Ontario Clinical Exam (OCE) — Technology Tips for Windows Users

Amazon Chime Test

To verify that your device meets the specifications to run the exam, complete the Amazon Chime Readiness Check before your exam date. After completing the check on your device, you should have **0 errors**.

Note: You do **NOT** need to download Chime at the end of the test. Close the browser window when you have completed the test.

Before completing this test ensure you are using the same device (including a headset if you intend to use one) and the same internet connection in the exact location where you will be completing your exam.

Operating System (OS) and Storage

Candidates must ensure that their computers have an up-to-date operating system (OS) installed and sufficient disk space.

OS requirements:

- Windows: Minimum Windows 10

If you do not have the minimum listed OS you will need to upgrade or use a device that is compatible with the minimum operating system.

Checking Hard Drive (HDD) Storage: Windows

1. Open File Explorer. You can use the keyboard shortcut — *Windows key + E* — or click the folder icon in the task bar.
2. Click "This PC" from the left pane on your screen.
3. You can see the amount of free space on your hard disk under the Windows (C:) drive, in the right pane. Ensure you have at least 20 GB of free space.

* If you don't have sufficient storage, review the suggestions from Microsoft support

Minimum RAM (random access memory) requirements

- 4 GB minimum
- 8 GB recommended

Checking RAM: Windows

1. Right-click the Start menu or press the Windows key on your keyboard to open the *Start* menu and type "About" and press enter when "About your PC" appears or select "About your PC".
2. A new window will open. On the right side of the window scroll down and under device specifications, you will see "Installed RAM". Ensure you have at least 4 GB of usable RAM; we recommend 8 GB.

* If you don't have sufficient RAM, review the suggestions from [Microsoft support](#)

Browser Requirements

Candidates should use the latest version of **Chrome.** If you are prompted to upgrade your browser, you should always update since these updates fix bugs or correct minor issues with the browser. The following section outlines the settings for your browser to ensure you can access the exam platform without issue.

Allow All Cookies — Chrome

1. On your computer, open **Chrome**.
2. At the top right, click **More** ⋮ > **Settings** ⚙.
3. Under "**Privacy and security,**" click **Cookies and other site data**.
4. Select an option: **Allow all cookies**.
5. Close and then relaunch Chrome.

Allow All Popups — Chrome

1. On your computer, open **Chrome**.
2. At the top right, click More ⋮ > **Settings**.
3. Click **Privacy and security** > **Site Settings** > **Pop-ups and redirects**.
4. Set the default behavior to "**Sites can send pop-ups and use redirects.**"
5. Close and then relaunch Chrome.

It is strongly recommended that you clear your cache before your exam session. This ensures that you have enough space for the exam to download on your browser. The download is encrypted and no files will be saved to or stored on your computer.

Chrome

1. On your computer, open Chrome.
2. At the top right, click More ⋮ .
3. Click **More tools** > **Clear browsing data**.
4. At the top, choose a time range. To delete everything, select **All time**.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click **Clear data**.
7. Close and then relaunch Chrome.

Allow Sites Access to Microphone — Chrome

1. On your computer, open Chrome.
2. At the top right, click More ⋮ .
3. Click **Privacy and security** > **Site Settings** > **Microphone**.
4. Ensure the default behavior is set to "**Sites can ask to use your microphone**".
5. Close and then relaunch Chrome.

If you see a pop-up when logging into the exam platform asking for permission to access your microphone, select "allow**".

Allow Sites Access to Camera — Chrome

1. On your computer, open Chrome.
2. At the top right, click More ⋮ .
3. Click **Privacy and security** > **Site Settings > Camera**.
4. Ensure the default behavior is set to "**Sites can ask to use your camera**."
5. Close and then relaunch Chrome.

If you see a pop-up window when logging into the exam platform asking for permission to access your camera, select **"allow."