Upcoming Browser and Operating System Changes

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Upcoming Browser and OS Changes

Important for Test Taker Readiness

At PSI, we are committed to providing your test takers with a secure, reliable, and seamless testing experience. As part of our ongoing efforts to innovate and maintain the highest standards of compatibility and safety, we are preparing for upcoming changes that may impact your test takers this fall.

What's Changing?

Beginning October 14, 2025, Microsoft will officially end support for Windows 10. In parallel, Apple is expected to end support for macOS Ventura (13.x) around the same time, based on its typical three-year OS support cycle. In line with these developments, PSI will no longer support Windows 10 or macOS Ventura for any online testing.

These operating systems will no longer meet PSI's minimum technical requirements. Continuing to use them may introduce compatibility issues, affecting performance during test sessions.

What We Continue To Support

PSI supports any Windows, macOS, or Ubuntu LTS (Long-Term Support) operating system within 30 days of its official public release, up until it is no longer supported by its vendor.
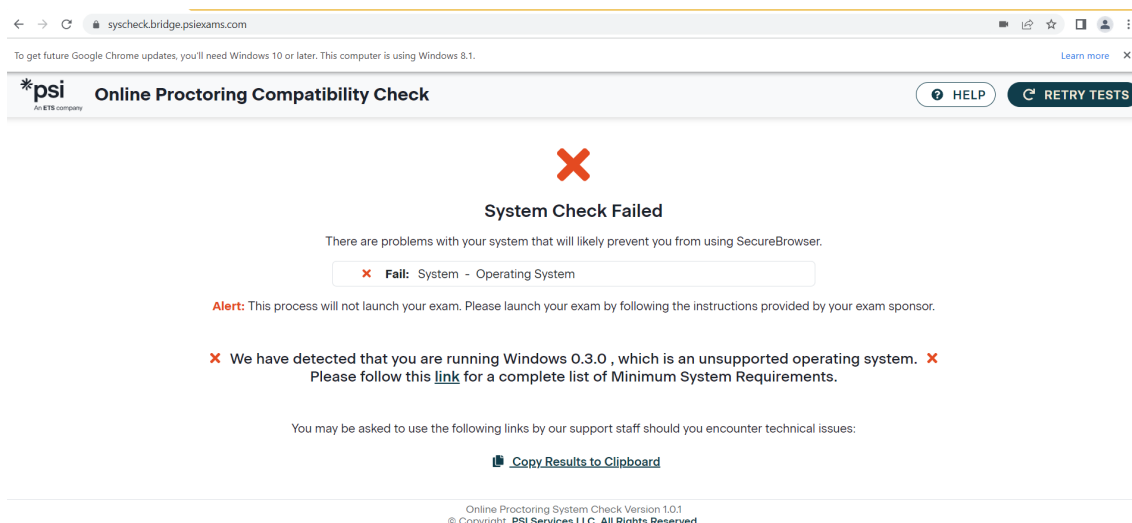
Why This Matters

To help avoid interruptions and provide a consistent, high-quality experience, test takers will need to update their operating systems before attempting to test on or after October 14, 2025. Continuing to use unsupported systems can lead to compatibility issues and interruptions during the test session.
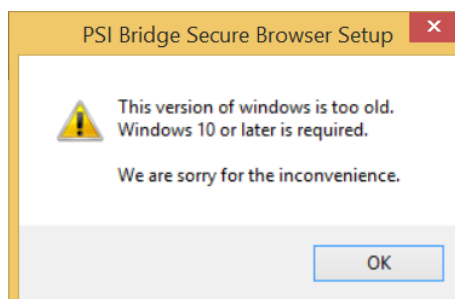
How This Will Look

Your test takers, if using a device with a browser or operating system that is no longer supported by PSI, could see "unsupported browser" or "unsupported operating system" messages similar to these:
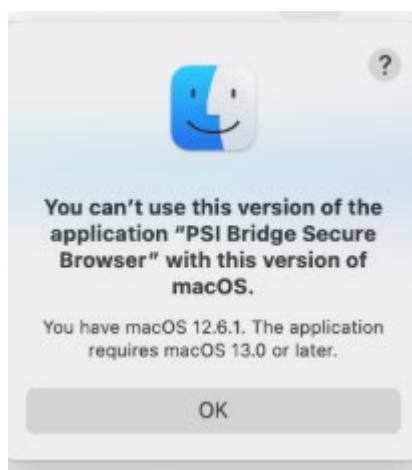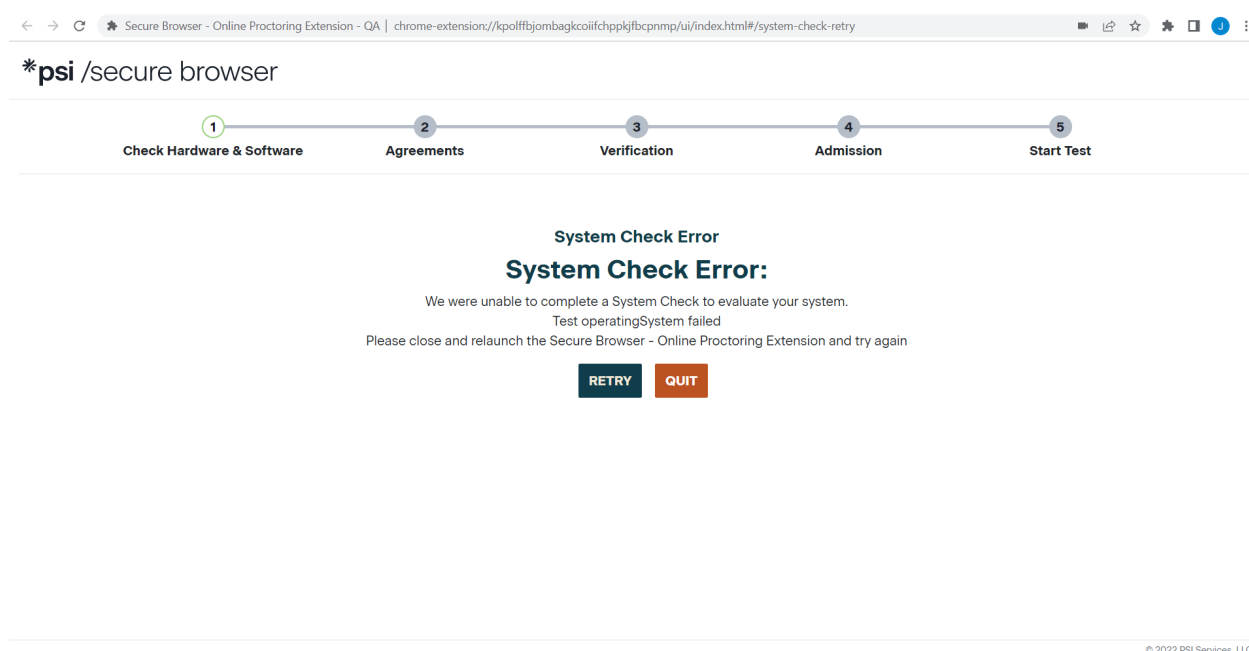
System Compatibility Check Example Message

Secure Browser Example Message

Secure Browser Example Message

Chrome Extension Example Message

What You Can Do

We recommend notifying your test takers as soon as possible so they can ensure their devices are up to date ahead of their scheduled exams. This will allow them to test in an approved environment, minimizing disruptions and ensuring a smooth experience.

We understand that these updates can impact your communications and test taker instructions. To help you prepare:

- We will be sharing updated system requirement documentation once these changes take effect.
- Your PSI Client Success Director is available to assist with any questions or additional support needs.
- You may wish to update your website or test taker portals to reflect these changes.

This proactive update reflects our continued dedication to keeping your program secure and your test takers supported. **Thank you for partnering with PSI, we are here to help you navigate these transitions smoothly.**

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