



Mac OS Troubleshooting Guide

Please use this document to help you troubleshoot any issues you may encounter with the Cat5 Secure Browser.

Internet Speed Requirement:

- Minimum Upload Speed: 1.5 Mbps (if only 1 device is used for the test)*
- Minimum Download Speed: 10 Mbps

Note:

If the student's computer is connected through WIFI and the test device is located far from the internet source, the tests may take longer to load test questions. It is recommended that students connect their computer directly to the internet source, or sit as close to it as possible.

Device System Requirements:

- Must be a 64-bit processor

How to check:

1. Click Apple icon (top left corner of the screen)
2. "About this Mac"
3. Overview

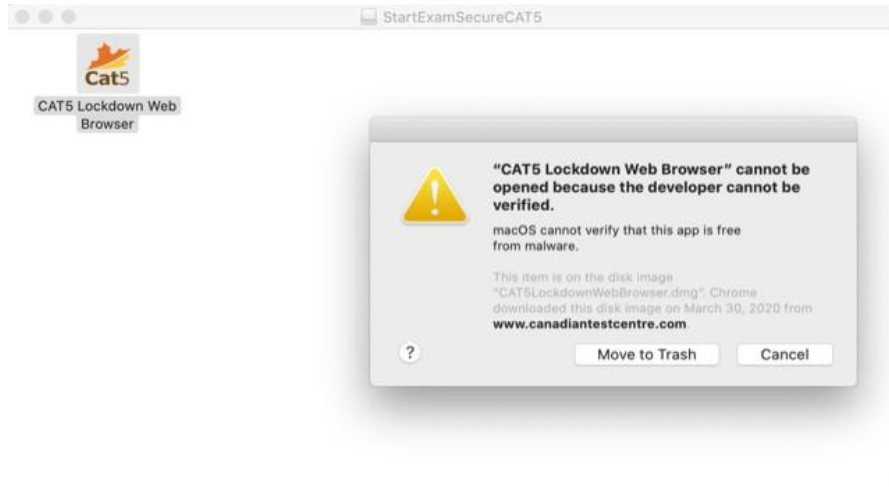
List of 64-bit Intel Processors for Mac:

Core 2 Duo, Dual-core Xeon, Quad-core Xeon, Core i3, Core i5, Core i



Trouble opening the Application

Sometimes, you may get a pop-up message after the download, like below:

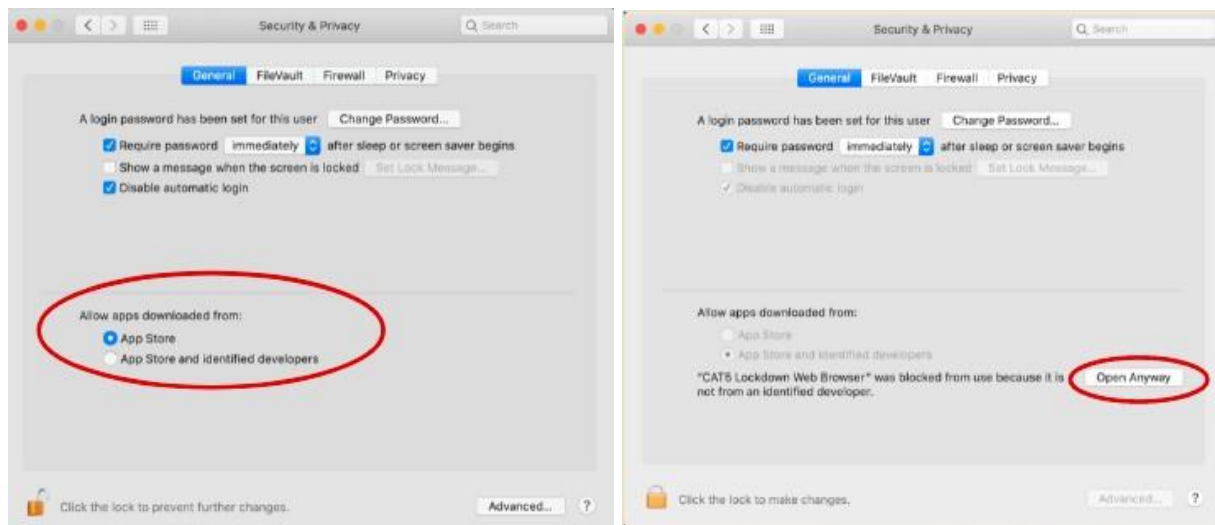


To solve this problem, follow these steps:

1. Settings
2. Security & Privacy > General tab
3. Under "Allow apps downloaded from"
4. Select App Store and identified developers

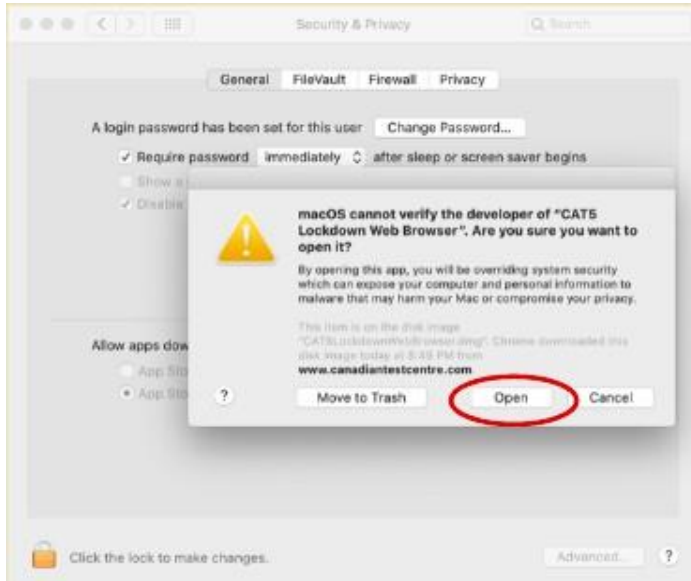
Note: In order to make changes to this security setting, you must click the lock (bottom left corner) and enter your MAC password first

5. Select "Open Anyway"

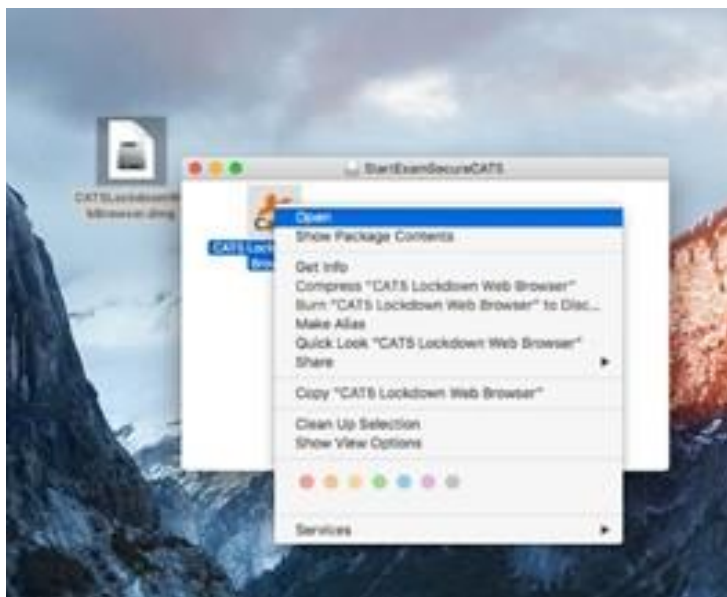




6. When a pop-up appears, select “open” again to open the application.



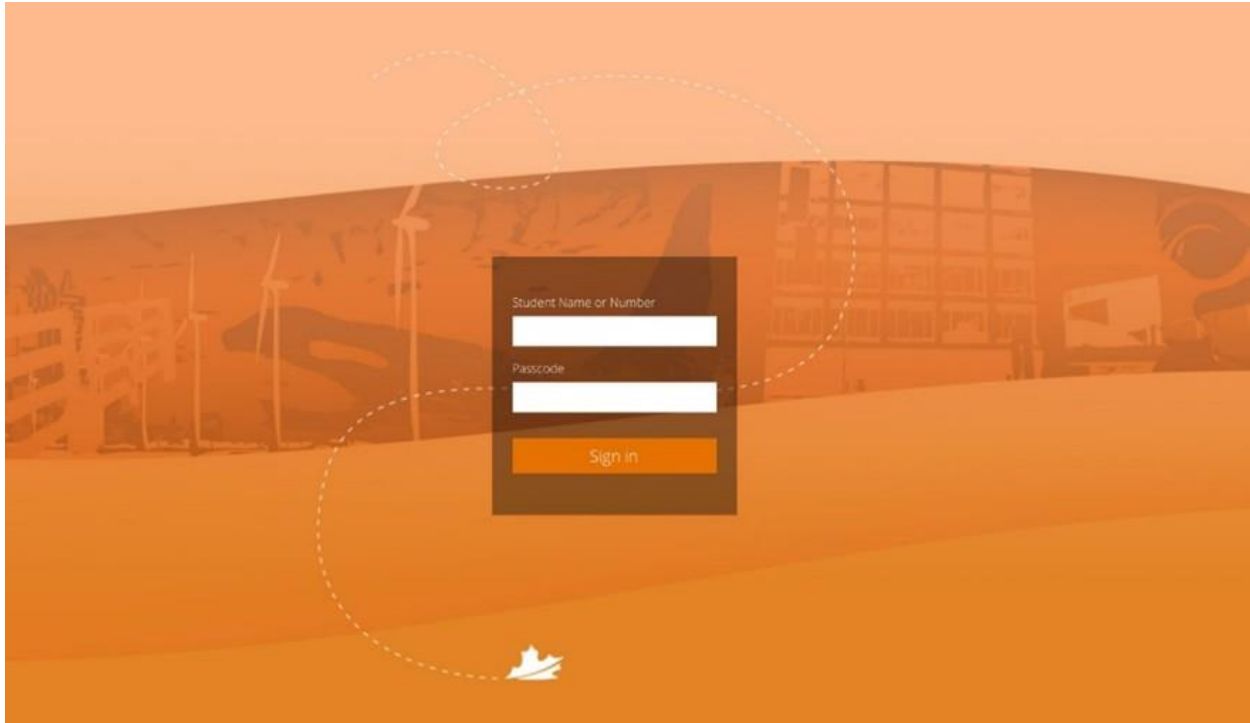
You may also try right-clicking the application and select “Open” from the drop down menu.





Successful Download of the CAT5 Secure Browser

When you click to open the application and you see the login page that looks like the screenshot below, then you have successfully downloaded the application.



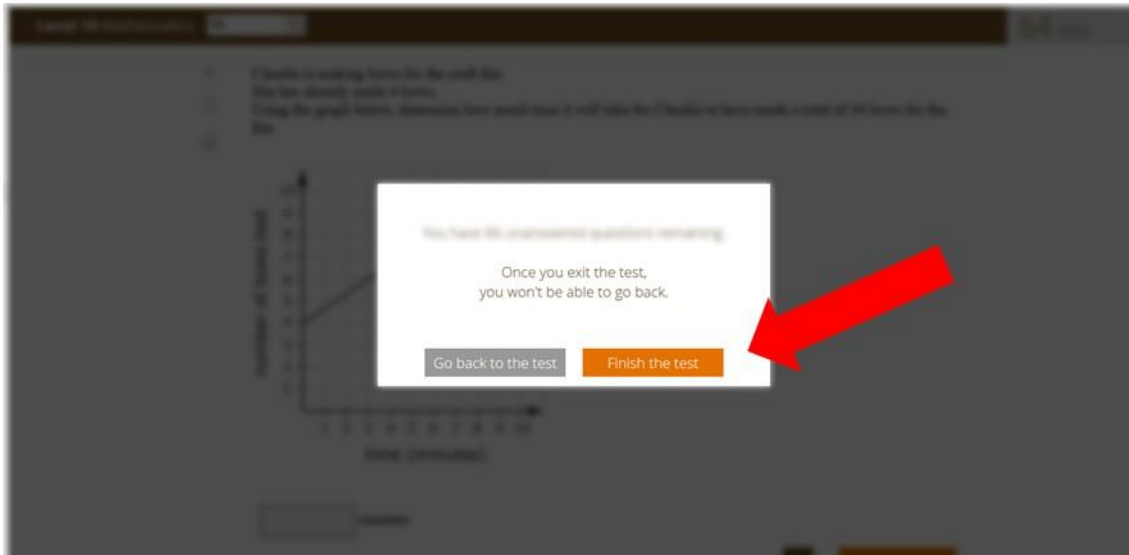
Reminders:

- Students will not get login information until it is time to do the test because logging in as a student will directly allow access to the test. To ensure test security, students will not be provided this information ahead of time.
- If students are asked to enter their Student Name, they must enter their first and last name, with a space in between.

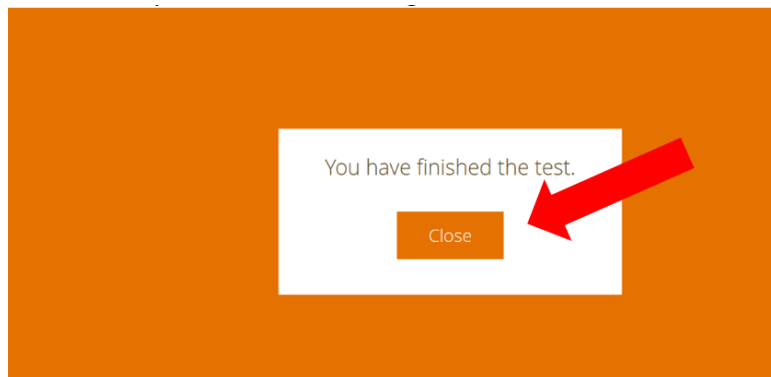


How to Submit a Test and How to Exit the Secure Browser

On the last question of the test, there will be an **orange “I’m Finished”** button, which students can click to submit their test. A pop-up warning like the screenshot below will appear to remind students if there are unanswered questions that this is their last chance to go back and answer them (if there is time left on the clock). But this also serves as a confirmation that students would like to submit their test. To submit the test, the student needs to click the **orange “Finish the test”** button.



Once the test is submitted, another button will appear on the screen. To exit the Cat5 secure browser, the student must click the **orange “Close”** button to access the computer again.



Reminder:

- When there is no time left on the countdown clock (the clock is found on the top right corner of the test page), the student's test will auto-submit all their answers that were saved up until that point. The student will be automatically logged out.