

# GET YOUR DEVICE READY

## FOLLOW THESE STEPS TO GET YOUR DEVICE READY FOR YOUR ONLINE-PROCTORED EXAM

STEP	RECOMMENDED TECHNICAL SPECIFICATIONS		
<p><b>STEP 1.</b></p>	<p><b>CONFIRM THE DEVICE YOU INTEND TO USE FOR YOUR EXAM</b></p> <p>An Apple Mac or PC is acceptable, in either a desktop or laptop form. You may connect an external mouse or keyboard if that is your preference (wired, wireless or Bluetooth).</p> <p>We recommend you <b>do not</b> use a work computer for the systems test OR your online-proctored exam. Work computers generally have restrictions that may prevent successful exam delivery, such as corporate firewalls or proxies, which can cause the software to fail. We recommend undertaking your systems test and exam on a personal computer.</p> <p>Make sure you disconnect any VPNs, as they may also impact the exam software.</p> <p><b>Please note:</b> Tablets and touch-screen devices are strictly prohibited. If your laptop has touch-screen technology, this device may be used so long as it meets the operating requirements and has an external keyboard and mouse.</p>		
<p><b>STEP 2.</b></p>	<p><b>DISCONNECT ANY ADDITIONAL SCREENS OR MONITORS</b></p> <p>You must only use a single monitor – additional monitors are prohibited, and must either be removed from your exam room, or clearly unplugged if you cannot move them.</p> <p>If you are using an external monitor with a laptop, you must have an external mouse, keyboard and webcam, and the lid of your laptop must remain closed for your entire exam.</p>		
<p><b>STEP 3.</b></p>	<p><b>CHECK YOUR DEVICE SOFTWARE</b></p> <p>You'll need to check the Operating system; Display resolution; Internet browser version and settings; and Webcam settings. You can check these all in 'Settings' for a PC; or in 'About this Mac' for an Apple Mac device.</p> <p>Alternatively, consider using a site such as <a href="http://www.whatsmybrowser.org">www.whatsmybrowser.org</a> which detects your settings and will provide this information for you as shown below:</p> <table border="1" data-bbox="316 1370 1461 1930"> <tbody> <tr> <td data-bbox="316 1370 512 1930"> <p><b>Operating system</b></p> </td> <td data-bbox="512 1370 1461 1930"> <p>May be:</p> <ul style="list-style-type: none"> <li>Windows 10 (64-bit) (excluding 'S Mode')</li> <li>macOS (10.13) and above – (excluding beta versions)</li> </ul> <p><b>Note:</b> macOS, starting with Mojave, now requires permission from the user to allow any hardware access to an application, which includes OnVUE (proctorapp). Candidates should be prompted to allow this application.</p> <p><b>Note:</b> Windows Operating Systems must pass Genuine Windows Validation.</p> <ul style="list-style-type: none"> <li>Windows 7, Windows 8 / 8.1, Windows Vista and Windows XP are strictly prohibited for exam delivery</li> <li>All Linux/Unix based Operating Systems are strictly prohibited</li> </ul> </td> </tr> </tbody> </table>	<p><b>Operating system</b></p>	<p>May be:</p> <ul style="list-style-type: none"> <li>Windows 10 (64-bit) (excluding 'S Mode')</li> <li>macOS (10.13) and above – (excluding beta versions)</li> </ul> <p><b>Note:</b> macOS, starting with Mojave, now requires permission from the user to allow any hardware access to an application, which includes OnVUE (proctorapp). Candidates should be prompted to allow this application.</p> <p><b>Note:</b> Windows Operating Systems must pass Genuine Windows Validation.</p> <ul style="list-style-type: none"> <li>Windows 7, Windows 8 / 8.1, Windows Vista and Windows XP are strictly prohibited for exam delivery</li> <li>All Linux/Unix based Operating Systems are strictly prohibited</li> </ul>
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<b>RAM</b>	<b>Recommended: 4 GB RAM</b> or more <b>Minimum Required: OS specified Minimum RAM</b>
<b>Display</b>	<b>Recommended: 1920 x 1080</b> or higher, in <b>32-bit colour</b> <b>Minimum Required: 1024 x 768</b> in <b>16-bit colour</b> If using an external monitor, you must close your laptop and use an external keyboard, mouse and webcam. Multiple monitors are not permitted.
<b>Internet Browsers</b>	The newest versions of <b>Microsoft Edge, Safari, Chrome,</b> and <b>Firefox.</b>
<b>Firewall</b>	Corporate firewalls (including VPNs) or proxies often cause the online exam software to fail. We recommend testing on a personal computer. Work computers generally have more restrictions that may prevent successful delivery. Please take your exam in a setting without a corporate firewall.
<b>Internet Connection</b>	For optimal performance, a reliable and stable connection speed of 3 Mbps down/up is required. Slow internet speeds or any connection failures may interrupt – or potentially end – your exam.  We recommend testing and undertaking your exam using a <b>wired network</b> as opposed to a wireless network. If you do use a wireless network, you may wish to ask those in your household/around you to avoid using the internet during your appointment, to reduce the likelihood of connectivity issues.  Tethering to a mobile hotspot is explicitly prohibited.
<b>Webcam</b>	Webcam must have a minimum resolution of <b>640x480 @ 10 fps.</b> Webcam may be internal, or an external webcam connected to the computer. Mobile phones are strictly prohibited for use as a webcam during your exam. <b>Note:</b> macOS users may need to allow OnVUE within their <b>System Preferences: Security &amp; Privacy: Privacy</b> settings for Microphone, Camera, Automation and Input Monitoring.
<b>Sound and Microphone</b>	Verify the audio and microphone are not muted. Headphones and headsets (wired or Bluetooth) are not allowed. <b>Note:</b> macOS users may need to allow OnVUE within their <b>System Preferences: Security &amp; Privacy: Privacy</b> settings for Microphone, Camera, Automation and Input Monitoring.

#### STEP 4. YOUR MOBILE PHONE

You have the option to use your mobile phone to complete the check-in process. Your phone will need:

- Android (7+, Chrome) or iOS (12+, Safari) operating systems
- A functioning camera with a stable internet or mobile connection

Your phone is only to be used for the check-in process and should not be accessed during your exam. Once you've completed the check-in steps, please place your phone out of reach for the duration of your exam appointment.

STEP 5.	<p><b>CHECK YOUR BROWSER SETTINGS</b></p> <p>Internet Cookies <b>must be enabled</b>.</p> <p>Any pop-up blocking setting(s) <b>must be disabled</b>.</p>
STEP 6.	<p><b>CHECK YOUR POWER</b></p> <p>Ensure you are connected to a power source before starting your exam to avoid draining your battery during the exam.</p>
STEP 7.	<p><b>CHECK YOUR LOCK SCREEN SETTINGS</b></p> <p><b>Recommended:</b> Turn off your lock screen setting completely, to ensure you are not locked out of your exam.</p> <p><b>Minimum Required:</b> Extend your lock screen settings to at least <b>10 minutes</b>, to allow sufficient time for your unscheduled break and any pauses you take to contemplate your exam responses.</p>
STEP 8.	<p><b>CHECK YOUR ANTI-VIRUS SETTINGS</b></p> <p>You will need to ensure there are no additional programs running in the background on your computer during your exam. As such, please ensure there are <b>no updates scheduled during your appointment</b> – such as software updates.</p> <p>We also recommend you ensure your devices is up-to-date with the latest antivirus software. If you have anti-virus software installed, you should ensure that this software is not scheduled to scan your computer during your exam. We do not recommend uninstalling/removing the antivirus software completely.</p>
STEP 9.	<p><b>MAC SPECIAL NOTE</b></p> <p>Mac OS users are required to grant permission to applications that need hardware access, which includes OnVUE. Candidates should be prompted to allow this application. If candidates deny OnVUE the first time, they will not be prompted again and will need to manually grant permission through <b>System Preferences</b>. In System Preferences, they must allow OnVUE within the <b>Security &amp; Privacy: Privacy settings for Microphone and Camera</b>. Additionally, OnVUE may require permission for <b>Automation and Input Monitoring</b>.</p> <p>These technical requirements apply to any candidate taking an exam from their office or a location with a network administrator who controls the hardware, delivery software, network configurations (firewalls, etc.), or a combination of these variables that will impact the exam experience.</p>

## ADVANCED TECHNICAL REQUIREMENTS

While we recommend completing your exam on a personal computer, if you only have access to a work computer, the information below outlines a full set of technical requirements that can be shared with your Technology Department to prepare your device and setting.

STEP 1.	<p><b>REQUIRED CONFIGURATIONS</b></p> <ul style="list-style-type: none"> <li>• Ensure any security software will not block execution of JavaScript.</li> <li>• The following URLs may may need to be added as trusted sites under <b>Internet Settings</b>. This can be done by going to the <b>Control Panel   Internet Options   Security tab</b>. Select <b>Trusted Sites</b>. Click the <b>Sites</b> button and add the following items to the list of websites. You may need to deselect the <b>Require server verification (https:) for all sites in this zone</b> option:</li> </ul>
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	<ul style="list-style-type: none"> <li>○ http://*.pearson.com &amp; https://*.pearson.com</li> <li>○ http://*.pearsonvue.com &amp; https://*.pearsonvue.com</li> <li>○ http://*.proctorcam.com &amp; https://*.proctorcam.com</li> <li>○ http://*.starttest.com &amp; https://*.starttest.com</li> <li>○ http://*.starttest2.com &amp; https://*.starttest2.com</li> <li>○ http://*.programworkshop.com &amp; https://*.programworkshop.com</li> <li>○ https://*.*.twilio.com</li> <li>○ https://*.*.pvue2.com</li> <li>○ https://*.*.ably.io</li> <li>○ https://*.*.ably-realtime.com</li> <li>○ https://*.*.wowza.com</li> <li>○ https://*.*.onvue.com</li> </ul>
<p><b>STEP 2.</b></p>	<p><b>NETWORK &amp; DOMAIN LEVEL CONFIGURATION SETTINGS</b></p> <p>This section describes the configuration settings necessary on the LAN / WAN used for IBT Exam Delivery.</p> <ul style="list-style-type: none"> <li>● Pearson Strongly Recommends using a <b>wired network</b> rather than a wireless network, as it provides better exam delivery performance.</li> <li>● Pearson Strongly Recommends avoiding network configurations involving <b>VPN, Proxy Servers, Advanced Firewall Security Configurations</b>, and other network security measures such as but not limited to <b>Packet Filtering or Packet Inspection</b>. These advanced security configurations are known to cause moderate to severe degradation in exam delivery performance.</li> <li>● For Pearson IBT Exams Port 80 (HTTP), Port 443 (HTTPS), and Port 1935 (video streaming) must have <b>sustained continuous connections</b>. It is strongly recommended that traffic on these ports should be completely unrestricted.</li> </ul>
<p><b>STEP 3.</b></p>	<p><b>TROUBLESHOOTING TIPS</b></p> <p>If you are having performance issues or your exam will not launch, do the following:</p> <ul style="list-style-type: none"> <li>● Stop active Anti-virus scanning while taking an exam. Some antivirus software can cause performance issues.</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>● Contact your program manager to discuss having an exception made to your Pearson VUE Browser Lock process action list to allow your internet security or antivirus software used by your organization and/or candidates.</li> </ul>