

1. System Requirements

Ensure that your computer meets the following system requirements:

- macOS Yosemite (10.10), El Capitan (10.11), Sierra (10.12), High Sierra (10.13) or Mojave (10.14)
- Active Full-Time/Broadband internet connection of at least 4Mbps
- 16-bit monitor (at least 15") with screen resolution 1024 x 768 or higher
- Keyboard and mouse or any other pointing device
- Mac compatible web camera and microphone (for Mac Mini and Mac Pro). Make sure you can rotate your device when asked by the proctor
- Headsets with Microphone

2. Exam Preparation

Before you take the exam, you need to:

- **Have a valid Government issued Identification Document** including a photograph and date of birth in English characters, such as a National ID card, Passport, driving license, military card or social security card, as your online proctor will need to verify your ID before you begin your exam.
- **Disable any Virtualization Software** such as VMware, Virtual PC, Virtual Box or Sandbox during the exam. For exam security reasons the ExamShield cannot run through any virtualization software. You should also close any applications that might affect the exam process, such as web browsers, chat, desktop, sharing and mail client applications
- Make sure your mobile number is filled in your Candidate Profile.

On the day of the exam, please ensure:

- You have your photo ID available
- You can rotate your webcam 360 degrees
- You are the only person in the room throughout the exam session
- There is no background noise in the room
- There is adequate light in the room, but no direct light towards the web camera
- Your desk is clean, papers, books, dictionaries or notes are not allowed
- Use of blank papers for note-taking are only allowed for the Spoken exam. The proctor/interlocutor will ask you to tear the papers in front of the screen at the end of the test.
- You have available headsets as they are required for the Listening and the Speaking part
- Mobile phones should be set to silent and not deactivated. This way Customer Service can contact you in case of technical issues.

Please note:

- Breaks are not allowed during the Exam session.
- Rooms with glass walls are not allowed
- If you experience difficulties in installing or executing ExamShield, please add ExamShield to your Antivirus and Firewall whitelist and repeat the above steps. Please consult your Antivirus/Firewall vendor on how to do this
- Corporate networks might impact the service delivery. You are advised to consult your IT department
- After finishing your exam, you are strongly advised to uninstall ExamShield. If you are planning to take another exam, you will receive a new link with instructions on how to reinstall the ExamShield.