

Step-by-step guide to your new candidate experience

1. Equipment requirements

- a. **Mobile device:** You will need a mobile device or tablet on which you will download the ProctorExam app. Instructions for downloading the app will be provided during the system check process. Specifications are:
 - i. - Android 4.1 or higher
 - ii. - iOS (Apple) 8.0 or higher
 - You can see your operating system version in the settings of your phone.
 - iii. Ensure you can connect to WiFi so you don't use up your data.
 - iv. Ensure your mobile device can be plugged in for the duration of your exam.
- b. **System requirements:**
 - i. Bandwidth – A decent internet connection is required. Minimum speed: 1Mbit/s. Tethering is not supported.
 - ii. Operating System – Windows 7 or higher
 - iii. WiFi connection – candidate to be positioned where signal is strongest
 - iv. Web Browser – Current version of Google Chrome
 - v. Webcam required
 - vi. Microphone required
 - vii. Audio required

2. Registration

- a. You will be automatically scheduled for your exam which will trigger an email to be sent to you, please **double check your junk email folder** if nothing appears in your main inbox.

3. 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 update Google Chrome:
 - i. On your computer, open Chrome.
 - ii. At the top right, click More.
 - iii. Click Update Google Chrome. If you don't see this button, you're on the latest version.

- iv. 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 within Chrome to allow screen sharing:
 - I. Click on the link <https://chrome.google.com/webstore/category/extensions>
 - II. Search for ProctorExam in the search function
 - 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 to complete the check.

4. Taking your exam

- a. 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.
- b. Once your system check is completed, another email will be sent 48 hours prior to your exam date – again, **please check your junk email folder**. This email contains the link to your exam.
- 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:
 - I. Select the padlock icon on the address bar and choose 'Flash'.
Select 'Allow' in the drop-down menu
 - II. Reload your instance of Surpass to enable Flash
- e. Once you've completed the exam, please ensure you click on 'Finish' in Surpass, and then click on 'Finish Exam' in ProctorExam.

5. Support during your exam

- a. 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:

