

# Virtual MCQ Platform Computer Set Up Guide



Prepared by Touchstone Institute

## Computer Requirements

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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 a mobile device. Dual monitor configurations are not permitted
- 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 in order to show your surroundings.
- Wired Ethernet connection to ensure the best exam experience and to 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 BestBuy 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 the internet for your speed/connection need to be turned off. Live streaming of movies or the playing of any video games is discouraged.
- Windows 11 or above or Mac OS 10.13/14 or above (\*see below for how to check your operating system)
- The latest version of Google Chrome
- Comfort with taking a virtual assessment
- A quiet, private space with a table and chair to ensure confidentiality of exam. Area must be clear of writing utensils, electronics, notes, etc. No additional people can be in the room.

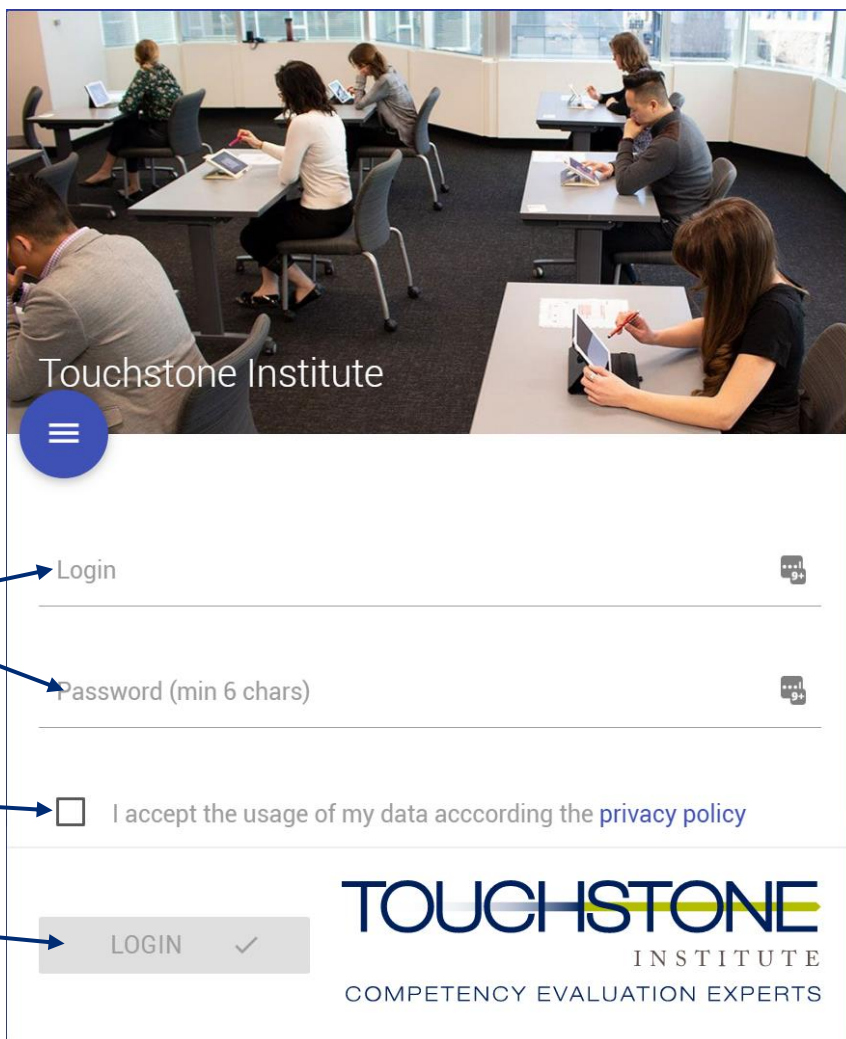
## Action Required: Prior to Exam Day Tasks

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### Step 1 – Open a Google Chrome browser

The virtual MCQ platform needs to be accessed using a **Google browser**. You **cannot** successfully access the exam using Safari, Internet Explorer/Edge or Firefox browsers. Navigate to <https://onlineexam.tsin.ca>

- A) Use your username and password provided in the examinee invitation email.
- B) Accept the terms of the privacy policy
- C) Click login.



The image shows a screenshot of the Touchstone Institute login page. The page features a header with the text "Touchstone Institute" and a blue menu icon. Below the header are two input fields for "Login" and "Password (min 6 chars)", each with a "9+" icon. A checkbox labeled "I accept the usage of my data according the [privacy policy](#)" is positioned below the password field. At the bottom, there is a "LOGIN" button with a checkmark icon and the Touchstone Institute logo, which includes the text "TOUCHSTONE INSTITUTE" and "COMPETENCY EVALUATION EXPERTS". Three callout boxes labeled A, B, and C are on the left side of the page. Callout A has two arrows pointing to the "Login" and "Password" input fields. Callout B has an arrow pointing to the checkbox. Callout C has an arrow pointing to the "LOGIN" button.

Once you are on the Welcome page, you will notice 3 sections of the landing page.

1. **Subscribed:** The exam you will be taking can be selected through the dropdown menu
2. **Screensharing:** By clicking on “Activation (select whole monitor)” you will need to share your entire screen before continuing
3. **Mettl Proctoring:** Proceed with the set up by clicking on the “Start Authentication” button. A new window tab will appear that will take you through the installation of the proctoring tool. Make sure the correct exam is chosen through the dropdown menu

## Welcome

Welcome to the Touchstone Institute exam page.

On this page you will find 3 main sections:

1. **Screensharing:** You will need to [click on the Activation](#) button before starting the exam.
2. **Mettl Proctoring:** You will need to [click on Start Authentication](#) before beginning the exam.
3. **Subscribed:** Once you have [activated](#) Screensharing and have been [authenticated](#) through our Mettl Proctoring, you can now [click on the exam](#) to begin.

*Your exam time only begins once you have clicked on the exam.*

If you have any questions or concerns please reach out to [info@tsin.ca](mailto:info@tsin.ca) or contact us directly at (647) 204-2315.

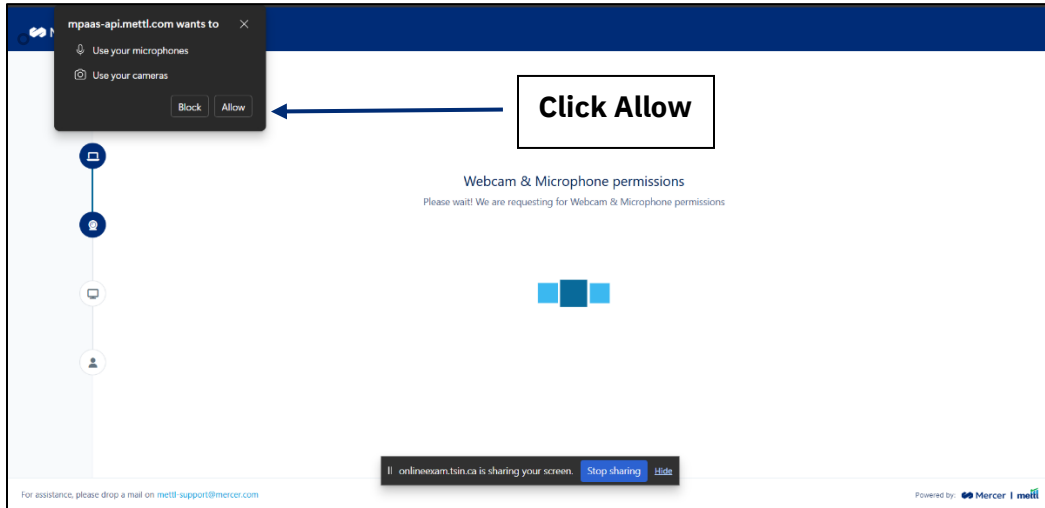
**Reminder: Examinees entering this test are bound by the terms and conditions of their signed Exam Conduct Agreement.**

The screenshot shows the 'Welcome' page interface. It features three main sections, each highlighted with a yellow border and a numbered blue circle:

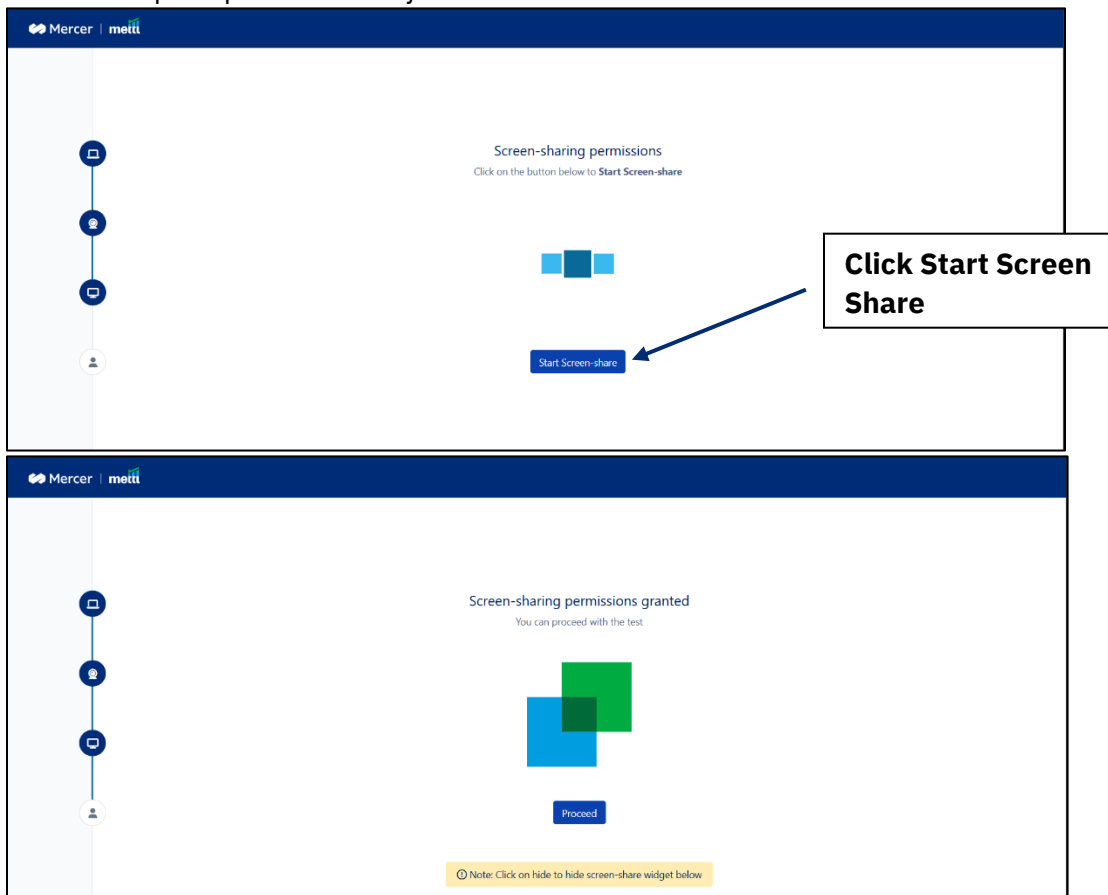
- Section 1 (Subscribed):** Titled 'Subscribed', it shows 'You have subscribed to the following exams.' Below this, there is a card for 'System Check (60:00 min)' with a 'Start' button and a play icon.
- Section 2 (Screensharing):** Titled 'Screensharing', it features a monitor icon and the text 'Activation (select whole monitor)'.
- Section 3 (Mettl Proctoring):** Titled 'Mettl Proctoring', it has a 'START AUTHENTICATION' button with a fingerprint icon and a 'System Check' dropdown menu. The Mettl logo is visible in the bottom right corner of this section.

## Step 2: System Check Window

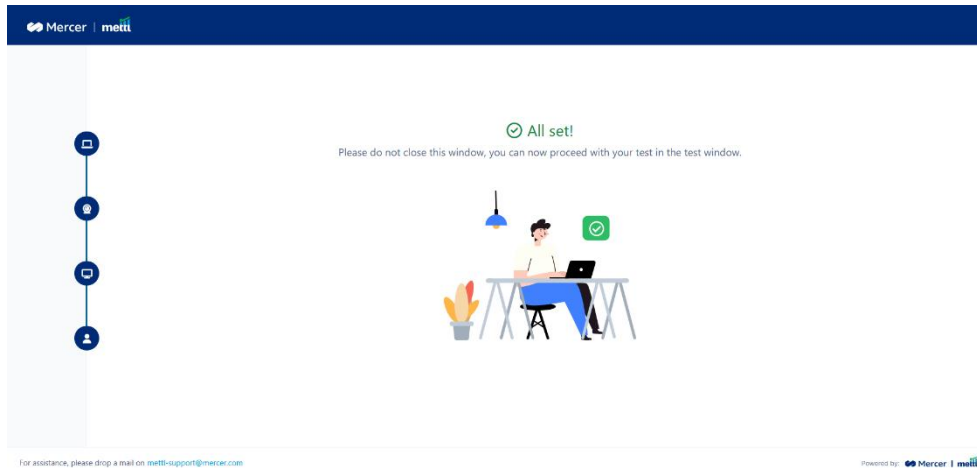
A system check will begin. Allow the proctoring tool to use your microphone and camera by clicking on the **Allow** button.



You will be prompted to share your screen. **Click on the Start Screen Share** button.



Congratulations if you see the screen below you have successfully completed setting up your computer for the exam.

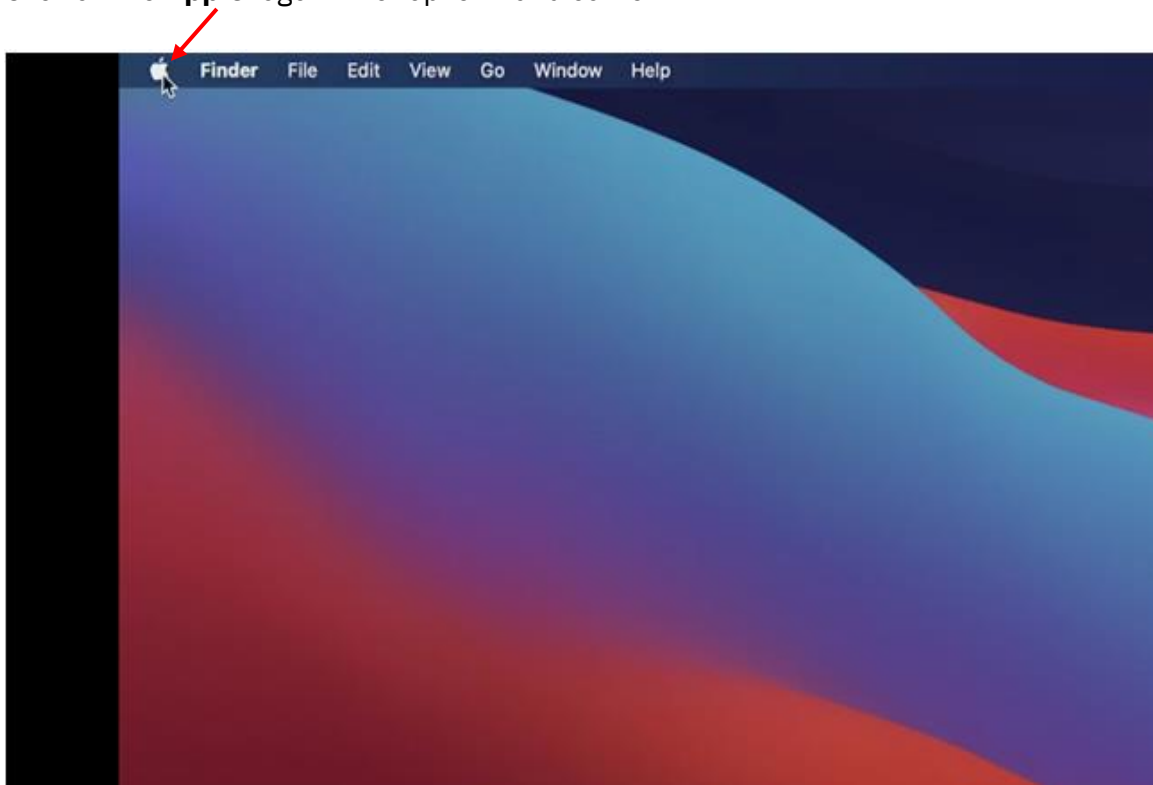


**STOP HERE No further action is required prior to exam day. – see page 11 for exam day instructions.**

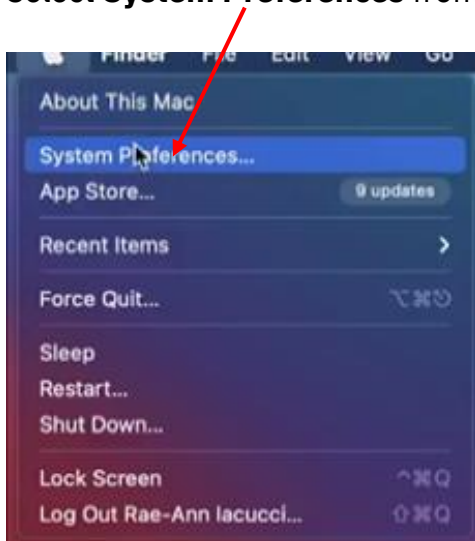
## Special Instructions for Mac OS Users

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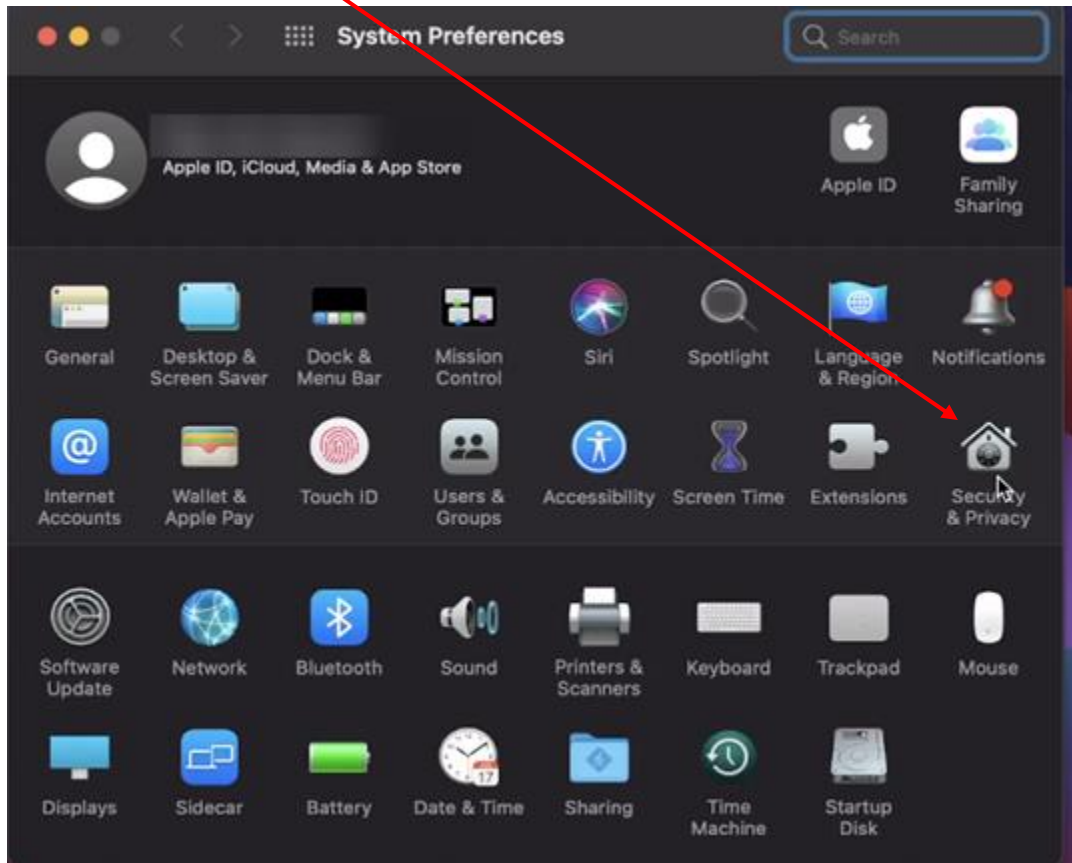
Click on the **Apple** logo in the top left hand corner



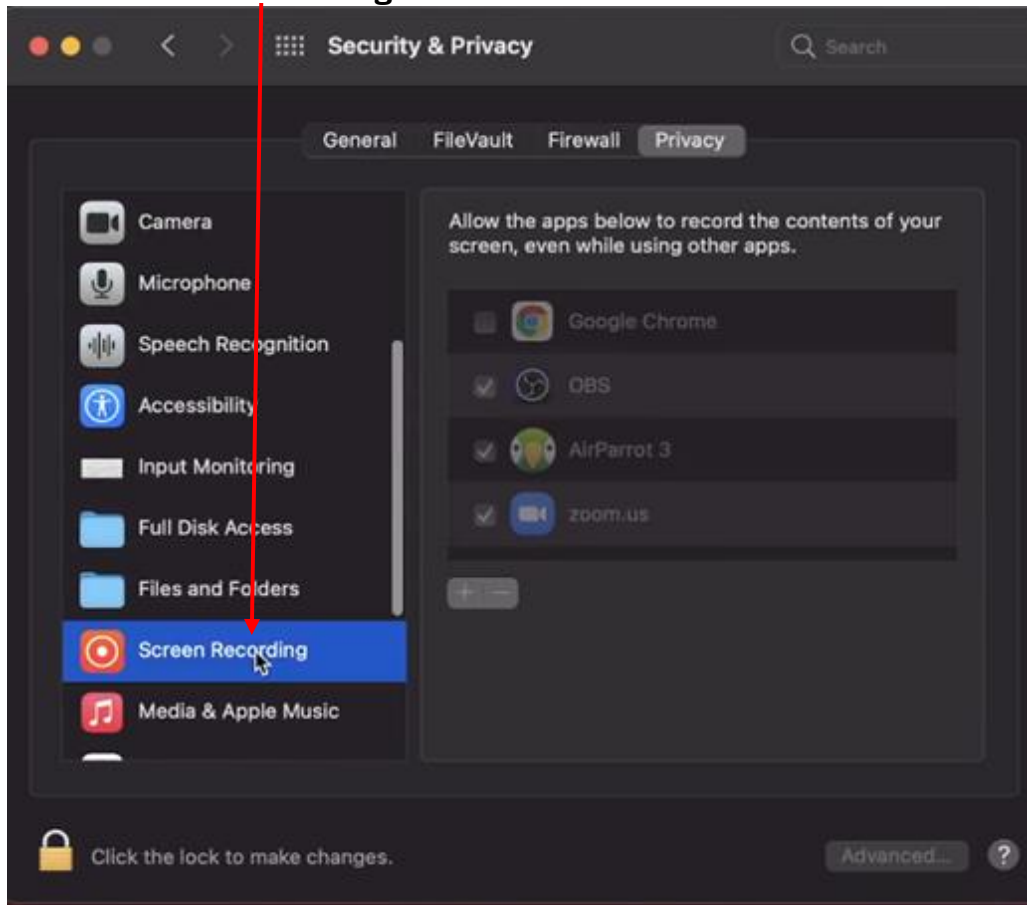
Select **System Preferences** from the menu



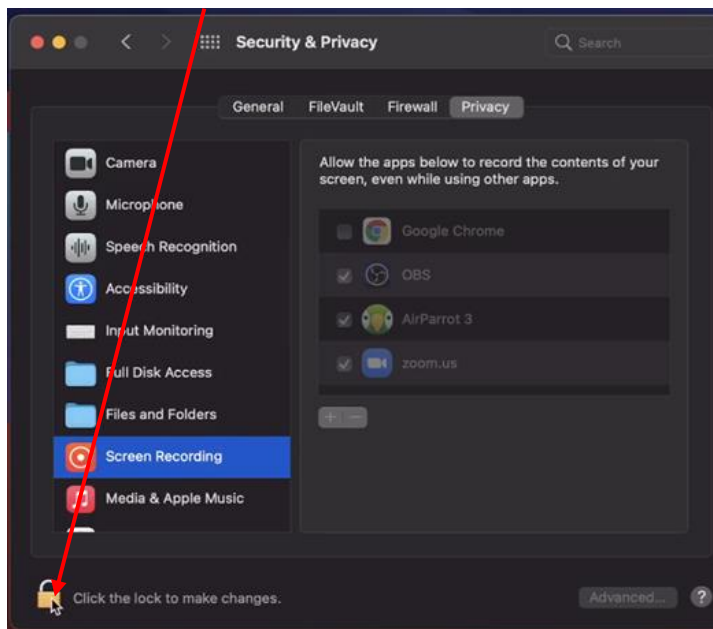
Click on **Security & Privacy**



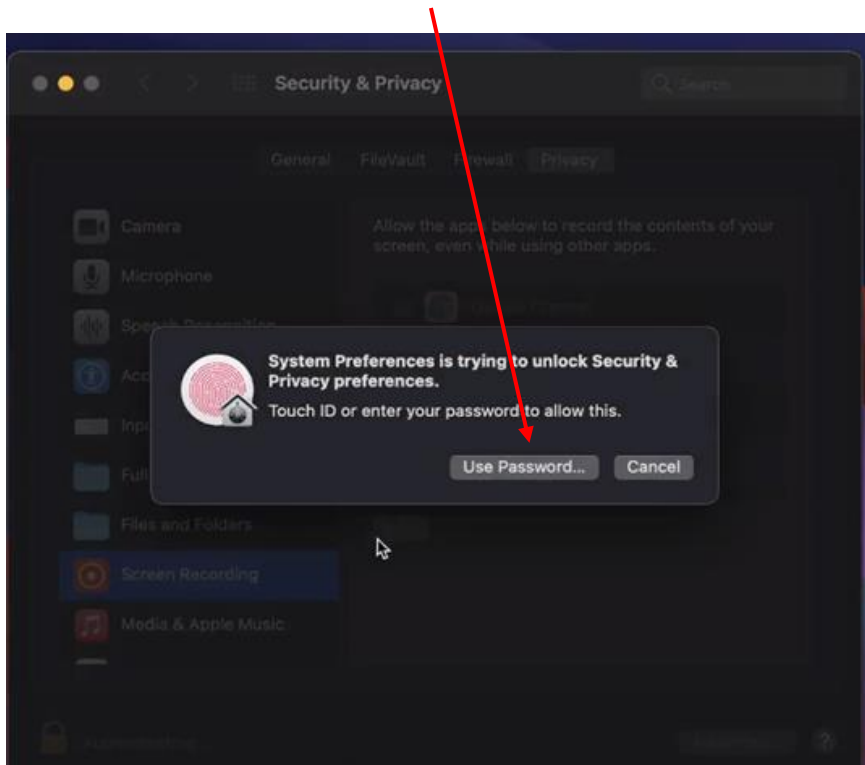
Click on **Screen Recording**



Click on the **Lock icon**



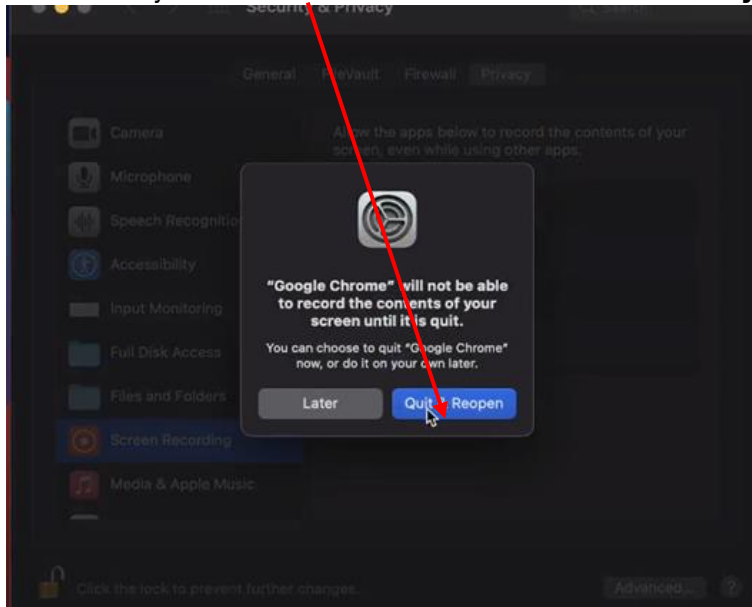
Unlock by entering **your credentials**



**Check** the box beside Google Chrome



Close the System Preference and **CONTINUE** with the system check process (see above)



### See video demonstrations

- 1- How to complete a System Check <https://youtu.be/Uzm0k0xI37U>
- 2- How to grant Chrome Screen Recording Permission on Mac OS <https://youtu.be/sO3wmkTdl4o>

## On Exam Day

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### Touchstone Institute Exams: Log In

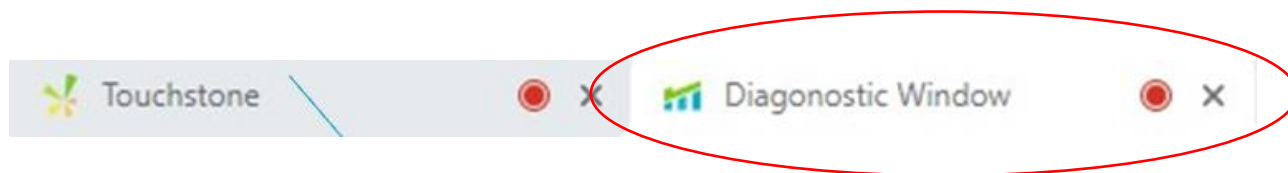
- 1- Arrive at the time indicated on your exam invitation.
- 2- Make sure all programs and applications (including your email) are closed.
- 3- Open a **Google Chrome browser** and type <https://onlineexam.tsin.ca/>
- 4- Enter your username and password provided in your examinee invitation
- 5- Accept the terms of the privacy policy
- 6- Click login

### Screensharing: Monitor Activation

- 1- If prompted allow access to your computer's audio and camera functions
- 2- On the landing page you will see **Screensharing**
- 3- Click on **Activation (select whole monitor)**
- 4- Select your monitor (entire screen). Ensure you have only one monitor or turn off other monitors.
- 5- Click Share

### Mettl Proctoring: Authentication Process

- 1- On the landing page, you will see **Mettl Proctoring**
- 2- Choose the correct exam from the dropdown menu.
- 3- Click **Start Authentication**
- 4- Follow the Prompts
- 5- A chat box will appear, and a Proctor will guide you through the Authentication process through the platform's chat function.



**Important : Do not close the Diagonostic Window during the exam**

If you experience any technical issues during your examination, contact the Exam Day Hotline at 647-204-2315

## Virtual MCQ – Functions & Features

**Flag Counter** – Displays the number of flagged questions. The flag counter at the top displays the number of flagged questions above the viewable questions in the question pane. The counter below displays the number of flagged questions below the questions in the question pane.

**Calculator** – Opens and closes the calculator function.

**Note Pad** – Opens and closes the note function. Use this to add notes. Notes are for personal use.

The screenshot shows the Virtual MCQ interface. At the top, there is a navigation bar with icons for Info, Calculator, Chat, and Notes, along with a timer showing 76:48. On the left, a list of questions from Question 4 to Question 35 is displayed, with Question 28 highlighted. The main area shows Question 28: "What is the remaining solid left on filter paper known as?" with four radio button options: "solution", "stone", "particles", and "residue". The "residue" option is selected. Below the question, there is a "CONTINUE" button. Various callout boxes provide instructions for using the interface features.

**Info** – Displays acronyms (not applicable for all exams)

**Highlight Remover** – Text can be highlighted by clicking the left mouse button and dragging it across the text. Highlighting is for personal use. To remove the highlighting click on this tool.

**Chat** – Opens the chat function. Use this to start a dialogue with the Proctor.

**Flags** – Click on one of the 3 icons to flag the current question. Flags are for personal use and can be used in any way.

**Question pane**

- A check mark will appear to the left of the question once an answer has been selected and the continue button has been pressed.
- A flag will appear to the right of the question if the flag function is used while on that question.

**Continue** – Advance to the next question. Once an answer is selected this button will become available.