

## WSET RI Candidate Quick Guide

This document is vital to help make sure your devices are set up 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, you must complete your System Check immediately once the link is received and you have followed the guidance in this document. The System Check email is sent to you 14 days in advance and if still not completed, you will receive a reminder to complete it 72 hours (approx. 3 days) before your exam.

*Note: Completing your System Check immediately upon receipt and at least 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 scheduled 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 the 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
<b>Operating System</b>	ChromeOS macOS: the latest two macOS releases. Windows 10 (32-bit/64-bit). Windows 11.
<b>Browser</b>	Google Chrome (latest version).
<b>Webcam</b>	Maximum resolution of 1280 x 720.
<b>Screen Resolution</b>	1280 x 768 pixels, or higher.
<b>Microphone</b>	Required
<b>Audio</b>	Required
<b>Bandwidth</b>	1.5 Mbps upload speed ( <b>Warning: this is not your download speed</b> ). 10 Mbps download speed. Ping under 25 ms. We strongly recommend you use an ethernet cable to connect your computer to ensure a stable connection. **
Devices <b>not supported</b> for Primary Device:	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
<b>Mobile Device</b>	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
<b>Android device specification</b>	5.1 or higher
<b>iOS (Apple) device</b>	10.0 or higher
Devices <b>not supported</b> for Secondary Devices:	<b>Huawei P30, Samsung Galaxy A3 (2016), and Google Pixel 3 and newer are not compatible with the ProctorExam app required to operate your mobile device as a secondary camera.</b>

Note: Technical requirements are always subject to change. Last updated Jan 2024.

## 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 the 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 / turn off automatic updates once the system check is complete. Updating the system after completing the system check may revert all settings. 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:

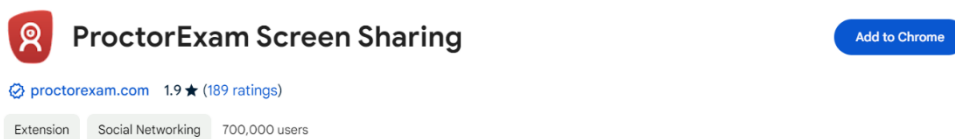
5. Click on the icon in the upper corner that looks like three dots
6. Click Update Google Chrome. If you don't see this button, you're on the latest version
7. Click Relaunch

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'





**ProctorExam Screen Sharing** [Add to Chrome](#)

proctorexam.com 1.9 ★ (189 ratings)

Extension Social Networking 700,000 users

**(4) If you are using a *macOS primary device*, 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 Privacy & Security  in the sidebar (You may need to scroll down).
2. Click Screen Recording.
3. Turn screen recording on for the Google Chrome app in the list.
4. For additional guidance see this support page, and toggle to your macOS:

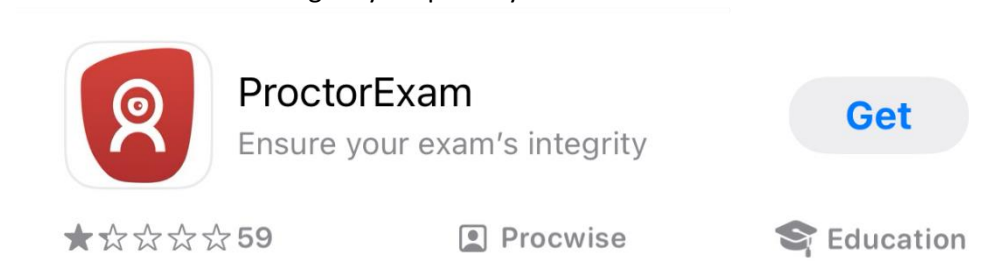
<https://support.apple.com/guide/mac-help/control-access-to-screen-recording-on-mac-mchld6aa7d23/13.0/mac/13.0>

## SECONDARY DEVICE SETUP INSTRUCTIONS

Download the Proctor Exam Mobile application

1. Find the Proctor Exam 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 6, with your secondary device's Proctor Exam application open; you will scan the QR code showing on your primary device.



## TEST YOUR EQUIPMENT

1. Open your email from [examsnoreply@wsetglobal.com](mailto:examsnoreply@wsetglobal.com) with subject: "Please check that your computer is ready for your remotely invigilated exam" and click on **TEST YOUR EQUIPMENT NOW**.
2. Follow the on screen prompts to complete your System Checks.
3. This user guide shows you how to test your equipment and set up for your exam <https://tds.surpass.com/oi-resources/candidate-tutorial/>

## 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
Microphone	<a href="https://support.microsoft.com/en-us/windows/turn-on-app-permissions-for-your-microphone-in-windows-10-94991183-f69d-b4cf-4679-c98ca45f577a">https://support.microsoft.com/en-us/windows/turn-on-app-permissions-for-your-microphone-in-windows-10-94991183-f69d-b4cf-4679-c98ca45f577a</a>	<a href="https://support.apple.com/en-gb/guide/mac-help/mchla1b1e1fe/11.0/mac/11.0">https://support.apple.com/en-gb/guide/mac-help/mchla1b1e1fe/11.0/mac/11.0</a>

Camera	<a href="https://support.microsoft.com/en-us/windows/manage-app-permissions-for-your-camera-in-windows-87ebc757-1f87-7bbf-84b5-0686afb6ca6b">https://support.microsoft.com/en-us/windows/manage-app-permissions-for-your-camera-in-windows-87ebc757-1f87-7bbf-84b5-0686afb6ca6b</a>	<a href="https://support.apple.com/en-gb/guide/mac-help/mchlf6d108da/11.0/mac/11.0">https://support.apple.com/en-gb/guide/mac-help/mchlf6d108da/11.0/mac/11.0</a>
Screen sharing (Mac)		<a href="https://support.apple.com/guide/mac-help/control-access-to-screen-recording-on-mac-mchld6aa7d23/13.0/mac/13.0">https://support.apple.com/guide/mac-help/control-access-to-screen-recording-on-mac-mchld6aa7d23/13.0/mac/13.0</a>

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

Microphone – <https://www.onlinemictest.com/>

Webcam – <https://www.onlinemictest.com/webcam-settings/>