

## **Guidelines to TestReach AAA on-line exams**

**Please ensure that you read this document thoroughly. It is your responsibility to ensure you understand, are familiar with and adhere to the regulations and protocols herein. Failure to comply with any of the procedures outlined in this document may result in your exam being terminated / results not being issued.**

### **Before the exam**

#### **Systems/Equipment requirements**

It is extremely important that you register/enrol on the TestReach platform as soon as possible to ensure that your computer meets the requirements to run the TestReach Application. You should also **ensure that you use Chrome as your browser**.

Computer requirements:

- Laptop / computer with 4GB of ram (no chrome books, tablets or surface pro)
- A Windows v7.0+ or Mac10.8+ operating systems
- Intel Core i3 (or equivalent) and 4GB RAM
- A working webcam that can be used to scan the room, microphone and speakers.
- Internet connectivity with continuous internet speed of a minimum of 516kbps

#### **TestReach application**

Well before your exam please ensure that you have downloaded the TestReach application (as per your enrolment email) and completed the webcam check. Make sure you have completed the Test Tutorial.

### **Book your exam slot**

In addition to downloading the App, you must also book your exam slot **at least 3 days in advance of exam day**. Candidates who do not complete this process 3 days in advance will be considered a no-show and will not be able to sit their exam.

### **On Exam day**

You must ensure that you have your TestReach user information with you – user ID and password. Your user ID will have been sent to you by TestReach at the enrolment stage and you will have been prompted to change your password to one of your own choice.

Ensure that you login to the TestReach platform **15 minutes before your exam start** time in order to go through pre - validation process with the Supervisor. If you fail to login within 30 minutes of your exam slot you will be unable to sit the exam.

- Select “Connect to Supervisor”. Please note that the connection to the Supervisor may not be immediate but that the Supervisor is aware that you are ready to start

your exam. This should be no longer than 5 or 10 minutes. If the wait is longer than 15 minutes, please contact TestReach by phone or Chat Box.

- Once you are connected, the Supervisor can immediately see: your desktop / screen, a 'chat box' for any Instant messages between the supervisor and you and a live audio / video of the candidate via webcam.

You will need to show photo ID - either passport, National Photo ID card or driving license only.

You must not be interrupted throughout your exam. Please make sure your room / space is private and well lit.

You will be asked to scan the room for a 360° view using your monitor / webcam, therefore please ensure that your computer area is free of all clutter and unauthorised materials.

Your mobile phone should be turned off and put out of reach once you are connected with your supervisor. No smart watches are allowed. You will be asked to show your wrists to the supervisor.

If you are in a room with others sitting your exams please ensure that you have headphones in order to hear the supervisor.

Please do not have a second monitor on your desk or within reach.

The only authorised items allowed for this exam are water / drinks. Please note that no pen and paper nor calculator are allowed – there is a note pad facility and calculator within the exam module (see details below)

You may not move around the test site – i.e. no wandering around the room. You need to remain in the webcam viewing area at all times.

Ensure that you do not block the webcam for any reason.

Should you experience any technical difficulties on exam day, the quickest way to obtain help is by calling:

(UK) **+44 (0)20 34758685**

(IRL) **+353 (0)1 6991385**

(US): **+1 833-202-2819**

**You may also use the Chat Box function which should connect you automatically to live support.**

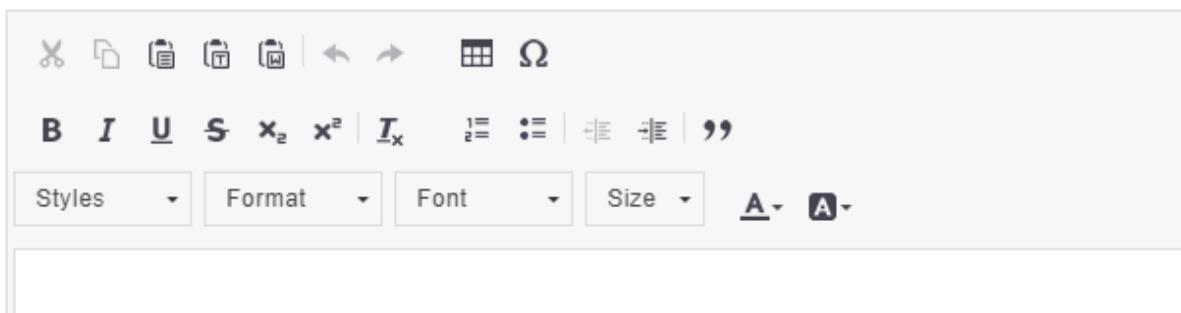
**Technical Support Email:** [support@testreach.com](mailto:support@testreach.com)

In the event of a major incident affecting multiple users, updates will be posted on <https://status.testreach.com>

## TestReach Exam Module

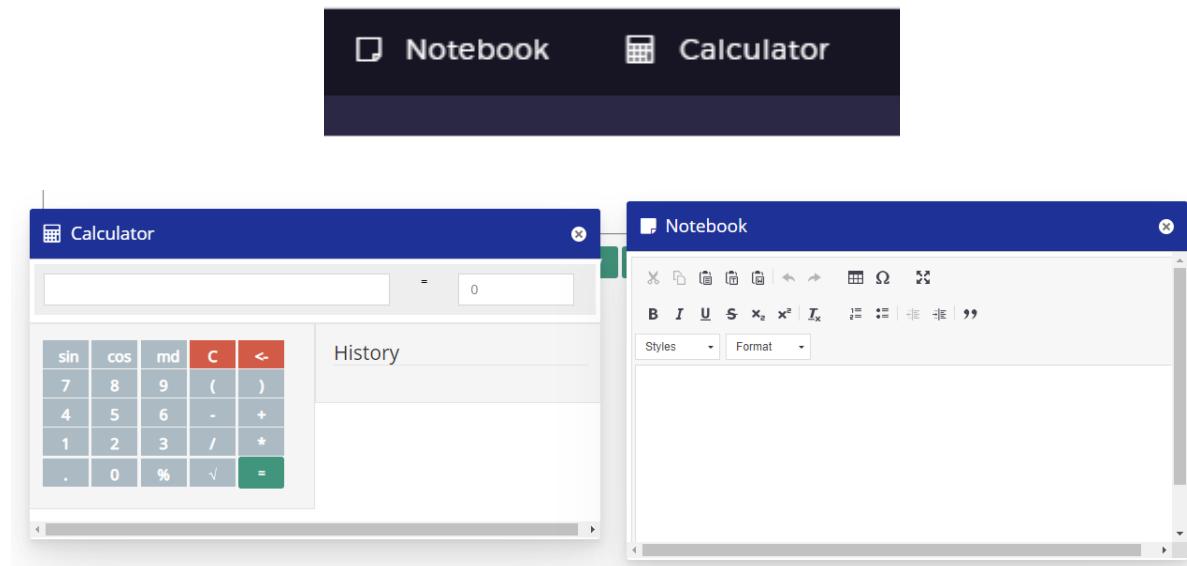
You should complete the TestReach Test Tutorial which will allow you to become familiar with navigating the online platform. It is worth noting the following functions and features.

Answer boxes will **either** be in word format, as below with the different features available.



...or, especially in the numerical questions included in Module A2, in a combined excel spreadsheet and word format. In addition to being able to write free format text, calculations can be undertaken by inserting a formula e.g.to add a column of figures use “=Sum(A1:A10)” within the excel spreadsheet. There is no AutoSum function.

The Module will have a Calculator and Notebook function which can be found at the top of each question:



Please note that any notes typed into the Notebook area will **not** be submitted with your exam paper so all workings should be shown in the text or excel answer boxes.

Along the bottom of your paper are listed the questions. The colours have the following significance:

- Green - question answered
- Orange – question flagged (see below)
- White – the current question
- Black - unanswered



If you wish to return to a question later, use the flag function which can be found just below the question. Ticking the box will highlight to you that you want to revisit the question.



Occasionally (in particular when the WiFi is weak) candidates may experience a delay when navigating between questions involving excel spreadsheet answer boxes. If this happens, please alert your supervisor who can validate the delays and will be able to allow a few extra minutes to your exam where appropriate.