



Relativity Online Exam Checklist

Before your exam, please read and complete the following checklist to prepare for your exam session. If you experience any technical issues during your exam, please email certification@relativity.com to report these issues.

Technical Requirements - All Exams

1. Ensure you meet the following system requirements:

- Hardware
 - Only Desktop or Laptop computers are allowed (tablets and smart phones are not supported).
 - No dual-monitor configurations are permitted for testing (i.e.: a desktop with two monitors or a laptop with a separate monitor). **Disconnect your external monitors prior to beginning your exam.**
 - Microsoft Surface or similar devices can be used only when configured in laptop mode.
- Web Camera
 - Minimum Resolution: 640 X 480p
 - Ensure you can easily move the camera, as you will need to show your surroundings. Built-in cameras are accepted by picking up the computer to pan the room and show your surroundings.
- Audio
 - Working speakers and microphone required, wired headphone and microphone allowed. Bluetooth headsets are not supported.
- Screen Resolution
 - Recommended resolution: 1920 x 1080
 - Minimum resolution required: 1024 x 768
 - Minimum recommended screen scaling: 100%
- Operating System
 - Official builds of Windows 8.1 or higher
 - MacOS 10.13 or higher - IMPORTANT: MacOS 13.0 Ventura and higher is not supported at this time.
- Web Browser
 - Current version of Google Chrome
- Laptop/PC Power Source
 - Plug your device directly into a power source, unattached from a docking station.
- Internet Connection Speed
 - 5.0 Mbps or greater download speed
 - 1.0 Mbps or greater upload speed
- Wifi Connection
 - Position your device where you can receive the strongest signal. For the best experience, use an Ethernet cable to connect directly to the router, and make sure there is no additional load on your wi-fi connection from other users such as streaming videos, music, or games. Lack of signal strength during your exam may cause you to lose connection to your exam.

2. Run the [ProProctor System Readiness Check](#) and download the ProProctor App prior to exam day.
3. Disable your VPN if you are using one.
4. If you are testing on a work computer or work network, have your company IT team add the following exceptions to the firewall and antivirus protections (You may need admin access to complete these steps).
 - Unblock UDP port 3478 on the firewall
 - Add a firewall exception for the ProProctor Application on your device
 - Add an exception for the path **C:\Users\[windows username]\AppData\Local\ProProctor** to the virus protection settings on your device