Get Started Guide
for Participants
(Prospective BBE Students)

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Technical requirements

In this section, we will inform you about the technical requirements that need to be fulfilled to take the mock exams and BBE entrance exam in WISEflow.

Nevertheless, detailed and always up-to-date information on the technical requirements can also be found at:
https://wiseflow.zendesk.com/hc/en-gb/articles/4405985946898-WISEflow-Lockdown-Browser-Installation-and-Testing

1. System requirements

Windows

Operating System
Windows 8 or a more recent version of Windows

Memory
2 GB RAM (A minimum 4gb of available RAM is necessary when using Lockdown Browser to take an exam that also uses a webcam.)

Hard Disk Space
200 MB of free hard disk space

Mac

Operating System
Mac OS/X 10.12 or a more recent version (Guide to upgrading your Mac)

Memory
2 GB RAM (A minimum 4gb of available RAM is necessary when using Lockdown Browser to take an exam that also uses a webcam.)

Hard Disk Space
200 MB of free hard disk space

Note: The Lockdown Browser is not compatible with Linux, Windows 10S or Chrome Books.

Do not use iPads, tablets, or smartphones. Lockdown does not work on iPads, tablets, or smartphones.

2. Browser requirements

Lockdown Browser is a client application that is installed on a local computer. Both the Windows edition and the Mac edition of the browser are based on Chromium, Google's open source framework. Students do not need Google's Chrome browser installed; nor will this version affect a Chrome browser that is already installed.

3. Additional technical requirements

Additionally, you will need

- An integrated or external **webcam.** The camera has to be turned on during the entire exam time. If it turns off or you turn it off, you run the risk of being excluded from the BBE selection procedure.

- An integrated or external **microphone.** The microphone has to be turned on during the entire exam time. If it turns off or you turn it off, you run the risk of being excluded from the BBE selection procedure.
- A stable internet connection
- The Lockdown browser: you will need to download the Lockdown browser before starting the mock exam. Please find more information in the '*Installing and testing the Lockdown Browser*' section.

Headphones and earbuds are not permitted. Touch screen functions are also not permitted. Speakers are not required for the BBE online entrance exam.

Your WISEflow account
In this section, we will inform you on how to set up your WISEflow account and install the Lockdown Browser.

4. Activating your WISEflow account
You will receive an email from WISEflow (*noreply@wiseflow.net*) titled '*Activation of user*'. Please do not send any answers or emails to this email address.
Inside this email you need to click on the link titled '*Click here to activate your user*'.
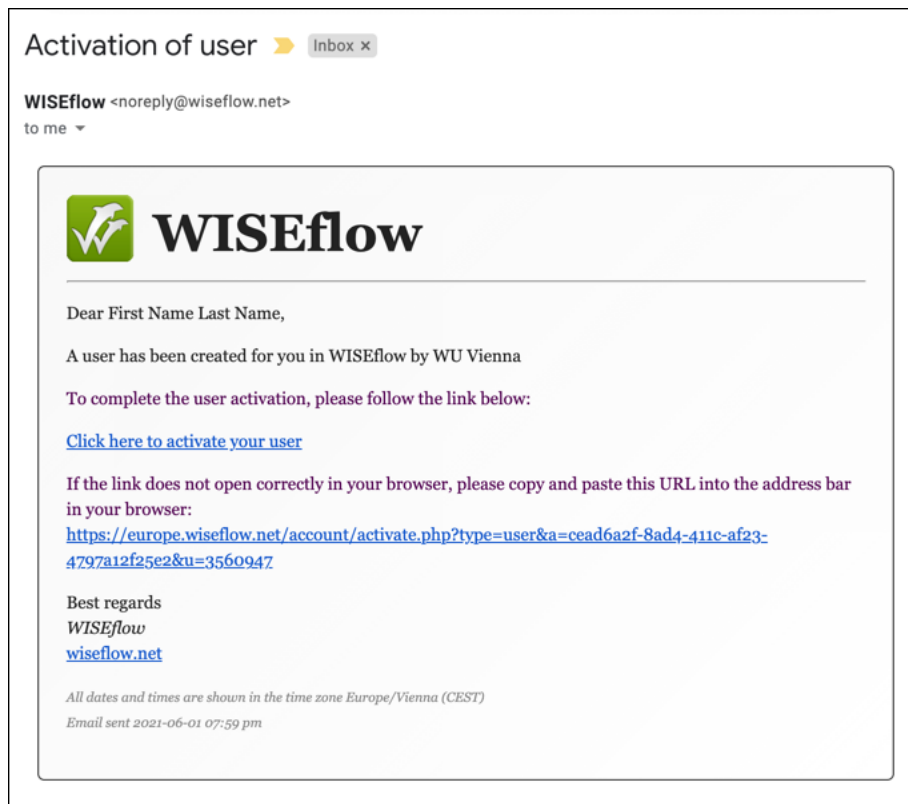
You will then be taken to a webpage where you need to enter and then re-enter a password that you will use to log into the WISEflow system.

It is important that you make a note of this password as you will need it whenever you log into the WISEflow system.

Once you have entered your password twice, you then need to click on the '*Continue*' button at the bottom of the screen.

From this point on, whenever you log into the WISEflow system you will use your email address as your username and the password that you entered during the activation process. The direct address to access the WU Vienna WISEflow system is: http://at.wiseflow.net/wu

Please use the link above whenever you need to log into the system.

After clicking on the '*Continue*' button (see image above) you will be taken to a page that details the '*Privacy and cookie policy*' for the WISEflow system. Once you click on the '*Accept necessary cookies only*' button (*see image below*), you will be logged on to WISEflow.
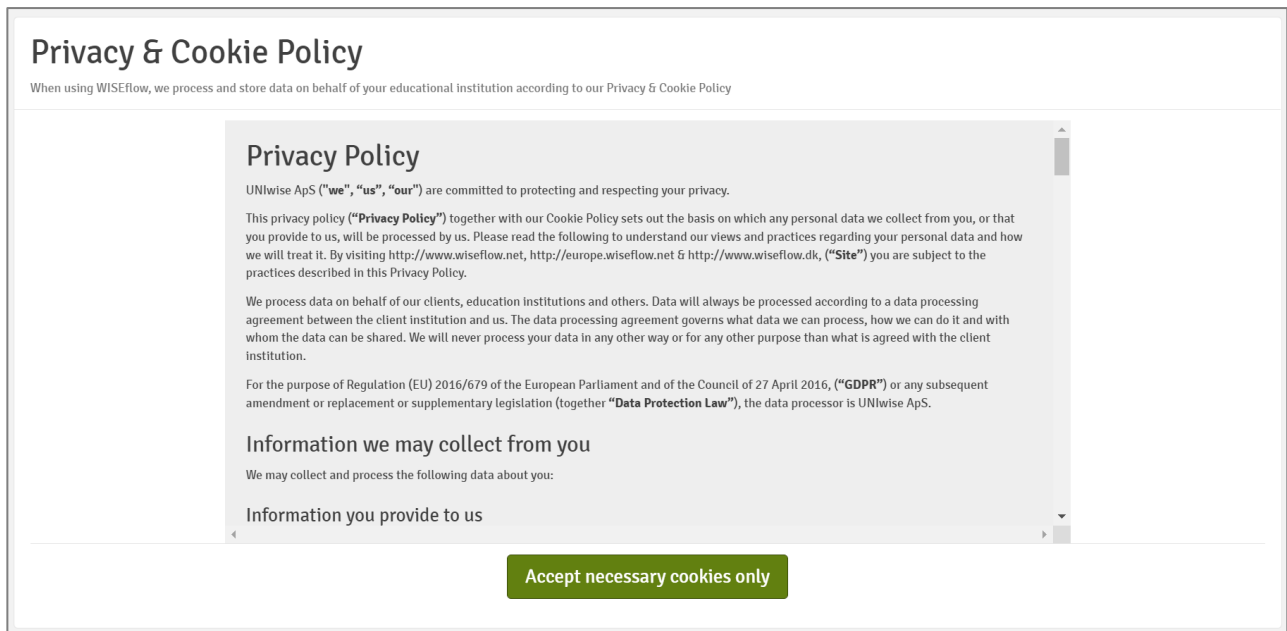
5. Language and profile settings

Next to your name in the top right corner, you can see which language your profile is using. By clicking on the flag, you will get a list of all available languages to choose from. **Please do not use any online translation tools, just choose one of the available language settings.**
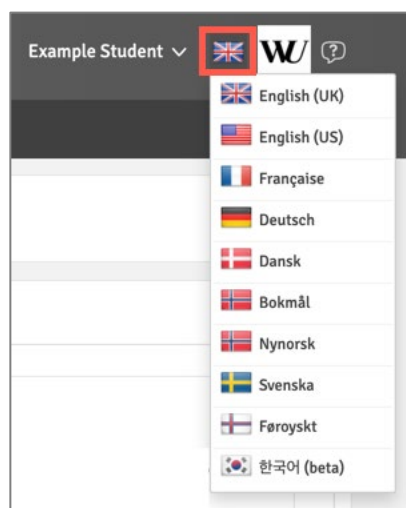
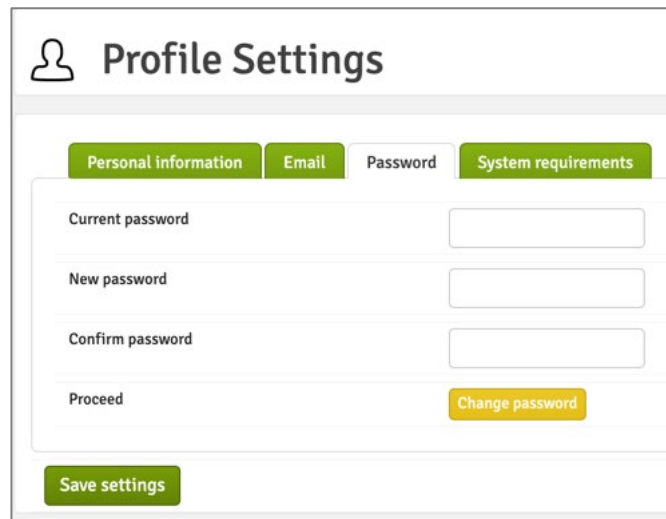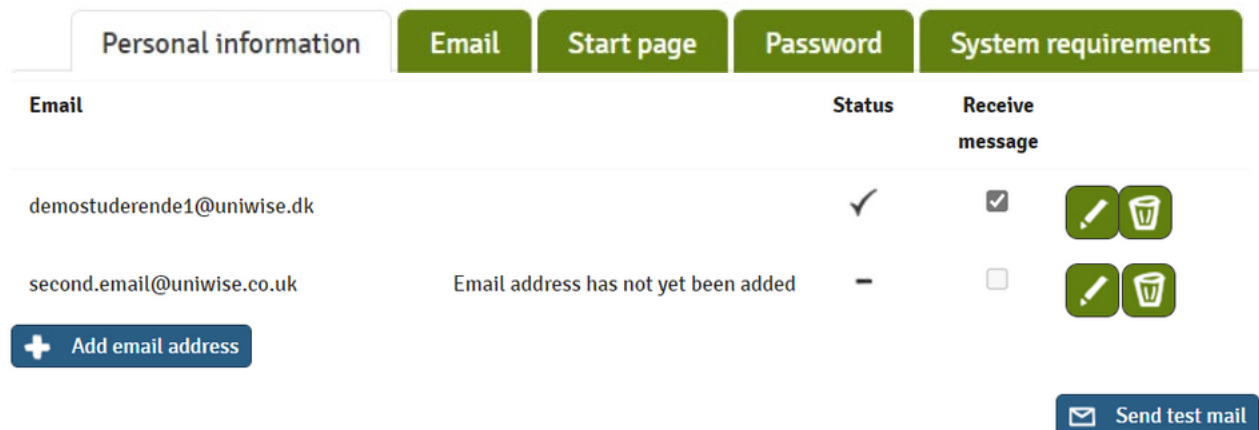You can also change your password at any time by accessing your profile (click on your name in the top right and select '*Edit profile*') and selecting the '*Password*' sub tab (*see image below*).

Moreover, you may also change your name and phone number in WISEflow by accessing the sub tab '*Personal information*' to add, change or delete the email addresses associated with your account (*see image below*). If you add a new email address, WISEflow will send a verification email. You can also use the checkbox to specify which address WISEflow should send emails to.

6. Installing and testing the Lockdown Browser

The entrance exam that you will be taking requires the use of WISEflow's Lockdown Browser. This is a small application that needs to be installed on the computer or laptop that you will be using to complete your exam.

To download and test the Lockdown Browser:

1. Log into the WISEflow system, then click on your name in the top right corner and then select '*Edit profile'* from the menu that appears.

2. On the 'Profile Settings' page, click on the '*System requirements'* sub tab.
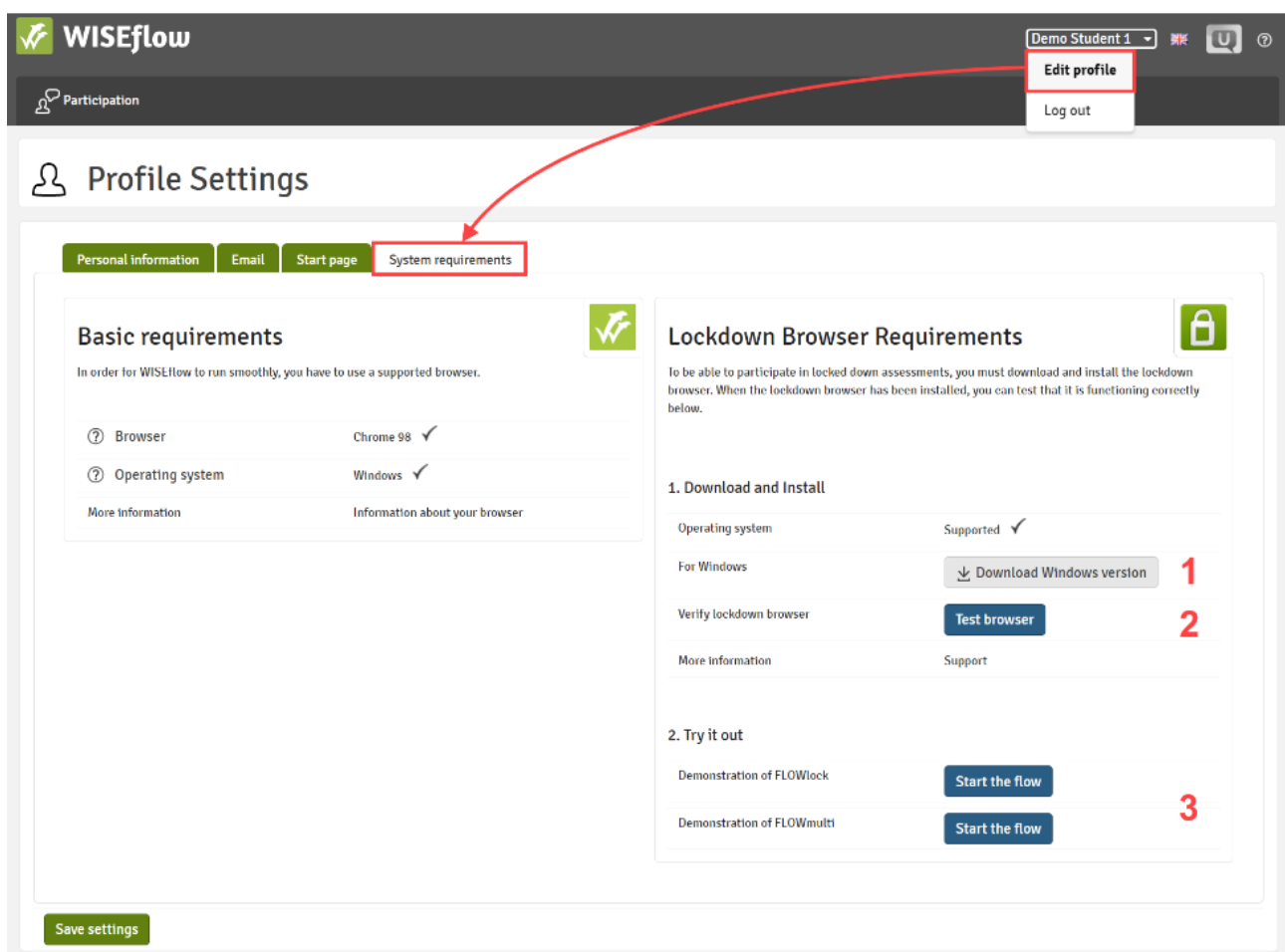
The '*Basic Requirements'* section of the page details which web browser and operating system you are using on your computer and indicates if these are supported by the system. If they are supported a small tick will appear alongside them.

3. On the '*Lockdown Browser Requirements'* section of the page, click on the '*Download'* button (*see #1 in image above*) to install the Lockdown Browser application (the software is available for both PC and Mac computers).

Follow the instructions to install the Lockdown Browser.

4. Once the Lockdown Browser is installed on your computer, you then need to verify that it is working correctly. To do this, click on the '*Test browser*' button (*see #2 in image above*). Please note: This will initiate the Lockdown Browser and you will be asked to close any applications/processes that you have running on your computer. You may be asked by the Lockdown Browser to confirm that you would like to close each open application.

5. Lockdown Browser is a client application that is installed on a local computer. Both the Windows edition and the Mac edition of the browser are based on Chromium, Google's open source framework. Students do not need Google's Chrome browser installed; nor will this version affect a Chrome browser that is already installed.

6. **Note:** The Lockdown Browser is not compatible with Linux, Windows 10S or Chrome Books.

Once you have completed the test of the Lockdown Browser you can then close it.

The Lockdown Browser will be used for your mock exams and entrance exam so it is important that you have downloaded and tested the application well in advance of the date of the exams.

If you experience any troubles with the Lockdown Browser, please find possible solutions here.

7. Facial recognition

Facial recognition software identifies key features on a person's face and uses them to identify and differentiate between people. WISEflow uses a facial recognition tool to identify if the participants taking an exam really are who they say they are.

WISEflow's facial recognition feature monitors you through randomly taken snapshots of webcam recordings that will analyze your identity throughout the exam. The snapshots will be taken regularly at random intervals during the completion of your assessment. The actual snapshot and matching process will be hidden from you but will result in a match score visible to our proctors.

Facial recognition during the mock exams and entrance exam

Less than an hour before the beginning of the exam, the button titled '*Start the flow*' will be accessible on the flow page in WISEflow (*see image below*). Please note that an exam is called "flow" and the so called "flow page" is the overview showing all exams you are registered for.
When you click the button, the Lockdown Browser will launch.
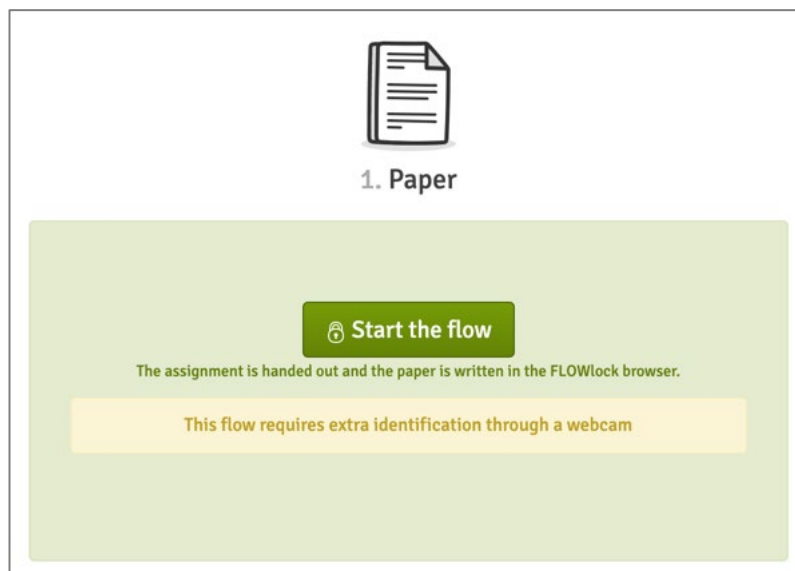
When the Lockdown Browser is launched, you will then be asked to capture an image of yourself including an official ID using your webcam. You need to click on the '*Take Image'* button to capture an image (*see #1 on the image below*). If you have more than one camera, it is possible to select the camera that you would like to use from the drop-down menu (*see #2 on the image below*).
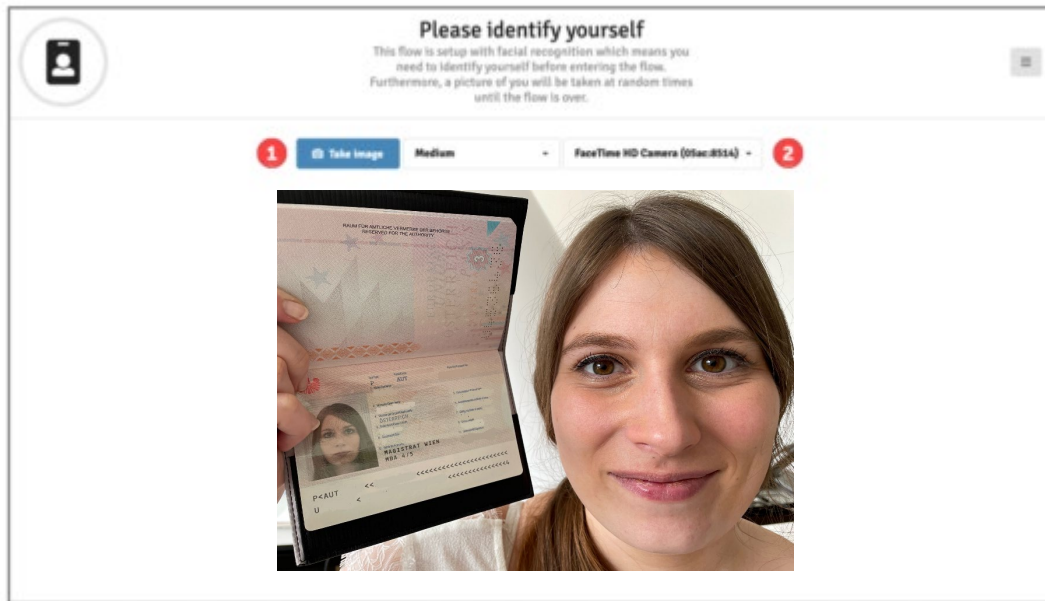
Whenever you start a flow for the first time, you are required to take a photo including your official photo ID to confirm your identity *(see image above)*.

Important information on taking photos in WISEflow for facial recognition:
Hold up your official photo ID next to your face when taking the photo. Your face needs to be bigger on the screen than the photo on your photo ID, but it is important that the information on your photo ID is clearly legible.
The following information has to be clearly legible on **one page** of your official photo ID:

- Your photo
- First name and surname
- Gender
- Birth date

We strongly recommend using your **passport** as the official photo ID because all the information required is available on one page.

You can decide to '*Approve*' the captured image or retake a new one. Once you have approved the image that you have captured, this will be uploaded to the system and will be used as the reference image which any further images that the system captures will be compared against. However, you are also required to take a photo including your photo ID at the beginning of the entrance exam to confirm your identity. No other persons should be visible on the photo you save.

Please note: If you are using an external webcam and external microphone, they must be connected to your computer and active BEFORE you start the Lockdown Browser.

If you experience any troubles with your webcam, please find possible solutions here.

Following the image capture step, you will be taken to a page that counts down to the beginning of the exam. The exam will begin once the countdown concludes.

8. Voice detection

Voice detection software records the voices and sentences spoken in the room to identify and differentiate between people. WISEflow uses a voice detection tool to identify if the participants taking an exam really are who they say they are. The amount of voices/speakers in the room and the sentences spoken will be recorded for the proctors. **Therefore, it is important that you take the exam alone in a quiet environment.**

When the Lockdown Browser is launched, you will be asked to record your name. Whenever you start a flow which uses voice detection for the first time, you are required to speak your full name out aloud.

Please note: If you are using an external webcam and external microphone, they must be connected to your computer and active BEFORE you start the Lockdown Browser.

When you enter a mock exam or the entrance exam, you can setup your microphone before you enter the exam (*see image below*). For example, if you have multiple microphones connected to your computer, you can choose the one which works best.

Information on the mock exams and the entrance exam

9. Introduction to mock exam 1 between June 6 and June 12, 2022

- Mock exam 1 will be accessible in WISEflow from June 6, 9:00 a.m. until June 12, 11:59 p.m. (CEST).
- It is essential for the identity check that you take a photo of yourself whilst holding up your official ID card at the beginning of the mock exam.
- You can access mock exam 1 at any time you choose during the above-named period. You can enter and start mock exam 1 several times. No time limit is set for taking mock exam 1. You can take as much time as you need to familiarize yourself with the online exam environment in WISEflow. The Invigilator Password is 0606.
- We strongly recommend taking mock exam 1 in preparation for the online entrance exam.

10. Introduction to mock exam 2 on June 21 at 10:00 a.m. (CEST)

- Mock exam 2 will be accessible in WISEflow on June 21 from 10:00 a.m. to 12:00 noon (CEST).
- We strongly recommend taking mock exam 2 in preparation for the online entrance exam.
- It is essential for the identity check that you take a photo of yourself whilst holding up your official ID card at the beginning of the mock exam. Additionally, you will be asked to speak your full name out aloud for voice detection.
- There will be a minimum of one question per area in mock exam 2.
- Mock exam 2 consists of 6 questions only.
- The question type is the same as in the online entrance exam (true/false multiple-choice questions).
- Mock exam 2 is a simulation of the entrance exam and therefore, you can only enter and start it once.

Purpose of the mock exams:
- Taking your reference image for the online entrance exam: When starting the mock exams, you are first required to take your reference image. Please find more information on taking the reference image and facial recognition in the section above '*Facial recognition'*.
- Only at the beginning of mock exam 2, you will be asked to speak out your name aloud for voice detection.
- Testing all the settings of your computer or laptop
- Testing the Lockdown Browser
- Familiarizing yourself with the online entrance exam environment. We strongly recommend testing all functions in WISEflow. Try out the calculator, the note pad, and sticky notes. Use the pencil and highlight some words. Switch back and forth between the questions. Take your time to make sure you know how to use all the functions in WISEflow.

11. Introduction to the entrance exam on June 28, 2022 at 10:00 a.m. (CEST)

The BBE online entrance exam will take place on June 28, 2022 via WISEflow. The exam will start at 10:00 a.m. (CEST) and end at 12:00 noon (CEST). The online entrance exam will be held on this date and time only. There will be no alternative dates. If you do not take the entrance exam on June 28 at 10:00 a.m. (CEST), you will automatically be excluded from the BBE selection procedure.

12. Before the (mock) entrance exam begin

To be able to access and complete the (mock) entrance exams, you need to install the Lockdown Browser on your computer. The Lockdown Browser blocks applications and other external aids during the exam.

Follow the steps listed in the *'Installing and testing the Lockdown Browser'* section of this guide to ensure that you have installed and tested the Lockdown Browser.

Please ensure that you have installed and tested the Lockdown Browser and all other necessary settings before the day of the mock exams and the entrance exam so that if you encounter any issues, you will have time to resolve them.

One hour before the beginning of the exam, the *'Start the flow'* button (*see image below*) will become active on the flow page. This button allows you to launch the Lockdown Browser. When the Lockdown Browser is launched, you will be taken to a page that shows a countdown to the beginning of the exam. You must launch the Lockdown Browser before the beginning of the exam in order to gain access to the flow.

13. Accessing the (mock) entrance exam

You will be able to see the mock exams and BBE online entrance exam you have been enrolled in on the 'Participation tab'.

Clicking on an exam on this tab will take you to the flow page where you can view information such as when the exam is scheduled to start and end.

By clicking on '*Start the flow'*, you will open the (mock) entrance exam. You can only start the flow during the announced periods.

- You can start mock exam 1 between June 6, 9:00 a.m. and June 12, 2022, 11:59 p.m (CEST).
- You can start mock exam 2 only on June 21 at 10:00 a.m. (CEST). Ideally, you should log on a little earlier than 10:00 a.m. to take your reference image. Mock exam 2 ends at 12:00 noon (CEST).
- You can start the BBE entrance exam only on June 28, 2022 at 10:00 a.m. (CEST). Please log on WISEflow and click on '*Start the flow'* between 9:30 and 9:45 a.m. on June 28, 2022 to launch the Lockdown Browser and take your photo with your official photo ID before 10:00 a.m. (CEST).

Launching the Lockdown Browser before starting the (mock) entrance exam

As soon as you click on '*Start the flow'* to start the (mock) entrance exam, you will first have to accept the activation of the Lockdown Browser. If you do not enable the Lockdown Browser, you cannot start the (mock) entrance exam.

The Lockdown Browser will be used for your mock exams and entrance exam so it is important that you have downloaded and tested the application well in advance of the date of the (mock) entrance exam.

Taking the reference images at the beginning of the (mock) entrance exam

Please find detailed information on taking the reference images in *the 'Facial recognition'* section.

When starting the mock exams for the first time you will be asked to take your reference image. All other images and the automatic facial recognition will then be automatically compared with this reference image. Please note that you will also have to take a photo including your official photo ID when clicking on '*Start the Flow'* on the day of the entrance exam.

Additionally, you will be asked to record your full name for voice detection.

Throughout the entrance exam, snapshots will be taken regularly at random intervals during the completion of your assessment via your webcam. These will automatically be compared with the reference image you took at the beginning of the entrance exam. Additionally, an audio recording will be taken throughout the entire entrance exam period (June 28 from 10:00 a.m. to 12:00 noon (CEST)) and mock exam 2 (June 21 from 10:00 a.m. to 12:00 noon (CEST)).

Following the image capture step and the voice recording, you will be taken to a page that counts down to the beginning of the exam. The exam will begin once the countdown concludes.

14.   The (mock) entrance exam environment

In the top right corner, you can see the amount of time that remains for you to complete your exam submission. Here you will also get a confirmation when your answers have been saved (*see image below*).
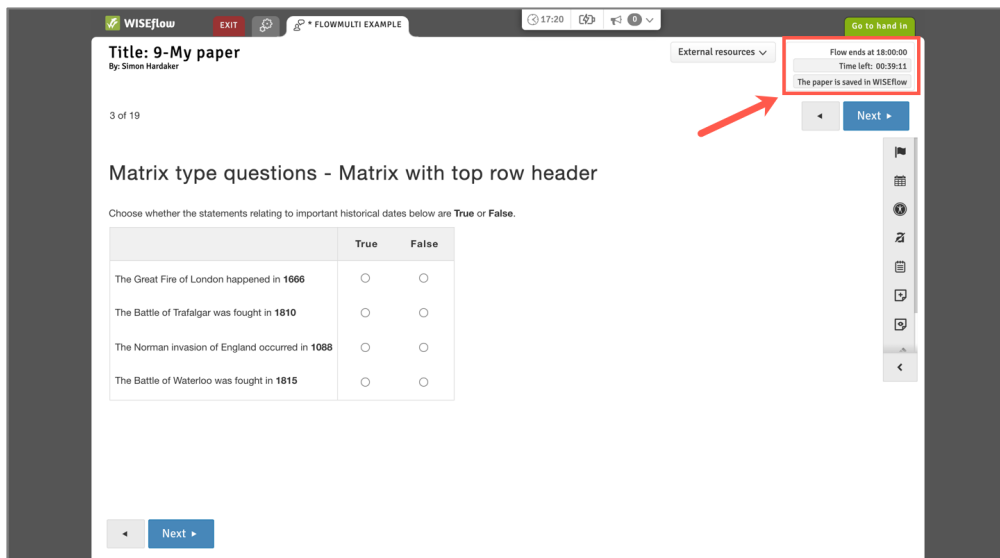

You can go to the next page by clicking '*Next'* in the top right or lower left corner (*see image below*).
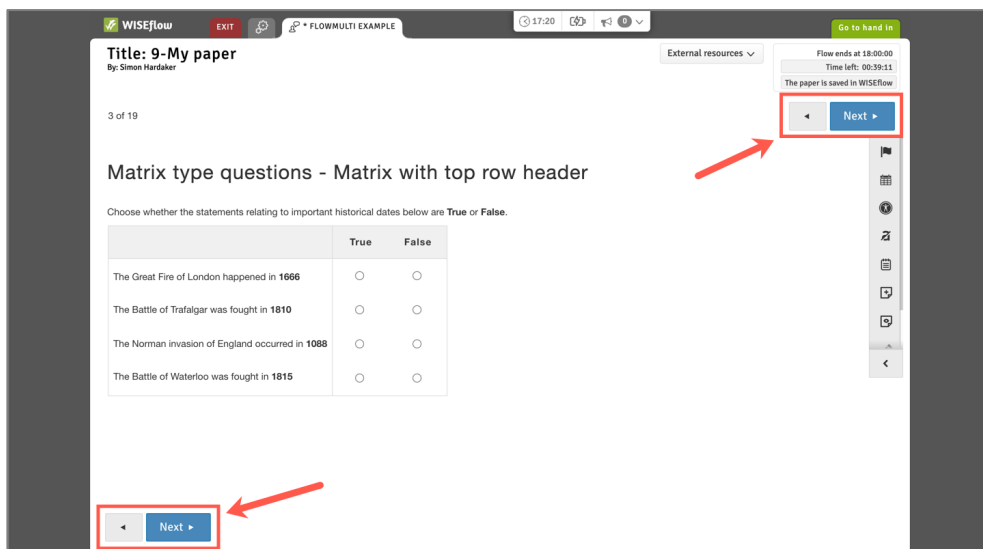
If necessary, you can also zoom in and out in WISEflow. To do so, click on the small info circle in the top menu. This will open the settings window where you have the option to set a zoom level and apply it (*see image below*).
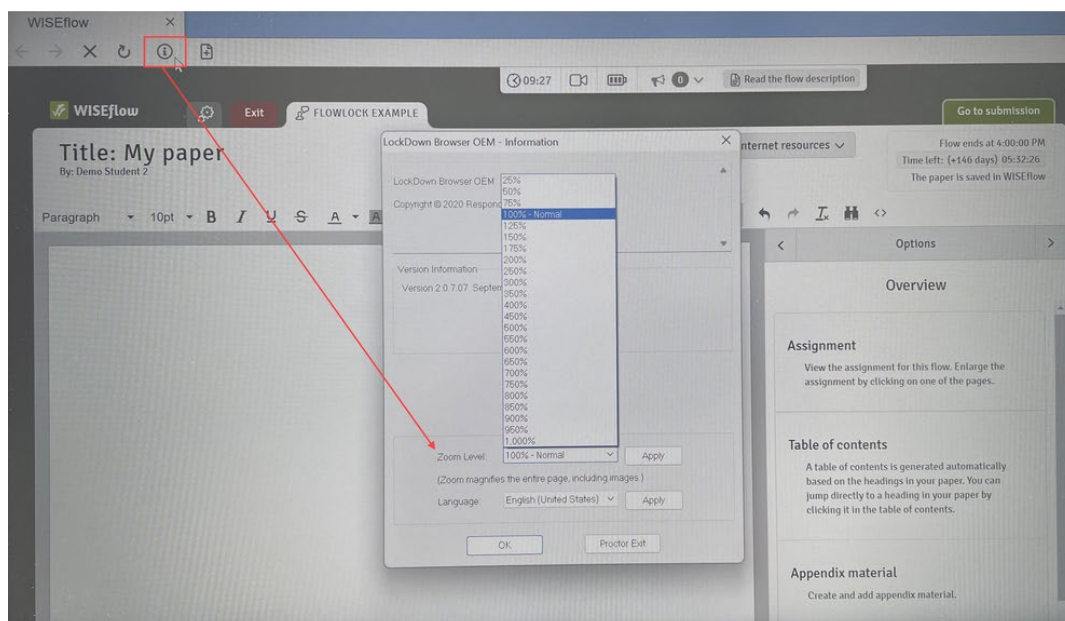
During your exam, you may need to take personal notes and the right-hand side menu has options that you can use to assist you (*see image below*). You can disallow options in a multiple choice to prevent you from selecting the option you know is wrong. There is a small notepad that you can use throughout the entire exam and sticky notes that can be added to a particular section. And finally, there is also the option to draw on the section.
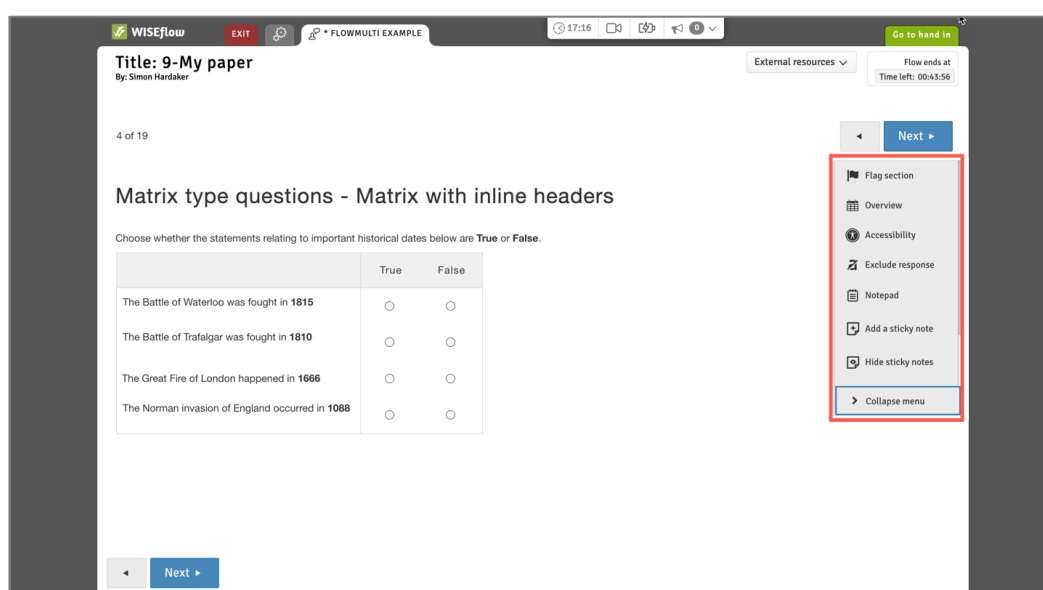
In the mathematics section, you will find a formula sheet and right above the questions a calculator. Click on '*Calculato*r' to open it *(see images below)*. Note that some keys only activate after you have entered a number in the calculator.

Math (1 out of 1)

📊 Calculator

Statistik Austria provides the following data about the development of the Austrian agricultural sector:

Year
Total number of agriculture and forestry holdings
Average holding size in hectare

Which of the following statement(s) is **correct**? (3 points)

Do not use any other items than your exam device during the exam. All functions you may need will be available in the WISEflow exam tool. Please note: Anyone caught using unauthorized aids or cheating in any way will be excluded from the selection procedure.
We strongly recommend familiarizing yourself with all these functions during the mock exams.

When you reach the last page, you can review all pages of the exam to see which ones you have answered. You can always navigate to the review screen by clicking '*Overview.*'
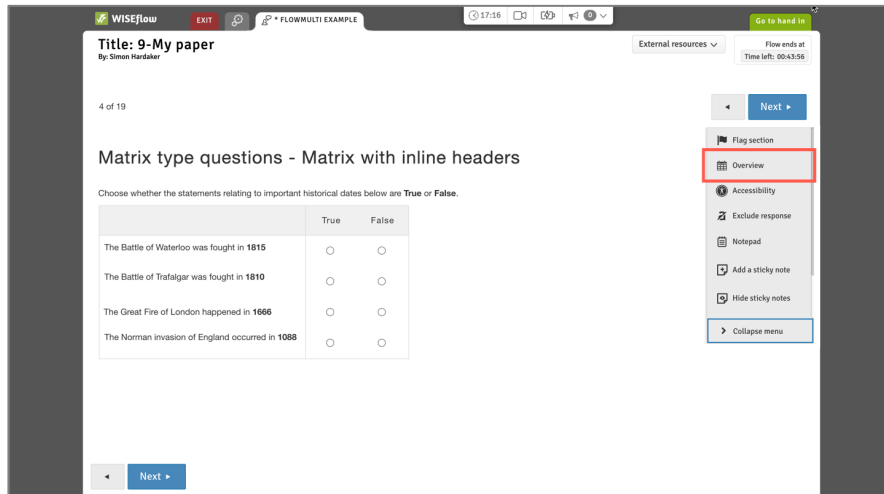
During the exam, you may be sent important exam related information as messages that appear within the exam environment. Once you have read a message, you need to click '*Close*' to be able to view the exam paper again. You can access any messages that have been received by clicking on the messages area at the top center of the screen.

Note: During the mock exams, you will not receive any direct messages.
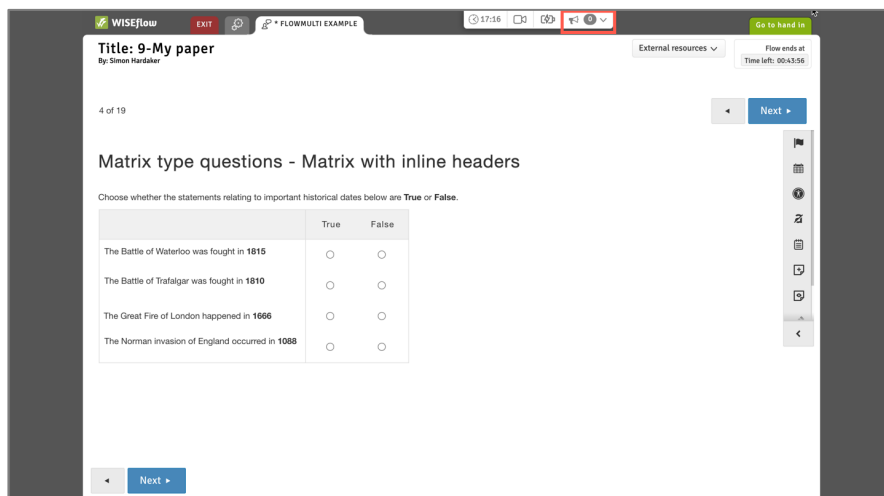
15.   Submitting the exam

When you are ready, you can submit your exam paper by clicking on the green '*Go to submission*' tab at the top right of the screen.

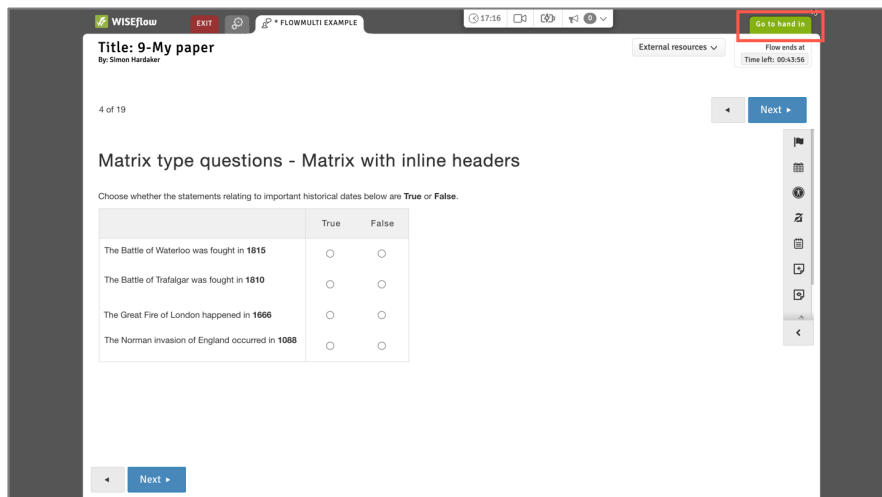This will then display a small window titled '*Submitting*'. Submit your assignment by clicking the '*Submit*' button. You will see a confirmation that the submission has been successful. You can also request a receipt as proof (*see image below*).
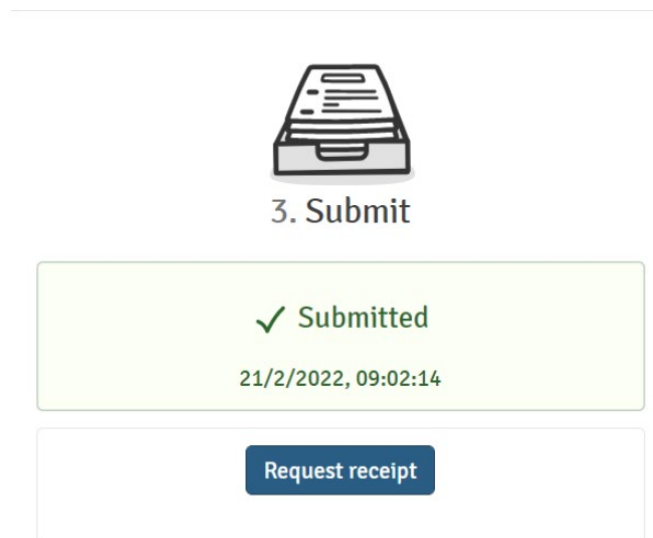
You can now exit and close the Lockdown Browser.

Note: Once you have submitted the entrance exam, you cannot restart it again.

16.   Loss of internet connection during the entance exam

During the entrance exam, WISEflow will automatically and continuously save your work, 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. Once your computer reestablishes the connection, the WISEflow connection will automatically be re-established as well, and your work will be saved to the server continuously as before. You will be notified directly through the Lockdwon Browser if your connection is lost and the '*No connection to WISEflow*' bar will show at the top of the screen.

Once the connection is re-established, the '*No connection to WISEflow*' bar will disappear.

If your connection is lost and is not re-established within a few moments, it is recommended that you save your work manually on your own computer (*see image above*). Do this regularly to prevent any loss of data in case your computer should shut down by clicking on the '*Download paper'* tab in the upper right corner of the screen (this tab only becomes visible if WISEflow detects that you have lost your internet connection). It is important to make a note of where you have saved the manual downloads on your computer.

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 exam paper through WISEflow. If it is not re-established, you will have to upload the offline backup which you saved manually during the exam. To do this, go to the flow page for the exam (where you clicked '*Start the flow'* to begin your exam), click '*Upload offline backup*' and locate the last downloaded copy of your exam paper that you saved on your computer (*see image below*). The file name ends with .wf, and includes the time when the file was saved by default.
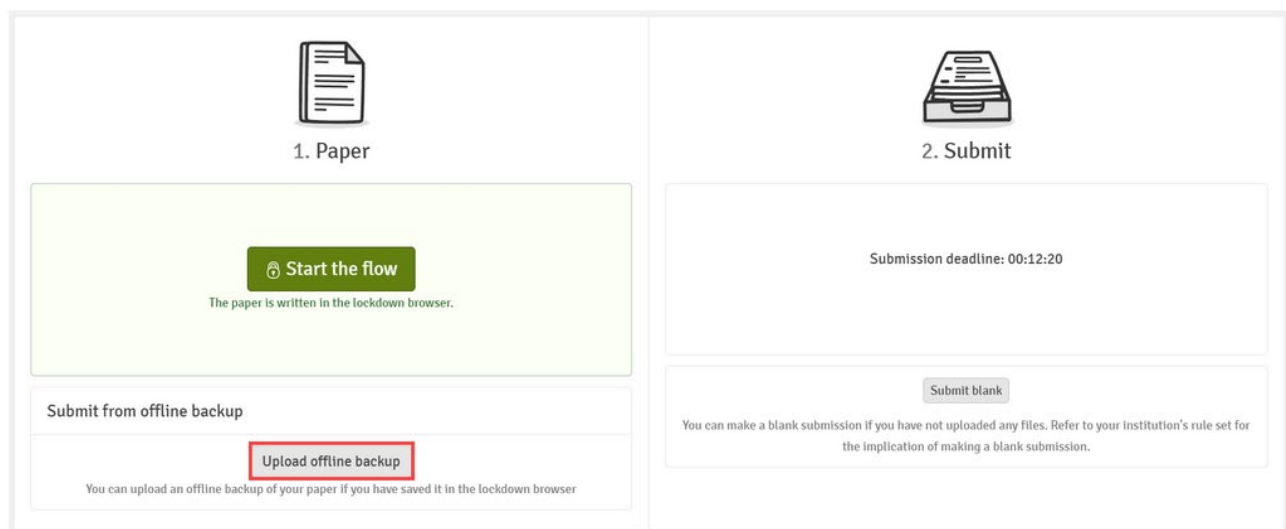
Note: If you had to download an offline backup and need to upload it because you were unable to regain internet connection before the end of the entrance exam at 12:00 noon (CEST) on June 28, please contact us at support.bbe@wu.ac.at. We will share a password with you to upload the offline backup.

17. Support during the exam

If you need support because of any unforeseen circumstances during mock exam 2 or the entrance exam, please do not hesitate to contact us at support.bbe@wu.ac.at. Include your name, birth date, and telephone number including country code in your request, in case we need to call you back.

Please note that we will not answer any content-related questions.

Please add the email address to your contact list before the entrance exam and use another device if you need to contact us. Please keep in mind that your computer or laptop will be locked during the exam and you will not be able to contact us using your entrance exam device. However, please make sure that you use an alternate device only for the purpose of contacting us, as any other use could be construed as cheating. For more information, please see '*Unauthorized aids*' on our website.

Note that the support email address and telephone number will only be available during mock exam 2 (June 21) and the entrance exam on June 28, 2022 between 9:30 a.m. and 12:30 p.m. (CEST), not during the mock exam 1 period. If you have any questions before the day of the entrance exam, please contact us at bbe.selectionprocedure@wu.ac.at.

Good luck on the exam!