PREPARING YOUR PHYSICAL ENVIRONMENT

INTRODUCTION

The 2022 Fellowship Examination is a virtual examination that can be taken from a private location/space of a candidate's choosing. However, a candidate's testing space must meet certain requirements to ensure that the candidate is both visible and audible during the examination.

The 2022 Fellowship Examination is a remotely proctored examination and candidates must demonstrate adequate privacy and security to allow a remote Proctor to confirm the integrity of the candidate's workstation.

OBJECTIVES OF THIS RESOURCE

IN THIS RESOURCE YOU WILL LEARN:

- The requirements of your private testing space/location

REQUIREMENTS OF THE TESTING SPACE

The table below provides the detailed requirements of the physical testing space. These requirements are meant to ensure:

1. The Examiners can hear and see the candidate throughout the examination;

2. The remote Proctor can confirm the privacy and security of the candidate's space.

Note: more detailed information about remote proctoring procedures will be provided in a future resource.

Consideration	Requirements
General	An indoor location with four walls and a door that can be closed, free of background noise, disruptions, and distractions.
Dress attire	Business casual attire is recommended.
Wall behind/in front of candidate	Bare/blank (no posted or hanging items).
Lighting	Well-lit from behind and/or above your computer/webcam (i.e., not backlit from behind the candidate).
Objects/items	All non-essential items (i.e., papers, books, electronic devices, etc.) removed.
Occupancy	No other people or pets allowed in the room/space for duration of the examination

SETTING UP YOUR COMPUTER AND/OR WEBCAM

Plan the placement of your computer and webcam prior to the first day of your examination. If you are using a space that you will not have access to until examination day, schedule some extra time ahead of the examination so that you can place your computer and webcam properly and become familiar with the space.

TECHNICAL REQUIREMENTS

INTRODUCTION

The 2022 Fellowship Examination will be delivered using two software applications: a remote proctoring application called ProctorU and video conferencing service called Zoom.

Each candidate is responsible for confirming that their computer system meets the requirements of these technologies. This must be done well ahead of the examination to support a smooth examination experience from a technical standpoint.

OBJECTIVES OF THIS RESOURCE

IN THIS RESOURCE YOU WILL LEARN:

- About the hardware, software and network requirements of the 2022 Fellowship Examination.

- Tips for safeguarding the performance of your system during the examination.

SYSTEM REQUIREMENTS

The tables below provide detailed information about the hardware, software and network requirements for the 2022 Fellowship Examination.

Hardware Requirements:

Hardware		Recommended System Requirements
Computer		- Laptop or desktop computer; - Mac or PC - No tablets, smart/cell phones, etc.
	CPU speed	Dual-core 2Ghz or higher (Intel i3/i5/i7 or AMD equivalent)
	Available hard drive space	1+ GB
	Total memory (RAM)	4+ GB
Monitor		- Single monitor - Screen resolution of 1920 x 1080 and above is recommended at a scale of 100% - No dual-monitor configurations
Webcam		- Free-standing or built-in with a minimum resolution of 640 x 480 p - If built-in, you must be able to lift your computer and point the camera in any direction including up and down (during the check-in process) - No virtual backgrounds
Microphone/Speakers		- Built-in microphone and speaker - Wired headphones or headsets - No wireless headphones or headsets
Power		Directly plugged into a powersource

Software Requirements:

Software	Recommended System Requirements	Minimum System Requirements
Operating system	- Windows 10 (S Mode not supported); - MacOS 10.15 or higher	- Windows 8 or higher (Windows 10 S Mode not supported); - MacOS 10.13 or higher
Google Chrome[1]	Google Chrome - current version	--
Zoom[2]	Zoom Client for Meetings - current version	--
Anti-virus software	all third-party antivirus software and pop-up blockers must be turned off	--

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[1] To download Google Chrome for free (Mac or PC), click here: https://www.google.com/chrome

[2] To download Zoom for free (Mac or PC), click here: https://zoom.us/download

Network Requirements:

Network	Recommended System Requirements	Minimum System Requirements
Stable internet connection[3]	- Download Speed of 15 mbps - Upload speed of 3 mbps - Wired internet connection to reduce the likelihood of connectivity issues during the examination	- Download speed of 5 mbps - Upload speed of 2 mbps - Wi-Fi <u>only if you are unable to establish a wired connection</u>[4]
No other connected devices	- Disconnect unnecessary or prohibited devices such as printers, second monitors, etc. and remove them from the room - <u>No other people should use your</u> internet <u>network during the examination,</u>as activities <u>such as online gaming and music and video streaming</u> will limit <u>available bandwidth and may cause connectivity issues</u>	--

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[3] To test the speed of your internet, click here: https://www.speedtest.net/ ,here https://fast.com, or here speedtest.googlefiber.net

[4] If you must use WiFi and have concerns about the stability of your internet connection, seek technical support to strengthen your connection well in advance of your examination.

> **NOTE:**
>
> **(!)** RCDC strongly recommends using a wired internet connection (i.e., an Ethernet cable plugged directly into your modem or router, using a USB port adapter if needed).

Summary of Prohibited Technology:

Summary of Prohibited Technology		
• No tablets, smart/cell phones, etc.	• No dual-monitor configurations	• All third-party antivirus software and pop-up blockers must be turned off
• No docking stations	• No virtual backgrounds	• No wireless headphones or headsets

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.

INTRODUCTION TO EXAM SOFTWARE PLATFORMS

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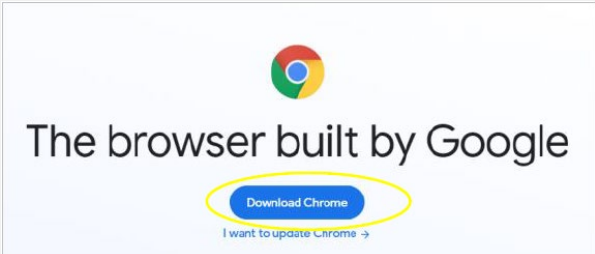
	ProctorU is a remote proctoring platform through which you will login and complete the check-in process each day of the exam. ProctorU and RCDC will provide you with your account information prior to the exam. There is no need to create an account.
	Zoom is a virtual communication platform that offers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

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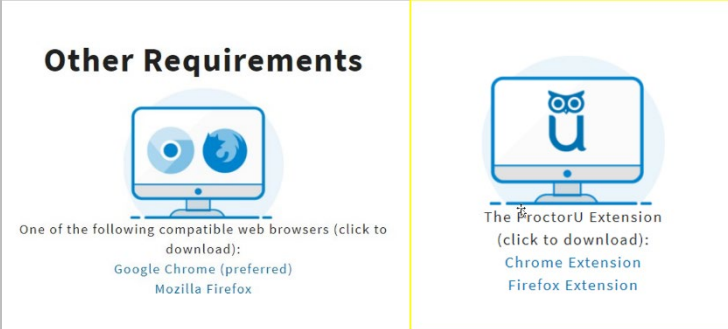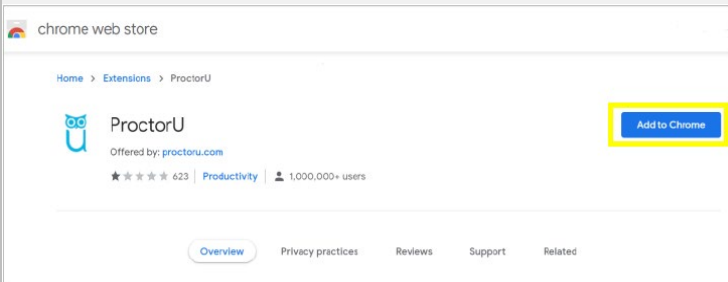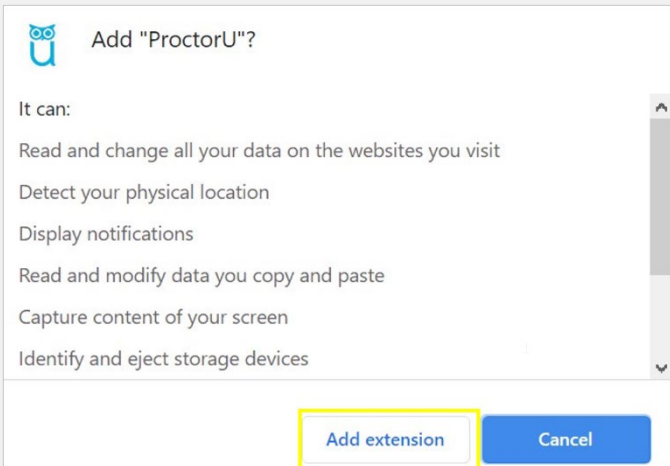
If you do not already have Google Chrome on your computer, you will need to download it for free from the internet. To do so:

1. Go to https://www.google.com/chrome 2. Click "Download Chrome"	

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:
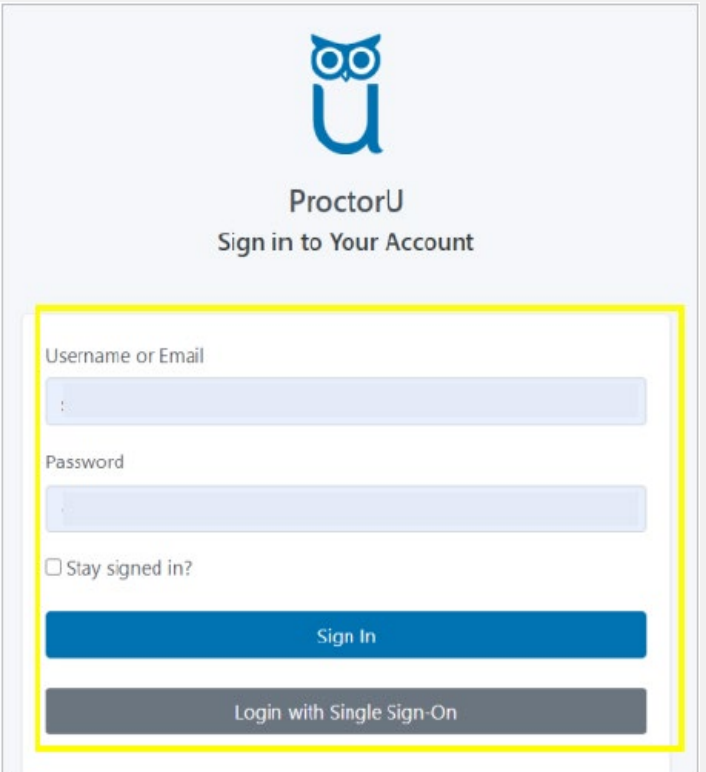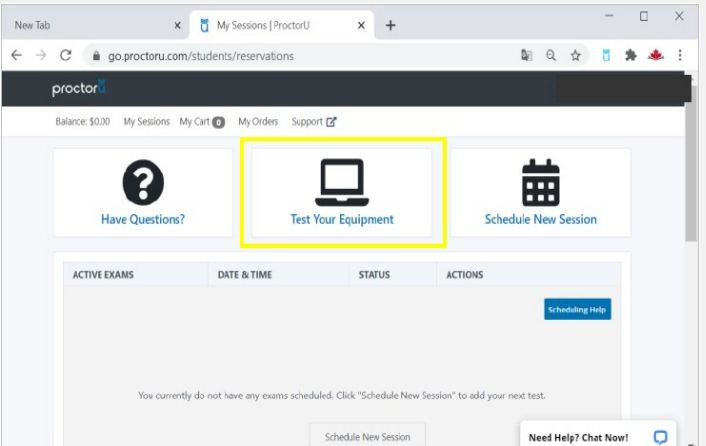
Step-by-step instructions	Visual Aid
1. Go to https://www.proctoru.com/live-plus-resource-center 2. Scroll down the page until you see the "Other Requirements" subheading. 3. On the right-hand side of the page, click the link to download the ProctorU Extension for Chrome.	
When you see the ProctorU extension in the chrome web store: 4. Click "Add to Chrome".	
In the "Add 'ProctorU'?" pop-up window: 5. Click "Add Extension".	

The ProctorU Extension will be added to your Chrome web browser.	ProctorU has been added to Chrome Use this extension by clicking on this icon. Manage your extensions by clicking Extensions in the Tools menu.
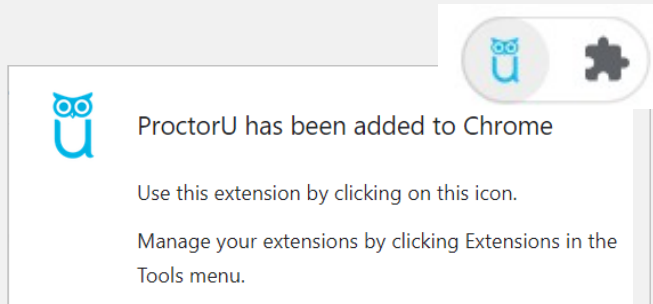
1.3   Test Your Equipment
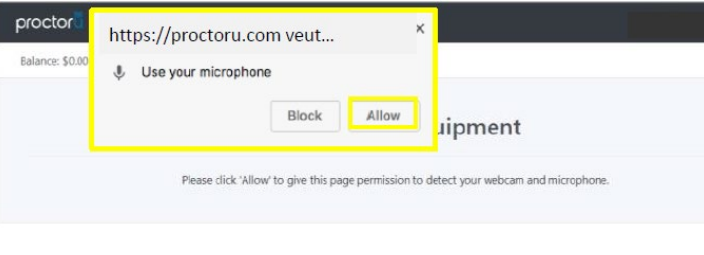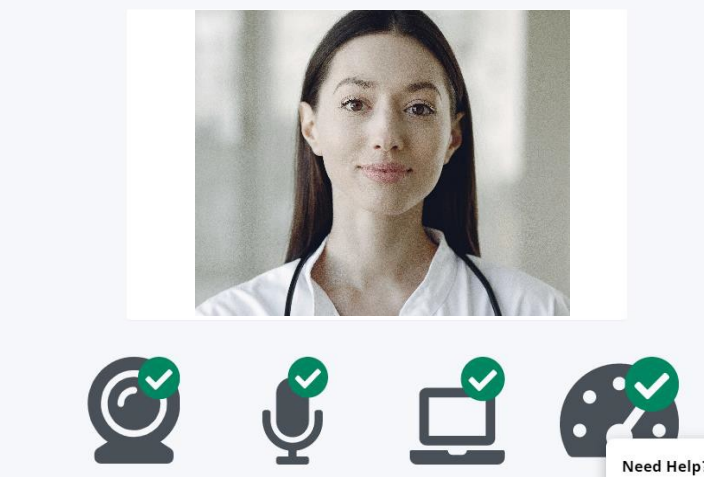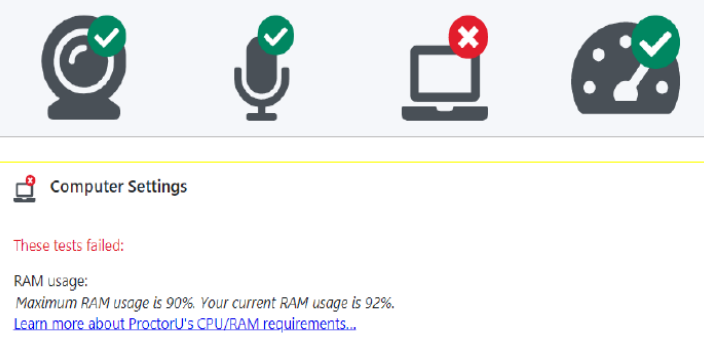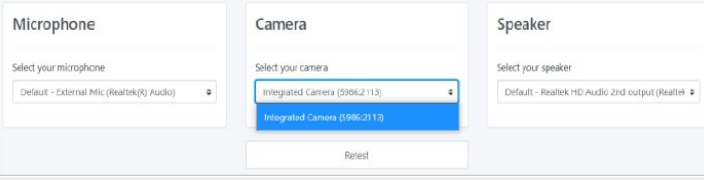
RCDC and ProctorU will provide you with your ProctorU account login information prior to the examination. To confirm your computer hardware and network meet the requirements, you can test your equipment within ProctorU. To complete the test, you must first download the ProctorU extension (see above) and close all other programs on your computer.

Step-by-step instructions	Visual Aid
1. Go to https://go.proctoru.com 2. Sign In to your ProctorU account.	
You will see your ProctorU dashboard. 3. Click the "Test Your Equipment" widget at the top, centre of your dashboard.	

4. Click "Allow" to let ProctorU access your camera and microphone.	
ProctorU will run a test of your equipment. Successful tests are indicated by green checkmarks.	
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.	
NOTE: If you are using an external webcam, microphone or speaker, you can manually select the appropriate equipment before performing your test.	

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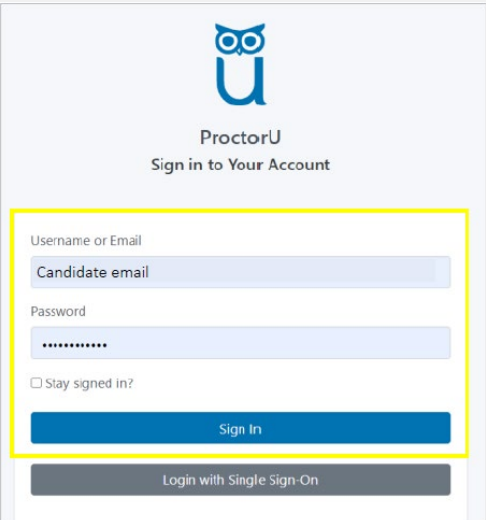
During the check-in process, you will be asked to agree to ProctorU's Terms of Service and Privacy Policy.

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

You will see your ProctorU dashboard.
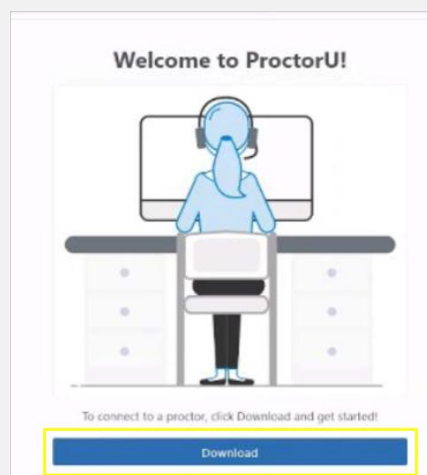
3. Click the "Start Session".

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."
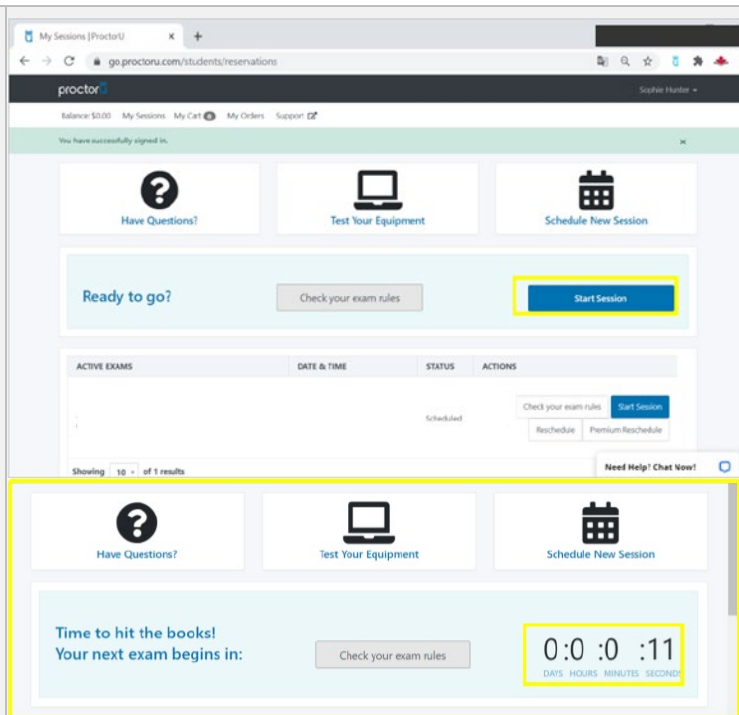
Connecting to a proctor

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

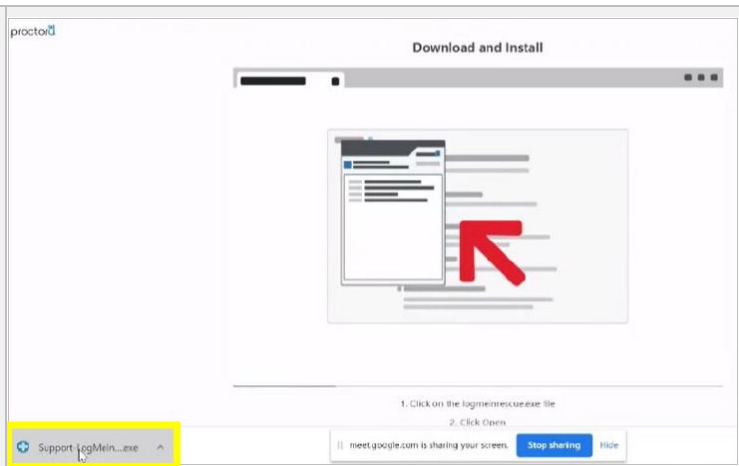1. Click "Download" to connect to a live proctor.

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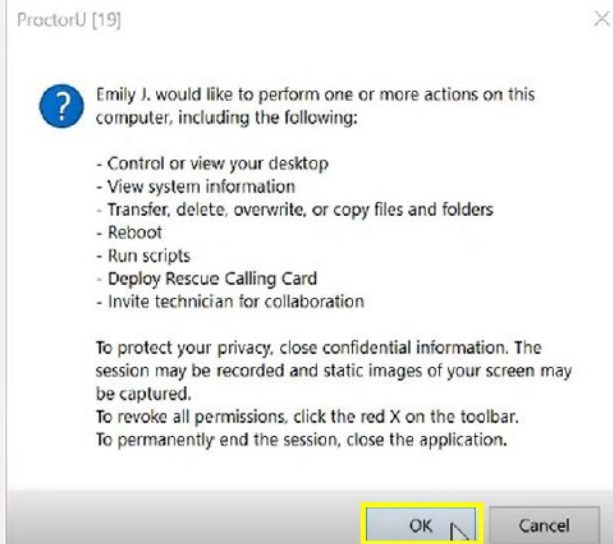
You may now use the chat box to communicate with your proctor.

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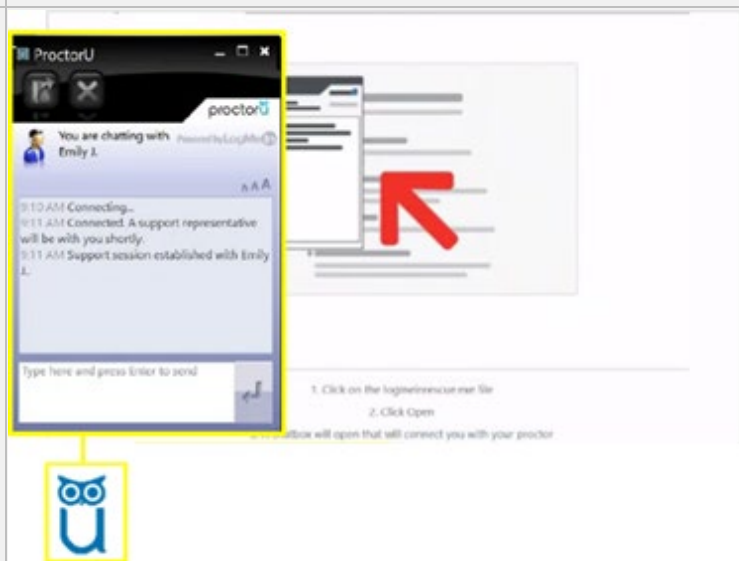
The proctor will request permission to 'remote in' to your computer and take control of your mouse in order to proceed with the check-in process.

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.
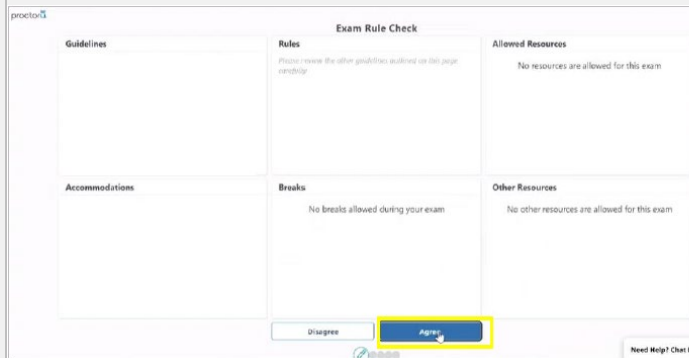

ProctorU [19]

Emily J. would like to perform one or more actions on this computer, including the following:

- Control or view your desktop
- View system information
- Transfer, delete, overwrite, or copy files and folders
- Reboot
- Run scripts
- Deploy Rescue Calling Card
- Invite technician for collaboration

To protect your privacy, close confidential information. The session may be recorded and static images of your screen may be captured.
To revoke all permissions, click the red X on the toolbar.
To permanently end the session, close the application.

OK   Cancel

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.
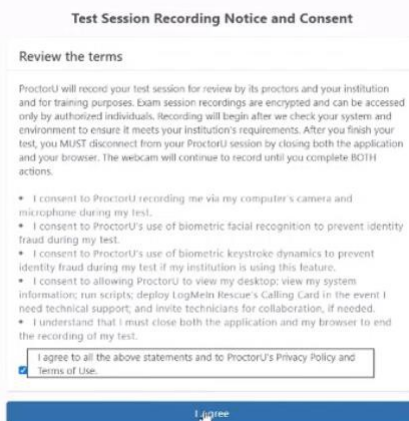
2. Hold up your ID close to your webcam.

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.

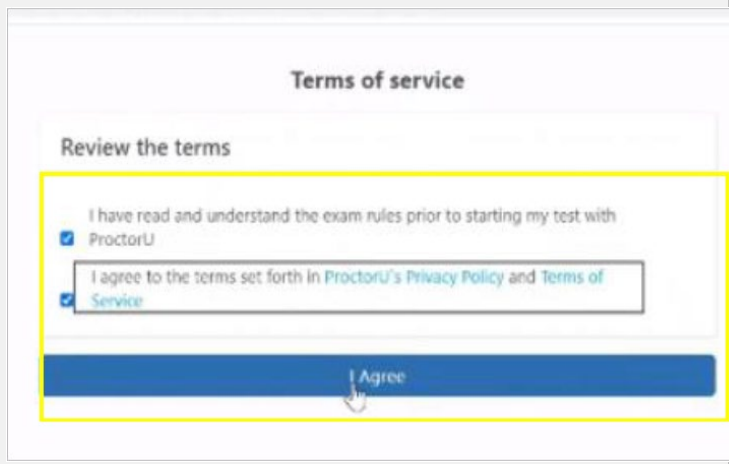6. Click the "I Agree" button.

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".
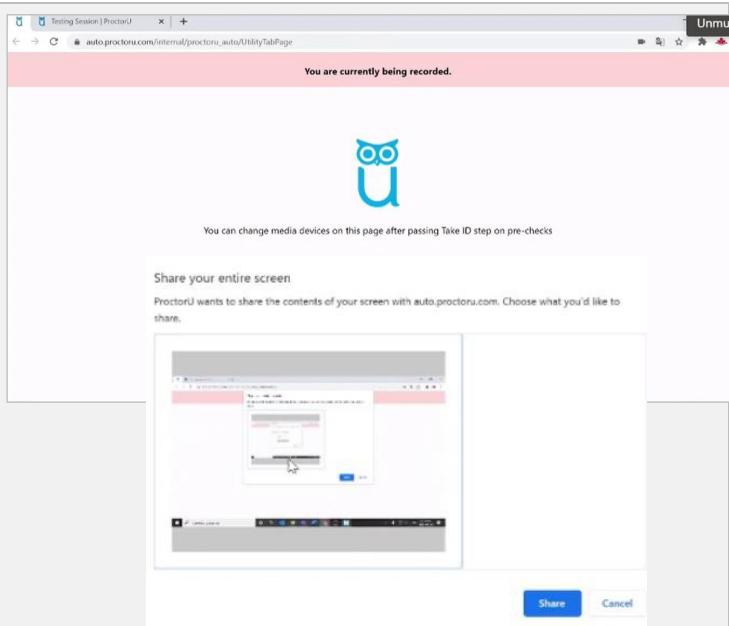
You will see the "Terms of service" screen.

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.
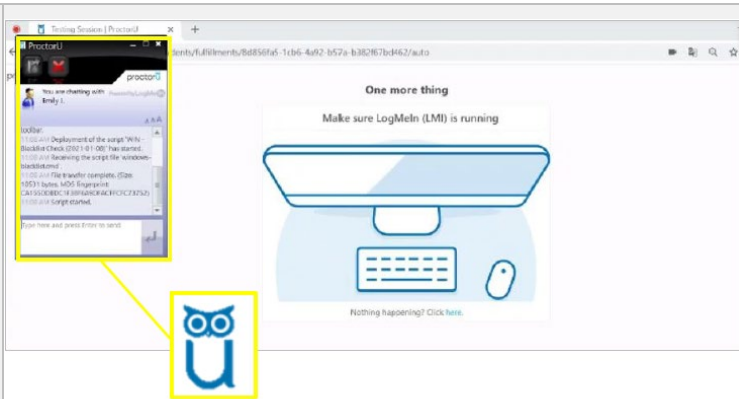
System Check

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.
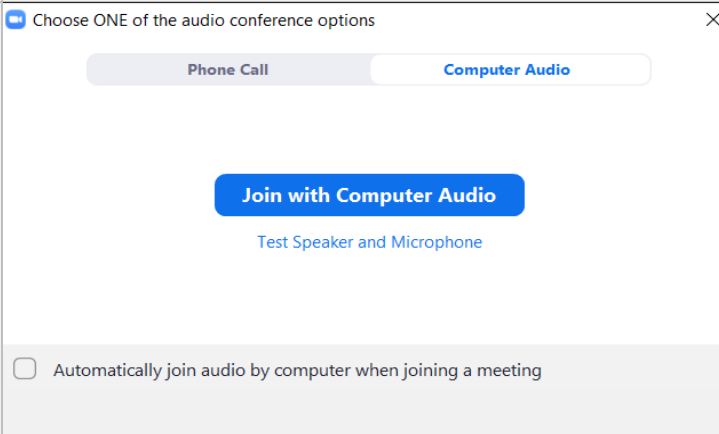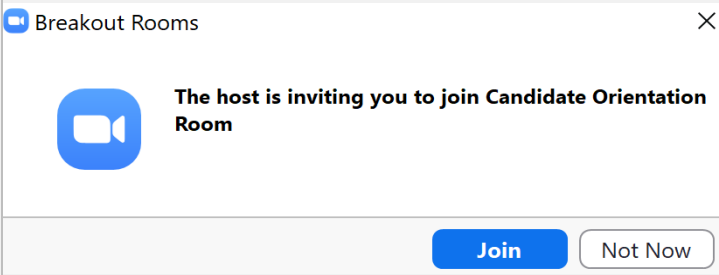
Permitted Items Check

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
Transfer into Zoom	
After completing the Environmental Check, the ProctorU proctor will enter you into a Zoom meeting. You will be placed into the Zoom waiting room until the invigilator admits you into the meeting.	Meeting ID : 888-888-888 Please wait, RCDC will let you in soon. RCDC CRCDC
Once you have joined the meeting, you will see a pop-up window in the middle of your screen. In the "Computer Audio" tab, click "Join with Computer Audio".	Choose ONE of the audio conference options ✕ Phone Call Computer Audio Join with Computer Audio Test Speaker and Microphone ☐ Automatically join audio by computer when joining a meeting
Once admitted into the meeting, an invigilator will confirm your audio and video is working and verify your candidate ID.	
After your settings and candidate ID have been confirmed, the invigilator will place you in a candidate orientation room until your examination session begins. 1. Click "Join" in the pop-up window.	Breakout Rooms ✕ The host is inviting you to join Candidate Orientation Room Join Not Now

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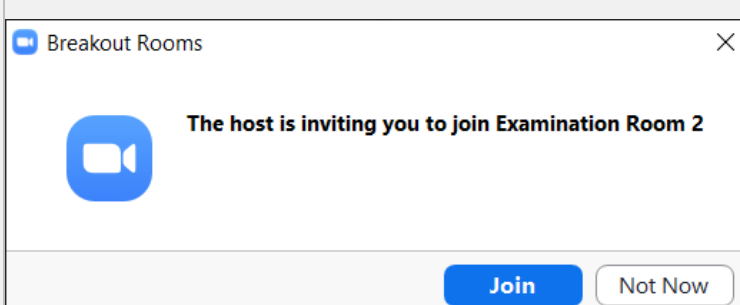
Once connected, your examination will begin. The Examiners may share their screen to display case materials if required.

At the bottom of the screen, you will see the following functionalities: "Participants", Share Screen", "Chat", and "Ask for Help."
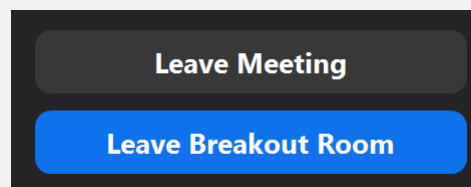
If you click "Ask for Help", an invigilator will be notified that you need assistance and will be asked to join your breakout room.

2. Click "Ask for Help" in the task bar.

3. Confirm that you would like assistance by clicking "Invite Host".
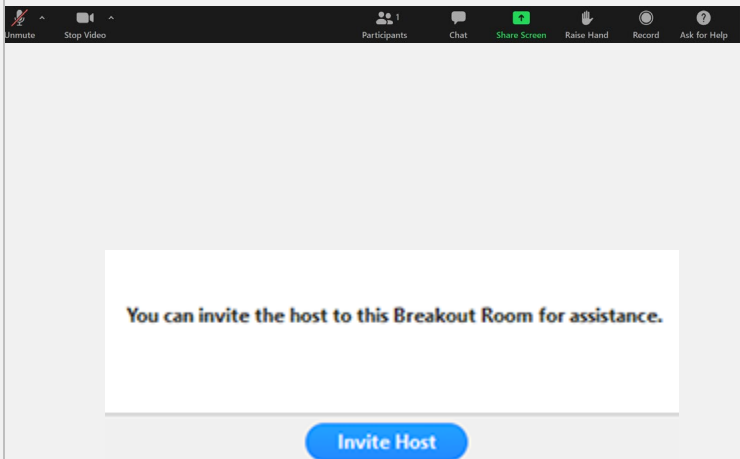
Finishing the Examination

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

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 2022 Fellowship Examination.
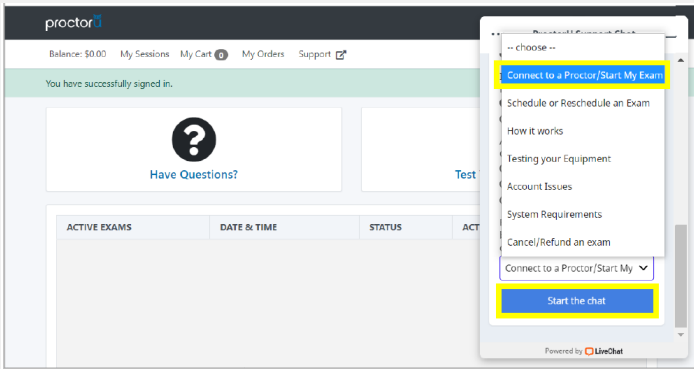
OBJECTIVES OF THIS RESOURCE

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
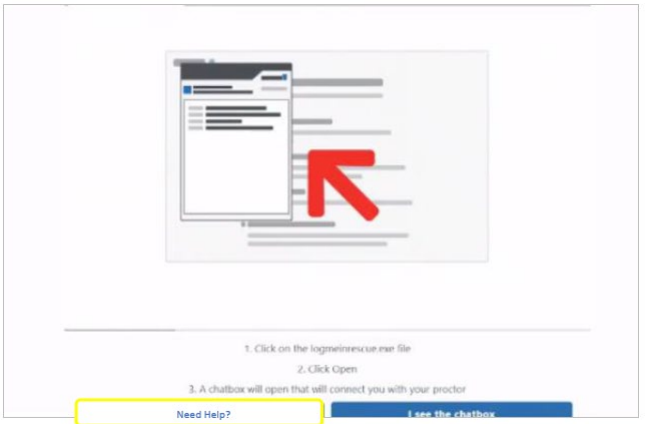
1.1 ISSUES STARTING A SESSION WITH PROCTORU

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

Instructions	Visual Aid
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". **OR** 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.
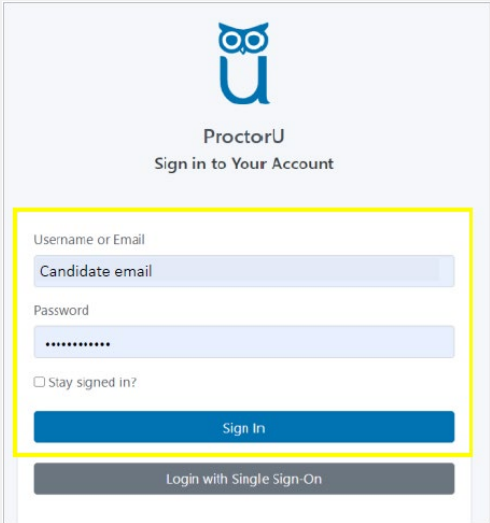
1.2 ISSUES CONNECTING WITH A PROCTOR

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

Instructions	Visual Aid
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". **OR** 1. Contact ProctorU support by phone at 1-855-772-8678	

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:

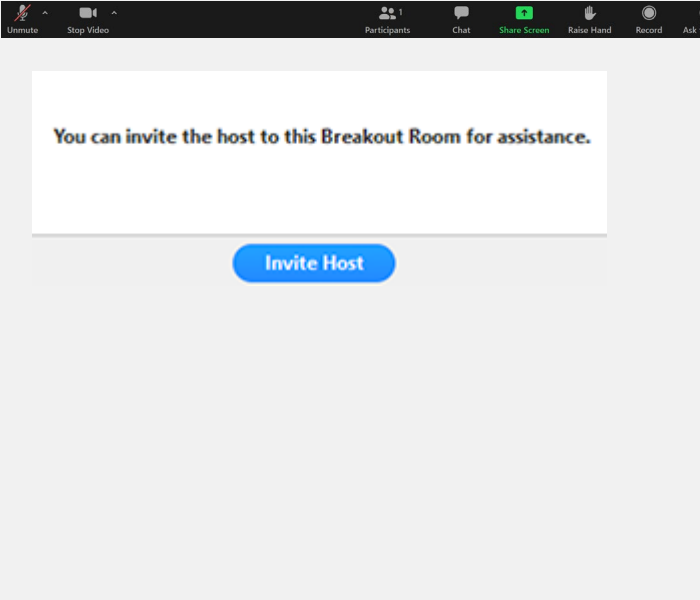| Instructions	Visual Aid
1. Sign in to your ProctorU account. 2. Click the "Start Session". **OR** 1. Contact ProctorU support by phone at 1-855-772-8678	

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):

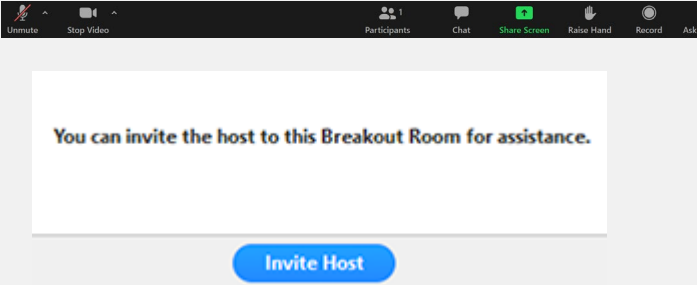| Instructions	Visual Aid
1. Contact support@rcdc.ca and include your candidate number. **OR** 2. Contact RCDC at 416-512-6571 x 519 Examination personnel will be monitoring your connectivity during the session and may attempt to contact you as well.	

1.5 AN EXAMINER LOSES CONNECTION DURING THE EXAMINATION

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

Instructions	Visual Aid
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. Note: The other Examiner will also alert examination personnel in this situation.	

1.6 AUDIO/VIDEO ISSUES DURING THE EXAMINATION

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

Instructions	Visual Aid
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.	You can invite the host to this Breakout Room for assistance. **Invite Host**

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