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CONTACT INFORMATION AND TECHNICAL SUPPORT

Below is the contact information for AAOS staff and ITS Technical Support.

- **AAOS**

For all questions on policy and logistics, please contact AAOS staff.

- Phone: 847-384-4105
- Email: ResPrograms@AAOS.org

- **Technical Support**

Technical Support is available Monday through Friday from 8 am to 8 pm EST. On Saturday, November 11th Technical Support will be available from 7 am to 3:30 pm EST

- Telephone: 1-800-514-8494
- International Telephone Support: +1-443-573-8399
- Email: aaosupport@testsys.com

Emergency Technical Support

If there is a known issue, please monitor this page: support.testsys.com

ITS will update the page periodically with status updates on the situation.

PRE-ADMINISTRATION PREPARATION

WELCOME EMAIL AND PROGRAM ROSTER

You will receive a Welcome Email during the first week of November. The email will include your Email and an initial password needed for accessing the online testing platform. You will be prompted to change your password upon first login. After changing your password, go to the “Roster” component and print a copy of the roster.

Check your Roster for accuracy if you are a home program. If you are a Host Test Site, be in communication with coordinators from home programs. Please contact the AAOS with questions regarding the roster.

RUN THE CHECK READINESS TOOLS

The proctor is required to run System Check, Test Delivery Check and Bandwidth Check **at least 2 weeks before the examination**. The Test Simulation Check is optional and can be run as needed. If possible, request support from your IT department in running the checks and interpreting the check results.

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1. Run System Check (Required)

The System Check will help diagnose potential issues with computers and internet connections. You should run the System Check on the computers and network that will be used for testing.

- a. Go to aaos.programworkshop.com
- b. Click on the “Check Readiness” tab
 - i. If you are the first user who accesses the readiness page at the WAN IP address, you will be asked to fill in your email on the “Link This Device to Your Institution” screen. You won’t need to repeat this step unless you want to change the institution you have selected. You can also choose to skip this step, but it is recommended that you associate the device to your institution.
 - ii. If the WAN IP has been previously associated with one or multiple institutions, you can just choose an institution from the drop-down list. If your institution is not on the list, choose “Other” and then enter your email.
 - iii. If the device has been previously associated with an institution, you will be taken to the “Check Readiness” page directly. If you want to change the institution, click on the “Change” link and repeat Step ii.
- c. Click on “Run System Check” on the check readiness page
- d. Fill in the required fields
- e. Click on “Run Check”
- f. When System Check is complete, a summary report is displayed indicating if the check was successful or not.

TIP: A pop-up blocker will cause an error – disable pop-up blockers for a successful system check!

Note: The minimum system requirements to administer the exam for Windows and Macintosh computers are listed in Appendix A and can be also found on the Frequently Asked Questions page on the site readiness site

2. Run Test Delivery Check (required)

To ensure that videos and images load property on each computer, run the Test Delivery Check to watch for any playback issues such as delays and freezing. You should run the Test Delivery Check on the computers and network that will be used for testing. If you encounter any issues contact Technical Support.

- a. Click on the “Test Delivery Check” button on the check readiness page

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- b. Navigate through the sample test and make sure you click on every image and video
3. Run Bandwidth Check (required)

The Bandwidth Check tests your network's ability to transfer data to and from our servers using a series of checks spaced 15 minutes apart to provide a view of how the network is performing and identify ideal times for testing. This does not check the bandwidth of your ISP like other speed tests you will find online, but rather simulates how data will be transferred during a test.

 - a. Click on the “Bandwidth Check” button on the check readiness page
 - b. Choose the duration and enter any comments you might have
 - i. The one-time bandwidth check provides a snapshot of the network’s performance
 - ii. The continuous check runs for a specified period of time and provides a more comprehensive look at the network’s capacity throughout the course of the day
 - iii. Capturing this information over periods of time provides a view into how a school’s/institution’s bandwidth can fluctuate throughout the day to determine best times for testing and also help identify certain scheduled activities that are consuming available bandwidth
 - c. Click on the “Run Bandwidth Check” button
 - d. Once the Bandwidth check is complete, you will be presented with a report
 - e. Click on the “View History” button to view the bandwidth check history for your WAN IP.
 - f. Click on the “Download” button if you would like to download the history report
4. Run Test Simulation (Optional)

The Test Simulation will analyze your network infrastructure and provide a recommended maximum number of candidates that can test simultaneously. The simulation should run during normal days and times when testing will occur. We recommend coordinating the verification process with your IT staff so they can monitor network performance during the exercise.

 - a. Click on the “Run Test Simulation” button on the check readiness page
 - b. Enter any comments you might have and click on the “Start” button in the “Start a New Simulation” box
 - c. To connect another device, go to the Test Simulation page on each device and click on the simulation number or enter the number manually.

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- d. Click on the “Start” button on the control station
- e. Once the test simulation is complete, you will be present with a report. You can also click on the “View History” button to review all test simulation reports. Click on the “Exit” button if you would like to return to the Test Simulation check page

Note: A rule of thumb is one device for every 10 examinees expected to test on this network at the same time.

If you need assistance on running these checks, contact Technical Support at 1-800-514-8494 **prior to exam day.**

DOWNLOAD THE AAOS SECURE BROWSER

The AAOS Secure Browser is required to administer the OITE. The Secure Browser blocks all other activity on a workstation, and prevents test takers from accessing web sites and other programs while taking the exam.

The browser can be downloaded directly from aaos.programworkshop.com. Click on the “Download Secure Browser” tab, follow the on-screen instructions to download and save the browser to the desktop prior to exam day. The browser will need to be downloaded on every computer that is used for the OITE, including residents’ laptops. Please note that the Secure Browser downloaded from the website is not compatible with Virtual Machine (VM) environments. If you are testing on a VM environment, please contact Technical support at aaosupport@testsys.com to obtain the VM specific Secure Browser.

Once the browser has been downloaded we recommend launching it to confirm that there are no conflicts with local or network settings. If an error occurs contact Technical Support to remedy the issue. We strongly encourage that this is done prior to test day.

TIP: Please be sure to check with your IT department to see if the computers automatically clear downloaded data on a regular basis (if yes, the browser download will have to be done again for each computer on exam day prior to the exam start), or if there are any specific security issues that may prevent the download and opening of the browser.

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EXAM DAY – ADMINISTERING THE EXAM

SECURE BROWSER AND PROCTOR LOG IN

The AAOS Secure Browser should already be installed on all workstations. Before the residents arrive to take the OITE the Proctor(s) will go to each computer and click on the Secure Browser icon.

When you click on the AAOS Secure Browser icon, a window will open and ask you to run. Press the Run button. This will open the Proctor Login screen. Enter your login information and click 'Submit'. You will then proceed to the Examinee log in screen.

This process will need to be completed on every computer prior to the residents' arrival.

RESIDENT LOG IN

Residents will need to log in with their AAOS ID and Last Name exactly as it appears on the roster. If zeros are included in the AAOS ID, they will need to be entered.

Information from your program roster:

November 10, 2017– December 31, 2017 Examination Session			
Last/Family Name	First/Given Name	Test Name	ID
Sprague	Jonathan	OITE2017	000024944873
Scheer	Anna	OITE2017	000073225694
Bogdal	Irene	OITE2017	000915642218

The screenshot shows the AAOS Proctor Login interface. At the top, the AAOS logo and full name are displayed. Below the logo is a navigation bar with an 'FAQ' link. The main content area is titled 'LOGIN WITH AAOS ID'. It contains two input fields: 'AAOS ID' and 'Last Name'. A red 'LOGIN' button is positioned below the fields. A callout box with a light blue background and a white border points to the 'AAOS ID' field with the text: '**ID** Column information goes in the "AAOS ID" box (e.g. 000024944873)'. Another arrow points to the 'Last Name' field with the text: '**Last Name** Column information goes in the "Last Name" box'.

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PROCTOR SCRIPT: READ TO THE RESIDENTS

The Orthopaedic In-Training Examination (OITE)[™] is a comprehensive examination designed to help you assess your knowledge in established principles and conventional procedures and treatment in orthopaedic surgery.

1. This is a timed test; you will have 7 hours to complete the exam. After 7 hours, the exam will shut down and items left undone will be graded as incorrect. You will only have a total of 9 hours from the time you begin, which includes your examination time and breaks. After that you will be locked out of the exam.
2. If you break for lunch, you should shut the test down. You will need your proctor to log you into the test after your break. Make sure you completely shut the test down so the timer stops; there is no way to reset the clock.
3. There is to be no discussing items among each other during the test or during breaks.
4. No electronic devices are allowed in the testing area (phone, electronic tablets, laptops, etc.).
5. No extra resources such as books, journals, and other materials are permitted during the testing period. Scrap paper is permissible if provided by the proctor.
6. To make an image larger press the [Ctrl] and [+] key; to make the image smaller press the [Ctrl] and [-] key.
7. Your answer selections will become available to you through your residency coordinator approximately 1-2 weeks after the qualified scoring period has closed.
8. The OITE Study Guide will become available after the psychometric analysis of the OITE test items which may include discussion among the Central Evaluation Committee prior to the final approval of the test metrics by the AAOS Central Evaluation Committee Chair. This process takes approximately 3-4 weeks.

POST-EXAM ACTIVITIES

EXAM COMPLETION

When the residents are finished taking the OITE, you will see a thank-you screen. There is nothing else to do. You can close the testing browser and shut down the computer.

OITE COMPLETION FORM

After the exam is completed, there is nothing for you to submit this year unless you recognized an irregularity during the proctoring of the examination. If something occurred during the administration, please make note of the issue and submit it to us via email at exams@aaos.org.

If your resident was registered for the OITE and was unable to sit for the examination during the “qualified ranked scoring” period, they have until December 31st to complete the OITE. A score report will be produced for the resident with only the exclusion of the percentile rank. No results after the “qualified ranked scoring” period are included in the program score results.

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Appendix A

Minimum System Requirements

The following system specifications will provide the best online testing experience. The specifications which must be met are noted with an asterisk. All other specifications are recommendations.

Windows Computers:

Supported Browser:	Microsoft Internet Explorer 9.0 or higher and the AUA Browser for Windows
Operating System:	Windows 7 or higher
Processor:	233 MHz or higher Intel Pentium/Celeron family, or AMD K6/Althlon/Duron family; or compatible processor
RAM:	128 MB or higher
Display:	Minimum resolution of 1024 x 768 with at least 16-bit color or higher
Internet Connection:	Broadband connection or better

Macintosh Computers:

Supported Browser:	Apple Safari 7.0 or higher and the AUA Browser for Mac OS X
Operating System:	Mac OS X 10.9 or higher
Processor:	PowerPC G3, G4, or G5 processor; or Intel-based Mac
RAM:	256 MB or higher
Display:	Minimum resolution of 1024 x 768 with at least 16-bit color or higher
Internet Connection:	Broadband connection or better