Technical Success Document
A five-step guide to help ensure technical success

At Examity, the leader in online proctoring, the test-taker experience is paramount. To provide you with the most secure and convenient way to take your exams online, please first run the computer system requirements check you will find at the top of your profile on the dashboard. For additional troubleshooting tips, follow these requirements to help guide you through the entire process.

❶ **You must use a desktop computer or laptop**
Tablets (Android, iOS, Microsoft) are not supported.

❷ **You must have a webcam and microphone (built-in or external)**
It's your responsibility to make sure your webcam is on for the entirety of the test, and that you can see yourself throughout the exam.

Mac Users: Minimize the browser you are testing on if you cannot see yourself on camera.

CyberLink YouCam Users: If your webcam is turned off or disabled during the test, relaunch the application to re-engage your webcam.

Tips for Troubleshooting Webcams:
a. Make sure your webcam is not in use with another program (i.e. Skype).
b. Make sure your webcam is not disabled.
c. If you have a rear-facing webcam, disable it.

❸ **Your connection to the network must reflect a 2 Mbps upload and download speed, at minimum**
- At least 2 Mbps download and upload speed is required.
- Please test your internet speed multiple times, as broadband will fluctuate depending on systems you are running and the usage around you.
- Schedule your test accordingly, and try not to run unnecessary programs in other tabs concurrently.
- Test your network speed again just prior to your exam.

❹ **Make sure your browser's pop-up blocker is disabled**
Accepted browsers include: Google Chrome v39 and Mozilla Firefox v34 or any of their later versions.

TIP: You may also configure your browser to allow pop-ups for this session only.

❺ **Once you have launched the automated proctoring application, do not re-launch**
Once the system is initiated, your exam has officially begun.

Test-takers are responsible for arriving to the scheduled appointment on time, and with appropriate hardware and software already installed. While Examity support agents will be available to help troubleshoot, if the situation cannot be fixed, test-takers are solely responsible for rescheduling which may incur an additional cost.

Have a question? Our support team is available via online chat, email (support@examity.com), and phone (855-392-6489, option 1) to assist with any challenges.