Computer Health Check

If you're preparing to take an exam on MaxExam using a computer or laptop, run through our computer health check. This simple guide will help to ensure that nothing gets in the way of your exam.

Check your computer is running a supported version of Windows OS

To run the exam your desktop or laptop computer needs to be running a supported version of Windows OS (this DOES NOT include Windows running in S mode).

Check your Mac is running a supported version of macOS

To run the exam your Mac device needs to be running a supported version of macOS (10.12 Sierra + onwards).

Ensure there are no hardware problems with your machine

Hardware problems could be anything from a disconnected mouse to a faulty computer screen. If you think there's a possibility that a problem might crop up that could interrupt your exam, don't take the chance - get it fixed or use a different machine.

Plug your laptop into the mains

If using a laptop, plug it into the mains supply to reduce the risk of running out of power. Also ensure you have sufficient battery on the laptop before starting the exam in case there is a power outage.

Secure software for the management and delivery of online healthcare learning

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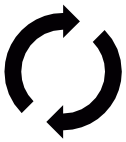

Check your computer has installed Windows updates

Microsoft release Windows updates at least once a month, but they could be at any time. If your computer doesn't have "automatic updating" enabled, then check for updates using this guide from Microsoft. To summarize:

- Go to Start menu
- Click "Settings" or "Control panel"
- Select "Update & Security", "Update & Recovery" or "Windows Update" (This will vary depending on your Windows version)
- Choose "Check for update

Check your Mac has installed the latest updates

- Go to “system preferences”
- Click “Software update”
- Install any updates that are required

Make sure your antivirus software is up to date

There are many different antivirus software packages but most packages will automatically update themselves. Read this guide from Microsoft to find out how to manually check that your antivirus software is up to date.

Check your firewall settings

If MaxExam is not a "recognised" or "trusted" program by your computer, your firewall settings may block the MaxExam Exam App. If you have any difficulty logging in or downloading the exam, we recommend that you turn your firewall off and then turn it back on again when you have completed the exam.

Close all background applications

Background applications such as Skype, Facebook or YouTube can slow your computer down during the exam. MaxExam locks down your computer when you start an exam, so make sure you have saved and closed any documents or applications you have open as you can’t access them during the exam.

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