

## What are the Minimum device requirements?

The minimum requirements are as follows:

- **Webcam** – 320x240 VGA resolution (minimum) internal or external for all systems
- **Microphone** – any Microphone, either internal or external for all systems
- **Proctorio Browser Extension** – you will be required to download and install this extension in advance of your exam. Download the extension [here](#).
- **Microsoft word** – accepted file types are:
  - Word 2007 document
  - .docx
  - .doc (Word document)

## **Breaking down the requirements**

Below are the minimum device requirements to ensure you have the best test-taking experience:

|                          | Windows  | Mac                             | Linux                           | Chrome OS                       |
|--------------------------|--|---------------------------------|---------------------------------|---------------------------------|
| <b>Operating Systems</b> | Windows 7+   | macOS 10.11+                    | Ubuntu 18.04+                   | Chrome 58+                      |
| <b>Processor</b>         | Intel Pentium or better  | Intel                           | Intel Pentium or better         | Intel Pentium or Arm            |
| <b>Free Disk Space</b>   | 250 MB   | 250 MB                          | 250 MB                          | 250 MB                          |
| <b>Free RAM</b>          | 2 GB <sup>1</sup>  | 2 GB <sup>1</sup>               | 2 GB <sup>1</sup>               | 2 GB <sup>1</sup>               |
| <b>Upload Speed</b>      | 0.092 - 0.189 Mbps <sup>2</sup>  | 0.092 - 0.189 Mbps <sup>2</sup> | 0.092 - 0.189 Mbps <sup>2</sup> | 0.092 - 0.189 Mbps <sup>2</sup> |
| <b>Microphone</b>        | Any Microphone, either internal or external <sup>3</sup> for all systems           |                                 |                                 |                                 |
| <b>Webcam</b>            | 320x240 VGA resolution (minimum) internal or external <sup>3</sup> for all systems |                                 |                                 |                                 |

1. Free RAM is the minimum amount of memory that is not in use by other applications.

2. Depending on the exam settings, secure browser has no upload speed requirement.

3. Only required for proctoring, secure browser functionality does not require audio/visual recording.

## **You must use a desktop or laptop computer with a stable internet connection.**

***You cannot take the exams from mobile devices (e.g., iPhone, iPad, iMac, Android device, tablets, etc.) or devices or chromebooks that do not support an installed Microsoft package.***

## What internet browsers support Proctorio?

When you're ready to take a proctored exam, you will need to use one of the supported internet browsers with the Proctorio extension.

If not already installed, please download one of the supported browsers below:

<https://www.google.com/chrome/>

<https://www.microsoft.com/en-us/edge>

## Minimum System Requirements

### Getting your device ready



Devices that are up to 10 years old



Devices connected to public WiFi or  
your institution's WiFi



Devices connected to a mobile  
hotspot



Devices connected to an ethernet  
cable



Devices connected to a WiFi  
extender



External or internal webcams



External or internal microphones

## Who do I contact if I'm having a problem on the day of my exam?

**For Technical Support:** Contact [support@proctorio.com](mailto:support@proctorio.com) or [Support | Proctorio](#) . To advise IOB of technical issues contact IOB via the chat located on our website, or email [info@iob.ie](mailto:info@iob.ie) (note in subject line Proctorio) or phone 01 611 6500.

**For Exam Related Support:** Contact: [info@iob.ie](mailto:info@iob.ie) or phone 01 611 6500 or IOB chat function

**Please Inform [info@iob.ie](mailto:info@iob.ie) before your exam if you do not have the required computer devices, systems requirements or internet stability needed.**