

# Candidate Quick Reference Guide – Paediatrics and Child Health Long Cases

## Videoconference Overview

The College has set up Microsoft Teams for use in the PCH Long Case exams. You must use your College MyRACP account credentials to log into Teams. You must have set up [multi-factor authentication](#) before the day for these credentials to work.

We have engaged an IT company, MOQdigital, for pre-exam and exam day IT support. Agents from this company will call you prior to exam day to check your College credentials and MS Teams are working.

Meeting invitations will NOT be sent to individual participants for the 2021 Long Case examinations. Generic meetings are being setup for each Case (i.e. patient) and the links to these will be provided to Candidates and Examiners on the Physical Examination Findings Forms (PEFFs).

You will need to log in to Teams using your MyRACP account to access the meetings as a 'host'. You can log in via:

- **a web browser.** Teams is supported in the recent versions of Google Chrome and Microsoft Edge (Internet Explorer can't be used).
- **the Teams desktop application** (if already installed on your computer)

How to Guides for both options are provided in this document. If you are using the web browser version of Teams, only the video of the person speaking will be displayed.

If you forget to login to Teams prior to accessing the meeting link, if using the Web version, you will be sent to the 'virtual' lobby as a guest. There is the option to click Sign-in at this time.

## Exam Day Principles

The hosting site Local Exam Organisers (LEOs), together with the National Examining Panel member (NEP), have discretion to manage any delays on your exam day to enable examinations to continue where at all possible.

There is flexibility in the day to absorb delays of up to 40 minutes. Any delays of over 40 minutes in starting, or during, the examiner/patient, candidate/patient or candidate/examiner interview will result in your examination being cancelled and rescheduled.

- If you are running late for your exam, the start time will not be delayed. If you arrive within 20 minutes of your start time, you can still sit the exam, but you will not receive additional time for the candidate/patient interview.



- If there are delays of under 10 minutes during your candidate/patient interview, the time can be absorbed in the interview and continue on the existing timelines as planned. This is in line with what has occurred in previous year's exams.
- If there are delays of over 10 minutes and up to 40 minutes during your candidate/patient interview, the time can be extended in the interview accordingly, up to a maximum of 30 minutes.
- You will always get the full 10-minute preparation time between your patient and examiner interviews.
- You will always get the full 25 minutes for the examiner interview.
- You should get at least a 20-minute break between your Long Cases.
- If an issue is experienced in your first Long Case in the morning, it will be explored whether the examiners and patient are willing to meet with you later in the day (for example, if the candidate/patient interview is unable to take place at 8.50am it could be rescheduled to 3pm hosting site time, with your candidate/examiner interview rescheduled to 4.10pm). In this instance you would then proceed with your second Long Case in the morning as planned.
- If an issue is experienced in your first Long Case and it cannot be rescheduled to later in the day, leading to the first Long Case being cancelled, the second Long Case will also be cancelled, and you will be rescheduled to another exam date.

The hosting site Local Exam Organisers (LEOs) and sitting site invigilators will liaise with sites, candidates and examiners to advise them directly of any delays.

## Issues with the videoconference

If you or the patient are unable to connect to the videoconference, the patient is late or there is an issue with audio quality, the following will apply:

- Open the door and notify the invigilator.
- The invigilator will assist you with videoconference troubleshooting and can ring the Exams Helpdesk for technical support.
- The invigilator can ring the hosting site to find out if the patient is delayed or experiencing difficulties.

If you are having a technical issue, we recommend calling the RACP Helpdesk for assistance straight away rather than trying to resolve the issue locally first.

The invigilators will write up major incidents in the Incident Report.

If after troubleshooting you cannot establish a video connection with the patient, then the examination will be delayed to later in the day or cancelled and you will be rescheduled another date. This is due to how important it is for you to be able to see the patient.

If a video connection is able to be established but network or audio issues are then experienced, try turning the video off in Teams to see if the audio improves and then turning the video back on a few minutes later. Headsets may also work better than just the speakers in the computer.

## Teleconference backup

A separate Teleconference (TC) number is provided as an audio backup but is **only** to be used if a video connection has first been established and then video or audio issues are experienced. The entire patient interview cannot take place via TC. However, you can continue using just TC if you have been able to see the patient for at least some of the time via video. Your invigilator can continue to assist you in trying to establish a video connection.

Your interview with the examiners can go ahead with just TC if a video link is unable to be established.

The TC number and host passcode are provided at the bottom of the Physical Examination Findings Form (PEFF). Instructions on how to use the TC are provided later in this document.

Make sure you notify the examiners of any issues you've experienced with the VC.

## Assistance on exam day

The Exams Helpdesk can be contacted on 1300 697 227 (+61 2 9256 5444). More information about backup plans are available on our [DCE Support page](#) for the PCH examination.



## Long Case Timetable

Use the timetable below as a guide. Please note that these times are based on the time zone for the Hosting Hospital and your start times may differ.

Morning	Afternoon	Activity	Comments
8:50am – 9:50am	2:05pm – 3:05pm	Candidate interviews patient #1	The invigilator will provide you with the Physical Examination Findings Form (PEFF) for patient #1. You will join the videoconference with patient #1 using the meeting link on the PEFF. You will need to use your MyRACP credentials to login to MS Teams be the 'host' for the videoconference and admit the patient from the virtual lobby.  The invigilator will knock on your door when there are 5 minutes of interview time with the patient left. At 9:50am / 3:05pm, the invigilator will knock and open the door. You should end the call with the patient promptly.
9:50am – 10:00am	3:05pm – 3:15pm	Candidate prep time	You will stay in the same room to prepare. The door will remain open and the invigilator will monitor you from outside.
10:00am – 10:25am	3:15pm – 3:40pm	Examiners and Candidate discussion	You, and both examiners, will join the videoconference using the meeting link on the PEFF for the patient you are about to discuss. The examiners will instruct you to leave the meeting at 10:25am / 3:40pm.
10:25am – 10:55am	3:40pm – 4:10pm	Candidate 30-minute break	The invigilator will move you to a different room and you will be supervised during the break.
10:55am - 11:55am	4:10pm - 5:10pm	Candidate interviews patient #2	The invigilator will provide you with the PEFF for patient #2. You will join the videoconference with patient #2 using the meeting link on the PEFF (different to the meeting link used for patient #1). If prompted, you will need to use your MyRACP credentials to login to MS Teams be the 'host' for the videoconference and admit the patient from the virtual lobby.  The invigilator will knock on your door when there are 5 minutes of interview time with the patient left. At 11:55am / 5:10pm, the invigilator will knock and open the door. You should end the call with the patient promptly.
11:55am – 12:05pm	5:10pm – 5:20pm	Candidate prep time	You will stay in the same room to prepare. The door will remain open, and the invigilator will monitor you from outside.
12:05pm – 12:30pm	5:20pm – 5:45pm	Examiners and Candidate discussion	You, and both examiners, will join the videoconference using the meeting link on the PEFF for the patient you are about to discuss. The examiners will instruct you to leave the meeting at 12:30pm / 5:45pm.
12:30pm	5:45pm	Candidate examination ends	The invigilator will collect all materials, return your belongings, and escort you out.



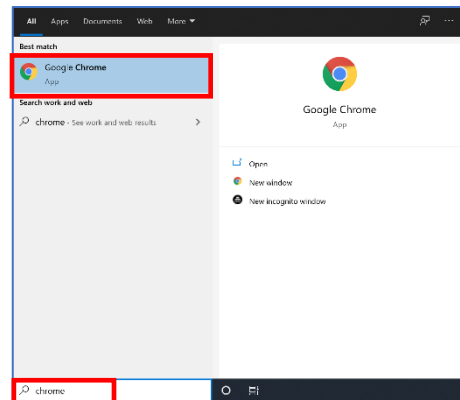
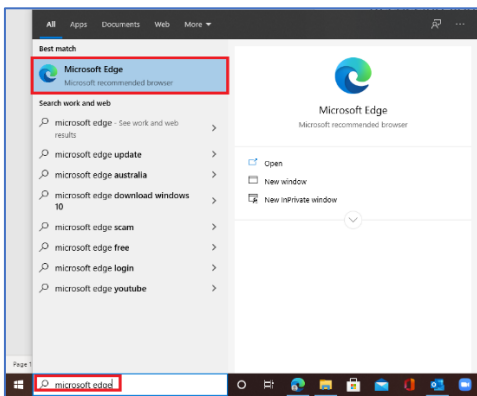
## Microsoft Teams

Accessing your meeting invitation and joining the meeting **via a web browser**

**IMPORTANT:**

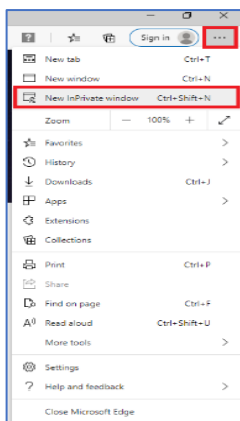
Microsoft Teams is only supported on Microsoft Edge and Google Chrome.

1. Open either Microsoft Edge or Google Chrome

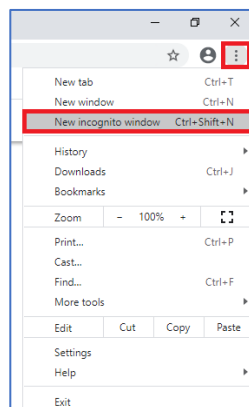


2. Open a **New InPrivate** window in Microsoft Edge **OR** an **Incognito** window in Google Chrome by clicking the ellipsis (the 3 dots) in the top right-hand corner of the screen. Select **New InPrivate Window** for Microsoft Edge or **New Incognito window** for Google Chrome

Microsoft Edge

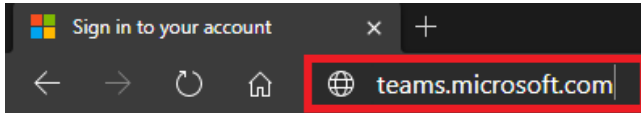


Google Chrome



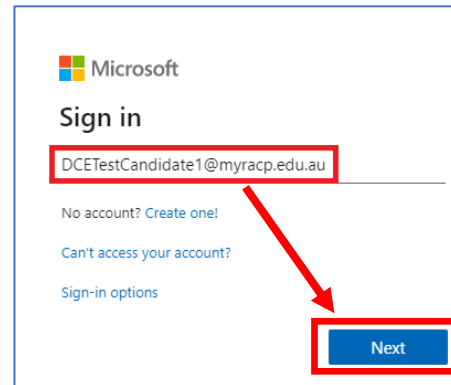
Note: The New InPrivate window or Incognito window ensures that if you are logged into a hospital computer, that the hospital's credentials don't interfere with accessing your MyRACP credentials.

3. Type [teams.microsoft.com](https://teams.microsoft.com) into the browser search bar at the top



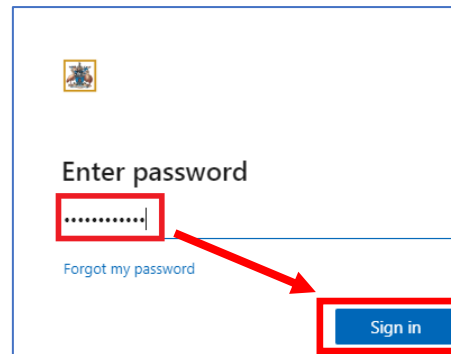
4. Enter your MyRACP username (e.g. ab12345@myracp.edu.au)

5. Click **Next**

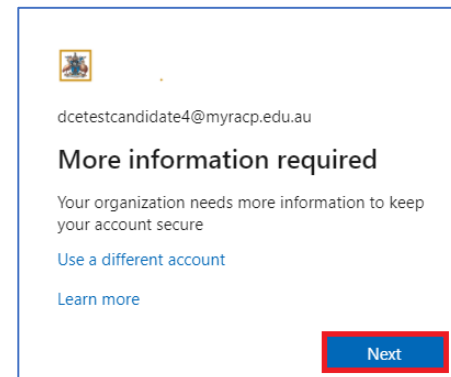


6. Enter your MYRACP password.

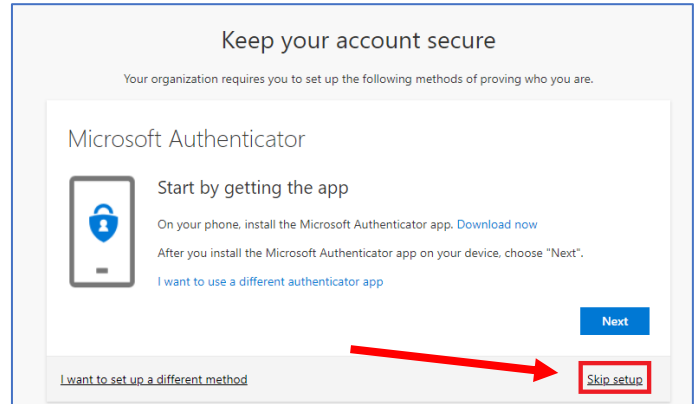
7. Click **Sign in**



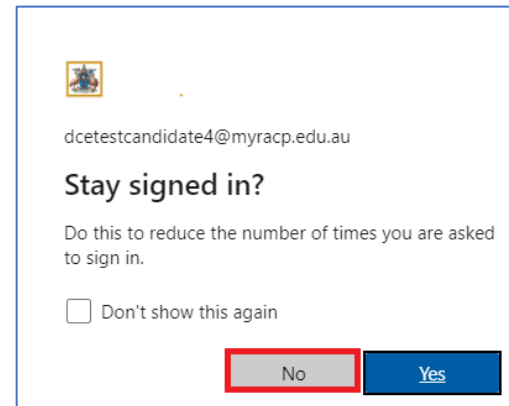
8. You may see a window stating More information required. Click **Next**



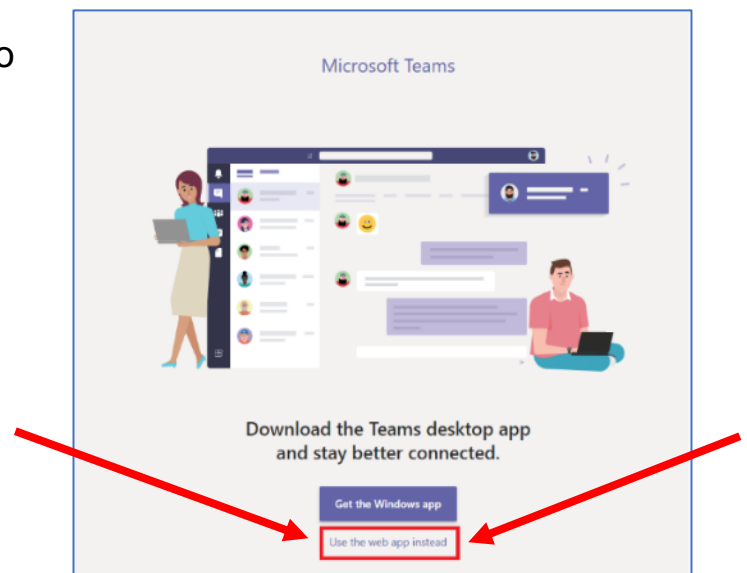
9. Click **Skip setup** on the Keep your account secure pop-up window



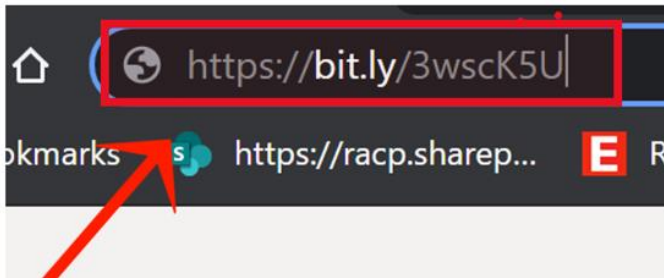
10. Click **No** on the Stay signed in? window.  
*Optional:* tick the 'Don't show this again' tick box on the left



11. Click on **Use the web app instead** to open the web version of Teams

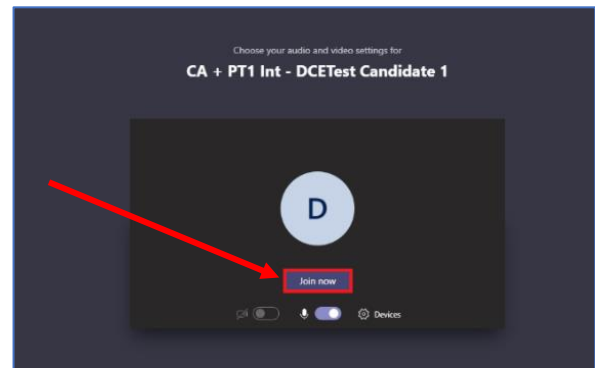


12. Type in the meeting link into your Web browser URL bar or click on the Long Link/shortened Link on the PEFF if you have an electronic copy of the PEFF.



Note: If you have a printed copy of the PEFF, please type in the shortened meeting link into the web browser URL bar.

13. Click **Join now**

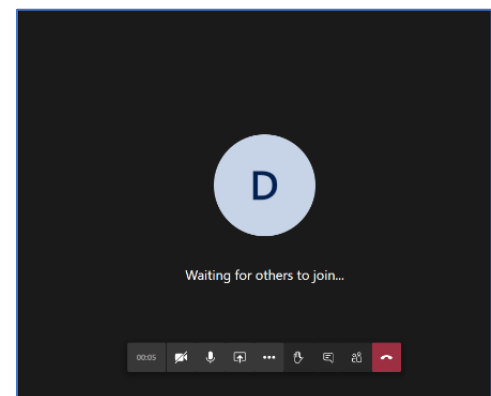


**Congratulations!** You have now joined the meeting.

Make sure your web camera and microphone are enabled



If you are the first person to join, you will see this:





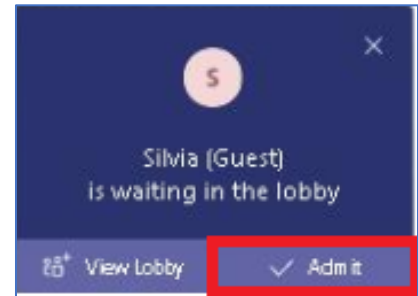
## Lobby Function to admit participants into meetings:

Candidates - You will need to admit the patient into the meeting from the 'Lobby'.

To admit participants:

You will see a pop-up window advising you when the Patient is trying to join.

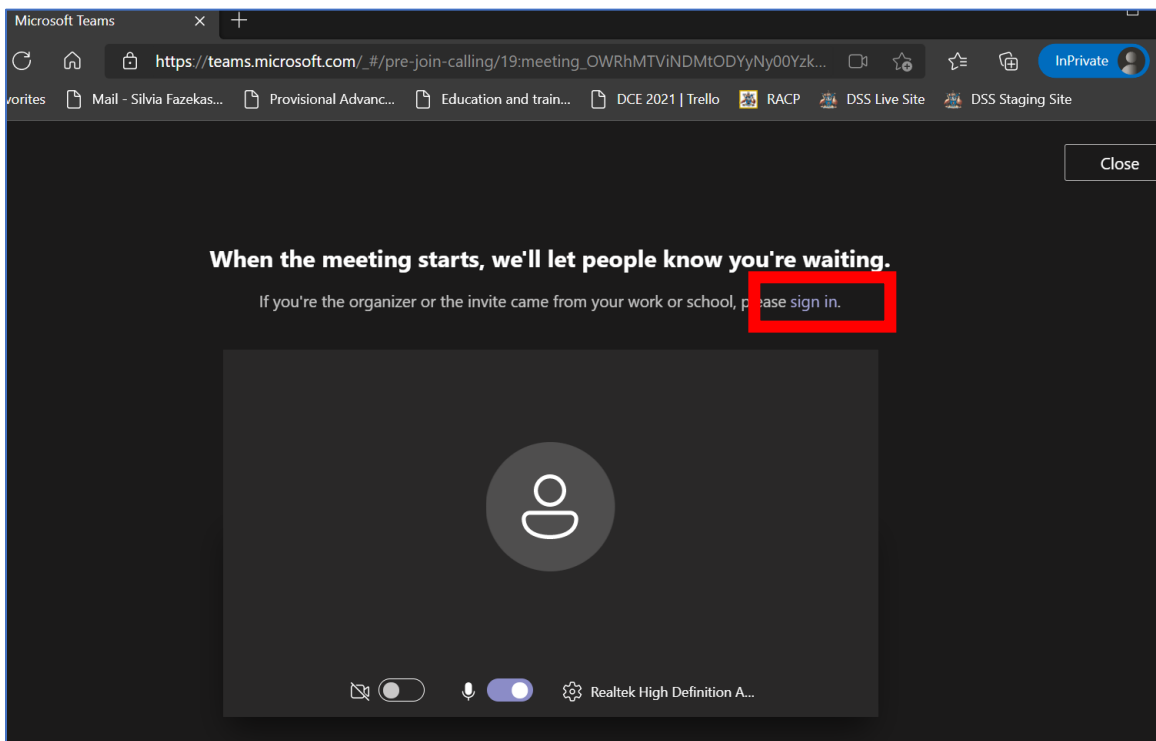
Click **Admit** button to allow them into the meeting.



## Didn't login to Teams before accessing the meeting link:

If you forgot/didn't login to Teams before accessing the meeting link, you will be sent to the virtual lobby as a guest.

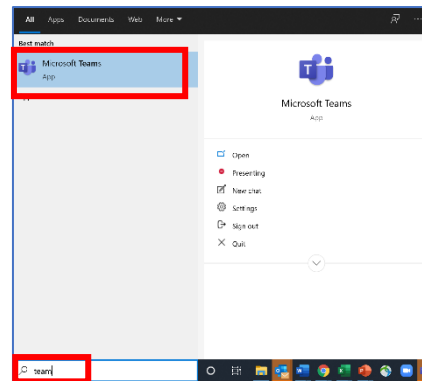
At this point in time, you can login to Teams by clicking on **sign in**. Follow the prompts and enter your @myracp credentials to be converted to a meeting Host.



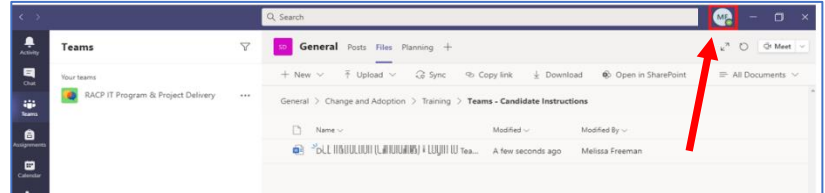
## Microsoft Teams

Accessing your meeting invitation and joining the meeting **via installed Teams App**

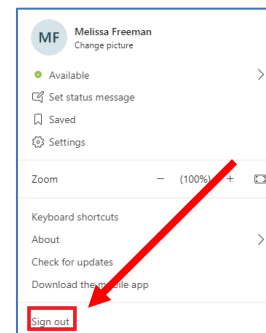
1. Login to the computer and open the Teams app



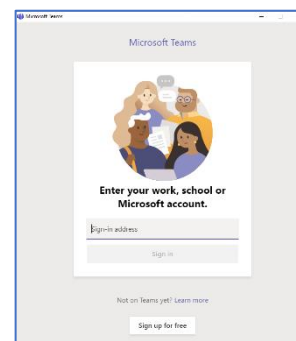
2. Click your initials in the top right corner



3. Click **Sign out**

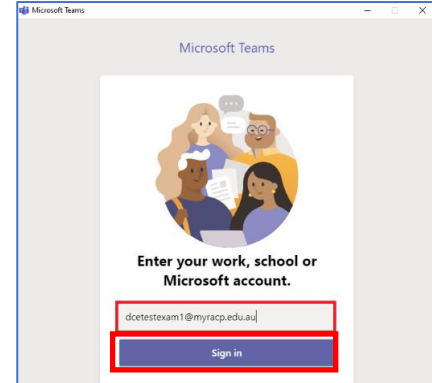


4. This window should automatically appear:  
If it doesn't, re-open Teams (step 1)



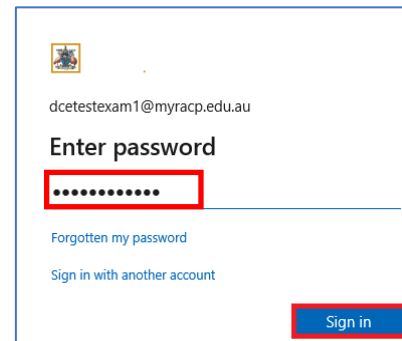
5. Enter your MyRACP username (e.g. ab12345@myracp.edu.au)

6. Click **Sign in**

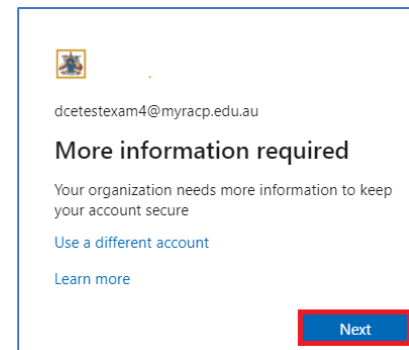


7. Enter your MyRACP password

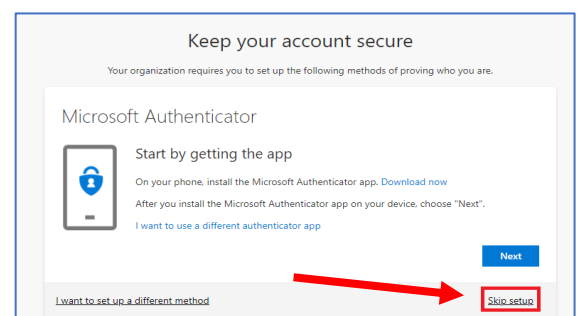
8. Click **Sign in**



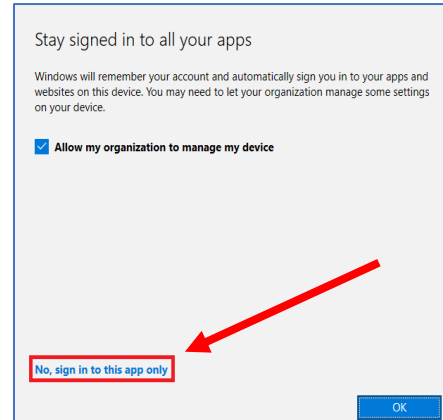
9. You may see a window stating More information required. Click **Next**



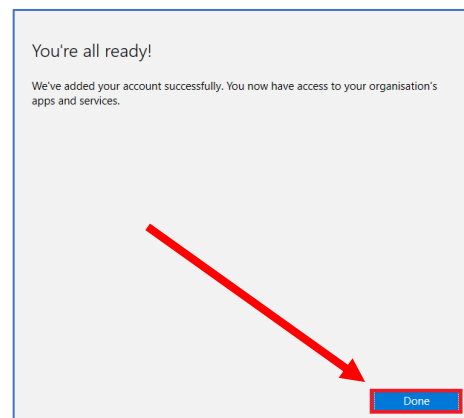
10. Click **Skip setup** on the Keep your account secure pop-up window



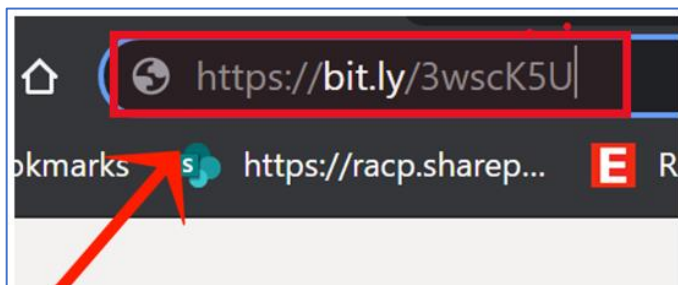
11. Click **No, sign in to this app only**



12. Click **Done**



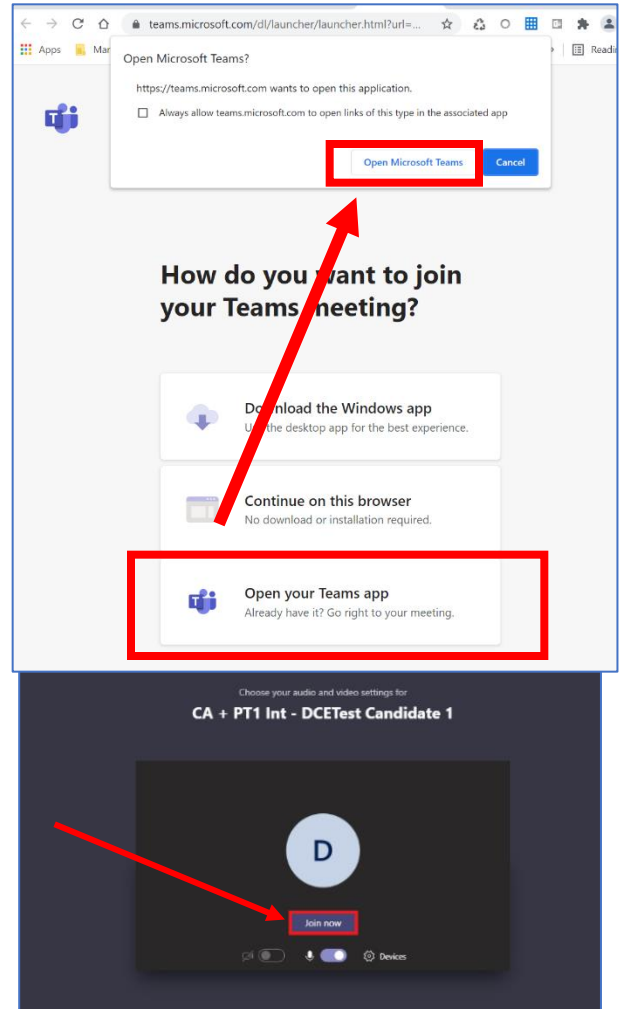
13. Type in the meeting link into your Edge or Chrome web browser URL bar or click on the Long Link/shortened Link on the PEFF if you have an electronic copy of the PEFF.



Note: If you have a printed copy of the PEFF, please type in the shortened meeting link into the web browser URL bar.

14. You may be asked how you want to join the meeting – select **Open your Teams app**

If the Open in Microsoft Teams? window displays, click **Open in Microsoft Teams**

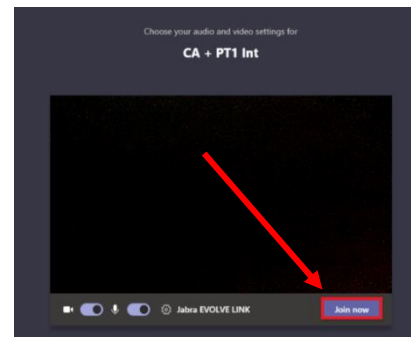


15. Click **Join now**

16. Make sure your web camera and microphone are enabled

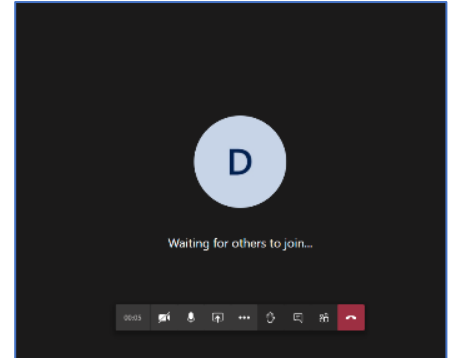


17. Click **Join now**



**Congratulations!** You have now joined the meeting.

If you are the first person to join, you will see this:



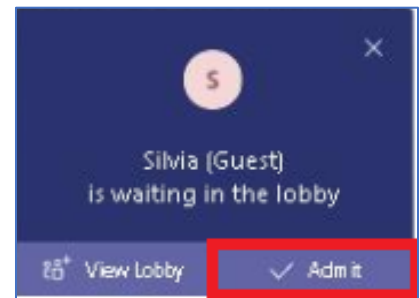
## Lobby Function to admit participants into meetings:

Candidates - You will need to admit the patient into the meeting from the 'Lobby'.

To admit participants:

You will see a pop-up window advising you when the Patient is trying to join.

Click **Admit** button to allow them into the meeting.





## Accessing the teleconference

*In the event of needing to revert to teleconference please follow the below instructions. TC should only be used if you have been able to initially establish a video link with the patient but then experienced audio or other network issues. ALL participants will need to move to using TC for audio.*

### **Step 1**

You will receive a 12-digit host passcode on the Physical Examination Findings Form (PEFF) handed to you in the exam room, if participating from a hospital site. If participating from home or another venue the Sitting site contact will email it to you 30 minutes prior to the interview with the patient.

### **Step 2**

To access the teleconference, call **1800 672 949** at the appropriate time. This number is the same for everyone.

### **Step 3**

You will be prompted to enter your 12-digit passcode from the PEFF, followed by the hash (#) key.

### **Step 4**

You will be prompted to record your name after the beep. You will then enter the meeting.

### **Step 5**

When the meeting is over, all participants can hang up the phone.

Note - Each time an examiner, candidate or patient joins or leaves a meeting, an automated recording will inform everyone else in that meeting by playing their name and saying they have left or joined the meeting.

You can dial **72#** at any time during the conference if you want to hear the name recording of everyone currently on the call

## Issues with the teleconference

If you experience an issue within a teleconference call you can, press **\*0** and a Telstra support officer will join the call and assist. You can also contact the teleconference support number on 1800 011 080 and select option 1. This number is available 24/7 and they can reset a meeting code within 12 seconds if required.