

Get Ready: Check your Technology!

To ensure a seamless experience at your virtual assessment event, please check (the day before) that your technology is compatible with our platform and that your video functionality is allowing you, the assessors, and other candidates to see and hear each other. Please follow the steps below:-

1. **PC requirements:** Check your PC/Tablet meets the following specification:
 - ✓ Windows: Windows 7 or later
 - ✓ Mac: MacOS 10.11 or later
 - ✓ Linux: Any x64 based system
2. **Functionality:** your device will need a microphone, speaker or headphones, In-built camera/webcam
3. **Browser:** Check you are using Google Chrome or Edge browser – only these will ensure a trouble free experience
4. **Cache:** Clear down your cache and cookies from your browser to ensure that no programmes are blocking your camera/microphone. How you clear your cache will be different on every device - check Google for further instructions.
5. **Internet Speed:** Check your internet speed, try a [Bandwidth Test Here](#) to ensure that you will have a good connection (min. speed recommended is 3.2 Mbps)
6. **Virtual Room:** Check your virtual room - [Test Room Here](#) - ask a friend to join this link from their device too. Can you both see and hear each other? If you can't, [Click Here to Troubleshoot](#)