

# Candidate equipment requirements

## 1. Equipment requirements

**Mobile device:** You will need a mobile phone 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.

### a. Specifications are:

1. Android 4.1 or higher
2. iOS (Apple) 8.0 or higher
3. Video resolution must be minimum 800 x 600 px
4. Ensure you can connect to WiFi so you don't use up your data
5. Ensure your mobile device can be plugged in for the duration of your exam

### b. System requirements:

1. Bandwidth – **Minimum 1Mbit/s upload speed recommend upload speed is 1.5Mbit/s.** Additional recommended minimums are **10Mbit/s download speed and ping under 25 ms.**
2. Tethering to the internet via a mobile phone is not supported
3. Delivery of exams on the following Operating Systems are supported:
  - Windows 8 or higher
  - MAC OS X (latest and previous releases)
4. WiFi connection – candidate to be positioned where signal is strongest
5. Web browser – latest version of Google Chrome
6. Webcam required – maximum resolution of 1280 x 720
7. Microphone required
8. Audio required
9. If possible, turn off any updates on devices

**Note:** 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.

Below are some links that we would recommend using to test the following work correctly before proceeding with your system check:

- To check your microphone works: <https://www.onlinemictest.com/>
- To check your webcam works: <https://www.onlinemictest.com/webcam-test/> or <https://webcammictest.com/>

If you do find that your webcam or microphone does not work, please see the below links that will assist in fixing this:

- To allow microphone and camera: <https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en>
- To allow mic and camera on MAC: <https://support.apple.com/en-gb/guide/mac-help/mchlf6d108da/mac>
- To allow webcam on Windows 10: <https://www.howtogeek.com/394677/fix-my-webcam-doesn%E2%80%99t-work-on-windows-10/>