

Hong Kong Examinations and Assessment Authority  
2019 HKDSE  
Special Examination Arrangements for Candidates with Special Needs

Guidelines to Centre Supervisors for  
Candidates using Word Processor/Overlay PDF Question-answer Book in Examinations

**Prior to the examination**

***Checking Computer Hardware and Software***

1. Ensure that preliminary checking and preparatory work have been properly performed (see the steps and details in *Annexes 1 and 2*), and system updates (if any) made before the examination.

***Important:***

***The preliminary checking should be conducted by mid-March in the examination year to ensure that any maintenance work of computer hardware and software could be arranged, if necessary.***

2. Create a new folder “C:\HKDSE\” and configure MS Word to have (a) “AutoRecover file location” and “Default file location” set to “C:\HKDSE”; and (b) “Save AutoRecover information” set to every 3 minutes” (see the steps and details in *Annex 3*).
3. All the computer hardware and software should also be checked on the day before the examination (repeat **Steps 1 and 2**) to ensure that they are working properly.

**On the day of the examination**

***Checking Computer Hardware and Software***

4. Check that all the necessary hardware and software comply with the examination requirements (repeat **Steps 1 and 2**) and they are working properly for the smooth conduct of the examination. Ensure that the computer is in good condition and there is sufficient paper in the paper tray of the printer for printing. Check that no document files or “.pdf” files are opened.
5. Demonstrate to the Centre Supervisor (CS)/Invigilator that the computer is not connected to any network and all the relevant templates and document files have been removed from the drives of the computer.
6. The CS/Invigilator should sign on the “Report on Checking Equipment and Facilities” (*Annex 6*) to confirm their compliance with the checking procedures. A separate form should be completed for each subject and be returned to the HKEAA at the end of each examination day (see **Step 30**).
7. For candidates using overlay PDF format of question-answer book, there is a CD containing different types of editable supplementary answer sheets in PDF format in the examination stationery package. Insert this CD to the CD-ROM, create a new folder “C:\HKDSE\” in the computer hard disk and copy the necessary type of supplementary answer sheets under this folder for use by the candidate(s).

***Receiving Examination Materials***

8. Receive the following items for individual candidates in each paper:
- (a) normal question-answer book or question paper;
  - (b) special question-answer book or special question paper (if applicable) in a sealed envelope; and
  - (c) for candidates using word processor,
    - a sealed USB Envelope with a USB flash disk; and
    - a reserve USB flash disk in a separately sealed Spare USB Envelope.

*Important:*

*Each USB flash disk is labelled with a serial number and contains an electronic answer sheet template for MS Word (Annex 4). The same USB flash disk is also used for saving the answer scripts of individual candidates at the end of the examination.*

for candidates using overlay PDF format of question-answer book,

- a sealed envelope with an Examination CD containing the softcopy of question-answer book saved in PDF format; and
- a reserve CD containing the question-answer book in a separately sealed envelope.

*Note: The reserve USB flash disk or reserve CD serves as a back-up and it should not be used unless the USB flash disk or Examination CD does not work.*

**Before the examination**

9. Follow the procedures in the CS Handbook (SEN centres) regarding:
- (a) admission of candidates;
  - (b) advising candidates to put away their personal belongings, switch off their mobile phones/electronic devices, etc.;
  - (c) unsealing the question paper packets and the envelope of the Examination CD containing the softcopy of the question paper/question-answer book (if applicable);
  - (d) checking the number of pages/questions of the printed copy and softcopy (if applicable) of the question paper/question-answer book; and
  - (e) distributing the question paper/question-answer book.
10. Before announcing the start of the examination, assist each candidate to:

For candidates using the answer sheet template for MS Word

- (a) insert the USB flash disk;
- (b) open the answer sheet template for MS Word and save it onto the hard disk of the computer (i.e. C:\HKDSE\ ) using a designated file name [i.e. candidate number, subject name and paper number (e.g. 12345678\_Bio\_1)] as his/her answer script file;
- (c) open the answer script file and type the candidate number in the header of the first page only;  
*(Note: Do NOT type the candidate number again in the header of the following pages as default setting has been made in the file.)*
- (d) set the auto-saving function to every 3 minutes (see the steps and details in Annex 3); and
- (e) print the answer script file to ensure that the printer is functioning properly. Check the printout and ensure that the candidate number on the answer script file matches that on the candidate's Admission Form.

*Note: The CS/invigilator should remind the candidates that:*

- (i) they should start each question (not referring to sub-questions) on a new page of the answer script file and input the correct question number for each question/sub-question;*
- (ii) they need **NOT** input the page number as default setting has been made in the file; and*
- (iii) they must **NOT** amend the preset format/margin of the file.*

For candidates using overlay PDF format of question-answer book

- (a) open the Acrobat Reader;
- (b) when the Acrobat Reader is ready, insert the Examination CD in the computer and open the PDF file containing the question-answer book (*Note: It is possible that a whole set of question-answer book is divided into a few files, each containing a certain part of the question-answer book*);
- (c) open the supplementary answer sheet in PDF file, if applicable;
- (d) check to ensure that the file(s) is/are not corrupted and can be opened properly before commencing the examination;
- (e) save the answer script file onto the hard disk of the computer (i.e. C:\HKDSE\)) using the candidate number and subject/paper as the file name (e.g. 12345678\_Bio\_1); and
- (f) print the answer script file to ensure that the printer is functioning properly.

11. Remind the candidates that:

- (a) **they are only allowed to work on the answer sheet template for MS Word or overlay PDF format of question-answer book, and they MUST NOT open any other software or internet browser during the examination;**
- (b) any misuse of the allowable ancillary aids during the examination will risk a mark penalty;
- (c) though the auto-saving function has been set, candidates should also save the file periodically to avoid any loss of answers due to technical problems; and
- (d) the final version of the answer script file will be printed for submission at the end of the examination. They are **NOT** allowed to work on the printed answer script after the end of the examination.

***Important:***

***If a candidate requests to edit/write on the printed answer script, he/she may be allowed to print the answer script during the examination. However, he/she will **NOT** be allowed to use the word processor again and the time spent on printing will **NOT** be compensated.***

12. Please contact the HKEAA (Tel: 3628 8917) if there is any problem.

### **During the examination**

- 13. Candidates are NOT allowed to save any information/data from the file(s) of the Examination CD (if applicable) to the computer.
- 14. Candidates should operate the word processor on their own during the examination.
- 15. 15 minutes and 5 minutes before the end of the examination, the CS/Invigilator should gently remind the candidates about the examination time left with the Time Reminder Notices.

16. In the event of software problems/computer breakdown that necessitates the computer to be re-booted or replace OR the software to be re-started, the CS/Invigilator should confirm whether the candidate will choose:
- (a) to continue answering in handwriting on the question-answer book or answer sheet **WITHOUT** compensation for examination time; **OR**
  - (b) to pause the examination during the re-start/re-boot period until the software/computer is available for use again, and continue the examination after the technical problem is fixed. If the problem still persists, the candidate should continue the examination in handwriting on the question-answer book or answer sheet. The CS/Invigilator should record the duration of pause. Before asking the candidate to resume working, the CS/Invigilator should adjust the examination finishing time based on the duration of pause and write down the actual examination finishing time on the candidate's examination timetable.

*Note: The CS should contact the HKEAA (Tel: 3628 8917) and the incident should be reported in Report Form SR4g.*

For candidates using overlay PDF question-answer book who request supplementary answer sheets

17. If a candidate needs to write on extra pages, he/she may choose to type directly on the editable supplementary answer sheets in PDF format using Acrobat Reader (see **Step 7**) **OR** type on the answer sheet template using MS Word (see **Step 8**).
18. If a candidate chooses to type on the answer sheet template using MS Word,
- (a) assist him/her to create and save a supplementary answer sheet file [see **Step 10(a)-(d)**]; and
  - (b) remind him/her to save the supplementary answer sheet file at regular intervals.
19. The supplementary answer sheet file (in PDF or MS Word format) should be saved onto the hard disk of the computer (i.e. C:\HKDSE\) using the candidate number and subject/paper, followed by 'supplement' as the file name (e.g. 12345678\_Bio\_1\_supplement).

### **End of examination**

#### ***Handling of Answer Script file***

20. The CS/Invigilator should ensure that the **final version of the answer script file (including supplementary answer sheet file, if applicable)** is saved onto the hard disk of the computer (i.e. C:\HKDSE).
21. Save the final answer script file in **PDF format** and copy it to the USB flash disk provided by the HKEAA using the candidate number, subject name and paper number as the file name (e.g. 12345678\_Bio\_1, 12345678\_Bio\_1\_supplement). Select the "**Best**" option for the image quality and **no password** should be defined for the PDF file (see the steps and details in *Annex 5*).
22. Instruct and supervise each candidate to **print a hardcopy of his/her final answer script file in actual size (set "100%" for "Scale" option) on single-sided pages. Ensure that all pages (even the blank pages without answers given) of their answer scripts and supplementary answer sheets attempted are printed out.**

***Handling of Printed Answer Script and Examination Material***

23. Check the printout to ensure that each candidate has **(i) his/her candidate number, (ii) question and/or sub-question number(s), and (iii) page number on each page of the printed answer script.**
24. If the CS/Invigilator discovers that **(i) the candidate number and/or page number is/are missing on any pages of the printed answer script and/or (ii) the page numbers are missing/printed in a wrong sequence, the candidate may write/amend the candidate number and/or page number on the printed answer script under the supervision of the CS/Invigilator.**
25. Instruct and supervise each candidate to **affix the barcode label in the designated box on the first page of the printed answer script.** Staple the printed answer script, if applicable.
- Important:***  
***Do NOT sign on any pages (including the first page) of the printed answer script.***
26. Any answer sheets with the candidate's answers should also be collected for submission to the HKEAA. The barcode label should be affixed on the answer sheets.
27. If question-answer books are provided, instruct each candidate to **affix the barcode label in the designated box on the first page of the attempted question-answer book (normal or special version)** after the end of the examination for submission to the HKEAA.
28. Mark the serial number of the USB flash disk assigned to the candidate, the candidate number and the subject/paper sat on ***Annex 7***. Return this record form to the HKEAA together with the USB flash disk.
29. Permanently delete all the answer script file(s) from the hard disk of the computer (i.e. delete the folder C:\HKDSE and empty the Recycle Bin) after performing final check on the candidate's printed answer script.
30. Return the following materials to the HKEAA after the end of each examination day:
- (a) USB flash disks and Annexes 6 and 7 in the original **USB Envelope**;
  - (b) printed answer scripts, attempted question-answer books (normal or special version), supplementary answer sheets with candidate's answer (if any) and **item (a) above** sealed in the **Answer Script Envelope**;
  - (c) all the CDs containing the softcopy of the question papers in the original **CD Envelope**;
  - (d) reserve USB flash disks or CDs in the original **Spare USB/CD Envelope**;
  - (e) any (printed) rough work in the **Rough-work Sheet Envelope**; and
  - (f) other examination materials as listed in the CS Handbook (SEN centres).

***Notes: Candidates are NOT allowed to take away any USBs or CDs.***

31. Enquiry: SEN hotline (tel: 3628 8917)

*October 2018*

## **Recommended Computer Facilities and Configuration for using Word Processor/ Overlay PDF QA Book**

### **1. Hardware**

- CPU: Pentium IV or higher
- RAM: 512MB or higher
- Free Disk Space: at least 100MB
- Optical drive (CD ROM or DVD ROM)
- Sound Card
- Keyboard & Mouse
- USB 2.0 port
- A local printer for A4-sized papers

### **2. Software**

- Windows 7 or higher
- Microsoft Word 2010 or above
- Acrobat Reader XI or above

### **3. Configuration**

Computer used for examination should be

- disconnected from any network and connections, including wired/wireless connection (e.g. un-plug and remove the network cable attached to the computer; stop/disable the Network Adapter(s) from Control Panel);
- running Traditional Chinese Language and installed with the Hong Kong Supplementary Character Set (HKSCS) (<http://www.microsoft.com/hk/hkscs>);
- disabled for Spell Check, Dictionary, Translation and Auto-correct functions;
- cleared from unnecessary document files and templates (i.e. search and delete all .doc, .docx and .dot files except “Normal.dot” and empty the Recycle Bin); and
- set with “Always ON” under Windows Power Options and screen saver inactivated.

### **4. Special Notes**

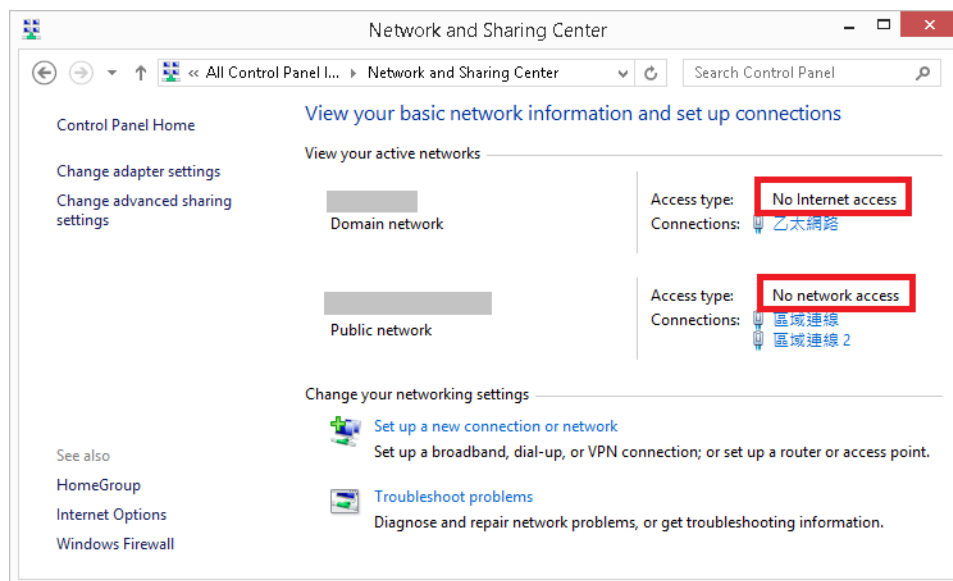
- Spare computer (with the same configuration) should be set up for contingency arrangement.
- To avoid possible collusion among candidates, computers should be placed in such a way that the screen of each candidate cannot be seen by other candidates.
- A minimum of 2 feet distance between candidates’ seats is required.

## Suggested Steps for Checking Equipment and Facilities

1. For each computer checked, fill in the details required on the “Report on Checking Equipment and Facilities”.
2. Check the networks to ensure that candidates are unable to communicate with each other using the computers (with or without internet connection).

*Suggested steps for checking:*

- ✧ Open “Network and Sharing Center” in “Control Panel”, and make sure “No internet access” and “No network access” are shown under the section “View your active networks”

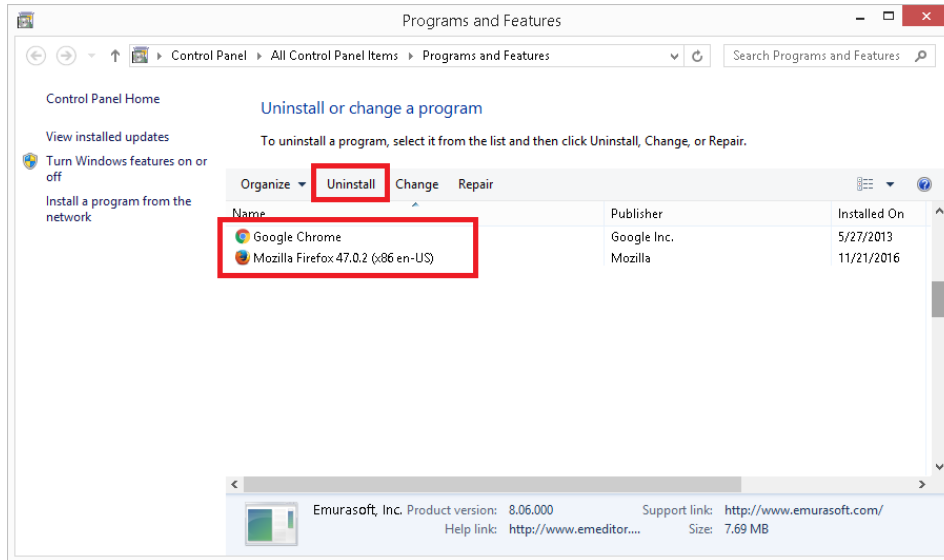


- ✧ Share a file at the teacher’s computer and record the path (e.g. Network Neighbourhood → CS1-11a → Desktop → test → test.doc)
- ✧ In the word processing application of the candidate’s computer
  - Click File → Open → type the path of the shared file
  - A failure message should appear

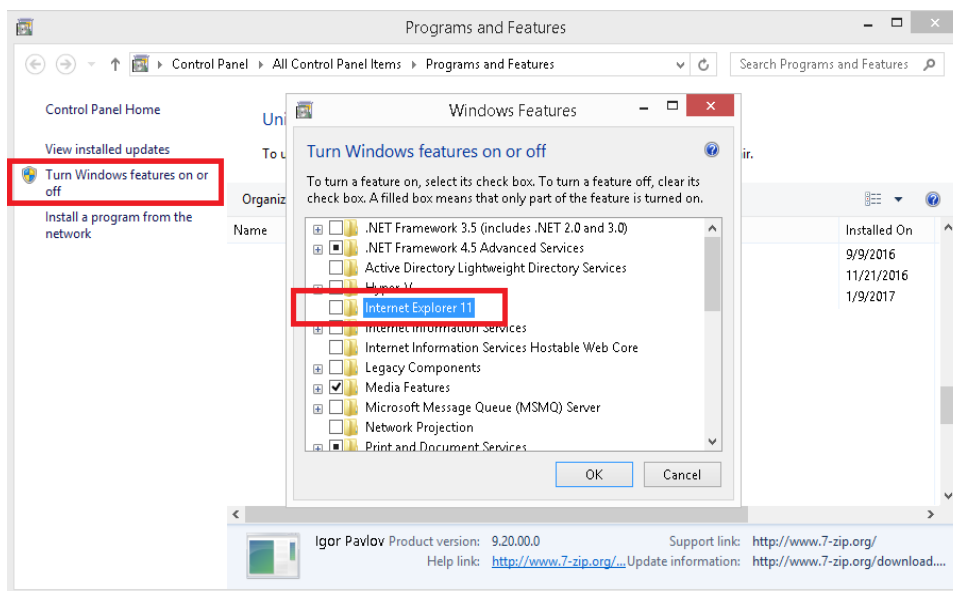
3. Uninstall/Disable internet browser(s) and undesirable software in the computer.

*Suggested steps for compliance:*

- ❖ Open “Programs and Features” window in “Control Panel”, select installed browsers such as Chrome or Firefox, and click “Uninstall”



- ❖ Click “Turn Windows features on or off”, then un-check “Internet Explorer” box in “Windows Features” dialog. Click “OK” to restart your PC



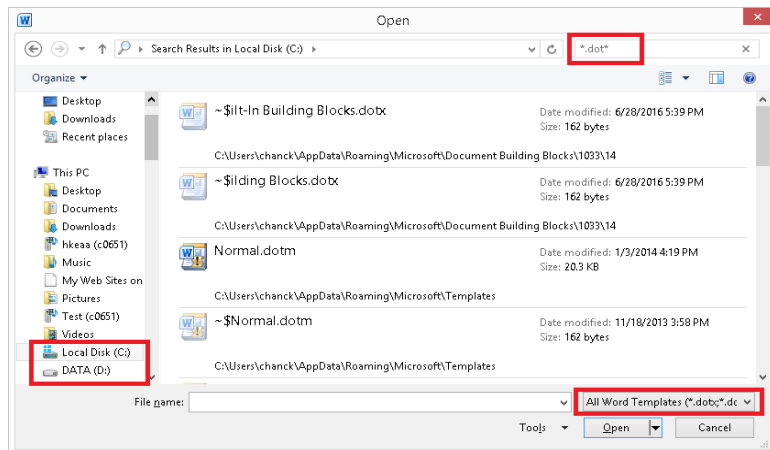


4. Check that no templates except the normal/blank one exist in any disk drives accessible by the candidates.

*Suggested steps for checking:*

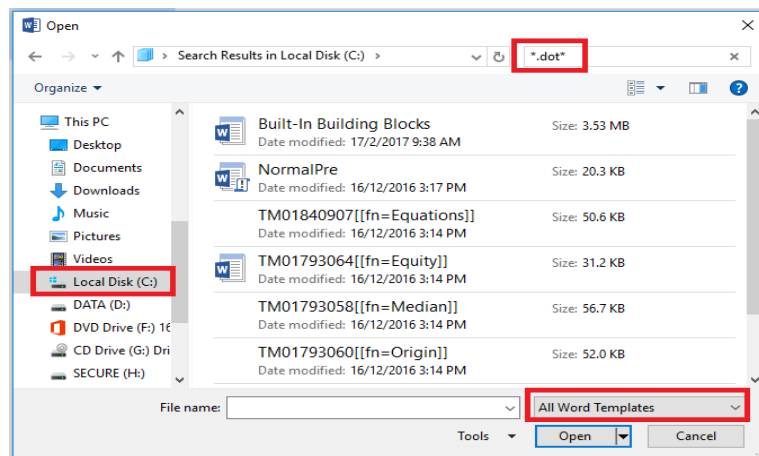
Word versions: 2010, 2013

- ✧ Click File → Open → click **All Word Templates** for Files of type: option box
- ✧ Select any disk drive (e.g. C: or D) accessible by candidate → type the **\*.dot\*** at the search box (top right hand corner) → check any files with extension **\*.dot\*** are displayed



Word version: 2016

- ✧ Click File → Open → Browse → click **All Word Templates** for Files of type: option box
- ✧ Select any disk drive (e.g. C: or D:) accessible by candidate → type the **\*.dot\*** at the search box (top right hand corner) → check any files with extension **\*.dot\*** are displayed



*Suggested steps for compliance:*

- ✧ Locate the folder of word processing applications' templates
  - Open the File explorer → select the disk drive → type **\*.dot\*** at the search box → Press "Enter" to search the files
  - The folder is usually located at **c:\Program Files\Microsoft Office\Templates**
- ✧ Delete All **\*.dot\*** files except **'normal.dot / normal.dotm / normal.dotx'**
- ✧ Empty Recycle Bin

5. Check that no document files exist in any disk drives accessible by the candidates.

*Suggested steps for checking:*

- ✧ Same as the steps in (4) above except that **Word Documents** should be chosen for file type
- ✧ No document file should be listed

*Suggested steps for compliance:*

- ✧ Click Start → Find → File or Folder → type '\*.doc'/'\*.docx'
- ✧ Delete all '\*.doc'/'\*.docx' files found
- ✧ Empty Recycle Bin

6. Check that no mistyped or misspelled text is put in the Autocorrect list.

*Suggested steps for checking:*

Word versions: 2010, 2013, 2016

- ✧ Click the File menu → Options
- ✧ In the Word Options dialog box, click Proofing, and then click AutoCorrect Option
- ✧ Scroll up and down to locate mistyped or misspelled autotext
- ✧ No texts such as 'usually' should appear on the list

*Suggested steps for compliance:*

- ✧ Click the File menu → Options.
- ✧ In the Word Options dialog box, click Proofing, and then click AutoCorrect Option
- ✧ Scroll up and down to locate mistyped or misspelled autotext (for example, look for mistyped or misspelled autotext like 'usualyl' which will be corrected automatically to 'usually')
- ✧ Delete all mistyped or misspelled autotext from the list

7. Check that no English-Chinese and/or Chinese-English dictionary/translation is installed.

*Suggested steps for checking:*

Word versions: 2010, 2013, 2016

- ✧ Click the File menu → Options.
- ✧ In the Word Options dialog box, click Proofing, and then click Custom Dictionaries Option
- ✧ Select the unnecessary dictionary and click "Remove" button

*Suggested steps for compliance:*

- ✧ Click Start → Settings → Control Panel → Add/Remove Programs
- ✧ Look for any program on English-Chinese or Chinese-English dictionary/translation
- ✧ Click the 'Remove' button if any is found

8. Check that no proof-reading / spell check / grammar check / thesaurus function is available.

*Suggested steps for compliance:*

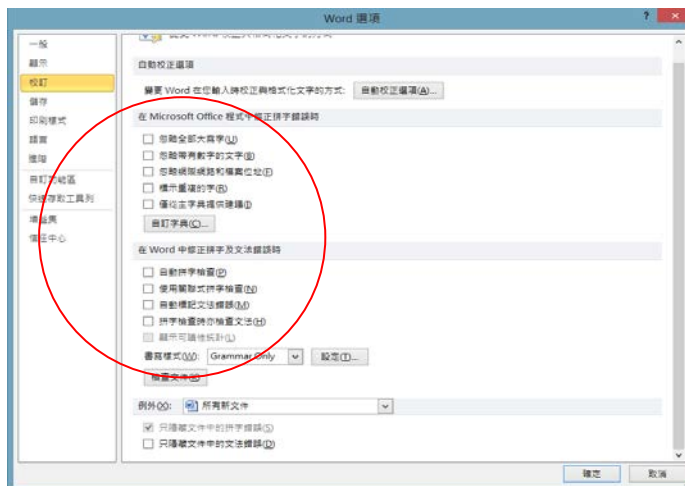
- ✧ Change or re-install the Microsoft Office to disable the proof-reading function

Microsoft Office: 2010, 2013, 2016

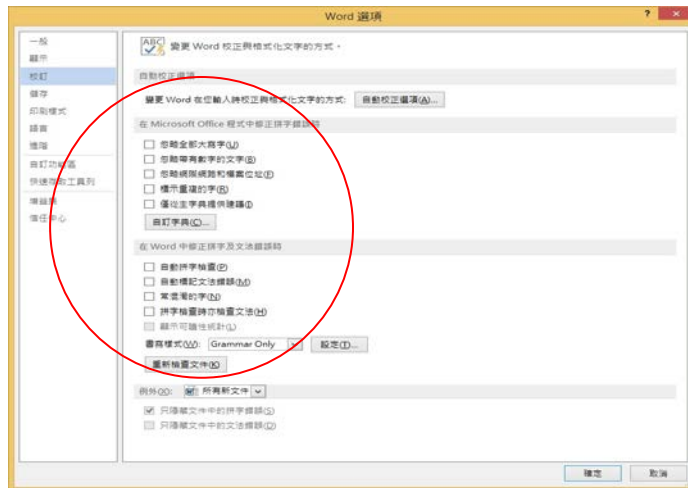


- ✧ Uncheck all boxes as shown to turn off spell checking and dictionary functions within Microsoft Word

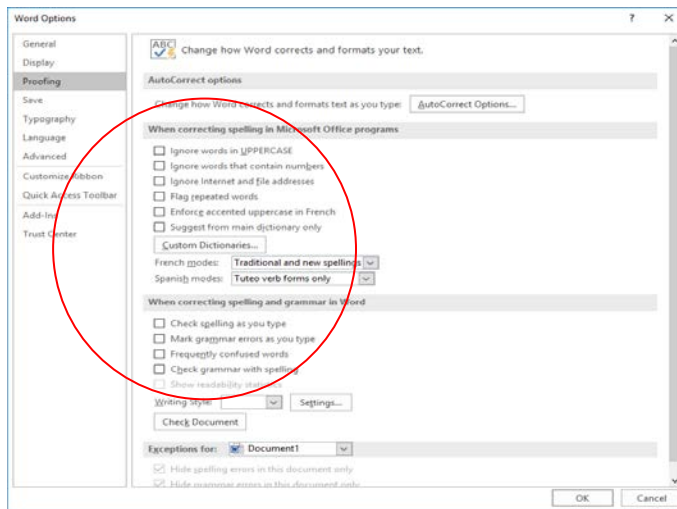
Word version: 2010



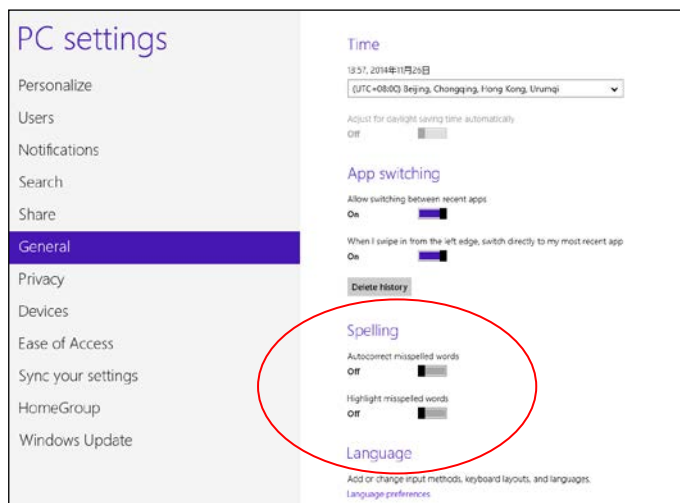
Word version: 2013



Word version: 2016



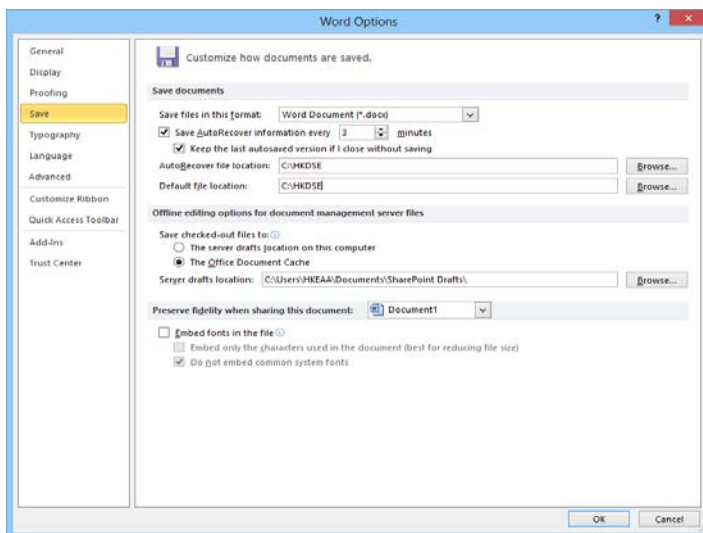
Windows 8 or above



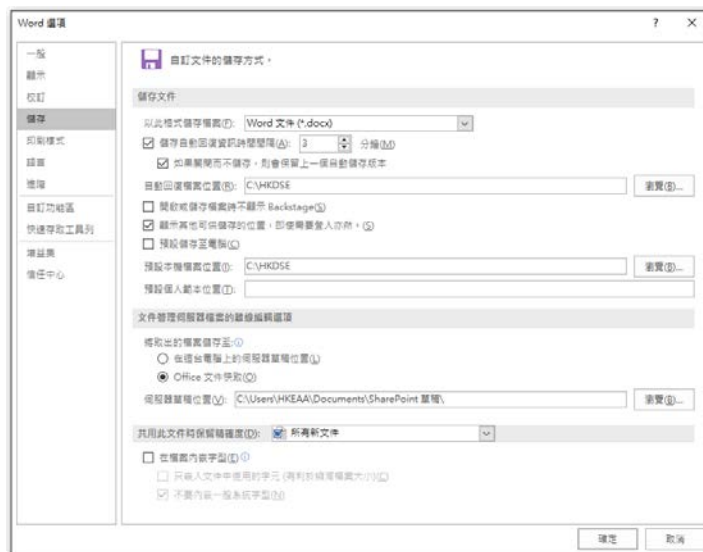
### Automatically Recover Word Documents in MS Word (2010, 2013, 2016)

- 1) Create a folder named “HKDSE” in C:\
- 2) Click **File > Options**
- 3) Click **Save**
  - i) Adjust **Save AutoRecover information** to every 3 minutes
  - ii) Select **AutoRecover file location** in C:\HKDSE\  
iii) Select **Default file location** in C:\HKDSE\  
iv) Click **OK**

#### Word versions: 2010, 2013



#### Word version: 2016

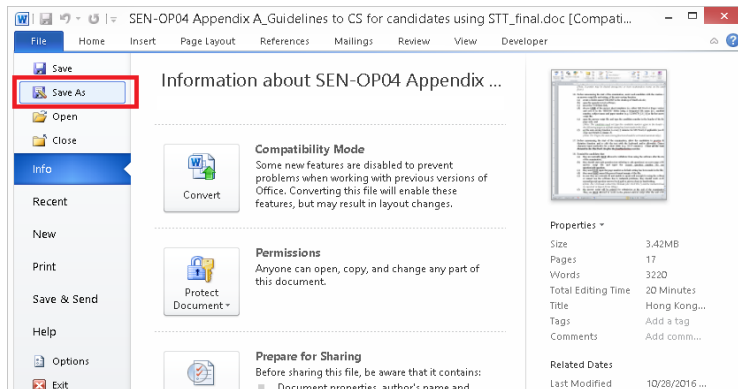


Sample Electronic Answer Sheet Template (for MS Word)

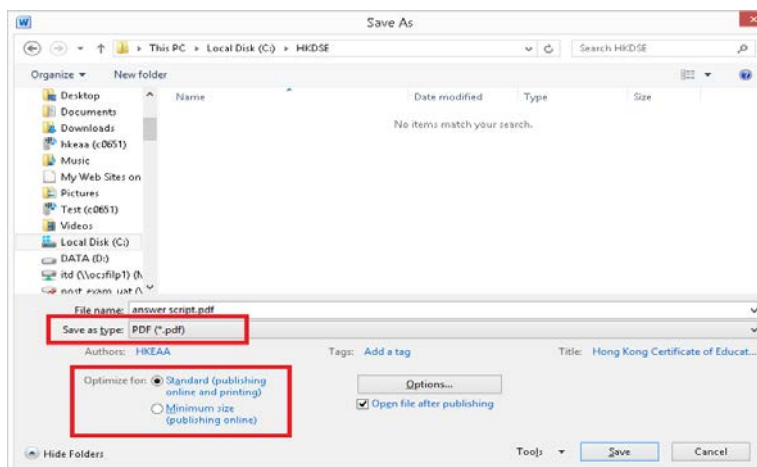
<p>樣本 Sample</p> <p>考生編號 Candidate Number: <input type="text"/></p> <p>請在此貼上電腦條碼 Please stick the barcode label here.</p> <hr/> <p><b>ANSWER SHEET 答題紙</b> (適用於使用語音轉換文字軟件或文字處理器的考生) (Applicable to candidates using Speech-to-text Software or Word Processor)</p> <p><b>考生須知</b></p> <ol style="list-style-type: none"><li>1. 考生只須在第 1 頁(本頁)頁首的指定位置輸入考生編號。</li><li>2. 請勿在本頁作答，填寫於本頁的答案將不予評閱。</li><li>3. 考試結束後，在監考人員的指示及監察下，考生須列印本答題紙所有頁數，並在第 1 頁(本頁)的指定位置貼上電腦條碼。</li><li>4. 每題(並非指分題)必須另起新頁作答，並在每一題 / 分題，輸入正確的試題編號。</li><li>5. 考生不得擅自更改本答題紙所預設的格式 / 邊界。</li></ol> <p><b>Instructions to Candidates</b></p> <ol style="list-style-type: none"><li>1. You should input your Candidate Number in the designated space in the header on the 1<sup>st</sup> page (this page) only.</li><li>2. <b>DO NOT</b> answer on this page. Answers on this page will <b>NOT</b> be marked.</li><li>3. After the end of the examination, you should print a hardcopy of all the pages of this set of Answer Sheets and stick the barcode label in the designated box on the 1<sup>st</sup> page (this page) under the instructions and supervision of the Invigilation staff.</li><li>4. Start each question (not referring to sub-questions) on a new page and input the correct question number for each question/sub-question.</li><li>5. You <b>MUST NOT</b> amend the preset format/margin of this Answer Sheet.</li></ol> <p>1 Page 1 of 4</p>	<p>樣本 Sample</p> <p>考生編號 Candidate Number: <input type="text"/></p> <p>每題(並非指分題)必須另起新頁作答，並在每一題 / 分題，輸入正確的試題編號。 Start each question (not referring to sub-questions) on a new page and input the correct question number for each question/sub-question.</p> <hr/> <p>2 Page 2 of 4</p>
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## Handling of Answer Script File

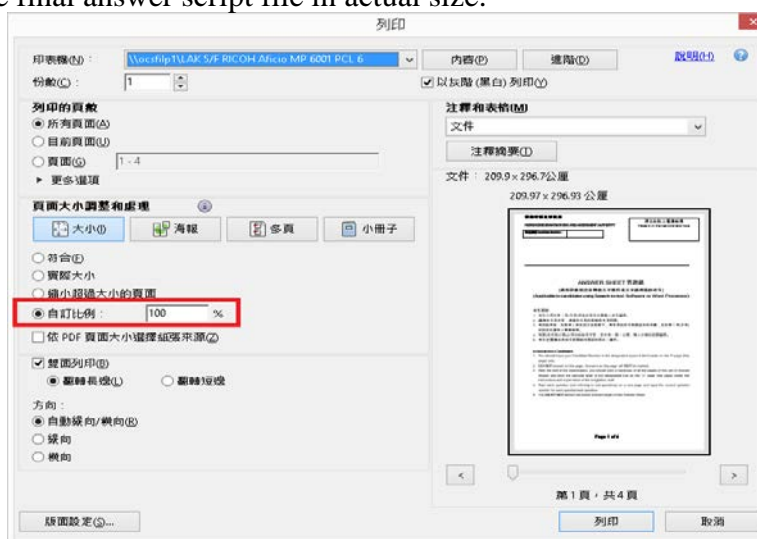
- 1) When saving the final answer script file in **PDF format**, select “File” then “Save As”.



- 2) Select “Save as type” as “PDF (\*.pdf)” and “Optimize for” as “Standard”.



- 3) Print the final answer script file in actual size.



**Hong Kong Examinations and Assessment Authority**  
**2019 HKDSE**  
**Special Examination Arrangements for Candidates with Special Needs**

**Report on Checking Equipment and Facilities**

**(Please complete and return this report to the HKEAA in the USB Envelope.)**

Centre Number : \_\_\_\_\_

Name of Centre : \_\_\_\_\_

Name of Subject/Paper : \_\_\_\_\_

Date of Exam Session: \_\_\_\_\_

**To be completed by Centre Supervisor/invigilator(s) (if any):**

I/We certify that:

- (i) all networks have been checked to ensure that the candidate(s) is/are unable to communicate with others using the computer;
- (ii) all templates (except the normal/blank one) and document files have been removed from the disk drives accessible by the candidate(s); and
- (iii) the following functions have been removed/disabled prior to the examination:
  - calculation, autotext, predictive text, dictionary/translation, spell check, grammar-check and thesaurus; and
  - the word association functions for input methods.

\_\_\_\_\_  
Name of Centre Supervisor

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name of Invigilator

\_\_\_\_\_  
Signature



Hong Kong Examinations and Assessment Authority  
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Record for the use of USB flash disk

**(Please complete and return this record form to the HKEAA in the USB Envelope.)**

Centre Number : \_\_\_\_\_

Name of Centre : \_\_\_\_\_

Name of Subject and Paper No.: \_\_\_\_\_

Date of Exam Session: \_\_\_\_\_

**To be completed by Centre Supervisor:**

I certify that the following USB flash disk(s) has/have been assigned to the candidate(s) to save the answers for the captioned examination:

Candidate No.	USB Flash Disk Serial No.	Document File Name

***Total \_\_\_\_\_ USB flash disk(s) (containing candidates' answer scripts files) have been placed in the USB Envelope for returning to the HKEAA for record.***

\_\_\_\_\_  
Name of Centre Supervisor

\_\_\_\_\_  
Signature