

PHI Exam Set Up & Survival Guide

Safe Exam Browser Set-up

Pre-Exam Laptop Prep:

Step 1: Start with a Clean Slate

If you've used SEB before, we need to delete the old version first. **All other versions will block the exam from working!**

On Windows:

1. Click **Start > All Apps**.
2. Scroll down or search for "Safe Exam Browser."
3. Right-click and **Uninstall/Delete** it.

On a Mac:

1. **Apple Menu** (top left) > **About this Mac**.
2. Click **System Report** (on the Overview tab).
3. In the left sidebar, under **Software**, click **Applications**.
4. Find SEB and **Delete** it.



Install Safe Exam Browser:

Step 2: Download the *Right Version*

Head over to the course platform and download the specific SEB link provided there. **Do not download it from the public SEB website - it won't work for this exam!**

Step 3: Install (But Don't Touch!)

Install the software, but **stop right there**. Do not try to open the app or change any of its settings manually. It's designed to be launched through the website, not your desktop.



Trial Exam Day

Step 4: Updates & Antivirus

Update Now: Run any pending system updates today. This prevents your laptop from forcing a restart in the middle of your real exam later.

Check the "Bouncer" List: Check the [official SEB FAQ](#) to see if your antivirus plays nice with SEB.

If in doubt: If your antivirus isn't on that "approved" list, **disable it temporarily** before you start.

SEB troubleshooting

Getting Started & Setup

How to launch: Don't open the SEB app directly. We'll walk you through the process shortly (and on exam day).

Internet speed: Make sure your connection is hitting at least **16 Mbps** before the trial exam

Close background apps: Programs like **MS Teams, Slack** or remote support tools can block SEB, so make sure they're completely turned off (and not running in the background)

No updates! If SEB works fine during the trial exam, avoid any system updates until your real exam is over.

Troubleshooting Mid-Exam

Screen frozen? Don't panic. Click the **refresh button** (the round arrow) or hit **F5**.

Moodle issues: If Moodle stops working, **do NOT hit submit**. Just restart your computer and log back in—you should be able to pick up exactly where you left off.

Quitting the app: Use the power icon in the bottom-right corner or press **Ctrl+Q**.

The Last Resort Option: If the app is totally stuck and won't close, just hold down your computer's physical power button to force a restart.

Security & Admin Stuff

Antivirus/Firewalls: If you get a warning but downloaded the software from the PHI cloud, it's safe! You may need to tweak your firewall settings to let SEB run.

Work computers: You'll need **Admin rights** to run this. If you're using a company laptop, it's a great idea to have a personal laptop nearby as a backup just in case.

Clean Reinstall: If you need to reinstall, make sure to uninstall first and manually delete the SEB folder in `C:/Programs/SafeExamBrowser`.

Exam Day

Setting Up Your Space

Video set-up: Join the conference call on your **phone** and position it so the camera shows your computer screen and your workspace.

Go Solo: Make sure you're in a private room by yourself—no guests allowed during the exam!

One Screen Only: Unplug any external monitors; you'll need to work directly off your laptop or a single screen.

Clear the Deck: Close all other programmes on your computer before you log in to the e-learning portal.

Just Before You Start

ID Check: Have your photo ID ready! I'll need to see it before we kick things off.

The Essentials: You are allowed to have **notes and a calculator** on your desk.

Login Credentials: **⚠ IMPORTANT:** write down your username and password in your physical notes. You won't be able to access digital password managers once the exam software is locked.

The exam process

Step 1:

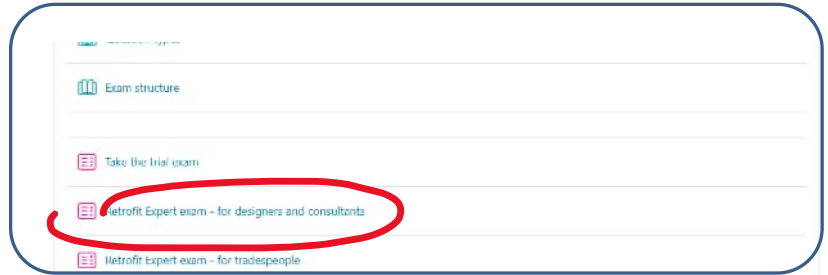
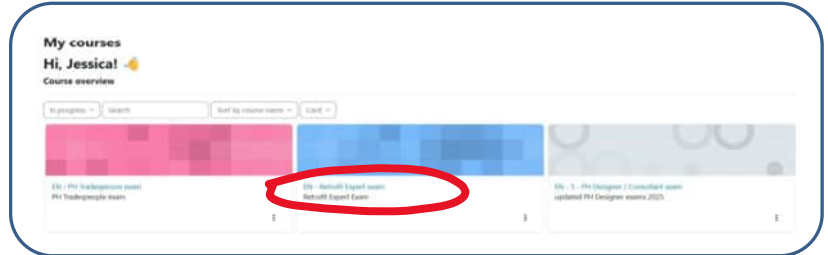
Log In Go to elearning.passivehouse.com and click "Log in" at the top right of the screen.

Step 2:

Find Your Course Once you're in, look for the "Recently accessed courses" or "My Courses" section. Click on the exam you are sitting (e.g., *EN - PH Tradesperson exam*).

Step 3:

Select the Certified Exam Scroll down the page until you see the list of links. Click on the one titled "Certified Passive House [Your Exam Name] exam."



The exam process

Step 4:

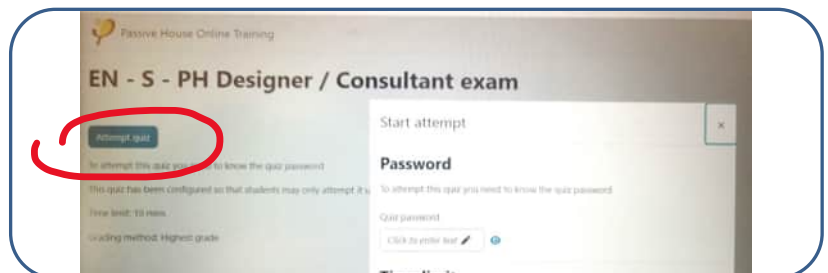
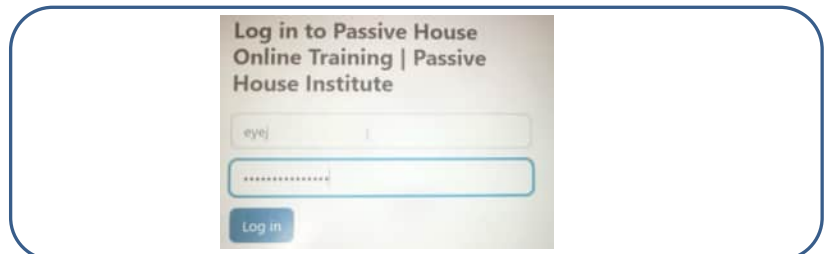
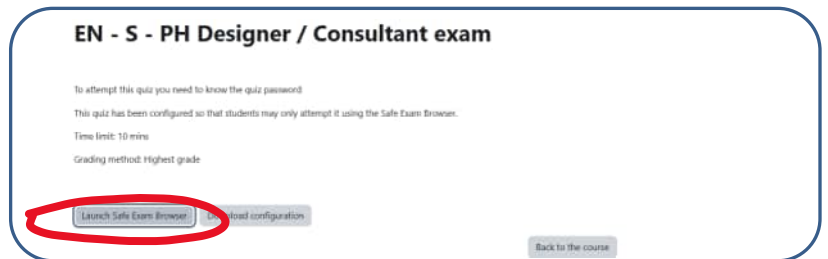
Launch the Browser On the final page, click the button that says "Launch Safe Exam Browser" to begin.

Step 5:

Once SEB has loaded, login using your elearning credentials

Step 6:

Click on "Attempt Quiz". A box will pop up prompting you to enter the password. The invigilator will give this to you once everyone is ready. "Click Start Attempt". Good luck!

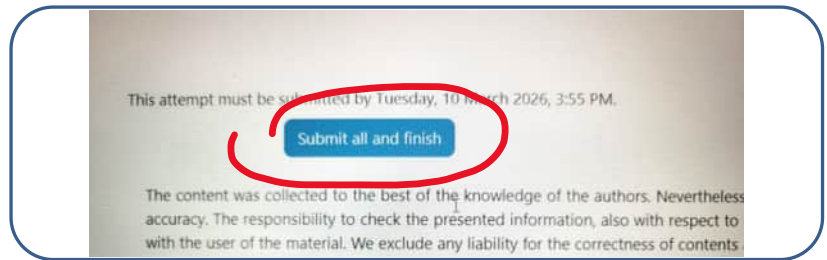


The exam process

The end: The exam will finish automatically when the time is up (usually after 1.5 hours unless there was extra time).

If you are certain you want to finish early, click **'Finish Attempt'**. Then click **'Submit all and finish'**.

You are done. Congratulations!



What do I do if..?

Error Message? Don't Panic!

If an error pops up after you log in, **do not click it away**. If your tutor is **there**: Leave the message open so they can see exactly what's wrong. If **you're alone**: Take a photo/screenshot of the message immediately. Some "helpful" suggestions in error boxes can be misleading, so let the pros handle the troubleshooting

Safe Exam Browser crashes/freezes

- **Don't panic.** Sadly, this is really common.
- Let the invigilator know. It could just be you or the whole group
- The invigilator will add extra time
- **Your work won't be lost.** When you log back into SEB, you can pick up where you left off. More on this on the next page.

The internet goes down

- **Stay calm.** Your work won't be lost.
- If it's a temporary glitch, once you are back online, let your invigilator know. They will give you extra time.
- If it's going to be more than an hour until you get back online: relax, we'll organise a resit for you

Phone runs out of battery/dies

- We'll be able to see you 'leave' the meeting.
- If you're able to restart your phone, **dial into the meeting again.** We'll add extra time.
- If it's dead for the duration, we will organize a resit for you

Computer dies/runs out of battery

- Let the invigilator know.
- The invigilator will add extra time
- **Your work won't be lost.** When you log back into SEB, you can pick up where you left off.
- If your computer can't be resurrected within 60 mins, we'll reschedule the exam for you.

Exam tips

Bank the easy points. Do the stuff you know inside out first. It feels good to see the scoreboard ticking up.

Don't get stuck. If you don't know it, move on. Don't let one hard question destroy your timeline.

Guess if you have to. A partial answer is better than a blank space. Use the process of elimination and hope for the best.

Trust Physics: When in doubt, go back to first principles. Passive House logic usually holds up (usually).

The Idiot Check: Spend the last 5 minutes checking for silly mistakes. Decimals in the wrong place are heartbreaking.

Don't expect to be 100% finished when the time is up. These exams are designed to stretch you.

Exam protocol



Taking the Exam

How long? Most PHI exams are 1.5 hours. Your invigilator will give you frequent time reminders.

Strategy Tip: Reminder: start with the **easy questions first** to build momentum.

Skip "Building Services": Avoid any questions related to building services (only applies to Tradesperson exams)

Stay in Your Seat: Even if you finish early, please stay on the call and in your seat until the time is officially up.

No "Phone-a-Friend": I'm here to help with tech issues, but I can't explain or clarify any exam questions once we start, even if they seem confusing.

Double-Check: Don't hit **'Finish Attempt'** until the very end. Use every spare minute to re-check your calculations.



The Results

Passing Grade: You're aiming for a **50%** or higher to pass.

Pass both sections: You need 50% in each section, so allot your time accordingly.

The Wait: PHI will email you your results, but it can take a few weeks - sit tight!

What You Get: You'll receive a pass/fail result, but keep in mind there isn't a detailed breakdown of which questions you got right or wrong. If you fail, we can coach you through what you need to focus on next time.

Stay Certified: Your qualification is valid for **5 years**. You can renew it later through building certifications or by earning extra training credits.

Questions?

Good luck with the exam!

Read. Every Question. First.