

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

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

For Exam Related Support: Contact: exams@iob.ie or info@iob.ie or phone 01 611 6500 or IOB chat function

Please Inform info@iob.ie before your exam if you do not have the required computer devices, systems requirements or internet stability needed.