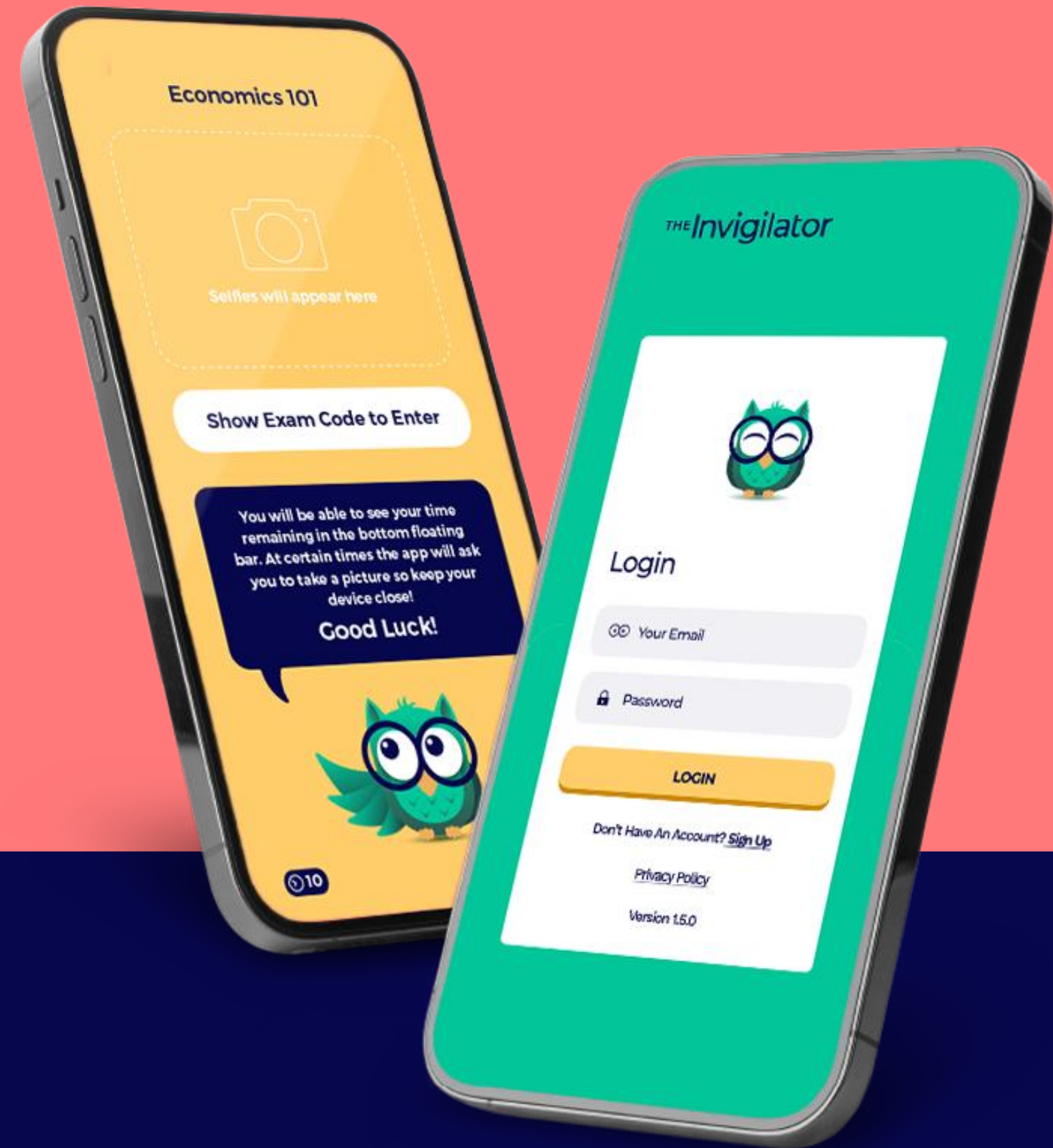


# THE Invigilator

## Student User Guide

The Invigilator Smartphone App:  
Step by Step Walkthrough

For UNISA 2026



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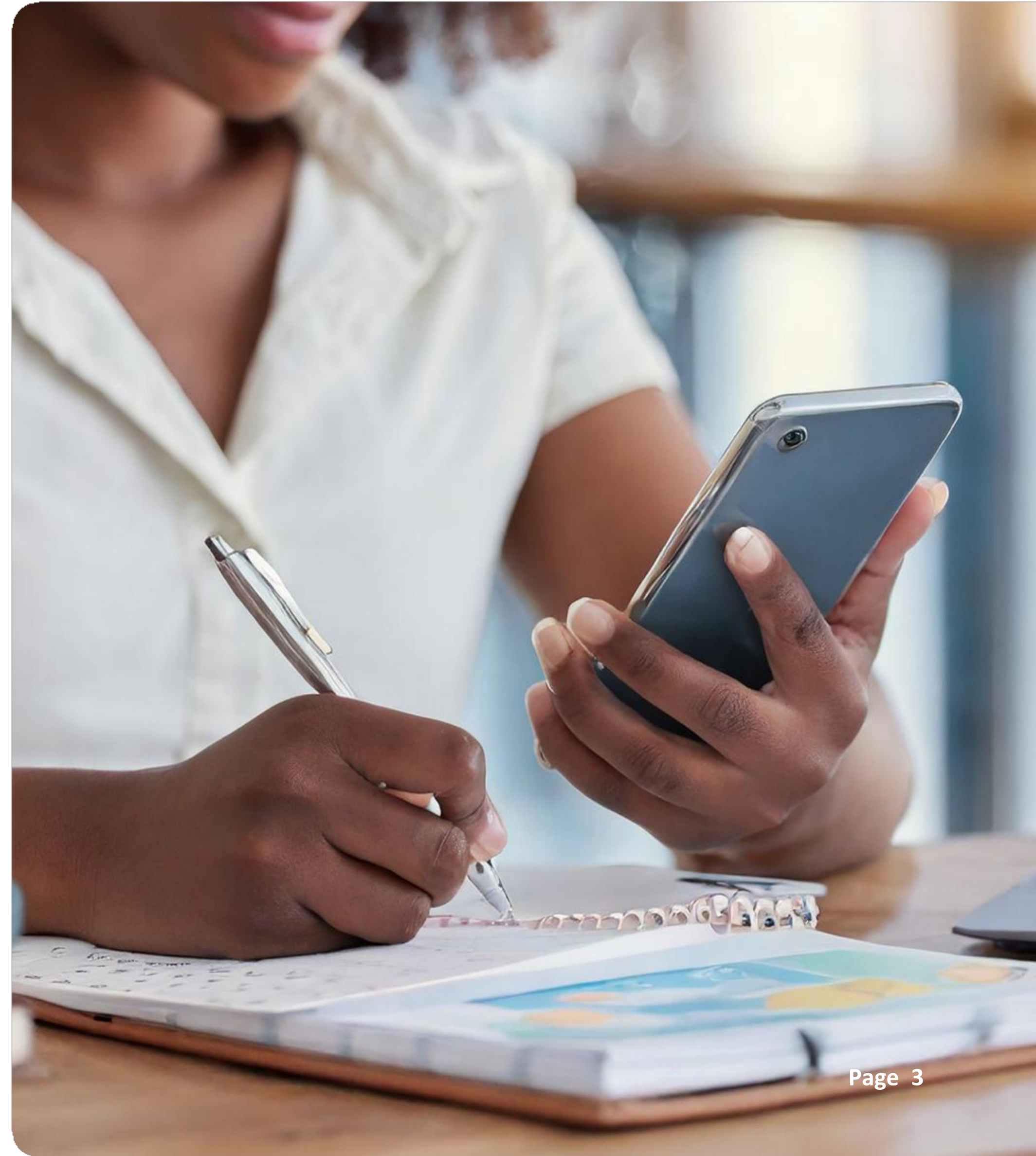
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# Introduction

Welcome to The Invigilator App! The Invigilator is a smartphone-based tool that allows non-venue based assessments to be written in a more controlled and monitored environment.

This tool assists your institution in further upholding academic integrity, which is to the benefit of all stakeholders, including you, the student. Academic integrity includes administering an assessment that is valid, fair, and reliable for all candidates and thus ultimately protects the quality of the relating qualification. This tool constitutes a control mechanism and all information obtained through it will be scrutinised and used within this context by your institution.



# Description of The Invigilator App

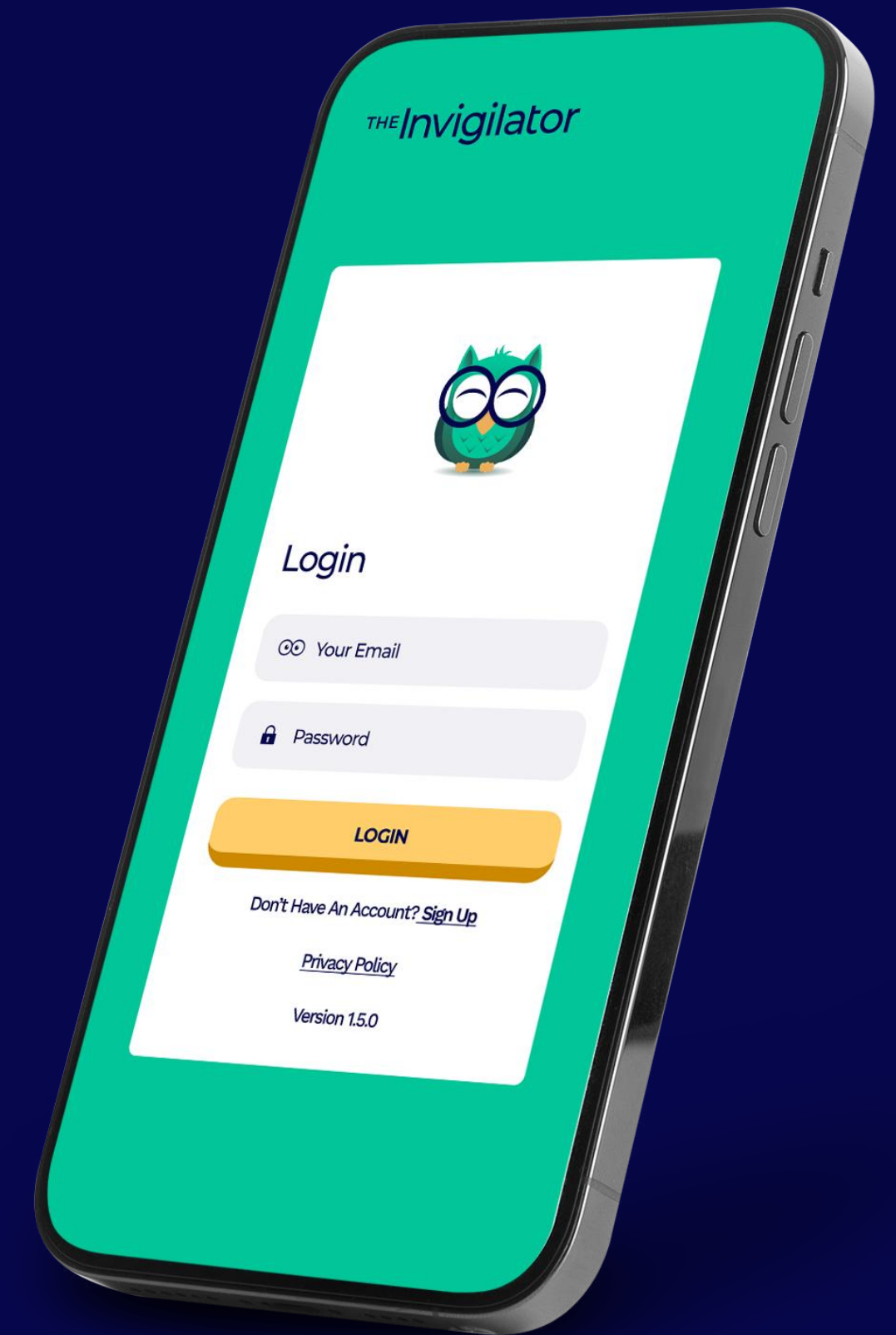
The Invigilator App works on any smartphone device, is not battery or data-intensive, and assists assessors in mitigating the risks associated with non-venue based assessments.

The Invigilator App performs the following tasks at random intervals during an assessment in order to simulate actions invigilators would perform during a venue-based assessment.

## The App Will Therefore, At Random Intervals During An Assessment:

- Request you to take selfies.
- Request you to take a photo of a valid proof of identification (ID document, driver's license or student card).
- Request you to take a photo of your script (if the assessment is a written and upload examination) with your student number clearly visible.
- Record audio whilst your assessment is underway.

**Note:** The tool is only used for invigilation purposes. Students are expected to either download their question papers and upload their responses on their institution's portal or conduct an online assessment on their institution's portal (an online assessment might be taken by accessing their institutions portal through our App) depending on their assessment type as communicated on the exam timetable. Please follow the assessment student guidelines from your institution in this regard.



# The Invigilator Technical Support Team

The Invigilator help desk is here to assist you before, during and/or after your assessment.

You can send a WhatsApp message to the following number: **+27 73 505 8273**.

Please be advised that this number **CANNOT BE PHONED**, but only WhatsApp'ed.



# In-App Browser

The Invigilator App has an in-App browser to allow Learner Management System (LMS) access within the App. This functionality provides access to the LMS when only one device is used for both accessing the LMS and the App.

Although we recommend using one device for LMS access and another device for App access, it is possible to access both the LMS and the App with a single device. Please take note of the following should you make use of this functionality:

- Students writing an online LMS assessment will access the LMS through the App. You will first access the App and then the LMS within the App.
- Students writing a manual scan and upload assessment can access the LMS in the App in order to view the exam paper. These students should however first leave the App after their assessment before they attempt to scan and upload their answer sheets as uploading of the scripts to the LMS cannot be done in the App.



## Step by Step Walk Through

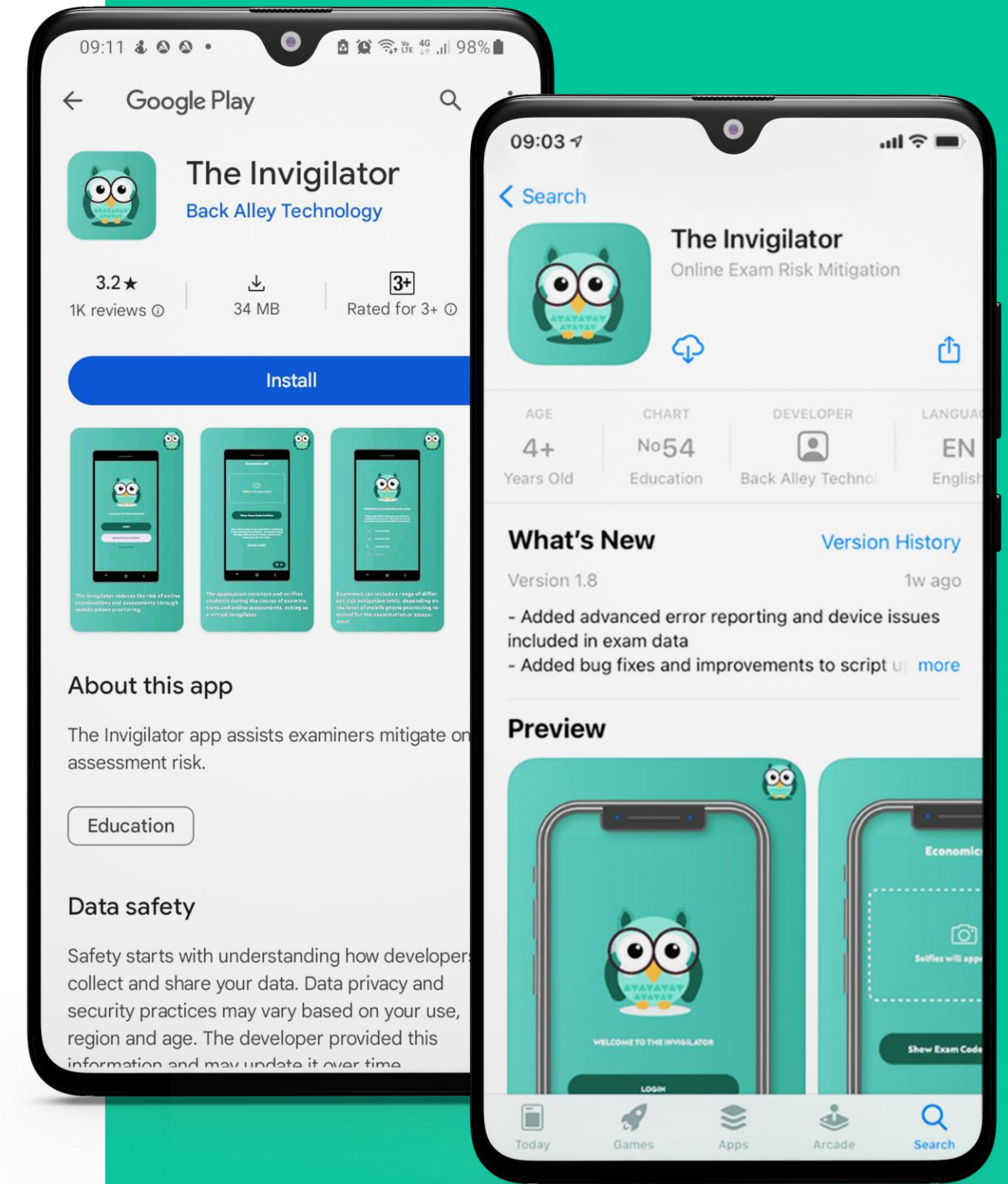
# 01. Download the App

Please visit your Apple App Store, Google Play or Huawei App Gallery and search for “The Invigilator” and download/install it.



### TIPS:

1. Your operating system should be updated to its latest version to avoid download issues. This can be done by selecting the phone settings and then software update.
2. If you cannot find the App on your App store, your phone's operating system (OS) may be outdated. Simply update your phone's OS and then search for the App again.



# 02. Register on the App

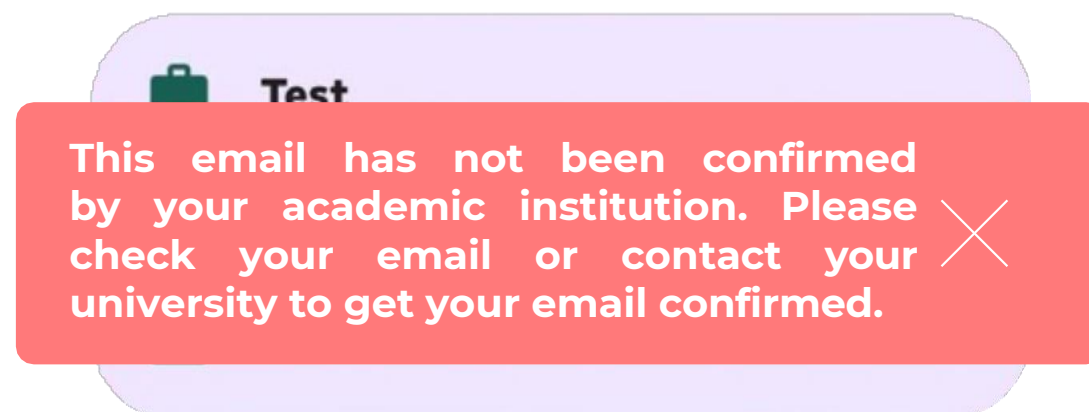
Follow the steps on the right to register successfully.



### Struggling? Ensure The Following:

1. You are using your academic institution email address and selected the correct academic institution at the top of the screen.
2. Your two email address blocks and two password blocks are exact matches.
3. You are connected to the internet.

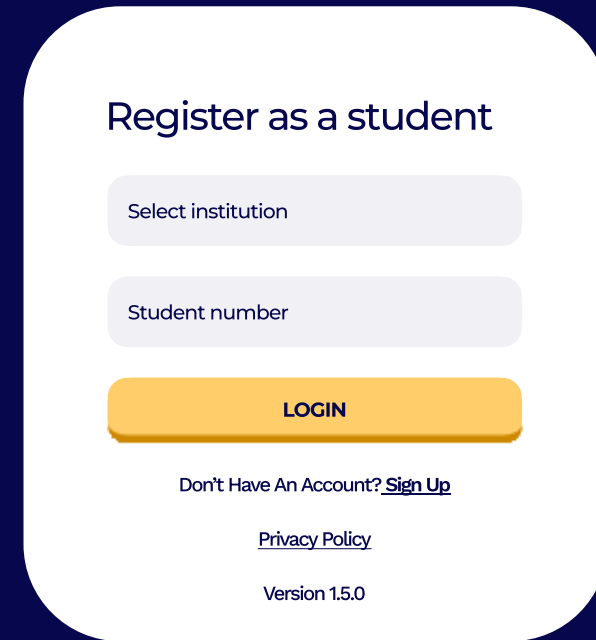
### Getting This Error?



Please confirm that your student number and email address is added correctly. If the error persists, please contact the help desk.

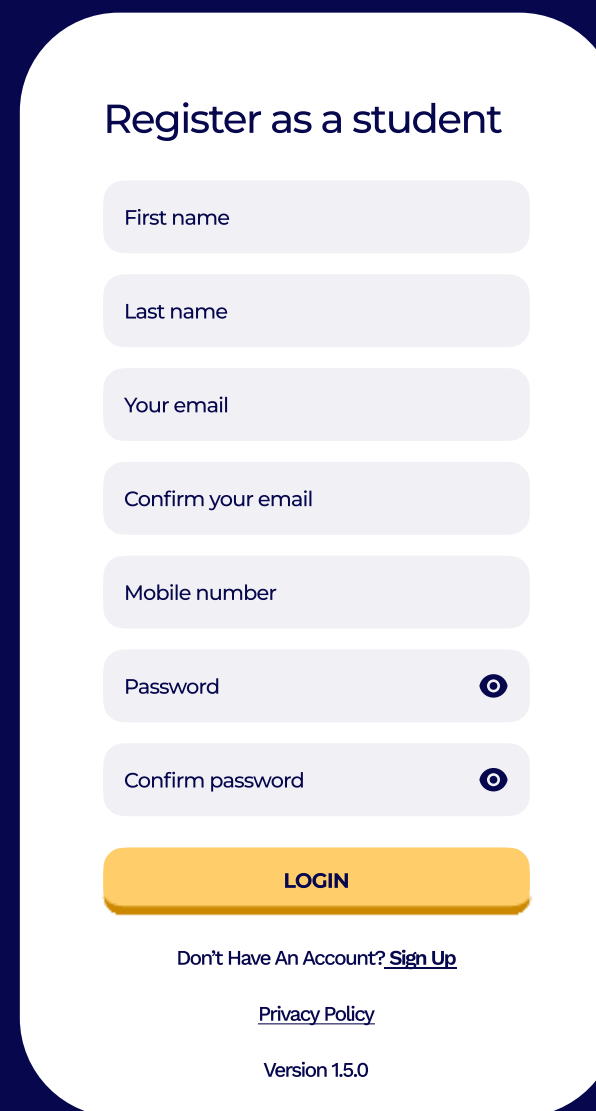


Register



Click on "SIGN UP" if you are a new user and complete the screen shown below with your details in order to register.

Complete & Signup



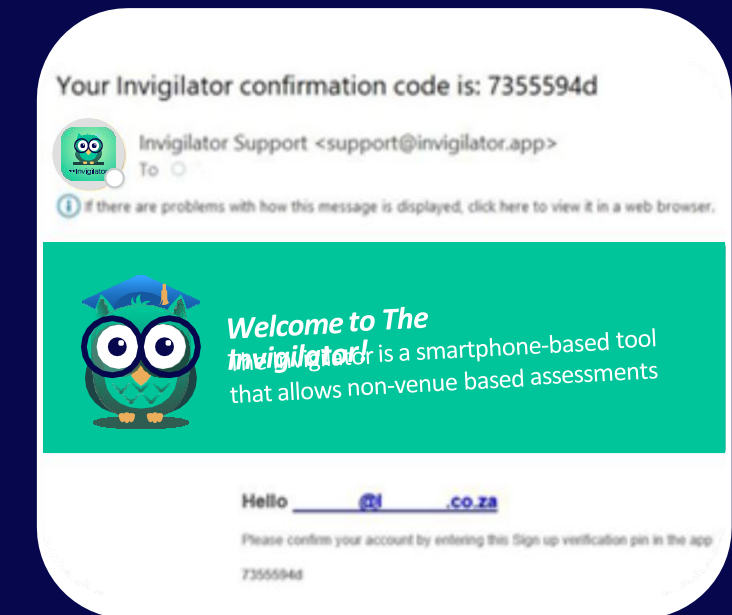
# 03. Verify Your Account

You will now be required to confirm your account through the use of a confirmation code that will be emailed to your university email address. Please input the code from the email, into the App and click on “VERIFY”.

## Not Receiving The Email?

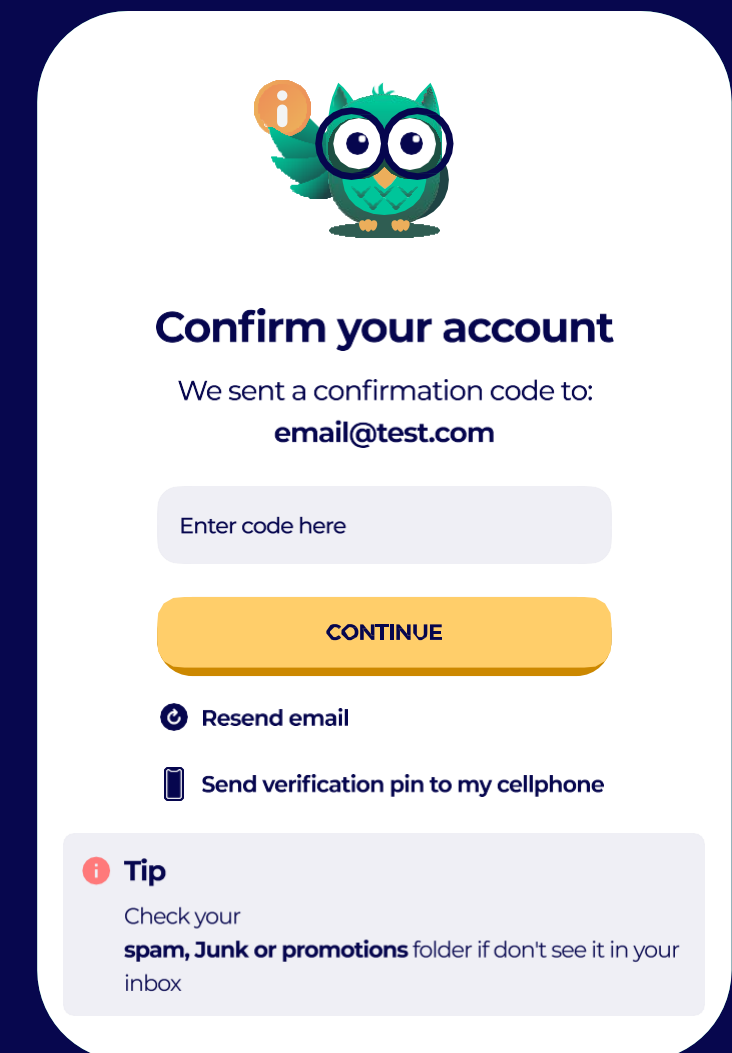
1. Check your spam/junk/promotions folder if you don't see the email in your inbox.
2. Click on the “Resend” button at the bottom of your confirmation screen.

Check Email



Enter the verification code emailed to you into the “enter code here” field.

Add Pin & Verify



# 04. Calibration

The Invigilator App will now take you through actions you will encounter during your upcoming assessment.

## Follow These Steps To Calibrate Your Device

1. Through this calibration, the App will check your device to ensure it is compatible with the App and show you how to use the App during your assessment. It is also crucial that you allow The Invigilator App access to your microphone, camera and GPS. Your device will request these permissions if not previously given.
2. As part of the calibration the App will test the audio of your device. Make sure you can hear the notification sound.

## Can't Hear The Sound?

Ensure the media volume on your device (not merely the ringtone volume) is turned all the way up.

Calibrate



Welcome to  
**The Invigilator**

This tutorial will check your computer to make sure it is compatible with the app and show you how to use the application in an assessment

CONTINUE

**Calibrate your device  
& test audio**



# 05. Master Selfie

You will now be required (after calibration) to take your “master selfie”. It is critical that you follow the below guidelines:

## Follow These Steps When Taking A Selfie:

1. Your face must be in the outlined position.
2. Your face must be well lit overall. There must not be excessive or bright light behind or on the side of your face.
3. You must take a picture of your face. You may not take a picture of an ID, student card or anything else.
4. If possible, you should take the photo without your glasses, mask, or face covering.

Take a Master Selfie

## Selfie check

At random intervals in the assessment the app will ask you to take a selfie. Let's check if your device is configured.



CONTINUE



# 06. Login

Insert the email address and password you registered with and click on “LOGIN”.



**TIP:** You can log into the App before the exam, however, please note that the “Start Invigilation” button will only become active once the assessment officially commences.

## Struggling? Ensure The Following:

1. You have to be connected to the internet.
2. You have to insert the email address and password you signed up with.

Enter Info & Login

A screenshot of a mobile app login screen. At the top is the owl logo. Below it is the word "Login". There are two input fields: "Your Email" with an eye icon and "Password" with a lock icon. A yellow "LOGIN" button is below the fields. At the bottom, there are links for "Don't Have An Account? Sign Up", "Privacy Policy", and "Version 1.5.0".

Login

Your Email

Password

LOGIN

Don't Have An Account? [Sign Up](#)

[Privacy Policy](#)

Version 1.5.0

Insert the email address and password you registered with and click on “LOGIN”



# Demo Test

It is very important to familiarise yourself with the App before your first assessment.

After signing up and logging in to the App, please do this 8-minute simulation to experience the App for yourself. You can do the demo test as many times as you like until you feel comfortable with the process.

It is crucial that you do the demo test well in advance of your assessment for which you will have to use the Invigilator App. For previous users of the Invigilator mobile App, please take note that you no longer need a QR code in order to start the invigilation.



**TIP:** Watch this video!

Please watch this short video that will explain how to do the demo test:

<https://youtu.be/MaScJvnsneo>



# 07. Demo Test

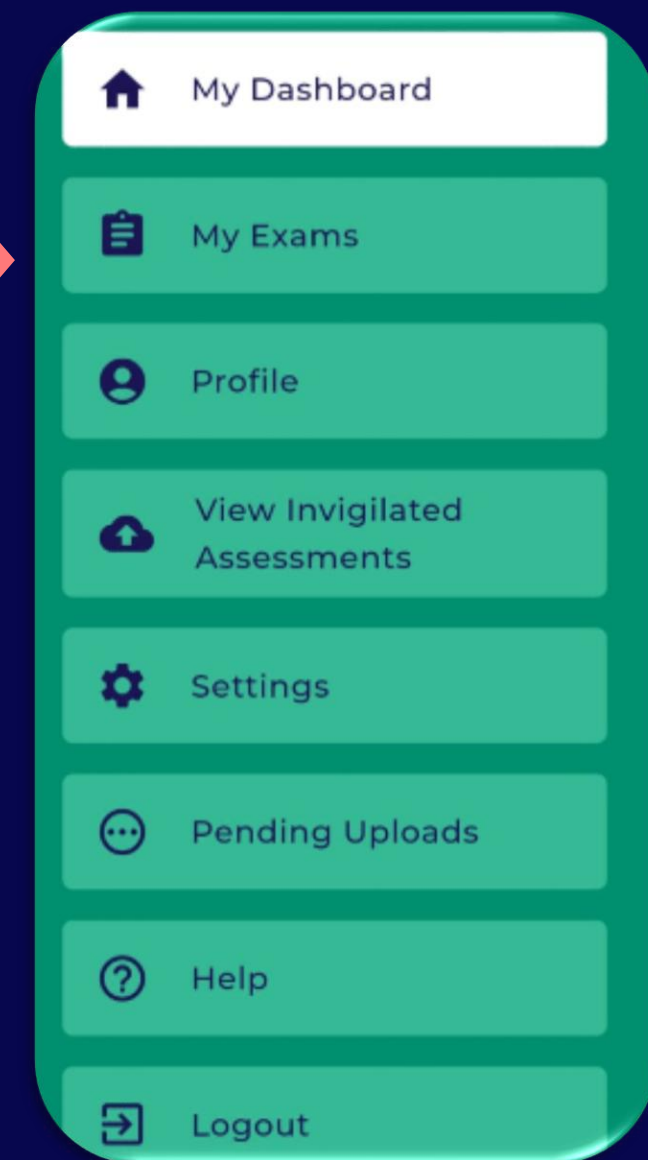


**TIP:** You need to be connected to the internet in order to log in and start the invigilation.

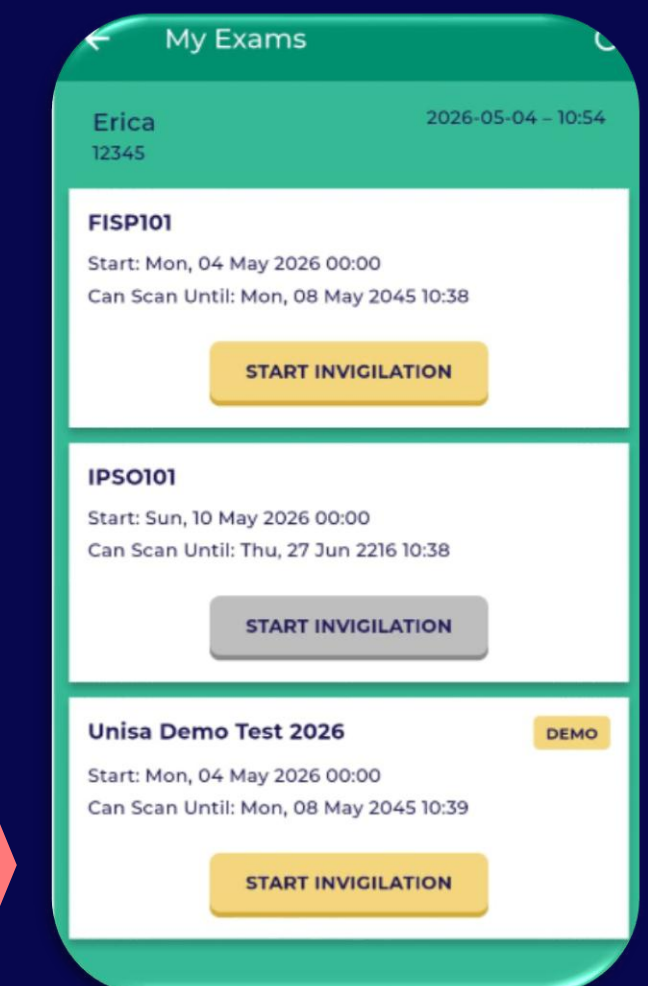
The below steps will be the same for the demo test and any other assessment for which you might use the App.

1. Log in on the Invigilator mobile App.
2. Open the menu bar on the left hand side and click on “My Exams”.
3. You will only use the Invigilator mobile App for your Take Home exams. You will see a list of all the Take Home exams you have qualified to write the exam (see bottom picture on the right). If a specific Take Home module is not listed, please reach out to Unisa for clarification (you can send an email to [proctoringenquiries@unisa.ac.za](mailto:proctoringenquiries@unisa.ac.za)).
4. Scroll to the bottom until you see the “Unisa Demo Test 2026”.
5. Click on the “Start Invigilation” button to activate the invigilation for the demo test.

Click on “My Exams”

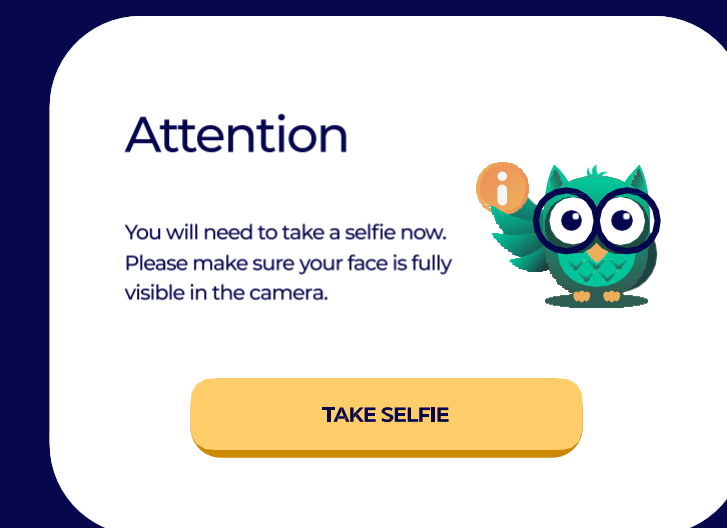
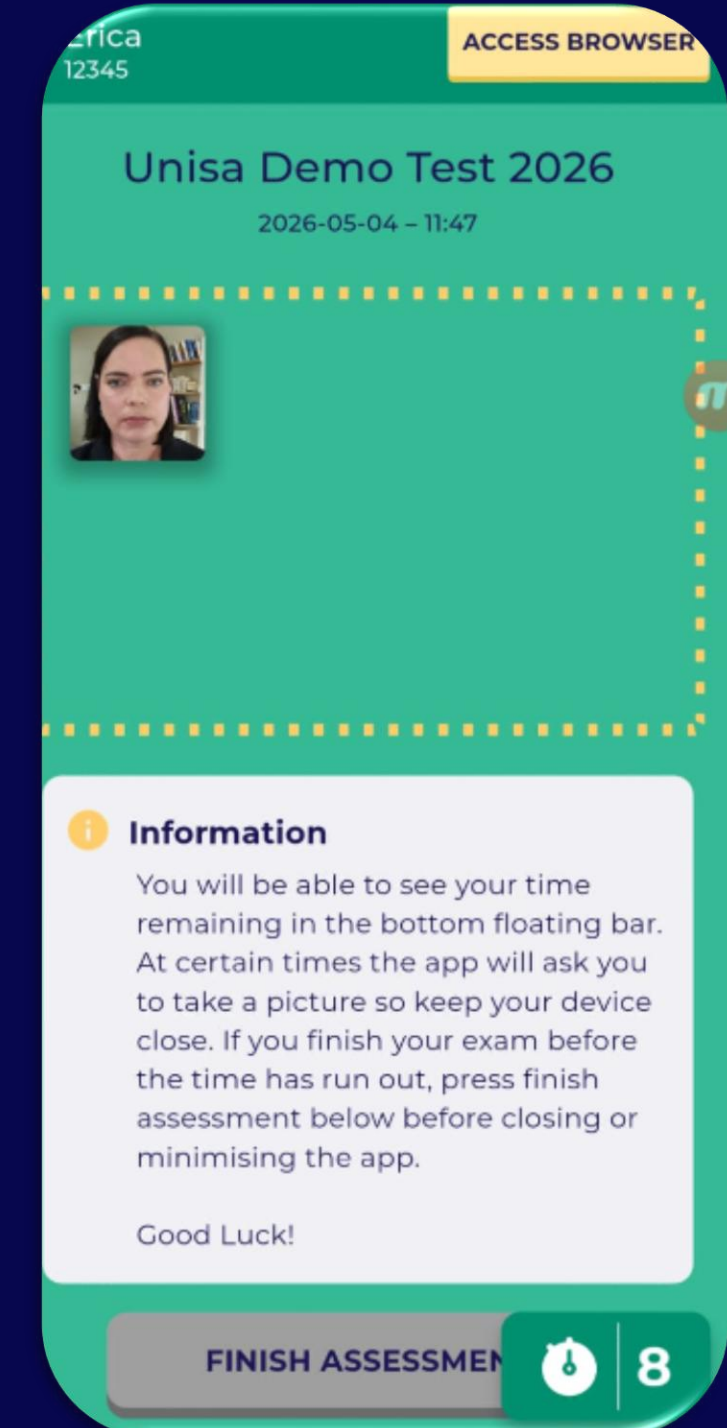


Click on “Start Invigilation” for the Unisa Demo Test 2026



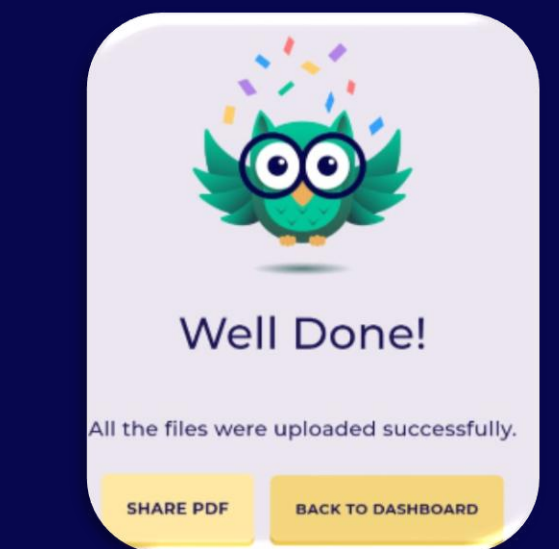
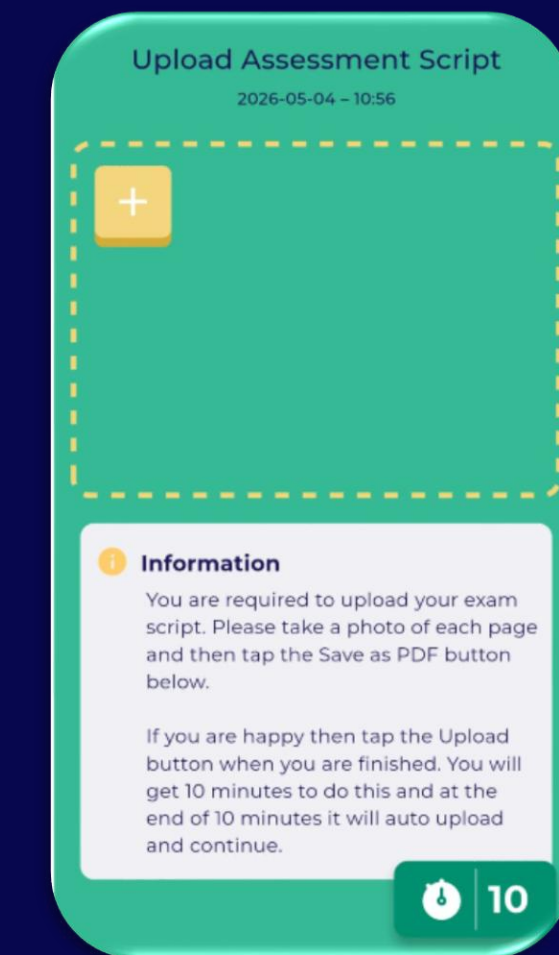
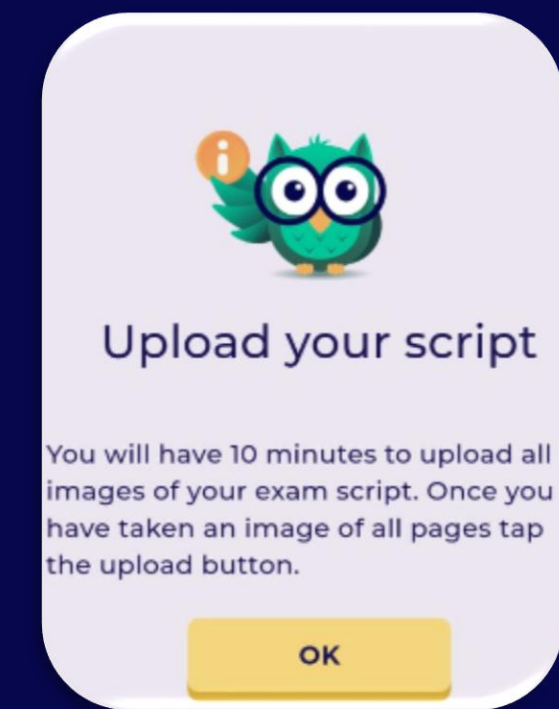
# 07. Demo Test

6. Once your exam starts, you will see this screen (see image at the top right hand corner). This means you can continue with your exam until you are prompted to take action.
7. DO NOT EXIT OR MINIMISE THE APP during your assessment as the App's algorithm monitors the instances the App was exited for any reason other than to contact The Invigilator help desk via WhatsApp.
8. The timer in the bottom right-hand corner will continue to count down and once you've taken any required photos, they will Appear in the outlined box (see image to the right) and remain there until the end of the assessment.
9. You will be prompted to take selfies and/or other photos through the course of the test when you hear a sound and see an "Attention" box (see example in the bottom right image).
10. Please note that these prompts are completely random, and you should not be alarmed if you don't receive prompts – they will take place.
11. You can access your LMS via our in-App browser by clicking on the yellow button at the top that says "Access Browser".
12. Also please note that the "Finish Assessment" button will be greyed out for the first part of your assessment. Once the "Finish Assessment" button turns yellow, you may stop the invigilation. VERY IMPORTANT: Do not stop the invigilation until you have completed your assessments. Your finish times on the LMS will be compared with your finish time on the Invigilator mobile App.
13. Once you have clicked on "Finish Assessment", you need to confirm that you are finished by clicking on "Yes, I am finished". At such a time, any outstanding prompts will be given to you to action before you can finish early.



# 07. Demo Test

14. When either your timer runs out or you click on the “Finish Assessment” button, you may be prompted to upload photos of your script. Uploading of script photos are only requested in the case of a written assessment. (i.e., scan and upload). When writing an online assessment on the LMS this will not be required. Once you are prompted to upload your script, click on the “OK” button (top right hand image).
15. To start taking photos of your script, click on the yellow plus sign (middle image on the right). You will have 10 minutes to take a photo of each page of your script. If you do not take a photo of each page of your script within the 10 minutes, no script will be uploaded to The Invigilator's database.
16. Once you have taken photos of each page of your script, you have 48 hours to upload all the invigilation data pertaining to that exam to The Invigilator's database.
17. **PLEASE NOTE:** the script upload to the Invigilator App does not replace the normal upload of your script to your university platform as was communicated to you by your institution's channels.
18. Once you have uploaded, you will see the image on the bottom right hand side. You can either go back to the dashboard or you can choose to share your PDF script outside the App. We recommend that you do share the PDF version of your script outside the mobile App.. You can either email, WhatsApp or save the PDF script on your mobile phone. You can also use this shared PDF script to upload to Unisa’s student portal.



# 07. Demo Test

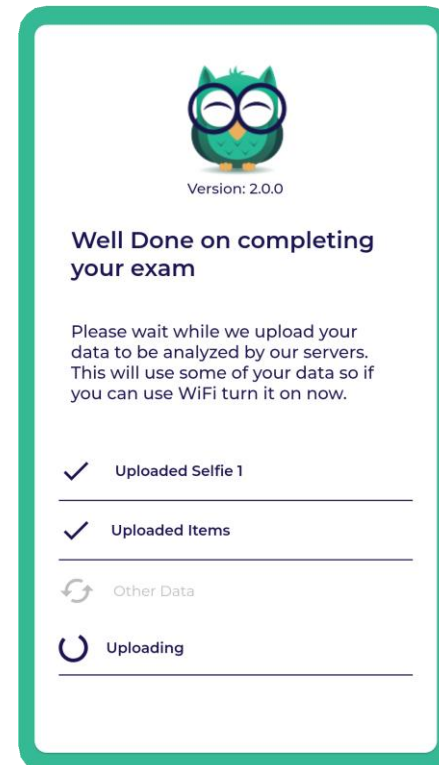
19. You are now done with your assessment and your data will be uploaded. You will receive a reference code.



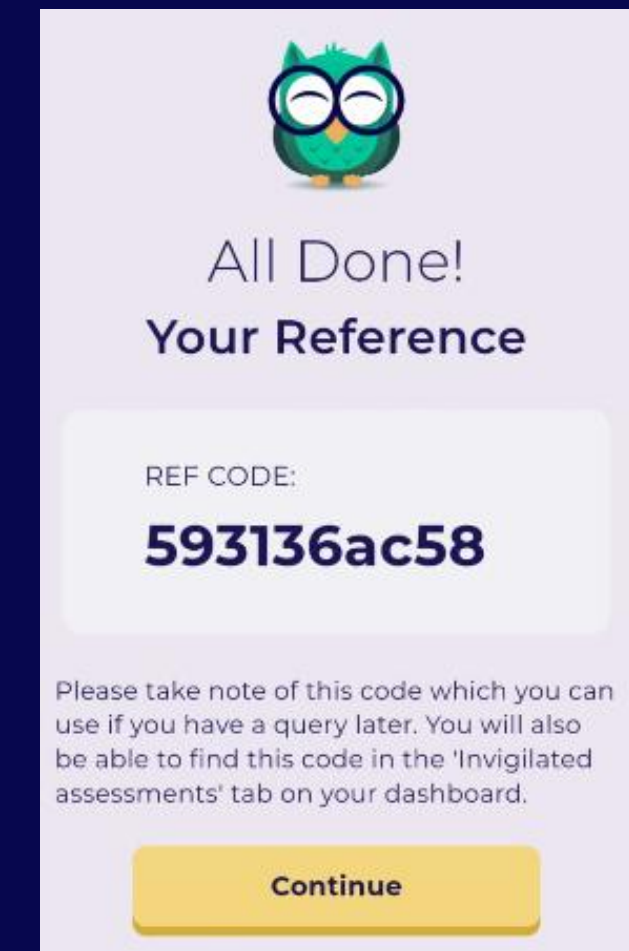
**TIP:** Please ensure you are connected to the internet.

## Stuck On This Upload Screen?

- First upload your assessment to your LMS or per your institution's guidelines.
- Ensure you are connected to the internet.
- Exit and close the App completely and log in again. If you are taken to the dashboard, it means your data was successfully uploaded.

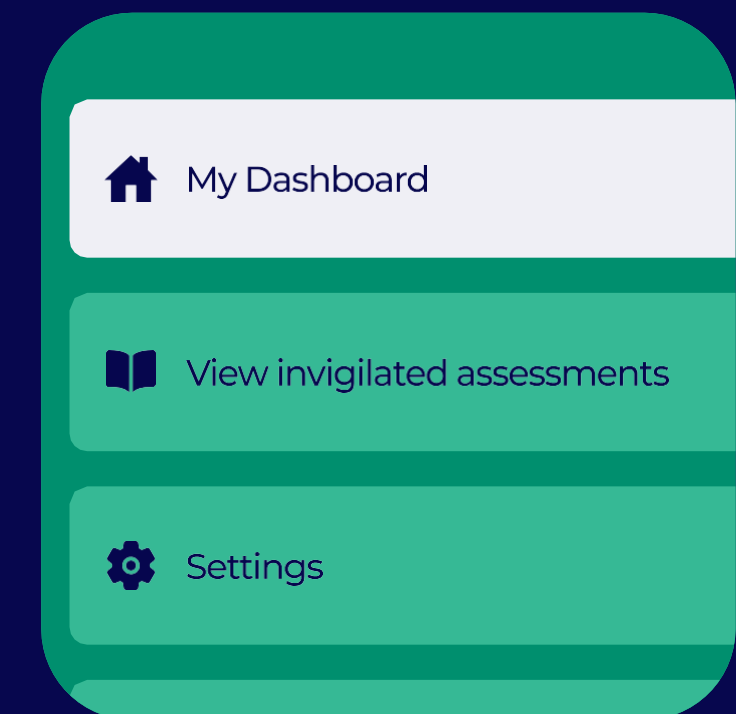


Successful Upload



20. You can confirm that your data was uploaded by clicking on the 3 horizontal bars in the top-left corner of the App and then clicking on "View Invigilated Assessments". It is normal for the first 24 hours that your App will show that the result is still processing.

View Assessments





**invigilator.App**

**For Technical Support**

Contact our team via WhatsApp on +27 73 505 8273