



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; as of publication Windows 10 or 11
- Mac laptop or desktop running a supported version of Mac Operating System (macOS): the latest version and the two previous versions
- 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 8th generation (or a comparable AMD Ryzen 3000 series) or newer Snapdragon X or newer Apple M series
- **Memory/RAM:** 8GB minimum
- **Storage:** 10GB available disk space (on the OS drive) By OS drive, we mean the main disk drive on which the operating system is installed, typically C:\ on Windows. This requirement is to help ensure your computer remains stable and functioning well during the exam

Virtualised 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
- Unsupported versions of macOS

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.