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PREPARING YOUR PHYSICAL ENVIRONMENT

INTRODUCTION

The 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 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.

Consideration	Requirements
General	An indoor location with four walls and a door that can be closed, free of background noise, disruptions, and distractions. List of unpermitted locations
Dress attire	Business casual attire is recommended.
Walls	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.



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TECHNICAL REQUIREMENTS

INTRODUCTION

The Fellowship Examination will be delivered using two software applications: a remote proctoring application ([Guardian browser](#)) by a service called [ProctorU/Meazure Learning](#), and a 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 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 Fellowship Examination.

Hardware Requirements:

Hardware		Minimum System Requirements
Computer		<ul style="list-style-type: none"> Laptop or desktop computer; Mac or PC No tablets, smart/cell phones, etc.
	CPU speed	<ul style="list-style-type: none"> Dual-core 2Ghz or higher (Intel i3/i5/i7 or AMD equivalent)
	Available hard drive space	<ul style="list-style-type: none"> 1+ GB
	Total memory (RAM)	<ul style="list-style-type: none"> 4+ GB
Monitor		<ul style="list-style-type: none"> Single monitor Screen resolution of 1920 x 1080 and above is recommended at a scale of 100% No dual-monitor configurations
Webcam		<ul style="list-style-type: none"> 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		<ul style="list-style-type: none"> Built-in microphone and speaker Wired headphones or headsets No wireless headphones or headsets
Power		<ul style="list-style-type: none"> Directly plugged into a powersource

Software Requirements:

Software	Recommended System Requirements	Minimum System Requirements
Operating system	<ul style="list-style-type: none"> Windows 10 (S Mode not supported); MacOS 10.15 or higher 	<ul style="list-style-type: none"> Windows 8 or higher (Windows 10 S Mode not supported); MacOS 10.13 or higher
Guardian Browser ¹	<ul style="list-style-type: none"> Guardian Browser - current version 	--
Zoom ²	<ul style="list-style-type: none"> Zoom Client for Meetings - current version 	--
Anti-virus software	<ul style="list-style-type: none"> all third-party antivirus software and pop-up blockers must be turned off 	--

¹ Download Guardian Browser for free at guardian.meazurelearning.com

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

Network Requirements:

Network	Recommended System Requirements	Minimum System Requirements
Stable internet connection ³	<ul style="list-style-type: none"> Download Speed of 15 mbps Upload speed of 3 mbps Wired internet connection to reduce the likelihood of connectivity issues during the examination 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Disconnect unnecessary or prohibited devices such as printers, second monitors, etc. and remove them from the room <u>No other people should use your internet network during the examination, as activities such as online gaming and music and video streaming will limit available bandwidth and may cause connectivity issues</u> 	--

³ To test the speed of your internet, use speedtest.net, 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.



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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 |



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NAVIGATING THE TESTING PLATFORMS

INTRODUCTION

This resource is designed to allow candidates to become familiar with the software being used to deliver the 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 Fellowship Examination.
- The set-up steps required before the examination.
- How to navigate the Guardian browser by ProctorU.
- How to navigate the Zoom platform.

INTRODUCTION TO EXAM SOFTWARE PLATFORMS


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

 	<p>ProctorU is a remote proctoring service. The Guardian browser is their 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. Do not create your own 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 Watch the “What to Expect” video

<ol style="list-style-type: none"> Go to meazurelearning.wistia.com/medias/x8sicg86fm to watch the video Note: during the Fellowship Examination, your Proctor will disconnect once you enter Zoom, and RCDC Staff will assist you from that point onward 	
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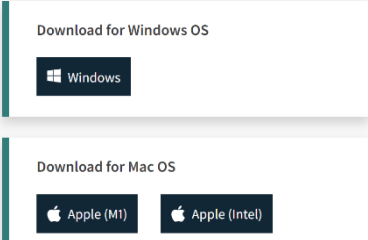
1.2 Download Guardian Browser



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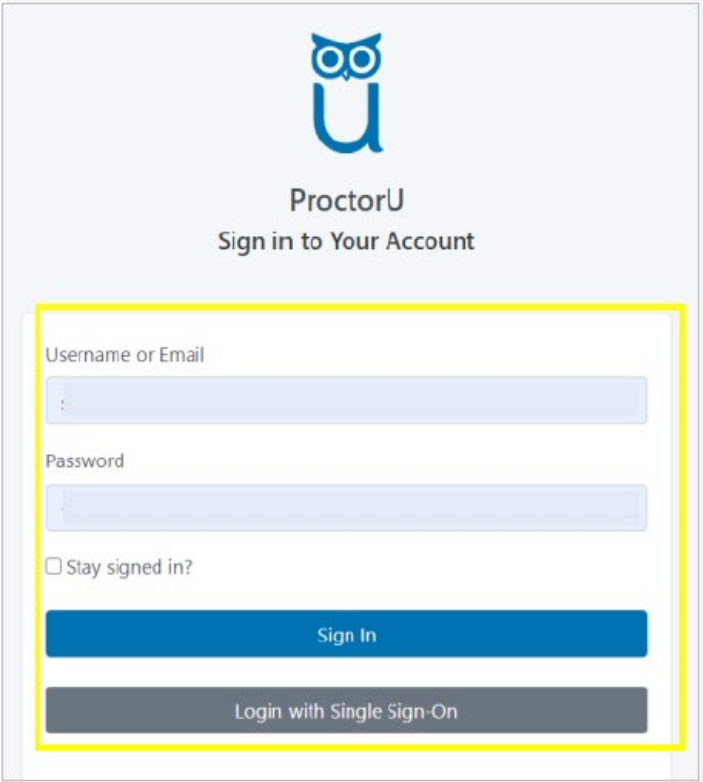
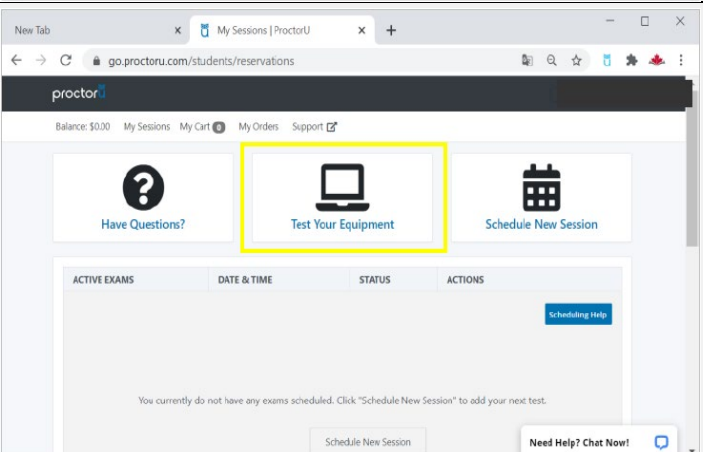
Download Guardian Browser for free from the internet. To do so:

<p>3. Go to guardian.meazurelearning.com</p> <p>4. Click "Download for Windows OS" or "Download for Mac OS"</p>	
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For help identifying which Apple download to use, [click here](#).

1.3 Test Your Equipment

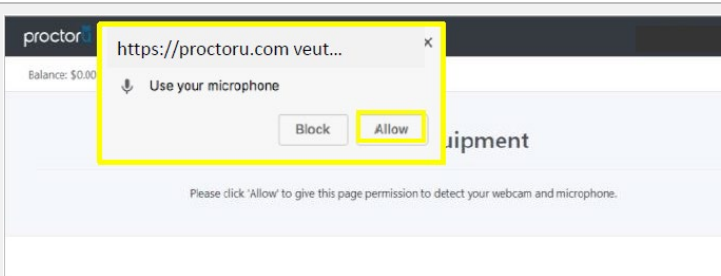
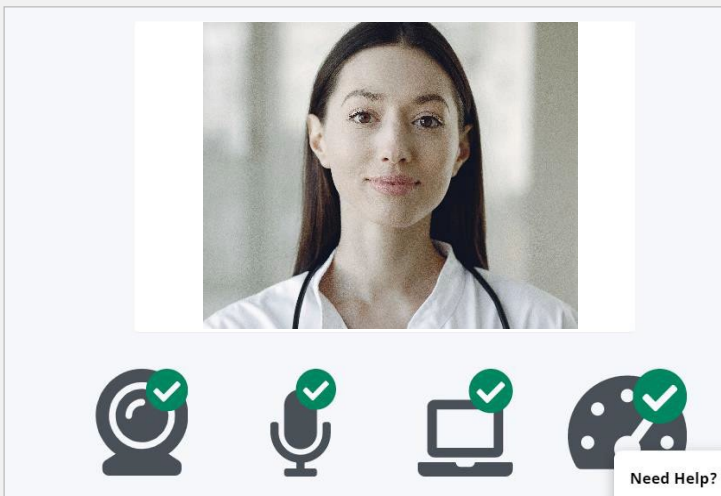
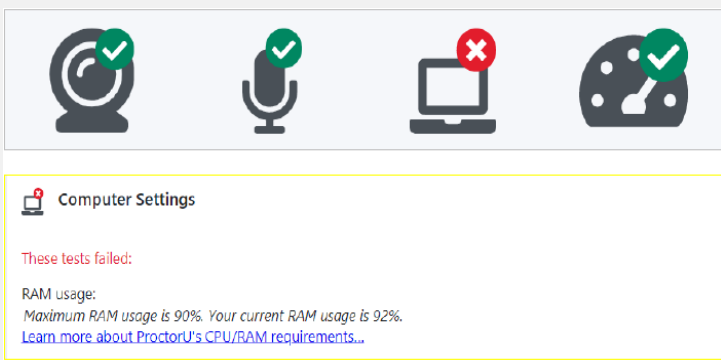
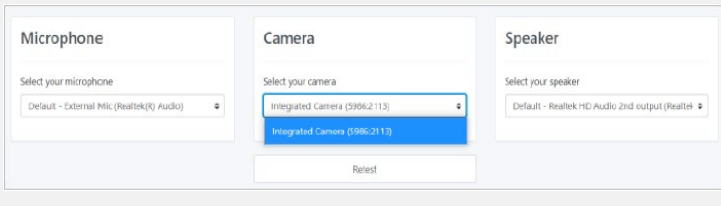
RCDC and ProctorU will provide you with your ProctorU account login information prior to the examination. To confirm your computer hardware and network meet the requirements, you can test your equipment within ProctorU. To complete the test, you must first download the ProctorU extension (see above)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

Step-by-step instructions	Visual Aid
<ol style="list-style-type: none"> 1. Go to https://go.proctoru.com 2. Sign In to your ProctorU account. 	 <p>The image shows the ProctorU login page. It features the ProctorU logo (an owl) at the top. Below the logo is the text "ProctorU Sign in to Your Account". There are two input fields: "Username or Email" and "Password". Below these fields is a checkbox labeled "Stay signed in?". At the bottom of the login area are two buttons: a blue "Sign In" button and a grey "Login with Single Sign-On" button. A yellow rectangular box highlights the entire login section, including the input fields, checkbox, and buttons.</p>
<p>You will see your ProctorU dashboard.</p> <ol style="list-style-type: none"> 3. Click the "Test Your Equipment" widget at the top, centre of your dashboard. 	 <p>The image shows the ProctorU dashboard. At the top, there is a navigation bar with links for "Balance: \$0.00", "My Sessions", "My Cart", "My Orders", and "Support". Below the navigation bar are three main widgets: "Have Questions?" (with a question mark icon), "Test Your Equipment" (with a laptop icon), and "Schedule New Session" (with a calendar icon). The "Test Your Equipment" widget is highlighted with a yellow rectangular box. Below these widgets is a section titled "ACTIVE EXAMS" with columns for "DATE & TIME", "STATUS", and "ACTIONS". A message at the bottom states: "You currently do not have any exams scheduled. Click 'Schedule New Session' to add your next test." There is a "Schedule New Session" button and a "Need Help? Chat Now!" button at the bottom right.</p>



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<p>4. Click “Allow” to let ProctorU access your camera and microphone.</p>	
<p>ProctorU will run a test of your equipment.</p> <p>Successful tests are indicated by green checkmarks.</p>	
<p>An unsuccessful test is indicated by a red “X”.</p> <p>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

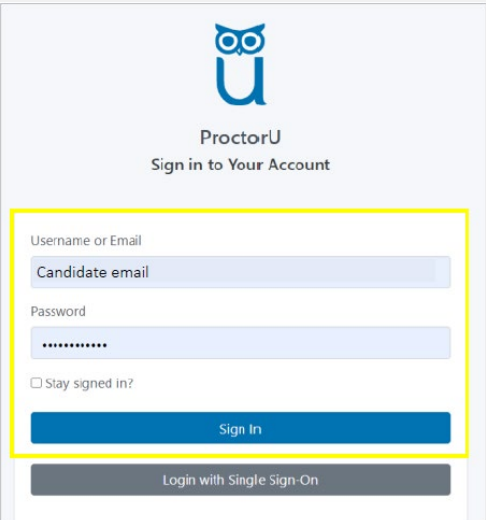
During the check-in process, you will be asked to agree to ProctorU's Terms of Service and Privacy Policy.

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

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

NAVIGATING ProctorU

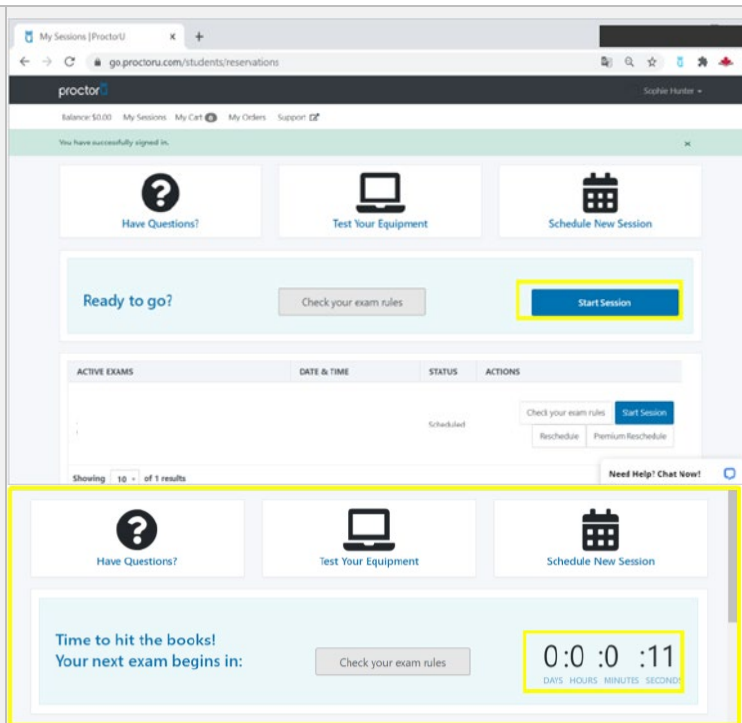
On your examination day(s), you will login through ProctorU to begin the exam. You will be able to login within 30 minutes of your scheduled start time.

Step-by-step instructions	Visual Aid
<i>Signing in</i>	
<ol style="list-style-type: none"> 1. Open Guardian Browser 2. Go to go.proctoru.com 3. Sign In to your ProctorU account. 	 <p>The visual aid shows the ProctorU sign-in page. It features the ProctorU logo (an owl) and the text 'ProctorU Sign in to Your Account'. Below this is a form with two input fields: 'Username or Email' (containing 'Candidate email') and 'Password' (containing '*****'). There is a checkbox for 'Stay signed in?' and two buttons: a blue 'Sign In' button and a grey 'Login with Single Sign-On' button. A yellow box highlights the sign-in form area.</p>

You will see your ProctorU dashboard.

4. Click the "Start Session" button.

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."

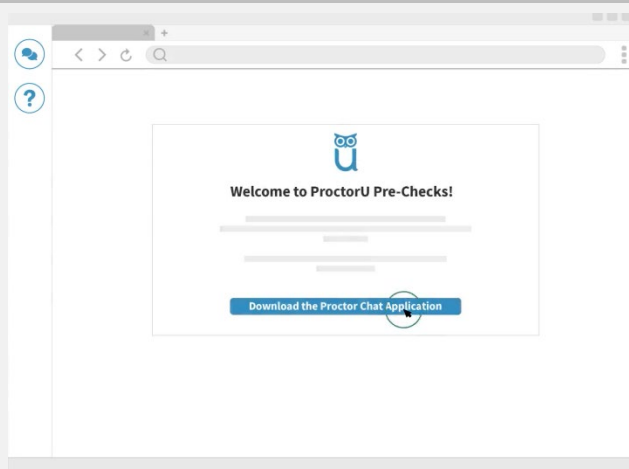


Connecting to a proctor

When you see the "Welcome to ProctorU Pre-Checks!" screen,

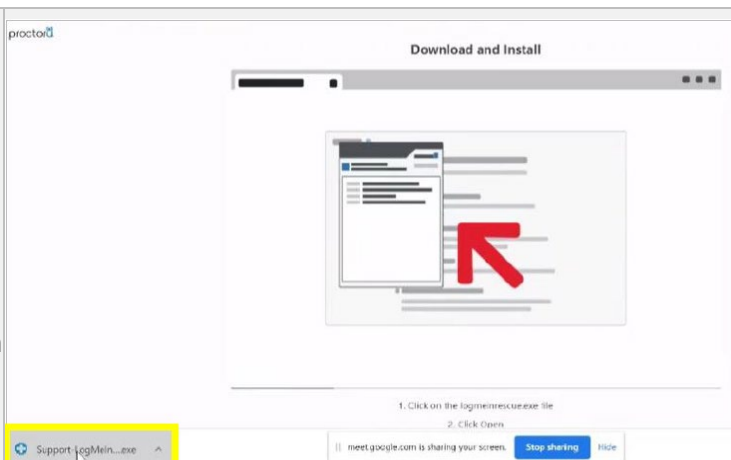
1. Click "Download the Proctor Chat Application"

NOTE: You will need to download the Proctor Chat application immediately before your session as it cannot be done in advance. You will need to download this application each time you connect to your Examination session.



2. Click the downloaded file in the left bottom corner of your screen to open the application. You can also open the file from your downloads folder

NOTE: You may be required to click "Open" or "Allow" to give permission to the application to run

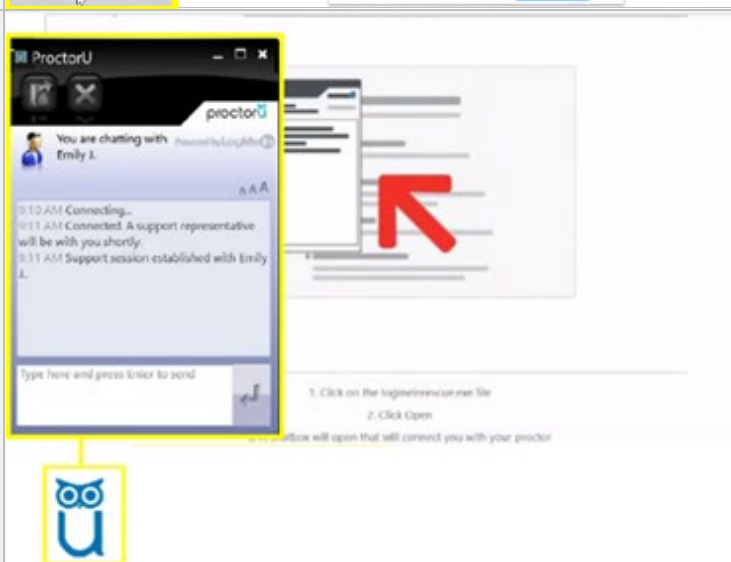


The Proctor Chat application will display a "Waiting" message while a connection is being established with a proctor.

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.

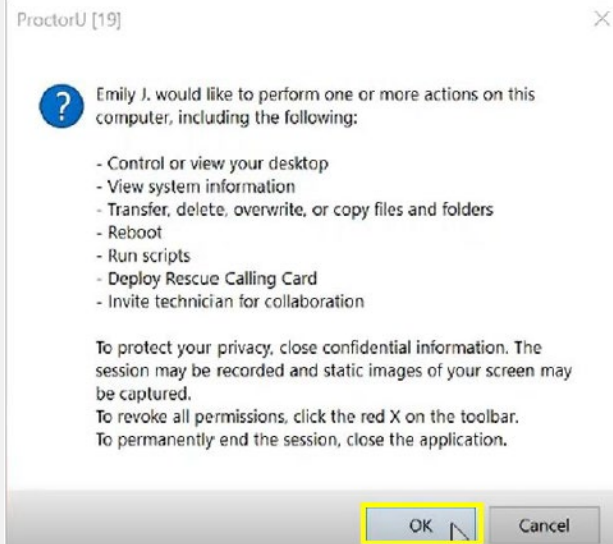
NOTE: If you do not see the chat box, check your taskbar to see if the ProctorU owl icon is visible. If it is, click the icon to open the chat box. If you do not see the icon, click the "Need Help?" button to contact to ProctorU technical support.



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.

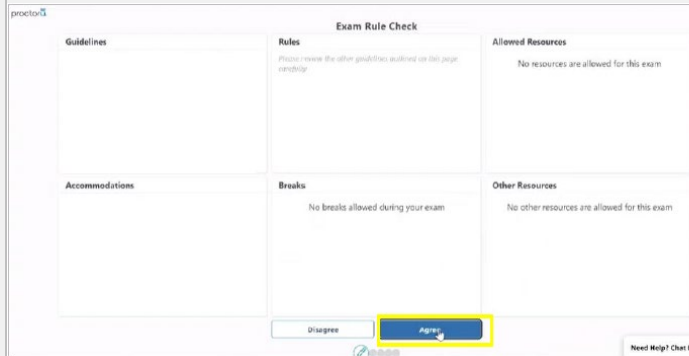


Pre-check in

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.



The "Exam Rule Check" screen displays a table with the following sections:

Guidelines	Rules	Allowed Resources
	Please review the other guidelines outlined on this page carefully.	No resources are allowed for this exam.
Accommodations	Breaks	Other Resources
	No breaks allowed during your exam.	No other resources are allowed for this exam.

At the bottom, there are "Disagree" and "Agree" buttons. The "Agree" button is highlighted with a yellow box.

You will see the Government ID screen.

2. Hold up your ID close to your webcam.

3. Click "Take Photo".

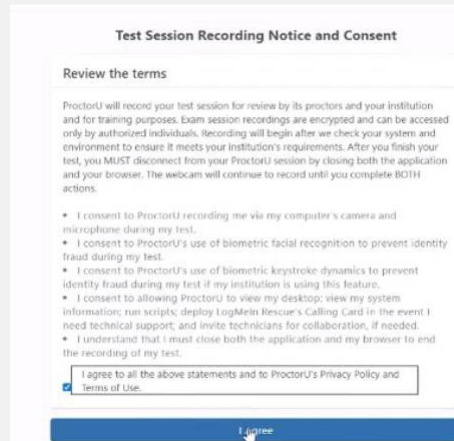
NOTE: Image is for illustrative purposes. Ensure your name and contact information are clearly visible when you take the photo.



The "Government ID" screen displays the text "Please take a clear photo of your government-issued ID card" above a camera view. A hand is shown holding a government ID card in front of the camera. A yellow box highlights the ID card.

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.



The "Test Session Recording Notice and Consent" screen displays the following text:

Review the terms

ProctorU will record your test session for review by its proctors and your institution and for training purposes. Exam session recordings are encrypted and can be accessed only by authorized individuals. Recording will begin after we check your system and environment to ensure it meets your institution's requirements. After you finish your test, you MUST disconnect from your ProctorU session by closing both the application and your browser. The webcam will continue to record until you complete BOTH actions.

- I consent to ProctorU recording me via my computer's camera and microphone during my test.
- I consent to ProctorU's use of biometric facial recognition to prevent identity fraud during my test.
- I consent to ProctorU's use of biometric keystroke dynamics to prevent identity fraud during my test if my institution is using this feature.
- I consent to allowing ProctorU to view my desktop: view my system information; run scripts; deploy LogMein Rescuer's Calling Card in the event I need technical support; and invite technicians for collaboration, if needed.
- I understand that I must close both the application and my browser to end the recording of my test.

☒ I agree to all the above statements and to ProctorU's Privacy Policy and Terms of Use.

At the bottom, there is a blue "I Agree" button.

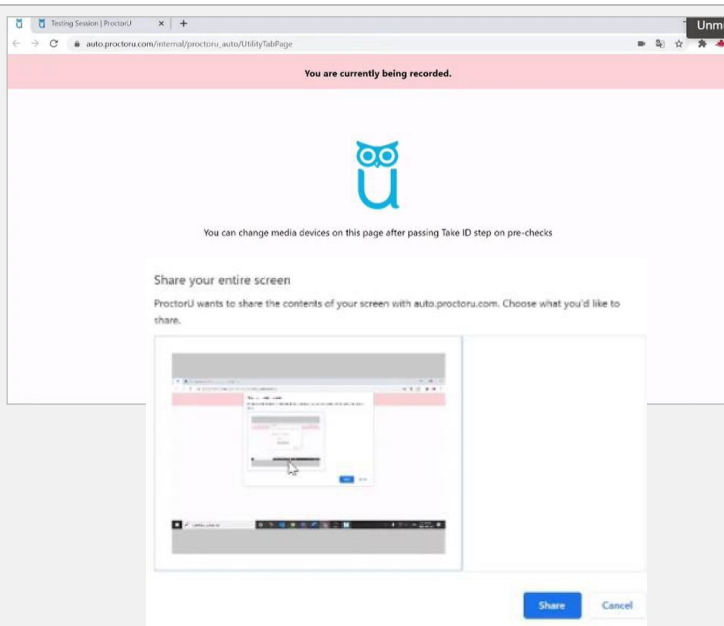


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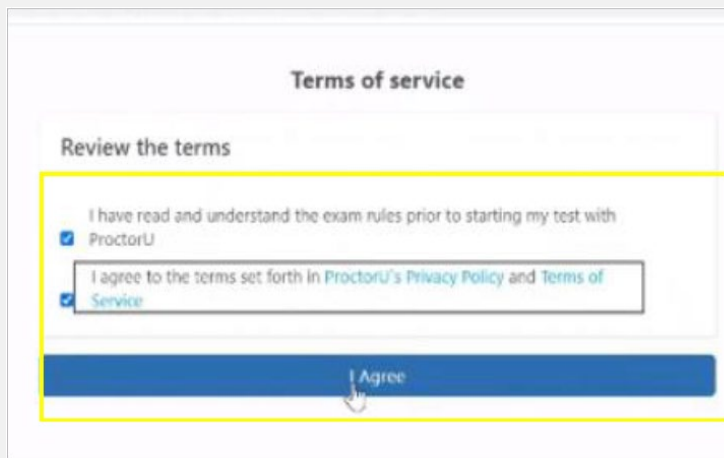
You will be asked to share your screen. When the “Share your entire screen” pop-up window opens:

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”.



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 (for earphones) and wrists (for watches) and may ask to



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see your photo ID again.

Permitted Items Check


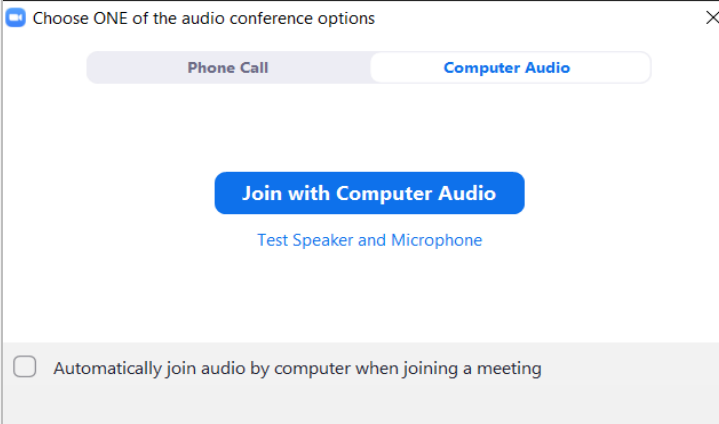
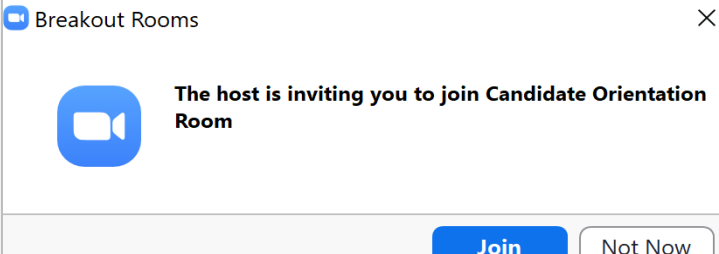
The proctor will then check your permitted items.

Environmental Check

The proctor will direct you through the environmental check.

NAVIGATING Zoom

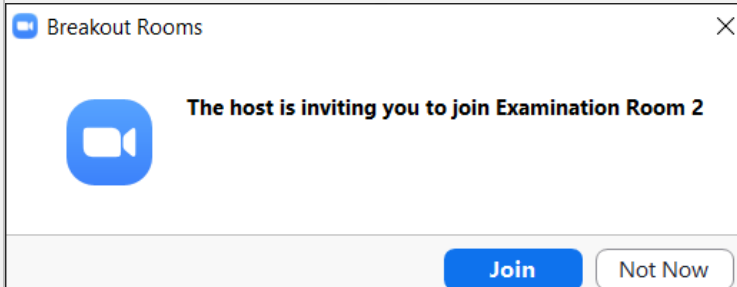
You will complete the Fellowship Examination on the Zoom platform. The following information will help you become familiar with the functionality of the platform.

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.

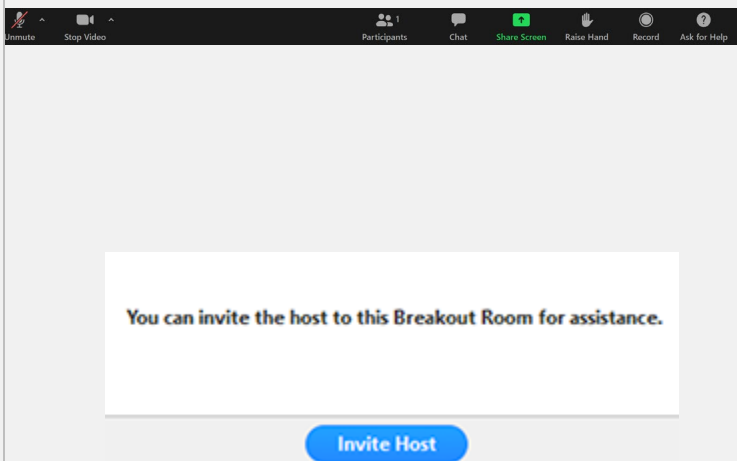


Once connected, your examination will begin. The Examiners may share their screen to display case materials if required.

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

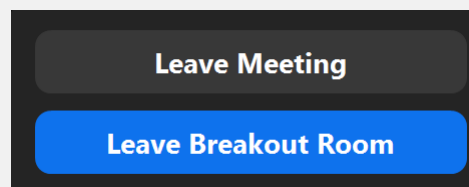
If you click "Ask for Help", an invigilator will be notified that you need assistance and will be asked to join your breakout room.

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.





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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 Fellowship Examination.

OBJECTIVES OF THIS RESOURCE

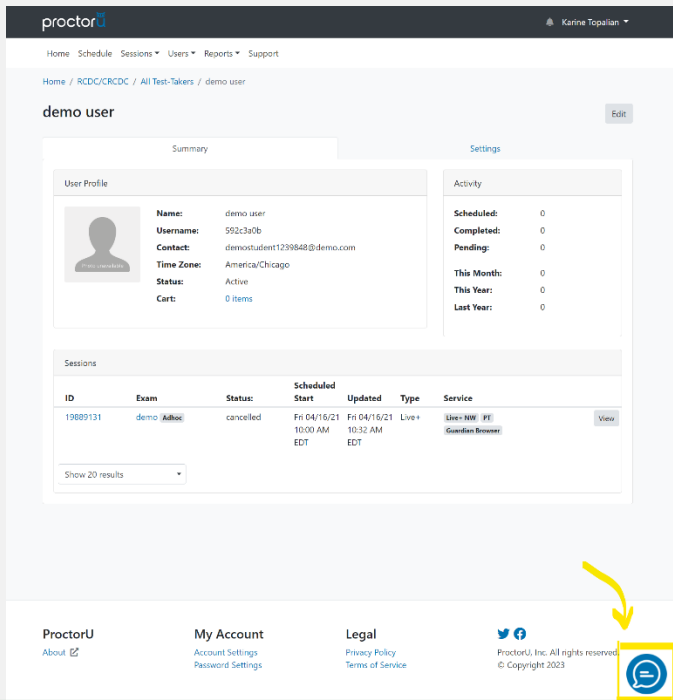
IN THIS RESOURCE YOU WILL LEARN:

- 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

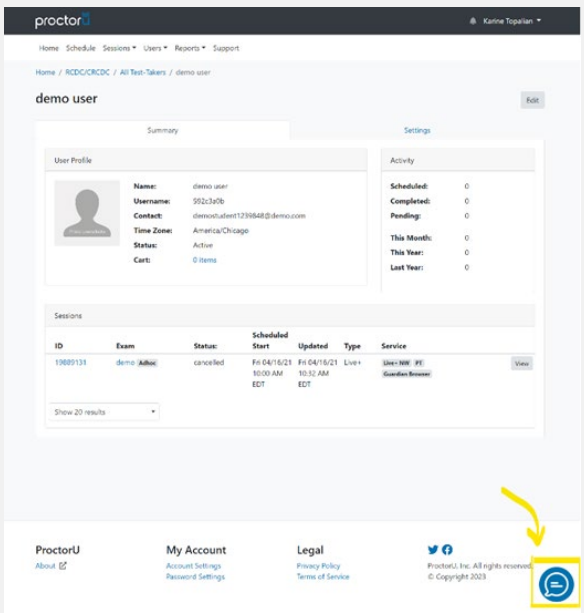
In the event that you have signed into the ProctorU platform, but are unable to start your session:

Instructions	Visual Aid
<ol style="list-style-type: none"> Click the blue chat button at the bottom, right side of the screen. Answer the questions, or ask to be connected to a live Support Expert Click on "Need Help? Chat with our Team!" Fill out the form and click "Start Chat" <p>OR</p> <ol style="list-style-type: none"> Contact ProctorU support by phone at 1-855-772-8678 	 <p>The screenshot shows the ProctorU user interface. At the top, there's a navigation bar with links like Home, Schedule, Sessions, Users, Reports, and Support. Below this, the user profile for 'demo user' is displayed, including fields for Name, Username, Contact, Time Zone, Status, and Cart. To the right of the profile, there's an 'Activity' section showing counts for Scheduled, Completed, and Pending sessions. Below the profile, there's a 'Sessions' table with columns for ID, Exam, Status, Scheduled Start, Updated, Type, and Service. The table shows one session with ID 19809131, Exam 'demo', Status 'cancelled', and scheduled for Fri 04/16/21 at 10:00 AM EDT. At the bottom of the page, there's a footer with links for ProctorU, My Account, and Legal. A yellow arrow points to a blue chat button in the bottom right corner of the page.</p>

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

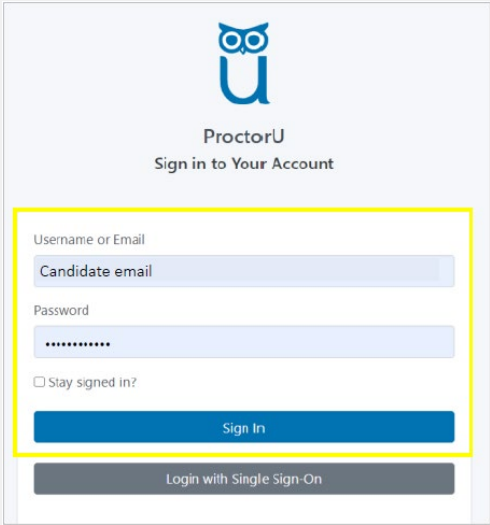
In the event that you have already started your proctoring session, but are unable to connect with a proctor:

Instructions	Visual Aid
<ol style="list-style-type: none"> Click the blue chat button at the bottom, right side of the screen. Answer the questions, or ask to be connected to a live Support Expert Click on "Need Help? Chat with our Team!" Fill out the form and click "Start Chat" <p>OR</p> <ol style="list-style-type: none"> Contact ProctorU support by phone at 1-855-772-8678 	 <p>The screenshot shows the ProctorU user interface for a 'demo user'. The top navigation bar includes links for Home, Schedule, Sessions, Users, Reports, and Support. The main content area displays the user's profile (Name: demo user, Username: 502c3a0b, Contact: demo@user123@demo.com, Time Zone: America/Chicago, Status: Active, Cart: 0 items) and a table of sessions. The sessions table has columns for ID, Exam, Status, Scheduled Start, Updated, Type, and Service. A single session is listed with ID 19889133, Exam demo Admin, Status cancelled, Scheduled Start Fri 04/16/21 10:00 AM EDT, Updated Fri 04/16/21 10:32 AM EDT, Type Live+, and Service User-166. A yellow arrow points to a blue chat button in the bottom right corner of the page.</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
<ol style="list-style-type: none"> 1. Sign in to your ProctorU account. 2. Click the "Start Session". <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 the ProctorU sign-in interface. It features the ProctorU logo (an owl) and the text 'Sign in to Your Account'. Below this, there is a yellow rectangular box highlighting the sign-in fields: 'Username or Email' (with a placeholder 'Candidate email'), 'Password' (with masked characters), a 'Stay signed in?' checkbox, a blue 'Sign In' button, and a grey 'Login with Single Sign-On' button.</p>

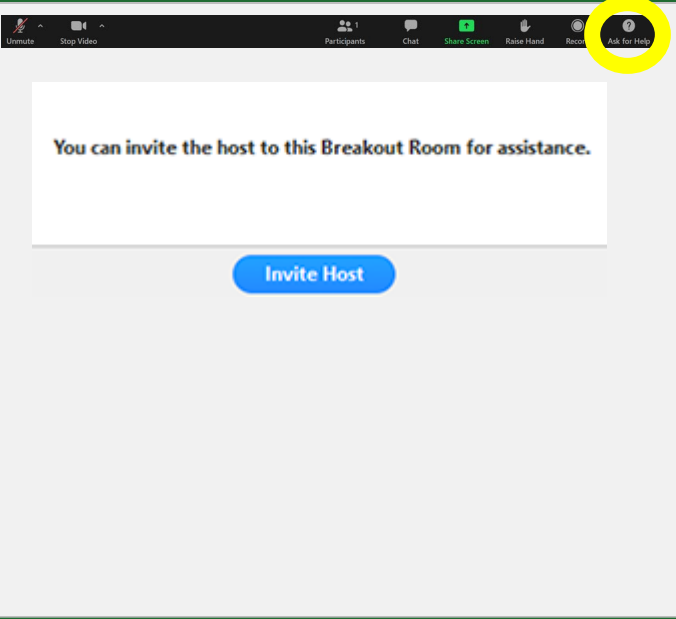
1.4 LOSING CONNECTION TO THE ZOOM PLATFORM

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
<ol style="list-style-type: none">1. Contact support@rcdc.ca and include your candidate number. <p>OR</p> <ol style="list-style-type: none">2. Contact RCDC at 416-512-6571 x 522 <p>Examination personnel will be monitoring your connectivity during the session and may attempt to contact you as well.</p>	

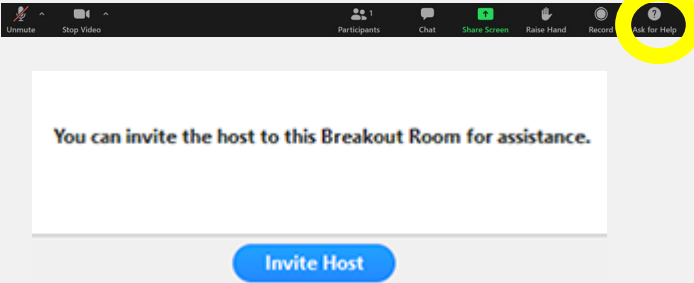
1.5 AN EXAMINER LOSES CONNECTION DURING THE EXAMINATION

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>	

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. 	



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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