



SECUREXAM (CA) QUICK START USER GUIDE

Welcome to *Securexam (CA)*, the lockdown software you must install and test on your laptop computer to write the UFE and regional exams. *Securexam (CA)* will enable you to:

- input and submit your responses using a word processor,
- create and submit spreadsheets, and
- access two *Folio Views* infobases.

The software is accessible through your account at the Securexam Registration Website: <http://cica.softwaresecure.com>.

Using the word processor, the spreadsheet and *Folio Views* in *Securexam (CA)* is a little different from what you're used to. Some functionality has been disabled. See the *Securexam (CA) User Guide* for more information.

The User Guide for *Securexam (CA)* is at www.cica.ca/securexam.

We strongly recommend that you download and print it out before installing and running the software.

*Remember: *Securexam (CA)* is lockdown software. Once you launch it, you won't be able to access help without exiting the program.*

If you intend to use your employer's computer, you must first obtain permission.

*If you are using your employer's computer and do not have administrative rights, you will not be able to install *Securexam CA*. Contact your employer's computer help desk.*

SECUREXAM (CA) INSTALLATION GUIDE

Many candidates have the *Securexam (CA)* software preinstalled on their computers by their employer's IT staff. If the software is preinstalled on your computer, you still must register on the *Securexam (CA)* website at <http://cica.softwaresecure.com> in order to be able to get the updates, exams and licenses.

If you do not have the *Securexam (CA)* software preinstalled on your computer by your employer's IT staff, you must download the software from the *Securexam (CA)* website at <http://cica.softwaresecure.com>. First register on the site using your e-mail address and follow the instructions provided on the website. Then download and save the installation package onto your computer desktop.

Double-click the installation package icon on your desktop to unzip the downloaded files. At this point, you should print out the quick guide and the user guide before proceeding.

1. Close all programs and files.
2. Double-click the *Securexam (CA)* Installer icon to launch the *Securexam (CA)* installation program.
3. Follow Set-up instructions to install *Securexam (CA)*.
4. The *Securexam (CA)* icon will appear on your desktop.

The computer is now ready to run *Securexam (CA)*.

QUICK GUIDE TO RUNNING A SECUREXAM (CA) PRACTICE SESSION

1. Close down ALL software applications. Leave only your Desktop running.
2. Double click on the *Securexam (CA)* icon from the desktop.

3. Choose your preferred language
4. Make sure you are connected to the Internet. Click “Get Exams and Licenses”, use the email address and password you used to create your account on the CICA registration website.
5. Click on Login and take an exam. Enter your email address in the login screen. Follow the prompts for the USB Drive Backup wizard. Click on “Take Secureexam (CA) Exam”. Follow the prompts until a password box is displayed. To launch a practice exam, type in “password” in the password box.
6. Practice working with the answer sheet document and the spreadsheet document.
7. To access the two *Folio Views* infobases, select the “View” drop down menu and then “FolioViews”.
8. To exit *Secureexam (CA)*, click “Exit” from the pull-down “File” menu. Follow the prompts to exit. The password to exit is “password”. Any work you did is automatically saved to your desktop.

TAKING THE “QUALIFICATION EXAM”

To be able to take an evaluation, you must test the software by performing a “Qualification Exam”, and upload the resulting files to Software Secure for confirmation. For detailed instructions on how to perform this Qualification Exam, see the *Secureexam (CA) User Guide*.

FOR MORE INFORMATION

For more information, detailed installation and operating instructions, trouble shooting tips, and information on what to expect in an evaluation, go to www.cica.ca/Secureexam.

If you cannot find answers to your questions in the User Guide, contact technical support as follows:

Candidates using employer-supplied computers should contact their employer’s help desk first to ensure minimum hardware and software requirements have been met.

Candidates using their own computers or who have no access to an employer help desk should contact the profession’s help desks as follows:

1. **Contact Software Secure:**

In order to best assist you in an expedited manner, please click on the following link for Software Secure online customer support portal.

<http://clientportal.softwaresecure.com/support/>

Alternatively you can call 1-866-618-8851

2. **If this does not solve the problem, contact your regional help desk:**

- **CASB (BC, Alberta, Saskatchewan, Manitoba and the Territories):** 1 866 681 4300 ((604) 488-2638 in Vancouver) or log on to www.casbhelp.com

- **Ontario, New Brunswick, Nova Scotia, PEI, Newfoundland and Bermuda:**

Check the Frequently Asked Questions at:

<http://www.icao.on.ca/CAstudents/secureexam/1014page7400.aspx>

If this does not solve your problem call Jacqui Mulligan 416 969 4296 or toll free at 1 800 387 0735 ext. 296, or email jmulligan@icao.on.ca.

- **Quebec:** 514 982 4642, or toll free at 1 800 363 4688 ext. 4642, or email a.daoust@ocag.qc.ca