SYSTEMS REQUIREMENTS (for both ExamSoft and NBME exams)

The following laptop requirements are necessary for New Jersey Medical School

REQUIREMENTS	
Windows	**Mac OS**
- English OS versions of Windows 10 **Windows 10 RT and 10 S are NOT supported at this time.** 1.86 GHz Intel Core 2 Duo or equivalent processor or higher - RAM = 2 GB or higher - HD (needs at least 1 GB of free space) 13' screen or larger (Laptops) - Minimum screen resolution of 1024x768 is required with a 32 bit color setting - Virtual machines & applications are not allowed - Surface Pro is allowed (non-pro Surface devices are not allowed) - Tablets are not allowed; nor Chromebooks, netbooks, etc. - For on-site support, a working USB port is required (newer devices may require an adaptor)	- Mac OS X version v10.11 (El Capitan), v10.12 (Sierra), v10.13 (High Sierra), v10.14 (Mojave), v10.15 (Catalina) **Any server version of Mac OS is NOT supported** 1GHz Intel processor or higher - RAM = 2 GB or higher - HD (needs at least 1 GB of free space) 13' screen or larger (Laptops) - Minimum screen resolution of 1024x768 is required with a 32 bit color setting - Virtual machines & applications are not allowed - iPads/tablets are not allowed - For on-site support, a working USB port is required (newer devices may require an adaptor)
- Microsoft Edge, Internet Explorer - Chrome - Firefox - Do not use beta versions. Other browsers are not supported.	- Safari - Chrome - Firefox - Do not use beta versions. Other browsers are not supported.
Browser Settings - JavaScript Enabled - Cookies Enabled - CSS Enabled - Disable pop-up blockers	Browser Settings - JavaScript Enabled - Cookies Enabled - CSS Enabled - Disable pop-up blockers
Must have Administrator level account permissions.	
- Disable Toolbars, Adware or Spyware programs. They may adversely affect the computer's performance and cause delays in loading testing questions. - If you are using McAfee, you need to turn off Real-Time Scanning. - Turn off Windows updates or virus scanner updates to avoid interruptions during testing.	

WIRELESS

RU Health Sciences is the primary wireless network for NJMS however you can use either RU Health Sciences or RU Wireless Secure for electronic exams. Please make sure you can connect to both prior to an exam. See https://ruwireless.rutgers.edu/ruwireless-secure for more information. DO NOT USE RU Wireless.

EXAMSOFT EXAMPLIFY LINKS

Mac : https://examsoft.force.com/emcommunity/s/article/Examplify-Minimum-System-Requirements-for-Mac-OS-X

Version 15 (12/2019)

Windows: https://examsoft.force.com/emcommunity/s/article/Examplify-Minimum-System-Requirements-for-Windows

NBME COMPATIBILITY TESTING

Compatibility testing must be done 1 week prior to the shelf examination.

- **CLOSE ALL PROGRAMS**
    - ➢ Do not just minimize the programs. Make sure there are no programs running in the background. In particular, **make sure Dropbox is turned off/closed.**
    - ➢ **Mac users**: check your upper task bar as well as use the Activity Monitor to identify any non-OS programs that may be running in the background and close them. You can also use Command-Tab to cycle through any open programs any close them (except for Finder).
    - ➢ **Windows users**: check your lower task bar (in particular, the up arrow notification section) as well as use the Task Manager to identify any non-OS programs that may be running in the background and close them.
    - ➢ **Note**: the most common program(s) running in the background that will interfere with the exam software (SW) are those associated with the built-in cameras in laptops (camera, recoding, or image capture SW).

For Mac users - see the two images below. In most cases, Mac users will only have to turn off the 2nd one, Image Capture Extension. In rare cases, if you are having difficulty turning off Image Capture Extension, it is most likely because Preview is also running. Turn that off first, then you should be able to turn off the latter.
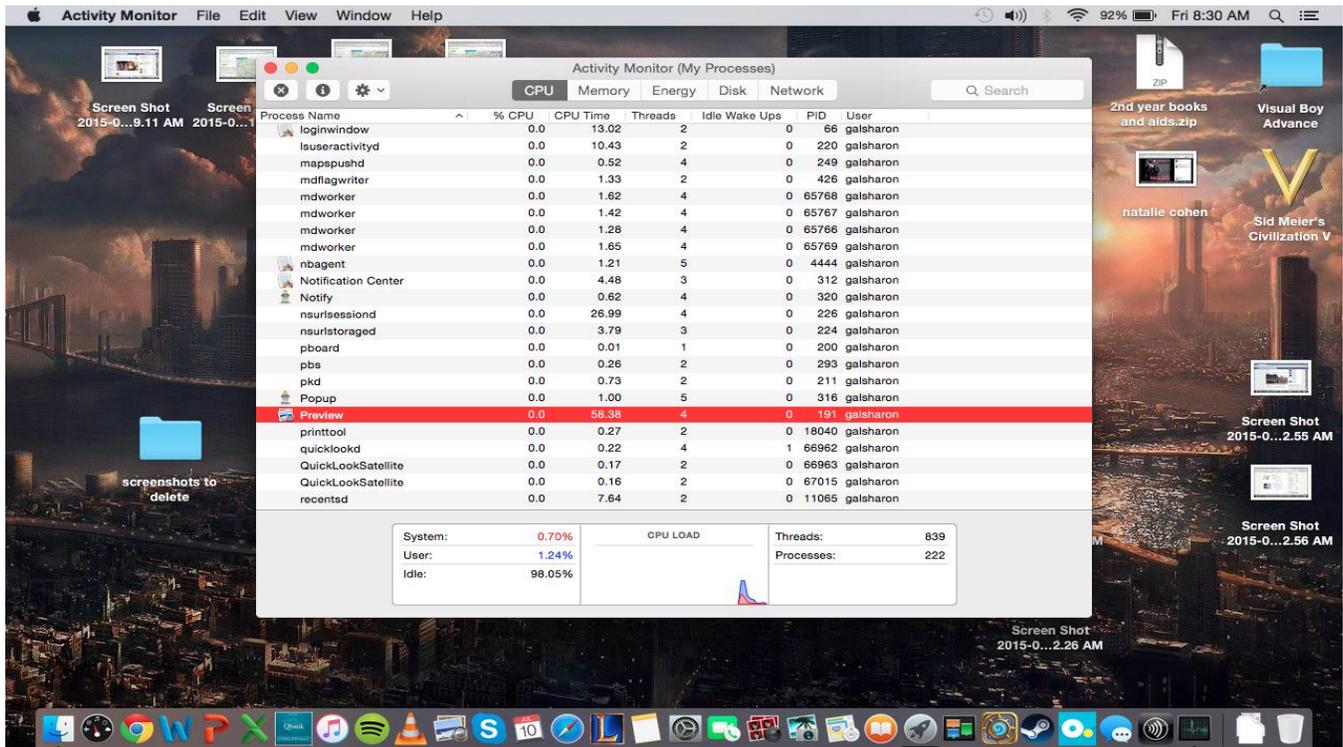

Please look at the red highlight in the above image called "Preview". This needs to be turned off first, then turn off the Image Capture Extension (see image below) before you can run the NBME software.
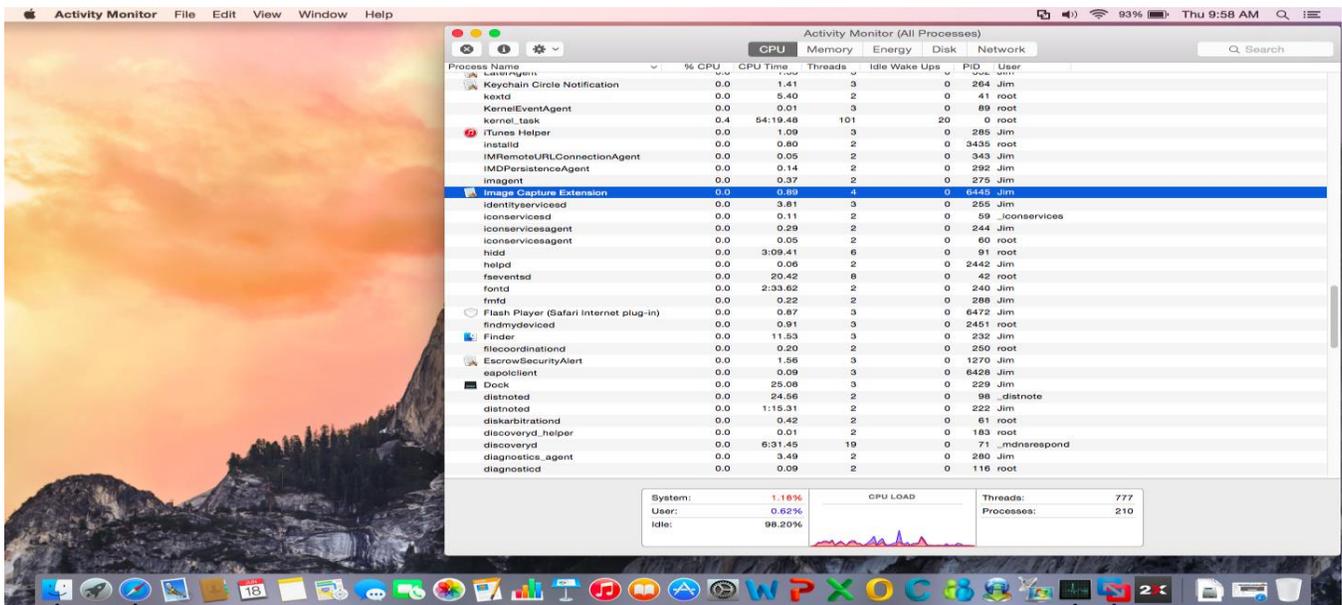
Please note, on the day of the exam, you will have to check to see if the program(s) in the above images are running and close them.

For Windows users (Lenovo laptop users ONLY): Lenovo Motion Control must be turned off. Open Task Manager (Ctrl-Alt-Del), click on Details tab, click on Descriptions tab which will sort alphabetically. Check for Lenovo Motion Control and close the programs associated with it by highlighting the program and End Task. Programs associated with Lenovo Motion Control include: PG_Service_Launcher.exe, PGService.exe, webcamsplitterserver.exe (see image below).
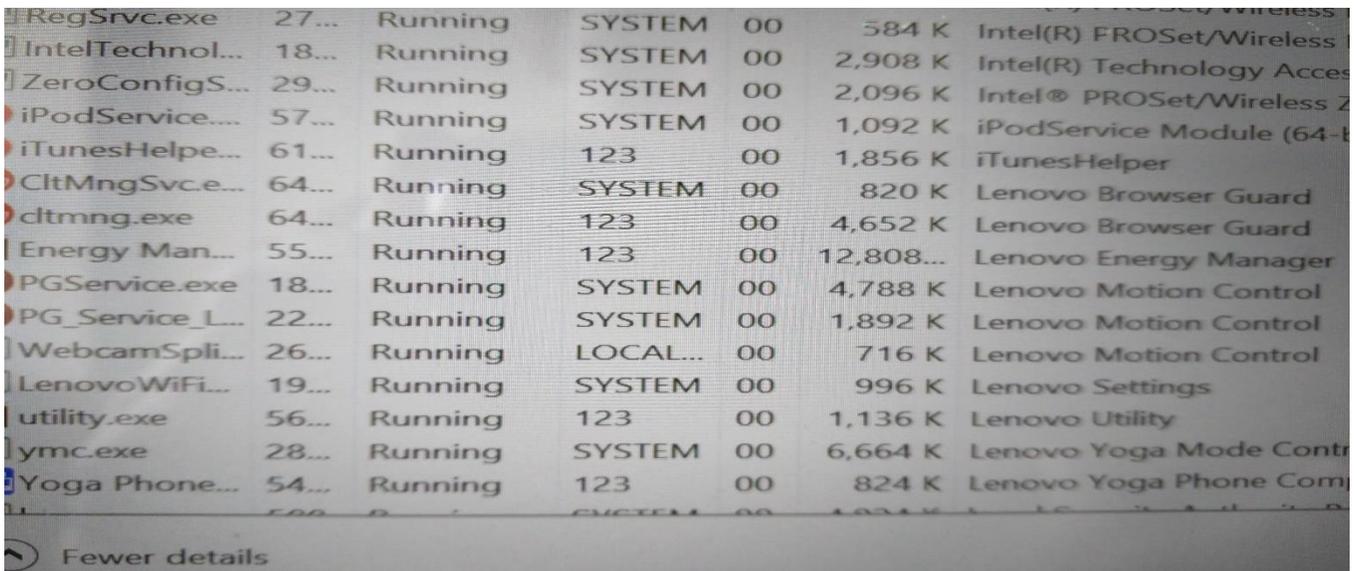
For all Windows users: In addition, a few other programs have been found to cause an issue with Windows laptops. They also can be searched for and turned off using the Task Manager, click on Details, click on Name to sort alphabetically. They include: camera.exe, vcamsvc.exe, vcamsvchlpr.exe, and **(seen frequently) YouCamService.exe.**

Please note, on the day of the exam, for whatever programs you needed to close to pass the compatibility test, you will have to check to see if they are running that day and close them.

Version 15 (12/2019)

- **DOWNLOAD THE EXAM SOFTWARE**
- **Mac users:** In order to download the exam, Mac users may have to change their default download security settings. To do this, go to Apple, System Preferences, Security & Privacy, click Lock icon to Make Changes, enter Mac password, check off Allow Apps Downloaded from anywhere, and confirm.
- **All users:**
  - ➤ Enter URL: http://wbt.nbme.org/exam
  - ➤ Check off "I have read …" and Continue.
  - ➤ Download the Secure Browser and then open, launch, run it.
  - ➤ Select the "Workstation Certification" icon, then "Examinee Personal Laptop Certification"
  - ➤ On the day of the exam, you would choose On Test Day, Start Exam

If you experience any difficulty, please email njmsts@njms.rutgers.edu to make arrangements to meet with a member of the NJMS Technology Support Staff.