



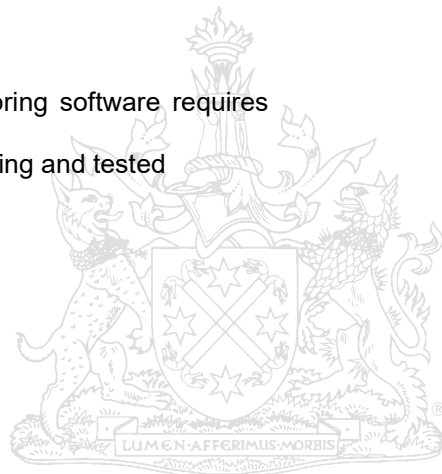
## **GUIDELINES FOR CANDIDATES TAKING AN ONLINE EXAM USING PRACTIQUE AND PROCTOREXAM.**

### **Checklist:**

- Computer compatible
  - Windows 10
- Webcam tested
- Audio tested
- Screen setup – screen smaller than recommended with lower resolution than recommended.
- Internet checked
  - Upload speed \_ \_\_\_\_\_
  - Download speed \_ \_\_\_\_\_
- Chrome browser latest version
  - Cleared internet cache before exam is taken
- ProctorExam extension loaded

## **CANDIDATES WORKSTATION REQUIREMENTS:**

- Access to a PC or Apple Mac with audio and webcam
  - Practique is supported on Chrome browsers
  - ProctorExam is supported on Windows 8 and higher, Mac OS X and higher, ChromeOS
    - Check your operating system [here](#).
  - Minimum Hard Drive storage
    - minimum 20GB free space on PC/laptop
  - Minimum RAM requirements for desktop and laptop computers 4GB minimum, 8GB recommended.
- Webcam – check on [this page](#)
- Audio – check on [this page](#)
- One screen only can be used during the exam- 1 screen
- Recommended a minimum size of 21 inch for best exam experience. – 30cm wide 19 wide
  - 1920x1080 resolution minimum required. – 1366x 768 highest possible-downloaded exam sample images and found satisfactory
- Stable internet/Wi-Fi connection – this is very important.
  - Minimum upload speed of 10Mbps
  - Minimum download speed of 20Mbps, preferably 50Mbps.
  - There are no other devices consuming high volume of bandwidth connected to the same internet connection
  - You CANNOT use a Hotspot connection
  - Check your internet speed [here](#).
- Google Chrome browser installed and up to date – the proctoring software requires Chrome. Check your browser [here](#) – [Chrome 86](#).
- ProctorExam Screenshare Chrome extension downloaded, working and tested
  - Extension available [here](#)
- A photo ID is required.
- Devices must be fully charged.



## **APPENDIX 1: GUIDE TO COMPLETE SYSTEM CHECKS**

### **How to clear website data**

#### **Chrome - Browser**

1. On your computer, open Chrome.
2. At the top right, click 'More' (represented with 3 dots).
3. Click 'More tools'. Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time (recommended).
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click 'Clear data'.

### **How to update browser**

#### **Chrome**

1. Open the Google Chrome **browser**.
2. Click the Customize and control Google Chrome button in the upper-right corner of the screen.
3. From the drop-down menu that appears, select Help, then select About Google Chrome. The window that appears will automatically check for **updates** and show you the current version of Chrome.

### **How to update iOS**

#### **Mac**

1. Plug your device into power and connect to the internet with Wi-Fi
2. Go to Apple menu > choose System Preferences
3. Click Software Update

Tip: You can also choose Apple menu > About This **Mac**, then click Software **Update**

### **Checking hard drive storage**

#### **Windows**

1. Open File Explorer. You can use the keyboard shortcut, **Windows** key + E or tap the folder icon in the taskbar.
2. Tap or click This PC from the left pane.
3. You can see the amount of free **space** on your **hard disk** under the **Windows (C:) drive**.

#### **Apple Mac**

1. Open the Apple menu, then select About This **Mac**.
2. Click the **Storage** tab in the toolbar to see how much **disk space** you have available. (On OS X Mountain Lion or Mavericks, click the More info button, then click **Storage**.)

### **Checking memory (RAM)**

#### **Windows**

1. Click on start menu
2. Type 'about' and press enter when 'about your PC' appears
3. Scroll down, and under device specifications, see 'installed RAM'

#### **Apple Mac**

1. Open the Apple menu
2. Click on the Apple logo in the top-left corner of your screen and select About This **Mac**. On the Overview tab, the **Memory** line lists the amount of **RAM** in GB.

### **Maximising available RAM**

#### **Apple Mac**

1. For disabling auto-start software, on Mac go to: apple -> system preferences -> Users & Groups -> Login Items and remove all items from the "These items will open automatically when you log in" by selecting an item, and using the '-' button underneath the box.

NB. After removing the auto-start items, you should reboot the computer.

iOS - power the device down, and restart.

**Windows**

1. Click on start menu
2. Select Settings > Apps >Start Up
3. Disable all Apps for automatic start up

If you do not see Start Up option in Settings:

1. Right click Start
2. Select Task Manager
3. Select the Start Up (if you do not see Start Up, then select More Details)