

Using the Platform on the Exam Day

Thank you for registering for the simulated office oral (SOO) exam. In this document you will learn about the following:

- How to complete the system readiness check
- How to log in, start your exam session, and move through the exam
- How to adjust the settings
- How to log off at the end of your exam

It is important to test your computer and Internet connection ahead of time to make sure your setup is appropriate. You must complete checks in the same location and using the same PC or laptop you will be using to take your exam.

To verify that your device meets the specifications, please complete the system readiness check ahead of time. We suggest you do this as soon as possible and again at least twice in the days leading up to your examination. On the day of the exam, repeat the Amazon Chime Readiness check on the browsers that you have on your computer.

You can find the system readiness check at <https://app.chime.aws/check>.

- Click the “Check my device” button
- Allow Chime to use your microphone and your camera

After you follow the on-screen instructions, you should see a completion screen with zero errors. If you encounter any errors in the check, please review your set-up and run the test again. Once the test is completed, simply close the browser window. There is no need to download Chime at the end of the test.

Now we will review how to log in, start the session, and move through the exam.

Five days before your scheduled start time, you will receive an email from the College of Family Physicians of Canada (CFPC) with your unique exam ID and password as well as a link to the exam delivery platform, risr/Assess.

Make sure you log in precisely at your instructed time. The link in the email will open your Internet browser (which should be Chrome, Firefox, or Safari) and take you to a login page. If you would like to change the language to French, click the icon in the top left corner. After that, enter the provided ID and password. Both the ID and the password are case sensitive, so make sure you enter them exactly as provided.

Once you’ve successfully logged in, you will see the exam downloading to your device. When the download is complete you will see the holding screen until the scheduled start time. The exam will begin from this screen when the administrator starts it for everyone. There is no need for you to refresh this screen or do anything else; just wait, and the exam will launch automatically. If you need technical support, please use the chat button.

Once the exam is launched, your video image and the examiner's video image are displayed side by side.

Each SOO station is divided into three parts:

- Reading time to familiarize yourself with the instructions and SOO information
- Assessment time, which will cover the actual patient encounter
- Marking time for the examiner, which is rest time for you

Before the start of your first SOO station, an examination proctor will check your government-issued identification and you will have time to familiarize yourself with the shared resources.

Please note that the timer will not be available during the ID verification time. The countdown clock will appear when Reading time starts.

A countdown clock at the top left of your screen displays the total combined remaining time for all three parts of the station. A separate yellow ribbon displays a second, different countdown clock only for the part of the SOO you are in at that moment. This clock resets and counts down the time left for reading and the time left for the interaction with the examiner. This ribbon is important for you to monitor, especially during the interaction with the examiner and the encounter with the patient. The time remaining for marking is only displayed on the main countdown clock at the top left of the screen.

A blue box will show the patient's name, and the space underneath will hold some documents you should review, such as *The Patient* and *Candidate Code of Conduct*. To open or make these documents easier to read, please click on them. Your camera and microphone need to remain on at all times. Please do not disconnect them in the settings or in any other way.

At the top of the screen you will find an option for visually impaired users to adjust the colour settings.

The duration of each station is set for all candidates, and you will not be able to advance to the next station manually if you finish the current one early. You will remain in the same screen and transferred to the next station automatically.

At the end of your fifth SOO patient encounter, simply click the "Submit exam" button.

To summarize:

- Be on the lookout for the email with the link to risr/Assess and your exam ID and password. You should receive it five days prior to your exam.
- Use the information and link in this email to log in to your exam precisely at the scheduled exam time.
- You will see the holding screen when you log in, and from there you will be transitioned into the exam. Do not refresh the browser or navigate away from this screen. Use the chat button to access technical support if needed.
- You will be moved to your next SOO station at the right time automatically. Please do not disconnect your camera or your microphone at any point during the exam.
- Adjust the settings if necessary.



- When you have finished your last patient encounter, click “Submit exam” and close your browser.

Additional details about the administration of the exam are covered in our video *What to Expect on the Exam Day*.

Good luck, and if you need any additional information, please don't hesitate to contact us at ccfpexam@cfpc.ca.