RCOphth Online Proctored Written Exams FAQs

1) **Can I use an iPad to take my exam?**
   No, the exam can only be taken on a computer or laptop. An iPad can be used for the second camera however.

2) **When do I receive my system test links?**
   You will receive 2 system test links (one for each paper) one week before the date of the exam.

3) **When do I receive my exam launch emails?**
   The exam launch emails (one for paper 1 and one for paper 2 are sent 72 – 24 hours before the exam. The latest you will receive them is 24 hours before the exam.

4) **What happens if I choose to do my exam on a different computer after I have done the system test?**
   A system test link is only valid for the computer which you will use for the exam. If you change computers, you will need a new system test link. You will have to email the College and request for new system test links to be sent to you.

5) **Do I get confirmation that my system test has been completed successfully?**
   If the system test completes without issues than it has completed successfully. You do not receive an email to confirm completion.

6) **Do I need to tell the College that I have completed my system test successfully?**
   No, please do not email the College to tell us you have completed the system checks. Only email us if there is a problem.

7) **Can I sit the exam at work or in a test centre?**
   You can only sit the exam in a room alone. The recommendation is to sit the exam at home. Work computers usually have firewalls that can prevent exam connection problems so please use your own computer at home.

8) **Why am I still getting system test link emails even though I have already completed my system test? Does this mean I need to do the system test again?**
   These are just reminder emails that are automatically generated by the system to ensure that all candidates complete their system check. Please ignore these reminder emails if you have completed your system test successfully.

9) **Can the proctor communicate with me?**
   The proctor can only communicate with you via an online chat text facility but can see and hear you at all times.

10) **Can I use a laptop as second camera?**
    No, you can only use a smartphone or iPad with the ProctorExam app installed to use for the mandatory second camera.

11) What are the technical requirements for my computer in order to take the proctored exam?

Device	Requirement
Bandwidth	Minimum 1Mbit/s upload speed, recommend upload speed 1.5Mbit/s. Tethering is not supported.
Browser	Latest version of Google Chrome
Webcam	Required
Microphone	Required
Audio	Required
PC	Windows 8 or higher
Mac	Mac OS X
Mobile Device	You will need a mobile device or tablet on which you will download the ProctorExam app. Instructions for downloading the app will be provided during the system check process
Android device specification	4.1 or higher
iOS (Apple) device	8.0 or higher

Exam delivery **does not support** the following: Google Chromebooks, Android tablets (Nexus 7, etc.), iOS tablets (iPad, iPad mini, etc.), and Microsoft Surface RT. However these devices can be used to download the ProctorExam app and for use throughout the exam as the mobile device to record the exam environment.

12) Can I use mobile data instead of WiFi for the second camera on my smartphone/iPad?
You can connect your WiFi to a personal hotspot for the internet connection but must use WiFi in order to connect the second camera device to the proctoring system.

13) Why have I received 2 different launch exam emails?
Each exam paper has a separate launch exam email that MUST BE used for the correct paper.

14) Which launch exam email do I use for which paper?
Make sure you use the Paper 1 launch exam link for Paper 1 and the Paper 2 link for Paper 2. If you use the wrong one for the wrong paper, the exam will be invalidated. It is your responsibility to read the email information sent to you correctly.

15) Which ID do I need to show to the proctor?
A government issued photo ID (passport or driving licence) must be shown to the proctor for ID checking.

16) Do I need to do the system test more than once?
No, you only need to do it once, unless you change computer.

17) Are there specific requirements for the room in which I will sit the exam?
There are no specific requirements but you must be in the room alone at all times and have a cleat desk. The proctor will scan your room with the second camera to check everything.

18) Can I wear earphones or earplugs?
No, earplugs and headphones are not allowed.

19) Can I use scrap paper?
Yes, you can use scrap paper top take notes but every piece must be destroyed into small pieces on camera at the end of the exam.

20) My WiFi router restarts every couple of hours and takes 1-2 min to come back. Will this affect my connection and answers during the exam?
Yes this will affect your connection and disconnect you from the exam. You will have to find an alternative space and WiFi to use for the exam.

21) Which browser must I use for the exam?
You must use Google Chrome and you will be guided through the set-up for this during the system test.

22) Can I sit the exam in a venue with other candidates in the same room?
Absolutely not. You can only sit the exam in a room where you are completely alone.

23) If a calculator is not allowed, is there a calculator function in the software we are completing the exam upon?
No calculator is required nor allowed for the exam and there is no calculator function in the software.

24) Is the exam start time my local time?
Yes the start time is always your local time. For example if you live in Singapore then the exam start time of 10am is 10am Singapore time.

25) What time do I log onto my exam?
You log on to your exam at the designated start time and complete the set-up before proceeding into the actual exam paper.

26) When do I do my pre-exam set-up?
You do this first when you log on at the exam start time. The exam starts after the set-up is complete.

27) What if my set-up takes longer than expected? Will this affect my exam time?
You will not lose any exam time if your set-up takes longer than expected. But it is important to complete the system checks a few days before the exam to minimize delays on the day.

28) I have extra time allocated. Does this mean I have a shorter break between exam papers?
No, you can still take a MAXIMUM of one hour's break between papers and start the second paper later than other candidates. However, you can have a shorter break if you wish and start the second paper at the same time as other candidates but you CANNOT have more than the maximum one hour break permitted.

29) I briefly lost internet connection during my exam and am convinced I lost exam time due to the outage. How do I know I didn't lose any exam time?
The exam timer pauses during any loss of internet connectivity and resumes when connection is re-established. No exam time is lost.

30) Why did I briefly lose connection?
This will be because a temporary connection problem or instability of your own WiFi or internet connection. Any candidate's internet connection can suffer this unexpectedly.

31) Will the College take responsibility for my brief loss of internet connection?
No. The College can only be responsible if the connection from our proctors affects ALL candidates. We cannot take responsibility for a candidate's own internet connection as candidates are instructed to complete a system test prior to the exam.

32) I want to email the College with my personal feedback on my exam experience. Can I do this?
Due to the increasing number of e-mails being received by the examinations department we are no longer able to individually respond to all e-mails offering personal feedback about an exam. If you choose to continue to e-mail us because you feel that your enquiry is worthy of an urgent personal response please can you be as succinct as possible in your description of the issue is that you feel needs to be answered.

The examinations department has detailed information about all its examinations on the College website including FAQ documents such as this one. The College is frequently contacted by candidates to ask questions that are already fully described / answered on the website. We will not respond to questions where we feel that adequate information is already in the public domain.

If you have any issue that you wish to raise pertaining to a recent examination performance that you consider might be relevant in an appeal (granted only in respect of procedural irregularities), we ask that you wait until after the results are released before contacting us. We will not respond before the result date unless there are specific and concerning allegations of the following nature: assault or physical harm, infringement of UK law or issues of probity.

33) I want to appeal my result. Can I do this?
You must read and follow the official appeals procedure on our website. Please note any appeal will only be considered on account of a procedural irregularity for which the College

has caused and that has affected all candidates. Any appeal that does not adhere to this will be dismissed outright.

34) ***Are there any other documents or links I should read or videos I should watch?***
You are advised to click ALL of the following links and read/watch thoroughly. We do not take responsibility for candidates not reading the important information that is sent to them.

https://www.rcophth.ac.uk/wp-content/uploads/2022/06/RCOphth-Online-Proctored-Written-Exams-Rules-and-Regulations-UPDATED-JUNE-2022.pdf

https://www.rcophth.ac.uk/wp-content/uploads/2022/06/Important-Information-for-online-proctored-RCOphth-Written-Examinations-UPDATED-JUNE-2022.pdf

https://www.rcophth.ac.uk/wp-content/uploads/2021/01/Remote-Invigilation-Candidate-User-Guide-v1.1.pdf

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