

A Guide to the TestReach Desktop App for IT Departments

What is the TestReach Desktop App?

The TestReach Desktop App is an application that can be downloaded to a desktop or laptop to enable a candidate to take an exam on TestReach.

When opened, the TestReach Desktop App launches the TestReach Online website and it acts and behaves in the same way as if you were accessing the TestReach Online application using a standard internet browser.

Why is the TestReach Desktop App Required?

The TestReach Desktop App is used for two purposes:

1. Remotely Invigilated Exam

A Remotely Invigilated Exam is an exam that the candidate takes while being monitored by our trained supervisors via their webcam, audio feed and screen share. The Desktop App facilitates these connections and ensures a smooth experience for the candidate.

2. Secure Online Exam

A Secure Online Exam is an exam that the candidate takes without being monitored, but they are "locked-in" to the application from the time they launch the exam until the time they complete it. This prevents them from, for example, opening up a web browser and googling the answers while they take the exam.

What are the System Requirements?

The TestReach Desktop App will run on any PC running Windows v7.0+ or a Mac running OS 10.10+.

It requires a minimum computer specification of Intel Core i3 (or equivalent) and 4GB RAM. MacOS BigSur users need to upgrade to 11.3+. It is also advised that the candidate uses a screen size of at least 13" and a resolution of 1024 x 768.

The candidate must have a minimum internet speed of 2 Mbps or higher and a working webcam, microphone, and speakers.

The app will not work on phones, chrome books, virtual machines, or iPads/tablets. We cannot guarantee service on touchscreen devices as some devices might be incompatible with the App. We recommend that candidates source a non-touchscreen device for their exams.

Are there any Security Concerns?

The TestReach Desktop App is very robust, safe to run and has been rolled out across the UK in local government, emergency services, universities, pension administrators, financial corporations, etc. without any negative reports.

Once the exam is completed, the TestReach App can be closed by clicking the button and has no notification service or any other configuration that runs while the App is not opened.

When opened it only connects to standard http and https websites through the standard Ports 80 and 443.

For those organisations requiring whitelisted IP addresses, the URL access points are as follows:

[Testreach.com](https://testreach.com)

*.testreach.com

learnosity.com

zendesk.com

d1rncroqs1811.cloudfront.net

d9imhx3qzhdqq.cloudfront.net

The TURN service is from Chime:

chime.aws

*.chime.aws

*.amazonaws.com

and 99.77.128.0/18 TCP/443 UDP/3478

For further information please see <https://www.testreach.com/candidate-download.html> or email customersupport@testreach.com or call Technical Support on +44 (0)20 34758685.