

# Remote invigilation installation and minimum specifications guide

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## Document properties

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## Associated regulations and policies

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Remote invigilation pre-assessment information

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How to access and sit remote invigilation assessments

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# 1. Introduction

This guide contains all the information needed to support the installation of the PSI Bridge Secure Browser, which is used to deliver remotely invigilated assessments in conjunction with ATLAS Cloud.

**You will need to print this guide as you will not be able to have other applications open when you open the secure browser.**

## 2. Scope and applicability

This policy applies to all students who are planning to sit an AAT assessment remotely. Failure to follow the requirements of the policy may prevent you from accessing your assessment, or significantly delay or disrupt the assessment.

## 3. Purpose and objectives

The purpose of this document is to give AAT approved assessment centre staff, and students taking a remotely invigilated assessment, the guidance and knowledge on the process to install the secure browser and effectively run an assessment.

## 4. Terms and definitions

**PSI** – the third-party supplier of the ATLAS Cloud (incorporating Candidate Catalogue) and the PSI Bridge Secure Browser software.

**RI** – remote invigilation

**ATLAS Cloud** – the name of the assessment platform product being used to administer and deliver assessments.

**Candidate Catalogue** – the location where candidates will log in to access their scheduled practice and live assessments.

**PSI Bridge Secure Browser** – a secure assessment platform driver used to deliver scheduled practice and live assessments.

## 5. Minimum and supporting specifications

### 5.1. Minimum specifications

To sit your RI assessment, you will need to install the PSI secure browser. Below are the minimum and supporting specifications that your computer will need to meet:

Technology	Minimum and supporting specifications
Operating system	<b>Supported:</b> Windows 10 and 11, Windows 10 and 11 Enterprise, MAC OS 10.14 and Higher <b>Not supported:</b> Chromebooks, iOS, Android, Tablets and Linux.
Screen resolution	1368 x 769 or higher
Bandwidth	<b>Minimum:</b> 1 Mbit/s per device
Supported browsers	PSI Secure browser & Chrome (latest version)

Memory	<b>Minimum: 8GB</b>
Free hard disk space	<b>At least 2GB of available hard disk space throughout the duration of the assessment</b>
CPU	<b>Minimum: Intel i3 i5, i7, or i9/ SSE4 compatible processor</b> <b>Minimum: 1.30 GHz – minimum 2 core / 4 thread</b>
<p><b>Additional Notes</b></p> <p>A working webcam and microphone.</p> <p><b>Surface Pro</b> 6 and above with two cameras will require the rear camera to be disabled so that only the front camera is active.</p> <p><b>HP/Dell/Acer</b> devices purchased before 2015 will need their camera drivers checked that they are up to date. Devices from 2018, please check the auto-update driver function is active.</p> <p><b>Lenovo</b> devices, check the Lenovo Vantage application for software updates. ThinkPad and IdeaPad, please disable the touch capability.</p>	

5.1.1. It is essential that you ensure that all the above is met. [You can also use this system requirements checker to check that your camera, microphone, and internet meet the requirements.](#)

5.1.2. **If you have software running on your device that prevents you from completing the security requirements check, and you are not able to close the flagged software to progress, you will not be able to sit an assessment. This will most likely occur on work computers that have enhanced restrictions. Due to this, we would strongly recommend students to use their own devices when sitting remote invigilated assessments.**

#### 5.1.3. **Microphone**

The microphone must be functional and turned on for the entire exam, including security check, check-in, and during the exam.

Do not use a headset or earbuds.

If you have multiple microphones, disable, or unplug any microphones that are NOT going to be used during the assessment session. Some microphones have independent drivers which can cause interruption with the PSI secure browser when not in use.

#### 5.1.4. **Camera**

Your camera must be capable of a 360-degree scan of the test room e.g. removable webcam or laptop.

Your camera must also be available, functional, and turned on for the entire exam, including security check, check-in, and during the exam.

Do not unplug your camera while the secure browser is open because this will end your session attempt and you will need to relaunch the exam.

If you are using a laptop computer's built-in webcam, you will need to direct the laptop with a camera around the room.

If you are using a desktop computer, you will need an external camera that can be directed around the room.

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If you have multiple cameras, disable, or unplug any cameras that are NOT going to be used during the assessment session. Some cameras have independent drivers which can cause interruption with the PSI secure browser when not in use.

#### 5.2. Time zone

Please ensure each PC that the PSI Bridge Secure Browser is installed on is set up with the correct time zone settings for your location.

#### 5.3. Shared networks / drives

As far as possible, machines used for live assessments must not be connected via a shared drive.

#### 5.4. Virtual Private Network (VPNs)

VPNs are not supported.

#### 5.5. Updates and virtual memory

Where possible, all windows updates must be scheduled to take place outside of assessment hours.

N.B. if the machine is switched off at the point of the scheduled time of the update, it may start when the PC is turned on, which could then interfere with a live assessment. Therefore, you must ensure that all updates are completed, and the PC rebooted prior to assessments starting.

Once an update has been taken, the PC should be shut down or rebooted.

PCs should also be shut down or rebooted on a regular basis so that the memory resources can be released and to allow Windows to have sufficient memory to run all applications.

Assessments can be disrupted by the secure browser shutting down unprompted if the above conditions are not met, as it can cause the virtual memory on the PC to run low or run out, which in turn will cause Windows to terminate programmes to free up virtual memory.

This is due to Windows resource management and memory utilisation, often caused by Windows not releasing the resources in a timely manner.

#### 5.6. Applications and background processes

You must ensure that all non-essential applications, programs, and background processes are switched off prior to starting any test session. This is to ensure that they do not interfere with the operation and performance and the assessment delivery software.

This includes any standard or scheduled updates as well as disabling on-access scans.

The PSI Bridge Secure Browser should be the only running application during the assessment sitting.

Running processes can be checked and ended via the Processes tab on the Task Manager window. This should be done prior to launching the PSI Bridge Secure Browser.

Running applications and processes can use up the available memory and CPU usage required by the PSI Bridge Secure Browser to operate effectively.

Where new applications are installed on a machine or where the image of the machine is updated, we recommend that the PSI Bridge Secure Browser is launched to ensure this does not conflict with the Security Check.

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## 6. Installing the PSI Bridge Secure Browser

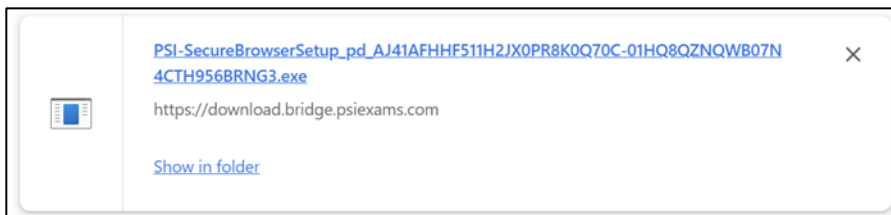
### 6.1. Installing on a Windows device

#### Step 1

[Click here](#) to access the link to install the latest version of the PSI Bridge secure browser. Once clicked, your download will start automatically.

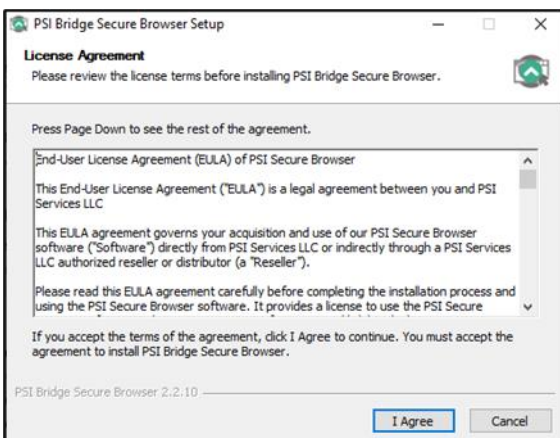
#### Step 2

Once downloaded, double click on the setup file in the Downloads folder.



#### Step 3

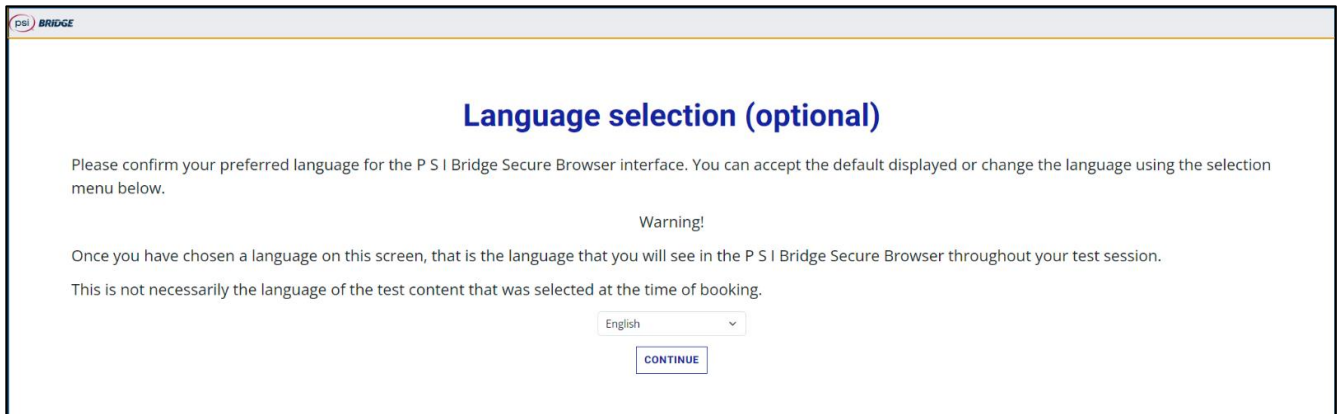
This will launch a Licence Agreement in a pop-up window. This pop-up window will only appear for first time installs of Secure Browser. Click **I Agree** if you consent to the agreement and would like to proceed.



#### Step 4

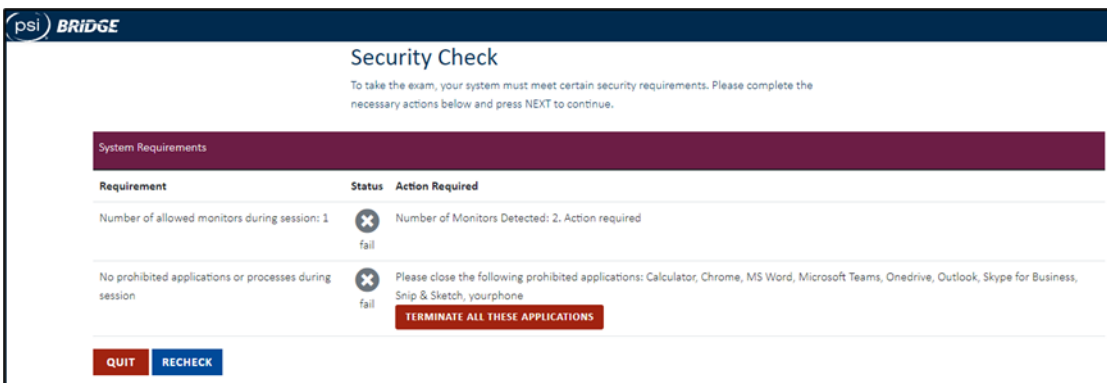
A loading bar will appear for a few seconds then disappear.

The PSI Bridge Secure Browser will then open on screen, first displaying the Language selection page which you are advised to leave as English (the default option).

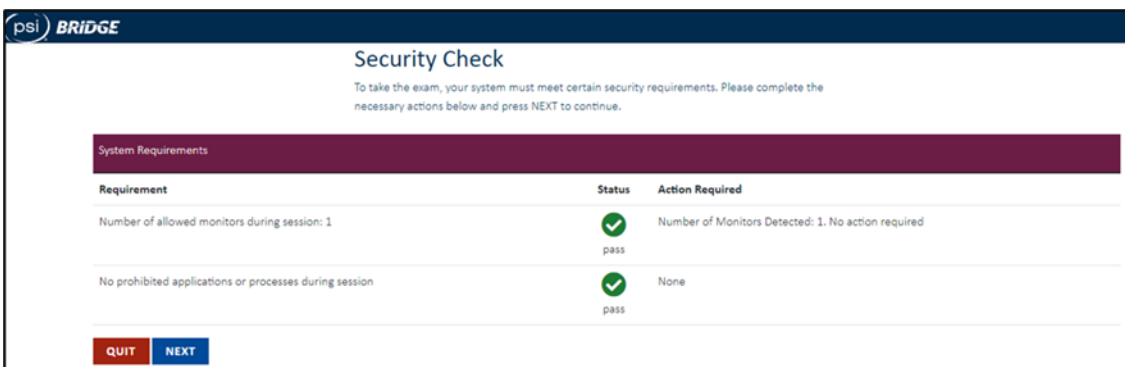


Clicking CONTINUE will then take you to the **Security Check** screen.

Ensure that both checks pass the requirements, and any flagged applications or processes are closed, as advised. You can close them all by clicking **Terminate all these applications**.



The Security Checks screen should then update to show both requirements have passed:



Either click **Quit** or **Next** to finish the installation process and checks.

If you click **Quit**, the application will close.

If you click **Next**, you will then be taken to the ATLAS Cloud login screen. Do not login. Close the window and enter the above password.

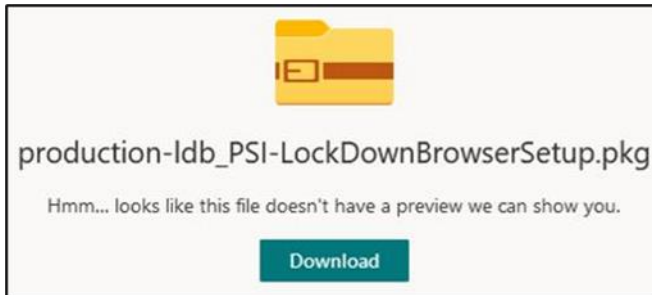
A short cut **will not** be created on the desktop as you must **never** access your assessment directly from the secure browser. The secure browser must always be accessed via the link to the assessment within Candidate Catalogue, which must be accessed via Chrome.



## 6.2. Installing on MacBooks

### Step 1

[Click here](#) to access the link to install the latest version of the PSI Bridge secure browser on MacBooks. A page will appear showing the installer file. Click on the installer file and then click **Download**.



The installation steps will be similar to section 6.1 and should be followed to complete and test the installation.

## 7. Uninstalling the PSI Bridge Secure Browser

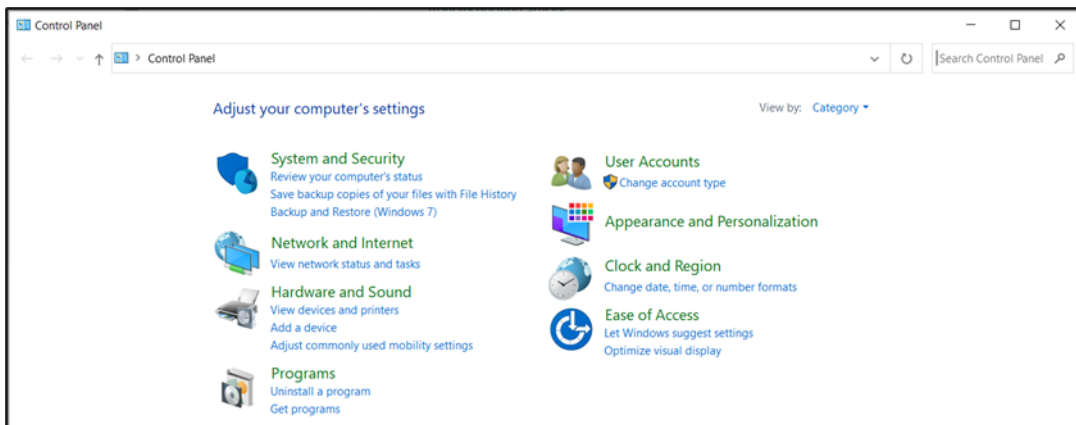
### 7.1. Uninstalling on a Windows device

#### Step 1

Navigate to Control Panel

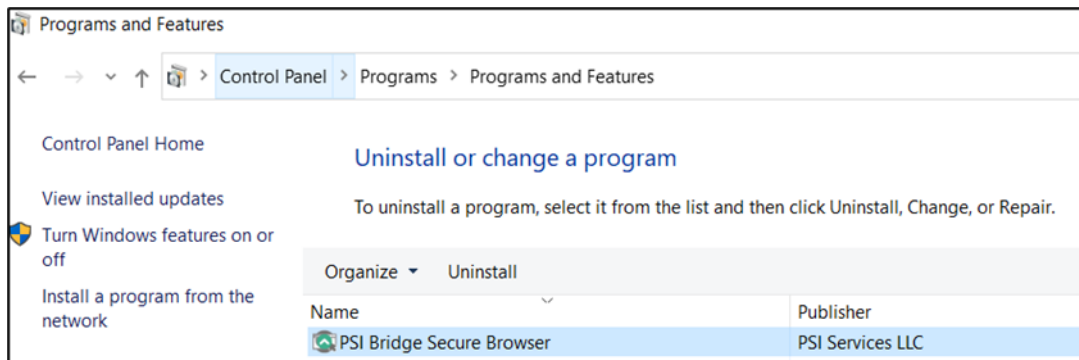
#### Step 2

Under 'Programs', select 'Uninstall a program'.



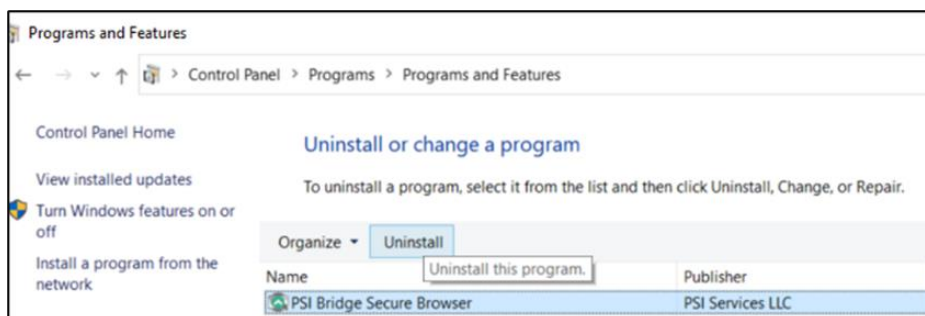
#### Step 3

Select 'PSI Bridge Secure Browser' from the list of programs currently installed.



#### Step 4

Click on 'Uninstall'



#### Step 5

Select 'Yes' on the 'Programs and Features' confirmation pop up.

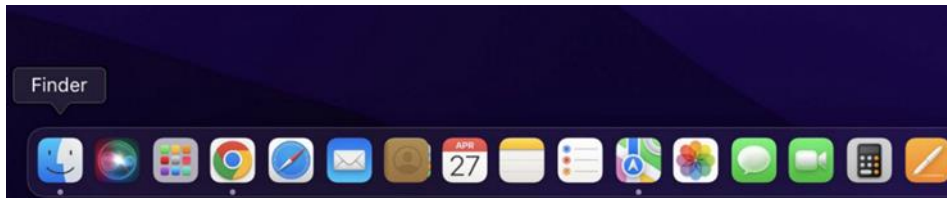


Once the process has been completed check the 'PSI Bridge Secure Browser' is no longer appearing on the list of programs currently installed.

### 7.2. Uninstalling on MacBooks

#### Step 1

Select the 'Finder' icon in the Dock.

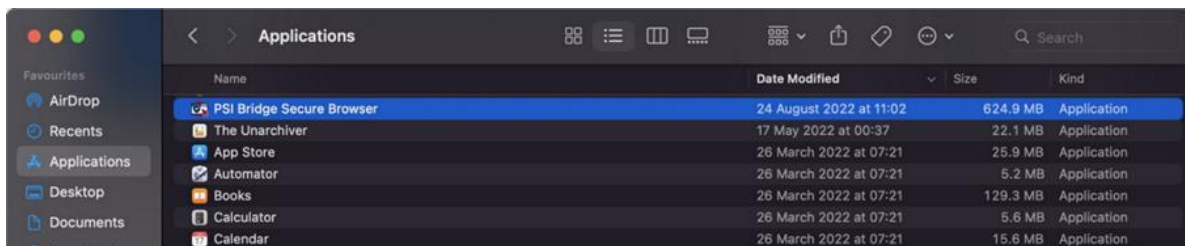


## Step 2

Select 'Applications' under 'Favourites' on the left.

## Step 3

Select 'PSI Bridge Secure Browser' from the list of applications.



## Step 4

From the top menu bar click on File > Move to Bin



## Step 5

Enter your credentials to complete the process (e.g., touch ID or password)

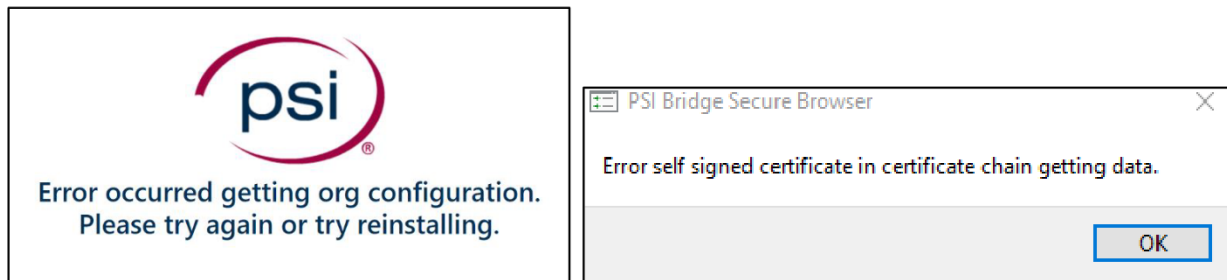


The PSI Secure Browser has now been uninstalled and the icon should no longer appear in the 'Launchpad'.

## 8. Installation troubleshooting

### 8.1. Org configuration message / error getting self-sign certificate on Secure Browser

If you receive the following error message when the secure browser loads, this is generally caused when the download installer file name was changed, or if the secure browser is accessed directly as opposed to launching it via ATLAS Cloud, or the exam information is incorrect, or something lost the exam information after installation.



If this is not the case Uninstall the secure browser, then re-install it following the guidance.

Also check that all supporting requirements have been met, as listed in the above in section 5.1.

### 8.2. PSI Bridge Secure Browser auto-updates to an incorrect version or Error 404 message appears

If the PSI Bridge Secure Browser auto-updates to an incorrect version or an Error 404 message appears, this is likely due to users trying to access the browser manually through the shortcut. Doing this means that the secure browser has no details of the configuration to use. Please ensure the correct published procedure is followed and launch the secure browser from within ATLAS Cloud to ensure that the configuration is loaded correctly.

## 9. Contact us

If you experience any issues that cannot be resolved during the installation process, or to inform us of any resolution steps that are not mentioned in this guide, please contact our Centre Support team on +44 (0)20 3735 2443. Lines are open Monday to Friday, 09.00 - 17.00 (UK time).