

## Candidate system check guide

Your system check email will contain instructions on how to perform a system check to ensure your PC is set up and ready to go. However, before you perform your system check, we strongly advise you do the following:

- a. Ensure you are using the latest version of Google Chrome. To check if you have the latest version of Google Chrome:

1. On your computer, open Chrome
2. Click on the icon in the upper corner that looks like three dots
3. Click on help
4. Click on about google chrome which will then show your latest version and if up to date or not

To update Google Chrome:

1. Click on the icon in the upper corner that looks like three dots
2. Click Update Google Chrome. If you don't see this button, you're on the latest version
3. Click Relaunch

- b. Allow pop-ups for ProctorExam:

1. Type `chrome://settings/content` in to the address bar and press Enter
2. Select Pop-ups from the Content Settings screen
3. In 'Allow', click 'Add' and enter <https://surpass.proctorexam.com>
4. Close the Content Settings screen and refresh your browser to enable Flash

- c. Install ProctorExam extension/plugin within Chrome to allow screen sharing:

1. Click on the link [here](#) or type in <https://chrome.google.com/webstore/category/extensions>
2. Search for ProctorExam
3. Click on 'add to chrome'
4. Click on 'add extension'

Please ensure you run your system check as soon as possible to avoid any unwanted problems just before your exam. Once you click on the system check link, you'll be given simple instructions on how to complete the check.