

A Guide to the TestReach Desktop App for IT Departments

What is the TestReach Desktop App?

The TestReach Desktop App is an application that can be downloaded to a desktop or laptop to enable a candidate to take an exam on TestReach.

When opened, the TestReach Desktop App launches the TestReach Online website and it acts and behaves in the same way as if you were accessing the TestReach Online application using a standard internet browser.

Why is the TestReach Desktop App Required?

The TestReach Desktop App is used for two purposes

1. Remotely Invigilated Exam

A Remotely Invigilated Exam is an exam that the candidate takes while been monitored by our trained supervisors via their webcam, audio feed and screen share. The Desktop App facilitates these connections and ensures a smooth experience for the candidate.

2. Secure Online Exam

A Secure Online Exam is an exam that the candidate takes without being monitored, but they are “locked-in” to the application from the time they launch the exam until the time they complete it. This prevents them from, for example, opening up a web browser and googling the answers while they take the exam.

Benefits of using the TestReach Desktop App

For our exam delivery with remote proctoring, the TestReach application provides a more robust and reliable exam experience for professional examinations than exams in a browser window.

While we call it an “application”, it is effectively a wrapped browser (i.e. a mini version of Chrome wrapped in an application). This is important because it means that the download does not change any registry settings on the machine and no administrative permissions are required to download it - so even if you are using the machine temporarily, or it is a shared machine or a work machine, it can be downloaded. The reasons why we take this approach are listed below:

- The wrapped-browser application maintains a steady heartbeat between the TestReach server and the candidate computer which has a ‘smoothing’ effect, so that Internet fluctuations don’t negatively impact on the candidate exam experience.
- If the Internet does go down completely, the application is saving data (every time a question change happens or every 2 minutes) so no exam data is lost and it is easy to resume the candidate back into their exam.

- In a browser window, it is very easy for a candidate to accidentally close the exam and lose data, or to navigate to other browser windows or apps during the exam. In the application, secure computer lockdown can be switched on, which means that during the exam, candidates cannot navigate to other applications or browser windows (this is optional and can be switched off if not required).

What are the System Requirements?

The TestReach Desktop App will run on any PC running Windows 7+ or a Mac running OS 10.10+

It requires a minimum computer specification of Intel Core i3 (or equivalent) and 4GB RAM. It is also advised that the candidate uses a screen size of at least 13" and a resolution of 1024 x 768.

Are there any Security Concerns?

The TestReach Desktop App is very robust, safe to run and has been rolled out across the globe in government, EU organisations, professional bodies, corporations, etc. without any negative reports.

Once the exam is completed, the TestReach App can be closed by clicking the <Exit> button and has no notification service or any other configuration that runs while the App is not opened.

When opened it only connects to standard http and https websites through the standard Ports 80 and 443.

For those organisations requiring whitelisted IP addresses, the URL access points are as follows:

testreach.com

learnosity.com zendesk.com

dof8gyq4yceq.cloudfront.net

54.163.229.157 via TCP/UDP 3478

**For further information please see <https://www.testreach.com/candidate-download.html>
or email customersupport@testreach.com or call Technical Support on UK: +44 (0)20 347 586 85 / IE:
+353 (0)1 699 1385**

View a candidate support video for remotely invigilated exams here:

<https://www.testreach.com/787833.html>