

## System Requirements for Online Testing

### TECHNICAL SUPPORT

Please review the system requirements outlined in this document and check your computer before beginning online testing. For assistance or if you have any questions, please contact the Pearson Talent Assessment Team on 1800 570 308 (AUS) or 0800 643 660 (NZ). Alternatively you can email the support team at or [info@talentlens.com.au](mailto:info@talentlens.com.au) or [pearsonsupport@infradeskonline.com](mailto:pearsonsupport@infradeskonline.com).

Phone support is available during the following hours:

**Monday through Friday:** 8.30 am – 5.30 pm AEST

Additionally, you may submit your technical support request using the Pearson Assessment Support request form using the following link:

<http://www.pearsonassessmentsupport.com/support>

**For non-critical after-hours requests**, please use this technical support request form or one of the two email addresses listed above to submit your request.

#### **For CRITICAL AFTER-HOURS requests (outages):**

For any outages or other *critical* issues that occur after-hours, contact the *pan* online platform technical support hotline in the U.S. on 0011-1-877-449-8378 or 0011 1-317-814-8800. The technical support team provides phone support during the following hours:

**Monday through Friday:** 7:00am – 6:00pm (US Eastern Standard Time)

**Saturday:** 8:00am – 12:00pm (US Eastern Standard Time)

If you need to reach this team after-hours, please follow the prompts to leave a message for the technical support department. They generally have an on-call technician who will call you back and should be able to assist you within 2 hours of your phone call. The quickest method for getting in touch with the Technical Support Department is by phone. However, they can also be reached via email at [tech\\_support@panpowered.com](mailto:tech_support@panpowered.com). They typically respond to emails within 24 business hours.

### CHECK MY BROWSER

You should ALWAYS use the **Check My Browser** link located in the footer of your online platform website page. If you are a candidate who is taking or planning to take an assessment, you should go to the following link (type this link into your browser's address bar) to check your system requirements:

<https://tara.vitapowered.com/BrowserInfo.aspx>

Summary of the system requirements (see pages 2, 3 and 4 of this document for further details):

- Microsoft Internet Explorer 7/8 OR Firefox 3.0 or later
- Active Scripting (JavaScript) enabled
- Session cookies enabled
- Minimum screen resolution of 1024 x 768
- CSS Enabled
- AJAX Enabled

## OPERATING SYSTEM

We highly recommend that you complete your online testing on one of the following **Windows-based** operating systems:

- Windows XP Service Pack 2 (SP2)
  - Windows XP Service Pack 3 (SP3)
  - Windows Server 2003 Service Pack 2 (SP2)
  - Windows Server 2003 R2
  - Windows Vista
  - Windows 7
  - Windows Server 2008
- \* Testing is **not** supported on the following Windows-based operating systems:*
- Any version prior to Windows XP Service Pack 2
  - Windows 2003 (prior to Service Pack 2 or R2)

Assessments **can** be completed on a **dual boot Mac machine** if the assessments are run in a Windows-based application (using Internet Explorer v7 or v8). If you are on a dual boot Mac machine, please switch to **Windows Internet Explorer version 7 or version 8** to complete your assessments.

## MONITOR SIZE/SCREEN RESOLUTION

- ✓ Tests must be completed on a **17" or larger** monitor.
- ✓ Tests are best viewed with a screen resolution of **1024 x 768** pixels or higher. To check your screen resolution, right click anywhere on your desktop, click on **Properties**, and select the **Settings** tab (*\*If using Windows 7, right click anywhere on your desktop and click on **Screen resolution***). If the screen resolution is smaller than **1024 x 768** pixels, increase the resolution and then click **OK**.

## INTERNET BROWSER

One of the following browsers must be used to complete your online testing.

- ✓ **Microsoft Internet Explorer version 7 or 8**
- ✓ **Microsoft Internet Explorer version 9 in compatibility mode**
- ✓ **Firefox 3.0 or later**

If you attempt to complete the testing on any other browser (**including Internet Explorer version 6, AOL, Safari, or Google Chrome**), you may experience technical difficulties. To check which version you are using, click the **Help** button on your browser's menu bar and select the **About** link.

## BROWSER SETTINGS

The following settings in your browser should be checked prior to completing the testing. ***If you need to change any of these settings, you may want to make note of the original settings so you can change them back to your preferred settings after your testing is complete.***

	Internet Explorer	Firefox
<p><b>Language Setting</b> Internet Explorer language setting must be set for <i>English – US</i> must be enabled.</p>	<ol style="list-style-type: none"> <li>1. Click on <b>Tools   Internet Options</b></li> <li>2. Select the <b>General</b> tab,</li> <li>3. Click on <b>Languages</b></li> <li>4. Select <b>Add</b></li> <li>5. Select <b>English (United States) [en-US]</b></li> <li>6. Click on <b>OK</b>.</li> <li>7. <b>Important</b> – Use the <b>Move up   Move down</b> buttons to ensure <i>English (United States) [en-US]</i> is the first language on the list</li> <li>8. Click <b>OK</b> to save your settings</li> </ol>	<ol style="list-style-type: none"> <li>1. Click on <b>Tools   Options</b></li> <li>2. Select the <b>Content</b> panel</li> <li>3. Under <b>Languages</b> select <b>Choose</b></li> <li>4. <b>From the Select a language</b> drop down menu select <b>English (United States) [en-US]</b></li> <li>5. Select <b>Add</b></li> <li>6. <b>Important</b> – Use the <b>Move up   Move down</b> buttons to ensure <i>English (United States) [en-US]</i> is the first language on the list</li> <li>7. Click <b>OK</b> to save your settings</li> </ol>
<p><b>Active Scripting (JavaScript)</b> must be enabled.</p>	<ol style="list-style-type: none"> <li>1. Click on <b>Tools   Internet Options</b></li> <li>2. Select the <b>Security</b> tab.</li> <li>3. Click the <b>Custom Level</b> button</li> <li>4. Scroll to “Scripting” and select <b>Enable</b> for “Active Scripting”</li> <li>5. Click <b>OK</b> to save your settings</li> </ol>	<ol style="list-style-type: none"> <li>1. Click on <b>Tools   Options</b>.</li> <li>2. Select the <b>Content</b> panel.</li> <li>3. Check the box next to <b>Enable Javascript</b>.</li> <li>4. Click <b>OK</b> to save your settings.</li> </ol>
<p><b>ActiveX Controls</b> must be enabled.</p>	<ol style="list-style-type: none"> <li>1. Click on <b>Tools   Internet Options</b></li> <li>2. Select the <b>Security</b> tab.</li> <li>3. Click the <b>Custom Level</b> button</li> <li>4. Scroll to “ActiveX controls and plugins” and select <b>Enable</b> for “Run ActiveX controls and plugins” and “Script ActiveX controls marked safe for scripting”</li> <li>5. Click <b>OK</b> to save your settings</li> </ol>	<p>N/A - Firefox uses plugins instead of ActiveX Controls to view and use multimedia content embedded in web pages, and extensions to add new functions.</p>
<p><b>Cookies</b> must be enabled. <i>*Note: Cookies are used by pan’s online testing site, but will not be stored on your computer. They are deleted when you have completed your test battery.</i></p>	<ol style="list-style-type: none"> <li>1. Click on <b>Tools   Internet Options</b></li> <li>2. Select the <b>Privacy</b> tab.</li> <li>3. Click the <b>Advanced</b> button</li> <li>4. Check <b>Override automatic cookie handling</b> and <b>Always allow session cookies</b></li> <li>5. Click <b>OK</b> to save your settings</li> </ol>	<ol style="list-style-type: none"> <li>1. Click on <b>Tools   Options</b>.</li> <li>2. Select the <b>Privacy</b> panel.</li> <li>3. Under History, select <b>Use custom settings for history</b>.</li> <li>4. To enable cookies, check <b>Accept cookies from sites</b>.</li> <li>5. Click <b>OK</b> to save your settings.</li> </ol>

	Internet Explorer	Firefox
<b>SSL encryption</b> must be enabled.	<ol style="list-style-type: none"> <li>1. Click on <b>Tools   Internet Options</b></li> <li>2. Select the <b>Advanced</b> tab.</li> <li>3. Scroll to the <b>Security</b> section, make sure the <b>Use SSL 3.0</b> and <b>Use TLS 1.0</b> options are checked.</li> <li>4. Click <b>OK</b> to save your settings</li> </ol>	<ol style="list-style-type: none"> <li>1. Click on <b>Tools   Options</b></li> <li>2. Select <b>Advanced</b></li> <li>3. Click the <b>Encryption</b> tab</li> <li>4. Make sure the <b>Use SSL 3.0</b> and <b>Use TLS 1.0</b> options are checked under Protocols.</li> <li>5. Click <b>OK</b> to save your settings</li> </ol>
<b>Your Internet browser text display size</b> must be set to <b>Medium</b> or <b>Smaller</b> .	<ol style="list-style-type: none"> <li>1. Go to <b>View   Text Size</b></li> <li>2. Select either <b>Medium</b> or a smaller text size</li> </ol>	<ol style="list-style-type: none"> <li>1. Click on <b>Tools   Options</b>.</li> <li>2. Select the <b>Content</b> panel.</li> <li>3. Under Fonts &amp; Colors click the <b>Advanced</b> button.</li> <li>4. Check the option to <b>Allow pages to choose their own fonts...</b></li> <li>5. Click <b>OK</b> twice to save your settings.</li> </ol>
Your <b>Zoom Level</b> should be set at <b>100%</b> . <i>*Note: If you have any difficulties viewing the "Start" or "Continue" buttons when completing your testing, the zoom setting may need to be decreased to 90%.</i>	Make sure the Zoom feature in the lower right corner of the Internet Explorer window is set to 100%.	To ensure you are not in zoom mode, go to <b>View   Zoom</b> and select <b>Reset</b> (CTRL+0).

## POPUP BLOCKERS

Please check to see if you have popup blocking software installed on your PC. If so, **disable the popup blocking software until the assessment is complete**. This software may prevent the assessment from opening correctly.

Popup blocking software is included and turned on by default in some anti-virus software, Internet security and/or personal firewall applications, browsers, and many of the free toolbars available, including the Google, MSN and Yahoo toolbars. The instructions on how to uninstall or disable each particular popup blocker will vary, however, some common areas to find Pop-up blockers:

Internet Explorer	Firefox	Toolbars (Google, Yahoo, MSN)
<ol style="list-style-type: none"> <li>1. Click on <b>Tools   Pop-up Blocker</b></li> <li>2. Select <b>Turn Off Pop-up Blocker</b></li> </ol>	<ol style="list-style-type: none"> <li>1. Click on <b>Tools   Options</b>.</li> <li>2. Select the <b>Content</b> panel.</li> <li>3. Uncheck the box next to <b>Block pop-up windows</b></li> <li>3. Click <b>OK</b> to save your settings.</li> </ol>	Look for the "Blocked" button on the toolbar. Click this button to disable the pop-up blocker.

Bypassing pop-up blockers can sometimes be accomplished by holding down the **Ctrl** key on your keyboard while clicking on the link that you will be accessing to complete your testing.