

Practique Minimum IT Requirements



This guide provides an overview of the Minimum IT requirements for candidates and other users of Practique. Updated **Oct 2021**.

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Introduction and General Requirements

Introduction

With the growth of online exams and especially remote delivery there is greater pressure on both candidates and examiners own IT equipment and local internet capacity. It is good practice to recommend that all users regularly check and update their personal devices and the install the latest software updates as soon as possible - this includes browser updates and operating systems.

Wifi bandwidth is also important and again this should be sufficient to maintain a good connection for an extended period. It is important for users sharing a network to be mindful of the impact of activity of other household members, for example streaming music or films or playing video games. Users accessing Practique in the workplace will also need to check local firewalls and access to external websites; this is particularly relevant in NHS / hospital settings.

The following represents our general guidance and requirements which should be included in any communication to users. Please see the additional section in this guide for advice about proctored exams.

General Requirements

For all exam formats and devices users should always check that they have installed the latest update to the Operating System and Browser version available on their device.

Practique can be used on a Laptop, PC or iPad. Practique is not designed for use on a mobile phone and this is not recommended.

Please note although there are a number of operating systems available the most commonly used are Microsoft Windows and Mac. Practique has been fully tested on these systems.

These are the latest versions available, those in bold are recommended. **If users are unable to update to at least the oldest shown here they should seek advice as this may indicate their device is no longer viable.**

Operating Systems (OS)

Windows (Microsoft)

- Windows 8.1
- **Windows 10 (released in 2015)**

MacOS

- macOS 10.13: High Sierra - 25 September 2017
- macOS 10.14: Mojave - 24 September 2018
- **macOS 10.15: Catalina - 7 October 2019**
- **macOS 11: Big Sur - 12 November 2020**

Browser

There are a number of browsers available. We recommend using the **latest browser version available** to your operating system, new versions are released regularly.

- Google Chrome - latest 94.0.4606.81
- Apple Safari - latest 14.1
- Firefox - Latest 92.0.1
- Microsoft Edge - Latest 93 or 94 depending on the OS used.

Please note: Some proctored exams are restricted to the use of Chrome -please see the section on proctored exams.

Storage capacity

This is relevant to larger written exams especially those with complex imaging. The recommended minimum is a minimum 20GB free space on Desktop/Laptop

Internet / bandwidth

A stable internet connection is vital to ensure access to the exam, a smooth and continuous connection during an assessment or interview and that all marks, and answers, in a written exam are submitted successfully. It is important that all users check their bandwidth several times before the exam and in the location they will be on the day. and using the same device. An ethernet connection is advisable for any user who has concerns. We recommend as a minimum:

An upload and download speed of 2Mbps.

This is particularly important for users who are required to sustain video streaming in a remote OCSE or during a proctored exam.

Network access

It is unusual, but worth checking in advance of exam day that users - Candidates and Examiners/Assessors who will be accessing Practique in the workplace are able to do so, this is particularly relevant in NHS / hospital settings where a firewall or restricted access to external websites may be in place. If there is a problem the IT department may need to "Whitelist" Practique. This involves providing your pratique instance url and asking that this be an allowed site.

Additional information for Remote OSCE /MMI

Pre checks

Practique remote OSCE uses Amazon Chime video conferencing software. During the preparation period it is important that ALL users - Candidates / Examiners /Observers etc. carry out the Amazon Chime check to make sure their IT is compatible. The check is below:

<https://app.chime.aws/check>

Note: Users who are participating in the exam from the workplace i.e. NHS/hospital setting or via any other public network, you need to check that Amazon Chime is whitelisted to ensure that your audio/video connection is not blocked by the network Firewall.

Please contact the local IT support team and share the following information below for as a guide for adjusting network settings:

URL: *.chime.aws

Allow TCP:443 for websocket connectivity and https

Allow UDP:3478 for media i.e. audio/video connectivity on https

Additional Bandwidth

The recommended 2.0 Mbps (upload and download) should be sufficient to successfully complete a remote OSCE or MMI, however, if other conferencing software is used at the same time e.g.

Zoom or Teams to communicate with examiners for example, this can have a detrimental impact on the stability of the internet connection - you may wish to test this in advance and factor in any bespoke recommendations.

