

# Remote Certifying Oral Examiner Guide Radiation Oncology

2021

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## Introduction

Thank you for volunteering to be an examiner for the Radiation Oncology Certifying Oral Exam. The ABR depends heavily on volunteers such as you to prepare and administer our exams. We know you are taking time away from other activities to do this, and we appreciate your commitment to the ABR's mission.

ABR staff, with input from many volunteers, have been working since the summer of 2020 to develop the remote oral exam software. We have tried to mimic as closely as possible the face-to-face oral exam experience. Many things are the same as they were before; the number of cases, the scope and difficulty of the cases and supporting clinical material, and the coverage of the relevant domain has not changed. The scoring model will also remain the same as the traditional oral exam.

What has changed is that candidates now choose their preferred exam location, subject to certain technical and logistical requirements. In addition, there will be slightly more time between exam sessions to allow for connectivity interruptions. Lastly, there will be two additional people involved in each exam: a navigator and a secondary examiner. This guide will provide details about these changes, the exam day experience, and the oral exam software.

## Before the Exam

### Live Webinar

Approximately three weeks before the exam, there will be a general orientation live webinar conducted by the RO associate executive director and RO trustees that will include a Q&A session. Training will immediately follow for the category and panel chairs. These webinars will be recorded and sent the following day to examiners. Please make every effort to attend the webinars. If you are unable to attend, you will have the recordings to review.

### Hands-on Training

Two to four weeks before the exam, you will have the opportunity to participate in individual hands-on training with the oral exam software. You will be contacted by ABR staff to schedule this required one-hour training session.

### Content Review

One week before the exam, you will receive an email with a link to the content for your review.

### Pre-exam Q&A

If you have remaining questions, there will be an optional Q&A session the day before the exam.

**IMPORTANT NOTE:** The Radiation Oncology Remote Certifying Oral Examiner Guide is meant only for ABR Radiation Oncology Oral Examiners. Please do not share or discuss with anyone else.

## Technical and Location Requirements

### Computer System Requirements

The requirements listed below provide a basic overview of a system that will meet the technical requirements for ABR remote exams. If you are missing any necessary equipment, please refer to the email you received on Technical Requirements and Reimbursements for recommended links for purchases and the Examiner Purchase Expense Form.

If you need assistance with your computer setup, please contact our Systems Operations Help Desk at (520) 750-2722, Monday – Friday, 9 am to 7 pm Eastern.

**Help Desk:**

(520) 750-2722

Monday – Friday

9 am - 7 pm EST

**Basic computer requirements:**

- Internet/Network: reliable broadband internet connection, minimum 5 Mbps (megabit per second) download and 1 Mbps upload
  - [Check your connection speed](#)
- Computer: desktop or laptop (no iPad) with Windows 10 or MacOS X 10.11 or higher
- Computer memory: minimum of 4GB RAM
- Computer drive/storage: minimum of 10GB of free disk space
- Monitors: **TWO** monitors. One must be ≥ 20” and 1080p minimum resolution
  - [Check your monitor resolution](#)
- Keyboard and mouse
- **Headset: required to ensure optimal audio for examiners and candidates**
- Internet browser: latest version of Google Chrome
  - [Check your version of Google Chrome](#)
- Adapters: any adapters/cables needed to implement this setup
- Camera: integrated or external webcam with a minimum of 640 x 480 @ 10 frames per second

**IMPORTANT NOTES:**

- During the exam, the only software that should be running on your computer is WebEx® and the oral exam software. This will ensure the best performance. Do not have email, Microsoft Teams®, Microsoft Word®, or other programs running in the background.
- It is vital that you provide the ABR with your cell phone number and have your phone with you during the exam. (Please set your phone to vibrate to avoid disruption.) In the event of a technical issue, ABR staff will attempt to contact you through text message.

### Monitor Performance Self-Check (perform prior to technical check)

The [monitor performance self-check](#) is intended to show imaging findings that should help determine if your laptop or desktop monitor is sufficient for ABR remote exams.

### WebEx® Compatibility Test (perform prior to technical check)

WebEx® will be used in the oral exam process. To verify that WebEx® is compatible with your system, please visit [here](#).



### Navigator-Led Technical Check

Before the exam, you are required to complete a technical check with an ABR exam navigator to ensure your system meets minimum connectivity and internet browser compatibility requirements. You will be contacted to set up an appointment with the navigator. This session will take no more than 15 minutes. If you change your computer specifications or location after your initial technical check is complete, please contact [examdelivery@theabr.org](mailto:examdelivery@theabr.org) as soon as possible to request another technical check, so you can complete it again with your new setup.

**IMPORTANT NOTE:** Make sure you are using the equipment at the location where you plan to conduct the exam.

### Location Requirements

When you select the location at which you will conduct the exam, please make sure it is sufficiently private where there will be no interruptions or distractions during the exam. It should also be as free as possible from background noise. As much as possible, try to eliminate clutter in the room and remove anything behind you that might be distracting. **Do not use an image or blur for a background because it can cause malfunctions in WebEx®.** We understand that you may have colleagues in the same institution who are also examiners, but we ask that you not be in the same room. To provide consistent examiner interactions for the candidates and to minimize distractions, you should conduct the exam alone, in a private room.

## Exam Day Logistics

### Exam Day Help Desk

Approximately 48 hours before the exam, you will receive an email with a phone number to be used only for contacting ABR staff for urgent exam day issues. This emergency help number will also be available when you click on “Help” at the top of your exam screen. If you have questions prior to exam day, please contact us at [examdelivery@theabr.org](mailto:examdelivery@theabr.org) or (520) 790-2900.

### Dress Code

Examiners should wear business attire (e.g., dress shirt and tie or corresponding appropriate professional attire).

## Exam Day Timing

### Sessions

Each exam session has eight 30-minute sections, a 10-minute break after each section, and a 30-minute lunch break. Exams will occur simultaneously across time zones. Candidates begin each exam session with a 30-minute orientation, so the total possible exam time for candidates will be 6 hours and 10 minutes.

There will be a 30-minute category meeting after the final exam period each day. This will be followed by a 30-minute panel meeting. After the category and panel meetings, there will be a 30-minute recovery period for candidates who had major technical issues, if needed.

### Breaks

There is a 10-minute break after each exam period. If there are minor disruptions during the exam period, this break time can be used as make-up for the candidate. Examiners can use this time to finish scoring and make notes on previous candidates. There will be a lunch break between exam periods four and five on each exam day.

## Exam Day Process

### Navigator Role

A new role necessitated by the remote exam platform is that of a navigator. All candidates will be “accompanied” by an ABR exam navigator throughout their exam day. The navigator will help the candidate sign in, check their ID, and perform a room and workspace scan. The navigator will also admit examiners to the candidate’s WebEx® room. Once the exam begins, the navigator will turn off their camera and microphone, but they will be listening in the background and ready to assist if the candidate or examiner has a technical problem.

**IMPORTANT NOTE:** A candidate and their navigator will stay in the same WebEx® room for the entire exam. Examiners will enter and leave WebEx® rooms as they switch to different candidates. This will be explained in more detail in [Navigating the Exam Platform](#).

### Primary and Secondary Examiner Roles

Another new role is that of a secondary examiner. This role has been established to prevent disruption to the candidate experience if the primary examiner loses their connection or has other technical problems that prevent them from continuing the exam.

All examiners will work in pairs. Only the primary examiner will present cases and interact with the candidate. The secondary examiner will not interact with the candidate and must keep their camera and microphone off during the exam period. However, the secondary examiner must record scores as if they were examining the candidate and be ready to take over in the event the primary examiner experiences an internet outage and is unable to complete the exam.

If the primary examiner is disconnected, the navigator will notify the candidate and the secondary examiner that the switch is being made and make the secondary examiner the presenter. If the secondary examiner is switched to a primary role, their scores will be used for that candidate, because they will be the only examiner who was with the candidate for the entire exam period.

**IMPORTANT NOTE:** The secondary examiner is expected to score as if they were examining the candidate and be ready to take over in the event the primary examiner is unable to complete the exam.

The exam must be your only commitment on exam days. Both the primary and secondary examiner must be fully engaged.

- Do not do any other work while examining.
- Do not allow interruptions.
- Do not check your email.
- Do not plan clinical activity during scheduled breaks.

In most cases, your schedule will alternate between primary and secondary examiner duties. Most likely, you will be paired with the same partner throughout the exam, but this may change if schedules need to be revised due to conflicts. First-time examiners will serve in a secondary role for the first two candidates on the first day of the exam. Secondary examiners may discuss their candidate observations and scoring in category meetings but not in panel meetings.

In the exam software, the icon in the top left corner of the screen will indicate whether you are the primary examiner or the secondary examiner during each period.



: Primary Examiner



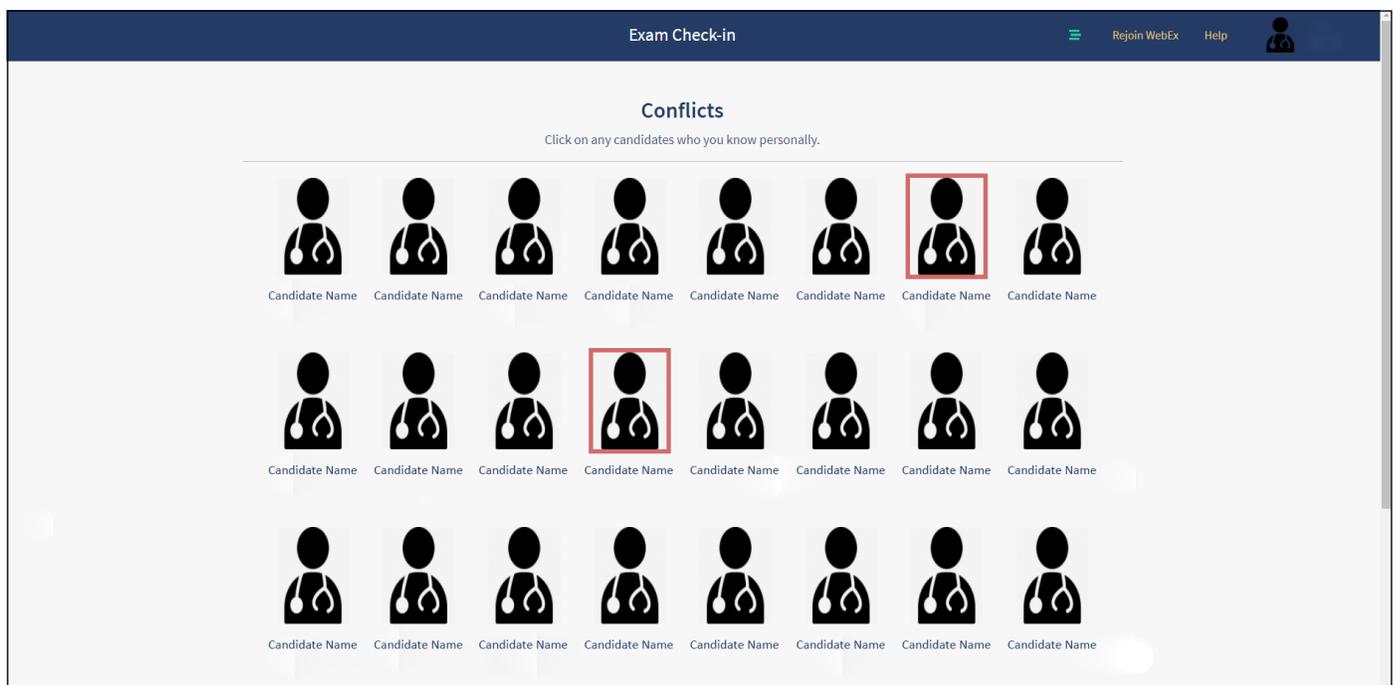
: Secondary Examiner

There are eight exam periods in a day. The number of periods you will examine will depend on the scheduled number of candidates. The examiner schedule in the oral exam software tool will display your schedule on each exam day.

## Navigating the Exam Platform

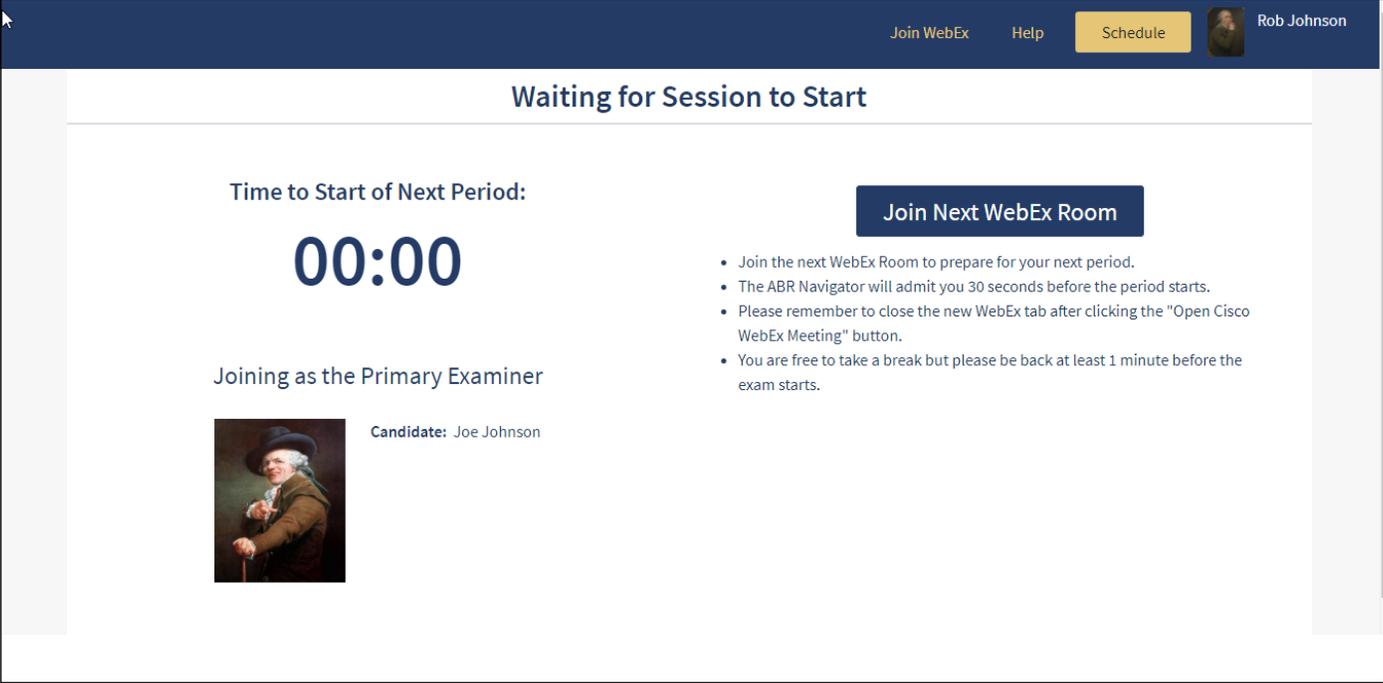
Two platforms will be running simultaneously during the exam for the examiners: the ABR's oral exam platform and WebEx®. (Candidates are also connected to Proctorio® for exam security.) The exam will be presented on the ABR's oral exam platform. WebEx® is used to provide the audio and video link between the examiners, candidate, and navigator. Both platforms are needed to administer the exam.

The entry point for the examiner is the link provided by the ABR to log in to the oral exam platform. If your connection is lost at any point during the day, this is the link you should use to log in again. When you log in at the beginning of the day, you will be asked to review the candidates on your schedule and note any conflicts. If you note that there is a conflict by selecting one or more of the candidates shown, the software will automatically notify the exam delivery team and they will change your schedule.



*Example of the Conflicts screen in the exam software. Candidates in red have been selected as possible conflicts.*

After you have confirmed conflicts, you will see your exam schedule for the day. Accept the schedule. This will open the screen shown below, entitled “Waiting for Session to Start.” This screen will show a clock counting down to the start of your next period, indicate whether you are the primary or secondary examiner, and show the candidate’s name and picture. The WebEx® room for the candidate shown can be accessed by clicking the “Join Next WebEx® Room” button.



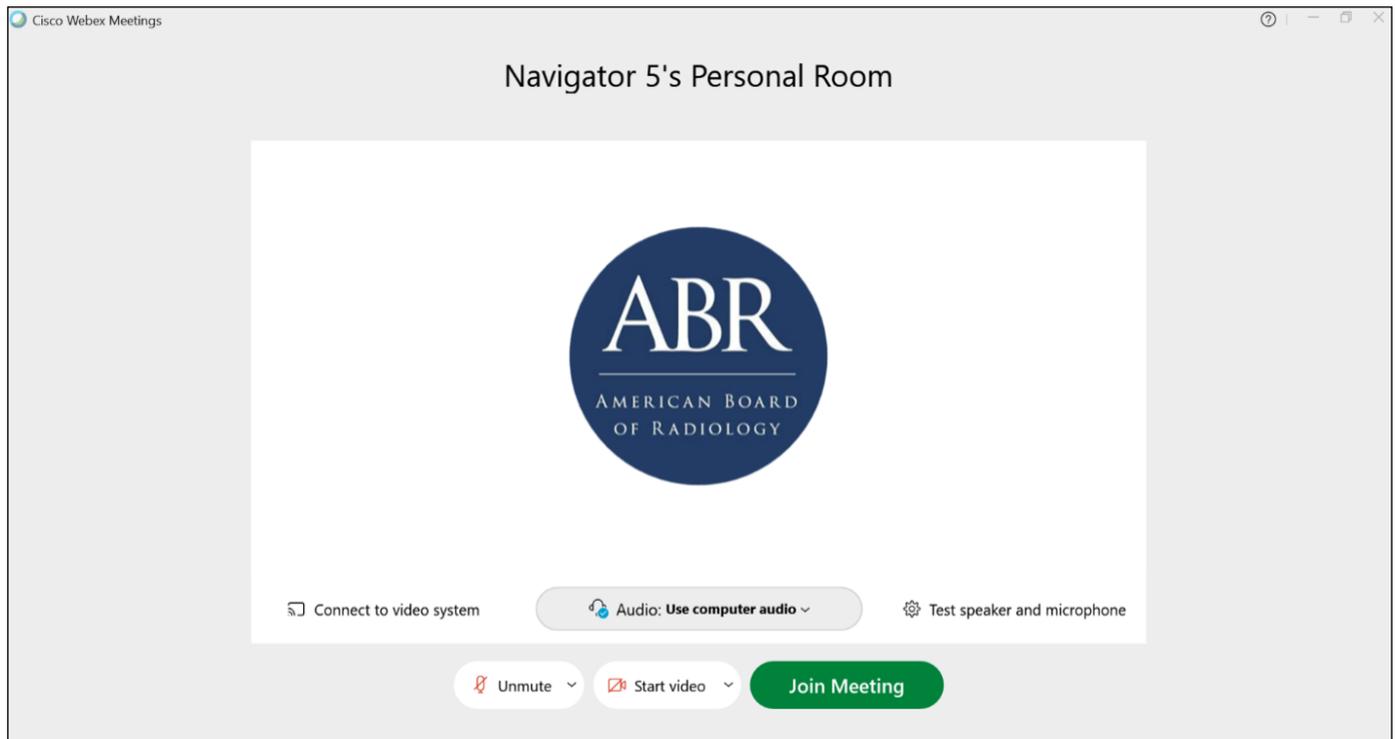
The screenshot displays a web interface for an oral exam. At the top right, there are navigation links: "Join WebEx", "Help", and "Schedule" (highlighted in yellow), along with a user profile for "Rob Johnson". The main heading is "Waiting for Session to Start". Below this, the text "Time to Start of Next Period:" is followed by a large digital clock showing "00:00". To the right of the clock is a dark blue button labeled "Join Next WebEx Room". Below the button is a list of instructions:

- Join the next WebEx Room to prepare for your next period.
- The ABR Navigator will admit you 30 seconds before the period starts.
- Please remember to close the new WebEx tab after clicking the "Open Cisco WebEx Meeting" button.
- You are free to take a break but please be back at least 1 minute before the exam starts.

On the left side, it says "Joining as the Primary Examiner" above a small portrait of a candidate. The candidate's name is "Candidate: Joe Johnson".

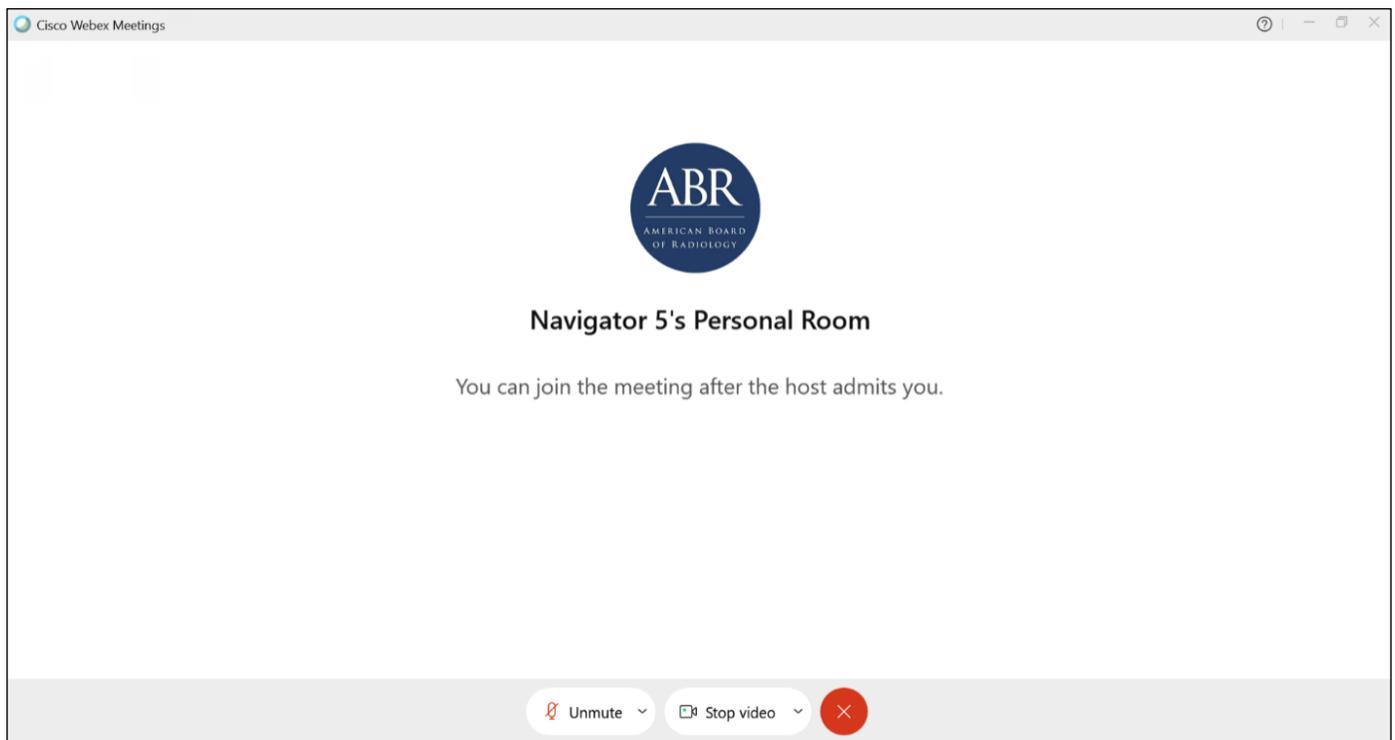
*Example of what the examiner sees before joining each candidate’s WebEx® room.*

Click on “Join Next WebEx® Room” to open the WebEx® application. You will see this window:



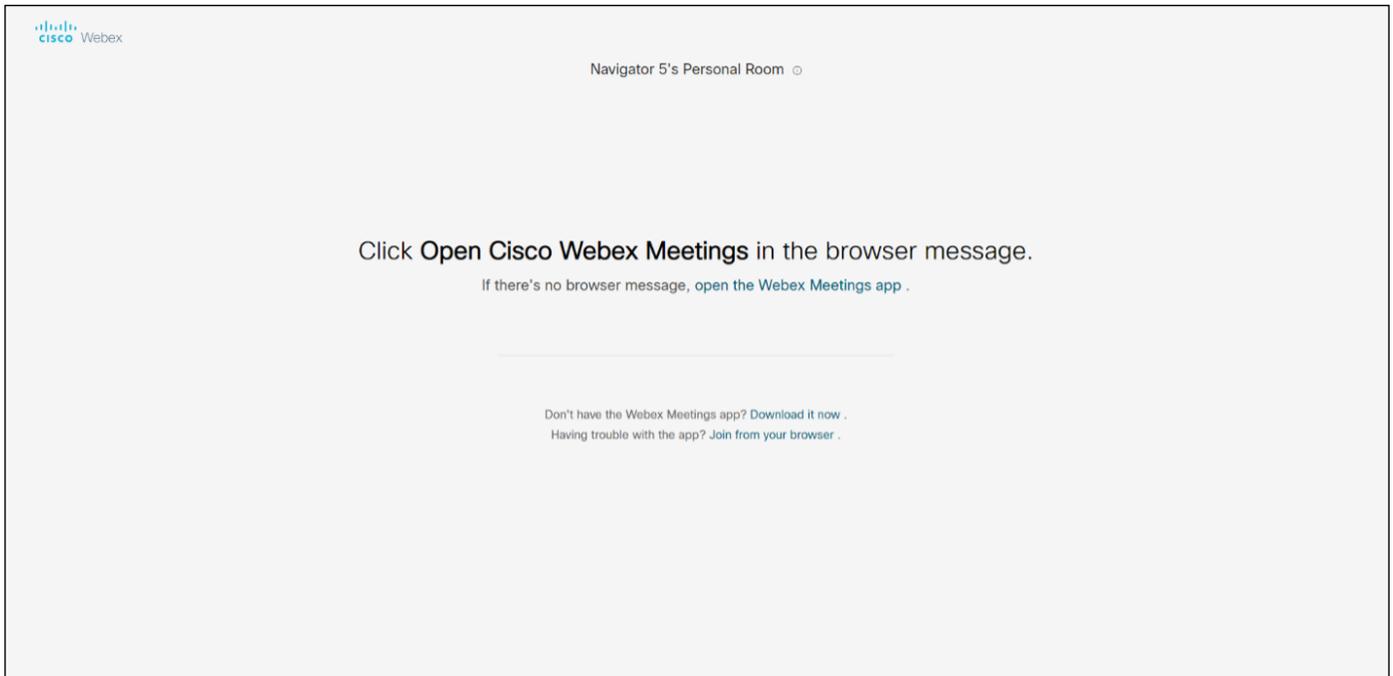
If you are the primary examiner for the next period, click on “Unmute” and “Start video.” You must keep your camera on throughout each exam period. In most cases, the candidate will want to see your face, but if they are using a small computer screen, they may minimize the WebEx® window to allow more room to see the oral exam software. If you are the secondary examiner, leave yourself muted and your video off. Click on the “Join Meeting” green button.

You will now see this screen:



You will wait here until the navigator admits you to the WebEx® room with the candidate, which will occur 30 seconds before the start of the exam period.

Please note that when you start the WebEx® application by clicking on “Join Next WebEx® Room,” WebEx® will also open a tab in your browser that looks like this:



*Example of the browser tab opened by WebEx®.*

This tab will open on top of the oral exam software, making it so you can no longer see the “Waiting for Session to Start” screen with the countdown clock. **Please close this tab; it will not be needed.**

Once the clock counts down to zero on the “Waiting for Session to Start” screen, the oral exam should automatically open. If it does not, simply refresh your browser. Both the primary and the secondary examiner will have to refresh if the exam does not start automatically.

When you are finished examining a candidate, let the navigator know you are done. The navigator will end the period and disconnect you from the WebEx® room. You will stay in the exam software and return to the “Waiting for Session to Start” screen, which will show your next candidate. This process will be repeated for each of your eight candidates. You are free to take a break between exam periods, but make sure to be back and click on “Join Next WebEx® Room” at least one minute before each exam period begins.

**IMPORTANT NOTE:** If a candidate has brief technical issues during the exam period, you may use some of the 10-minute break between periods to make up the time. If the candidate is out for a prolonged amount of time, they may need to use the make-up session at the end of the day.

## Exam Software

### Presenting Cases

Cases are presented in two columns. Information for the candidate is on the left. Supplemental information for the examiner is on the right. The right column is not visible to the candidate. When the exam begins, candidates see a black screen that says, “Waiting for examiner to present.” When you select an image by clicking on one of the thumbnails, the candidate will see only what is in the gold image box, not the other thumbnails or the case description. Candidates may also see the examiner in a separate WebEx® window, if they choose not to minimize that window. Candidates cannot see any portion of the score sections.

**Clinical Information:**  
30 y/o M with R neck mass  
Biopsy showed Classical Hodgkin Lymphoma, NS subtype

**Questions:**

1. Work up? (H&P, blood work, imaging)
2. Stage?
3. Management?
4. RT field? Dose?
5. Estimated 5 y DFS?
6. Short-term and long-term treatment side effects?

**Evaluation:**  
Image A - Staging PET-CT  
Image B - Restaging PET-CT after ABVDx2  
Treatment Delivery:  
Image C - DRR

**Scoring**

Category	Poor	Marginal	Good	Exceptional
Anatomy recognition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multimodality understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plan definition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Example of what the examiner sees when presenting a case to a candidate.*

To see all available cases, click on the “Cases Menu” button in the upper right corner next to the examiner icon and your name. Cases can be presented in whatever order the individual examiner selects, and the images within a case can also be presented in any order. When you click on a thumbnail to present an image, the border will turn gold to indicate it is the image being shown. If you don’t want the candidate looking at anything while you speak, double-click on any of the thumbnail images to remove them from the candidate’s screen. The candidate will return to the black screen that says, “Waiting for examiner to present.” Ideally, examiners will present a minimum of three or four cases. For the head/neck category, a skin case should be included if possible, and for the thoracic category, a sarcoma case should be included if time allows.

Imaging tools on the left side of the image include zoom, contrast/brightness, contrast inversion, drawing pencil, eraser, and reset. The candidate has the same tools. You and the candidate cannot draw on the image or scroll through a stack of images at the same time. There is a toggle button in the top border of the “Presenting to Candidate” image window. When the button is gray, the examiner has control of the image tools. When you want the candidate to use the image tools, click the button to turn it green. Neither the secondary examiner nor the candidate can see the toggle button.

Please be aware that the candidate can see your cursor if you are pointing at different parts of the image, and you will be able to see their cursor in the same way. The secondary examiner will see what the primary is presenting and will also be able to see if the candidate moves their cursor or draws on the image. Only the primary examiner can select cases and images.

**IMPORTANT NOTE:** To help keep track of time, there is a countdown clock in the upper left corner of the screen. It will be green at first, turn yellow when there are five minutes left in the exam, and turn red when time has expired. The candidate will not see this countdown clock. It is the primary examiner’s duty to keep track of time when presenting cases.

The exam period is 30 minutes long. The only reason to use the 10-minute break is to recover time if the period started late or the candidate or examiner had brief technical outages. The navigator will only end the exam period after being notified by the primary examiner that the exam is complete. However, to keep the exam day schedule on track, the exam period will need to be terminated once the 10 minutes of break time are up. If the candidate needs more than 10 minutes to make up for lost time, they should be rescheduled. The navigator will cancel the exam period, if needed, and exam delivery will reschedule the candidate.

### Scoring Cases

There are two places on the screen to score: at the bottom of the case and in the Cases Menu. The Case Score blue box is the candidate’s score for the selected case. All scores are recorded immediately and saved when you make a change. Clicking on the “Select Next Case” button will open the Cases Menu box for you to select the case you want to show next.

To expedite note-taking, the scoring section for each case has a series of radio buttons that will allow you to quickly identify issues the candidate might be having. These shortcut buttons are optional for use, as you choose. There is also a Case Notes box in which you can type additional comments. To select a score of 68 or 69, you are required to enter a comment. Candidates who fail any section are permitted 60 days to request clarification of their deficiencies. These requests are handled directly through the ABR office by the AED. Examiners should have no communication with candidates regarding their performance and, if examiners are contacted by a candidate about their performance, the AED should be notified immediately. Candidates are instructed not to reach out to examiners for scoring clarification. The 60-day interval allowed for these clarifications necessitates sufficient notes/comments as to why candidates have received a 68 or 69 on any exam.

The screenshot displays the ABR scoring interface. On the left, there are two medical images: a CT scan of a head and neck cross-section, and a corresponding PET-CT scan. A vertical toolbar on the far left contains icons for zooming, panning, and other image manipulation tools. To the right of the images, there is a list of questions for evaluation:

- 4. RT field? Dose?
- 5. Estimated 5 y DFS?
- 6. Short-term and long-term treatment side effects?

Below these questions are three text boxes for evaluation and treatment delivery:

- Evaluation:** Image A - Staging PET-CT; Image B - Restaging PET-CT after ABVDx2
- Treatment Delivery:** Image C - DRR

The main section is titled "Scoring" and contains a table with the following structure:

Category	Poor	Marginal	Good	Exceptional
Anatomy recognition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multimodality understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plan definition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OAR constraints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding of brachytherapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Below the table is a "Case Notes" section with a text input field labeled "Type here". At the bottom of the interface is a "Case Score" section with a dark blue background and five radio buttons corresponding to scores 68, 69, 70, 71, and 72. A "Select Next Case" button is located at the bottom right of the interface.

Example of what the examiner sees when scoring in a case.

You may prefer to score in the Cases Menu, so you don't have to scroll down from the image. When you have the Cases Menu open, you also can score one case while you are presenting another. Therefore, you can show the next case before you are finished scoring the previous one. This might be particularly helpful for the secondary examiner, who has no control over when the primary examiner moves to the next case.

The screenshot displays the ABR Remote Certifying Oral Examiner interface. The top navigation bar includes a timer (03:09 REMAINING), Period: 1, Candidate: (blank), Topic: 03 Genitourinary Tract, and buttons for Finalize Scores, Join WebEx, and Help. The main content area is split into two panels. The left panel, titled 'Case: 41101 - Stage IA HL', shows 'Evaluation' (Image A, Image B, Image C) and 'Treatment Delivery' (Image C). The right panel, titled 'Cases Menu', shows the case title '41101 - Stage IA HL Case 504586' and a table for scoring. Below the table is a 'Case Notes' text area and a 'Case Score' bar with buttons for 68, 69, 70, 71, and 72. The 'Presenting to Candidate' window shows a 3D anatomical model of a neck and chest with a red tumor volume. The 'Clinical Information' section includes patient details (30 y/o M with R neck mass), biopsy results (Classical Hodgkin Lymphoma, NS subtype), and a list of questions (1-6). The 'Evaluation' section lists Image A (Staging PET-CT), Image B (Restaging PET-CT after ABVDx2), and Image C (DRR). The 'Scoring' table is partially visible.

Category	Poor	Marginal	Good	Exceptional
Anatomy recognition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multimodality understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plan definition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OAR constraints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding of brachytherapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Category	Poor	Marginal	Good	Ex
Anatomy recognition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Multimodality understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Plan definition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Example of what the examiner sees when scoring in the Cases Menu.

The primary examiner's scores are paramount in category evaluation of 68s and 69s. In a case where the primary examiner loses connection and the secondary takes over as primary, the secondary (now primary) examiner's scores will be used in their entirety. Primary and secondary examiners should not discuss scoring for individual candidates, but when a candidate is scored with a 68 or 69 and is brought up for discussion in the category meeting, the secondary examiner can, and should, weigh in on performance. The examiner who completes the exam as primary is always the final determinant of the recorded score, both in category and panel meetings. The only appropriate time for discussion of an individual candidate's performance is during the category and panel meetings.

**IMPORTANT NOTE:** Primary and secondary examiners should not talk to each other while in a WebEx® room with a candidate, because the candidate will be able to hear the interaction.

When you have completed examining the candidate, move on to final scoring. You can get to the Final Scoring screen two ways: by clicking the “Finalize Scores” button at the top of the screen or by clicking on “Schedule” and selecting “Scoring” next to the candidate’s name. When you are done scoring the candidate, click on the “Back to the Exam” button. Your scores will be saved automatically.

The screenshot shows the 'Final Scoring' interface. At the top, it indicates 'Period Complete' and 'Candidate: Period: 2'. Navigation buttons for 'Schedule' and 'Cases Menu' are visible. The main area contains a table with the following structure:

Case	Case Notes	Score
Case D4307 - Image noise assessment and dose metrics	<input type="text"/>	68 69 70 71 72 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Case D5106 - Fetal dose calculation	<input type="text"/>	68 69 70 71 72 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Case D1407 - fluoroscopy reference point	<input type="text"/>	68 69 70 71 72 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Case D2211 - protocol optimization	<input type="text"/>	68 69 70 71 72 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Case D3303 - Ultrasound frame rate	<input type="text"/>	68 69 70 71 72 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>

Below the table is a 'Summary' section with a 'Period Notes' field and a 'Final Score' display showing the same five score options (68-72) with radio buttons.

A 'Back to the Exam' button is located at the bottom left of the screen.

Example of the Final Scoring screen.

## Category and Panel Meetings

At the category and panel meetings at the end of the day, only candidates who have received scores of 68 or 69 will be discussed. Only the chairs will have access to the category and panel screens in the exam software. They will share their screens with the other examiners through WebEx®. All primary and secondary examiners will have access to their individual scores and notes on the candidates to inform the discussion. Each category and panel chair will have a back-up chair. If the category or panel chair loses connection, the back-up chair will step in and host the meeting.

### **IMPORTANT NOTES:**

- All category and panel discussions and final scores must be kept confidential.
- Exam content is also confidential and cannot be discussed with anyone except other examiners.

## Exam Security

All candidates have been oriented and briefed regarding the essential elements of exam decorum and security. All sessions will be recorded for possible review of candidates, but recordings will not be retained long term. Primary and secondary examiners are the first and most significant elements of reporting for decorum or security breaches.

### **Reportable Events**

- Apparent or actual use of any electronic device.
- Apparent review of reference materials during the session.
- Apparent presence of other people in the room.

### **Actions**

- Warn the candidate of the breach.
- Complete the session.
- Concerns or actual observation of breaches must be reported to the RO associate executive director or an RO trustee immediately after completion of the individual candidate. If this situation occurs, contact the [Exam Day Help Desk](#) and ask them to have the AED or a trustee contact you regarding suspicious candidate behavior.

## Remote Oral Exam FAQs

### 1. What if I have trouble setting up my computer?

If you need assistance with your computer setup, please contact our Systems Operations Help Desk at (520) 750-2722, Monday – Friday, 9 am to 7 pm Eastern.

### 2. How many monitors should I use?

You are required to have two monitors. One of them must be at least 20” and have 1080p minimum resolution. See [Computer System Requirements](#) for details.

### 3. Do I need to download Proctorio®?

No. Only the candidates need to use Proctorio®.

### 4. What web browser should I use?

Please use the latest version of Google Chrome. [Check your version of Google Chrome.](#)

### 5. What should I do if I lose my internet connection during the exam?

Call the ABR [Exam Day Help Desk](#) for assistance in reconnecting. The navigator will communicate with you via text message during this process. If you are unable to reconnect within 30 seconds, the navigator will make the secondary examiner the primary. Continue to attempt to reconnect so you can serve as the secondary examiner for the remainder of the exam period.

### 6. What if a candidate needs to use the restroom during the exam?

There is a 10-minute break after each exam period.

### 7. Is the exam being recorded?

Yes. The ABR requires video, audio, and screen capture. Proctorio® will store that data and provide a report to the ABR. No Proctorio® employee has access to this data. All exam WebEx® sessions are also being recorded for possible review but will not be stored long term.

### 8. Is it OK to have an older operating system such as Windows 7?

No. The exam software does not work on older operating systems such as Windows 7. If you have Windows 7, please update it to Windows 10. If you have a Mac, please make sure you have MacOS X 10.11 or higher. See [Basic computer requirements](#) for more details.

### 9. Is the final score for a candidate a composite of the primary and secondary examiners' scores?

No. The primary and secondary examiner score independently and should not discuss a candidate's performance. Only the primary examiner's final score decision is ultimately recorded.

**10. Will the secondary examiner be present at the category and panel meetings?**

Yes. Because in most cases examiners will play both roles throughout the day, all examiners will attend the category and panel meetings and input from the secondary examiners will be sought for decision-making in the category meetings.

**11. Do examiners have to keep their cameras on the entire time?**

When you are the primary examiner, your camera must remain on while you are in a session with a candidate. When you are the secondary examiner, you must turn off your camera and microphone.

**12. Will the candidate know about the secondary examiner?**

Yes. The candidate will be aware that there is a secondary examiner observing. They won't see the secondary examiner, but they will see the examiner's name in the WebEx® window.

**13. Do candidates have to keep their cameras on the entire time?**

Yes. The candidate must stay in view of the examiners throughout the exam.



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## Useful Resources

### Monitor Performance Self-Check:

<https://www.theabr.org/monitor-performance-self-check-mp-and-ro>

### WebEx®:

[System Compatibility Check](#)

### Systems Operations Help Desk:

(520) 750-2722

[examdelivery@theabr.org](mailto:examdelivery@theabr.org)

