System Requirements

Connection speed

You should use a 56Kb, or faster, Internet connection to get the best experience.

Please use a 1Mb per second, or faster, Internet connection for video-based assessments.

Pop-up windows

Please disable any pop-up blocking software that may prevent the test from downloading, before attempting the tests. University or company networks may have restrictions in place so please check with your local systems administrator first.

Supported components are ones that we have thoroughly tested and certified for use with the assessment system. We strongly recommend you use one of the following:

Supported Internet browsers

- Internet Explorer Version 8.0 and higher
- Firefox Version 32 and higher
- Safari Version 5.1.10 and higher
- Google Chrome Version 37 and higher

Supported operating systems

- Apple Mac OS 10.x (up to Mac OS X v10.8 - Mountain Lion)
- Microsoft Windows 10, 8, 7, Vista, XP, Server 2003, 2000, NT4.0, Millennium Edition, 98, 95

Some of our assessments require you to have a display applet installed.

Supported display applets

- The latest version of Adobe Flash Player
- Active Scripting (or JavaScript)
- ActiveX Controls and Plug-ins
- Java Runtime Environment (virtual machine)
- Authorware Simulation Player (runs only on Internet Explorer browsers and with Microsoft Windows 7 or earlier)

Please note, most browsers, and their components, can be downloaded from the supplier's website for free.

Visit **https://service.shl.com/ba/index.cfm?sim=no&flash=yes&jvm=yes&bhcp=1** to check your settings now.

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System Checks

1. Enabling Cookies

SHL Talent Measurement assessment system uses cookies to store answers to our ability Tests. This is to ensure your responses will be saved in the event that you lose Internet Connection.

To enable your cookies, please follow the below steps:

Internet Explorer:
1) On your menu bar, click on Tools (if you do not see the menu bar, press and release the ALT key)

2) Click on Internet Options

3) Click on the Privacy tab in the pop-up window and click on Advanced

4) Select the box Override Automatic Cookie Handling and ensure that the First and Third Party Cookies are enabled

Please restart your browser and log in again.

Firefox:

1) On your menu bar, click on Tools (if you do not see the menu bar, press and release the ALT key)

2) Click on Options

3) Click on the Privacy tab

4) Under the History section select Use Custom Settings for History from the drop-down Menu

5) Make sure the box Accept Cookies from Sites is selected

Please restart the browser and log in again.

Google Chrome:

1) Go to the Settings icon (3 horizontal lines) and click Settings

2) Click on Show Advanced Settings at the bottom of the page

3) In the Privacy section, click Content Settings

4) Ensure the option Allow Local Data to be Set is selected

Please restart the browser and log in again.

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2. Allowing Pop ups

Some assessments run in a separate pop-up window. Pop-up blockers on your PC can prevent your test window from opening. Active pop-up blockers should be disabled. It may be useful to note that all modern browsers have a pop-up blocker pre-installed. This may also be the case with some anti-virus software packages and toolbars. Please read the manual that came with your anti-virus software to find out how you can temporarily disable your pop-up blockers.

Internet Explorer 8 and above:
1) On your menu bar, click on Tools (if you do not see the menu bar, press and release the
ALT key)

2) Click on Pop-up Blocker

3) Click Turn off Pop-up Blocker

Some toolbars contain hidden pop-up blockers. To temporarily disable these, follow the below instructions:

1) On your menu bar, click on View (if you do not see the menu bar, press and release the
ALT key)

2) Click on Toolbars

3) De-select additional active toolbars. (Do not de-select the Menu, Favourites, Command or
Status Bar.)

4) You may see the below message when you de-select a listed toolbar:

5) Select all boxes in the message and click Disable. You may need to go through this procedure for each toolbar you wish to disable.

Firefox:

1) Click on the Firefox button

2) Click on Options, then Options again

3) Go to the Content tab

4) Deselect Block Pop-up Windows

5) Click OK Page

Google Chrome:

1) Go to the Settings icon (3 horizontal lines) and click Settings

2) Scroll down and click on Show Advanced Settings...

3) Click Content Settings under Privacy

4) Scroll down to the Pop Ups section and choose Allow all sites to show pop-ups.

Safari (Mac only):

1) Click on Safari

2) Click on Preferences

3) Go to the Security tab

4) De-select Block pop-up windows

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Logging into your assessment:

If you have trouble logging into your assessment you can find help here:
https://support.shl.com/candidate?l=en_US&c=SHL_Support%3ACandidate_Help&p=&pt=&lg=&cg=

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