



QUICK GUIDE ON COMAT SYSTEM READINESS CHECK

Prior to any COMAT administration, system/computer readiness check should be conducted to verify that the computer hardware and software meet required specifications. The system check will provide a detailed report about the computer and the network. The report will guide test takers in addressing any system issues in advance, reducing technical issues during the examination administration and optimizing the test day experience.

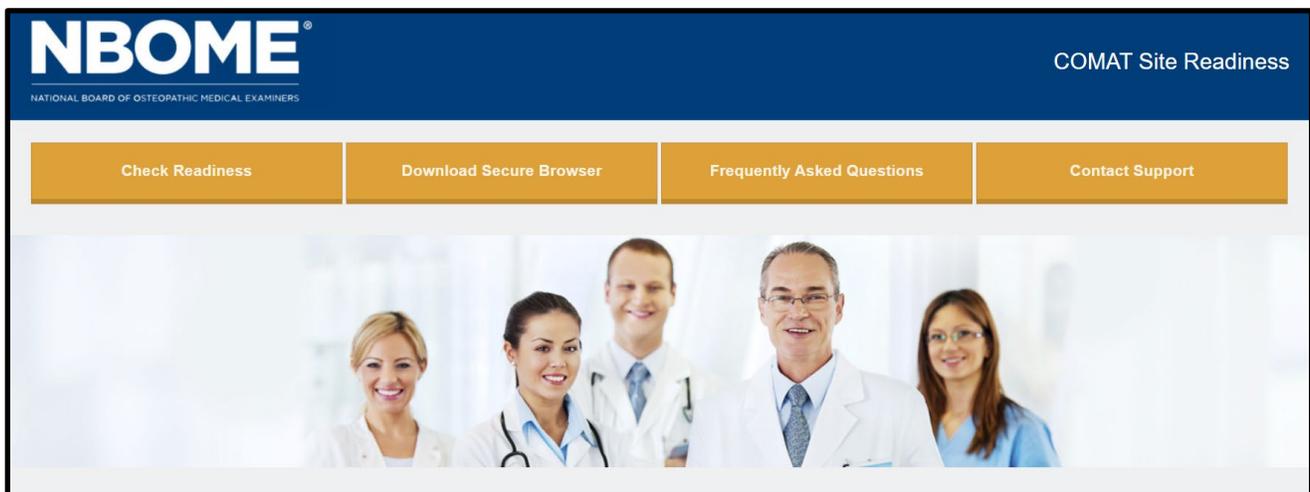
Effective July 1, 2025, the minimum requirements are as follows:

Windows: Windows 10+ and Microsoft Edge are required. The latest version of Windows products can be downloaded from the [Microsoft Download Center](#).

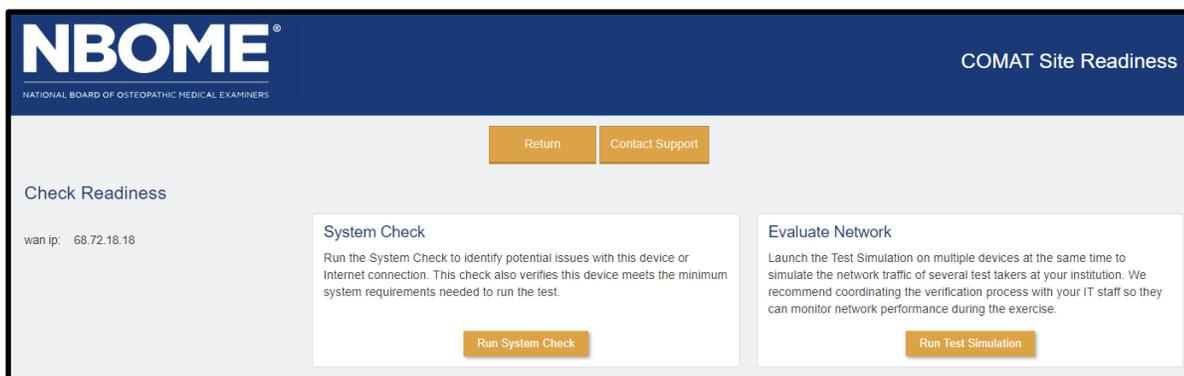
Mac: Mac OS Catalina 10.15.7 and Safari 15. Retiring support for Mac OS 10.14 and Safari 13 and 14. The latest version of Mac products can be downloaded from the [Mac Support site](#).

iPad: iOS 16 on iPad 5th generation or newer, iPad Air 3 or newer, iPad Pro (retiring support for iOS 15)

The system check can be accessed at <https://comat.starttest.com>.



I. Click "Check Readiness" and select "Run System Check"

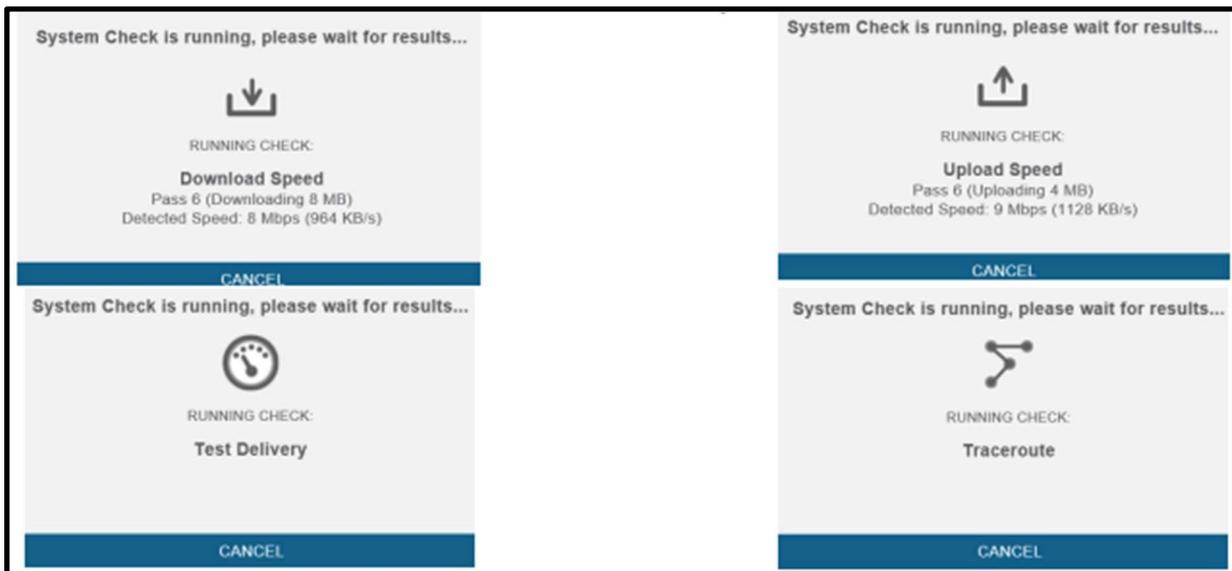


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- II. Enter "First and Last Name" that will be used to quickly locate the system check record should additional technical assistance is needed.

The screenshot shows the 'COMAT Site Readiness' interface. At the top right, the title 'COMAT Site Readiness' is displayed. Below the title are three orange buttons: 'View History', 'Return', and 'Contact Support'. A light blue box contains the following text: 'The System Check tests your device to make sure it meets the minimum requirements for test delivery. At the completion of the check, you will be provided with information regarding the specific device used and current internet connection information and possibly a list of potential issues that need to be corrected prior to testing.' Below this is the 'System Check Information' section, which includes instructions: 'Run the System Check on all devices used for testing. For best results, close any applications that may be running on this device as well as any additional browser windows or tabs that may be open.' There are two input fields: 'First and Last Name:' and 'Comments:'. A 'Run Check' button is located at the bottom of the form.

- III. The system will run checks on upload and download speed.



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- IV. A detailed report will be provided after the system check is completed. The report will provide information if the check detected issues that may affect the launch of the examination. It is recommended to conduct the system check at least a week before the administration and conduct a second one prior to launch on examination day.

Download
Run Again
View History
Return
Contact Support

System Check Results

This device meets all site requirements. A Secure Browser may be required for delivery of the operational test. If needed, be sure to install the Secure Browser on the device prior to the test.

Additional Information

Name	Margaret Wong
WAN IP Address	68.72.18.18
Data/Time of Report (Local)	05/17/2022 10:32:00 AM
Data/Time of Report (Server)	05/17/2022 10:34:33 AM
Country	US
Display Resolution	1600 x 1050
Display Colors	24 - bit
Browser	Chrome
Browser Version	101.0.0.0

Platform	Windows 10
Cookies	Supported
Compression	Supported
HTTP Latency	63 ms
User Agent String	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/101.0.0 Safari/537.36
System Language	en-US
Download Speed	35 Mbps (4213 KB/s)
Upload Speed	15 Mbps (1876 KB/s)

Traceroute	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr><th colspan="3">Traceroute Detail</th></tr> <tr><th>Hop#</th><th>Latency (in ms)</th><th>Router</th></tr> </thead> <tbody> <tr><td>1</td><td><1</td><td>206.108.12.58</td></tr> <tr><td>2</td><td>1</td><td>64.27.83.140</td></tr> <tr><td>3</td><td><1</td><td>br1-3.core1 and.databpe.net [54.27.83.62]</td></tr> <tr><td>4</td><td><1</td><td>10.25.11.107</td></tr> <tr><td>5</td><td>3</td><td>ae-0-0-15-2-400 nycoreny17.us.bb.gin.rft.net [157.236.64.13]</td></tr> <tr><td>6</td><td>3</td><td>r8-gw.r54ny.atl.net [192.205.32.225]</td></tr> <tr><td>7</td><td><1</td><td>r54ny21crs.ip.att.net [12.122.131.89]</td></tr> <tr><td>8</td><td><1</td><td>eg42crs.ip.att.net [12.122.2.237]</td></tr> <tr><td>9</td><td><1</td><td>clw406cls.ip.att.net [12.123.159.105]</td></tr> <tr><td>10</td><td>*</td><td>Timed out</td></tr> <tr><td>11</td><td><1</td><td>71.145.64.144</td></tr> <tr><td>12</td><td>*</td><td>Timed out</td></tr> <tr><td>13</td><td><1</td><td>71.151.41.95</td></tr> <tr><td>14</td><td><1</td><td>75.58.50.51 lightspeed.dcom.sbcglobal.net [75.58.36.51]</td></tr> <tr><td>15</td><td>25</td><td>68.72.18.18</td></tr> </tbody> </table> <p>Number of Hops: 15 hops Latency: 25 ms</p>	Traceroute Detail			Hop#	Latency (in ms)	Router	1	<1	206.108.12.58	2	1	64.27.83.140	3	<1	br1-3.core1 and.databpe.net [54.27.83.62]	4	<1	10.25.11.107	5	3	ae-0-0-15-2-400 nycoreny17.us.bb.gin.rft.net [157.236.64.13]	6	3	r8-gw.r54ny.atl.net [192.205.32.225]	7	<1	r54ny21crs.ip.att.net [12.122.131.89]	8	<1	eg42crs.ip.att.net [12.122.2.237]	9	<1	clw406cls.ip.att.net [12.123.159.105]	10	*	Timed out	11	<1	71.145.64.144	12	*	Timed out	13	<1	71.151.41.95	14	<1	75.58.50.51 lightspeed.dcom.sbcglobal.net [75.58.36.51]	15	25	68.72.18.18
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HTTP Protocol	HTTP/1.1
Mime Types	application/pdf, text/pdf
Number of Checks	14
Number of Checks Passed	14

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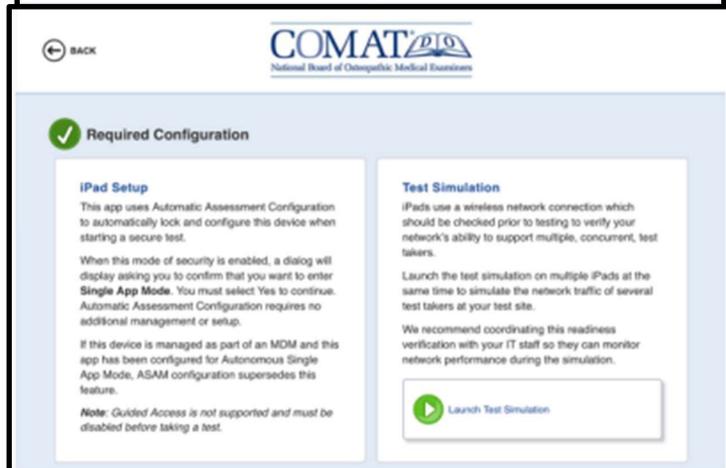
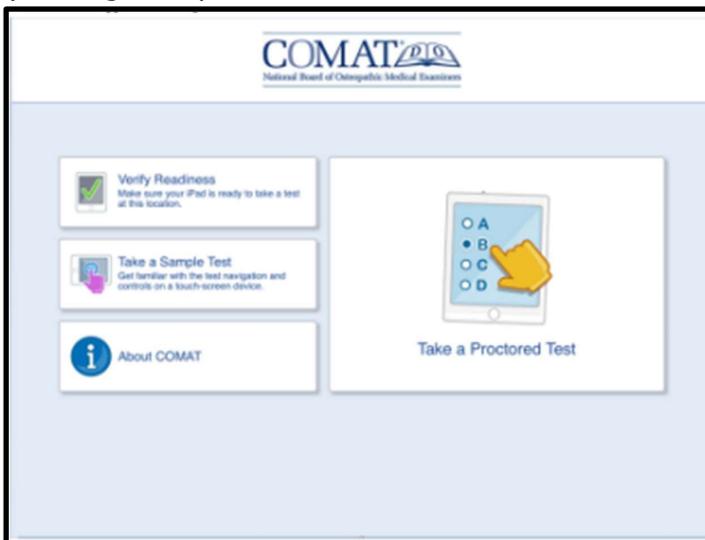
eCOMAT START INSTRUCTIONS

The Apple iPad COMAT platform was designed to mirror the desktop/laptop experience in every way possible once the examination has been launched. However, the process for downloading the secure browser for iPads differs from the other web base examinations. Below are the instructions on downloading the secure browser app, verifying readiness.

- I. Open the Apple App Store on the iPad and search for eCOMAT
- II. Download the free App.

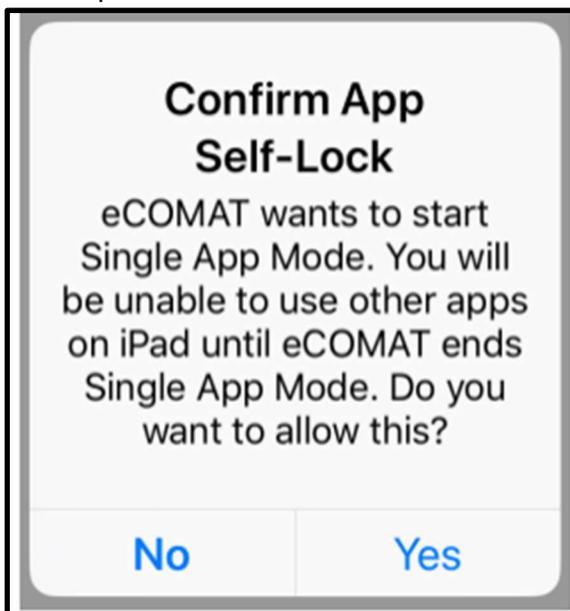


- III. Launch the App and view the Home page. From the Home page, verify the iPad is ready for testing by clicking "Verify Readiness."



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- I. To begin the examination, select "Take a Proctored Test" from the App Home page. The proctored tests requires Automatic Assessment Configuration to be enabled on the device.
 - a. Note from Apple Support: with assessment mode, Apps can disable certain hardware and software features to meet the requirements for a secure test environment and prevent a test taker from using other Apps and invalidating test results. Automatic Assessment Configuration is only supported for iPad 2 or up.
- II. When Automatic Assessment Configuration is enabled, a pop-up will appear to confirm the device is set up to "Single App Mode," which will disable the rotation feature. The screen will be locked in the landscape orientation.



Note: Users will still be able to "page left/right," meaning that user can still swipe left or right on the screen to move between questions. In addition, the keyboard will still be available during the examination for any area that requires the user to enter text. However, one key feature that is NOT available during the test is the battery icon, which is hidden from the user for the duration of the examination. Please ensure you have a charger plugged in.

WHO TO CALL FOR ASSISTANCE:

Technical issues or questions that arise during system readiness check and technical issues that arise during test launch and delivery	Issues that arise prior to launching the exam and issues with Proctor Code or Registration
ITS	NBOME
800-514-8494	866-479-6828
comatsupport@testsys.com	clientservices@nbome.org
7:00 AM – 7:00 PM CST	8:00 AM – 5:00 PM CST