

Technical Guide for ProctorU

Equipment Requirements

- Desktop or laptop computer (see System requirements)
 - Hardware not supported:
 - Chromebooks
 - Windows 10 in S mode or Surface RT
 - Virtual Machines
 - Tablets and iPads
 - Linux OS
 - Mobile devices
- Functioning microphone and webcam
- A compatible browser: Google Chrome (recommended) or Mozilla Firefox
 - Download the ProctorU extension—[Chrome Extension](#) or [Mozilla Extension](#)
- Internet Speeds (recommended minimums)
 - Download speed—1.5 MBPS and Upload speed—1 MBPS
 - Hotspots and tethering not supported
 - [Test your internet speed](#) if you are not sure
- Use of multiple monitors is not supported
 - Disable or unplug additional monitors



System Requirements

Type	Minimum	Recommended
Web Camera	640×480 resolution	1280×720 resolution
PC Users	Windows Vista	Windows 10 (10 S mode is not supported)
Mac Users	OS X 10.5 or higher	OS X 10.13 High Sierra
Internet Download Speed	.768 Mbps	1.5 Mbps
Internet Upload Speed	.384 Mbps	1 Mbps
RAM	1024 MB	2 GB
Ports	1935, 843, 80, 443, 61613, UDP/TCP	1935, 843, 80, 443, 61613, UDP/TCP

Testing and Troubleshooting your System & Equipment

Test your system BEFORE you schedule an exam!

1. Confirm you are:
 - using Google Chrome or Mozilla Firefox
 - not using a Chromebook, tablet, smartphone virtual machine or unsupported OS
2. Go to <https://test-it-out.proctoru.com>
 - The system test will run automatically from this site
 - Do not create an account on ProctorU to test your equipment
3. Enabling components
 - Click lock symbol in address bar
 - Find component in settings
 - Choose “Allow”
 - Refresh screen to rerun system test
4. Contact the Assessment Center if you have problems
Email—AcademicTesting@montgomerycollege.edu

