Further guidance on checking your system

You should have the latest operating system available for your device installed:
● **Windows - minimum Windows 7**
● **Mac - minimum 10.12 Sierra**
● **iPad - minimum iOS 12**
● **Android - minimum version tbc**

Sufficient hard drive storage space:
● **Minimum 20GB free space on PC/laptop**
● **Minimum 2GB free space on iPad**

Minimum RAM (memory) requirements:
   ● **PC and Laptop 4GB minimum, 8GB recommended**

Browser Requirements
You **must** have an up to date version of Chrome, Firefox, Safari or Edge installed on the device you are using. At a minimum:
● **Firefox: Version 60**
● **Chrome: Version 78**
● **Edge: Version 79**
● **Safari: Version 12**

Before the day of the exam, please clear website data to improve the speed and performance of the application.

How to clear website data:

Safari - Mac
1. Open the Safari app on your Mac, choose 'History' from the menu bar
2. Select 'Clear History', then click the pop-up menu
3. Choose how far back you want your browsing history cleared (recommend clearing all)
4. Select 'Clear history'

Chrome - Computer
1. On your computer, open Chrome.

2. At the top right, click 'More' (represented with 3 dots).

3. Click 'More tools'. Clear browsing data.

4. At the top, choose a time range. To delete everything, select All time (recommended).

5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.

6. Click 'Clear data'.

Firefox - Computer

1. Click the Library button (four vertical lines in the top right), click History and then click Clear Recent History

2. Select how much history you want to clear (we recommend you clear all data)

3. Use the check boxes to select what information you want to clear from your history (we recommend you clear all data).

4. Click the Clear Now button. The window will close and the items you've selected will be cleared from your history.

New Edge - Computer

1. Click the "Settings and more" button (In the top right hand corner of your Edge browser's window, you will see a small button with 3 dots in it. This is the "Settings and more" button).

2. Click it. It will reveal a menu with more options. One of them will be named "Settings".

3. Select the "Settings" menu item

4. At the bottom of the large menu which just appeared, the bottom item will be called Settings. Click on it. The Settings menu will now appear.

5. Go to the "Clear browsing data" section

6. In the large menu which just appeared, there will be a section called Clear browsing data.

7. In it, there is a button labelled Choose what to clear. Click on it.

8. Choose what to clear from Edge (we recommend to clear everything).

9. Click the "Clear" button

10. Once it's finished, it will say All clear! Underneath the Clear button. Now you can then simply close the Settings menu and continue browsing.

How to update browser

Chrome

1. Open the Google Chrome browser.

2. Click the Customize and control Google Chrome button in the upper-right corner of the screen.

3. From the drop-down menu that appears, select Help, then select About Google Chrome.

4. The window that appears will automatically check for updates and show you the current version of Chrome.

Firefox

1. Open the Firefox browser

2. Click the menu option in the top right corner
3. Click Options.
4. Click Advanced.
5. Click Update.

How to update iOS for Mac
1. Plug your device into power and connect to the internet with WiFi
2. Go to Apple menu > choose System Preferences
3. Click Software Update
Tip: You can also choose Apple menu > About This Mac, then click Software Update

Checking hard drive storage
Windows
1. Open File Explorer. You can use the keyboard shortcut, Windows key + E or tap the folder icon in the taskbar.
2. Tap or click This PC from the left pane.
3. You can see the amount of free space on your hard disk under the Windows (C:) drive.
Apple Mac
1. Open the Apple menu, then select About This Mac.
2. Click the Storage tab in the toolbar to see how much disk space you have available. (On OS X Mountain Lion or Mavericks, click the More info button, then click Storage.)

Checking memory (RAM)
Windows
1. Click on start menu
2. Type 'about' and press enter when 'about your PC' appears
3. Scroll down, and under device specifications, see 'installed RAM'
Apple Mac
1. Open the Apple menu
2. Click on the Apple logo in the top-left corner of your screen and select About This Mac. On the Overview tab, the Memory line lists the amount of RAM in GB

Maximising available RAM
Apple Mac
1. For disabling auto-start software, on Mac go to: apple -> system preferences
2. -> Users & Groups -> Login Items and remove all items from the "These items will open automatically when you login" by selecting an item, and using the '-' button underneath the box.
NB. After removing the auto-start items, you should reboot the computer.
iOS - power the device down, and restart.
Windows
1. Click on start menu
2. Select Settings > Apps >Start Up
3. Disable all Apps for automatic start up

If you do not see 'Start Up' option in Settings:
1. Right click Start
2. Select Task Manager
3. Select the Start Up (if you do not see Start Up, then select More Details)