


Electronic Examination Help Guide

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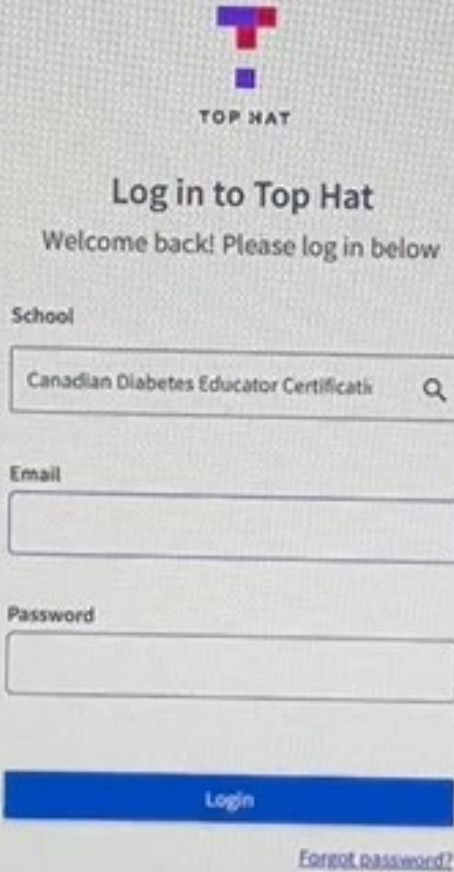
Click on the
topic you
would like
to review

Creating a Top Hat account

Step 1:

Click on your individual link we sent to your email.

Step 2:

The image shows the login page for "Top Hat". At the top center is the "TOP HAT" logo, which consists of a stylized "T" made of three colored squares (purple, red, and blue) above the text "TOP HAT". Below the logo, the heading "Log in to Top Hat" is displayed, followed by the text "Welcome back! Please log in below". The login form includes three input fields: "School" (containing the text "Canadian Diabetes Educator Certificati" and a search icon), "Email", and "Password". Below these fields is a blue "Login" button. A link for "Forgot password?" is located below the "Login" button.

Click on "Create One"

Don't have an account yet? [Create one](#)

Step 3:



TOP HAT

Join Account Grading Phone Finished

Create your account

Enter your school email address

Email (Required)

School email recommended

☐ I agree to the [Terms of Service](#) and [Privacy Policy](#).

Next

Enter the email you used to register for the examination.

Step 4:

TOP HAT

Join Account Grading Phone Finished

Create your account

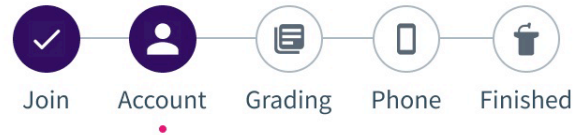
A verification email has been sent to the email address you entered. Please check your email to continue with the signup process.

① Didn't receive an email?
Please check your spam folder. You can also [try again](#) or contact support at support@tophat.com.

Follow the instructions by going to your email.



TOP HAT



Step 5:

Create your account

Enter a few details below to create an account.

| | |
|--|---|
| First Name (Required) | Last Name (Required) |
| <input type="text" value="Enter your first name"/> | <input type="text" value="Enter your last name"/> |

Password (Required)

[Show password](#)

- Between 8 to 100 characters long
- Strong passwords are hard to guess and don't contain common words or identifiers like your name, email, or school

Next

Fill in the following information.



TOP HAT



Step 6:

Enter your student ID

Enter your **official school student ID** to ensure your answers and grades in Top Hat are properly applied in your school's system.

Student ID (Optional)

Use your school's official student ID

Next

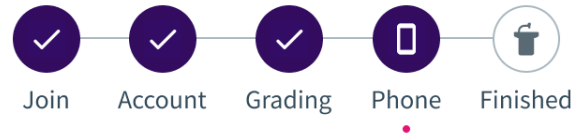
[Skip](#)

You can add a student ID Later under your settings

Put your CTFNno here.
The number starts with
05



TOP HAT



Step 7:

Add a mobile phone

Add a mobile phone to submit answers with
(SMS) text messages

Mobile Phone Number (Optional)

Enter your phone number

You will be sent a 4-digit verification code to confirm your number. Your number will always be kept private.

Next

Skip

Press "Skip"

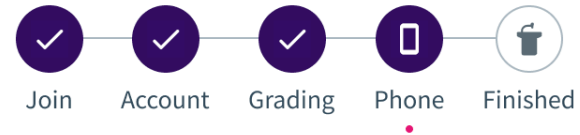
You can still participate with your laptop, or with the Top Hat mobile apps for iPhone or Android.

Please Note

If an existing phone number is added to a new account it will be automatically removed from the old account. Please read your verification text message carefully for more details.



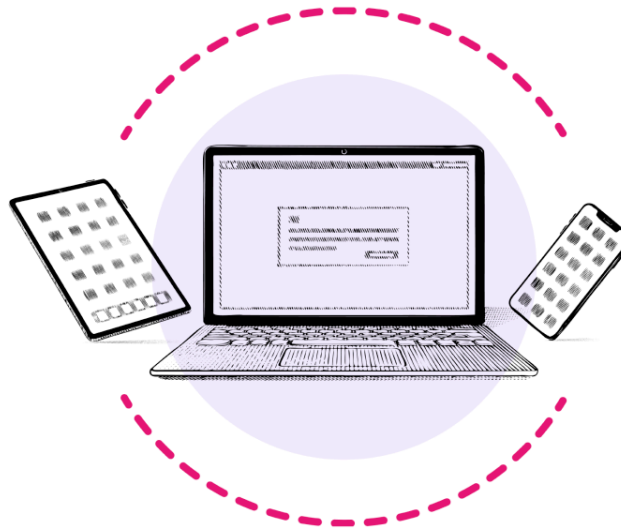
TOP HAT



Step 8:

Your account is set up

Use this account to access Top Hat from any device you want! Desktop (browser) or iPhone, or Android apps.



Press "Continue"

Continue

Your account is now set-up.

You are now able to take trial examinations.



If you created a Top Hat account in previous years

Step 1:

Click on your individual link we sent to your email.

Step 2:



Log in to access this course
CDECB 2023 - C - PDT - Sat, May 27, 2023

School

Canadian Diabetes Educator Certification B 

Email

|

Password

Login

[Forgot password?](#)

Enter the email and password you used when you created your previous CDECB Top Hat account.

Logging into a Top Hat account

Step 1:

Click on your individual link we sent to your email.

Step 2:



Log in to Top Hat

Welcome back! Please log in below

School

Canadian Diabetes Educator Certificati



Email

Password

Login

[Forgot password?](#)

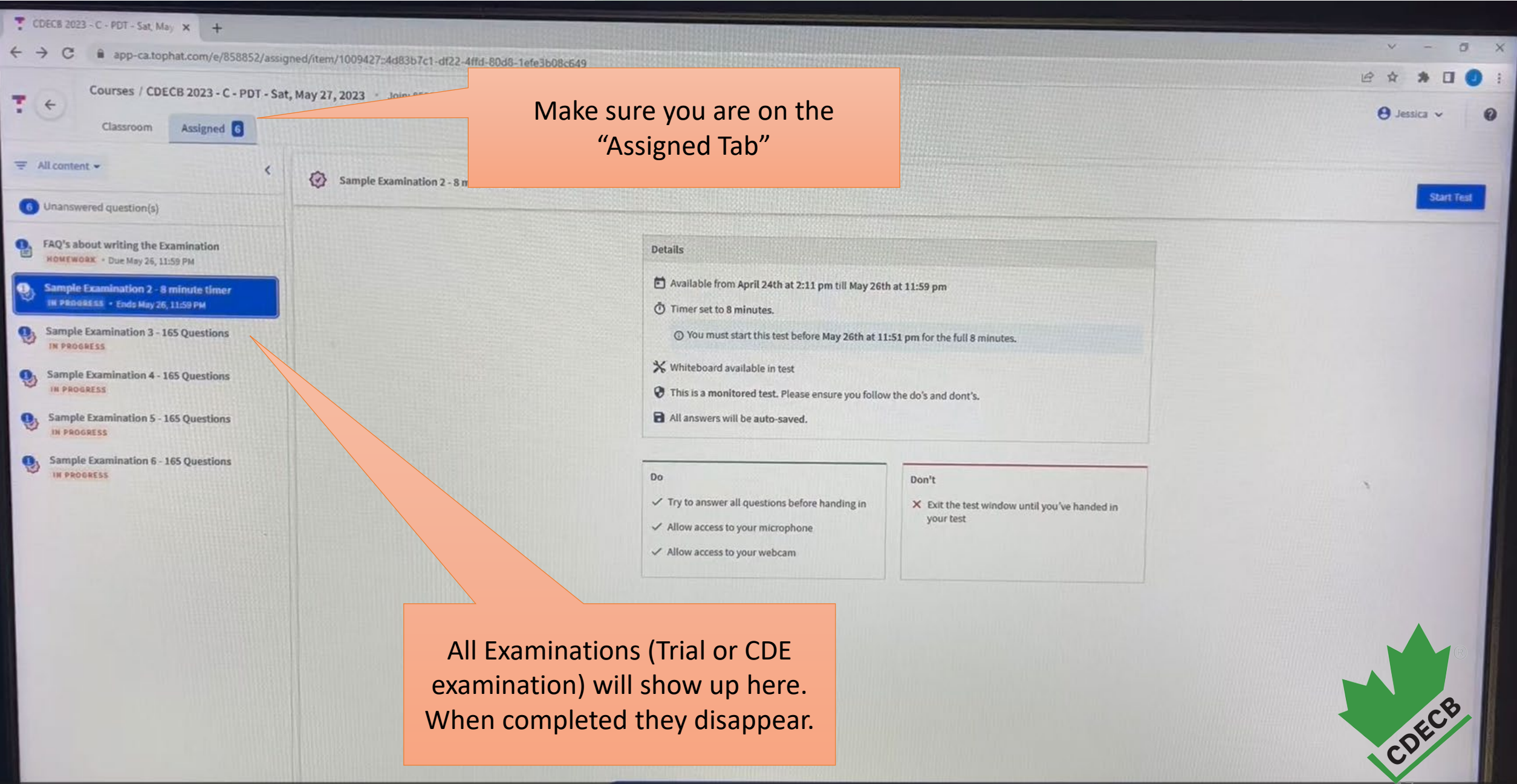
Enter the email and password you used when you created your CDECB Top Hat account.

Don't have an account yet? [Create one](#)

How to find the examination

Step 1:

Log into your account



Make sure you are on the
“Assigned Tab”

All Examinations (Trial or CDE
examination) will show up here.
When completed they disappear.



Trial Examinations



These examinations are intended to familiarize yourself with the examination platform.

You are not required to complete all 6 trial examinations.

You are not required to complete all of the questions within the examinations.

We recommend you work through the following examinations:

- ☐ 1st examination to familiarize yourself with the tools. (approx. 5-10 minutes – depending upon how long you take.)
- ☐ 2nd examination to familiarize yourself with what happens if you run out of time. (approx. 10 minutes)
- ☐ 3rd examination to ensure your computer is capable of downloading a 165 question examination at the location you plan to be. Be sure to use the same computer you plan to use on the examination date. (approx. 5-10 minutes – depending upon how long you take.)
- ☐ 4th - 6th examination are extra exams for those who wish to practice more.

Not Set-up for Proctorio



Are you using a Chrome browser?
This is a requirement.

Step 1:



You are not set up to access this test

You must use Chrome, and have the Proctorio browser extension installed to access this test! After completing the following instruction please refresh the page.

✓ You're using chrome. Great work!

✗ You don't have Proctorio's Chrome Extension

[Get Proctorio](#)

Click on "Get Proctorio"



Step 2:



chrome web store



Sign in

[Home](#) > [Extensions](#) > Proctorio

Proctorio

Offered by: [proctorio.com](#)

★★★★★ 1,925 | [Accessibility](#) | 👤 2,000,000+ users

Add to Chrome

Click "Add to Chrome"


Step 3:

Note: You can delete the extension after the examination is complete.



chrome web store

Home > Extensions > Proctorio

 **Proctorio**
Offered by: proctorio.com
★★★★★ 1,925 | [Accessil](#)

Add "Proctorio"?

It can:

- Read and change all your data on the websites you visit
- Display notifications
- Modify data you copy and paste
- Capture content of your screen
- Manage your downloads
- Identify and eject storage devices

[Cancel](#) [Add extension](#)

[Checking...](#)

[Overview](#) [Reviews](#) [Support](#) [Related](#)

Click "Add extension"

Step 4:

After this shows up you can close the tab.



chrome web store

[Home](#) > [Extensions](#) > Proctorio



Proctorio

Offered by: [proctorio.com](#)

★★★★★ 1,925 | [Accessibility](#) | 2,000,000+ users



Proctorio has been added to Chrome

This icon will be visible when the extension can act on the current page.

Manage your extensions by clicking Extensions in the Window menu.

To get your extensions on all your computers, turn on sync

[Turn on sync...](#)



Introductory Psychology - PSY x Proctorio - Chrome Web Store x +
chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcfoajifaaonnkpkei/related

chrome web store

Press the X to close the tab.



Proctorio

Offered by: [proctorio.com](#)

★★★★★ 1,925 | [Accessibility](#) | 2,000,000+ users

[Remove from Chrome](#)

Step 6:

Press the refresh button or press "F5" button on your keyboard.



app.tophat.com/e/810805/assigned

Introductory Psychology - PSY100EH1
Join Code: 810805


CLASSROOM ASSIGNED 1 GRADEBOOK

All Items Unanswered 1

Test Bank
1 item

PSY100 Exam
Test in Progress

PSY100 Exam



You are not set up to access this test
You must use Chrome, and have the Proctorio browser extension installed to access this test! After completing the following instruction please refresh the page.

- ✓ You're using chrome. Great work!
- ✗ You don't have Proctorio's Chrome Extension [Get Proctorio](#)

Taking the examination

Step 1:
Log into your account on Chrome



Step 2:



Find the examination you plan to take.

Click on "Start Test"

CDECB 2023 - C - PDT - Sat, May

app-ca20phat.com/e/858852/assigned/it

Courses / CDECB 2023 - C - PDT - Sat, May

Classroom Assigned 6

All content

Unanswered question(s)

FAQ's about writing the Examination
HOMEWORK • Due May 26, 11:59 PM

Sample Examination 2 - 8 minute timer
IN PROGRESS • Ends May 26, 11:59 PM

Sample Examination 3 - 165 Questions
IN PROGRESS

Sample Examination 4 - 165 Questions
IN PROGRESS

Sample Examination 5 - 165 Questions
IN PROGRESS

Sample Examination 6 - 165 Questions
IN PROGRESS

Details

Available from April 24th at 2:11 pm till May 26th at 11:59 pm

Timer set to 8 minutes.

You must start this test before May 26th at 11:51 pm for the full 8 minutes.

Whiteboard available in test

This is a monitored test. Please ensure you follow the do's and don't's.

All answers will be auto-saved.

Do

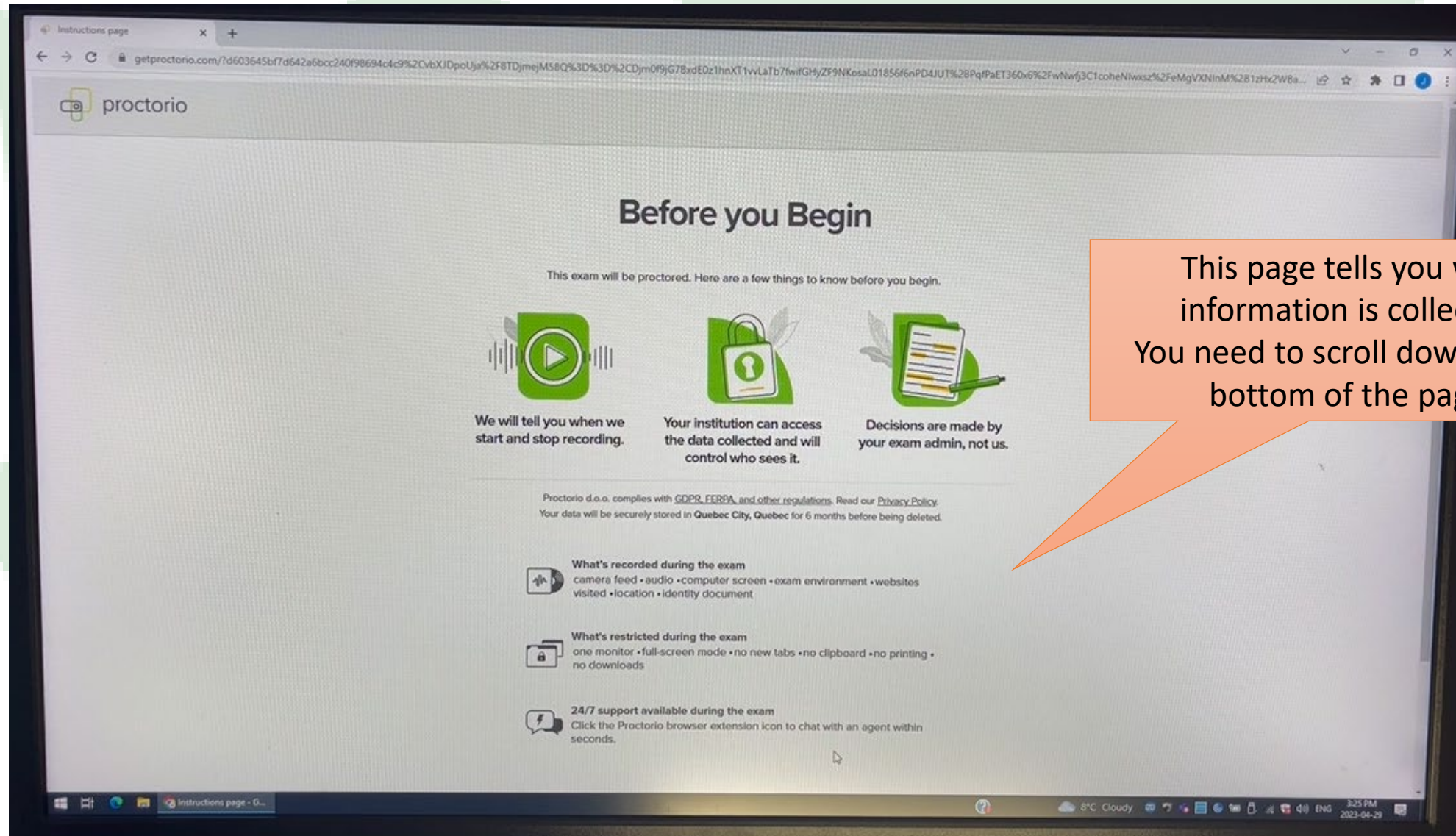
- ✓ Try to answer all questions before handing in
- ✓ Allow access to your microphone
- ✓ Allow access to your webcam

Don't

- ✗ Exit the test window until you've handed in your test

Start Test

Step 3:



This page tells you what information is collected. You need to scroll down to the bottom of the page.


Step 3 continued:




Instructions page

getproctorio.com/7d603645bf7d642a6bcc240f98694c4c9%2CybXJDpoUja%2F8TDjmejM58Q%3D%3D%2CDjmo9jG7BsdE0z1hnXT1vvLaTb7fwlGHYzF9NKosaL018566nPD4JUT%2BPaET360x6%2FwNwf3C1coheNwscz%2FeMgVXNlnM%2B1zHx2W8a...


This exam will be proctored. Here are a few things to know before you begin.



We will tell you when we start and stop recording.




Your institution can access the data collected and will control who sees it.




Decisions are made by your exam admin, not us.


Proctorio d.o.o. complies with GDPR, FERPA, and other regulations. Read our [Privacy Policy](#).
Your data will be securely stored in Quebec City, Quebec for 6 months before being deleted.



What's recorded during the exam
camera feed • audio • computer screen • exam environment • websites visited • location • identity document



What's restricted during the exam
one monitor • full-screen mode • no new tabs • no clipboard • no printing • no downloads



24/7 support available during the exam
Click the Proctorio browser extension icon to chat with an agent within seconds.

Accessibility options:
[Enable high visibility mode.](#)
[Learn more about Proctorio's approach to Accessibility.](#)

Your exam hasn't started yet! First, we need to set up your system.

Continue

Press "Continue"

Step 4:



System Diagnostics Test Page

getproctorio.com/7d603645bf7d642a6bcc240f98694c4c9%2CvbXJDpoUja%2F8TDjmejMS8Q%3D%3D%2CDjm0f9jG7BxdE0z1hnXT1vvLaTb7wifGHyZF9NKosaL018566nPD4JUT%28PqfPaET360x6%2FwNwfj3C1coheNiwos%2FeMgVXNlnM%28TzHv...

proctorio

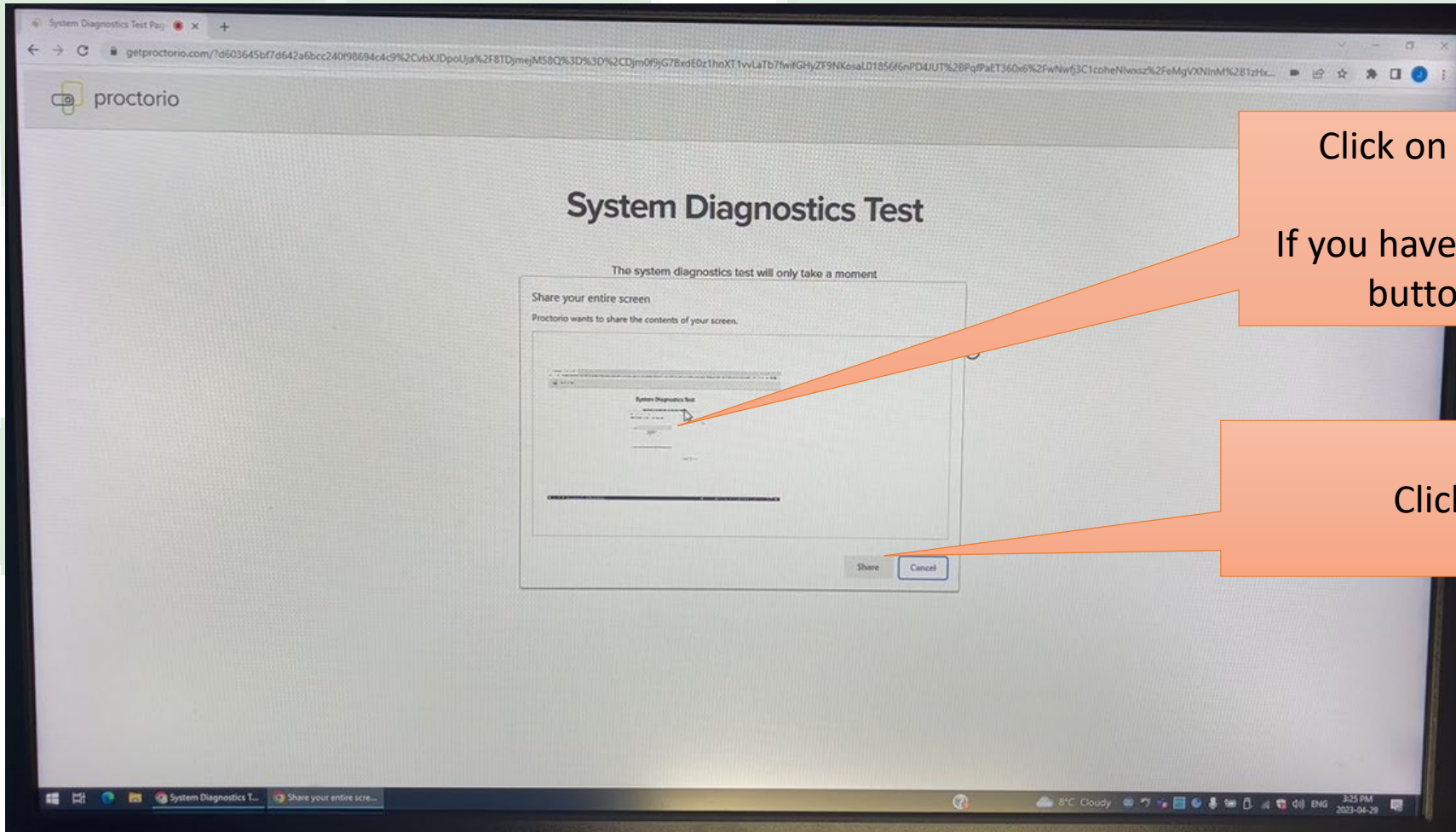
System Diagnostics Test

The system diagnostics test will only take a moment

Webcam Microphone Connection Desktop

This page is going to complete a system diagnostic test. If you experience issues with completing this find the “How to” page on suggestions to fix the issue.

Step 5A:



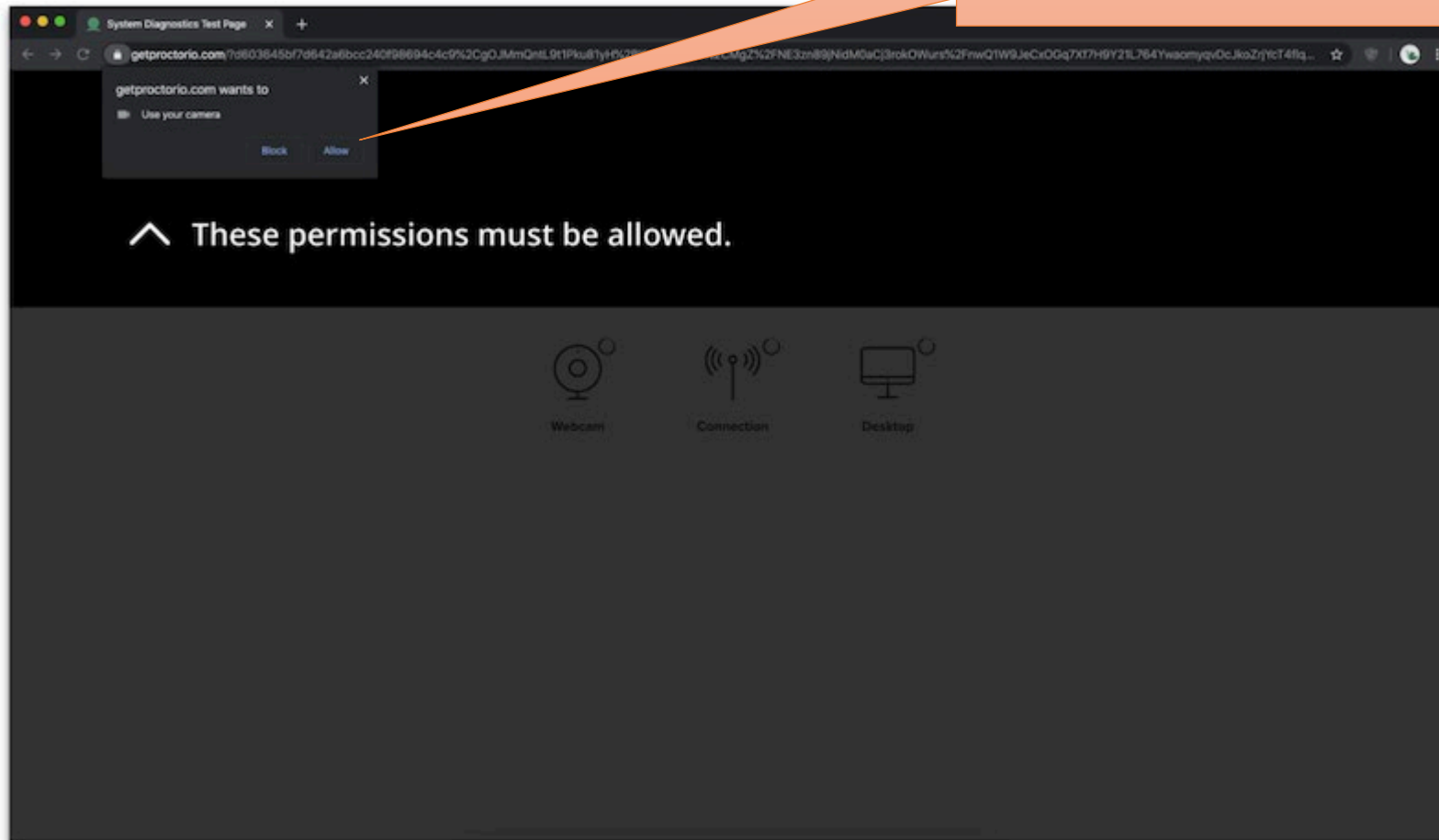
Click on the picture of your screen.
If you have not clicked the share button is unclickable.

Click on “share”

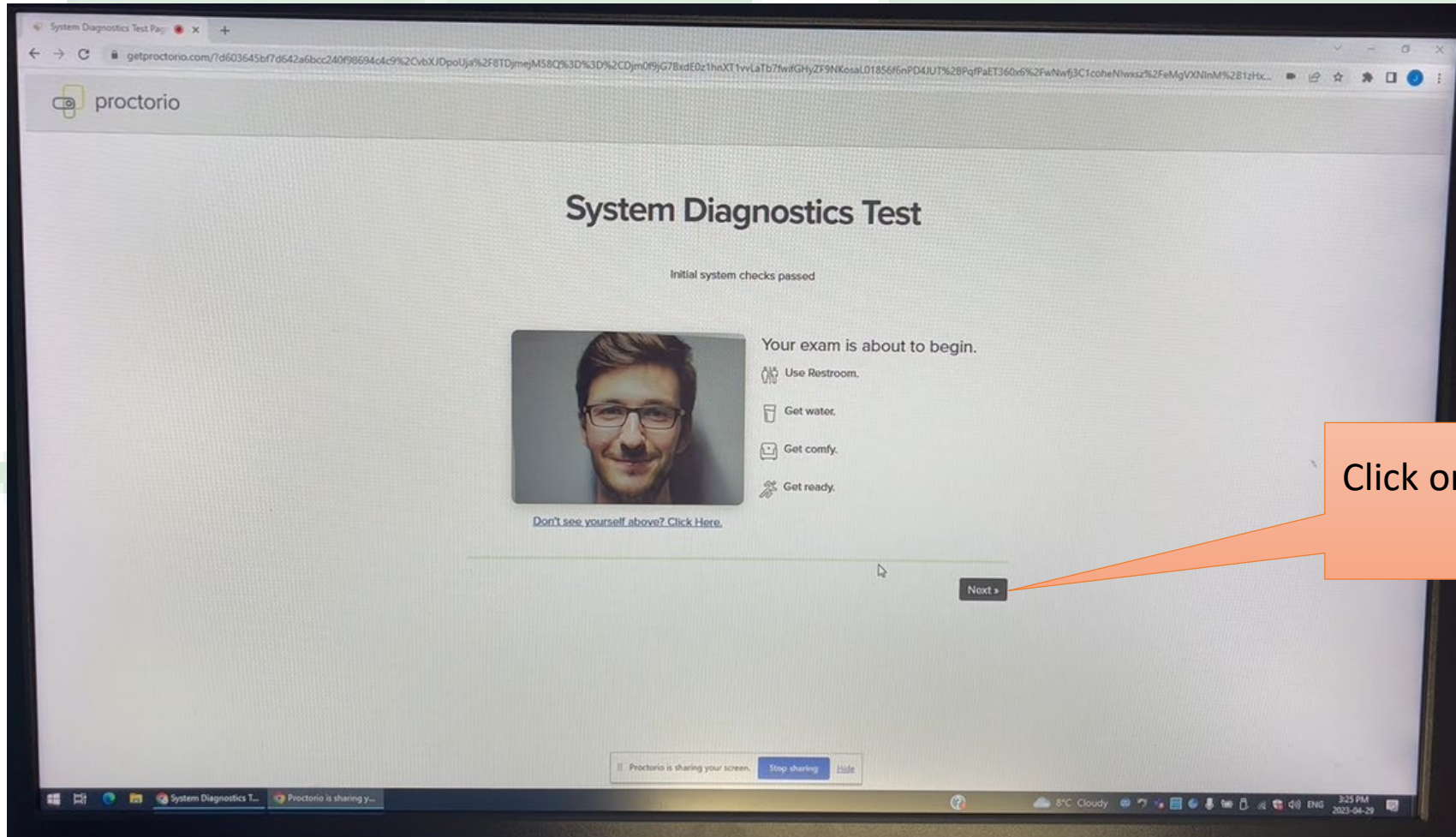
Step 5B:



You need to press "Allow" for both Camera and Microphone.

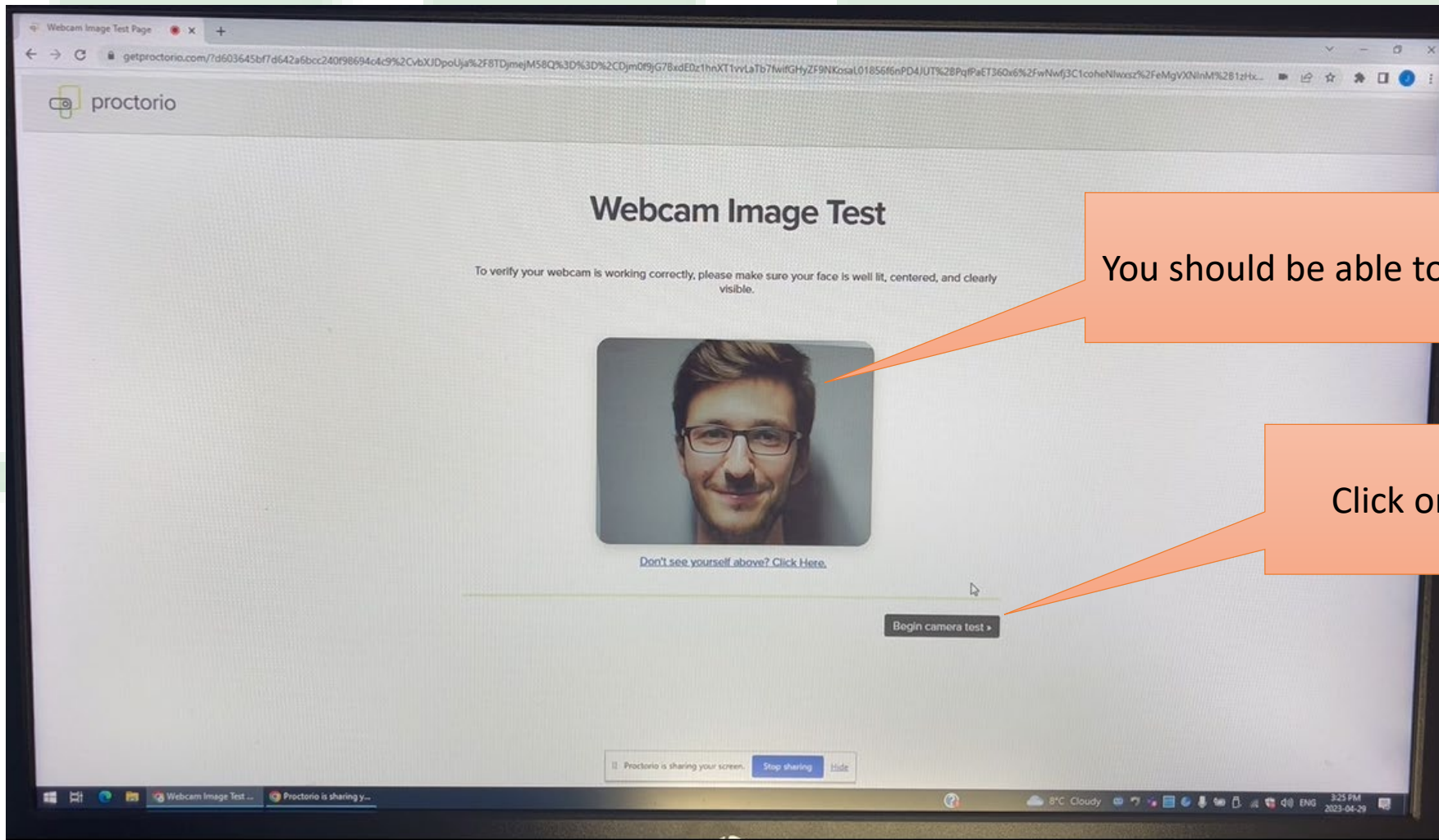


Step 6:



Click on “next” once you are ready to begin the exam.

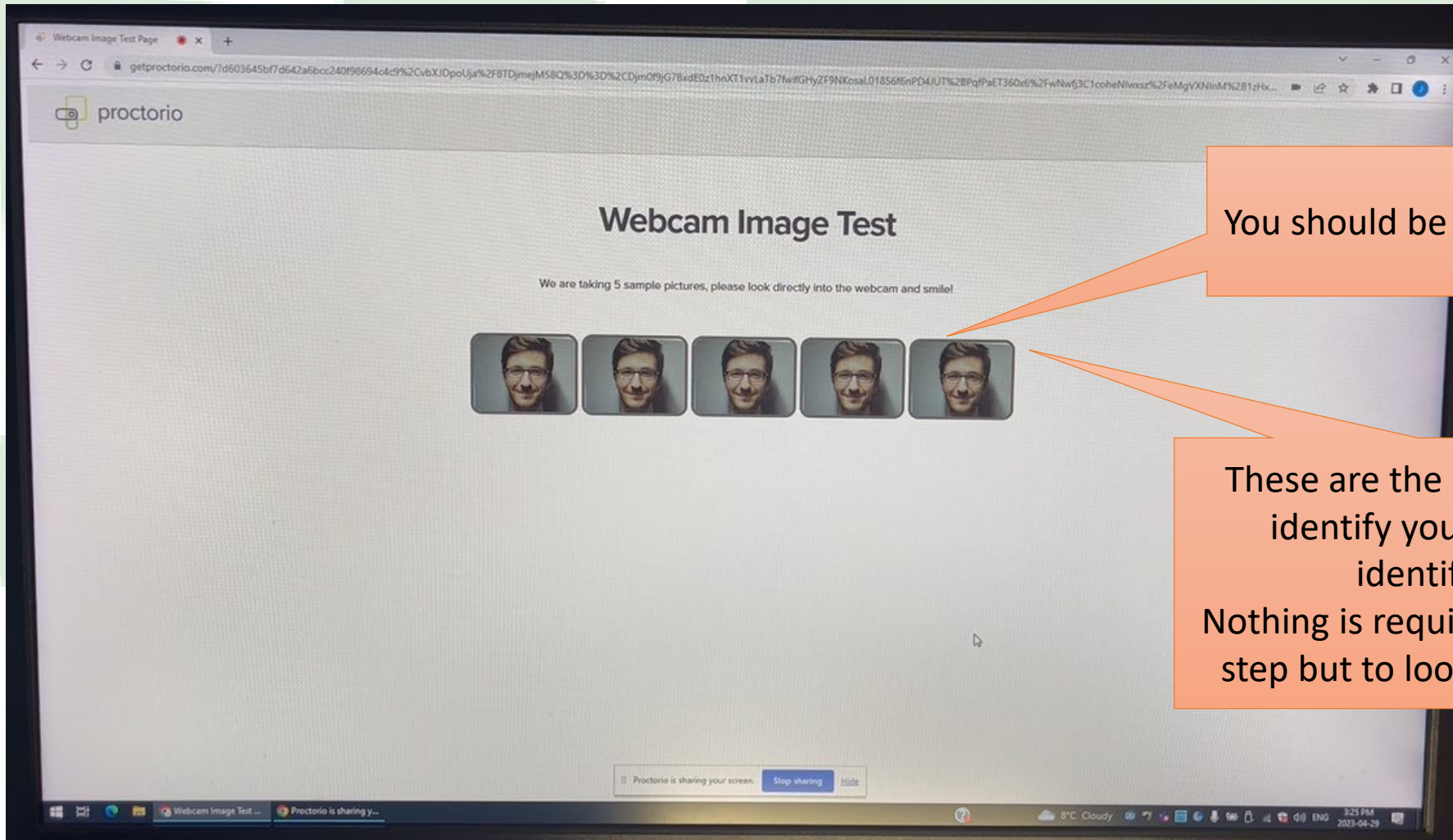
Step 7:



You should be able to see yourself.

Click on “begin camera test”

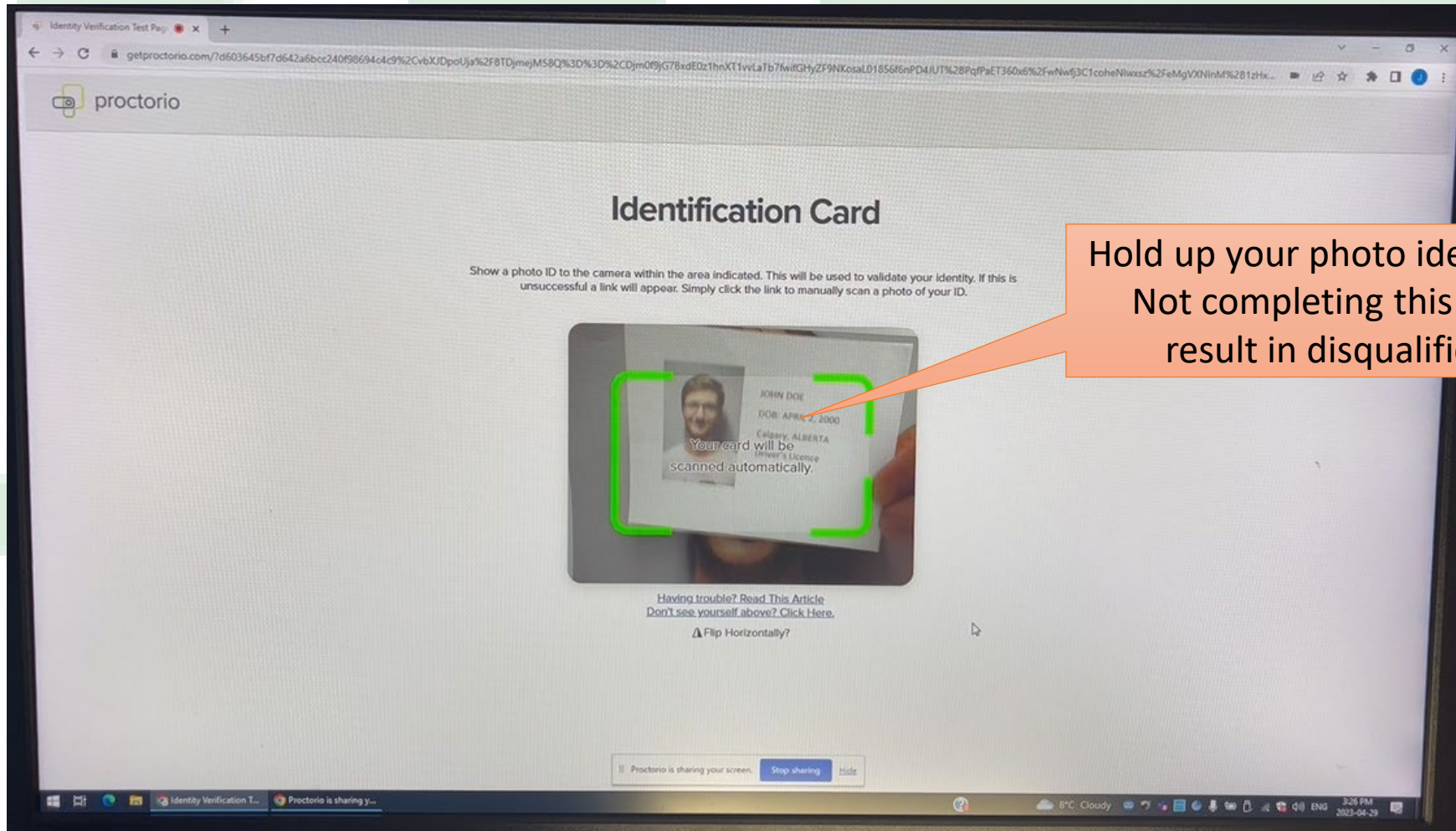
Step 8:



You should be able to see yourself.

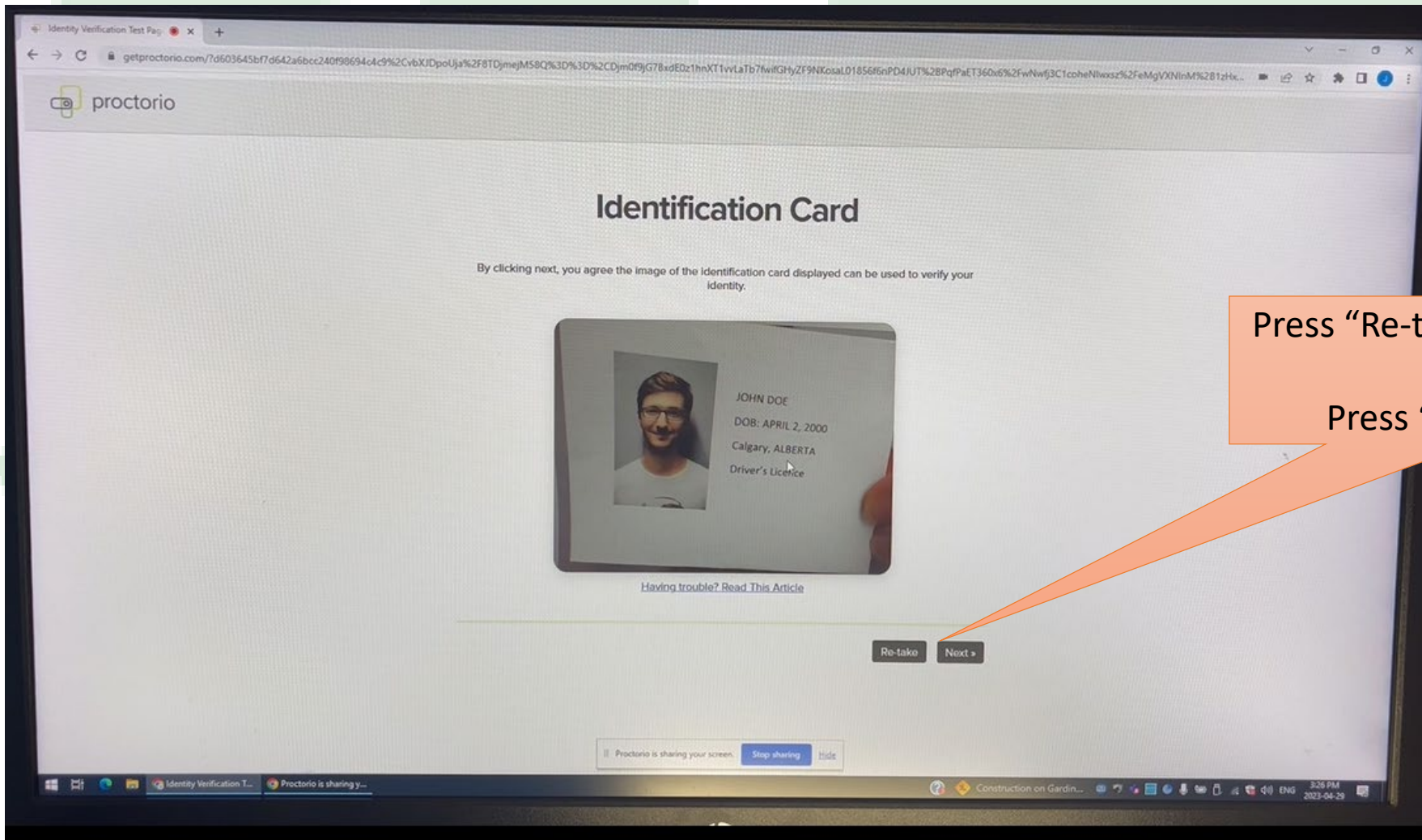
These are the pictures used to identify you against your identification.
Nothing is required by you at this step but to look at the camera.

Step 9:



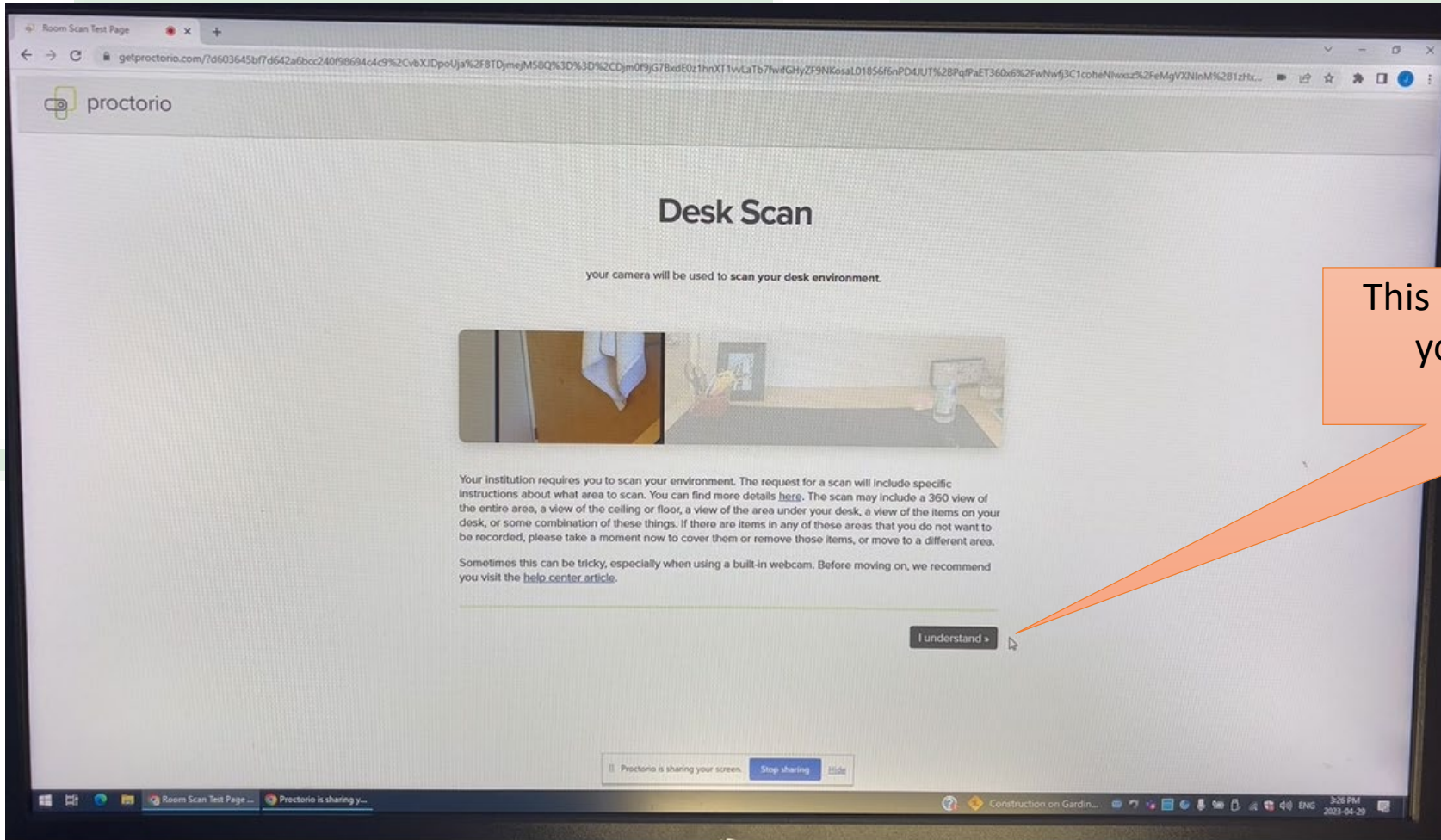
Hold up your photo identification.
Not completing this step can
result in disqualification.

Step 10:



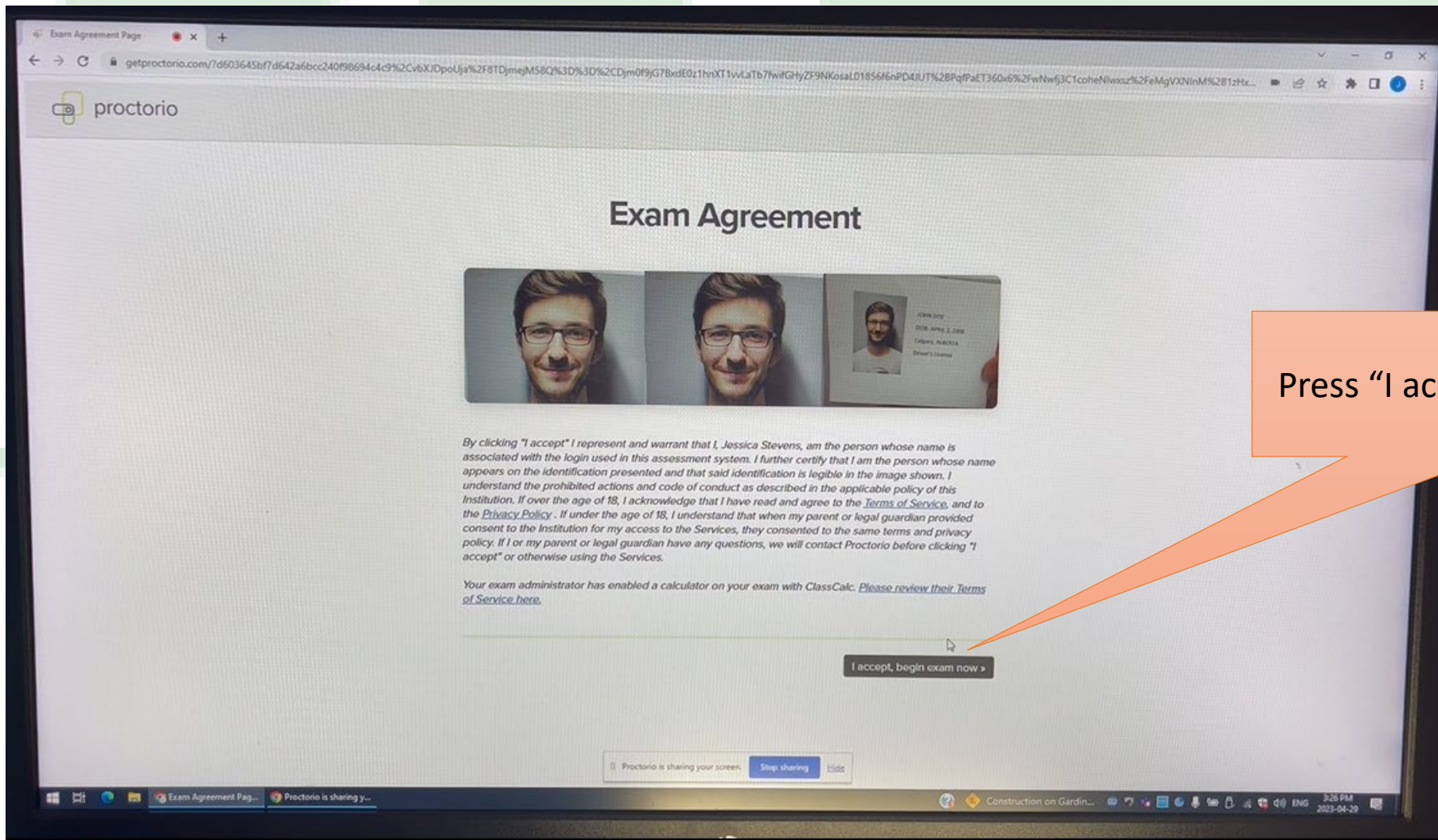
Press “Re-take” if your photo ID is not clear.
Press “Next” if it is clear.

Step 11:



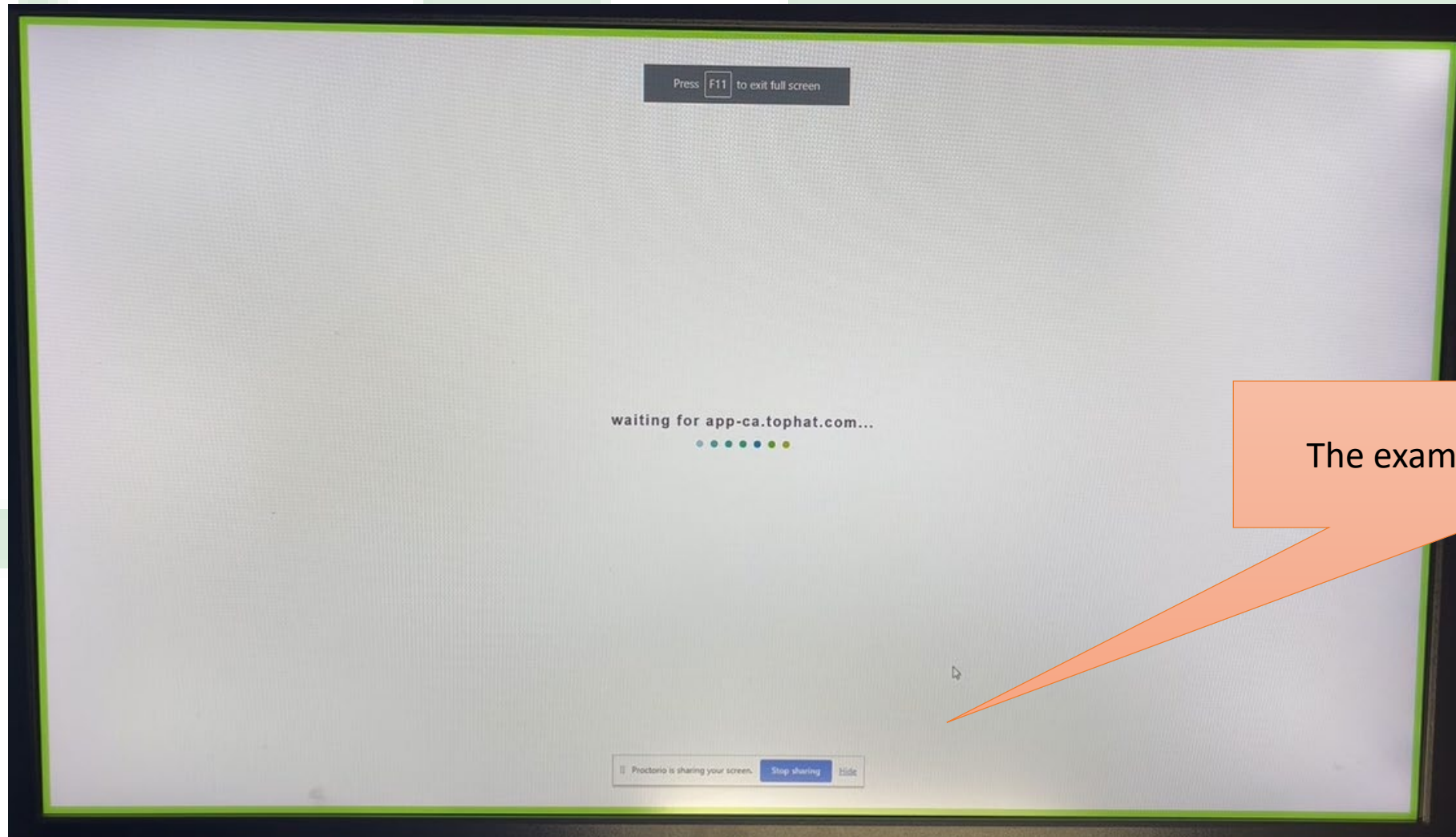
This page is preparing you to do your room and desk scan. Press “I understand”

Step 12:



Press "I accept, begin exam now"

Step 13:

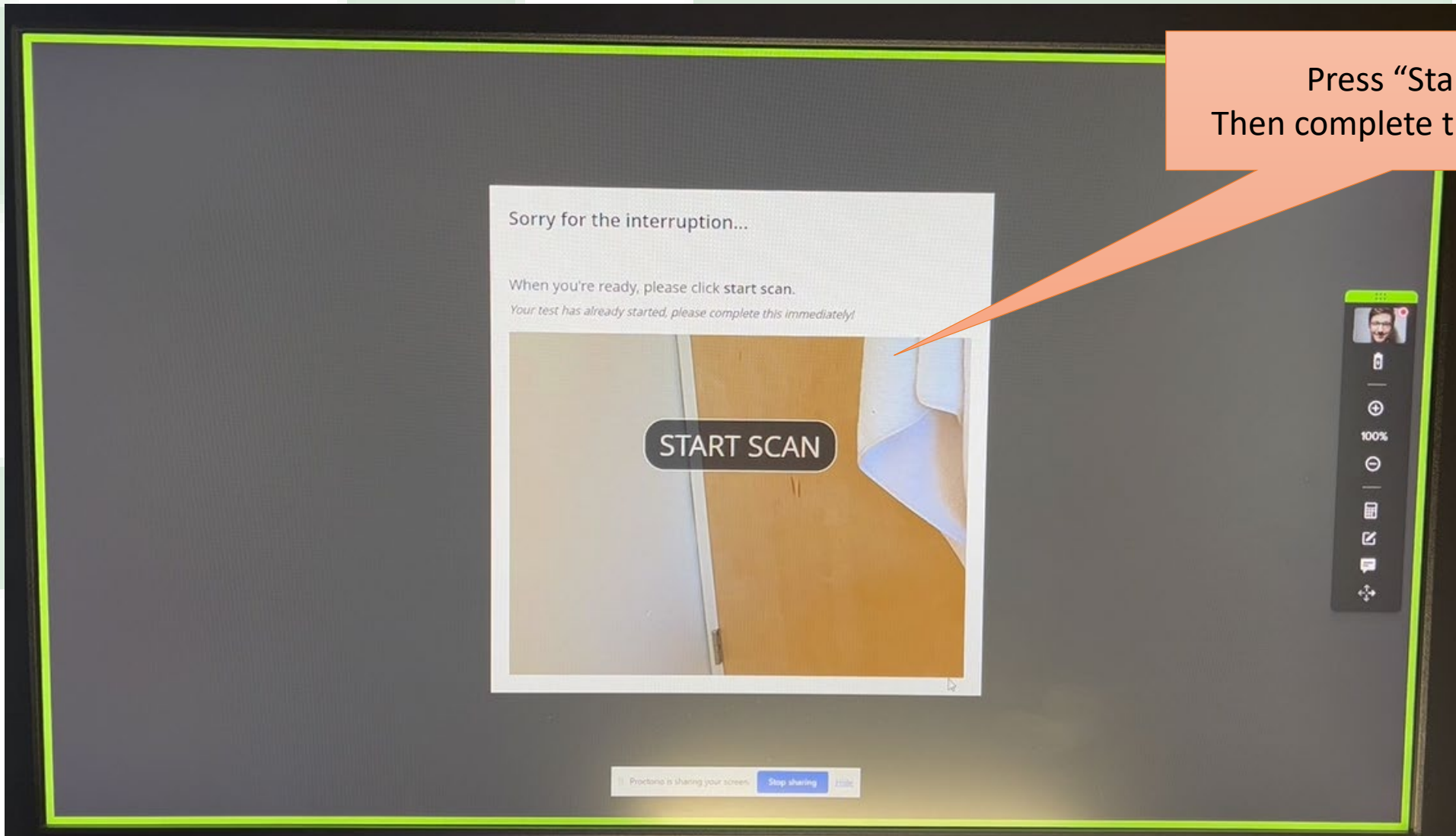


The examination is loading.

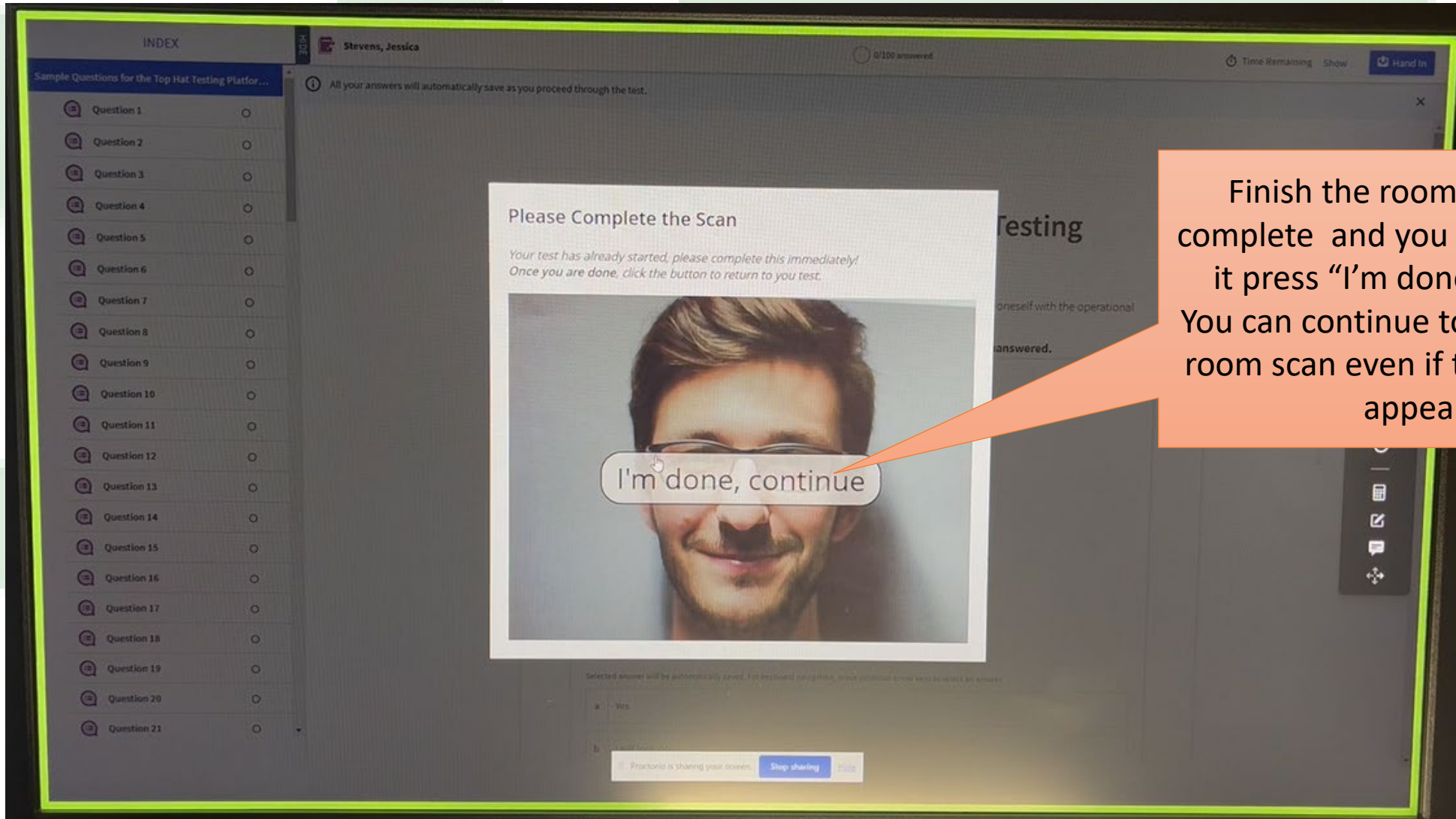
Step 14:



Press "Start scan"
Then complete the room scan.



Step 14:



Finish the room scan. Once complete and you are happy with it press "I'm done, continue." You can continue to complete the room scan even if the "I'm done" appears.

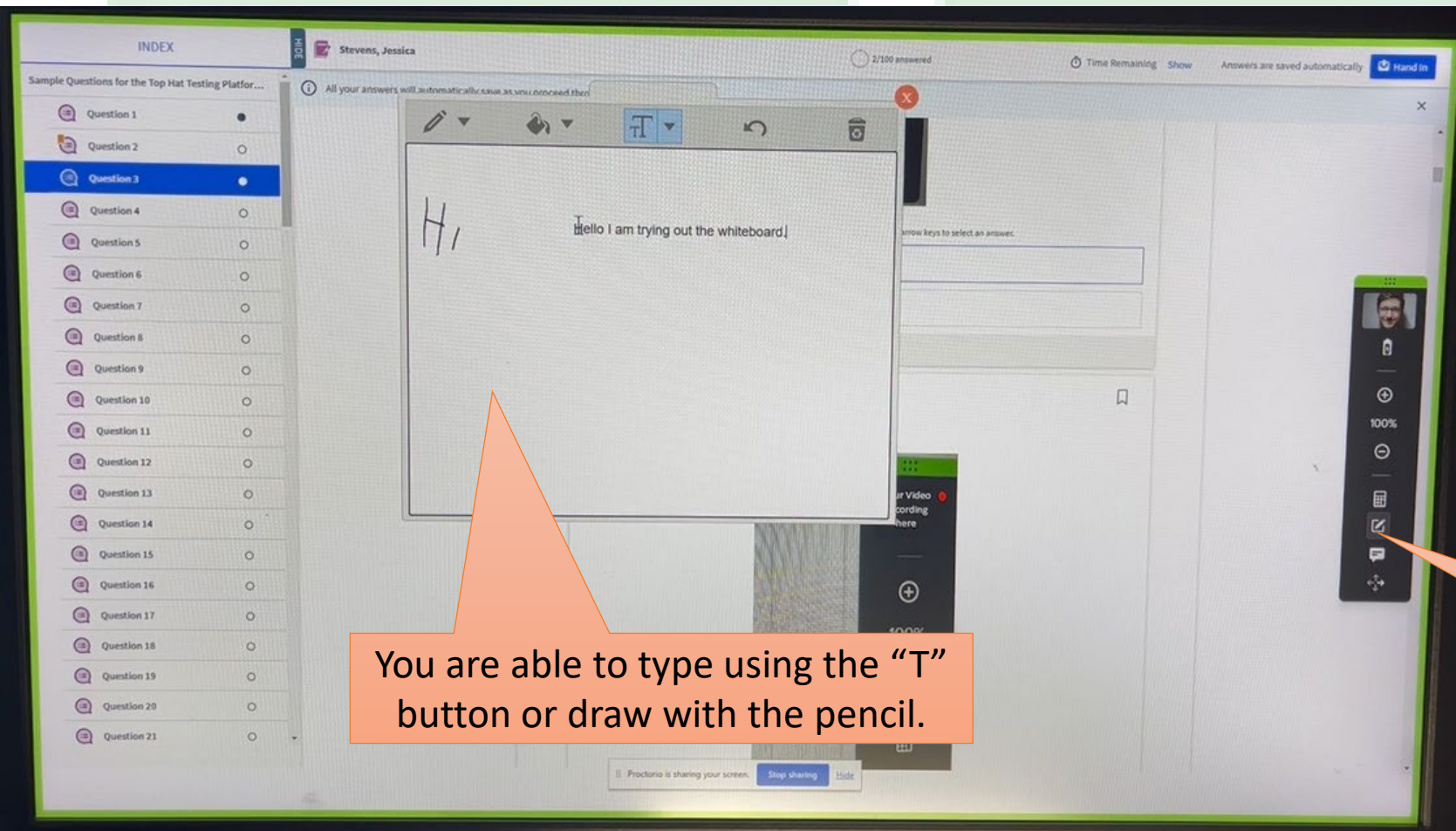


Your examination is now on the screen.

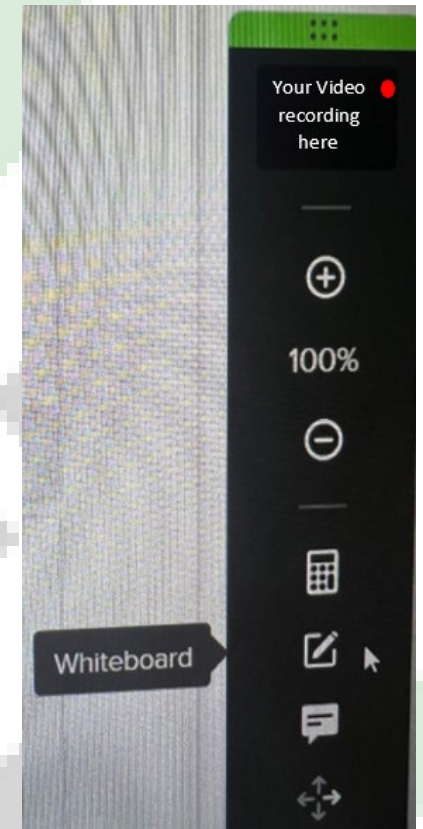
Examination Tools

- ☐ [Whiteboard](#)
- ☐ [Calculator](#)
- ☐ [Time remaining](#)
- ☐ [Flagging of Questions](#)
- ☐ [Chat](#)

Whiteboard

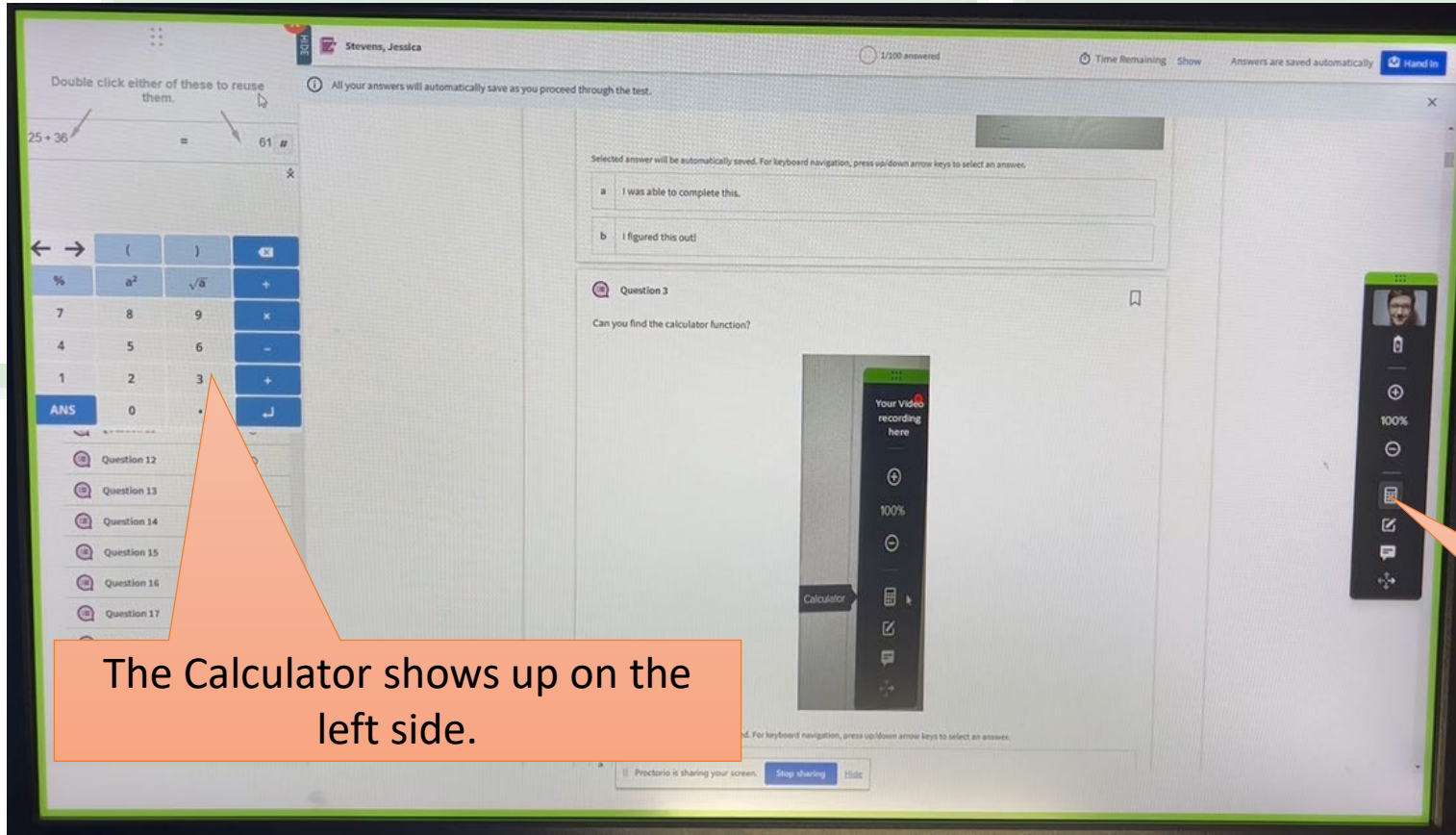


You are able to type using the "T" button or draw with the pencil.

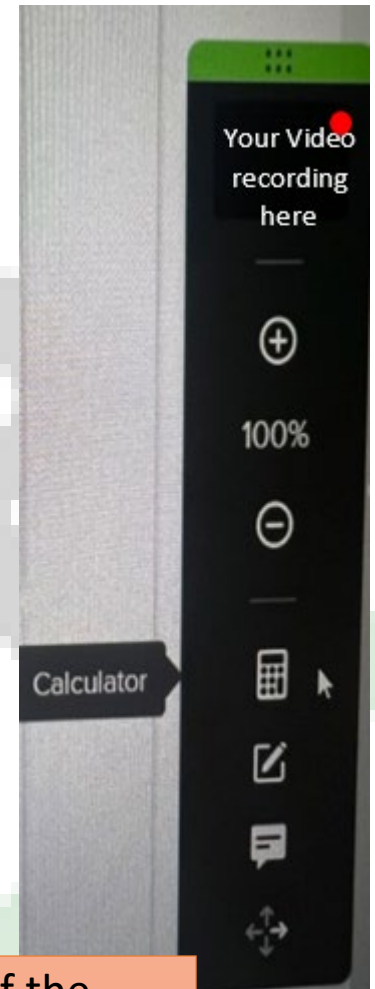


Click on the picture of the whiteboard to have it pop up.

Calculator

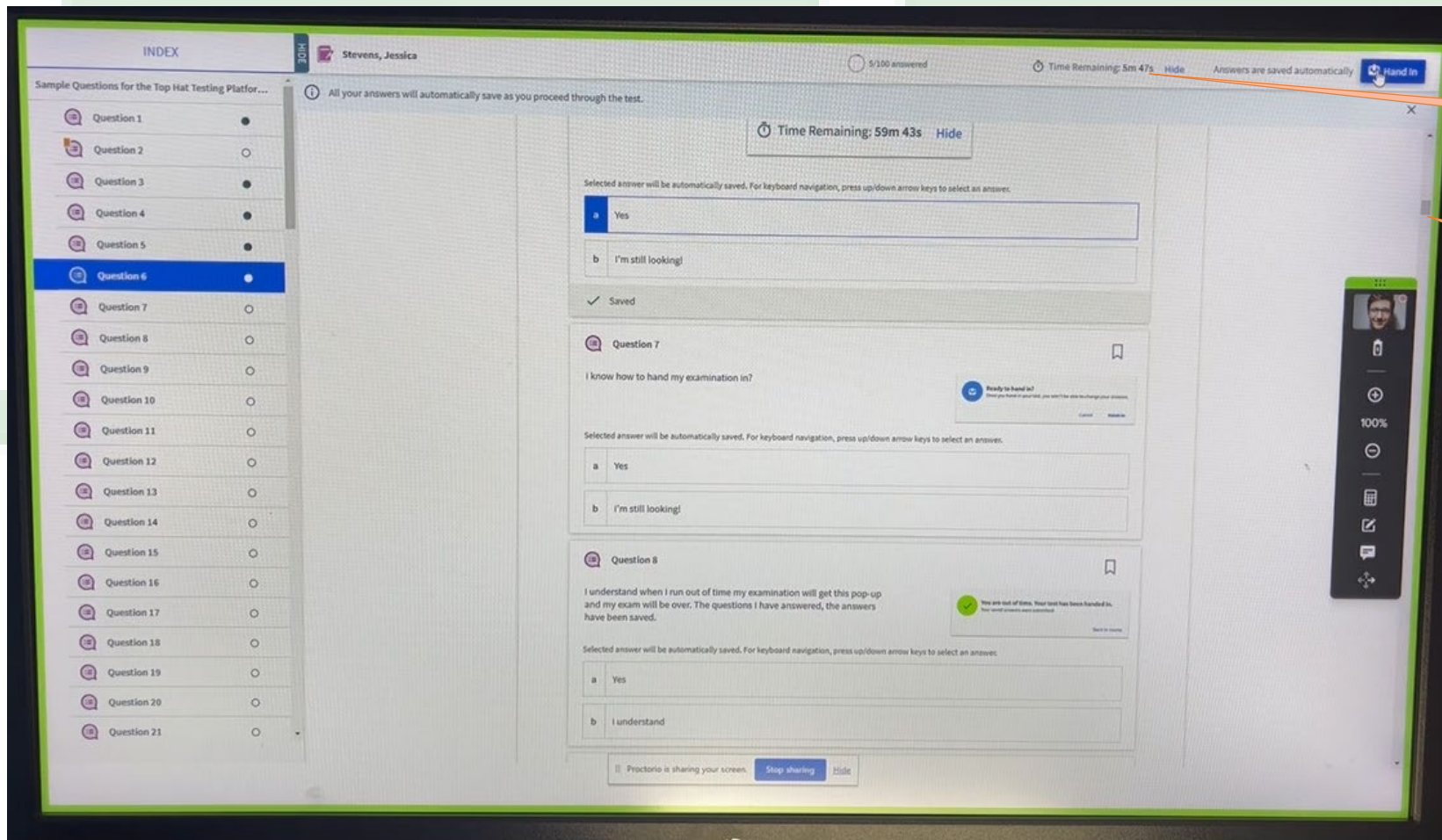


The Calculator shows up on the left side.



Click on the picture of the calculator to have it pop up.

Time Remaining

A screenshot of a Top Hat testing platform interface. On the left is a sidebar with an "INDEX" and a list of 21 questions, with "Question 6" selected. The main area shows the question content and answer options. At the top of the main area, a timer displays "Time Remaining: 59m 43s" with a "Hide" button. A "Hand In" button is in the top right corner. A vertical toolbar on the right side of the screen contains icons for navigation and a zoom slider set to 100%. A small video feed of the user is visible in the top right of the main area.

Time Remaining is at the top.

If it "disappears" it just means you have to use the outside scrolling to scroll to the top of the page. This happens because your browser zoom is larger than 100%

 Time Remaining: 59m 43s [Hide](#)

Flagging



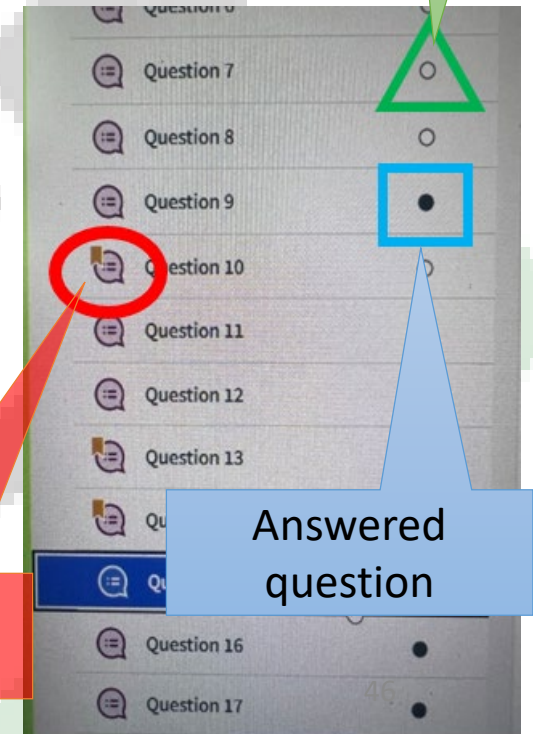
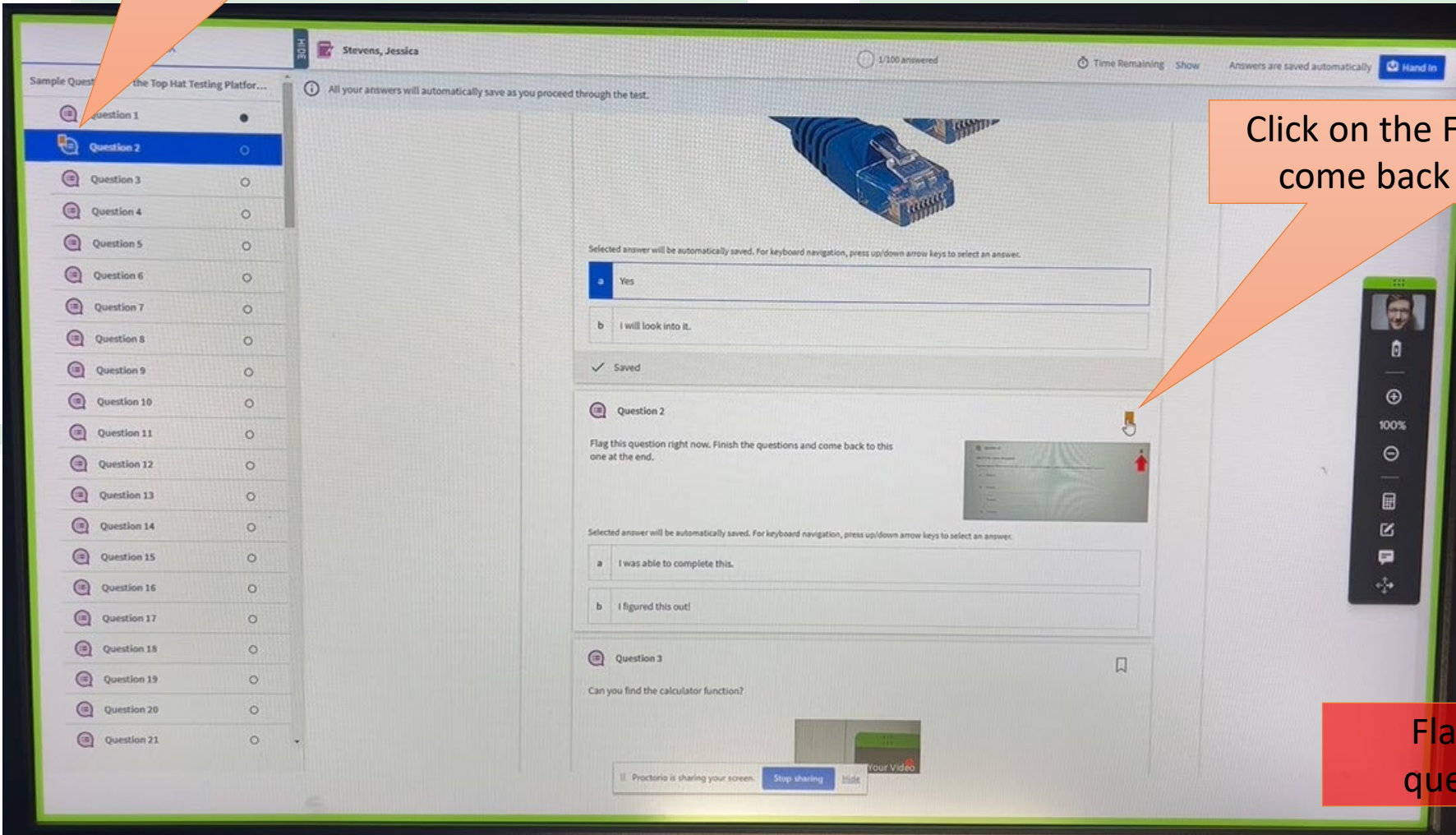
Notice the Flag to return to the question

Click on the Flag so you know to come back to that question.

Unanswered question

Answered question

Flagged question



Chat

Click on the chat within the examination to speak with a representative who can help with the examination program.

OR

Telephone our office.

1-905-838-4898 we may be able to help you.



Click to chat

Errors

- ☐ [Browser Tab](#)
- ☐ [Not enough RAM](#)
- ☐ [Stable Internet](#)
- ☐ [Webcam](#) – [Enabling](#)
- ☐ [Microphone](#) – [Enabling](#)
- ☐ [Desktop](#)
- ☐ [Multiple Screen](#)
- ☐ [Camera](#)
- ☐ [How to delete cookies/cashe](#)

Browser Tab Error:

Before you can continue, please do the following:

Close all other browser tabs and windows. (3 tabs still open). [click here](#) to do this for me.

Click on the “click here” to close the tabs you have open.

Not enough RAM Error:



RAM is the short-term memory. How efficiently your computer works depends on the amount of RAM you have. RAM allows your computer to multi-task.

Warning: Although your computer has enough RAM installed, only 0.49GB is available at this moment. This is at or below the minimum requirement of 2GB. We recommend restarting your computer or closing other programs before proceeding. [Learn more about what this means.](#)

By continuing, you acknowledge that your exam is likely to crash. Your exam administrator will be notified you skipped this warning.

If you experience this error you can try clearing your history on your computer and restarting your computer. However, likely your computer is not capable of handling the administration of this examination. We suggest you locate another computer and begin the process again. Very old computers likely will result in this error.

Clear your history on your computer

- Tap the three dots in the top-right corner of the screen, hover over “More Tools” and then select “Clear browsing data”
- Check the boxes next to Browsing History, ---Cookies, and Cached Images and Files.
- Click Clear Data.
- Press F5 on keyboard to Refresh.

Hardware inefficiencies:



CPU disk space is the general space you have available on your computer. The processor, also known as the CPU, provides the instructions and processing power the computer needs to do its work.

Warning: Although your computer has enough RAM installed, only 0.49GB is available at this moment. This is at or below the minimum requirement of 2GB. We recommend restarting your computer or closing other programs before proceeding. [Learn more about what this means.](#)

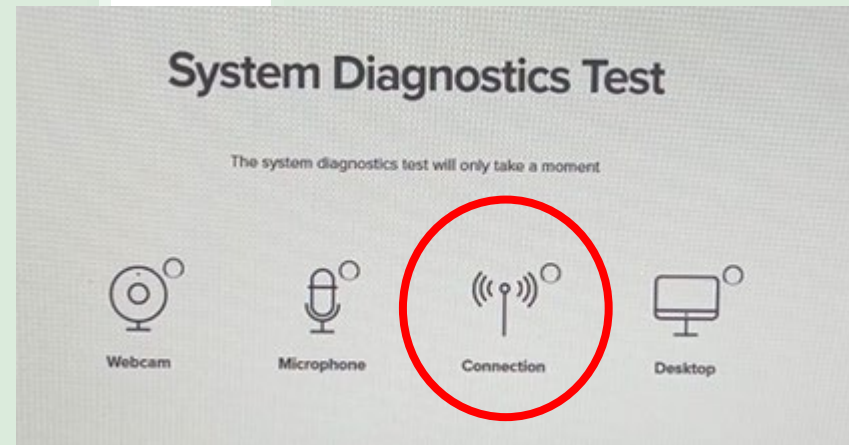
By continuing, you acknowledge that your exam is likely to crash. Your exam administrator will be notified you skipped this warning.

Similar Error to this one.

If you experience this error you can try clearing your disk drive and performing a disk defragment. (This is not a fast fix.)

It is recommended you find a more up to date computer with sufficient CPU disk space.

Stable internet error:



A stable internet connection

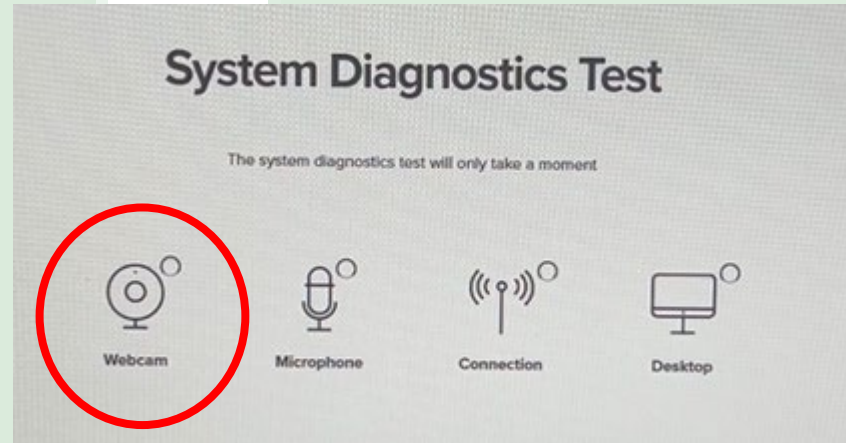
If possible, you should connect your computer directly to your router with an ethernet cable to ensure the most stable connection. This diagnostic can take a few moments to run.

Free up internet usage within your exam location:

Unplug all internet using devices and disconnect any wireless. Ask other people in your home to refrain from using the network (internet).

Examples: Smart TV, Cameras, Smart Lights, Google devices, Alexa's, Gaming Systems, Internet Phones, iPad, tablets

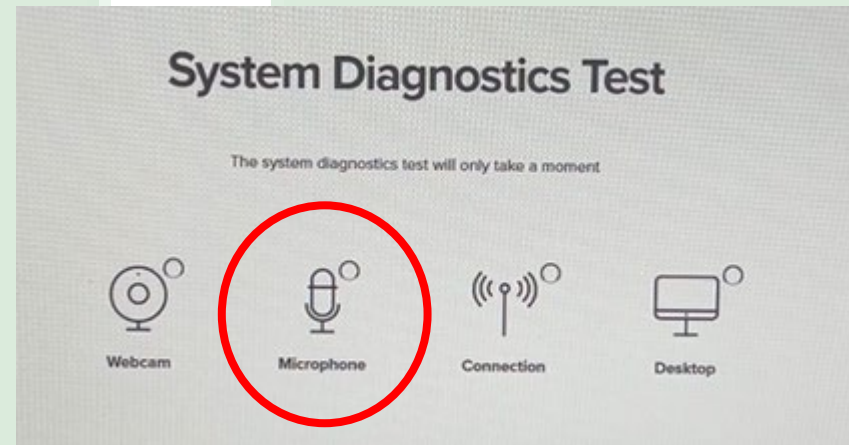
Webcam error:



Access to the computer's webcam has been enabled

You will see a pop-up in their browser prompting them to allow webcam access. You will not see this prompt if the webcam requirement has been disabled.

Microphone error:



Access to the computer's microphone has been enabled

You will see a pop-up in their browser prompting them to allow microphone access. You will not see this prompt if the microphone requirement has been disabled.



Enabling Webcam/Microphone:

1

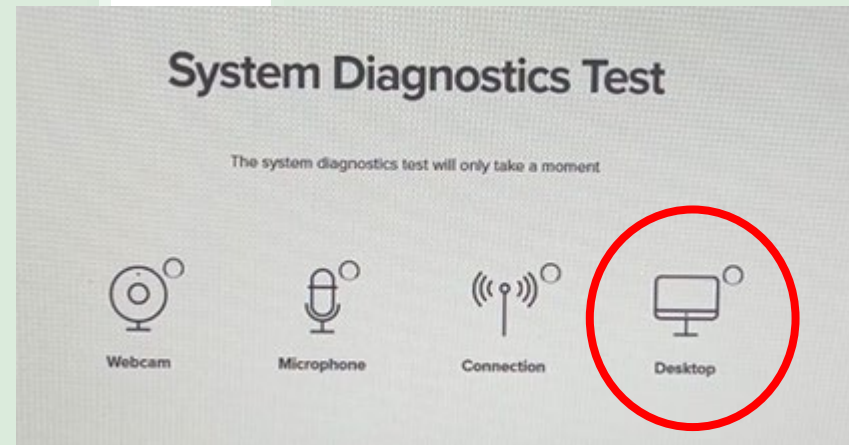
2

3

4

5 – ensure the microphone and camera are enabled

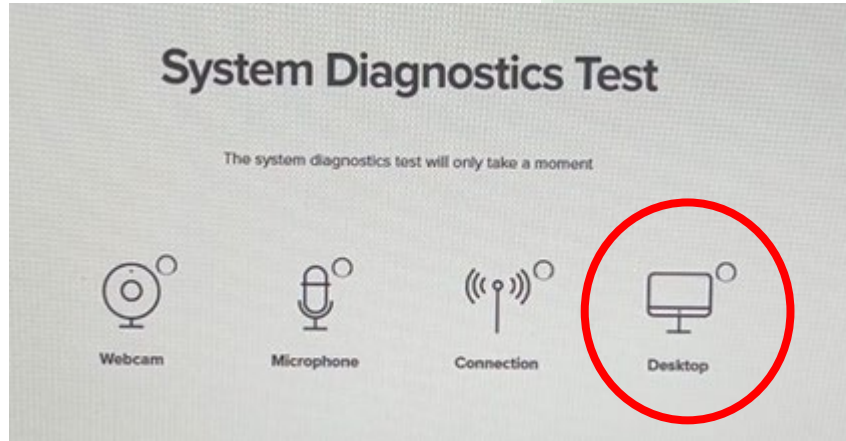
Desktop error:



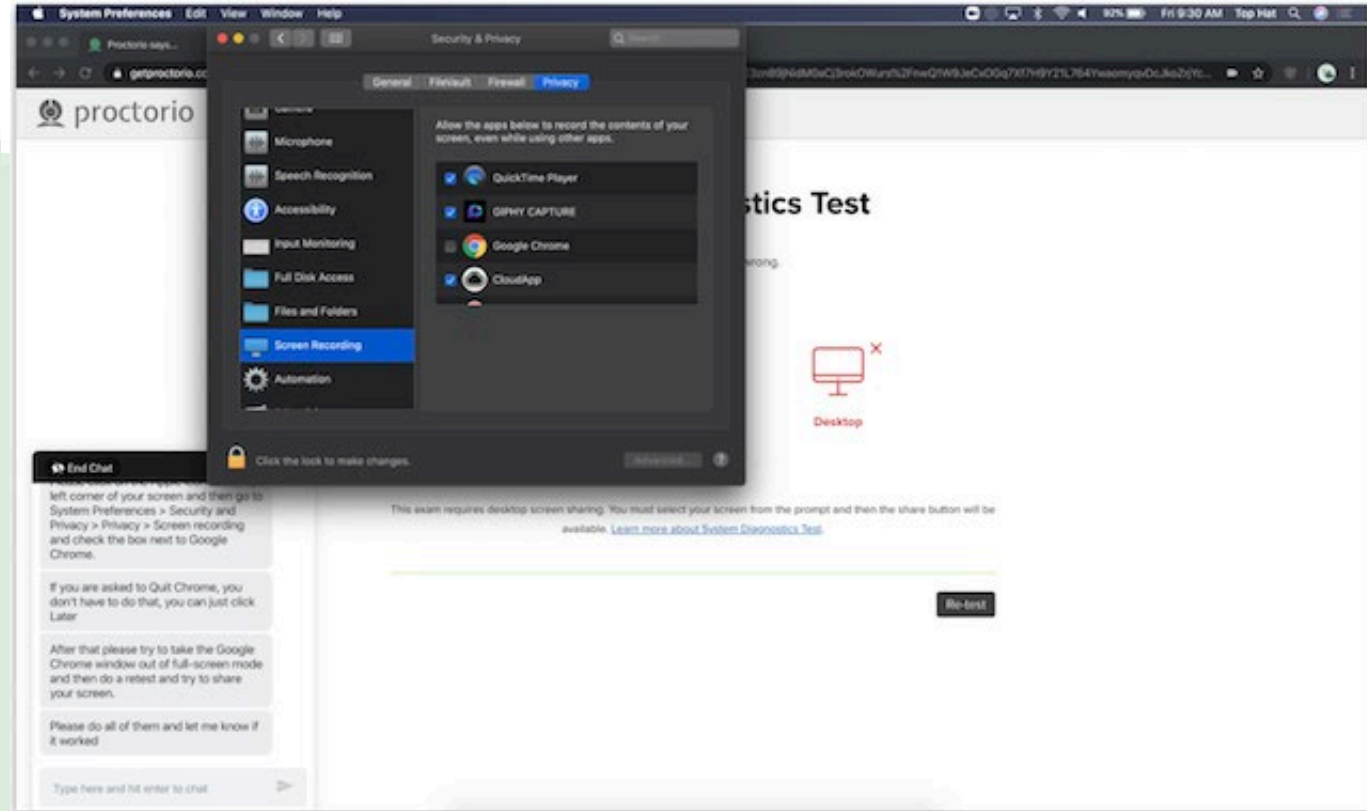
Screen recording has been enabled for the desktop screen

You will see a pop-up in their browser prompting you to select a screen to record. If the screen recording diagnostics test fails despite following the instructions in the pop-up, you should make sure you have allowed permission for screen recording with Google Chrome in your System Preferences (if using a Mac) or your Control Panel (if using a Windows computer).

Desktop error: For Mac



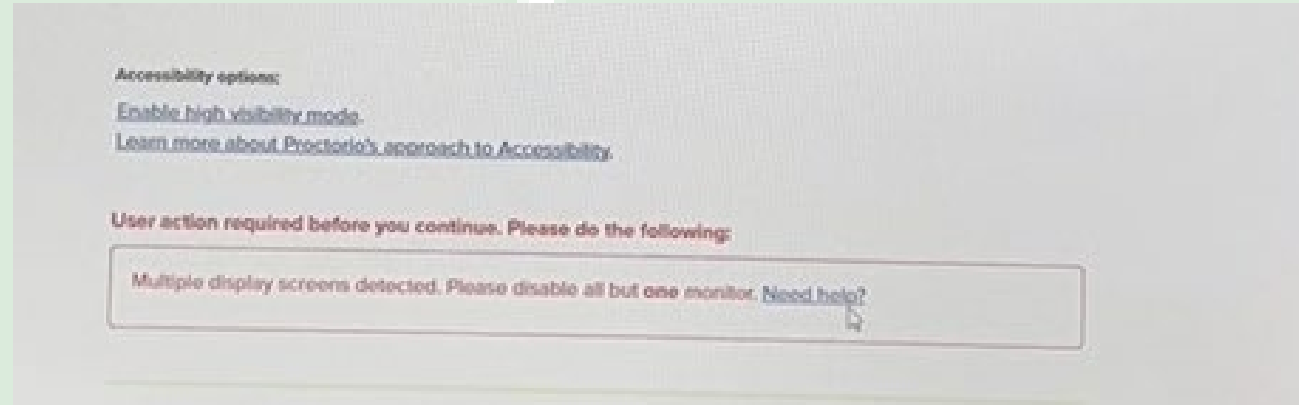
1. Choose Apple menu > System Settings, then click Privacy & Security in the sidebar. (You may need to scroll down.)
2. Click Screen Recording.
3. Turn screen recording on or off for each app in the list.



Screen recording has been enabled for the desktop screen

You will see a pop-up in their browser prompting you to select a screen to record. If the screen recording diagnostics test fails despite following the instructions in the pop-up, you should make sure you have allowed permission for screen recording with Google Chrome in your System Preferences.

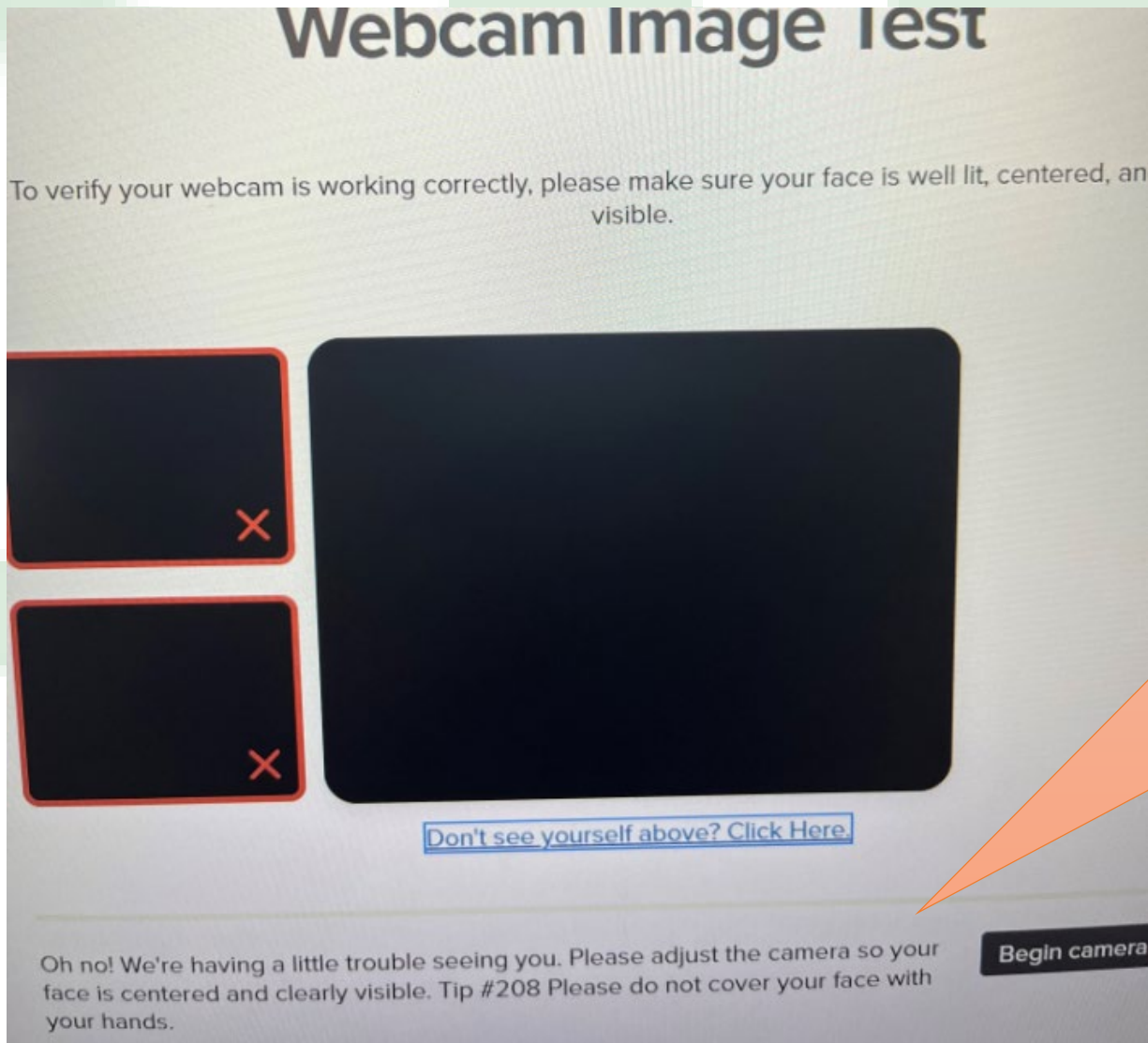
Multiple screen error



If you have multiple screens connected you need to disconnect so you only have one screen attached. You are able to use a screen attached to a laptop however the setting must have the screens duplicated (showing the same thing on both the laptop and the larger monitor.) A TV can be a larger monitor.

On a windows computer click on the "Start" menu, then "PC settings", then "system", then scroll down on the display menu and ensure the multiple displays are set to "duplicate these displays".

Camera error



Your camera is not activate or the lens cover is shut.

On a laptop there is a little cover at the top of the screen that slides to close it.

If this ever becomes closed during the examination this is a reason to be disqualified.

How to delete cookies/cashe

3: Clear browsing data

1: Click the 3 dots in top right corner

The screenshot shows the Chrome settings page with the 'Privacy and security' section selected. The 'Clear browsing data' dialog box is open, showing the 'Basic' tab. The 'Time range' is set to 'Last hour'. The 'Browsing history', 'Cookies and other site data', and 'Cached images and files' checkboxes are all checked. The 'Clear data' button is visible at the bottom right.

2: Privacy and security

4: Click off all 3 checkmarks, Make sure the time range is changed to "all time" Then click Clear data

Preparing the Location you plan to take the exam

- Remove the papers from your desk area. You should not have them within reach or readability. If you do not remove the papers, you risk being disqualified.
- Additional computers and electronic equipment powered on will cause your disqualification.
- Cover any additional area with items difficult to move with blankets or sheets.
- Take papers/diabetes related posters off walls/cork boards

Room scan

- Room scan may not be completed sufficiently if you are too quick. It should take a minimum of 30 seconds to 1 minute to scan your room.
- Show us the ceiling, floor, the walls beside you, behind you, in front of your computer and your desk space. Please make sure you are not in front of the camera for the room scan. Use a mirror if this helps.
- Failure to scan everything we are asking for may result in disqualification. TAKE YOUR TIME. We have added 5 minutes additional time for the completion of the room scan.

Something has failed and I cannot fix the problem

Telephone our office.

1-905-838-4898 we may be able to help you.

Getting your phone out to call us will not disqualify you.

We will record your name and the time you called us.

