

EXAMITY[®] TECHNICAL SUCCESS DOCUMENT

A test taker guide to ensure technical success when connecting with Examity[®]

Examity[®], the leader in online proctoring, offers you a secure and convenient way to take your exams online. To get familiar with the service, please access your Test Taker Quick Guide and watch

<https://vimeo.com/418602967/9d349c90c1>

Test takers are responsible for arriving to the scheduled appointment with working hardware and software. Examity[®] proctors will troubleshoot with test takers if necessary, but if the situation cannot be fixed, test takers are responsible for rescheduling which may incur an additional cost.

In order to ensure technical success, you must meet the Examity[®] system requirements:

- Desktop computer or laptop
 - » At this time tablets (Android, iOS, Microsoft) and Chromebooks are not supported.
- Webcam and microphone (built-in or external)
 - » Check the webcam and microphone in the Computer Requirements check in your Examity profile
 - » Make sure your webcam is not in use with another program (i.e. Skype).
 - » Make sure your webcam is not disabled.
 - » Some computers have default security settings that prevent applications from accessing your webcam. Please ensure those settings have been turned off.
- Connection to network with sufficient internet speed: at least 2 Mbps download speed and 2 Mbps upload.
 - » Internet speed will fluctuate depending on usage around you. Schedule your test accordingly. Run the computer Requirements Check just prior to your exam as well.
 - » Please note that low Internet speed can prevent your webcam from functioning properly while connected to a proctor.
- Operating systems: Windows Vista or newer, Mac OS X 10.5 or newer. Linux & Chrome OS are not supported.
 - » If you are testing with a Mac, please be sure to have the Admin account credentials handy. Some versions required the Admin account credentials to allow for keyboard and mouse controls.
- Browser with pop-up blocker disabled: Google Chrome v39 or later, Mozilla Firefox v34 or later
 - » Configure your browser to allow pop-ups.
- You will be required to use Zoom or Go To Meeting to connect with your proctor.

If you have any questions or concerns previous to your exam, you are encouraged to contact Examity[®]'s technical support team 24/7 via at support@examity.com, live chat, or phone at (855)-392-6489.