

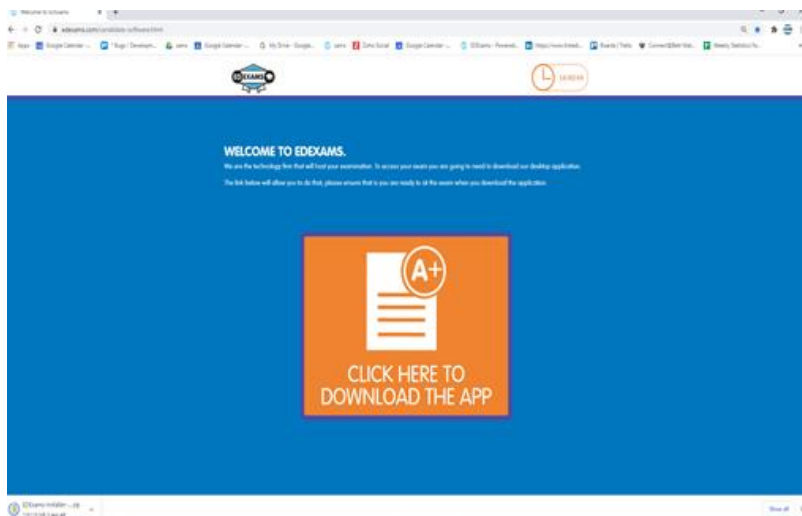
EExams App Download Instructions (Windows)

Before downloading the edexams app, please ensure your device matches our [specification list](#).

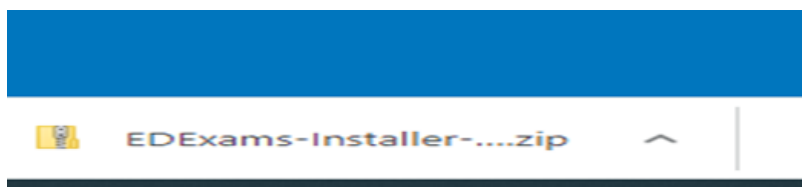
1. Go to edexams.com/candidate-software.html
2. Click the big orange CLICK HERE TO DOWNLOAD THE APP button.



3. An executable file will appear in your downloads (this is typically in the bottom left corner of your screen, but this will depend on your web browser).



4. Please double click the file named EExams Installer Zip.

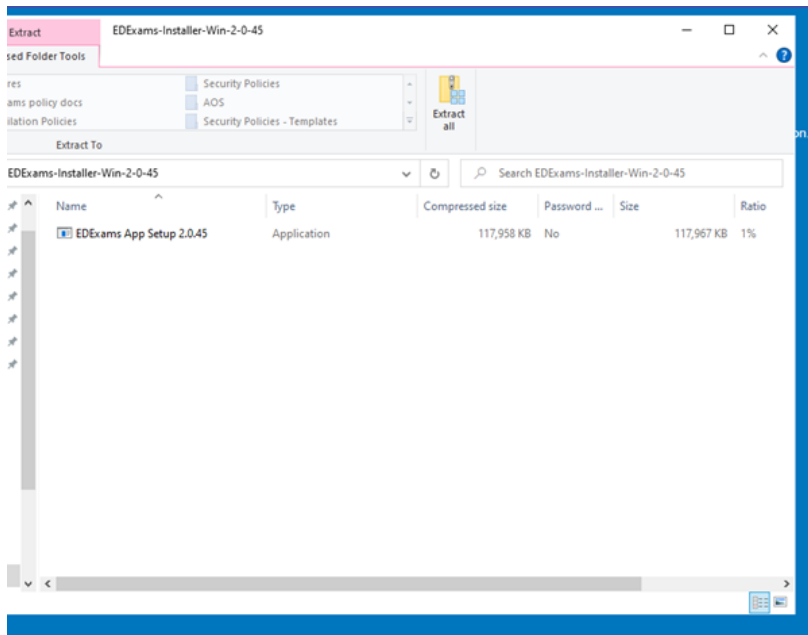


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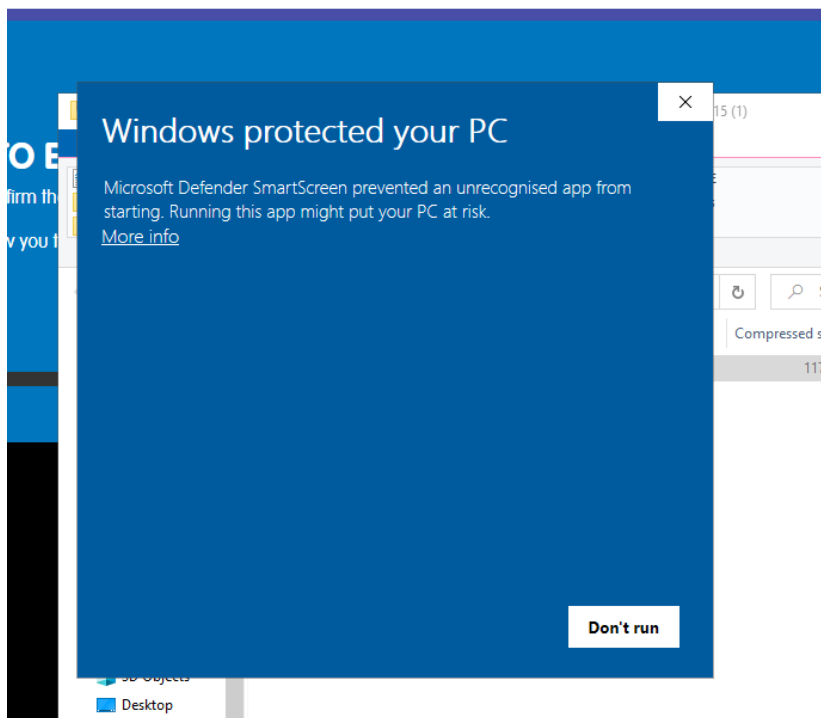
Phone - 01909 384 090.

Please be aware that our technical support agents are only permitted to work on the edexams app itself, if any changes are required on your computer (e.g. computer settings, anti-virus software etc.) we can only advise you on how to do this we cannot do this for you.

5. Please double click EDExams App setup (do **not** double click the file more than once or this will cause an error message to appear, the file will download in the background).



6. Please click More info.

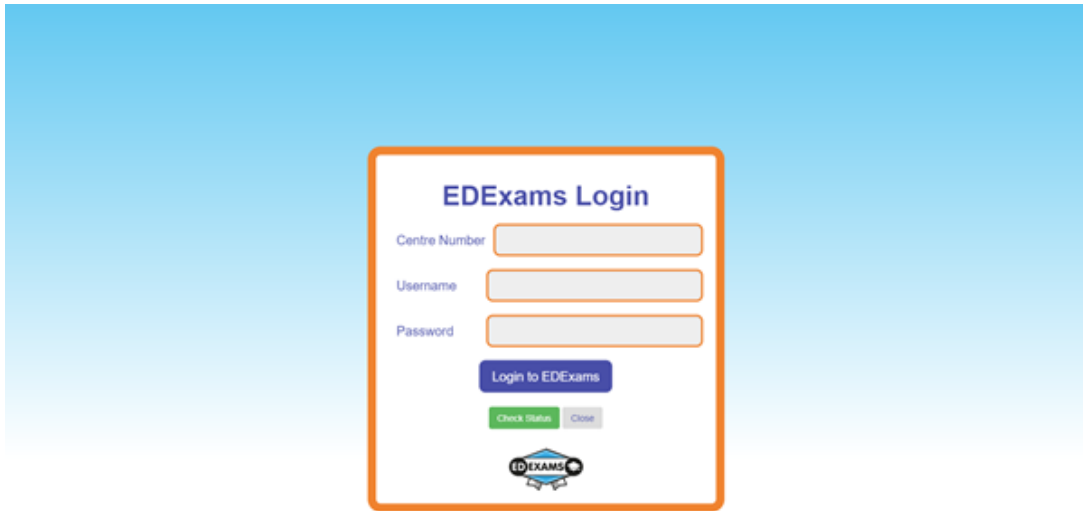


7. Click Run Anyway and the app will begin to download. Once downloaded, the app will open and you will be at the login page.

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8. Click the Check Status Button

1. Check Status Step 1 – Select next to confirm you only have one screen available on your computer. Click Next Step.
2. Check Status Step 2 – Select Check Audio/Video. A live recording will appear to confirm your webcam is working. You will also get feedback from your microphone. Once happy your webcam is working please select Confirm Webcam, Mic & Speakers Working. Then Click Next Step.
3. Check Status Step 3 - Take a picture of a valid form of ID (e.g. Driving Licence or Passport), then confirm your ID picture.
4. Check Status Step 4 - Select run speed test on both upload and download. Once both speed tests have been completed, click save connection details and you will be redirected to the login page.

If you have any problems downloading the edexams app, please contact us as soon as possible so we can try and resolve this for you.

Raise a Technical Support Request - <https://assist.zoho.eu/client/edexams>

Live Chat - edexams.com

Email - mail@edexams.com

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Device specification

To successfully complete your exam using the EDEXams application, your device must comply with our specification below:

Windows PC

- Windows 10
- Working webcam
- Working microphone

Apple Macbook/iMac

- MacOS 11.3 (Big Sur) or higher
- Working webcam
- Working microphone

Webcam and Microphone

To check that your webcam is working, click [here](#).

To check that your microphone is working, click [here](#).

Internet Speed

During your exam, you will be live invigilated by our team of invigilators, which means that your wifi must be strong enough to keep a constant stream with our servers.

We require at least 3 MBPs for both upload and download speed.

To test your wifi speed, click [here](#).

Devices that Cannot be used:

- Mobile Phones
- iPads/Tablets
- Computers set in 'S' Mode
- Chromebooks/Notebooks/Thinkpads/Vivobooks/Surface Pro's etc. (these types of computers will still look like a typical laptop, not necessarily a tablet/small PC)
- PC's using more than one monitor

As the EDEXams app is designed to lockdown your PC whilst you sit your exam, there are some factors that could prevent you from sitting your exam:

- Security settings on your WIFI (this usually includes work servers)
- Security settings within the computer itself.
- Computers used for work purposes/provided by work/college/schools etc.
- Mobile hotspots (these cannot guarantee a consistent connection, which may cause your exam to stop midway)
- Remote desktops
- Admin restrictions
- High security anti-virus software.

If you have any queries or would like help downloading the edexams app, please contact us as soon as possible before your exam.

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