Knowsys
Educational Services

Technical Requirements for Online IAR and IAR 8/9 Testing

Approved Devices include:
- Mac or Windows laptop or desktop
- Have 1 extra computer available for every 12 students testing in case technical issues.
- iPad (works for student testing but not for Admin login)
- School-managed Chromebook
- Minimum recommended screen resolution is 1024 x 768 in 16-bit color.

Internet Connection & Settings:
- A reliable and stable internet connection with a speed of 3 Mbps upload and download is needed.
- An updated version of Google Chrome (50+) is recommended. The newest versions of Safari and Firefox can also be used.
- Do not use Microsoft Edge.
- Pop-up blockers must be either off or disabled.
- Students should have devices with fully-charged batteries and access to power to keep their devices charged throughout the tests. The maximum standard testing time is 2 hours and 25 minutes including sign-in, survey, break, and testing. Students testing with accommodations will likely be testing for longer times (up to 100% extra time).
- All programs other than the internet browser should be closed (not just minimized).
- Cookies should be enabled in the browser settings.
- Please disable Ghostery, uBlock, or any similar third party extensions or strict browser settings that would block the user's session from being captured.

The Testing URLs:
- Add these 2 URLs to allow internet traffic to and from Knowsys during the testing:
  - go.myknowsystest.com (student login)
  - admin.myknowsystest.com (admin login)
- Set these URLs at the root level using a wildcard.

Technical Support During Testing:
- Contact Knowsys via the WhatsApp app. Please have all proctors download this app to their smart phone. WhatsApp allows you to take and send photos, voice messages, and text messages. Let the representative know your name, district, school, and the issue. Take a photo or video of any issues that arise and send to +33 07 86 78 33 39.
- If scheduled with Knowsys in advance, Knowsys will have representatives available during the scheduled testing window.
- FullStory is embedded in the testing website to record each user's testing session. Disable any software or extensions that would prevent the session from being captured (including Ghostery, uBlock, or any similar third party extensions or strict browser settings). Knowsys uses FullStory to troubleshoot a test taker's session in real time.