

Resource 3: NAVIGATING THE TESTING PLATFORMS

INTRODUCTION

This resource is designed to allow candidates to become familiar with the software being used to deliver the 2022 Fellowship Examination and provide step-by-step direction to navigating these platforms.

OBJECTIVES OF THIS RESOURCE

IN THIS RESOURCE YOU WILL LEARN:

- About the platforms used to proctor and deliver the 2022 Fellowship Examination.
- The set-up steps required before the examination.
- How to navigate the ProctorU platform.
- How to navigate the Zoom Platform.



RCDC

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INTRODUCTION TO EXAM SOFTWARE PLATFORMS

During the examination, you will interact with two online platforms: ProctorU and Zoom.

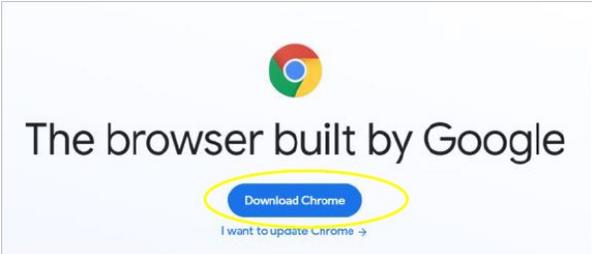
	<p>ProctorU is a remote proctoring platform through which you will login and complete the check-in process each day of the exam.</p> <p>ProctorU and RCDC will provide you with your account information prior to the exam. There is no need to create an account.</p>
	<p>Zoom is a virtual communication platform that offers video and chat services.</p> <p>You will be logged into the platform by your ProctorU proctor after you complete the check-in process.</p>

SET-UP STEPS TO TAKE BEFORE THE EXAM

Prior to the first day of your exam, complete the following preparatory steps.

1.1 Download Google Chrome

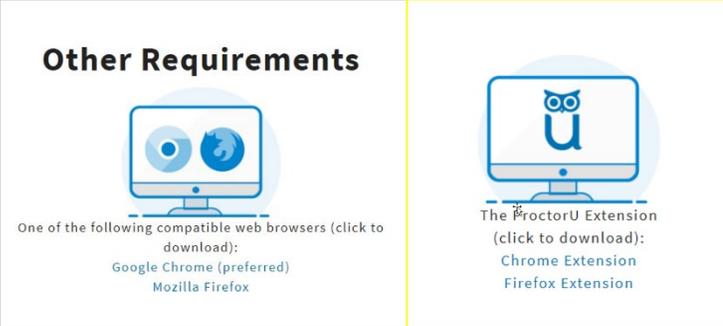
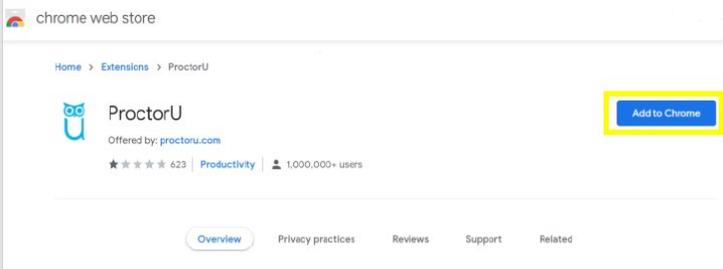
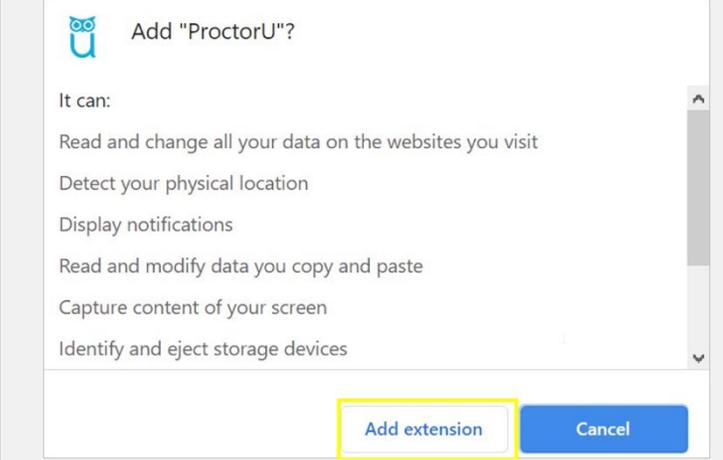
If you do not already have Google Chrome on your computer, you will need to download it for free from the internet. To do so:

<ol style="list-style-type: none">1. Go to https://www.google.com/chrome2. Click "Download Chrome"	
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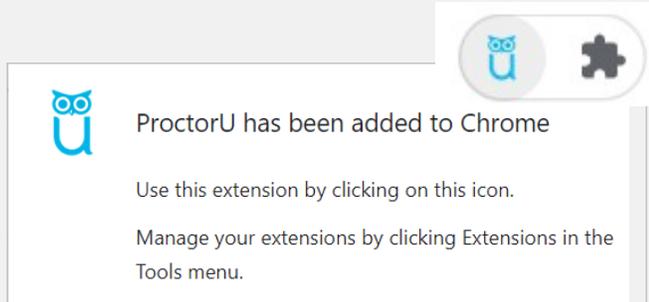
For help installing Chrome on Windows or Mac, please click [here](#).

1.2 Add the ProctorU Extension to Chrome

Next, you will need to add the ProctorU extension to Chrome. To do so:

Step-by-step instructions	Visual Aid
<ol style="list-style-type: none"> Go to https://www.proctoru.com/live-plus-resource-center Scroll down the page until you see the "Other Requirements" subheading. On the right-hand side of the page, click the link to download the ProctorU Extension for Chrome. 	
<p>When you see the ProctorU extension in the chrome web store:</p> <ol style="list-style-type: none"> Click "Add to Chrome". 	
<p>In the "Add 'ProctorU'?" pop-up window:</p> <ol style="list-style-type: none"> Click "Add Extension". 	

The ProctorU Extension will be added to your Chrome web browser.



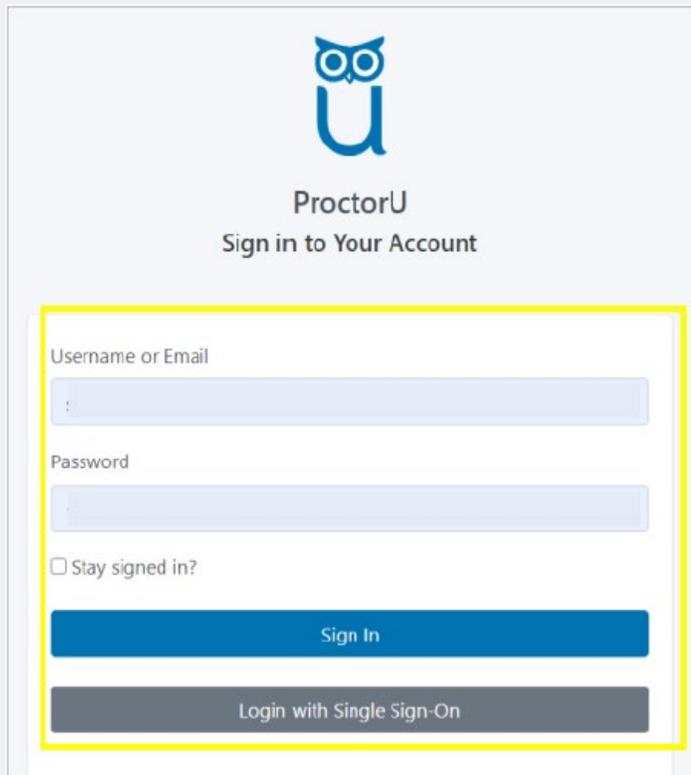
1.3 Test Your Equipment

RCDC and ProctorU will provide you with your ProctorU account login information prior to the examination. To confirm your computer hardware and network meet the requirements, you can test your equipment within ProctorU. To complete the test, you must first download the ProctorU extension (see above) and close all other programs on your computer.

Step-by-step instructions

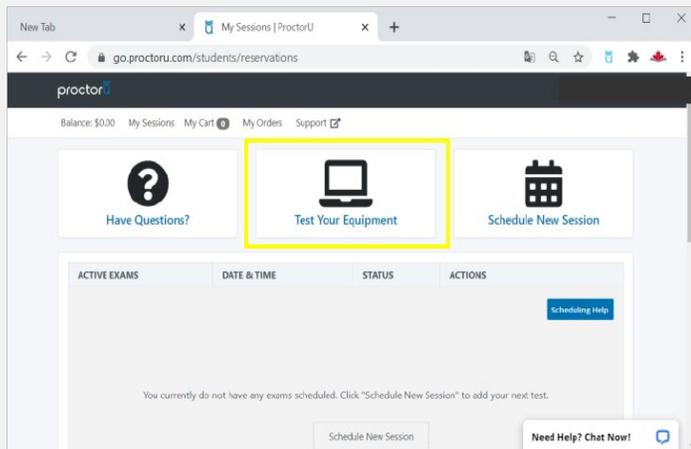
1. Go to <https://go.proctoru.com>
2. Sign In to your ProctorU account.

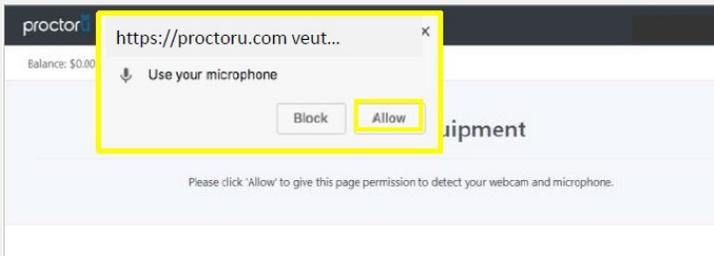
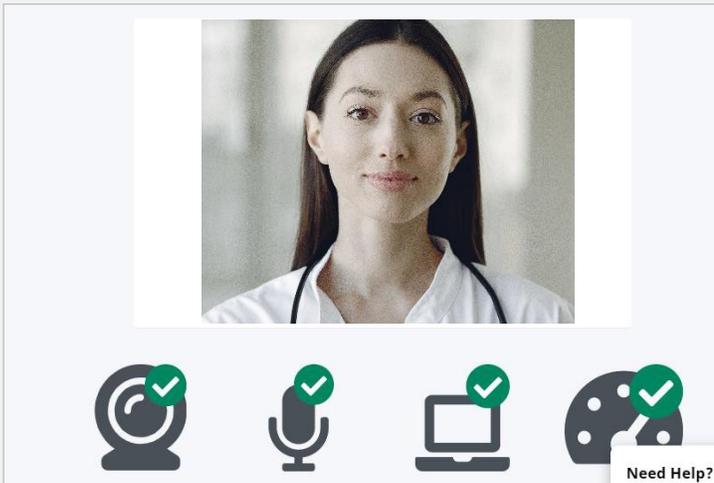
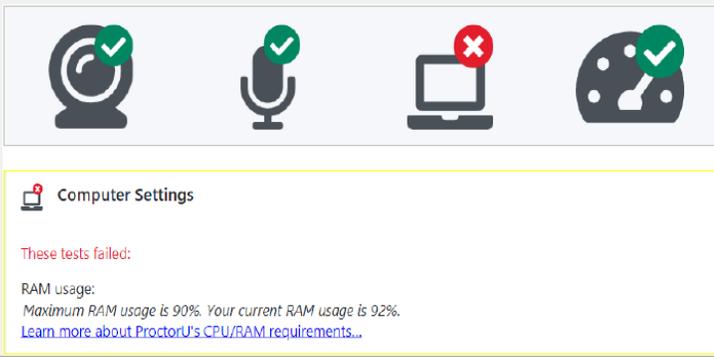
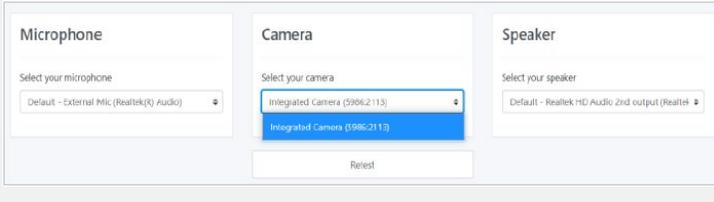
Visual Aid



You will see your ProctorU dashboard.

3. Click the "Test Your Equipment" widget at the top, centre of your dashboard.



<p>4. Click "Allow" to let ProctorU access your camera and microphone.</p>	
<p>ProctorU will run a test of your equipment. Successful tests are indicated by green checkmarks.</p>	
<p>An unsuccessful test is indicated by a red "X". In the event of an unsuccessful test, scroll down the page for details about the reason for the failure.</p>	
<p>NOTE: If you are using an external webcam, microphone or speaker, you can manually select the appropriate equipment before performing your test.</p>	

1.4 Review ProctorU's Terms of Service and Privacy Policy

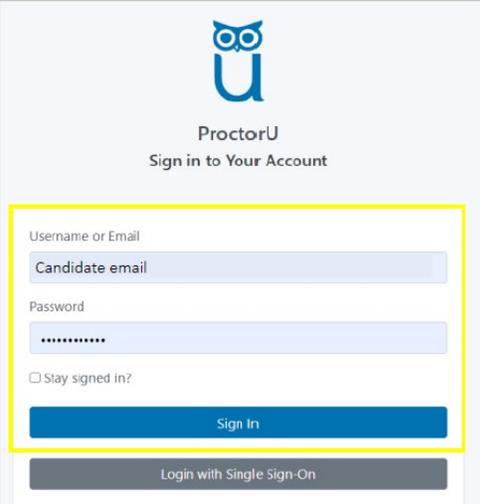
During the check-in process, you will be asked to agree to ProctorU's Terms of Service and Privacy Policy.

To review this material prior to the exam, use the links below.

- [ProctorU Privacy Policy](#)
- [ProctorU Terms of Service](#)

NAVIGATING ProctorU

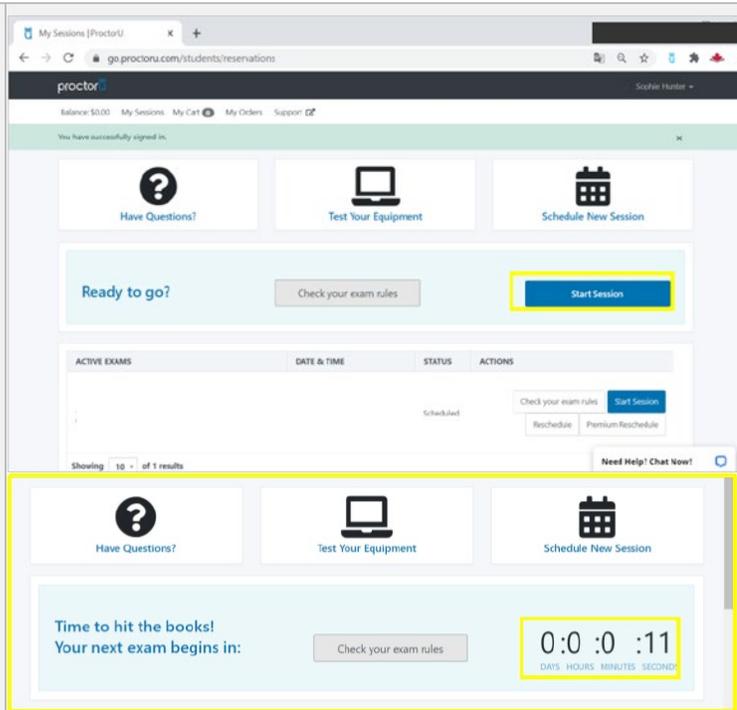
On your examination day(s), you will login through ProctorU to begin the exam. You will be able to login within 30 minutes of your scheduled start time.

Step-by-step instructions	Visual Aid
<i>Signing in</i>	
<ol style="list-style-type: none">1. Go to https://go.proctoru.com2. Sign In to your ProctorU account.	

You will see your ProctorU dashboard.

3. Click the "Start Session".

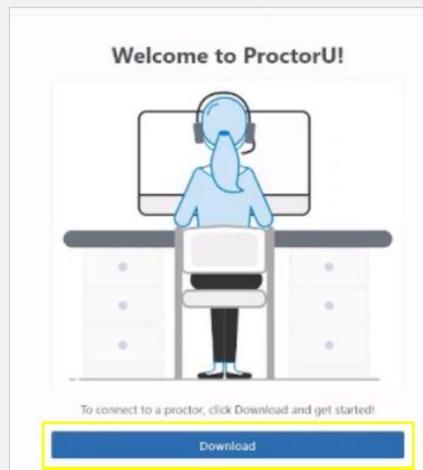
NOTE: If it is still too early to begin the check-in process, you will see a countdown timer instead of the option to "Start Session."



Connecting to a proctor

When you see the "Welcome to ProctorU!" screen,

1. Click "Download" to connect to a live proctor.

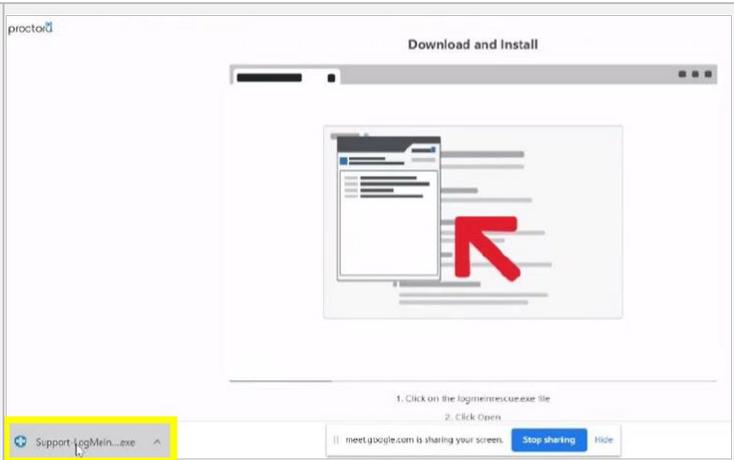


You will see the “Download and Install” screen.

When the “LogMeInRescue.exe” file finishes downloading:

2. Click the downloaded file in the left bottom corner of your screen to open the application.

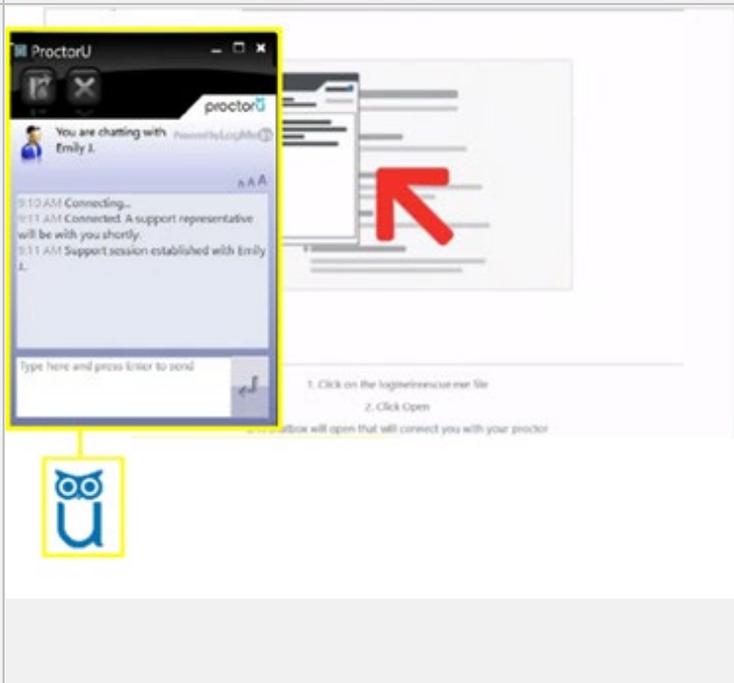
NOTE: The application may take a moment to begin running. Please be patient.



When a connection with a proctor is made, the chat box will indicate that a “Support session has been established with [name of proctor]”.

You may now use the chat box to communicate with your proctor.

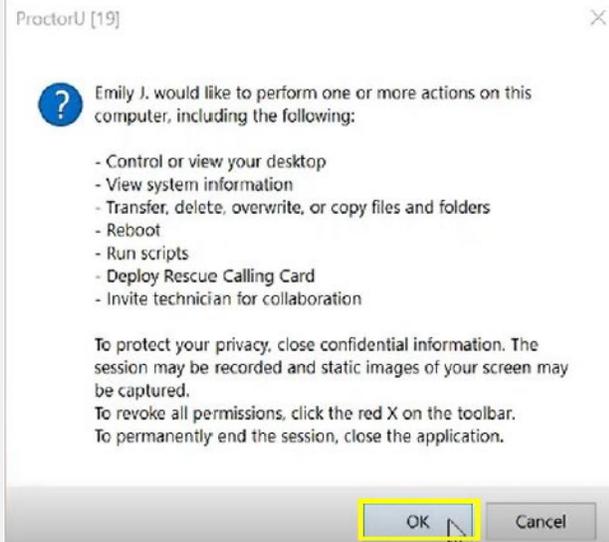
NOTE: If you do not see the chat box, check your taskbar to see if the ProctorU owl icon is visible. If it is, click the icon to open the chat box. If you do not see the icon, click the “Need Help?” button to contact to ProctorU technical support.



The proctor will request permission to 'remote in' to your computer and take control of your mouse in order to proceed with the check-in process.

3. Click "OK" and await further instructions from your proctor.

NOTE: The proctor will now place a voice call to your computer and introduce themselves. They may walk you through the next steps.

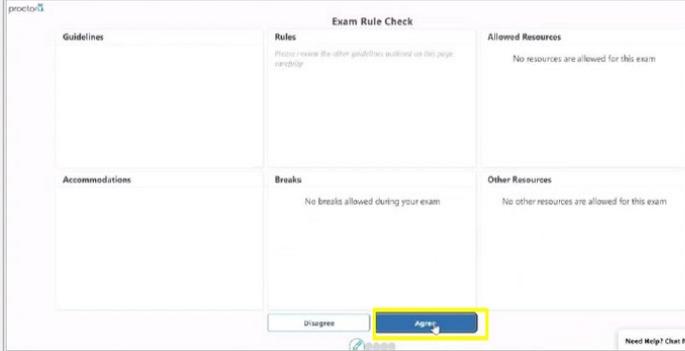


Pre-check in

You will see the “Exam Rule Check” screen.

1. Review the Exam Rules and click “Agree.”

PLEASE NOTE: the image shown is for illustrative purposes only.



You will see the Government ID screen.

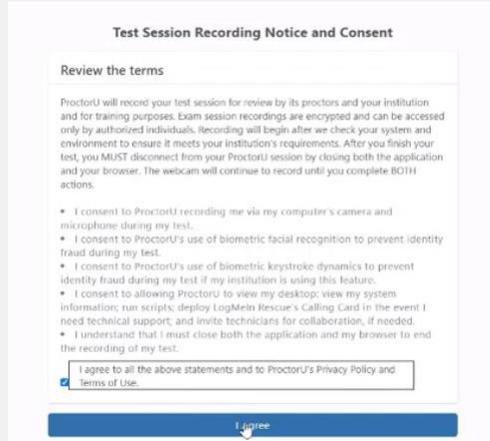
2. Hold up your ID close to your webcam.
3. Click “Take Photo”.

NOTE: Image is for illustrative purposes. Ensure your name and contact information are clearly visible when you take the photo.



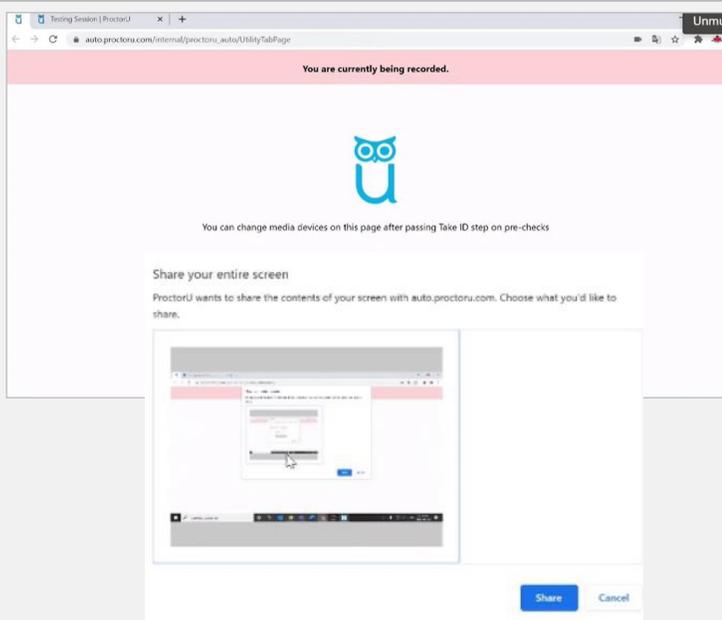
You will see the “Test Session Recording Notice and Consent” screen.

4. Review the terms.
5. Click the check box.
6. Click the “I Agree” button.



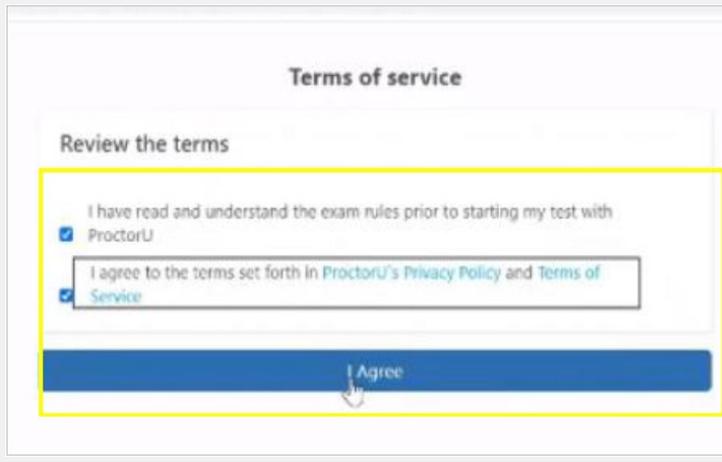
You will be asked to share your screen. When the “Share your entire screen” pop-up window opens:

7. Click on the image of your screen.
8. Click “Share”.



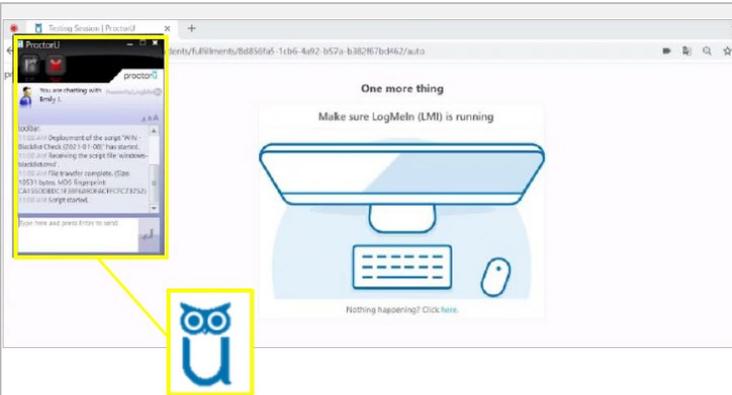
You will see the “Terms of service” screen.

9. Click the first check box to acknowledge the exam rules.
10. Click the second check box to agree to ProctorU’s Terms of Service and Privacy Policy.
11. Click “I Agree”.



You will be asked to make sure the LogMeIn (LMI) application is still running.

NOTE: While LMI is running, you will see the ProctorU owl icon active in your task bar. If you minimize the chat box by accident, click the owl icon to re-open.



System Check

The proctor will now use their remote access to review your computer settings and ensure they meet the security requirements for the exam.

Candidate Check

The proctor will check your ears and wrists and may ask to see your photo ID again.

Permitted Items Check

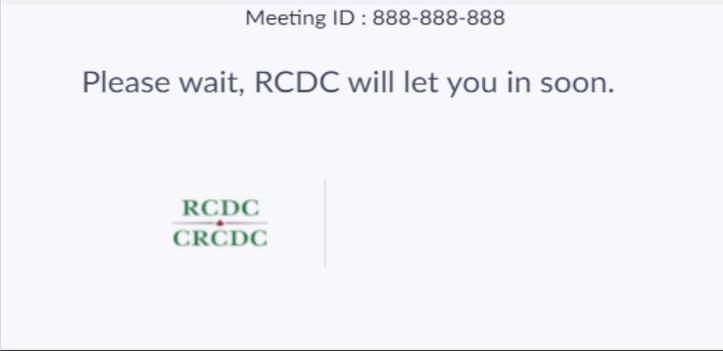
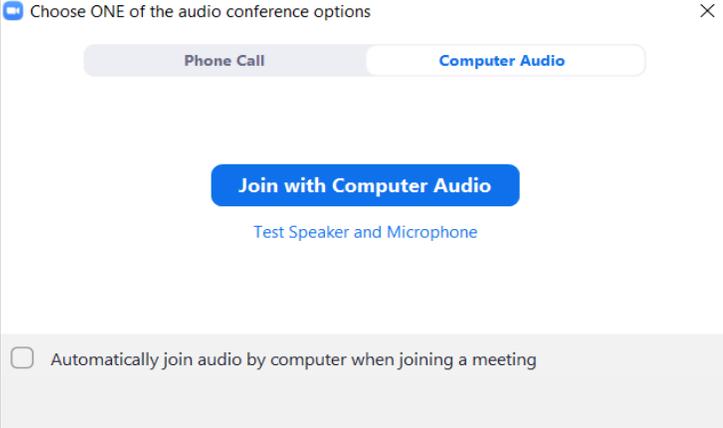
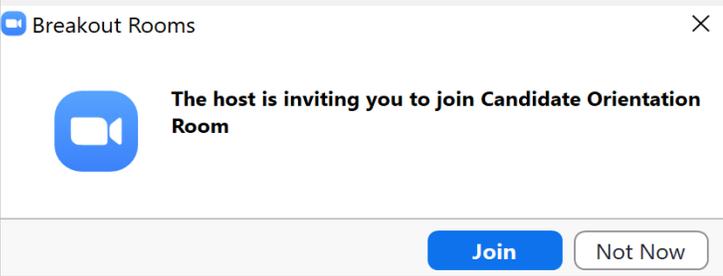
The proctor will then check your permitted items.

Environmental Check

The proctor will direct you through the environmental check.

NAVIGATING Zoom

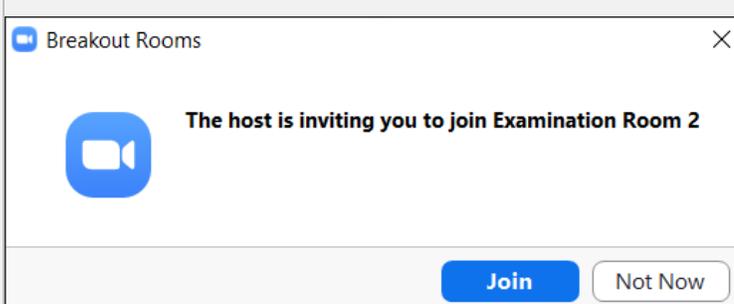
You will complete the Fellowship Examination on the Zoom platform. The following information will help you become familiar with the functionality of the platform.

Step-by-step instructions	Visual Aid
<i>Transfer into Zoom</i>	
<p>After completing the Environmental Check, the ProctorU proctor will enter you into a Zoom meeting.</p> <p>You will be placed into the Zoom waiting room until the invigilator admits you into the meeting.</p>	
<p>Once you have joined the meeting, you will see a pop-up window in the middle of your screen.</p> <p>In the "Computer Audio" tab, click "Join with Computer Audio".</p>	
<p>Once admitted into the meeting, an invigilator will confirm your audio and video is working and verify your candidate ID.</p>	
<p>After your settings and candidate ID have been confirmed, the invigilator will place you in a candidate orientation room until your examination session begins.</p> <p>1. Click "Join" in the pop-up window.</p>	

The Examination

You will be invited to enter an examination room once your examination session is ready to begin.

1. Click "Join" in the pop-up window.

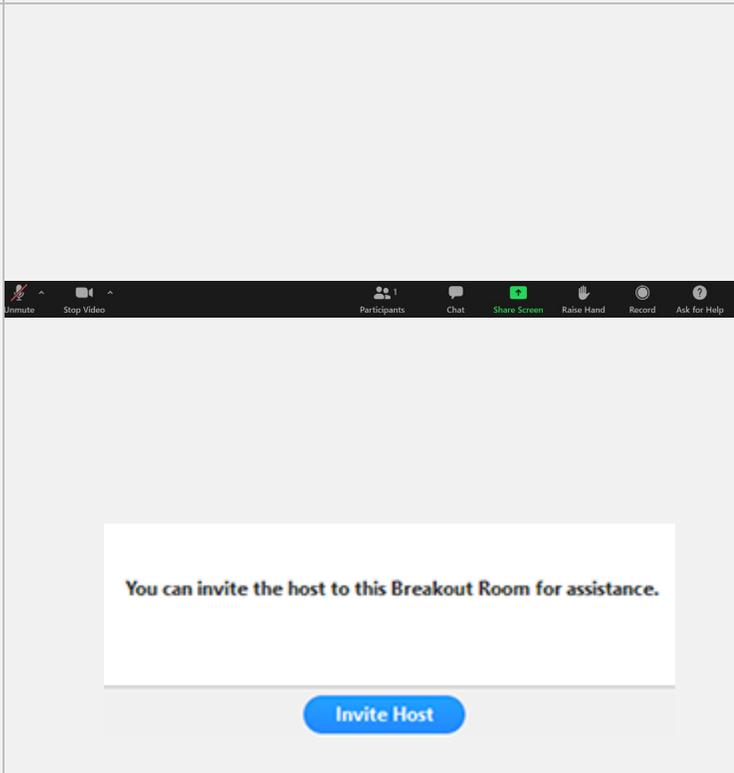


Once connected, your examination will begin. The Examiners may share their screen to display case materials if required.

At the bottom of the screen, you will see the following functionalities: "Participants", "Share Screen", "Chat", and "Ask for Help."

If you click "Ask for Help", an invigilator will be notified that you need assistance and will be asked to join your breakout room.

2. Click "Ask for Help" in the task bar.
3. Confirm that you would like assistance by clicking "Invite Host".



Finishing the Examination

The Examiners will inform you when you have completed the examination and you are free to leave the meeting.

