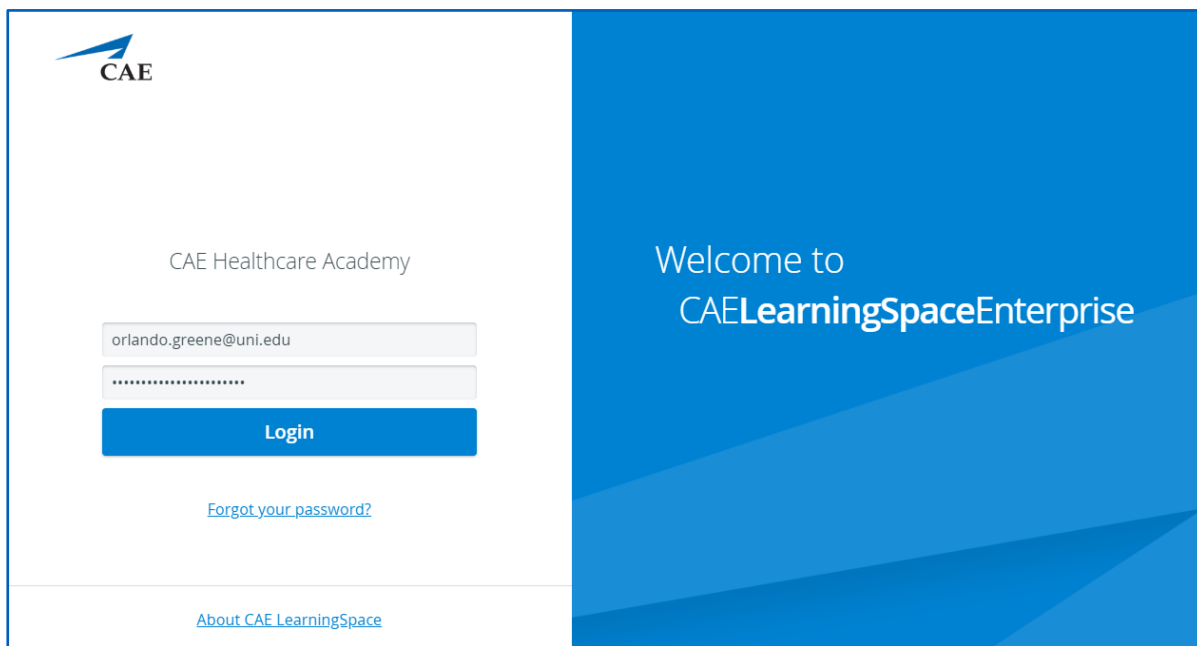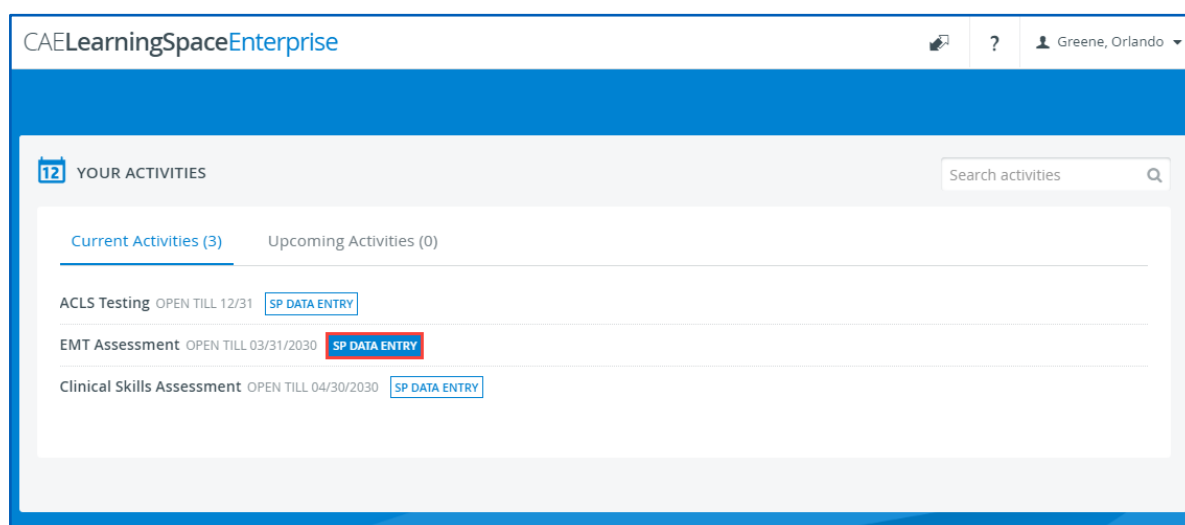# Virtual Encounter Guide for Standardized Patients

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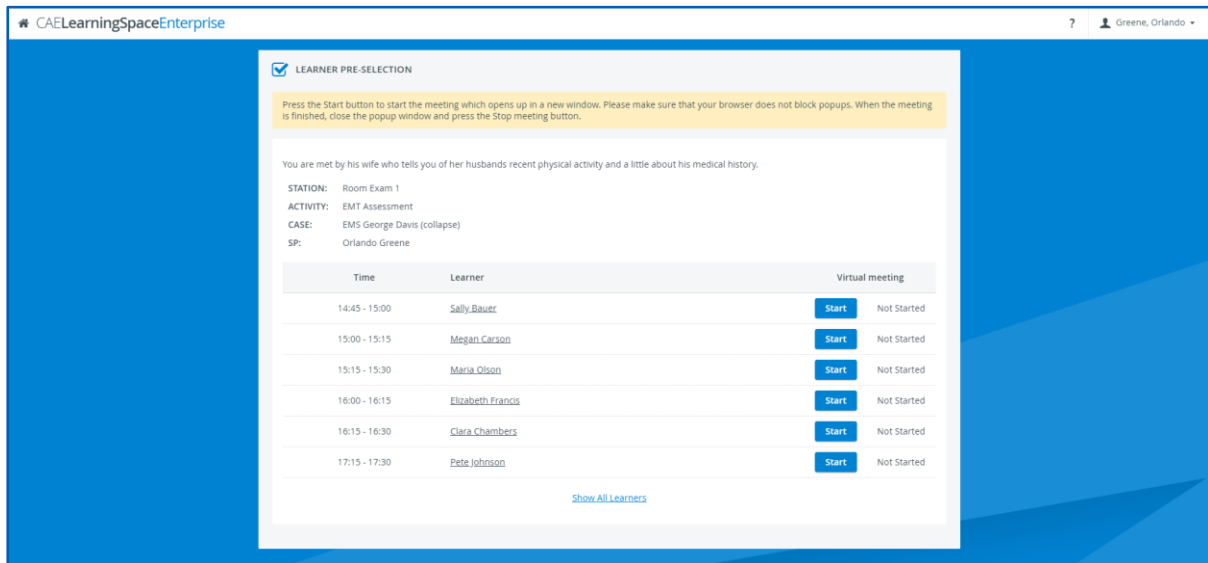
1. Open your Google Chrome Browser.
2. In the address bar, enter your CAE LearningSpace address given to you by your administrator.
3. Enter your email address and password in the corresponding fields and click **Login**:

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**.
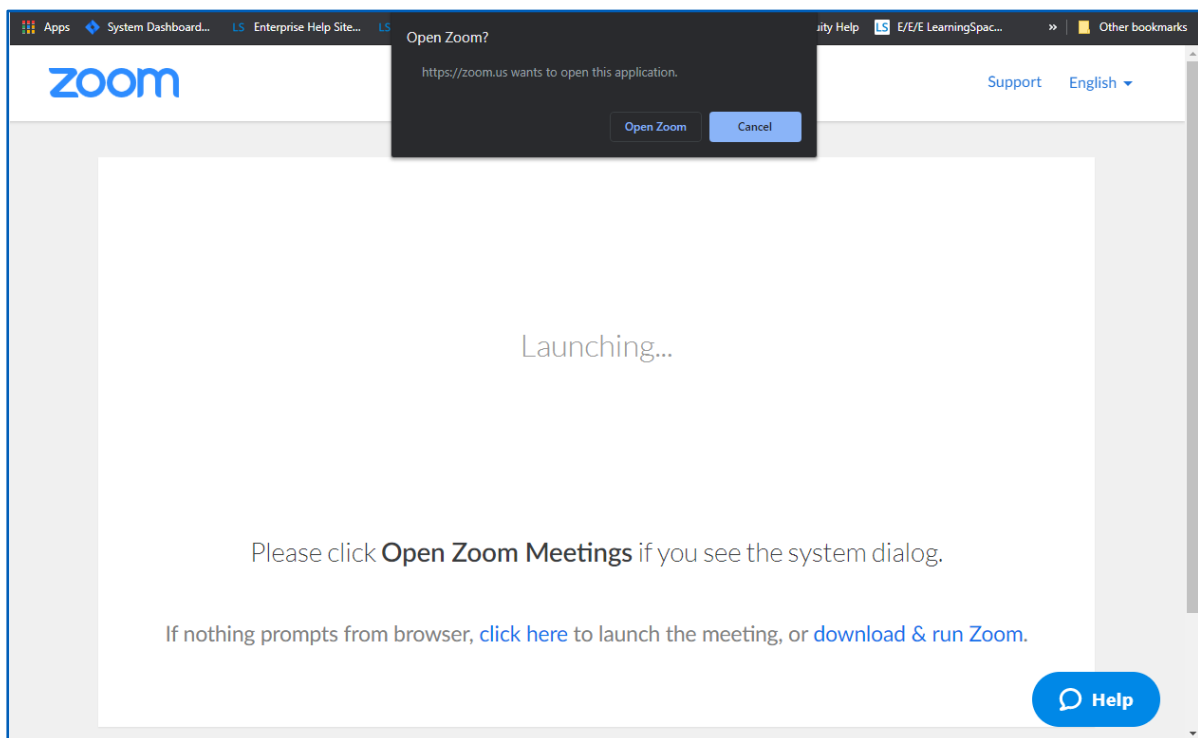

6. To begin the virtual encounter, click **Start** for the time and learner required.

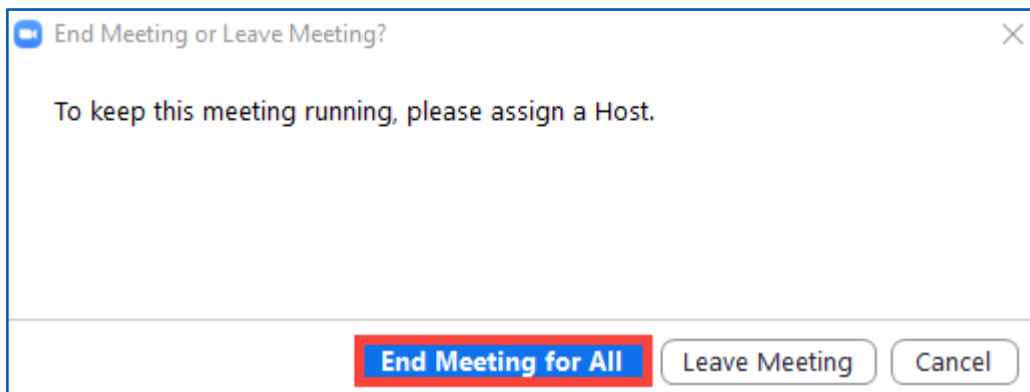7. Pressing the **Start** button will redirect you to Zoom's **Launch Meeting** tab inside your browser:

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

   In case you have trouble launching the application from your browser:

   - Click on **download & run Zoom** to install Zoom's desktop client.
   - Once the installation is complete, you will be informed by Zoom with a pop-up at the top of your screen:

8. Once you are on the new tab, click **Open Zoom Meeting,** and your virtual encounter will begin.

9. When your virtual encounter has ended:

10. You will be presented with a dialogue with two exit options.

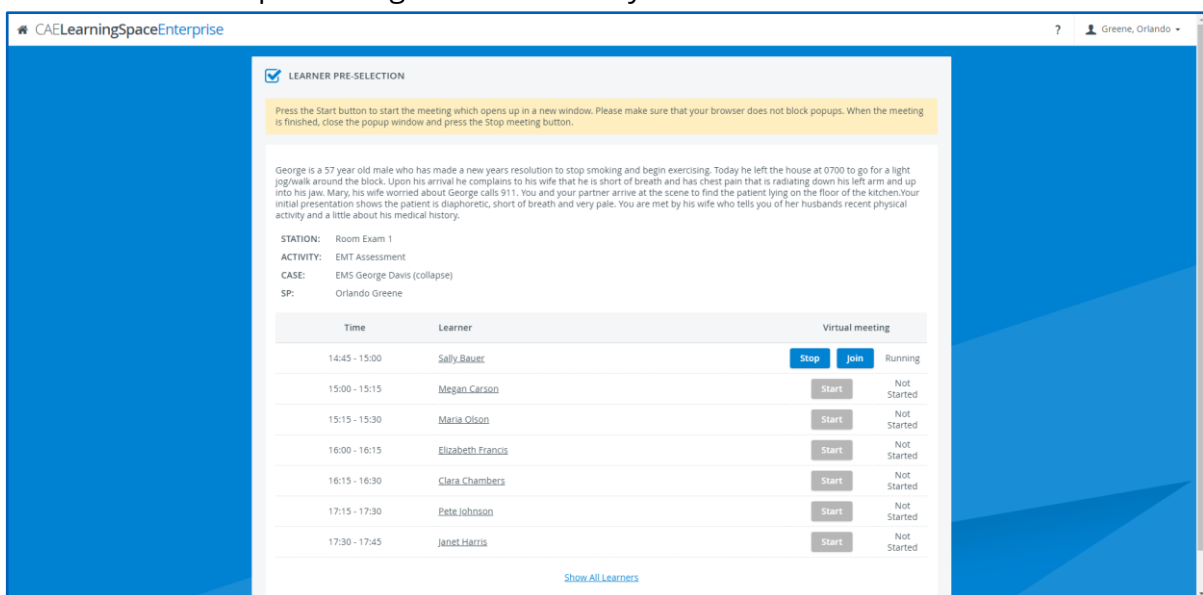   a. **Important**: Make sure to select **End Meeting for All**.

If you select *Leave Meeting*, the virtual encounter will continue because Zoom will make the other participant, the learner, the host of the meeting upon your leave. This will keep the recording going on until the learner leaves and might cause problems with video processing or launching the next virtual meeting.

    b. Click **Stop** on your **Learner Pre-Selection** page in CAE LearningSpace to launch video processing:

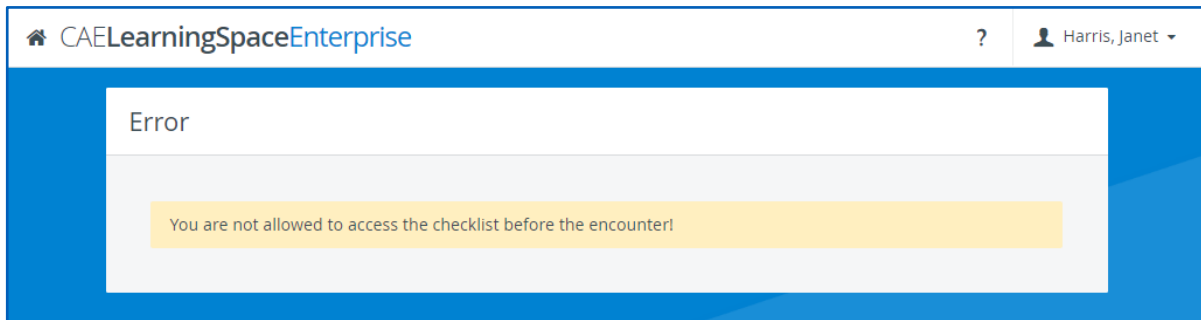   **Tip**: About "Running" status:

    "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.
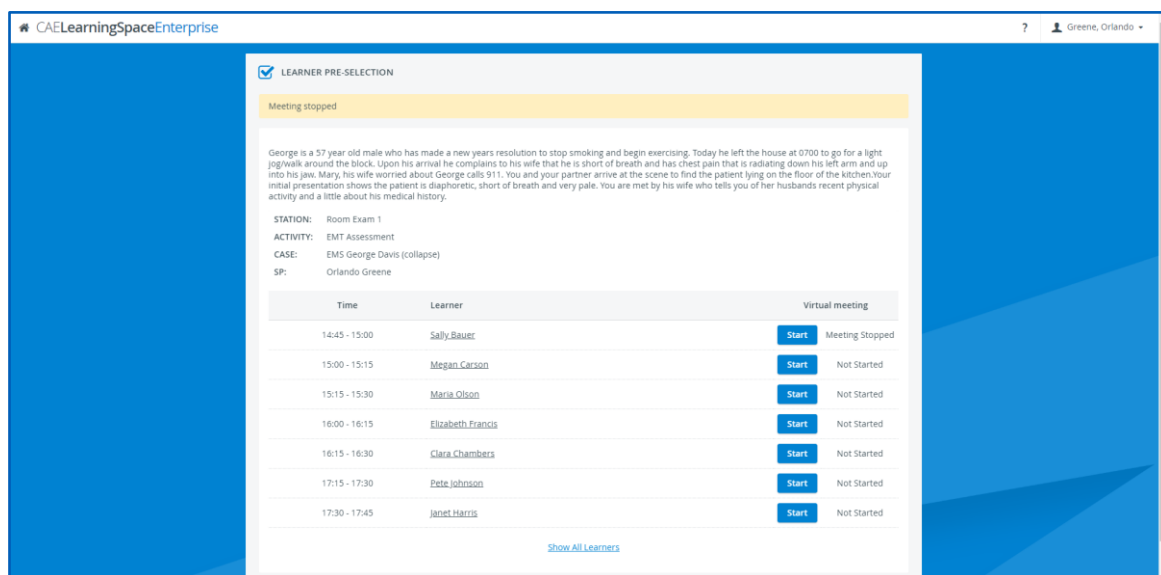
Important: Ending Meetings Properly

As the host, make sure to end the meeting with the **End Meeting for All** option in Zoom and the **Stop** option in CAE LearningSpace to allow learner access to post-encounter checklists.

If the meeting is not ended properly, video processing will not start, and learners will be presented with the following message when trying to access their post-encounter checklist:

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.

11. Repeat from step 5 to 10 until you have no virtual encounters to start on your **Learner Pre-Selection** page.