

WSET RI Candidate Quick Guide

This document is vital to help make sure your devices are set up and ready to go before your System Check and Exam Setup. Please review each section of the [Table of Contents](#) and follow applicable directions. As a reminder, you must complete your System Check immediately once the link is received and you have followed the guidance in this document. The System Check email is sent to you 15-7 days in advance (depending on when your program provider submits your exam order), and you will receive a reminder 5 and 4 days before your exam.

Note: Completing your System Check immediately upon receipt and at least 7 days before your exam allows you plenty of time to find suitable devices and/or seek additional help from your WSET Approved Programme Provider (APP) if you experience trouble during your System Checks.

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Technical Requirements

A primary device and a secondary device are required. To sit a remotely invigilated exam, it is required that the devices you intend to use meet the following technical requirements and are set up properly.

Supported devices are listed below including a list of unsupported devices.

PRIMARY DEVICE (to take the exam):



Device	Requirement
Operating System	ChromeOS* macOS: the latest two macOS releases. Windows 10 (32-bit/64-bit). Windows 11. * ChromeOS requires all browsers and applications to be shut down besides the browser needed to take the exam, in order for the System Check and Exam to function.
Browser	Google Chrome (latest version).
Webcam	Maximum resolution of 1280 x 720.
Screen Resolution	1280 x 768 pixels, or higher.
Microphone	Required
Audio	Required
Bandwidth	1.5 Mbps upload speed (Warning: this is not your download speed). 10 Mbps download speed. Ping under 25 ms. We strongly recommend you use an ethernet cable to connect your computer to ensure a stable connection.
Devices not supported for Primary Devices:	Android tablets (Nexus 7, etc.), iOS tablets (iPad, iPad mini, etc.), and Microsoft Surface Pro (and earlier versions).

SECONDARY DEVICE (for recording the exam room):



Device	Requirement
Mobile Device	You will need a mobile device or tablet on which you will download the ProctorExam app. Instructions for downloading the app will be provided during the system check process
Android device specification	8 or higher
iOS (Apple) device	15.8 or higher
Devices not supported for Secondary Devices:	Huawei P30, Samsung Galaxy A3 (2016), and Google Pixel 3 and newer are not compatible with the ProctorExam app required to operate your mobile device as a secondary camera.

Note: Technical requirements are always subject to change. Last updated June 2024.

Specific Restrictions

Work-related devices / Wi-Fi

- Attempting to use a device and/or a VPN that is intended for work purposes may have restricted access and admin rights installed. Personal devices should be used whenever possible. If you are using a work device, you may find that you are not able to use the platform due to settings and security applied by your IT. This may cause issues when trying to access the ProctorExam platform and therefore it is recommended to use a personal laptop. **Note: We cannot guarantee a successful testing experience if a work device is used.**
- **Public / Work Wi-Fi does not guarantee a successful testing experience and technical issues experienced as a result are not covered by WSET Special Consideration Policy**

Territory Restrictions

- It is not possible to take an RI exam within Mainland China or the UAE due to technological restrictions. WSET will not be liable for any costs associated if you choose to take this exam or any RI retakes. Contact your WSET APP if you have any questions.

Exam Room Setup

- Choose a private exam room where the secondary device can be placed approximately 3 meters/10 feet away from you or at least **provide a side view of yourself, your desk, your screen and your exam environment.**
- Set up where the Wi-Fi signal is strongest. A wired connection is a more stable connection.

Legal ID

- You need a legal / government-issued ID for your RI exam so we can verify your identity during the exam. Verify with your APP that you are enrolled to the exam with your government issued full name as shown on your legal identification. You will submit this ID during your RI exam. Using any nicknames will delay your results.
- You may receive post-exam communications from your APP requesting a copy of your ID. If your APP requests a copy, please provide it to them as soon as possible. If WSET does not receive validation of an ID within 6 weeks, we will not be able to process your exam.

Common Causes for Exam Invalidation

- Exam takers must adhere to the requirements in the attached list to avoid exam invalidation, in the same way that in-person exam takers must adhere to exam room guidelines:
- LINK: [List of Violations](#) and Common Issues which Require a Re-Sit\

Device Setup Requirements

PRIMARY DEVICE SETUP INSTRUCTIONS

1. Check if you have the latest version of Google Chrome:

- On your computer, open Chrome
- Click on the icon in the upper corner that looks like three dots
- Click on help
- Click on About Google Chrome which will then show your latest version and if up to date or not

To update Google Chrome:

- Click on the icon in the upper corner that looks like three dots
- Click Update Google Chrome. If you don't see this button, you're on the latest version
- Click Relaunch

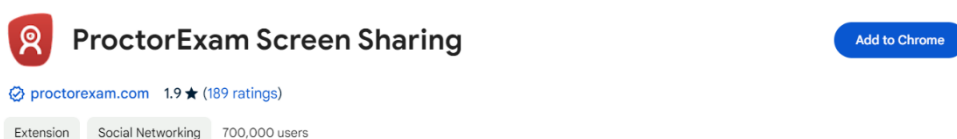
If you need to download Google Chrome, [click here.](#)

2. Allow pop-ups for ProctorExam:

- Type `chrome://settings/content` into your Google Chrome browser and press Enter
- Click on Privacy and Security
- Scroll down and click on Pop-ups and redirects
- In 'Allow', click 'Add' and <https://surpass.proctorexam.com>

3. Install ProctorExam extension/plugin within Chrome to allow screen sharing:

- Type <https://chrome.google.com/webstore/category/extensions>
- Search for ProctorExam
- Click on 'add to chrome'
- Click on 'add extension'





ProctorExam Screen Sharing Add to Chrome

proctorexam.com 1.9 ★ (189 ratings)

Extension Social Networking 700,000 users

(4) If you are using a macOS primary device, in order for screenshare to work please ensure you have screenshare enabled by following these steps (Your exam will not work without screenshare enabled):

1. On your Mac, choose Apple menu  > System Preferences, click Privacy & Security  in the sidebar (You may need to scroll down).

2. Click Screen Recording.

3. Turn screen recording on for the Google Chrome app in the list.

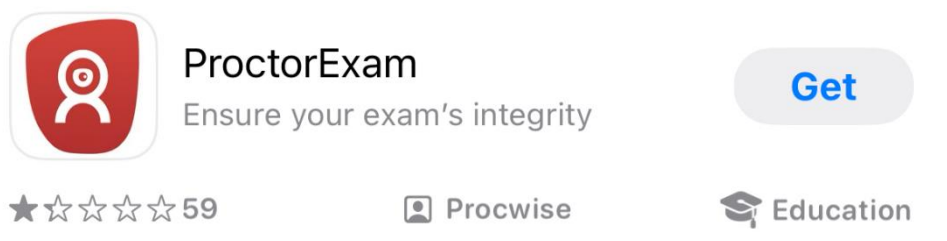
4. For additional guidance see this support page, and toggle to your macOS:


<https://support.apple.com/guide/mac-help/control-access-to-screen-recording-on-mac-mchld6aa7d23/13.0/mac/13.0>



SECONDARY DEVICE SETUP INSTRUCTIONS

Download the Proctor Exam Mobile application

1. Find the Proctor Exam application in the Apple App Store or Google Play store depending on what type of device you are using.
2. Allow the application to access your camera.



 **ProctorExam**
Ensure your exam's integrity Get

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TEST YOUR EQUIPMENT

1. Open your email from examsnoreply@wsetglobal.com
 - Email Subject Line: "Please check that your computer is ready for your remotely invigilated exam"
 - Click on TEST YOUR EQUIPMENT NOW.
2. Follow the on-screen prompts to complete your System Check Test
 - Note: During System Check Step 6, with your secondary device's ProctorExam application open; you will scan the QR code showing on your primary device.
3. Ignore system updates after completing System Check
 - To prevent any issues, we advise candidates not to take any system updates / turn off automatic updates once the System Check Test is complete. Updating the system after completing the System Check may revert all settings. Please wait until you have submitted your exam

SYSYTEM CHECK AND EXAM SETUP VIDEO TUTORIAL

- [System Check and Exam Setup Video Tutorial](#) - if you need additional help understanding the set up instructions above, this user guide shows you how to test your equipment and set-up for your exam. Please note it is not WSET Specific - Review Violations and Requirements in the rest of this webpage for WSET expectations.

Troubleshooting

If you find that your webcam or microphone does not work, please see the below resources that may assist with fixing this:

	Windows	Mac
Microphone	https://support.microsoft.com/en-us/windows/turn-on-app-permissions-for-your-microphone-in-windows-10-94991183-f69d-b4cf-4679-c98ca45f577a	https://support.apple.com/en-gb/guide/mac-help/mchla1b1e1fe/11.0/mac/11.0
Camera	https://support.microsoft.com/en-us/windows/manage-app-permissions-for-your-camera-in-windows-87ebc757-1f87-7bbf-84b5-0686afb6ca6b	https://support.apple.com/en-gb/guide/mac-help/mchlf6d108da/11.0/mac/11.0

Screen sharing (Mac)		https://support.apple.com/guide/mac-help/control-access-to-screen-recording-on-mac-mchld6aa7d23/13.0/mac/13.0
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You can use the following resources to check your equipment is working correctly:

Microphone – <https://www.onlinemictest.com/>

Webcam – <https://www.onlinemictest.com/webcam-settings/>

Exam Link Email

After reviewing and following this document to ensure your devices are set up, your exam link will be sent 72 hours (approx. 3 days) before your scheduled exam date and time. Your exam date and time will be provided to you by your WSET APP. The start time of your exam is when you will begin the exam setup. You will be instructed to then begin the exam when the setup is complete. The exam clock begins when you enter the exam.