2021, § 22 HmbSARS-CoV-2 Containment Ordinance of 01 July 2021
- Examination regulations in the version No. 4, of 17.08.2020 regarding electronic examinations for Bachelor's theses. The Master's examination regulations are currently in the process of being amended in order to implement this here as well.

Automatic Facial Recognition

Automatic facial recognition is used to validate the identity of participants in an examination. This enables the UE to determine whether the person registered is really taking the examination, which should prevent possible attempts at cheating during the online examination. You can find more detailed information on this on the help pages of WISEflow or [here](#).

Storage of personal data

The reference photo is stored in the software once for all future examinations. The comparison photos taken during the use of the examination software – in the form of an examination participation – are stored for up to 6 months after the examination for the purpose of plagiarism prevention and then automatically deleted.

The reference photo and your personal data (first name, surname, email address, examination results) in the examination software WISEflow are stored for 5 years from the end of the exam matriculation semester - in accordance with the archive regulations.

Uninstalling GoogleAnalytics

You should prevent analysis by GoogleAnalytics by installing the Google browser plug-in for opting out (see: <https://tools.google.com/dlpage/gaoptout?hl=en>).

Further information on data protection in relation to WISEflow can be found on the Online Campus homepage under WISEflow.

Appendix Manager

Use the Appendix Manager to add and manage your attachments to sections of your exam. Attachments added to the current section appear in the list on the right and in your section of the exam. When you save changes to an attachment, the attachment is automatically updated as well. Please make sure you save changes to your attachments before navigating to other sections. Changes made to an attachment are not saved to the section until they are saved in the Appendix Manager.

The following tools are available in the Appendix Manager: Drawing Tool, Webcam, Code Editor, File Upload and Form Editor. Depending on the setup of the FLOW, the availability of the tools may vary.

In the FLOWlock browser, the Appendix manager opens in a new area, there you can manage all your attachments.

Advice for using the attachment manager

- Good lighting conditions
- Solid base
- White sheet
- Space bar as trigger
- Rename attachment for better assignment

Handwritten notes/assignment solutions in FLOWlock

If you are allowed to write handwritten notes or solutions during a FLOWlock exam, please write/draw them with a dark pen and legibly.

In order not to get into a time crunch at the end, we advise you to take a picture of the handwritten note immediately after completing the respective task using the attachment manager in WISEflow and upload it. In this way, you avoid the time-consuming uploading at the end of an exam. Because

please note that after the end of the exam period, no more attachments can be uploaded and therefore will not be included in the application!

Interruption of the Internet connection¹

During the exam, WISEflow will automatically and continuously save your paper, and you will be able to keep track of this in the upper right-hand corner of the screen. If your internet connection fails during the exam, you may proceed as though nothing has happened. If your computer can re-establish the connection, the WISEflow connection will automatically be re-established as well, and your paper will be saved to the server continuously as before. You will be notified directly through the FLOWlock browser if your connection is lost and the bar *No connection* to WISEflow will show at the top of the screen. You will know if the connection is re-established, as the bar *No connection to WISEflow* will disappear.

If your connection is lost and is not re-established within a few moments, it is recommended that you save your paper manually to your computer. Do this regularly to prevent loss of data in case your computer should shut down by clicking *Download paper* in the upper right corner of the screen.

If the internet connection is re-established you will not need to use this back-up version, because you will be able to save and hand in your paper through WISEflow. If it is not re-established, you must upload the local copy which you saved manually during the exam. This is done on the front

page of the FLOWlock-exam by clicking *Upload local copy* and locating the copy of your assignment that you saved on your computer. The file ends with .wf, and the time when the file was saved is by default a part of the file name.

Note that you will have to type in an invigilator password to upload a local copy through WISEflow. Ask an invigilator for assistance via [Live Chat](#) or the emergency number **+49 (0) 2371 776550**.

Submitting in the exam

It is very important that you submit the exam after you have completed it. To do this, please click on *Go to submission* after you have finished working on the exam. A small window will then appear informing you that no more changes can be made once the examination has been handed in. Please tick the box and click on *Submitted*. You will then receive a notification by e-mail that your exam has been handed in. Please do not forget to complete this process.

You can also find a description in the click instructions (click on the question mark at the top right in WISEflow).

If the exam is not submitted in the regular way at the end, it is considered as not submitted and you have therefore failed. Therefore, pay attention to the processing time and complete the exam by submitting it.

¹ Source: WISEflow - Get started guide for the participant

Please note that it is not possible to submit the exam without having written something in it. If you decide not to take part in the exam after you have seen the exam documents, write "failed attempt" in a text field. You can then hand in the exam by *going to Submission* (see description above).

Help and support

If you have general questions, questions about the exam or technical problems, you can get help in several ways during the exam. Please click on the question mark in the top right corner of WISEflow.

WISEflow help pages

You can reach the help pages of WISEflow directly in the system by clicking on the question mark in the top right corner or [here](#). You can choose from several languages for the instructions.

Live Chat

You can get help via Live Chat [here](#).

Emergency phone number

During the exam period the following emergency number will be activated: **+49 (0) 2371 776550**. This number is only for emergencies that occur during the exam. For general questions that are not exam-related, please contact the Service Centre at service.center@ue-germany.de.

Compensation for disadvantages

If you have a disadvantage compensation, you will receive a writing extension of 30 minutes per module. Please pay attention to the processing time available to you.