COMAT

GUIDE

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QUICK GUIDE

COMAT SYSTEM READINESS CHECK

Prior to any COMAT administration, a 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, which will reduce technical issues during the examination administration and optimize the test day experience.

Effective July 1, 2024, 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 Mojave 10.14+ and Safari 13+ are required. The latest version of Mac products can be downloaded from the Mac Support site.
iPad: iOS 15 (retiring support for iOS 14)

The system check for Window and Mac users can be accessed at https://comat.starttest.com. See page 5 for iPad instructions.

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

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COMAT Site Readiness

Return   Contact Support

Check Readiness

wan ip: 68.72.18.18

System Check
Run the System Check to identify potential issues with this device or Internet connection. This check also verifies this device meets the minimum system requirements needed to run the test.

Run System Check

Evaluate Network
Launch the Test Simulation on multiple devices at the same time to simulate the network traffic of several test takers at your institution. We recommend coordinating the verification process with your IT staff so they can monitor network performance during the exercise.

Run Test Simulation

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

COMAT Site Readiness

View History   Return   Contact Support

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.

System Check Information
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.
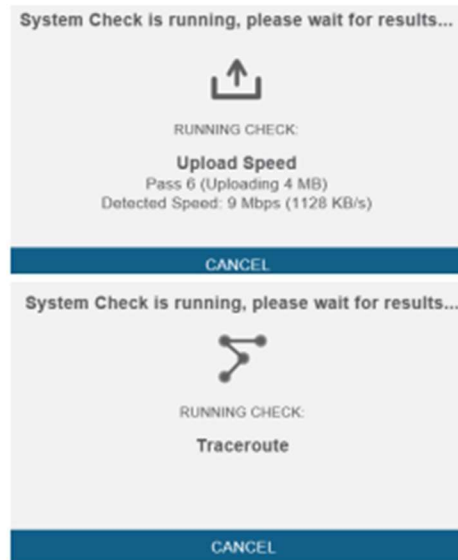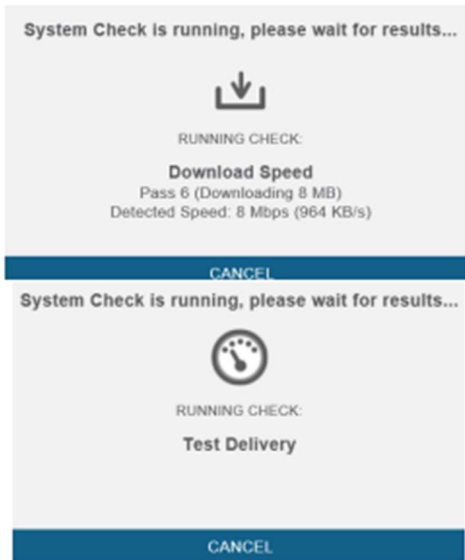
First and Last Name:

[   ]

Comments:

[   ]

Run Check

The system will run checks on upload and download speed.

System Check is running, please wait for results...

RUNNING CHECK:

Download Speed
Pass 6 (Downloading 8 MB)
Detected Speed: 8 Mbps (964 KB/s)

CANCEL

System Check is running, please wait for results...

RUNNING CHECK:

Test Delivery

CANCEL

System Check is running, please wait for results...

RUNNING CHECK:

Upload Speed
Pass 6 (Uploading 4 MB)
Detected Speed: 9 Mbps (1128 KB/s)

CANCEL

System Check is running, please wait for results...

RUNNING CHECK:

Traceroute

CANCEL

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 to conduct a second system check prior to launch on examination day.

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| 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
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	**Traceroute Detail**

Hop#	Latency(in ms)	Router
1	<1	206.188.12.58
2	1	64.27.83.140
3	<1	te1-3.core1.iad.datapipe.net [64.27.83.62]
4	<1	10.25.11.107
5	3	xe-0-0-15-2.a00.nycmny17.us.bb.gin.ntt.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	cgcl22crs.ip.att.net [12.122.2.237]
9	<1	cial406cts.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.cicril.sbcglobal.net [75.58.30.51]
15	25	68.72.18.18

Number of Hops: 15 hops
Latency: 25 ms

HTTP Protocol	HTTP/1.1
Mime Types	application/pdf, text/pdf
Number of Checks	14
Number of Checks Passed	14

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iPad User 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-based examinations. Below are the instructions for downloading the secure browser app and 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.
4. From the home page, verify the iPad is ready for testing by clicking "Verify Readiness."
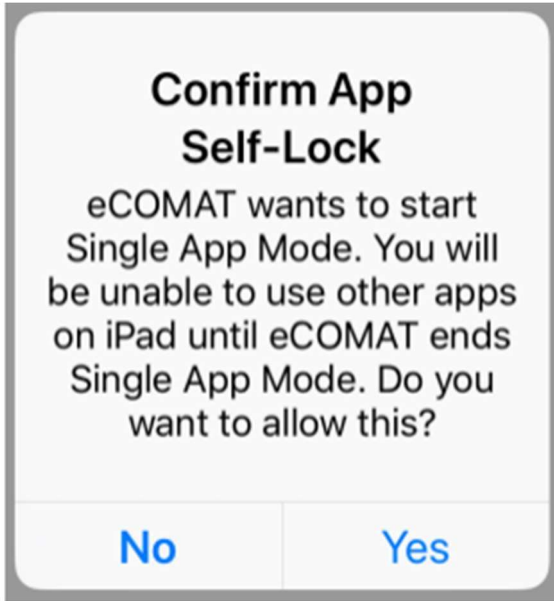

5. To begin the examination, select "Take a Proctored Test" from the app home page. The proctored test requires Automatic Assessment Configuration to be enabled on the device.

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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 higher.

6. 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.

Confirm App Self-Lock

eCOMAT wants to start Single App Mode. You will be unable to use other apps on iPad until eCOMAT ends Single App Mode. Do you want to allow this?

No   Yes

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

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