

Setting Up on the Exam Day

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

- An acceptable physical testing environment
- Items that are permitted
- Items that are forbidden in the exam room
- The acceptable technical requirements for this virtual exam

Let's start by describing your remote testing environment

The testing location must be indoors, walled, well lit, and free from background noise and disruptions. Whether you take the exam from home, a workplace, an educational institution, a hotel, or a different location of your choosing, it needs to be a private, comfortable, and confidential environment. There will be no test centres for the administration of the SOO examination.

No third party may be present in the room or enter the room for the duration of the exam. If this occurs, your exam will be terminated and your results invalidated.

Your workstation and the surrounding area must be clean and cannot contain anything that could potentially provide an unfair advantage during your exam. This includes written notes and published material, both in hard copy (for example, books, papers, or posters) and in virtual form. This means that electronic devices, including tablets/iPads, watches, and wearable technology, are also forbidden in the exam room. A fully charged phone should be kept in the room near your exam space, but not on your person, work surface, or chair. Please keep it muted and use it only in case you have problems with your Internet connection, your audio, or if you can't log in. CFPC staff might call you if you are not logged in on time.

Purses and briefcases that could be used to store written materials are not allowed in the room. If you want to keep a sweater nearby, it must be hung on the chair, not placed in your lap or on the desk.

An item that you must have in the room and show at the beginning of the exam is a government-issued ID.* Please make sure you have those readily available. Eating, smoking, and chewing gum are prohibited during the exam. You are allowed to have a drink with you, provided it is in a clear container. You may have a tissue with you, but not in a box.

Since notepaper and pens/pencils are not permitted, an electronic notepad is available in the

* Acceptable identification is a valid driver's licence, passport, or provincial identification card. A health card is not acceptable unless it is issued by the province of Quebec—this is used for non-drivers with no other form of identification because Quebec does not offer a provincial identification card.

examination software. All notes will be erased automatically at the end of each station.

It is important to remember that you need to stay in the same location while testing and keep the lights, camera, and audio on. Please bear in mind that speaking to or receiving aid from other individuals is not allowed. Speaking to someone or receiving help of any type could invalidate your exam and you could be assigned a Denied Standing.

Now, let's look at the technical requirements.

Here is what you will need:

- A working built-in or external webcam
- A working built-in microphone
- Sufficient hard drive storage space, which is a minimum of 20 GB of free space on your PC or laptop
- Eight GB of memory is recommended, but 4 GB is the minimum needed
- A Web browser with the pop-up blocker disabled

Chrome is the browser we recommend, but you can also use Firefox or Safari. Please make sure you have the latest version installed.

You must use the same browser for all stages of your exam preparation and on the day of the exam.

Finally, you will need a stable Internet connection. Please bear in mind that a network may experience fluctuations in speed and reliability. To help guarantee a stable connection:

- Identify the place in your exam location where Wi-Fi is strongest and test there; **do not** use a hotspot or mobile phone connection
- Ensure others are not using the Internet at the same time, especially for streaming (e.g., streaming services, social media)
- Your Internet speed must be 2-3 Mbps upload and download

You can test your speed through the website <https://www.speedtest.net/>.

The exam can be taken only on laptop or desktop computers. If you are using a laptop, please make sure it is fully charged and connected to a power source. Chromebooks, iPads, tablets, and mobile phones do not meet test requirements. If you are using a work laptop, please check the firewall settings before the exam and make sure that you can use the webcam, screen share, and video conference with an external party.

Please verify you have the latest operating system available installed. For Macs, the minimum acceptable version is 10.13 High Sierra, and for PCs it is Windows 10; 12 Monterey for Macs or Windows 11 for PC are recommended. Please note that Linux does not meet test requirements.

Dual-monitor configurations are **not** allowed. You will not be able to have any other applications open on your screen other than the exam software.

Of course, even when all requirements are met, there is always a chance for minor technical difficulties or disruptions to occur. Our video [Troubleshooting on the Exam Day](#) has guidance about what to do if technical difficulties occur.

So, to summarize:

- Be prepared beforehand. It is crucial to check your technical requirements ahead of time and make sure you have set up an appropriate physical environment for the exam.
- Bring only permitted and required items. Accessing banned items may lead to the termination of your exam.

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