

Resource 4: TROUBLESHOOTING GUIDE AND CONTINGENCY MEASURES

INTRODUCTION

This resource is designed to allow candidates to understand the contingency measures in place and provide a troubleshooting guide for the 2021 Fellowship Examination.

OBJECTIVES OF THIS RESOURCE

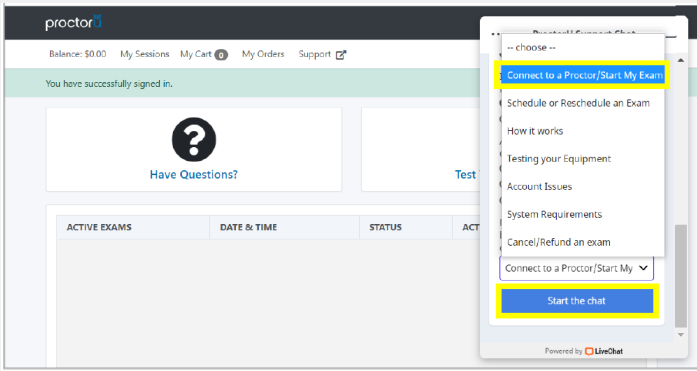
IN THIS RESOURCE YOU WILL LEARN:

- The contingency measures in place in case of a technical issue during the examination
- Guide to troubleshooting technical issues on the examination platform

1. TROUBLESHOOTING GUIDE

1.1 ISSUES STARTING A SESSION WITH PROCTORU

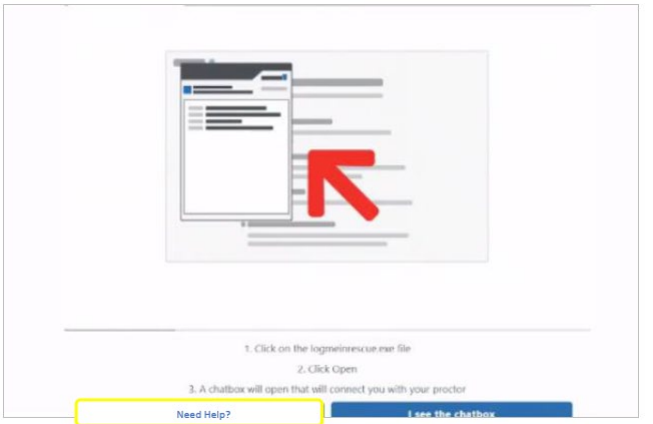
In the event that you have signed into the ProctorU platform, but are unable to start your session:

Instructions	Visual Aid
<ol style="list-style-type: none"> 1. Click the “Need Help? Chat Now!” tab at the bottom, right side of the screen. 2. Complete the ProctorU Support Chat form. 3. In the field “Please select the issue category below that represents your question”, select “Cannot connect to a Proctor/Start My Exam”. 4. Click “Start Chat”. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> 1. Contact ProctorU support by phone at 1-855-772-8678 	

NOTE: To help prevent any issues on the day of your examination, RCDC strongly recommends participating in the practice session using the same equipment and in the same space you will be on examination day.

1.2 ISSUES CONNECTING WITH A PROCTOR

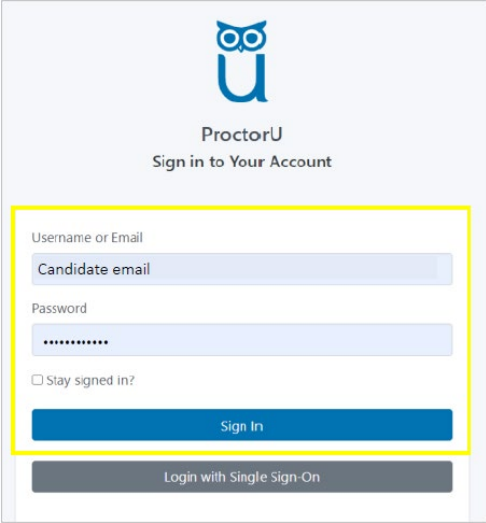
In the event that you have already started your proctoring session, but are unable to connect with a proctor:

Instructions	Visual Aid
<ol style="list-style-type: none"> 1. Click the “Need Help? Chat Now!” button at the bottom, left side of the screen. 2. Complete the ProctorU Support Chat form. 3. In the field “Please select the issue category below that represents your question”, select “Cannot connect to a Proctor/Start My Exam”. 4. Click “Start Chat”. <p>OR</p> <ol style="list-style-type: none"> 1. Contact ProctorU support by phone at 1-855-772-8678 	 <p>The visual aid shows a screenshot of the ProctorU interface. At the top, there is a red arrow pointing to a button labeled 'Need Help?'. Below this, there are three numbered steps: 1. Click on the logmeinsrcun.exe file, 2. Click Open, and 3. A chatbox will open that will connect you with your proctor. At the bottom of the screenshot, there are two buttons: 'Need Help?' (highlighted in yellow) and 'I see the chatbox'.</p>

NOTE: To help prevent any issues on the day of your examination, RCDC highly recommends participating in the practice session using the same equipment and in the same space you will be on examination day.

1.3 LOSING CONNECTION DURING PROCTOR SESSION

In the event that you lose connection with a proctor during your session prior to being admitted into the Zoom platform:

Instructions	Visual Aid
<p>1. Sign in to your ProctorU account. 2. Click the "Start Session".</p> <p>OR</p> <p>1. Contact ProctorU support by phone at 1-855-772-8678</p>	

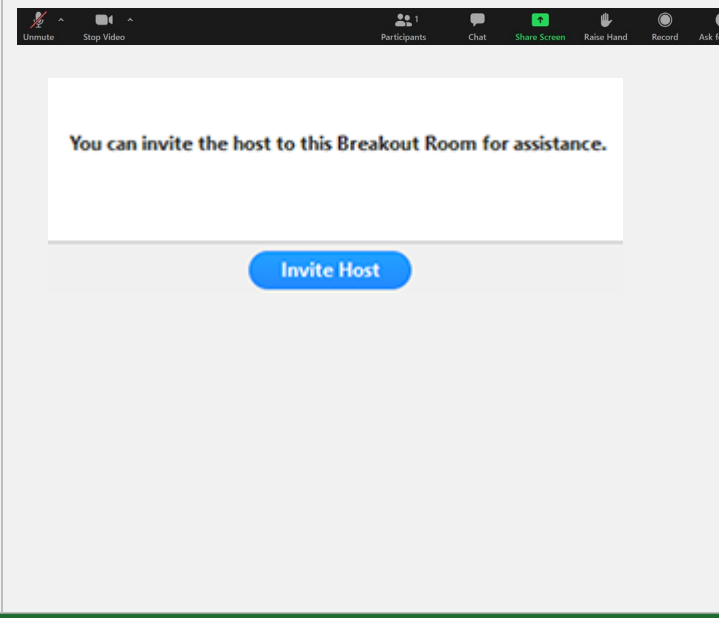
1.4 LOSING CONNECTION TO THE ZOOM PLATFORM

In the event that you lose connection in the Zoom platform (including in the waiting room, candidate orientation room, or examination session):

Instructions	Visual Aid
<p>1. Contact support@rcdc.ca and include your candidate number.</p> <p>OR</p> <p>2. Contact RCDC at 416-512-6571 x 519</p> <p>Examination personnel will be monitoring your connectivity during the session and may attempt to contact you as well.</p>	

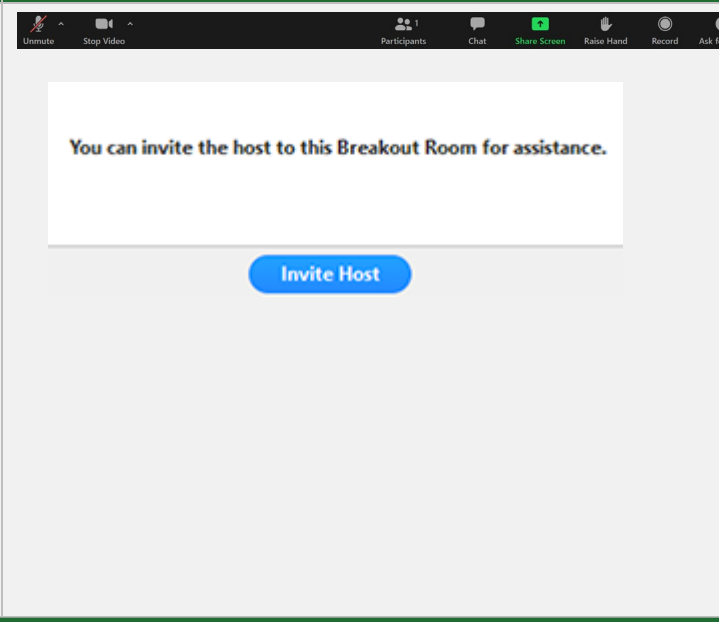
1.5 AN EXAMINER LOSES CONNECTION DURING THE EXAMINATION

In the event that an Examiner loses connection during the examination:

Instructions	Visual Aid
<ol style="list-style-type: none"> 1. Click "Ask for Help" in the task bar. 2. Confirm that you would like assistance by clicking "Invite Host". 3. Describe the issue to the examination personnel who joins the session. <p>Note: The other Examiner will also alert examination personnel in this situation.</p>	 <p>The screenshot shows a Zoom breakout room interface. At the top, there is a dark task bar with icons for Unmute, Stop Video, Participants, Chat, Share Screen, Raise Hand, Record, and Ask for Help. Below the task bar, a white message box contains the text: "You can invite the host to this Breakout Room for assistance." Below the message box is a prominent blue button labeled "Invite Host".</p>

1.6 AUDIO/VIDEO ISSUES DURING THE EXAMINATION

In the event that there are any audio/video issues during the examination:

Instructions	Visual Aid
<ol style="list-style-type: none">1. Click "Ask for Help" in the task bar.2. Confirm that you would like assistance by clicking "Invite Host".3. Describe the issue to the invigilator who joins the session.	 A screenshot of a Zoom breakout room interface. At the top, there is a dark task bar with icons for 'Unmute', 'Stop Video', 'Participants', 'Chat', 'Share Screen', 'Raise Hand', 'Record', and 'Ask for Help'. Below the task bar, a white text box contains the message: 'You can invite the host to this Breakout Room for assistance.' Below this text box is a prominent blue button with the text 'Invite Host' in white.

2. CONTINGENCY MEASURES

In the event that your examination is interrupted by a technical issue outside of your control, Examiners will pause the timer until the issue has been resolved.

2.1 If the disruption is less than 15 minutes:

Examiners will add extra time at the end of your session to complete the examination.

2.2 If the disruption is greater than 15 minutes:

The Examiner-in-Chief will review the information available and make a decision to:

1. Add extra time at the end of the examination session;
2. Reschedule the examination session for another time slot with the same Examiners;
3. Reschedule the examination session for another time slot with the new Examiners;
4. Any action determined appropriate by the Examiner-in-Chief