



BRIDGE ONLINE PROCTORING - SYSTEM REQUIREMENTS

SYSTEM	REQUIREMENTS
Operating System (64-bit only)	Windows 10, Windows 11
	*NOT SUPPORTED: <i>Windows with Snapdragon, Windows 10s; Windows 10 in S-Mode, and Windows 11 in S-Mode, Windows Education, Windows Enterprise (all versions)</i>
	macOS 11(Big Sur), macOS 12(Monterey), macOS 13 (Ventura)
	Ubuntu 18.04, 20.04**, 22.04
Screen Resolution	1366x768 or higher
Bandwidth	Minimum 300kbps download and upload speed. Check the connection through https://video-diagnostics.twilio.com/
Microphone	Must be functional and turned on throughout the entirety of the online exam, inclusive of security check, check-in and in-exam. NOTE: Headphones/ear buds should not be used and removal could be requested. Use of either could result in check-in delays and resubmission of check-in.
Camera	Camera must be capable of a 360-degree scan of the test room
	Have an external camera ready if you are using a desktop
	Must be available for testing; functional and turned on throughout the entirety of the online exam, inclusive of security check, check-in and in-exam.

PSI Ubuntu Support:

All **normal releases** (13.04 and later - odd year releases) are only supported by Ubuntu for **9 Months**.

All **LTS releases** (Long Term Support) (12.04 and later - even year releases) are supported by Ubuntu for **five years**.

It is PSI policy to support only the **LTS** releases due to the transient nature of support for the **normal releases**. **This is why PSI only supports the LTS versions of Ubuntu.**

24- JAN- 2023 : Support for Windows 8.1 and macOS 10.15 (Catalina) has ended.

PSI Bridge currently do not support:

- Tablets
- Mobile devices
- Chromebooks
- Virtual Machines.

RECOMMENDATIONS:

Please run a [system compatibility check](#) before taking the exam.

Please ensure you have administrative permissions on your computer.

We highly recommend using a personal computer that has not been issued by your employer or organization. Firewalls and security settings from

employer-issued computers may prevent the PSI software from operating properly.

For the best experience, please use the latest version of the [Chrome browser](#).

You may check on the following details to know if you are meeting the minimum system requirements:

- **Camera**

- To verify your camera is working:

- **Windows Device**

- Go to <https://www.webcamtests.com> to run an online camera test.
 - For **Surface Pro 6/7** with 2 cameras, disable the rear camera so that the front camera is the only active camera.
 - **HP/Dell/Acer** devices purchased before 2015, please make sure the camera drivers are up to date. For releases 2018-2020, please ensure the auto-update driver function is active.
 - **Lenovo** devices, check the Lenovo Vantage application for software updates. **Lenovo ThinkPad and IdeaPad**, please disable the touch capability.

- **Desktop**

- Please ensure no extra peripherals are connected to the desktop, such as extra monitors, microphones, or cameras.

- **macOS Device**

- Access <https://video-diagnostics.twilio.com/> and the default FaceTime application.

- **LinuxOS**

- To test the camera, please locate the default camera application, Cheese.
- You may also test the camera functionality online through <https://www.onlinemictest.com/webcam-test/>

- **Microphone**

- Functionality can be tested through <https://video-diagnostics.twilio.com/> or www.onlinemictest.com. Please check whether the microphone has features such as 2 in 1 or 3 in 1. To turn it off, please change your settings to the default microphone.