WSET RI Candidate Quick Guide

This document is vital to help make sure your devices are setup and ready to go before your System Check and Exam Setup. Please review each section of the Table of Contents and follow applicable directions. As a reminder, it is extremely important you complete your System Check immediately once the link is received and you have followed guidance in this document. The System Check email is sent to you 10 days in advance and if still not completed, you will receive a reminder to complete 72 hours (approx. 3 days) before your exam.

Note: *Completing your System Check immediately upon receipt and 7 days before your exam allows you plenty of time to find suitable devices and/or seek additional help from your WSET Approved Programme Provider (APP) if you experience troubles during your System Checks. Whereas waiting less than 7 days can be problematic.*

After reviewing and following this document to ensure your devices are set up and once you click on the system check link or exam link, you will be given simple prompted instructions on how to complete checks and your exam setup. Your exam link will be sent 72 hours (approx. 3 days) before your schedule exam date and time. Your exam date and time will be provided to you by your WSET APP. The starting time of your exam is when you will begin the exam setup. You will be instructed to then begin the exam when the setup is complete. The exam clock begins when you enter the exam.

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Technical Requirements

A primary device and a secondary device are required. To sit a remotely invigilated exam, it is required that devices you intend to use meet the following technical requirements and are set up properly. Supported devices are listed below including a list of unsupported devices.

PRIMARY DEVICE (to take the exam):

Device	Requirement
Bandwidth	1.5Mbit/s. Tethering is not supported
Browser	The latest version of Google Chrome
Webcam	Maximum resolution of 1280 x 720
Screen Resolution	Recommended resolution 1440 x 900
Microphone	Required
Audio	Required
PC	Windows 8 or higher
Mac	Mac OS X and previous releases
Linux	64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+, or Fedora Linux 24+

Devices not supported for Primary Device:

X Android tablets (Nexus 7, etc.), iOS tablets (iPad, iPad mini, etc.) and Microsoft Surface Pro (and earlier versions).

SECONDARY DEVICE (for recording the exam room):

Device	Requirement
Mobile Device	You will need a mobile device or tablet on which you will download the ProctorExam app. Instructions for

	downloading the app will be provided during the system check process
Android device specification	5.1 or higher
iOS (Apple) device	10.0 or higher

Devices not supported for Secondary Device:

X The Google Pixel series, Huawei P30 series, Huawei Y9S and the Samsung Galaxy A3 (2016)

Note: Technical requirements are always subject to change. Last updated June 2022.

Specific Restrictions

Work related devices

Attempting to use a device and/or a VPN that is intended for work purposes may have restricted access and admin rights installed. Personal devices should be used whenever possible. If you are using a work device, you may find that you are not able to use the platform due to settings and security applied by your IT. This may cause issues when trying to access the ProctorExam platform and therefore it is recommended to use a personal laptop. **Note:** *We cannot guarantee a successful testing experience if a work device is used.*

Ignore system updates after completing the system check

To prevent any issues, we advise candidates not to take any system updates once the system check is complete. Please wait until you have submitted your exam.

Device Setup Requirements

PRIMARY DEVICE SETUP INSTRUCTIONS

1. **Check if you have the latest version of Google Chrome:**

    1. On your computer, open Chrome

    2. Click on the icon in the upper corner that looks like three dots

    3. Click on help

    4. Click on About Google Chrome which will then show your latest version and if up to date or not
    To update Google Chrome:

    5. Click on the icon in the upper corner that looks like three dots

    6. Click Update Google Chrome. If you don't see this button, you're on the latest version

    7. Click Relaunch

2. Allow pop-ups for ProctorExam:

    1. Type chrome://settings/content into your Google Chrome browser and press Enter

    2. Click on Privacy and Security

    3. Scroll down and click on Pop-ups and redirects

    4. In 'Allow', click 'Add' and https://surpass.proctorexam.com

3. Install ProctorExam extension/plugin within Chrome to allow screen sharing:

    1. Type https://chrome.google.com/webstore/category/extensions

    2. Search for ProctorExam

    3. Click on 'add to chrome'

    4. Click on 'add extension'

*** If you are using a <u>MacOS and Big Sur primary device</u>, in order for screenshare to work please ensure you have screenshare enabled by following these steps (Your exam will not work without screenshare enabled)*

1. On your Mac, choose Apple menu System Preferences, click Security & Privacy, then click Privacy.
2. Select Screen Recording
3. If Screen Recording is not selected next to the Google Chrome:
    3.1 Select the tickbox next to an app to allow it to record your screen
    3.2 Click on 'add extension

SECONDARY DEVICE SETUP INSTRUCTIONS

Download the ProctorExam Mobile application

1. Find the ProctorExam application in the Apple App Store or Google Play store depending on what type of device you are using.
2. Allow the application to access your camera

Note: During System Check Step 4, with your secondary device's ProctorExam application open; you will scan the QR code showing on your primary device.
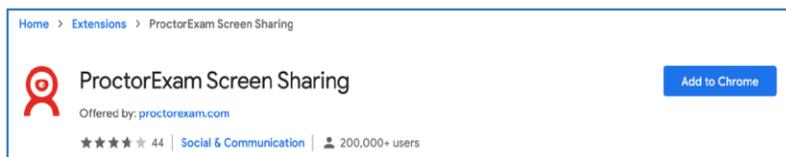
Troubleshooting

If you find that your webcam or microphone does not work, please see the below resources that may assist with fixing this:

	Windows	Mac (Catalina and Big Sur)	Lenovo
Microphone	https://support.microsoft.com/en-us/windows/turn-on-app-permissions-for-your-microphone-in-windows-10-94991183-f69d-b4cf-4679-c98ca45f577a	https://support.apple.com/en-gb/guide/mac-help/mchla1b1e1fe/11.0/mac/11.0	
Camera	https://support.microsoft.com/en-us/windows/turn-on-app-permissions-for-your-camera-in-windows-10-87ebc757-1f87-7bbf-84b5-0686afb6ca6b	https://support.apple.com/en-gb/guide/mac-help/mchlf6d108da/11.0/mac/11.0	https://success.highfive.com/hc/en-us/articles/360004684891-No-Video-from-Camera-on-Windows#lenovo
Screen sharing (Mac)		If there are issues with Microphone, Camera, and Screenshare (administrator password required): https://nektony.com/duplicate-finder-free/folders-permission	

You can use the following resources to check your equipment is working correctly:

Microphone – https://www.onlinemictest.com/
Webcam – https://www.onlinemictest.com/webcam-test/ or https://webcammictest.com/