

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)

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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.
- 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

- 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.
- 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
- 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
- -> 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)