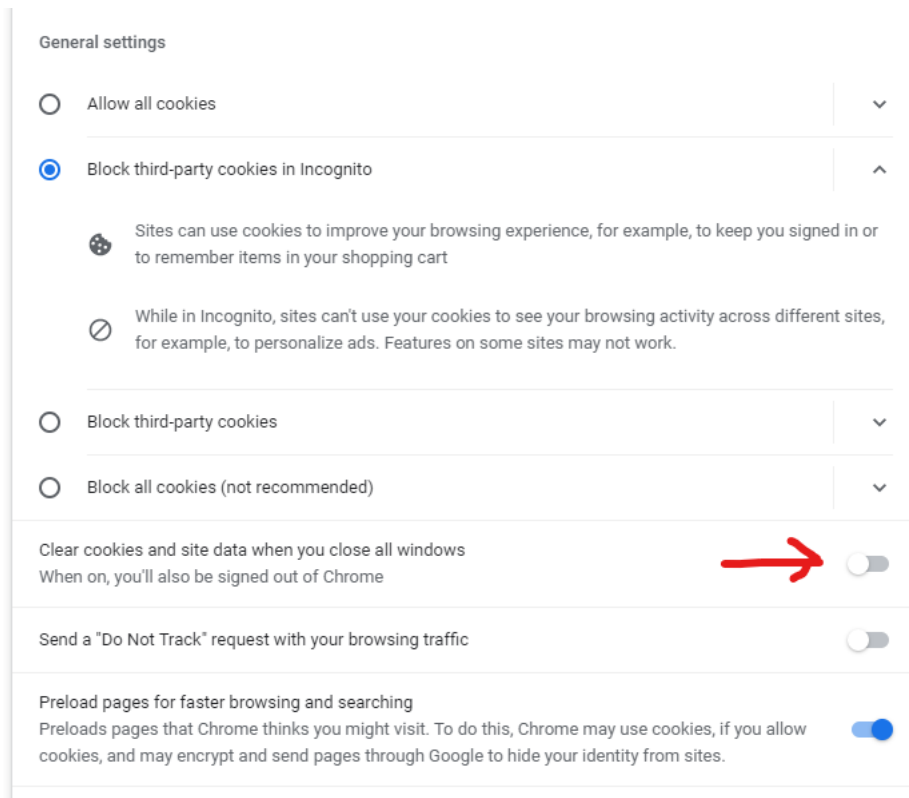


GUIDELINES FOR WRITTENS CANDIDATES TAKING AN ONLINE WRITTEN EXAM USING PRACTIQUE AND PROCTOREXAM

Please complete this checklist on the computer that you will be using for the written examinations – must be in private setting, not a training center or hospital

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 10 and higher, Mac OS X and higher, ChromeOS.
 - Check your operating system [click here](#).
 - Minimum Hard Drive storage
 - minimum 20GB free space on PC/laptop
 - Minimum RAM requirements for desktop and laptop computers 8GB minimum,
- Webcam – to check [click here](#)
- Audio – to check [click here](#)
- One screen only can be used during the exam with a minimum size of 21 inch recommended for the best exam experience (you can have a laptop and second monitor but must have the display DUPLICATED only).
 - 1920x1080 resolution minimum required.
- Stable internet/Wi-Fi connection – this is very important.
 - Minimum upload speed of 10Mbps
 - Minimum download speed of 20Mbps, preferably 50Mbps or higher.
 - Make sure 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 [click here](#).
- Google Chrome browser installed and up to date
 - the proctoring software requires Chrome.
 - Check your browser [click here](#). Minimum Chrome 86
- ProctorExam Screenshare Chrome extension downloaded, working and tested
 - Download and install ProctorExam extension [click here](#)
- **Must NOT be logged into a Gmail account in Chrome** – this is important
 - If you use a Gmail email address, ensure you are not logged into your Gmail account in Chrome before you open Proctor Exam.
- Ensure “Clear cookies and site data when you close all windows” is **toggle off**
 - Go to chrome and in the URL type: chrome://settings/cookies or [click here](#)
 - Toggle the button so it appears as such:



COMPLETE CHECKLIST:

- Have read Appendix 1
- Computer compatible – Windows 10 or macOS
- Webcam tested
- Audio tested
- Screen setup – only 1 screen or duplicated monitor
- Internet checked
 - Upload speed __x Mbps_____
 - Download speed _ x Mbps _____
- Chrome** browser latest version
 - Cleared internet cache before exam is taken
- Chrome** browser storage
 - Clear unnecessary data
- ProctorExam extension loaded
- Understand to log out of Gmail in Chrome before exam is taken
- Understand to clear cache and unnecessary data
- Toggled “clear cookies and site data when you close all windows” off

APPENDIX 1: GUIDE TO COMPLETE SYSTEM CHECKS

How to clear website data

Chrome - Browser

1. On your computer, open **Google 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. On your computer, open **Google Chrome**.
2. At the top right, click 'More' (represented with 3 dots).
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)

Logging out of Gmail in Google Chrome

Windows and Apple Mac

1. On your computer, open Google Chrome
2. At the top right, click on the grey circle with an initial in it
3. In the dropdown menu, click Sign Out.

Check Chrome browser storage

Windows and Apple Mac

1. On your computer, open Google Chrome
2. Visit <chrome://settings/content/all>
3. Confirm you have deleted all unnecessary data.