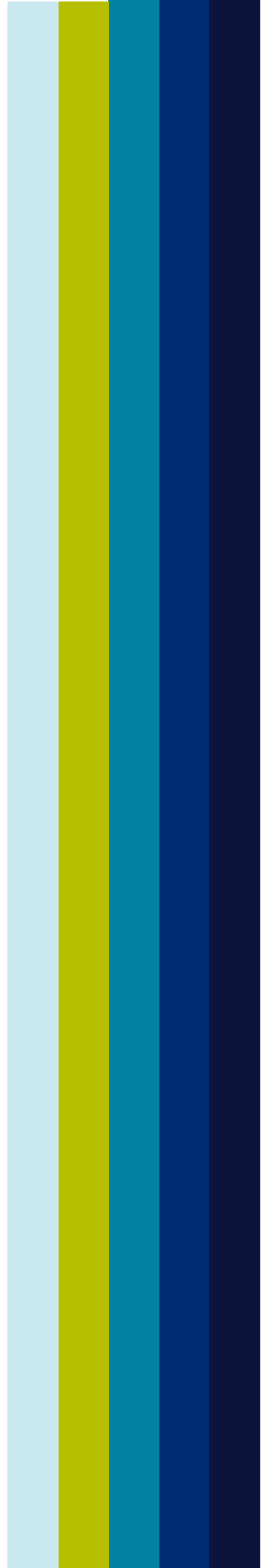


# Virtual MCQ Platform Computer Set Up Guide



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:

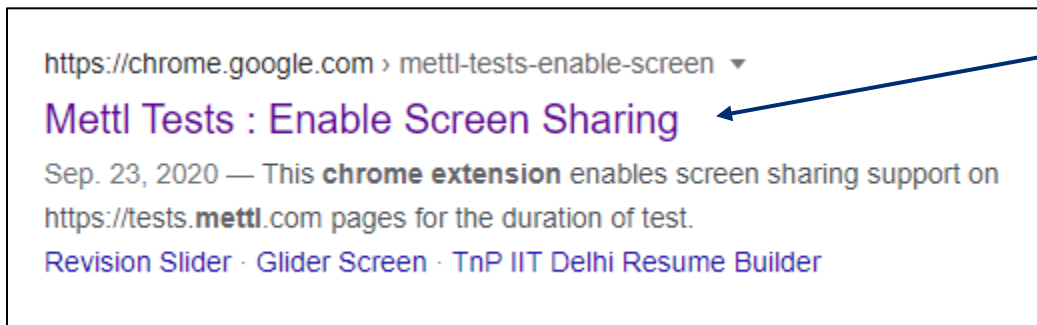
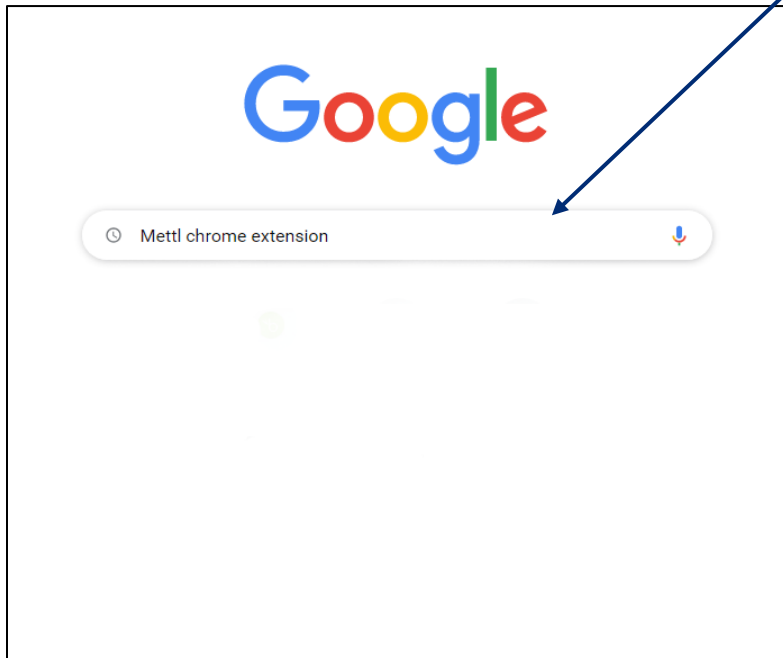
- Access to a computer (desktop or laptop). This exam cannot be taken on a tablet or mobile device. Dual monitor configurations are not permitted
- Minimum screen resolution of 1024 x 768 is required; however, a screen resolution of 1920 x 1080 or higher is recommended
- External or built-in webcam. 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 internet your 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. 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

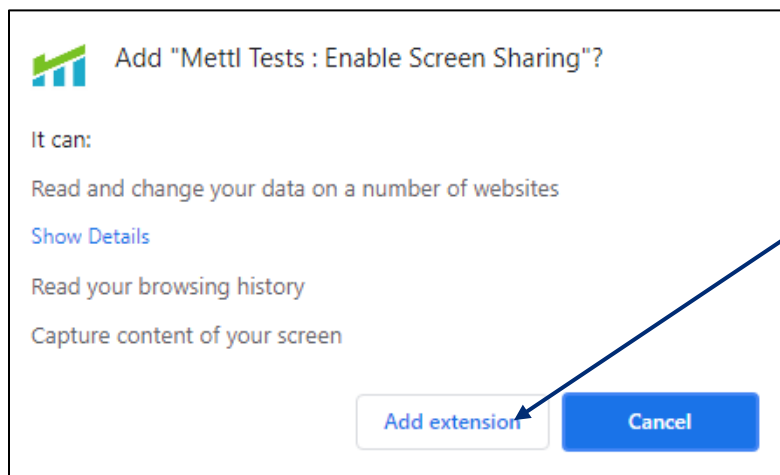
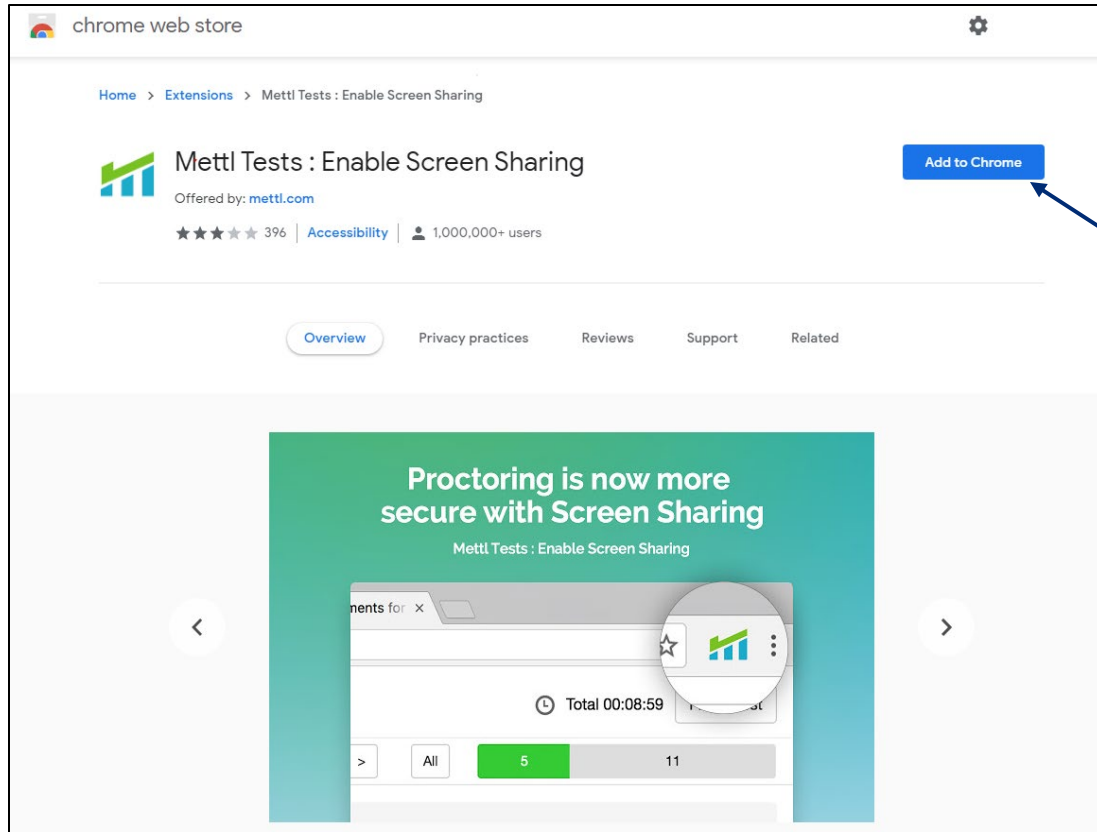
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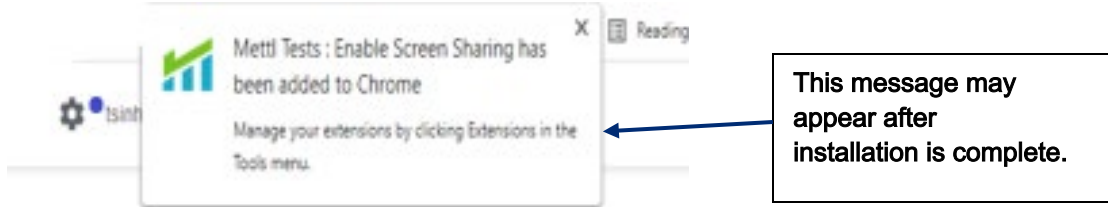
### Step 1: Add Google Chrome Mettl extension

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



Click

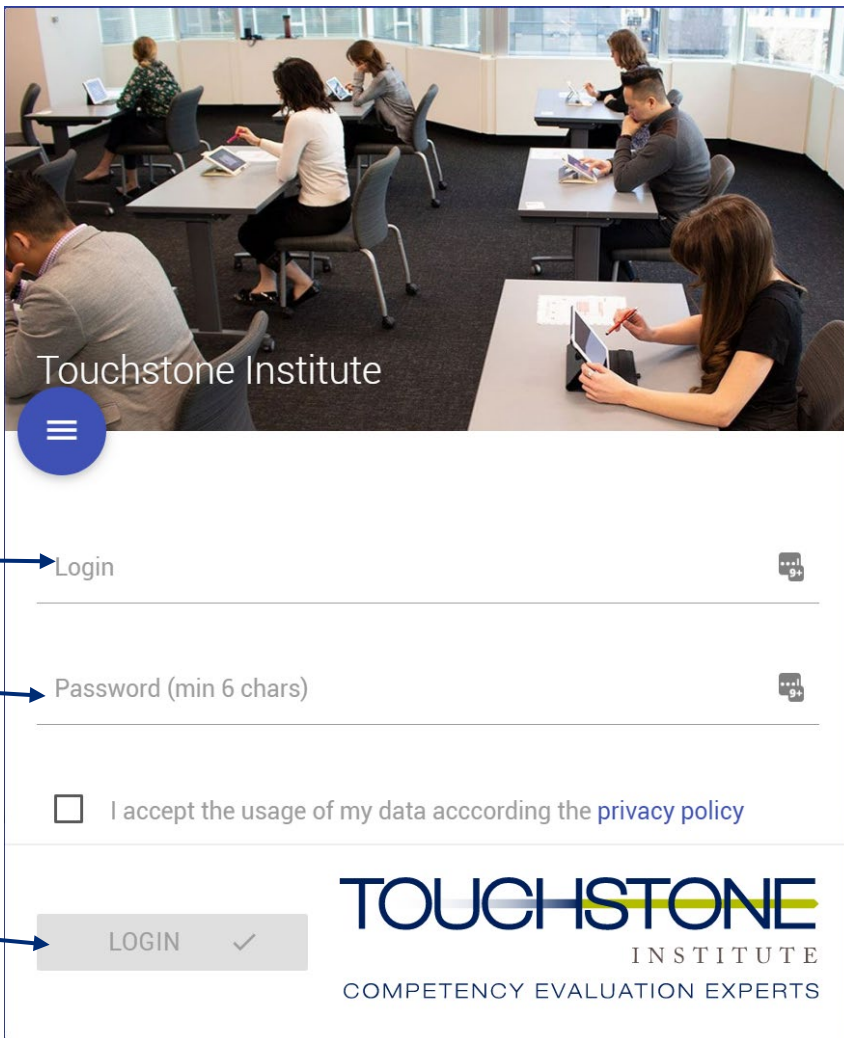




This message may appear after installation is complete.

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

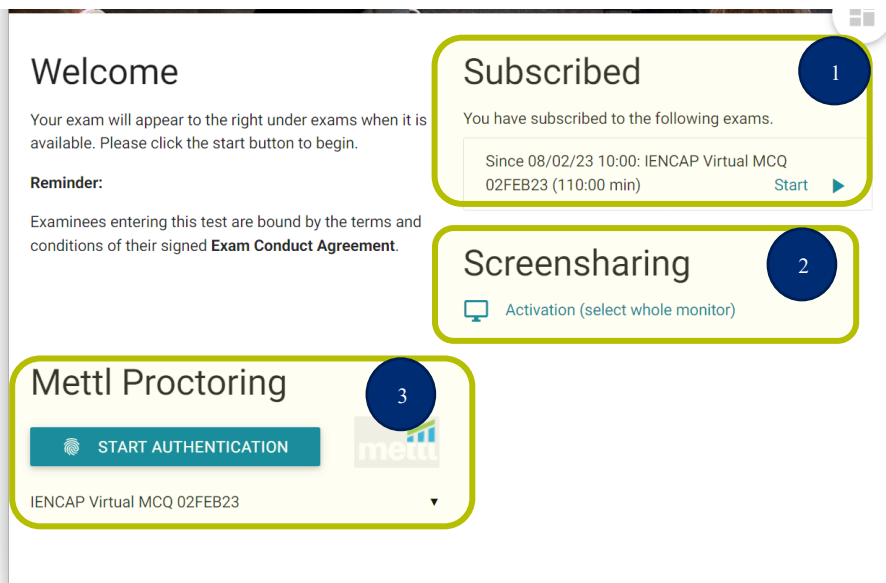
The virtual MCQ platform needs to be accessed using a **Google browser**. You **cannot** successfully access the exam using Safari, Internet Explorer/Edge or Firefox browsers.



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

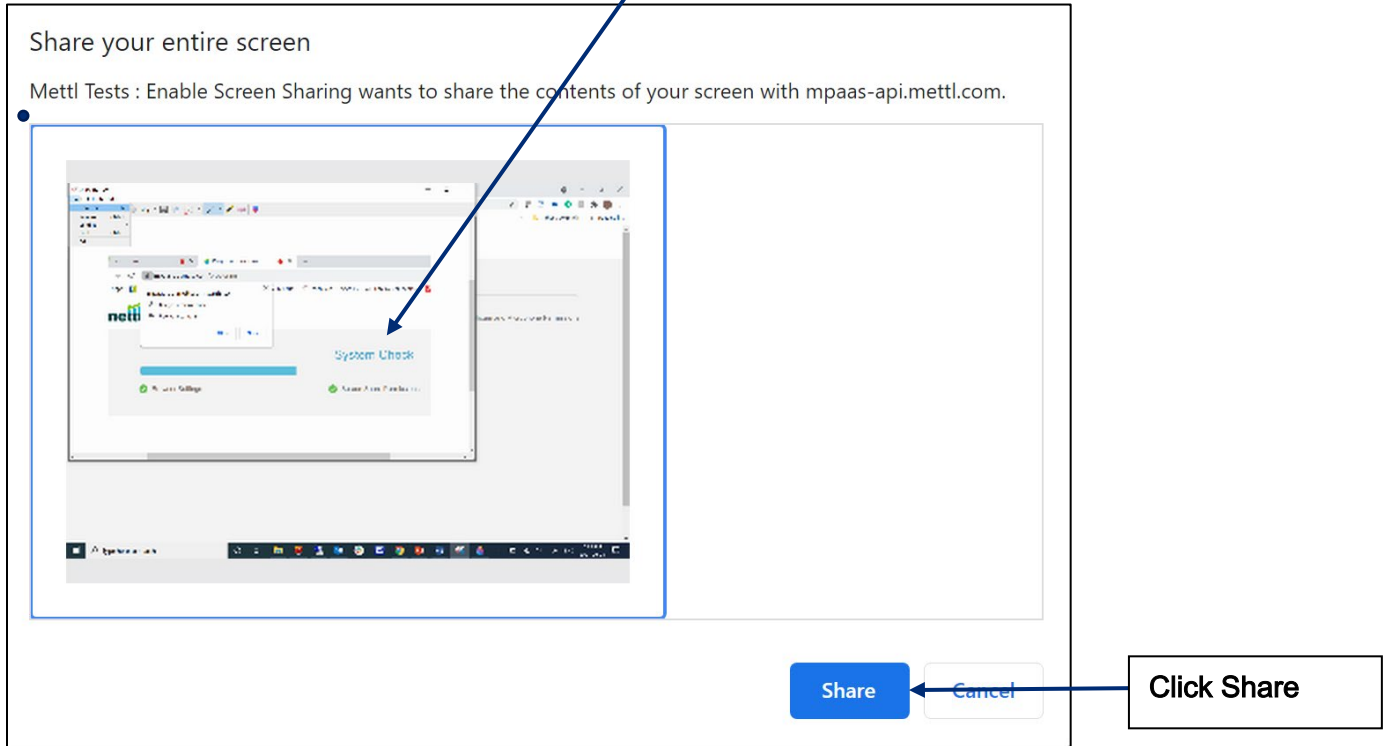
Once you are on the Welcome page, you will notice 3 sections of the landing page.

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

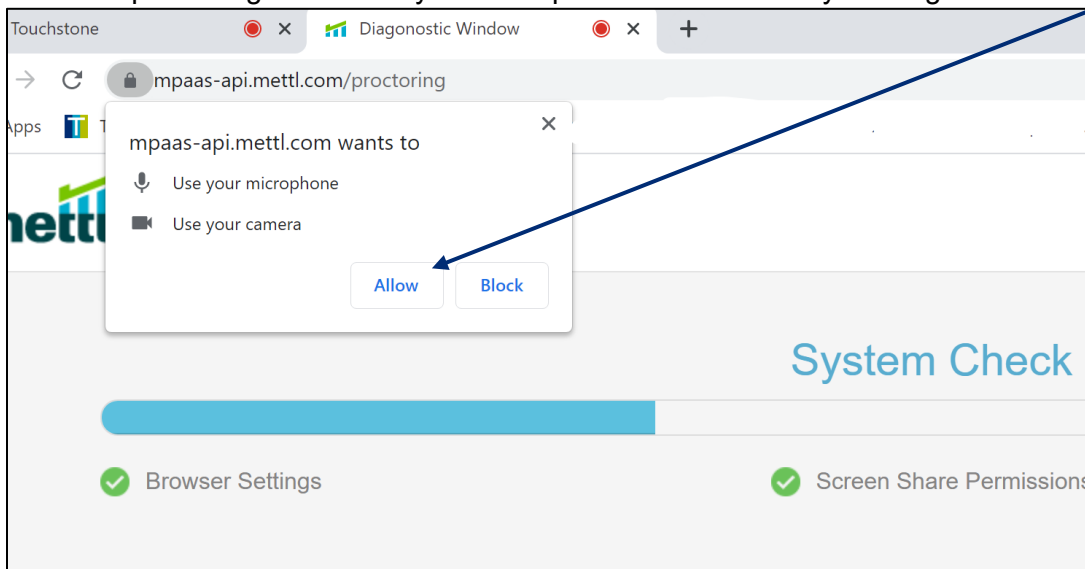


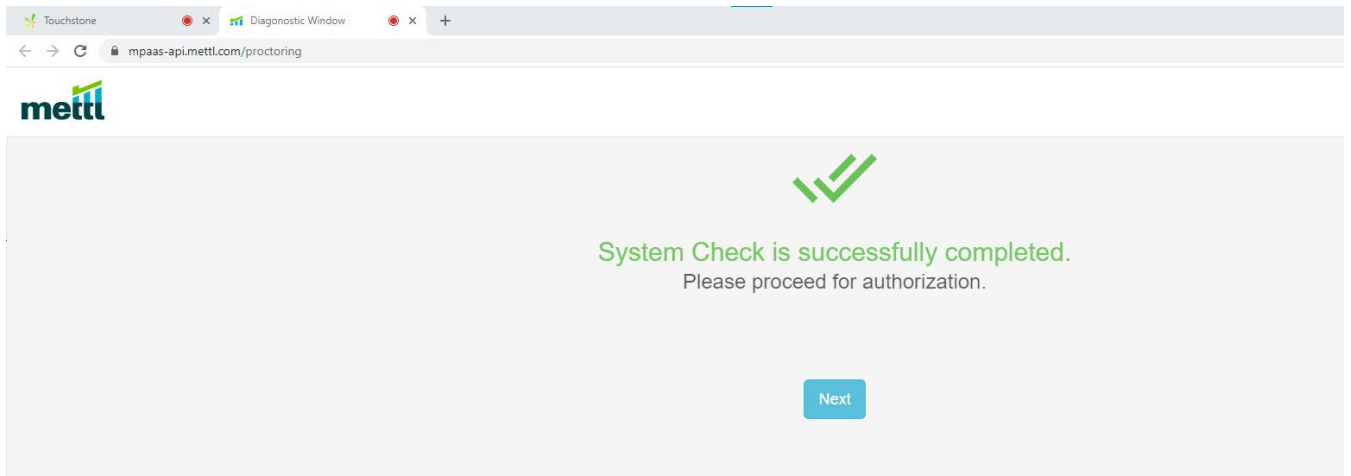
### Step 3: System Check Window

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.



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



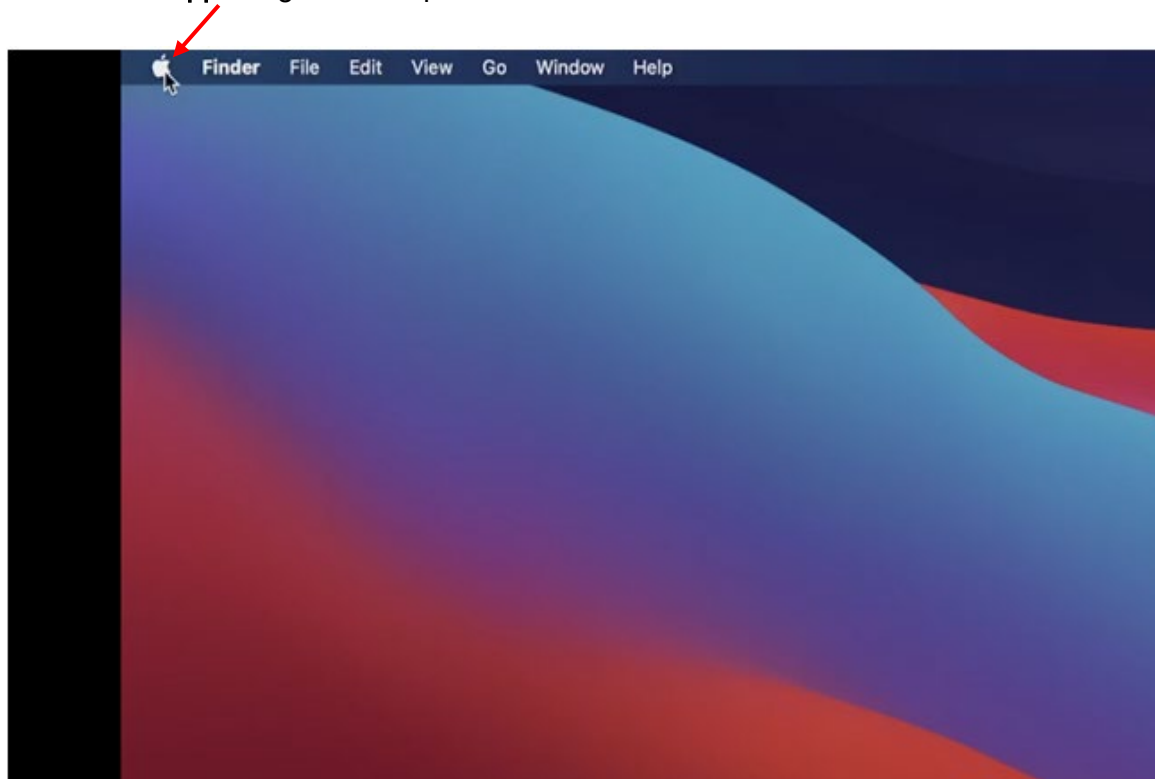


**STOP HERE** No further action is required prior to exam day. – see page 12 for exam day instructions.

## Special Instructions for Mac OS Users

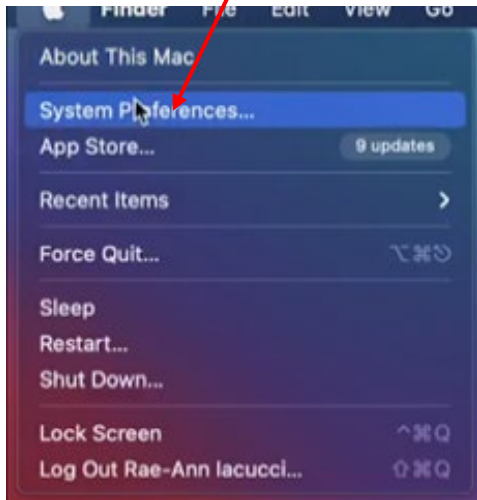
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Click on the **Apple** logo in the top left hand corner

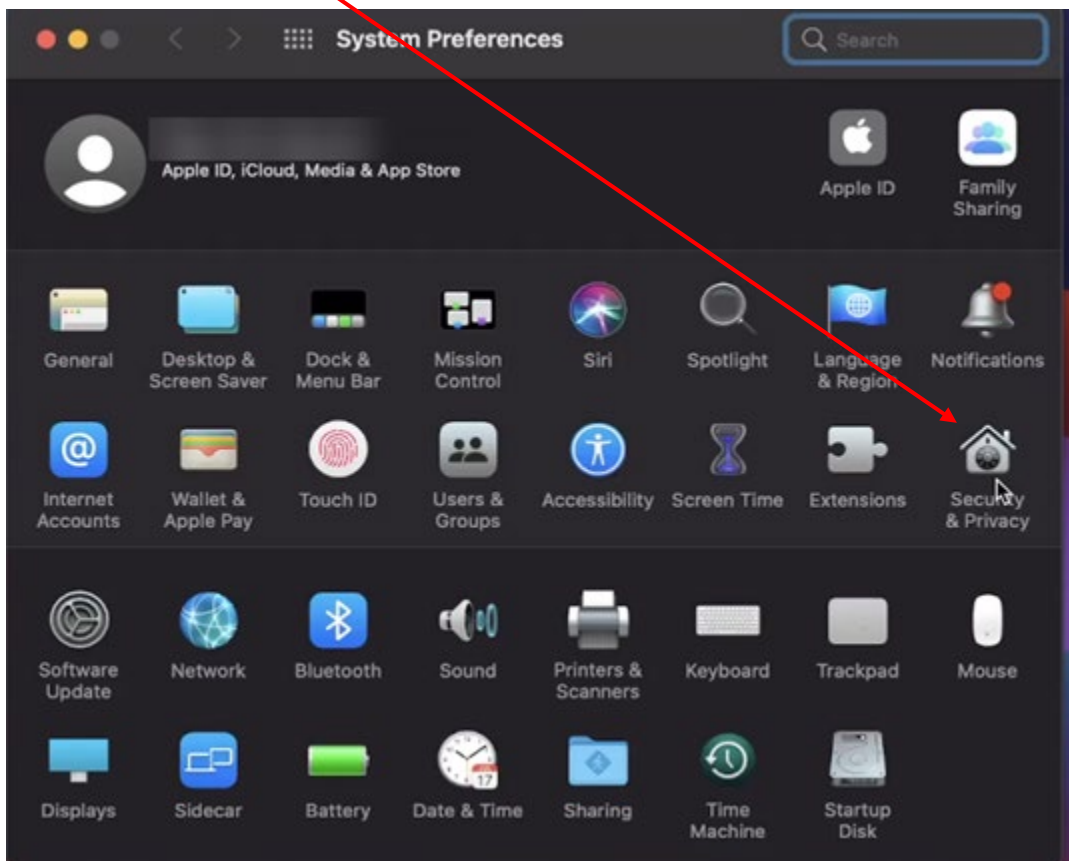




Select **System Preferences** from the menu



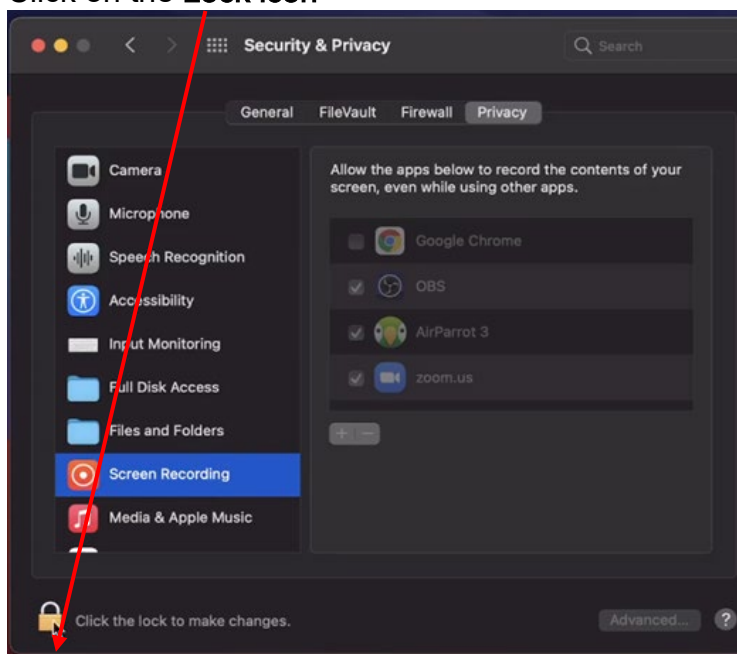
Click on **Security & Privacy**



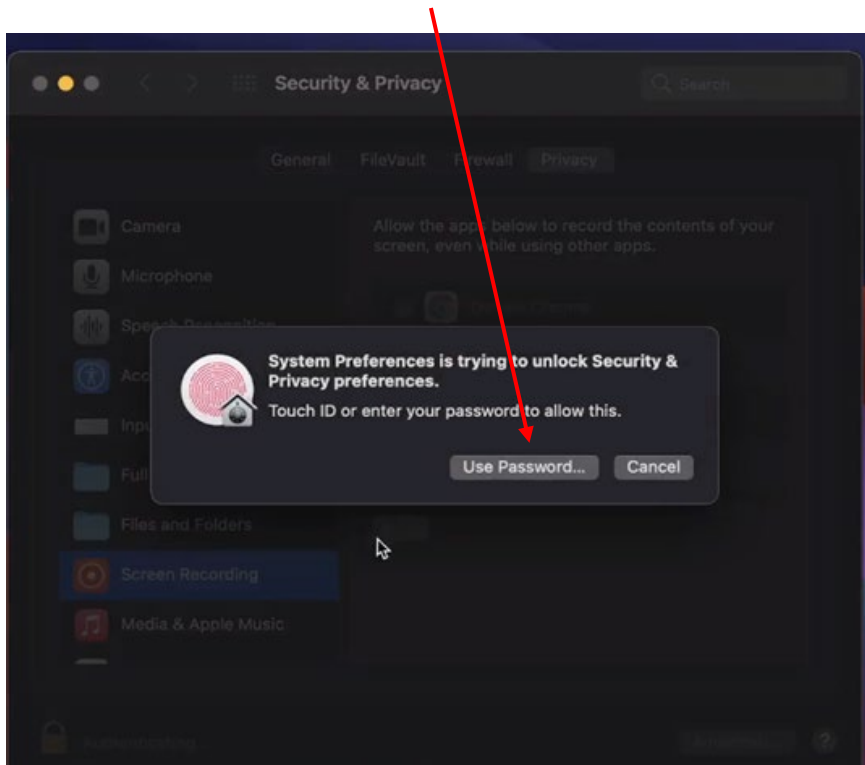
Click on **Screen Recording**



Click on the **Lock icon**



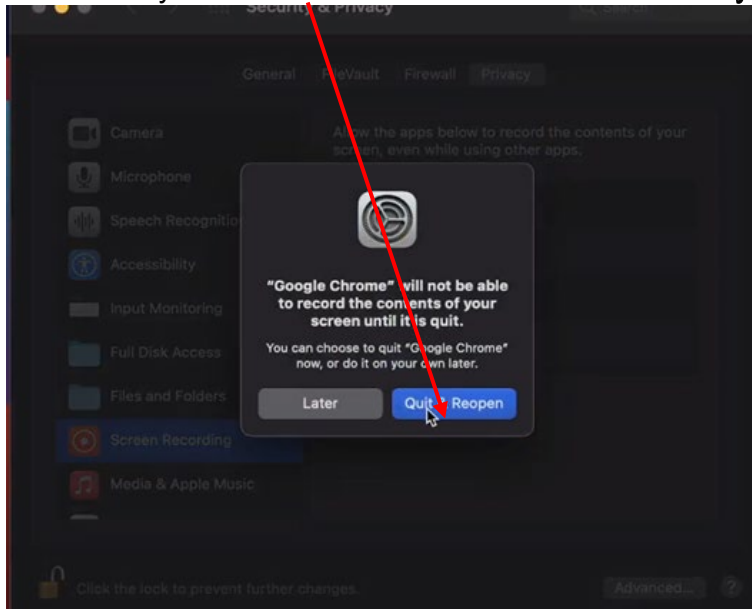
Unlock by entering **your credentials**



Check the box beside Google Chrome



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



See video demonstration s

- 1- How to Add Mettl extension to Chrome <https://youtu.be/5HstTMRBNhE>
- 2- How to complete a System Check <https://youtu.be/Uzm0k0xl37U>
- 3- 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

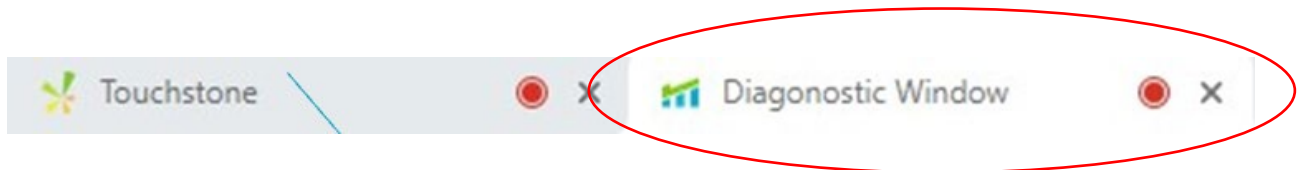
- 1- Arrive at the time indicated on your exam invitation.
- 2- Make sure all programs and applications (including your email) are closed.
- 3- Open a **Google Chrome browser** and type <https://onlineexam.tsin.ca/>
- 4- Enter your username and password provided in your examinee invitation
- 5- Accept 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 a virtual examination 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 vertical list of questions from Question 4 to Question 35 is displayed, with Question 28 highlighted. The main area shows the question text: "What is the remaining solid left on filter paper known as?" and four radio button options: "The remaining solid left on filter paper is known as solution", "The remaining solid left on filter paper is known as stone", "The remaining solid left on filter paper is known as particles", and "The remaining solid left on filter paper is known as residue". A "CONTINUE" button is visible at the bottom center. Various callout boxes provide instructions for using features like the Flag Counter, Calculator, Note Pad, Info, Highlight Remover, Chat, and Flags.

**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.

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

**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.

**Question**

**Answer options**