

# Step-by-step guide to your new candidate experience

## 1. Equipment requirements

- a. **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. Specifications are:
  - i. - Android 4.1 or higher
  - ii. - iOS (Apple) 8.0 or higher
  - iii. Video resolution must be minimum 800 x 600 px
  - iv. Ensure you can connect to WiFi so you don't use up your data
  - v. Ensure your mobile device can be plugged in for the duration of your exam
- b. **System requirements:**
  - i. 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.**
  - ii. Tethering to the internet via a mobile phone is not supported
  - iii. Delivery of exams on the following Operating Systems are supported:
    - Windows 8 or higher
    - MAC OS X (latest and previous releases)
  - iv. WiFi connection – candidate to be positioned where signal is strongest
  - v. Web browser – latest version of Google Chrome
  - vi. Webcam required – maximum resolution of 1280 x 720
  - vii. Microphone required
  - viii. Audio required
  - ix. If possible, turn off any updates on devices
  - x. Additional Surpass requirements are specified [here](#). Note that Google Chrome is a requirement for exams that are to be invigilated online.

**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/>

## 2. Specific restrictions

With the continual introduction of new hardware, there are some issues we are aware of which have settings that could potentially block access to the ProctorExam platform. Below are details on how to amend settings to allow access:

- a. Lenovo  
In order to allow enable webcam please click on this link:-  
<https://success.highfive.com/hc/en-us/articles/360004684891-No-Video-from-Camera-on-Windows#lenovo>
- b. MacOS Catalina  
In order to grant access to folders permission to allow your webcam, microphone and screen sharing please click on this link :-  
<https://nektony.com/duplicate-finder-free/folders-permission>

## 3. Registration

- a. Once registered, an email for your system check and an email for your exam will be sent to you using the email address provided during registration. Please **double check your junk email folder** if nothing appears in your main inbox.

#### 4. System check

Your system check email will contain instructions on how to perform a system check to ensure your PC is set up and ready to go. However, before you perform your system check, we strongly advise you do the following:

- a. Ensure you are using the latest version of Google Chrome. To check if you have the latest version of Google Chrome:
  - i. On your computer, open Chrome
  - ii. Click on the icon in the upper corner that looks like three dots
  - iii. Click on help
  - iv. Click on about google chrome which will then show your latest version and if up to date or not  
To update Google Chrome:
    - v. Click on the icon in the upper corner that looks like three dots
    - vi. Click Update Google Chrome. If you don't see this button, you're on the latest version
    - vii. Click Relaunch
- b. Allow pop-ups for ProctorExam:
  - i. Type `chrome://settings/content` in to the address bar and press Enter
  - ii. Select Pop-ups from the Content Settings screen
  - iii. In 'Allow', click 'Add' and enter <https://surpass.proctorexam.com>
  - iv. Close the Content Settings screen and refresh your browser to enable Flash
- c. Install ProctorExam extension/plugin within Chrome to allow screen sharing:
  - I. Click on the link [here](#) or type in <https://chrome.google.com/webstore/category/extensions>
  - II. Search for ProctorExam
  - III. Click on 'add to chrome'
  - IV. Click on 'add extension'

Please ensure you run your system check as soon as possible to avoid any unwanted problems just before your exam. Once you click on the system check link, you'll be given simple instructions on how to complete the check.

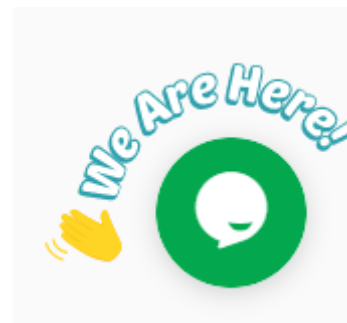
#### 5. Taking your exam

- a. Once your system check is completed, another email will be sent prior to your exam date – again, **please check your junk email folder**. This email contains the link to your exam.
- b. For the exam, you will need to use your mobile phone because this provides additional coverage of the test taking environment. As described above, you will need an Apple or Android mobile device with the ProctorExam app installed.

- c. At the time you are due to take your exam, simply click on the exam link in your email, follow the ID, environment instructions and read in full the 'Instructions for Candidates' then launch your exam.
- d. When you are in the instance of Surpass you will need to enable flash in the Chrome browser. You will require Adobe Flash Player 18 to 28.0.0.161:
  - I. You will be presented with the following on screen 'This page requires flash, select [here](#) to enable flash content'
  - II. Click on [here](#)
  - III. Click on 'Allow' which will then appear in the top left of the screen
- e. Once you've completed the exam, please ensure you click on 'Finish' in Surpass, and then click on 'Finish Exam' in ProctorExam.

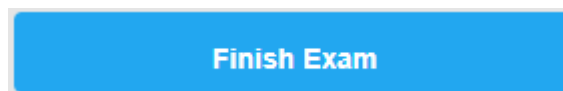
## 6. Support during your exam

- a. During your system check and on exam day, if you encounter any technical difficulties, you will be able to access online chat support. You will find this in the bottom right hand corner of your screen.



## 7. At the end of your exam

Once you have completed your exam in Surpass, to fully close the ProctorExam environment please click on the 'finish exam' button in the top right of the screen as shown below. This will ensure this does not continue to run should you pull down your laptop screen to close it.



### ProctorExam Chrome Extension

The ProctorExam Chrome extension will remain installed in your Chrome browser at the top right-hand side indicated by an icon as shown here



In order to remove this once your exam has been completed, right click on the icon and then click on 'remove from chrome'. The extension will now be removed.

Please note: if you have multiple exams to take or have exams to take in future sessions, you will need to re-install the Chrome extension if it is removed. However, you can keep the extension installed until all exams have been completed.