Ontario Clinical Exam (OCE) — Technology Tips for Mac 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.

Mac User OS

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

OS requirements for Mac:

- Mac OS 10.13

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.

Enable Screen Sharing

A common issue we have found with **Mac users specifically** is not having screen sharing enabled at a system level.

If you are a Mac user, be sure to allow screen sharing in your system preferences before your exam session:

1. Open the 'System Preferences app'
2. Go to 'Security and privacy'

3. Choose the "Screen recording" permission from the left menu and make sure the box is checked next to the browser you are using (i.e., Chrome or Safari).

4. If you are unable to change these settings, you must first click on the "padlock" icon at the bottom left. You may be prompted to enter your system password to unlock the settings. Once unlocked, adjust the "screen recording permission" outlined in step 3.

5. **Next, you may have to click** "**Quit Now**." You will not be able to screen share until you quit and restart Chrome or Safari.

Checking RAM: Mac

1. Open the Apple menu.
2. Click on the Apple logo in the top-left corner of your screen and select "About This Mac." On the Overview tab, the Memory line lists the amount of RAM in GB. Ensure you have at least 4 GB; we recommend 8 GB.

* If you don't have sufficient RAM, review the suggestions from Apple support.

Checking Hard Drive (HDD) Storage: Mac

1. Open the Apple menu, then select "About This Mac".
2. Click the Storage tab in the toolbar to see how much disk space you have available. On OS X Mountain Lion or Mavericks, click the "More info" button, then click "Storage." Ensure you have at least 20 GB of free space.

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

Browser Requirements

Candidates should use the latest version of Chrome or Safari. 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 are able to access the exam platform without issue.

Click on the browser type you are intending to use for the exam to reveal instructions on how to verify the required setting.

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.

Safari

1. On a MacBook, open the **Safari** browser.
2. Click the **Safari** menu button, found at the top-left corner of the web page, and then click **Preferences**.
3. Click the **Privacy** tab.
4. Leave unchecked the "**Block all cookies**" tab.
5. Close and then relaunch Safari.

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.

Allow All Popups — Safari

1. On a MacBook, Open **Safari** browser.
2. Click "**Safari menu**" item in the top-left corner of your screen, then click **Preferences**.
3. Click on the "**Websites**" tab.
4. On the left side of that window, click on "**Pop-up Windows.**"
5. Click the drop-down menu on the bottom right and choose "**Allow.**"
6. Close and then relaunch Safari.

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.

Safari

1. In the **Safari** app on your Mac, choose **Safari** > **Settings**, then click **Privacy**.
2. Click **Manage Website Data**.
3. [Select] "**One or more websites**", then click "**Remove or Remove All**".
4. Close and then relaunch Safari.

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 Microphone — Safari

1. On a MacBook, Open **Safari** browser.
2. Click "**Safari**" menu item in the top-left corner of your screen, then click "**Preferences**."
3. Select "**websites**" tab and then click on "**Microphone**" and select "**allow**" from the drop-down menu.
4. Close and then relaunch Safari.

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

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 when logging into the exam platform asking for permission to access your camera, select **"allow."

1. On a MacBook, Open **Safari browser**.
2. Click "**Safari**" menu item in the top-left corner of your screen, then click "**Preferences**."
3. Select "**websites**" tab and then click on "**Camera**" and select "**allow**" from the drop-down menu.
4. Close and then relaunch Safari.

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