



## Hardware Guidelines

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### Hardware recommended requirements for downloading and running the Maxexam Exam App:

- A desktop or laptop running a supported version of Windows Operating System (OS), for example; Windows 10 Home, 10 Pro or 8.1
- Mac laptop or desktop running macOS Mojave (10.14) or onwards.
- Internally or externally connected webcam and microphone.

The recommended minimum computer specification that will give you the best experience when using the Maxexam app:

- Processor/CPU: Intel i3 processor or equivalent
- Memory/RAM: 4GB (8GB recommended for Windows 11)
- OS drive space: 5GB (10GB recommended)

Virtualized environments using software such as VMWare, Parallels etc are not supported, nor is the use of any remote desktop or screen recording software.

Your computer must be well maintained, free of any hardware or OS issues and kept fully up-to-date with service patches.

#### What is **NOT** supported:

- Tablet devices
- Chromebooks (Chrome OS)
- iOS devices (iPads, iPhones)
- Limited versions of Windows 10, such as Windows RT and Windows 10 S.
- Unsupported versions of Windows, such as Windows 7
- Unsupported versions of macOS such as Sierra (10.12) and High Sierra (10.13)

To check your Windows computer/laptop specification click on the **Windows start button** in the bottom left-hand corner of your screen. Click **settings** and click on **System** and then **About**.

To check your Mac computer or laptop specification click on the **Apple menu** then **About This Mac**.



If the above instructions do not apply to your device, we recommend you use google to find instructions on how to locate your computers specifications.

- Make sure your computer is connected to the internet.
- The desktop/laptop device should only have a single display connected.
- Your computers operating system should be up to date.
- We recommend your computer has up-to-date antivirus software installed.
- Your computer/laptop should be plugged into the mains power supply