Troubleshooting on the Exam Day

Thank you for registering for the simulated office oral (SOO) exam. This document will provide you with useful information about troubleshooting on the exam day.

What to do in case of technical difficulties

Let's start with the most common problem: issues with the Internet connection.

Please bear in mind that it is your responsibility to make sure that your Internet connection is reliable enough for you to complete the examination. We strongly recommend using an ethernet cable for a direct connection between your router and your computer.

If your connection drops, there are some things you should do on your own. Try the following:

- Refresh your browser
- Disconnect and reconnect the Wi-Fi on your computer
- Reboot the router

If you still cannot reconnect, please dial 1-800-387-6197 for technical support.

There are a couple of other potential technical issues we would like to mention.

If you are getting a message that your ID or password is incorrect, please double-check the login details you received by email. Bear in mind that both the ID and the password are case sensitive; check whether caps lock was accidentally turned on. It is also important to confirm the URL is correct, so please double-check the email and copy the provided URL into your browser.

If you are prompted to upgrade your software when you go to the risr/Assess login page, please click "OK" to accept the upgrade. It will be applied immediately.

If the message "Network error" appears on your login page, please follow the same three steps provided above for when your Internet connection drops: refresh your browser, check your Wi-Fi connection, and reboot the router. If these steps fail, please use the provided support number.

If you get an error message when trying to connect your microphone or camera to risr/Assess, try these steps:

- Click "Disconnect," which will refresh your camera
- Refresh your browser

If at any point you see the message "Download count exceeded," please contact technical support.

Please note that audio and visual issues are most commonly due to low Wi-Fi bandwidth and speed or low browser memory. Make sure you clear your browser data and check your Wi-Fi speed ahead of time.

What to do if you encounter non-technical difficulties

If at any point you notice an irregularity in your examination process (for example, if you are given less than the allotted time to complete your examination or the examiner is not connected to the station on time), you should report it immediately after the exam by sending an email to ccfpexam@cfpc.ca.

If you become ill during the exam, let the examiner know that you will not be continuing the exam. The examination will be considered incomplete and you should send an email to report this to ccfpexam@cfpc.ca.

Although you need to be prepared for unexpected incidents, it is far more likely that your exam will go smoothly and that you will complete it successfully.

We are looking forward to hearing about your experience. You will receive a link to a survey two to three days after the exam. Please make sure you complete it and tell us how we did.

To summarize:

- Make sure your device and network meet technical requirements ahead of time
- Try troubleshooting on your own first: refresh, disconnect and reconnect, and reboot your router
- If those steps fail, contact technical support
- Make sure to report all process irregularities as soon as possible
- Don't forget to fill out the survey

Good luck, and if you need any additional information, please don't hesitate to contact us at ccfpexam@cfpc.ca.