Steps to Prepare your PC/Laptop for online assessment via Brightspace

BROWSERS

- Use a recommended browser.
- Ensure your browser is up-to-date
- Clear browser history before you start your assessment.
- Disable any add-ins/extensions in your browser.

chrome

The following options are all accessed via the '*Customize and control Google Chrome*' icon at the top-right of the screen:

How to check Chrome is up to date:

Select **Help** and **About Google Chrome**.
If updates are required, Chrome will download and update. Chrome needs to be relaunched after updates are installed. If Chrome is up to date, no further action required.

How to clear browser history in Chrome:

Select **History** and **History**
Select Clear Browsing Data. Ensure Time range shows All time and select Clear data.

How to Disable Ad Blockers in Chrome:

Select **More Tools** and **Extensions**
Remove or turn off AdBlock and any other blocking extensions.

Firefox

WINDOWS

How to check if Firefox is up-to-date:

Go to the **Help** menu and select **About Firefox**

How to clear browser history in Firefox:

Go to the **History** menu and select **Clear Recent History.** Make sure to select **Everything** in 'Time range to clear' and then click **Clear Now**

How to Disable Ad Blockers in Firefox:

Click the Tools menu and select **Add-ons**. Turn off any Ad-Blockers or extensions that are not required.

MAC

How to check Firefox is up to date:

Click on **Firefox** in the Menu bar at the top of the screen and select **About Firefox**. Click the **Update Now** button if it is shown. Firefox will quit and relaunch to complete the installation of the update. If it says, **Firefox is up to date** then the latest version is installed.

How to Clear Browser History in Firefox:

With Firefox as the active window, click on **History** in the Menu bar at the top of the screen and select **Clear Recent History**. In the **Time range to clear** dropdown, choose **Everything**. Select all of the check boxes under **History** and click **Clear Now**.

How to Disable Ad Blockers in Firefox:

With Firefox as the active window, click on **Tools** in the Menu bar at the top of the screen and select **Add-ons**. Click on **Extensions** on the left hand menu. **Remove** or **Disable** AdBlock and any other blocking extensions.

BROADBAND

Home Broadband Advice

Broadband networks will be under increased strain during this period where many of us will be working remotely. While Internet Service Providers (ISP) are doing what they can to provide as much capacity to cope with the increased usage, there are some things we can do to improve our home broadband coverage.

Note: These are general tips and recommendations for improving your home broadband but for technical support you should contact your ISP (Internet Service Provider) directly.

- If you connect via Wifi make sure you have a good strong signal. Try moving closer to your router if your signal is weak.
- Reboot your broadband router if your signal is weak.
- If possible, directly connecting to the internet router or access point via a wired cable will provide the best quality, especially for audio/video applications like Zoom.
- Be conscious of other devices using the home network at the same time. If overloaded this can affect overall coverage - Netflix, Streamed Radio etc.
- Be aware that when connected to a domestic broadband connection advertised speeds are often reduced at times of peak usage.
- Be aware of your broadband contract details and usage limits.

POWER

- Make sure your charger is connected and plugged in.