



Key exam reminders

EXAM INSTRUCTIONS

You can access the exam instructions [here](#).

TOILET BREAKS

You can take a toilet break during your exam. You should not be away from your desk for longer than 5 minutes. Your exam will not be paused. **You do not need to ask for permission or inform the invigilator.**

LOCATING DATA ANALYTICS SOFTWARE

The link to the data analytics software is available at the top of the answer area. It appears only on questions requiring access and these are listed on the introduction page of the exam. This will be for the following exams:

- Audit and Assurance
- Corporate Reporting

LOCATING THE DIGITAL BOOKSHELF (BIBLIU)

The link to your digital bookshelf is at the top of the answer area. The digital bookshelf is only available in the following exams:

- Business Planning exams
- Level 4 Role Simulation
- All Advanced Level exams

PERMITTED TEXTS

The following exams have permitted texts available as a resource in the exam (there will not be access to your digital bookshelf):

- Audit and Assurance - Auditing Standards
- Tax Compliance - Hardmans Tax Tables
- Financial Management – Formulae and discount tables
- Financial Reporting (UKGAAP) – UK Accounting Standards and Company Law
- The International Financial Reporting Standard (IFRS)

DUAL / EXTERNAL MONITOR

You can use a different monitor to complete the exam. However, only one monitor can be in use therefore it must be mirrored / in duplicate mode.

SPREADSHEET AREA

- If toolbar ribbon disappears, please use the following advice 'Move questions or resize the section.'
- If the column headers disappear, please advise – 'Open new tab and copy data over.'
- If the formula is showing – 'untick the show formula option.'
- If the student is unable to add filters in the spreadsheet area they must put the filter on the row above, they may need to insert a row if they are using the top row.

QUESTIONS AND RESOURCES

- Blank PDF's – change zoom or move questions.
- Highlighting question text – if unable to remove a highlight it could be that there is more than one highlight on the text. Select the highlight button above the answer area, choose the **Erase Highlighting** button and click on the highlight. This may need to be done multiple times depending on how many highlights have been placed on the text.

ACCESSIBILITY THEMES

If changing a coloured theme back to standard doesn't work, move questions and change the theme, then move back.

SOMEONE HAS ENTERED THE ROOM

If someone enters the room, ask them to leave and do not interact with them any further.

EXAM SOFTWARE

If you encounter any technical difficulties during the setup or the live exam, you will be able to access the live online chat support. You will find this in the bottom right-hand corner of your Proctor Exam screen.

If you are unable to resolve the issue, please check the [ICAEW exam status page](#) or contact ICAEW by phone on +44(0)1908 248250 or [webchat](#) for assistance.

FEELING UNWELL DURING THE EXAM

If you are feeling unwell during your exam please advise ICAEW by phone on +44(0)1908 248250 or [webchat](#).

EXAM DISRUPTION APPEAL

If you believe that your performance during your exam has been adversely affected and you raised it at the time, you should submit an exam disruption appeal to ICAEW within seven days of the exam, as per ICAEW's published policy. To be eligible for an exam disruption appeal, you must raise the issue immediately via the online chat agent.