



Smowltech

Student guide

By this guide, we will show you how to use **smowl** student identity authentication and proctoring system

1. Operating conditions and security	3
2. Requirements and workflow	4
3. Smowl user guide.....	5
3.1. Register app	5
3.1.1. Accept privacy policy.....	6
3.1.2. Register image capture	7
3.2. Random image capture	8
ANNEX I: Webcam permission messages.....	10
Google Chrome	10
Mozilla Firefox.....	10
Microsoft Edge.....	11
Opera	11
Safari	12

1. Operating conditions and security

- **smowl** won't have access to the identity of the student or any other personal data, images will exclusively be assigned to a code given by the institution for each student.
- **smowl** will only make available to the institution the results of the analysis performed. Images will only be shown if there is any complaint.
- The images are sent from the student terminal to our servers using a secure certified connection: SSL, https:// protocol with encrypted signature.
- Images are stored on Smowltech secure servers the time required to allow certification. Pictures will never leave them or will be used for other than the purpose of authentication. Will not be copied nor will be displayed by a third party. After certification, they will be destroyed.
- After completing the course or exam, the access to the webcam will be closed so that **smowl** will not be able to obtain images.
- For any question about the system please contact us at: info@smowltech.com

2. Requirements and workflow

- Before using **smowl** you should verify and test:
 - Your hardware:
 - Laptop or desktop computer.
 - Webcam. If you don't have it **smowl** system can't be activated.

WARNING!

You can check if your webcam works properly in the following link.

<https://www.smowltech.net/WebPageClient/WebPageClientCheck/CheckBrowser.php?lang=es>

- Your software:
 - OS: Windows/Linux/Mac.
 - Internet access.
 - Browser: Chrome, Firefox, Microsoft Edge, Opera10+, Safari 11+.

WARNING!

You can check supported browsers using the following link:

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

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

<https://www.mozilla.org/en/firefox/new/>

- If you need help:
 - Please contact us at our email: info@smowltech.com

3. Smowl user guide

This section explains how the student should proceed to use SMOWL application. The system will be activated automatically once the student gets to the LMS, virtual campus or platform.

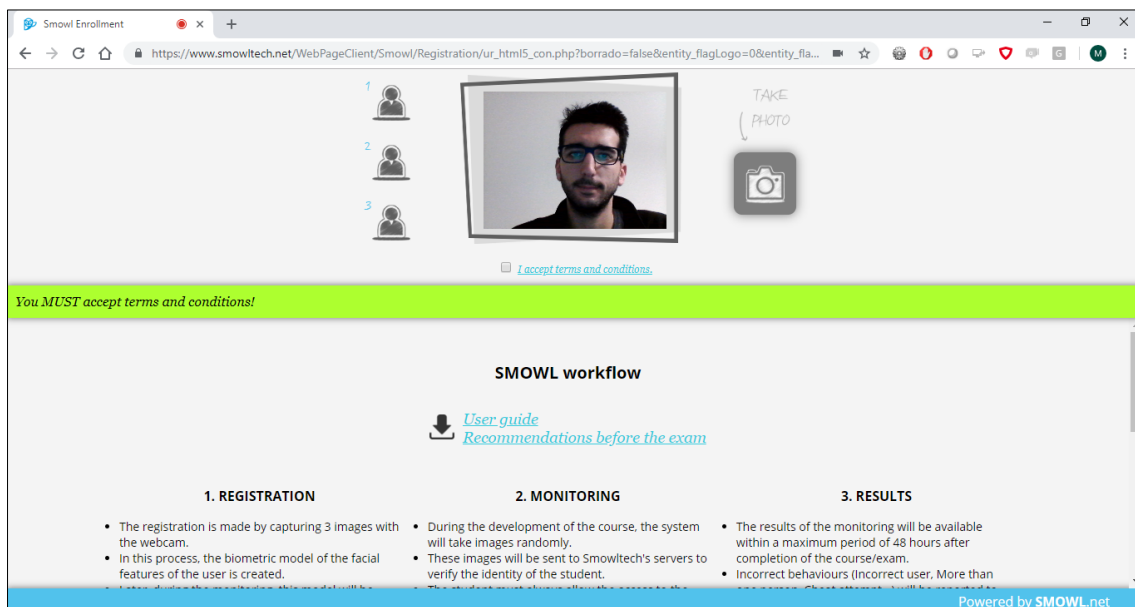
*NOTE: Images of this guide refer to **smowl** system without integrating into any LMS, virtual campus or platform. For the user, the system will be integrated into his LMS, virtual campus or platform.*

WARNING!

This module, and applications that register in it, will only be executed when the device from which you access to the online activity has a webcam installed. If there is no webcam, this fact will be recorded in the database, but the online course will not be affected at all and everything will follow its usual course.

3.1. Register app

It will be launched automatically the first time the user gets to the online activity or follows the register link.



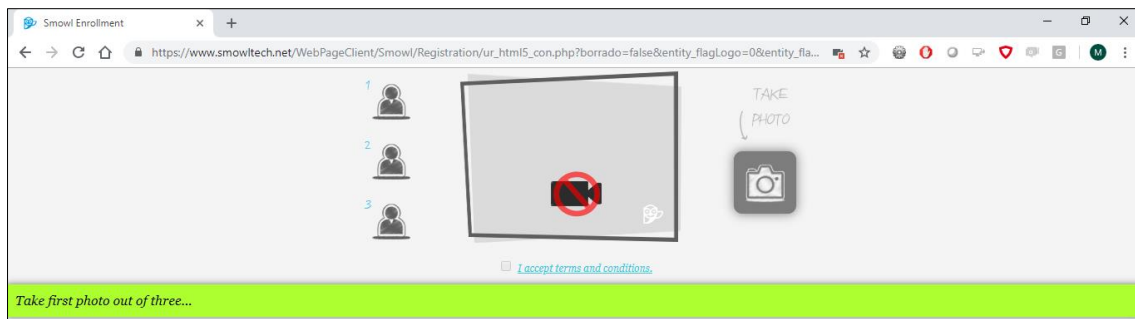
Register app

It is a simple application with which the user will take three photos using his webcam. These images will be used to create a mathematical-biometric model of his facial characteristics to be used in future verifications. The user is obliged to make this record once at the beginning of the course or exam.

For the next courses or exams it won't be required to register again as the biometric model is recalculated with new images.

WARNING!

Most browsers ask for permission to access the webcam device. It is very important to enable access to the camera and get to see your own image in the frame that appears in the central part of the screen as shown in the picture above. The student must always see himself in the frame. If an image appears in the box with a locked camera, it means that the student has not agreed to use the webcam and must accept it. Depending on the browser, permission for the camera is asked in different ways, see **Annex I**.



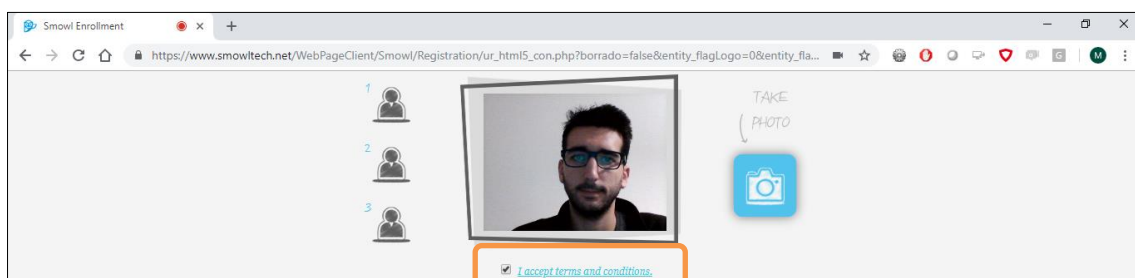
Not enabled webcam

3.1.1. Accept privacy policy

NOTA: Depending on your institution, it may not be required to accept Smowltech's privacy conditions as you probably previously have accepted them on your institution's page. If this is your case, you can move to next step. Anyway, in the following link you can find Smowltech's privacy policy.

https://www.smowltech.net/firma/conditions_GDPR_1_en.html

To complete the register, once that you have activated your webcam, the user must read and accept Smowltech's privacy policy by clicking the checkbox. There is a link in the right side of the checkbox that will take you to the privacy policy. **READ CAREFULLY!**



Conditions accepted

IMPORTANT!

If the privacy policy is not accepted the blue button to take the image will not be activated and the register will not be completed.

3.1.2. Register image capture

Next step will be to take three photos of the user face to be registered. Following the instructions in the dialog bar (horizontal dividing line) and pressing the camera icon button to capture each image, take three pictures looking straight to the screen.



IMPORTANT!

1-. Take the face photos taking advantage of the largest possible area of the camera without accessories like hats or scarves. **If you use reading glasses, remove them on at least in two pictures.**

2-. If the user leaves the page without taking the three photos, the user is not registered in **smowl** database and the next time the user enters the virtual campus, the registration application will ask to register again.

Once that you take the three images, a previous analysis (position, lighting...) of the pictures will be performed. If everything is ok, the user will be able to finish the register. If any of the images is wrong, a message will be shown (read carefully) and the user will need to register again.

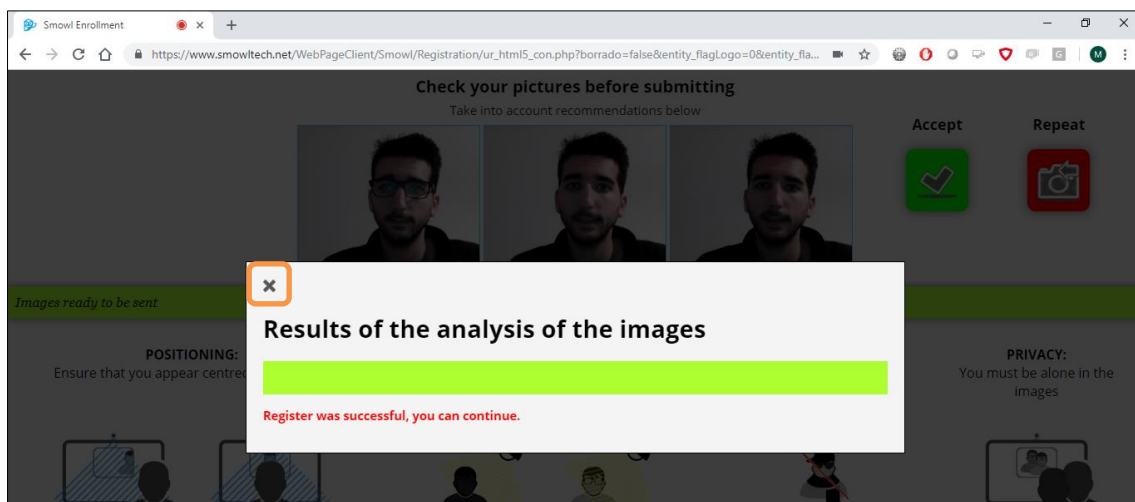
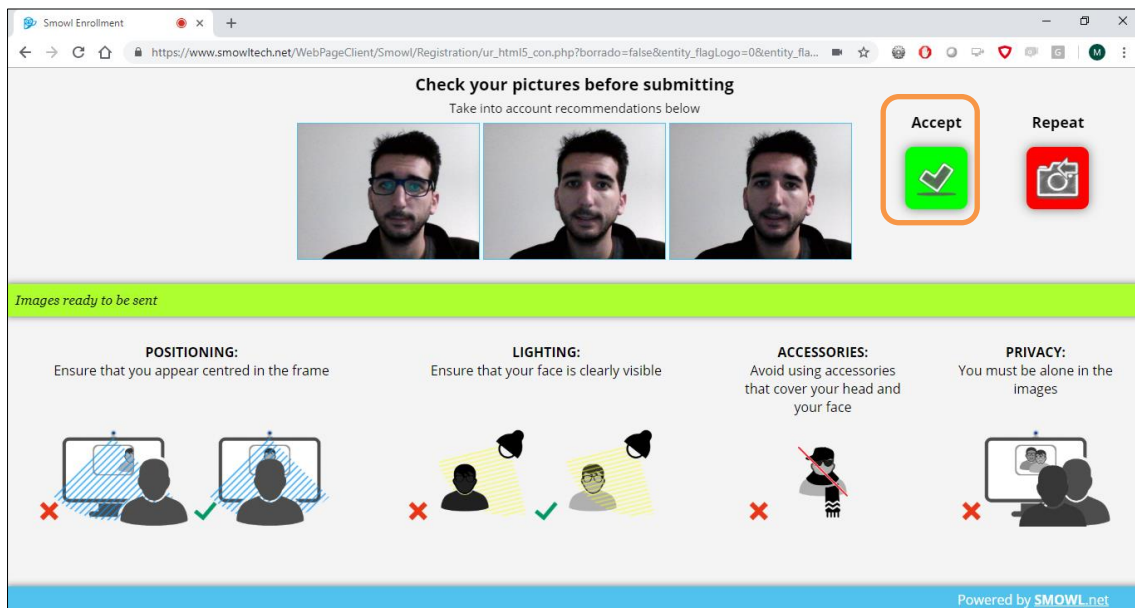


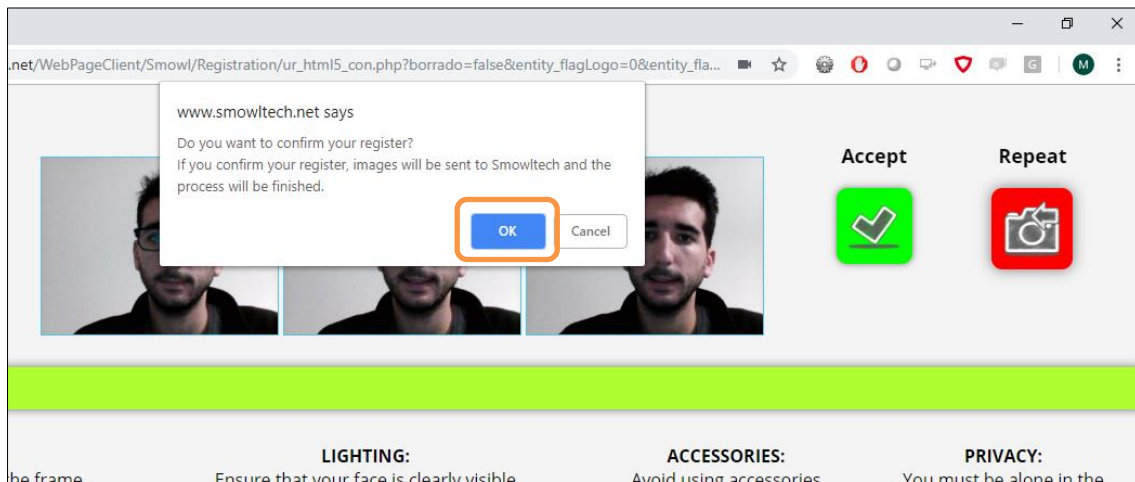
Image analysis

If the register is correct, the green accept button will be activated and the user will be able to finish the register.



Register acceptance

Finally, once that you “Accept” the register, a confirmation message you will appear and you need to click it to confirm and finish the register.



Register confirmation

3.2. Random image capture

When you enter to your course, online activity or exam, automatically the system will start to take images randomly while you work.



WARNING!

It is very important to get to see your own image in camera frame that appears on the right side of the screen as it can be seen in the previous image. The student must always see himself in the frame. If an image appears in the box with a locked camera, it means that the student has not accepted to use the webcam and must accept it.

Depending on the browser, permission for the camera is asked in different ways, see **Annex I**.

Once given permission, the system will stay in the corner of the screen, allowing the user to navigate calmly through the online session as he always does.

From this point, randomly from time to time and while the user is browsing safely the online course, activity or exam, photos will be taken. After closing the tab of the LMS, virtual campus or platform, the system will stop taking photos until the next session.

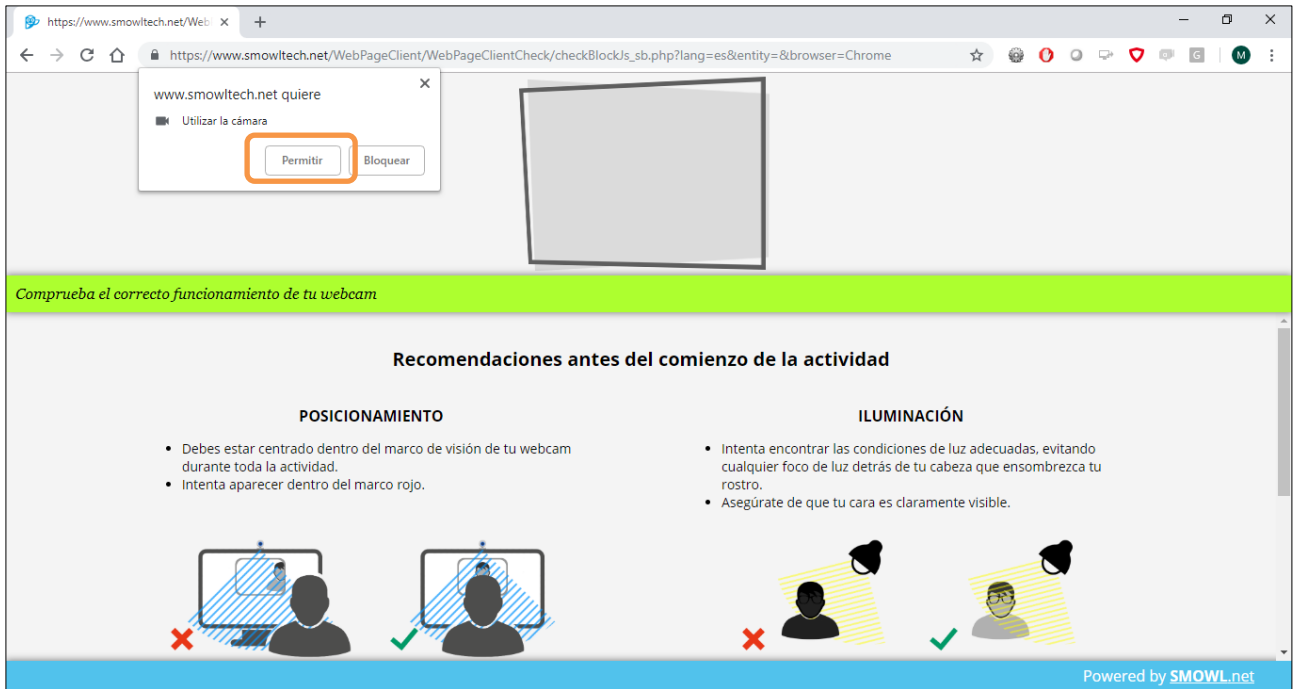
WARNING!

1-. Ensure to be looking straight to the camera during the whole online session and in a location with proper lighting conditions so that the pictures can always successfully identify the user.

ANNEX I: Webcam permission messages

Google Chrome

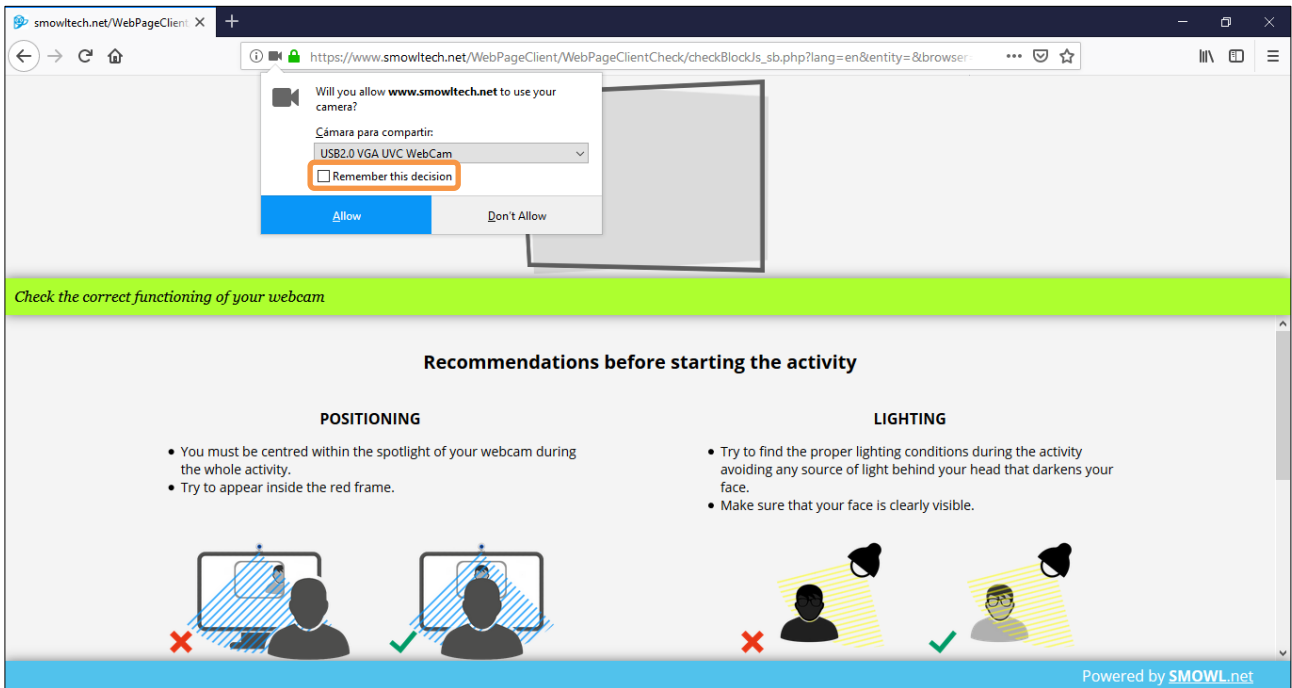
Press “Allow” button to activate the camera.



Webcam permission in Google Chrome

Mozilla Firefox

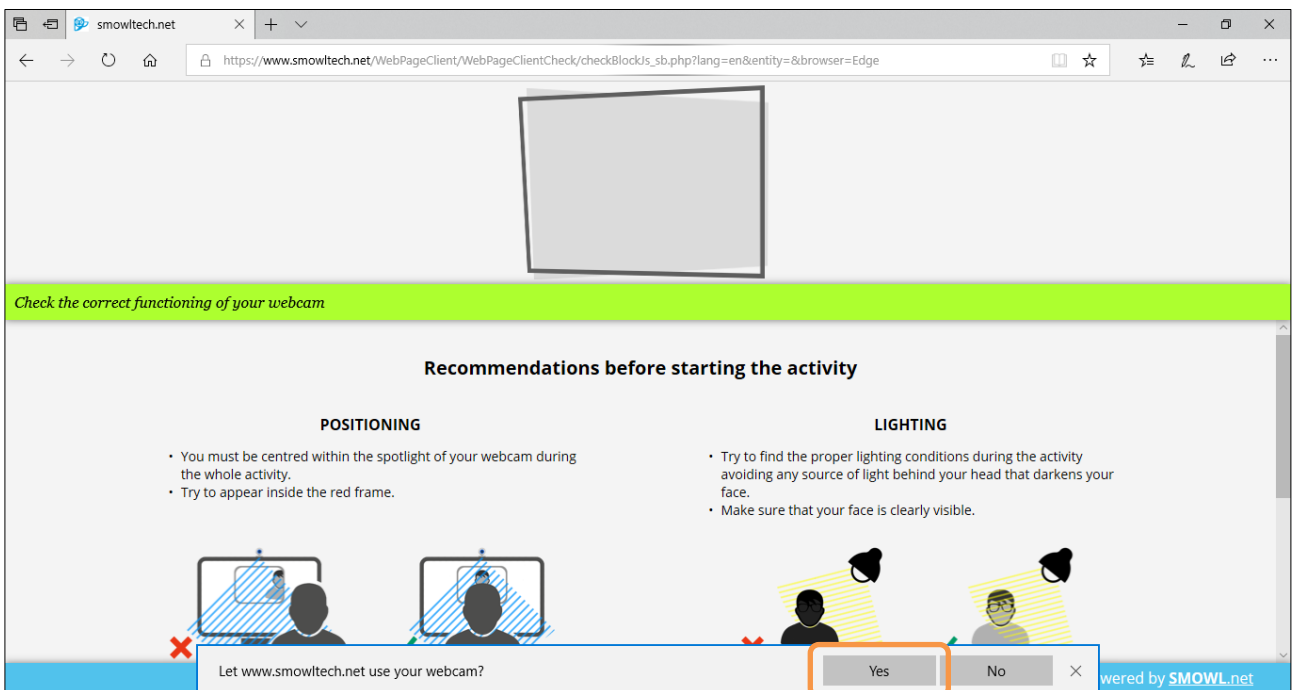
Select the correct camera and press “Allow button” to activate the camera. Important to mark the “Remember this decision” checkbox.



Webcam permission in Mozilla Firefox

Microsoft Edge

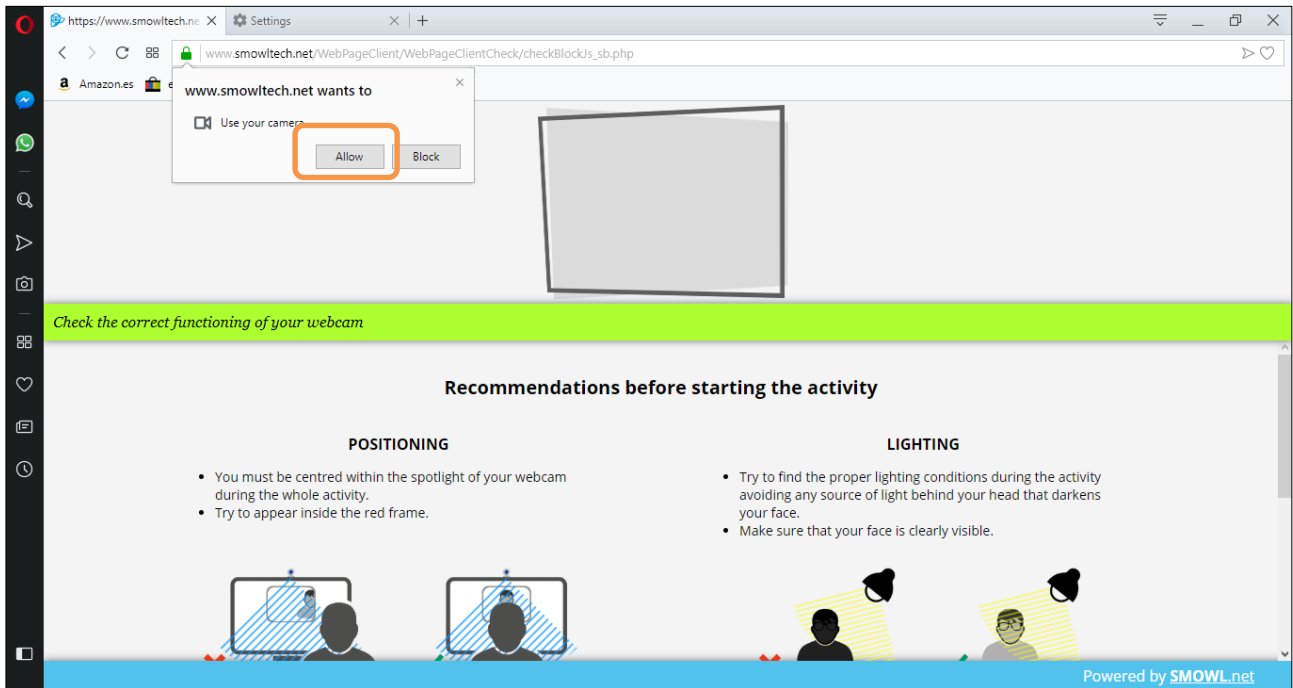
Answer “Yes” to webcam permission question.



Webcam permission in Microsoft Edge

Opera

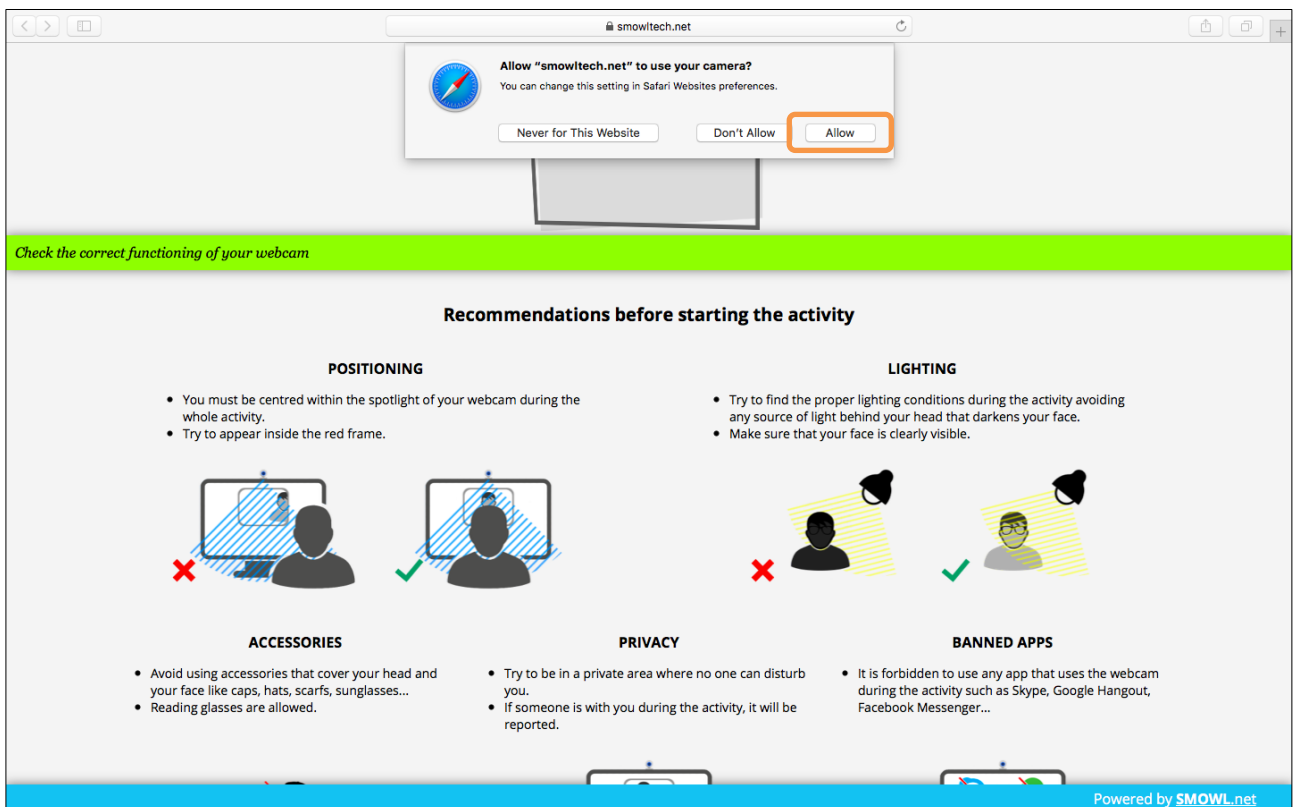
Press “Allow” button to activate the camera.



Webcam permission in Opera

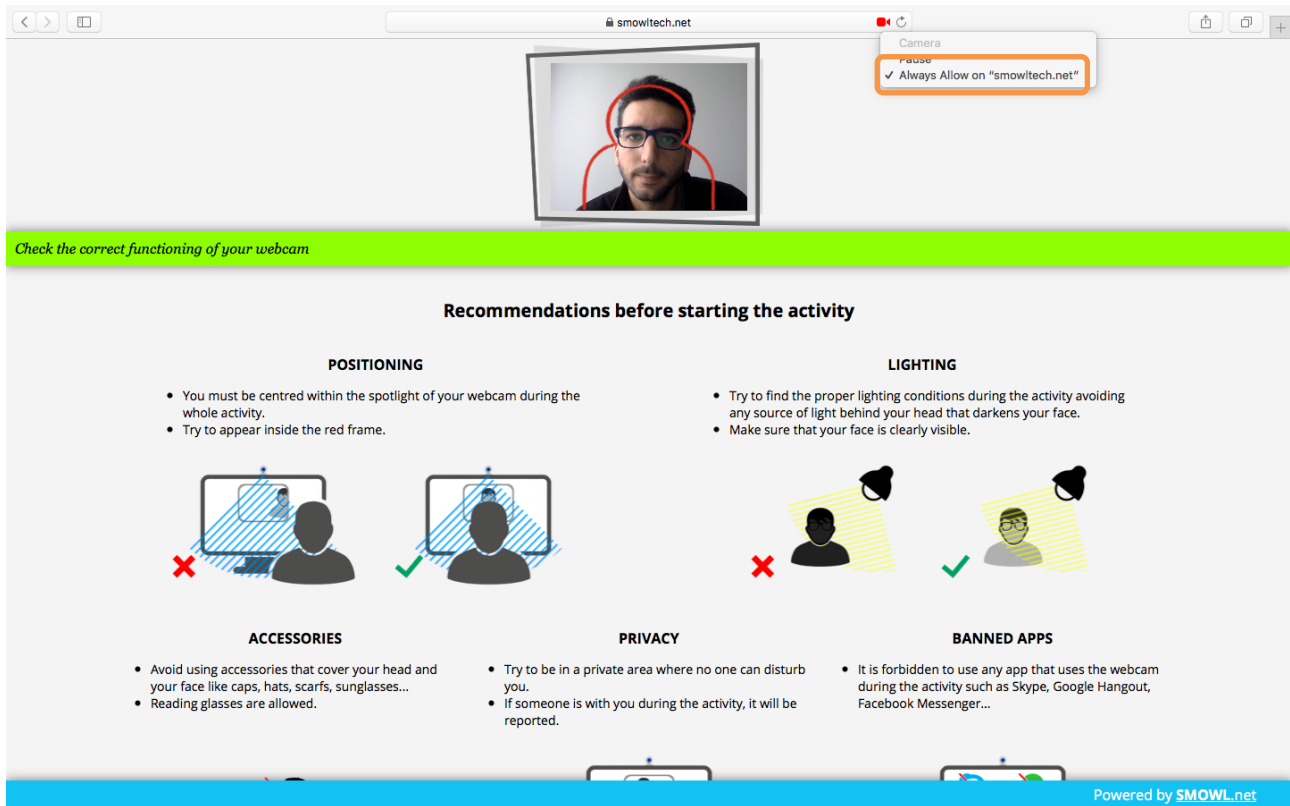
Safari

Press "Allow" button to activate the camera.



Webcam permission in Safari

If we click the red camera icon, we will be able to select the “Always allow” option so that the system will remember the settings and the camera will be activated automatically.



Always allow in Safari

Any problems, questions, suggestions about the functioning and / or usability of **smowl** contact us at: info@smowltech.com