



# Taking a Written Exam Online

Candidates must ensure that their devices are prepared by following these system checks (see Appendix 1 for detailed steps to carry out the checks)

- **Minimum device requirements:**
  - **Mac - minimum 10.12 Sierra**
  - **Windows - minimum Windows 7**
- You must have an up to date version of Chrome installed on the device you are using.
- You should have the latest operating system available for your device installed.
- Sufficient hard drive storage space
  - minimum 20GB free space on PC/laptop
  - minimum 2GB free space on iPad
- Minimum RAM requirements for desktop and laptop computers 4GB minimum, 8GB recommended.
- Internet connection and sufficient bandwidth - at a minimum to start and download the exam and upload responses at the end of the exam (**NB. you should not use a 'Hotspot' connection**)
- Fully charged (if using a portable device)



## Appendix 1: Guide to carry out complete system checks

### How to clear website data

Chrome - Computer

1. On your computer, open 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. Open the Google Chrome **browser**.
2. Click the Customize and control Google Chrome button in the upper-right corner of the screen.
3. From the drop-down menu that appears, select Help, then select About Google Chrome.
4. The window that appears will automatically check for **updates** and show you the current version of Chrome.

### 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
2. -> Users & Groups -> Login Items and remove all items from the "These items will open automatically when you login" 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)