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of Credit
Management

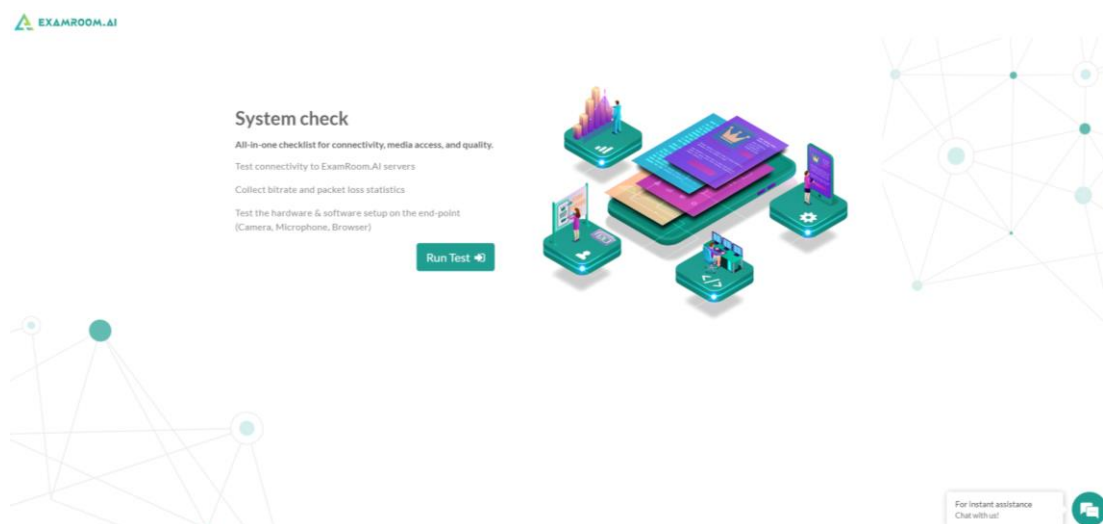
Pre-exam system user guidance

This section provides important pre-exam advice on:

- System test
- Room requirements
- Technical Specs
- Disable firewalls
- Bluetooth enabled devices
- Adding the Google Chrome Extension before exam day
- Allowing screen recording on a Mac
- Clear cookies and site data on your device and allow www.examroom.ai access to your device
- Issues during system check
- What to do if you are disconnected from your exam
- How to reduce internet issues

Run system test

This is the link to run your system check: <https://examroom.ai/systemtest/#/>



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Room and system requirements

Before running your systems test, you will need to decide where you will take your exam. You will need a quiet, clear, private space, fairly close to a toilet if you plan to take the 5-minute break. On exam day, ExamRoom.AI's Onboarding Agent will ask you to scan the room to check that they are satisfied with the exam environment and so please remove all reference material and ensure your desk is clear.

You are allowed a small wipeable whiteboard and a simple calculator, however the Onboarding Agent and Exam Proctor will ask to see these to check that the whiteboard is clean, and the calculator is permissible.

Next you will require a reliable device with webcam and microphone take the exam, and a **strong** internet connection which meets the specification on the next page. Care should be taken in sourcing this equipment because most exam issues result from inadequate equipment.

ExamRoom.AI Technical Specification

Operating System	Windows 10 Mac OS 10.13 (High Sierra) and above (excluding beta versions)
	Note: Windows Operating Systems must pass Genuine Windows Validation. <ul style="list-style-type: none">• Windows Vista, Windows XP and Windows 7 are strictly prohibited for exam delivery• All Linux/Unix based Operating Systems are strictly prohibited.
Firewall	Do not take your exam in a setting with a corporate firewall (including VPN), or, alert your Network Administrator to contact the ExamRoom.AI Technical Support Team by email (support@examroom.ai) or online chat (see website: https://examroom.ai/). We recommend testing on a personal computer. Work computers generally have more restrictions that may prevent successful delivery.
RAM	OS specified minimum RAM 4 GB RAM or more
Display	Minimum Resolution: 1024 x 768 in 16-bit colour . Additional monitors are forbidden.
Internet Browser	The newest versions of Chrome 81 and above and Firefox 71 and above
Internet Connection	For optimal performance, a reliable and stable connection speed of 3 Mbps down and 3 Mbps up is required. Where possible, we recommend testing on a wired network as opposed to a wireless network. If testing from home, ask others within the household to avoid internet use during your exam session. Tethering to a mobile hotspot should be used only as a last option
Webcam	Webcam must have a minimum resolution of 640x480 @ 30 fps . Webcam may be internal or may be external and connected to the computer. Mac users should allow users within their 'System Preferences: Security & Privacy: Privacy' settings for Microphone, Camera, Automation

	and Input Monitoring by Chrome or by FireFox depending on the browser you are using. You must be able to physically lift your webcam to pan room with your camera.
Sound & Microphone	Verify the audio and microphone are not set on mute in Windows. Mac users may need to allow Chrome or Firefox within their 'System Preferences: Security & Privacy: Privacy' settings for Microphone, Camera, Automation and Input Monitoring.
Bluetooth enabled devices	Bluetooth enabled devices are not permitted. Please turn the bluetooth setting to OFF on your computer or laptop and disconnect any bluetooth devices because they could interfere with your camera and/or microphone
Browser Settings	Internet Cookies must be enabled. Any Pop-Up blocking setting(s) must be disabled.
Screen sharing and recording	Google Chrome extension must be added in added before Exam Day – see advice in pre-exam tips and guidance - to allow for screen sharing and recording.
Device	All tablets are strictly forbidden, unless it is a Windows Surface Pro and also meets the operating system requirements mentioned earlier. To ensure success, please use a laptop or desktop computer
Power	Ensure you are connected to a power source before starting your exam to avoid draining your battery during the exam for your mobile phone and laptop.

Disable Firewall

Please be sure that if you are using an internet network whether at work or your personal internet, please be sure to do the following:

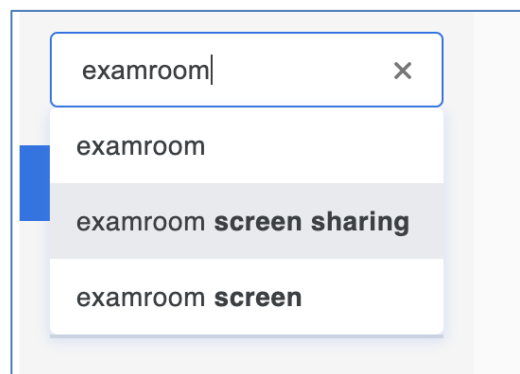
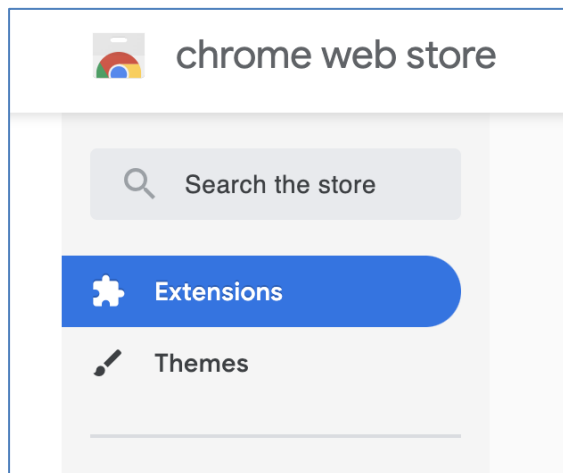
- If using a Windows personal computer on your home network, go to Settings, search for Firewall or Windows Defender and disable
After your exam has been completed, you can turn the Firewall back on.
- If you are using a work computer or network, please call the IT department to turn on the following:
 - RTP Port 5004 needs to be turned on
 - Turn Port 53 or 123 needs to be turned on

Bluetooth Enabled Devices

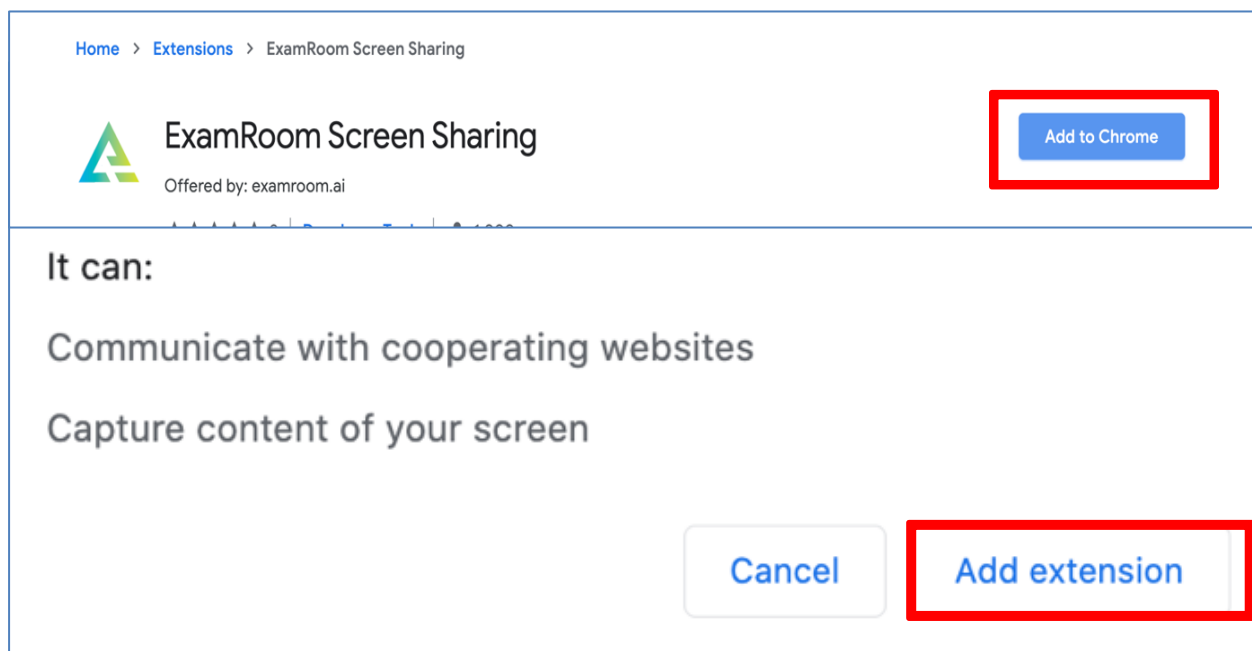
For your exam, Bluetooth devices are not permitted. Please turn the Bluetooth setting to OFF on your computer or laptop and disconnect any Bluetooth devices. If Bluetooth is not disabled and devices are not disconnected, this could interfere with your camera and/or microphone.

Adding the Google Chrome Extension Before Exam Day

1. Please add the Google Chrome Extension in advance by going to:
<https://chrome.google.com/webstore/category/extensions?hl=en>
2. In the Search the store bar, type examroom screen sharing:




3. Click on Add to Chrome for the extension:

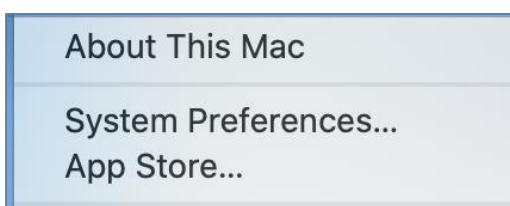


4. Then click **add extension**.

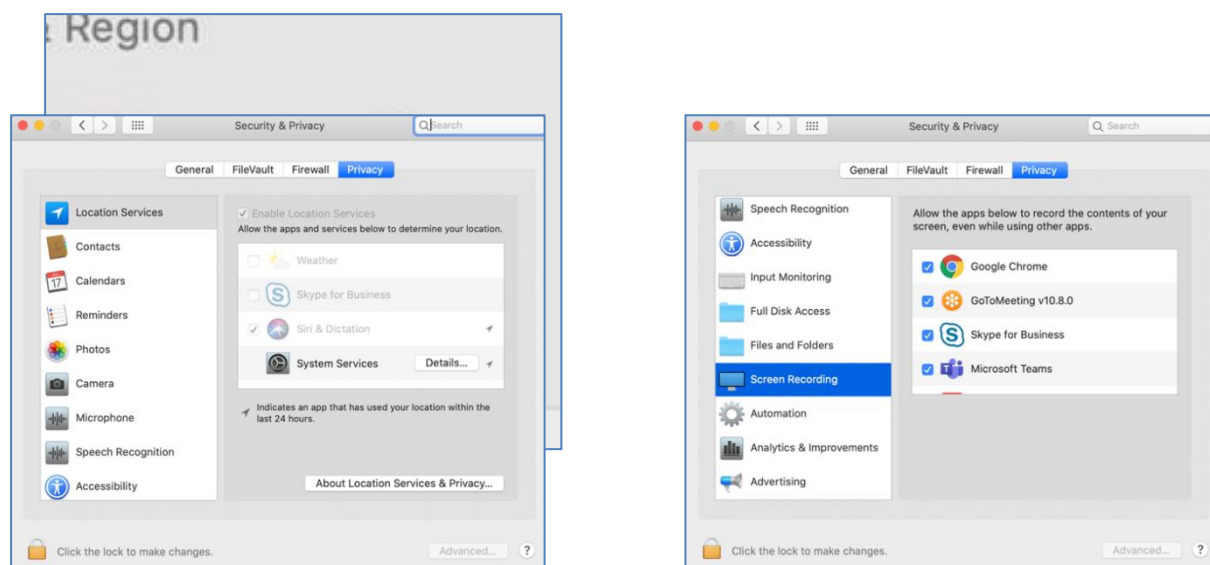
Allow for Screen Recording on MAC

Please following the guide below to all for screen recording on MACS:

1. After downloading the Google extension, please allow for the following screen share settings:
2. Click this icon in the upper left-hand corner - 
3. Click on System Preferences:



4. Click on Security & Preferences:



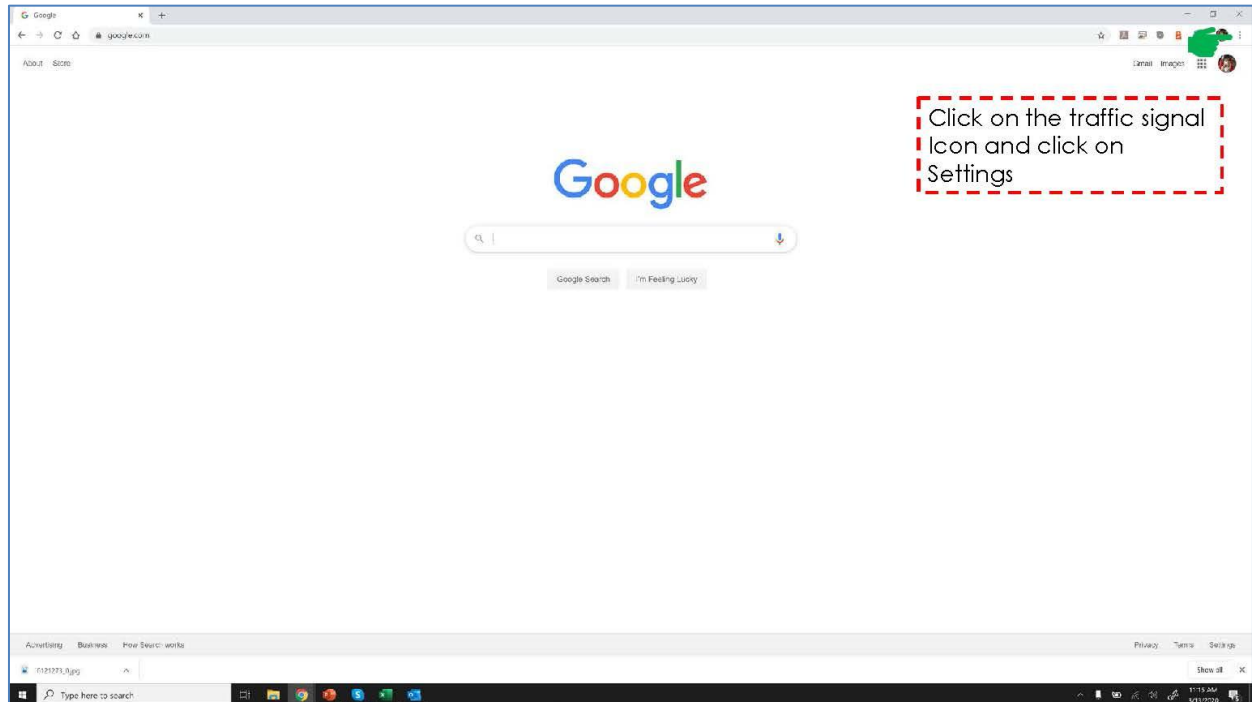
5. If you do not see the Google Chrome option on the right, go to Screen Recording option on the left-hand side bar:
6. If the padlock in the bottom left corner is locked, click to unlock (if not locked proceed below).
7. Check the box for Google extension or Google screenshare.
8. If you had to unlock the lock, please click on it to lock it back.
9. You will have to select the option to Quit or Exit so that the change will take effect.

Once you are ready to login for your exam, you will not have to perform these steps on test day.

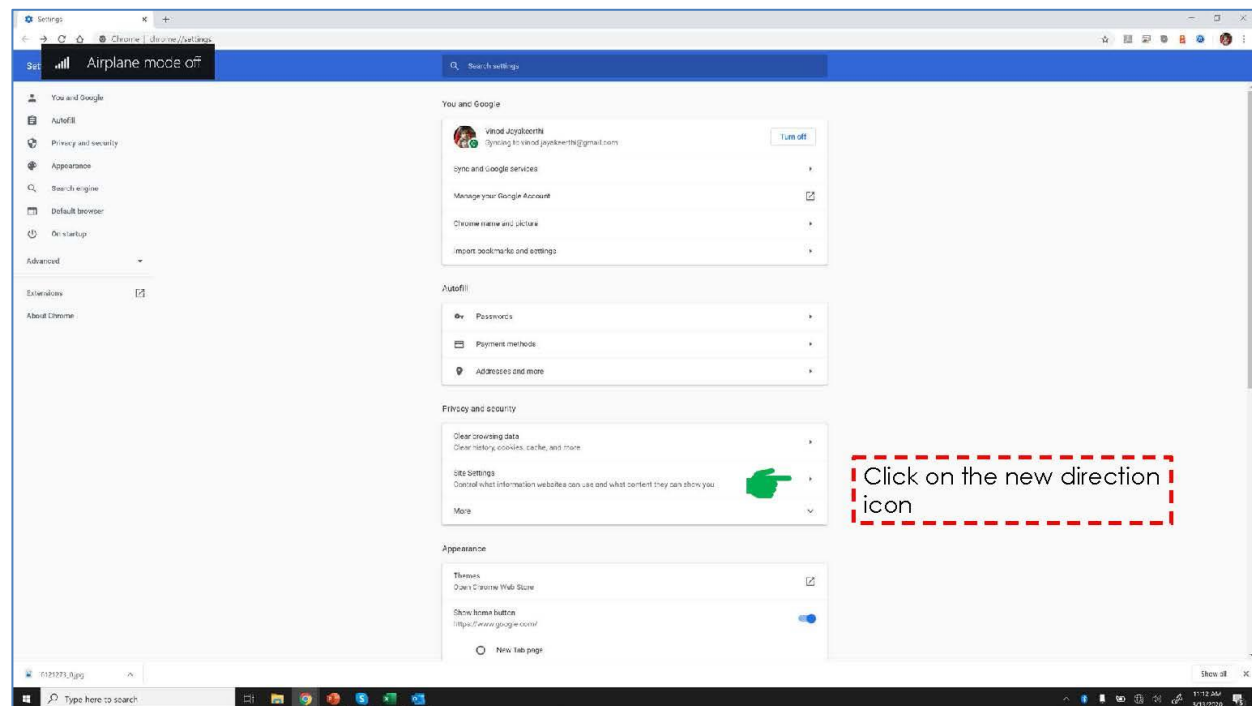
Clear cookies and site data and allow www.examroom.ai access

In order to access the proctoring services you will have to clear cookies and site data from your device, and allow www.examroom.ai access. The following 8 steps show how to do this. If you have any questions, please contact the support team through the chat line on the ExamRoom.AI website.

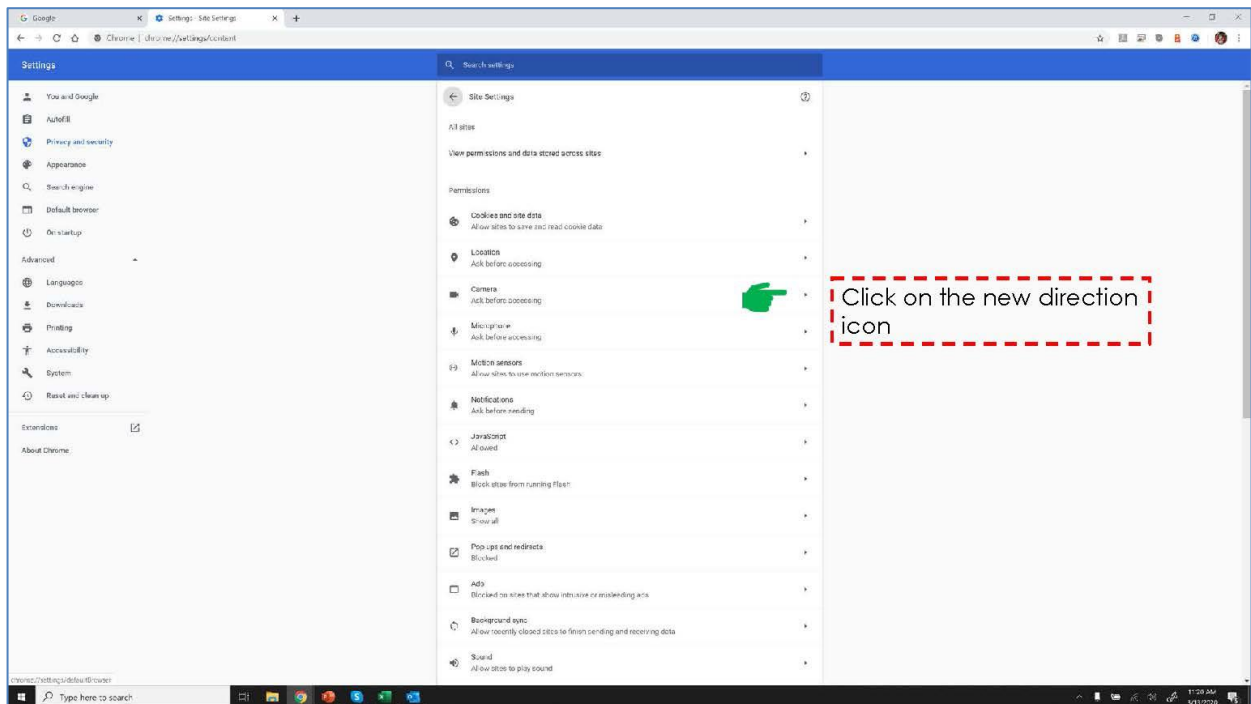
Step 1



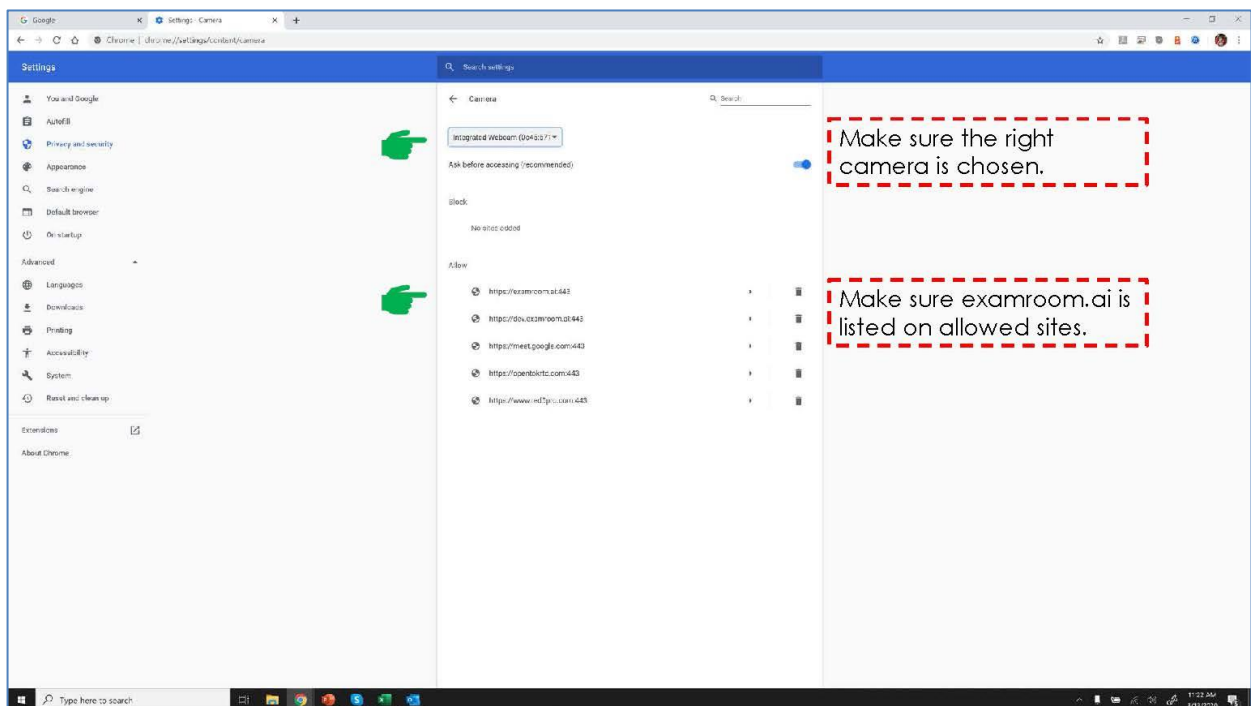
Step 2



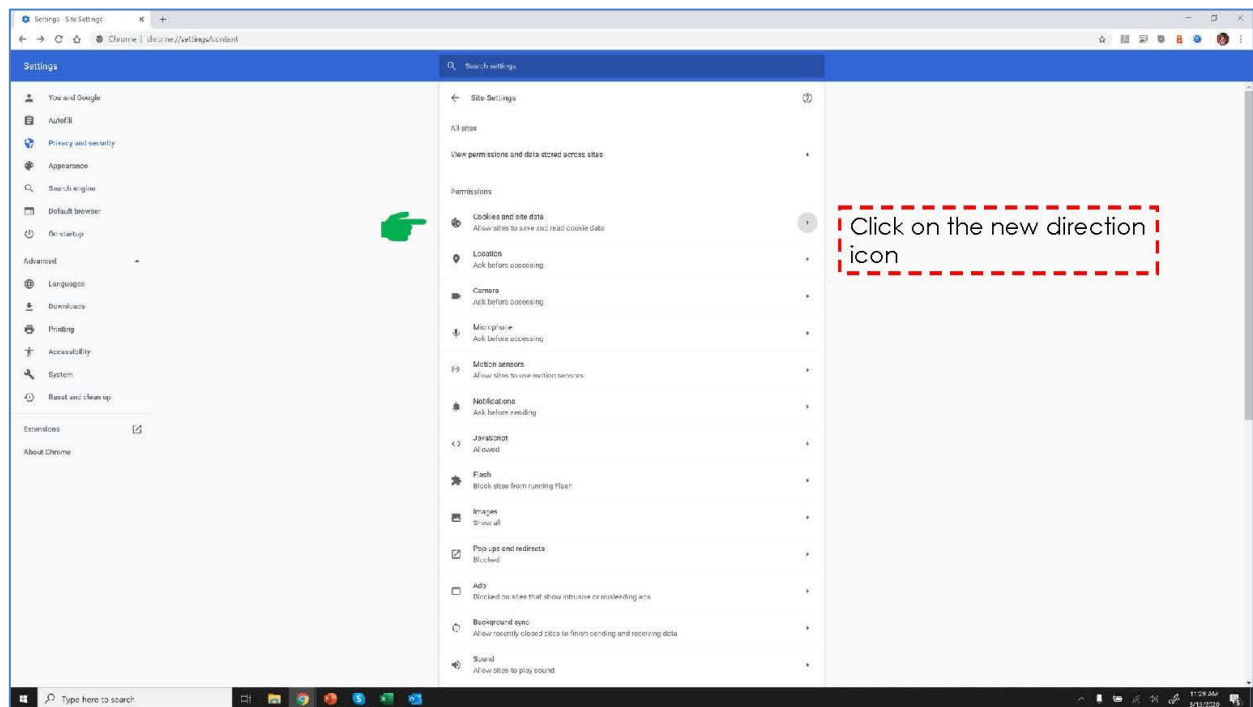
Step 3



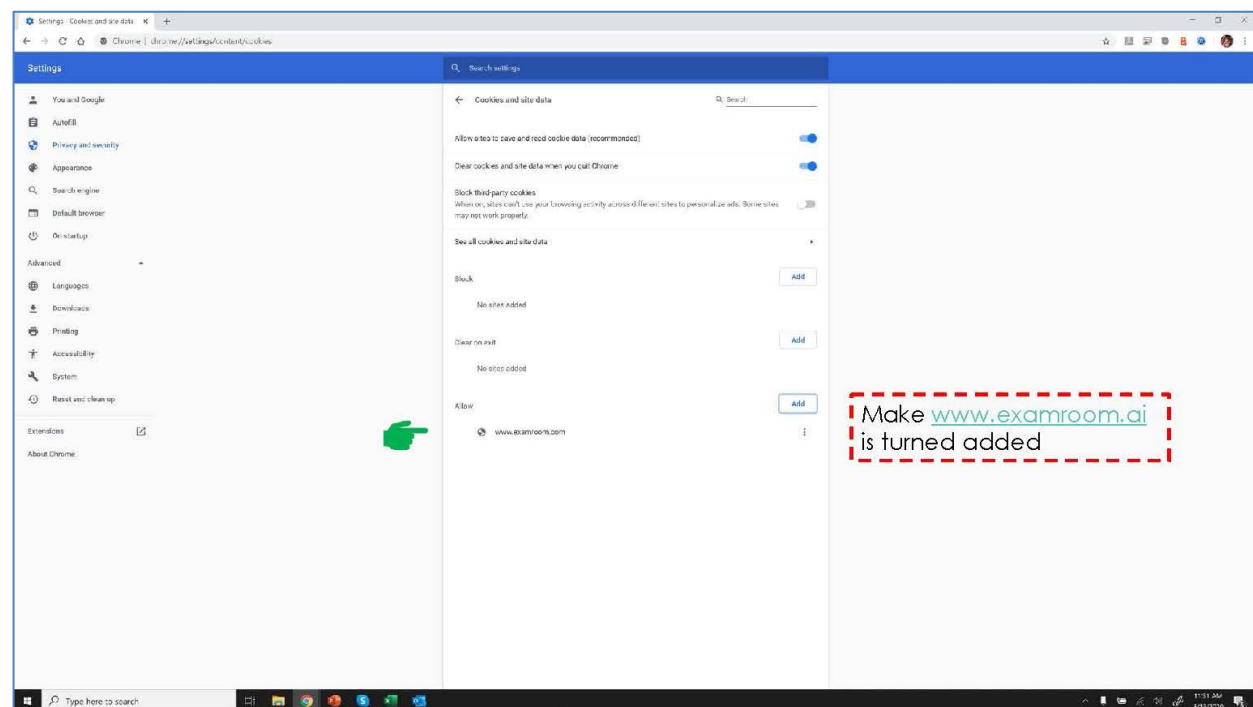
Step 4



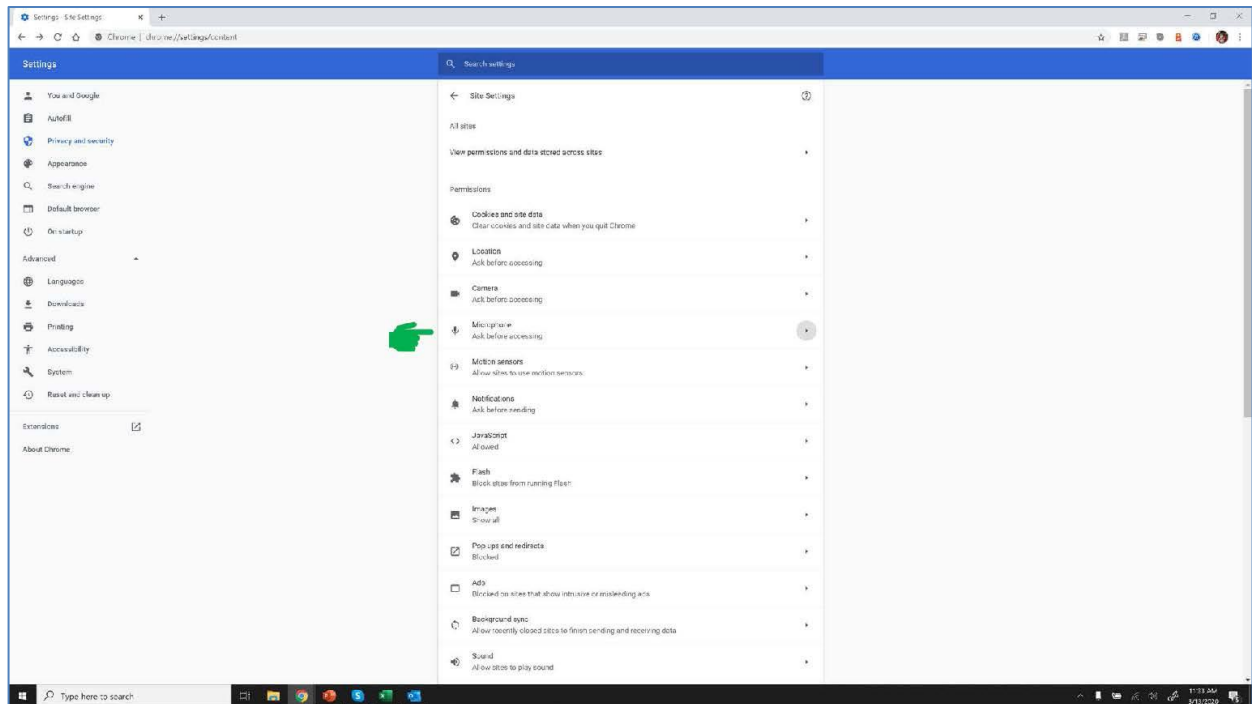
Step 5



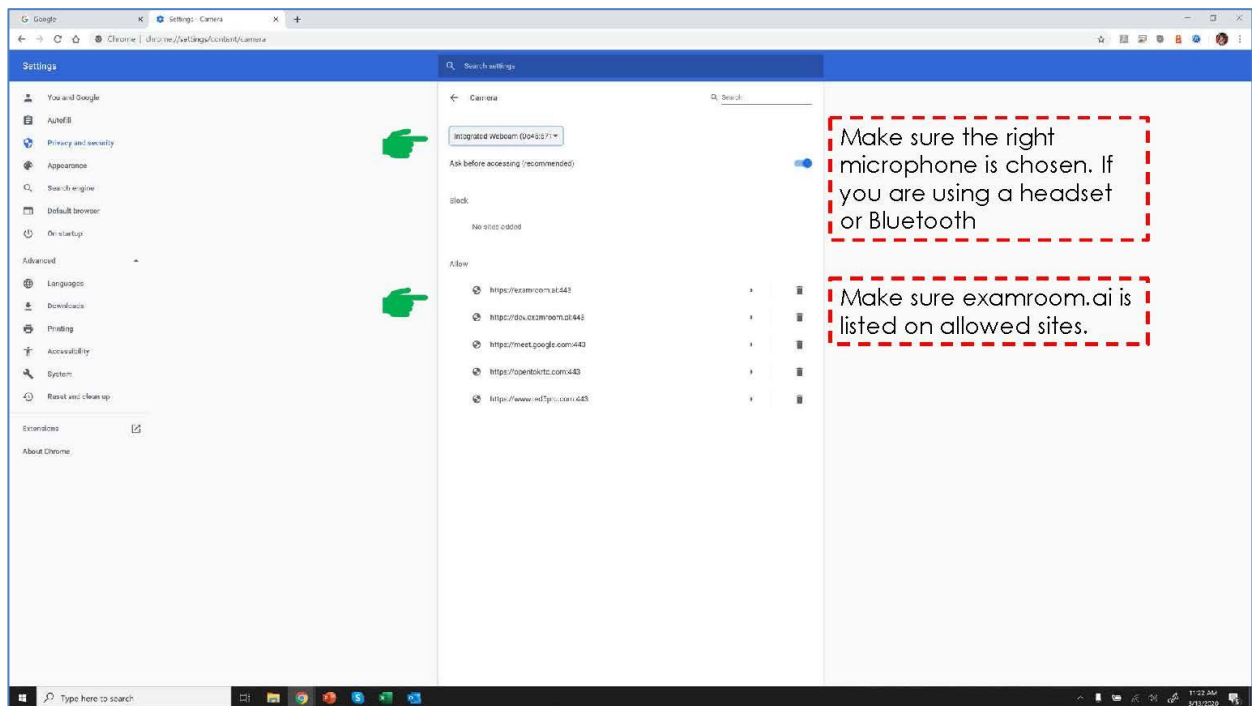
Step 6



Step 7



Step 8



Issues During System Check

If your camera or microphone is not working, you can click on the icons to change which one you are using:

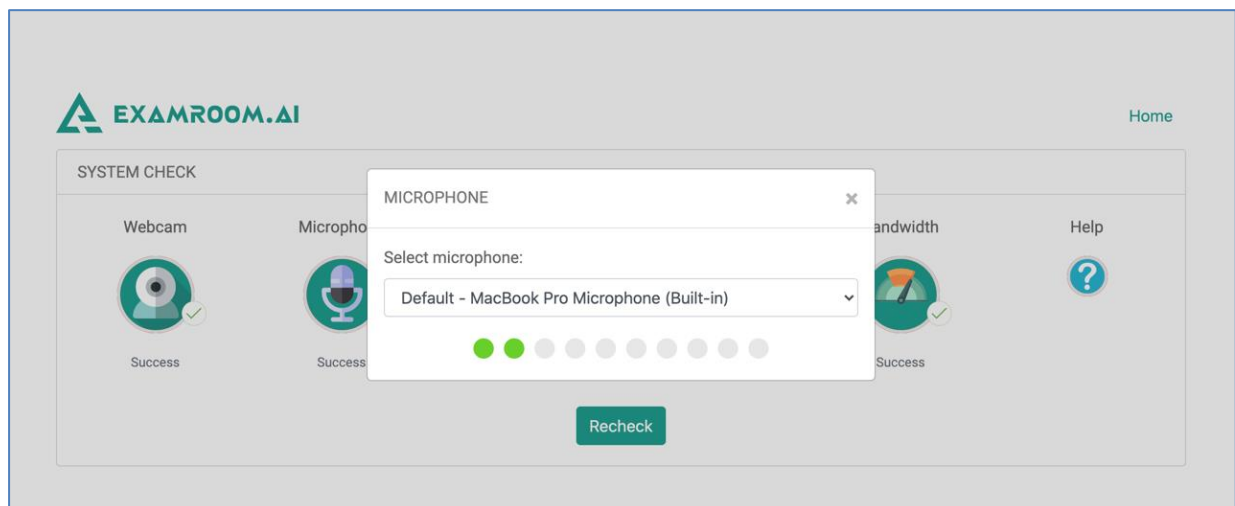
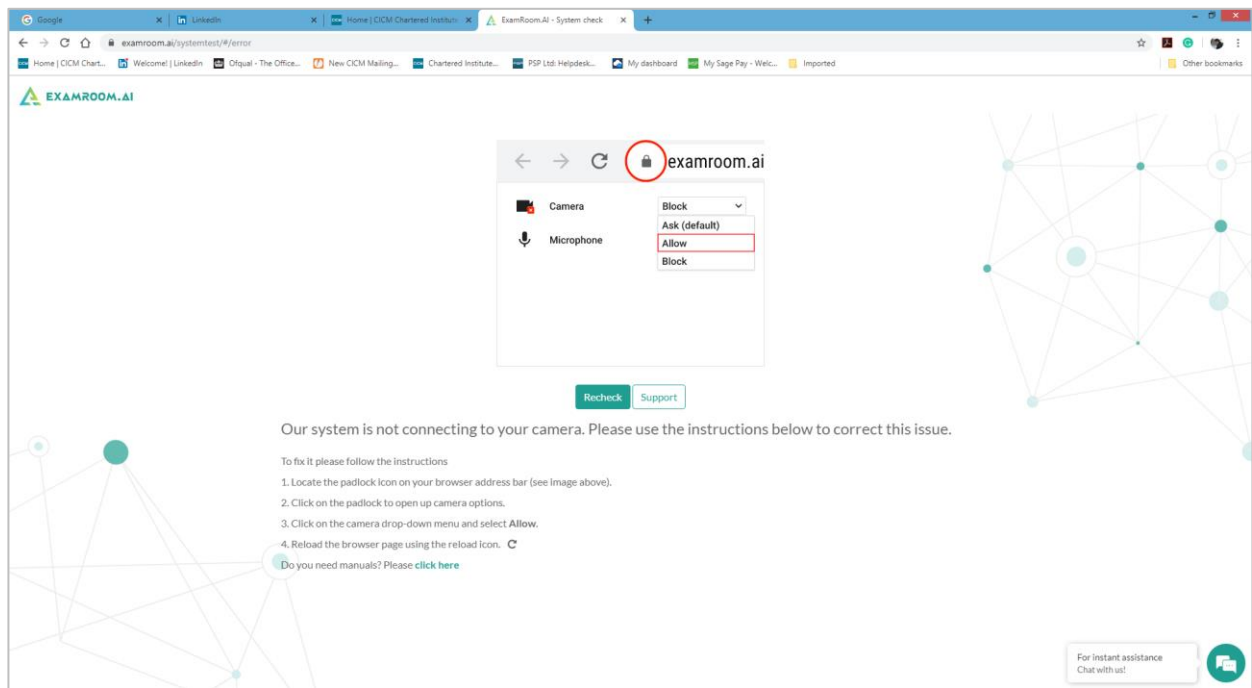
1. Go to <https://examroom.ai/systemtest/#/>
2. Allow access to camera and microphone

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3. After you have allowed the access and chosen the correct option, you can click recheck to run it again

What to do if you are disconnected from your exam

If during the course of your exam you become disconnected due to internet, power, laptop battery drained, etc., please do the following:

- Contact ExamRoom.AI either on the Chat Box on our homepage
- Email us at support@examroom.ai

Please provide the agent with your name, email, and call back number, and the exam you were taking. Then inform them that you were disconnected from your exam.

The agent will then reschedule your exam to start right away, and then you will log back in to ExamRoom with the same credentials. Your exam will be listed again for you to start. In some cases, you may have to do the onboarding again, but in most cases, you will only be asked to perform a room scan (for security purposes) and then agree to the rules.

When you enter your exam area again you will see a screen similar to below showing the name of your exam.

Ask the Proctor for the password to open the exam, and then click **Continue the last attempt** and enter the password to continue with your answers. Your Proctor will adjust the time of your exam if necessary to compensate for this disruption. Save your work regularly by clicking **next page** and **previous page** to avoid losing work in the event of a disruption.

How to Reduce Internet Issues

While taking your exam, it is possible that you may be disconnected based on the strength and speed of your internet. Here are some tips to help reduce the issue:

- Turn off all devices connected to your Wi-Fi during the course of the exam.
- Try to sit as close to the modem/router as possible.
- If you are able to, plug into the modem/router via an ethernet cord.