

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 issue during the examination administration and optimizing the test day experience.

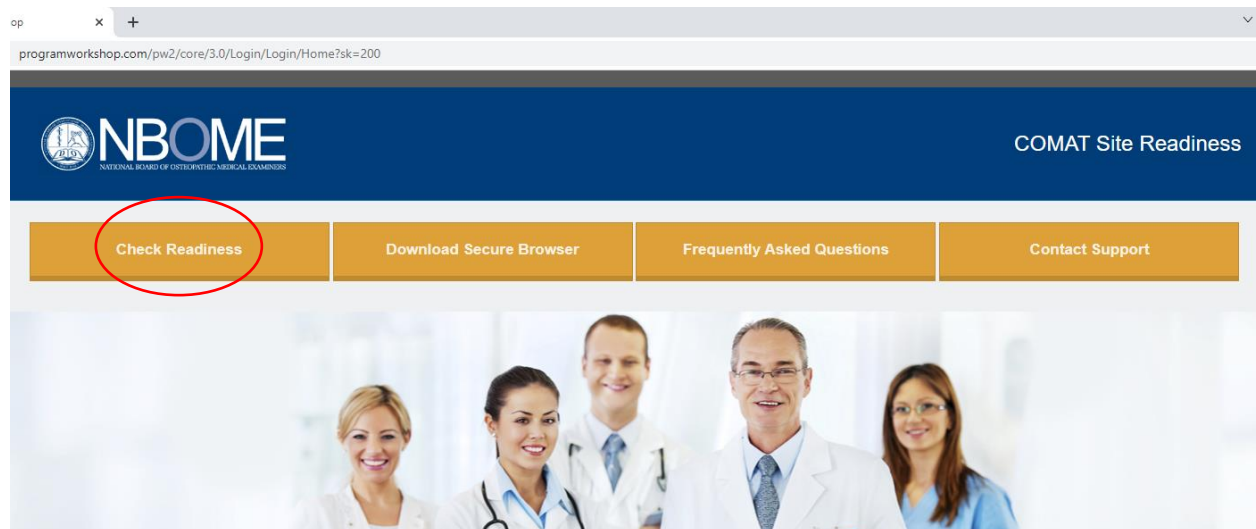
Effective July 1, 2022, the minimum requirements are as follow:

Windows: Windows 8.1+ and Microsoft Edge are required. The latest version of Windows products can be downloaded from the [Microsoft Download Center](#).

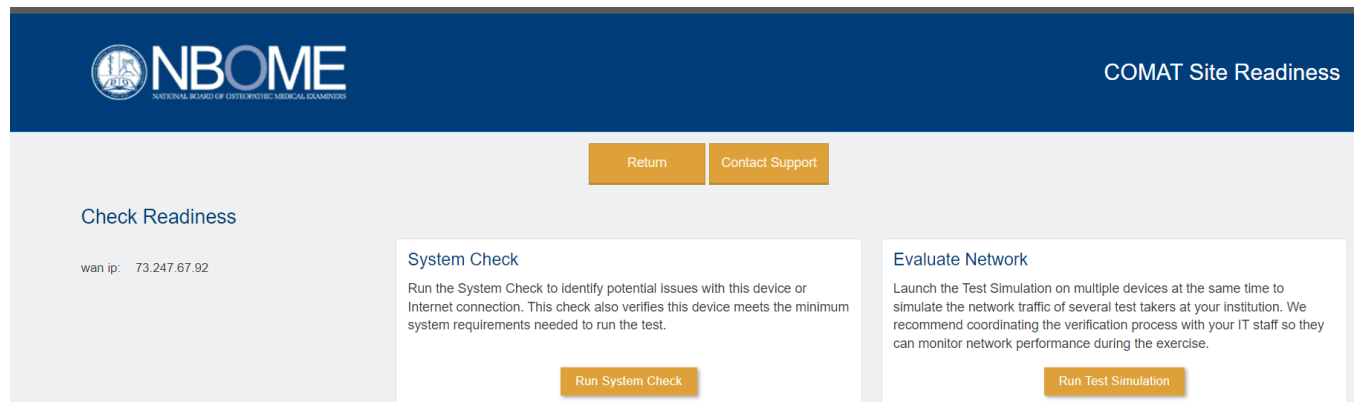
Mac: Mac OS Sierra 10.12 and Safari 11 or later is required. The latest version of Mac products can be downloaded from the [Mac Support](#) site.

iPad: iOS 13

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



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



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 in white on a dark blue background. Below the title, there 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 box is a white form titled 'System Check Information'. The form contains the following text: '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.' Below the text are two input fields: 'First and Last Name:' and 'Comments:'. At the bottom of the form is an orange 'Run Check' button.

The system will run checks on upload and download speed.

The first screenshot shows a 'System Check is running, please wait for results...' screen. It features a download icon and the text: 'RUNNING CHECK: Download Speed Pass 6 (Downloading 8 MB) Detected Speed: 8 Mbps (964 KB/s)'. Below the text is a blue 'CANCEL' button. The second screenshot shows a 'System Check is running, please wait for results...' screen. It features a test delivery icon and the text: 'RUNNING CHECK: Test Delivery'. Below the text is a blue 'CANCEL' button.

The first screenshot shows a 'System Check is running, please wait for results...' screen. It features an upload icon and the text: 'RUNNING CHECK: Upload Speed Pass 6 (Uploading 4 MB) Detected Speed: 9 Mbps (1128 KB/s)'. Below the text is a blue 'CANCEL' button. The second screenshot shows a 'System Check is running, please wait for results...' screen. It features a traceroute icon and the text: 'RUNNING CHECK: Traceroute'. Below the text is a blue 'CANCEL' button.

A detail 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.

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	66.72.18.18																																																
Date/Time of Report (Local)	05/17/2022 10:32:00 AM																																																
Date/Time of Report (Server)	05/17/2022 10:34:33 AM																																																
Country	US																																																
Display Resolution	1680 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/101.0.0.0 Safari/537.36																																																
System Language	en-US																																																
Download Speed	35 Mbps (4213 KB/s)																																																
Upload Speed	15 Mbps (1876 KB/s)																																																
Traceroute	<p>Traceroute Detail</p> <table border="1"> <thead> <tr><th>Hop#</th><th>Latency (in ms)</th><th>Router</th></tr> </thead> <tbody> <tr><td>1</td><td><1</td><td>206.188.12.58</td></tr> <tr><td>2</td><td>1</td><td>64.27.83.140</td></tr> <tr><td>3</td><td><1</td><td>1e1-3.core1.lax.datapipe.net [64.27.83.62]</td></tr> <tr><td>4</td><td><1</td><td>10.25.11.107</td></tr> <tr><td>5</td><td>3</td><td>1e-0-0-15-2-a00.nycrny17.us.bb.gn.net [157.238.64.13]</td></tr> <tr><td>6</td><td>3</td><td>n8-gw-r54ny.att.net [192.205.32.225]</td></tr> <tr><td>7</td><td><1</td><td>r54ny21crs.ip.att.net [12.122.131.86]</td></tr> <tr><td>8</td><td><1</td><td>egc22crs.ip.att.net [12.122.2.237]</td></tr> <tr><td>9</td><td><1</td><td>oai406ctc.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>75-58-30-51.lightspeed.cicri1.sbcglobal.net [75.58.30.51]</td></tr> <tr><td>15</td><td>25</td><td>66.72.18.18</td></tr> </tbody> </table> <p>Number of Hops: 15 hops Latency: 25 ms</p>	Hop#	Latency (in ms)	Router	1	<1	206.188.12.58	2	1	64.27.83.140	3	<1	1e1-3.core1.lax.datapipe.net [64.27.83.62]	4	<1	10.25.11.107	5	3	1e-0-0-15-2-a00.nycrny17.us.bb.gn.net [157.238.64.13]	6	3	n8-gw-r54ny.att.net [192.205.32.225]	7	<1	r54ny21crs.ip.att.net [12.122.131.86]	8	<1	egc22crs.ip.att.net [12.122.2.237]	9	<1	oai406ctc.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	75-58-30-51.lightspeed.cicri1.sbcglobal.net [75.58.30.51]	15	25	66.72.18.18
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HTTP Protocol	HTTP/1.1																																																
Mime Types	application/pdf, text/pdf																																																
Number of Checks	14																																																
Number of Checks Passed	14																																																

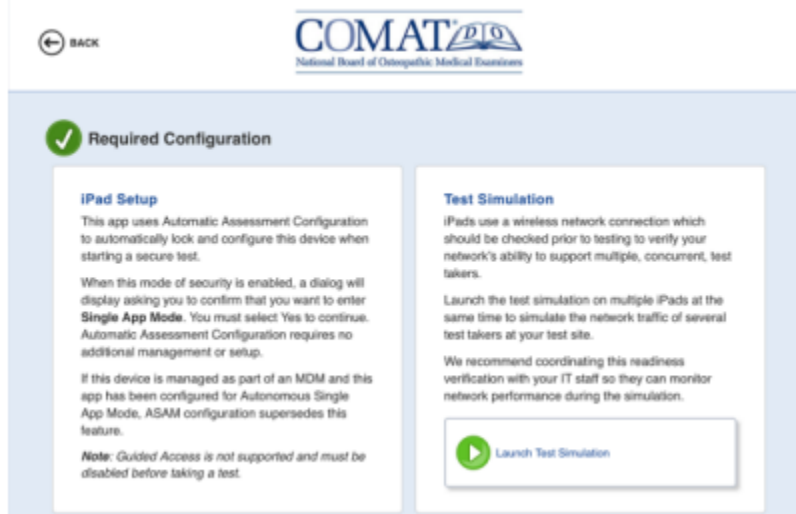
For iPad users, please follow the eCOMAT start guide below.

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.

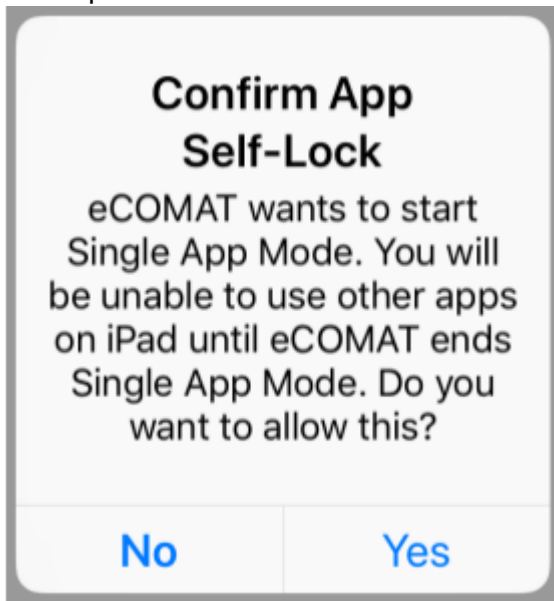
1. Open the Apple App Store on the iPad and search for eCOMAT



2. Download the free App
3. Launch the App and view the Home page. From the Home page, verify the iPad is ready for testing "Verify Readiness"



4. 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.
 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.
5. 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. We recommend all COMAT users to fully charge their device, or to have a charging cable on hand during the examination.

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