System Check and Secure Browser Download

AUA ISE & OKAT: Saturday, November 16, 2024

Please review the following guide to prepare testing computers and laptops. To ensure a smooth exam day experience, please ensure that all necessary steps are completed prior to exam day. Technical support is available by email at support@testsys.com and by phone at 1-800-514-8494 (international: 443-573-8399).

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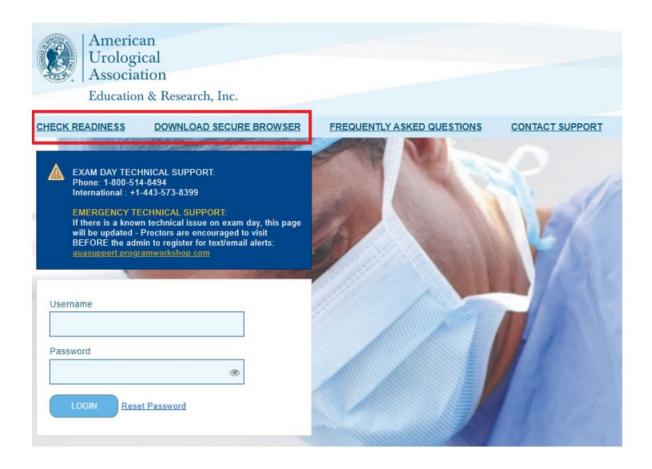- Technical Support

Verify Readiness & Prep Testing Workstations Checklist

☐ Disable any pop-up blockers before starting

Note: The minimum system requirements to administer the exam are listed in Minimum System Requirements.

A pop-up blocker will cause an error – disable pop-up blockers for a successful system check!

☐ Run system check on every testing workstation

1. Go to aua.programworkshop.com – YOU DO NOT NEED TO LOG IN
2. Click on "CHECK READINESS" tab (see location above).
3. Click "Skip this step" link (located under the Continue button).
4. Click "Run System Check"
5. Fill in the required fields
   a. Enter your First and Last Name
   b. Enter your Residency Program Name in the Comments field
6. Click "Run Check"
7. When System Check is complete, a summary report is displayed indicating if the check was successful or not.

☐ Download secure browser on every testing workstation

A new browser needs to be downloaded every year (delete existing browser first if still on computer from a previous year).

1. Go to aua.programworkshop.com – **YOU DO NOT NEED TO LOG IN**
2. Click "DOWNLOAD SECURE BROWSER" tab (see location above).
3. Follow the on-screen instructions to download the Secure Browser.
4. Move and save the Secure Browser to Desktop.
5. After the browser has been downloaded and saved, open the browser it to confirm it opens to the Proctor login screen and there are no conflicts with local or network settings.

IMPORTANT: Please be sure to check with your IT department to see if the computers automatically clear downloaded data on a regular basis (if yes, the browser download will have to be done again for each computer on exam day prior to the exam start), or if there are any specific security issues that may prevent the download and opening of the browser.

Note: The Secure Browser downloaded from the website is not compatible with Virtual Machine (VM) environments. If you are testing on a VM environment, please contact Internet Testing Systems (ITS) Technical Support at 1-800-514-8494 (international: 443-573-8399) to obtain the VM specific Secure Browser.

☐ Repeat on every testing workstation

If you need assistance or your check/download was not successful, contact Internet Testing Systems (ITS) Technical Support at 1-800-514-8494 (international: 443-573-8399).

Minimum System Requirements

Windows Computers:

Supported Browser:	The latest version of Microsoft Edge and the AUA Browser for Windows
Operating System:	Windows 10 or higher
Processor:	233 MHz or higher Intel Pentium/Celeron family, or AMD K6/Althlon/Duron family; or compatible processor
RAM:	128 MB or higher
Display:	Minimum resolution of 1024 x 768 with at least 16-bit color or higher
Internet Connection:	Broadband connection or better

Macintosh Computers:

Supported Browser:	Apple Safari 13 or higher and the AUA Browser for Mac OS X
Operating System:	Mac OS X 10.14 or higher
Processor:	PowerPC G3, G4, or G5 processor; or Intel-based Mac
RAM:	128 MB or higher
Display:	Minimum resolution of 1024 x 768 with at least 16-bit color or higher
Internet Connection:	Broadband connection or better

Important Network/Firewall/Filter Information

Please share the following instructions with your local IT department well in advance of testing to ensure all testing-related configurations are made before test day. These settings will help to ensure a smooth testing experience. Some testing locations such as hospitals and universities typically have secured networks that only allow traffic to/from certain domains. We recommend that the following domains be allowed in advance of testing to ensure they can communicate with our test delivery and administrative servers during administration of the exam.

1. Ensure the following ports are fully opened and can freely communicate:

      a. http (80)
      b. https (443)

2. Set these domains to approved/allowed/unblocked and give them highest access and priority. If your corporate firewall and/or access control devices are configured to allow only certain domains to be accessed from your network, ensure you are including the following domains:
      a. *.programworkshop.com
      b. *.programworkshop2.com
      c. *.starttest.com
      d. *.starttest2.com
      e. *.startpractice.com
      f. *.gettesting.com
      g. *.verifyreadiness.com
      h. *.starttestrp.com

3. Ensure that HTTPS Inspection is turned OFF. This can be very resource intensive, as it decrypts and encrypts every packet. This setting is usually turned on by default with most firewalls, so it is important to check before testing.

4. Check to see if there are any cap limitations on your HTTP and HTTPS communications. If either or both of those are capped at a certain limit of MBs, then that limitation could affect testing.

5. 5. Verify your DHCP Lease Time is set to at least 1 day. If it is set to renew its lease sooner, it can add unnecessary network traffic. NOTE: We typically recommend setting it to 1 day, as opposed to 24 hours.

6. Confirm "Do not save encrypted pages to disk" is NOT checked. (Control Panel, Internet Options, Advanced tab)

7. Ensure that any anti-virus, security programs, or other scans are not set to scan daily during testing times. You do not have to completely disable auto-scan, but it would be beneficial to set it so it doesn't scan during testing.

Technical Support

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