Relativity Online Exam Checklist

Before your exam, please read and complete the following checklist to prepare for your exam session using the PSI Secure Browser application. If you'd like to cancel or reschedule your exam, you can do that within 48 hours of your exam appointment. Additionally, 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 have the following:
   - Desktop or laptop computer (tablets and smart phones are not supported).
     - You can only use one monitor for your Relativity exam. Laptops may not be connected to an external monitor.
     - Use a personal computer instead of a company computer, if possible.
   - Stable Internet connection and acceptable Bandwidth.
   - Current version of Google Chrome.
   - Web camera
     - 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.
   - Microphone

2. Run both the **PSI compatibility test** and the **Twilio Network Test** prior to exam day.
   - Some versions of Windows 10 and Windows Enterprise may not be compatible with the PSI exam Secure Browser, depending on network firewalls and security settings. In order to ensure you are able to connect to your exam, please ensure the following ports are enabled:
     - HTTPS (443)
     - HTTP (80)

3. Disable your VPN, if you are using one.

4. Confirm you have rights to download applications on the computer you use, as you will be required to download the PSI Secure Browser application during your exam session.
   - For a Windows device, go to Developer Settings and enable "Install apps from any source, including loose files."

5. Close all applications, Internet browsers/tabs, and background processes running on your computer, except for Chrome. To close applications and background processes:
   - **Windows Device** - There are two ways you can ensure **all** background processes are closed:
     - Option 1: Run the PSI Secure Browser as an administrator:
       i. Close the Secure Browser application.
       ii. Right-click the PSI Secure Browser icon and choose "Run as administrator."
       iii. After getting to the Security Check, click "Terminate All Applications."
     - Option 2: Manually close background processes.
       i. Open Task Manager.
       ii. Click "Details" or "Services."
       iii. Look for the process(es) that needs to be closed.

    iv.   After you find the process(es), right-click the process and choose "End process tree."

    v.   Click "Recheck." If additional applications are listed, repeat steps i-iv.

- **Mac Device**

  - Manually close background processes.

    i.   Close the PSI Secure Browser.

    ii.   Click the "Finder" on your dock to open a Finder window.

    iii.   Click "Applications" on the sidebar of the Finder window to see your Mac applications.

    iv.   In this folder, double- click the "Utilities" folder.

    v.   Double-click the "Activity Monitor" icon to access the application.

    vi.   Find the process that needs to be closed.

    vii.   After you find the process, make sure it's highlighted, click the X (Quit) button and choose "Force Quit."

    viii.   Relaunch the PSI Secure Browser.

- **Important note about background processes:**

  - If you are using a company-owned computer, you will likely encounter restrictions made by IT personnel.

  - Ensure no applications are running on "Other users" or the other user is signed out. Applications will not be closed if they are running on other users' accounts.

Technical Requirements Checklist - RCA Exam Only

1. Test your connectivity to the hands-on environment <u>here</u>.

   - When testing your connectivity, the logo in the center of the page will change colors indicating that your connection is successful.

2. During your exam, if you are unable to view the entire contents of the screen, try the following steps to troubleshoot:

   - Adjust your **local machine's screen resolution** (not the screen resolution in the exam environment), or zoom out in the Chrome browser window in your exam environment. Note: We recommend ensuring your display setting for size of text is set to 100% (not 150%).

   - Refresh the browser by clicking the View button in the left corner of the exam, or by clicking Ctrl + R.

   - Manually resize the PSI Secure Browser window by clicking the Minimize button in the upper-right corner of the window, then drag the corner of the window to resize. Once you minimize the window, you will see the exam desktop refresh. Then, you can click the Full-screen button in the upper-right corner of the window to make the exam window full-screen again.