

EQUIPMENT &
SYSTEM
REQUIREMENTS FOR
ONLINE
EXAMINATIONS
WITH REMOTE
INVIGILATION

Introduction

The equipment and system requirements set out below apply to online examinations with remote invigilation for Propertymark Qualifications.

These requirements may or may not apply to candidates sitting online examinations at their recognised training provider. Learners are advised to check with their recognised training provider.

Additional guidance can be found here <https://exam-support.com/online-invigilation-candidate-guide/>

You will need a suitable PC (laptop or desktop), mobile device and access to the internet. The detailed requirements are set out below.

System Requirements

All online invigilated exams must be sat on either a laptop or desktop computer. Your chosen device must have a working webcam, microphone and speakers, and conform to the below minimum specifications.

For most online invigilated exams you will also require a mobile phone to be used as a secondary camera. The minimum specification for your mobile device can also be viewed in the table below.

NOTE: Using a laptop or device that is intended for work purposes may have restricted access and admin rights installed, which can cause issues when trying to access the ProctorExam platform.

Operating System	<ul style="list-style-type: none"> ▪ ChromeOS ▪ macOS (the latest two macOS releases) ▪ Windows 10 (32-bit/64-bit) ▪ Windows 11
Bandwidth	<ul style="list-style-type: none"> ▪ 1.5 Mbps upload speed ▪ 10 Mbps download speed ▪ Ping under 25 ms <p>NOTE: We strongly recommend you use an ethernet cable to connect your computer to ensure a stable connection.</p>
Webcam resolution	<ul style="list-style-type: none"> ▪ 1280 x 768 pixels or higher ▪ Screens should be scaled to 100% ▪ Some enhanced features may require 1920 x 1080
Browser	<ul style="list-style-type: none"> ▪ Google Chrome (latest version)

Ensure you have a strong Wi-Fi connection. Tethering to the internet via a mobile phone is not supported. If possible, turn off any auto-updating applications before taking an exam.

Only **ONE** monitor is permitted.

Mobile device

You will need a mobile device (smartphone or tablet) on which you will download the ProctorExam app. Instructions for downloading the app will be provided during the system check process or you can do this prior to your system check by accessing the Google Play Store for Android devices and the App Store for iOS (Apple) devices and searching for “ProctorExam”. Specifications are:

Operating System	<ul style="list-style-type: none">▪ Android 8 or higher▪ iOS (Apple) 15.8 or higher
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Ensure you can connect to Wi-Fi, so you do not use up your data.

It is advised that you ensure your mobile device and laptop are plugged in for the duration of your exam.

Notes:

Attempting to use a laptop or device that is intended for work purposes may have restricted access and admin rights installed. This may cause issues when trying to access the ProctorExam platform and therefore it is recommended to use a personal laptop/desktop.

The test software does not allow computers running virtual machines. If you are running a virtual machine, you will be asked to close your virtual machine and boot into your operating system to take your exam.

The test software does not support development previews, beta builds, or release candidates of any operating system unless specified.

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

- Microphone – <https://www.onlinemictest.com/>
- Webcam – <https://www.onlinemictest.com/webcam-test/> or <https://webcammictest.com/>