TALVIEW SECURE BROWSER

1. How to Install Talview Secure Browser (TSB) - Windows

To take the test securely on Windows, you'll need to install the Talview Secure Browser (TSB). If TSB is not installed, you will not be able to start your exam on time — which can result in missed session (No Show), and you may have to book another attempt. Here are the steps to fix it.

✅ Common Causes and Fixes

What Might Be Wrong	What You Can Do
You have not downloaded the Secure Browser yet	Use this official link to **Download TSB** for Windows.
Installer doesn't open	Right-click on **Installer file** and select **Run as Administrator**. Note: Please do not use your organization or work laptops/computers as you may not have Administrator rights on these machines.
Installation was blocked by antivirus or firewall	Temporarily disable firewall in your device. On **Windows**: Go to Control Panel → System and Security → Windows Defender Firewall → Turn off firewall. Note: Please **do not use** your organization or work laptops/computers as you may not have rights on these machines to disable firewall.
You're using a school or work laptop	Use a personal device instead. Work machines may block installations.

📑 Additional Troubleshooting

- Re-download TSB from the **Talview download center**
- Restart your device after installation
- Do not attempt to install both Windows and Mac versions — only install the relevant one applicable to your OS.

🌐 **Final Check: Confirm Installation**

After installation:

- Look for **TSB icon** on your **Desktop** or in the **Start Menu**
- **Double-click** to launch
- Approve any permission pop-ups

2.   How to Install Talview Secure Browser (TSB) - Mac

To take a Talview test securely on Mac, you'll need to install the Talview Secure Browser (TSB). If TSB is not installed, you will not be able to start your exam on time — which can result in missed session (No Show), and you have to book another attempt. Here are the steps to fix it.

✅ **Common Causes and Fixes**

What Might Be Wrong	What You Can Do
You haven't downloaded the installer yet	Use this official link to **Download TSB** for Mac.
Mac OS blocks unidentified apps	Go to **System Settings → Privacy & Security**, scroll down, and click **Allow** next to the blocked TSB app.
You opened the file from Downloads	Move the app to your **Applications** folder before launching.
You skipped final installation step	Make sure to click **Finish** or **Close** once setup is complete.
You're using a work-issued device	Try using a personal Mac — office devices may block installations.

🖼️ **Additional Troubleshooting**

Still stuck?

- Restart your Mac before and after installing
- Install only the Mac version (don't try Windows installer)
- Review our **TSB guide** for step-by-step help

🌐 **Final Check: Confirm Installation**

After installation:

- Open your **Applications folder** and find **Talview Secure Browser**
- Double-click it to launch
- Grant any permissions mac OS requests

3.   Troubleshoot TSB – Not launching post installation on Windows

If clicking on the Talview Secure Browser (TSB) doesn't open anything on Windows, it may be due to installation issues, blocked permissions, or background apps. This can prevent you from starting your test.

✅ **Common Causes and Fixes**

What Might Be Wrong	What You Can Do
TSB didn't install correctly	Uninstall TSB completely, then **download and reinstall the latest version**.
App is blocked by antivirus	Open your antivirus and **add TSB as a trusted app**. **Here's how**.
You don't have permission to run apps	Right-click the **TSB icon → Run as Administrator**. Note: Please **do not use** your organization laptops/computers as you may not have Administrator rights on these machines.
Background apps are interfering	Close applications like screen recorders, VPNs, remote desktops, or pop-up blockers. You can do this by pressing Ctrl+Alt+Del and choose Task Manager. Scroll to the application and then click 'End Task'
System is still *booting* or lagging	Restart your computer and wait 1–2 minutes before trying again.

📊 Additional Troubleshooting

Still unable to launch TSB?

- Try launching TSB from the **Desktop icon** or **Start Menu**
- Make sure the **installation file** was **run** after downloading
- Confirm your antivirus/firewall is not silently blocking the app

🌐 Final Check: Confirm It's Working

Before reattempting the test:

- Right-click the TSB icon and choose **Run as Administrator**
- Wait up to 10–15 seconds on slower systems
- Allow any pop-ups or permission requests

4. Antivirus or Firewall Blocking - Talview Secure Browser

If your Windows or antivirus software flags **Talview Secure Browser (TSB)** or prevents it from downloading or launching, it may be due to your system's security settings. Rest assured, TSB is a secure application trusted by leading institutions. To resolve the issue:

- Add **TSB** to your antivirus or firewall list of trusted applications
- Or temporarily disable your antivirus while installing and launching **TSB**

✅ Common causes and fixes

What Might Be Wrong	What You Can Do
Real-time protection closes the browser mid-test	Temporarily turn off **real-time protection** just for the duration of the test. Turn it back on afterward.
You're using both antivirus and a firewall app	Allow TSB in both if you have separate antivirus and firewall tools.
Antivirus flags TSB as suspicious	Open your antivirus settings and add **Talview Secure Browser (TSB)** to the list of trusted apps.

What Might Be Wrong	What You Can Do
Firewall is blocking internet access for TSB	Allow TSB through your firewall so it can connect to Talview's servers.
"You may not have the appropriate permissions to access the item" error	Right-click on **TSB icon** and select **"Run as Administrator."**

🔐 How to disable antivirus & firewall (temporarily)

Windows Defender (default antivirus/firewall):

1. Open **Windows Security** > **Virus & threat protection**
2. Click **Manage settings** under "Virus & threat protection settings"
3. Toggle off **Real-time protection**
4. Go to **Firewall & network protection**
5. Select the active network > Toggle off **Microsoft Defender Firewall**

🟡 Important: Remember to turn these back on after the test.

Third-party antivirus/firewall software:

1. Open the **antivirus app > Settings > Look for real-time protection or web protection > Disable them temporarily**
2. Also, check **Firewall settings** within the app and allow **Talview Secure Browser (TSB)**

🖼️ Additional troubleshooting

Still facing issues?

- Reinstall TSB from the **Talview's Download Centre**.
- Restart your computer after making antivirus/firewall changes
- Don't run any screen recorders, third-party security apps, or remote desktop tools

🌐 **Final check: Relaunch TSB safely**

Before restarting the test:

- Make sure your antivirus isn't blocking TSB
- Close all apps except TSB
- Right-click on the **TSB icon → Run as Administrator** (on Windows)

5.   Fixing TSB Blank Screen or Load Failure

If the Talview Secure Browser (TSB) opens but shows a blank screen or gets stuck while loading, it can stop you from starting your test. This usually happens due to display settings, outdated system files, or blocked access.

✅ **Common Causes and Fixes**

What Might Be Wrong	What You Can Do
Low system memory or slow boot	Restart your device and try opening TSB again after 1–2 minutes.
TSB is not installed properly	Uninstall TSB, then **download the latest version** and reinstall it.
Black screen caused by antivirus	Open your antivirus and **allow TSB/Talview Secure Browser** in the list of trusted apps. **Here's how**.
System graphics driver needs update	Update your Windows/macOS to the latest version and restart.
Display scaling or resolution issues	Right-click on desktop → **Display Settings** → Set **scale to 100%** and resolution to **Recommended**.
Multiple screens or display drivers	Disconnect external monitors and use only your main screen for the test.

📊 Additional Troubleshooting

Still seeing a blank screen? Try these:

- Make sure your system meets the **TSB Requirements**
- Fully restart your computer before retrying
- If the screen is still blank after loading, wait 1–2 minutes and don't press any keys

🌐 Final Check: Try a Fresh Launch

Before retrying:

- Fully close TSB
- Disconnect all external displays or devices
- Right-click the **TSB icon → Run as Administrator** (on Windows)

6. Fix TSB Crash Mid-Session

If the Talview Secure Browser (TSB) crashes or closes unexpectedly during your test or interview, it may interrupt the session or result in auto-submission. This can happen due to system limitations, background conflicts, or security software interference.

✅ Common Causes and Fixes

What Might Be Wrong	What You Can Do
System resources (RAM/CPU) are maxed out	Close all other applications before launching TSB. Avoid running screen recorders, IDEs, or browsers.
Antivirus or firewall force-closes TSB	Allow **TSB.exe** or **Talview Secure Browser** through your firewall/antivirus.
System auto-sleep or screen timeout is triggered	Set your power settings to "Never sleep" and disable screen savers during the session.
OS or driver issues	Ensure Windows/macOS is up to date. Restart your device before the test to apply pending updates.

What Might Be Wrong	What You Can Do
Corrupted TSB installation	Reinstall TSB using the official download link from your test invitation.
External devices interfere	Disconnect any external displays or input devices (e.g., game controllers, docking stations).

📑 Additional Troubleshooting

Still facing issues? Try these:

- **Review the System Requirements for TSB**: Ensure your device meets the necessary specifications for running the Talview Secure Browser.
- **Allowing TSB in Antivirus & Firewall**: Learn how to configure your security settings to prevent interference with TSB.
- Reinstall using the **Latest TSB Version**: Download and install the most recent version of the Talview Secure Browser to ensure optimal performance.

🌐 Final Check: Prepare for Re-Launch

Before you relaunch TSB or resume the test:

- Restart your computer to clear temporary glitches
- Make sure your laptop or computer battery is charged or the device is plugged in
- Close all apps except TSB

7. Troubleshoot TSB -Not Launching on Mac

If Talview Secure Browser (TSB) doesn't launch on your Mac, macOS security may be blocking it, preventing you from proceeding with the test. This is common when installing apps from outside the App Store.

✅ **Common Causes and Fixes**

What Might Be Wrong	What You Can Do
TSB wasn't installed correctly	Delete the app, then **download the latest version** and reinstall it.
You opened the file directly from Downloads	Move TSB to your **Applications** folder and launch it from there.
Mac doesn't show any warning at all	Open System Settings → Security → Allow Apps from Identified Developers.
Background restrictions or slow startup	Restart your Mac, close all other apps, then try launching TSB again.

📚 **Additional Troubleshooting**

Still stuck?

- Open Finder → Applications → Double-click TSB to launch
- Make sure you have installed **only the Mac version**
- Review **Mac-specific TSB guide** for permissions

🌐 **Final Check: Confirm It's Working**

After fixing permissions:

- Go to the **Applications folder** and open TSB
- Wait 10–15 seconds for it to launch
- Approve any macOS permission or firewall prompt

8. **Secure Browse Error messages and troubleshooting guides.**

If your secure browser is crashing, failing to launch, or displaying errors, it could be caused by OS compatibility issues, restricted software, certain system activities, or browser extension conflicts. This

guide explains the common causes, possible error messages, and detailed troubleshooting steps to ensure a smooth testing experience.

1. **OS Compatibility -** The secure browser supports the latest two versions of **Windows** and the latest three versions of **Mac OS**. If your OS version is incompatible, the browser may crash.

2. **Running Unsupported Applications -** Some applications are not supported by the secure browser. When these apps are detected, the secure browser will attempt to terminate them, potentially leading to unexpected crashes.

3. **Errors Displayed on the Secure Browser**

   - **Update Required**: If you're using an outdated version of the secure browser, an "Update" button will appear to prompt you to install the latest version.
   - **Virtual Desktop Switch in Windows**: If the secure browser detects a virtual desktop switch (e.g., switching to another application on Windows), a warning message will be shown.
   - **Restricted Software Detected**: The secure browser automatically closes any blacklisted software. If it cannot terminate the software itself, you'll receive a message to manually quit the application before proceeding.
   - **Multiple Monitors Detected**: The use of multiple monitors is not allowed. If detected, you will be prompted to disconnect the additional monitors and relaunch the exam.
   - **Screen Capture or Screen Recording Detected**: If a screen capture or recording tool is detected, the secure browser will quit and show a message. You need to close the screen recording software before restarting the browser.
   - **Browser Extension Conflicts:** Extensions like ad blockers, VPNs, password managers, or security tools can block camera/mic access or interfere with secure browser functions.

Step-by-Step Troubleshooting Guide

1. **Check OS Compatibility -** Confirm that your device is running one of the latest two versions of Windows or the latest three versions of Mac OS. If not, consider updating your operating system to prevent browser crashes.

2. **Identify and Resolve Error Messages -** Address specific browser warnings or crashes and follow the corresponding solution based on the error message shown:

   - **Update Required**: Click the "Update" button to install the latest secure browser version.
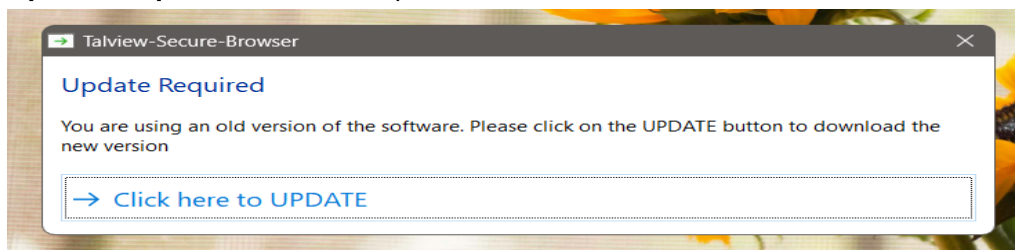
- **Virtual Desktop Switch in Windows**: Refrain from switching to other applications while using the secure browser to avoid termination.
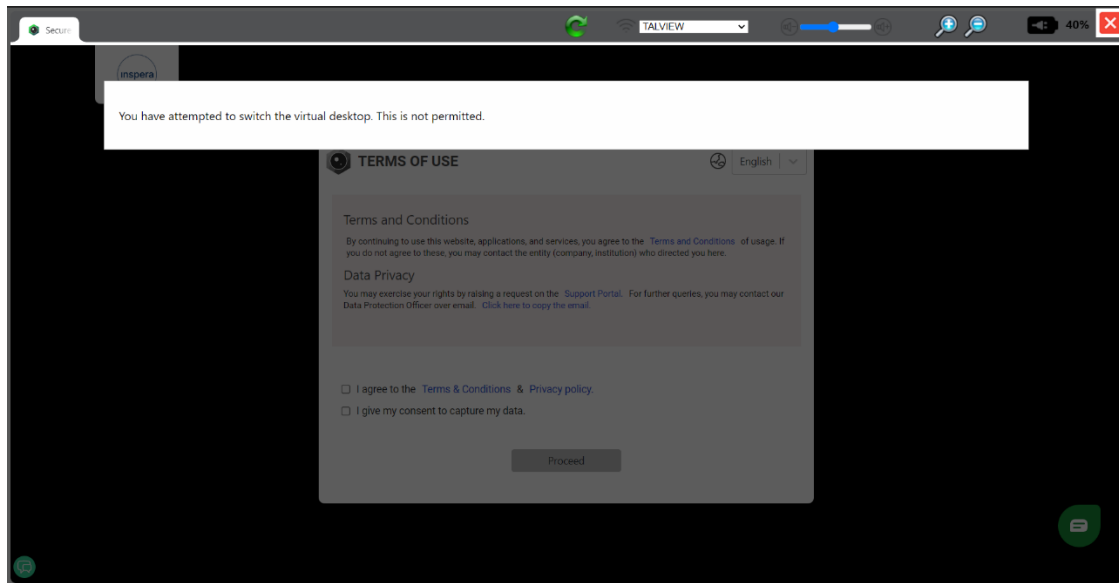

- **Restricted Software Detected**: Manually close any blacklisted applications to prevent the secure browser from quitting.
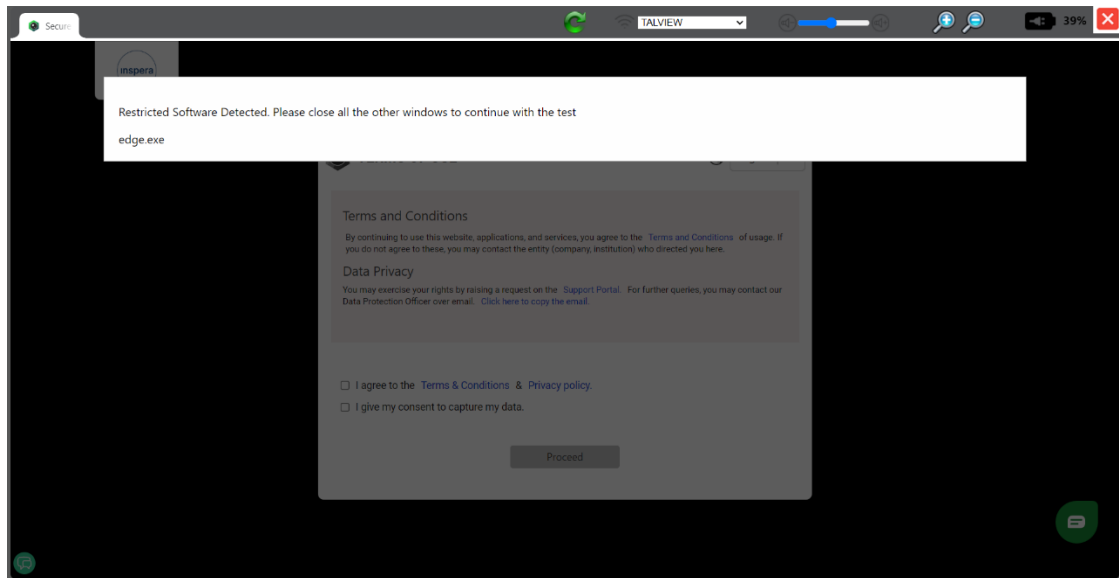
- **Multiple Monitors Detected**: Disconnect any additional monitors and relaunch the exam using only one screen.
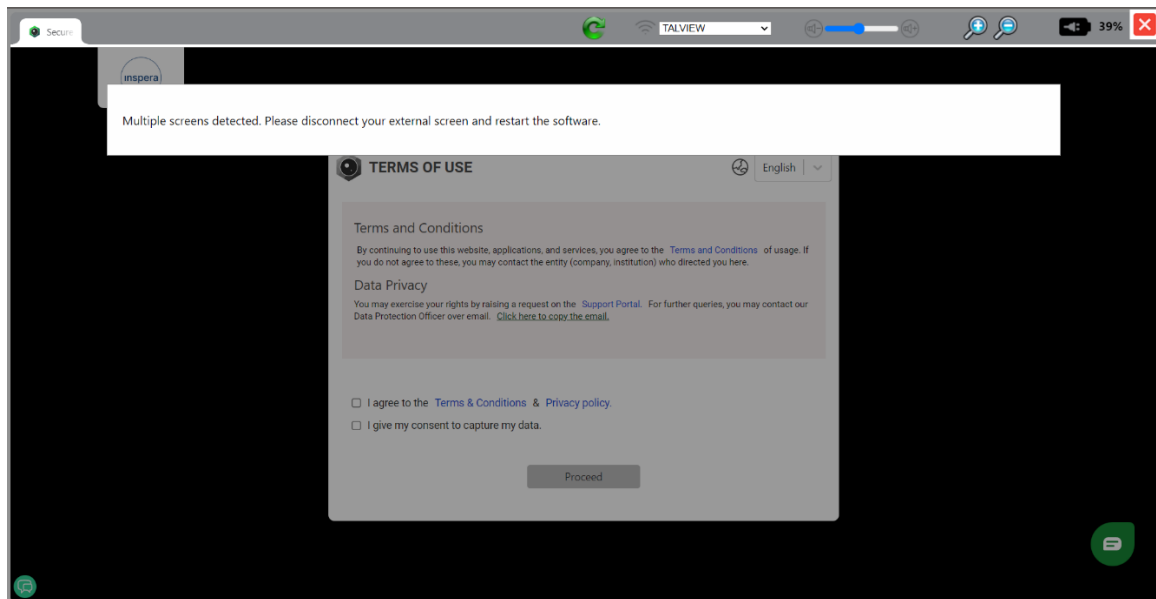
- **Screen Capture or Screen Recording Detected**: Close any screen recording or screenshot-taking tools before restarting the secure browser.
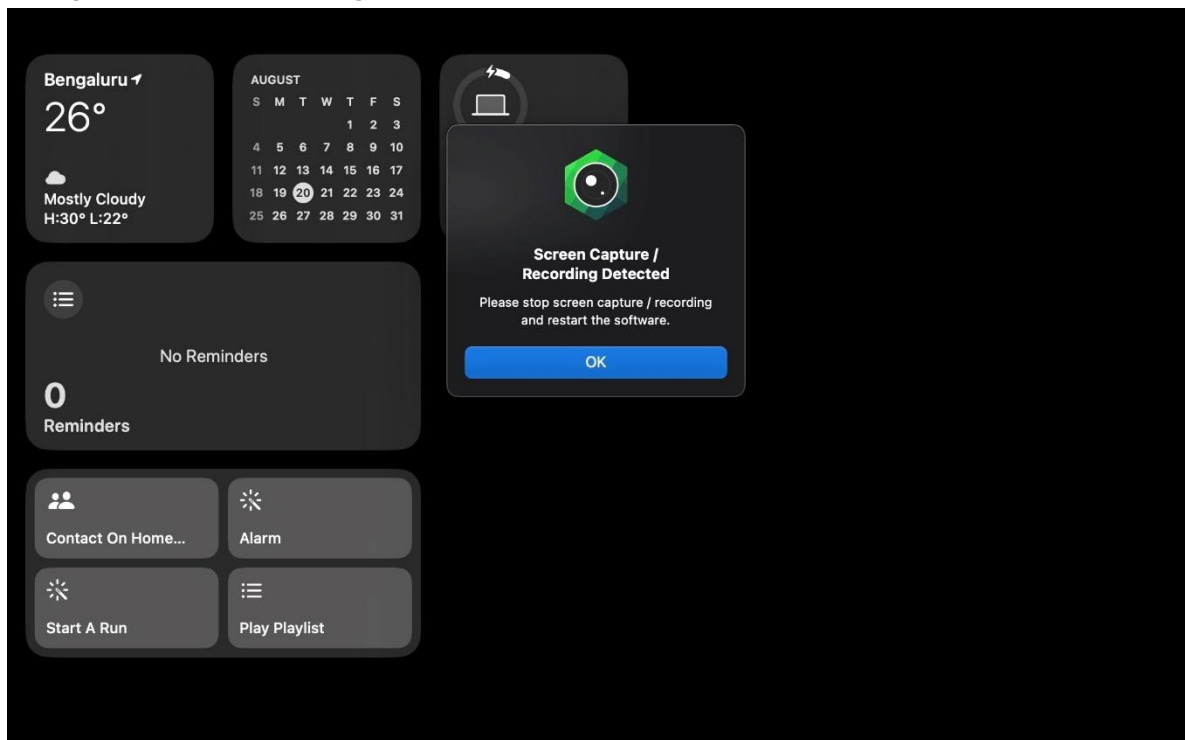
- **Check for Other Restricted Activities** - Avoid using any screen-sharing, screen-recording, or remote desktop software. These are flagged as security risks and will result in the secure browser quitting.

- **Browser Extension Conflicts**

  What it means: Active extensions interfere with the secure browser or blocking camera/mic access.

  Troubleshooting:

  - **Extensions blocking camera/mic access:** Disable all active browser extensions before launching TSB.
  - **Ad blockers interfering:** Temporarily turn off ad blockers (e.g., uBlock, AdBlock, Ghostery).
  - **VPN, proxy, or security plugins running:** Turn off browser-based VPN/proxy extensions.
  - **Password managers or autofill tools popping up:** Disable tools like LastPass, Bitwarden, or browser password prompts.
  - **Extensions continue to run in the background:** Use a browser profile with no extensions or try private/incognito mode.
  - **Explicit Steps to Disable Extensions:**
    o Open Settings or Preferences in your browser.
    o Navigate to Extensions or Add-ons.
    o Toggle off all extensions before starting your test.
    o Alternatively, use Private/Incognito Mode, which blocks most extensions by default.
    o Restart your browser and launch TSB from the provided test link.

- **Camera or Microphone Access Blocked**

  What it means: The browser or system is not allowing camera/mic access.

  Troubleshooting:

  - Ensure camera and microphone are not being used by other applications.
  - Check system privacy settings to allow camera/mic access for TSB.
  - Restart your computer and relaunch the exam.

- **Permission Errors**

  What it means: The secure browser cannot access required resources.

  Troubleshooting:

  - Close all other browsers and applications.

- Run the browser as administrator if required.
- Disable security software temporarily if it is blocking the browser.

Additional Tips

- **Restart Your Computer**: Before starting the secure browser, restart your computer to close any unnecessary applications.
- **Test Your System Beforehand**: Use any available pre-test system checks provided to ensure compatibility and proper functioning.

Conclusion

By following these steps, you can troubleshoot and resolve common secure browser issues. Ensuring your system is compatible, keeping the browser updated, and avoiding restricted software and activities will provide smoother testing experience.