

# Remote Exams Preparation Guide



To prepare for a smooth examination experience, please follow these step-by-step instructions to set up your exam room and device.

## CHECKLIST (See below for detailed instructions.)

### In Advance (at least 24–48 hours before your exam)

1. Set Up Zoom
2. Enable "Original Sound" in Zoom
3. Test Your Zoom Settings
4. Arrange for an Exam Run-through
5. Complete and Submit Your Program Form
6. Download Your Prepared Sight Reading
7. Set Up Your Exam Room

### On Exam Day

1. Check Your Setup
2. Join Your Exam
3. Perform Your Exam
4. End Your Exam

## DETAILED INSTRUCTIONS

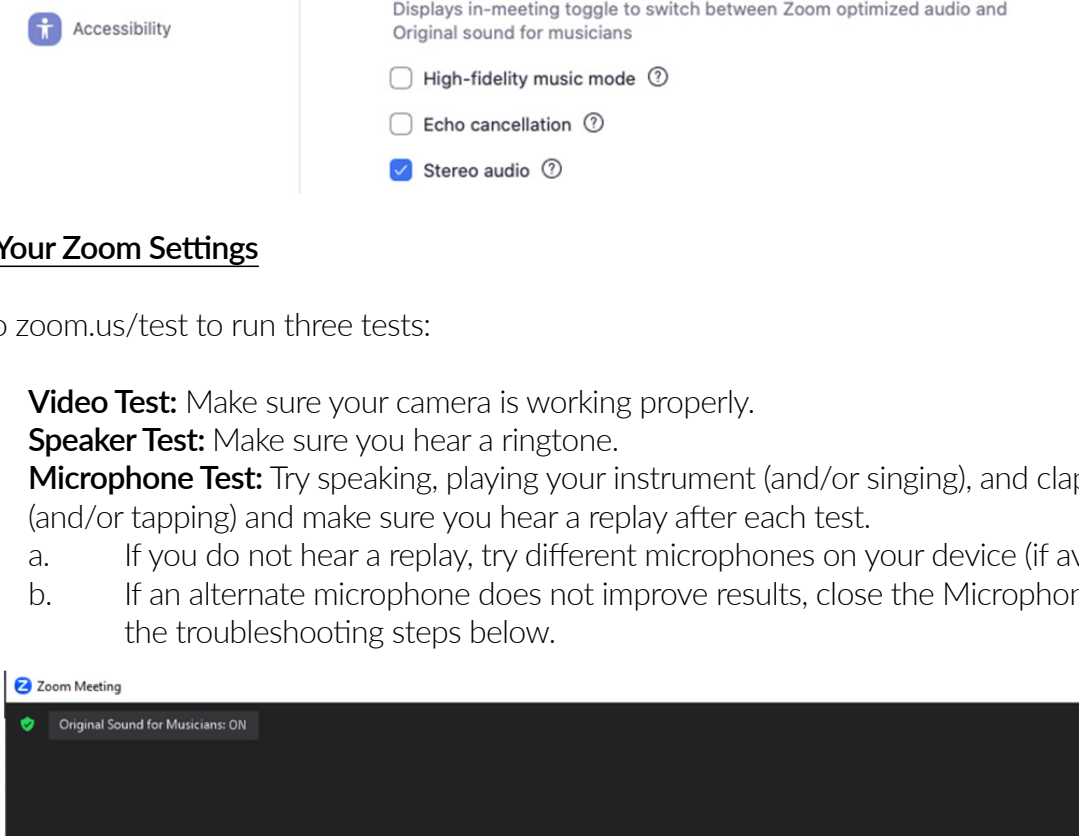
### In Advance (at least 24–48 hours before your exam)

#### Set Up Zoom

1. Download the latest version of Zoom (English). Be sure to use the Zoom app (instead of the browser version):
  - a. Desktop: [zoom.us/download](https://zoom.us/download).
  - b. Mobile: download the latest version of the Zoom app.
2. Create your personal account in Zoom (if you do not already have one).

#### Enable "Original Sound" in Zoom

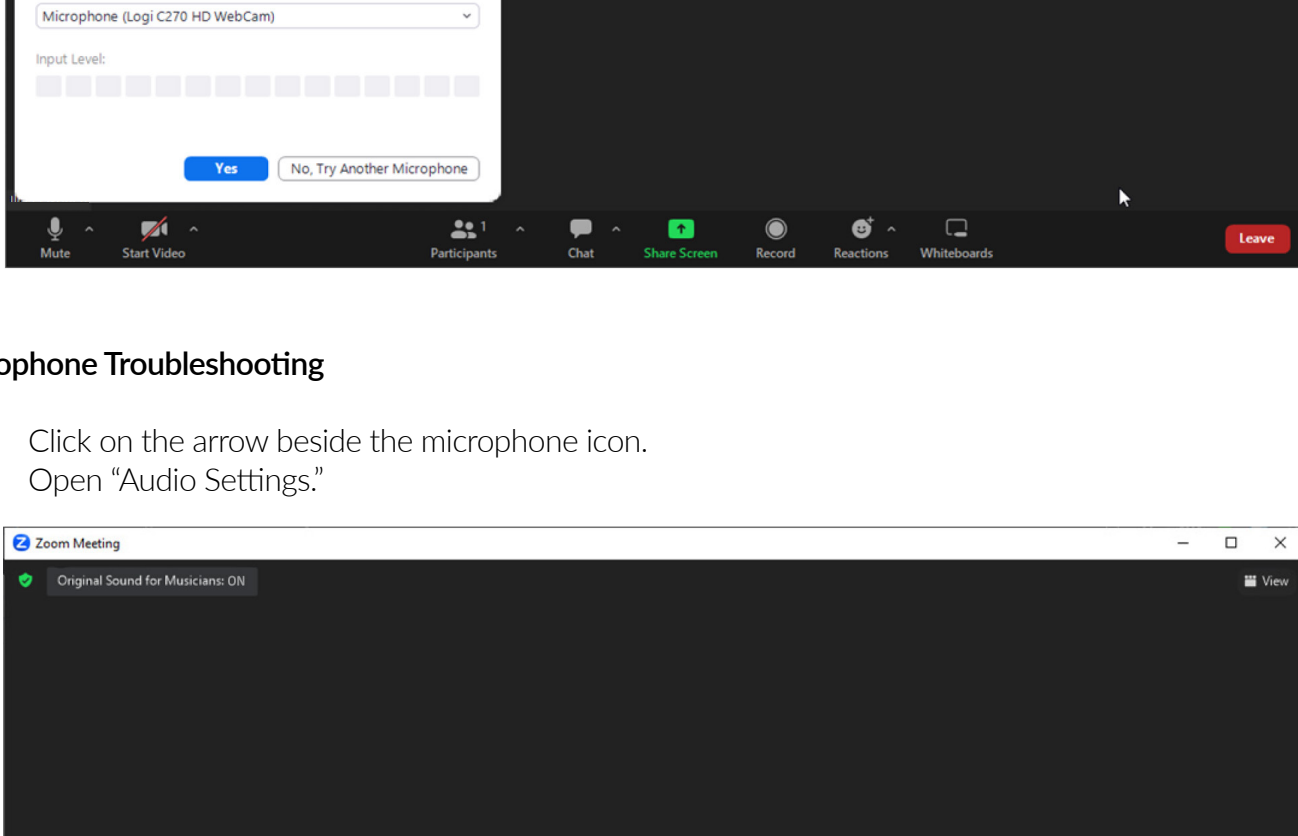
1. In Settings, select "Audio."
2. Select "Original sound for musicians" and "Stereo audio."
3. Deselect "Automatically adjust microphone volume."
4. For additional tips on configuring audio settings, visit the [Zoom support page](#).



#### Test Your Zoom Settings

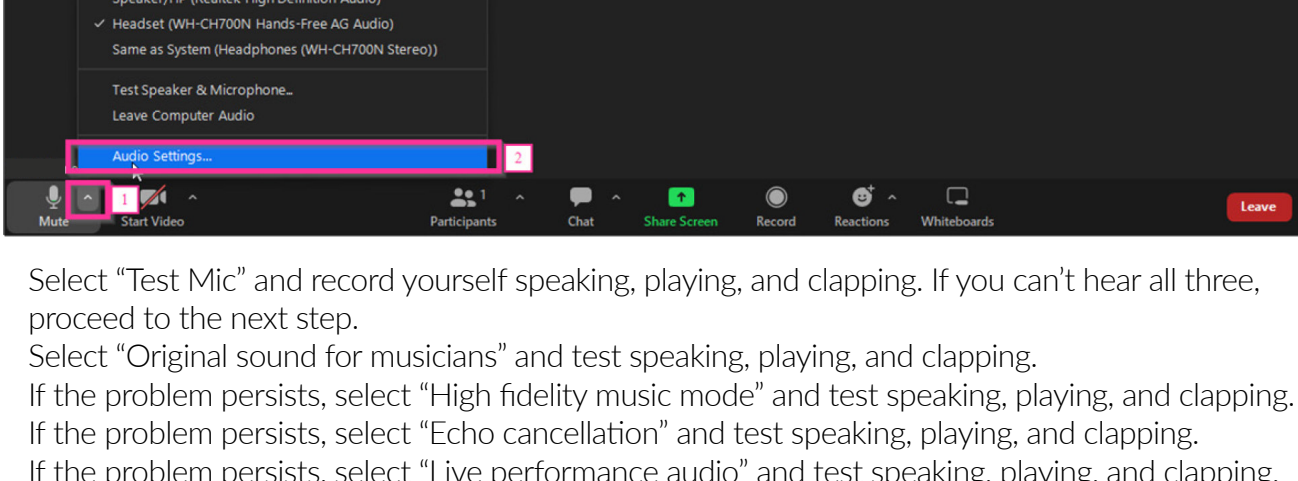
Go to [zoom.us/test](https://zoom.us/test) to run three tests:

1. **Video Test:** Make sure your camera is working properly.
2. **Speaker Test:** Make sure you hear a ringtone.
3. **Microphone Test:** Try speaking, playing your instrument (and/or singing), and clapping (and/or tapping) and make sure you hear a replay after each test.
  - a. If you do not hear a replay, try different microphones on your device (if available).
  - b. If an alternate microphone does not improve results, close the Microphone Test and refer to the troubleshooting steps below.

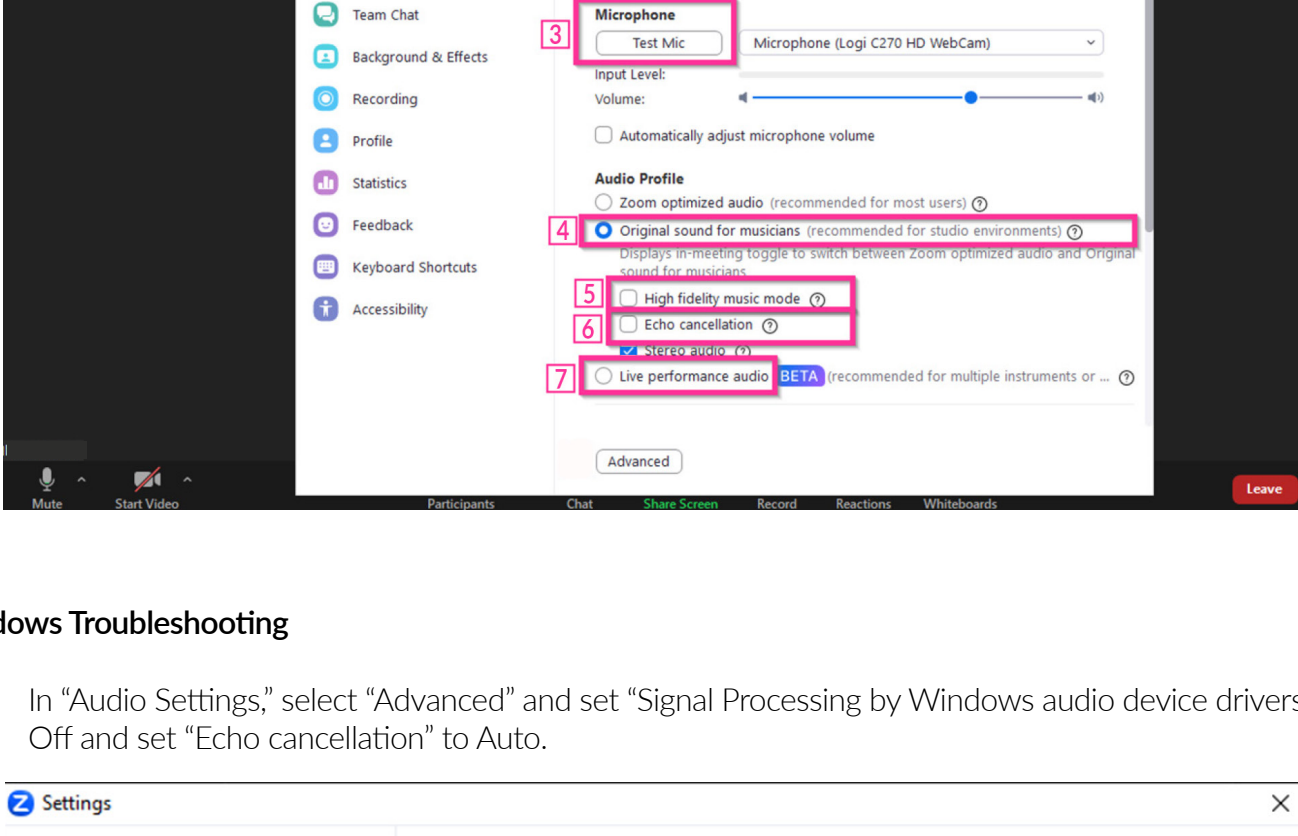


#### Microphone Troubleshooting

1. Click on the arrow beside the microphone icon.
2. Open "Audio Settings."

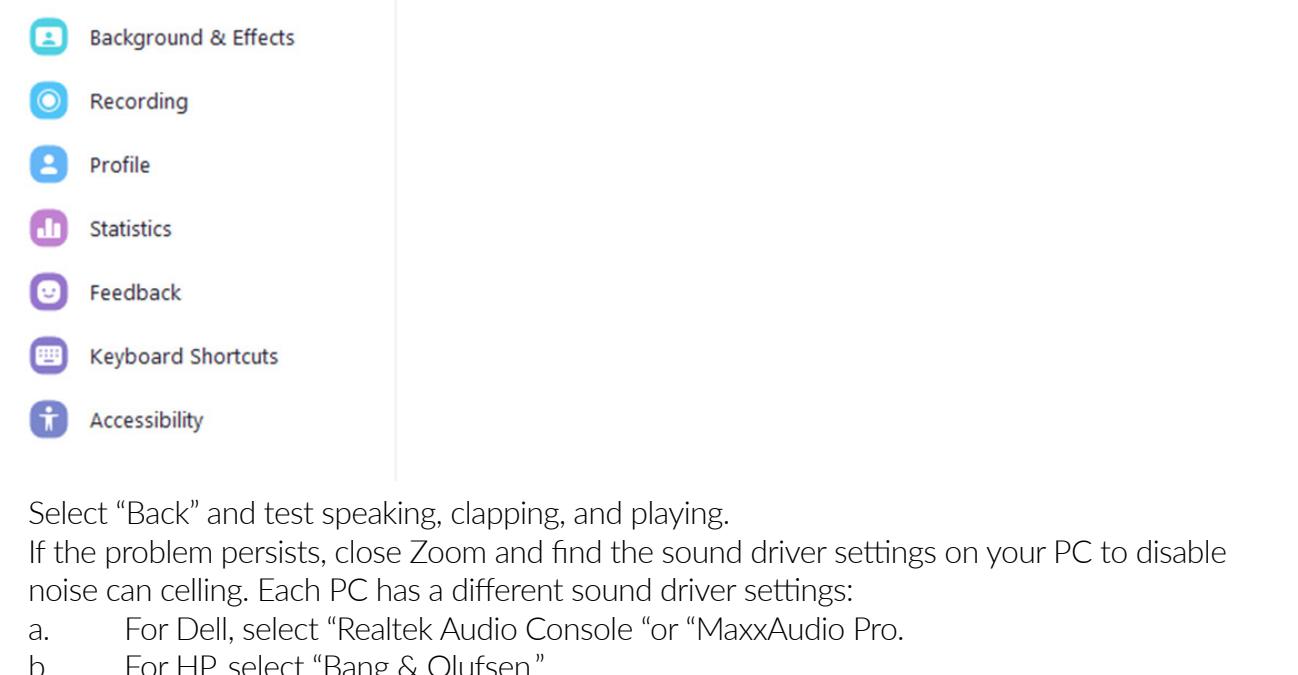


3. Select "Test Mic" and record yourself speaking, playing, and clapping. If you can't hear all three, proceed to the next step.
4. Select "Original sound for musicians" and test speaking, playing, and clapping.
5. If the problem persists, select "High fidelity music mode" and test speaking, playing, and clapping.
6. If the problem persists, select "Echo cancellation" and test speaking, playing, and clapping.
7. If the problem persists, select "Live performance audio" and test speaking, playing, and clapping. (Note that if this option is selected, the "Original Sound" settings will be automatically deselected.)



#### Windows Troubleshooting

1. In "Audio Settings," select "Advanced" and set "Signal Processing by Windows audio device drivers" to "Off" and set "Echo cancellation" to "Auto."



2. Select "Back" and test speaking, clapping, and playing.
3. If the problem persists, close Zoom and find the sound driver settings on your PC to disable noise can ceiling. Each PC has a different sound driver settings:
  - a. For Dell, select "Realtek Audio Console" or "MaxxAudio Pro."
  - b. For HP, select "Bang & Olufsen."
  - c. For other models, please refer to [this page](#).
4. Restart Zoom and test speaking, playing, and clapping

#### Additional Troubleshooting

1. If the problem persists, reboot your desktop or mobile device and repeat all Microphone Troubleshooting steps.
2. If the problem persists, delete Zoom from your system. Then, re-install Zoom and repeat all Microphone Troubleshooting steps.
3. If the problem persists, try using another desktop or mobile device.
4. For additional support, please watch the ["How to Zoom" video series](#) or visit the Zoom Help Center: [support.zoom.us/hc/en-us](https://support.zoom.us/hc/en-us).

#### Arrange for an Exam Run-through

1. Arrange for a run-through of your exam over Zoom with your teacher to test the audio.
2. If your teacher is not available, you can also test your audio with another Zoom user.
3. Ensure this person is at a different location. This is important to ensure that all audio is functioning properly for your actual exam.
4. Be sure to include your collaborative pianist (if applicable) in your run-through to ensure that the sound of both instruments is audible over Zoom.

#### Complete and Submit Your Program Form

1. Submit Your Examination Program Form using this [link](#) or the one in your [MyRCM account](#) as soon as possible, but no later than 24 hours before your remote exam time.

Program Form Example:

### Remote Exam Practical Program Form

Candidates are expected to have prepared Repertoire, Etudes, Technical Tests, Ear Tests and Sight Reading from the most current edition of the appropriate syllabus. Once submitted, they will receive an email confirmation of your submission.

Candidate Name \*

RCME Number \*

Confirmation Number \*

Examination \*

Date and Time of Examination \*

1/2/0001 12:00:00 AM

Email \*

1) Choose the order of your examination (Ear Tests & Sight Reading will be conducted at the end):

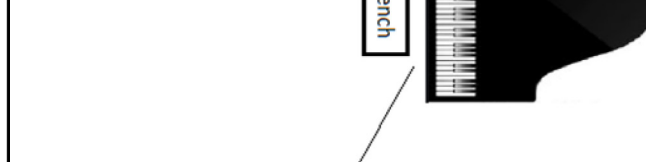
Technical Tests, Etudes, Technical Tests

Repertoire, Etudes, Technical Tests

2. Your teacher may also submit your program form using [this link](#).

#### Download Your Prepared Sight Reading

1. Your Prepared Sight Reading will be available in your [MyRCM account](#) no later than 22 hours before your exam. Go to "My Exams & Results," select the correct family member, and click on "Exam Materials" under "Upcoming Exams." You will also receive your Prepared Sight Reading via email. This email will be from "No-Reply" (noreply@rcmusic.ca) and the subject line will be "RCM Remote Exam Sight-Reading Material."



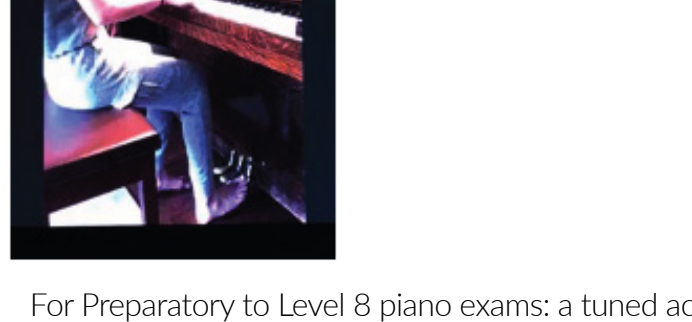
2. Print your Prepared Sight Reading or set up the PDF for viewing on an electronic device other than the one you are using for Zoom.

#### Set Up Your Exam Room

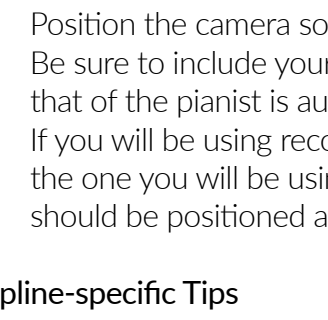
1. Choose the best location for your exam (your home, teacher's studio, etc.).
2. Position the camera so that the examiner will be able to see the student, including the instrument. For piano exams, the keyboard and pedals must be visible.
3. The examiner must be able to see you performing on your instrument and must be clearly to hear your performance.

#### Set Up for Piano Exams

1. Set up the camera so that the examiner can see the piano keys.



2. **The camera position must allow the examiner to see the full profile of the student, including the hands on the keyboard and to see on the pedal(s).**



3. For Preparatory to Level 8 piano exams: a tuned acoustic piano is recommended. A weighted-touch (touch-sensitive) electronic keyboard (preferably 88 keys, but a minimum of 76 keys) is permitted. Depending on the model, electronic keyboards may require additional external speakers.
4. For Levels 9 and up: a tuned acoustic piano is required.

#### Set Up for Exams with a Collaborative Pianist

1. Position the camera so that the examiner can see both the student and the collaborative pianist.
2. Be sure to include your collaborative pianist in your run-through to ensure that your sound and that of the pianist is audible over Zoom.
3. If you will be using recorded accompaniment (Preparatory–Level 4 only), use a separate device from the one you will be using for Zoom. The accompaniment device should have its own speaker and should be positioned at a slight distance from the Zoom device.

#### Discipline-specific Tips

##### Guitar

Position yourself facing the camera so that the examiner can see you and your instrument.

##### Voice

Position the camera so that the examiner can see from the top of your head down to your hands. A music stand is recommended for any materials needed for your exam (for example, Prepared Sight Reading, Vocalises, and Technical Tests).

##### Strings, Brass, Woodwinds, and Percussion

Ensure that there is adequate space between the instrument and the microphone. Positioning the microphone too close to the instrument may distort the sound.

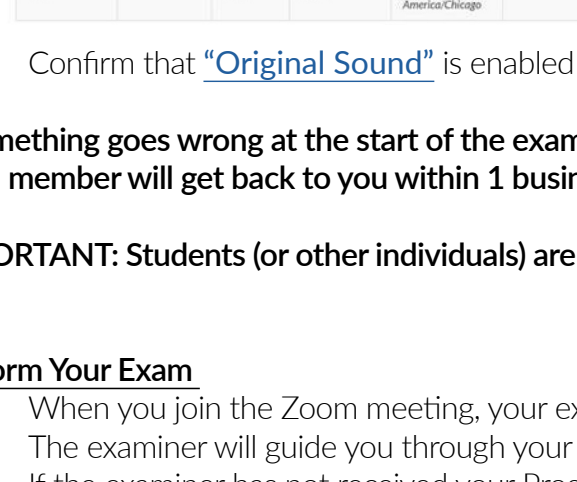
#### On Exam Day

##### Check Your Set Up

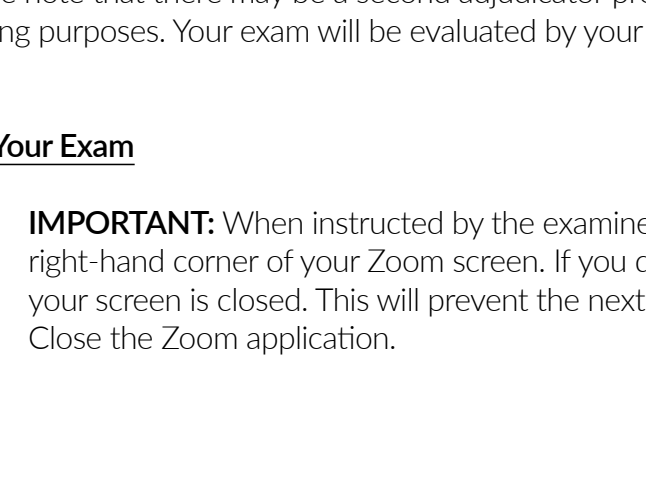
1. Set up your camera (phone, tablet, or computer) facing you and your instrument (as outlined above).
2. Have all music scores for your exam program available for reference.
3. Place Prepared Sight Reading, Etudes, and any music you will not be performing by memory on your music stand or piano.

##### Join Your Exam

1. Join your exam through your [MyRCM account](#) no earlier than 5 minutes before your start time.
2. Once you have logged in, go to "My Exams and Results."



3. Select the Family Member taking the exam.



4. Find the exam under "Upcoming Exams" and click on the "Start Exam" button. This button will only be active **5 MINUTES BEFORE** the exam. Please do not try to enter the online room earlier as you may disrupt an exam currently in progress.

Exams	Course/Exam No.	Description	Notes	Date & Time	Program Form	Deadline
May 2020	1001	Level 2 Piano	Remote Exam	May 24, 2020 12:00 AM	Yes	Start Exam →
May 2020	1002	Level 2 Piano	Remote Exam	May 24, 2020 12:00 AM	Yes	Start Exam →

5. Confirm that **"Original Sound"** is enabled in your Zoom settings.

If something goes wrong at the start of the exam or during the exam, please submit [this form](#) and an RCM team member will get back to you within 1 business day.

**IMPORTANT: Students (or other individuals) are not permitted to record any portion of a remote exam.**

#### Perform Your Exam

1. When you join the Zoom meeting, your examiner will welcome you to your exam.
2. The examiner will guide you through your exam according to the order listed on your Program Form. If the examiner has not received your Program Form, you will be asked to confirm if you will be starting with repertoire or technique first and to provide the titles of your selections.

Please note that there may be a second adjudicator present at your examination for quality assurance and training purposes. Your exam will be evaluated by your assigned examiner.

#### End Your Exam

1. **IMPORTANT:** When instructed by the examiner, click the **"Leave Meeting"** button on the bottom right-hand corner of your Zoom screen. If you do not do this, you will still be in the meeting, even if your screen is closed. This will prevent the next student from joining their assigned Zoom room. Close the Zoom application.
- 2.