

Preparing for your exam on Osler Online

Technical checks you need to do
2 weeks before your exam.



What this document is for

On the day of your exam, the last thing we want you to worry about is your technology. By following this guide, you can be confident that you're ready for an exam on Osler Online.

This leaflet will cover:



What is Osler Online?



Checking your IT set-up



Checking your browser



Internet speed requirements



Osler Online device check



Contact information

Please note that it is your responsibility to check that your technology meets our requirements and to get in contact ahead of time to raise any possible concerns.

Medical exams made simple

For your upcoming exam you will be using Osler Online – a world-leading online medical exam program. Osler Online requires no download or installation and is simply run through your web browser.

Built with the knowledge that comes from over a quarter of a century's experience in medical examinations, Osler Online is the only software program that has been solely designed for clinical assessments.

Named after Sir William Osler, a pioneer in clinical training, Osler Online prides itself on consistently delivering the highest standards of medical examination.



Checking your IT

Osler Online is an online application. Your computer set-up must meet the following technical requirements for it to work.

- Laptop or PC only – Osler Online will currently NOT work with tablets or mobile devices
- Windows or Mac operating systems only
- Windows 7 or newer
- Sierra 10.12 or newer
- Webcam and microphone enabled
- If using headphones, over the head headphones should be used. Headphones with a microphone in the cord, e.g., iPhone headphones, should not be used as they can scratch off clothes and hair and cause feedback.
- Minimum screen resolution of 1024 x 768

If you are using a portable laptop, please make sure it is fully charged prior to the start of your exam.



Internet requirements

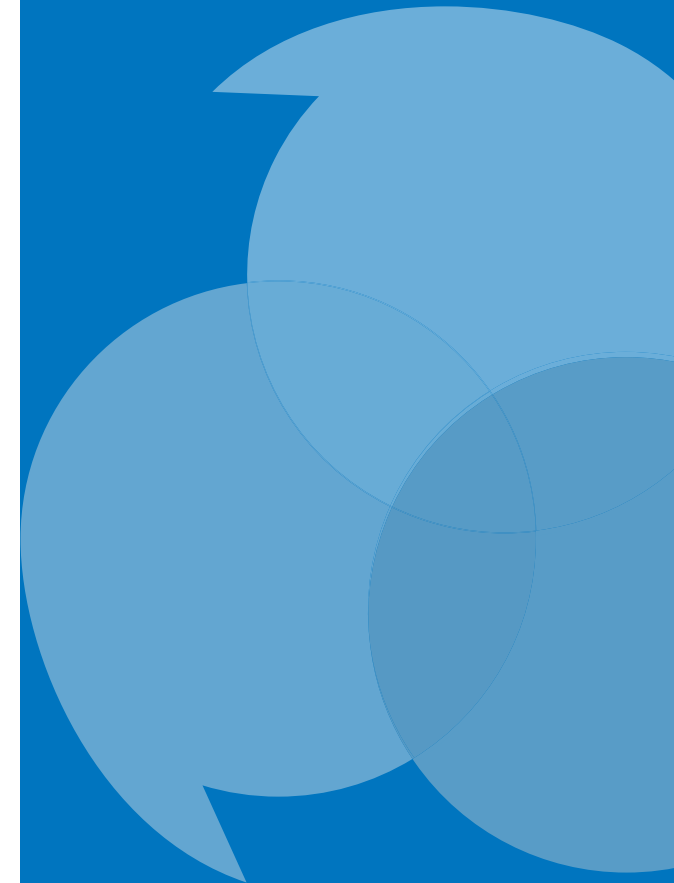
For your exam you will need stable internet connection. A wired connection is preferred, however WiFi should be adequate as long as you have good signal and are situated near the router.

The minimum recommended bandwidth for Osler Online is 1.5mbps (upload and download), which should be supported by most broadband and fibre internet providers.

If you are using internet that is shared with others, we recommend that you politely ask other users to limit or stop their usage during your exam as to not affect your internet quality.

How to check your bandwidth

Your bandwidth speeds can be tested online for free. Visiting a website such as [speedtest.net](https://www.speedtest.net) will allow you to find your upload and download speeds.



Checking your browser

Osler Online only works through Google Chrome. Currently, no other browser is supported on the application.

If you do not use Google Chrome you will need to download it onto your PC or laptop. This can be done at google.com/intl/en_uk/chrome.

Checking your Chrome is up to date

Normally updates happen in the background when you close and reopen Google Chrome. But if you haven't closed your browser in a while, you might see a pending update.

To update:

- Open Google Chrome
- At the top right, click More ⋮
- Click Update Google Chrome
- If you can't find this button, you are already on the latest version
- Click Relaunch to install update



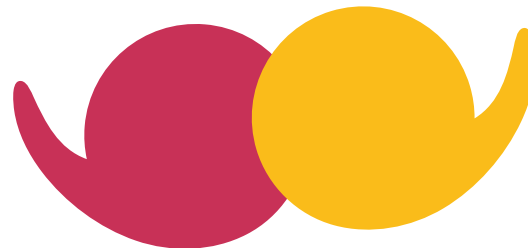
Osler Online device check

Now you have checked your IT, internet and browser compatibility, you are ready to check your device on Osler Online. Before starting, please make sure that all other streaming platforms such as MS Teams or Zoom have been closed down beforehand.

To check your device on Osler Online, all you need to do is:

- All users will receive an email from their Exam provider with log in details. To log onto the program, first you will need to open this email.
- If Chrome is not your default browser, please copy the URL and paste it in the search bar in Chrome and press enter.
- Log in using your unique username and access pin
- An automatic check of your camera, microphone, video connection and internet quality will be performed
- Wait for all four icons to turn blue

If you receive any error messages while performing your Osler Online device check, please take a note or a screenshot of the error message and get in touch with our technical support team.



Contact information

If you have any questions or concerns about Osler Online, we are always here to help. Please send the team a message at help@osleronline.co.uk and we will get back to you.

If you have any questions about your clinical exam, please get in contact with your exam provider.

