

### Preparing Your Equipment

To facilitate the best possible experience for online exam administration and virtual proctoring, **the following requirements should be reviewed and tested before your exam day** to provide sufficient time to problem-solve any potential technical issues or needs.

If you need technical support please use the following information:

ProctorU’s [Test-Taker page](#)

[Real-Time Chat](#)

[Ticket Support](#) (for non-urgent matters)

Phone ProctorU’s Support hotline: 1.855.772.8678, Option 1

### Troubleshooting Quick Guide

Equipment Requirements	Troubleshooting and References	Additional Information
<p>Use a Personal Computer with only one monitor/screen. Ensure the computer is directly connected to a power source.</p> <p>Recommended Operating System:</p> <ul style="list-style-type: none"> <li>Windows 10 (10 S mode is not supported)</li> <li>MacOS 10.15</li> </ul>	<p>The computer must be free of <b>firewalls and restrictions</b> to download the necessary test administration software on exam day.</p> <p>Review your OS’ Setting Adjustments prior to exam day</p> <ul style="list-style-type: none"> <li><a href="#">Windows Setting Adjustments</a></li> <li><a href="#">MAC Setting Adjustments</a></li> </ul> <p>Ensure your OS is up to date with the most recent version.</p>	<p><i>If you’re using a work or school computer, check with your IT team to confirm that you can download and install programs.</i></p>
<p>The web camera, speakers, and microphone must be available and functional for the duration of the examination.</p>	<p>Review Windows and MAC Camera Troubleshooting prior to exam day</p> <ul style="list-style-type: none"> <li><a href="#">Camera Troubleshooting</a></li> <li><a href="#">Microphone Troubleshooting</a></li> </ul>	<p><i>The best place to start is to make sure no other program is using the camera and microphone. If one is, close it, restart your browser/computer, and try again.</i></p> <p><i>Ensure your web camera, speakers, and microphone are NOT connected through Bluetooth, as this application will be disabled during your exam</i></p>
<p>Test Your Equipment before and on exam day</p>	<p>Perform a System Readiness Check by navigating to the Exams page on your Candidate Portal and clicking on the “Test it Out” link available at the bottom. This will launch a new window in ProctorU where it will test your camera, your speaker and</p>	<p><b><u>You must pass all equipment tests. If you fail any of the tests, please read the instructions for resolving the issue and test again.</u></b></p>

	microphone, and your internet speed, as well as confirm if there are any external devices connected to your computer.	
Use Google Chrome and Install The Guardian Browser	<p>Install Google Chrome as the preferred browser</p> <ul style="list-style-type: none"> <li>• <a href="#">Google Chrome Download</a></li> </ul> <p>Install the Guardian Secure Browser</p> <ul style="list-style-type: none"> <li>• <a href="#">Guardian Secure Browser Download</a></li> </ul> <p>Disable your browser's Pop-Up Blockers</p> <ul style="list-style-type: none"> <li>• <a href="#">Disable Pop-up Blocker</a></li> </ul> <p>Clear out your browser's Caches</p> <ul style="list-style-type: none"> <li>• <a href="#">Clear Caches</a></li> </ul>	
Reduce CPU and RAM usage	<p>Restart your equipment to clear out some processes and programs that are running in the background, taking up your RAM storage.</p> <ul style="list-style-type: none"> <li>• <a href="#">10 ways to Free up RAM on Windows and MAC OS</a></li> <li>• <a href="#">How to Fix High CPU Usage</a></li> </ul>	<p><b>CPU</b> - more than 4 core CPU less than 50% CPU Usage</p> <p><b>RAM</b> - 16 GB less than 90% Usage</p>
Internet Connection	<p>We recommend a hardwired internet connection.</p> <p>A wireless connection can be unstable with an increased risk of disconnection during the exam.</p> <p>Test your internet speed prior to the exam session using one of the following tests</p> <ul style="list-style-type: none"> <li>• <a href="http://speedtest.googlefiber.net/">http://speedtest.googlefiber.net/</a></li> <li>• <a href="https://beta.speedtest.net/">https://beta.speedtest.net/</a></li> <li>• <a href="https://fast.com/">https://fast.com/</a></li> </ul>	<p><i>If you choose to use wireless, we recommend a speed of <b>at least 10Mbps.</b></i></p>
Testing Location	<p>Arrange to complete the exam in a private location with a door that must remain closed for the duration of the exam – if possible, position the door behind you.</p> <p>Your physical workspace must be clear of items including but limited to all books, binders, and notes.</p> <p>You must be alone in the room.</p> <p>You must remain seated, in camera view, and not speaking/reading aloud throughout the exam duration unless on an approved break.</p>	<p><i>A room with glass doors or windows <b>MUST</b> be covered for the academic integrity of the exam session.</i></p> <p><i>The use of cell phones and all other electronic devices are not permitted during the break and must remain in an approved location determined by the proctor at all times.</i></p>

	<p>You are not allowed to use your cell phone and your computer during your break.</p>	
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