EXAMROOM.AI

OKAP PRE-EXAM DAY REQUIREMENTS AND TIPS

- Download Google Chrome or Firefox Browser
- If Using a Windows Computer – You may need to Disable Firewall
- If Using a Mac Computer – Allow Permission for Screen Recording
- Disconnect Multiple Monitors
- Disable Bluetooth Enabled Devices
- Run a System Check
- Issues During System Check
- How to Reduce Internet Issues

Download Google Chrome or Firefox Browser

You may only use the **current versions** of Google Chrome or Firefox browsers when taking your exam. If you do not have one of these browsers or a current version, you can download here: **Google Chrome** or **Firefox**

If Using a Windows Computer – You may need to Disable Firewall

If you are using a Windows personal computer on your home network, you may need to disable your firewall:

- Go to Settings, search for Firewall or Windows Defender and **disable** (after your exam has been completed, you can turn the Firewall back on)

If you are using a work provided device or network connection (VPN):

- Coordinate with your IT department to **turn on** the following:
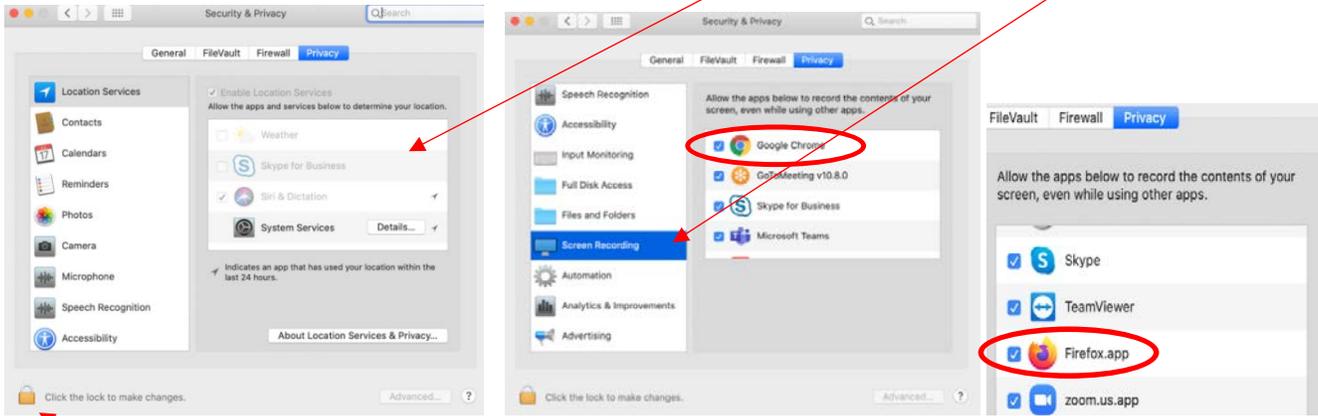 - RTP Port 5004
  - Turn Port 53 or 123

If Using a Mac Computer – Allow Permission for Screen Recording

If you are using a Mac computer to test, **you must allow screen recording for Google Chrome or Firefox**:

1.) Click the Apple icon in the upper left-hand corner:
2.) Click on System Preferences:

3.) Click on Security & Preferences:

If you have any questions, contact us at: 877-848-EXAM (3926), support@examroom.ai, or https://examroom.ai/ chat box

4.) If you do not see the Google Chrome or Firefox option on the right, scroll to the Screen Recording option on the left-hand side bar:

5.) If the padlock in the bottom left corner is locked, click to unlock (if not locked proceed below)
6.) Check the box for Google Chrome or Firefox
7.) If you had to unlock the lock, please click on it to lock it back
8.) You will have to select the option to Quit or Exit so that the change will take effect

Disconnect Multiple Monitors

The use of multiple monitors and/or screen casting is not permitted during your exam. You are allowed to use only one (1) monitor to test on.
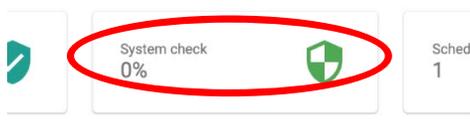
Disable Bluetooth Enabled Devices

Bluetooth devices are not permitted during your exam. Please turn the Bluetooth setting to **OFF** on your computer or laptop and disconnect any Bluetooth devices. If Bluetooth is not disabled and devices are not disconnected, this could interfere with your camera and/or microphone.
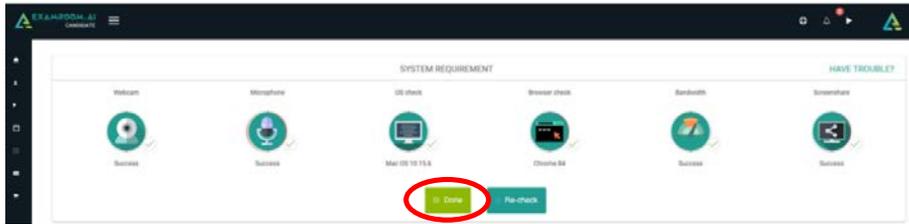
Run a System Check

Prior to exam day you must complete a **System Check** to ensure your computer and location are setup appropriately. **Computer requirements:** (laptop, desktop, or Chromebook) with one screen, front-facing camera, microphone, power cord, 4GB or higher RAM, up-to-date Operating System (Windows 7, Mac 10.10, Ubuntu 16, Chrome 62.0.4241.112 or higher), a minimum of 3Mbps upload/download speed, and a stable internet connection. *ExamRoom.AI will access your camera and microphone for the entirety of your exam appointment.*

1.) After logging in, click on the **System Check** icon from your ExamRoom.AI dashboard:

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2.) A pop-up will show the progress of the System Check for the various components tested on your system:
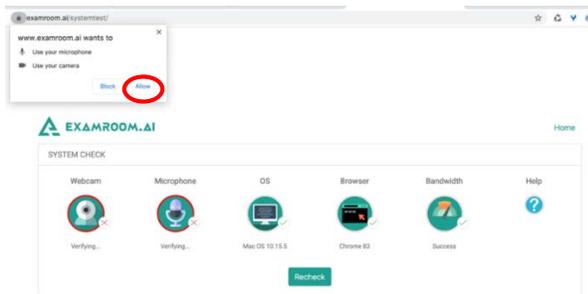

3.) If all of the checks are green, your system has passed the system check and you can click **Done.**
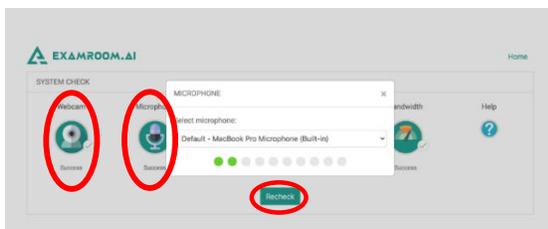
Issues During System Check

If your camera or microphone is not working, click on the icons to change which one you are using:
1.) **Allow** access to your camera and microphone:

2.) Click on the **Webcam** or **Microphone** Icon to change the settings (default is usually the proper setting, but if you have a Bluetooth device for either, it will not work):

3.) After you have allowed access to your camera and microphone and chosen the correct option, click **Recheck** to run the System Check again.

How to Reduce Internet Issues

During your exam, it is possible that you may be disconnected based on the strength and speed of your internet. Here are some tips to help reduce the issue:
- Turn off all devices connected to your Wi-Fi during the course of the exam
- Try to sit as close to the modem/router as possible
- If you are able to, plug into the modem/router via an ethernet cord

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