



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**
 - **iPad - minimum iOS 12**
 - **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)