



Patient Information Sheet – Videoconference

Thank you for assisting with the RACP Divisional Clinical Examinations. We appreciate the time you have volunteered.

You will be required to use videoconferencing to interact with the examiners and candidates on exam day. You will receive an email to your personal email from the Local Exam Organiser with a document that contains the meeting links and information about the exam, including timings of when to join and leave meetings. Please do not delete this and also check that it has not gone to your junk email folder.

Microsoft Teams is the videoconferencing platform. To access the meeting, you simply click on the link in the document emailed to you – you are not required to download Microsoft Teams or have it installed on your computer for the link to work.

If you are coming into the hospital for the exam, the hospital will organise a computer for you to use to enable you to use videoconferencing with the examiners and candidates.

To help you prepare yourself for the day, please ensure that you have the following in place:

Basic Requirements when participating from home

- ☐ A computer, laptop, tablet or smartphone with a working camera and microphone.
- ☐ A reliable internet connection with a speed of higher than 3 Mbps. You can use <https://fast.com/> to check this if you are unsure.
- ☐ No data limitations that could result in slowed connection or elevated bills.
- ☐ Access to your personal email account.
- ☐ A fully charged mobile phone, or home phone, in reserve (set to silent during the exam).

System requirements when participating from home

- ☐ Access to, or ability to download, a recent version of Google Chrome or Microsoft Edge OR the MS Teams app (accessed through MS Office).
- ☐ Ensure device does not have security settings that prevent Teams from opening.
- ☐ Ensure sleep, screen lock or power down modes will not activate during the call.

If you are using a Tablet or Smartphone when participating from home

- ☐ Position the device so it shows a full and steady view of you without you holding it.
- ☐ Use headphones if the sound quality is better.

General considerations when participating from home

Please note that this is a very important examination for our candidates, and they've spent a lot of time studying for it.

We would appreciate if you could ensure your clock is accurate so that sessions can start on time and that you are seated comfortably in a quiet location. Please try to refrain from moving around during the videoconference and that distractions are minimised where at all possible throughout the exam. Avoid locations that are too dark or too bright i.e. face not in shadow, no screen glare.



- ☐ Prepare yourself at least 15 minutes before your scheduled start time.
- ☐ Ensure you are seated in a quiet location with no distractions.
- ☐ Avoid locations that are too dark or too bright i.e. face not in shadow, no screen glare.
- ☐ Have your charger cable handy; you will be on video for approx. 2hrs 40mins.
- ☐ Someone else can be with you if you need assistance setting up.
- ☐ If it is your child participating as a patient, you may sit wherever is comfortable for you.
- ☐ If you have any questions, or any issues on the day of the exam, please contact the Local Exam Organiser on the number they provided as early as possible.

In the week leading up to the exam, you will receive a phone call from MOQdigital, a third-party IT company supporting the RACP with the videoconference exams. They will call you to assist you with the videoconferencing processes, including helping you setup your volume and camera settings and showing you how to activate full screen or speaker only modes. You should practice with the device you will use on the exam day.

On exam day, they will call you to help get you into the virtual lobby prior to your first meeting with the Examiners.

In the event of audio or other issues experienced during the videoconference, the hospital will provide you with a teleconference dial in number to use so the exam can continue. This is a 1800 number that will not result in any charges to you. You will just require a phone to dial in. You may find putting the phone on speaker or using headphones provides better quality sound and allow you to be handsfree.

General considerations when participating from hospital

If you are participating from the hospital, you will be provided with:

- ☐ Computer with camera and microphone and a headset if required.
- ☐ Access to a phone if you need to revert to audio.

The hospital will provide you with the document of meeting links and exam timings, either as a printed document or an electronic version on the computer. Staff at the site can assist you to join the meetings.

You should bring to hospital

- ☐ Toys for your child to play with.
- ☐ If available, you can also bring a support person to help monitor and play with the child during the exam.

Assistance or questions

If you have any questions or concerns about the process, please email us at examinations@racp.edu.au or phone on 1300 697 227 (+61 2 9256 5444) 8:30am to 5:30pm, Monday to Friday (Australia).

If you experience any issues with the videoconference on exam day, please contact MOQdigital for assistance on +61 2 8039 5041.



Videoconference Guidance

Step 1

The hospital will provide the RACP with your contact details such as your name, phone number and email address – this is to ensure we are able to do a pre-exam Concierge call with you to test your Teams and device settings.

Step 2

The Local Exam Organiser will send the meeting invitations to your nominated email address in the week leading up to your scheduled participation.

Step 3

At the appropriate time as per the meeting links document, click on the links or type them into a web browser to join Teams. Note that if you are using a web browser Teams is only supported in the recent versions of Google Chrome and Microsoft Edge. Internet Explorer can't be used. If you have the Teams application installed on your device, you may be prompted to use that for the meeting rather than the web version.

Step 4

Make sure your camera and microphone are enabled. *You will receive a phone call from MOQdigital in the week leading up to the exam to assist you with this.*

Step 5

At the end of the meeting use the red hang up icon to leave the videoconference.

Step 6

Repeat steps 3-5 as required to join the interviews with the candidates.

Note – The Examiners and Candidates will need to admit you from the MS Teams virtual lobby. Please wait until you are admitted.

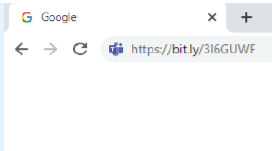


How to join Microsoft Teams Join a meeting through a web browser.

If you do not have the Microsoft Teams application downloaded, you can still participate in a meeting through a web browser.

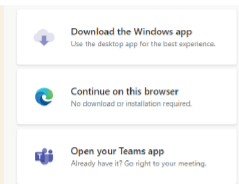
IMPORTANT:
Microsoft Teams is only supported on Microsoft Edge and Google Chrome.

1.

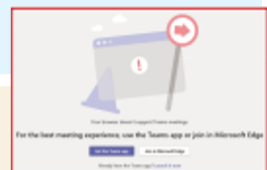


Copy bit.ly link into web browser or click on the link
(**NOTE** that if joining via the web you must use Microsoft Edge or Google Chrome).

2.

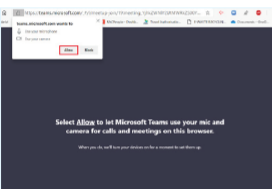


Join either by Continue on this browser or **Open** your Teams app



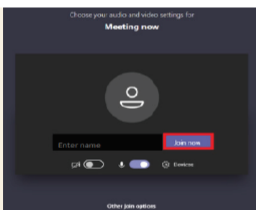
NOTE: If your default browser is Internet Explorer, you may see the screen above. Teams is not supported in Internet Explorer, but it is in Microsoft Edge. What you see here will depend on your default browser.

3.



Select **Allow** to let Teams use your microphone and camera.

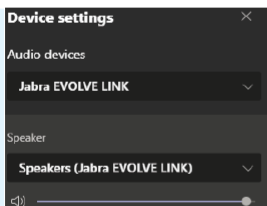
4.



Click **Join now**

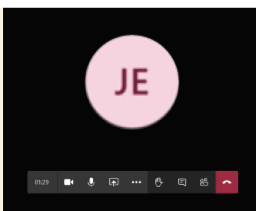
NOTE: The owner of the meeting may need to admit you into the meeting. This may take a moment.

5.



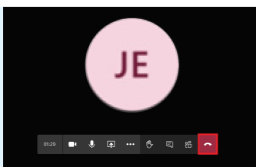
Check camera position for the room and speaker volume are ok.

6.



Once you are admitted to the meeting you will see this screen.

7.



When the meeting has finished hang up by selecting the red '**end call**' button.



Example Timetable – Videoconferencing (morning)

Note – you will use the same meeting link (short code or URL) for all your meetings

Morning	Activity	Comments
8:00am – 8:40am	Patient interviewed by Examiners	Join the 8:00am videoconference – you can do this early and wait in the virtual lobby until the examiner admit you at 8:00am. Access the meeting link document sent to by the LEO and click on the link or type it into your web browser. The Examiners will join the meeting at 7:50am and admit you from the virtual lobby at 8:00am.
8:40am – 8:50am	Break	
8:50am – 9:50am	Patient interviewed by Candidate #1	Leave the meeting after the Examiner interview by clicking on the red hang up icon at 8:40am. Go back to the meeting link document and use the link to join this meeting prior to 8:50am.
9:50am – 10:55am	Break	
10:55am -11:55am	Patient interviewed by Candidate #2	Go back to the meeting link document and use the link to join this meeting prior to 10:55am.

Example Timetable – Videoconferencing (afternoon)

Afternoon	Activity	Comments
1:15pm – 1:55pm	Patient interviewed by Examiners	Join the 1:15pm videoconference – you can do this early and wait in the virtual lobby until the examiner admit you at 1:15pm. Access the meeting link document sent to by the LEO and click on the link or type it into your web browser. The Examiners may join the meeting at 1:05pm and admit you from the virtual lobby at 1:15pm.
1:55pm – 2:05pm	Break	
2:05pm – 3:05pm	Patient interviewed by Candidate #1	Leave the meeting after the Examiner interview by clicking on the red hang up icon at 1:55pm. Go back to the meeting link document and use the link to join this meeting prior to 2:05pm.
3:05pm – 4:10pm	Break	
4:10pm - 5:10pm	Patient interviewed by Candidate #2	Go back to the meeting link document and use the link to join this meeting prior to 4:10pm.



Teleconferencing Guidance

These instructions apply ONLY if needing to revert to audio in the case of videoconference issues

Step 1

The meeting link document lists a 12-digit teleconference guest passcode. The same password will be used by you for all your teleconference calls on the day.

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 guest passcode followed by the hash (#) key.

Step 4

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

Each time any of the participants enters or leaves a meeting, a recording will inform everyone else in that meeting by playing their name and saying they have left or joined the meeting.

Step 5

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

To join the next teleconference, following Steps 2 to 4 again.

Note - 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.