Supported Platforms

Effective July 1, 2025

The ITS web-based architecture depends on the operating system and web browser for system configuration. It is compatible with Windows, Mac, iPads, Chromebooks, and Android tablets. Compatibility with other browsers and operating systems varies based on enabled features and software versions. While factors like processor speed, RAM, display settings, and Internet speed may impact user experience, they do not affect ITS system functionality. For program-specific details, contact your Program Manager.

Software	Minimum Version Requirements
Secure Browser/App • Proctored Testing	Windows 10[1] macOS Catalina 10.15.7 iPadOS 16 (on iPad 5th generation or newer, iPad Air 3 or newer, iPad Pro) Chrome OS Long-term Support (LTS)[2] Android 9 Pie (on tablets)
StartTest • Examinee Portal • At Home Testing • E-Commerce **Program Workshop** • Test Administration • Program Tools **Item Workshop** • Test Authoring	Google Chrome[3] Microsoft Edge[3] Mozilla Firefox[3] Apple Safari 15
ITS Remote Proctor • ProctorNow (was Bring Your Own Proctor) • Remote Observational	Google Chrome[3] Microsoft Edge[3] Apple Safari 15

[1] Minimum of Windows 10 April 2018 Update (version 1803, build 10.0.17134)
[2] Chromebooks capable of running Android apps are required for secure testing (most manufactured after 2019). Existing Chrome Web Apps for secure testing on Managed Chromebook will be discontinued and replaced with Android apps in 2025.
[3] Chrome, Edge, and Firefox support are limited to the current version plus one previous version due to forced automatic updates.

Additional Information:

This section details configuration information which will not affect the ITS architecture or systems but should be considered while designing your test(s).

Internet Connection: For best results, candidates and testing locations should use a broadband connection with a broadband/cable download speed of about 15+ Mbps and upload speed of 3+ Mbps. You can use the System Check to confirm your download and upload speed. Performance is typically driven by the size of the media (images, video, audio, voice recordings) in the test, including whether the remote proctoring system is being used. For those in remote areas with limited internet access, most tests will run fine on a dial-up modem for a single test taker. Institutions and testing centers are required to implement our network and firewall settings, which you can find below.

Wireless Connections: If candidates are using a wireless network (Wi-Fi) for testing, they should consult their local technical administrator to ensure their network adheres to best practices for wireless network design. The number of devices per access point should be less than the vendor's recommendation. In addition, we recommend wireless access points with a minimum of 802.11n capability using WPA2 encryption with a 100BASE-T uplink to the local area network. To reduce wireless network bottlenecks, use access points with 802.11ac capability with Gigabit uplink to the local area network. Nearby and "rogue" wireless networks, specifically those from mobile hotspot devices and smartphone tethering, will impact test performance.

Processor Speed and RAM: The system's processor speed and available memory have minimal impact on the actual appearance of the test, though, in terms of performance, items may take slightly longer to display with slower processors or machines with lower amounts of RAM.

Monitor Resolution: Tests can be delivered at any resolution. However, most tests are designed for resolutions of 1024x768 or better. For graphic intensive tests, it may be advantageous to require 1024x768 resolution or higher. Most computers support this resolution except for 7-inch tablets, which typically have a resolution of 1024x600.

Monitor Color Depth: The color depth refers to the number of colors that can be displayed simultaneously. Statistically, 97% of the users on our web sites have 16-bit color or greater. 8-bit color support is supported on 100% of the machines but may cause problems with graphics with complex shading.

Network Settings For Security Appliances:

The following recommendations apply to any proxy, firewall, content filter, or other security device or software that is setup on local machines and local networks. If your testing locations are part of a larger network such as a district, county, hospital, government campus, etc. please share this info with the appropriate parties at that location (such as a Network Administrator).Your testing locations should verify these setting in advance of testing to ensure a smooth experience on test day.

1) **Ensure the following ports are fully opened and can freely communicate:**
   a) http (80)
   b) https (443)

2) **Set these domains* to approved/allowed/unblocked and give them highest access and priority.** If your corporate firewall and/or access control devices are configured to allow only certain domains to be accessed from your network, ensure you are including the following domains.
   *.starttest.com
   *.starttest2.com
   *.programworkshop.com
   *.programworkshop2.com
   *.gettesting.com
   *.startpractice.com
   *.verifyreadiness.com

   OPTIONAL DOMAINS:
   *.starttestrp.com (only needed for ProctorNow remote proctor/BYOP)
   *.starttest.cn (only needed for regional server delivery: China)
   *.starttest2.cn (only needed for regional server delivery: China)

3) **Ensure that HTTPS Inspection is turned OFF.** This can be very resource intensive, as it decrypts and encrypts every packet. This setting may be turned on by default with many firewalls, so it is important to check before testing.

4) **Check to see if there are any cap limitations on your HTTP and HTTPS communications.** If either or both of those are capped at a certain limit of MBs, then that limitation could affect testing.

5) **Verify your DHCP Lease Time is set to at least 1 day.** If it is set to renew its lease sooner, it can add unnecessary network traffic. NOTE: We typically recommend setting it to 1 day, as opposed to 24 hours.

6) **Confirm "Do not save encrypted pages to disk" is NOT checked.** (Control Panel, Internet Options, Advanced tab)

7) **Ensure that any anti-virus, security programs, or other scans are not set to scan daily during testing times.** You do not have to completely disable auto-scan, but it would be beneficial to set it so it doesn't scan during testing.