



**Smowltech**

**SMOWL Computer  
Monitoring  
Installation guide**

In this manual we will teach you how to download and install the activity monitoring application on your computer called SMOWL Computer Monitoring, hereinafter "SMOWLCM".

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## 1. Requirements and recommendations

Before using SMOWLTCM you should verify:

- Hardware
  - Desktop or laptop computer (not available for mobile devices).

### ATTENTION!

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

- Software
  - Operating System: Windows 7, 8 or 10/MacOSX.
  - Internet access: Before starting the installation process, make sure that the network allows the connection to Smowltech.
    - Not having access to Smowltech can be more frequent in public or corporate networks, in a home network it is not usual.
    - In case you have connection problems, please contact your institution.
  - Browser:
    - **Chrome**      **RECOMMENDED**
    - **Firefox**      **RECOMMENDED**
    - Microsoft Edge
    - Opera10+
    - Safari 11+

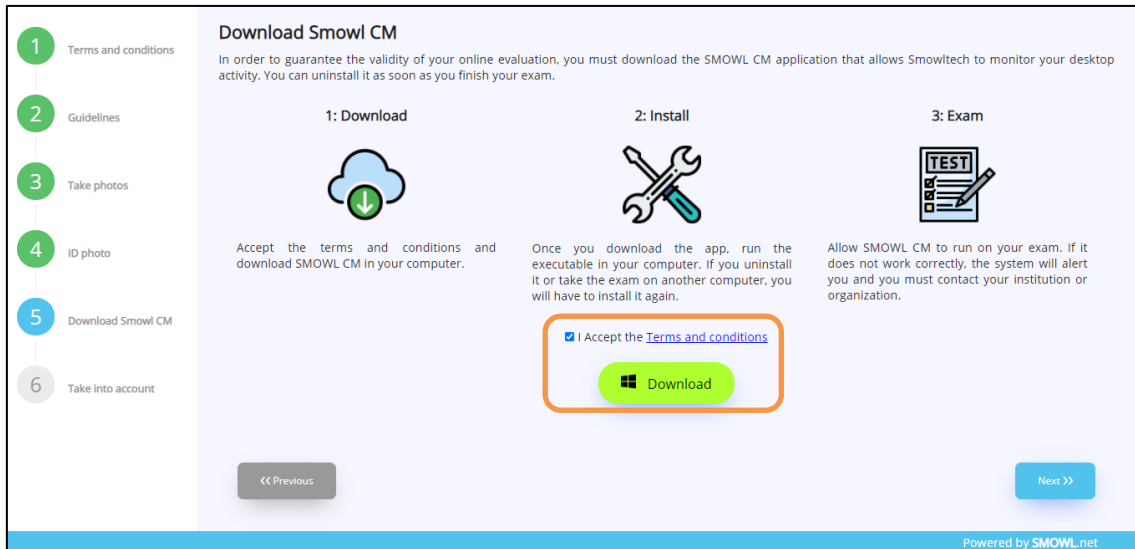
If you need help you can visit our support site: <https://smowl.net/en/support-for-exam-takers/>

## 2. Download Process

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

### 2.1. Download during registration process

During the registration process there is the option to download SMOWLTCM.



SMOWL CM download during registration process

You can find the following steps for installation in point number 3 of this guide [“3. Installation process”](#).

In case you are not on the computer where you are going to carry out your online activity, you can finish the registration process without downloading SMOWL CM and later you can download the application as shown below.

## 2.2. Download inside the LMS or platform

In case you don't download during the registration process, you need to follow the steps shown below.

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



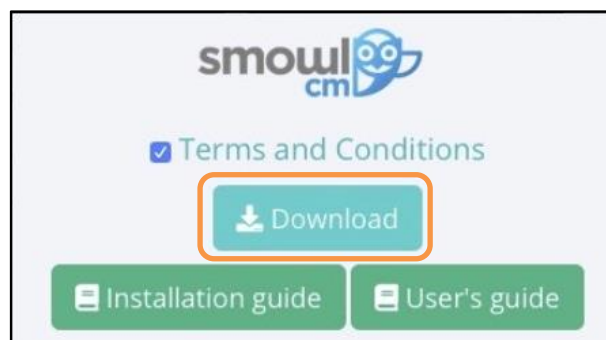
Download website.

Each element found within the site is explained below:

1. **Terms and conditions:** Information about our privacy policy ([https://www.smowltech.net/firma/conditions\\_SCM\\_1\\_en.html](https://www.smowltech.net/firma/conditions_SCM_1_en.html))
2. **Download button:** Once the terms and conditions have been accepted, SMOWLCM will be enabled to download by clicking on it.
3. **Installation guide:** Guide you are reading now.
4. **User Guide:** Guide on how to operate SMOWLCM.
5. **Explanation of the process** and additional details of the SMOWLCM monitoring tool.

Before downloading the installer, you must read and accept the terms and conditions by selecting the box.

Once you do, the "Download" button will be enabled and you can use it to download the SMOWLCM installer.



Download button enabled after accepting the terms and conditions.

## ATTENTION!

If clicking on the "Download" button takes you to an <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>268BCD2F194B5109</RequestId>
  <HostId>JqC4HS3/U975Z5fA54nc+C2nav6KH201ku/emQIX1Hk312HDI48Kbc1g5or7V1cr7JF/hk37PPh=</HostId>
</Error>
```

Error page.

You must go back to the download page and reload it, accept the terms and conditions and click the "Download" button again.

## 2.3. MacOS download

On MacOS systems, once you hit the button to download the tool, you will need to manually grant the permission. To do this, you will have to click "Allow" in the new pop-up window that will appear.



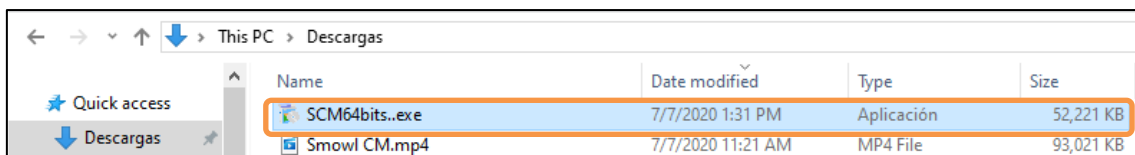
Request for permission to download SMOWLPCM

## 3. Installation process

### 3.1. Windows

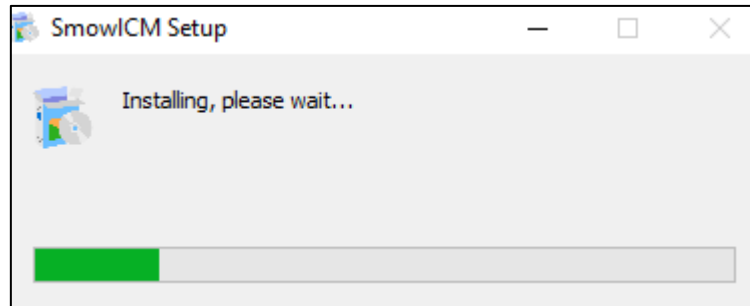
Once the SMOWLPCM installer has been downloaded, it is necessary to run it manually by double clicking on the file.

In case you cannot find it in your browser, you should look for it in the "Downloads" folder, or wherever you have saved it.



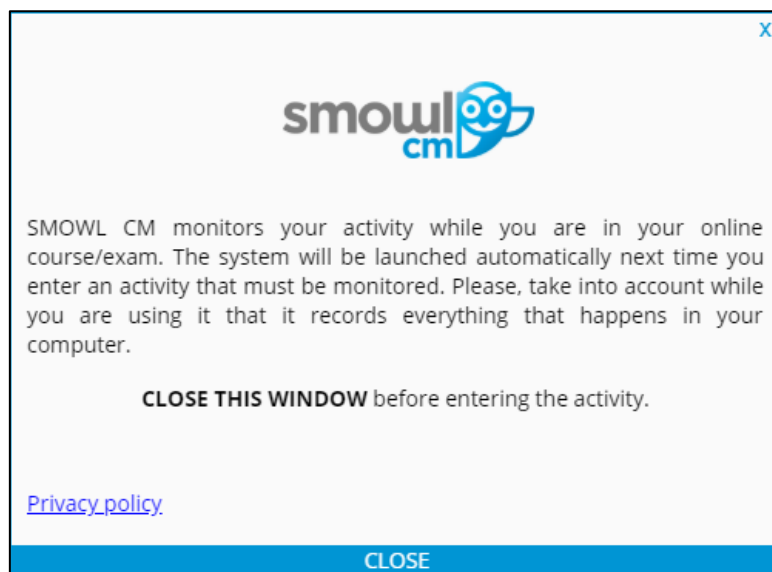
SMOWLPCM installer in the "Downloads" folder.

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



Installation process window.

Once the installation is complete, a tools window will appear indicating that the installation is complete. When you have read the information, you can close the window.



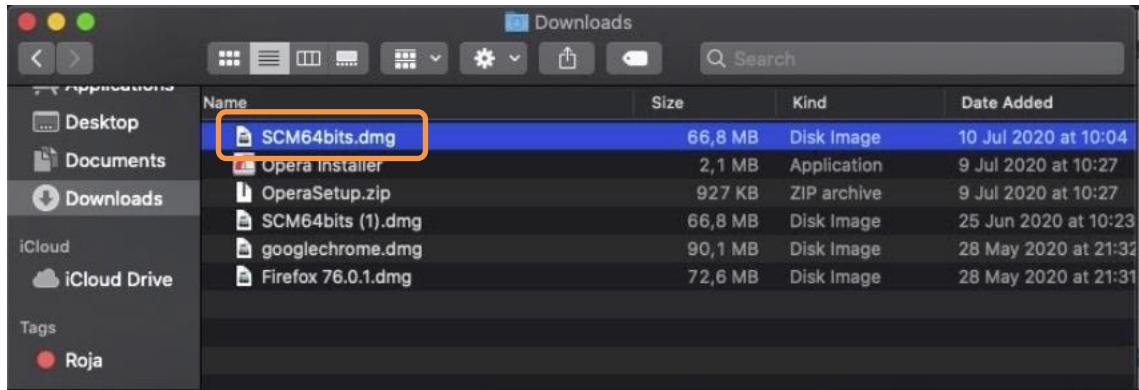
Installation completed

***NOTE:** The SMOWLCM system will run automatically when you start the activity to be monitored within your virtual campus and will only record your activity at that time. Remember that everything that happens on your computer from the beginning to the end of the activity will be notified to the institution.*

## 3.2. MacOS

After having downloaded the SMOWLCM 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 your "Downloads"



Installer located in the "Downloads" folder.

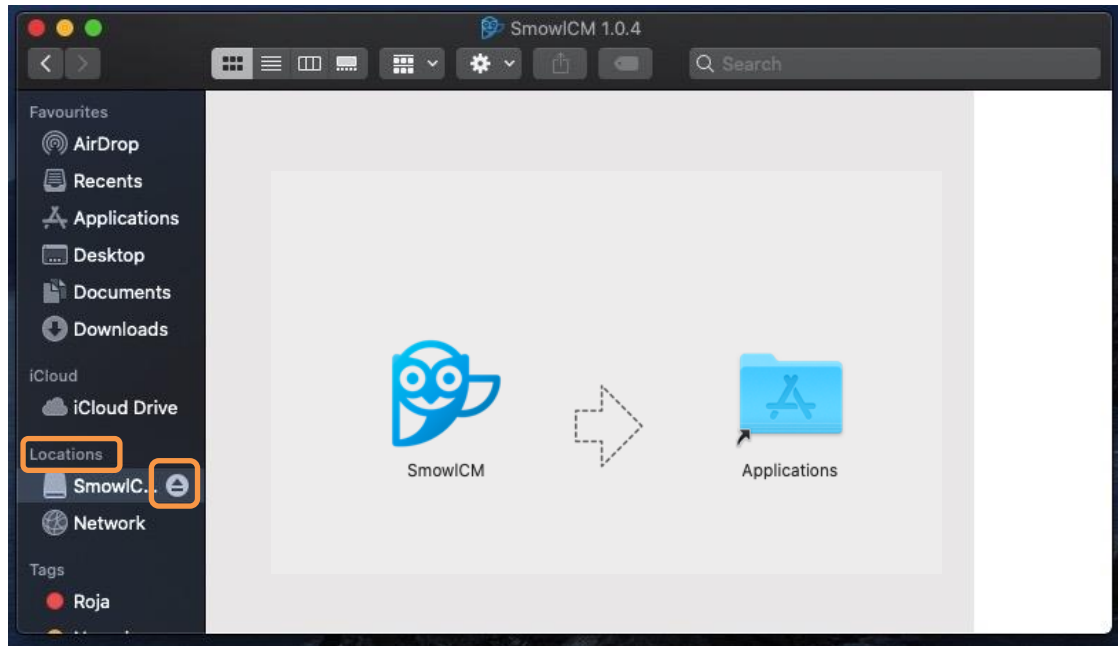
When you double-click on the downloaded file, a window will open where you must drag the SMOWLCM logo to the "Applications / Applications" folder on the right.



Popup window to move SMOWLCM to "Applications".

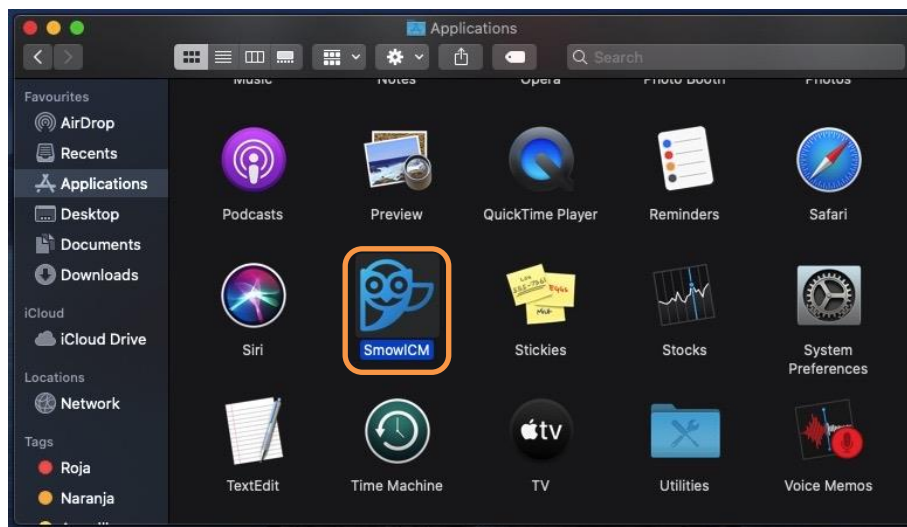
To exit the installer, it will be necessary to go to the "Locations" section within the "Downloads" folder and click on the up arrow icon on the right side of "SmowlCM".

*NOTE: The version number may vary.*



Locations section 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.

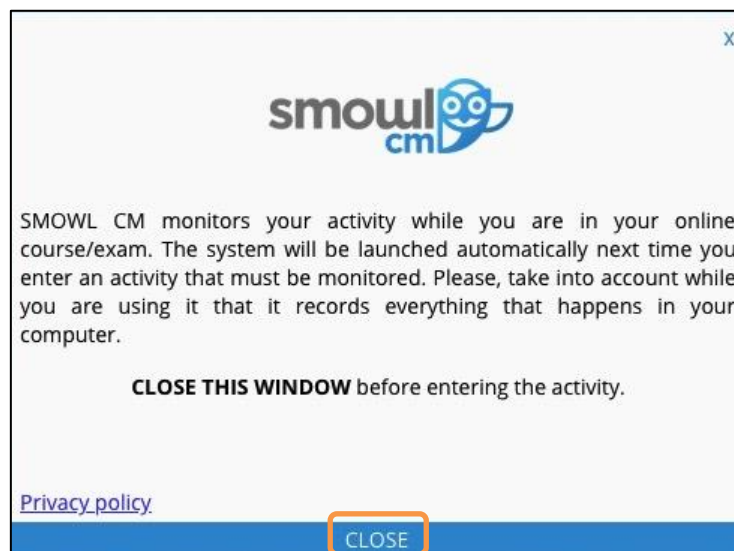
Next, you need to verify that the installation was successful by double clicking on the SMOWL CM icon.

A pop-up window will open, informing you that SMOWL CM is an application downloaded from the Internet. To continue, you need to click the "Open" button.



Pop-up window: application downloaded from the Internet.

Once the button is pressed, a tools window will appear indicating that the installation is complete.



Installation completed.

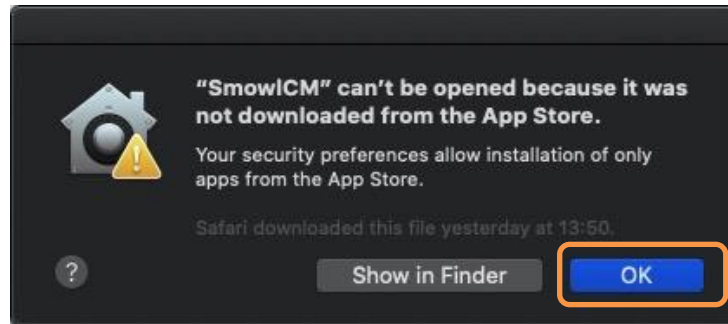
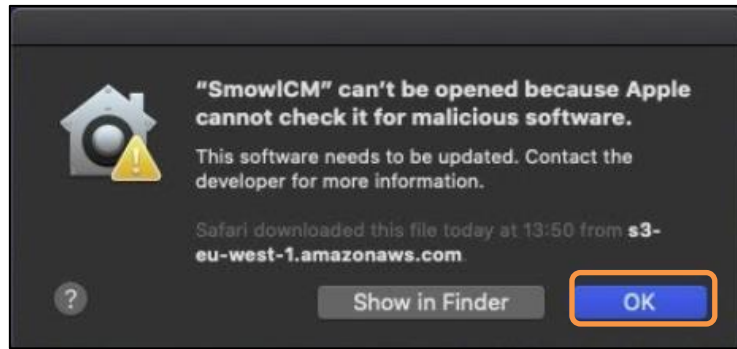
### ATTENTION!

After the installation is complete, a new version of SMOWL CM may be available, so the system will request its update.  
You can find more details in point 4 of this guide, "[4. SMOWLCM update](#)"

### 3.2.1. Common errors in MacOS

These are some of the most frequent errors during installation in MacOS with instructions for the solution of each one.

In case a window appears stating that SMOWLCM is malicious software, like the one shown, you will need to follow the steps mentioned below.

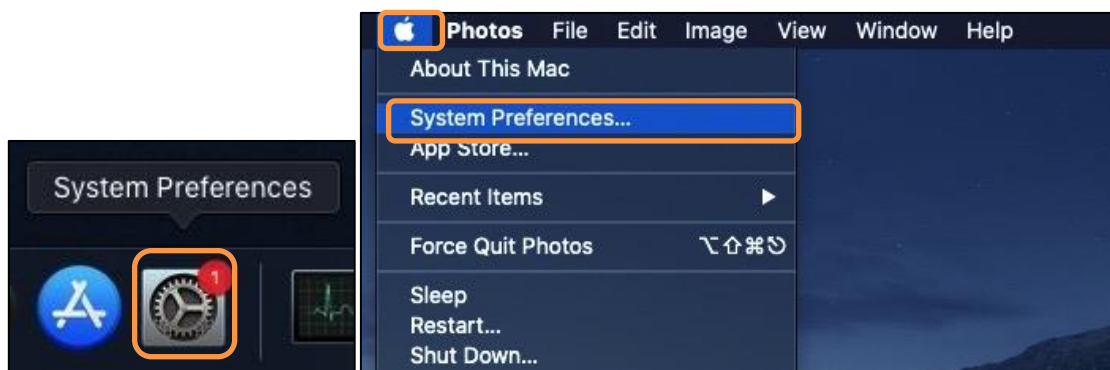


Pop-up window: Software check.

### ATTENTION!

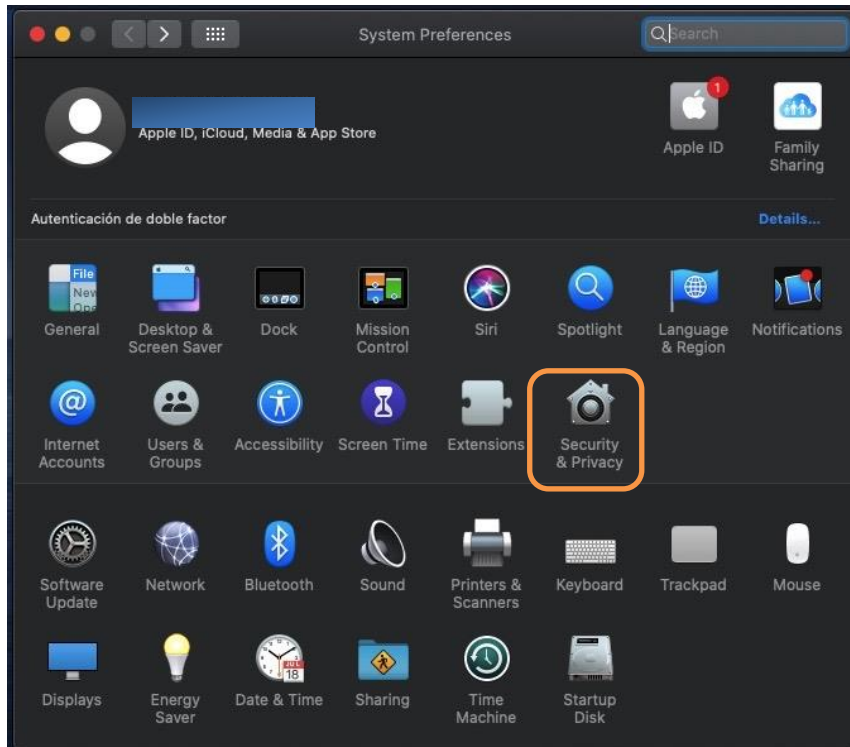
SMOWLCM is not malicious software, Apple simply lists programs that are not downloaded from the App Store as malicious software by default.

Click "OK" to close the window and 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"

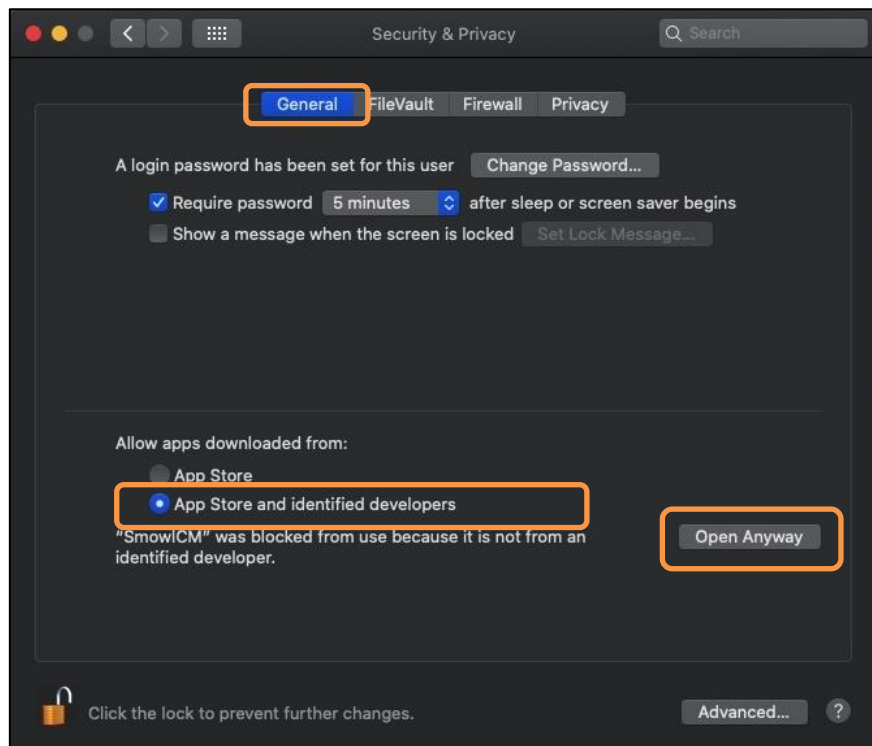
Within "System Preferences", you should look for "Security and Privacy".



"System Preferences" Menu.

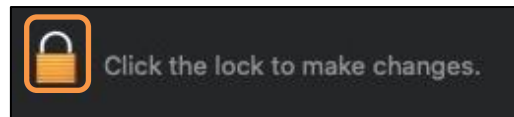
Next, in "Security and privacy" you will have to access the "General" tab. There, it will be necessary to select the option "Allow apple downloaded from App Store and identified developers".

Afterwards you must click on "Open anyway".

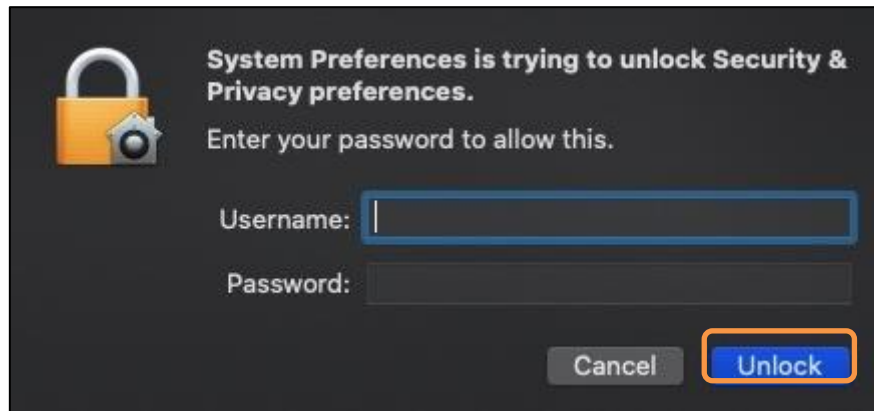


"General" section within Security and Privacy.

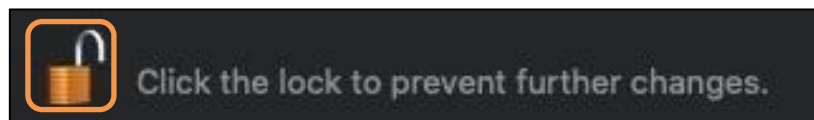
In the event that the padlock in the lower left corner is closed, as in the image, you will need to click on it and enter your username and password with which you log into your computer and finally, click on the button "Unlock"



Locked padlock.

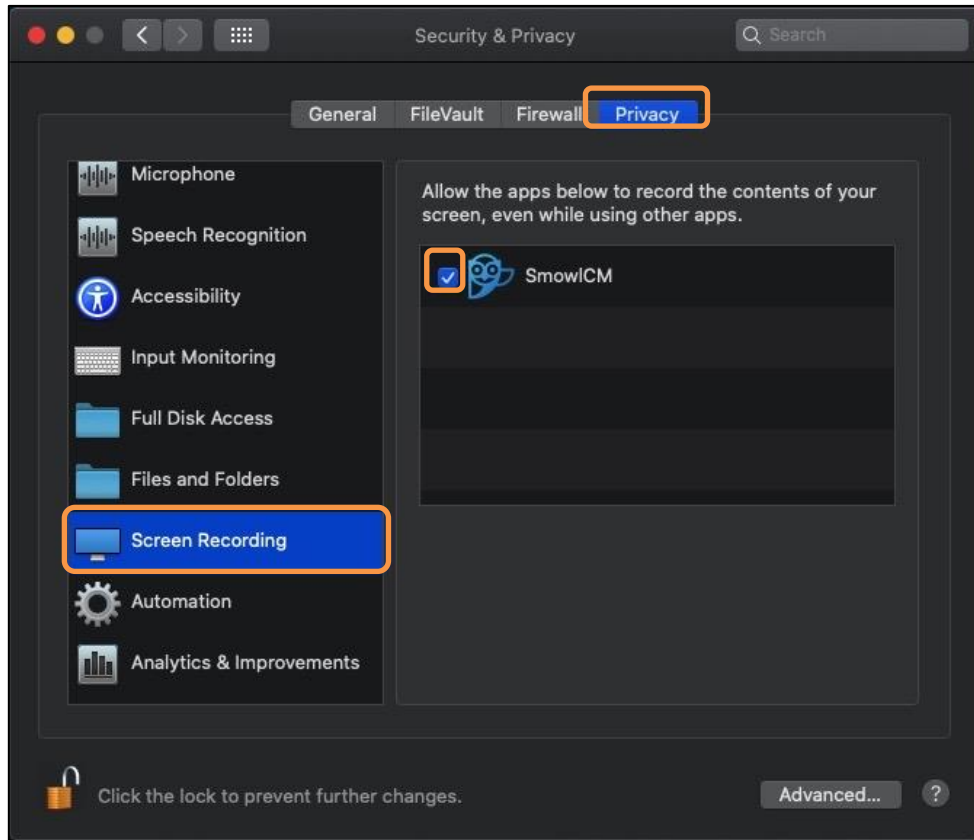


Request for credentials to be able to make changes.



Opened padlock.

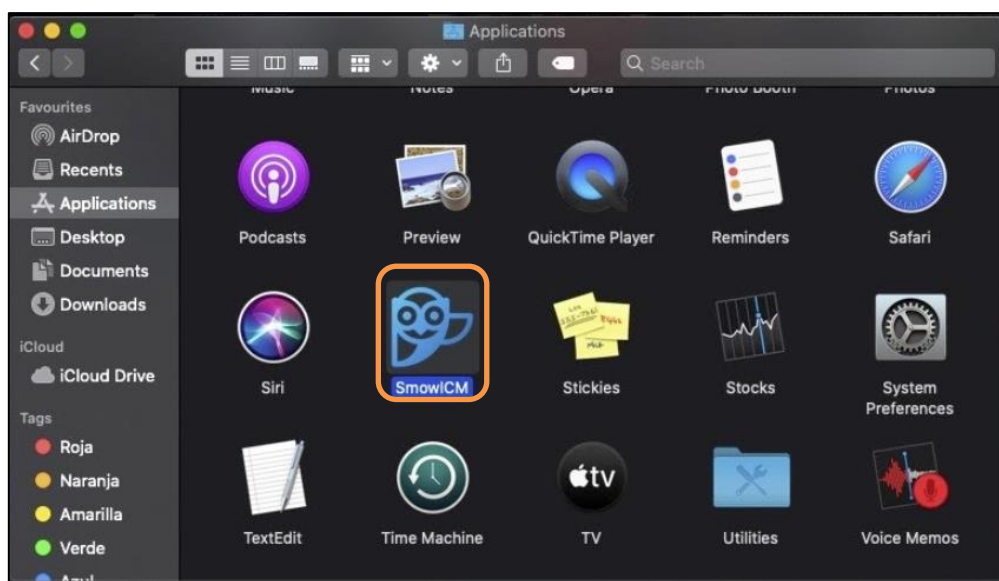
Subsequently, within "Security & Privacy", you should go to the "Privacy" section and look for the "Screen recording" section and check the box next to the SmowlCM logo.



"Screen recording" section within "Privacy".

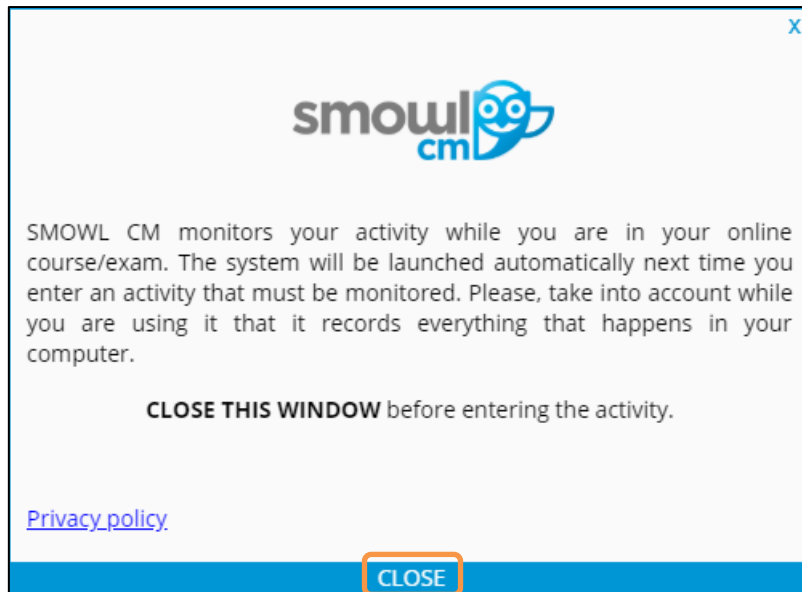
*NOTE: Remember that if you cannot make changes, you must click on the padlock in the lower left corner and enter your username and password.*

Once you have finished with this configuration, you can close "Security and Privacy" and try to open the SMOWLCM application by double clicking on its icon that you can find inside the "Applications" folder.



SmowlCM application inside the "Applications" folder.

When you double click on the SmowlCM icon, a tools window will appear indicating that the installation is complete. To continue you can click "Close" and then start your exam.



Installation completed.

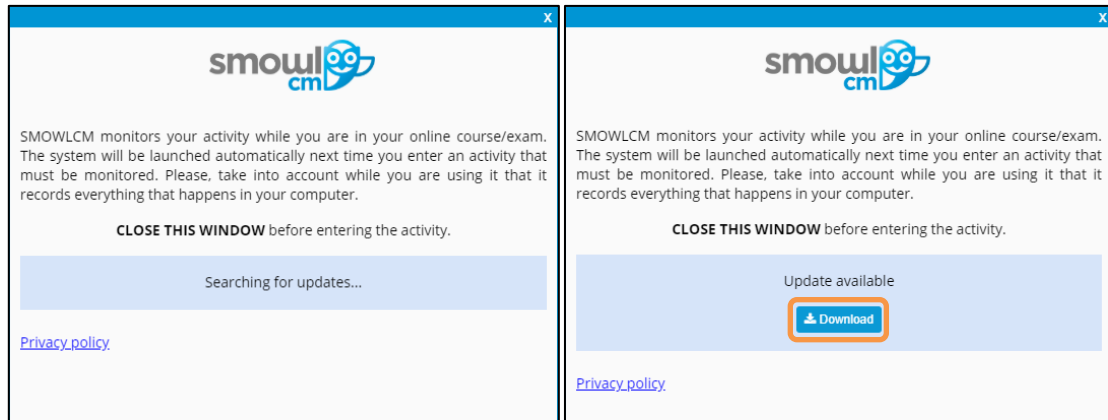
***NOTE:** The SMOWL CM system will run automatically when you start the activity to be monitored within your virtual campus and will only record your activity at that time. Remember that everything that happens on your computer from the beginning to the end of the activity will be notified to the institution.*

## 4. SMOWL CM update

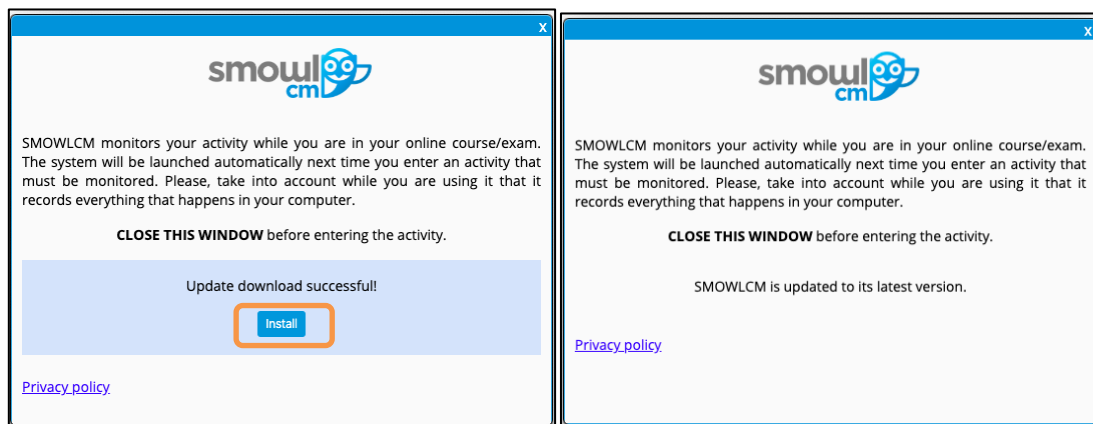
After you finish installing CM or before entering an exam or activity, a window may appear indicating that the system is searching for new updates for the tool.

In case there is an update available, the system will notify it with a "Update available" message.

To update your SMOWL CM version, you should download and install it by clicking on the buttons.



Searching for updates and update available messages



Update installation messages

We suggest you update SMOWLCM to improve your monitoring experience.

You can do it after the installation of the tool, before or after your online activity.

## 5. Demo exam

To confirm the correct operation of the SMOWLCM application, ask your company, academic institution, university or platform if a mock exam has been enabled. We recommend taking this mock exam prior to your actual exam or activity to ensure that the system has been installed and is working properly.

We suggest you review the "User Guide". You can request it directly from your company, institution or platform. It will normally be available within your virtual campus.

## 6. Contact

If you have any questions or problems during the management of the system or platform where you realize your online activity, you should contact the person responsible for managing the platform at your institution or company.



In case you have any comments or suggestions about Smowltech or our SMOWL system, you can contact us through our [support form](https://smowl.net/en/support-for-exam-takers/).  
<https://smowl.net/en/support-for-exam-takers/>

Or you can also look for us on our social networks:

LinkedIn: [Smowltech](#)

Twitter: [@Smowltech](#)

Smowltech, 2021.