

PSI Bridge Secure Browser minimum specifications and installation guide (Qualifications 2022)

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Associated regulations and polices

ATLAS Cloud scheduling and invigilation guide (Qualifications 2022)
ATLAS Cloud troubleshooting guide for (Qualifications 2022)
Instructions for conducting AAT Computer Based Assessments (CBAs)

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1. Introduction

This guide contains all the information you need to support the installation of the PSI Bridge Secure Browser, which is used to deliver AAT's Qualifications 2022 assessments in conjunction with ATLAS Cloud.

You and your assessment centre's ICT teams should familiarise yourself with the information in this guide before installing the required software.

You will need to print this guide as you will not be able to have other applications open when you open the secure browser.

2. Scope and applicability

This user guide applies to all assessment centres involved in the delivery of live and practice Qualifications 2022 assessments, which will be administered on ATLAS Cloud and delivered via the PSI Bridge Secure Browser.

Failure to follow the guidance contained within this document may result in investigation and action being taken in line with AAT's *Malpractice/Maladministration policy* which can be found on the [Quality Assurance resources webpage](https://aat.org.uk/support/quality-assurance/resources) (aat.org.uk/support/quality-assurance/resources).

3. Purpose and objectives

The purpose of this document is to give AAT Approved assessment centre staff the relevant guidance and knowledge to install the PSI Bridge Secure Browser ahead of any assessments taking place.

4. Terms and definitions

PSI – the third-party supplier of the ATLAS Cloud (incorporating TCA and Candidate Catalogue) and the PSI Bridge Secure Browser software.

ATLAS Cloud – the name of the assessment platform product being used to administer and deliver Qualifications 2022 assessments.

TCA (Test Centre Administrator) - the location that assessment centre invigilators will use to schedule and invigilate assessments.

Candidate Catalogue – the location where candidates will log in to access their scheduled practice and live assessments.

PSI Bridge Secure Browser – a secure assessment platform driver used to deliver scheduled practice and live assessments.

Assessment centres – refers to AAT approved training providers and assessment venues.

5. Minimum and supporting specifications

5.1. Technical requirements for the PSI Bridge Secure Browser

Technology	Minimum and supporting specifications
Operating system	<p>Supported: Windows 10 and 11, Windows 10 and 11 Enterprise, MAC OS 10.14 and Higher</p> <p>Not supported: Chromebooks, iOS, Android, Tablets and mobile devices, and Linux.</p>
Screen resolution	1368 x 769 or higher
Bandwidth	Minimum: 1 Mbit/s per device
Supported browsers	PSI Bridge Secure Browser and Chrome (latest version)
Memory	Minimum: 8GB RAM
Free hard disk space	At least 2GB of available hard disk space throughout the duration of the assessment
CPU	<p>Minimum: Intel i3, i5, i7 or i9/ SSE4 compatible processor</p> <p>Minimum: 1.30 GHz – minimum 2 core / 4 thread</p>
<p>You are required to download and install the PSI Bridge Secure Browser on each computer that an assessment will be sat on, and check that each PC passes the Security Check when the secure browser is first opened</p>	

To access online practice assessments, TCA, and the Candidate Catalogue, all the above is required, except for the installation of the PSI Bridge Secure Browser.

TCA and the Candidate Catalogue should be accessed via the latest version of Chrome.

Scheduled assessments must also be accessed through the Candidate Catalogue via Chrome. Students must never try and login directly via the secure browser.

5.2 Additional requirements for assessments that contain InApplication question types

AAT's Level 3 Management Accounting Techniques (MATS) assessment contains an InApplication question type to allow access to Excel within the secure browser. To support this, the following requirements must also be met (this includes accessing the online practice assessment version of the assessment via AAT's Lifelong Learning Portal):

Technology	Minimum and supporting specifications
.NET	<p>.NET Framework v3.5 SP1, .NET Framework v4.x</p> <p>Notes:</p> <ul style="list-style-type: none"> If you have previously delivered MATS assessments using .NET Framework 3.5 and now choose to disable this in favour of using .NET Framework v4.x, you must re-install the PSI InApplication plug-in (see step 6.1 of section 6 below) on all machines.

	<ul style="list-style-type: none"> more than one version of .NET framework can be installed and enabled on the same device
Plugins	PSI InApplication plugin and Chrome plugin must be installed and enabled. See step 6.1 of section 6 below
Microsoft Office	<p>Supported: a supported and installed version (i.e., not cloud-based) of Windows Microsoft Office.</p> <p>On Excel, Macros <u>must</u> be enabled. If Macros are not enabled, students will not be able to complete the tasks in MATS that use the InApplication question type.</p> <p>Not supported: Mac Office</p>
These settings must be enabled on each computer where assessments will be taken. A failure to meet these requirements will prevent candidates from completing their assessment.	

5.3 Supporting specifications

5.3.1 Whitelisting for proxy servers, firewalls, and anti-virus

The following URLs must be whitelisted on the machine and added to the 'safe list' of any firewalls and anti-virus software (note the wildcard within the URLs for the first three bullet points):

- s3.eu-west-2.amazonaws.com/aat.nirvana-upload.apec.psiexams.com/* (wildcard to allow all paths after*)
- *psiexams.com (wildcard to allow all paths before *)
- *psionline.com (wildcard to allow all paths before *)
- aat.psionline.com
- sb-ssl.google.com
- prod-rpaas-exam-pdiddy-content.s3.us-west-2.amazonaws.com
- www.googletagmanager.com
- www.google-analytics.com
- obsp.sca1b.amazontrust.com
- e8asamb9w4.execute-api.eu-west-2.amazonaws.com
- obsp.sectigo.com
- jexcel.net
- js spreadsheet.com
- clientservices.googleapis.com
- optimizationguide-pa.googleapis.com
- All URLs and IP addresses on the following two links:
 - <https://www.twilio.com/docs/video/ip-addresses>
 - <https://faq.sably.com/if-i-need-to-whitelist-ably-servers-from-a-firewall-which-ports-ips-and-or-domains-should-i-add>

Please ensure all of these URLs are excluded from SSL decryption, if in use.

If proxy servers are used and/or for web filtering, the above URLs should also be added as exceptions. Proxies should also be configured to allow ASMX, ASPX, and ZIP file types.

If you are using web filtering, please ensure these URLs are not sandboxed by your web filtering solutions.

You must not use IP addresses to add exceptions, as these can change from time to time with no prior notice.

5.3.2 Firewalls

Firewalls should allow access to the ATLAS Cloud central server on port 443 - you may have to contact your managed service provider to do this.

5.3.3 Time zone

Please ensure each PC that the PSI Bridge Secure Browser is installed on is set up with the correct time zone settings for your location.

5.3.4 Shared networks / drives

As far as possible, machines used for live assessments must not be connected via a shared drive. Where they are, appropriate security should be in place to prevent candidates from accessing shared areas during an RPL assessment. This is to prevent the risk of a candidate accessing another candidate's work.

5.3.5 Virtual Private Network (VPNs)

VPNs are not supported. The PSI Bridge Secure Browser must be installed and accessed on each machine individually.

5.3.6 File retention

In the event of an assessment submission or technical issue, you may be asked to retrieve and send specific Secure Browser files from the machines used to deliver the assessments. This is crucial for assisting with the upload of assessment responses and investigations into the technical issues.

Files created within the Secure Browser directories listed below must be retained for up to two weeks from the assessment date, should they be required. Failure to do so will prevent AAT and our software provider from investigating technical issues and increase the risk of them reoccurring. It will also increase the chances of data loss occurring against any assessment submission issues. AAT's Centre Compliance team will follow up and investigate any instances where the requested files are not provided.

If you run deepfreeze software or have data deletion policies in place on the assessment machines, please ensure the Secure Browser directories are added as exclusions.

Secure Browser directories:

C:\Users\[EXAM USER]\AppData\Roaming\com.psiexams.psi-bridge-secure-browser\logs
C:\Users\[EXAM USER]\AppData\Roaming\PSI Bridge Secure Browser

5.3.7 Updates and virtual memory

Where possible, all windows updates must be scheduled to take place outside of assessment hours.

N.B. if the machine is switched off at the point of the scheduled time of the update, it may start when the PC is turned on, which could then interfere with a live assessment. Therefore, you must ensure that all updates are completed, and the PC rebooted prior to assessments starting.

Once an update has been taken, the PC should be shut down or rebooted.

PCs should also be shut down or rebooted on a regular basis so that the memory resources can be released and to allow Windows to have sufficient memory to run all applications.

Assessments can be disrupted by the secure browser shutting down unprompted if the above conditions are not met, as it can cause the virtual memory on the PC to run low or run out, which in turn will cause Windows to terminate programmes to free up virtual memory.

This is due to Windows resource management and memory utilisation, often caused by Windows not releasing the resources in a timely manner.

5.3.8 Applications and background processes

You must ensure that all non-essential applications, programs, and background processes are switched off prior to starting any test session. This is to ensure that they do not interfere with the operation and performance and the assessment delivery software.

This includes any standard or scheduled updates as well as disabling on-access scans.

The PSI Bridge Secure Browser should be the only running application during the assessment sitting unless Excel is required for the MATS assessment.

Running processes can be checked and ended via the Processes tab on the Task Manager window. This should be done prior to launching the PSI Bridge Secure Browser on any PC and ahead of running a test session.

Running applications and processes can use up the available memory and CPU usage required by the PSI Bridge Secure Browser to operate effectively.

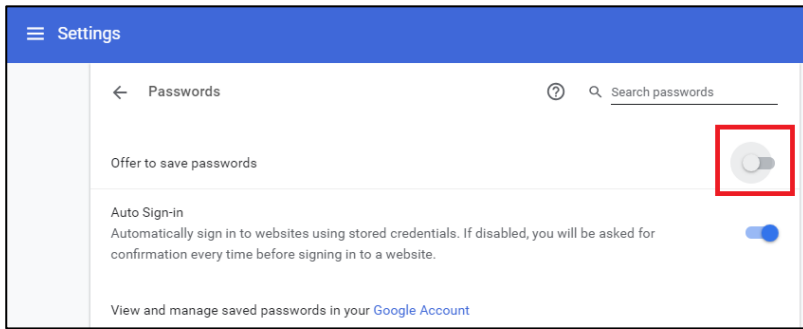
Where new applications are installed on a machine or where the image of the machine is updated, we recommend that the PSI Bridge Secure Browser is launched to ensure this does not conflict with the Security Check.

5.3.9 Switch off saving passwords in Chrome

Whilst not directly linked to the use of the secure browser, assessment centre staff and students will need to use their individual login details to access TCA and the Candidate Catalogue via Chrome. As such, login details will need to be kept secure so Chrome settings should be updated to prevent it from offering to save usernames and passwords.

To do this:

1. click the Chrome menu in the toolbar and choose **Settings**
2. click **Auto-fill** then **Passwords**
3. turn off **Offer to save passwords**

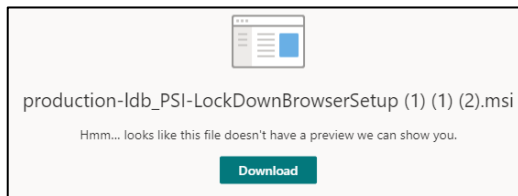


6. Installing the PSI Bridge Secure Browser

6.1 Installing on a Windows device

Step 1

[Click here](#) to access the link to install the latest version of the PSI Bridge secure browser on Windows devices. A page will appear showing the installer file. Click on the installer file and then click **Download**.



The installer will also allow your ICT team to run a silent install across multiple Windows devices. Your ICT team should follow their own processes to roll out and install the secure browser across multiple devices and **check each one via the guidance given in section 7.**

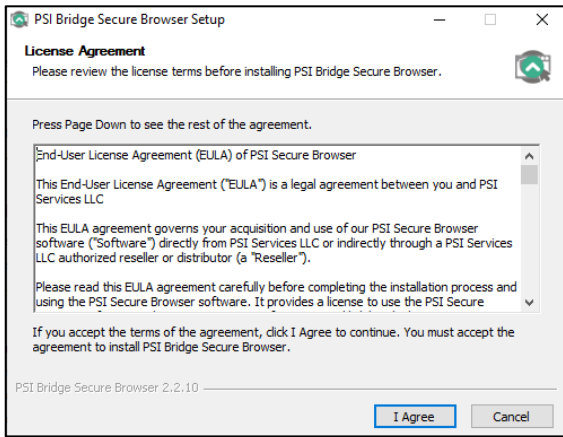
Step 2

Once downloaded, double click on the setup file in the Downloads folder. This will be a .msi file.

Name	Date modified	Type	Size
▼ Today (1)			
 production-ldb_PSI-LockDownBrowserSetup (2) (1).msi	26/07/2022 16:48	Windows Installer Pa...	305,004 KB

Step 3

This will launch a Licence Agreement in a pop-up window, after the guidance has been followed in section 7. This pop-up window will only appear for first time msi installs of Secure Browser or if the exe installer is being used. Click **I Agree** if you consent to the agreement and would like to proceed.

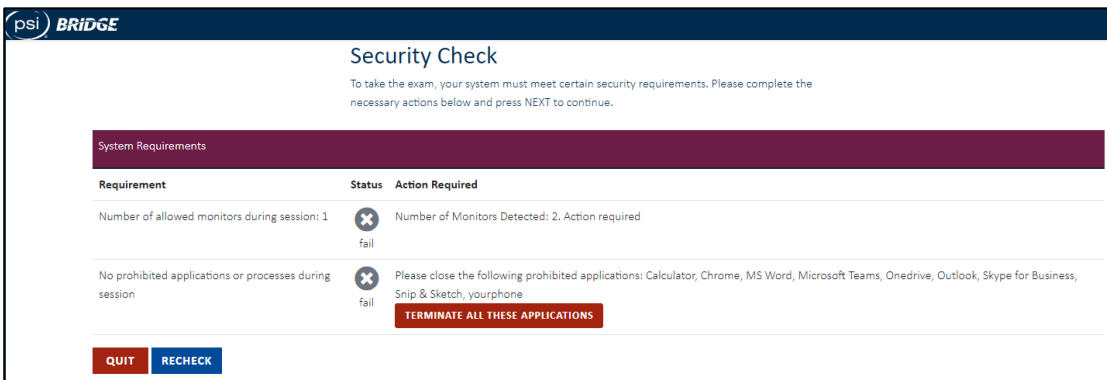


Step 4

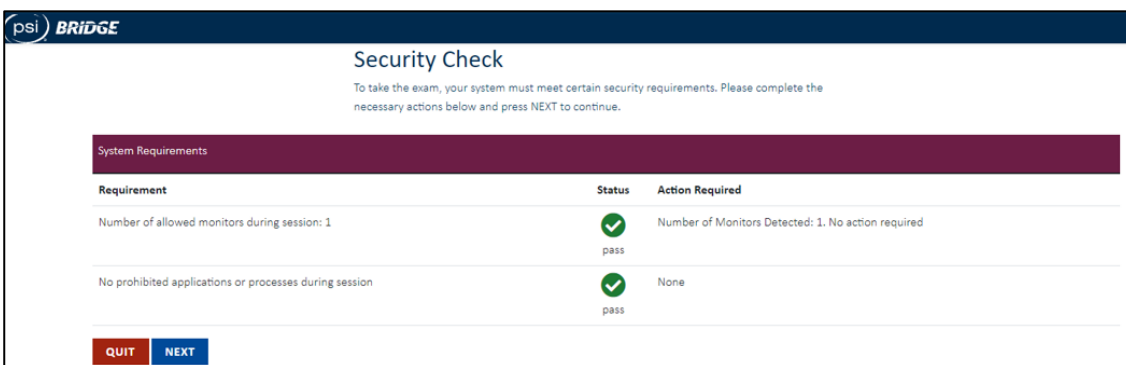
As per the following guidance in section 7, a loading bar will appear for a few seconds then disappear.

The PSI Bridge Secure Browser will then open on screen and go straight to the **Security Check** screen.

Ensure that both checks pass the requirements, and any flagged applications or processes are closed, as advised. You can close them all by clicking **Terminate all these applications**.



The Security Checks screen should then update to show both requirements have passed:



Either click **Quit** or **Next** to finish the installation process and checks.

If you click **Quit**, you'll be asked to enter a password to close the browser. Enter **Password@1** and click **OK**.

If you click **Next**, you'll then be taken to the ATLAS Cloud login screen. Do not login. Close the window and enter the above password.

A short cut **will not** be created on the desktop as students must **never** access their assessment directly from the secure browser. Apart of the requirements to test, as set out in section 7, the secure browser must always be accessed via the link to the assessment within Candidate Catalogue, which must be accessed via Chrome.

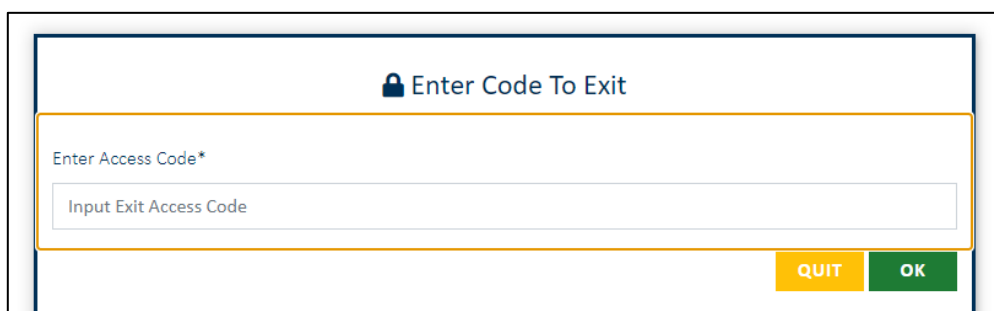
Step 4(a)

If, once you click **Terminate all these applications**, any applications are still being flagged, this may be because they have been installed / opened under an admin or ICT account on the PC.

You'll need to arrange for your ICT team to close / disable these applications and try again.

To do this:

1. make a list of the applications that remain open
2. close the PSI Bridge secure browser by clicking **File** then **Exit**
3. click **OK** to confirm exit
4. you will then be prompted on screen to enter a password, enter **Password@1** and click **OK**



5. log in to the computer as the admin or ICT account and close or uninstall the applications
6. log back in as a standard user and search for the PSI Bridge Secure Browser application from your taskbar (note, there will not be a desktop shortcut). Click on it to open
7. repeat the Security Checks.

You'll need to ensure that these can be closed ahead of hosting any assessments.

If any cannot be closed, please provide the following information to AAT (centre.support@aat.org.uk) with the details as we may need to arrange for these applications to be removed from PSI's 'blacklist' of applications. Please provide the following:

- Application name
- Process name (as appears in task manager)

Step 5

Repeat the above steps on **all** computers that will be used to sit assessments.

Step 6

Ahead of any planned sittings of the live or practice MATS assessment which contains the InApplication question type (including practice assessments and when accessed via the Self-Registration login), the following two plugins will need to be installed and enabled on Chrome:

1. The PSI InApplication plugin – <https://aat.psionline.com/phoenix/s/lw/PSIIAPlugin.msi>
2. Chrome plugin – <https://chrome.google.com/webstore/detail/leneiifcmnfminekdbgbfokdddlkhcep>

6.2 Installing on MacBooks

Step 1

Click here to access the link to install the latest version of the PSI Bridge secure browser on MacBooks. A page will appear showing the installer file. Click on the installer file and then click **Download**.



The installation steps will be similar to section 6.1 and should be followed to complete and test the installation.

The installer will also allow your ICT team to run a silent install across multiple MacBook devices. Your ICT team should follow their own processes to roll out and install the secure browser across multiple devices and check each one via the guidance given in section 7.

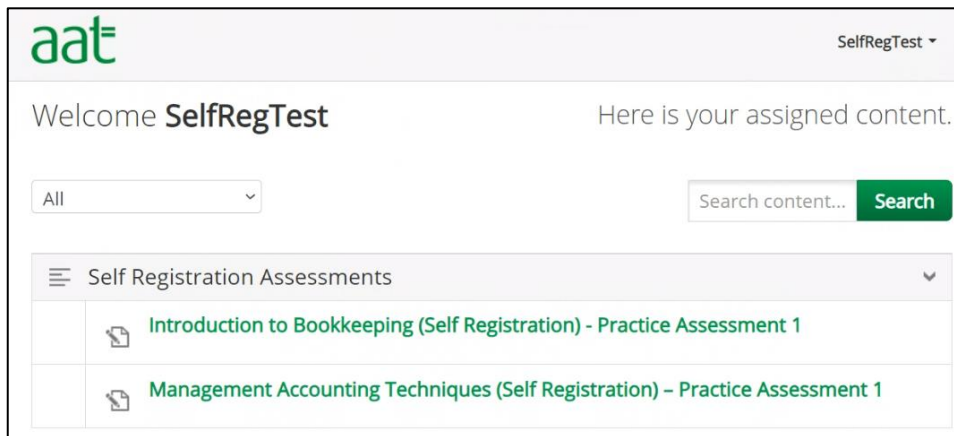
7. Sitting a practice assessment via the self-registration process

In addition to checking that the installation has passed the security checks, AAT strongly recommend that all assessment centre staff involved in the installation of the secure browser should sit a practice assessment via the PSI Bridge Secure Browser. Invigilation staff should also do this to ensure familiarity with the software.

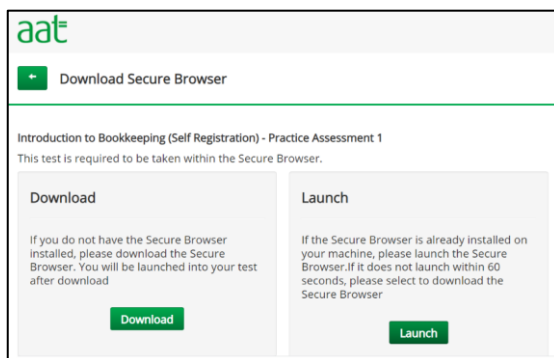
You will not be able to do this via a scheduled practice assessment as the scheduled student will need to log in to their ATLAS Cloud account to access it.

Instead, follow the below instructions:

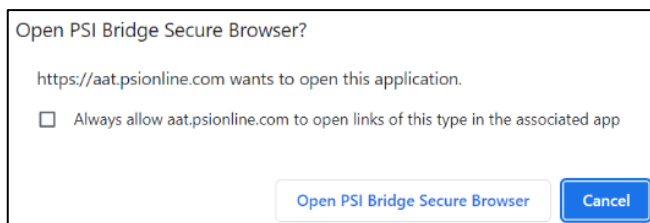
1. Access <https://aat.psionline.com/> via Chrome
2. on the login page, click **Self Registration**
3. in the **Activation Key** field, enter the following: **A-4ANKQ-G8KPR**
4. create a new **username** and **password** - you will not be able to use your current username, so please create a new, unique username (you will need to create a new username per PC). We recommend the use of email address as the username suffixed by a numerical value, if necessary, i.e., testuser@aat.org.uk001, testuser@aat.org.uk002 etc.
5. accept the system terms and conditions
6. select the relevant assessment from Candidate Catalogue page:



7. Click on the green **Launch** button:



8. On the pop up, click **Open PSI Bridge Secure Browser**



9. complete the Security and System Requirements to access the practice assessment
10. accept the assessment terms and conditions then sit the assessment. Navigate through and answer some tasks.
11. at the end of the assessment, ensure that you submit it and close the secure browser (click **File** then **Exit**) using the password **Password@1**. You'll also need to open Chrome and click Cancel on the option to restore closed windows (this will prevent Chrome from loading your signed in ATLAS Cloud account).

The Management Accounting: Techniques (MATS) practice assessment is also available to allow you to check that the relevant supporting specifications for the InApplication question type have also been applied.

Once you have clicked on the assessment, you should ensure that it launched and that Tasks 5 and 6 open, and the screen splits, i.e., task instructions appear on the left-hand side and the Microsoft excel workbook opens on the right-hand side. For students to interact with these tasks, macros **must** be enabled. You'll need to ensure that you are not clicked into a cell within the spreadsheet then click **Answer** in Atlas Cloud.

8. Uninstalling the PSI Bridge Secure Browser

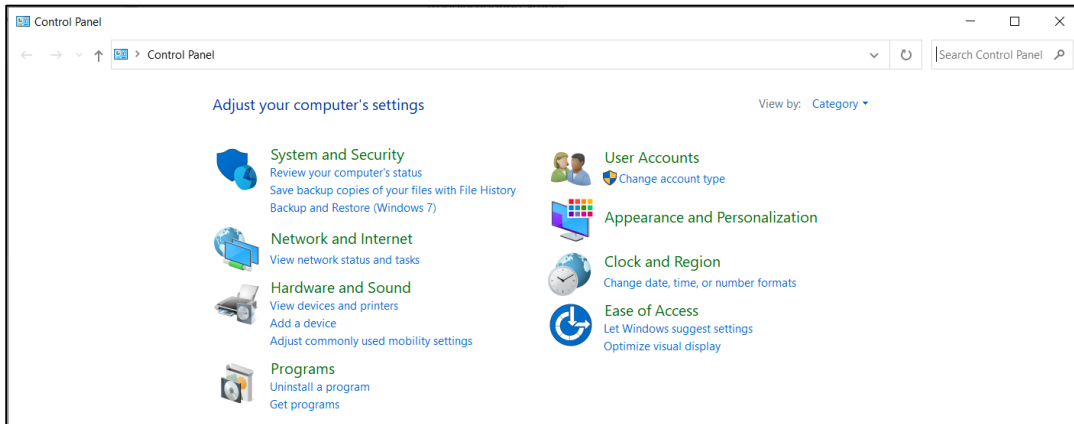
8.1 Uninstalling on a Windows device

Step 1

Navigate to Control Panel

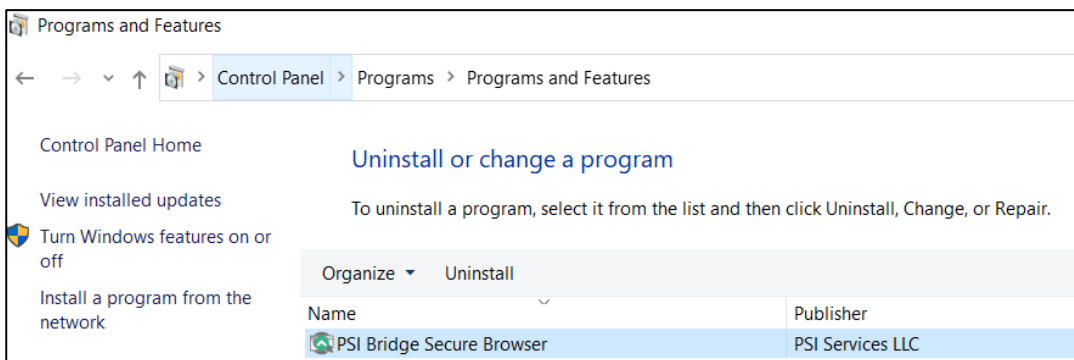
Step 2

Under 'Programs', select 'Uninstall a program'



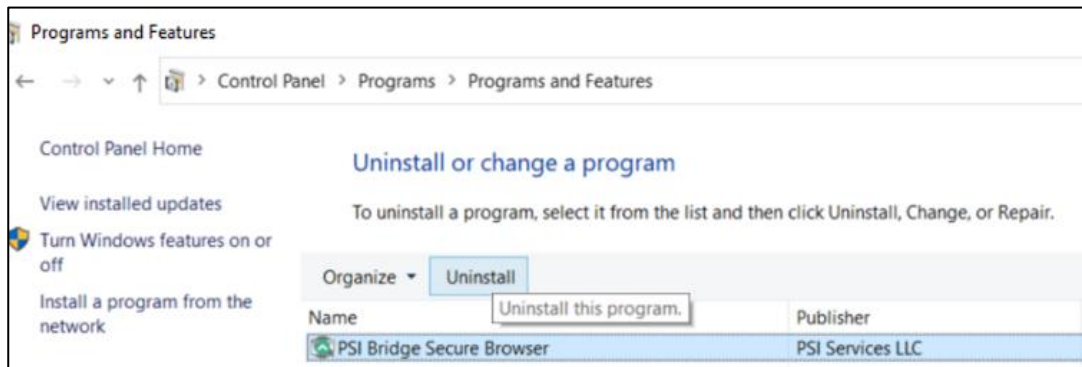
Step 3

Select 'PSI Bridge Secure Browser' from the list of programs currently installed



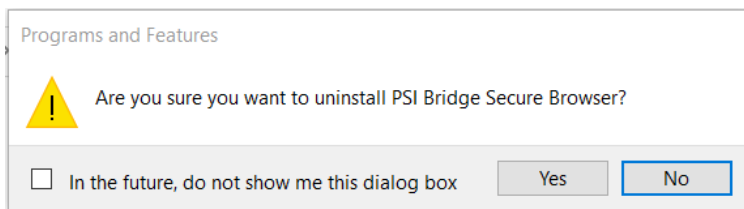
Step 4

Click on 'Uninstall'



Step 5

Select 'Yes' on the 'Programs and Features' confirmation pop up



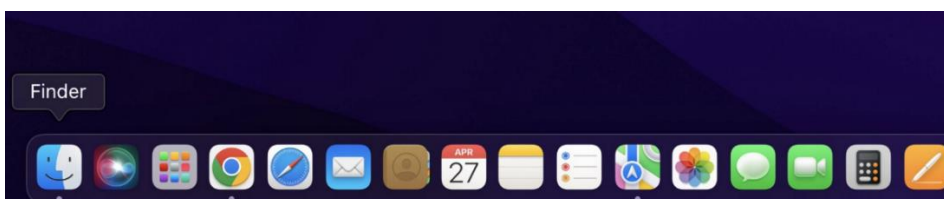
You may require elevated user permissions to complete the uninstallation process. If you are prompted to enter admin credentials, please contact your IT department for further support.

Once the process has been completed check the 'PSI Bridge Secure Browser' is no longer appearing on the list of programs currently installed.

8.2 Uninstalling on MacBooks

Step 1

Select the 'Finder' icon in the Dock

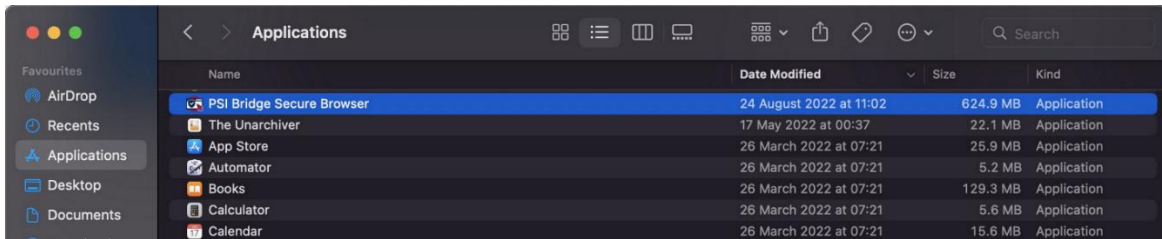


Step 2

Select 'Applications' under 'Favourites' on the left

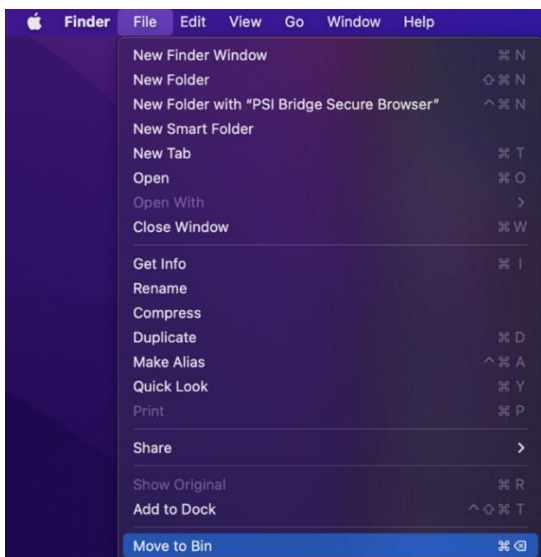
Step 3

Select 'PSI Bridge Secure Browser' from the list of applications



Step 4

From the top menu bar click on File > Move to Bin



Step 5

Enter your credentials to complete the process (e.g., touch ID or password)



The PSI Secure Browser has now been uninstalled and the icon should no longer appear in the 'Launchpad'

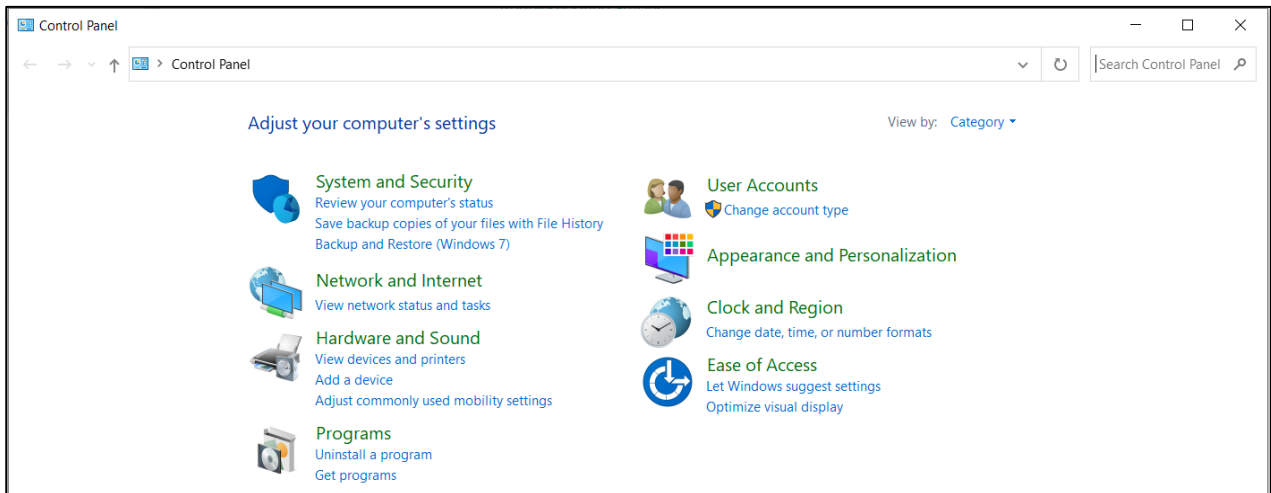
8.3 Uninstalling the PSI In-application plugin

Step 1

Navigate to Control Panel

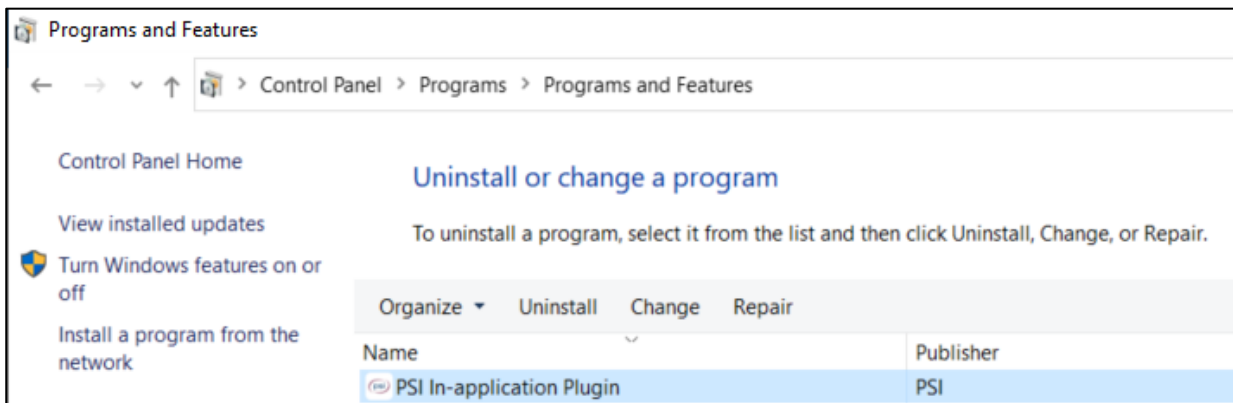
Step 2

Under 'Programs', select 'Uninstall a program'



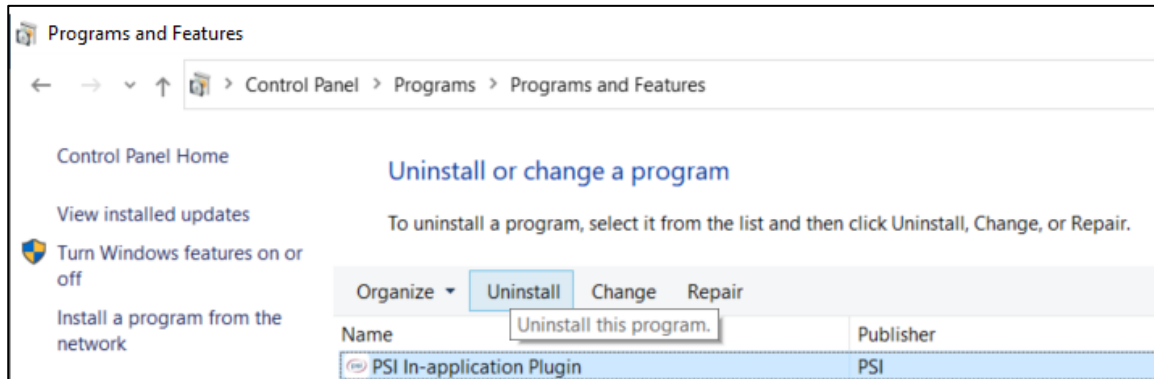
Step 3

Select 'PSI Bridge Secure Browser' from the list of programs currently installed



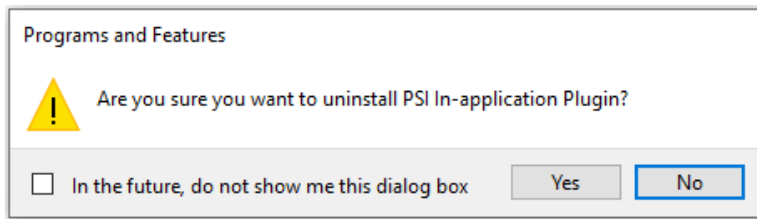
Step 4

Click on 'Uninstall'



Step 5

Select 'Yes' on the 'Programs and Features' confirmation pop up



Step 6



You may require elevated user permissions to complete the uninstallation process. If you are prompted to enter admin credentials, please contact your IT department for further support.

Once the process has been completed check the 'PSI In-application Plugin' is no longer appearing on the list of programs currently installed.

9. Troubleshooting

This section is based on known potential issues and workarounds that have been identified in testing and during the controlled pilot. We will continue to add to this section where needed so please do check this periodically.

9.1. Org configuration error / error getting self-sign certificate message on secure browser

If you receive the following error message when the secure browser loads, this is generally caused when the download installer file name was changed, or if the secure browser is accessed directly as opposed to launching it via ATLAS Cloud, or the exam information is incorrect, or something lost the exam information after installation.



Step 1 – Load the secure browser via ATLAS Cloud. See section 7 above for the steps on how to do this. If this does not work, proceed to step 2.

Step 2 – Uninstall the secure browser, then re-install it following the guidance in this document, then follow the steps in section 7 to load the secure browser and access a practice assessment.

Also check that all supporting requirements have been met, as listed in the above guide, in particular:

1. All whitelisting requirements as mentioned in section 5.3.1 have been added to the 'safe list' of any firewalls
2. if proxy servers are used, the above URLs should also be added as exceptions. Proxies should also be configured to allow ASMX, ASPX, and ZIP file types. You must not use IP addresses to add exceptions, as these can change from time to time with no prior notice.

9.2. PSI Bridge Secure Browser does not pass the initial security checks

The PSI Bridge Secure Browser may not proceed beyond the initial security check because there is a running application(s) or background process(es) that cannot be closed via the **Terminate all these applications** button. It may appear from the task manager that the flagged process(es) is not running so check with your ICT team to see if this application / process can be closed either via the task manager, via an admin or ICT login account for the PC, or by following these steps:

1. close the secure browser by clicking **File** then **Exit**, and when prompted enter the following password – **Password@1**
2. click the start menu / Windows button and select *Settings / the cog wheel symbol*
3. select or search for *Background Apps*
4. under the *Select which apps can run in the background* list, locate the apps that were flagged on the security check and turn it off
5. re-open the PSI Bridge Secure Browser from the taskbar search and re-run the security check.

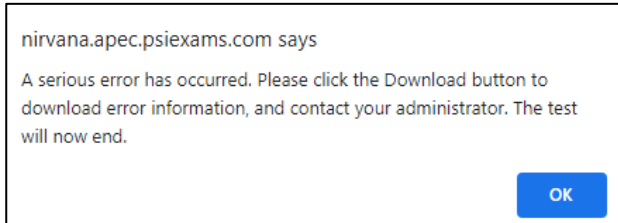
If any cannot be closed, please provide the following information to AAT (centre.support@aat.org.uk) with the details as we may need to arrange for these applications to be removed from PSI's 'blacklist' of applications. Please provide the following:

- Application name
- Process name (as appears in task manager)
- A screenshot of the application name as it appears on the Security Check of the secure browser

9.3. Assessment with InApplication question type (MATS) does not pass the System Requirements check, or does not load

Prior to launching a MATS assessment, the secure browser will run a system requirements check. If it gets stuck on the .NET framework check, this will be down to one of two issues listed below.

Alternatively, if you receive the following pop-up to say that your MATS assessment could not launch, follow these steps with the help of your ICT team:

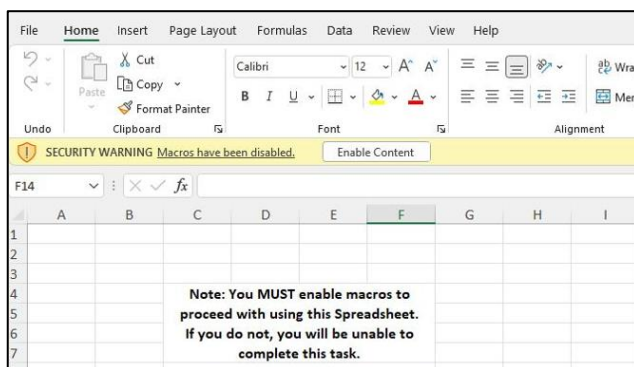


1. check that .NET Framework 3.5 framework has been installed and/or activated
2. check that both required plugins have been installed and/or activated:
 - a. The PSI InApplication plugin – <https://aat.psionline.com/phoenix/s/lw/PSIIAPlugin.msi>
 - b. Chrome plugin – <https://chrome.google.com/webstore/detail/leneifcmnfminekdbgbfokdddikhcep>

9.4. Excel content has not loaded on the InApplication question type (MATS assessment)

There are two reasons why the content within excel has not loaded:

1. the relevant plug-ins required to support the InApplication question type have not been correctly installed and activated. Close the secure browser and install and activate the two plugins, then re-enter the assessment via Candidate Catalogue via Chrome:
 - a. The PSI InApplication plugin – <https://aat.psionline.com/phoenix/s/lw/PSIIAPlugin.msi>
 - b. Chrome plugin – <https://chrome.google.com/webstore/detail/leneifcmnfminekdbgbfokdddikhcep>
2. macros have not been enabled in Excel – click **Enable Content** in the yellow ribbon:



10. Contact us

If you experience any issues that cannot be resolved during the installation process, or to inform us of any resolution steps that are not mentioned in this guide, please contact our Centre Support team on +44 (0)20 3735 2443. Lines are open Monday to Friday, 09.00 - 17.00 (UK time).

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