



Remote invigilation - instructions

During a remotely invigilated exam, the majority of candidates will be unaffected by the information below. However, if you experience issues with the exam software on your machine, including a delay in between keystrokes being made and them appearing on the screen, please follow the guidance below.

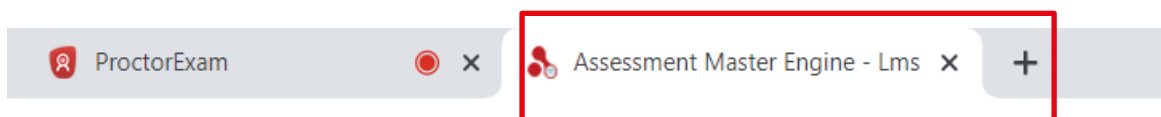
There are two options to clear the typing delays in an exam. You should follow these in order as usually option one, closing the tab, will fix the issue. You may need to perform the fix more than once during your exam.

Please note: your exam is saved every two minutes - for all options, we recommend that you move to a different question or the summary page (do NOT click 'Submit' on the summary page) to prompt an early save. You will not lose any time performing these fixes.

1. CLOSE YOUR EXAM TAB

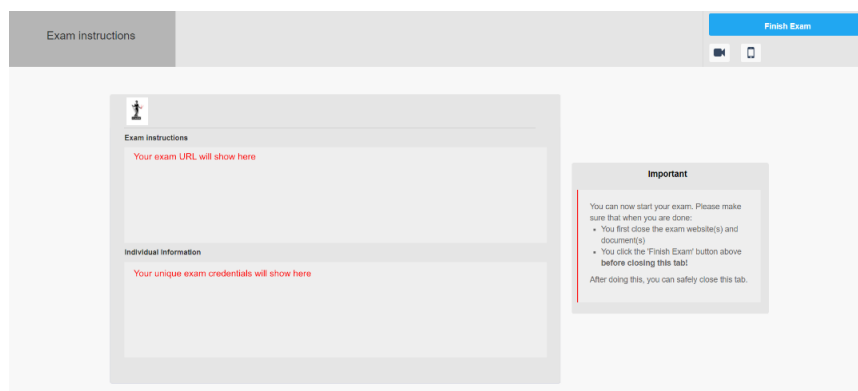
Move to another question or the summary page – **do NOT click 'Submit'** – to prompt an early save.

You will have two tabs open in your Chrome browser for your ICAEW exam – ProctorExam and Assessment Master Engine.

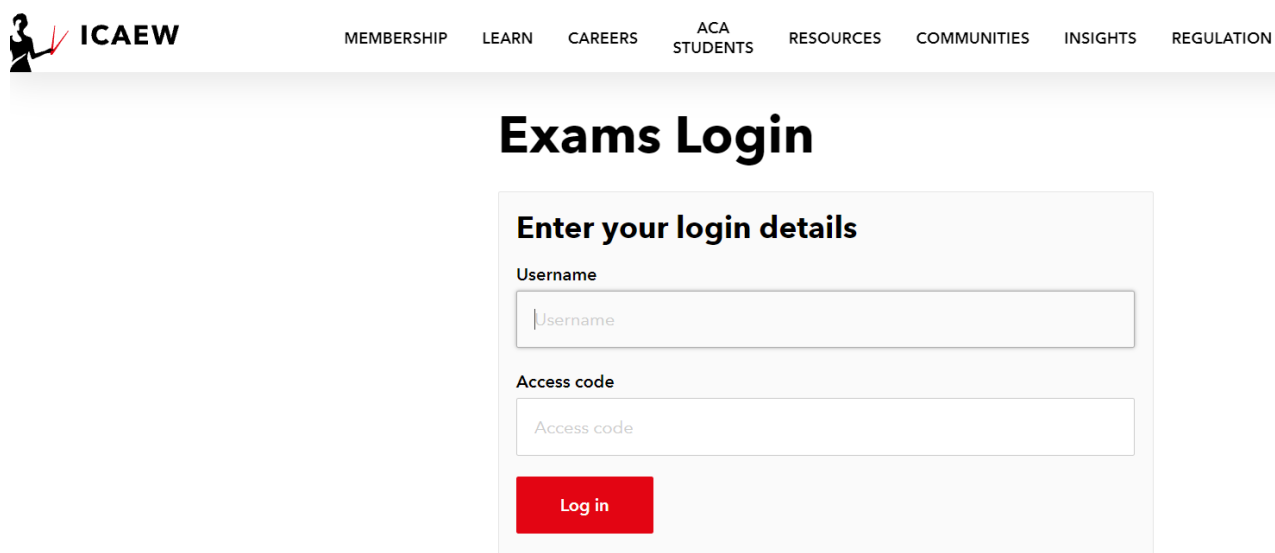


Close the tab entitled Assessment Master Engine – LMS. The exam timer will stop counting down once you close the tab. Copy the URL from the Exam Instructions panel of the ProctorExam tab or use the link below:

https://icaew-am.assessor.rm.com/engine/index.php/lms/login/path/icaew_sso

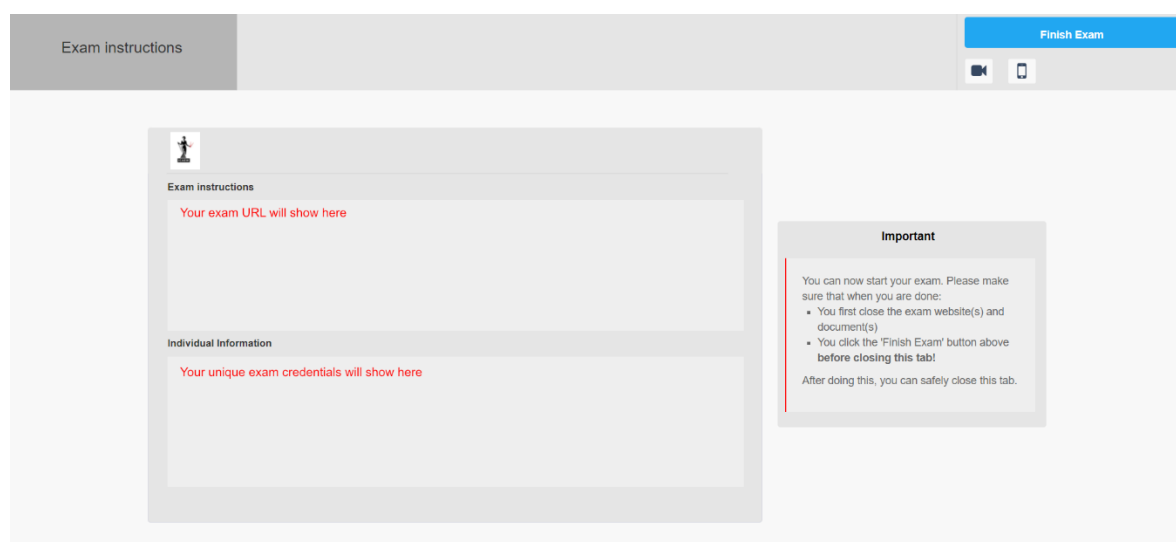


Open a new browser tab by clicking on the + tab panel of Chrome. Paste the copied URL into the address bar and press enter. You will return to the login screen of your exam.



The image shows the ICAEW Exams Login page. At the top is the ICAEW logo and a navigation menu with links: MEMBERSHIP, LEARN, CAREERS, ACA STUDENTS, RESOURCES, COMMUNITIES, INSIGHTS, and REGULATION. Below the navigation is a large heading "Exams Login". Underneath is a form titled "Enter your login details". The form has two input fields: "Username" and "Access code". Below these fields is a red "Log in" button.

Enter your unique credentials again – these can be found on the Proctor Exam tab under Individual Information (see image below). You will sign back into the exam where you left off and the exam timer will resume counting down.



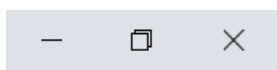
The image shows a screen with a header bar. On the left is a tab labeled "Exam instructions". On the right is a blue button labeled "Finish Exam". Below the header bar is a large grey box containing two sections: "Exam instructions" and "Individual Information". The "Exam instructions" section has a red text prompt: "Your exam URL will show here". The "Individual Information" section has a red text prompt: "Your unique exam credentials will show here". To the right of the grey box is a smaller grey box titled "Important" with text and bullet points: "You can now start your exam. Please make sure that when you are done: • You first close the exam website(s) and document(s) • You click the 'Finish Exam' button above before closing this tab! After doing this, you can safely close this tab."

2. CLOSE YOUR BROWSER

If closing the tab did not resolve the issue, you can close your whole Chrome browser.

Move to another question or the summary page – **do NOT click 'Submit'** – to prompt an early save.

Close your whole Chrome browser using the X in the top right corner. At this point, the exam timer will stop counting down.



Open Chrome again. Locate the email with your exam link. Click on the exam link in the email. You will not have to go through the whole onboarding process again, but you will have to follow the instructions to share your screen. Follow the instructions and sign into your exam again (using the same links and credentials you used to start the exam). At this point, the clock will resume counting down.

STUDENT SUPPORT

If you require further guidance our Student Support Team are available, please use the [live web chat](#) or call +44 (0)1908 248 250.