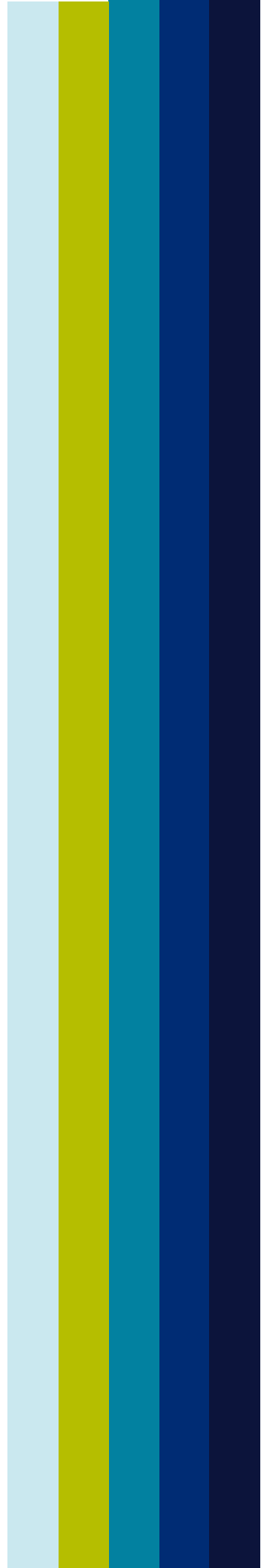


Virtual OSCE Platform Computer Set Up Guide



Prepared by Touchstone Institute



The purpose of this guide is to demonstrate how to set up the testing platform on your personal computer. Before proceeding to the step-by-step installation, please ensure the following technical requirements are met:

- Access to a computer (desktop or laptop). This exam cannot be taken on a tablet or mobile device. Dual monitor configurations are not permitted
- A minimum screen resolution of 1024 x 768 is required; however, a screen resolution of 1920 x 1080 or higher is recommended
- External or built-in webcam. You must be able to move your webcam to show your surroundings
- **A Wired Ethernet connection** to ensure the best exam experience and reduce the risk of interruption to your internet connection ([click here for more information](#) on connecting to the internet via Ethernet). Ethernet cables at various lengths can be purchased through Amazon or other computer or electronic stores like Best Buy, the Source etc.
- In the absence of Ethernet connectivity, examinees need a strong and reliable high speed internet connection of at least 10 Mbps upload and 20 Mbps download ([please click here to conduct a speed test](#) to confirm your connection speed). Your exam experience will be dependent on your ability to maintain a strong Wi-Fi connection within your test environment.
- If a wired Ethernet connection is not possible, the test space should be as close to your internet router as possible.
- Devices that might interfere with your internet speed/connection need to be turned off, such as live streaming of movies or the playing of video games is discouraged.
- Windows 8 or above or Mac OSX 10.13 or above (*see below for how to check your operating system)
- The latest version of [Google Chrome](#)
- [Zoom Meetings](#) app downloaded to computer – see picture
- Comfort with taking a virtual assessment

- A quiet, private space with a table and chair to ensure confidentiality of the exam.
- The area must be clear of writing instruments, electronics, notes, etc.
- No additional people can be in the room.

Action Required: Prior to Exam Day Complete ALL the Following steps

**1. If you don't already have one, create your own ZOOM account.
It is FREE!**

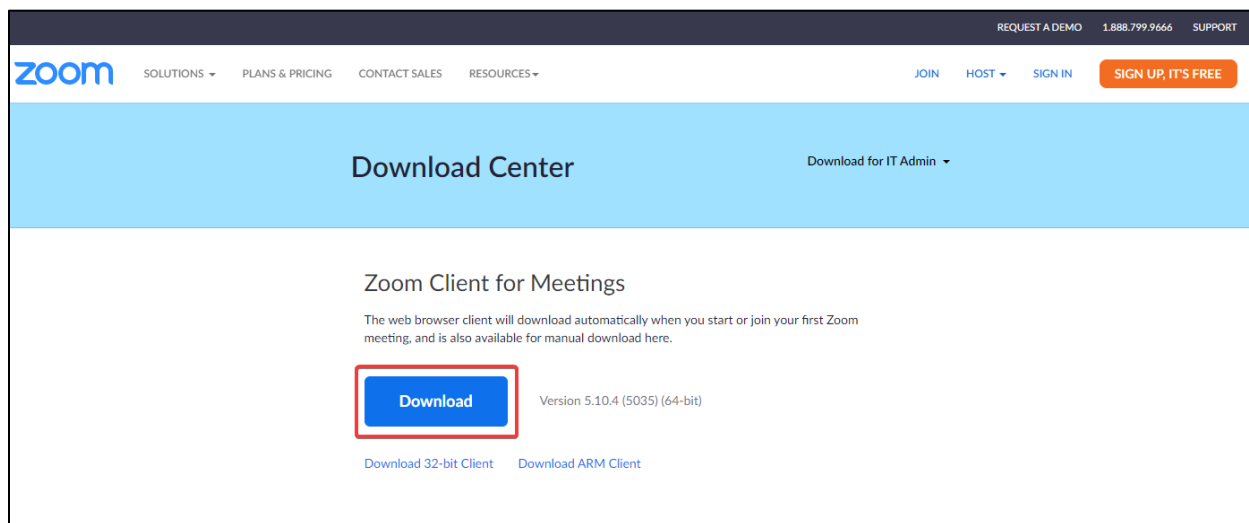
To sign up for your own free account, visit the [Zoom sign-up page](#) and enter your email address. You will receive an email from Zoom (no-reply@zoom.us). In this email, click **Activate Account**. Remember to write down your login password.

You can sign in to your Zoom account on the web at any time at zoom.us/signin. Once you're logged in, use the panel on the left side to navigate the Zoom web portal. You can update your profile and edit your settings.

2. Download ZOOM Meetings application

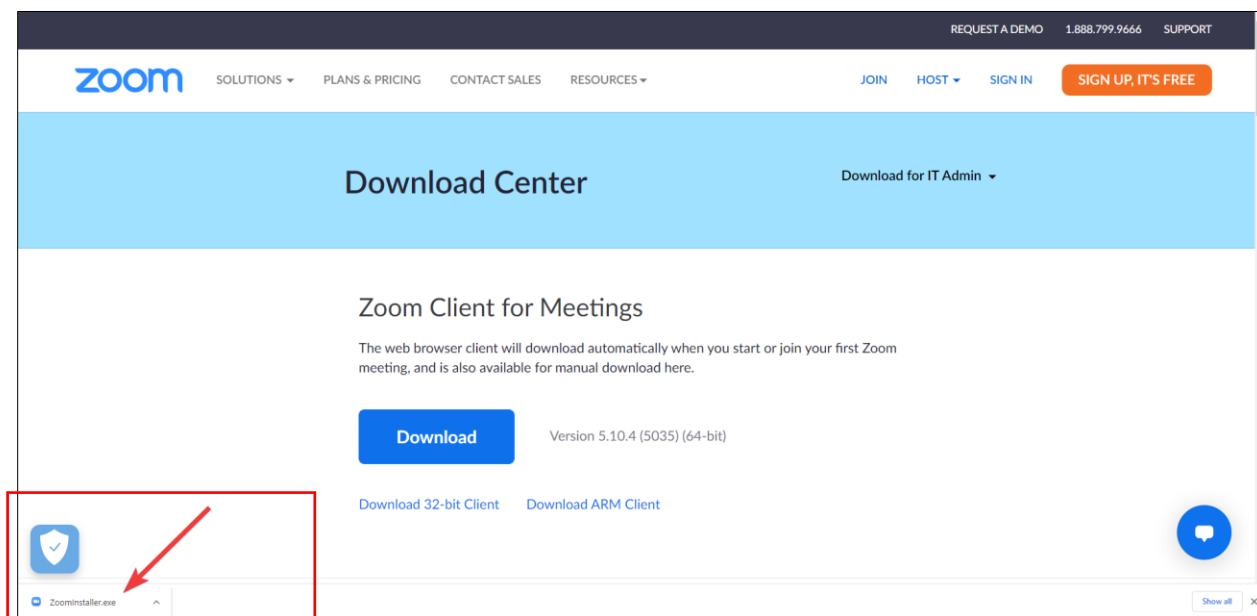
If you have not already downloaded the ZOOM meeting application to your computer yet, these instructions will help you.

<https://zoom.us/download>

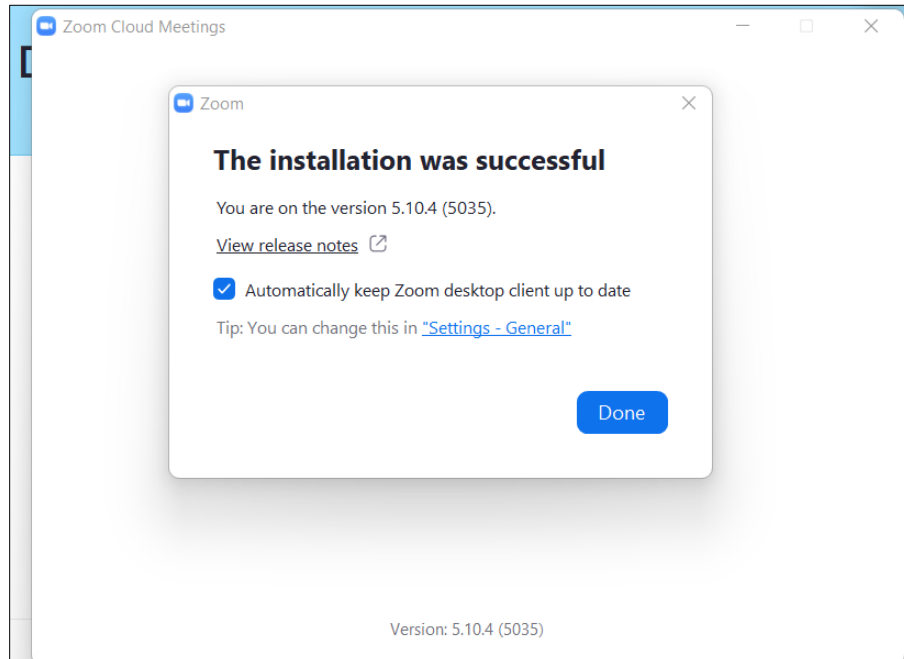


The screenshot shows the Zoom website's Download Center. At the top, there is a navigation bar with links for SOLUTIONS, PLANS & PRICING, CONTACT SALES, and RESOURCES. On the right, there are links for JOIN, HOST, SIGN IN, and a prominent orange button that says "SIGN UP, IT'S FREE". Below the navigation bar, the main heading is "Download Center" with a sub-link "Download for IT Admin". The central content area is titled "Zoom Client for Meetings" and includes a descriptive paragraph: "The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here." A large blue "Download" button is highlighted with a red box. To the right of the button, it says "Version 5.10.4 (5035) (64-bit)". Below the main button, there are two smaller links: "Download 32-bit Client" and "Download ARM Client".

Zoom installer will appear, usually in the bottom left corner of your screen. Click this installer when your browser has completed the download.

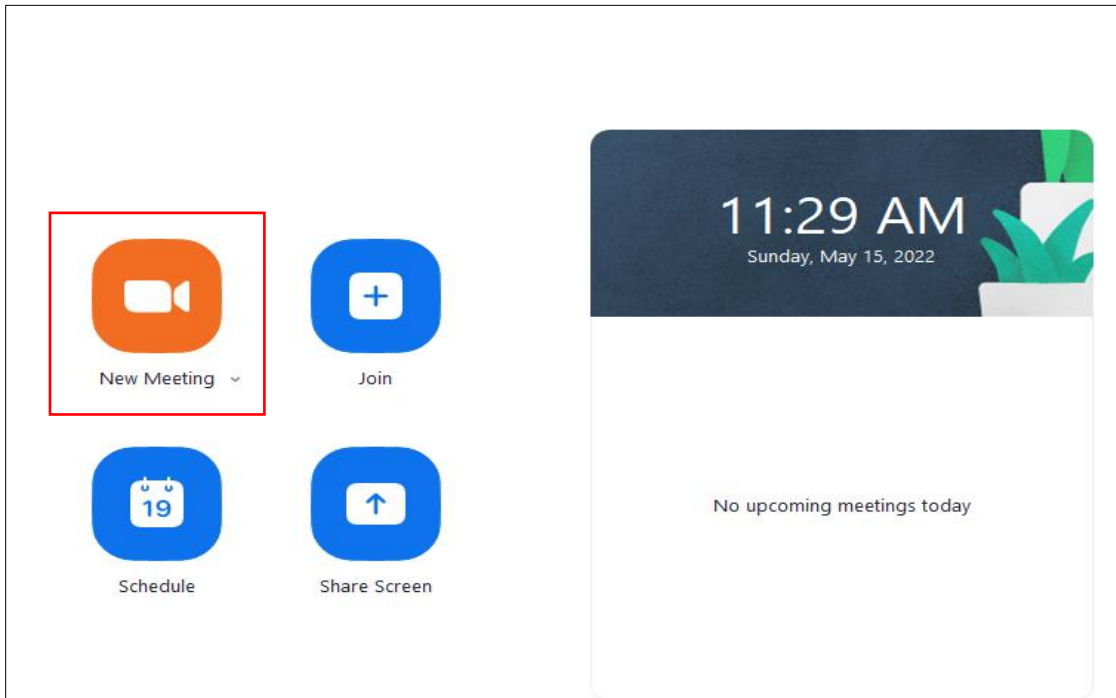


After you have completed the download, you should see this screen.

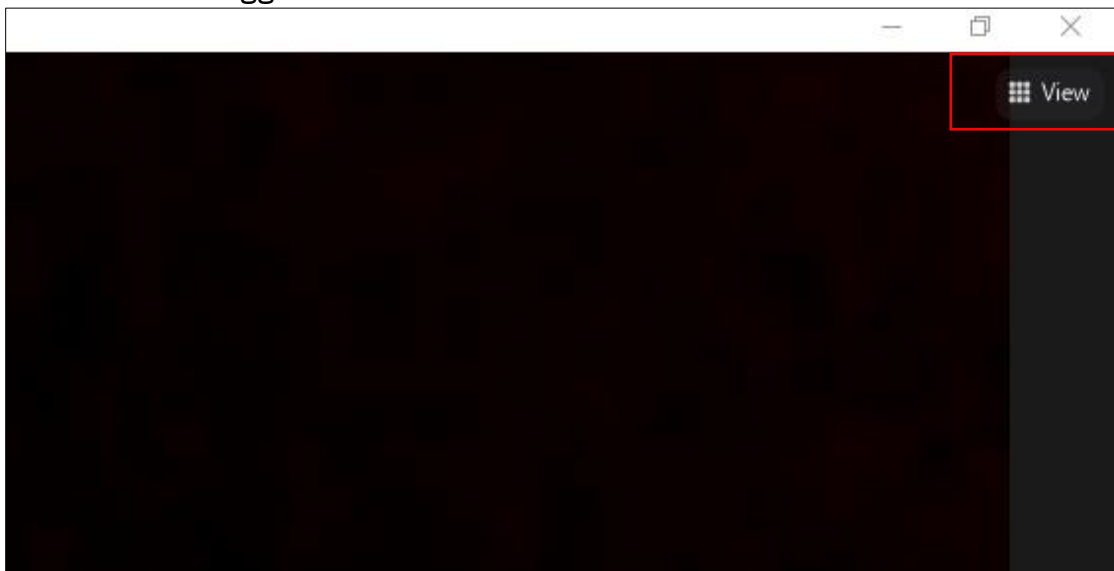


3. Set ZOOM exam day settings

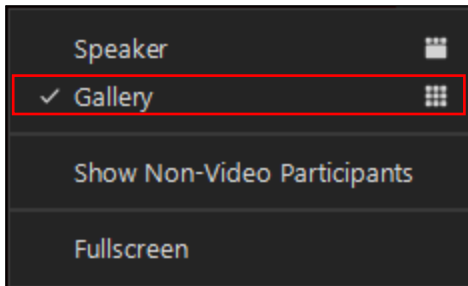
- Sign into your ZOOM account to complete the following setting changes.
- Click “New Meeting”



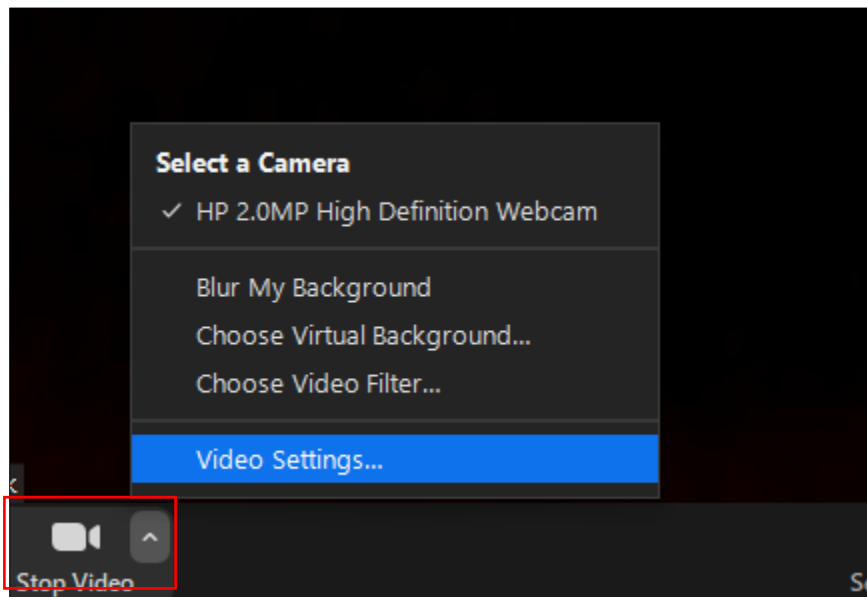
Click the View toggle



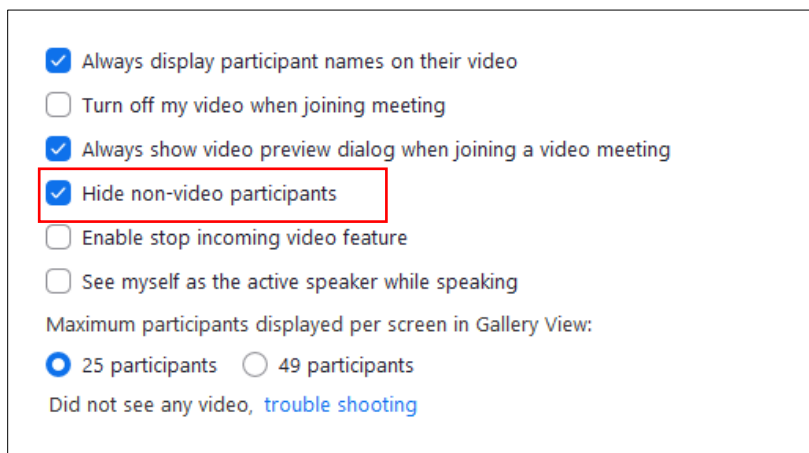
Click Video then click “Gallery”. Make sure there is a check mark showing



Click Video > and click open Video Settings



Scroll down and select Hide non-video participants. Make sure there is a check mark in the box and then close.



Always display participant names on their video
 Turn off my video when joining meeting
 Always show video preview dialog when joining a video meeting
 Hide non-video participants
 Enable stop incoming video feature
 See myself as the active speaker while speaking
 Maximum participants displayed per screen in Gallery View:
 25 participants 49 participants
 Did not see any video, [trouble shooting](#)

Your computer should now be set up completely for your Virtual OSCE experience. If you are experiencing challenges with your set up, please email us at exams@tsin.ca and as for a virtual technical support meeting. Someone from our technical team will contact you and arrange a time to help you via ZOOM.

Prior to your exam day, you will receive a virtual ZOOM link by email.

Below are instructions on how to conduct a test video call. It is recommended that you complete this step.

4. How to create a test video call

1. Visit <http://zoom.us/test>

2. Click the **Join** button to launch Zoom.

You will be redirected to launch the meeting from the browser:

- If you have the Zoom desktop client installed on your computer, click **Open Zoom.us** to launch Zoom.
- If you don't have the Zoom desktop client installed on your computer, click **download and run Zoom** to download, install, and then run Zoom.
- If you cannot download or run the Zoom desktop client on your computer, click **join from your browser**.

3. The Zoom test meeting will display a pop-up window to test your speakers. If you don't hear the ringtone, use the drop-down menu or click **No** to switch speakers until you hear the ringtone. Click **Yes** to continue to the microphone test.
4. If you don't hear an audio reply, use the drop-down menu or click **No** to switch microphones until you hear the replay. Click **Yes** when you hear the replay.
5. Click **Join with Computer Audio**.
6. Click **Join with Computer Audio** to join the test meeting with the selected microphone and speakers.
7. **If you plan on using earbuds or headset on exam day, complete the test with them on to ensure they connect properly to the ZOOM application.**

Virtual exam set up checklist

- I have a ZOOM account (step 1)
- I have downloaded the ZOOM meetings application to my computer (step 2)
- I have set up my ZOOM exam day settings (step 3)
- I have completed the ZOOM test video call process (step 4)

Sample virtual OSCE physical station - [click here](#)

Virtual IENCAP Dashboard Sample

The dashboard is divided into several sections:

- Left Panel:** Contains a list of props (if applicable), a timer showing 02:07, and a 'Reset' button.
- Center Panel:** Displays 'Station 1' instructions for an 85-year-old female patient with left arm pain. It lists tasks: 'Obtain a history of the pain', 'Complete a focused physical assessment of the arm', and 'Respond appropriately to the assessment findings'. It also includes a 'PLEASE NOTE' section with instructions to explain findings to the examiner and to answer questions.
- Right Panel:** Features a clock showing 11:23 AM and a large red announcement: 'The exam will now begin. You may begin reading your instructions. Please remain silent during this time.'
- Video Area:** Located on the right side, it shows two video feeds: one for the examinee and one for the examiner and SC.

Callout boxes provide the following details:

- Top Right:** Clock displays current time.
- Top Right (larger box):** Within each station, the dashboard displays all the necessary information.
- Left Panel:** List of props (if applicable).
- Bottom Left:** Timer counts up and displays how much time has elapsed in the station, starting with the station check.
- Center Panel:** Examinee Instructions and props are displayed here (one at a time).
- Bottom Center:** Announcements are displayed here.
- Right Panel:** Video display area for examinee, examiner and SC.