



Smowltech

Installation Guide

**SMOWL Computer
Monitoring**

In this guide we will teach you how to download and install the application for monitoring your computer's activity called SMOWL Computer Monitoring, hereinafter "Smowl CM".

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1. Download

1.1. Requirements and recommendations

Before installing **SMOWL CM** you must verify:

- Your hardware:
 - Desktop or laptop computer.

ATTENTION!

In case you are going to carry out the activity on a device of the company, academic institution, university or platform, you must ensure that you have the necessary permissions to install new programs.

- Your software:
 - Operating System: Windows 7, 8 or 10/MacOSX.
 - Internet access.
 - Browser: **Chrome***, **Firefox***, Microsoft Edge, Opera10+, Safari 11+.

*Highly recommended.

ATTENTION!

The SMOWL CM app is not compatible with mobile devices.

You can check the supported browsers from here:

<https://www.smowltech.net/supportedBrowsers.html>

From Smowltech we recommend using Mozilla Firefox as a browser. You can download it for free from the following link:

<https://www.mozilla.org/es-ES/firefox/new/>

- If you need help you can visit our support website.
<https://smowl.net/en/support-for-exam-takers/>

1.2. Internet access

Before starting the installation process, make sure the network allows connection to Smowltech.

NOTE: This situation is more frequent when you use a public connection or connect from a company or institution.

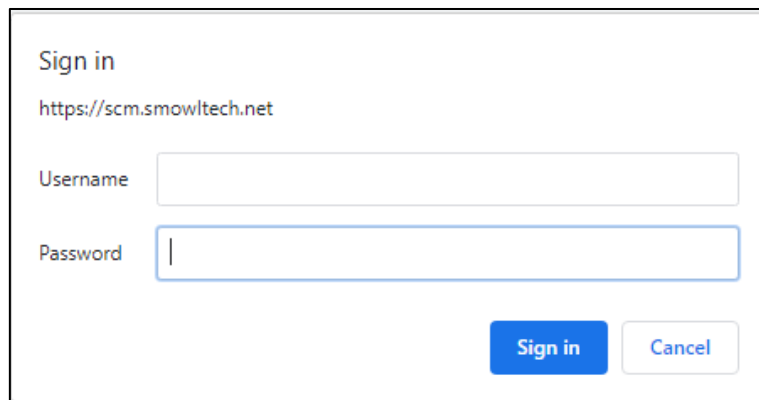
2. Download process.

You must download the SMOWL CM application before taking your exam or activity.

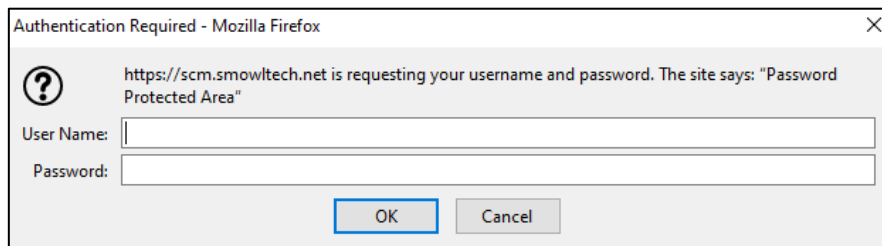
A link will be enabled on the virtual campus of your company, academic institution, university or platform. **If you can't find it, contact them so they can tell you where to find it.**

Your company, academic institution, university or platform must also provide you with the username and password to access the download site.

NOTE: Remember that depending on the browser, the design and the text of the pop-up windows, notifications, alerts, etc... may change.

A Chrome browser sign-in dialog box. It has a title bar with "Sign in" and a close button. Below the title bar is the URL "https://scm.smowltech.net". There are two input fields: "Username" and "Password". At the bottom right are two buttons: "Sign in" (blue) and "Cancel" (white with blue border).

Request for credentials to start download in Chrome.

A Mozilla Firefox "Authentication Required" dialog box. It has a title bar with "Authentication Required - Mozilla Firefox" and a close button. Below the title bar is a message: "https://scm.smowltech.net is requesting your username and password. The site says: 'Password Protected Area'". There are two input fields: "User Name:" and "Password:". At the bottom are two buttons: "OK" (blue) and "Cancel" (white with blue border).

Request for credentials to start download in Mozilla Firefox.



Log in to scm.smowltech.net:443
Your login information will be sent securely.

Username

Password

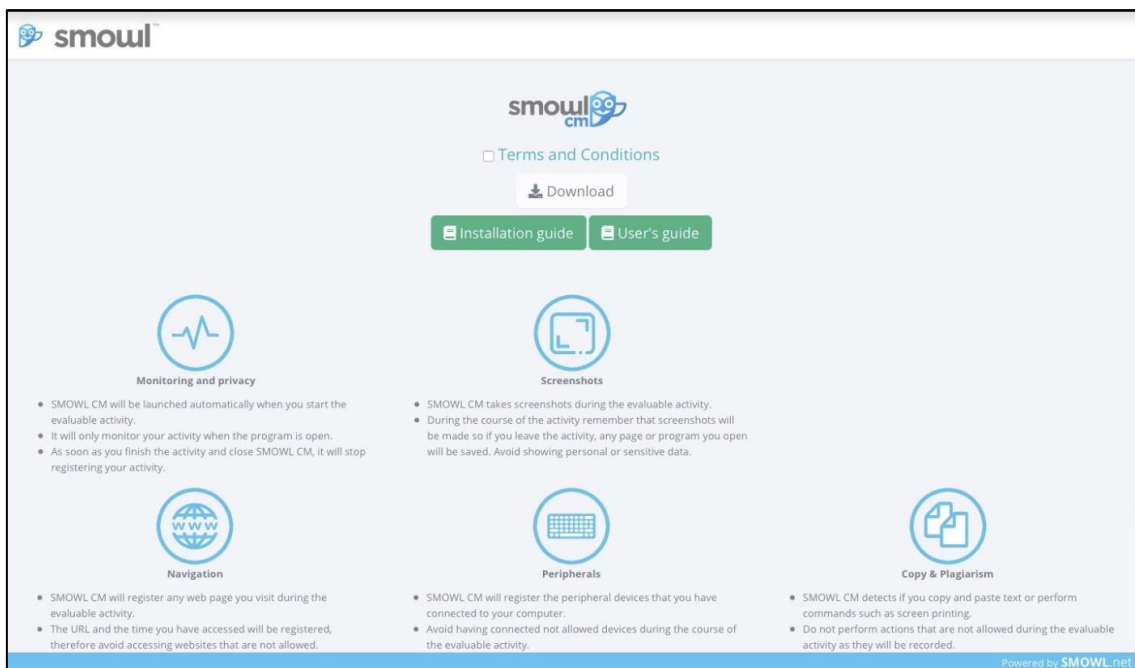
☐ Remember this password

Cancel Log In

Request for credentials to start download in Safari.

2.1. Download site

Once you have entered the username and password provided by your company, academic institution, university or platform, you will access the download site.



Download site dashboard.

At the top you will find:

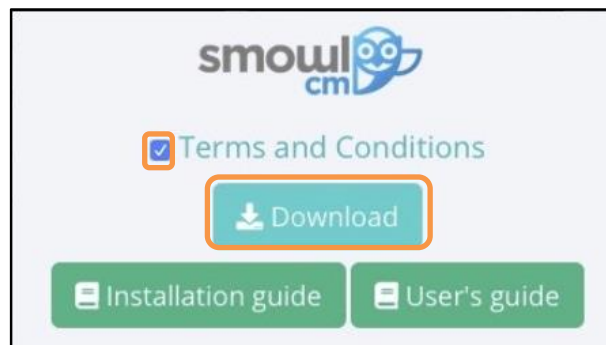
- **Terms and conditions:** Information about our privacy policy. (<https://smowl.net/en/privacy-policy/>)
- **Download button:** Once the terms and conditions are accepted, it will be enabled to start the SMOWL CM download by clicking on it.
- **Installation Guide:** It refers to this guide.
- **Usage Guide:** Guide on how SMOWL CM works.

On the other hand, in the lower half you will find a description of the characteristics and operation of the application. If you have any questions, you can go to our support site and frequently asked questions.

<https://smowl.net/en/support-for-exam-takers/>

2.2. Download button.

Before downloading the installer, you must read and accept the terms and conditions by selecting the checkbox. Once you do so, the "Download" button will be enabled, and you can start the download.



Download button enabled after accepting the terms and conditions.

ATTENTION!

If by clicking on the "Download" button you are directed to a <Error> page like the following:

This XML file does not appear to have any style information associated with it. The document tree is shown below.

```
<?xml version="1.0" encoding="UTF-8" ?>
<Error>
  <Code>AccessDenied</Code>
  <Message>Request has expired</Message>
  <X-Amz-Expires>300</X-Amz-Expires>
  <Expires>2020-07-07T11:05:26Z</Expires>
  <ServerTime>2020-07-07T11:29:48Z</ServerTime>
  <RequestId>26BBCD2F194B5109</RequestId>
  <HostId>JqC4H53/U97525fA54nc+C2nav6kH201ku/emQX1Jk312HD148Kbc1g5orJV1crJJF/hKJ7PFH=</HostId>
</Error>
```

You will have to return to the download link, accept the terms and conditions and click again on the "Download" button.

3. Installation

3.1. Windows

3.1.1. Run the installer

By clicking on the "Download" button, the **SMOWL CM** installer will automatically be downloaded to your computer.

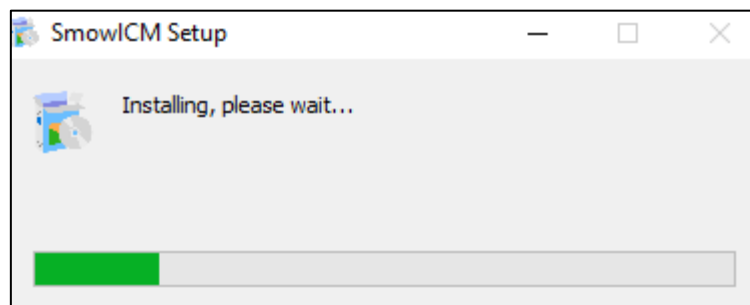
To continue with the installation, it is necessary to execute it manually, by double clicking on the file.

If you can't find it in your browser, you should look for it in the "Downloads" folder, or wherever you have saved it.



SMOWL CM installer in "Downloads" folder.

The installer will automatically run and the installation process will begin.



Installation process window.

Once the installation is complete, another window will appear indicating that the process is done.



Installation completed window.

NOTE: The SMOWL CM system will automatically run when you start the activity to be monitored. Remember that everything that happens on your computer will be recorded from the beginning to the end of the activity.

3.2. MacOS

3.2.1. Run the installer

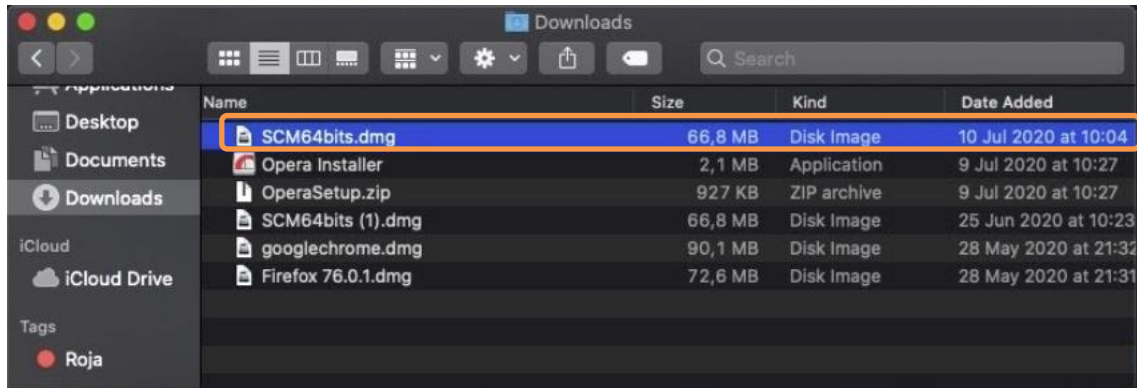
In order to download the installer, you must manually grant permission.



Request for permission to download SMOWL CM.

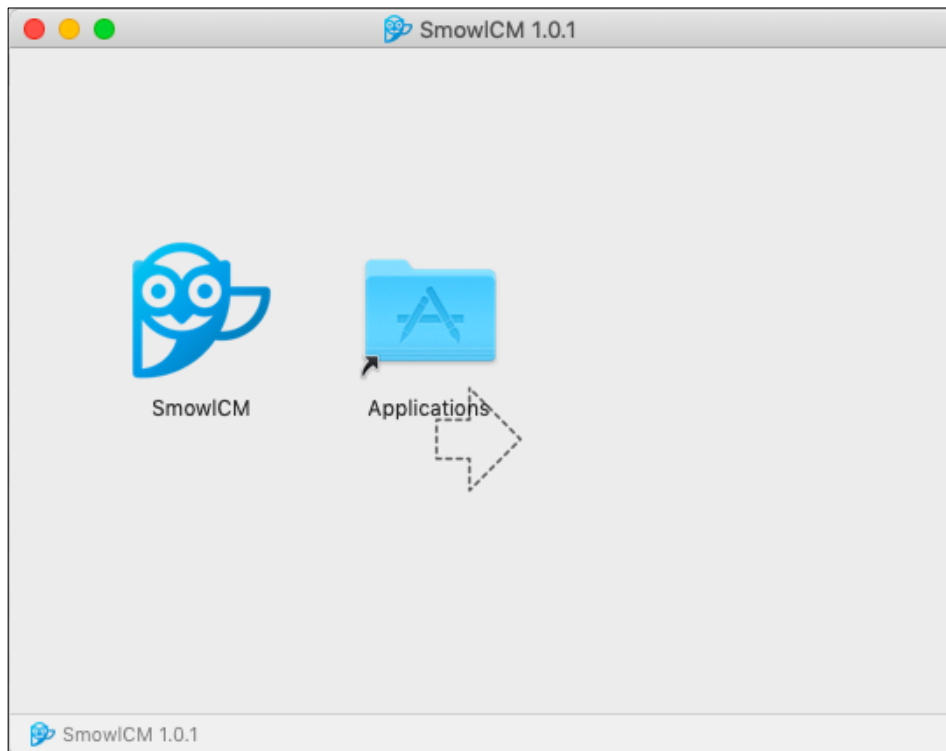
After downloading the **SMOWL CM** application installer, it will be necessary to run it by double-clicking on the file in the folder where you have saved it.

In case you can't find it, it's probably inside the "Downloads" folder.



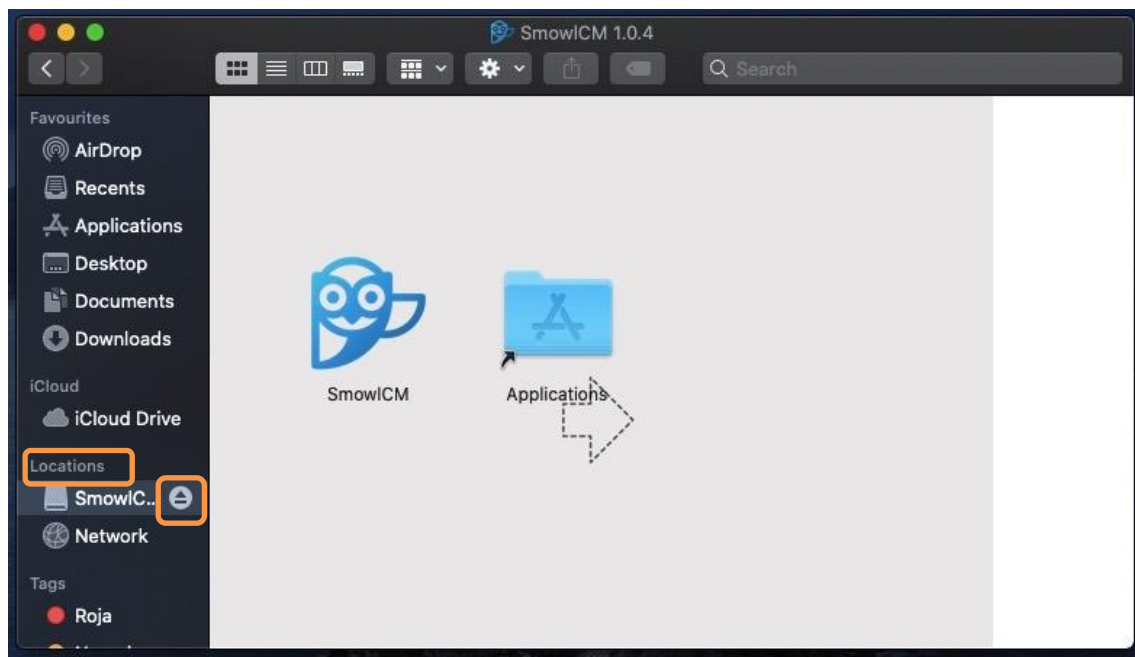
Installer located in the "Downloads" folder.

Double-clicking on the downloaded file will open a window where you must drag the SMOWL CM logo to the "Applications" folder, which is located on the right.



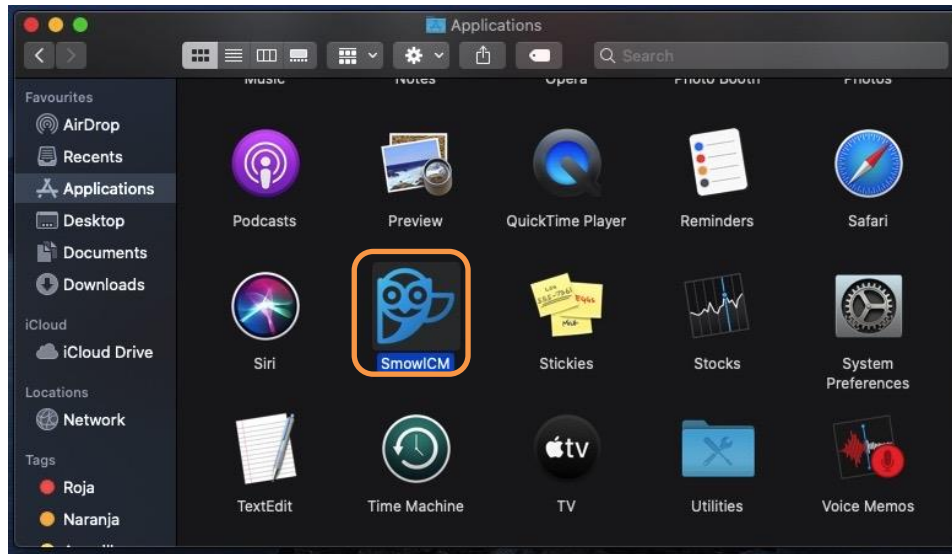
Pop-up window to move Smowl CM to "Applications" folder.

To exit the installer, it will be necessary to go to the "Locations" section in the "Downloads" folder and click on the up arrow icon on the right side of "Smowl CM". (Note: The version number may vary).



Click the arrow icon to exit the installer.

You can check that Smowl CM is installed by going to the "Applications" folder.



Smowl CM application inside the "Applications" folder.

To verify that the installation was successful, you must double-click on the Smowl CM icon.

A pop-up window will open, where you will be informed that Smowl CM is an app downloaded from the Internet. To continue, you must click on the "Open" button.



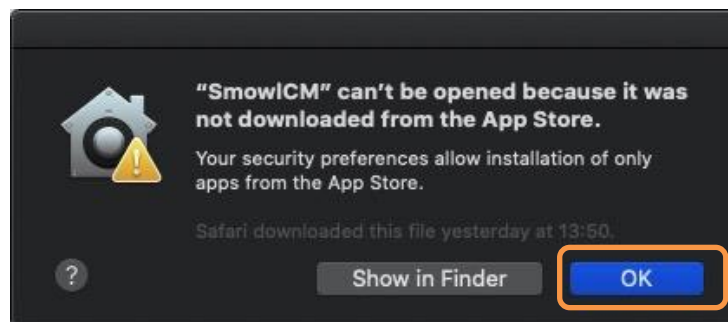
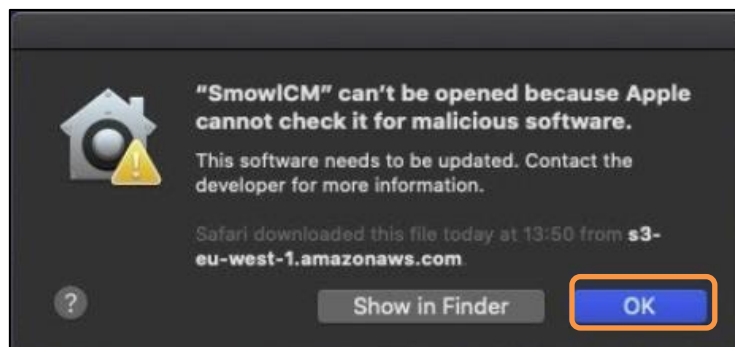
Pop-up window: App downloaded from the Internet.

Once the button is pressed, a window will appear indicating that the installation has been completed.



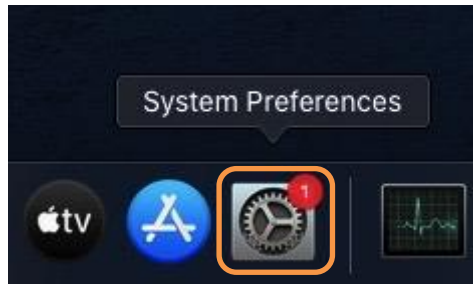
Completed installation message.

In the event that a window like these ones is shown, you must follow the process mentioned below:

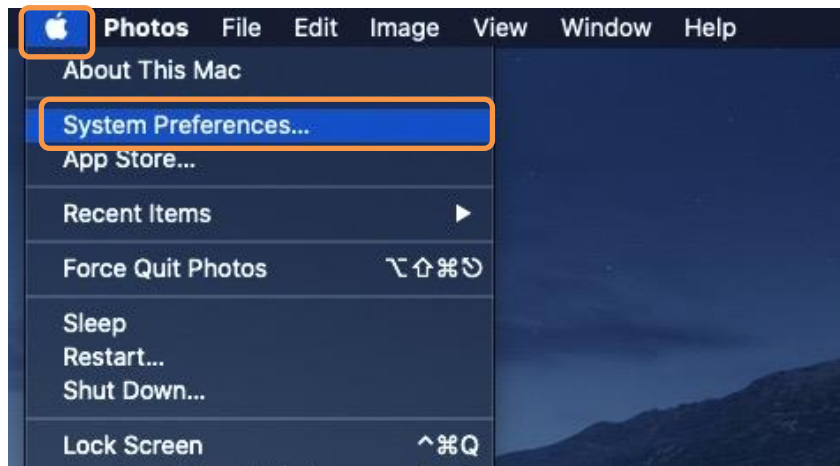


Pop-up window: Software check.

Click "OK" to close the window and then go to "System Preferences". You can find it in the bottom bar of the screen, or by clicking on the apple icon in the upper left corner of the screen.

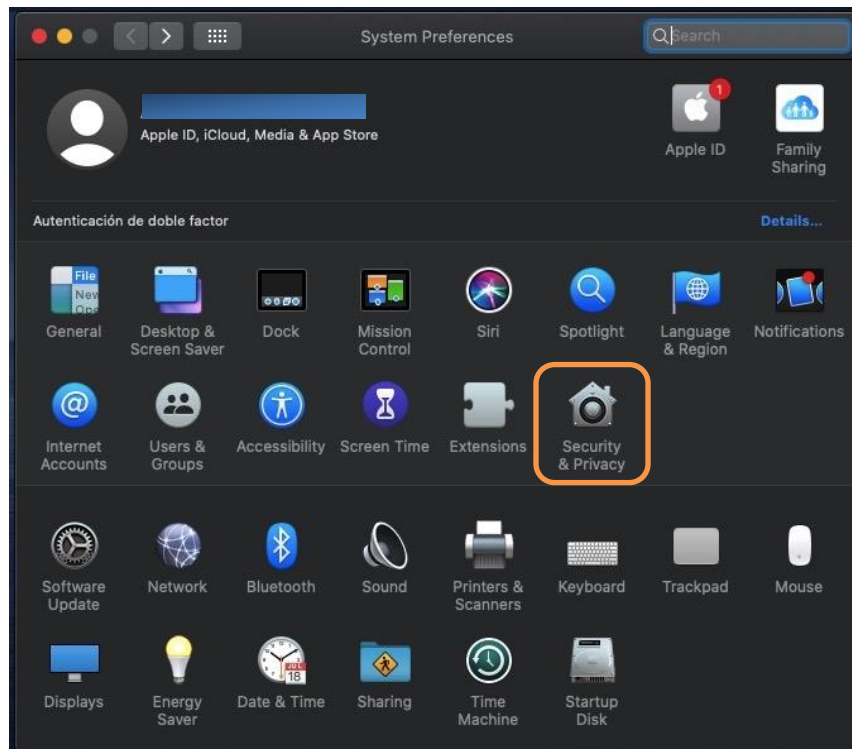


System Preferences icon.



Drop-down menu by clicking on the Apple icon.

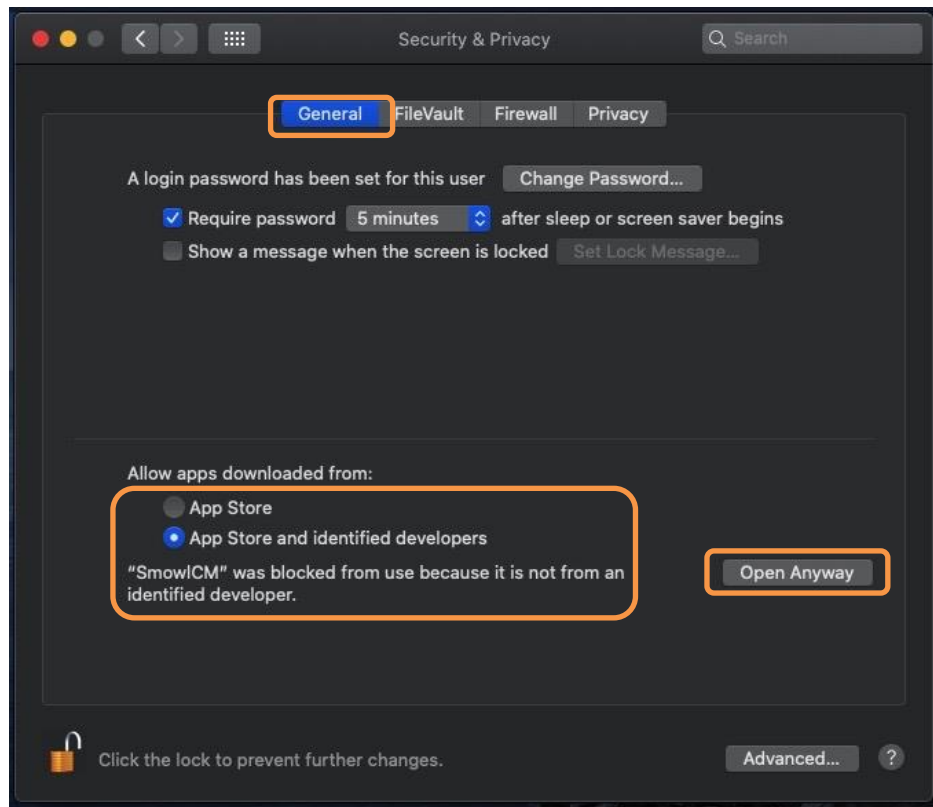
Within "System Preferences", you should search for "Security & Privacy".



System Preferences menu.

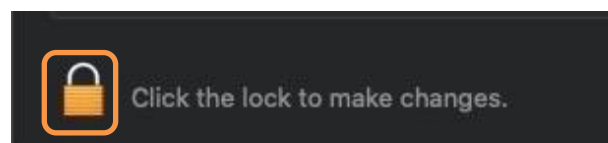
Within "Security & Privacy", in the "General" section, it will be necessary to have the option "Allow apps downloaded from the App Store and identified developers" selected.

Then you must click on "Open Anyway".

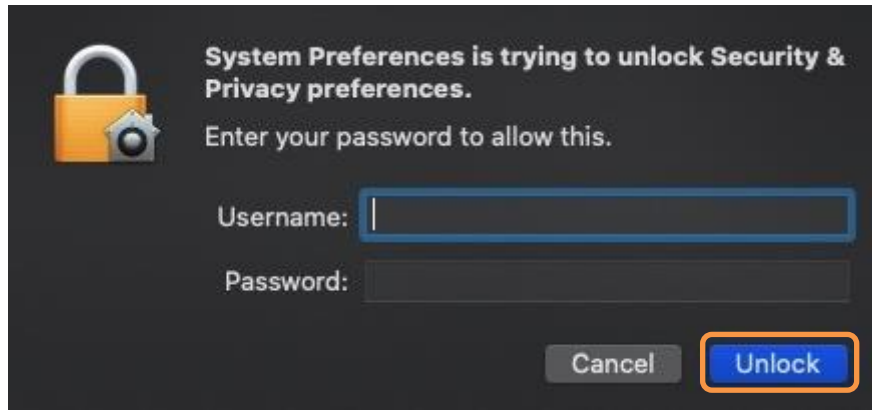


"General" section inside Security and Privacy.

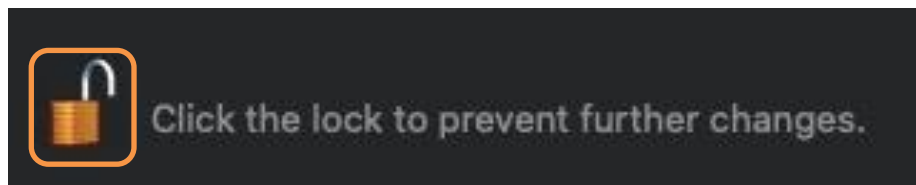
In case the padlock in the lower left corner is closed, as in the image below, it will be necessary to click on it and enter your username and password with which you start your computer. Then click on the "Unlock" button.



Closed padlock.

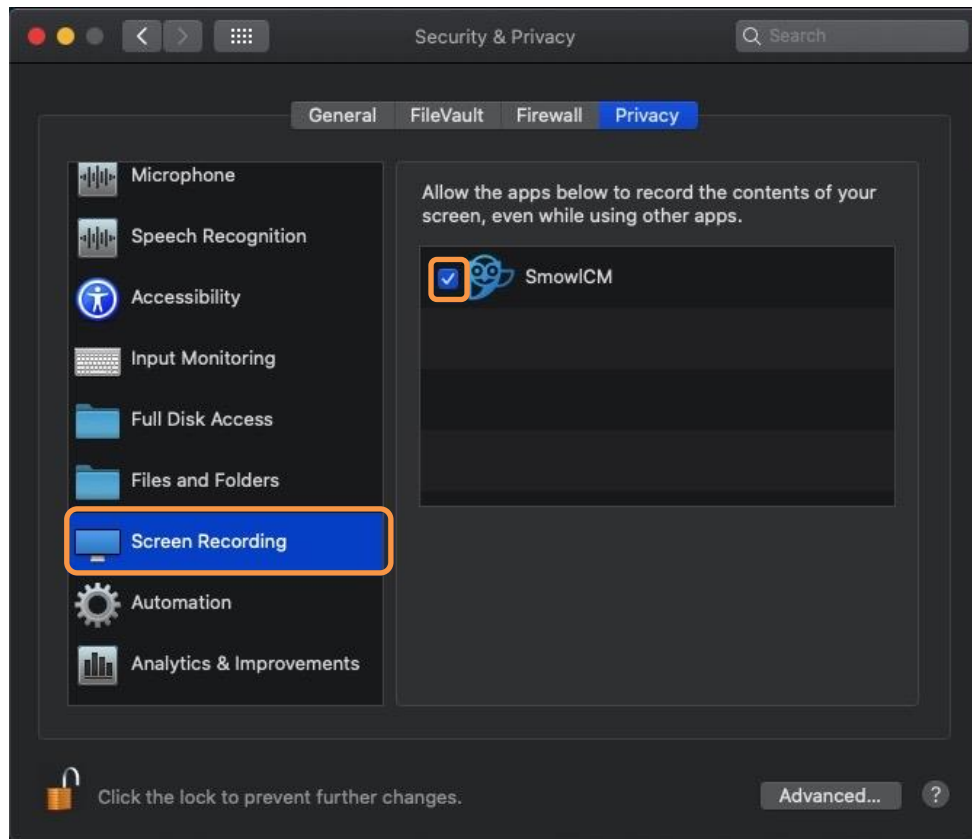


Request for credentials to make changes.



Opened padlock.

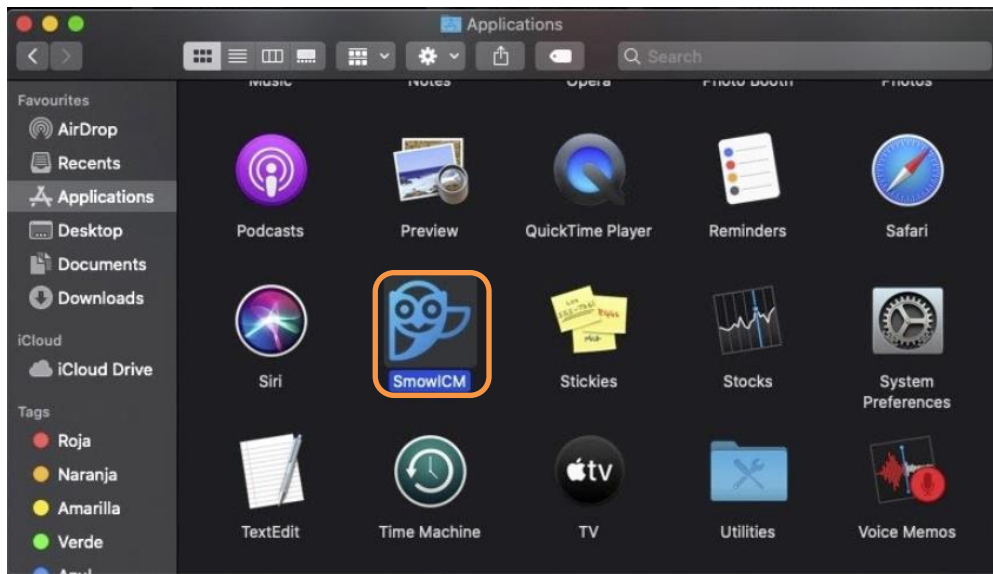
Subsequently, within "Security & Privacy", you should go to the "Privacy" section and look for the "Screen recording" section and check the box next to the SmowlICM logo.



"Screen recording" within "Privacy".

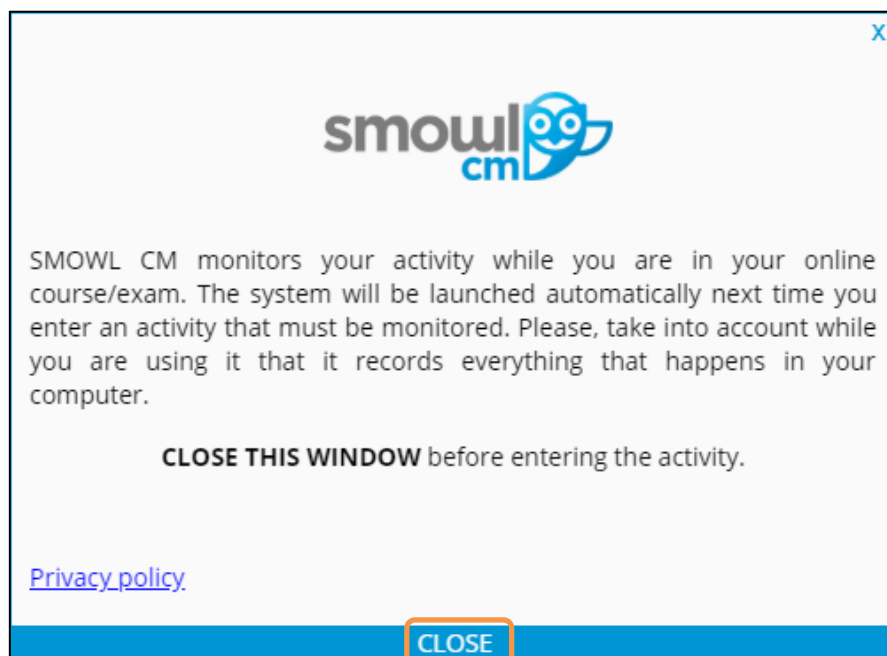
NOTE: Remember that if you cannot make changes, you must click on the padlock in the lower left corner and enter your username and password.

Once you finish with this configuration, you can close "Security & Privacy" and try to open the Smowl application by double-clicking on the Smowl CM icon, which you can find inside the "Applications" folder.



SMOWL CM inside the "Applications" folder.

Double-clicking on the SMOWL CM icon will bring up a window indicating that the installation is complete. To continue you can click "Close" and then start your exam.



Installation completed window.

NOTE: The SMOWL CM system will automatically run when you start the activity to be monitored. Remember that everything that happens on your computer will be recorded from the beginning to the end of the activity.

3.3. Test evaluation

To confirm the correct operation of the SMOWL CM application, ask your company, academic institution, university or platform if a test exam has been enabled.

We suggest you review the "User Guide" so that you know the correct operation of SMOWL CM.

You can request it directly from your company, institution or platform. It will normally be available within your virtual campus.

➔ If you need help you can visit our support website.
<https://smowl.net/en/support-for-exam-takers/>