

## Frequently Asked Questions (FAQ) - SGT Online Testing Browser Troubleshooting Guide

Welcome to the SGT Online Testing Browser Troubleshooting FAQ. Here, we address common issues that users may encounter while using SGT Online Testing Browser on Windows and Mac operating systems. Follow these professional guidelines to resolve any difficulties you may encounter.

### General

#### 1. Operating System Compatibility

**Q:** Is the SGT Online Testing Browser compatible with my Windows, Mac, or Chromebook machine?

**A:** SGT Online Testing Browser is compatible with any machine that is running on Microsoft **Windows** 10 or higher, and **MacOS** machines running macOS 12 or higher.

[Compatible with Windows 10 and 11]

[Compatible with macOS 14 (Sonoma), macOS 13 (Ventura), macOS 12 (Monterey)]

**NOTE:** SGT Online Testing Browser is **NOT** compatible with ChromeOS, so it will not be supported on Chromebooks.

### Windows User

#### 1. Opening the SGT Online Testing Browser

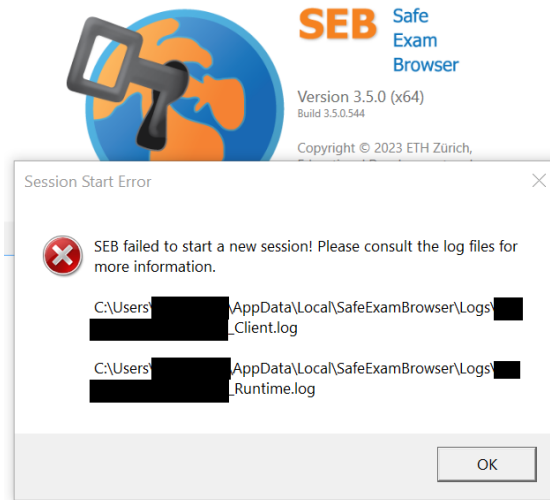
**Q:** The SGT Online Testing Browser appears in my start menu/taskbar and desktop. Which one should I open?

**A:** Shortcuts of the SGT Online Browser can appear in various locations on the computer, but to open the correct one, you must open it through the shortcut that appears on the desktop. It looks different than the others. Refer to the screenshot below:



#### 2. Error Popup When Opening the SGT Online Testing Browser on Windows

**Q:** What should I do if I encounter a **Session Start error** popup when trying to open the browser on Windows?

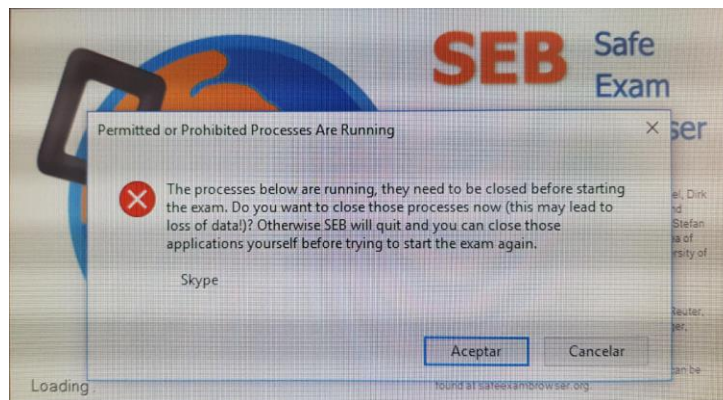


**A:** This issue is often caused by Windows updates running in the background or an incompatible application running on your system. To resolve this:

- 1) Ensure that all Windows updates are complete before launching SGT Online Testing Browser.
- 2) Close any other applications running in the background when launching SGT Online Testing Browser.

### 3. Permitted or Prohibited processes are running

**Q:** I am getting an error about some other program running on my system when trying to **launch** the SGT Online Testing Browser



**A:** This error is usually shown when an application that is already running on your system is not compatible with the SGT Online Testing Browser and may interfere with the test. To resolve this issue, please make sure you close and/or uninstall the application(s) that might interfere with the execution of the SGT Online testing browser.

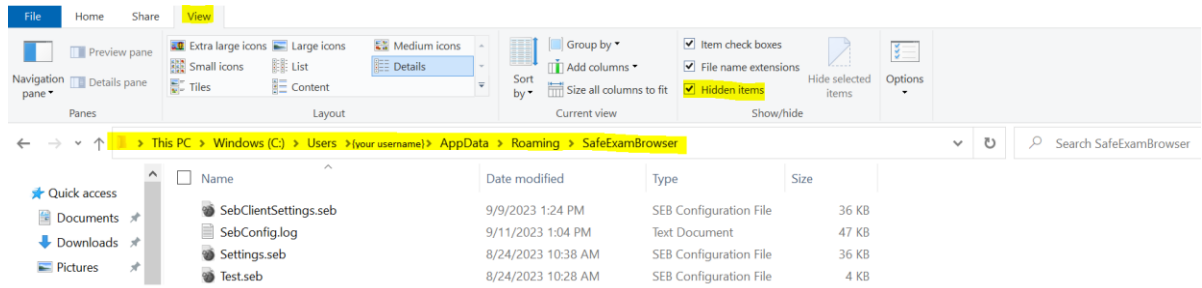
### 4. Reinstalling SGT Online Testing Browser on Windows

**Q:** How can I reinstall SGT Online Testing Browser on Windows if I have an old or non-functioning version?

**A:** Follow these steps:

- 1) Uninstall SGT Online Testing Browser and delete all related files from your computer.
- 2) Delete all files located at `C:\Users\{yourusername}\AppData\Roaming\SafeExamBrowser`.

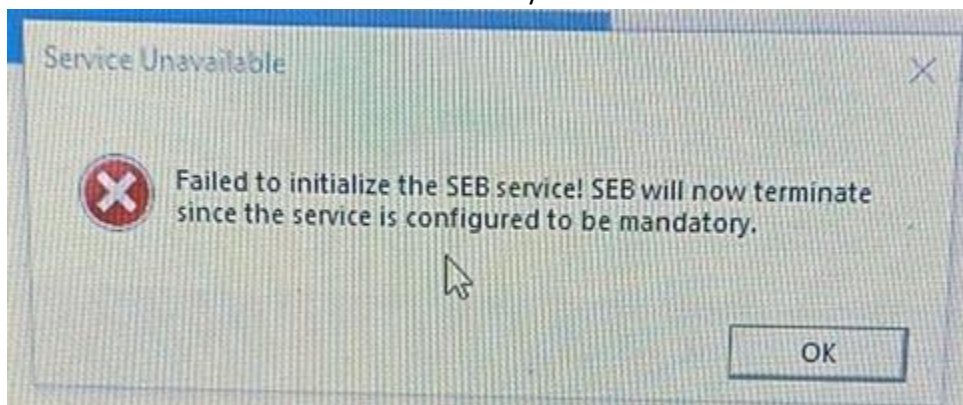
Note: If you can't see the AppData folder, enable "hidden items" in the View menu.



- 3) Download and reinstall SGT Online Testing Browser from this location: [https://ontariosecuritytesting.com/downloads/SGT\\_Installation\\_Instructions.pdf](https://ontariosecuritytesting.com/downloads/SGT_Installation_Instructions.pdf).

**5. SEB Service Not Starting Correctly on Windows**

**Q:** What should I do if the SEB service does not start correctly on Windows?

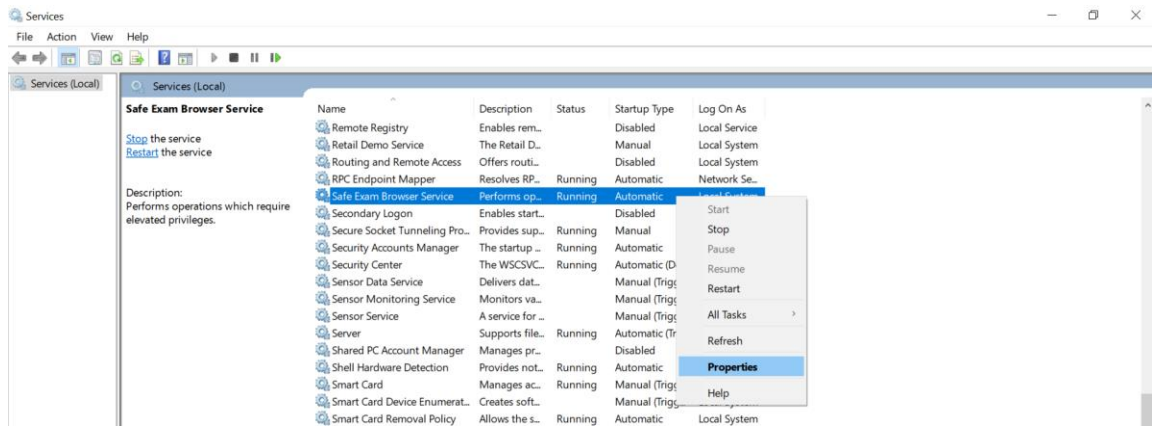


**A:** To resolve this issue:

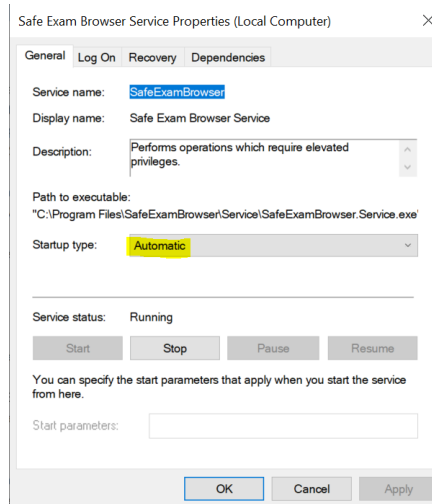
- 1) Click on the Start Menu > search and open 'Services'.
- 2) Identify the "SGT Online Testing Browser" service.
- 3) Right-click on the service and select "Start."
- 4) Go back to the desktop and launch the browser.

If the above steps do not resolve the issue, continue with the additional steps below:

- 5) Click on the Start Menu > search and open 'Services'.
- 6) Right click on the "'SGT Online Testing Browser" service and select properties.



7) Ensure Startup type is set to 'automatic'.

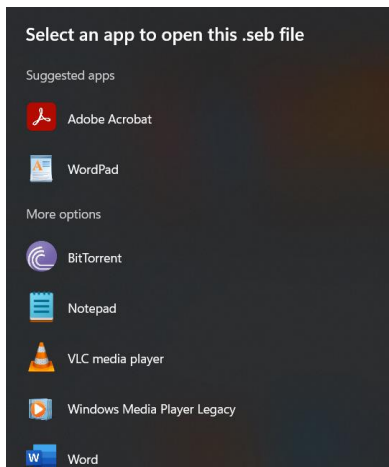


8) Click Apply, then OK

9) Restart your machine and launch the browser from the desktop.

## 6. SGT Online Testing Browser Not Opening on Windows

**Q:** What should I do if the installed application does not open and asks to select an app to open .seb files on Windows or opens with a program other than Safe Exam Browser?

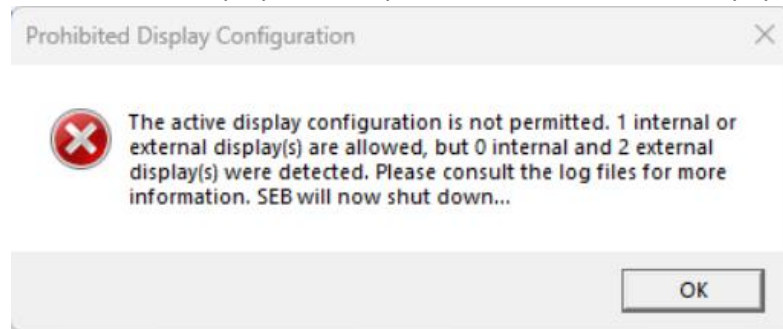


**A:** Do not select any other app to open .seb files. Resolve this issue by:

- 1) If SGT Online Testing Browser is not installed, download, and install SGT Online Testing Browser from this location: [https://ontariosecuritytesting.com/downloads/SGT\\_Installation\\_Instructions.pdf](https://ontariosecuritytesting.com/downloads/SGT_Installation_Instructions.pdf).
- 2) Right-click on "SGT Online Testing Browser."
- 3) Select "Open with..." and then "More apps."
- 4) Scroll to the bottom and choose "Look for another app on this PC."
- 5) Navigate to C:\Program Files\SafeExamBrowser\Application and select "SGT Online Testing Browser."
- 6) Click "Open."

## 7. Multiple Displays/ Monitors Error

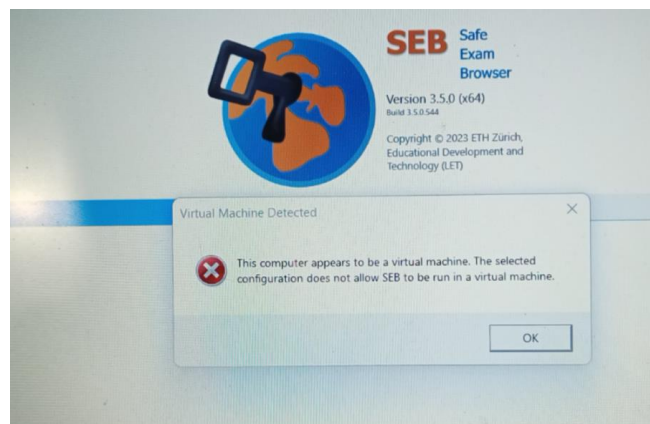
**Q:** I am getting an error about external displays or multiple monitors connected to my system.



**A:** You will get that error when you launch the SGT Online Testing browser while more than one display is connected to your machine. Make sure you only your main screen (laptop/desktop) and no other displays connected to your machine when launching the SGT Online testing browser.

## 8. Virtual Machine Error

**Q:** I am getting an error that I cannot install or run the SGT Online Testing browser in a virtual machine.



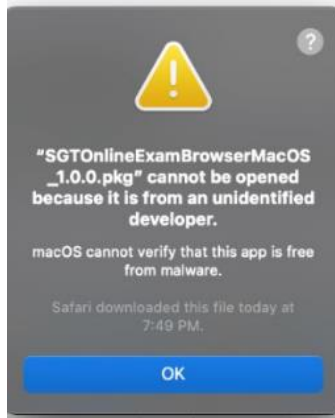
**A:** This error is seen when you try to install or execute the SGT Online Testing browser on a virtual OS machine that is installed on your current computer. Please make sure that you are not using any virtual OS/software and are installing SGT Online Testing Browser directly on your computer.

---

## MacOS Users

### 1. Mac Popup Blocking Installation

**Q:** How do I handle a Mac popup that blocks the installation of a downloaded file, citing it as untrusted or from an unknown developer?



**A:** Follow these steps:

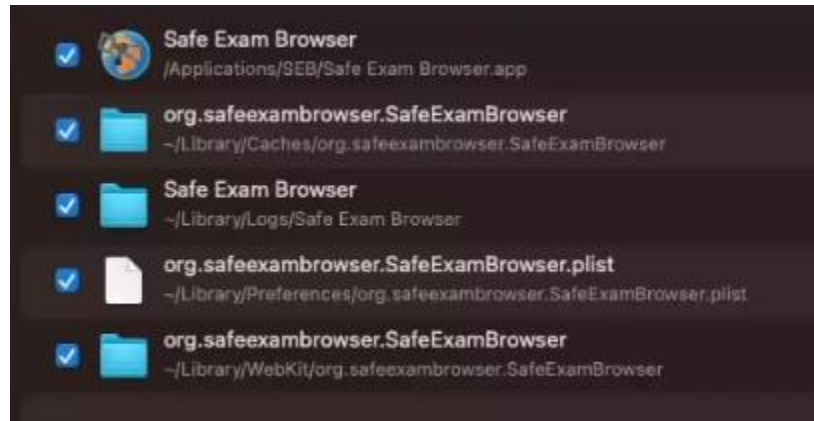
1. Open System Preferences on your Mac.
2. Find the 'Privacy and Security' page.
3. In the 'Security' section, enable the app by clicking 'Open Anyway.'

### 2. Reinstalling SGT Online Testing Browser on MacOS

**Q:** How should I reinstall the SGT Online Testing Browser?

**A:** Follow these steps:

- 1) Make sure the previous version of the SGT Online Testing Browser is uninstalled properly. To do this remove all contents from the application folder in Finder, and everywhere else on your machine. Some common locations are as shown below :



- 2) After successfully deleting the above files, begin a fresh installation of the SGT Online Testing browser by downloading it from the website.
- 3) Follow the instructions as they come when installing the package.

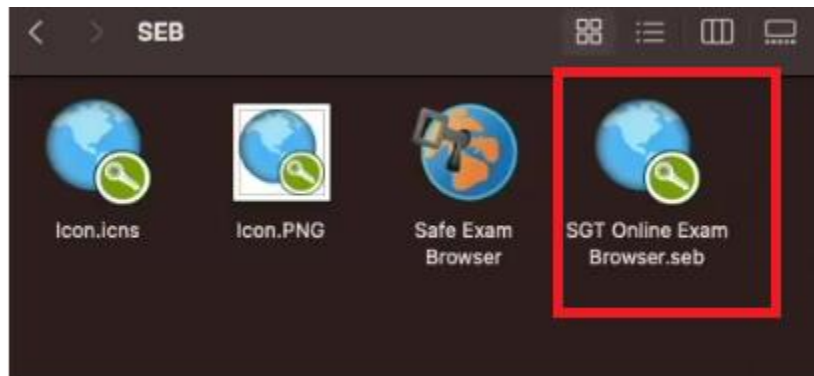
### 3. Opening the SGT Online Testing Browser

**Q:** How do I access SGT Online Testing Browser appears in my macOS?

**A:** If you are unable to see the SGT Online Testing Browser on the desktop, please navigate to Finder > Applications > SEB Folder



Once in this folder, please open the 'SGT Online Exam Browser.seb' as shown below :



---

If you encounter any further issues or have additional questions, please reach out to our support team for assistance. We are here to ensure your Safe Exam Browser experience is trouble-free.