



Individual Requirements:

- PC/laptop with integrated camera and microphone. Users cannot take the exam on a mobile or tablet.
- The latest version of Google Chrome or Mozilla Firefox
- Allow microphone and camera access to mettl.com
- Permission to install a browser extension (administrative rights not required)

Network Requirements:

- ICEAA's Online Certification exam is hosted by Mercer|Mettl, a company based in India.
- If your network blocks all foreign IP addresses, the user will not be able to access ICEAA's online exam using your network. We will encourage the user to connect via another network.
- If your network blocks traffic but whitelists individual URLs, please add the following dynamic URLs to your whitelist:
 - mettl.com
 - tests.mettl.com
 - pr.mettl.com
 - static.mettl.com
 - chat.mettl.com
 - socket.mettl.com
- Each user will have access to the exam for a period of 24 hours from a provided exam date. If you want to temporarily whitelist the above URLs, they can be disabled again the day after their exam date

Known Challenges:

- If a user is accessing the internet via a VPN or other gateway that passes through your organization's secured network, they will need to disable it and connect directly
- Users may need to clear their browser cache after giving microphone/camera access to mettl.com