

System Requirements for Online Testing

Welcome to Pearson's online Talent Assessment Platform (TAP)

OPERATING SYSTEM FOR PC

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

*The 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)

FOR MAC

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 over to Windows Internet Explorer version 7 or version 8 to complete your assessments.

MONITOR SIZE/SCREEN RESOLUTION

- The tests must be completed on a 17" or larger monitor.
- The 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 1024x 768 pixels, increase the resolution and then click OK.

INTERNET BROWSER

The following browsers are compatible with the platform:

- Microsoft Internet Explorer Version 7.0 or 8.0
- Microsoft Internet Explorer Version 9.0 in compatibility mode
- Firefox 3.0 or later (Firefox 10.0 to 13.0 is not compatible as of August 2012)

If you attempt to complete the testing on any other browser (including Internet Explorer version 6.0, AOL, Safari or Chrome), you may experience technical difficulties

To check which version you are using, click the Help button on your Internet Explorer menu bar and select About Internet Explorer.

INTERNET EXPLORER SETTINGS

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

- Active Scripting (JavaScript) must be enabled. To confirm this setting, click on Tools on your Internet Explorer menu bar, click on Internet Options, select the Security tab, click on the Custom level button, scroll to Scripting, select Enable for Active Scripting, then click OK.
- ActiveX Controls must be enabled. To confirm this setting, click on Tools on your Internet Explorer menu bar, click on Internet Options, select the Security tab, click on the Custom level button, scroll to Internet ActiveX Controls and Plugins, select Enable for Run ActiveX Controls and Plugins and Script ActiveX Controls Marked Safe for Scripting, then click OK.
- Cookies must be enabled. To confirm this setting, click on Tools on your Internet Explorer menu bar, select Internet Options, click on the Privacy tab, click on the Advanced button, check the Override automatic cookie handling box and the Always allow session cookies box, then click OK.

*Please 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.

- SSL encryption must be enabled. To confirm this setting, click on Tools on your Internet Explorer menu bar, click Internet Options, select the Advanced tab, scroll to the Security section, make sure the Use SSL 3.0 and Use TLS 1.0 options are checked, then click OK.
- Your Internet browser text display size must be set to Medium or Smaller. To confirm this setting, click on View on your Internet Explorer menu bar, point to Text Size, and select either Medium or Smaller.
- Your Zoom Level should be set at 100%. To confirm this setting, click on the zoom feature in the lower right hand corner of your Internet Explorer window and select 100%.

*Please 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%.

POPUP BLOCKERS

TAP System Requirements

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

Popup blocking software is included and turned on by default in some anti-virus, Internet security, personal firewall, browsers, and many of the free toolbars available, including the toolbars supplied by Google, MSN and Yahoo. The instructions on how to uninstall or disable each particular popup blocker will vary depending on that particular software.

The places that pop-up blocking software can exist are too numerous to name in this document, however here is a list of the most common areas to find Pop-up blockers:

- Internet Explorer includes a popup blocker that is enabled by default. To disable this, click on Tools on your Internet Explorer menu bar, point to Pop-up Blocker, and select Turn Off Pop-up Blocker.
- Toolbars: Look at your browser's toolbar for Google, Yahoo, or MSN toolbars. Most, if not all, of these toolbars include a popup blocker. To temporarily disable these popup blockers, click on the "blocked" button on the toolbar.

Bypassing pop-up blockers can often 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.

TECH SUPPORT CONTACT

If you require technical assistance please contact our Talent Assessment account management support team on:

Monday – Friday: 8:00am – 5:30pm Australian Eastern Standard Time



1800 570 308 (Australia)

0800 643 660 (New Zealand)



info@talentlens.com.au

AFTER HOURS TECH SUPPORT

If you need to reach us after normal business hours for technical support with the Talent Assessment Platform, below you will find international numbers that are available during the following hours:

Monday - Friday: 7:00am – 6:00pm, New York (equates to 9:00pm – 8:00am AEST)
Saturday: 8:00am – 12:00pm New York (equates to 10:00pm – 2:00am AEST)



0011-1-317-814-8800 (Australia)

00-1-317-814-8800 (New Zealand)

Please note, standard international call fees apply.