

WISEflow user guide for EQE candidates

Following Mocks 2 and 3, the user guide has been updated. These updates are highlighted in grey.

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1. Introduction

WISEflow is the digital examination platform that has been selected for the online European qualifying examination (including mock papers).

The purpose of this document is to help you get started with WISEflow and to ensure that your hardware and software are compatible and operational with this system.

Further useful information can be found in the [eEQE FAQs](#) and in the e-EQE section on the [EQE website](#).

2. Terminology

Candidates should familiarise themselves with the terminology for accessing and using the WISEflow platform. The table below explains those terms whose meaning is either specific to WISEflow or which deviate from standard EQE terminology.

WISEflow terminology	Explanation (e.g. EQE-equivalent)
Participant	Candidate
Examination	Any part of the pre-examination paper or any part of the main examination papers
Flow	A sequence of processes and events associated to an examination. For candidates these include writing and submitting the answer to an examination paper or a part thereof
Assignment	Examination paper
FLOWlock	The LockDown browser, i.e. the client software application that is installed locally on the candidate's computer and constitutes the examination environment
Hand-in	Submission of a candidate's answer

3. Hardware/software requirements

3.1. Requirements for general use of the internet platform (i.e. for reasons other than taking the examination), such as managing your user profile and verifying your enrolment

WISEflow supports the two latest versions of the following browsers:

- Google Chrome
- Mozilla Firefox
- Safari
- Edge
- Opera

For a better interface experience and faster response time, we recommend Firefox or Chrome.

3.2. Requirements for the purpose of taking the examination (EQE and mock)

3.2.1. Compatible operating systems

- Windows: 10, 8, 7
- Mac: OS/X 11.0.1 (Big Sur), 10.10 (Yosemite) or a more recent version

Note: The use of iPads for the online EQE is not allowed.

3.2.2. Amount of memory needed

- Windows: 75 MB permanent space on your hard drive
- Mac: 120 MB permanent space on your hard drive

3.2.3. LockDown browser (FLOWlock) requirements

The LockDown browser allows candidates to take the examination in a secure environment. It is a client application that is installed on a local computer (see 5.2 below for installation details). More information can be found on the WISEflow website, e.g. [here](#)). To install and launch the LockDown browser, you will need system administrator rights, unless the software has been white-listed on your computer by your system administrator, e.g. to run with elevated privileges without having to enter the system administrator password. This holds for all examination papers, or any parts thereof, including mock papers.

The LockDown browser is not compatible with Linux, Windows 10S or Chrome Books. Moreover, it is not possible to run the browser if a virtual machine is detected on the system. This includes VM host applications (VMware, VirtualBox, etc), thin apps (VMware ThinApp, Microsoft App-V, etc), Windows Emulators (Linux WINE, CodeWeavers CrossOver, etc) and other virtualisation options (virtual hard drives (VHDs), virtual displays or virtual desktops).

3.2.4. Audio and video devices

You will need a webcam, microphone (or webcam and microphone integrated on a laptop screen) and speakers.

It is not possible to use both a laptop screen and an external monitor during the examination (see 3.2.8 below). If you want to use an external monitor, using an external webcam on the monitor is recommended. If you use the laptop camera, the external monitor should be placed exactly above the laptop screen with the built-in camera (see 4.5 below).

Users with an external monitor connected to a laptop need to set the system to avoid possible conflicts between built-in and external webcams, while displaying the content of the examination on the desired screen. Closing the lid of the laptop and using an external camera may help to avoid camera issues.

See also the WISEflow website, e.g. [here](#), for issues relating to activation of the camera.

You are advised to test audio and video devices before launching the LockDown browser. You can use the basic functionalities of your operating system to verify that the webcam is connected and properly oriented, that the speakers are active and set at a convenient volume level, and that the microphone can capture your normal voice.

3.2.5. Internet connection

You will need a stable broadband internet connection. A wired connection is recommended. According to WISEflow, 5 Mbps in download and 1 Mbps in upload should suffice.

3.2.6. Email

Please make sure that your email client and server are properly configured to receive messages from noreply@wiseflow.net and support@epo.zendesk.com.

3.2.7. Printer

You are not obliged to have a printer. However, having one is recommended as some parts of the papers will be available for printing just before the start time of the examination, i.e. after you have logged in to WISEflow, but before you launch the LockDown browser. If you want to print these documents, you will need a printer with a minimum speed of 5 ppm b/w.

Printing is no longer possible once you have launched the LockDown browser. The papers are, however, available in full in electronic form in the secure environment.

3.2.8. Screen(s)

Only one screen can be used, i.e. only one screen can be connected. If you have a laptop and an external monitor and you wish to use the external monitor, you must disable your laptop screen as the LockDown browser will only display the content of the examination on one screen. Any additional screens will display a blank window with no choice left to the user. See 3.2.4 above for possible issues with laptop screens.

3.2.9. Screensaver, screen lock and power settings

The screensaver and automatic screen lock after a period of inactivity should be disabled. If this is not possible, the period should be set to as long as possible. You will have to take this period into account, avoiding that the screensaver or screen lock becomes active, because they can create instability and force the FLOWlock program to close. Similarly, power-saving functions should be disabled, such as those which cause the computer to automatically power off, sleep or hibernate.

Laptops should be fully charged in advance and remain plugged in to the power network.

4. Getting started

4.1. WISEflow account creation: your personal password

Candidates should access the WISEflow platform well before the dates of the EQE/mock examinations.

The Examination Secretariat will create an account for each candidate on WISEflow using the email address entered in myEQE. You will then receive an email from noreply@wiseflow.net with a link and instructions to create a password for your account. This will be your personal password.

4.2. WISEflow login

Once you have created a personal password, you can log in to the platform by following the link wiseflow.net (or europe.wiseflow.net). If prompted, please accept all cookies from this trusted website. Click the green “LOG IN” button in the top right-hand corner of the screen and search for “EPO” in the list of institutions. Click the “Wf-LOG IN” button, then enter your username (which is your full email address as in myEQE) and personal password.

4.3. WISEflow account settings

You can edit or change some profile settings, including the language of the interface, by clicking their name or the flag in the top right-hand corner of the screen. You may not, however, change either your personal details (name and telephone number) or your email address.



4.4. Zendesk account

An account will be created for each candidate in the EPO's Zendesk space using the same email address as used for WISEflow. You will then receive an email from support@epo.zendesk.com to create your Zendesk password.

Once you have created your password, you can log in to Zendesk from the LockDown browser (see below). In exceptional circumstances, when FLOWlock cannot be launched, it is also possible to log in to Zendesk from a standard internet browser at the address “epo.zendesk.com”. After login, a chat widget appears in the bottom left corner of the browser window. This can be used to communicate with the invigilators during the examination. For the purpose of testing, please note that the chat widget will only appear if there is an invigilator logged in at the time. For this reason, please try it during Mock 2. However, if you send a test chat message, the invigilator may not respond. You must only log in to your Zendesk account on those days on which you are taking either an examination or a mock examination.

You must not change the contact details in your Zendesk account. In particular, a specific identifier has been defined before your name and must not be deleted.

4.5. Hardware set-up

See 3.2.8 above for the computer screen requirements. For flows with image-based invigilation, backlighting must be avoided, i.e. you should ensure that there is no bright light source behind you, pointing against the webcam. The camera must be placed centred above or below, and not more than 5 cm away from the frame of the screen on which the

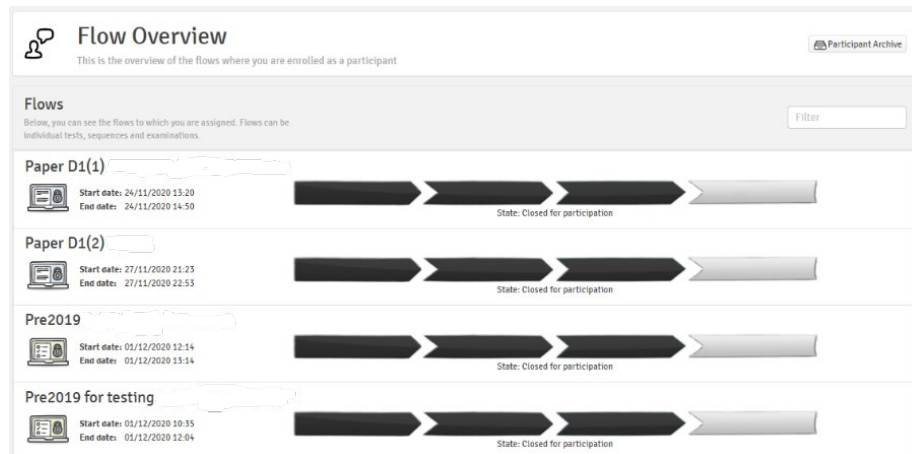
examination paper is displayed. It should be set up to provide a frontal portrait image of you. The background behind you should not contain any picture of a person whose face would show up on screen at the same size as your own face.

5. The WISEflow interface

5.1. Flow overview and flow information: documents for printing

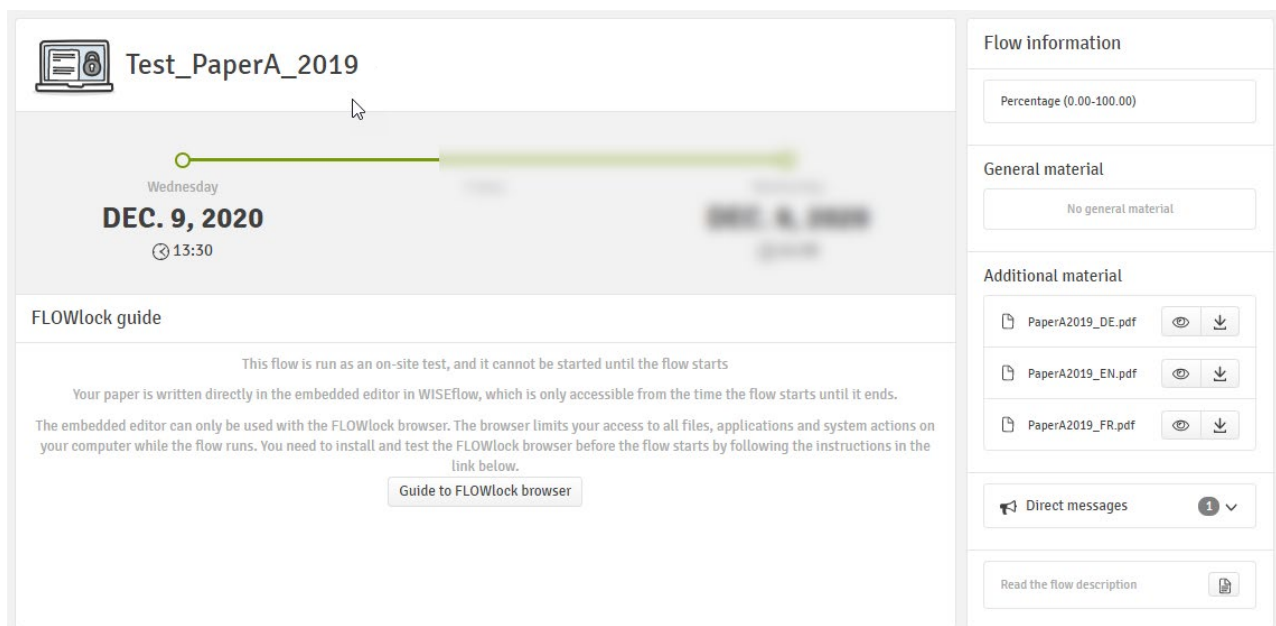
When you log in to WISEflow (see 4.2 above), you will see the flow overview (see image below).

Once the flows have been activated by the Examination Secretariat, you will see a list of the flow or flows to which you have been assigned.



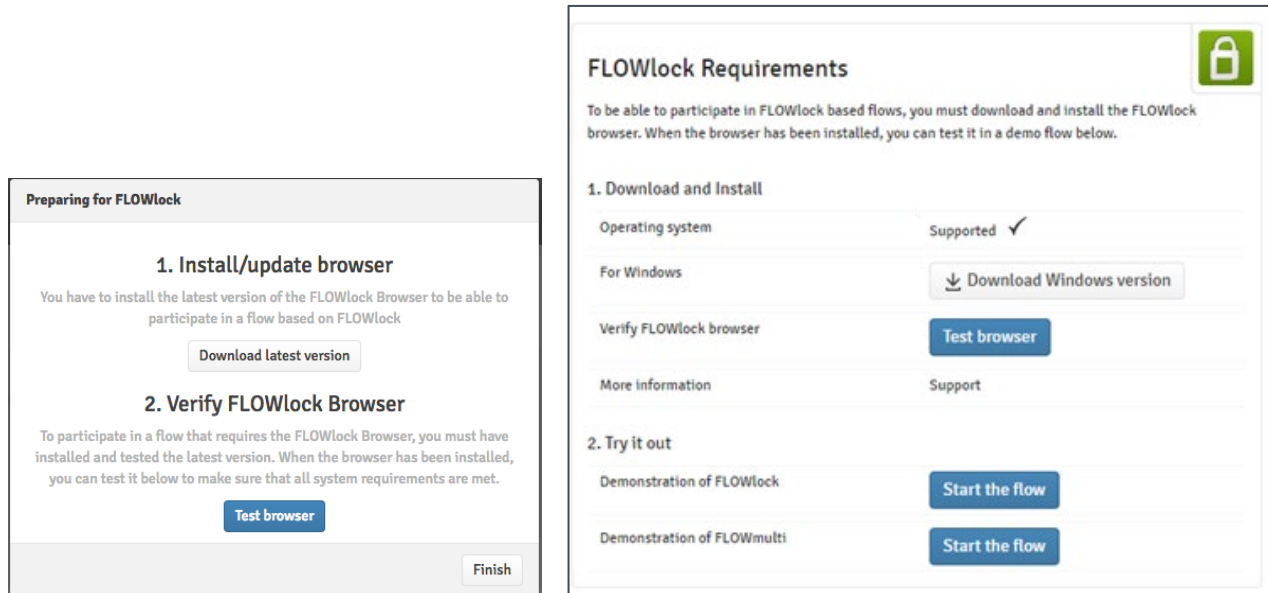
Click on a flow in the list to access the flow information page (see below) containing the details of the flow, such as the start and end times of the examination, as well as the examination environment and the additional material. The latter is relevant, because it will contain the parts of the assignment which will be made available for printing some minutes before the start time (at which point you might have to reload the webpage in your browser).

Note: Printing is no longer possible once the LockDown browser has been launched.



5.2. FLOWlock

FLOWlock can be accessed by clicking “Guide to FLOWlock browser” at the bottom of the flow information page or the “System requirements” tab of the profile settings (see images below and/or consult this [link](#)). We recommend that you download and install FLOWlock on your computer well in advance of the mock examinations. We also recommend that you test FLOWlock and familiarise yourself with it, particularly during Mock 1 and Mock 2 and especially in the days leading up to the EQE.



→ See the system requirements of FLOWlock in 3.2.3 above.

6. The examination (flow)

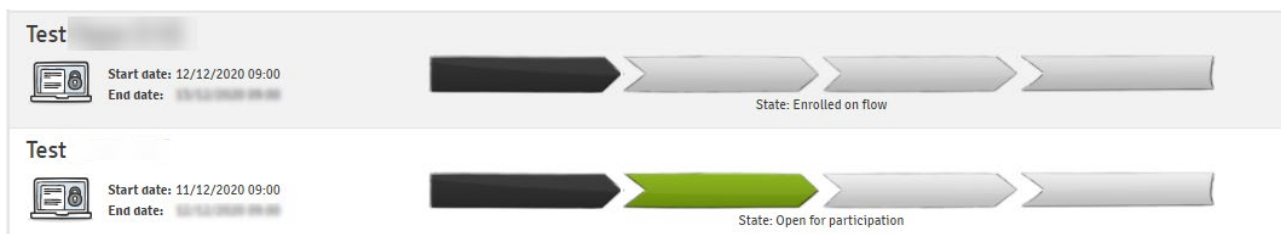
6.1. Getting started

- Make sure your internet connection is stable.
- Disable automatic updates and make sure that no automated reboot, screen lock or hibernation will occur during the examination time.
- Immediately before logging in to WISEflow:
 - Reboot your computer and close all software applications.
 - Make sure that your microphone and speakers are turned on and not muted.
 - Check the camera (e.g. with the basic functionalities of the operating system).

6.2. Start of the flow: participation password and invigilator password

You will receive an email from noreply@wiseflow.net informing you that you have been enrolled on a particular flow (i.e. for a particular paper/mock examination). The email also contains a link giving you direct access to the flow information page.

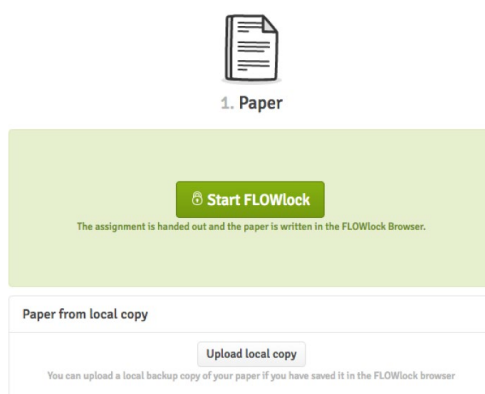
You can also access the flow overview page to verify your enrolments:



In the flow overview page, the status of a flow with a start time in the future is displayed as “Enrolled on flow”, while if the start time has passed, but not the end time, the status is “Open for participation”.

At the next level of detail, in the flow information page, the button “Start FLOWlock” will be accessible as of one hour before the start time.

Test your audio and video devices (see 3.2.4 above), close all open applications on your PC besides the internet browser and then click this button to launch the FLOWlock browser:



You will also be sent a flow-specific or “participation” password. WISEflow will ask you to enter this participation password before you can enter the LockDown browser.

Note: The participation password and your personal password are two separate passwords. Your personal password is for the login, and the participation password is for the flow.

6.2.1. EQE and Mock 2

Candidates are advised to launch FLOWlock a few minutes before the start time (after finishing any printing required). The procedure for starting FLOWlock must be completed no later than 15 minutes after the start time.

6.2.2. Mock 1

You have been sent an email containing two flow-specific passwords: a participation password and an invigilator password. You can then start, exit and re-start the flow as often as you wish after the first access, provided that you have not handed in your answer. For example, if you want to exit the LockDown browser without handing in your answer (by clicking the red Exit button in the bar at the top of FLOWlock), you will need to use the invigilator password.

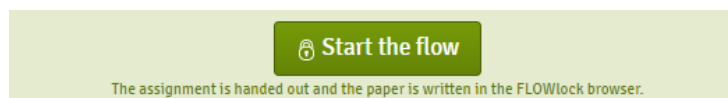
Note: Once you have handed in your answer you can no longer re-enter the flow.

6.3. Starting the LockDown browser: entering the secure examination environment

The FLOWlock browser blocks applications and other external aids for the duration of the examination. Please remember to download, install and test the LockDown browser well in advance (see 5.2) and to test it during the mock examinations.

Close all open applications on your PC when prompted by the system.

WISEflow invigilation is based - among other things - on images and audio. The following message will appear on your screen:



Once FLOWlock has started, the first steps are to take an entry image and to record your voice (see the “tips4candidates” document for details).

For Mock 2 and any other access to FLOWlock before the EQE, you should take the first entry image with the same hardware settings as you will use for the EQE (see 3.2.4 and 4.5 above) and following the rules that will be drawn up for the EQE.

This does not apply to Mock 1, as there will be no (image-based) invigilation.

If you complete the procedure to start the LockDown browser before the start time of the examination, you will see the countdown to the start time and will have to wait until then.

At the indicated start time, or within the first 15 minutes following the start time, participants will enter the examination environment, where the full assignment will be available (see below). If you arrive more than 15 minutes late you will generally not be allowed to take the examination. In very exceptional circumstances (force majeure), you can request late access to the examination by contacting the invigilator via Zendesk in a standard internet browser (see 4.4 above).

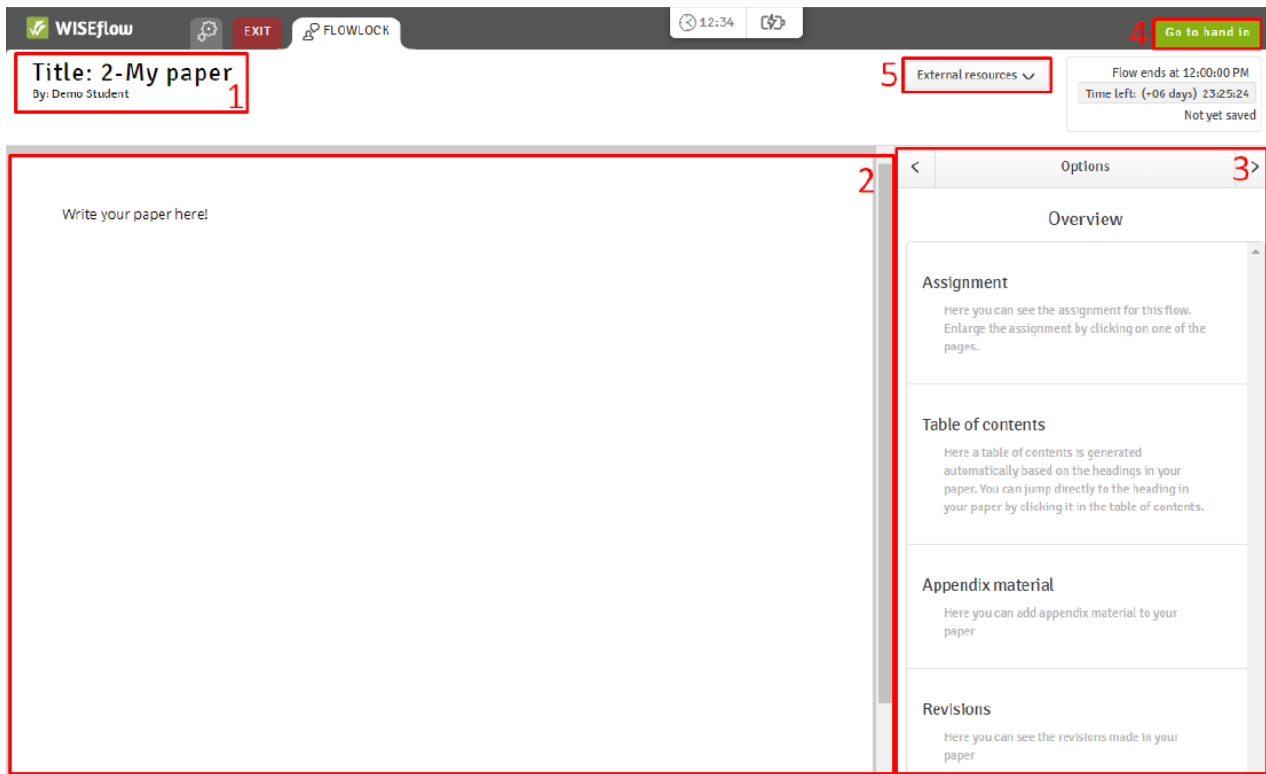
You can explain in writing to the invigilator your reasons for being late (evidence must be provided without delay after the examination). The invigilator will then evaluate whether you can start the examination late. If so, they will give you an invigilator password. You should note the password, and (re-)launch the LOCKdown browser.

For Mock 1, the invigilator password will be sent to you by email.

6.4. In the secure examination environment: within FLOWlock

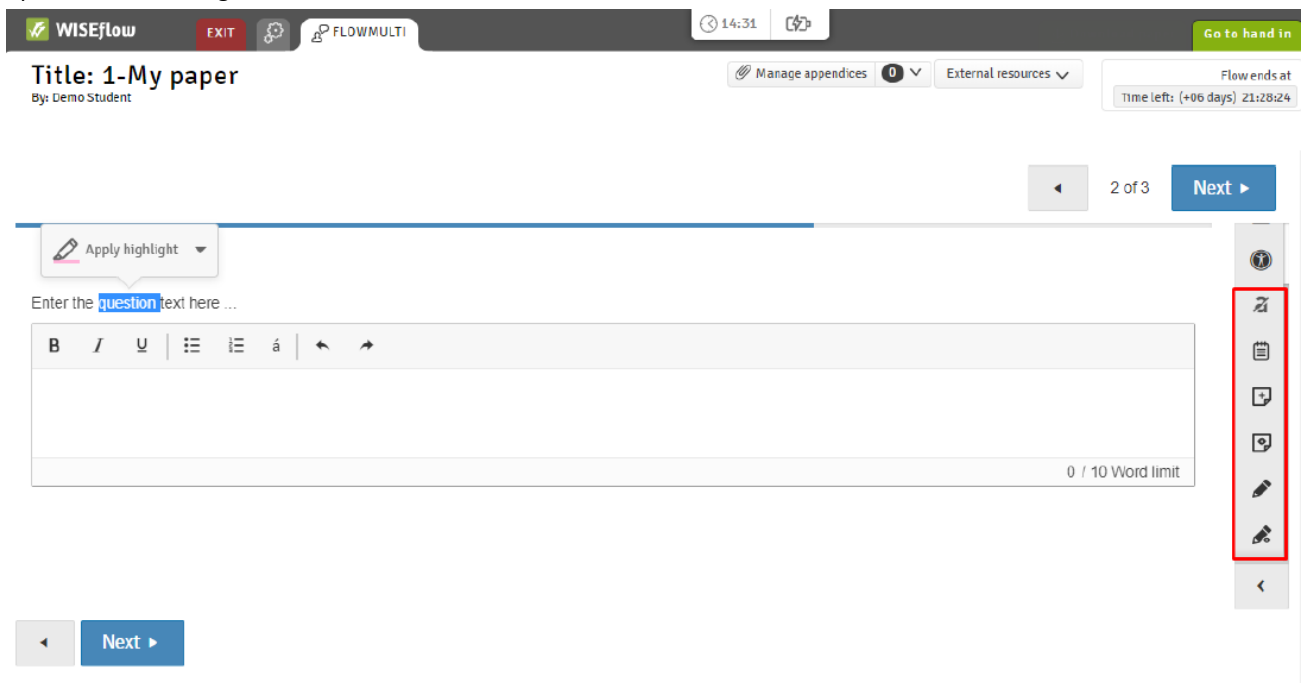
You can familiarise yourself with the features of the LockDown browser during the extended Mock 1 test period.

The first image below represents the secure environment used for the main examination papers:



Legend: Text editor 2, Options 3, including several ways of accessing the assignment in pdf format, external resources 5, such as the calendars for paper D. More details of the features of this secure environment can be found in the “tips4candidates” document, which is available on the e-EQE website.

The image below shows how FLOWlock looks for the pre-examination paper environment, with various tools and the option bar on the right-hand side:



For Mock 1, the flows will remain open until the end of February. You can start the flow on the LockDown browser, suspend activities using the “EXIT” button (do not “hand in” your answer), log out and re-enter FLOWlock an unlimited number of times. In Mock 1, there will be no invigilation and all proctoring features of the system will be disabled.

6.4.1. Opening the Zendesk chat

Immediately after FLOWlock has started, click on the Zendesk link in the external resources (see 5 above). A separate browser tab opens, prompting you to enter your Zendesk account credentials (see 4.4 above). After you log in to Zendesk, the chat widget will appear in the bottom right corner of the window, and you can navigate back to the first browser tab to access the examination papers.



If the chat widget does not appear automatically, please check that your firewall and/or network configuration allows the chat traffic (e.g. DNS filtering of zopim.com subdomains).

If idle/inactive for more than 20 minutes, you will be disconnected from the chat and the button “Click here to reconnect” appears in the middle of the chat widget. You will have to click this button (reconnect) before writing your message. During the examination (flow), it is advised to click “reconnect” at least once at half of the time allotted for the flow to ensure that the invigilator can contact you if needed.

6.4.2. The examination papers

For the main examination papers, three documents are available, one for each of the official languages. It is recommended that you first select your preferred language and then open the document (either in a separate tab or in the overlay window – see the “tips4candidates” document). The first document you open is stored in the browser cache, and the overlay window continues to display this document even if you select another language, unless you refresh the browser. Refreshing the browser is not recommended, as doing so will re-trigger the steps for launching the LOCKdown browser, e.g. taking the entry image (see 6.3 above). The examination papers in the other languages can be consulted by selecting and opening them in separate tabs.

Multiple instances of the same document can be opened in separate tabs, but **the number of tabs must not exceed 10**; otherwise the browser will freeze.

6.5. Terminating the flow

To submit your answer, click the “Go to hand in” button and confirm the submission in the window which pops up.

Once the paper has ended, you will no longer be able to amend or edit your answer, but you can and have to submit it via the “Go to hand in” button up to 30 minutes after the end time.

Once you have handed in your answer, you should close the LockDown browser and log out.

If you accidentally close FLOWlock before you have handed in your answer, you can hand in a copy of your answer, which is automatically saved in FLOWlock, from the flow information page with the LockDown browser closed before logging out.

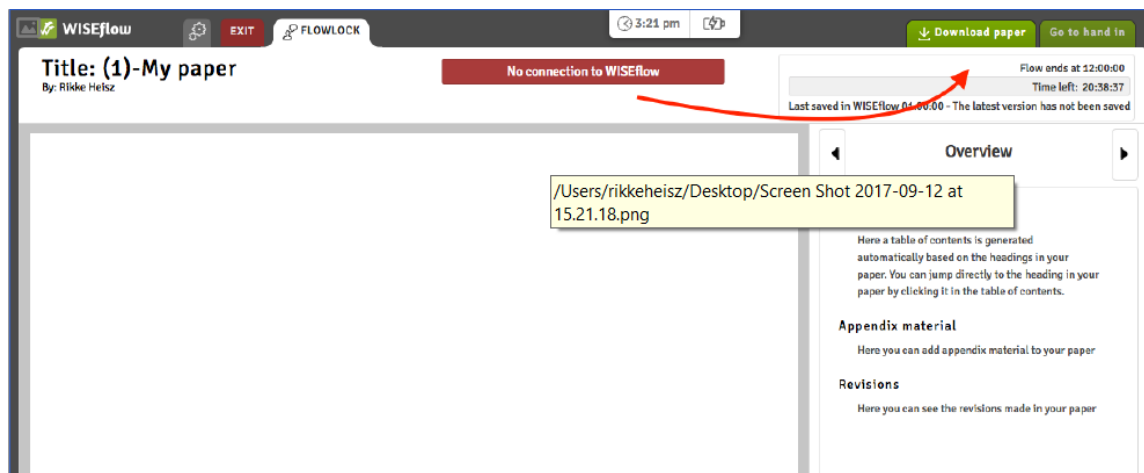
To view your submitted answer, you can log in again and navigate to the flow information page without launching FLOWlock. You can download a copy of your answer and request a receipt for its submission from the flow information page.

We recommend that you log off from the portal when finished.

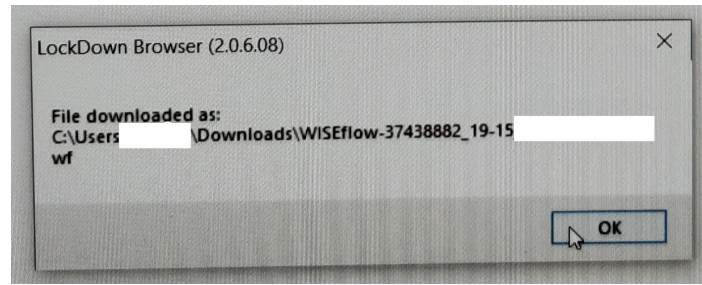
6.6. Loss of internet connection during a FLOWlock examination

During the examination, WISEflow will automatically and continuously save your answers, 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 examination, you can continue with the examination as though nothing has happened. If the computer re-establishes the internet connection, which is normally the case, the WISEflow connection will automatically be re-established as well, and your answers will continue to be saved to the server as before.

If the connection is lost, you will be notified directly through the FLOWlock browser, and the “No connection to WISEflow” bar will show at the top of your screen. If the connection is re-established, the “No connection to WISEflow” bar will disappear.



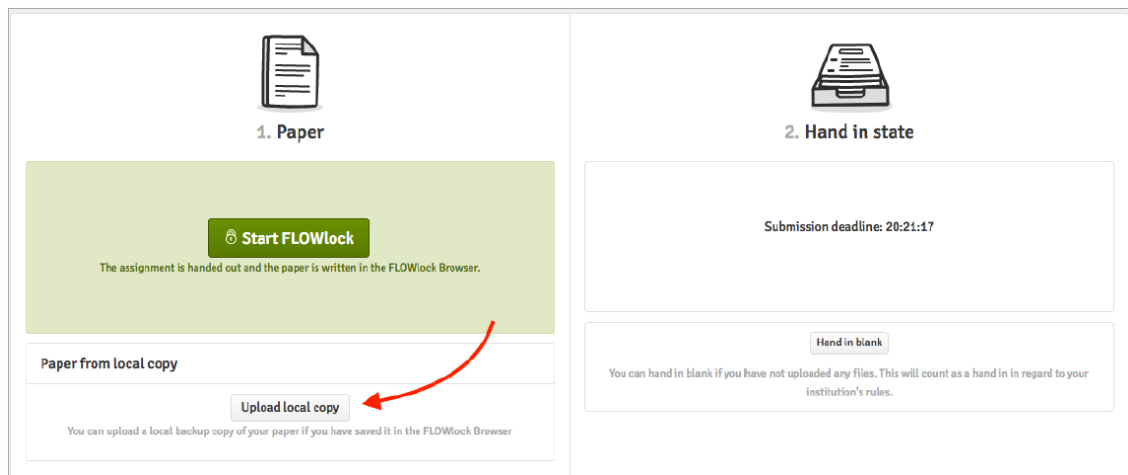
If the bar does not disappear within a few minutes, we recommend that you save your answer manually to your computer using the “Download paper” button in the upper right-hand corner of your screen. This will prevent loss of data in case your computer shuts down or FLOWlock closes/freezes. You should make a note of the path and the name of the document, which is saved in an encrypted special format to the local computer:



You should try to solve the connection problem, e.g. by using a different internet connection, while leaving the LockDown browser open.

If your internet connection is re-established during the examination, and FLOWlock is still running, the local data will be uploaded automatically. You will not need to use the local back-up copy of your answer, because you will be able to continue in FLOWlock and hand in your answer as normal.

If your internet connection is re-established, but the LockDown browser has stopped, or has been closed in order to try and solve the connection problem, you can upload your local copy before re-starting FLOWlock. From the flow information page, click “Upload local copy” and locate the encrypted file with the extension “.wf” on your computer.



You will need the invigilator password to upload a local copy, to do so ask an invigilator via Zendesk which can be open in a standard internet browser (see 4.4 above).

If your internet connection fails towards the end of the examination and is not restored, leave the LockDown browser running and save the local copy of your answer as indicated above. You should then try to solve the problem and restore your internet connection . If a solution is found, e.g. by using a different internet connection, FLOWlock will still be able to re-connect to the Wiseflow server and you will be prompted to hand-in your answer. If you cannot find a solution within 30 minutes after the end time of the examination (flow), you can still hand in the local copy when an internet connection is re-established. You will then have to force the LockDown browser to close by shutting down or restarting the computer. Please contact the Examination Secretariat to check the availability of the saved version of your answer.

Candidates are responsible for ensuring that a suitable internet connection is available for the duration of the online examination. The Examination Board will not accept any answers handed in where the participant has been offline for a substantial part of the examination time.

6.7. Restarting the LockDown browser during the examination.

It is not possible to exit LockDown browser except after having handed-in your answer. Hence, restarting the LockDown browser is always associated to very exceptional circumstances (force majeure).

The LockDown browser is a stable application, but there are some user actions which can render it instable, or a restart may be deemed necessary for other reasons.

A non-exhaustive list of actions which block the LockDown browser are:

- The repeated use of non-allowed keyboard shortcuts or touchpad gestures, such as “ALT-TAB” (see 6.2 and 6.3 above);
- The opening of more ~~separate~~ tabs than those that can be accommodate by the screen width in the tab navigation bar.

These actions are reported in the log file which is available to the invigilator and the Examination Secretariat.

If you must restart FLOWlock more than 15 minutes after the start time of the examination (to access again the examination environment), it will be necessary to contact the invigilator via Zendesk (log-in from a standard internet browser - see 4.4 above). You must explain in writing to the invigilator your reasons for the restart (evidence must be provided without delay after the examination). The invigilator will then evaluate the situation and, if justified, will give you an invigilator password. You should note the password, and (re-)launch the LOCKdown browser.

Until 30 minutes after the end time of the examination, you can restart the LockDown browser (and re-connect to the Wiseflow server) in order to hand in your answer paper; the latter was automatically saved before the end time. If you cannot restart the LockDown browser 30 minutes after the end of the examination, please contact the Examination Secretariat for checking the availability of the saved version of your answer.

6.8. Power outage during the examination

In the unlikely event of a power outage during the examination, once the power returns you should restart the system. You should then contact the invigilator in order to regain access to the examination in the LockDown browser (as is the case when starting the examination late – see 6.3 above). A backup copy of your answer will be uploaded from the WISEflow server, and you can continue from almost the point where you left off. Candidates are responsible for ensuring that they have a reliable power network. If you are sitting the examination at a location with an unreliable power network, we recommend that you have a UPS (uninterruptible power supply) apparatus. The Examination Board will not accept any answers handed in where the participant has been offline for a substantial part of the examination time.