



Exam webinar Q&A

These are the questions and answers from the live webinar held on 17 February 2021 on the new exam software.

Q: When I type in the top section where it marks it skips to the top, will that glitch be fixed?

A: A new version of the practice software was released on Friday 19 February 2021 for downloaded version and the Mac user link. The updated software for offline use can be downloaded at www.icaew.com/examresources, if you continue to have issues please get in contact.

Q: I'm unable to save the software when I finish papers - it just closes - is there a way to fix this?

A: The practice software has an 'export' button on the summary page of the exam. This will download any responses into a PDF for you to save.

Q: For my mock I could see all lines on my answer but then when I exported to PDF at the end it cut off half my answers! The teacher does not know why, why would this happen?

A: A new version of the practice software was released on Friday 19 February 2021 for downloaded version and the Mac user link. The updated software for offline use can be downloaded at www.icaew.com/examresources, if you continue to have issues please get in contact.

Q: Will the exam software fill our individual screen or be a fixed as per the previous software?

A: The exams software will snap to fit your screen.

Q: I downloaded the offline software, but it doesn't open

A: A new version of the practice software was released on Friday 19 February 2021 for downloaded version and the Mac user link. The updated software for offline use can be downloaded at www.icaew.com/examresources, if you continue to have issues please get in contact.

Q: Can you search from the contents page in the permitted text?

A: There is a search function built into the permitted text PDF. Use the shortcut ctrl+F to use the search function.

Q: When I copy the spreadsheet into the work process areas the first column of tables goes very wide - is there a way to fix this?

A: You can adjust the size of the column once it has been pasted into the word processing area.

Q: Is it like with the old software where you needed to put a full stop on a line in order to make a real line space, or will our actual formatting appear to the examiner?

A: The actual formatting will appear to the examiners.

Q: Will case study be in this format? As most of the requirements is words and there's only numbers for the appendices

A: The current plan for case study is there will be one answer area, with the exhibits broken down.

Q: Do we have to copy our answers from the spreadsheet into the word document before exporting to pdf?

A: Yes, the practice software imitates the actual exam.

Q: When I have tried to export answers using the offline QB resources, my answer is blank when reviewing the PDF that is exported - is this issue known of?

A: A new version of the practice software was released on Friday 19 February 2021 for downloaded version and the Mac user link. The updated software for offline use can be downloaded at www.icaew.com/examresources, if you continue to have issues please get in contact.

Q: I've used the software a couple of times, the first time I exported it was fine but the next time I exported I lost all my work. It told me it had saved as a certain document, but I could not find it in the folder the previous export saved to. Should I have saved the first export somewhere else on my desktop before exporting the next?

A: When exporting for the second time onwards, you should ensure that the previous exported file is either moved or renamed. This is because the practice software created a PDF with the same file name every time.

Q: In relation to screen size can you confirm if a second screen can be used if a laptop screen is quite small. If so, what are the rules for using two screens? Thanks

A: If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: Are we still allowed to use paper to make notes in the exam rather than on the screen?

A: Yes, you can use paper during the exam to make notes. If you are sitting via remote invigilation you will need to show the paper is blank during your exam on boarding. If you are sitting in an exam centre, you will be provided with paper.

Q: As for the previous exam software, we were required by the examiners that all the text (answer) should be visible on screen and not hidden in cells. Are we required to do the same for the new software too?

A: The new software has a word processing area and separate spreadsheet area. All answers need to be entered the word processing area.

Q: Can I use my own handwritten whiteboard in the exam?

A: Yes, you can use a whiteboard in the exam. You will need to show that the whiteboard is blank during the exam on boarding process

Q: So, the writing area to answer is now effectively reduced by half the screen size... not ideal. Can a larger monitor be used for the exam or is that restricted again like it was previously?

A: The word processing area can be resized to make it bigger. If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: Where is the pause button for stop the clock breaks?

A: For those eligible for stop the clock, this is located in the accessibility menu in the top right-hand corner of the screen

Q: For candidates with stop the clock where does this function feature?

A: For those eligible for stop the clock, this is located in the accessibility menu in the top right-hand corner of the screen

Q: Will the permitted texts shown in the left-hand column be the same copies as in our individual Bibliu accounts/bookshelves? e.g. same annotations and highlights

A: Students will only have access to a blank PDF of the permitted text during the exam and it will appear in the resources section of the exam. If the exam is professional level and permitted text only, you will not have access to your bookshelf.

Q: Is there an auto-sum button?

A: Yes, there is an auto-sum function within the spreadsheet area

Q: The new software is far better functioning for the actual exam, however having attempted a mock exam using it I have a couple of issues. When exporting the answers there is no option to choose where the pdf is saved and clicking export automatically closes out of the exam without being able to check that the export saved successfully. This combined with the issue of the export being blank if saved to a folder with a space in the file path has resulted in me having to do this mock several times. On this note, there is also no way to save your progress as you go on like there was with the old software, which is one of the basic fundamentals of working on a computer. Is there potential for these issues to be fixed in the future?

A: A new version of the practice software was released on Friday 19 February 2021 for downloaded version and the Mac user link. The updated software for offline use can be downloaded at www.icaew.com/examresources, if you continue to have issues please get in contact. We are currently investigation some of the issues that have been raised for example, exporting each question once it has been answered.

Q: The downloaded software fails on my main laptop but works on an old one. I can see no reason for it. Are there any known technical issues? And is the actual exam software identical?

A: A new version of the practice software was released on Friday 19 February 2021 for downloaded version and the Mac user link. The updated software for offline use can be downloaded at www.icaew.com/examresources, if you continue to have issues please get in contact.

Q: The screen is way too cramped; can you separate the excel part and the question onto separate screens? I personally only have a laptop, so it seems to be a big disadvantage to people who don't have large screens available. And the zoom feature doesn't look like it helps either it looks way too small.

A: There is the ability to adjust or resize your screen, for example you can expand the word processing area, reducing the size of the spreadsheet area and question area.

Q: So, we can't see the bookshelf and the question on screen at the same time?

A: Unfortunately, there is not the ability to see the bookshelf and question on screen at the same time.

Q: Can you drag the second tab onto a second monitor?

A: When completing an exam via remote invigilation you have the ability to use a monitor to mirror a laptop. Students can only access to one monitor during the exam.

Q: Can we still use our open books as a hard copy or are we now expected to rely purely on the "bookshelf"?

A: For open book exams business planning and advanced level you will have access to the digital bookshelf, and you will be able to taken in hard copy notes. Students should be aware that we advise that they should be using the most up to date learning materials.

Q: Does the exam autosave?

A: The exam automatically saves throughout the exam

Q: If the online bookshelf is separate tab will we not be able to see both the open book and exam at the same time?

A: The digital bookshelf opens on top of the answer area and you will be able to minimise the bookshelf. Students will not be able to sit the question/answer area and bookshelf side by side.

Q: What does the accessibility button do?

A: The accessibility menu allows students to change the colour of the screen for easier reading should students need too.

Q: Where do I download my books from?

A: The bookshelf is available during open book exams via a link student are not required to download books. Outside of the exams you have the ability to access your bookshelf on any device.

You can purchase the digital learning materials from our bookstore. <https://ebookshop.icaew.com/>

Q: For the permitted text, is there a reason this wasn't linked to our bookshelf like the open book texts? We use the highlighting guide to show us key items rather than reading the whole paragraph?

A: For exams which only allow specific permitted texts, it is not appropriate to allow access to your ICAEW Bookshelf and all the materials held there. Therefore, we have made the PDF of the permitted text available within the exam software itself, and students will have the ability to search the text during the exam. Students can see how this will look and function by accessing the practice software on icaew.com/examresources

Q: Will I be able to access my highlighted version of hardman tax via the online bookshelf?

A: For exams that have permitted text, there is a blank copy of the book within the resource section of the exam. Students will only have access to the digital bookshelf during open book exams.

Q: So, we do get out Bibliu?

A: During open book exams students will have access to their own digital bookshelf.

Q: When will the software be available to start practising?

A: The practice software is available now to download and use.

Q: How can I use the practise software to solve Question banks question?

A: Exams from the professional level question banks are available to access now. You can also use the blank software alongside the question bank for further practice using the new software.

Q: How do we submit our exam.

A: Students will submit the exam once it is complete using the last page of the exam.

Q: When it takes you to Bibliu will it be clean copies of our books or our annotated books?

A: For open book exams students will have access to their own individual bookshelf, with any annotations or highlights

Q: Are the July advanced level exams still being able to take place in exam centres?

A: ICAEW has to follow government guidance for lockdown. Access to exam centres is reviewed on a session by session basis, in light of the current lockdown restrictions in the UK and worldwide.

Q: Can we still use hard copies of permitted texts?

A: Hard copy materials are not permitted within the exams. For permitted text exams, a blank PDF will be available to all students.

Q: When will we be able to access question banks in the software?

A: Exams from the professional level question banks are available to access now. You can also use the blank software alongside the question bank for further practice using the new software.

Q: Will the software then fill the screen regardless of screen size?

A: The software is designed to fit any size screen enabling students to see all of the question and answer area.

Q: Is it possible to test run stop the clock rest breaks during the practice exams? I am nervous this will not work while sitting the exams remotely

A: There is not the ability to practice with stop the clock within the practice software. There has been extensive testing of using stop the clock during an exam to ensure its availability during the exam.

Q: For the screens - would that just be "duplicate desktop" as laptop has the webcam on

A: The word processing area can be resized to make it bigger. If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: Why for AA do we have to use a blank version and not our Bibliu version?

A: For exams which only allow specific permitted texts, it is not appropriate to allow access to your ICAEW Bookshelf and all the materials held there. Therefore, we have made the PDF of the permitted text available within the exam software itself, and students will have the ability to search the text during the exam. Students can see how this will look and function by accessing the practice software on icaew.com/examresources

Q: If we are able to use a second monitor, how will the webcam be recording work?

A: If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor

Q: Can you print the questions?

A: There is not the ability to print the exam question(s) either during the exam, when using the practice software or the question banks.

Q: When you say the laptop, screen has to be closed, if I close mine it will shut down completely. Can it be left open but just not used/screen mirrored?

A: If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: Is there more than a screen for the exams?

A: In exam centres students will have access to one screen/monitor during the exam. If a student is sitting by remote invigilation a student may use a separate laptop and mirror to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: Additional question to the remote invigilation - does your webcam have to be on you? If so, how could you use a separate screen whilst having the laptop closed?

A: If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: While enlarging the word page, does it affect the way the final answer is printed? Do all our answers still appear or are they cut off?

A: The exam scripts are not printed for marking. Any information entered into the word processing section of the answer area will be seen by the examiners.

Q: The practice software has crashed multiple times for me. What would happen if the software crashed on exam day?

A: The live exam is completed within the live exam environment on the day. This has been extensively tested to enable the launch of the software.

A new version of the practice software was released on Friday 19 February 2021, please download at www.icaew.com/examresources if you continue to have issues please get in contact. We are

currently investigation some of the issues that have been raised for example, exporting each question once it has been answered.

Q: On the two-screen option - Can we use the "display one screen option" and use the laptop keyboard as our keyboard and an external monitor as our only viewing screen?

A: Students who use a separate screen/monitor can do so for mirroring only. The laptop screen cannot be used as a second screen to view the question.

Q: I don't think I can switch off the main screen as the external screen links to my laptop?

A: If students are mirroring their laptop with a second monitor/screen, the laptop should be closed down.

Q: I receive 'stop the clock' as part of my exam. The old version had a teacup for me to start and stop my time - will this have a similar function?

A: Students who have access to stop the clock need to go to the 'accessibility' menu in the top right-hand corner of the screen. Once you have used all the time, the option within the menu will no longer be accessible.

Q: Do you get a whiteboard on site?

A: When sitting the exam in an exam centre you will have access to paper to make notes.

Q: When using an external monitor can you have your laptop open as that has the webcam in built?

A: If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: Do we not have to leave the laptop open to use the webcam for remote invigilation?

A: If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: What happens if internet connection goes down during exam?

A: Students need to ensure that they have a stable internet connection that will allow them to complete the exam. If students feel that their internet connection is not stable, students will need to consider if remote invigilation is the best option for sitting the exam.

Q: Is it only in advanced level exams where you can access your Bibliu bookshelf?

A: Students have access to the digital bookshelf during open book exams, at either professional or advanced level.

Q: Can we copy and paste from the online books or permitted text?

A: Students are unable to copy and paste from either the PDF permitted text or the digital bookshelf.

Q: Can resist students for advance exams still use hard copy resources (notes that we prepared for November 2020) as well as online resources?

A: ICAEW can only ever recommend that students' study for the 2021 exams using the relevant edition of the ICAEW learning materials. However, for open book exams business planning and advanced level you will have access to the digital bookshelf, and you will be able to take in hard copy notes.

Q: I have been having problems with the software crashing when I scroll down in it. Is anyone else experiencing the same problem?

A: A new version of the practice software was released on Friday 19 February 2021 for downloaded version and the Mac user link. The updated software for offline use can be

downloaded at www.icaew.com/examresources, if you continue to have issues please get in contact.

Q: If you decide to use a larger external screen than your laptop screen (and therefore need to close your laptop screen), is it acceptable if the external screen does not have an inbuilt camera?

A: If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: Is there a word or row limit in the word processing section?

A: There is no word limit in the word processing area.

Q: How many times can we use the undo button?

A: Students can redo or undo as many times as necessary

Q: Can I copy text from Exam resources? Can we save personal notes on Exam resources.

A: Students are unable to copy and paste from the resources and digital learning materials during the exam.

Q: Can I bring my own keyboard and mouse to exam centre?

A: If students require their own keyboard and mouse when sitting at an exam centre, they are required to apply for access arrangements. Please visit www.icaew.com/accessarrangements

Q: In the event the browser freezes, would our time continue to count down or would it freeze as well?

A: In the event that the browser freezes the counter will stop counting down until you start the exam again

Q: Has the exam software been thoroughly tested on Apple devices?

A: The software has been tested on both apple and windows devices

Q: Will we be getting extra time to copy and paste everything over then and make it look like a report? If it is to make it more like real life, we would have more time to do this

A: The exams have been tested by students throughout the development of the new software. Testing is completed using the current length of the exams. Students were able to complete the exam in the allocated time slot. Therefore, it has been deemed necessary to add extra time to the exams.

Q: So, can we use an external keyboard and mouse? This part wasn't answered

A: If sitting by remote invigilation you can use an external keyboard and mouse. If you are sitting in an exam centre and require your own keyboard and mouse students will need to make an application to the access arrangements team.

Q: In the real world you aren't constrained by time therefore trying to copy a statement of accounts from the spreadsheet into the word processing area and then have to re-format it is very time consuming. I get you want it to be professional, but you could allow referencing!

A: Whilst developing the new software, the exams have been tested within using the existing time allowed to sit the exams. No extra time has been required during the testing process

Q: My screen doesn't have a webcam- does that mean I cannot use it with the remote invigilation? as I will not be seen

A: Students must have a webcam available to sit a remotely invigilated exam.

Q: Every time I try to access the demo software I get an error message saying server not available - is this a known issue?

A: A new version of the practice software was released on Friday 19 February 2021 for downloaded version and the Mac user link. The updated software for offline use can be downloaded at www.icaew.com/examresources, if you continue to have issues please get in contact.

Q: Will all questions in question bank be integrated into the software just like in Surpass the last time?

A: Exams from the Professional Level question banks are available to access now. You can also use the blank software alongside the question bank for further practice using the new software. Please visit icaew.com/examresources.

Q: Are the exams moderated?

A: All ICAEW exams are moderated.

Q: Do you have to manually save answers or is it still done automatically?

A: Any responses add to the answer area are automatically saved throughout the exam.

Q: I can't see the question bank in the new exam software for Advanced Level exams, are Advanced Level question banks not released yet?

A: There will be Advanced Level question banks added to the practice software later in the spring.

Q: For my mock I could see all lines on my answer, but then when I exported to PDF at the end it cut off half my answers! The teacher does not know why, why would this happen?

A: A new version of the practice software was released on Friday 19 February 2021, please download at www.icaew.com/examresources, if you continue to have issues please get in contact. The practice software is a direct replica of the exam software.

Q: I can't see the question banks in the exam resources?

A: Exams from the Professional Level question banks are available to access now. You can also use the blank software alongside the question bank for further practice using the new software. Please visit icaew.com/examresources.

Q: Will there be a webinar about the process of booking an exam for a Certificate Level student?

A: Students who are at the Certificate Level should visit <https://www.icaew.com/for-current-aca-students/apply-for-exams/certificate-level-exams>

Q: Can you have two tabs open at the same time side-by-side? e.g. the Bibliu and exam question, or do we need to switch tab?

A: During the exam you are unable to have two tabs open side by side. The digital bookshelf and data analytics software will open onto the answer area and these can then be minimised and accessed when needed.

Q: Can we still use a physical calculator?

A: Yes, students can use their calculator during the exam. Please visit www.icaew.com/calculators

Q: At the end of the exam, will we need to do anything to export the word processing area, or will that submit automatically?

A: During the live exam you will not need to export the exam. You will need to submit the exam once you have finished at the end of the exam.

Q: Can you please send the link to the new software with the questions?

A: A new version of the practice software was released on Friday 19 February 2021 for downloaded version and the Mac user link. The updated software for offline use can be downloaded at www.icaew.com/examresources, if you continue to have issues please get in contact.

Q: There are no integrated question banks for the Advanced Level yet. When will these be available?

A: There will be Advanced Level question banks added to the practice software later in the spring.

Q: Can we drag the Bibliu tab so that we can have our exam window side by side with the Bibliu open books?

A: During the exam you are unable to have two tabs open side by side. The digital bookshelf and data analytics software will open onto the answer area and these can then be minimised and accessed when needed.

Q: Do we have to close the laptop even if the screen is mirrored to our monitor not extended?

A: Yes, but you will require an external webcam.

Q: Will case study be in this format? As most of the requirements is words and there's only numbers for the appendices.

A: The case study exam will have one answer area with exhibits in the resource section of the exam.

Q: I'm still confused whether for Tax Compliance we will have our highlighted book?

A: The Audit and Assurance exam and Tax Compliance exam will both have a blank copy of the permitted text included. Students will not have access to the digital bookshelf during the exam.

Q: What is the protocol prior to the exam - like needing to show ID?

A: When sitting the exam by remote invigilation you will go through an on boarding process prior to taking the exam. This process will include showing ID and checking the room you are taking the exam in.

Q: What about a power cut?

A: In the unfortunate event that the exam crashes or you have an issue during your exam. There are procedures in place to get students back up and running. Anytime that is lost will be add to the exam once students are back up and running. There is a facility as part of the remote invigilation software for you to access if you do have issues.

Q: Would you recommend doing the exam at home (via home wifi) or at work (via work wifi)?

A: Students should have a stable wifi connection in order to take the exam.

Q: Can you confirm - for Business Planning Transformation is the digital material Hardmans only? Or course notes and questions bank too?

A: For open book exams such as Business Planning and Advanced Level exams, you will have a link to your ICAEW Bookshelf that will allow you to view all purchased learning materials. You can also take any relevant hard copy notes into the exam, subject to desk space restrictions.

Q: Will the practice questions in the question bank be available in the new software

A: When exporting for the second time onwards, you should ensure that the previous exported file is either moved or renamed. This is because the practice software created a PDF with the same file name every time.

Q: Is it possible to use an offline system to avoid connectivity interruptions during the exam especially for remote invigilation?

A: The software for the exam is web based, which does mean that there is not the ability to use it offline.

Q: The FAR exam requires us to use mainly the excel style format- is it not going to be more time consuming having to copy and paste and then format our answers correctly onto the marking document?

A: The software has been designed to replicate your real-world experiences when working with clients and providing client reports.

Q: What happens if the system logs you out/crashes during the exam? is there an option to log back in?

A: In the unfortunate event that the exam crashes during your exam. There are procedures in place to get students back up and running. Candidates will be able to log back in and resume their work.

Q: In the actual exam when everyone is using the software via the web at the same time, will it keep freezing like it did when Elliott tried where very few users would have been using the practice software?

A: When using the live system, it is unlikely to freeze. When the demo that was shown during the webinar was not in the live system.

Q: If the PC is 13 inches, you can see the same amount of the screen as a larger PC screen? I am just concerned that those with larger PC screens will be more advantaged

A: The exam software will fit to the size screen you are using. This does mean that all students will see the same amount of the software.

Q: Is there any way of seeing the Bibliu content on the same screen as the exam question answer, or will it always be in a separate tab?

A: The digital bookshelf will open as a separate tab on top of the answer sheet, students then have the ability to resize or minimise the bookshelf until it is needed.

Q: I literally have to waste time copying my answer across. In real (PROFESSIONAL) life, I do not count my seconds when I prepare a report for the client, so why are you making us do this under exam conditions when every second counts? This is utterly disappointing and at the least counter-intuitive !

A: Students have been part of the software development process, meaning they have influenced how the software will work and look. This has meant that we have been able to make it as close to professional life as possible, whilst it is remaining within the exam environment. Student feedback received has remained positive about the software and the experience they have had during the testing and feedback process.

Q: The open book has more than 1500 pages. How do you expect us to remember the relevant pages we need for the exam if the books are clear.

A: As you are aware the permitted are available as a blank PDF. The PDF is completely searchable by using Ctrl+F, for the area or that you need.

Q: Can you use the exam software on Mac or would it be wise to use a PC?

A: The software can be used on both a Mac and windows PC

Q: Can I ask why we are no longer allowed to have a highlighted version of the Auditing standards? When we had the physical versions we were allowed to take in a highlighted/tabbed up version. This seems a step back for professional exams?

A: Please let me assure you the changes to how students will be studying and sitting their exams from 2021 onwards was greatly and carefully considered. Throughout the extensive employer consultation the feedback was that the exams should replicate the workplace as much as possible. Having access to searchable content was considered far more representative than referring to highlighted/tabbed/underlined hard copy materials.

The practice software available online, includes the PDFs of the relevant permitted texts to show you how these will appear and function within your exams. Please visit www.icaew.com/examresources for these, and www.icaew.com/futureaca for more information on the exam software and digital learning materials.

Q: Do I need to download anything for bookshelf for AA or will it be there automatically?

A: For the audit and assurance exam a copy of the permitted text will be available in the resource section of the exam. Students are not required to download anything during the exam.

Q: For those open book exams - do we get given the course notes/QB on the book shelf also

A: For open book exams you will have access to your individual bookshelf including any notes or annotations you have made. If you have not bought, or been bought, the digital learning materials, they will not be accessible within your open book exams.

Q: Is there an offline version of the question banks anymore? In places where internet isn't strong I always used to old offline software or physical question bank

A: The practice software is downloaded as an offline version making it accessible where ever you may be. Exams from the professional level question banks are available to access now. You can also use the blank software alongside the question bank for further practice using the new software. Please visit icaew.com/examresources

Q: There is a problem when typing answer in the worksheet, then move away the mouse, it automatic jump back to the top of the worksheet

A: A new version of the practice software was released on Friday 19 February 2021 for downloaded version and the Mac user link. The updated software for offline use can be downloaded at www.icaew.com/examresources, if you continue to have issues please get in contact.

Q: Can you take in physical books for the open book exams instead of the digital books?

A: If students are sitting open book exams, the books will be available via the digital bookshelf. For exams with permitted text these will be available as a blank resource with in the exam. Hard copies are not permitted to be taken into the exam.

Q: For the advanced modules, can we also take hardcopy notes in the exam rather than only from the bookshelf?

A: For open book exams business planning and advanced level you will have access to the digital bookshelf and you will be able to take in hard copy notes. For those exams that have permitted text, these text will be available as blank copy in the resources section of the exam.

Q: Can you view your personal copy of the permitted texts in the practice software?

A: Students will only have access to a blank PDF copy of the permitted texts during the audit and assurance exam, tax compliance and Financial Accounting and Reporting UK GAAP exams. This is replicated in the practice software.

Q: Is the exam practice software different to the real exam software. Worried that the issues in the practice exam software will be the same in the real exam?

A: A new version of the practice software was released on Friday 19 February 2021, please download at www.icaew.com/examresources if you continue to have issues please get in contact. The practice software is a direct replicate of the exams software.

Q: How does remote exams work? Are we sent a link to click onto at the start time of the exam?

A: Students who are sitting by remote invigilation will receive an email upto 14days before the exam. This will include a link to complete system checks and a link to the exam.

Q: Do you need strong wifi throughout the full exam or only when starting and submitting the exams?

A: Students will require a stable internet connection throughout the exam to be able to sit by remote invigilation.

Q: Am I able to save my personal Exam room notes in ICAEW Library to access in the exam and Can I copy it into Answer sheet?

A: When sitting an open book exam students will have access to their individual bookshelf via a link at the top of the word processing area.

Q: In the CFAB EPA exam, under remote invigilation, can we still take in and use paper notes and books etc?

A: If students are sitting open book exams, the books will be available via the digital bookshelf. For exams with permitted text these will be available as a blank resource within the exam. Hard copies are not permitted to be taken into the exam.

Q: Can you clarify if we can duplicate our display on to a bigger external screen? Elliot mentioned we have to close our laptop for certain laptops the actually laptop has to be kept open

A: If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: Sorry if this has been asked but how does the spellcheck function work?

A: There is a spellcheck function available as part of the exam software.

Q: Can you also please show how we find bibliu from the exam please? i missed that out

A: The link for the digital learning materials is available at the top of the word processing area

Q: If we go back to a previous question in the exam, will the calculations in the spreadsheet still be there? do we need to press save or do we have to submit an answer 1 at a time

A: When moving between questions you will not lose any workings or calculations within the spreadsheet area

Q: Can we keep our laptop open and just mirror to the external screen?

A: If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: Will the entire question bank be eventually released to practice within the assessment software?

A: There will be at least 2 questions banks per subject set up with in the practice software.

Q: Are we allowed to use more than one screen?

A: If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: Do we have to close the laptop even if the screen is mirrored to our monitor not extended?

A: Yes, if students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: For the march sitting, would we also be sent instructions on how to set up the cameras etc for a RI on the day of the exam?

A: When sitting by remote invigilation students will receive an email up to 14 days before the exam. The email will include a system check link that will go through the set up for the computer you will be using.

Q: An email last week said the exam will be ended if we use paper? (professional)

A: When doing an exam by remote invigilation students can use paper to make notes, you will be required to show this paper during the onboarding process to show that the paper is blank.

Q: If I'm duplicating my screen using a monitor, do I need an external camera as well?

A: If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: This software will be used for all professional and advanced level exams?

A: The new exam software will be used for both the professional and advanced level exams from March 2021

Q: Regarding the clean pdfs for TC and AA. It is currently permitted to highlight and tab up the books, making it easy to find what you are looking for under time-pressured conditions. Even with the ctrl-F function, this will be slower as there will be many hits to go through. I understand online versions are how we operate at work, however, we have time at work to search for what we want and go through all the hits. Can the books not be added to the library with the comments functionality turned off, to replicate what the previous possibilities were with hard copies?

A: This functionality if not currently available but we are happy to take forward all feedback to consider for future development.

Q: Could you not write a version of the permitted texts which only allowed highlighting in the online bookshelf which could then be available in exams so people still had the benefit?

A: This functionality if not currently available but we are happy to take forward all feedback to consider for future development.

Q: Previously if you went off the edge on the old software this element would not be marked - Is this the case with this exam?

A: Any responses added to the answer area will be captured, there are no issues with going off the edge of the page.

Q: Could you please confirm about the external screen? As I couldn't switch off my laptop screen while using the external screen.

A: If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor and that only one screen is used.

Q: So if our TC tax tables are highlighted in bibliu, will they not be highlighted in the exam?

A: Exams that have permitted will have a blank copy of the text included in the resource section. Student will not have access to their personal copies during the exam.

Q: For FAR in March, the open book, are we allowed to highlight the text and have those with us during the RI exam or is a blank copy needed?

A: Students who are sitting the FAR IFRS exam will be able to take in their hard copy of the IFRS standards book into the exam. This copy can be highlighted, underlined and tabbed but must not have any notes or other annotation. Please visit icaew.com/permittedtexts for what is and is not permitted for this hard copy text.

Q: How will the remote exam be accessed on the day?

A: Students will receive an email up to 14 days before the exam which will include a link to the exam for exam day. Your screen, webcam and mobile view will be recorded.

Q: I have a question about how to book an exam

A: Students can book their exams by going to my.icaew.com/examsonline during the correct booking window.

Q: Didn't hear the website link for the practice software as more than one person was talking

A: The practice software is located at www.icaew.com/futureaca

Q: Will our books remain highlighted in BibliU in the real exam

A: When using the digital bookshelf during the exams, students will access their own individual bookshelf and have access to any annotations and highlighting for that exam.

Q: What link for question bank using software please?

A: Any questions banks that have been added to the practice software, can be accessed by going to exams resources section and selecting the subject you require.

Q: What can students expect on RI exam morning?

A: Students sitting via remote invigilation will need to access their email and follow the onboarding instructions. Once these have been completed students will be taken to the exam.

Q: Re the extra time being mentioned, it doesn't seem the questions are any more difficult compared to previous years but having to do exams like FAR on a computer simply takes longer than it would to write especially given we then have to copy and paste our spreadsheet work. Will this not be taken into account?

A: Students have been part of the software development process, meaning they have influenced how the software will work and look. As part of the development and testing, students tested the software using the digital bookshelf, under exam conditions. The time for the exam is constantly reviewed during the testing process and on this occasion no extra time is needed to complete the exam with the new technology.

Q: What about remote invigilation? Are students able to use pens and paper when sitting remotely?

A: Students can use either a whiteboard or paper for notes when sitting via remote invigilation. As part of the onboarding for remote invigilation you will be required to show the blank paper or white board.

Q: I lost my mock answers when there was already a pdf saved in the folder from a previous attempt. You only seem to be able to have one attempt saved in the pre-set at any one time.

A: When exporting for the second time onwards, you should ensure that the previous exported file is either moved or renamed. This is because the practice software created a PDF with the same file name every time.

Q: Where will the rest break button appear on screen please?

A: Students who have access to stop the clock, will be able to access this via the accessibility menu at the top right hand side of the screen

Q: Will the question bank be uploaded onto the blank software like the tax compliance question was shown on your screen?

A: Exams from the professional level question banks are available to access now. You can also use the blank software alongside the question bank for further practice using the new software. Students will not be able to access the digital bookshelf via the practice software, it will need to be opened separately. During the exam students will access the bookshelf via single sign on (sso).

Q: Can we use our own hard copy notes as before without using the new bookshelf?

A: For open book exams business planning and advanced level you will have access to the digital bookshelf and you will be able to taken in hard copy notes. Students should be aware that we advise that they should be using the most up to date learning materials.

Q: Is the Bibliu information such as the QB and hardmans on a separate tab and not inside the exam software? So you won't be able to see this at the same time as your question box?

A: For those exams that include or are permitted text only, these will be included as part of the resources within the exam. Please be advised that these will be blank copies of the text.

Q: How can students practice with the question bank questions using the new software please?

A: Exams from the professional level question banks are available to access now. You can also use the blank software alongside the question bank for further practice using the new software. Please visit icaew.com/examresources

Q: If your webcam is on the laptop but you'd like to use your second screen, how is it possible to shut your laptop screen down?

A: Students can mirror their laptop to a separate screen. Students should have a separate webcam on their monitor when using this process.

Q: Are the questions already embedded in the practice software for Mac users, where you have to join via web browser?

A: Exams from the professional level question banks are available to access now. You can also use the blank software alongside the question bank for further practice using the new software. Please visit icaew.com/examresources

Q: Does the ICAEW have physical books to send to students if needed for access arrangements?

A: Students who have access arrangements and have evidence for hard copy materials will need to contact the access arrangement team for guidance.

Q: On the old software if you merged cells, you would lose work you had already written - is this still the same for the new software?

A: The new software has a separate word processing and spreadsheet area. You will have the ability to merge cells in the spreadsheet and you won't lose work.

Q: Advanced Level, are we able to still bring in our own notes if we sit them in an exam centre

A: For open book exams such as Business Planning and Advanced Level exams, you will have a link to your ICAEW Bookshelf that will allow you to view all purchased learning materials. You can also take any relevant hard copy notes into the exam, subject to desk space restrictions.

Q: Are you permitted to use note paper during the exam to write notes instead of using the software notepad?

A: Students can use note paper to make notes during the exam. Students sitting by remote invigilation will be permitted to show the paper during the onboarding process that any paper is blank.

Q: Is it ok to use Apple Mac for the exam software on the day?

A: The software can be used on both a Mac and windows PC.

Q: Can I still bring my hard copy of the CR study manual from last year to the exam?

A: It is advised that students use the most up to date learning materials. For open book exams such as Business Planning and Advanced Level exams, you will have a link to your ICAEW Bookshelf that will allow you to view all purchased learning materials. You can also take any relevant hard copy notes into the exam, subject to desk space restrictions.

Q: Can you also please show how we find Bibliu from the exam please? I missed that out

A: The digital bookshelf will only be available to students during open book exams. The bookshelf will be accessed via a link at the top of the word processing area.

Q: For TC, will Hardmans be accessible on Bibliu in the exam, or would we have a completely blank PDF in the permitted text area?

A: Exams with permitted text will have a blank PDF available to students in the resources section of the exam. It will not be available on the digital bookshelf. For open book exam's, you will be able to access your ICAEW Bookshelf with your highlights and annotations.

Q: So, will we have this pdf text available and also the bookshelf?

A: Exams with permitted text will have a blank PDF available to students in the resources section of the exam. It will not be available on the digital bookshelf. For open book exams, you will be able to access your ICAEW Bookshelf with your highlights and annotations.

Q: Do we have to download the exam software to sit the exam remotely or is it provided via a link?

A: Students will be sent a link to access the exam-on-exam day. Students will not be required to download the exam prior to the day.

Q: For the permitted texts accessed through Bibliu, will we be able to see our highlights done prior to the exam and prepare these in the same way we would have done our hard copies? Losing the hard copies of the open books with our own references (tabs and highlights) is going to be far more time consuming and difficult, especially for those with learning difficulties

A: Exams with permitted text will have a blank PDF available to students in the resources section of the exam. It will not be available on the digital bookshelf. For open book exam's, you will be able to access your ICAEW Bookshelf with your highlights and annotations

Q: Can you also please show how we find Bibliu from the exam please? I missed that out

A: The digital bookshelf will only be available to students during open book exams. The bookshelf will be accessed via a link at the top of the word processing area.

Q: When we had physical copy. you could open that and have a screen in front, and it was time saving. whereas now you know there is only one screen, and you have to keep switching tabs so that take more time. so, shouldn't we have given more time?

A: Students have been part of the software development process, meaning they have influenced how the software will work and look. As part of the development and testing, students tested the software using the digital bookshelf, under exam conditions. The time for the exam is constantly reviewed during the testing process and on this occasion no extra time is needed to complete the exam with the new technology.

Q: If we're not making use of the data analytics software in the exam have, we gone wrong? If the exam isn't different then there may not be a question that requires the use of this surely?

A: There will be a question in the audit and assurance exam and the corporate reporting exam that will require you to use the data analytics software to get the answer the question.

Q: For remote invigilation - should there be any connectivity issues during the exam, what will happen? Does the time stop and start again? is there a back-up software that saves your answers?

A: In the unfortunate event that the exam crashes during your exam. There are procedures in place to get students back up and running. Anytime that is lost would be lost will be add to the exam once students are back up and running.

Q: I would prefer actual notes instead of going from the Bibliu tab to the exam software

A: A student's individual bookshelf will be available during the open book exams, this will include notes. For the business planning and advanced level exams you will be able to take in any hard copy notes you may have. There will be a blank PDF of the permitted texts available in the audit and assurance exam and taxation exam.

Q: Do you have any advice on how to download the practice software correctly? I've downloaded the zip file but when I try and open the software it comes with a blank screen.

A: A new version of the practice software was released on Friday 19 February 2021 for downloaded version and the Mac user link. The updated software for offline use can be downloaded at www.icaew.com/examresources, if you continue to have issues please get in contact.

Q: Do we need to set up the Bibliu link before the exam?

A: Yes, students will need to make sure they have registered correctly for the bookshelf prior to the exam. During the exam, there will be a link to your Bookshelf that will take you directly there without the need to log in.

Q: Using word processing makes sense from an Audit and Assurance, but most of FAR is producing Financials that would be most appropriate in an excel (in an exam setting and in the work place), did i understand you correctly that under this new system we would be expected to copy and paste the full financials of a company etc?

A: The word processing answer area is the only area marked for the exam. Therefore, any work completed in the spreadsheet area that needs to mark should be transferred to the word processing area.

Q: Can you also please show how we find Bibliu from the exam please? I missed that out

A: A link to the digital bookshelf is available during open book exams only and will be accessed to via the link at the top of the wording processing area.

Q: Can we see the contents page of the permitted text and click on the titles to take us to that specific section in the exam like we do on Bibliu? Or do we only have the option to search?

A: Currently you are unable to click on an item on the contents list to take you to the page. Students can search using CtrlF for the find function. During permitted text only exams you will not have access to the digital bookshelf.

Q: For the hardmans is this interactive or pdf? if pdf why do we have an interactive copy for Bibliu

A: For exams which only allow specific permitted texts, it is not appropriate to allow access to your ICAEW Bookshelf and all the materials held there. Therefore, we have made the PDF of the permitted text available within the exam software itself, and students will have the ability to search the text during the exam. Students can see how this will look and function by accessing the practice software on icaew.com/examresources

Q: Are we likely to be able to sit June professional exams in centre?

A: ICAEW has to follow government guidance for lockdown. Access to exam centres is reviewed on a session by session basis, in light of the current lockdown restrictions in the UK and worldwide.

Q: Do you think introducing this new software is a bit unfair to those taking retakes in March considering the exams are less than 3 weeks away and this is the first time we are having these changes explained to us?

A: The new software was planned for release in March 2021. Practice software has been available since November 2020 and ICAEW have provided communications regarding the update to the software.

Q: Can you also please show how we find Bibliu from the exam please? I missed that out

A: A link to the digital bookshelf is available during open book exams only and will be accessed to via the link at the top of the wording processing area.

Q: Can we copy and paste from the permitted texts?

A: Students are unable to copy and paste from the PDF to the answer area.

Q: Re the data analytics, is it the case that the exam for corporate reporting is not changing as well?

A: There will be a question in both the corporate reporting exam and the audit and assurance exam.

Q: I am sitting my TC exam in RI so would I be able to have access to my physical hardmans copy with my tabs & highlights instead of the digital copy?

A: Students sitting exams with permitted text will only have access to a blank copy of the tax tables (for tax compliance) and the auditing standards (for audit and assurance). Hard copies of these texts will not be permitted. When sitting exams via remote invigilation you are required to show your desk and any materials you have on your desk as part of the on boarding process. Please check your Instructions to Candidates to confirm what is and is not allowed during your exam

Q: Previously if you went off the edge on the old software this element would not be marked - Is this the case with this exam?

A: The new software has both a word processing area and separate spreadsheet. Anything added to the word processing area will be marked.

Q: Do you need to buy the audit standards on bookshelf or will they be automatically available in the exam. I have hard copy books so not sure if I need to buy them in bookshelf too?

A: ICAEW can only recommend using the correct edition of the learning materials to study for your exams, ie the 2021 edition for 2021 exams. In exams with permitted text students will have access to a blank copy of the text in the resources section. For the audit and assurance exam, this would be the auditing standards. You will not be permitted to take your hard copy of Auditing Standards into your 2021 AA exam.

Q: How do I access my purchased digital materials in exam software?

A: Students will only have access to their bookshelf in the open book exams. The books will be accessed via a link at the top of the word processing area. It will take the student to their own bookshelf to access their books.

Q: On the day of the exam where do students go to open the exam?

A: Students sitting via remote invigilation will be required to click on the exam link included in the email, that would be received up to 14 days before. Students will click on the link and complete the onboarding process and then access to the exam will be provided.

Q: How do you open using chrome? Mine just opens in Firefox and won't load just blank white page

A: If you are referring to the practice software a new version of the practice software was released on Friday 19 February 2021, please download at www.icaew.com/examresources if you continue to have issues please get in contact.

Q: Are the invigilators from ICAEW or 3rd party? Will they be notified of all the rules? Eg for us to use an external monitor, in case there are any misunderstandings on the day?

A: ICAEW use ProctorU via our exam software supplier for remote invigilation. They are advised of the ICAEW requirements for each, for example open books. 2nd monitors can be used to mirror a laptop, however, students should have access to an external webcam on the separate monitor.

Q: Where is the 'ICAEWblanksoftware' Question Bank?

A: Exams from the professional level question banks are available to access now. You can also use the blank software alongside the question bank for further practice using the new software. Please visit [icaew.com/examresources](https://www.icaew.com/examresources)

Q: There are no integrated question banks for the advance level yet. When will these be available?

A: The integrated question banks will be available later in the spring.

Q: Will using the software stop alerts coming up on my laptop?

A: Please can you provide further information regarding the alerts you are referring too.

Q: How can we use it?

A: Please can you provide further information regarding the alerts you are referring too.

Q: How far in advance will you send out a test link for remote invigilation, to allow us the chance to flag any IT issues with our firms if using work laptops?

A: Students will receive an email 14days before the exam. The email will include a system check link and the link for the exam.

Q: For BPT can you still take paper notes into the exam?

A: For open book exams business planning and advanced level you will have access to the digital bookshelf and you will be able to take in hard copy notes. Students should be aware that we advise that they should be using the most up to date learning materials.

Q: Would the use of a table in word be better than using the workbook then?

A: ICAEW cannot advise you if you should use a table in the word processing area or in the spreadsheet area.

Q: Is there any difference in using an apple Macbook vs windows on the actual exam day?

A: When sitting via remote invigilation you will be able to use either a Mac or windows laptop/PC

Q: Will the hard copy notes be also acceptable as before? Before having two tabs you can't see the notes and the questions at the same time.

A: For open book exams business planning and advanced level you will have access to the digital bookshelf and you will be able to take in hard copy notes. For those exams that have permitted text, these texts will be available as blank copy in the resources section of the exam.

Q: Will we be still able to take a hardcopy of the permitted text to the exam?

A: For open book exams business planning and advanced level you will be able to take in hard copy materials. Students will have access to a PDF of the permitted text in resources section of the permitted text exams, and you will not be permitted to take in hard copies. Please check your Instructions to Candidates as to what is and is not permitted in your exams.

Q: I've decided I don't like the look of the software and haven't had time to adjust, could I postpone the exams until June or get a refund?

A: If students decide withdraw from the exam because they are not comfortable with the software, information about the refund policy is located <https://www.icaew.com/for-current-aca-students/apply-for-exams/exam-applications>

Q: So, paper not a whiteboard from home?

A: Students can use either a white board or paper if you are sitting via remote invigilation

Q: How do you submit the information once the exam finishes?

A: Students will submit their exam on the last page of the exam. Once they have completed the exam.

Q: I can't see an 'export' button on the exam practise software for Mac (in browser). Can you show where this is on screen, please?

A: The export button is on the last page after you have completed the questions. Students will need to click on the arrow button at the top of the page to access the final page.

Q: But we could tab the TC book if it was in centre so why don't we have the highlights now?

A: For exams that require permitted text, the text will be made available as a blank PDF in the resource section of the exam. Students are not permitted to take in hard copy texts into the exams

Q: In permitted text exams (AA & TC) we are at a disadvantage compared to before?

A: Please let me assure you the changes to how students will be studying and sitting their exams from 2021 onwards was greatly and carefully considered. Throughout the extensive employer consultation, the feedback was that the exams should replicate the workplace as much as possible. Having access to searchable content was considered far more representative than referring to highlighted/tabbed/underlined hard copy materials.

The practice software available online, includes the PDFs of the relevant permitted texts to show you how these will appear and function within your exams. Please visit www.icaew.com/examresources for these, and www.icaew.com/futureaca for more information on the exam software and digital learning materials.

Q: Why are we only allowed blank copies of permitted texts when we were previously allowed to highlight/take highlighted texts into exams with the hard copies? this seems like we are being penalised.

A: Please let me assure you the changes to how students will be studying and sitting their exams from 2021 onwards was greatly and carefully considered. Throughout the extensive employer consultation, the feedback was that the exams should replicate the workplace as much as possible. Having access to searchable content was considered far more representative than referring to highlighted/tabbed/underlined hard copy materials.

The practice software available online, includes the PDFs of the relevant permitted texts to show you how these will appear and function within your exams. Please visit www.icaew.com/examresources for these, and www.icaew.com/futureaca for more information on the exam software and digital learning materials.

Q: I have my audit and assurance obt, can I use this in my resit?

A: If students are sitting open book exams, the books will be available via the digital bookshelf. For exams with permitted text these will be available as a blank resource within the exam. Hard copies are not permitted to be taken into the exam.

Q: Can I still use my physical books?

A: If students are sitting open book exams, the books will be available via the digital bookshelf. For exams with permitted text these will be available as a blank resource within the exam. Hard copies are not permitted to be taken into the exam.

Q: Can physical permitted texts still be used in exams, during remote invigilation?

A: If students are sitting open book exams, the books will be available via the digital bookshelf. For exams with permitted text these will be available as a blank resource within the exam. Hard copies are not permitted to be taken into the exam.

Q: In regard of using an external screen and using the laptop as a desktop, the web cam is on my laptop would I still be allowed to keep my laptop open rather than closing the top slightly? Also, can I still use the keyboard on my laptop, or would I need to get an external keyboard? Thanks

A: If students are using a separate laptop and mirroring to another screen, they will need to ensure that they have a separate webcam attached to their monitor.

Q: Does it always copy over from the spreadsheet in table format?

A: When students copy and paste from the spreadsheet to the word processing area, it will appear in a table format.

Q: When using a pro forma (e.g. investment appraisal in FM) - will it copy exactly from the spreadsheet to the marking area?

A: Students can copy and paste the pro forma from the spreadsheet to the word processing area. Students may need to adjust the column width.

Q: The majority of some exams is calculations and tables. Is it not a bit short-sighted to have the word area as the one to be marked rather than the spreadsheet when it is very simple to put text in the spreadsheet but time consuming to copy and paste tables to the word?

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: Could I copy the text in the question tab which I highlighted previously and paste it to the answer tab?

A: Students can copy and paste from the question paper and exhibits; however, they cannot copy and paste from the permitted texts.

Q: Can you copy and paste from the permitted texts/open book resources?

A: Students are unable to copy and paste from the permitted texts. Students are only able to copy and paste within the question the question they are answering.

Q: Can you copy from the online question bank during advance exams?

A: Students can copy and paste from the question paper and exhibits; however, they cannot copy and paste from the permitted texts.

Q: When using the practice exam software, my Excel window does not extend any more than 10 rows down and 10 columns across, I know others have the same problem, how do I fix this?

A: Please check the screen resolution as you should be able to see more rows and columns. You may also need to adjust the zoom.

Q: Can I ask as to why we are not able to extend our screen if we are able to duplicate? It seems a very basic function that could easily be allowed to help with the special issues.

A: The remote invigilation software only allows one screen; therefore, students can mirror their laptop to a larger screen. It is an exams violation to extend their screen.

Q: You mentioned earlier in this webinar that we are trying to show real world working, I'd be very surprised if you were to find a single accountant who is not working dual screen these days for exact issue of eye strain and sizing.

A: The remote invigilation software only allows one screen; therefore, students can mirror their laptop to a larger screen. It is an exams violation to extend their screen.

Q: This is more complicated version of the exam. Fair enough the software is easier, but this in a longer process by adding further functions.

A: Students have been part of the software development process, meaning they have influenced how the software will work and look. As part of the development and testing, students tested the software using the digital bookshelf, under exam conditions. The time for the exam is constantly reviewed during the testing process and on this occasion no extra time is needed to complete the exam with the new technology.

Q: How will students manage to obtain carried forward marks in their exams if the calculations in the spreadsheet they are doing are not sent to the examiner?

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: Why does my practice software open in Firefox not chrome? When it opens in Firefox it doesn't seem to have this level of functionality?

A: The practice software is an application based in Firefox. The practice software will perform the same functions as the live exam software, even when sitting by remote invigilation in Chrome.

Q: It must be clear how inaccessible that Zoom function is by cutting of the majority of the page - without being able to use external magnification software this is inaccessible to visually impaired students

A: Student can also zoom to increase or decrease the size of the page by using the browser shortcuts Ctrl + or Ctrl -

Q: If the Excel part isn't marked how are we supposed to show our workings?

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: I haven't been able to practice on the software yet due to my work laptop not being ready. are you able to show us how to submit your exam? do you need to save at any steps, or will it auto save?

A: For the practice software you will export your answer at the end of the exam once you have completed your practice. Unfortunately, there is not currently the ability to save as go along.

Q: The replies to the excel zooming in suggest pulling the excel part out to make it bigger. that doesn't make it bigger, as the actual excel sheet doesn't enlarge when you pull it out...

A: Student can zoom to increase or decrease the size of the excel area. There is the ability to collapse the ribbon in the spreadsheet area.

Q: You wouldn't include workings to be sent to the client, but a lot of marks are picked up on the workings of questions. This seems counter intuitive with having to post it to a report

A: Whilst students wouldn't provide workings out as part of a report, students are examined on how they arrive at their result.

Q: Can we copy the formula in spreadsheet for assessor?

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: If you use a mac do, we use the chrome and enter a username?

A: Yes, please use chrome when sitting the exam on a Mac.

Q: But how would you get marks for workings?

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: In the workbook area, is there a function (like in PDF) where did can type in a certain page and skip to it? This would be very valuable and would replicate the feeling of having hard copies.

A: In open book exams you will have access to your own digital bookshelf which will have exactly the same functionalities as you have when using the workbook for studying. You will be able to search for key words and phrases, search by any notes and highlights you made, and also navigate through chapters using the navigation menu.

Q: How did you adjust the table when copying the table from excel area to the word area?

A: You can adjust the table by clicking and dragging the borders.

Q: For papers that has major calculation, still have to copy and paste all answer in excel to words is it?

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: Within the spreadsheet, should we limit our workings to a particular column so that when we copy across into the word document, it won't cut off?

A: Students do not need to limit the space they are using in the spreadsheet area. When a response is copied and pasted the word processing students will not lose any work.

Q: Can we copy numbers from the text to our answer sheet?

A: Student are able to copy text and numbers from the Exhibit but not the permitted text.

Q: Where should we present our workings? if we are supposed to make it look like a report to the client then surely the workings shouldn't be alongside the text we are submitting?

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: Why can't exams be remarked?

A: Students can access a marks feedback for free or a marks review at a cost. All exams are marked to the highest level.

Q: For exams where we get 'follow through' marks from workings, are we expected to copy and paste all of our workings into the written area as opposed to the spreadsheet? Not all exams are appropriate to be written in a 'report' form, they are based solely on mathematical calculations

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: For FAR, will we be expected to paste our workings into the word processing area in the same format as we would have included them in the previous software?

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: Can you copy between answer pages (e.g. copy from red 1 to exec summary in the Case exam)? And is the note pane the same throughout or do you get a fresh one per answer page?

A: Students are unable to copy between pages of the exam for the professional exam and strategic business management and corporate reporting. Case study which will have only one answer area and one questions therefore this will be unaffected.

Q: What are the implications of this new exam software for the Case study exam, as we are still going to receive a paper copy of the AI?

A: Students sitting case study will still receive a hard copy of the advanced information and will be able to take this into the exam.

Q: We were told by our tutor to disregard presentation and spelling/grammar in favour of getting content and analysis on the page, as that is what gains us marks - but this demonstration and software seems to place more importance on the "look" of our final answer. Is presentation now more important?

A: Presentation does carry a few marks. Students are tested on professional communication skills and spelling and grammar form part of this.

Q: When we copy and paste calculations from the spreadsheet to word processing area - are we still required to show our workings/calcs to our final answer

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: When using Inflo, how does the clock stop/know if Inflo is lagging if it is opened on a different tab and will there be further delay issues if a significant number of students are trying to open the sae Inflo web tab at the same time

A: The demonstration for the webinar was undertaken in the demo site. When students are taking the exam in the live environment transitions will be quicker.

Q: Please can you show on screen how to make the Excel part more than 14 lines?

A: Please check the screen resolution as you should be able to see more rows and columns. You may also need to adjust the zoom.

Q: What's the rule with formulas/workings?

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: With the new spell check function, does this mean in future we will be marked down for spelling mistakes?

A: Presentation does carry a few marks. Students are tested on professional communication skills and spelling and grammar form part of this.

Q: How can I use the practise software to solve Question banks question?

A: Students can use the question bank and practice software side by side to answer the questions. This will enable to students to get used to the exam software and how it is works.

Q: It has been mentioned that if there is now to reflect a report to a client, we would not include all of our formulas/calculations within this?

A: Presentation does carry a few marks. Students are tested on professional communication skills and spelling and grammar form part of this.

Q: How do you show what workings are for what question? I think I missed this whilst writing some notes

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: Can we have a paper print out of the FM formulas in front of us?

A: For the FM exam the formulae and discounts tables will be available as a resource. There will be no hardcopies available to take into the exam.

Q: you have said that questions need to be more like a report - does this mean that the QB answers are not correct? Because they are in calculation format rather than a report with supporting calculations

A: Please can you provide information about the exam(s) you are referring too.

Q: How do you get workings marks if there are no formulas in the text area?

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: How are workings marked now? As presumably you don't copy workings into your "professional report" but a large part of the professional exams is marked based on your workings, so you don't lose loads of follow through marks if one of your workings/answers is incorrect

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: Will Inflo load in internet explorer on top of the software? Just I know when I've been doing some QB questions the Firefox software has taken up the whole screen and I could drag nothing on top of it as it appeared that the software was priority (if that makes any sense!).

A: Students can minimise the practice software, this enables the student to sit the data analytics software and/or digital bookshelf next to each other. During the exam the data analytics software and digital bookshelf will open up on top of the answer area. Students will then be able to minimise the both screens and open them when required

Q: For exams such as Financial Management where these are discount table/formula sheet. Where do these appear on the software?

A: For the FM exam the formulae and discounts tables will be available as a resource. There will be no hardcopies available to take into the exam.

Q: Any key to avoid in the exam, which may let us exit the software accidentally? Will progress be saved if the software crashed?

A: When sitting the live exam this is autosaved throughout and do not try to close the exam window.

Q: Why does my practice software open in Firefox not chrome? When it opens in Firefox it doesn't seem to have this level of functionality?

A: The practice software is an application based in Firefox. The practice software will perform the same functions as the live exam software, even when sitting by remote invigilation in Chrome.

Q: what addon do we download on chrome?

A: Students will be prompted to download the chrome plug in required for the remote invigilation exam, when they undertake their system checks. An email with a link to the system check included, is sent out 14days prior to exam day. All students are advised to complete the system on the computer they intend to sit their exam. The check should be complete before the exam day.

Q: How is it anticipated that students would receive workings marks where the spreadsheet is not submitted?

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: Are we expected to add an additional appendix below the answer with workings that are able to receive marks?

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: So, we cannot practice in chrome?

A: The practice software is an application based in Firefox. The practice software will perform the same functions as the live exam software, even when sitting by remote invigilation in Chrome.

Q: Would we need an Adobe version to access the software that is not free to download?

A: Adobe is not required to access the permitted text within the exam or practice software.

Q: Can someone send the link for the chrome version?

A: The practice software is an application based in Firefox. The practice software will perform the same functions as the live exam software, even when sitting by remote invigilation in Chrome.

Q: How do we open the practice software in chrome? mine auto-opens in Firefox

A: The practice software is an application based in Firefox. The practice software will perform the same functions as the live exam software, even when sitting by remote invigilation in Chrome

Q: Is there a specific way to enter mathematical formulas, so that they keep their presentability?

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: When you searched the permitted text - it cut half of the text off the screen. this seems to happen whenever you search or zoom in, but seemed to have been missed then?

A: The demonstration for the webinar was undertaken in the demo site. When students are taking the exam in the live environment, they will be able to expand the window to see all of the text.

Q: Will the way our answers be marked be different too? For instance, with FAR, could I just answer the full questions in the excel and then copy the whole spreadsheet into the word area at the end of each question.

A: Providing a student has answered the question they could copy and paste the whole answer to the word processing area.

Q: what's the point to have excel like part if examines don't see the formulas? then there is no update from the previous software only visually

A: Presentation does carry a few marks. Students are tested on professional communication skills and spelling and grammar form part of this.

Q: For exams that you would usually show supporting calculations, including typing out your workings (FAR), would you recommend doing all of these in the excel function and copying the entire SOFP P/L into the word section after? Or would you expect the workings copied from excel and the face just typed in the word area?

A: Providing a student has answered the question they could copy and paste the whole answer to the word processing area.

Q: In the software when you copy over spreadsheets into the word section you lose cell formatting (e.g. cell boundary lines to show you have summed up the top numbers). Is there a way of keeping that formatting when you paste into word?

A: When sitting the live exam this is autosaved throughout and do not try to close the exam window.

Q: Would it not make more sense to send the spreadsheet for marking also to get the workings marks so that we don't have to spend time writing it out

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: For FAR, are we allowed to copy and paste tables/text from the question to the spreadsheet and word processing section?

A: Students can copy and paste from the question paper and exhibits; however, they cannot copy and paste from the permitted texts.

Q: What happens if we lose connection to home Wi-Fi during the exam? Are we able to simply reconnect?

A: If the internet connection is lost, students will receive a connection interruption screen. Students must regain their internet connection and click the retry button which will allow them to continue. Students will not lose anytime during the outage.

Q: Can we copy formula in the exam software?

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: Is there a screenshot function so you can copy and paste workings from the excel to word-processing?

A: Students can copy and paste from the spreadsheet area to the word processing area.

Q: We've previously been told that we HAVE to use whiteboards for professional level exams, and we have been given links of whiteboards to buy - this contradicts what you have just said?

A: For remote invigilation exams you can either use a whiteboard or blank paper for notes. Students will be required to show these during the onboarding process prior to the exam.

Q: If you are just summing up a lot of numbers, e.g. when adding up total proceeds etc, would you still need to type out the fact you had added up these numbers to show working? or could markers intuitively know that this is what is being done

A: Students are required to provide the answer to their question in the word processing area. The formulae used to arrive at the result should be provided as part of the answer. For example, $B2+B3=B4$ would not be appropriate as this does not explain how you arrived at the answer.

Q: If you are trying to make it easier, why did you take away physical materials?

A: ICAEW are committed to providing digital products. All the benefits of the digital learning materials can be found by going to icaew.com/futureaca.

Q: In exam there is a blank version of permitted book without our marked items then it does not reflect past exam scenario

A: For exams which only allow specific permitted texts, it is not appropriate to allow access to your ICAEW Bookshelf and all the materials held there. Therefore, we have made the PDF of the permitted text available within the exam software itself, and students will have the ability to search the text during the exam. Students can see how this will look and function by accessing the practice software on icaew.com/examresources

Q: Will your time stop if you have an issue with Wi-Fi completely dropping off?

A: If the internet connection is lost, students will receive a connection interruption screen. Students must regain their internet connection and click the retry button which will allow them to continue. Students will not lose anytime during the outage.

Q: Has the Corporate Reporting question bank been updated to reflect the introduction of advanced information and data analytics?

A: Yes.

Q: If the exam does disconnect, do we lose time or does the timer stop?

A: If the internet connection is lost, no time is lost to the student. Students can carry on with their exam until the connection is reinstated.

Q: Does the time stop if internet goes down?

A: If the internet connection is lost, no time is lost to the student. Students can carry on with their exam until the connection is reinstated.

Q: If we are only allowed to use one screen, obviously I am plugged in from my laptop. Closing the laptop screen but then my screen will go black - how do I avoid this? Or am I not shutting my laptop screen fully?

A: The remote invigilation software only allows one screen; therefore, students can mirror their laptop to a larger screen. It is an exams violation to extend their screen.

Q: Can we hotspot mobile data to laptops to maintain a strong connection?

A: ICAEW cannot advise students regarding hot spotting. All students who are sitting bt remote invigilation should ensure that they have a stable internet connection, to allow them to sit the exam.

Q: If we have bad connection can we hotspot from mobile

A: ICAEW cannot advise students regarding hot spotting. All students who are sitting bt remote invigilation should ensure that they have a stable internet connection, to allow them to sit the exam.

Q: If the internet connection goes down, would you lose time?

A: If the internet connection is lost, students will receive a correction interruption screen. Students must regain their internet connection and click the retry button which will allow them to continue. Students will not lose anytime during the outage.

Q: Do shortcuts work in the spreadsheet area? ie use F4 to dollarise and F2 to enter the cell etc?

A: The spreadsheet area does use some excel shortcuts but not all. The list of shortcuts can be located [here](#).