



Dear @name@,

You are due to sit a WSET Remote Invigilated @exam@ exam in the near future. It is a requirement that you perform a system check to ensure your equipment is ready. It is important that you read the below and complete the checks by clicking on the "TEST your equipment link"™ below. Once you have completed your system check, you will receive another email approximately 72 hours prior to your exam date containing a link to your exam. If you do not know the date and time of your RI exam, please contact your WSET Approved Programme Provider immediately.

If you are a candidate in Mainland China it is not possible at this time for you to take an RI exam due to technological restrictions. WSET will not be liable for any costs associated if you choose to take this exam or any RI retakes. Contact your Approved Programme Provider immediately if you are in Mainland China.

Take this moment to [read our privacy policy](#).

## HOW TO BE ASSESSMENT READY

### Essential tips

Please make sure you have reviewed the [Candidate Quick Guide](#) and go through each requirement prior to undertaking the system check so that you meet the technical requirements. ***\*\*It is important that your testing device, webcam and secondary device all work properly on exam day to allow us to verify that you have met exam conditions. Your webcam should be faced towards you and your secondary device should provide a view of yourself and your exam environment.***

### Technical requirements

**Device One** (to take the exam on):

Device	Requirement
Bandwidth	Minimum 1Mbit/s upload speed, recommend upload speed 1.5Mbit/s. Tethering is not supported.
Browser	Latest version of Google Chrome
Webcam	Required
Microphone	Required
Audio	Required
PC	Windows 8 or higher
Mac	Mac OS X

### Devices not supported for Device One:

Google Chromebooks, Android tablets (Nexus 7, etc.), iOS tablets (iPad, iPad mini, etc.) and Microsoft Surface RT.

**Device Two** (for recording the exam room during the exam):

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	4.1 or higher
iOS (Apple) device	8.0 or higher

### Devices not supported for Device Two:

Google Pixel Phones

## PLEASE NOTE

⚠ For Surpass exam delivery **we do not support** the following: Google Chromebooks, Android tablets (Nexus 7, etc.), iOS tablets (iPad, iPad mini, etc.), and Microsoft Surface RT. However these devices can be used to download the ProctorExam app and for use throughout the exam as the mobile device to record the exam environment. Google Pixel Phones cannot be used with the ProctorExam app.

⚠ **We recommend you do not** take the assessment in a work environment nor use a work laptop.

⚠ If you are planning on using a Wi-Fi connection, check no-one else is using the Wi-Fi at the same time as their usage may affect your connection. Ensure you are positioned where the Wi-Fi signal is strongest. **A wired connection will ensure a stable connection.**

⚠ You can see your mobile device operating system version in the settings of your phone.

⚠ Ensure you can connect your mobile device to Wi-Fi so you don't use up your data.

⚠ Ensure your mobile device can be placed at least 3 metres/10 feet away from you and can be situated upright.

## TEST YOUR EQUIPMENT NOW

### Help on the day

If you have any technical issues at any point during the technical test, please contact an online support agent by using the live chat function on your screen.

We would like to take this opportunity to wish you the best of luck for your exam.

Kind regards,  
Online Invigilation Team