TOUCHSTONE

INSTITUTE

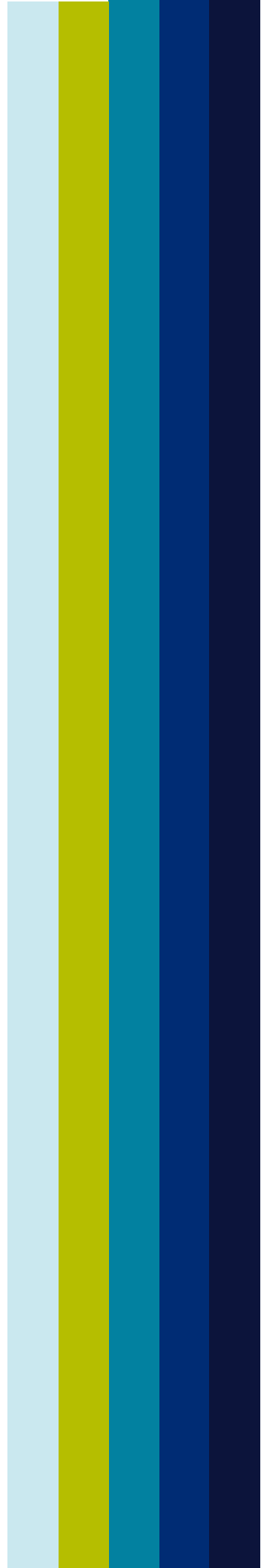COMPETENCY EVALUATION EXPERTS

Virtual MCQ Platform Computer Set Up Guide
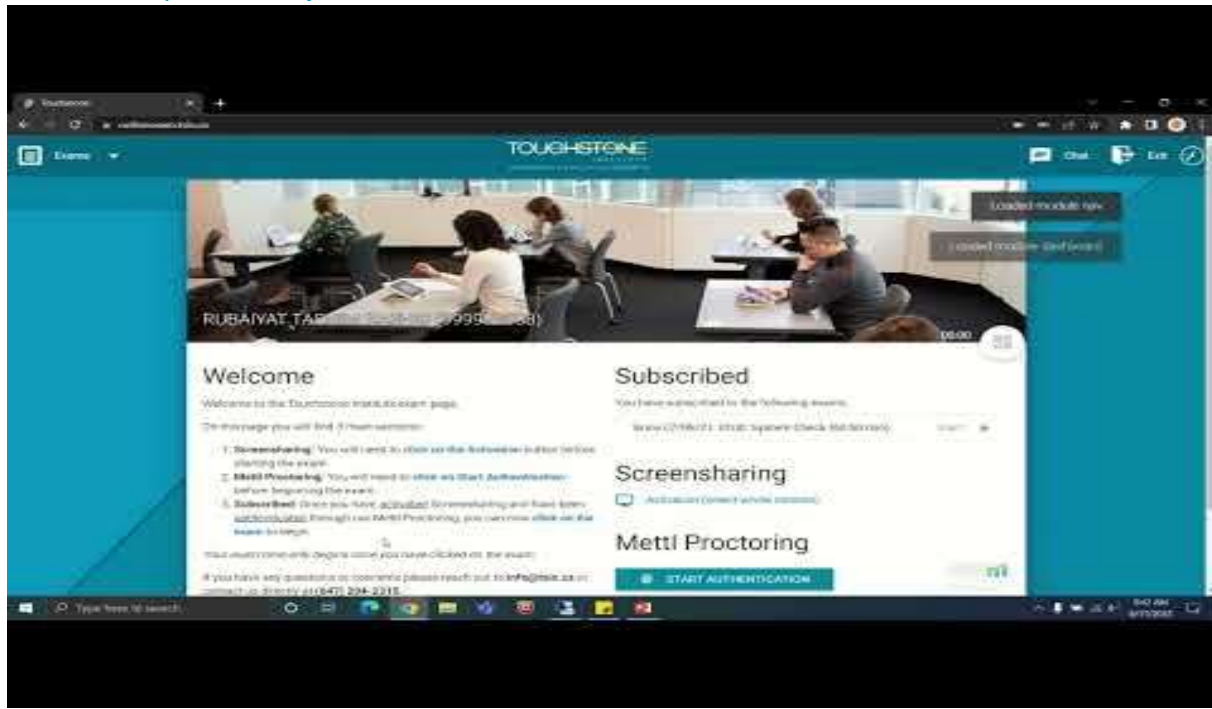
Prepared by Touchstone Institute

Computer Requirements

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.

- 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 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 your internet speed/connection need to be turned off. 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

- Comfort with taking a virtual assessment

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

How to Ensure You Completed Computer Set-Up

- Please watch the following video: [Touchstone Institute Examinee Information: How to Complete the System Check Process](#)
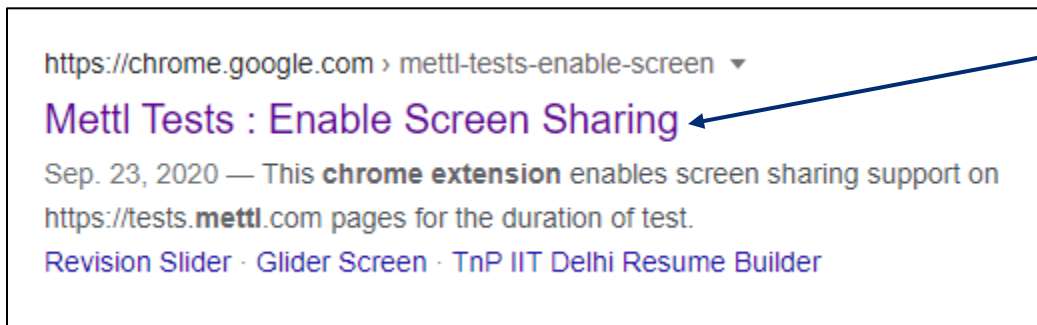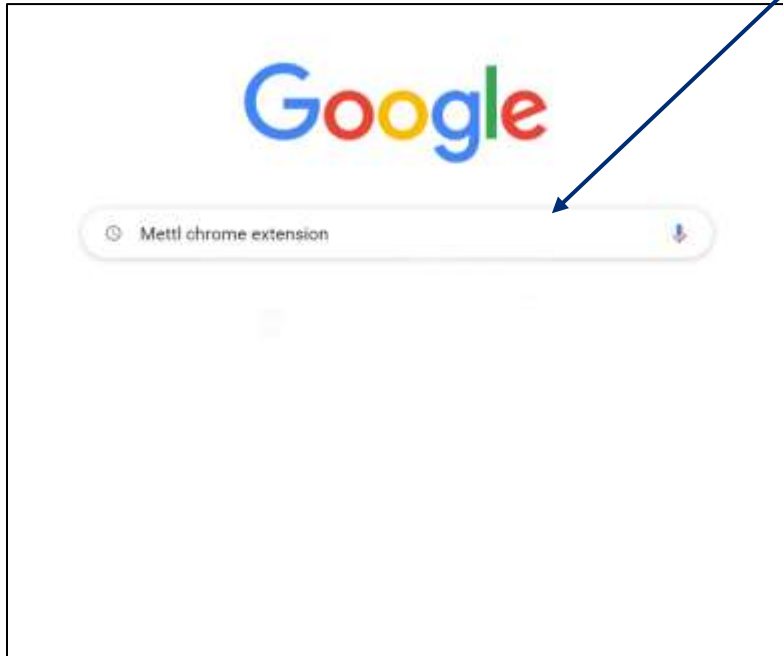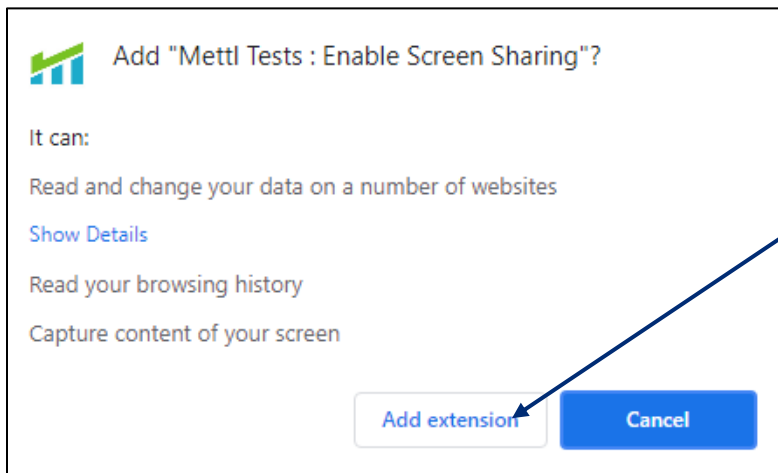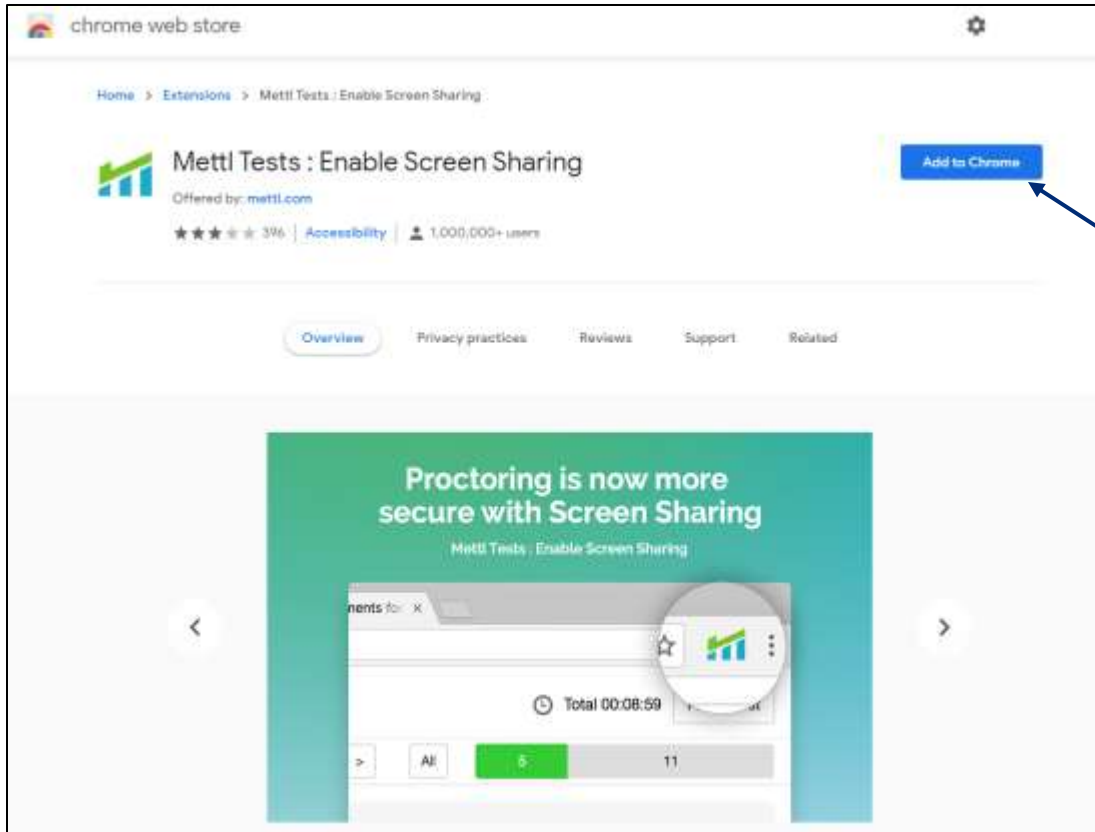
Action Required: Prior to Exam Day Tasks

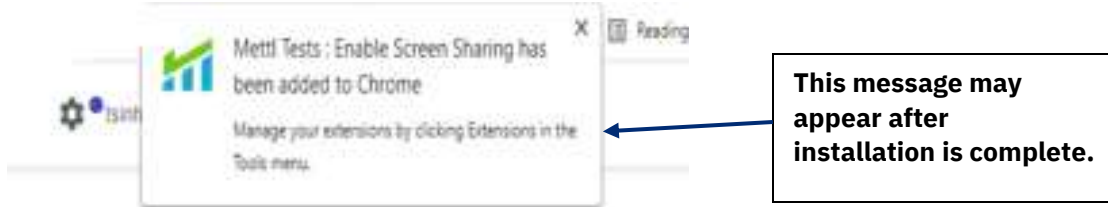## Step 1: Add Google Chrome Mettl extension

Please make sure all browsers and applications (including your email) are closed.
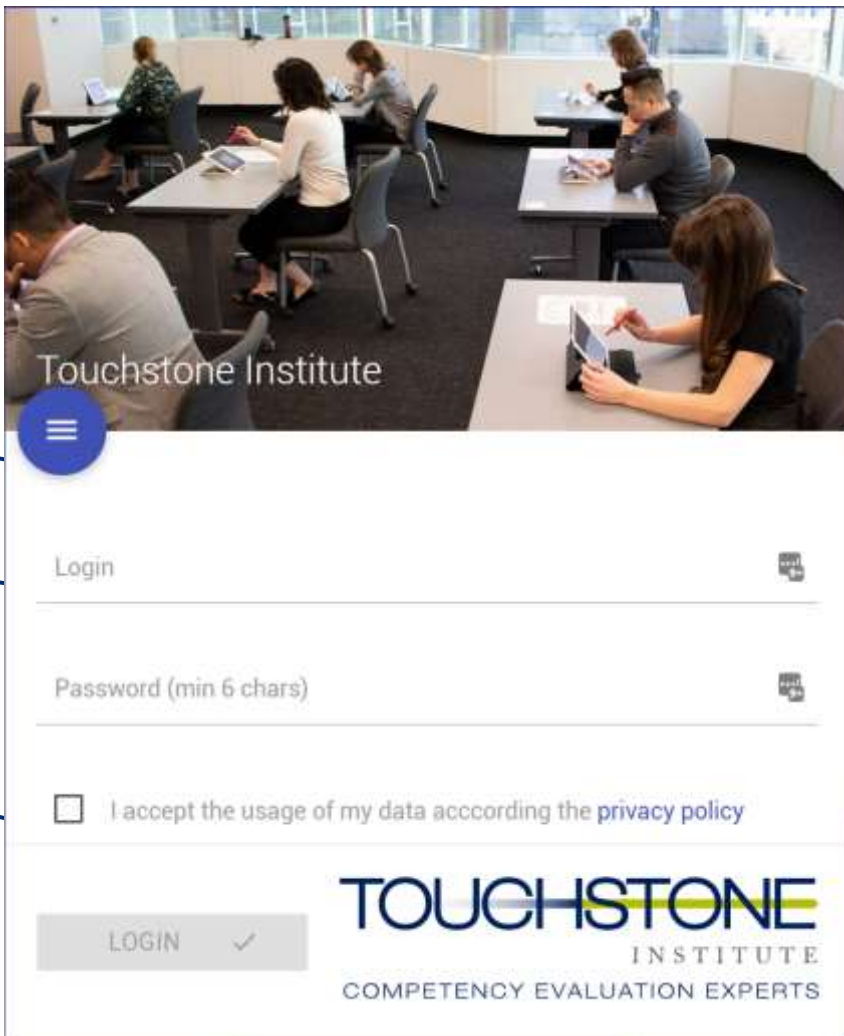Open a new Google Chrome browser and search **"Mettl chrome extension"**

Click

Click "Add to Chrome"

Click "Add Extension"

This message may appear after installation is complete.

Step 2 – Open a **Google Chrome browser** and log into https://onlineexam.tsin.ca/

The virtual MCQ platform needs to be accessed using a **Google Chrome browser.** You **cannot** successfully access the exam using Safari, Internet Explorer, Microsoft Edge or Firefox browsers.

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

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
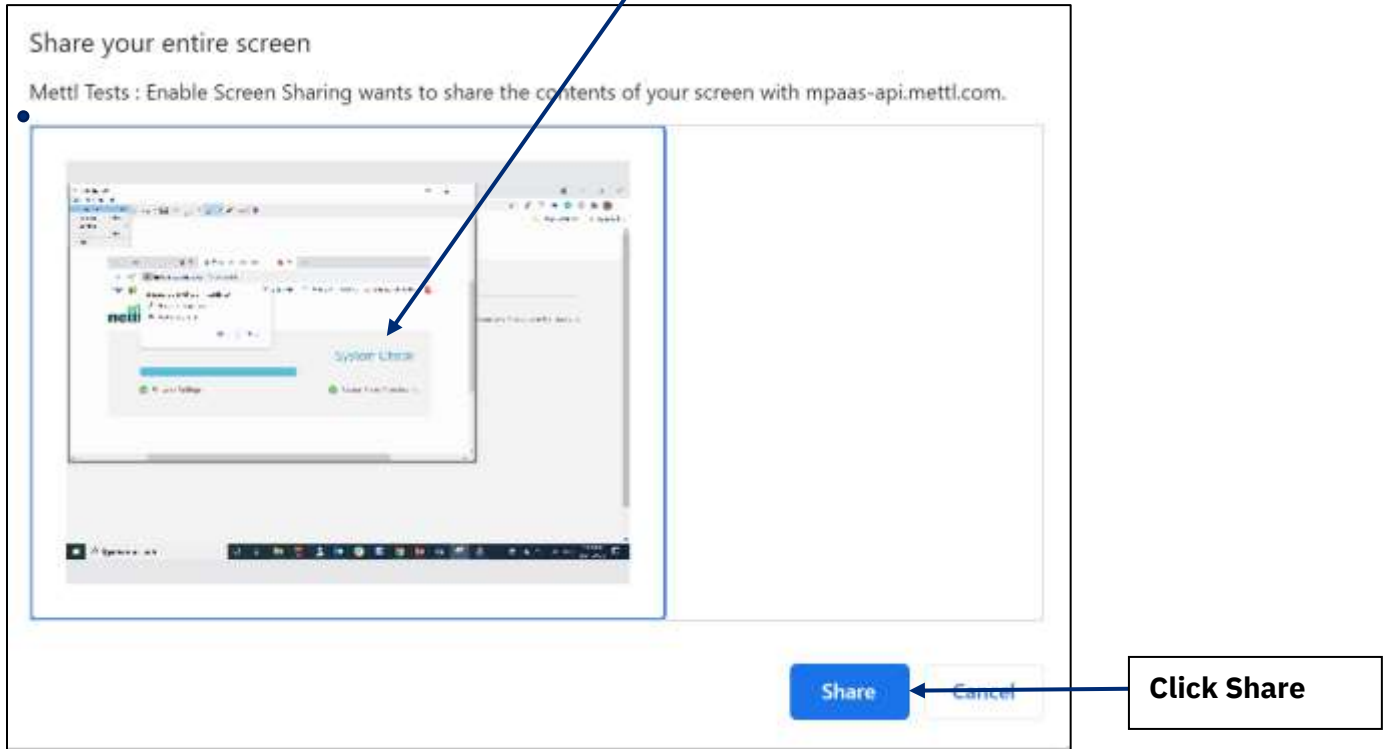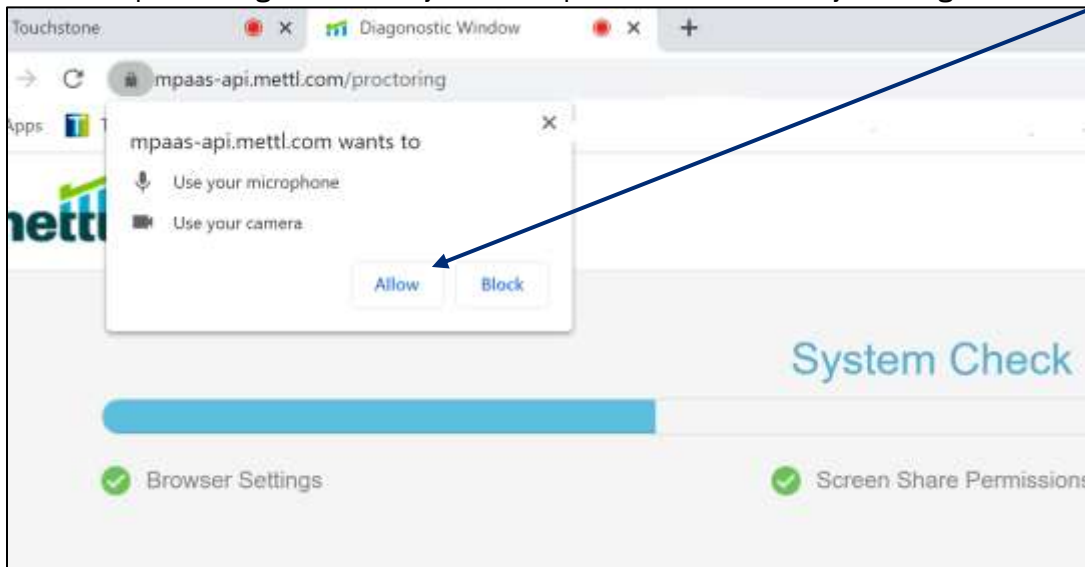

1. **Screensharing:** You will need to **click on the Activation** button before starting the exam.
2. **Mettl Proctoring:** You will need to **click on Start Authentication** before beginning the exam.
3. **Subscribed**: Once you have activated Screensharing and have been authenticated through our Mettl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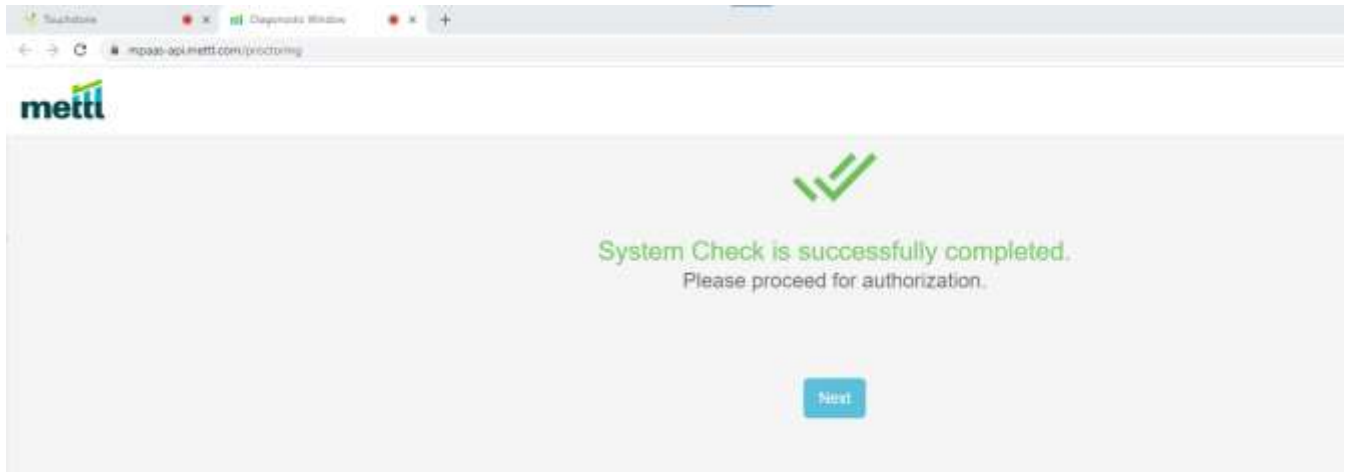
Step 3: System Check Window

A system check will begin. You will be prompted to share your screen. Click on the image to select your screen. **Place your cursor inside the box and click**. This will highlight the box and turn the share button from grey to blue. Click on the blue share button.

Share your entire screen

Mettl Tests : Enable Screen Sharing wants to share the contents of your screen with mpaas-api.mettl.com.

Share   Cancel

Click Share

Allow the proctoring tool to use your microphone and camera by clicking on the **Allow** button

Touchstone   Diagonostic Window   +

C mpaas-api.mettl.com/proctoring

Apps

mpaas-api.mettl.com wants to

🎤 Use your microphone

📷 Use your camera

Allow   Block

System Check

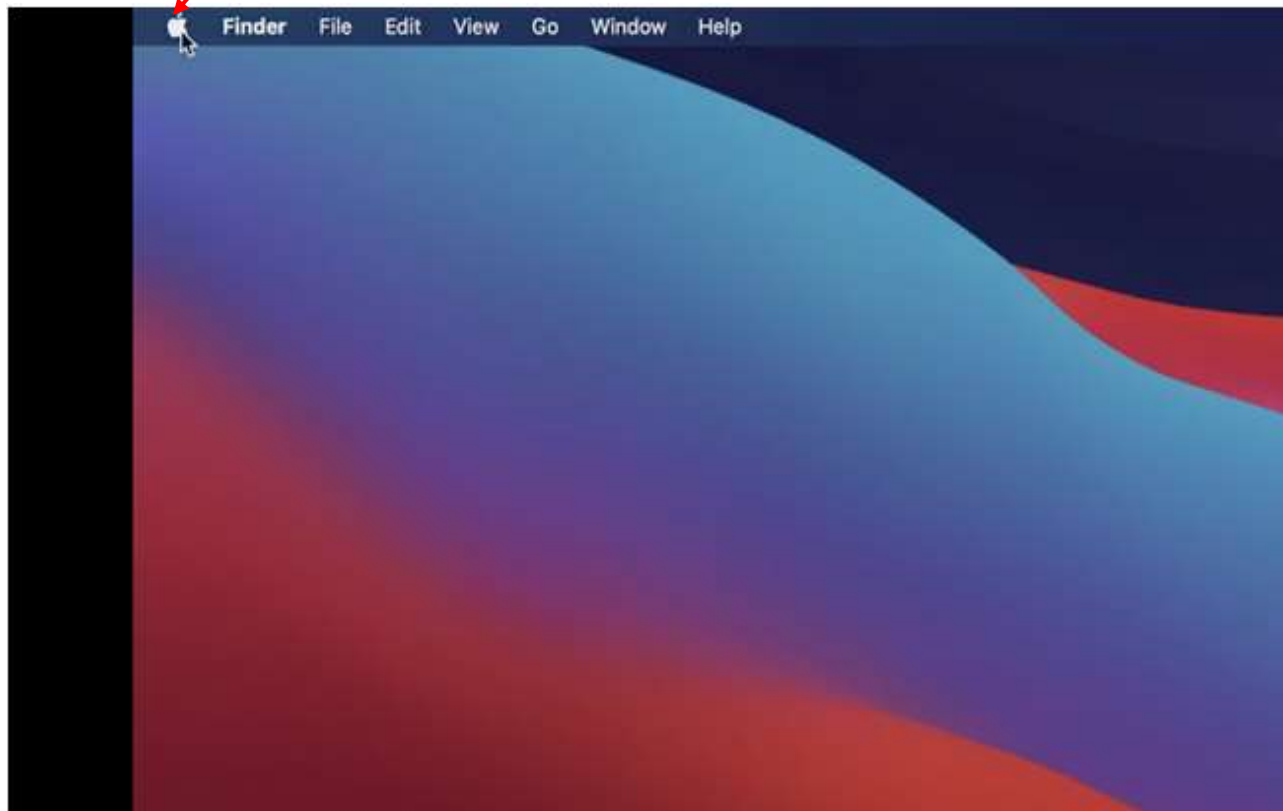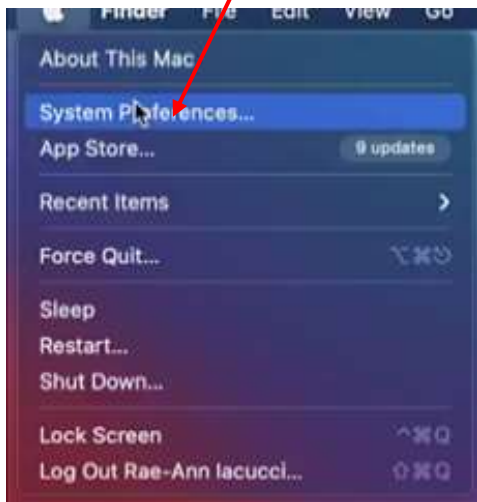✓ Browser Settings   ✓ Screen Share Permissions

STOP HERE No further action is required prior to exam day – see page 12 for exam day instructions.
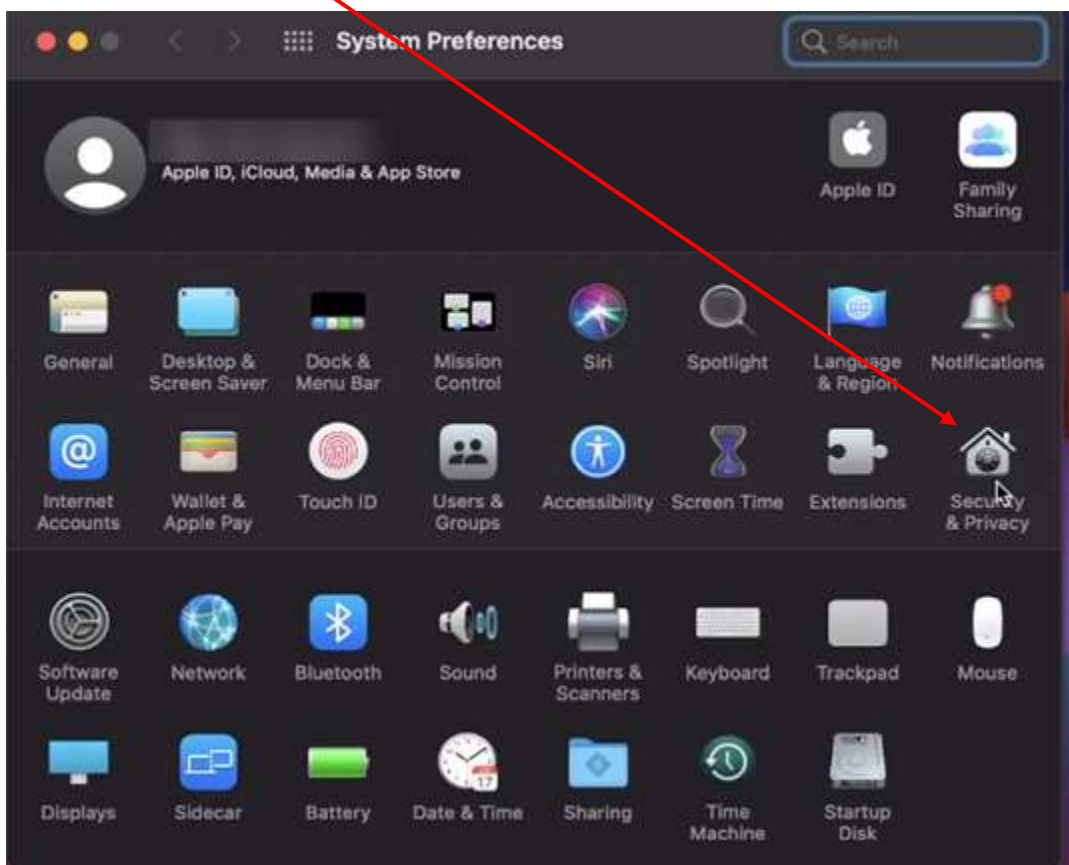
Special Instructions for Mac OS Users

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

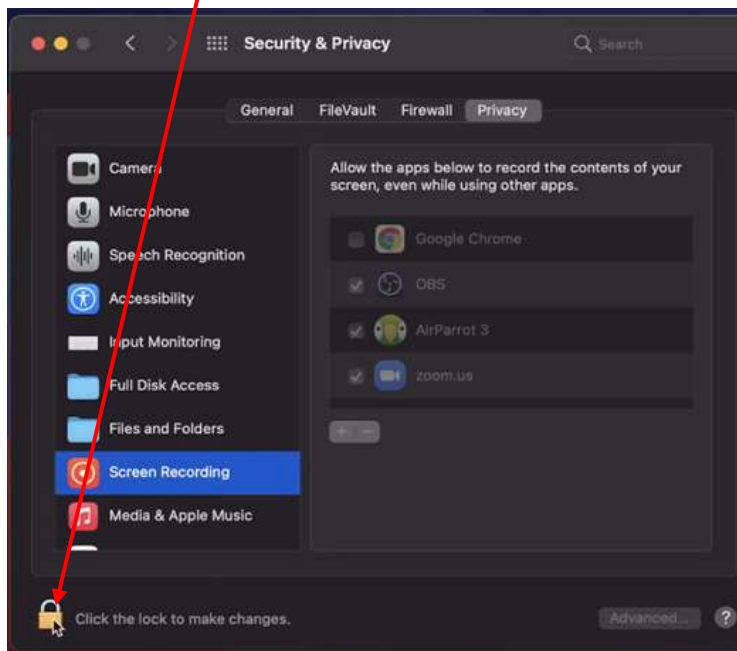Select **System Preferences** from the menu.
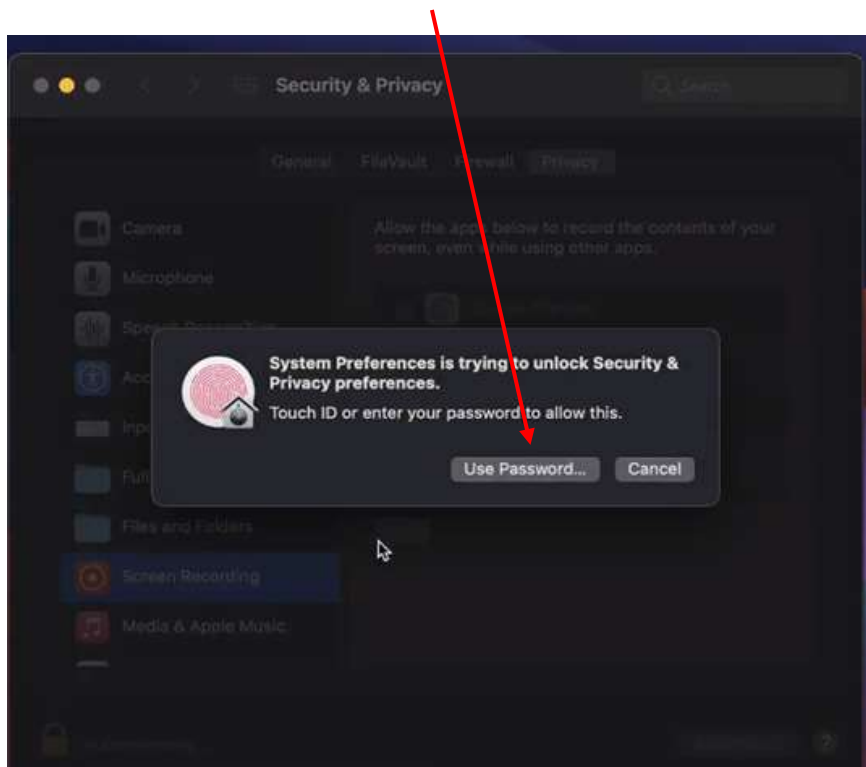

Click on **Security & Privacy**.

Click on **Screen Recording**.

Click on the **Lock icon**.

Unlock by entering **your credentials**
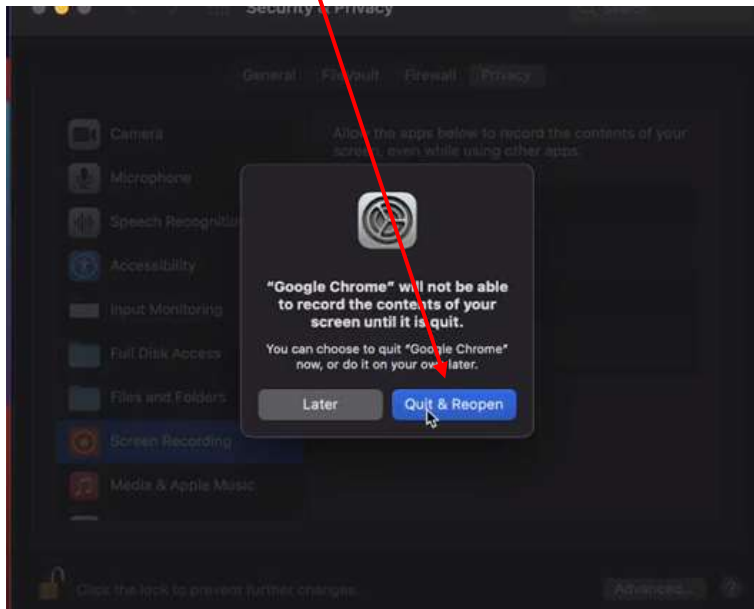

Check the box beside Google Chrome.

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

See video demonstrations
1. How to Add Mettl extension to Chrome: https://youtu.be/5HstTMRBNhE
2. How to Complete a System Check: https://youtu.be/Uzm0k0xI37U
3. How to Grant Chrome Screen Recording Permission on Mac OS: https://youtu.be/sO3wmkTdl4o

On Exam Day

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 the username (your email that you used to register with) and the password that was provided to you.
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 Diagnostic Window tab during the exam.