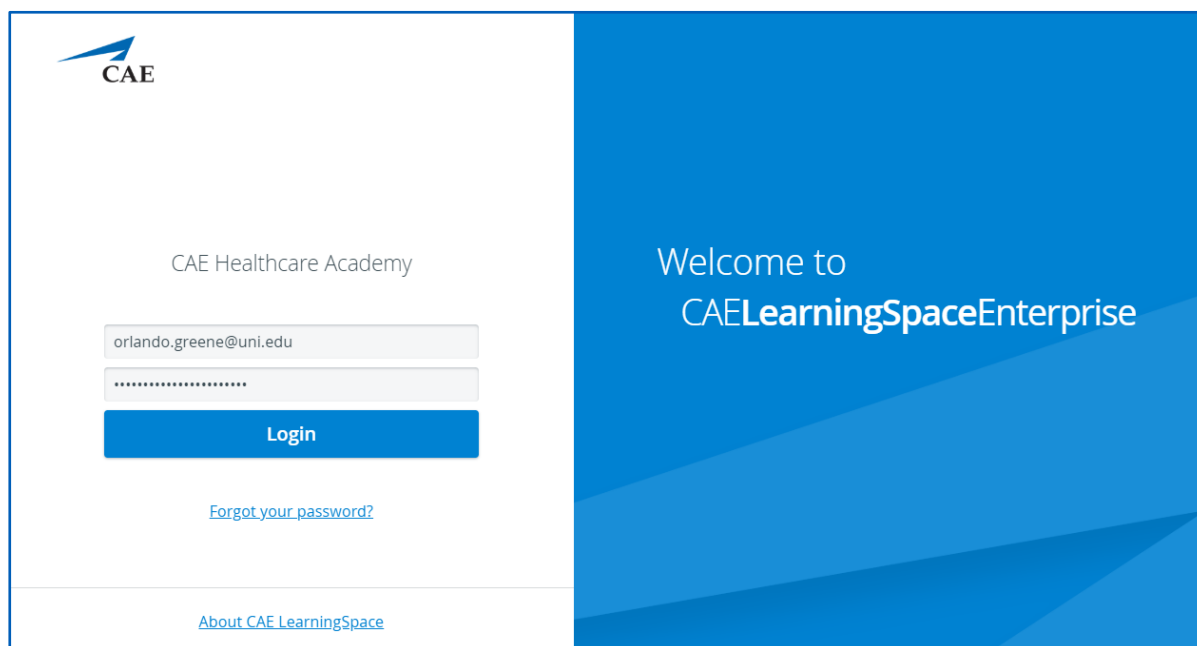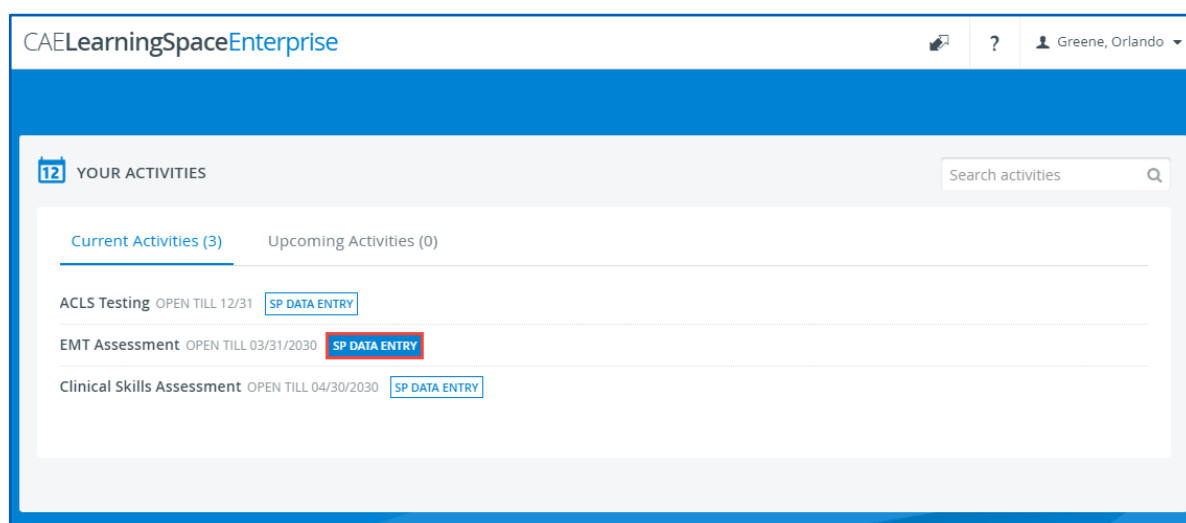# Virtual Encounter Guide for Standardized Patients
(Cisco Webex)

Info: This guide explains to Standardized Patients–who have "SP" privilege in CAE LearningSpace Enterprise–how to host virtual OSCE encounters.
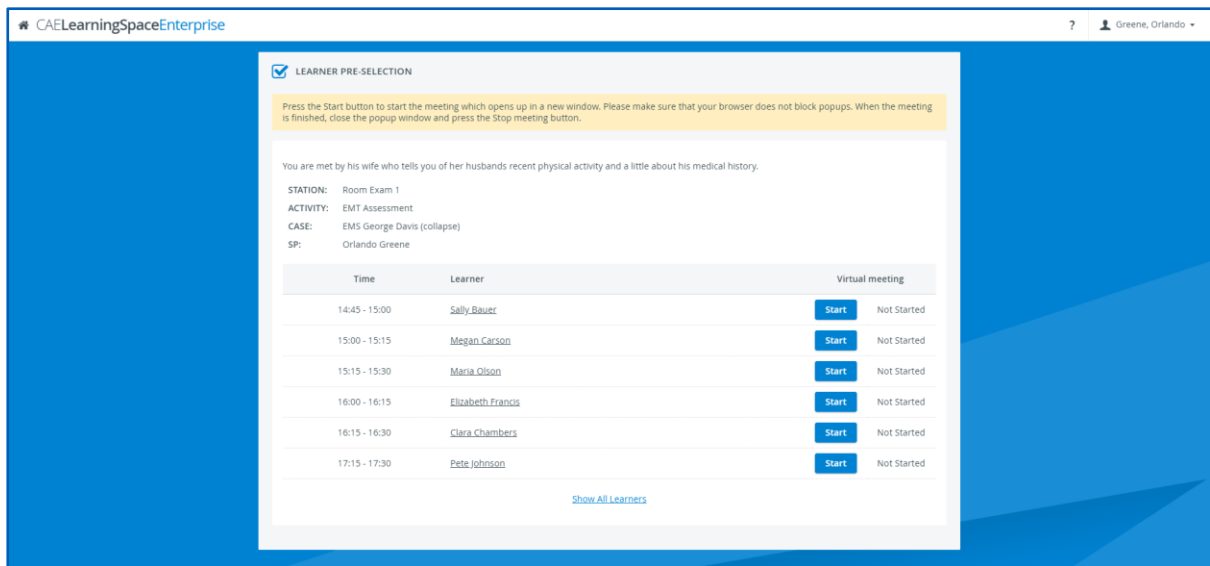
1. Open your Google Chrome Browser.
2. In the address bar, enter your CAE LearningSpace address given to you by your administrator.
3. Enter your email address and password in the corresponding fields and click **Login**:
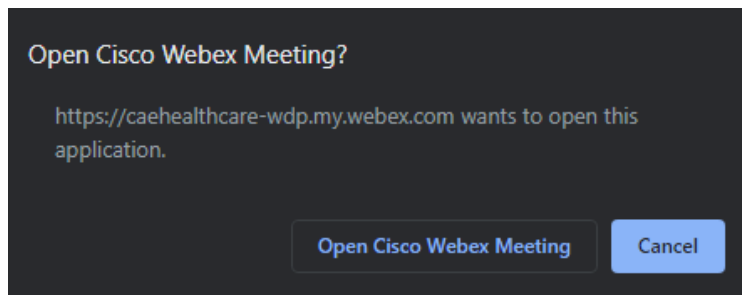

4. Once you are logged into CAE LearningSpace, select **SP Data Entry** next to the activity you are currently working on:
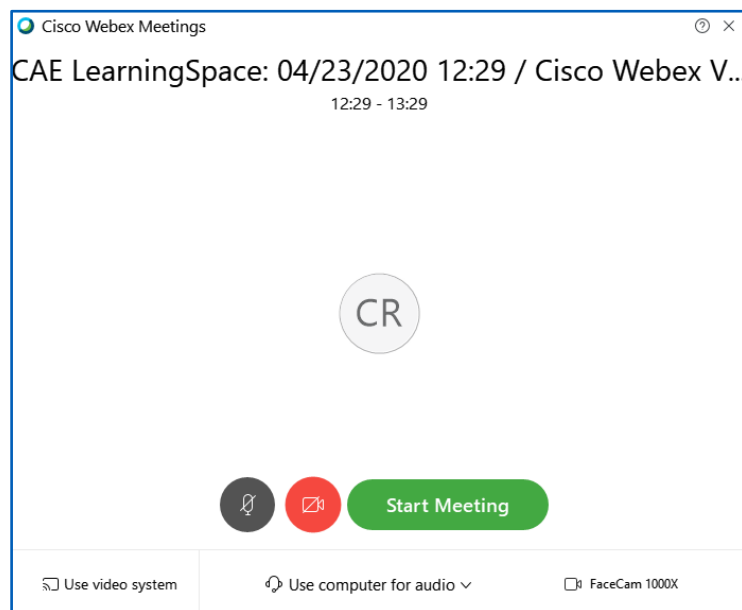
5. Once **SP Data Entry** is selected, you will now be able to see **Learner Pre-Selection**.
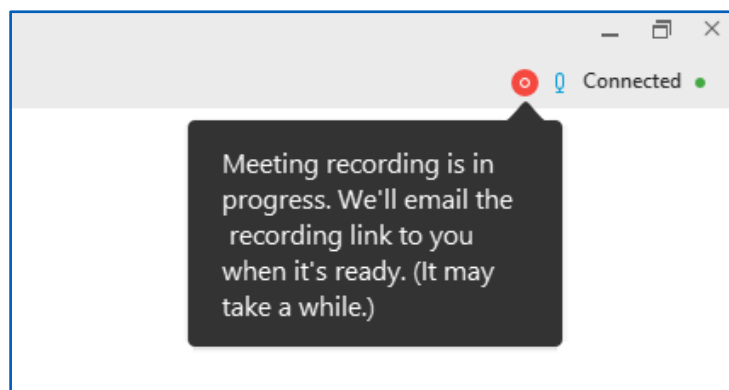

6. To begin the virtual encounter, click **Start** for the time and learner required.
7. Pressing the **Start** button will start Cisco Webex Meetings.
8. Click on **Open Cisco Webex Meetings**:

    Note: **Disable** the pop-up blocker in your browser.

9. The Cisco Webex Meeting application launches:

10. Turn on your audio and video with the microphone and camera icons.
    Once your camera is on, recording starts automatically. The Cisco Webex application will notify you in the top right corner:

Important: Do not stop then restart the recording during your virtual encounter. If you stop and restart the recording during the Cisco Webex Meeting, only the part after restarting—the most recent part of the meeting—will be saved as the virtual encounter in the **Video Review** module.

11. Click **Start Meeting**.
    Wait for your learner to join.

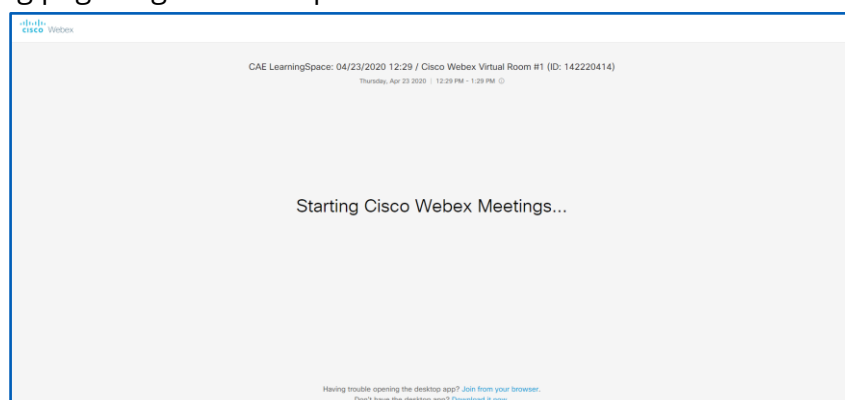In case you have trouble launching the application:

   a. Setup the Cisco Webex Meetings **desktop application**
      OR
   b. Join the Cisco Webex meeting **from your browser**.

Desktop Application

If you haven't installed the desktop app yet:

   a. Cisco Webex Meetings automatically downloads the desktop application's setup file (webex.exe) upon starting your meeting.
      Note: If downloading does not start, use the download link on the meeting's starting page to get the setup file:
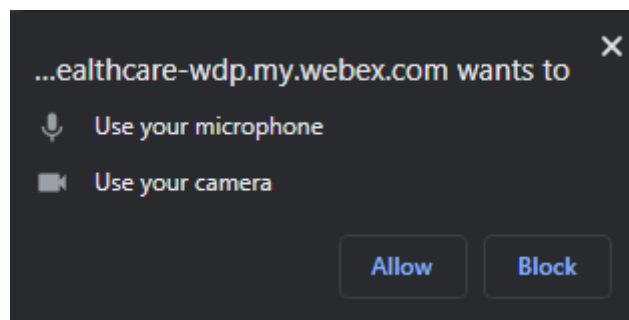
    b. Run the setup file to install the desktop application.
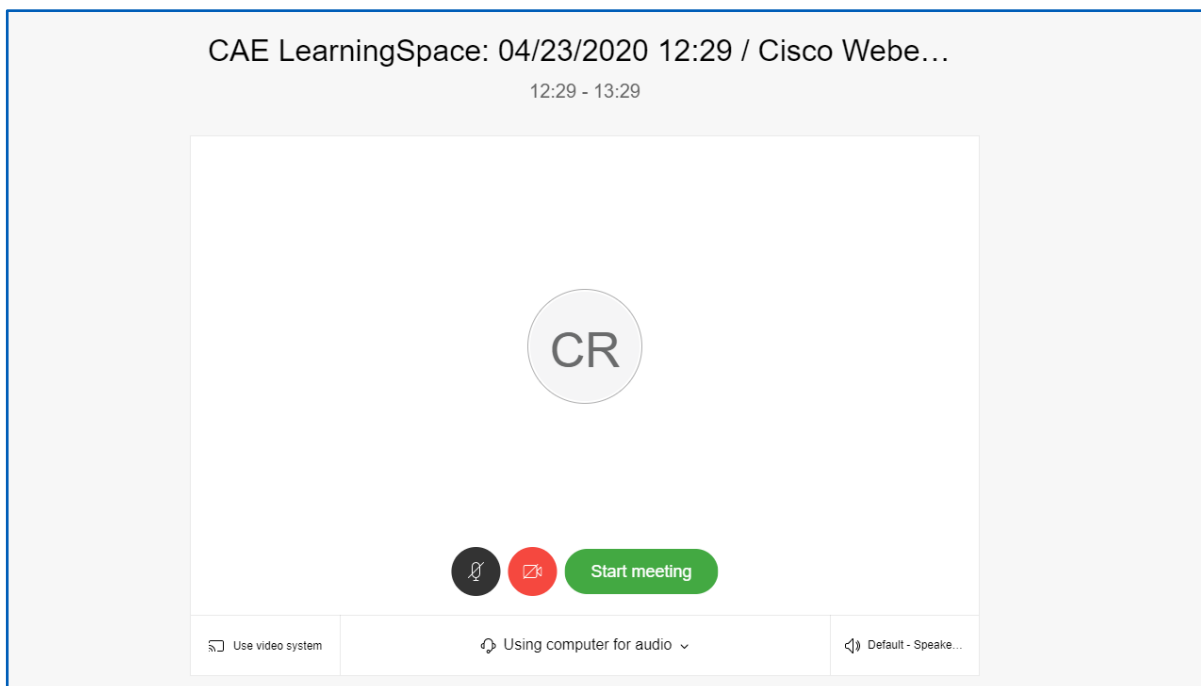
Start the Meeting from Your Browser

    a. Click on **Join from your browser** to open the Cisco Webex Meetings application in your browser.

        Note: **Disable** the pop-up blocker in your browser.

    b. The Cisco Webex site that you are currently connecting to—domain name ending: ".webex.com"—will ask for permission to use your camera and microphone.
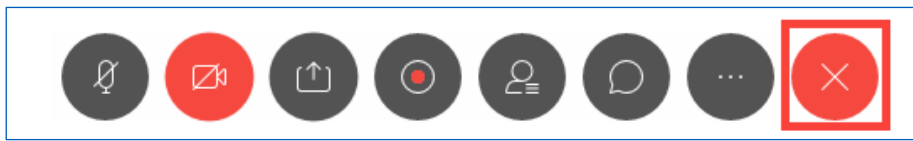

    c. Click **Allow**.

    d. Start the meeting from your browser.

        Note: Turn on your audio and video with the microphone and camera icons.
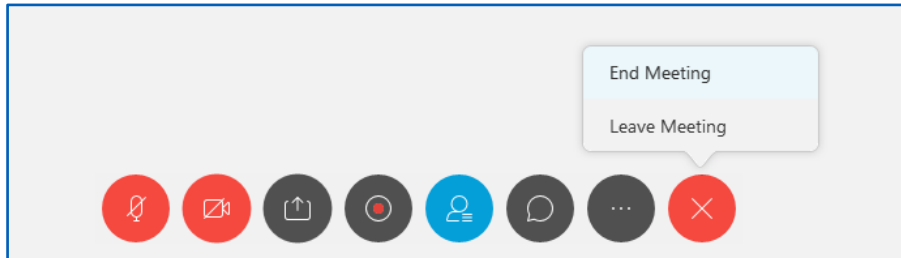

12. When your virtual encounter has ended:
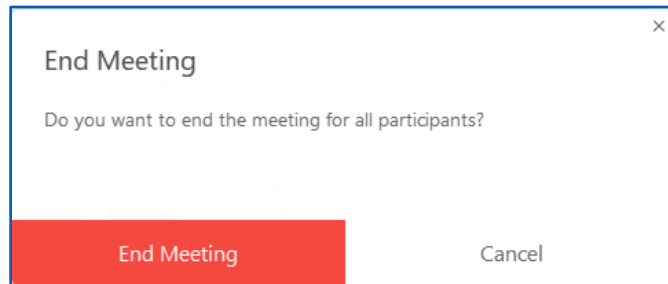
13. Click on the red close icon:

You will be presented with two options:

14. Select **End meeting**.

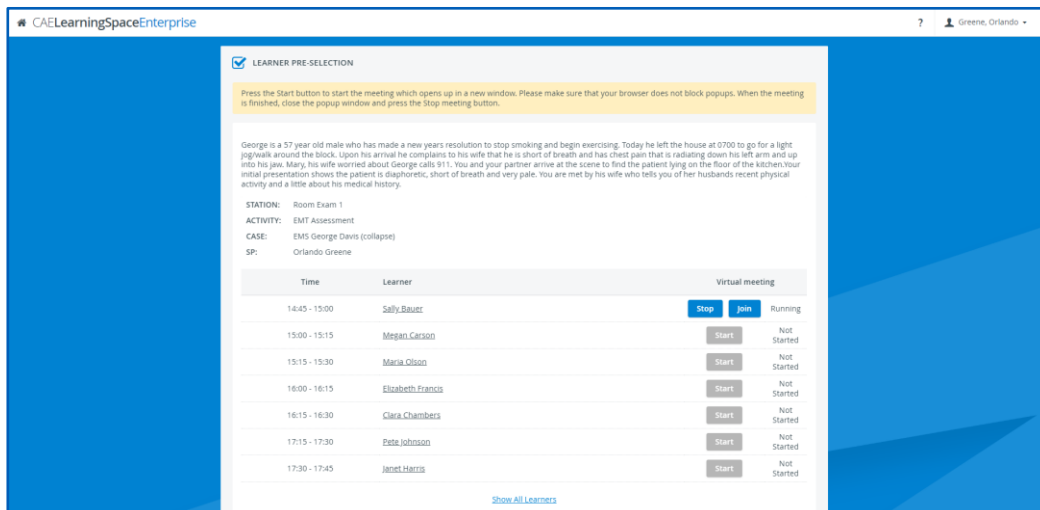A confirmation dialogue opens.

15. Confirm that you are ending the meeting **and**

16. Go back to your **Learner Pre-Selection** page and **Stop** your virtual encounter to launch video processing:
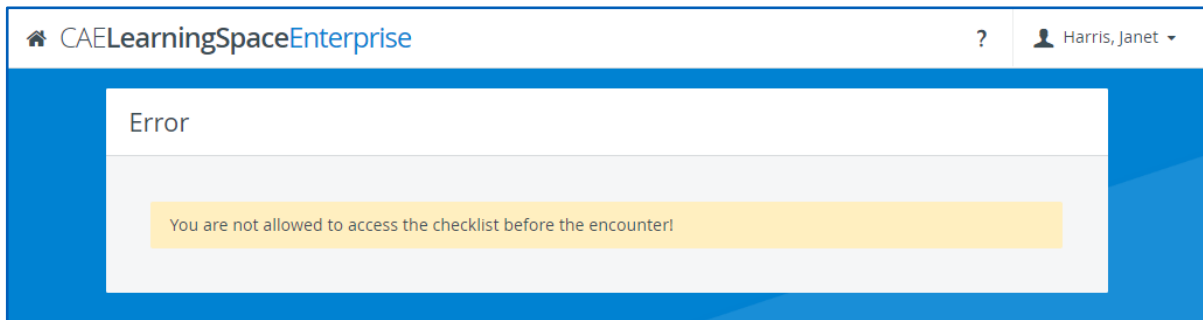
Tip: About "Running" status:

"Running" is displayed next to your virtual encounter until you hit **Stop** in CAE LearningSpace. This status indicates that from **CAE LearningSpace's point of view,** video processing has not started yet.
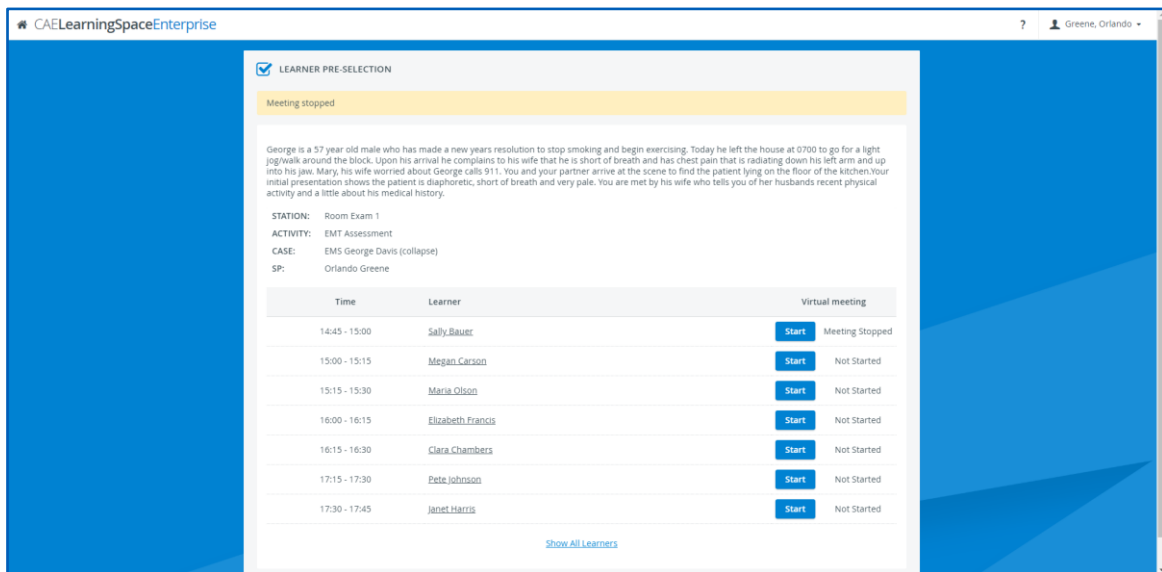
Important: **Ending Meetings Properly**

As the host, make sure to hit **Stop** in CAE LearningSpace after ending your Cisco Webex Meeting.

If the meeting is not stopped in CAE LearningSpace, video processing will not start, learners will not have access to their post-encounter checklist, and will be presented with the following message:

You can check on your **Learner Pre-Selection** page that the meeting has stopped:

Tip: After the virtual encounter, click on the learner's name to start data entry.

17. Repeat from step 5 to 16 until you have no virtual encounters to start on your **Learner Pre-Selection** page.