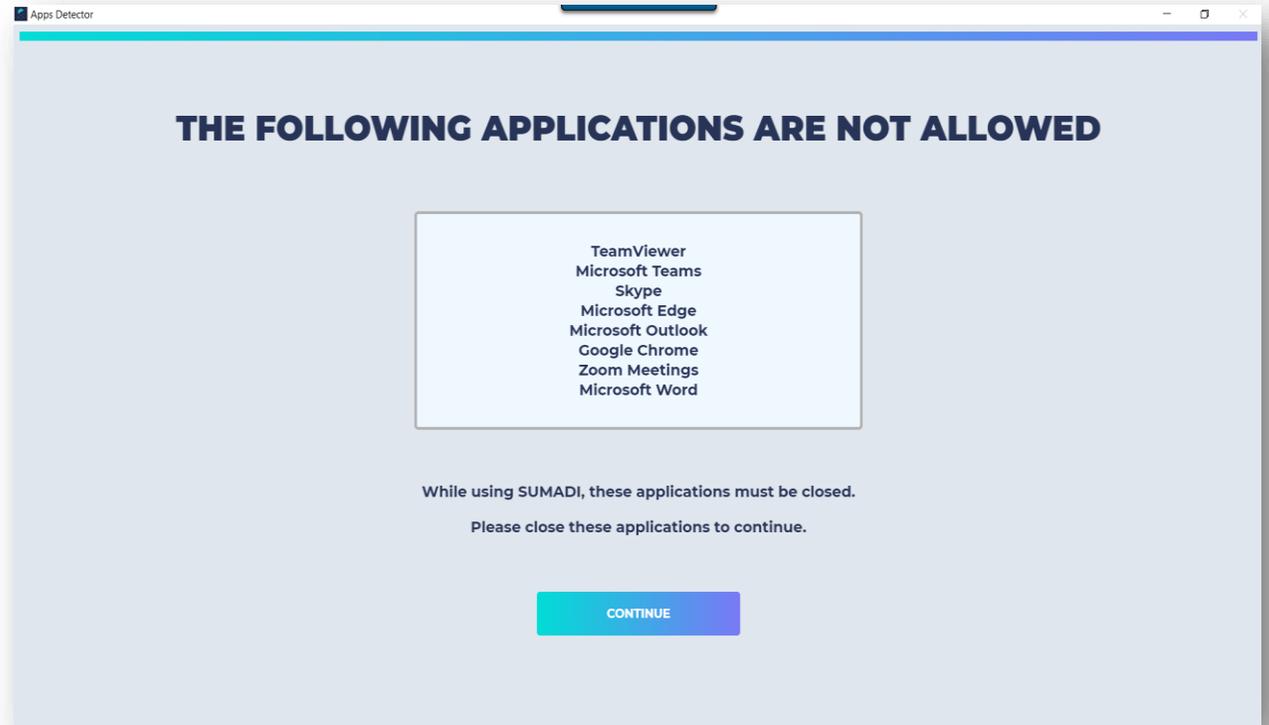


Close Banned Programs



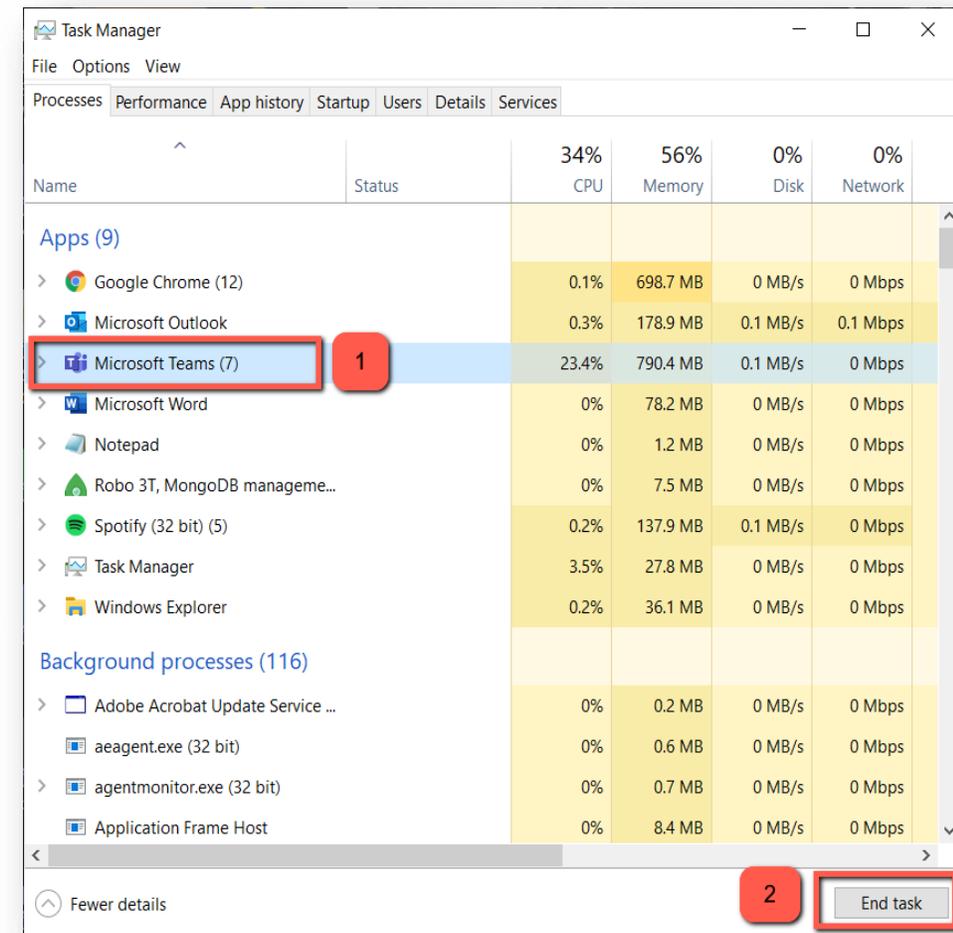
If you have other programs opened upon entering your exam, these will appear on Sumadi™ security list as ***“The following applications are not allowed”***.

To proceed with the exam, you must close every program that is listed.



Windows

- 1 Please close SUMADI™ entirely and press the following keyboard combinations in your computer: **Control+Alt+Supr** or **Control+Alt+Del**. Then, select the **Task manager**.
- 2 Once you are inside the task manager, follow the next steps for each of the programs:
 1. Locate the program that is open.
 2. Press the button **“End task”**.
 3. Know that some programs also run as **“background processes”**, make sure that these are also closed.

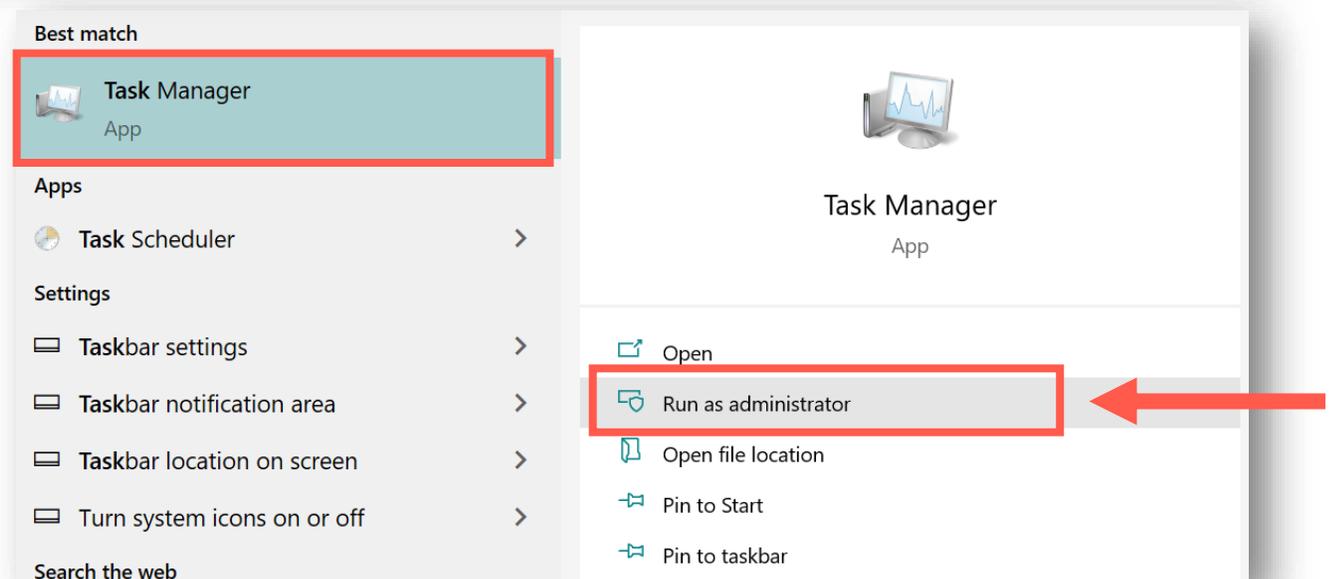


Windows

If one program appears on SUMADI™ and you have not opened it, take into consideration that this happens because Windows proceeds to open it automatically (such as: *Microsoft Edge*, *AnyDesk* and *TeamViewer*). You must always search and close these programs from the section “**Background processes**”.

Background processes (125)					
>	 64-bit Synaptics Pointing Enhanc...	0%	0.2 MB	0 MB/s	0 Mbps

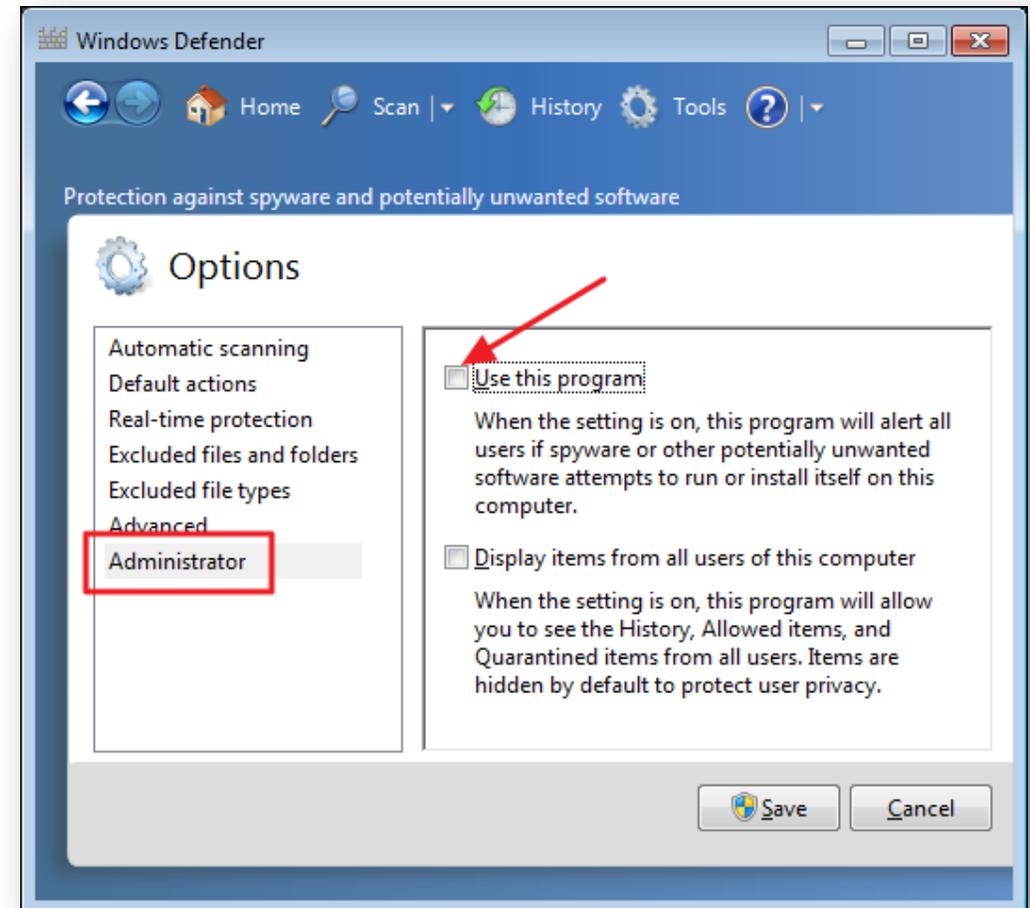
IMPORTANT: Even though you are the only user in your PC, you must **run the Task manager as administrator** to be able to close correctly the programs that are running as background processes.



The screenshot shows a Windows search interface. On the left, under 'Best match', 'Task Manager App' is highlighted with a red box. Below it, under 'Apps', 'Task Scheduler' is listed. Under 'Settings', several taskbar-related settings are listed. On the right, a detailed view of 'Task Manager App' is shown. In this view, the 'Run as administrator' option is highlighted with a red box, and a red arrow points to it from the right side of the image.

IMPORTANT NOTE: Some anti-virus software such as: *“Microsoft Defender”* or *“360 Total Security”* can not be completely closed even though you use the administrator role, given that they always continue to be open and may cause conflict when using SUMADI™.

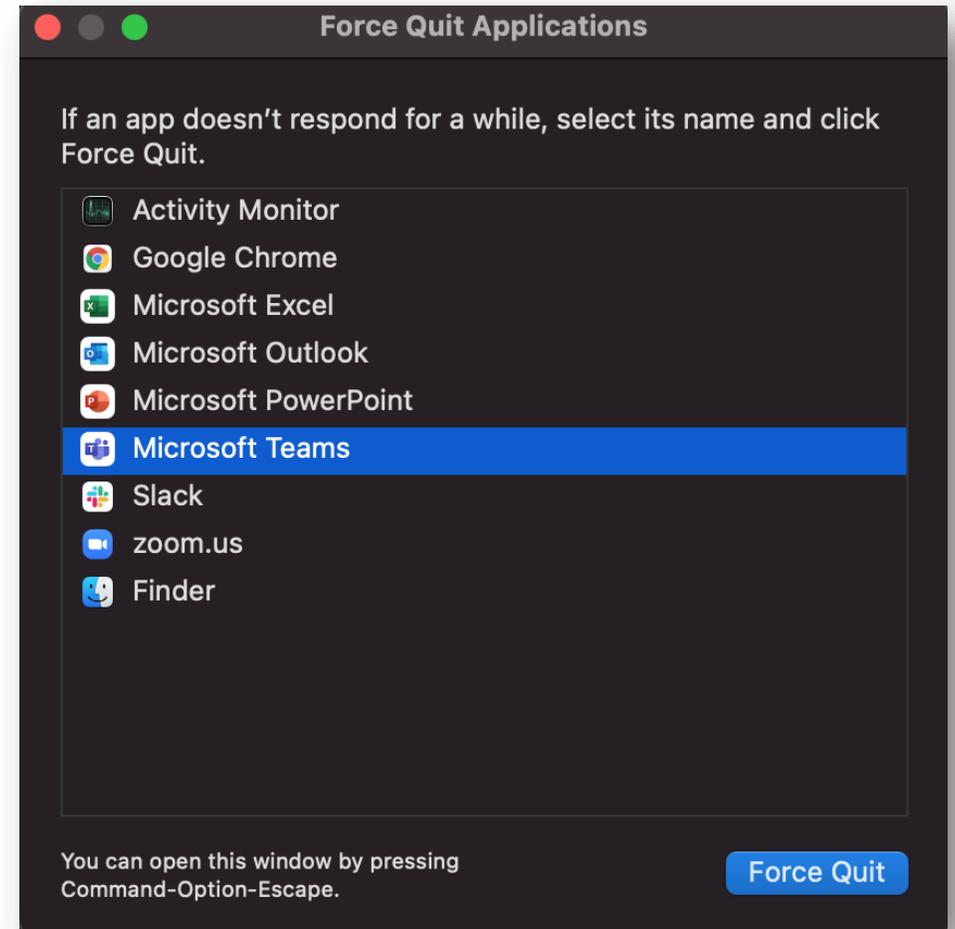
In this case, we require you to **deactivate or completely uninstall** these programs or software on your computer. This is the only way you will go through SUMADI™ security window.



MAC OS

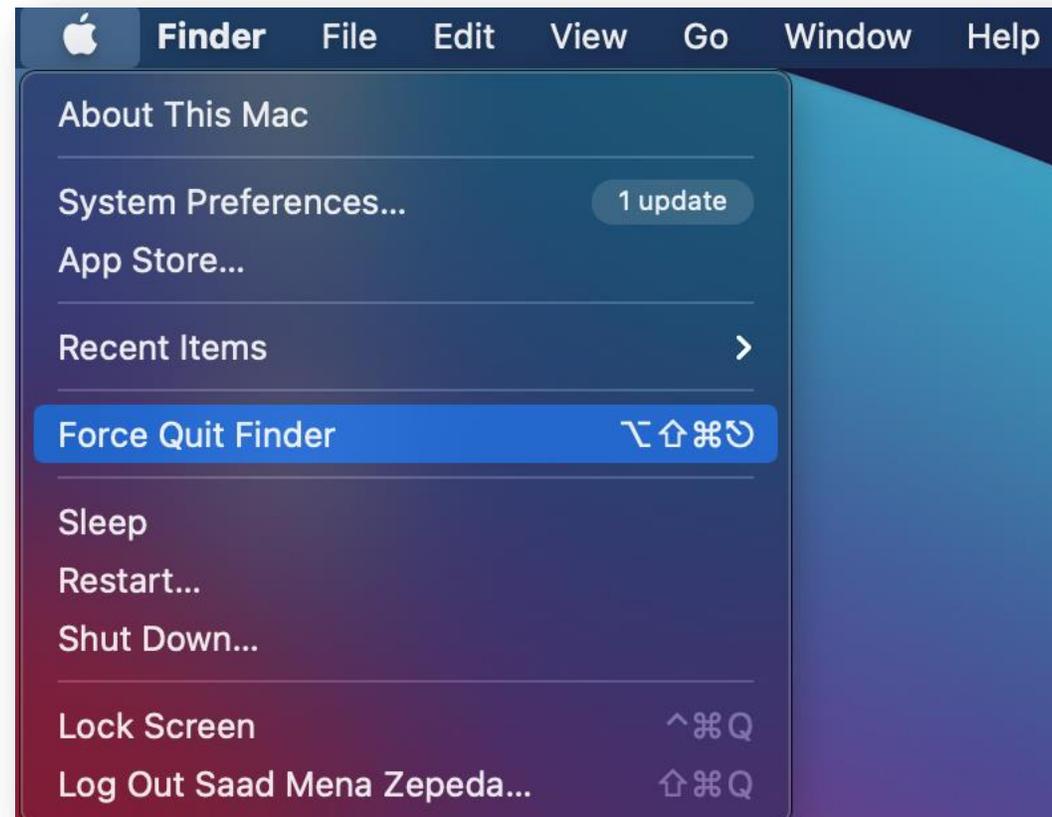
Option 1

- 1 Press the following keyboard combination: ***alt + cmd + esc.***
- 2 The following window will show up listing all the open programs. Select the program you need to close and click on the button **Force Quit** to force the program's closing.



Option 2

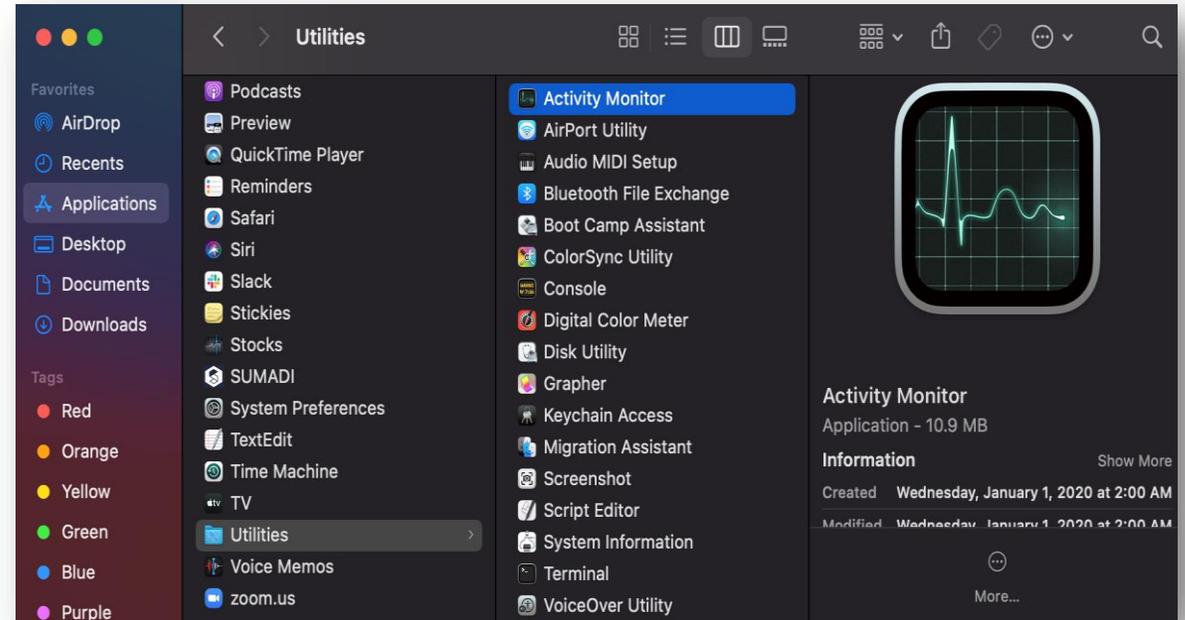
- 1 You can also access the menu of the open programs from the Apple icon in the superior bar and click on ***"Force quit" + the program you need to close.***



MAC OS

Option 3

1 Locate your Applications section, go to Utilities and open "**Activity Monitor.**"



2 Choose the application or program you want to close, then press the "X" in the superior bar and select "**force quit.**"

