Orthopaedic In-training Examination Residency Program & Proctor Guide
2020

Administration Dates: November 13th-16th
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Message from the Chair of the Examinations and Assessment Committee

Dear Residents and Colleagues,

On behalf of the Assessments and Examinations Committee, I would like to thank you for participating in this year’s examination.

Being the first such examination among all the medical specialties, this year marks the 57th administration of the Orthopaedic In-training Examination®.

Every year, the OITE is created by a group of orthopaedic surgeons who are deeply committed to education through a rigorous peer-review process. While many topics in orthopaedic surgery lack conclusive evidence, many of our practices are based on sound medical principles and a consensus of experts. Sometimes, there may appear several correct answers to a test item, but each question has been vetted through this peer-review process to select the one best preferred response.

With this and each subsequent administration, we strive to make the OITE better. Thank you for being part of this year’s examination, and I hope that you find this to be an enriching educational experience.

Sincerely,

Norman Otsuka, MD, FAAOS
Chair, Assessments and Examinations Committee
Exam

Examination Overview and Purpose

The American Academy of Orthopaedic Surgeons (AAOS) develops the Orthopaedic In-Training Examination (OITE)® to assess resident knowledge in eleven primary content domains as defined by the OITE blueprint. The OITE is a comprehensive examination designed to help you assess your knowledge in established principles and conventional procedures and treatment in orthopaedic surgery. Orthopaedic residency programs use the OITE performance outcomes at the individual and programmatic levels to support orthopaedic resident education through study, research, discussion, review, and assessment.

Residents demonstrate their knowledge in key subject areas and are provided score summaries of their performance as well as comparative information regarding performance among their peers. The OITE is a formative examination designed to assist educators and educational programs with quantitative measures that will drive quality improvements in education.

Disclosure to Residents-Test Data Usage

By using AAOS site resources, including in-training or practice materials, self-assessment exam collections, tests, or study tools, you are consenting to the collection, use, and disclosure of your test data as described in the AAOS Privacy Policy and Terms of Use, which are available on the AAOS website and which may be updated from time to time. AAOS will not use or share your information with anyone except as described in its Privacy Policy, and the use of information collected shall be limited to the purposes stated under the Privacy Policy and Terms of Use.

OITE Format

The OITE is a 275 item, multiple-choice, computer-based examination. The test items are developed as single best answer among 4-5 response options. All items are scored correct or incorrect. There is no partial credit scoring. Items may include clinical scenarios, images and video clips. Each item is independent of other items. In other words, test items are not linked or are dependent on other items in order to be answered. The OITE is not offered in a paper-based or oral format.

Each resident/examinee may use up to 7 (seven) hours of testing time to complete the OITE. The examination is assembled in two sections. Residents will have up to 3.5 hours of testing time to complete each section. During testing, examinees may flag items to review and are permitted to change answers. When finished with Section I, examinees will be required to verify completion and submit their answers. Once completed, examinees will no longer be permitted to access the test items to review or change answers. The same process will follow for the second section of the examination, with an opportunity to flag items to review, change answers, and verify completion of the examination. Prior to the delivery of the examination, examinees must review and accept the AAOS confidentiality/non-disclosure statement (see Examinee Information) as well as participate in the pre-exam tutorial. The tutorial provides instruction on the layout, response options, and timing of the OITE. In addition, the tutorial displays how to enlarge images and play (replay) video clips.

Administration

The OITE is administered in a defined testing window determined by the AAOS. The residency program coordinator or residency program director along with the AAOS will determine if any exceptions shall be made to the defined testing dates. Requests to test outside of the scheduled administration window shall be considered on a case-by-case basis.

Testing Environments

The 2020 OITE is available for administration as an on-line examination using state of the art remote proctoring or as an on-line examination administered in a group setting. The residency director shall determine which of the two administration models will be utilized for the 2020 OITE. The programs will adhere to a single model and thus examinees
do not have the choice to test under conditions that differ from the residency director’s choice. The residency programs will notify the AAOS of their preferred administration model when submitting the OITE Registration Form.

**Group (in-person) Testing**
The residency programs participating in the group (in-person) administration model will be required to secure an appropriate location, free from distraction and spacious enough to host the OITE administration. All hardware (laptops, desktops) will be secured by the program. Compliance with all systems requirements shall be the responsibility of the program. (See Appendix A for details) Examinees will be notified by the program coordinator regarding the day, time, and location of the administration.

**Remote Testing and Proctoring**
The examinee must secure a private location, free from distractions and external stimuli and is responsible for appropriate hardware (laptop, desktop) as well as all systems requirements for the exam administration. (See Appendix A for details). Suitable locations include private office or home office/environment. Public locations such as coffee shops, libraries, facility dining areas are unacceptable locations for the OITE administration. Examinees may be subject to exclusion of participation or termination of the examination, if the testing environment is deemed to be unsuitable.

**Examinee Information**
To ensure that the OITE is administered under comparable conditions, the AAOS is taking steps to address the maintenance and standardization of the testing environments. OITE results may be withheld from the examinee and residency program if there is a determination that violations of expected conduct, confidentiality, and/or test security occurred. Any irregularities associated with the administration that were under the control of the examinee will be considered as evidence in considerations to withhold results or invalidate scores. Individuals found to be in violation of expected conduct during the examination may be subject to exclusion of participating in future OITE administrations.

**Examinee Conduct/Confidentiality**
All individuals taking the OITE are expected to comply with the highest standards of test security. Examinees may be subject to score invalidation or a hold on examination score/results if upon review, they are in violation of the expected conduct described herein.

When the examination session begins, residents will be required to read and agree to the following:

*I hereby represent that:*
- No one else will take the OITE in my name or on my behalf, nor will I take the OITE in the name of or on behalf of any other person;
- I will not receive or provide assistance during the exam, nor will I access or attempt to access prohibited aids or materials. Examples of prohibited aids or materials include, but are not limited to electronic devices, smart watches, mobile/smart phones, calculators, books, journals, notes; and
- I will not reproduce, in whole or in part, any OITE questions or answers, nor will I receive reproduced questions or answers.

*I acknowledge and agree that if AAOS suspects conduct inconsistent with these representations, I may be reported to my residency program director by AAOS.*

**Test Security**
AAOS reserves the right to withhold scores or cancel test results when if, in its judgment, a testing irregularity violating security measures occurs that is the responsibility of the examinee.
IDs
Examinees will be expected to validate your identification with government or institution-issued photo ID. Person identification shall be validated by the residency director, coordinator, or proctors in the in-person testing model. Examinees testing in a remote environment shall receive an access code in advance of the scheduled administration and will be authenticated in the remote testing and proctoring administration.

OITE Development and Blueprint

Exam Content and Development Process
The OITE is developed in accordance with an 11-content area blueprint, generally recognized by orthopaedic educational community as contemporary, appropriate and relevant topics in orthopaedics. Skilled orthopaedic surgeons and members of the AAOS, volunteer their time and expertise to assist with the development of test items. All item writer contributors undergo standardized training and are guided by the AAOS item development style manual. Test items are authored at various times throughout the year and undergo a rigorous peer review process. Committees of physician experts review all test items for relevancy and accuracy. In addition, the defensibility of the discussion (rationale) and the cited references supporting the targeted construct are thoroughly reviewed and approved. The examination is assembled in compliance with the current and approved OITE Blueprint.

OITE Blueprint

<table>
<thead>
<tr>
<th>Domain</th>
<th>Proportion of Exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foot and Ankle</td>
<td>~9%</td>
</tr>
<tr>
<td>Hand</td>
<td>~8%</td>
</tr>
<tr>
<td>Hip and Knee</td>
<td>~10%</td>
</tr>
<tr>
<td>Orthopaedic Basic Sciences</td>
<td>~11%</td>
</tr>
<tr>
<td>Orthopaedic Oncology</td>
<td>~9%</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>~10%</td>
</tr>
<tr>
<td>Practice Management</td>
<td>~1%</td>
</tr>
<tr>
<td>Shoulder and Elbow</td>
<td>~8%</td>
</tr>
<tr>
<td>Spine</td>
<td>~12%</td>
</tr>
<tr>
<td>Sports Medicine</td>
<td>~7%</td>
</tr>
<tr>
<td>Trauma</td>
<td>~15%</td>
</tr>
</tbody>
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Registration
The residency program director and coordinator will ensure that residents are registered for the OITE. The process is completed with the AAOS months prior to the administration. Each program verifies the names, PGY, program etc. for their cohort of examinees and are subject to meeting defined deadlines set by the AAOS. At the time of registration for the OITE a post graduate year in training (PGY) must be declared. No changes can be made to a resident’s PGY designation after the final registration deadline.
Pre-Exam Tasks - Minimum System Requirements

It is imperative that the minimum system requirements are reviewed and are deemed compliant in advance of the OITE administration. For group testing, it is the responsibility of the program to ensure each examinee is equipped with the appropriate hardware, operating system, and web connectivity. Those examinees testing in the remote administration model will be subject to systems checks in advance of the administration with the remote proctoring systems check tasks.

Remote testing system check:

1. Residents will receive an email from the AAOS with instructions to conduct a system requirement check and access a sample test
   a. Complete hardware/systems check
   b. Preview how to access the exam on test day
   c. Preview sample test item (question) formats

Note that remote testing and proctoring requires the use of Chrome browser. If testing on a personal computer, examinees must make sure that a Chrome browser is installed prior to executing the systems check. See Appendix A

The Day of the Exam

Preparation & Testing Environment

Check and prepare your testing environment in advance. Ensure a private, quiet, and comfortable space for the OITE administration. Make sure the lighting and temperature as well as the seating are adequate for the examination.

Check-in

In-person, group testing – Your residency director, coordinator, and/or assigned proctors will verify your identity, assign seating, and convey instructions regarding the administration.

Remote testing and proctoring – Residents will receive instructions via e-mail with details regarding how to check in and begin the examination

Breaks

There is one scheduled, optional 30-minute break permitted (highly recommended) during the examination. The break timer will begin once the resident has completed Section I of the examination and submitted their responses. Residents may begin Section II prior to the automated start for the examination timer by clicking the “Begin Section II” button.

Residents may also opt to forego the scheduled break and continue testing.
Examination Start-up
1. Browser will be in full-screen mode, preventing access to any other programs
2. Loss of network connectivity will result in termination of the examination automatically (see Technical Issues)
3. Copy and paste function and clipboard will be disabled
4. All screens must be closed prior to starting the examination
5. All additional monitors may need to be disconnected prior to starting the examination
6. Right click may be disabled
7. Print functionality is prohibited
8. Browser cache will be cleared once the examination is submitted

Technical Issues
The most common issue encountered in a web-based examination is the loss of internet connectivity. Whether it is resulting from a disruption with the ISP or a glitch in wireless capabilities, the results are frustrating. The OITE is designed to “recover” from the occasional connectivity interruption. Should there be a temporary loss of connectivity, examination responses up to that point are stored and retained. When connectivity resumes, the resident will be brought to the last item answered and should click NEXT to move on to the next item. In the event of an extended internet outage (>60 minutes), the proctor (group testing) or resident (remote testing) must contact the AAOS at exams@aaos.org and report the incident. The AAOS will assist with the scheduling a session to complete the examination.

Scoring/Score Reporting
After the OITE testing window is complete, pre-scoring analyses are conducted by the AAOS. Item (question) analysis and key validation are conducted to ensure that all test items are valid and keyed correctly. On occasion, statistics generated after the administration may indicate that an item is not performing as expected. Items are reviewed by members of the examination committee subject matter experts (orthopaedic surgeons) to review the content and determine if they should be retained and scored in the examination or omitted from scoring. Final scoring will be performed on the final, approved set of items.

AAOS generates score reports on the individual and program levels. Each program handles the dissemination of results differently. Residents will receive their results from the residency director or program coordinator. The AAOS sends all results to the residency director or designate.

Testing Accommodations
Requests
AAOS will consider the requests of qualified persons with disabilities for reasonable testing accommodations. History of testing accommodations in an educational setting must be verified by the residency program in writing and submitted to the AAOS no less than 30-days prior to the test administration. In the event of an acute or temporary situation requiring an accommodation, a letter of support from a qualified healthcare provider must be provided to the AAOS no less than 30-days from the scheduled examination. Submit requests and support information to exams@aaos.org
GDPR Personal Data Protection

AAOS works with specialized vendors in the development and administration of our online exam platforms. In order to successfully complete the exam registration process, AAOS will share the minimum amount of necessary Personal Data about each registrant: name and AAOS ID number.

This limited Personal Data does not allow our vendor to identify the registrant outside of the scope of the exam. Because only AAOS holds Personal Data which could be used to individually identify registrants, their Personal Data remains private and confidential.

For more information on AAOS privacy practices, see the AAOS Privacy Policy at www.aaos.org/privacy or contact the AAOS Privacy Officer at privacy@aaos.org.

Pre-Administration Preparation

Welcome Email and Program Roster

Proctors will receive a Welcome Email which includes the URL and the proctor login credentials needed for accessing the online testing platform. After logging in, click on the “Roster” component and print a copy of the roster.

Check the Program Roster for accuracy. If you are hosting a resident from another program at your facility, please verify the guest resident’s name and AAOS ID with the primary residency program.

**NOTE:** The residents’ AAOS ID and last name are used to login to the testing platform, so it’s very important that both are correct on the registration (including case, capitalization and any punctuation).

Overview:

- **Two Weeks Prior to Exam Day:** Prep testing workstations – contact ITS Technical support with any issues
- **One Day to Two Days Prior to Exam Day:** Access and Review Examinee Roster Report – contact AAOS with any discrepancies, subscribe to Exam Day Technical Support blog – aaossupport@testsys.com
- **Exam Day:** Access final Examinee Roster Report, Launch AAOS Secure Browser on each testing workstation, proctor login on each testing workstation, examinees login

<table>
<thead>
<tr>
<th>TWO WEEKS PRIOR TO EXAM DAY: Verify Readiness &amp; Prep Testing Workstations</th>
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<tbody>
<tr>
<td>☐ Disable any pop-up blockers before starting</td>
</tr>
<tr>
<td>☐ <strong>STEP 1:</strong> On every testing workstation, use Internet Explorer (PC) or Safari (Mac) to go to the AAOS Site Readiness site: aaos.programworkshop.com</td>
</tr>
<tr>
<td>☐ <strong>STEP 2:</strong> On every testing workstation, run SYSTEM CHECK (<strong>required</strong>)</td>
</tr>
<tr>
<td>1. Click on “Check Readiness” link on the home page</td>
</tr>
<tr>
<td>a) 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 wish 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.</td>
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</tbody>
</table>
2020 AAOS OITE Residency Program & Proctor Guide

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<table>
<thead>
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<th></th>
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<tbody>
<tr>
<td>b)</td>
<td>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.</td>
</tr>
<tr>
<td>c)</td>
<td>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 b.</td>
</tr>
</tbody>
</table>

2. Click on the “Run System Check” button
3. Fill in the required fields
4. Click on “Run Check”
5. When System Check is complete, a summary report is displayed indicating if the check was successful or not.

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

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

If you need assistance or your check was not successful, contact Internet Testing Systems (ITS) Technical Support at 1-800-514-8494.
### TWO WEEKS PRIOR TO EXAM DAY: Verify Readiness & Prep Workstations

**STEP 3:** On every testing workstation run the TEST DELIVERY CHECK (**required**)

1. On the “Check Readiness” page, click on the TEST DELIVERY CHECK button
2. Click through the sample test to ensure that every item type displays and functions without any issues such as freezing and delays. You should run the check on the same computers and network that will be used for testing.

**TIP:** It’s very stressful to proctors and residents if they experience issues playing the videos. Please take the time in advance of exam-day to ensure that all your workstations can play the videos. If you experience problems, please contact Internet Testing Systems (ITS) Support for assistance:

- Telephone: 1-800-514-8494
- International Telephone Support: +1-443-573-8399

**STEP 4:** On every testing workstation run a BANDWIDTH CHECK (**required**)

1. On the “Check Readiness” page, click on the BANDWIDTH CHECK button
2. Choose a Duration from the drop-down and enter any comments:
   a. The one-time bandwidth check provides a snapshot of the network’s performance
   b. The continuous check runs for a specified period and provides a more comprehensive look at the network’s capacity throughout the course of the day
   c. 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 help identify certain scheduled activities that are consuming available bandwidth
3. Click on the “Run Bandwidth Check” button
4. Once the Bandwidth check is complete, you will be presented with a report
5. Click on the “View History” button to view the bandwidth check history for your WAN IP.
6. Click on the “Download” button if you would like to download the history report

**Note:** The Bandwidth Check tests your network’s ability to transfer data to and from the testing servers using a series of checks spaced 15 minutes apart to provide a view of how the network is performing. 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.
TWO WEEKS PRIOR TO EXAM DAY: Verify Readiness & Prep Workstations

☐ STEP 5: Download Secure Browser (**required**)

The AAOS Secure Browser is required to administer the AAOS 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.

1. Click on the “Download Secure Browser” link on the home page.
2. Save the Secure Browser to the DESKTOP. Depending on your browser configuration:
   a. You may be prompted with a Security Warning asking, "Do you want to run or open this file?" Click "Open".
   b. When prompted with the Do you want to install this application? dialog, choose "Install". If you are prompted again, click "OK".
3. When you launch the Secure Browser, you may be prompted with the Security Warning: "Are you sure you want to run this software?" Uncheck the box: "Always ask before opening this file" and click "Run".

Note: The Secure Browser downloaded from the website is not compatible with Virtual Machine (VM) environments by default. If you are testing on a VM environment, please contact Internet Testing Systems (ITS) Technical Support at 1-800-514-8494 to have your site configured to allow VMs.

TIP: Please be sure to check with your IT department to see if the testing workstations 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.

☐ STEP 6: Repeat Steps 1 – 5 on every testing workstation

☐ STEP 7: 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.

1. Click on the “Run Test Simulation” button on the check readiness page.
2. Enter any comments you might have and click on the “Start” button in the “Start a New Simulation” box.
3. To connect another device, go to the Test Simulation page on each device and click on the simulation number or enter the number manually.
4. Click on the “Start” button on the control station.
5. 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.
ONE to TWO DAYS PRIOR TO EXAM DAY:
Access and Review the Examinee Roster Report

☐ **STEP 1**: ACCESS THE EXAMINEE ROSTER REPORT

1. On the Proctor workstation, go to AAOS.programworkshop.com
2. Login (Your email/password).
3. Access/print the Examinee Roster
4. Contact AAOS with any discrepancies

☐ **STEP 2**: SUBSCRIBE TO THE EXAM-DAY TECHNICAL SUPPORT BLOG

1. Visit aaossupport@testsys.com
2. Click ‘SUBSCRIBE TO UPDATES’
3. Choose if you would like to receive notifications via text and/or email
4. Click ‘SUBSCRIBE TO INCIDENT’
EXAM DAY: PROCTOR TASKS

Proctors should arrive at the exam room with enough time to launch the AAOS Secure Browser on each of the workstations that will be used to administer the exam.

If Examinees will be using their personal laptops and bringing them to the exam, it would be helpful for them to arrive early too so that Proctors can complete the workstation set-up.

Secure Browser and Proctor Login

☐ STEP 1: PROCTOR: ACCESS/PRINT THE FINAL EXAMINEE ROSTER REPORT

1. On the Proctor workstation, go to AAOS.programworkshop.com
2. Login (Your email/password)
3. Print the Examinee Roster

☐ STEP 2: PROCTOR: LAUNCH THE AAOS SECURE BROWSER ON EACH TESTING WORKSTATION

Before examinees arrive, on each testing workstation click the AAOS Secure Browser icon (previously saved to the desktop during preparation steps). The icon looks like this:
STEP 3: TOUCHLESS LOGIN (NEW) To ensure appropriate space and limited contact is maintained throughout the OITE administration, AAOS recommends the following login procedure:

1. Provide the lead proctor’s email address and password (OITE 2020) to the residents/examinees. You may want to post the lead proctor’s email in the testing room or provide it verbally on exam day. The RESIDENTS will login on the Proctor Login screen.

2. After selecting “Login,” the Examinees will be redirected to the Examinee Login page, where they will login using their AAOS ID and last name as listed on the Roster (See Exam Day Resident Login, page 17).

TIP: If examinees have trouble logging in, double-check the ROSTER REPORT – Their last name is used as a password and is case-sensitive. Spelling, case and any punctuation must match!

STEP 4: REPEAT SECURE BROWSER LAUNCH AND PROCTOR LOGIN AT EACH TESTING WORKSTATION so it is ready for Examinees to login.

EXAM DAY: PROCTOR TASKS

STEP 5: PROCTOR SCRIPT – READ TO RESIDENTS:

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

1. You will have 7 hours to complete the exam. The OITE is divided into 2 sections, 3.5 hours each. You may mark items for review and change answers within each section; however, once you have verified completion of the section, you are prohibited from going back to access the test questions. After 7 hours of testing time, the exam will shut down and items left unanswered will be scored as incorrect. You will have a total of 8 hours of session time which includes the pre-exam tutorial, examination time, break and post-exam survey.
2. After verification of the completion of section I, a 30-minute, optional break (highly recommended) will begin. You may forego the break by clicking on "Continue Testing" and section II of the examination will begin.

3. You should not discuss the examination content with your peers during the test or during the break period.

4. No electronic devices are allowed in the testing area (phone, smart watches, tablets, laptops, etc.).

5. No extra resources such as books, journals, or other materials are permitted during the testing period. Scrap paper is permissible and must be inspected by or provided by the proctor.

6. When you have completed section 2 of the examination, please participate in the post-exam survey to complete your testing session.
EXAM DAY: RESIDENT LOGIN

Resident Login

☐ **STEP 6: RESIDENTS: LOGIN WHEN INSTRUCTED TO START THE EXAM**

On the Examinee Login page, Residents will 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 then click “Login”.

**IF A RESIDENT CAN’T LOGIN, CHECK THE ROSTER!** The resident’s last name is used as their password and must be entered *exactly* as it’s spelled on the Roster (including uppercase/lowercase and any punctuation)

**LOGIN WITH AAOS ID**

**AAOS ID**

From the AAOS ID column on the roster report *(e.g. 000024944873)*

**Last Name (case-sensitive)**

From the Last Name column on the Roster Report

**LOGIN**
EXAM DAY: PROCTOR POST-EXAM ACTIVITIES

Exam Completion

When the residents are finished taking the AAOS OITE, a thank you screen will appear. The testing browser may be closed, and the computer shut down.

AAOS OITE Completion

After the exam is completed, there is nothing for you to submit 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 the AAOS at exams@aaos.org.

If your resident was registered for the AAOS OITE and was unable to sit for the examination during the November 13-16, 2020 testing window, contact AAOS at exams@aaos.org to request an alternative date for testing. Requests for testing outside of the testing window will be addressed with the utmost consideration; however, requests for extensions may be denied in order adequately analyze and score the examination results.

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.
  - Email: exams@aaos.org (preferred)
  - Phone: 847-384-4103

- Technical Support Internet Testing Services
  - 24/7
  - Telephone: 1-800-514-8494
  - International Telephone Support: +1-443-573-8399
  - Email: aaossupport@testsys.com

Emergency Exam-Day Technical Support

If there is a known technical issue on exam day, Technical Support will post updates at least every 15 minutes to the blog at aaossupport.programworkshop.com. Please visit aaossupport.programworkshop.com prior to
testing day and click the ‘Subscribe To Updates’ link to subscribe via text and/or email to receive proactive notifications on exam day.
Appendix A

Minimum System Requirements

Windows Computers:

<table>
<thead>
<tr>
<th>Supported Browser</th>
<th>Microsoft Internet Explorer 11 or later</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Windows 7 or higher</td>
</tr>
<tr>
<td>Processor</td>
<td>233 MHz or higher Intel Pentium/Celeron family, or AMD K6/Althlon/Duron family; or compatible processor</td>
</tr>
<tr>
<td>RAM</td>
<td>128 MB or higher</td>
</tr>
<tr>
<td>Display</td>
<td>Minimum resolution of 1024 x 768 with at least 16-bit color or higher</td>
</tr>
<tr>
<td>Internet Connection</td>
<td>Broadband connection or better</td>
</tr>
</tbody>
</table>

Macintosh Computers:

<table>
<thead>
<tr>
<th>Supported Browser</th>
<th>Apple Safari 9.0 or higher</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Mac OS X 10.11 or higher</td>
</tr>
<tr>
<td>Processor</td>
<td>PowerPC G3, G4, or G5 processor; or Intel-based Mac</td>
</tr>
<tr>
<td>RAM</td>
<td>256 MB or higher</td>
</tr>
<tr>
<td>Display</td>
<td>Minimum resolution of 1024 x 768 with at least 16-bit color or higher</td>
</tr>
<tr>
<td>Internet Connection</td>
<td>Broadband connection or better</td>
</tr>
</tbody>
</table>
### OITE System Requirements for Remote Online Testing and Proctoring

<table>
<thead>
<tr>
<th>Operating System/Device</th>
<th>Web browser and other requirements</th>
</tr>
</thead>
</table>
| **Windows 7 or higher** | ➢ Current version of Chrome with Proctorio Chrome extension  
➢ JavaScript must be enabled  
➢ 1024 x 768 minimum screen resolution  
➢ Processor: Intel Pentium or better |
| **Mac OS X 10.11 or higher** | ➢ Current version of Chrome with Proctorio Chrome extension  
➢ JavaScript must be enabled  
➢ 1024 x 768 minimum screen resolution  
➢ Processor: Intel |
| **Chromebook** | ➢ Current version of Chrome with Proctorio Chrome extension  
➢ 1366 x 768 minimum screen resolution  
➢ Processor: Intel or ARM |
| **Free Disk Space** | 250 MB |
| **RAM** | 4 GB RAM or more is recommended for optimal performance |
| **Internet/Network** | High Speed Internet connection required  
Bandwidth 300 Kbps minimum, 600 Kbps recommended |
| **Microphone** | Internal or external microphone |
| **Webcam** | 320x240 VGA resolution (minimum) internal or external |

* iPads are not supported. Virtual machines and proxy connections are not supported.

**Note:** Browsers not in compliance with TLS 1.2 or higher will be unable to access the portal.