

Equipment & System Requirements for Online Examinations with Remote Invigilation



The equipment and system requirements set out below apply to online examinations with remote invigilation, for learners who will be sitting their examinations at home or in another suitable location. These requirements do not apply to learners sitting online examinations at their accredited centre.

In summary, learners will need a suitable PC (eg laptop or desktop **with webcam**), mobile device and access to the internet. The detailed requirements are set out below.

1. Mobile device

You will need a mobile device (smartphone or tablet) on which you will download the ProctorExam app. Instructions for downloading the app will be provided during the system check process or you can do this prior to your system check by accessing the Google Play Store for Android devices and the App Store for iOS (Apple) devices and searching for "ProctorExam". Specifications are:

- (i) Android 4.1 or higher
- (ii) iOS (Apple) 8.0 or higher
- (iii) Video resolution must be minimum 800 x 600 px
- (iv) Ensure you can connect to WiFi so you don't use up your data
- (v) Ensure your mobile device can be plugged in for the duration of your exam

Important: All models of Google Pixel smartphones cannot be used with the ProctorExam app.

2. Laptop/PC

You will need a laptop or PC to sit your test. Your default web browser must be set to the latest version of Google Chrome. Laptop/PC System requirements are:

- (i) Bandwidth – **Minimum 1Mbps or higher upload speed, recommend upload speed is 1.5Mbps or over.** Additional recommended minimums are 10Mbps download speed and ping under 25 ms.
- (ii) Tethering to the internet via a mobile phone is not supported

- (iii) Delivery of exams on the following Operating Systems are supported:
 - Windows 8 or higher
 - MAC OS X or higher (latest and previous releases)
- (iv) WiFi connection – candidate to be positioned where signal is strongest
- (v) Web browser – latest version of Google Chrome. Google Chrome is a requirement for exams that are to be invigilated online.
- (vi) Webcam required – maximum resolution of 1280 x 720
- (vii) Microphone required
- (viii) Audio required
- (ix) If possible, turn off any updates on devices
- (x) Do NOT use separate headset or earphones
- (xi) More than one monitor is NOT permitted

Notes:

Attempting to use a laptop or device that is intended for work purposes may have restricted access and admin rights installed. This may cause issues when trying to access the ProctorExam platform and therefore it is recommended to use a personal laptop/desktop.

The test software does not allow computers running virtual machines. If you are running a virtual machine, you will be asked to close your virtual machine and boot into your operating system to take your test.

The test software does not support development previews, beta builds, or release candidates of any operating system unless specified.