

## **SGT Online Exam Browser Installation and Troubleshooting Guide**

Online Testing for Security Guard and Private Investigator Exams requires you to download and install the SGT Online Exam Browser prior to exam date. To install, please download the installation package from the links below and the follow the step-by-step instructions.

Download the installation package – Download package from link below.

**Windows users -Minimum system requirement is Windows 10 or higher (Windows 10, Windows 11)**

- **Please make sure all **Windows updates are installed** to latest version available on your machine**

Click [here](#) to download the installation package for Windows.

**macOS users – Minimum system requirement is macOS 12 or higher (macOS 14 (Sonoma), macOS 13 (Ventura), macOS 12 (Monterey))**

- **Please make sure that you are on the **latest version of MacOS** that is available for your machine**

Click [here](#) to download the installation package for MacOS.

Alternatively, you can also visit the [SGT Website](#) to obtain the latest packages of the browser.

***Note :***

*SGT Online Exam Browser requires you to have appropriate permissions to install software on your computer. Please ensure you are using a computer with appropriate permissions.*

*Please go through the steps included in this document to properly install the SGT Online Exam Browser.*

## SEB Software Compatibility and Requirements

Please refer to the list available at [https://safeexambrowser.org/faq/faq\\_en.html](https://safeexambrowser.org/faq/faq_en.html) for information about antivirus and anti-malware software known to be compatible with SEB on Windows OS.

If your antivirus or anti-malware software is not listed, make sure to add the “**CefSharpBrowserSunProcess.exe**” to the "Allowed apps" or "Trusted applications" list. By default, this file is located at:

**<SafeExamBrowser Install location>\Application\CefSharp.BrowserSubprocess.exe**

For example:

C:\Program Files\SafeExamBrowser\Application\CefSharp.BrowserSubprocess.exe

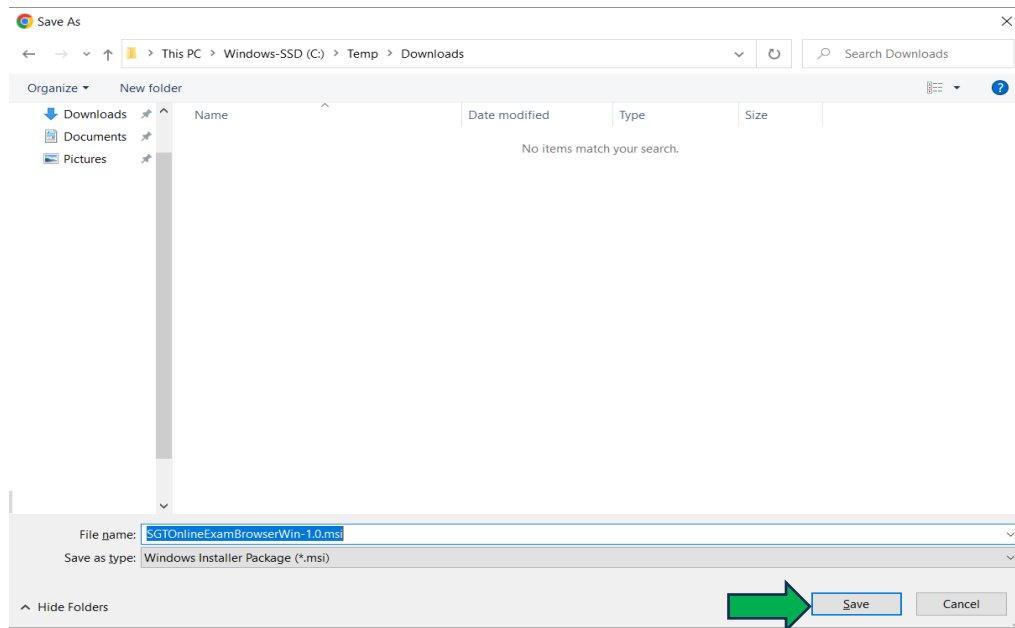
**Note:** For detailed steps on how to do this, please consult the documentation provided by your antivirus or anti-malware software.

***If you face any difficulties, please make sure to check the [FAQ Document](#).***

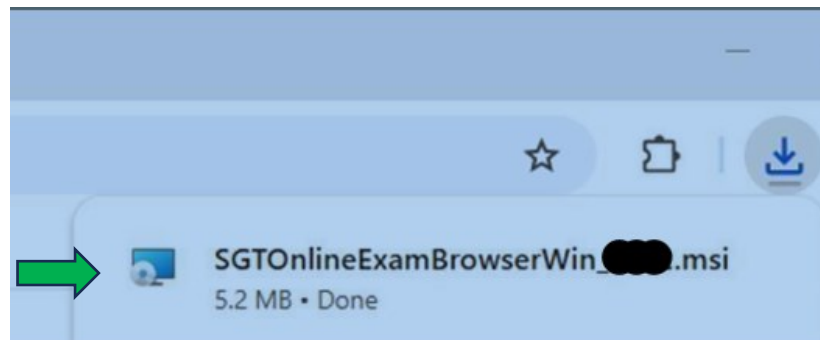
--Proceed to next steps below--

## Windows Users

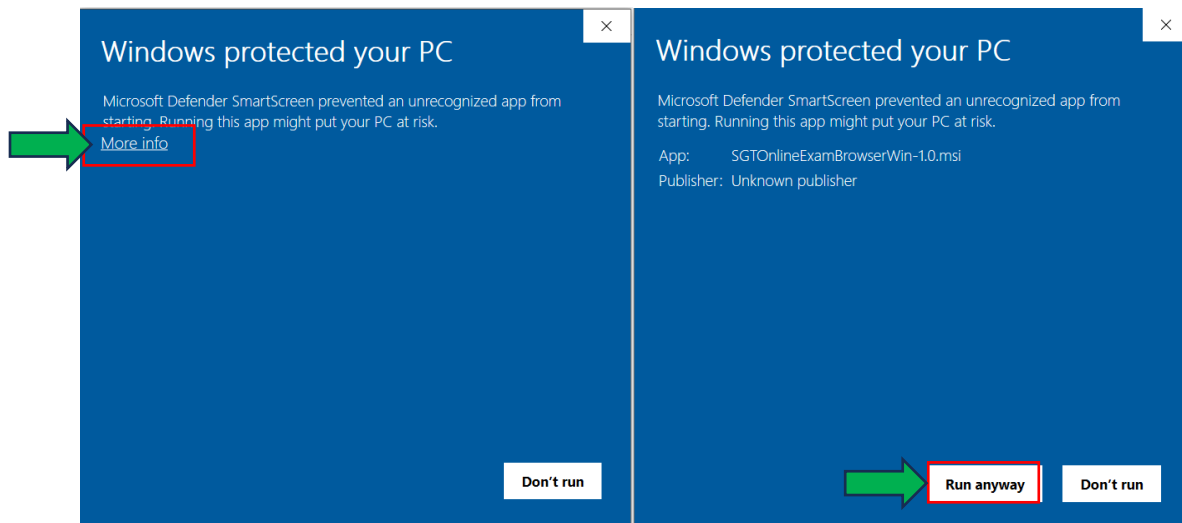
1. You may be prompted to select a location to download the package. The default location is your Windows Download folder. If this screen does not pop up, please proceed to step 3.



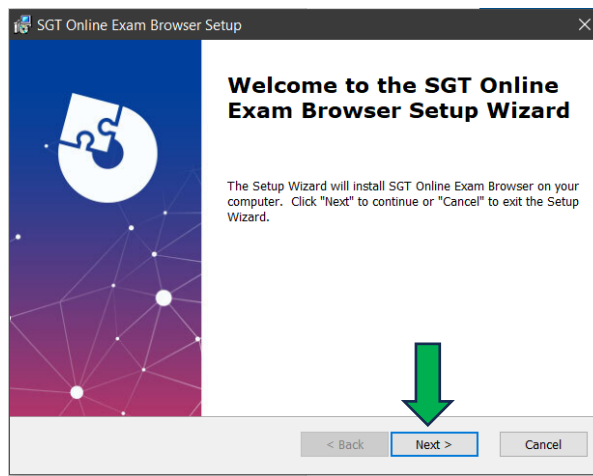
2. Once you have downloaded the file, launch it to proceed with the installation process. If you are unable to locate the downloaded file, please check your browser downloads and double click the **SGTOnlineExamBrowserWin\_6.0.7.msi** file to launch.



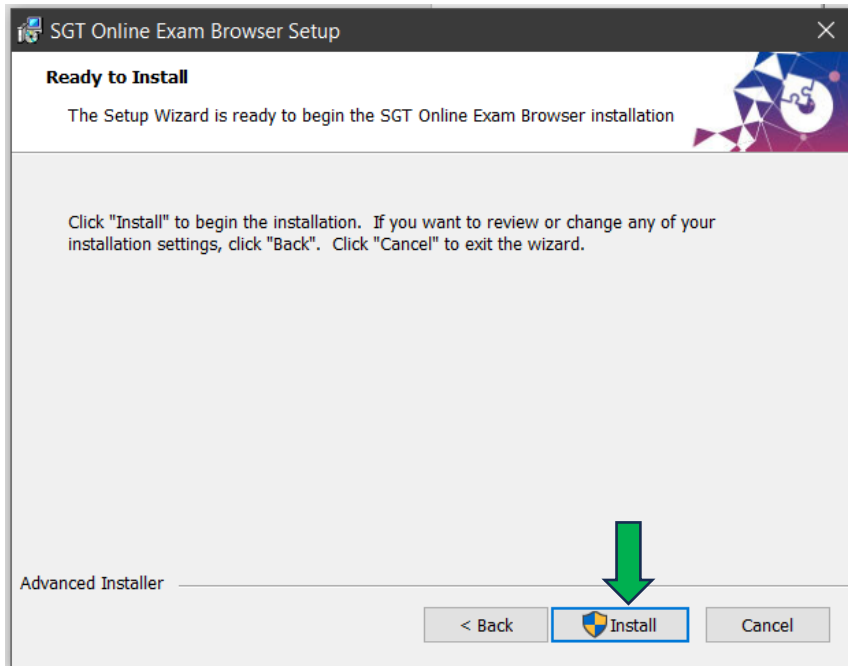
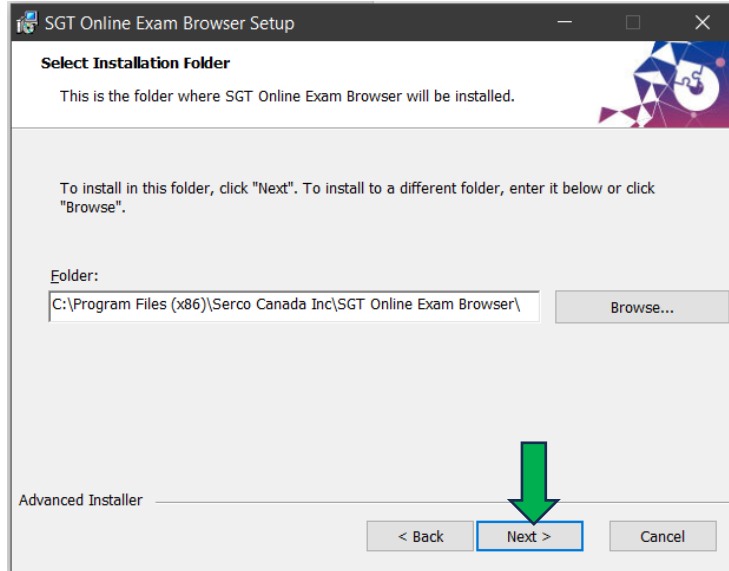
3. If the below dialog box is displayed, please select **More Info** and select **Run Anyway**.



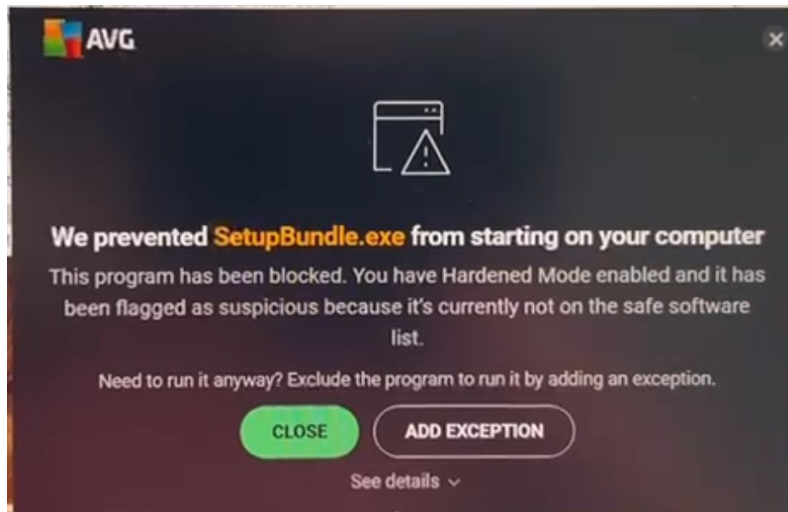
4. The installation process will now start and the following dialog box will pop up. Click **Next**.



5. The next screen allows you to modify the location where browser will be installed. You can choose to leave it as the default location. Click **Next**.
6. Click **Install** on the next dialog. This will start the installation process. Please do not close or exit the installation dialog at this stage.



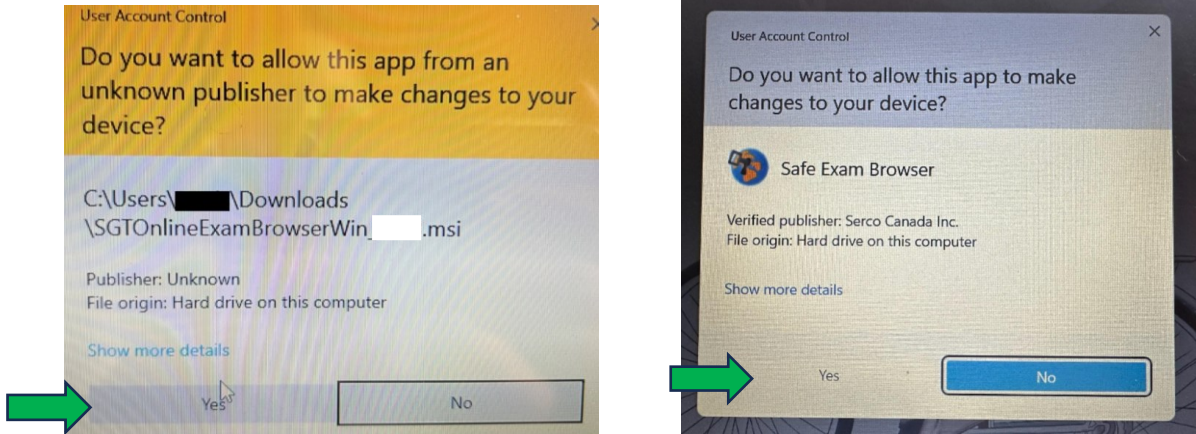
7. If you have AVG installed and experience the following issue after the above step:



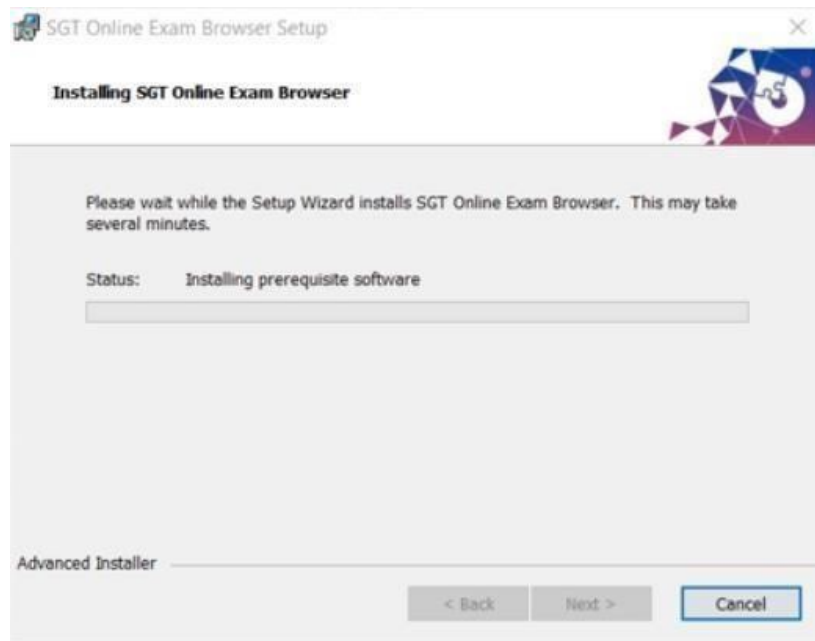
Please refer to section Q-7 [**Antivirus Software**] in the Windows section of the [FAQ](#) document.

8. If you will be promoted to allow the package to make changes to your local folder. Please click '**Yes**' on one or both the screens as shown below.

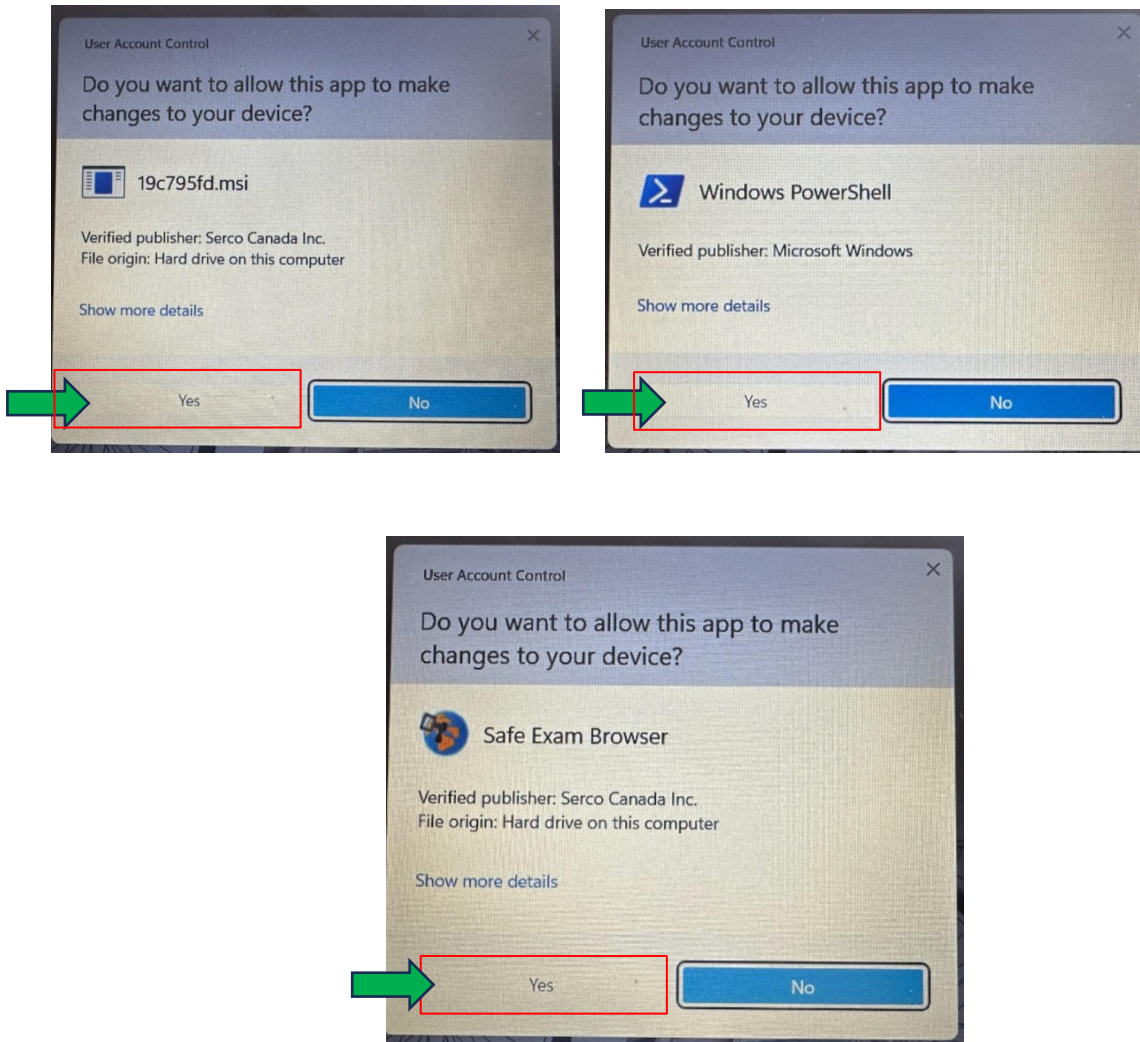




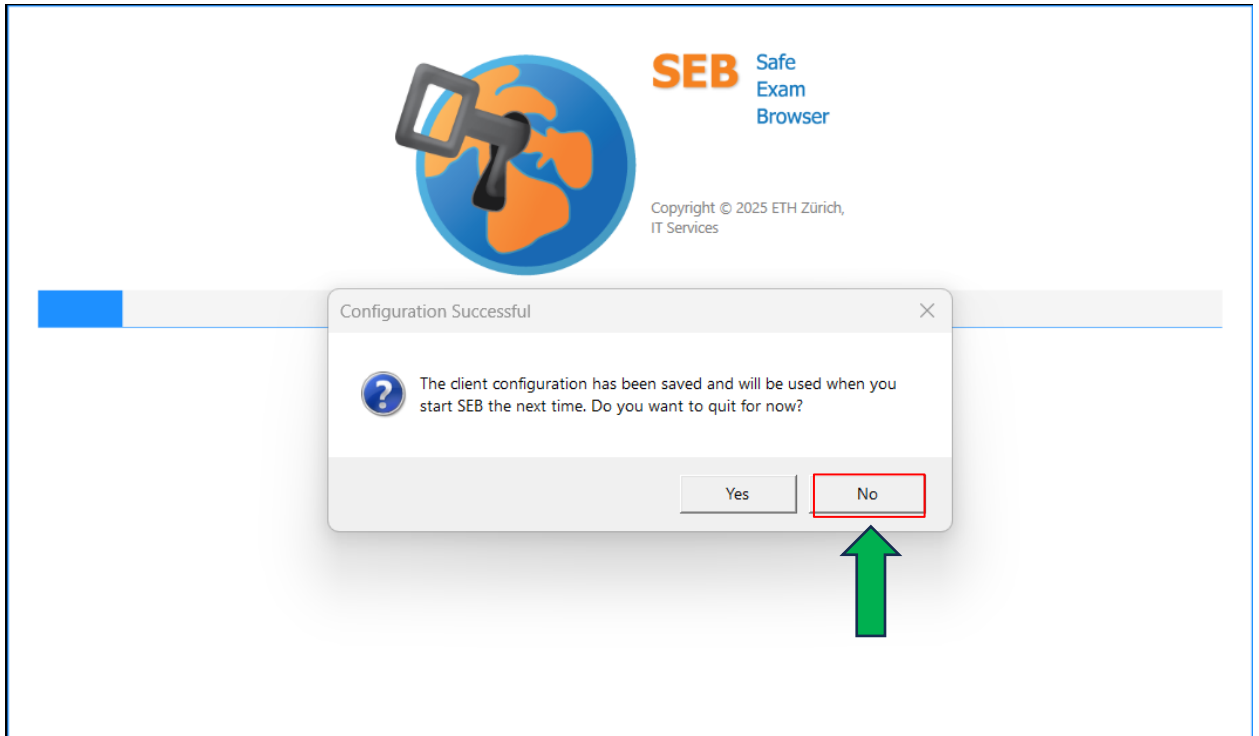
9. The installation will take several minutes as processes run in the background, so be patient on the below screen:



10. After the above installation completes, another dialog will continue installation. You might have be prompted to select **Yes** on the below few permissions :

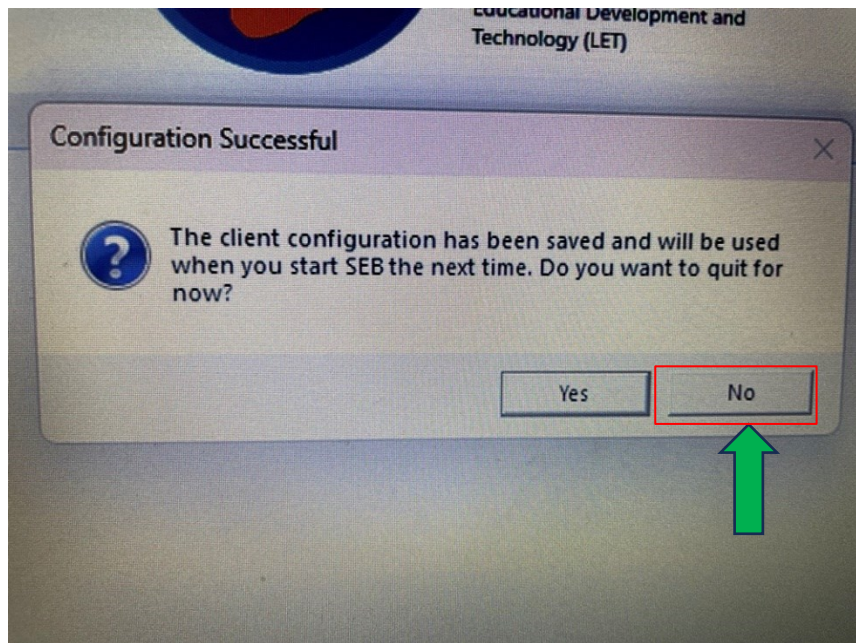


11. This completes the installation of the SGT Online Exam Browser and the application will launch on your screen.
12. At the launch, a dialog box will appear with the message , "*The client configuration has been saved and will be used when you start SEB the next time. Do you want to quit for now?*" **Click NO.** This should take you to the Login screen for SGT Exam Portal.

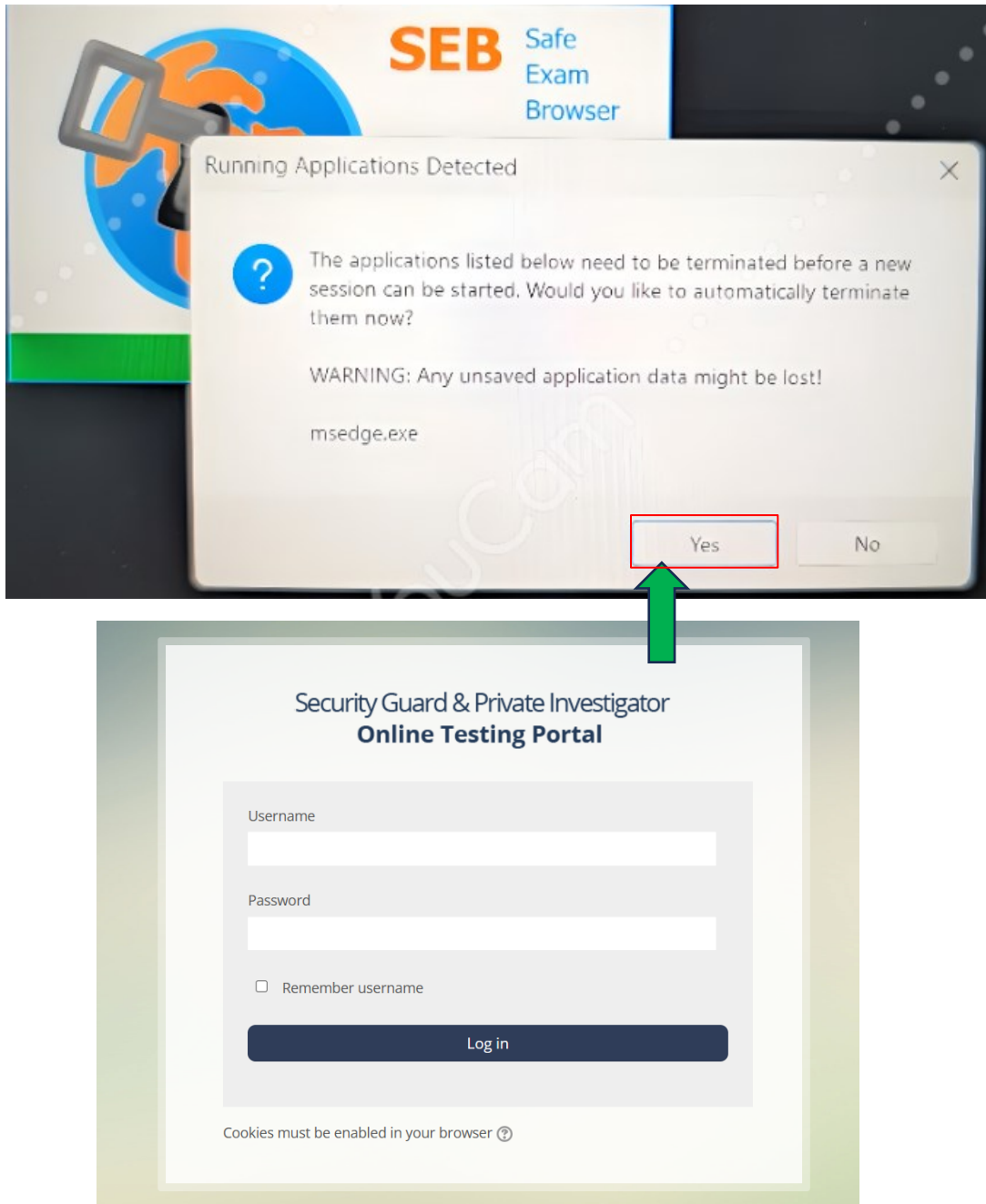


**Configuration Successful popup:**

Please click "NO" button on the Configuration Successful dialog box as shown in the screenshot below. If "Yes" button is clicked, the SGT Online browser will be closed.



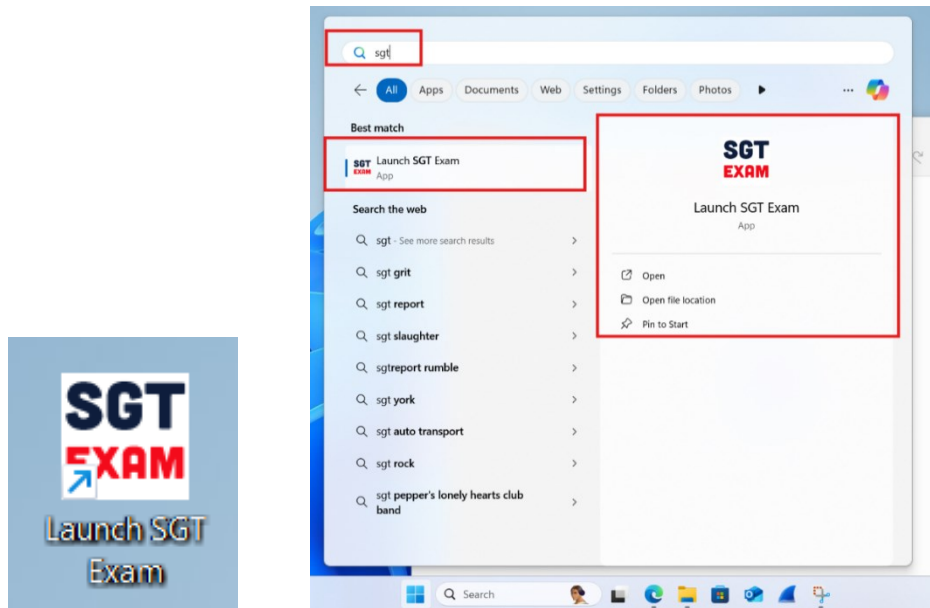
The browser auto detects some applications that need to be terminated before the exam browser can be accessed, please select "Yes" when prompted as below :



13. To exit, click the **Power Icon** at the bottom right hand corner of the screen.

14. You will now find a shortcut (pictured below) created on your desktop as well as the Windows Start Bar to access the SGT Online Exam Browser on your scheduled exam day.

You may also access this browser prior to your scheduled exam day to review pre-exam instructions at least 24 hours after booking.



### **On Exam Day**

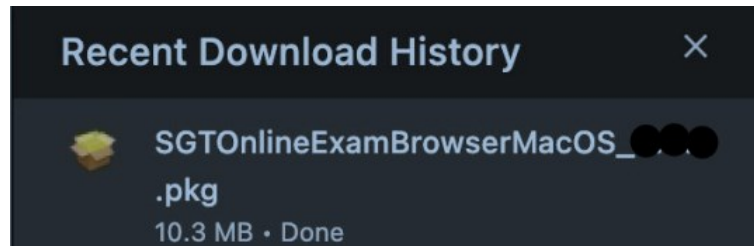
At least 15 minutes prior to your scheduled exam, please launch the SGT Online Exam Browser by double clicking the shortcut below on your desktop.

**IMPORTANT:** Prior to launching the browser, please ensure you have written down your user name and password to enter the exam as you will not be able to access your email confirmation once logged in to the browser.

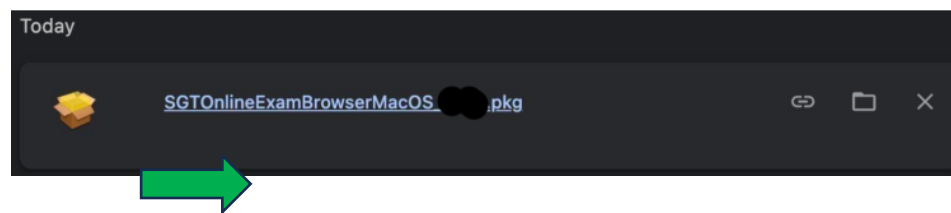


## macOS Users

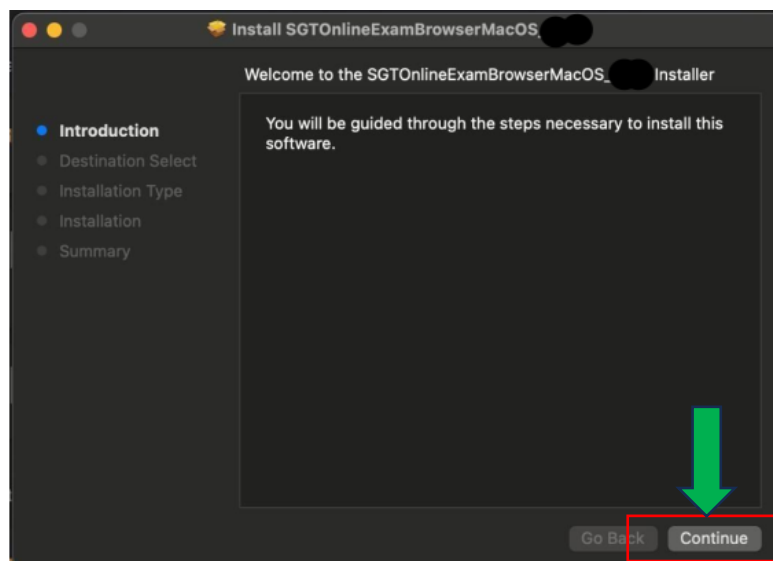
1. Download the package from the link for macOS users above.



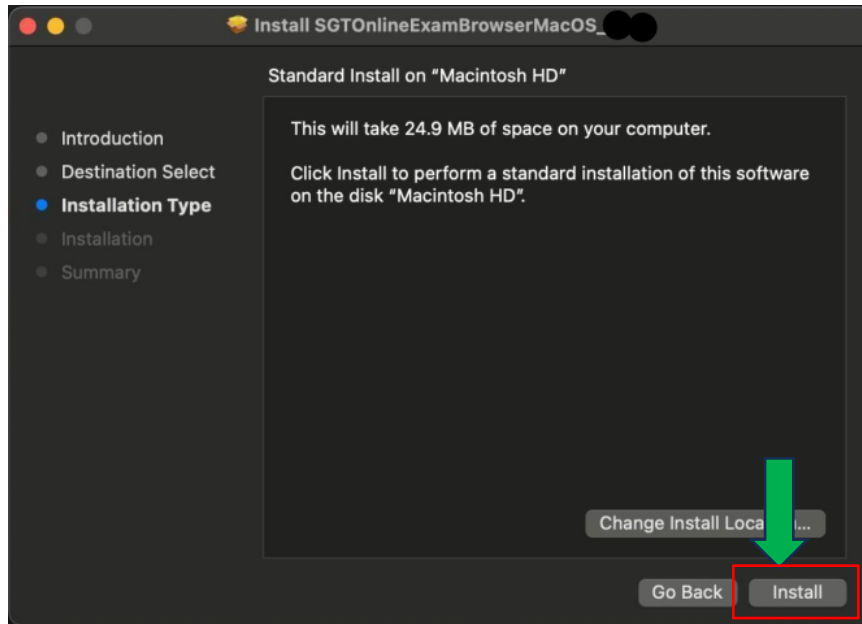
2. Navigate to the folder where the package has been saved and double click **SGTOnlineExamBrowserMacOS\_6.0.0.pkg**. Alternately select the package from your browser downloads and click to get started.



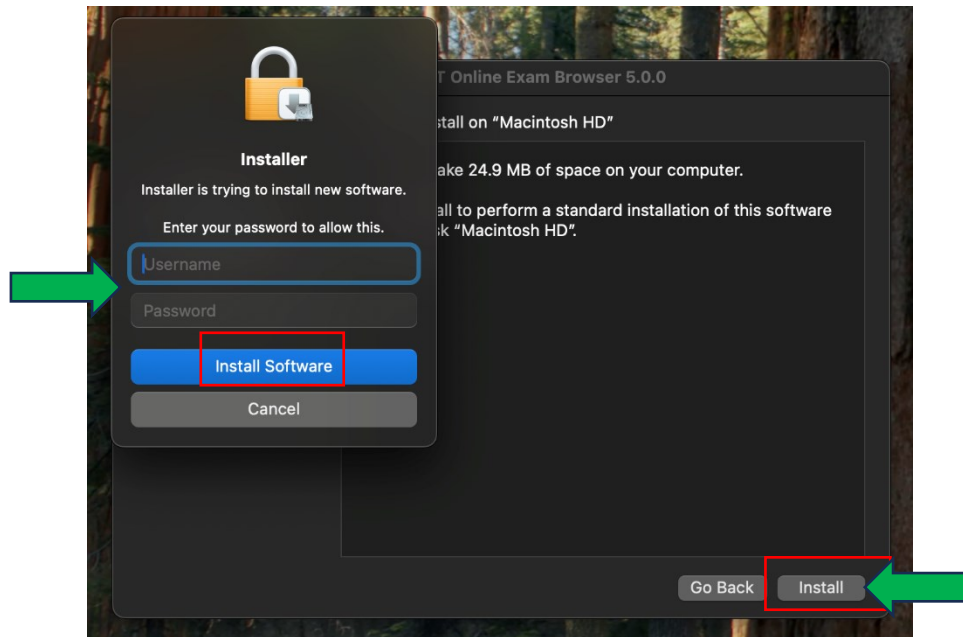
3. The installation process will now start and you should see the following dialog box. Click **Continue**.



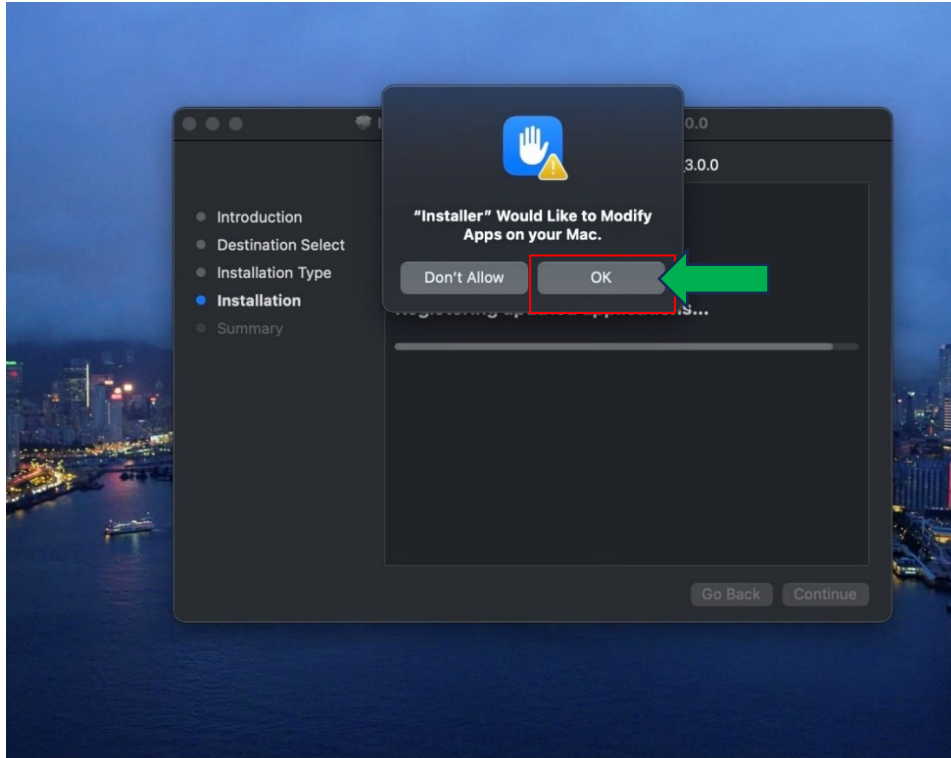
4. The next screen allows you to modify the location where browser will be installed. You can choose to leave it as the default location. Click **Install**.



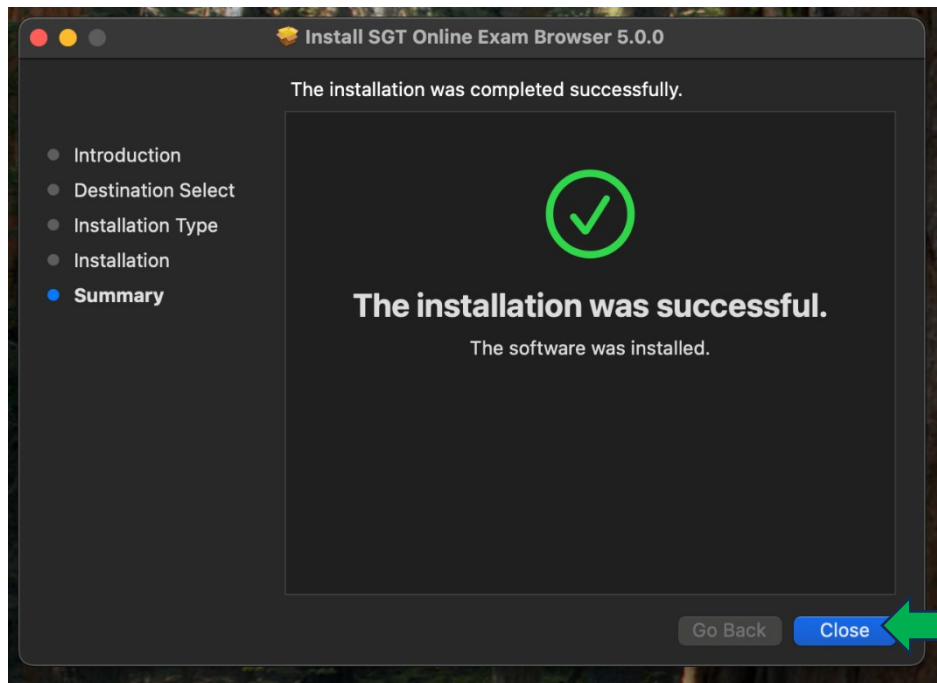
5. Enter Computer Username and password if and when prompted :



6. Click **OK** at the next step.

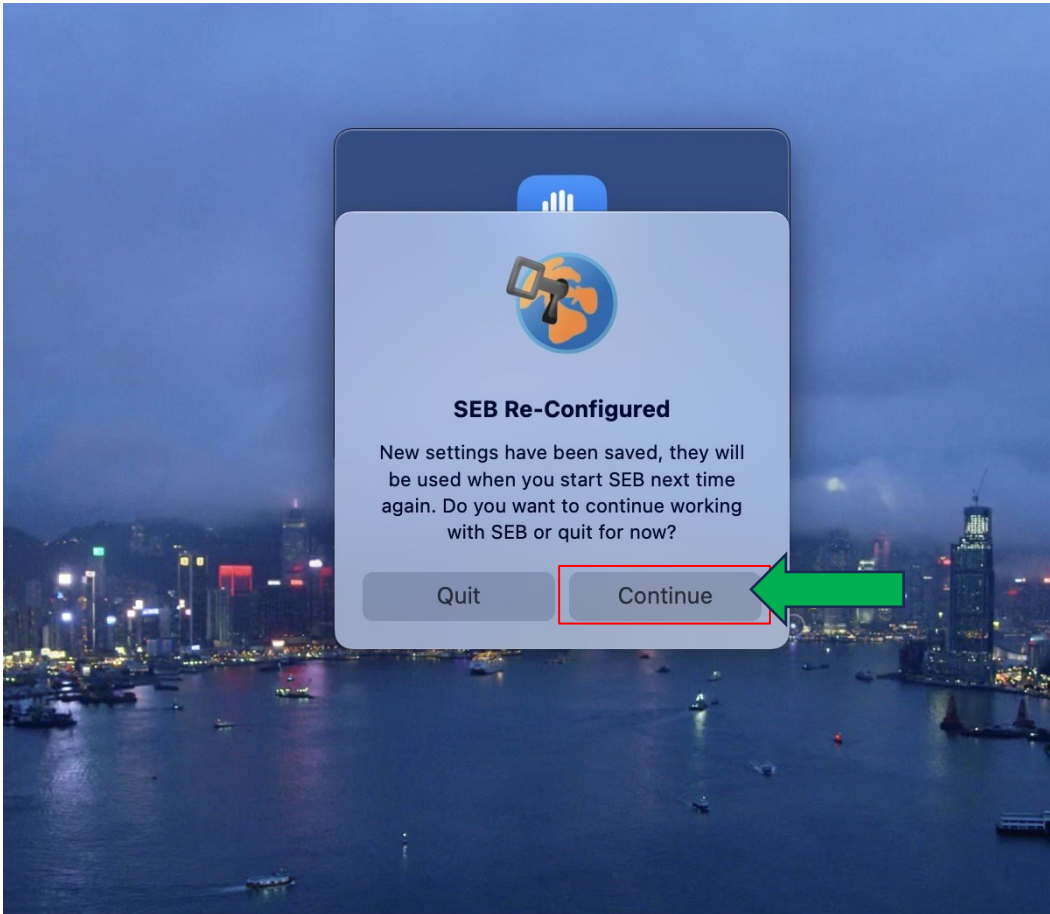


7. Click **Close** at the next step.

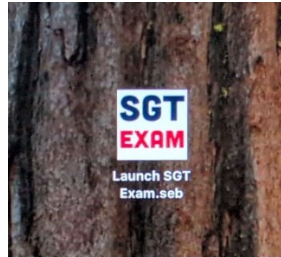


8. This completes the installation of the SGT Online Exam Browser and you will be directed to the Exam Login Page.

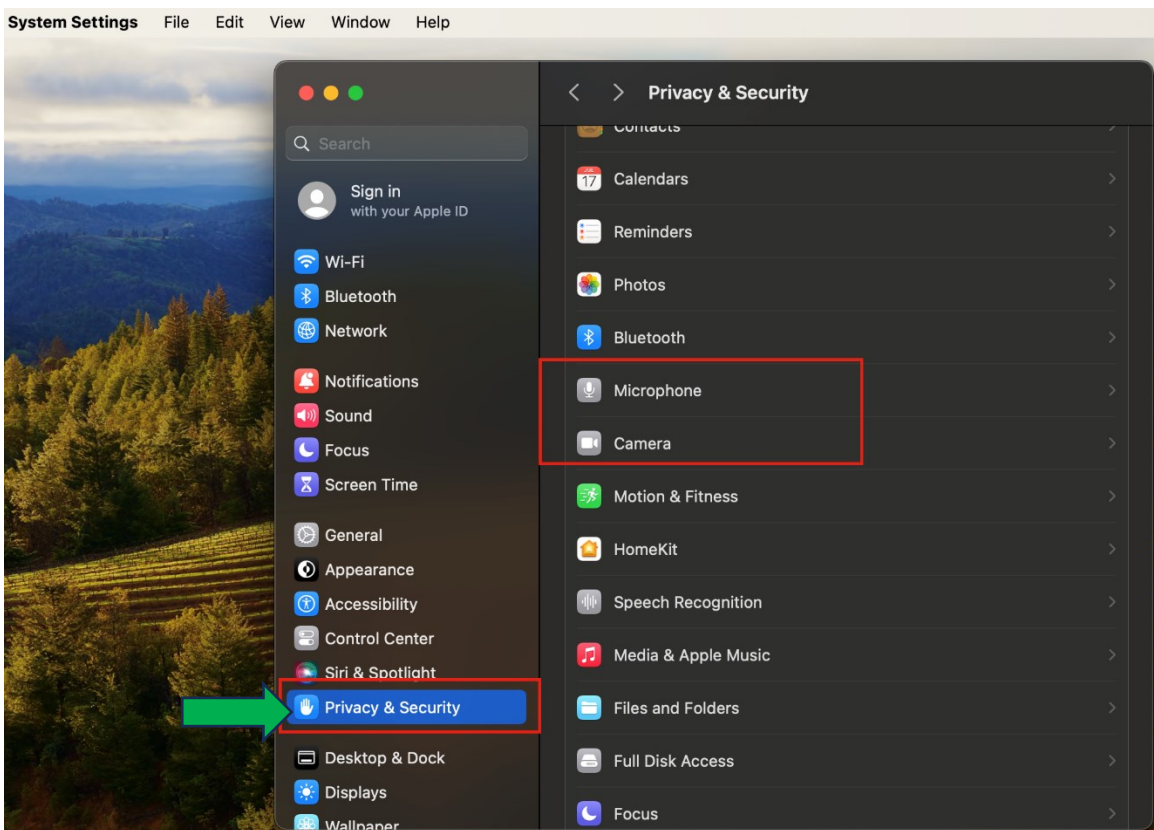
- At the next step, a dialog box will appear with the message , “New Settings have been saved, they will be used when you start SEB next time again. Do you want to continue working with SEB or quit for now?” **Click Continue.** This should take you to the Login screen for SGT Exam Portal.

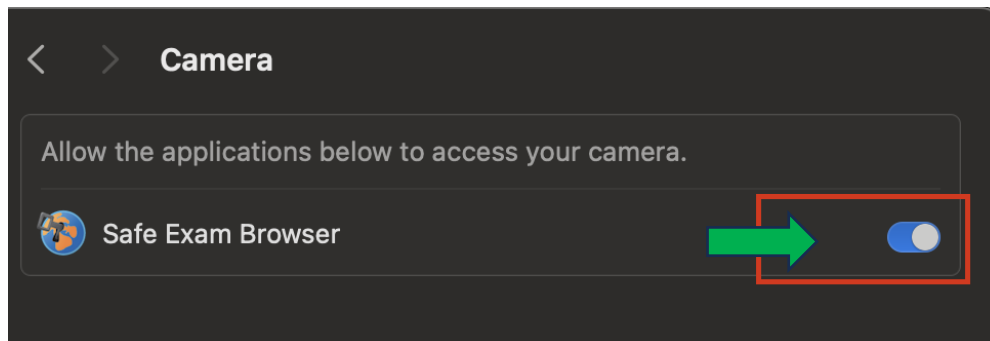
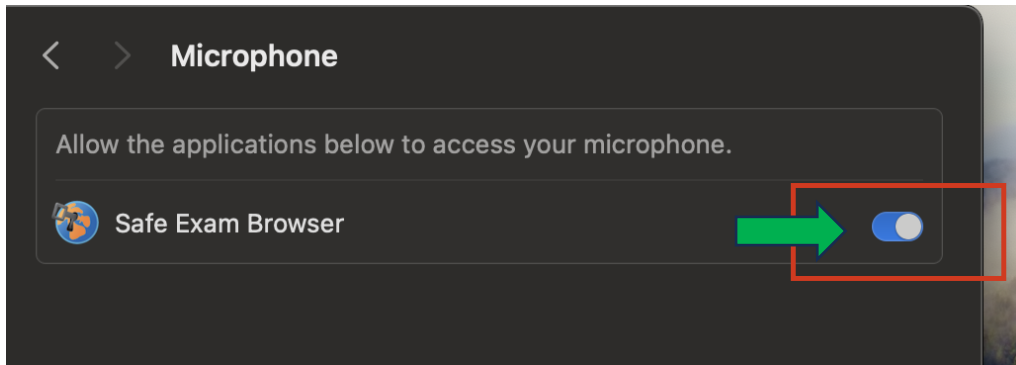
A screenshot of the login screen for the "Security Guard & Private Investigator Online Testing Portal". The page has a light green border. At the top, it says "Security Guard & Private Investigator Online Testing Portal". Below this is a login form with the following elements: a "Username" label and a text input field; a "Password" label and a text input field; a checkbox labeled "Remember username"; and a dark blue "Log in" button. At the bottom of the form area, there is a note: "Cookies must be enabled in your browser" with a small question mark icon.

10. Login to test or click the **Power Icon** at the right hand corner of the screen to exit/close SGT Online Browser.
11. You should also find a shortcut created on your desktop to access SGT Online Browser on Exam day or day prior to review exam instructions.



12. Additional to the permissions provided above, make sure you go to the **System Settings** and toggle the microphone and camera permissions under "**Privacy and Security**" to Off and **ON** once to avoid issues on exam day. Make sure they are ON after the toggle.





### **On Exam Day**

At least 15 minutes prior to your scheduled exam, please launch the SGT Online Exam Browser by double clicking the shortcut below on your desktop.

**IMPORTANT:** Prior to launching the browser, please ensure you have written down your user name and password to enter the exam as you will not be able to access your email confirmation once logged in to the browser.

