Remote Observational Assessment System Requirements
Last Update: April 3, 2023

Operating System
▶ Windows 10 and higher
▶ Mac OS X 10.13 and higher

Browser
Candidates
Candidates access the check-in process, video conferencing software, and exam content through ITS's Secure Browser. The Secure Browser locks down the testing workstation and prevents access to the internet or other applications during the exam.

Candidates are provided with a URL to download the Secure Browser prior to the exam.

Examiners, Check-In Coordinators, Proctors, and Administrators
▶ Google Chrome[1]
▶ Microsoft Edge [1]
▶ Safari 12 or higher

[1] Edge and Chrome support is limited to the current version plus one previous version due to forced automatic updates.

Audio & Video
▶ Speakers
▶ Microphone
▶ Integrated or external web cam

Internet Connection Speed
▶ 2 mbps or greater

Internet Connection
▶ Direct connection via Ethernet cable is recommended
▶ If using a WiFi connection, position your device where the signal is strongest

For the best experience, advise other users on your internet connection to avoid streaming videos, music, or games during the exam period.

Screen Resolution
▶ 1024 x 768 minimum resolution

Power Source
▶ Devices should be plugged directly into a power source

Recommendations for Hardware and Peripherals

The *peripherals* (webcam, microphone, and monitor) used to participate in a remote exam can have a big impact on your experience. A poor-quality webcam or microphone can lead to poor quality audio or video, which could inadvertently impact the quality of the exam.

Consider investing in good quality peripherals. The cost of a quality webcam is far less than the cost of travel to an in-person exam and will go far in ensuring a positive experience.

For exams that require examiners to view several things at once (for example, video conferencing plus the exam content and scoring rubric), examiners who have a large monitor report a better experience than examiners who use a small monitor. Screen real estate is vitally important, and, for this reason, we strongly recommend against using tablet devices for remote exam delivery and do not support tablet devices for the ITS Observational Assessment platform.