



# **Examinee Instructions (with Web Conferencing)**

## **ACP Internal Medicine In-Training Examination**

**August 17, 2023 – September 7, 2023**

### **What's inside**

- ▶ Pre-Test Instructions
  - ▶ Test Day Instructions for using Webex
  - ▶ Test Day Instructions for using Zoom
  - ▶ Test Day Instructions for using Microsoft Teams
  - ▶ Troubleshooting Problems
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### **Resources**

- ▶ E-mail questions concerning the administration of the exam to your Exam Proctor.
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*This document contains proprietary information that must remain confidential.*

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# PRIOR TO TEST DAY INSTRUCTIONS

## System requirements for NBME web-based testing

The following minimum requirements are necessary to administer an NBME web-based examination.

**Please ensure your device meets NBME technical requirements.**

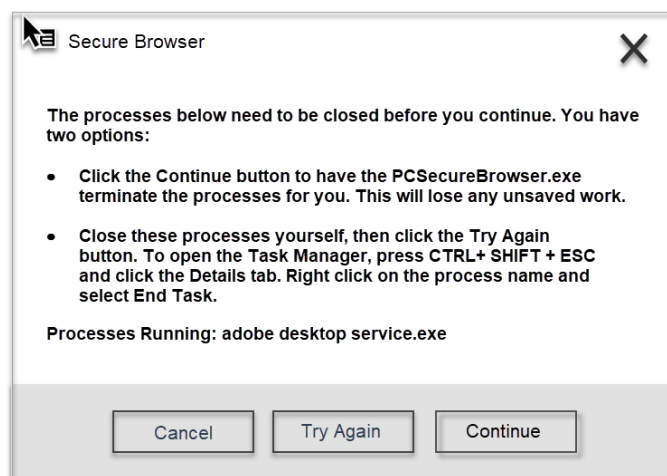
Windows	Mac OS
<ul style="list-style-type: none"> <li>Windows 10, Windows 11</li> <li>1GHz processor or higher</li> <li>17" or larger color monitor (Desktops)</li> <li>13" screen or larger (Laptops)</li> <li>Minimum screen resolution of 1024x768 is required with a 32-bit color setting</li> <li>Virtual machines and applications are not allowed</li> <li>iPads/tablets are not allowed</li> <li>ASUS Laptops with touchpad/touchscreen are not allowed</li> </ul>	<ul style="list-style-type: none"> <li>Mac OS version 10.14, v10.15, v11.0, v12.0, v13.0</li> <li>1GHz processor or higher</li> <li>17" or larger color monitor (Desktops)</li> <li>13" screen or larger (Laptops)</li> <li>Minimum screen resolution of 1024x768 is required with a 32-bit color setting</li> <li>Virtual machines and applications are not allowed</li> <li>iPads/tablets are not allowed</li> </ul>
<ul style="list-style-type: none"> <li>Edge<sup>1</sup></li> <li>Chrome<sup>1</sup></li> <li>Firefox<sup>1</sup></li> <li>Do not use beta versions. Other browsers are not supported.</li> </ul>	<ul style="list-style-type: none"> <li>Safari 12 or higher</li> <li>Chrome<sup>1</sup></li> <li>Firefox<sup>1</sup></li> <li>Do not use beta versions. Other browsers are not supported.</li> </ul>
<b>Browser Settings</b> <ul style="list-style-type: none"> <li>JavaScript Enabled</li> <li>Cookies Enabled</li> <li>CSS Enabled</li> <li>Pop-ups Enabled</li> </ul>	<b>Browser Settings</b> <ul style="list-style-type: none"> <li>JavaScript Enabled</li> <li>Cookies Enabled</li> <li>CSS Enabled</li> <li>Pop-ups Enabled</li> </ul>
<ul style="list-style-type: none"> <li>Broadband Internet connection (DSL, Cable or T1)</li> <li>Network bandwidth per workstation:               <ul style="list-style-type: none"> <li>- 256kbps or higher for onsite testing</li> <li>- 1mbps or higher for remote testing</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Broadband Internet connection (DSL, Cable or T1)</li> <li>Network bandwidth per workstation:               <ul style="list-style-type: none"> <li>- 256kbps or higher for onsite testing</li> <li>- 1mbps or higher for remote testing</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Disable Toolbars, Adware or Spyware programs. They may adversely affect the computer's performance and cause delays in loading test questions.</li> <li>Turn off Windows updates or virus scanner updates to avoid interruptions during testing.</li> <li><sup>1</sup>Chrome, Edge, and Firefox support is limited to the current version plus one previous version due to forced automatic updates.</li> <li>NBME does not support the use of other browsers and operating systems. Other browsers and operating systems have not been tested for their compatibility and some features may not work as expected. NBME is not responsible for any system issues that are related to the use of unsupported browsers or operating systems.</li> </ul>	
<b>Institutional technical support staff with admin privileges is required prior to and on test day(s) to assist examinees remotely with any technical issues that may arise.</b>	

## Certifying your Workstation Prior to Test Day

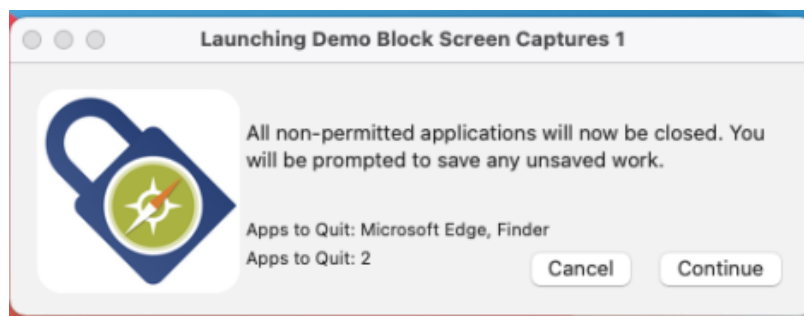
Forward the following instructions to examinees with personal laptops:

1. Go to <http://wbt.nbme.org/exam> and follow the on-screen instructions to run the Secure Browser.
2. Select the **Test Compatibility** button under the 'Workstation Certification' icon.
3. Select the **Examinee Personal Laptop Certification** link. The utility will test the laptop for compatibility with web-based testing. Select **I will be taking a web-based exam in person, or via Zoom, MS Teams, Webex**.
  - If the test is successful, you will be prompted to launch a sample exam as the last step. If the test is not successful, you will receive the error message below. Follow the on-screen instructions by clicking **Continue** to allow the Secure Browser to terminate the process.

### On a PC:



### On a Mac:



4. Once disabled, launch the sample test to complete the workstation certification process.

## **Communicating with the Chief Proctor on test day**

You can communicate with the Chief Proctor on test day using the chat function of the conferencing software prior to launching the exam and after completing the exam. During the examination, you will need to use your cell phone to text or call the Chief Proctor.

## **Making Notes during Exam**

You can use the back of the **Test Day Instructions** to make notes on test day. Please destroy the notes in view of the Chief Proctor before leaving the test session.

# TEST DAY EXAMINEE INSTRUCTIONS

## Webex

*In order to allow Chief Proctors and examinees to effectively communicate and coordinate during examination administrations, security protocols are temporarily relaxed to allow the use of cell phones by examinees during the examination. The use of cell phones by examinees during the examination is only permissible for communicating with the Chief Proctor for assistance (such as if the examinee encounters technical difficulties), or for the Chief Proctor to communicate directly with the examinee.*

*Communicating with the Chief Proctor – Chat within Webex can be used prior to the exam launch and after the exam is complete to message the Chief Proctor. After beginning the exam, you will need to use your cell phone to text or call the Chief Proctor.*

### 1. Launch Webex

- From your email application, open the meeting invitation
- Select the **Join Webex Meeting** link in the invitation
- When the join page opens, enter your name and email address
- Click the **Join Meeting** button
- Under Audio and Video Connection select **Call Using Computer** for audio
- Select **Integrated Camera** for video
- Select the green button **Connect Audio and Video** to establish connection

Once audio and video connection has been confirmed:

### 2. Run Secure Browser

- Type <http://wbt.nbme.org/exam> to download the secure browser
- NBME Security and Privacy Notice will display
- Read and **check box** to indicate agreement
- Select **Continue**
- Follow the onscreen instructions to run or download the **Windows or Mac Secure Browser**
- When the secure browser launches all other applications will be hidden
- Select **On Test Day/Start Exam**
- Chief Proctor will provide a start up code via conference chat or cell phone text
- Enter start up code (start-up code is good for 15 minutes)
- Select **New Examinee**
- Read Instructions for NBME Web-Based Examination and **check box** to indicate agreement
- Select **Continue**
- Submit biographical information (Examinee ID and Date of Birth). For the workstation ID requirement, you can enter any number or your first initial and last name.
- Select **Continue**
- Verify information and select **Continue** once more
- If the secure browser detects a recording program, notify the Chief Proctor and wait for assistance.
- Select **Launch Exam**

### 3. Begin Exam

If you need to take a break, or need assistance, contact the Chief Proctor via cell phone to notify them.

### 4. End Exam and Exit Webex

- Once you have completed the examination, select **(X) End** to end exam at the bottom left of screen.
- **Message the Chief proctor** that the exam is complete and tear scratch paper in view of the Chief Proctor.
- To exit Webex, select **Leave Meeting**.

# Test Day Examinee Instructions

## Zoom

*In order to allow Chief Proctors and examinees to effectively communicate and coordinate during examination administrations, security protocols are temporarily relaxed to allow the use of cell phones by examinees during the examination. The use of cell phones by examinees during the examination is only permissible for communicating with the Chief Proctor for assistance (such as if the examinee encounters technical difficulties), or for the Chief Proctor to communicate directly with the examinee.*

*Communicating with the Chief Proctor – Chat within Zoom can be used prior to the exam launch and after the exam is complete to message the Chief Proctor. After beginning the exam, you will need to use your cell phone to text or call the Chief Proctor.*

### 1. Launch Zoom

- From your email application, open the meeting invitation
- Click on the link in the invite to join the meeting
- On the system dialog, click **Open Zoom**
- On the video preview pop-up, click on **Join with Video**
- Always show video preview dialog when joining a video meeting
- If you see a message that the host/proctor has not yet started the meeting do not close the window. Wait until the host starts the meeting.

Once audio and video connection has been confirmed:

### 2. Run Secure Browser

- Type <http://wbt.nbme.org/exam> to download the secure browser
- NBME Security and Privacy Notice will display
- Read and **check box** to indicate agreement
- Select **Continue**
- Follow the onscreen instructions to run or download the **Windows or Mac Secure Browser**
- When the secure browser launches all other applications will be hidden
- Select **On Test Day/Start Exam**
- Chief Proctor will provide a start up code via conference chat or cell phone text
- Enter start up code (start-up code is good for 15 minutes)
- Select **New Examinee**
- Read Instructions for NBME Web-Based Examination and **check box** to indicate agreement
- Select **Continue**
- Submit biographical information (Examinee ID and Date of Birth). For the workstation ID requirement, you can enter any number or your first initial and last name.
- Select **Continue**
- Verify information and select **Continue** once more
- If the secure browser detects a recording program, notify the Chief Proctor and wait for assistance.
- Select **Launch Exam**

### 3. Begin Exam

If you need to take a break, or need assistance, contact the Chief Proctor via cell phone to notify them.

### 4. End Exam and Exit Zoom

- Once you have completed the examination, select **(X) End** to end exam at the bottom left of screen.
- **Message the Chief proctor** that the exam is complete and tear scratch paper in view of the Chief Proctor.
- To exit Zoom, select **Leave Meeting**.

# Test Day Examinee Instructions

## Microsoft Teams

*In order to allow Chief Proctors and examinees to effectively communicate and coordinate during examination administrations, security protocols are temporarily relaxed to allow the use of cell phones by examinees during the examination. The use of cell phones by examinees during the examination is only permissible for communicating with the Chief Proctor for assistance (such as if the examinee encounters technical difficulties), or for the Chief Proctor to communicate directly with the examinee.*

*Communicating with the Chief Proctor – Chat within Microsoft Teams can be used prior to the exam launch and after the exam is complete to message the Chief Proctor. After beginning the exam, you will need to use your cell phone to text or call the Chief Proctor.*

### 1. Launch Microsoft Teams

- From your email application, open the meeting invitation
- If you already have the Microsoft Teams app, click on **Launch it now** to join the meeting. If you don't have the app, click on **Join on the web instead**.
- If you joined on the **web**:
  - a. In the '**choose your audio and video settings**' dialog, make sure that both your webcam and audio are turned **ON**. Make sure you can see your video in the preview.
  - b. Click **Join Now**.
  - c. If the host has not yet started the meeting, you will see a message that '**Someone in the meeting should let you in soon**'. Wait until the host lets you in. As soon as the host starts the meeting, you will automatically be admitted.
- If you launched it on the **app**:
  - a. On the pop-up, click **Open Microsoft Teams**.
  - b. In the '**choose your audio and video settings**' dialog, make sure that both your webcam and audio are turned **ON**. Make sure you can see your video in the preview.
  - c. Click **Join Now**.

Once audio and video connection have been confirmed:

### 2. Run Secure Browser

- Type <http://wbt.nbme.org/exam> to download the secure browser
- NBME Security and Privacy Notice will display
- Read and **check box** to indicate agreement
- Select **Continue**
- Follow the onscreen instructions to run or download the **Windows or Mac Secure Browser**
- When the secure browser launches all other applications will be hidden
- Select **On Test Day/Start Exam**
- Chief Proctor will provide a start up code via conference chat or cell phone text
- Enter start up code (start-up code is good for 15 minutes)
- Select **New Examinee**
- Read Instructions for NBME Web-Based Examination and **check box** to indicate agreement
- Select **Continue**
- Submit biographical information (Examinee ID and Date of Birth). For the workstation ID requirement, you can enter any number or your first initial and last name.
- Select **Continue**
- Verify information and select **Continue** once more
- If the secure browser detects a recording program, notify the Chief Proctor and wait for assistance.
- Select **Launch Exam**

### 3. Begin Exam

If you need to take a break, or need assistance, contact the Chief Proctor via cell phone to notify them.



#### 4. End Exam and Exit Teams

- Once the examination has been completed, select **(X) End** to end exam at the bottom left of screen.
- **Message the Chief Proctor** that the exam is complete and tear scratch paper in view of the Chief Proctor.
- To exit Teams, select **Leave Meeting**.

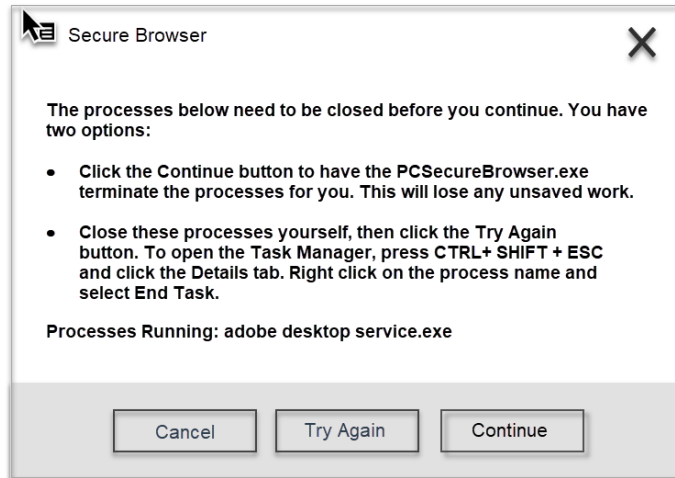
# Troubleshooting Problems

## Recording Program Detected Prior to Exam Launch

If the Secure Browser detects an application that could record exam content or compromise exam security, a warning message will display on your screen with the name of the process and instructions for disabling it before launching the exam.

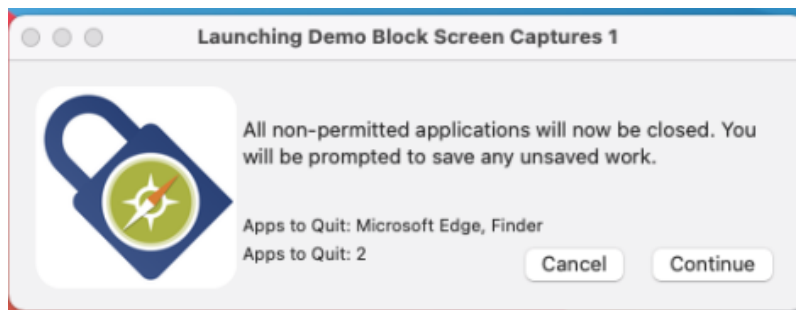
1. *There are TWO options for disabling these running processes on a PC or Mac.*

### On Windows PC:



- You can click **Continue** to allow the PC Secure Browser to terminate the process. This is the recommended best practice. Please note, any unsaved work associated with the running process or application will be lost.
- You can manually disable the running process in **Task Manager**. To open **Task Manager**, press **CTRL+Shift+ESC while in the Secure Browser**, and then select **Task Manager**. Click the **Details** tab and select the running process from the list. Click **End Task** to disable the running process and then click Try Again on the Secure Browser pop-up to proceed to the Launch Exam screen.

### On a Mac:



- You can click **Continue** to allow the Mac Secure Browser to terminate the process. This is the recommended best practice. Please note, any unsaved work associated with the running process or application will be lost.
- You can click **Cancel** to exit the Secure Browser and then manually disable the running process in **Activity Monitor**. To open **Activity Monitor**, select the **Go** menu from the desktop and click **Utilities**. Click **Activity Monitor** and select the running process from the list. Click **Quit Process** and then **Quit** to disable the running process.

**NOTE:** If you select **Cancel** to exit the Secure Browser to disable the identified process, you can relaunch the Secure Browser from your desktop or go to <http://wbt.nbme.org/exam>.

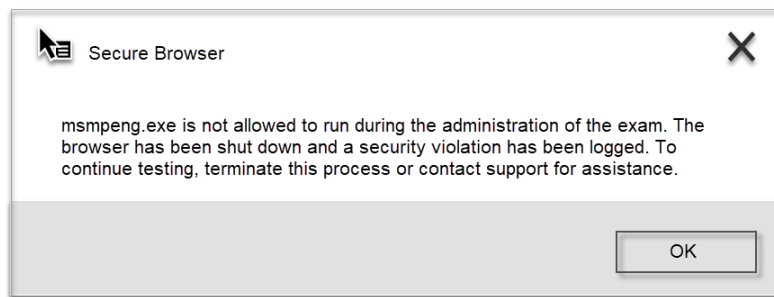
If the exam was not launched, click on **New Examinee**. When prompted enter the **Examinee Start-Up Code** provided by the proctor to launch the exam.

2. If the identified process was not successfully disabled, contact your Chief Proctor.
3. If another process is detected prior to exam launch, repeat the steps above to disable the detected process.

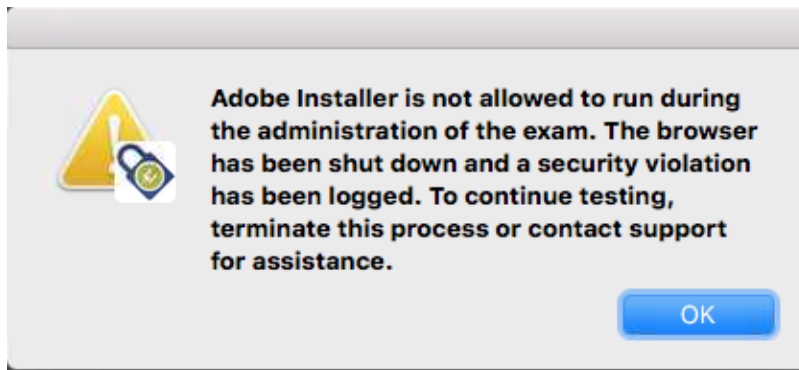
## Security Violation Detected

If an application or process is detected that could compromise exam security prior to launching the exam or during the examination, you will see the following warning message:

### On Windows PC:



### On a Mac:



1. Click **OK** to exit the Secure Browser.
2. Disable the running process in **Task Manager** (PC) or **Activity Monitor** (Mac).
  - To open **Task Manager**, press **CTRL+Shift+ESC**. Click the **Details** tab and select the running process from the list. Click **End Task** to disable the running process.
  - To open **Activity Monitor**, select the **Go** menu from the desktop and click **Utilities**. Click **Activity Monitor** and select the running process from the list. Click **Quit Process** and then **Quit** to disable the running process.
3. Relaunch the Secure Browser from your desktop or from <http://wbt.nbme.org/exam>.
4. Click **New Examinee** if the exam was not launched previously or **Restart Examinee** if the exam was launched.
5. When prompted enter the **Examinee Start-Up Code** provided by the proctor to restart the exam.