

SCA Examination Day Guide

A comprehensive guide to sitting your examination
on the Osler Online platform.

Introduction

This guide provides a comprehensive overview of your SCA examination day. It will cover all the key aspects of the examination from logging in, candidate registration with your invigilator, navigating each station from reading time to consultation, breaks and logging off. You will be able to familiarise yourself with key platform functionality and learn about how to seek support if you need to do so throughout the examination.

After reading this guide you will be left with a clear understanding of exactly what to expect from your SCA, so you can go into your examination day feeling well prepared.

It is important to note that this guide has been developed in conjunction with the Candidate Surgery Guide, which provides a detailed look at the steps you need to take in order to prepare yourself in the weeks leading up to your examination day.

Please read and complete the steps laid out in the [Candidate Surgery Guide](#) ahead of reading this document.

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Examination day schedule

There will be two SCA examinations scheduled per day, and you will be allocated to either the AM or PM examination. The scheduled running time for the AM examination session is 08.45 to 13.25 and for the PM session it is 13.20 to 18.05. The scheduled running time will also apply to those candidates with a reasonable adjustment of 25% extra reading time. Candidates with other reasonable adjustments including extra consultation time or extra breaks should plan for their examination session to run from 08.45 to 15.00.

Your examination session will run as follows:

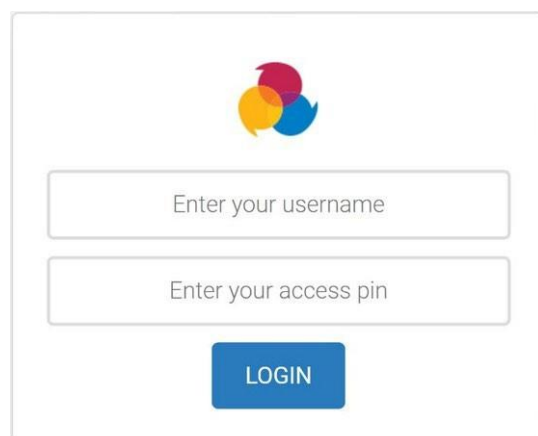
AM Schedule	PM Schedule	Examination activities
08:45	13:20	
09:30	14:10	
09:30 11:00	14:10 15:40	Rounds 1-6 (1hr 30mins). 15 mins per station (3 mins reading time, followed by a 12 min video or telephone consultation with the role player).
11:00 11:10	15:40 15:50	Comfort break (10 mins). Please note that to leave the room you must message the invigilator. Please also message your invigilator once you have returned.
11:10 12:40	15:50 17:20	Rounds 7-12 (1hr 30mins). 15 mins per station (3 mins reading time, followed by a 12 min video or telephone consultation with role player).
12:40 13:25	17:20 18:05	Rounds end, wrapping-up and rerun time begins (45 mins). Please note you may <u>not log</u> out or leave your examination room at any point during the wrapping up and rerun period.
13:25	18:05	Examination officially ends. You may log out once given permission by the invigilator.


Logging on to the platform

Two weeks prior to your examination you will receive an email from the examinations team containing a URL link to the platform and your own unique username and password. By clicking on the URL you will be taken directly to our login portal to enter the details provided. If you would like to take a look around the platform ahead of examination day, you can log in to the platform as soon as you receive the email with the URL and your log in details.

You can also view your exam day schedule, down to the minute each station and break starts, by logging in using your details.

Should you have issues logging in, they can often be resolved by clicking directly on your exam link or copying it into your browser. You cannot type the link into your browser. Also ensure you are not copying across blank spaces in your login username or password. You may wish to type your username and password manually and ensure caps lock is turned off.

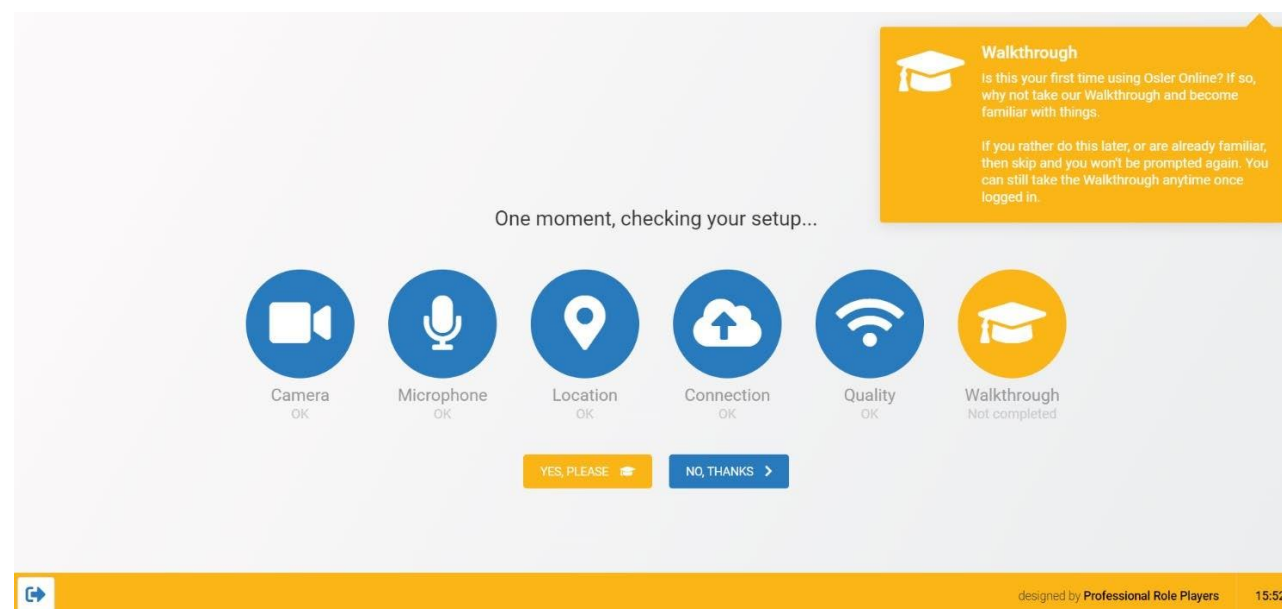
The image shows a login portal interface. At the top center is a logo consisting of three overlapping circles in red, yellow, and blue. Below the logo are two text input fields. The first field is labeled "Enter your username" and the second field is labeled "Enter your access pin". Below these fields is a blue button with the text "LOGIN" in white capital letters.



Automatic device check

After you have successfully logged in the platform will take you through a device check. It will automatically test your microphone, video and internet connection.

If you experience any issues during this check and are unable to connect to the platform, please contact the IT Support helpline on 020 3188 7680. On the day of the examination, please have your phone on hand, as the IT team will try to call you to offer support if you do not appear on the examination platform.




Position and Volume Check

From there you will proceed to a position and volume check screen that will capture your video feed and audio volume accurately.

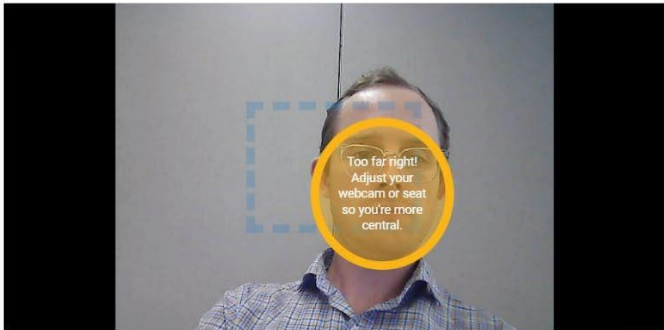
Follow the onscreen instructions to position your face correctly in the frame of your video feed. A blue oval will appear around your face when you are correctly positioned. If it shows a yellow oval, you are not correctly aligned and will need to adjust your position until the oval turns blue, and you are correctly positioned in the frame.

It is important that you are positioned correctly on camera. Firstly, so your role player has a clear view of you throughout the consultation and secondly, so that your examiner can see you properly, to mark the station accurately.

**Position check**

Use this tool to make sure you're well positioned and clearly seen. Try to position your face inside the dashed box.

The tool will let you know if it thinks your face can't easily be seen, if you're too close or too far away, or if you're too far over to one side.




Volume check


Use this tool to check your microphone volume by recording your voice and listening back.


If too quiet or too loud you may consider adjusting the distance you are from the microphone or changing your device settings.

Select microphone


Communications - Microphone (Logitech USB Headset)	<input checked="" type="checkbox"/>
Microphone Array (Realtek(R) Audio)	<input type="checkbox"/>
Microphone (Logitech USB Headset)	<input type="checkbox"/>


Start recording


End recording


Play recording

PROCEED

designed by Professional Role Players15:59

Audio test

Now it's time to test your audio and microphone. Click on the blue **start recording** icon and speak clearly. For example, you could say your full name and the surgery you will be sitting your exam in.



When you have finished speaking, press the **end recording** icon.



Then press the **play recording** icon to hear what your audio sounds like when it plays back.



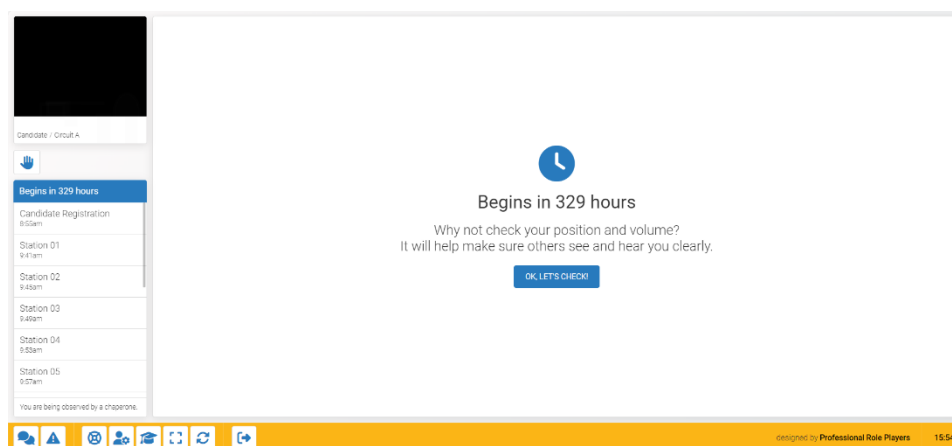
Your audio will play back through your speakers to confirm your microphone is working and for you to check the volume. If you are too loud or too quiet, you can adjust your distance from your microphone or adjust your device volume. Ensure your recording is clear and easily understood.

When your video feed and audio check is complete you can click **proceed** at the bottom of the screen and you will be taken through to the waiting room for candidate registration.

Waiting room

Two weeks before the examination

You can see the image below is of an examination waiting room where the timer on the screen indicates that the examination will begin in 335 hours.



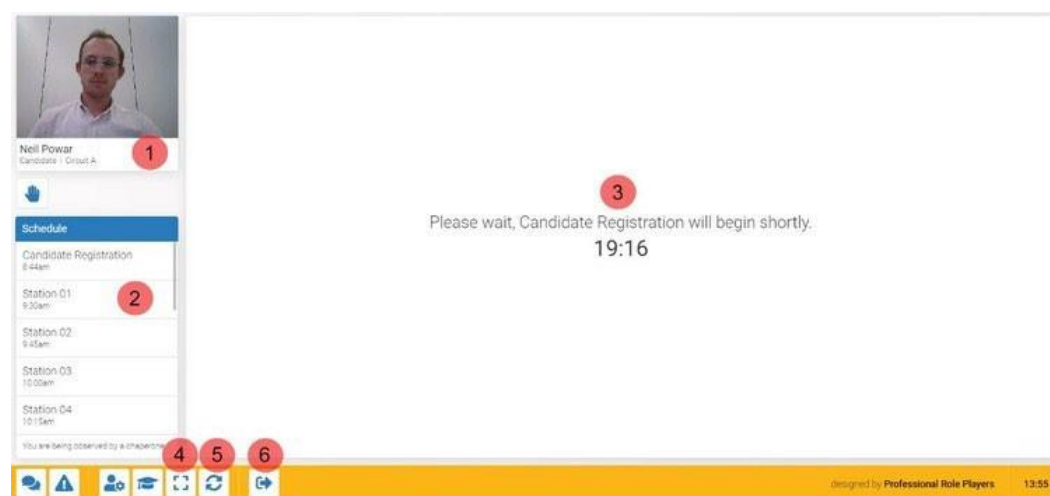
Schedule - Take this time to familiarise yourself with the schedule on the left-hand side of your screen. Under each station, including your break, you will see a time indicated. This will enable you to keep track of how your examination will run from start to finish. The platform will automatically transition you between stations and your break. Please note the schedule will only be visible on the platform before your registration begins, in between stations and during the break.

Walkthrough – you can press the 🎓 icon on the yellow bar to complete the platform walkthrough as many times as you like, ahead of your examination day, to refresh your memory on the platform functionality. You will also be prompted to complete the walkthrough when you log in for the first time.

On the day

On your examination day you will log in to the platform and remain in the examination waiting room until the platform automatically moves you through to your candidate registration. You can see the timer on the screen now shows that your candidate registration will start in under 20 minutes.

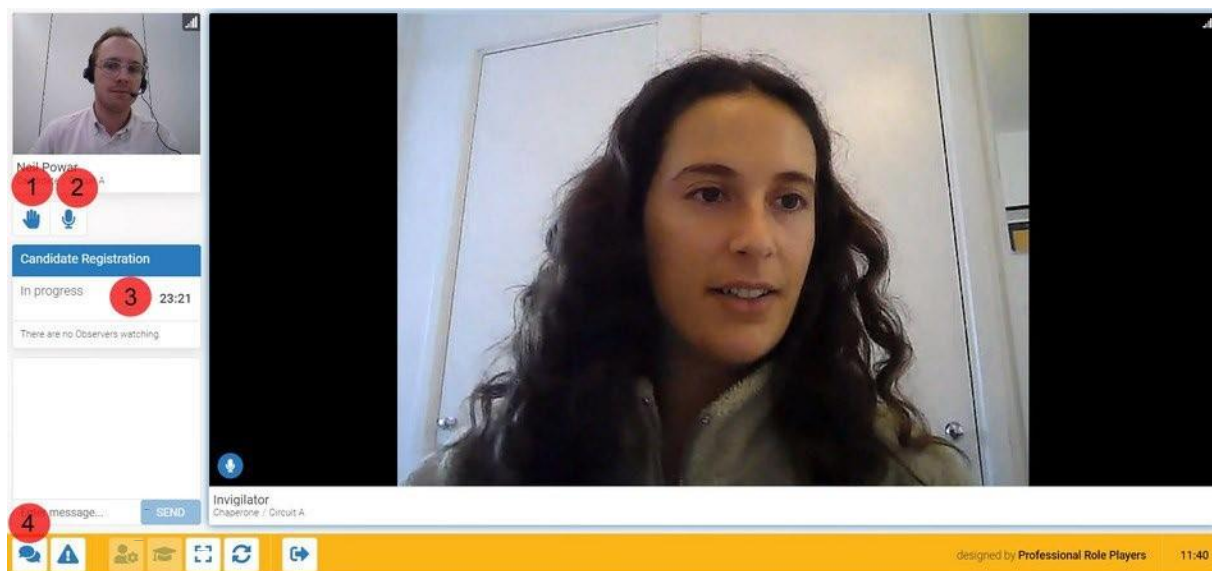
Here is some key functionality to note on this screen while waiting for your candidate registration to begin.



1. Camera view – this window displays your video feed, so you can check your positioning on screen and how you will appear to the invigilator, role player and examiner.
2. Schedule – this is the schedule for your examination. As you can see the schedule is showing that you are currently waiting for your candidate registration to begin.
3. Countdown – the middle of the screen is indicating the time left until your candidate registration.
4. Full screen – this button removes the tabs at the top of your page and expands your screen.
5. Refresh – You can automatically refresh the examination platform if you're encountering any technical issues.
6. Log out – you can log out of Osler Online using this button. Please note, on examination days you should only log out if asked to do so by the examinations team or at the end of the examination when your invigilator gives you permission to do so.

Candidate registration

This is what your screen will look like when your invigilator joins you for your candidate registration. Don't worry if you are not greeted by your invigilator as soon as registration begins, they will acknowledge that they can see you on the platform as soon as possible. Please note, it may take up to 30 minutes for them to join you to perform the ID and environment checks. The screen shot below highlights some key functionality to help you communicate with your invigilator during the registration period and the examination.



1. Hand raise – this button will allow you to notify your invigilator if you need to contact them at any stage throughout the examination. It is a useful tool to use if you need to get their attention, but you are in the middle of a consultation and don't have time to type out a direct message.
2. Mute – This button will mute and unmute your microphone. When there is a line through the microphone icon you are muted. Click it again to remove the line and unmute.
3. Countdown timer - This timer tells you how much longer you have until your candidate registration ends.
4. Direct message - Your invigilator will show you where you can access the direct message function on the platform in case you need to send them a message at any stage throughout the examination.

ID check

When your invigilator joins you, they will first ask you to complete an ID check. Please ensure you have a Government-issued photographic ID (e.g. Passport or UK Driving License) ready to show them. All you will need to do is hold your ID up to your camera, for the invigilator to see and confirm your details. If your ID looks blurry when you hold it up to the camera, as a result of your camera being unable to focus, you will be required to take a selfie to verify your identity. Before your examination begins, or during your break, you will need to hold your ID up to your face and take a selfie. Email this selfie to exams@rcgp.org.uk for verification. Your invigilator will give you full guidance on this process, if you are required to do it.

Environment check

Next will be the environment check where your invigilator will ask you to use your device camera to show them a 360-degree view of your examination space. Please ensure your walls are clear of clinical guidance documents, medical charts and posters prior to starting the environment check, as these items are prohibited. Please note, when you are performing the 360-degree check, in instances where the web cam is bolted on or embedded in your monitor, the invigilator will ask you to perform the environment check using a combination of your web cam and the camera on your mobile phone, so make sure you have your phone on hand, if required.

The invigilator will also observe your workspace. Please ensure it is clear except for these optional items:

A water bottle

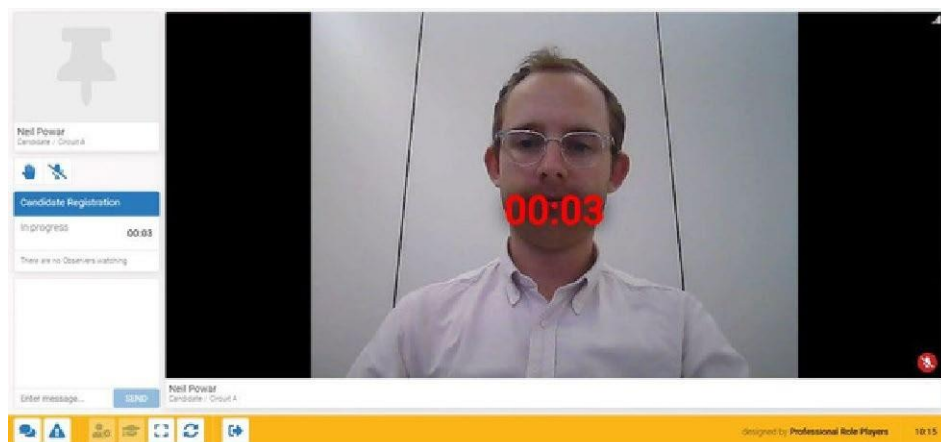
A whiteboard and marker to take manual note (pen and paper cannot be used during the examination)

If you lose contact with your invigilator at any stage throughout your ID and environment check, please contact IT Support on **020 3188 7680**.

When your invigilator has completed their checks, they will leave you to wait for your examination to begin. Keep an eye on your countdown timer on the left so you know how much longer you need to wait.

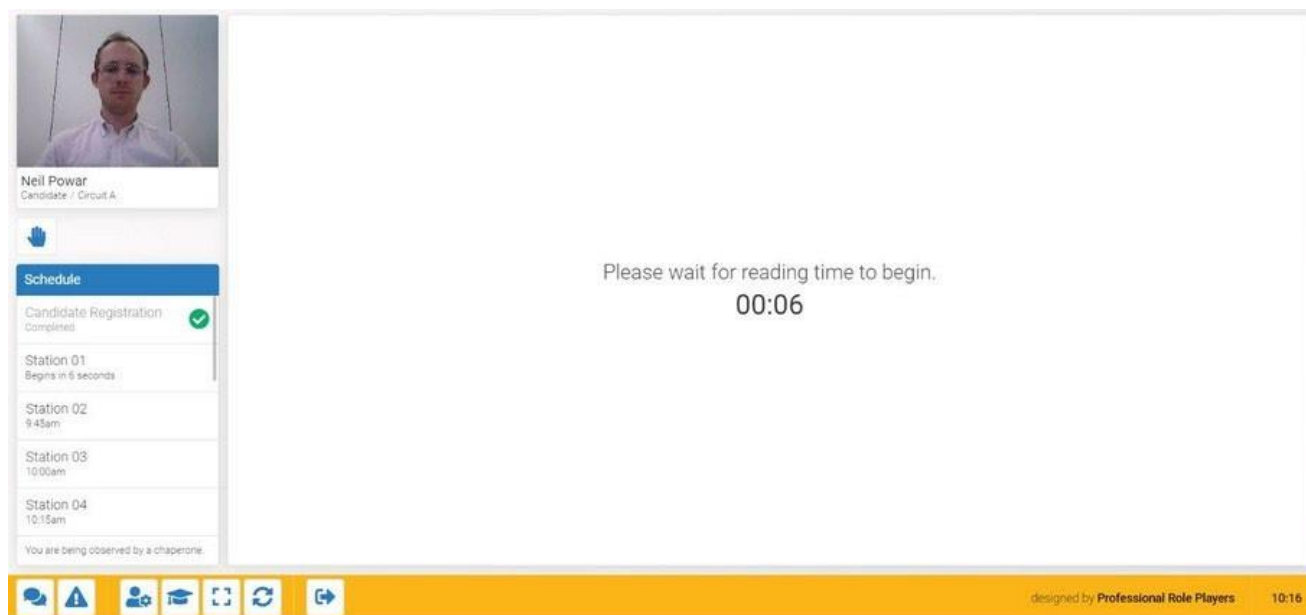


When your candidate registration is about to end you will see a red 5 second timer appear prominently on the screen.



Reading time

You will have 15 seconds between your candidate registration ending and your first reading time beginning.

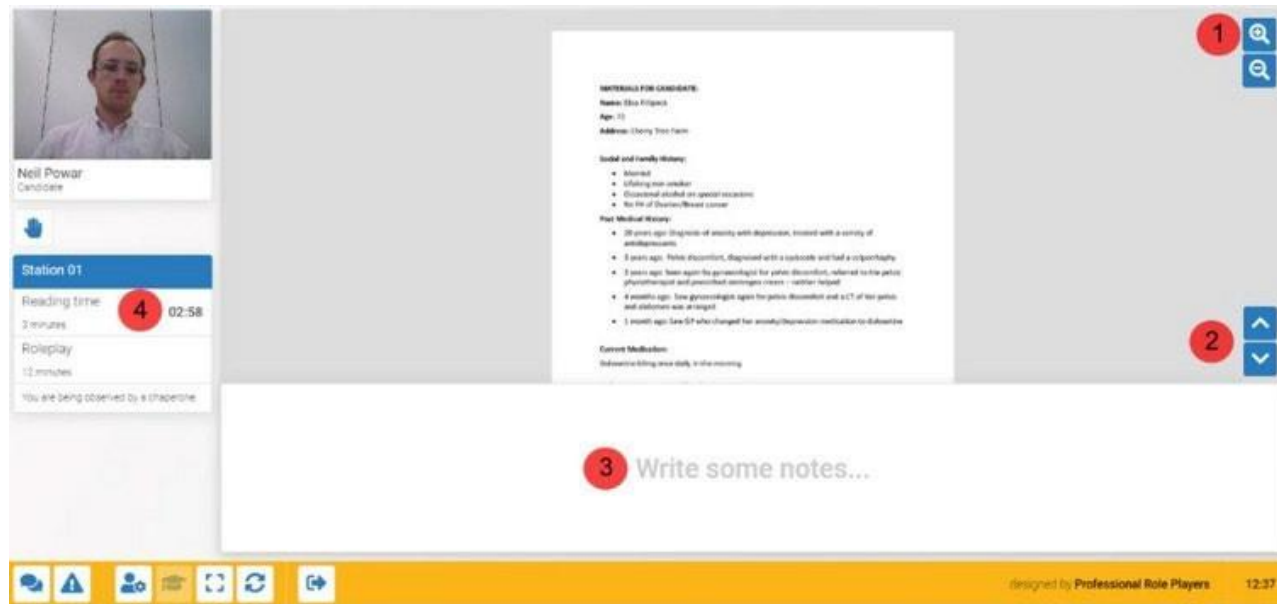


From there the platform will automatically take you through to your first station to begin your reading time. You will have three minutes to read your candidate brief.

Key functionality



This image shows you the key features you can use to read and take notes on your candidate brief.



1. Zoom in and out – you can use the + icon to zoom into the brief document and make it larger and you can use the – icon to zoom out and reduce its size.
2. Scroll - There are arrows down the right-hand side of the screen that will allow you to move through your candidate brief. You can also click and drag your brief up and down using your mouse or track pad.
3. Notes window – This is where you can type in any notes you would like to make about the brief. These notes will be automatically carried through to your consultation. The notes you take are private and cannot be seen by anyone during or after the examination.
4. Countdown timer – This timer indicates the time remaining for your reading time.

You may also see one or more of the following messages on your brief:

- 'This is a telephone case - you will hear the patient but not see them' - To inform you on whether to expect a video case or a telephone case in your upcoming consultation.
- 'Please scroll down' - To indicate if there is another page in the brief.
- 'End of notes' - To indicate that you have come to the end of the brief.

Consultation



When your three-minute reading time has ended you will be automatically taken through to your first consultation. The role player will appear on screen, and you can begin speaking with them. Please note, it may take up to 30 seconds for the video call with your role player to stabilise. If, after this time, you are still experiencing issues with the video or audio quality, please contact your invigilator.

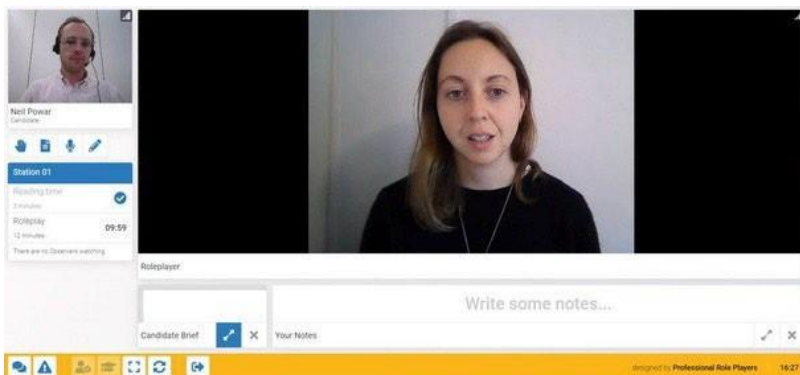
Both your brief and your notes will automatically be carried over from your reading time.

This is how your screen will appear when the consultation first begins. The role player will be on the left, the brief will be on the right and your notes will be across the bottom.

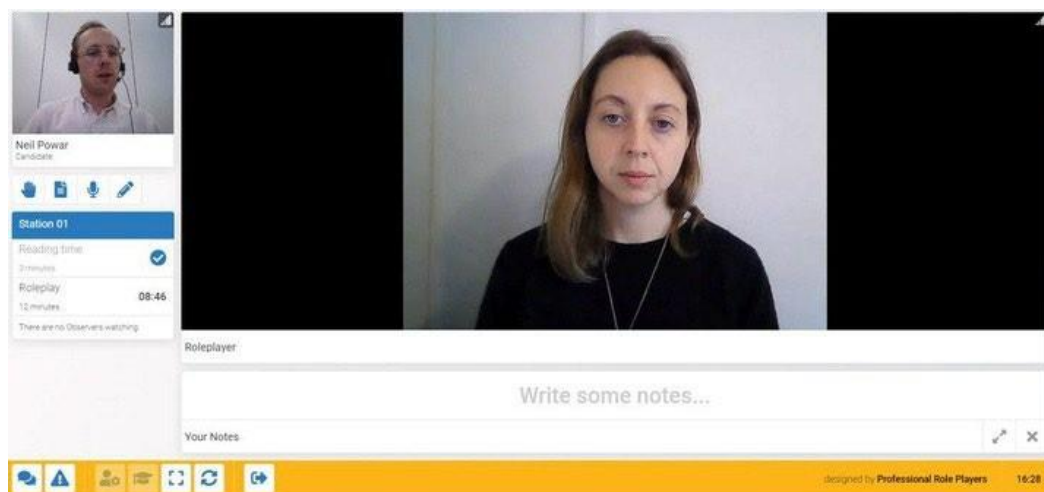


button to minimise

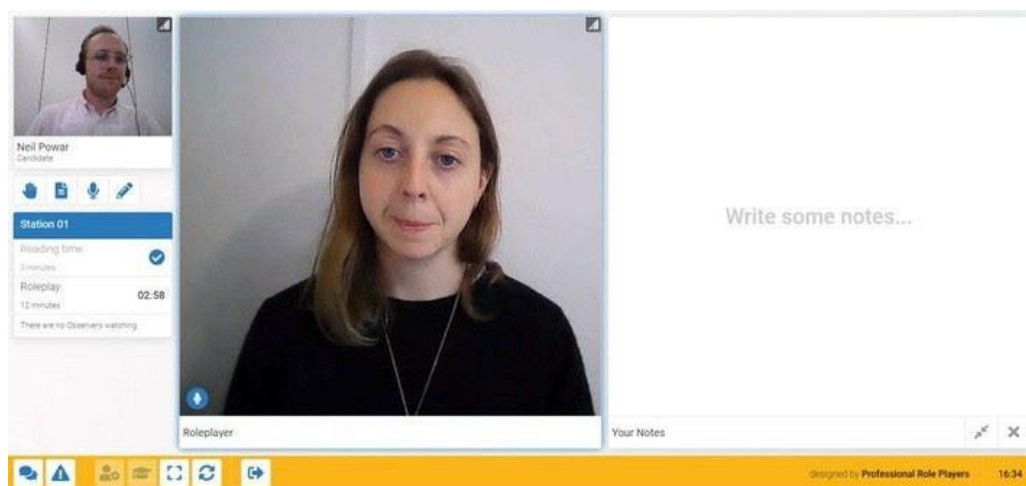
If you don't think you will need to access your brief throughout the consultation, you can press the  the brief and place it next to your notes.



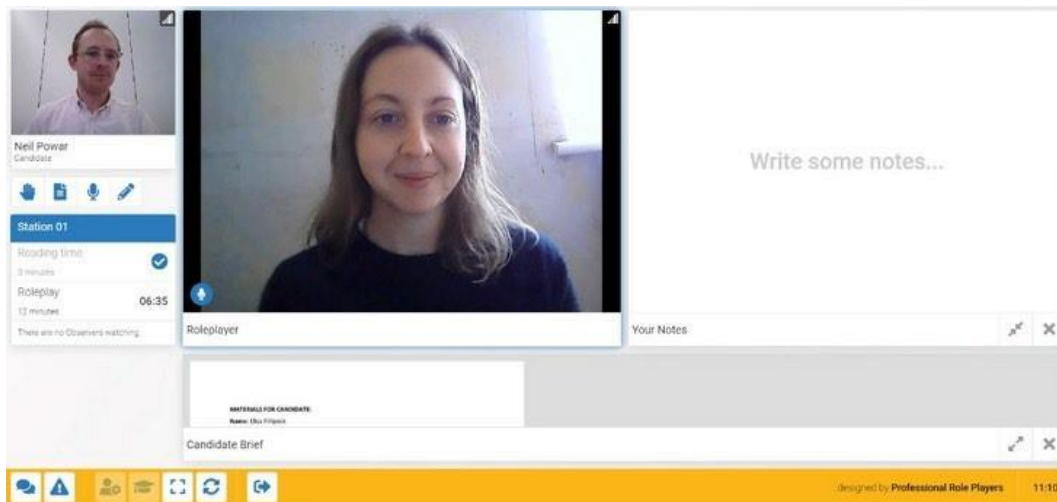
If you would like to close the brief entirely press the **X** button. Now only your notes will appear across the bottom of the screen.



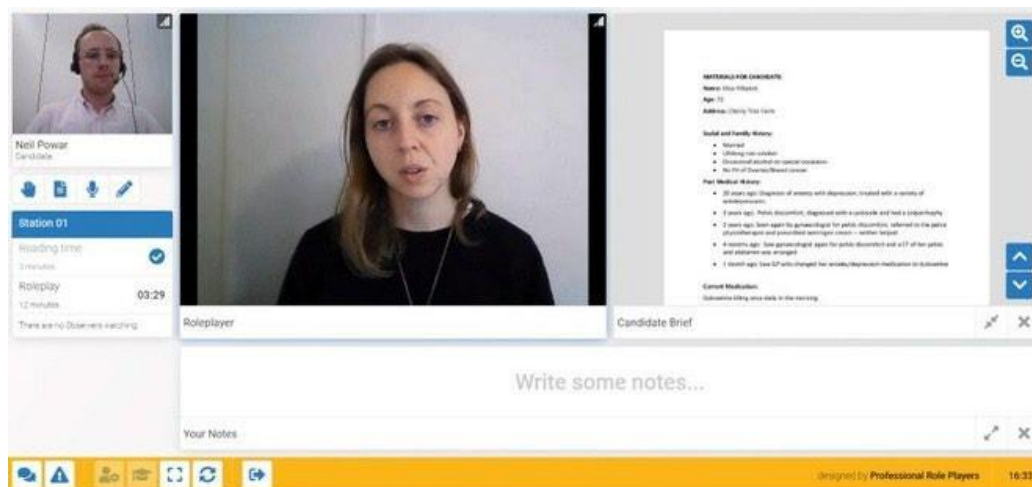
If you would like to expand your notes press the **↗** button to bring them up beside the role player.



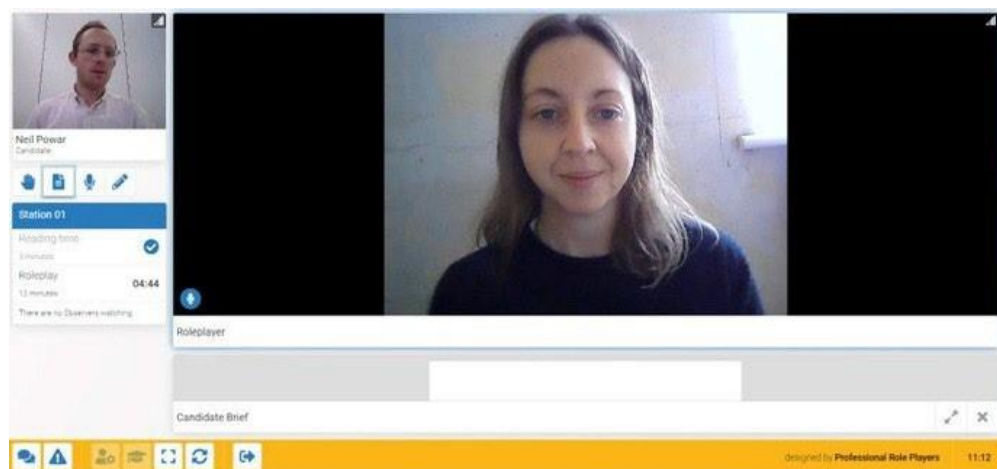
If you would like to bring the brief back up you can press the  icon on the left-hand panel. The brief will appear again at the bottom of the screen.




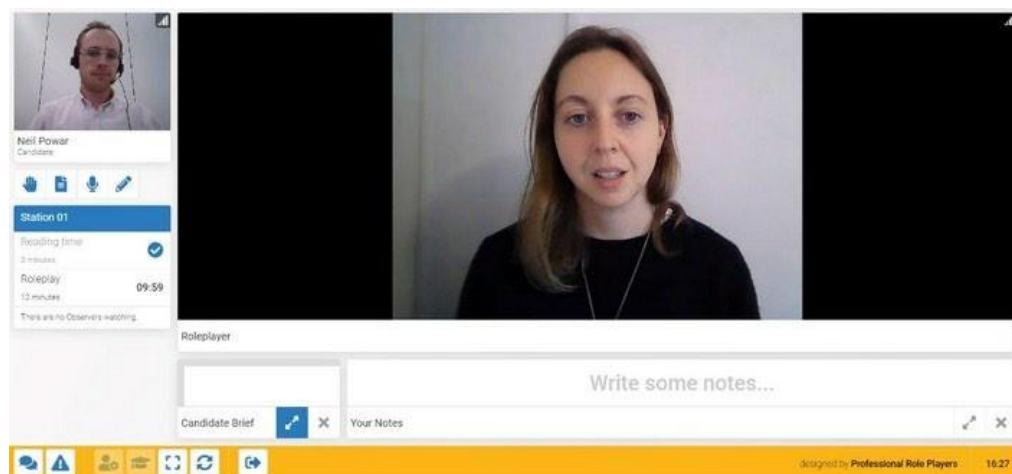
Press the  icon to bring the brief back up to full size beside the role player, now you are back to the original configuration.



If you would like to remove the notes from the screen you can press **X** button. Now only the candidate brief is visible on screen below the role player.



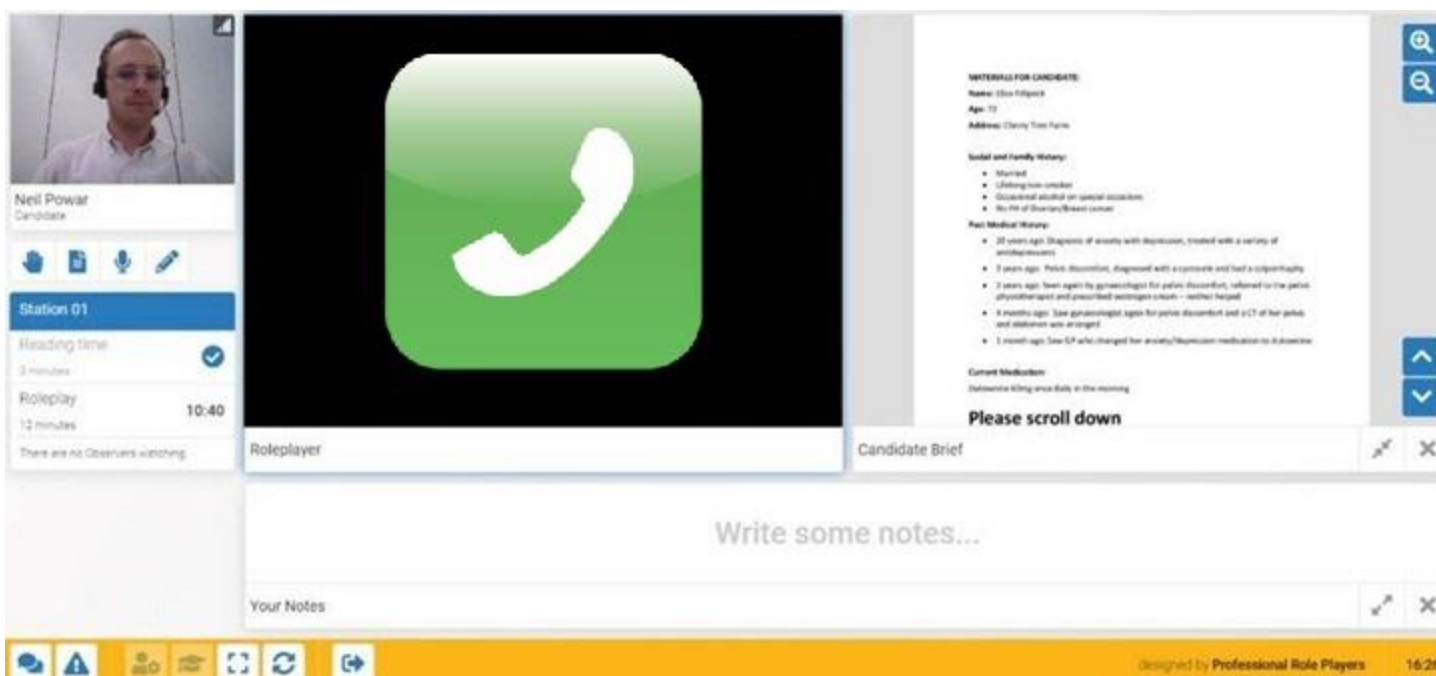
You can press the  icon to bring the notes back up at any time. They will appear at the bottom of the screen once more.



In summary, you can use the expand, minimise and close icons to resize and close your candidate brief and notes, and the pencil or paper icons (below your video feed) to bring them back up at any time.

Telephone consultations

Some of your stations will be video consultations and some will be telephone consultations. If when you read your candidate brief during reading time it indicates that you are having a telephone consultation, then you will not see the role player during the consultation. Instead, the screen will show an image of a telephone and you will simply hear the role player's voice. You will always remain on video, even during telephone consultations so that the invigilator can observe you. However, the role player will not be able to see you during the consultation and the examiner will not see you when marking your consultation.



The screenshot displays the RCGP consultation interface. On the left, a video feed shows a candidate, Neil Powar, wearing a headset. Below the video, a sidebar indicates 'Station 01' with a 'Reading time' of 3 minutes and a 'Roleplay' time of 12 minutes, starting at 10:40. The main area is divided into two sections: 'Roleplayer' and 'Candidate Brief'. The 'Roleplayer' section shows a large green telephone icon on a black background. The 'Candidate Brief' section contains the following text:

MATERIALS FOR CANDIDATE
Name: Elise Fitzpatrick
Age: 30
Address: Cherry Tree Farm

Social and Family History:

- Married
- 2 children (one son, one daughter)
- Occasional alcohol on special occasions
- No fit of Dementia/Alcoholism

Past Medical History:

- 20 years ago: Diagnosis of anxiety with depression, treated with a variety of antidepressants
- 10 years ago: Pelvic discomfort, diagnosed with a prolapse and had a hysterectomy
- 7 years ago: Seen again by gynaecologist for pelvic discomfort, referred to the pelvic physiotherapist and prescribed pessaries cream – neither helped
- 4 months ago: Saw gynaecologist again for pelvic discomfort and a CT of her pelvis and abdomen was arranged
- 1 month ago: Saw GP who changed her anxiety/depression medication to 4 doses

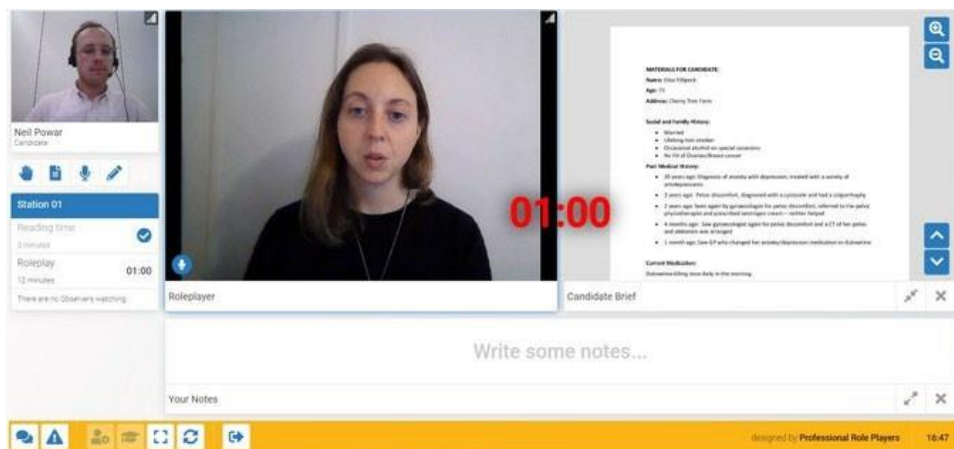
Current Medication:
 Sertraline 50mg once daily in the morning

Please scroll down

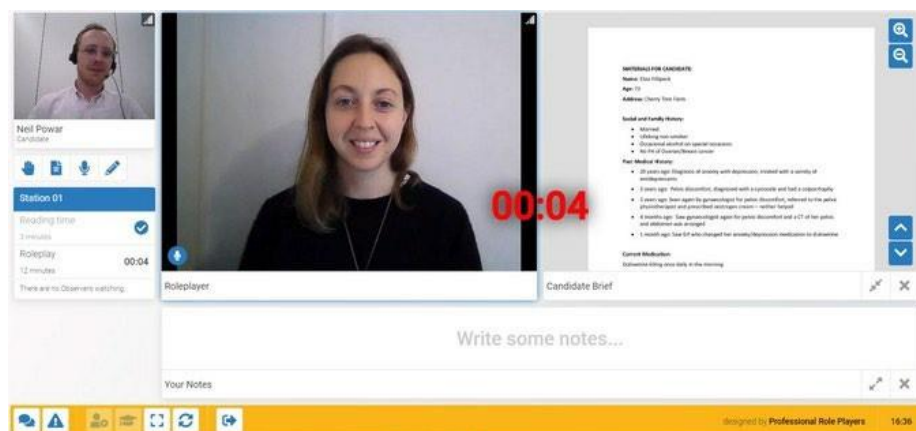
At the bottom, there is a 'Write some notes...' section with a text area labeled 'Your Notes'.

Station ending

When your consultation is drawing to a close a one-minute warning will appear in red in the middle of your screen.



You will then receive a five second countdown to let you know your consultation is about to end.



In between stations

There will be a 15 second gap in between stations where you will be automatically taken back to the examination waiting room.

The time will appear in the middle of your screen to provide you with a countdown until your next station. This is not a break, but rather some time to compose yourself before your next station. You may want to clear your whiteboard (if you're using one) or have a drink of water!

As you move through your stations, the panel to your left will mark those stations that you have completed with a green tick.

The screenshot displays the examination interface. On the left, a vertical panel shows the candidate's name, 'Neil Power', and their role, 'Candidate / Circuit A'. Below this is a 'Schedule' section with a list of stations. The first four stations (Station 01, Station 02, Station 03, and Station 04) are marked as 'Completed' with a green checkmark. Station 04 is currently 'Begins in 9 seconds'. At the bottom of the panel, a small note states 'You are being observed by a chaperone'. The main area of the screen is a large white rectangle with the text 'Please wait for reading time to begin.' and a countdown timer showing '00:09'. At the bottom of the screen, there is a yellow bar containing several icons (a speech bubble, a warning triangle, a person, a graduation cap, a refresh icon, and a double arrow) and the text 'designed by Professional Role Players' and '13:14'.

Schedule	
Candidate Registration Completed	✓
Station 01 Completed	✓
Station 02 Completed	✓
Station 03 Completed	✓
Station 04 Begins in 9 seconds	

Please wait for reading time to begin.
00:09

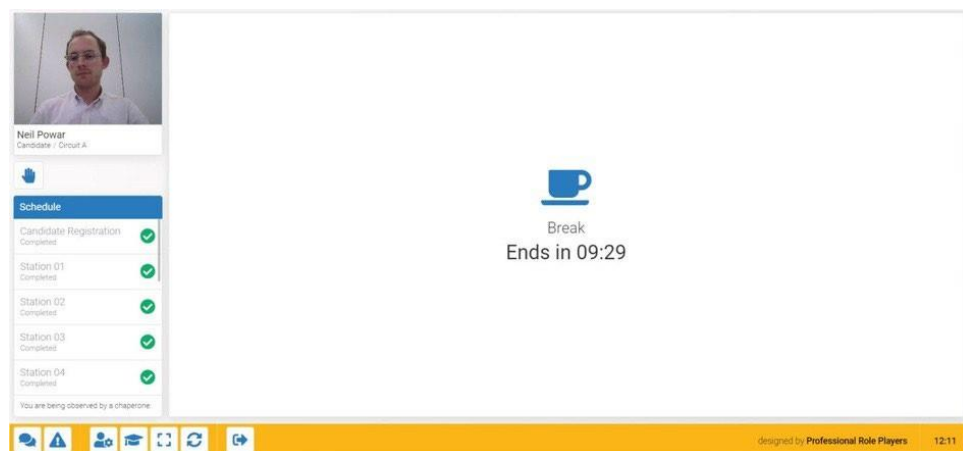
designed by Professional Role Players 13:14

Breaks

When your first six consultations have been completed, you will then enter a 10-minute break period. The examination will pause, and a blue coffee cup icon will appear on your screen along with a countdown that shows how long you have left until your examination begins again.

During the break you can leave your examination room to use the bathroom. However, if you choose to leave the room, you must inform your invigilator through the direct messages function. This is required so that there is a log of the time at which you left the room. You do not need to wait for your invigilator to reply to your message. When you return to the room, send a message to your invigilator to confirm you have returned. You are not permitted to use a phone during the break, as examination conditions will still apply. It is your responsibility to return before your examination recommences. If you leave to use the toilet you must come back to the room immediately and return to being visible on camera. This includes returning to the room to consume any refreshments, or to rest and relax.

If you experience any issues during rounds 1-6 of your examination, it is important to flag these to the invigilator during the break time. If the issues are technical, the invigilator can arrange for IT Support to contact you, to resolve them. If you feel the issues impacted your performance in any of the stations, please notify your invigilator and they will arrange for the recording of the consultations to be reviewed by a lead examiner, to determine whether a rerun is required. We cannot guarantee that we can review your rerun query if you do not alert us during this period.





Personal items during breaks

You must not take a mobile phone with you during a break and any use of mobile phones during break time is a breach of examination regulations. Your phone must remain on silent and out of arms reach, where you placed it at the beginning of the exam.

You may not take a backpack or bag with personal items with you outside of the examination room during a break unless this has been pre-approved by the exams team, such as for medical reasons. If you require taking a small bag of personal items, such as hygiene items, outside the room please show the bag to the invigilator prior to the examination starting. They will approve you taking this bag with you from the room during the break.

Unscheduled breaks

If required you may take a toilet break outside of specified break times, but a rerun will not be offered for missed consultation or reading time.

Like in your scheduled break, you **must not** take your phone with you.

Conduct during breaks

Remember that you are under [exam regulations](#) for the entirety of the examination, including during breaks. Speaking to **anyone** other than online exam staff during the exam period without express permission, including when you are outside the room, is a breach of exam regulations. Allegations of candidate misconduct during an assessment will be investigated and may result in sanctions.



The quarantine period

Where morning and afternoon sittings of the SCA take place on the same day, candidates sitting their exam in the morning examination session will be required to remain logged into the examination platform in a quarantine period until released by the invigilators. Morning candidates will be released once afternoon candidates have logged on. The quarantine period ensures there is no communication between candidates in morning and afternoon sessions, to maintain fairness and examination security.

Once candidates finish the consultation section of the exam and enter the quarantine period, they remain under examination conditions and throughout this time must ensure they follow all instructions and follow [examination regulations](#).

The quarantine period last approximately 45 minutes and for most candidates will finish between 13.25 and 13.30. During this time you may communicate with your invigilator or examination staff if necessary. Otherwise, this is a time to rest and relax. Your invigilator will speak to you and ask you to clear your whiteboard of any notes during this period as well. Candidates who must complete reruns of their stations will do so during this period as well.

A short comfort break to use the bathroom is permitted during quarantine period. You must return to the room immediately following your toilet break. You **are not** permitted to take, or use, your phone during this break.

It is important to note that candidates remain under examination conditions during the quarantine period, this includes:

- remaining logged into the platform until you are given permission to log out,
- not communicating with anyone except officials directly involved in administering the exam without permission from exam officials,
- not using pen and paper at any time,
- not sharing or taking any case information outside this room and
- always staying in sight of the camera, except for short toilet breaks.

Reruns

A rerun is a repeat of one of your 12 scheduled stations within your SCA examination, made necessary by a disruption to your original station.

Reruns are an important component of your SCA examination. They exist to ensure that you are not disadvantaged due to circumstances outside your control. Without reruns, you might have to abandon the examination if an issue occurred, which would disrupt your training.

When reruns take place

A 45 minute period is reserved at the end of the examination for candidates who need to rerun one or more of their stations. If you are required to complete a rerun, your invigilator will inform you of this during the break, or, at the end of your twelfth station.

Requesting or being offered a rerun

In most circumstances the invigilator or the exams team will identify if a candidate's consultation has been disrupted through these monitoring processes and will offer a candidate a rerun if the qualifying criteria are met (see below). Additionally, candidates may raise a concern directly to the invigilator by flagging the case. Reruns must be reported in a timely manner:

- If an issue occurs during one of your first six consultations, you must inform your invigilator during the comfort break that you would like to have your consultation reviewed for a rerun.
- If an issue occurs during the second half of your examination, you must inform your invigilator within five minutes following your 12th and final station

Rerun criteria

Reruns can be straightforward and may be granted directly by the invigilator. Consultations may also be reviewed by senior members of the examinations team and by a lead examiner, where necessary. Further information on reruns is also available on our [website](#).

The criteria for determining a rerun are as follows:

- A technical issue that impacts a candidate's reading time leading to a reduction in reading time of more than 30 seconds;
- Delay of 30 seconds or more in participants connecting to the station leading to the consultation not being completed in time;
- Drops in signal of more than 30 seconds either as a single incident or cumulatively for the candidate and/or role player;
- The quality of the audio feed is deemed not to be at an acceptable standard to mark the case;
- The quality of the audio feed makes it difficult for candidate and/or role player to hear each other and significantly disrupts the flow of the consultation;
- External noise arising from the role player environment, exams team, or invigilator which is observed to significantly disrupt the flow of the consultation;
- Interruption to role-player physical or online environment which is observed to significantly disrupt the flow of the consultation
- The role player experiences an unexpected health-related issue during the consultation.

The following circumstances would not meet the criteria for a rerun:

- Case interruption relating to candidate factors. This includes a request for additional comfort breaks or timeout, interruptions related to the candidate's local environment, e.g. practice staff or telephone call;
- Candidate perception of role player inconsistency or performance;
- Candidate upset, anxiety or distress unless caused by demonstrable failure of assessment delivery ;

It is important that you only flag an issue with your invigilator if it adheres to the above criteria. Minor disruptions will not be reviewed.

Being notified of your rerun

When it has been confirmed that a rerun is required:

1. Your invigilator will inform you that your consultation has met the criteria for a rerun.
2. They will inform you during your break, or after the end of your 12th station, that you have the option for a rerun.
3. You decide whether you would like to rerun the station or not. (Occasionally, if there has been a significant disruption and it is not possible to mark your original consultation, you will be asked to rerun a station).
4. If you accept the offer for a rerun, your original consultation will no longer be available for marking, and your rerun will become the marked consultation.
5. The rerun station will appear as an ad hoc station at the bottom of your examination schedule, located on the left-hand side of the platform.
6. Time is allocated at the end of the examination for candidates to rerun up to three stations.

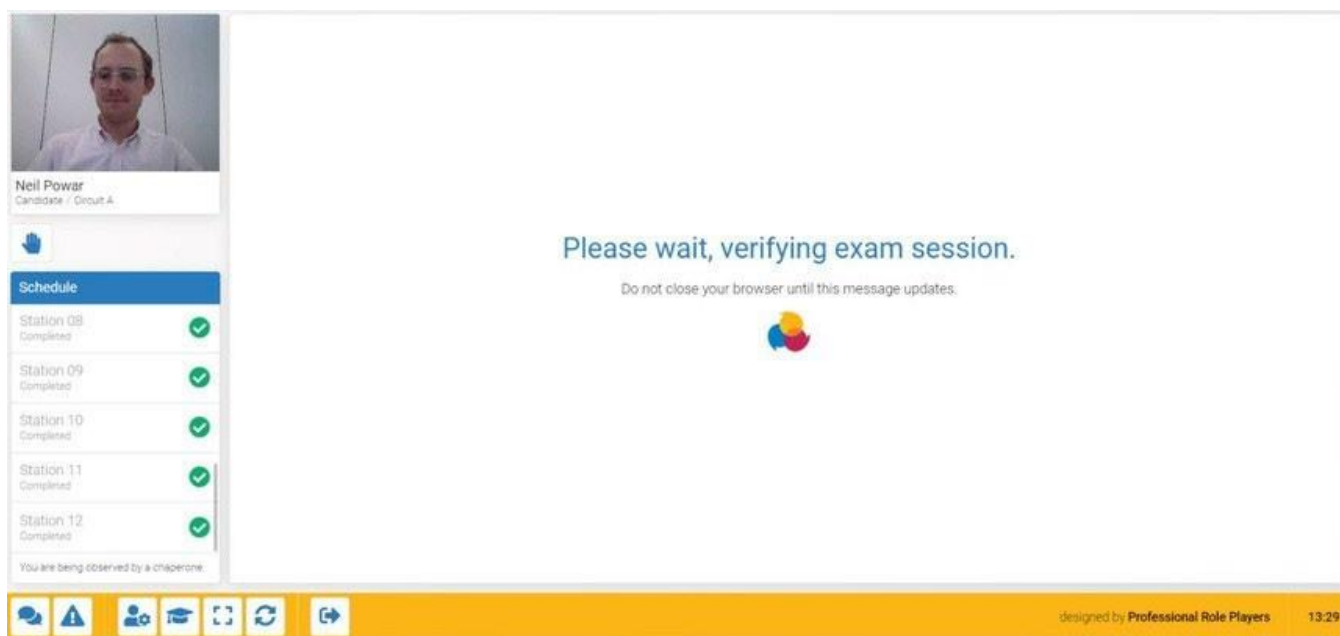
Updating your exam schedule

If you are granted a rerun, the consultation will appear as an **Ad-hoc Station** at the bottom of your examination schedule.

The screenshot displays a virtual examination interface. On the left, a sidebar shows the candidate's name 'Neil Powar' and 'Candidate / Circuit A'. Below this is a 'Schedule' section with a list of stations: Station 09 (11:41am), Station 10 (11:55am), Station 11 (12:11pm), Station 12 (12:27pm), and an 'Ad-hoc Station' (12:42pm) which is highlighted in yellow. A note at the bottom of the sidebar states 'You are being observed by a chaperone.' The main area of the interface shows a large white space with the text 'Please wait for reading time to begin.' and a timer displaying '00:07'. At the bottom, there is a yellow bar containing icons for chat, alerts, settings, and navigation, along with the text 'designed by Professional Role Players' and the time '13:21'.

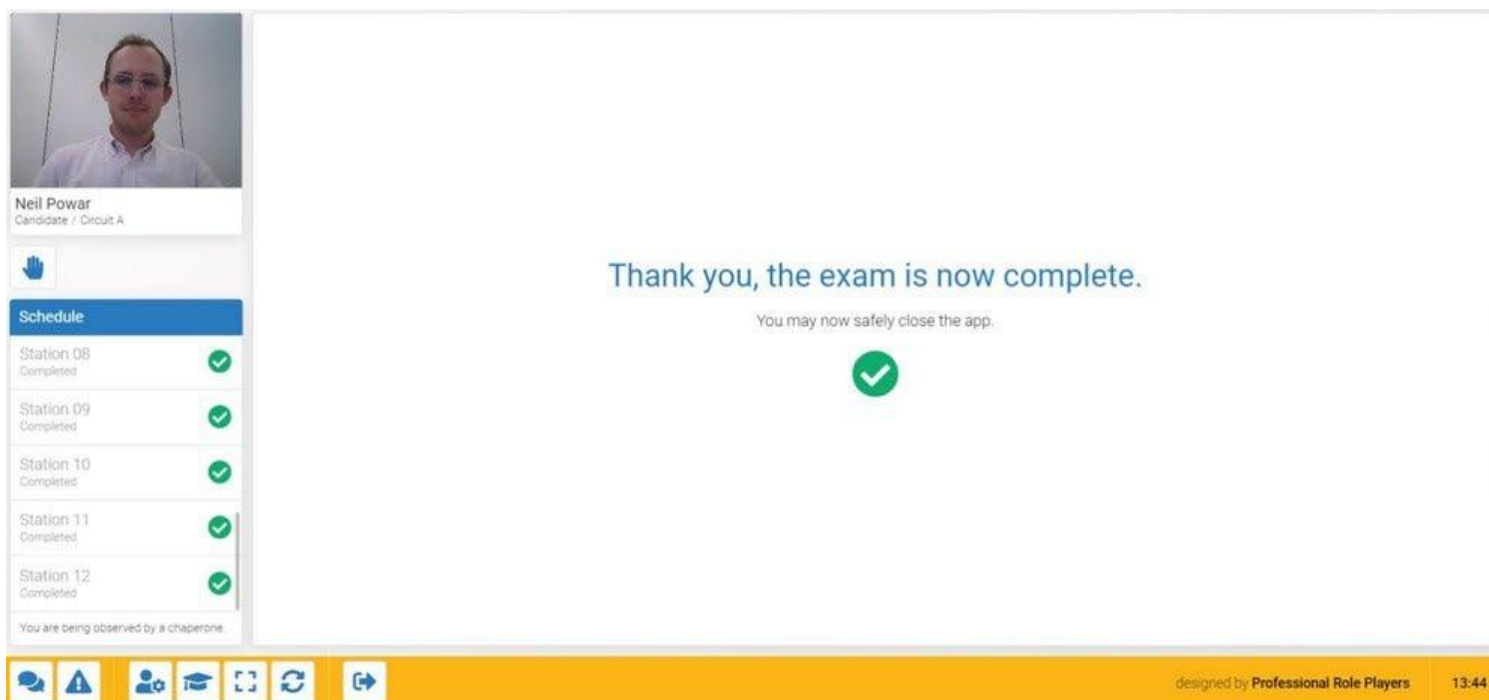
Logging out

When all your stations are complete you will be taken back to this screen. Please relax whilst your examination is being processed. However, please note that you are still under examination conditions. The examination processing period will be 45 minutes long, however, in some circumstances you may be permitted to leave sooner.



The screenshot displays the RCGP exam interface. On the left, a video feed shows the candidate, Neil Powar, with his name and 'Candidate / Circuit A' below it. Below the video is a 'Schedule' section listing five stations (08 to 12), all marked as 'Completed' with green checkmarks. A note at the bottom of the schedule states 'You are being observed by a chaperone.' The main area of the screen displays the message 'Please wait, verifying exam session.' with a sub-message 'Do not close your browser until this message updates.' and a circular progress indicator. The bottom of the screen features a yellow toolbar with icons for chat, help, settings, a graduation cap, a refresh button, and a share button. The footer text reads 'designed by Professional Role Players' and '13:29'.

Once your examination has been processed, you will see that the screen changes to the message below. At this point, or shortly thereafter, your invigilator will visit you personally to conclude your examination. If you have been using a whiteboard to take notes, they will ask you to remove the notes and show them, so they can verify that the board has been wiped clear. They will then confirm that your examination is complete, and you are free to log out of the platform.



The screenshot displays the examination interface. On the left, a sidebar shows the candidate's name, 'Neil Powar', and a list of stations completed: Station 08, Station 09, Station 10, Station 11, and Station 12, each marked with a green checkmark. Below the list, it states 'You are being observed by a chaperone.' The main area of the screen displays the message 'Thank you, the exam is now complete.' with a green checkmark icon and the instruction 'You may now safely close the app.' The bottom of the screen features a yellow navigation bar with various icons and the text 'designed by Professional Role Players' and '13:44'.

FAQS

What happens if we lose internet connection?

If you lose internet connection, you will automatically log out of the platform. Follow the link in the email again and log back in. You will automatically return to your station. If this causes a significant interference to your examination, a re-run of the station can be performed.

What if I freeze mid-examination?

If you experience any issues with your video feed, click the 'refresh' icon at the bottom of your screen. If this does not solve your problem, please log off and back in again.

What if I have a technical problem during the examination?

In the first instance please use the hand raise and direct message features to notify your invigilator. If you cannot connect to the platform, please phone the SCA IT helpline on 020 3188 7680.

I have a question about the SCA examination platform, what do I do?

If you have any questions about the SCA examination platform, you can get in touch at exams@rcgp.org.uk.

Technical issues and troubleshooting

In the event of unexpected technical issues logging in to the platform or throughout the examination, we strongly suggest you bring the following, if they are available to you:

- A backup laptop and charger (it is fine to use a personal or GP practice laptop for the examination, alternatively we recommend having an additional device available).
- Mobile phone and charger – please check your phone if you are having issues, as we will call you to provide IT support.
- A wired USB headset and microphone. If you are experiencing any sound issues, these can often be resolved by switching from the inbuilt speaker and microphone to wired headphones. Bluetooth headsets are not permitted.

We also recommend completing your device check on any backup laptops or alternative PCs you may use during the examination.

Sometimes unexpected connection issues can be resolved by swapping to an alternate Wi-Fi network, which may be less restricted or have a better connection strength. Whilst not compulsory, we would appreciate you speaking to your practice manager to attain any Wi-Fi network passwords our IT Support may require on examination day. Not every practice will have an alternate Wi-Fi network or a network that requires a password.

Please note: If you experience any technical issues during the examination, please contact your invigilator. If you cannot reach your invigilator please contact IT support on **020 3188 7680**.

Troubleshooting cont.

Below are some quick checks you can perform yourself if you are having issues while on Osler Online. If these checks fail, please call your invigilator.

Logging in issues

- Make sure you have copy and pasted the URL correctly.
- When typing in your username, make sure you don't have caps lock on.
- When typing in username or login pin make sure there are no spaces.

Video issues

- Make sure all permissions have been enabled on your browser.
- Close all other video-streaming software including Teams/Zoom.
- Make sure you are sitting in a well-lit room.
- If you still experience video feed issues press the refresh button in the bottom yellow panel of the screen. It will take 15 seconds to reconnect you to the examination platform and reboot your video feed.

Audio issues

- If you hear echoing, do not move closer to your screen, it will make the echo worse.
- Try turning the volume down on your device as it may be carrying through your microphone.
- If you still experience audio feed issues press the refresh button in the bottom yellow panel of the screen. It will take 15 seconds to reconnect you to the examination platform and reboot your audio.
- Try using an external wired USB headset and microphone.

Please note, it may take up to 30 seconds for the video call with your role player to stabilise. If, after this time, you are still experiencing issues with the video or audio quality, please contact your invigilator.



Remember

Use an updated version of Google Chrome or Microsoft Edge.

Only use a PC, Laptop or Mac (no phones or tablets).

Use the same device and location you used for the device check.

For further details, please visit the [SCA section](#) on our website.