

# Remote Certifying Oral Examiner Guide

Medical Physics

2021

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## Introduction

Thank you for volunteering to be an examiner for the Medical Physics 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 questions, the scope and difficulty of the questions, 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 MP associate executive director and MP trustees that will include a Q&A session. Training will immediately follow for the 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.

### Software Demo Video

After the webinar, you will be sent a video that will provide a demonstration of the oral exam software.

### 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 that will include a technical check of your computer system.

### Content Review

Five business days 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 Medical Physics Remote Certifying Oral Examiner Guide is meant only for ABR Medical Physics 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  $\geq 20$ " 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 Hands-on Training and 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. This technical check will be conducted as part of the hands-on training session with the oral exam software. You will be contacted to set up an appointment with the navigator. This session will take up to one hour. 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. A second technical check would take no more than 15 minutes.

**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 during the exam. It should also be free 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 five 30-minute sections, with a 10-minute break after each section. On exam days, there will be one session in the morning and one in the afternoon. 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 3 hours and 50 minutes.

A 30-minute recovery period for candidates who had major technical issues will occur after the afternoon session, if needed. This will be followed by a panel meeting for discussion of candidates from the morning and afternoon sessions. If the recovery period is not needed, examiners will go straight to the panel meeting. Examiners will be notified via text message during the final exam period when to proceed to the panel meeting.

### Breaks

There is a 10-minute break after each exam period. If there are minor disruptions during the exam period, this 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 sessions on each exam day.

### Break Room

There will be a WebEx® examiner “Break Room,” where you can go to talk with other examiners. This room is not linked to the exam software; you will receive a link on each exam day that you can click on to gain entry. It may prompt you to enter an email address and name. You are free to enter the Break Room any time you have a break (in between sessions or during empty periods you may have). This is a place to socialize, but it is not a place to discuss scoring. The associate executive director (AED) will spend most of his time in this room and will be available to answer general questions.

## Exam Day Process

### Navigator Role

A new role necessitated by the remote exam platform is that of the 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 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. For the secondary examiner in this situation, the oral exam software interface will not change. The only difference will be that they can now select cases, show images, and control the image tools. If the secondary examiner is switched to a primary role, their scores will be used, 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. In the panel meeting at the end of the day, only the examiner who completed the exam with the candidate will comment on that candidate's performance.

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. These icons will also be on your schedule next to each candidate's name.



: Primary Examiner



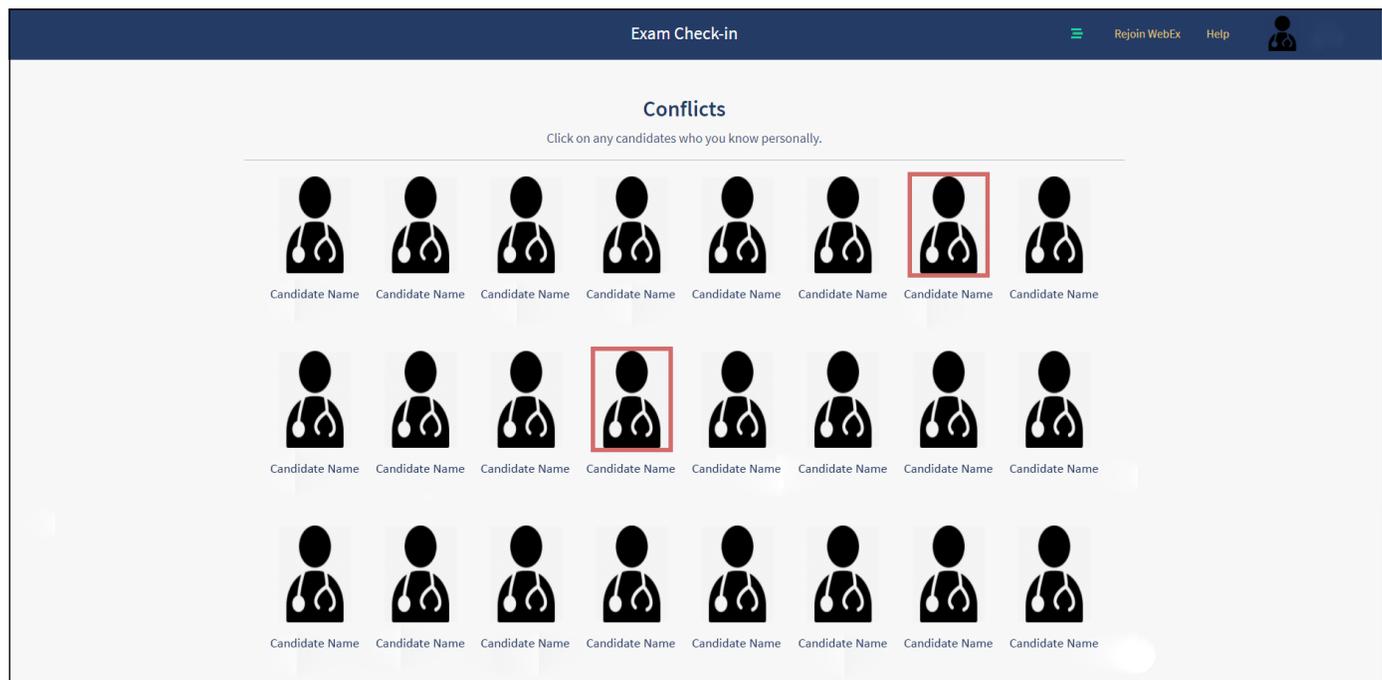
: Secondary Examiner

There are 10 exam periods in a day: five in the morning and five in the afternoon. 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. If your schedule changes during the exam day, an exam delivery specialist will send a text to notify you of the change.

## 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 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. This change may not show up in your schedule immediately. You will receive a text message when the change has been made.



*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 (even if a candidate conflict is still showing). 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. Do not click on this button more than 10 minutes before the start of the next exam period.

Help Schedule

### Waiting for Session to Start

Time to Start of Next Period:

# 11:42

Joining as the Primary Examiner



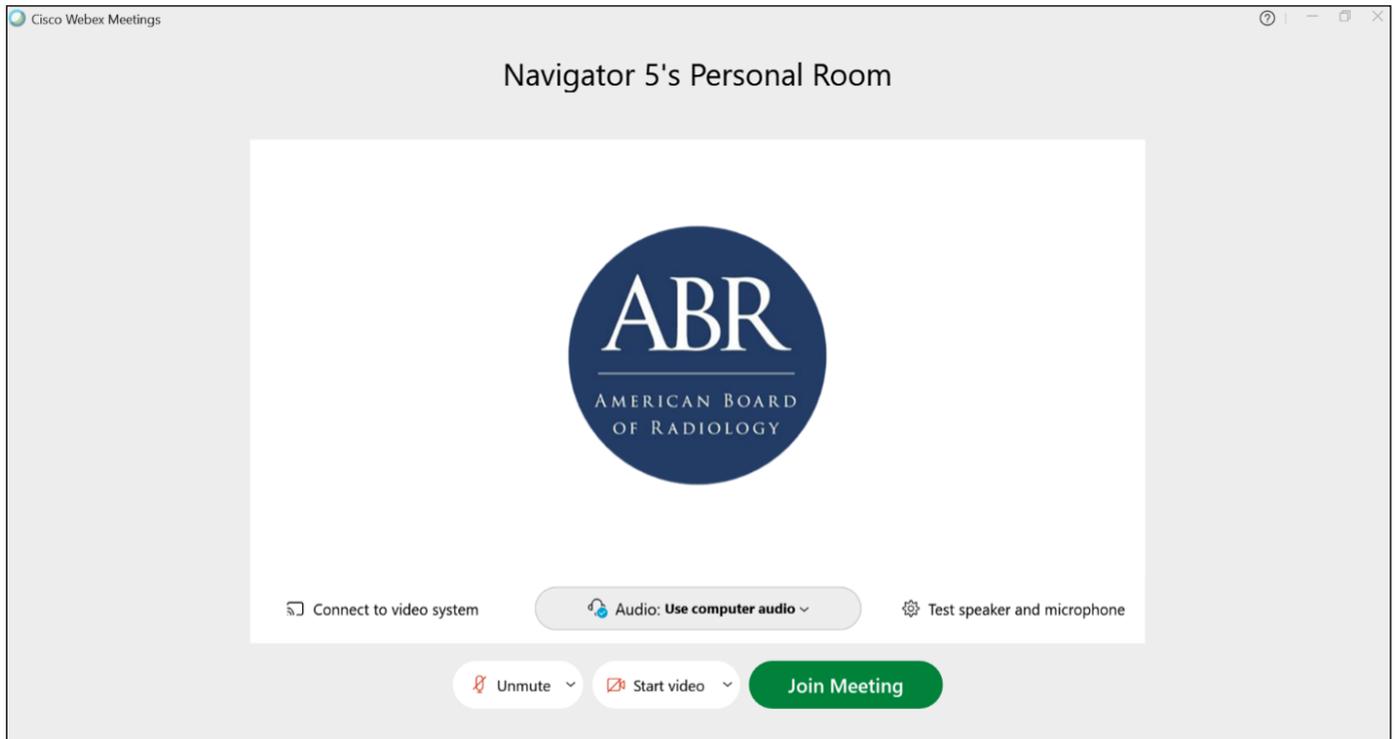
Candidate: Joe Johnson

[Join Next WebEx Room](#)

- Please join the next WebEx Room **no more than** 10 minutes before your next period begins.
- The ABR Navigator will admit you 1 minute before the period starts.
- Please remember to close the new WebEx tab in your browser after clicking the "Open Cisco WebEx Meeting" button.
- You are free to take a break but please be back at least 2 minutes before the period starts.

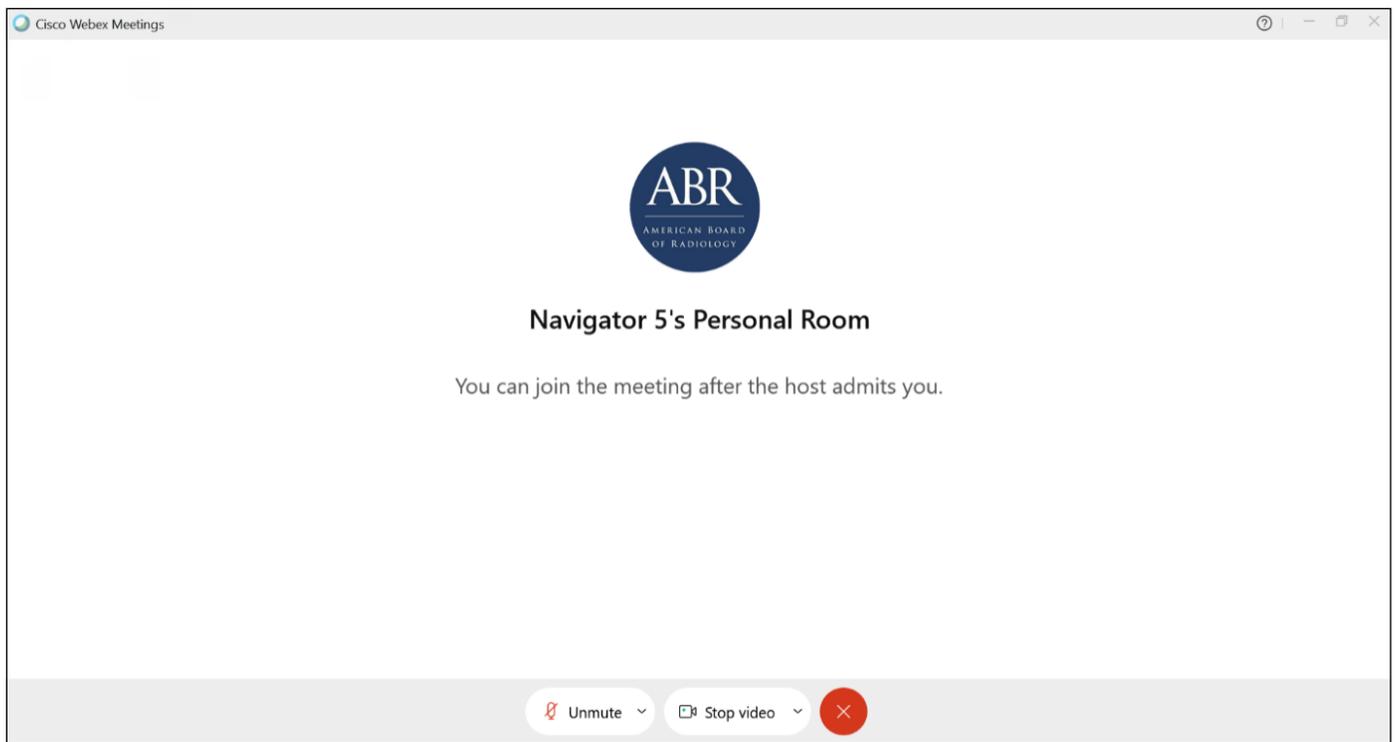
*Example of what the examiner sees before joining each candidate’s WebEx® room.*

When you click on “Join Next WebEx® Room” to open the WebEx® application, you will see a window like this:



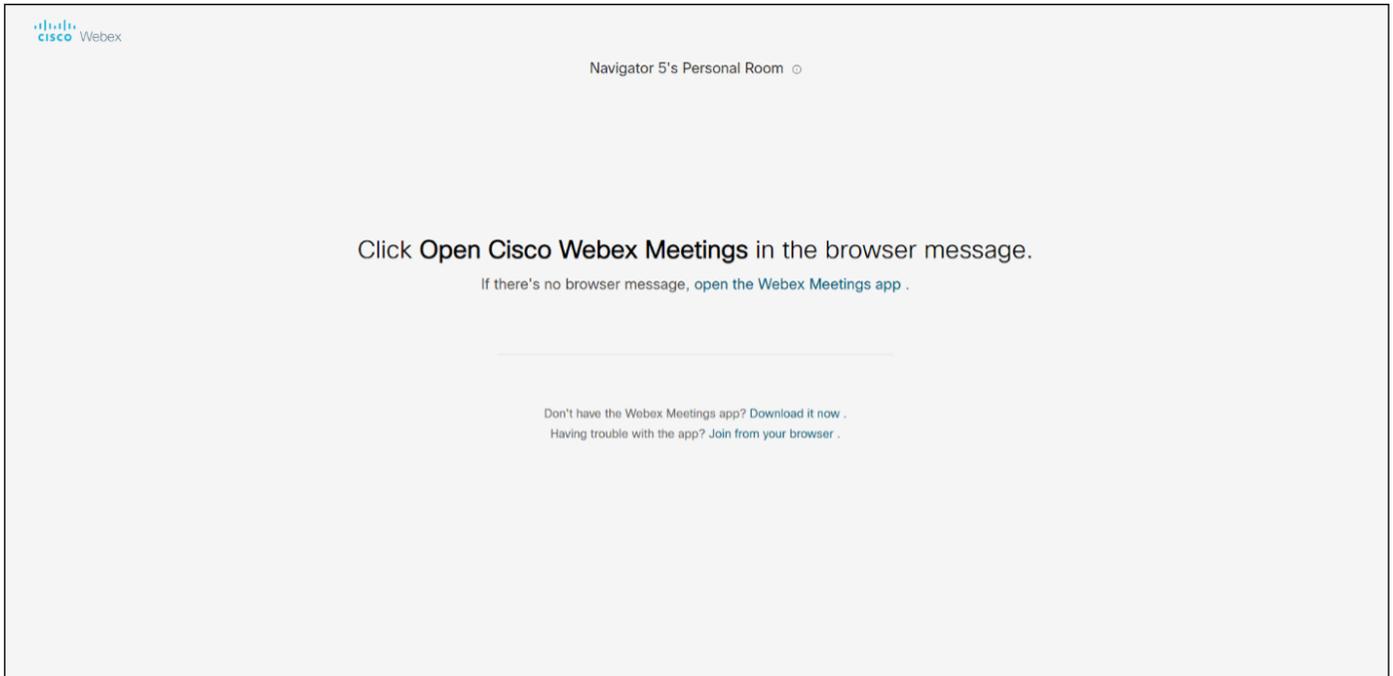
If you are the primary examiner for the next period, click on “Unmute” and “Start video.” You must keep your camera on throughout each exam period. In most cases, the candidate will want to see your face, but if they are using a small computer screen, they may minimize the WebEx® window to allow more 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 a screen like this:



You will wait here until the navigator admits you to the WebEx® room with the candidate, which will occur one minute 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, click on the “Click to Go to the Next Period” button to start the exam.

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 the five candidates in the session. 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 two minutes (but not more than 10 minutes) before the next exam period begins.

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

## Exam Software

### Presenting Cases

Cases are presented in two columns. Information the candidate sees is on the left. Supplemental information for the examiner is on the right. The right side of the screen 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 thumbnails or the case description. Candidates may also see the examiner in a WebEx® window, if they choose not to minimize the window. Candidates cannot see any portion of the scoring sections.

The screenshot shows the exam software interface. At the top, there is a navigation bar with a timer showing 03:09 REMAINING, a 'Candidate:' field, and buttons for 'Finalize Scores', 'Join WebEx', 'Help', 'Schedule', and 'Cases Menu'. The main content area is titled 'Case: T1201 - Radiation Curves'. On the left, under 'T1201 Images', there is a thumbnail for 'Image A'. The 'Presenting to Candidate' window shows a graph with two curves, (a) and (b), and a shaded 'area of uncertainty'. The 'Questions -' section contains four numbered questions about the graph. Below the questions is a 'Scoring' table with columns for 'Poor', 'Marginal', 'Good', and 'Exceptional'. The table has three rows for different categories of knowledge. At the bottom, there is a 'Case Notes' section with a text input field.

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

To see all available cases (or “questions”), click on the “Cases Menu” button in the upper right corner next to the examiner icon and your name. Cases can be presented in any order, 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, click the thumbnail again to remove the image from the candidate’s screen. The candidate will return to the black screen that says, “Waiting for examiner to present.”

Some cases may have a block in the questions, meaning that candidates will have to answer one question before moving on to another question that may hint at the answer to the first question. You will see the images labeled in the thumbnails as Image A and Image B. Do not click on Image B before the candidate has fully responded to questions about Image A.

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. The primary examiner 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 image box. When you want the candidate to use the image tools, click the toggle to turn it green. When the toggle is green, the candidate can use the image tools. When the toggle is gray, the examiner has control of the image tools. Neither the candidate nor the secondary examiner can see this toggle button.

Presenting to Candidate



Examiner Controlled



Presenting to Candidate



Candidate Controlled



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 the 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. It is the primary examiner's duty to keep track of time when presenting cases. The secondary examiner can see the countdown clock, but it is not visible to the candidate.

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 section in blue 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. Use of these shortcut buttons is optional. 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 associate executive director (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 'Presenting to Candidate' interface. On the left, a toolbar includes zoom controls (37%), a hand icon, and a refresh icon. The main area shows a graph with 'Damage' and 'Cost' curves plotted against 'Effective dose'. The graph includes labels for 'Area of Uncertainty', 'LDR Point', and 'ALARA Point'. Below the graph, a list of four questions is visible. On the right side, there are sections for 'Questions', 'Image A', 'Comments', and 'Scoring'. The 'Scoring' section contains a table with columns for 'Category', 'Poor', 'Marginal', 'Good', and 'Exceptional'. Below this is a 'Case Notes' text box and a 'Case Score' section with radio buttons for scores 68, 69, 70, 71, and 72. A 'Select Next Case' button is located at the bottom right.

**Questions**

1. Explain the damage and cost curves in this illustration.
2. What are curves (a) and (b)?
3. Which curve is used for radiation protection questions? Why?
4. Why is there an "area of uncertainty"?

**Image A**

**Comments**

1. Cost of shielding to limit radiation exposure damage to a certain level - would be used in ALARA application
2. (a) is linear no threshold, (b) is linear with threshold.
3. In effect, we use curve (a) to be ALARA
4. Uncertainty is where all the models disagree, because there is not enough low dose data to pin them down more accurately.

**Scoring**

Category	Poor	Marginal	Good	Exceptional
Basic knowledge to answer question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinically relevant context	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge to avoid clinical errors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Case Notes**

Type here

**Case Score**    68   69   70   71   72

Select Next Case

Example of what the examiner sees when scoring a case.

You may prefer to score in the Cases Menu, so that 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 move on to 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 for 03:09 REMAINING, the candidate's name, and buttons for Finalize Scores, Join WebEx, and Help. The main content area is split into two panels:

- Presenting to Candidate:** Shows a graph of radiation damage and cost curves. The graph plots 'Damage' and 'Cost' against 'Dose'. Curve (a) is a linear threshold model, and curve (b) is a linear non-threshold model. The area between the curves at low doses is labeled 'Area of Uncertainty'. The candidate's score is 37%.
- Cases Menu:** Displays the case title 'T1201 - Radiation Curves' (case 504587) and a table for scoring. The table has columns for Category, Poor, Marginal, Good, and Exceptional. The categories are:
 

Category	Poor	Marginal	Good	Exceptional
Basic knowledge to answer question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinically relevant context	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge to avoid clinical errors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

 Below the table is a 'Case Notes' field and a 'Case Score' bar with buttons for 68, 69, 70, 71, and 72.

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

Only the primary examiner's scores are used to evaluate the candidate. 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. The primary and secondary examiners should not discuss the candidate after the session, nor should they compare scores. This is to ensure the integrity of the scoring system as it has traditionally been applied in the oral exam. The only appropriate venue for discussing individual candidate performance is the panel meeting, but that discussion should be among those five examiners who were the primary examiners for the candidate under discussion.

**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. Your notes and scores for each case will be on this screen. When you are done scoring the candidate, click on the “Back to the Exam” button. Your scores will save automatically.

Period Complete

### Final Scoring

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 checked="" 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 checked="" 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 checked="" 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 checked="" 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Summary**

Period Notes

[Back to the Exam](#)

Example of the Final Scoring screen.

## Panel Meeting

At the panel meeting at the end of the day, candidates who have received no more than two failing scores of which at least one is a 69 will be discussed. Only the panel chair will have access to the panel screen in the exam software. The panel chair will share their screen with the other examiners through WebEx®. All examiners will have access to their scores and notes on the candidates to inform the discussion. Each panel chair will have a back-up chair. If the panel chair loses connection, the back-up chair will step in and host the meeting.

### IMPORTANT NOTES:

- The performance of the candidates is confidential and cannot be discussed outside the panel.
- Exam content is also confidential and cannot be discussed with anyone except other examiners.
- Primary examiners will be the only ones to talk about the candidate they examined. If a secondary examiner switched to a primary, the original primary examiner should not comment on the candidate's score.

## 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 MP associate executive director (AED) or an MP 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 score will count.

**10. Will the secondary examiner be present at the panel meeting?**

Yes. Because in most cases examiners will play both roles throughout the day, all examiners will attend the panel meeting. You will not contribute to the discussion of candidates for whom you were the secondary examiner.

**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 but will see only the primary examiner during the exam.

**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)

