

FAQs - System Requirements To Take The Online Tests

When you access an assessment via SHL On Demand the computer you use needs to meet the following recommended system requirements:

Connection speed

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

For video based assessments please use a **1Mb per second** or faster Internet connection.

Pop-up windows

Before attempting the tests please disable any pop-up blocking software that may prevent the test from downloading. University or company networks may have restrictions in place so please check with your local Systems Administrator before attempting to alter PC/browser settings to take the test on a private network.

Supported components

Supported components are those that we have thoroughly tested and certified for use against SHL On Demand. We strongly recommend you to use one of the following browser and operating systems:

Supported Internet browsers

- Internet Explorer Version 9.0 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

Supported display applets

- The latest version of Adobe Flash Player
- Active Scripting (or JavaScript)
- ActiveX Controls and Plug-ins
- Java Runtime Environment (virtual machine)

To check compatibility of assessment system with the browser, you can also visit [CEB's SHL Browser Analyzer](#) page, which will check your settings and provide easy-to-follow instructions if a change is required

You may need to add SHL to your trusted sites to allow the assessment to download

When adding SHL to the trusted sites of your browser please ensure the box 'only allow server verification https' is unticked. Then add:

<http://ondemand.shl.com>

<http://myassessment.ondemand.shl.com>

<http://player.ondemand.shl.com>