

# Pearson VUE – Online/Remote Proctored Basic Technical Requirements

These are the Basic Technical Specifications for any candidates using the Online/Remote Proctored delivery mode. Your system must comply with the listed requirements. For more detailed information, you may refer to the [Advanced Technical Requirements](#).

## Online/Remote Proctored Requirements

- Save any open files and close all open applications before starting an **Online/Remote Proctored** exam.



If you have any trouble taking an online/remotely proctored exam please check the [Advanced Requirements](#) for additional configurations that may be required.

**Touch Screen Laptops, Tablets and Smartphones** are strictly prohibited. (Examples of prohibited portable computing devices include, but are not limited to: *Surface Pro, Chromebooks, Android and iOS phones, and tablets.*)

If it is not found on the requirements below or in the Advanced Requirements list then it should be considered '**Not Supported**'.

**Local Administrative permissions are required on the delivery workstation.**

Minimum Requirements	
Operating System	<b>Windows 8 / 8.1 (32-bit and 64-bit)</b> <i>(all editions except 'RT')</i> <b>Windows 7 (32-bit and 64-bit)</b> <i>(all editions except 'Starter')</i> <b>Note: Mac OSX is NOT supported</b> at this time. Microsoft ended support for Windows XP on April 8, 2014. <b>Pearson VUE will only provide support for Windows XP on a 'best effort' basis through the end of 2014.</b>
Display	Minimum Resolution: <b>1024 x 768</b> in <b>16-bit color</b>
Internet Connection	Broadband (DSL, cable or LAN/WAN): <b>512 kbps up/down</b> Dial-Up Internet connections are not supported
Network Connection	<b>Pearson Strongly Recommends</b> using a wired network rather than a wireless network as it provides better exam delivery performance.
Internet Browsers	One of the following <b>Internet Explorer versions 8, 9, 10 or 11</b> must be installed on the local delivery workstation.
Browser Settings	<b>Internet Cookies</b> must be enabled. All <b>Pop-Up blockers</b> must be disabled.

## Online/Remote Proctored Technical Requirements

Minimum Requirements	
Webcam	Webcam must have a <b>minimum resolution of 640x480 @ 10 fps</b> . Webcam may be internal or an external webcam connected to the computer.
Sound & Microphone	Headsets with audio and microphone are acceptable. Built-in microphones as well as external microphones are acceptable. Headphones or Speakers are acceptable. <b>Note:</b> Verify the audio and microphone are not set on mute in Windows.
Additional Software	<b>Adobe Flash Player 10.1</b> or newer is required. <b>Adobe Air 14.0</b> or newer is required. Some security software programs like Antivirus or Internet Security software can disrupt exams delivery and may need to be disabled.