

Online Testing Requirements for the 2020 ABDSM Exam

Exam applicants are responsible for ensuring that they meet the technical requirements for online testing. Your computer must satisfy the following hardware and software requirements. Otherwise, your exam may not launch or operate successfully.

Kryterion Support

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Windows users

Hardware Requirements:

- A minimum of 50MB available space. [Find out how much storage your PC has.](#)
- Screen Resolution of 1024 x 768 or greater [Find out what your screen resolution is.](#)
- Webcam and Microphone (external webcams must be USB. See requirements below.)
- An English (QWERTY) keyboard. Find out how to convert your keyboard: [Windows](#) – [Mac](#)

Software Requirements:

- Windows 8.1 or Windows 10. [Find out what version of Windows you have.](#)
- The latest version of Internet Explorer (IE), Google Chrome, or Firefox
 - [Find out what version of Internet Explorer you have.](#)
 - [Find out what version of Chrome you have.](#)
 - [Find out what version of Firefox you have.](#)

Mac Users

Hardware Requirements:

- A minimum of 50MB available space [Find out how much storage your Mac has.](#)
- Screen Resolution 1024 x 768 or greater [Find out what your screen resolution is.](#)
- Webcam and Microphone (external webcams must be USB)
- An English (QWERTY) keyboard

Software Requirements:

- Operating System: OS X: 10.13 High Sierra, 10.14 Mojave, 10.15 Catalina [Find out what version of Mac OS you have.](#)
- The latest version of Internet Explorer (IE), Google Chrome, or Firefox
 - [Find out what version of Internet Explorer you have.](#)
 - [Find out what version of Chrome you have.](#)
 - [Find out what version of Firefox you have.](#)

Internet Connection Requirements:

Test Your Equipment: Click here to run the [Kryterion System Readiness Check](#)

- Minimum: 1.0 Mbps download & 1.0 Mbps upload
- *Ping & Jitter* values that total less than 200ms

Additional Internet Considerations:

- Kryterion does not permit the use of virtual machines for Online Proctored (OLP) exams. We recommend the use of a personal (non-work-related) computer and network.
- Prior to the exam, you will be required to download and install Kryterion's Sentinel exam software. Office networks and systems frequently employ security settings that interfere with the Sentinel exam software – even for individuals with administrative user accounts. We recommend the use of a personal (non-work-related) computer and network.
- You must disable all software that could interfere with your online proctored exam session. This includes, but is not limited to, pop-up blockers, antivirus software, firewalls, VMWare/Bootcamp, Skype, Photobooth and TeamViewer.

External Webcam Requirements

Note: You will not be allowed to use an internal camera in your computer. An external webcam is required for this exam. A camera with a heavy base and flexible neck allows for easier placement. The webcam you choose must meet the following criteria:

- Minimum Video Resolution of 720p with a frame rate of 30 fps
- High Speed USB 2.0 connection - Plug and Play preferred
- Cord length of 6 ft (2 m) or more
- Manual focus ring
- No auto zoom or auto focus allowed. These features must be turned off.
- Built-in microphone

The following are **not acceptable** as camera alternatives:

- Digital cameras/camcorders
- Smartphones
- GoPros
- Tablets
- Playstation Eye/Camera
- Eye Toy
- Kinect
- Additional laptops/computers.

Please Note: Driver issues with Internet Explorer and the Logitech C920 and C270 cameras have caused delayed video loading, which may negatively impact your exam experience. It may be beneficial to [download](#) the latest webcam drivers prior to launching your exam.

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