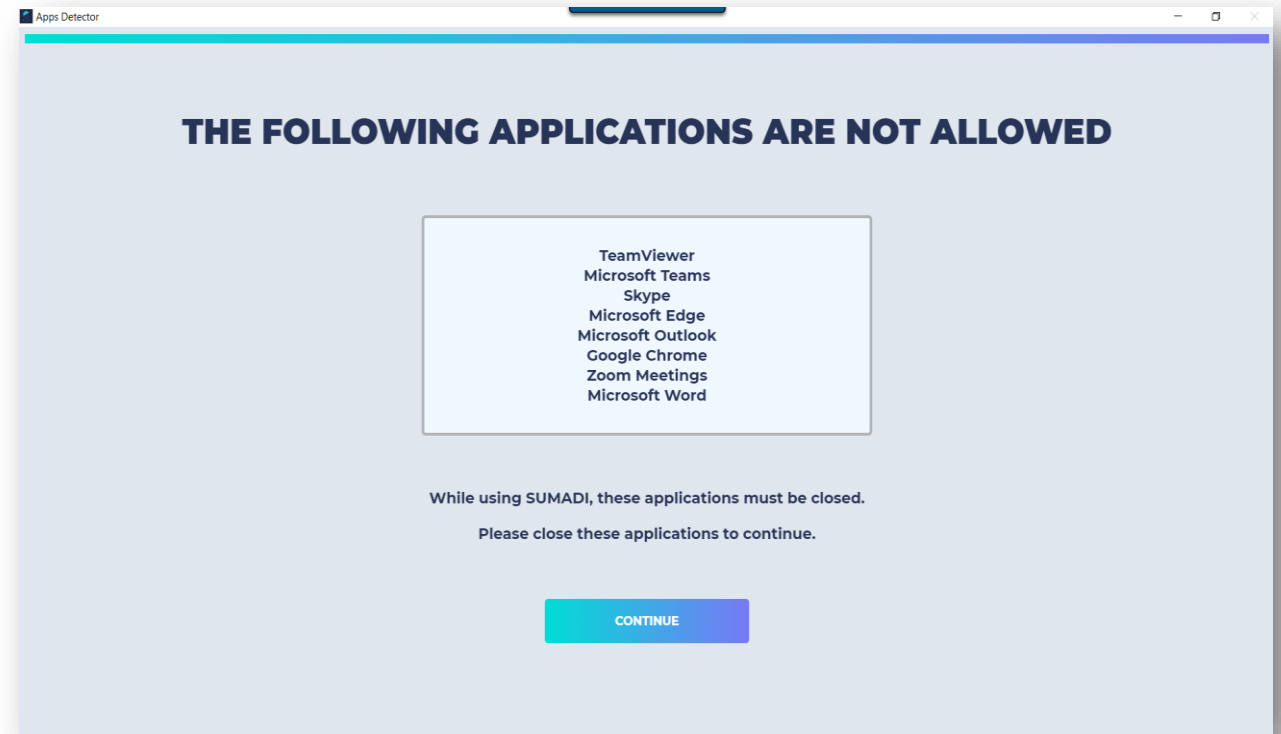


Close Banned Programs



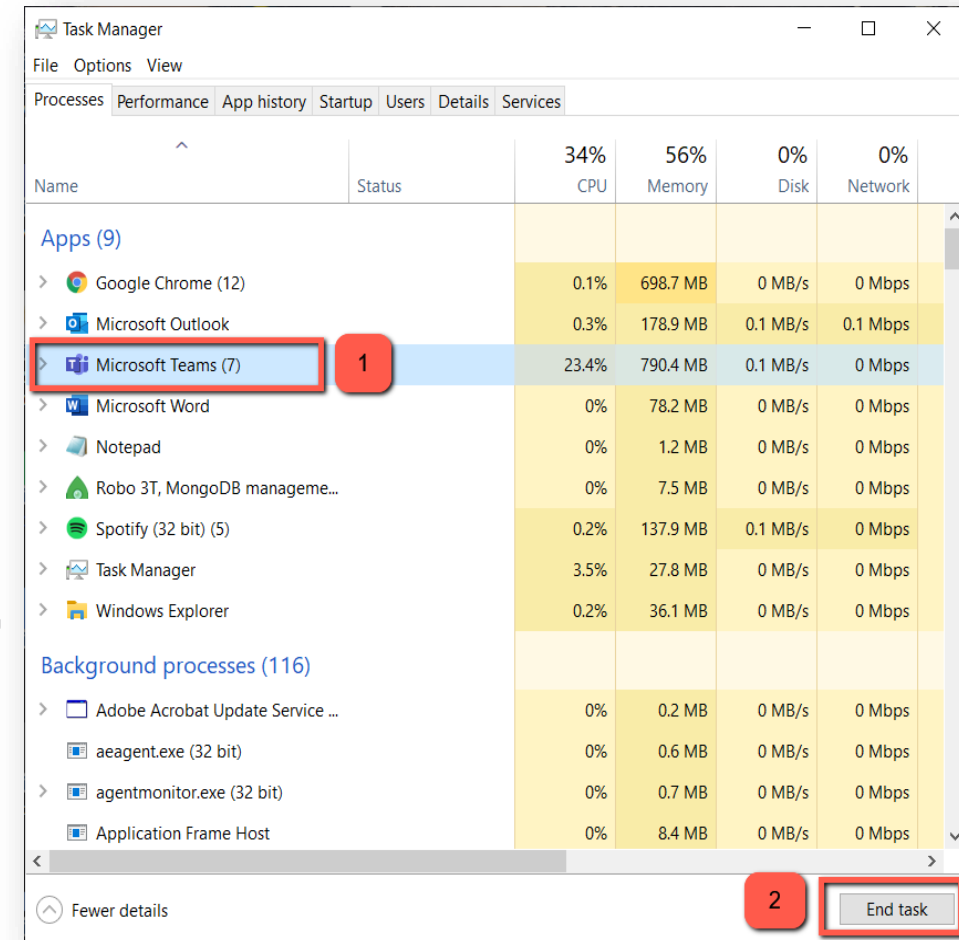
If you have other programs opened upon entering your exam, these will appear on Sumadi™ security list as ***“The following applications are not allowed”***.

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.

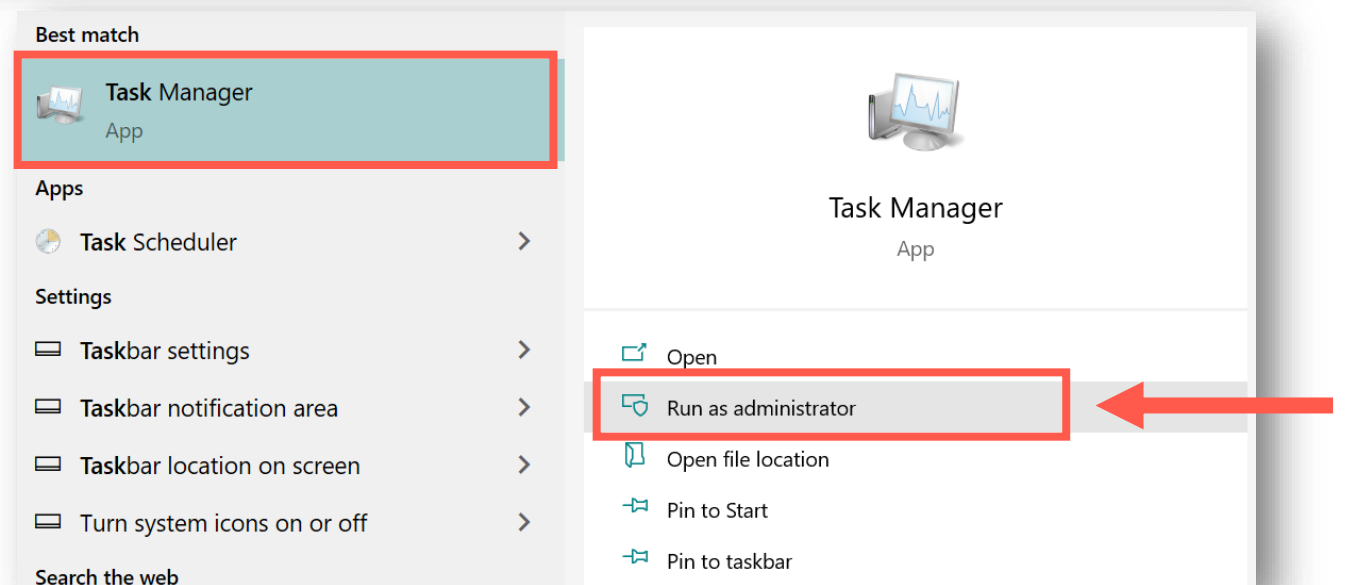


Windows

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

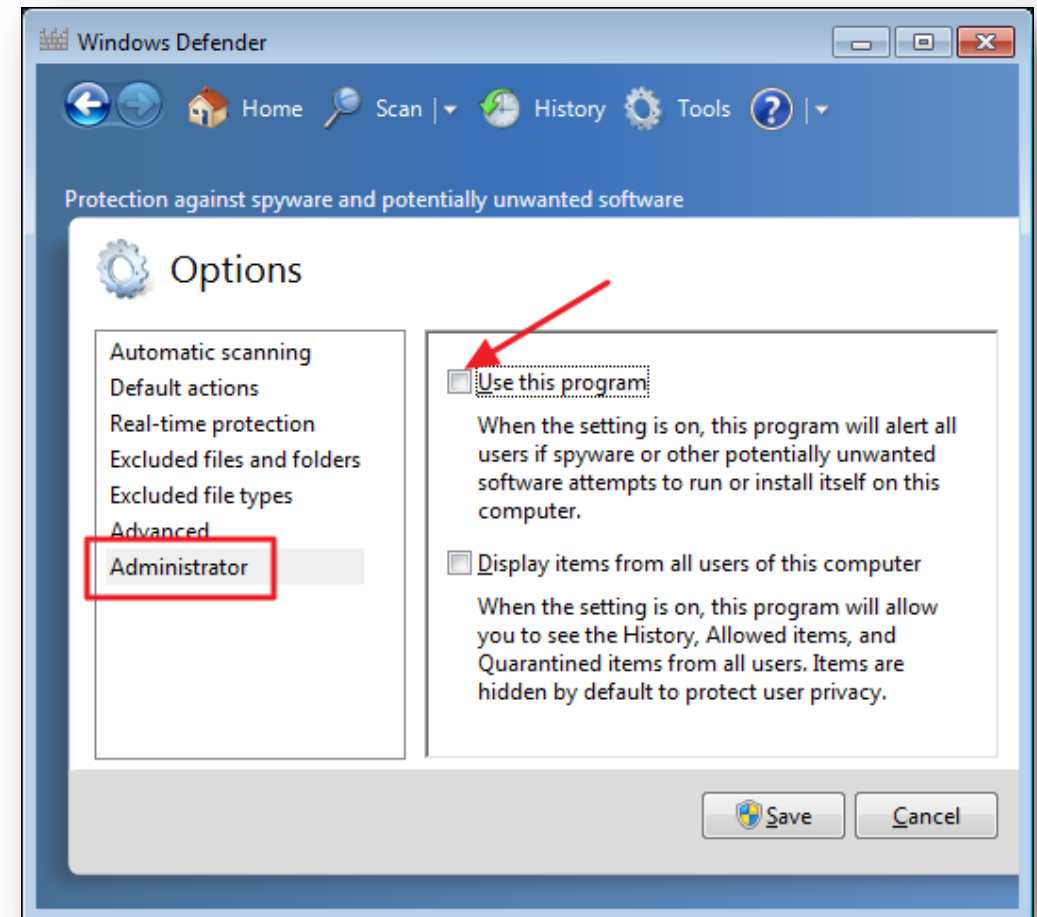
IMPORTANT: Even though you are the only user in your PC, you must **run the Task manager as administrator** to be able to close correctly the programs that are running as background processes.



The screenshot shows a Windows search interface. On the left, a list of search results is displayed under the heading "Best match". The first result, "Task Manager App", is highlighted with a red rectangular box. Below this, there are sections for "Apps" (listing "Task Scheduler"), "Settings" (listing "Taskbar settings", "Taskbar notification area", "Taskbar location on screen", and "Turn system icons on or off"), and "Search the web". On the right, a detailed view of the "Task Manager App" is shown. It includes an icon of a computer monitor with a graph and the text "Task Manager App". Below this, a list of actions is displayed: "Open", "Run as administrator", "Open file location", "Pin to Start", and "Pin to taskbar". The "Run as administrator" option is highlighted with a red rectangular 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™.

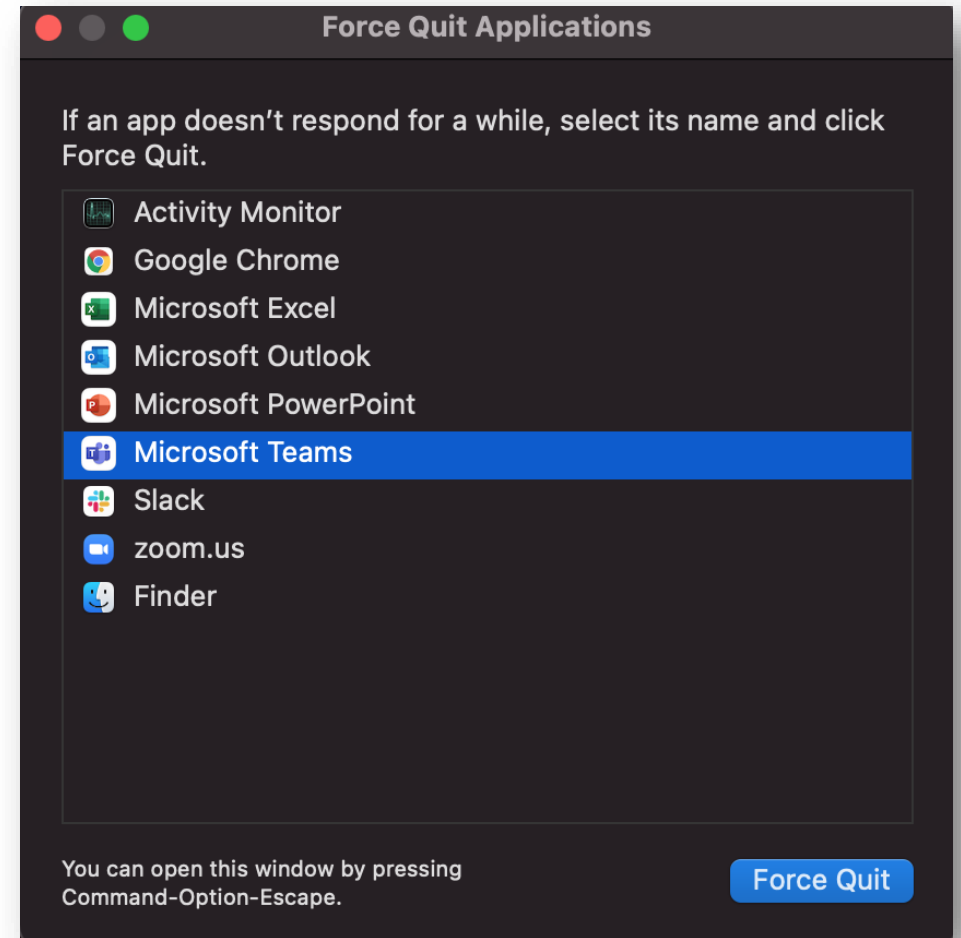
In this case, we require you to **deactivate or completely uninstall** these programs or software on your computer. This is the only way you will go through SUMADI™ security window.



MAC OS

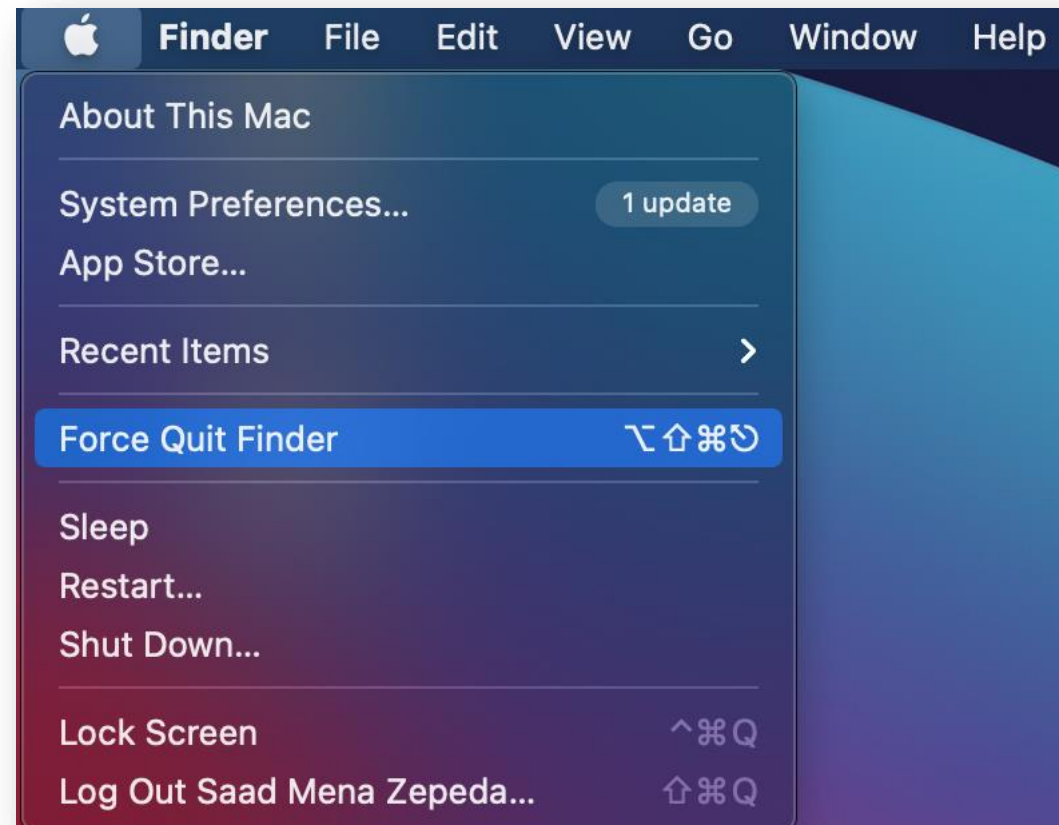
Option 1

- 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

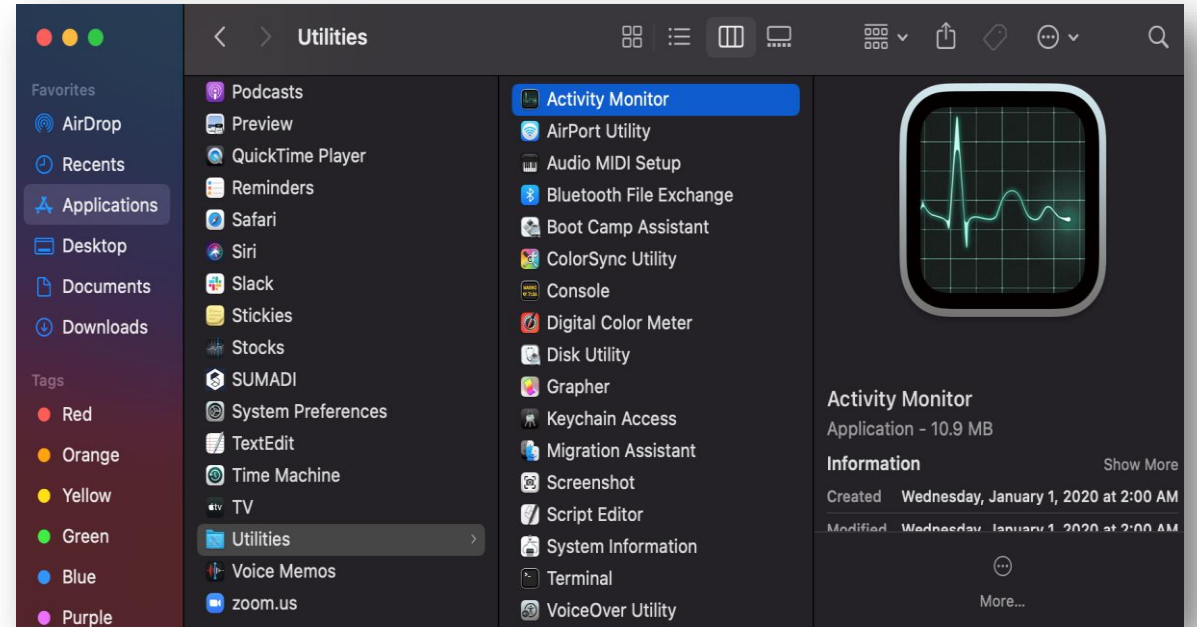
- 1 You can also access the menu of the open programs from the Apple icon in the superior bar and click on "***Force quit***" + ***the program you need to close.***



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.**"

