



Institute
and Faculty
of Actuaries

Examination Handbook

Remotely Invigilated Candidates

September 2025

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Introduction

Examination Handbook for Remotely Invigilated Candidates

Please note: The contents of this handbook may be subject to change. Any changes will be identified and communicated by email, as well as within your joining instructions and in the Student and Associate newsletter.

The Institute and Faculty of Actuaries (IFoA) Examination Handbook for Remotely Invigilated Candidates provides essential information and guidance for you when sitting assessments in September 2025.

It is your responsibility to read and be familiar with the contents of the Examinations Handbook ahead of your exams.

You must adhere to the following IFoA Regulations and Rules:

- [The IFoA Assessment Regulations](#)
- [The IFoA Examination Rules](#)

These documents may be useful to you:

- [The IFoA Qualification Handbook](#)
- [Mitigating Circumstances Policy](#)
- [Assessment Appeals Policy](#)
- [Inappropriate Conduct Appeals Policy](#)
- [Refund Policy](#)
- [Membership Complaints Policy](#)

These webpages may be useful to you:

- [Frequently asked questions](#)
- [Preparing for the September 2025 exam session](#)
- [Helpful hints and tips to support your preparations](#)

Please see [Appendix A](#) for a helpful checklist which could support you in your exam preparations.

**Important
information you
need to know
before you sit your
exam**

1. Checking your details

Member Portal and Email Communications

Please note, if you are sitting an examination through another association, you will not have access to the IFoA member portal and some of the following information may not be relevant.

Contact details

Your contact details on the IFoA Member Portal (My Account) are used to both send important exam information and to allocate your exam centre. Please ensure your **preferred address for communications**, email and phone number are correct and up to date.

To update:

- Log in to the Member Portal and go to My Account
- Review and update your contact details
- For help, email: memberservices@actuaries.org.uk

If you are sitting an exam through another association, please ensure the details being shared with us are up to date.

Email Communications

You may receive emails from the following IFoA email addresses. Please add these email addresses to your 'safe senders' list, to avoid emails going to your junk or spam folder:

- email@notifications.actuaries.org.uk
- news@update.actuaries.org.uk
- exams@actuaries.org.uk
- alerts@onlinepracticalexams.org.uk
- memberservices@actuaries.org.uk

If your preferred email address is your work email address, you may need to contact your IT department to ask that the above addresses are whitelisted.

2. Software and Technical Requirements

2.1 Minimum Technical Requirements (Hardware/Software)

You must ensure the equipment intended to be used on the exam day meets the below hardware and software requirements:

Operating system	Windows 10 or later Mac OS 11.0 or later
Microsoft	Microsoft Office 2013 or later (<i>Standard Functionality to be used only</i>)
PDF Reader	You will need an application capable of opening PDF documents. If you do not have a suitable application on your device, you can download the latest version of Adobe Reader by following this link: http://get.adobe.com/reader/
Web browser	Guardian browser only
Connectivity	3 Mbps (approx 3,000 Kbps) upload and download. WiFi is supported but we recommend a fixed internet connection. Mobile hotspots and tethering is not supported.
Webcam	640x480 resolution
Microphone	All microphones other than those built into headphones are permitted.
Speakers	Built-in or external speakers are required.
RAM	8GB
CPU	We recommend 2 cores at 2.4ghz
Monitor resolution	1366x768
Ports	UDP/TCP 80 UDP/TCP 443
Time and date	Your computer or device date and time must be set to the local time and zone for the country where you are sitting your exam. Please do not adjust the time on your device to UK time.
Microsoft Surface tablet	Not supported
iPhone and Android mobile phones	Not supported
File sizes	Maximum file size should be no more than 100MB.

	If your file sizes exceed 100MB, your submission may not upload and may not be considered for marking.
ZIP file extractor	Your computer or device must have the ability to extract files from a compressed ZIP folder.
VPN / virtual desktop compatible	No

2.2 Guardian Browser

To connect to the exam platform and proctoring system (ProctorU), you **must** install a secure web browser called 'Guardian Browser' onto your device.

You **cannot** sit an examination without the 'Guardian Browser'.

- You can download Guardian Browser to your computer at: guardian.meazurelearning.com
- For step-by-step instructions on how to download the Guardian Browser with screen shots, [please see Appendix B.](#)
- You can test that your equipment meets the required specification at: go.proctoru.com/testitout

Please note – do not navigate to other areas from the 'test it out' webpage. Information and guidance on the ProctorU website may not be relevant to your exam and could cause confusion.

The Gurdian Browser does not lock the candidates screen to one browser. Candidates will be able to navigate outside the Guardian Browser to other programs on their device e.g. Excel or Word. And candidates sitting the CS1B or CS2B exam, it will also be possible to launch the 'R' help pages. These will open in your default browser e.g. Chrome.

2.3 Testing your equipment

You must:

✓	Test your setup - Try out all the equipment you'll use (computer, internet, etc.) in the same place you'll take the exam. Make sure everything meets the technical requirements in this document and follows the exam location rules.
✓	Check for blockers - Check for antivirus software or firewalls that might stop you from downloading the exam or completing it.



Update your browser - The day before your exam, open Guardian Browser to check for updates. It will install any updates automatically.

3. What to expect two weeks before your exam

Usually, candidates receive their joining instructions at least 10 working days before their exam. However, for the September 2025 session, due to the British Summer Bank Holiday, joining instructions will be issued 9 working days before the exam date.

This adjusted timeline has been carefully considered to account for the bank holiday, and candidates should still expect to receive all necessary information in good time to prepare.

You should receive the below information on **Tuesday 26 August 2025**.

You will receive your **Joining Instructions**

9 working days before your exam session begins, your joining instructions will be available to download from the IFoA Member Area.

To access them:

- Log in to your IFoA account and navigate to the [Review Exam Booking page](#).
- Your joining instructions will explain how to:
 - Set up and verify your details on the exam platform.

If you're sitting your exam through another association:

- You will receive your joining instructions via email two weeks before the exam session.
- Please make sure you do check your junk or spam inbox.

You will receive **access to the Online Exams Platform**

You will receive an email for each exam you are registered to sit from alerts@onlinepracticalexams.org.uk.

These emails will be sent to your preferred email address for communications as listed in your IFoA Member Portal. Please make sure you do check your junk or spam inbox.

If You Do Not Receive the Email:

- Check your contact details in the Member Portal.
- If the email is still missing, contact the IFoA at exams@actuaries.org.uk no later than seven working days before your exam to ensure you have enough

time to prepare for your exam.

First-Time Candidates:

- If this is your first time accessing the Online Exams Platform, you must create an account on the exam platform.
- Click 'Set up my account' in the email.
- Enter your ARN and create a password.
- It is essential to complete this setup before exam day.

Returning Candidates:

- If you've used the platform before, we recommend checking your login details in advance by selecting 'Set up my account' from the email.

Using the Online Exams Platform:

- You will need to enter your ARN (Actuarial Reference Number) and the password you created to access the exam platform.
- You cannot save or bookmark the exam platform in Guardian Browser. You should make a note of the address and your password before exam day.

Updating Your Details:

- To update your information or reset your password, click 'Change my details' in the top right corner of the exam platform.
- Once your account is set up, you can log in at: onlinepracticalexams.org.uk
- For step-by-step instructions with screen shots, please [see Appendix C](#).

You can download key document from the Online Exams Platform

As soon as you receive access to the Online Exams Platform, you will be able to download the following reference documents to support your exam preparations:

- A PDF copy of the Examinations Handbook
- A PDF copy of the Assessment Regulations
- A PDF copy of the subject specific Exam Instructions.
- A PDF version of the Formula and Tables
- A PDF copy of the Mathematical Formulae and Symbols Notation Sheet.
 - These keystrokes are most likely to be of use in subjects CM1, CM2, CS1, CS2, SP6 and SP9, but you are advised to be familiar with them as part of examination preparation.
 - You are permitted to copy and paste the IFoA standard keyboard notation into your examination submission should that assist you in answering your examination paper.
 - It is not mandatory to use these keystrokes but your answers need to be understandable to the examining teams.

These documents are available for download and should be used as reference materials throughout your preparations and during the exam period, if needed.

You can complete your pre-exam equipment checks **from the Online Exams Platform**

You are required to do these checks every exam session and for all exams.

This includes both papers in a dual-paper exam.

You will not be able to access your exam paper if you do not complete the pre-exam equipment checks.

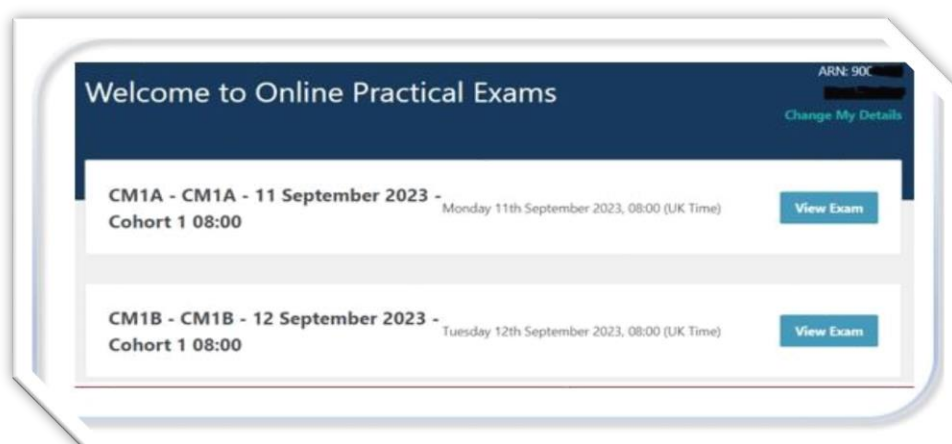
Complete these checks on the device you will use on exam day at the location in which you plan to sit your exam:

- If you are sitting an exam at your workplace or on equipment issued by your employer, you must contact your IT department if you experience any issues accessing Guardian Browser or the exam platform.
- Check for pending system updates, restrictions or firewalls that may cause access issues for you on exam day.

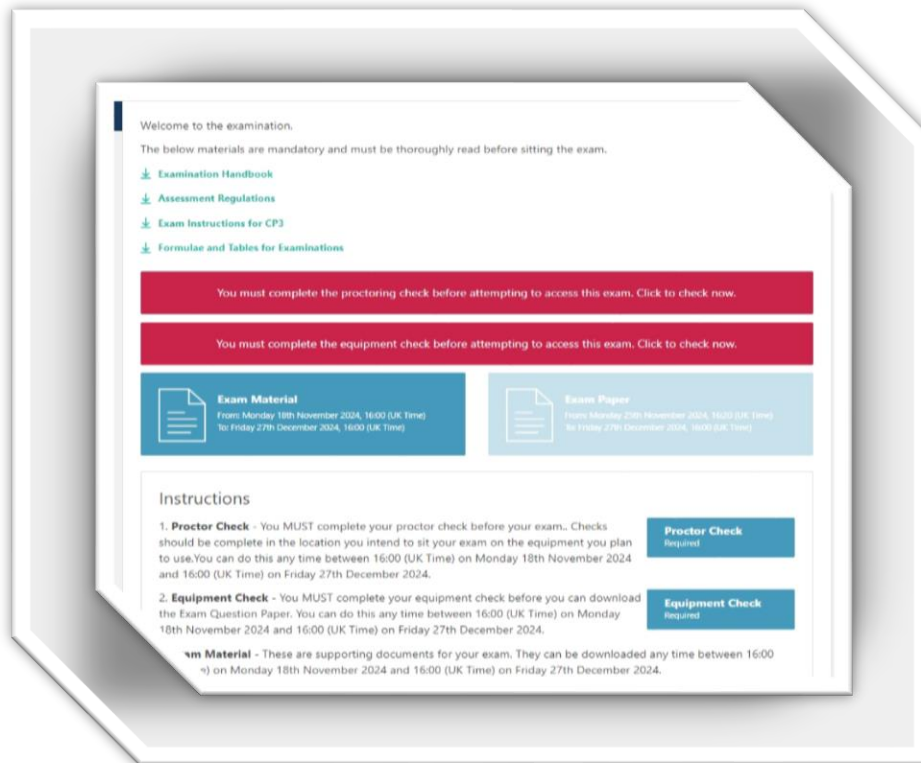
Steps:

Stage one – Launching the pre-exam checks

1. *Launch the Guardian Browser – you may need to update and restart the browser if prompted.*
2. *Log onto the [Online Exams Platform](#), with your ARN and password.*
3. *Once logged on, select 'View Exam' from the welcome page.*



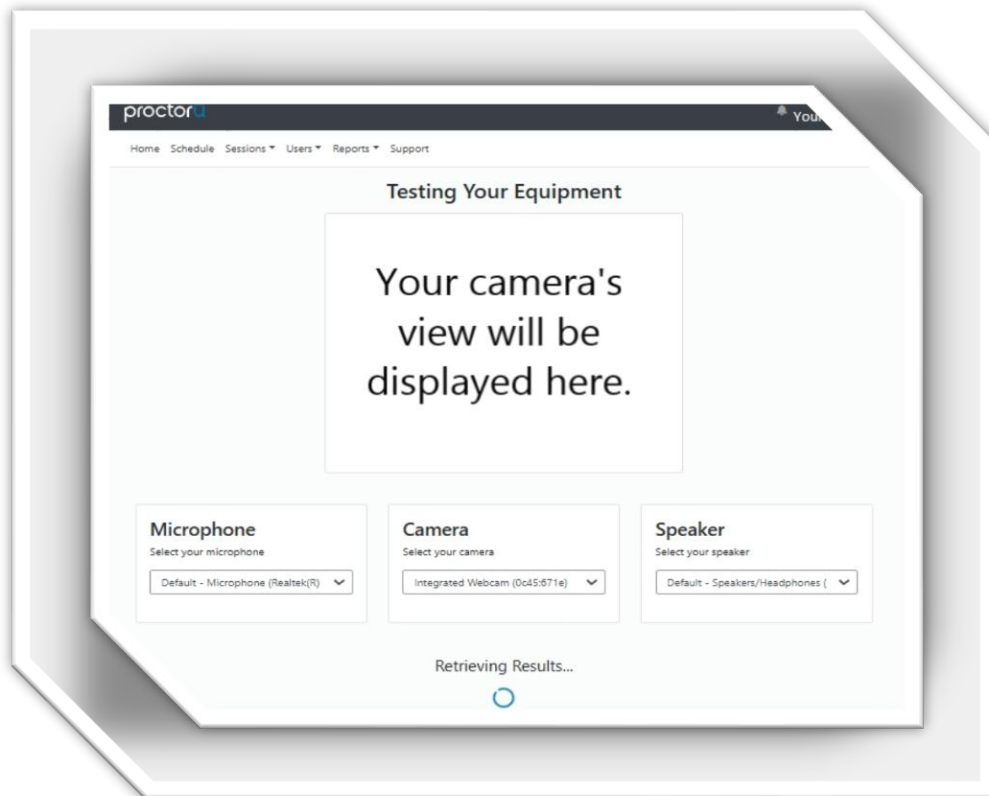
5. *To begin the equipment check, you have read and understood the IFoA [assessment regulations](#).*
6. *Once you check the box, you will proceed to a page like this:*



7. *Click on 'Proctor Check'. This will automatically launch ProctorU to allow you to carry out your system checks.*
8. *Click on the blue 'Equipment Check' box to access download and upload checks.*
9. *You must test both the download (to access your exam paper) and upload (to submit your answers) functions before exam day.*
10. *Both the Proctor Check and Equipment Check must show as complete for your exam paper to become available.*
11. *There is no limit to the number of times you can carry out the checks.*

Stage Two – Completing the Proctor Checks

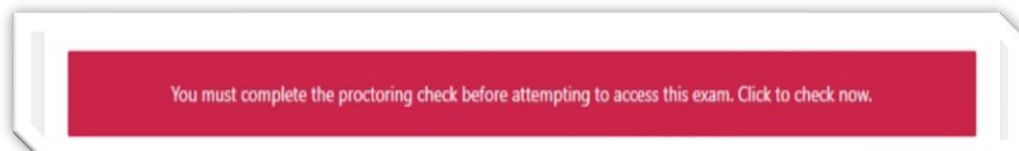
1. Select 'Proctor Check' and allow the test to run.



2. The results of your tests will be shown once the test has run. You will need to review and fix any test that fails to meet requirements.

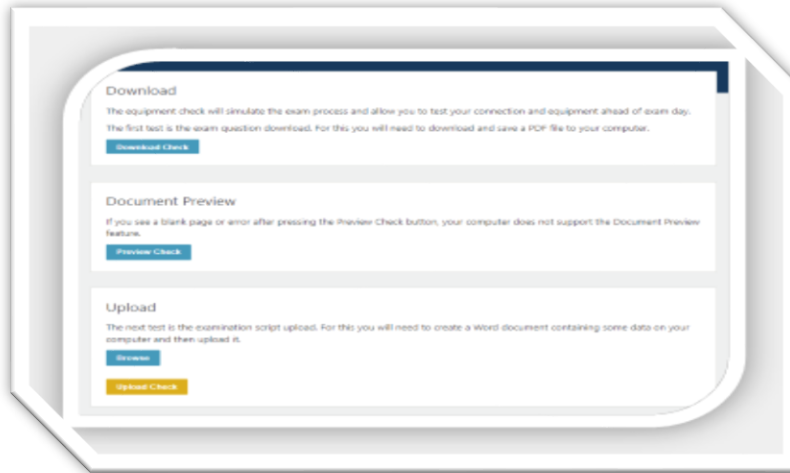


3. A red banner will show at the top of the examination area if you have not completed your proctor check correctly.

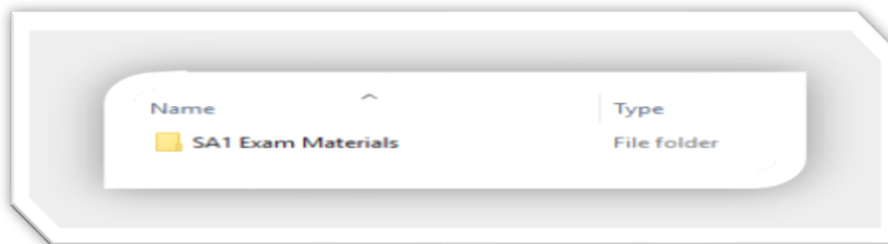


Stage Three – Completing the Download test element of the Equipment Check

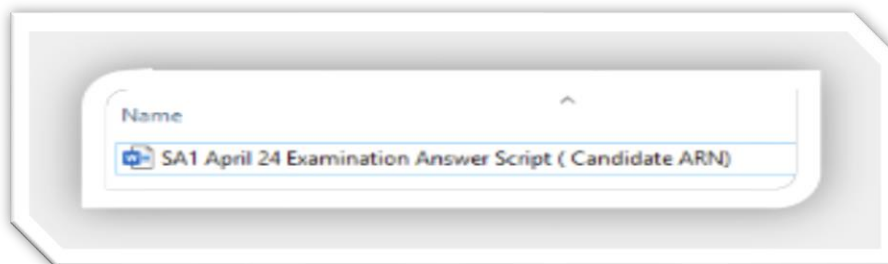
1. Select the blue 'Download Check' button.



2. If sitting a single paper, you will simply download a single PDF file.
3. For dual papers – you will be required to download a zip file, which will contain a sample exam paper and an Excel spreadsheet answer template.

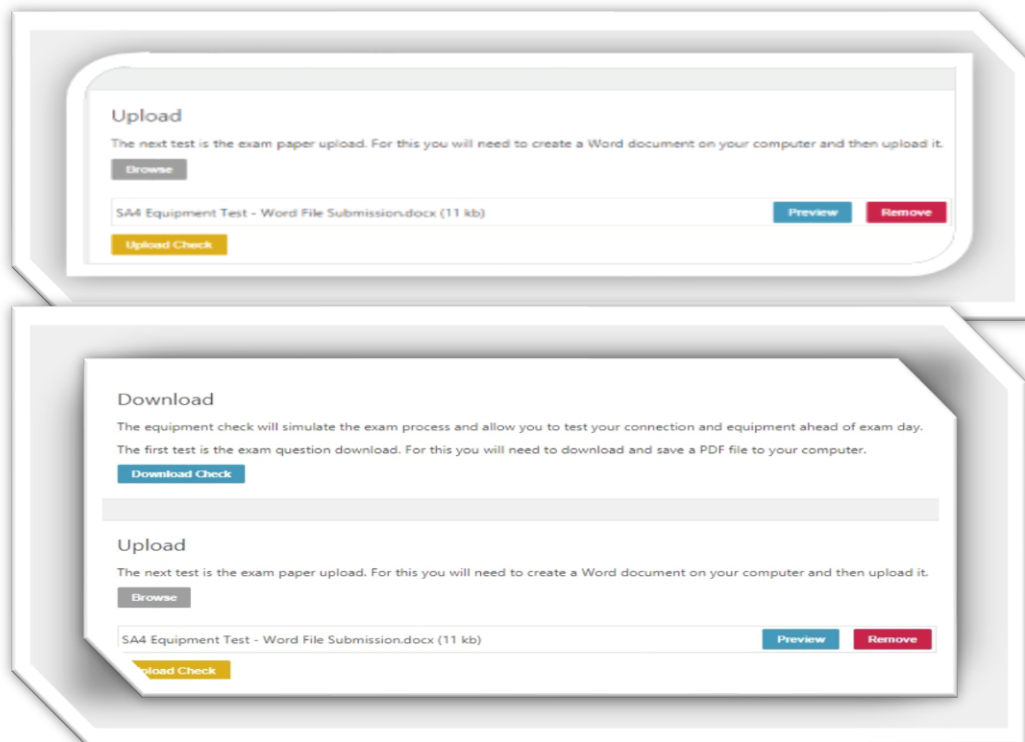


4. For dual papers - Open the zip file and ensure you can open the sample PDF Exam Paper.
5. If applicable, open the Excel answer template and 'enable editing'.
6. **IMPORTANT!** Save the Excel answer template to the file you intend to use on exam day e.g. 'Your Desktop'.
7. Use your candidate ARN in the saved file name. You must use this file to do the upload test.

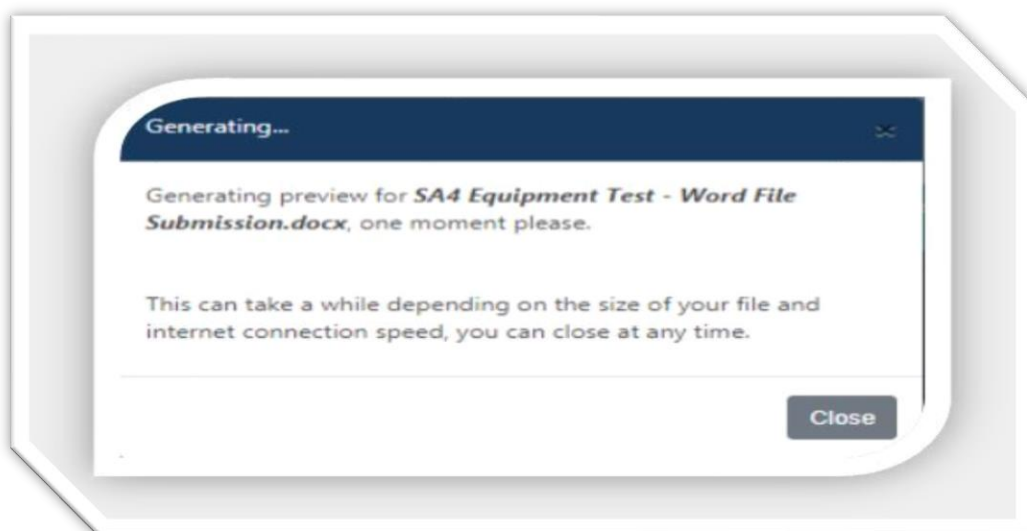


Stage Four – Upload test element of the Equipment Check

1. Select the 'browse' button and navigate to the location you saved your answer submission.

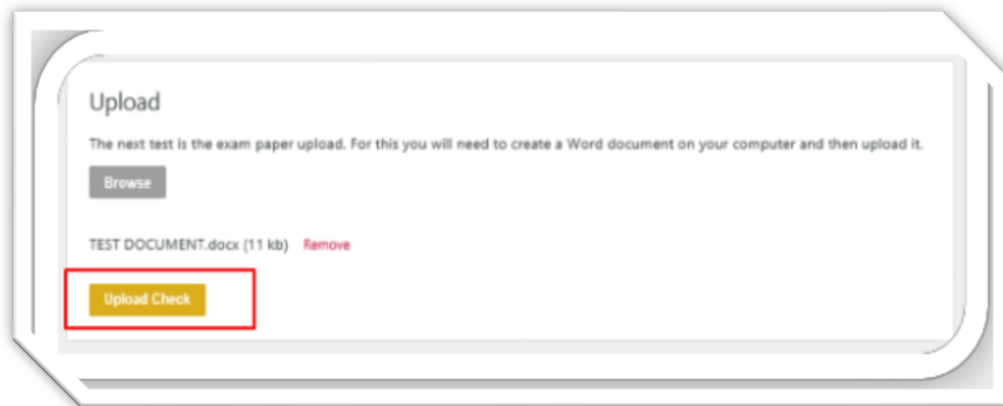


2. If uploading more than one, you will need to select all files at the same time. To select two documents, click on the first file you wish to upload, then press the Ctrl button on your keyboard and click on the second file. Both files should now be highlighted, which will allow you to upload both at the same time.
3. You can preview the file(s) you have uploaded by clicking the 'Preview' button

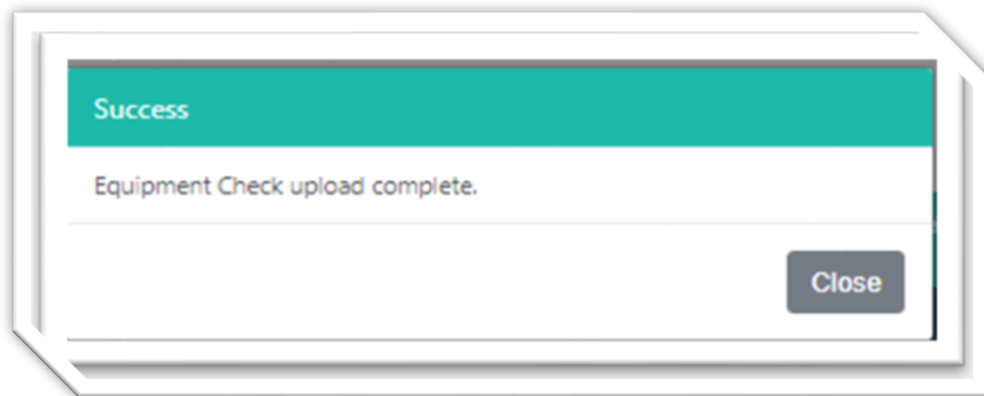


4. Please note that the 'Preview' function may not be compatible with certain networks or devices.


5. If you have selected the wrong file, click 'Remove'. You can then browse and select the correct file(s).



6. Once complete, a confirmation popup box will appear.



7. A red banner will show at the top of the examination area if you have not completed your
8. If you encounter issues during your pre-exam checks, please first refer to [our troubleshooting guidance](#).
9. If problems persist, contact us at:

 +44 (0)1865 268 873

 exams@actuaries.org.uk

Once your checks are successfully completed, the blue button will display a tick and the word 'Completed'.

If it doesn't, you may have missed a step—please review the process again.

It is your responsibility to ensure your equipment is working and the exam platform is tested for each exam and paper before your exam day.

Failure to do so may delay access to your exam paper and reduce your available exam time

4. Accessing your pre-examination materials

CS1 & CS2 pre-exam materials will be available 10 working days before the exam

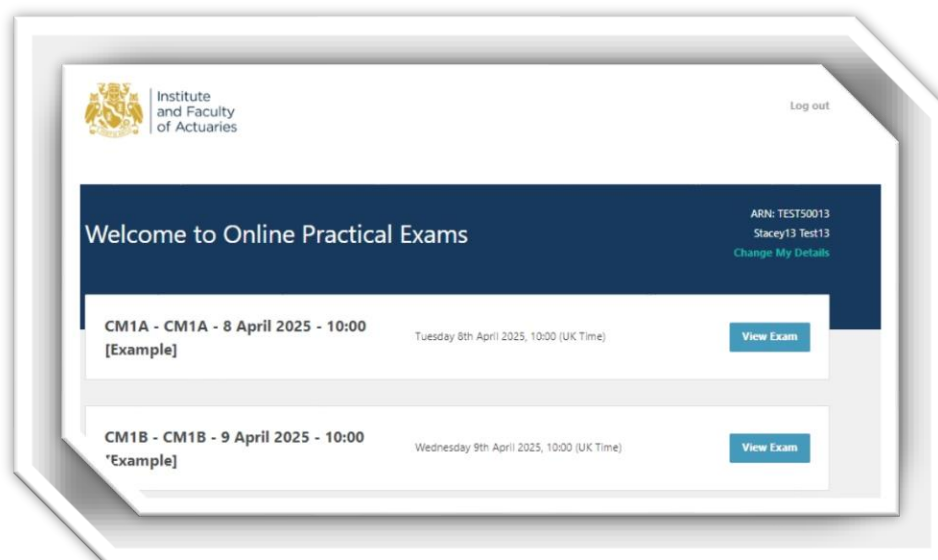
- CS pre-exam materials, which includes datasets which need to be loaded onto your R application, should be available on **Tuesday 26 August 2025**.
- You can download the CS datasets from the Online Exam Platform.
- You must install the CS datasets before your exam day. Instructions will be available upon downloading the datasets. And you can also find installation guidance in the [R Guide](#).

CP3 advanced materials will be available three working days before the exam

- You should receive the CP3 advanced materials three working days before the scheduled CP3 exam, on **Friday 05 September 2025**.
- You can download the CP3 advanced materials from the Online Exam Platform.
- A printed copy of the advanced materials will not be available at your exam centre.
- However, you can print this in advance yourself and bring this with you on your exam day. You can annotate your printed materials. Please note – annotations can be made only on the advanced materials only, no additional notes on blank pages would be allowed.

Please follow the **below steps** on how to access the pre-exam materials:

1. Load the Guardian Browser.
2. Log onto the Online Exams Platform with your ARN and password.
3. Once logged on, select the 'Exam' from the welcome screen (image below):




4. You will need to have agreed that you read and understood the Assessment Regulations. Once agreed, you will then access the 'Exam' area.


5. Once the pre-exam materials are available, the 'Exam Material' box will turn blue.
6. You select the blue button to download the materials.

Welcome to the examinations.

The below materials are mandatory and must be thoroughly read before sitting the exam.

- Examination Handbook
- Assessment Regulations
- Exam Instructions for OMI
- Formulas and Tables for Examinations

**Exam Material**
From: Wednesday 10th February 2025, 17:00
To: Friday 21st March 2025, 17:00

**Exam Paper**
From: Wednesday 10th February 2025, 14:00
To: Friday 21st February 2025, 17:00

Instructions

All times listed are UK time.

- Exam Material** - These are supporting documents for your exam. They can be downloaded any time between 17:00 on Wednesday 10th February 2025 and 17:00 on Friday 21st March 2025.
- Your Exam** - your exam starts at 14:00 on Wednesday 10th February 2025 and finishes at 17:00 on Friday 21st February 2025. You have 2 days, 8 hours to complete this.
 - The exam question paper will be available to download from 14:00 on Wednesday 10th February 2025 until 17:00 on Friday 21st February 2025.
 - You must close and save your examination script at 17:00 on Friday 21st February 2025. You must have saved and closed your examination script by this time before uploading.
 - Once complete, you can upload your examination script at any time until 17:00 on Friday 21st February 2025. As long as you start before this time, it does not matter how long the upload takes.
 - If you are required to submit multiple files, you MUST do this at the same time. You cannot submit further files once you have completed this step.

An **Exam Receipt** will be emailed on submission, you will also receive an on-screen receipt. Please save this for your records. Please ensure emails from exams@onlineproctorkomings.co.uk are not blocked, and check your spam folder if you do not receive it.

What will it be like sit
your online exam
remotely?

5. What to expect on your exam day

Steps:

1.	Setup your exam environment – giving yourself plenty of time before the exam to prepare your equipment and workspace. Please refer to the exam rules on your exam room and equipment requirements..
2.	Make sure your internet is working.
3.	Turn on the device which you have completed your testing on.
4.	Close any open operating systems, open applications or applications which you receive notifications from.
5.	Load the Guardian Browser
6.	Load the Online Exams Platform through the Guardian Browser You can type or copy and paste the following address into Guardian Browser to access the exam platform: https://www.onlinepracticalexams.org.uk/
7.	Log-in with your ARN as your username and your password.
8.	Select your exam from the welcome screen
9.	Connect to the proctor system (Please see the onboarding steps) You must complete the onboarding steps at least 20 minutes before the start of your exam.
10.	Download your exam paper at the scheduled start time. You must log-in and download the examination paper within 30 minutes of the examination start time. No additional time will be given if you fail to log in on time.
11.	Leaving the proctoring system displayed at all times, so candidates can identify if there has been a disconnection issue.
12.	Load the applications needed to complete your exam
13.	You must type your answers in English. You are not allowed to use translation tools of any form during your examination.
14.	Save your answer submissions regularly.
15.	Upload your completed answer submissions onto the Online Exams Platform.
16.	End your proctoring session.

If you experience problems logging into the exam platform, please follow the steps outlined in our [troubleshooting section](#).

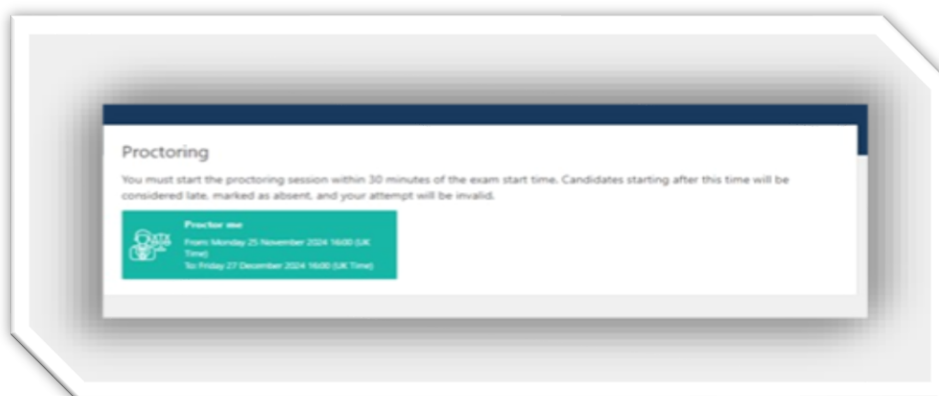
6. Key Information relating to your exam sitting

6.1 Exam Rules

- Make sure you have plenty of time to set up your exam area, ensuring your environment meets the criteria details in the [Exam Rules](#).
- You will need to present a single form of valid photographic identification (ID), further information as to what is permitted ID is available in the [Exam Rules](#).
- You can only have permitted items in your chosen exam space. A list of permitted items is detailed in [Appendix A of the Examination Rules](#).

6.2 Onboarding steps

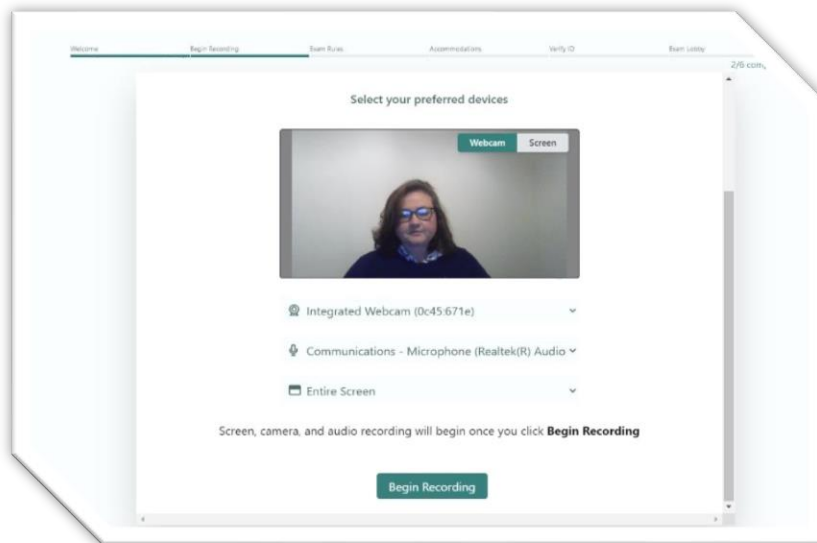
1. Once you have loaded the Guardian Browser and logged into the Online Exams Platform with your ARN and password, you must your exam from the welcome screen.
2. Once the exam paper has loaded, you will be able to see a 'blue button' saying 'Proctor Me'



(Step 2)

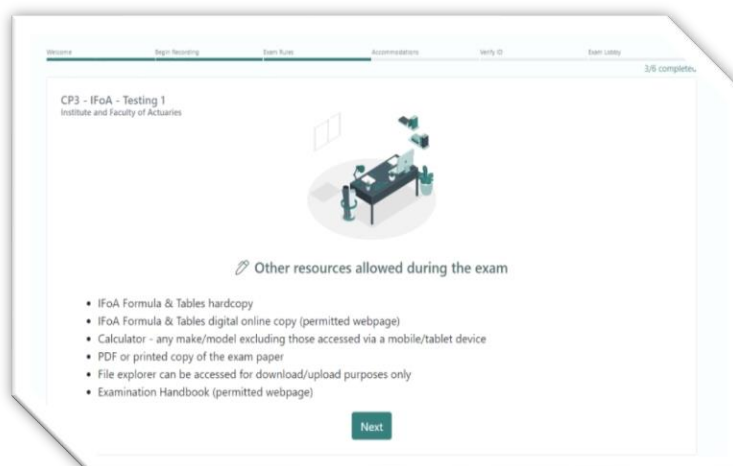
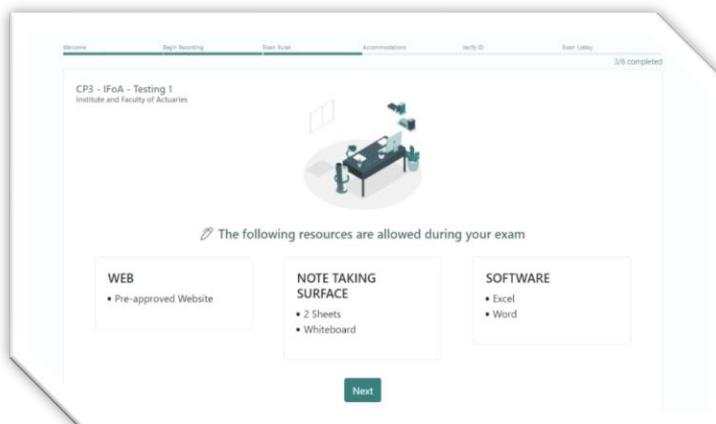
3. Once selected, the Proctor system will load, and you can begin the onboarding steps.
4. The first page will be the 'Welcome Page', this page will highlight permitted items you are allowed to access or bring to your exam in the 'Allowed Resources' drop down. Candidate-specific access arrangements are displayed in the 'Accommodations' drop down. Once you have reviewed the page, **Click next**.

5. The next page will require you to select your preferred device. This will automatically set to the default devices on your system. **Click 'Begin Recording'.** **Please Note: From this point on you are being recorded.** **Ensure you have read and understood the exam rules.**



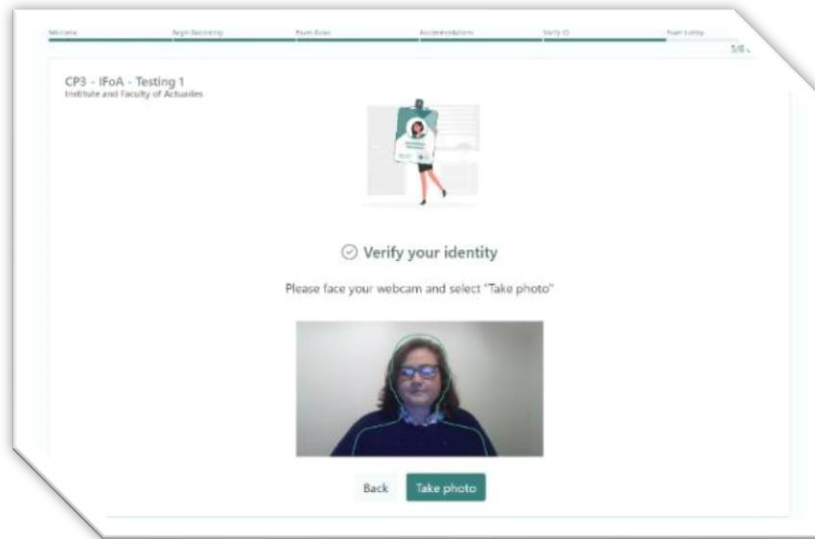
(Step 5)

6. The next page repeats the instructions from the welcome page, for both permitted resources and candidate specific instructions, if applicable. **Click next.**



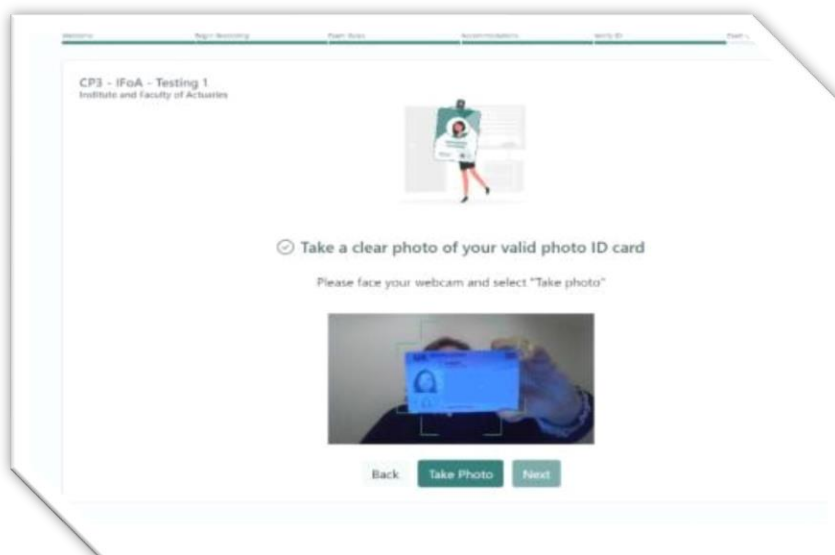
(Step 6)

7. The next page will ask you to take a photo of yourself – please ensure you have good lighting, so that your face is clearly visible. When ready click on '**Take Photo**'. You can retake images before moving to the next step.



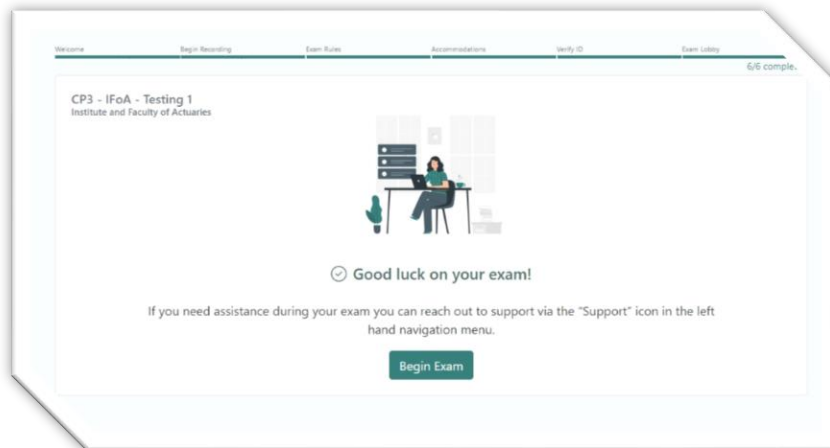
(Step 7)

8. The next page will ask to show and photograph a single form of [valid photographic identification \(ID\)](#). You **MUST** make sure you take photo of your ID, making sure the ID is clear, and the details are visible. Do not retake a picture of yourself. When ready click on '**Take Photo**'. You can retake images before moving to the next step. Once happy with the photo, **Click next**.



(Step 8)

9. On the next page you click on '**Begin Exam**'. This will return you to the online exam platform. If the exam has not started, you will need to wait for the exam paper to become available to download.



(Step 9)

6.3 Camera Angle

Once you have completed your onboarding steps, your screen, audio, and webcam will be recorded for the entire exam duration.

If you are using a built-in webcam or depending on your exam setup, you may not be able to show on camera your face, body and your keyboard.

So, for your webcam position, we are asking you display the below:

WEBCAM POSITION FOR ONLINE EXAMS

The diagram shows a person sitting at a desk with a laptop. A vertical double-headed arrow to the right of the person indicates the visible area: 'Face, shoulders, and arms visible'.

- Your screen, audio, and webcam must remain active and unobstructed throughout the exam
- Disable any camera features that obscure visibility (e.g., blur or extreme zoom)

6.4 Examination Paper Format and Upload Format

Exam	Exam Paper/Materials File Format	Answers should be submitted in:	Exam Length
CB1	PDF	Word	3 hr 20 min
CB2	PDF	Word	3 hr 20 min
CS1A	PDF	Word	3 hr 20 min
CS1B	*PDF & R Data	Word	1 hr 50 min
CS2A	PDF	Word	3 hr 20 min
CS2B	*PDF & R Data	Word	1 hr 50 min
CM1A	PDF	Word	3 hr 20 min
CM1B	*PDF & Excel	Excel	1 hr 50 min
CM2A	PDF	Word	3 hr 20 min
CM2B	*PDF & Excel	Excel	1 hr 50 min
CP1 Paper 1 & 2	PDF	Word	3 hr 20 min
CP2 Paper 1 & 2	*PDF & Excel	Word & Excel	3 hr 20 min
CP3	PDF	Word	3 hr 5 min
SP1	PDF	Word	3 hr 20 min
SP2	PDF	Word	3 hr 20 min
SP4	PDF	Word	3 hr 20 min
SP5	PDF	Word	3 hr 20 min
SP6	PDF	Word	3 hr 20 min
SP7	PDF	Word	3 hr 20 min
SP8	PDF	Word	3 hr 20 min
SP9	PDF	Word	3 hr 20 min
SA1	PDF	Word	3 hr 20 min
SA2	PDF	Word	3 hr 20 min
SA3	PDF	Word	3 hr 20 min
SA4	PDF	Word	3 hr 20 min

*CS1B/CS2B/CM1B/CM2B/CP2 materials will be presented in a .zip, please see [section 7.1 on downloading your paper](#), detailing how to safely extract and save files from a zip folder.

The examination platform will only upload the following file formats:

Document	Software Package	Suffix
Word	Microsoft Office	.docx
Excel	Microsoft Office	.xlsx

6.5 Calculations, formulae and symbols

- Candidates cannot use a calculator on their mobile device or an online calculator, other than that there are no other restrictions on which calculators can be used.
- You can use Excel in any exam for supporting your calculations.
- Unless specifically advised not to, include all calculation steps, and/or sufficient formulae for examiners to understand and assess how you determined your answer.
- If using Excel for calculations:
 - Data within Excel (or similar) should be copied and pasted directly into your answer file.
 - Screen shots or image capture will be accepted for marking but you will need to ensure all workings are visible to be marked, unless specifically advised not to.
 - Data copied from Excel (or similar) must not contain links to another source file.
 - Do not copy/insert an Excel (or similar) sheet into a Word document.

6.6 Logging in to the Examination Platform

- You must log-in and download the examination paper within 30 minutes of the examination start time. After this time, you will be marked as absent, and your attempt will be marked as fail.
- If you experience any problems logging into the examination platform, you must try to [troubleshoot your issues](#) and or us the support section to [seek assistance](#).

What are the steps
you need to take
when sitting your
exam?

7. The key stages to taking completing your exam

For step by step instructions on downloading either;

- CB1
- CB2
- CS1A
- CS2A
- CM1A
- CM2A
- CP1 Paper 1 and Paper
- CP3
- SP1
- SP2
- SP4
- SP5
- SP6
- SP7
- SP8
- SP9
- SA1
- SA2
- SA3
- SA4

from the Online Exams Platform, [please refer to Appendix 3](#).

7.1 Downloading a ZIP file folder exam paper

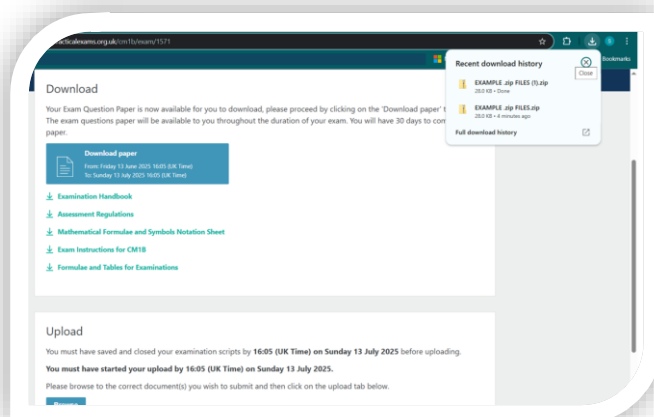
For the following exams, you must download the required response templates from the exam platform and save them in a known location before beginning your exam response:

- CM1B
- CM2B
- CP2 Paper 1 and CP2 Paper 2
- CP3

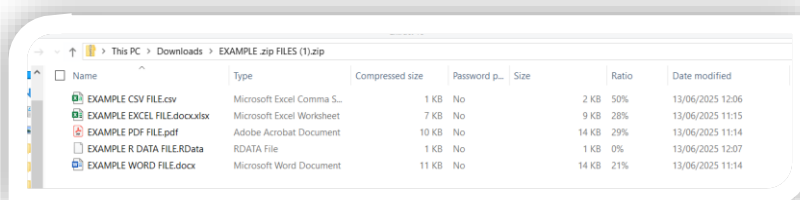
Steps:

1.	Open the Online Exams Platform
2.	Click on 'View Exam'
3.	Read and agree to the Assessment Regulations
4.	Click 'Download Paper' to download your exam materials.

5. The materials will download as a .zip file.

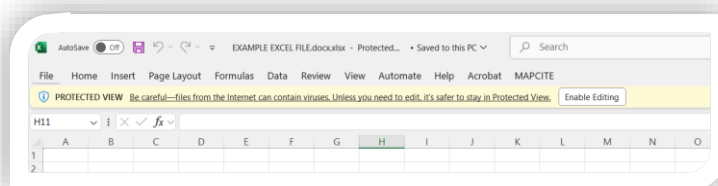


6. Locate the .zip file in your Downloads area
- The exact location of this file may vary depending on your local Mac or PC settings.

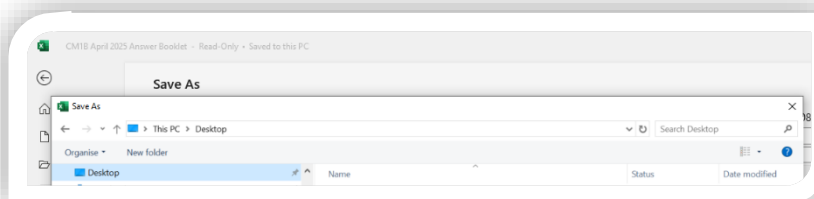


7. Open the .zip file to access the contents
- Inside the folder, open the response template

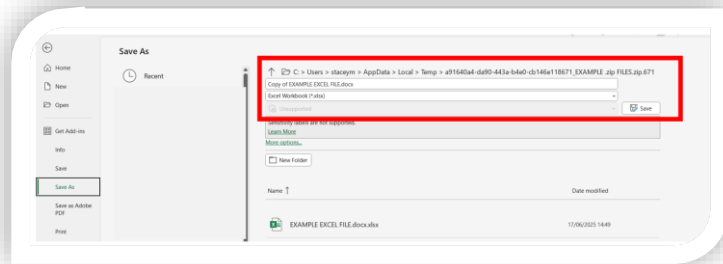
8. When you have the document open, **click 'Enable Editing'**:



9. Save As the file to your Desktop or to a known location.



Important: Do **not** save the file in the default location (e.g., Local > Temp). This may cause your work to be lost. Refer to the image below for guidance.



7.2 Saving your answer submissions

Permitted Software and Tools:

- Microsoft Word and Excel may be used in all examinations. You may use a blank Excel spreadsheet as a calculator.
- R, RStudio, and RStudio Online Help Pages are permitted only during the CS exams (Paper A and Paper B).
- You may use standard functions in Microsoft Word, Excel, and R (for CS exams only). Examples include:
 - Excel: LN, EXP, FORECAST
 - Word: Equation Editor (recommended for algebraic answers)
 - Math Autocorrect is allowed but not recommended, as it may alter your responses unintentionally.

Answer Presentation:

- There is no mandatory font style or size for your answer sheet.
- For:
 - CM1 and CM2 Paper B: Excel answer templates will be provided.
 - CP2: An Excel file with model data will be provided.
- All answers must be typed using a keyboard, unless you have received prior approval through the IFoA's Access and Inclusion Arrangements. Handwritten responses are not permitted without this approval.
- All answers must be typed in English. Translation tools are not permitted.
- Online versions of Word or Excel are not recommended, as they may cause issues with uploading your answer submission.
- Your computer clock must be set to local time, and your taskbar with the clock must remain visible throughout the exam.

Breaks and Printing

- You are allowed two 5-minute breaks. Refer to the [exam rules](#) for details.
- You may print your exam paper. Refer to the [exam rules](#) for details.

Pre-prepared materials:

- Pre-prepared materials are not allowed, except for:
 - Pre-exam materials provided for CP3 and CS exams, which may be used during the exam.

File Management:

- Do not include any identifying information (e.g., name or ARN) in your files, headers, or footers.

File Naming:

- You must include your ARN (Actuarial Reference Number) in the filename of your answer submission. For example:
SA3 September 25 (ARN number)

Autosave Settings:

- Please disable the autosave feature during your exam. This prevents the last saved time from being altered after the exam has ended.

Save Your Work Regularly:

- You will need to save your file(s) to a folder your Desktop or to a known location.
- You are responsible for saving your exam work frequently and in the correct format.
- It is your responsibility to ensure your work is saved correctly and can be easily located when submitting it to the exam platform. Failure to do so will not be accepted as a mitigating circumstance. We recommend avoiding saving your file in a folder that contains other documents.

Do Not Rename or Modify After the Exam Ends:

- You must not save or rename your file after the official exam time ends, including during the 30-minute upload window. Doing so will alter the file's 'last modified' timestamp, and your submission will not be marked.

No Password Protection:

- Do not password-protect your answer file. Password-protected files cannot be accessed by markers and will not be marked.

No Links in Your File:

- Do not include hyperlinks in your answer file. The IFoA's marking system does not support files containing links, and such files will not be marked.

No Messages to Markers:

- Do not leave any personal notes or messages for the markers within your answer file.

7.3 Uploading your exam submission

When to Upload

- You may upload your completed answer file(s) at any time during the exam.
- At the end of the exam, save and close your file(s) immediately.
- Do not reopen, edit, or rename your file after the exam ends, including during the 30-minute upload window as this will change the file's timestamp and your submission may not be marked.

How to Upload

- Please refer to [Appendix C](#) for step by step instructions on how to upload.
- Click the 'Exam Paper' button within the exam area of the Online Exams Platform.
- We recommend keeping the upload area open throughout your exam to avoid needing to log in again.
- After the exam ends, begin uploading your file(s) immediately. You have 30 minutes to complete the upload.
- Use the 'Browse' button in the upload section to locate and select your file(s).
- Ensure your file is no larger than 100MB. Files over this size cannot be marked.

What You Must Not Do During the Upload Window

- Do not continue working on your exam file(s). Do not continue working on your exam file(s). Any attempt to work on your exam materials after the official end time will be flagged by the invigilator and treated as a breach of the Assessment Regulations. This will be considered an attempt to gain an unfair advantage and may result in disciplinary action.
- Do not review, edit, format, or rename your documents.
- Any changes made after the exam time will be detected and your submission may not be marked.

Your Responsibilities

- You are fully responsible for submitting all required materials within the 30-minute upload window.
- Late or incomplete uploads will not be marked.
- The system will validate the timestamp of your file, including the last modified date and time.
- We cannot be held liable if an error occurs when uploading to the exam platform if you have not followed the guidance provided in this handbook, or if you suffer any issues with your equipment or network.

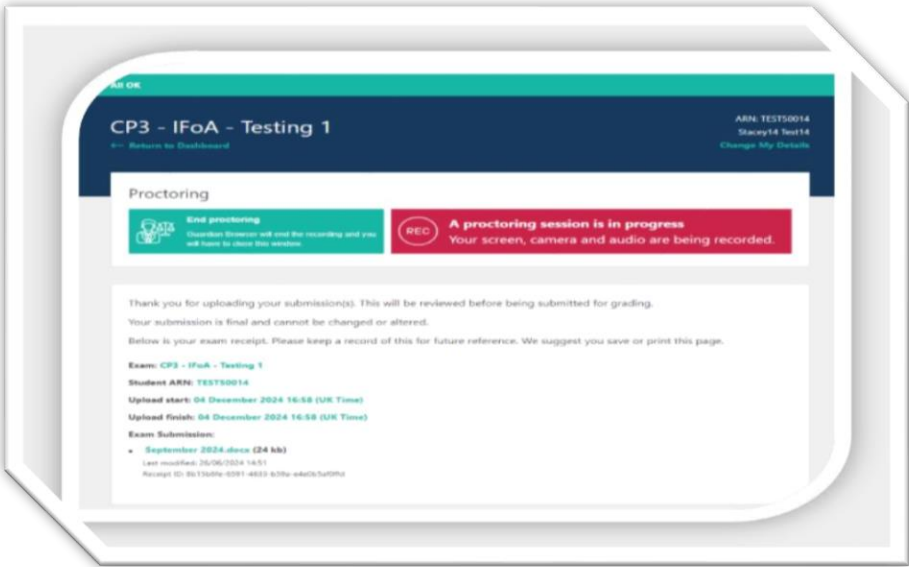
Troubleshooting File Upload Issues

- If you experience problems uploading your file:
 - Make sure the file is in the correct format: .docx or .xlsx only.
 - Save the file to your Desktop or to a known location.

- Ensure the file is in edit mode (not protected view or read-only).
- Please refer to the [Troubleshooting section](#) for further guidance.
- If issues persist, [contact us](#) immediately during the upload window.

7.4 Ending your proctoring session

There are two ways to end the proctoring session once your exam is complete. Steps:

1	Closing Guardian Browser <ul style="list-style-type: none"> • Do not close the Guardian Browser while your exam is in progress. • If you accidentally close it, log back in immediately via the exam platform to continue your session.
2	Uploading and submitting your exam answers. <ul style="list-style-type: none"> • On the upload confirmation page, you will see confirmation that the proctoring session is still in progress. • Once you have uploaded your submission, you should end your proctoring session. Note: once the proctoring session is ended, you will not be able to return to this page unless you log back into the exam platform. • Click on 'End proctoring' – the blue button.  <p>The screenshot shows the Guardian Proctoring interface. At the top, it says 'CP3 - IFoA - Testing 1' and 'ARN: TESTS0014'. Below this, there is a 'Proctoring' section with a blue button labeled 'End proctoring' and a red button labeled 'A proctoring session is in progress'. Below the buttons, there is a message: 'Thank you for uploading your submission(s). This will be reviewed before being submitted for grading. Your submission is final and cannot be changed or altered. Below is your exam receipt. Please keep a record of this for future reference. We suggest you save or print this page.' The receipt includes the exam name, student ARN, upload start and finish times, and a list of submitted files.</p> <ul style="list-style-type: none"> • Your screen will be blurred out and you will see confirmation that the proctor has ended the session.

Your proctor has ended the session. For immediate assistance, please contact our live support.

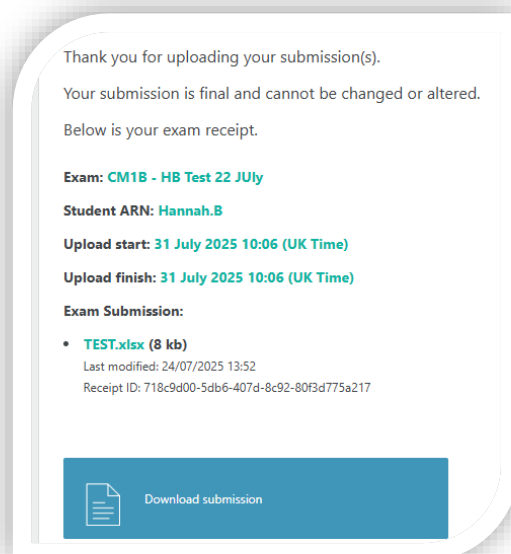
- You can now close Guardian Browser

7.5 Receiving a copy of your exam submission

You can download a copy of your submission from the Online Exam Platform, after your exam.

It will be available for **two weeks only**, so make sure to save it in time.

1. Log in to the Online Exam Platform.
2. Click on 'View Exam'
3. Click on 'Download submission'



4. Go to your Download folder to find the file
5. Open the file and click 'Enable Editing' if prompted.
6. Save the file to a location you'll remember (e.g., Desktop or Document folder)

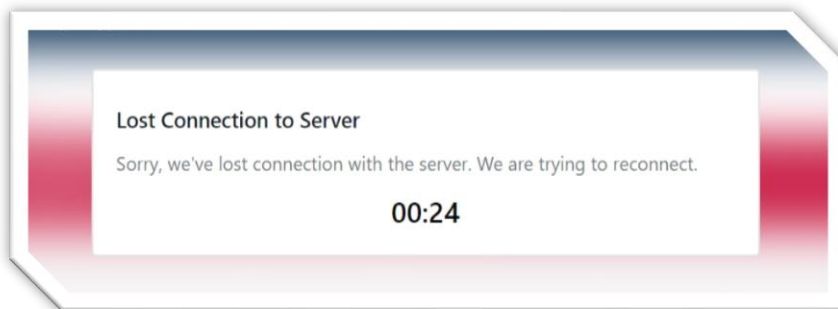
Important: If you don't download and save your submission within two weeks of your exam, we won't be able to provide a copy later.

Incident Management

8. Troubleshooting

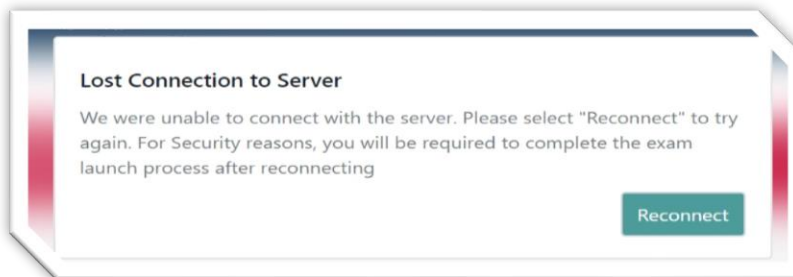
8.1 Proctoring Disconnections

If you briefly lose connection (less than 30 seconds), you will automatically be reconnected to the proctoring session and can continue your exam.

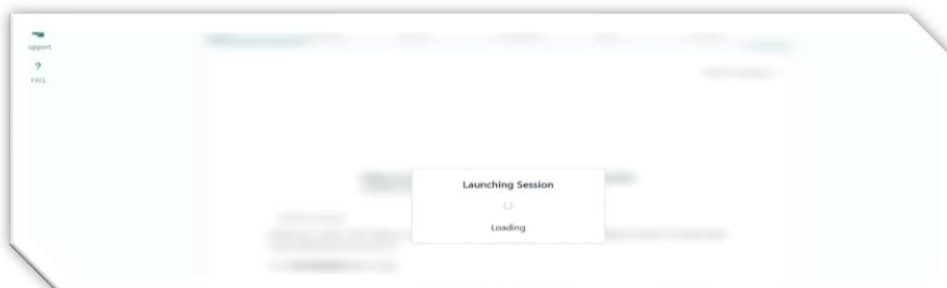


We encourage you to always have the Online Exams Platform visible throughout your exam, so you can clearly see if you are still connected to the proctoring system.

If your disconnection lasts longer than 30 seconds, you will need to click on 'Reconnect' when your connection returns.

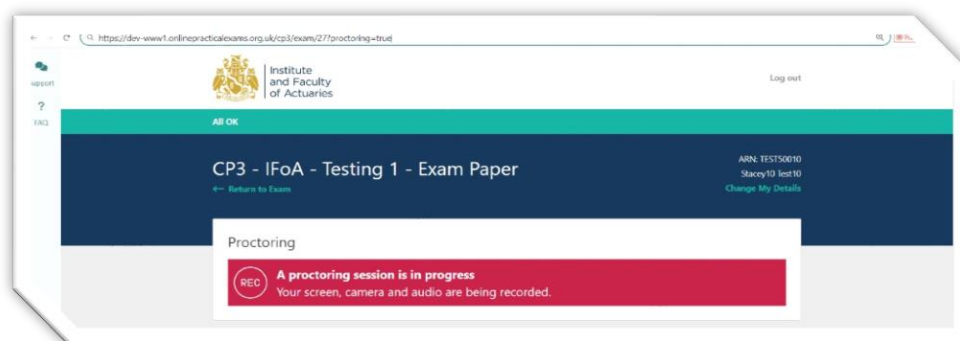


Re-launching the proctoring session may take a minute or two to load depending on the speed of your connection.



Once launched, you will need to re-authenticate and repeat the onscreen steps to connect to the proctoring session, including verifying your ID.

Ensure you check that the recording icon (in the top right of the Guardian browser) is shown and that the exam page confirms a proctoring session is in progress in the red banner.



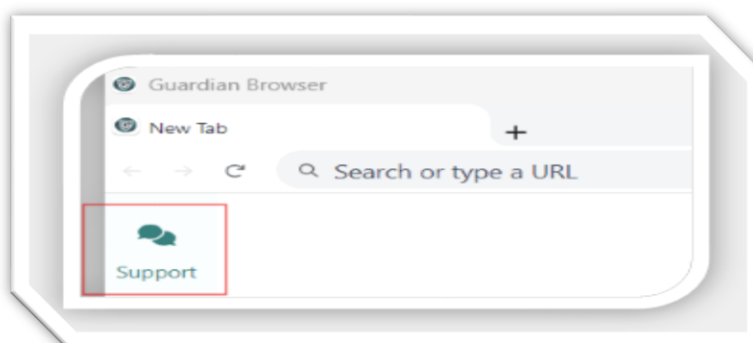
8.2 Basic troubleshoot issues

Downloading the Guardian Browser or Accessing the exam platform.

1. Check that anti-virus software or firewalls are not blocking access to the exam platform or upload/download of files.
2. You may need your employer's help if using a company device.
3. Restart your device.
4. If possible, try connecting on a different device (e.g. spare laptop).

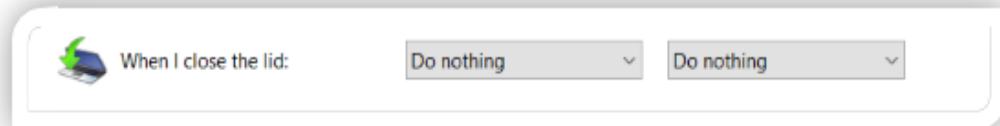
Connecting to your proctoring session

1. If you cannot launch your proctoring session from the exam platform, please contact us on + 44 (0)1865 268 873, or email exams@actuaries.org.uk
2. If you have launched the ProctorU system but are unable to complete any of the onscreen instructions, for example taking a photo of your ID or sharing your screen, please use the '**Support**' chat function within **Guardian Browser**. Type '**Agent**' in the text box to speak to a support agent.



Connecting a monitor to a laptop

1. You will need to change your laptop settings to allow the computer to continue to run when the laptop lid is closed.
2. You must close the laptop lid to ensure it does not register as an additional screen.





3. If you have a closed laptop and a monitor connected, make sure the monitor is set to 'duplicate' instead of 'extend' or another similar option.
4. If your monitor is connected to a dock, try connecting the monitor directly to your device.
5. If these solutions don't solve the issue, please use the **'Support' chat function within Guardian Browser. Type 'Agent'** in the text box to speak to a support agent.

Sharing your screen on MacOS

1. MacOS defaults to disallowing screen recording of apps downloaded from the internet. If you are running MacOS Catalina version 10.15 or later, or any more recent MacOS versions, you must grant Guardian Browser access to the new screen recording permission in order to share your screen during a proctored session
2. You can update your MacOS screen recording settings by [following these instructions](#).
3. If these solutions don't solve the issue, please use the **'Support' chat function within Guardian Browser. Type 'Agent'** in the text box to speak to a support agent.

8.3 Getting help

<p>Contacting the IFoA</p>	<p>We are available to assist with:</p> <ul style="list-style-type: none">• Issues related to the exam platform• Downloading or uploading your exam paper• General exam-related queries <p>Please note:</p> <ul style="list-style-type: none">• The team cannot provide technical support for your personal equipment or internet connection.• Emailed submissions are not accepted unless you have prior authorisation from us.• If you experience issues during your upload window, you must call us (based in the UK) for guidance. International candidates must ensure they can call a UK phone number. <p>Contact Details:</p> <p> Email: exams@actuaries.org.uk</p> <p> Phone: +44 (0)1865 268 873</p>
<p>Support for Guardian Browser and ProctorU</p>	<p>If you encounter issues with the Guardian Browser or have trouble connecting to or completing steps within ProctorU: please use the 'Support' chat feature:</p> <ul style="list-style-type: none">• Open the chat via the Guardian Browser, or go directly to: https://auto.proctoru.com/chat/• Type "Agent" in the message box to be connected with a support team member.

Should you experience any issues during your examination, please refer to the suggested actions below:

Should you wish to submit a mitigating circumstances application, you must keep a log of the issues and the time you have been affected, and screenshots where relevant.

Please refer to the [Mitigating Circumstances Policy](#) for details.

8.4 Fire alarms and other distracting events

You are responsible for checking there are no scheduled fire alarms or other planned events that may affect your exam sitting in the building where you are sitting your exam.

If an unexpected fire alarm occurs during your exam, you should leave the building if required.

While evacuated from the building, you must not communicate with anyone about your exam. Once you return to your exam, you must complete the paper to the best of your ability; you will not receive additional time but may apply for [mitigating circumstances](#).

8.5 IFoA Examination Platform Issues

If the examination platform fails during your examination, the IFoA will do their best to immediately put alternative arrangements in place where possible. If this proves impossible, the examination may be cancelled. In the unlikely event of cancellation, you will be contacted and advised of the next steps by email.

8.5 System Issues (Internet/Electric Connectivity)

System issues could relate to internet connection or electricity failing. If you experience issues with your system, you must keep a log of the issues and the times you have been affected. You will need to take screenshots as evidence for errors or issues which have occurred.

8.6 Scenarios which are non-emergent

Candidates will be permitted two five-minute breaks during exams. Please refer to the Exam Rules for further guidance on breaks. Candidates should not:

- Leave the exam room to answer the door (candidates should not have any communication with anyone during their examination).
- Leave the exam room to answer a phone call (candidates should not have any communication with anyone during their examination).

Appendix 1 - IFoA Examination Checklist

After booking your exam

- ☐ Read the Examination Handbook, Exam Rules, and Assessment Regulations.
- ☐ Update your contact details in the IFoA member portal (or email: memberservices@actuaries.org.uk).
- ☐ Check your device meets technical requirements.
- ☐ Download and test the Guardian Browser.
- ☐ Test your device.
- ☐ Make sure you have valid photo ID.

Two Weeks Before

- ☐ Check you're receiving exam emails.
- ☐ Create and verify your exam platform account (email from: alerts@onlinepracticalexams.org.uk).
- ☐ Review joining instructions.
- ☐ Log in to the platform and complete the proctor, download and upload pre-checks.
- ☐ Confirm your exam date and time.
- ☐ Set your computer to local time.
- ☐ (CS1B/CS2B only) Download pre-exam materials from the Online Exams Platform.

Three Days Before (CP3 only)

- ☐ Download CP3 pre-exam materials from the Online Exams Platform.

The Day Before

- ☐ Confirm your exam platform login details.
- ☐ Check your ID again.
- ☐ (Optional) Prepare a note with your login details and support email.
- ☐ Set up your exam space.
- ☐ Only bring permitted items.
- ☐ Launch Guardian Browser to check for updates.
- ☐ Unpin other browsers from your taskbar.
- ☐ Do a final upload/download test.

Exam Day

- ☐ Close any open operating systems, open applications or applications which you may receive notifications from.
- ☐ Launch Guardian Browser and log in 20 minutes early.
- ☐ Complete onboarding steps.
- ☐ Ensure audio, screen, and webcam work.
- ☐ Move your phone away from your desk.
- ☐ Log in and download your exam paper.
- ☐ Save documents to your desktop (not cloud).
- ☐ (If needed) Save and use Excel files from the zip folder.
- ☐ Enable editing on templates (CM1B, CM2B, CP2/1, CP2/2).
- ☐ Use desktop Word/Excel (not online versions).
- ☐ Include your ARN in your file name.
- ☐ Upload your answers within 30 minutes after the exam.
- ☐ Preview and upload your attempt, then exit Guardian Browser.
- ☐ Check for on-screen and email confirmation of upload.

Appendix 2 – Downloading the Guardian Browser

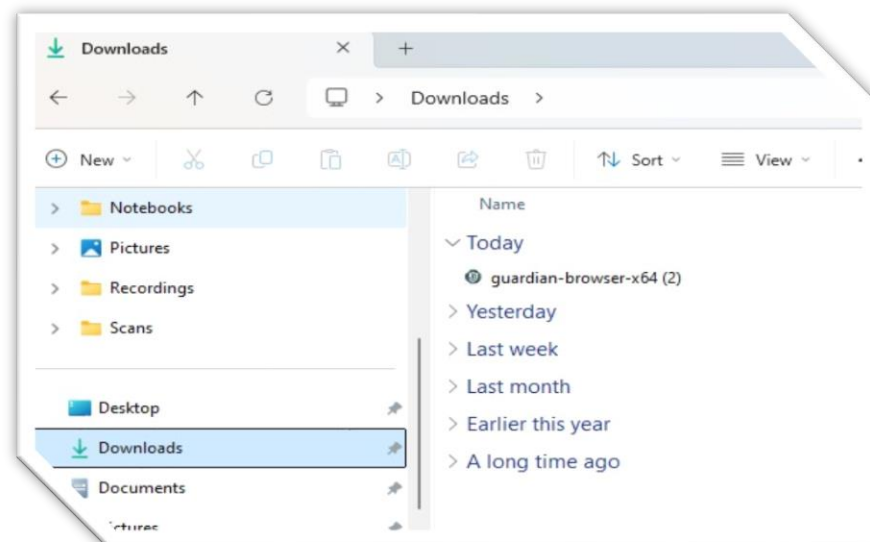
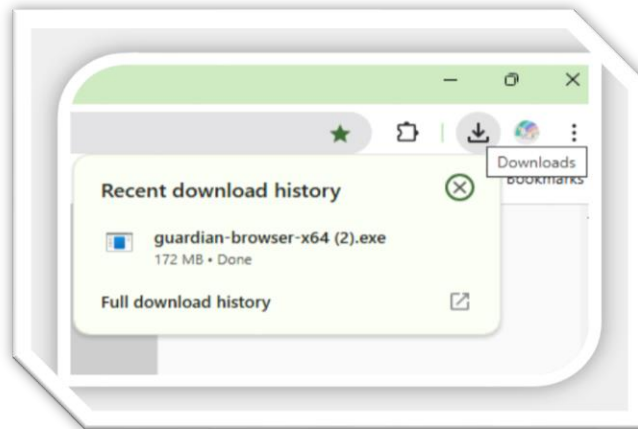
To sit your exam, you **must** download the [Guardian Browser](https://guardian.meazurelearning.com/):

- Visit <https://guardian.meazurelearning.com/> and select the link for your operating system to begin the download.

If you are using a work computer or sitting the exam at your employer's premises, you may need permission to install the secure browser.

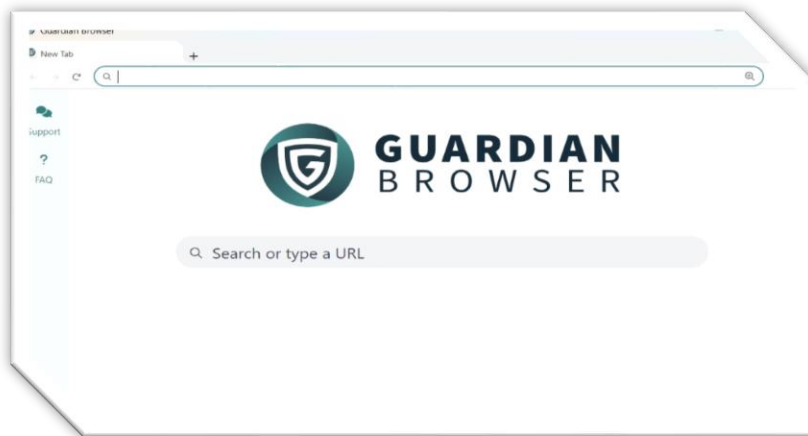
If you are using a **Windows device**, follow the below steps:

1. Select the [link above](#) to begin to download the Guardian Browser.
2. Locate the downloaded installer file and double click to run.



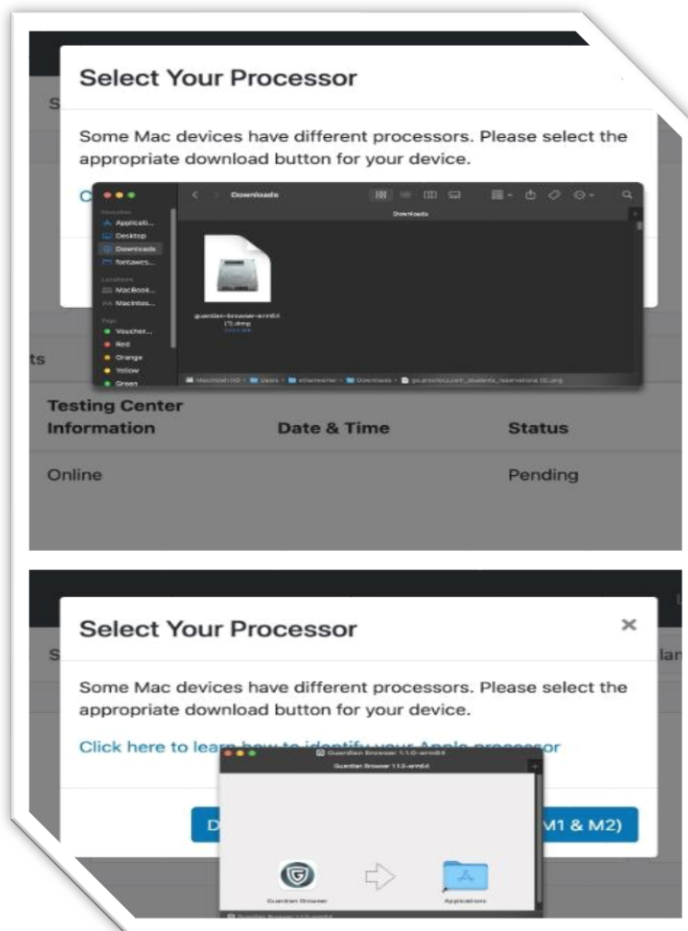
3. Follow any onscreen prompts.

4. Guardian browser will open automatically once installed.

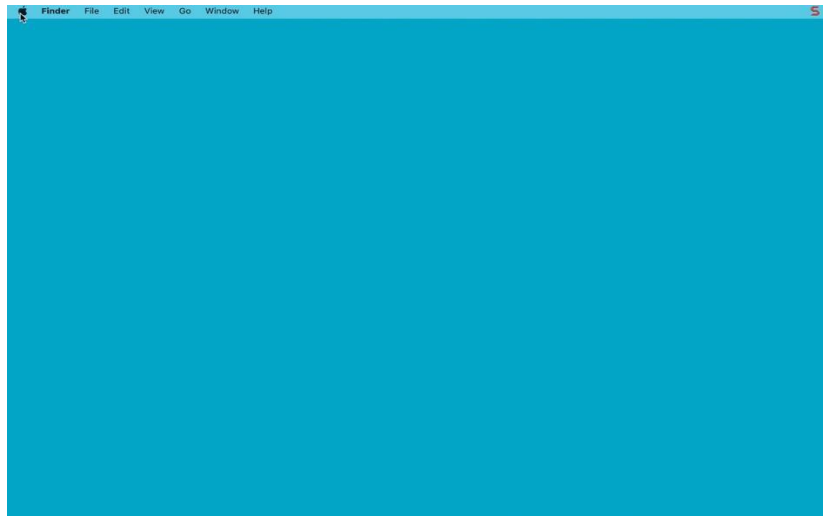


If you are using a **MacOS**, follow the below steps:

1. Select the [link above](#) to begin to download the Guardian Browser.
2. Open the Guardian-Browser.DMG file. This will prompt you to move Guardian Browser into your applications folder.
3. Move it to the applications folder.



4. When using MacOS, you will need to identify the correct version of Guardian Browser to download.

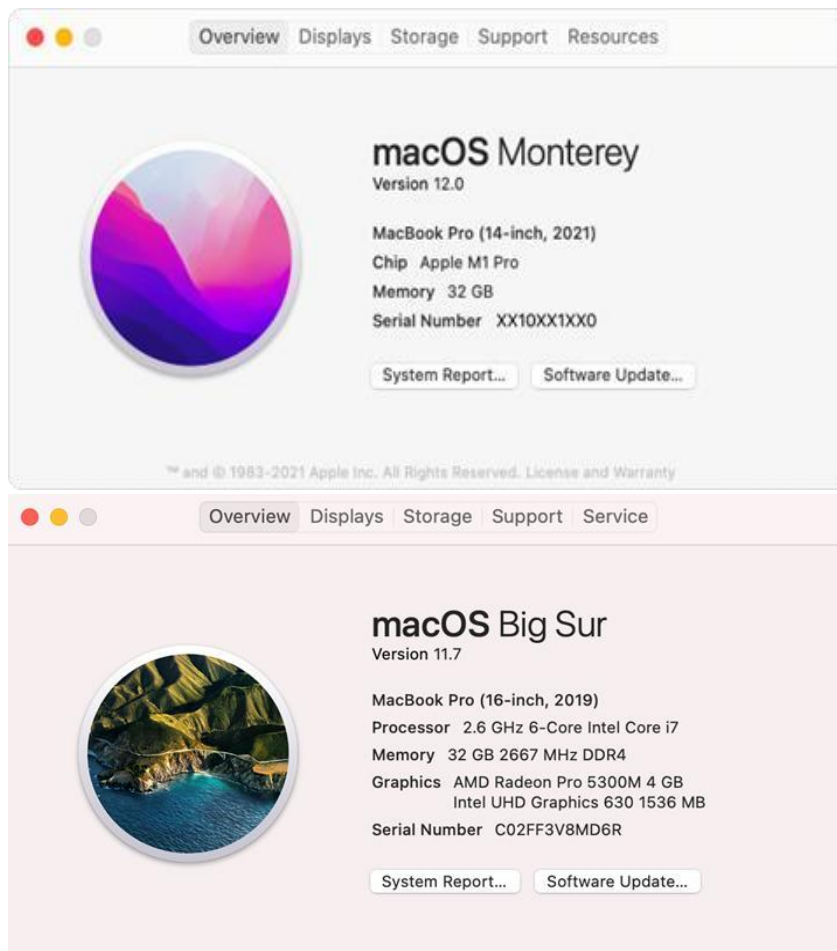


5. Click the Apple icon in the top menu bar and select “About This Mac.”

Check the chip type:

If it says “Chip: Apple M1”, download the Apple M1 version.

If it says “Processor: Intel”, download the Apple Intel version.



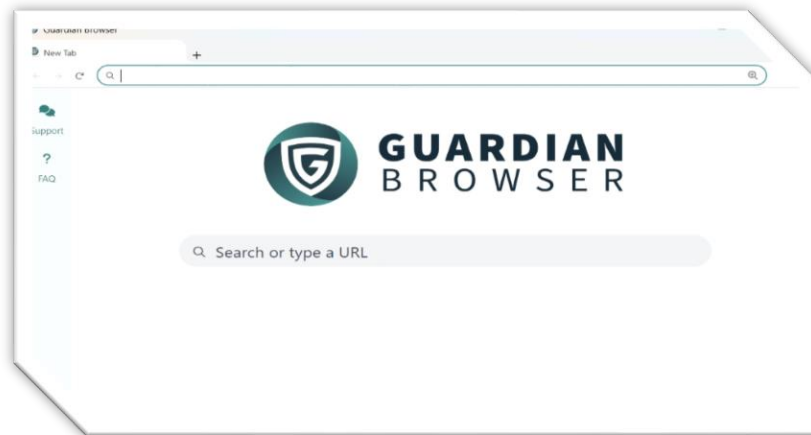
6. **Mac Security Warning?**

If you see a message saying the app can't be opened because it wasn't downloaded from the Mac App Store:

Follow [these steps](#) to allow the Guardian Browser as an exception.

To permanently change your Mac's security settings, follow [this guide](#).

7. Guardian browser will open automatically once installed.



Appendix 3 – Using the exam platform

Online Exams Platform: www.onlinepracticalexams.org.uk

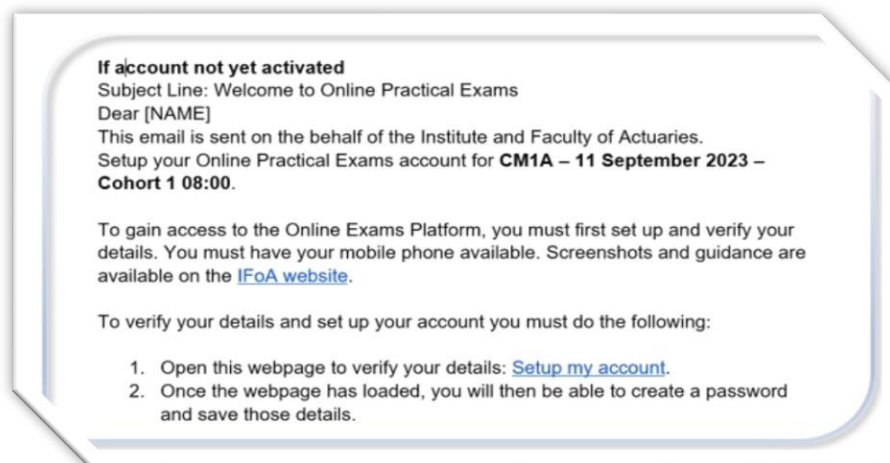
Follow the below steps if one of the scenarios fits your criteria.

Forgotten Password

1. If you forget your password, go to the login screen and enter your ARN, then click 'Next'.
2. Click 'Forgotten Password?' Enter your ARN again, then click reset password.
3. You will receive an email with a reset password link allowing you to set a new password.

Setting up an account (As a first-time exam sitter ONLY)

1. You will receive an email prompting you to set up an account on the exam platform.



2. Select the link within the email 'Set up my account'
3. Create a password

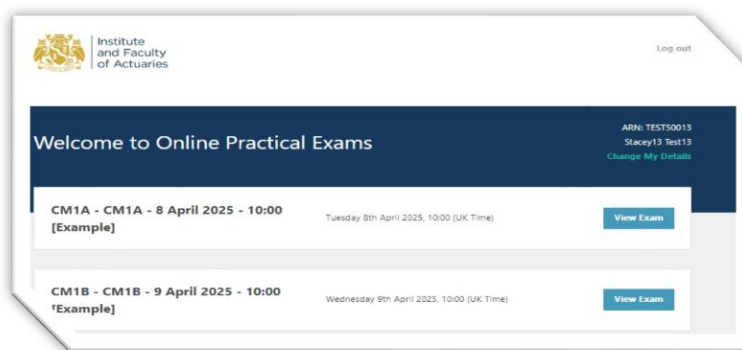


- Once your details have been verified, your account will be active. You will see a confirmation on screen.

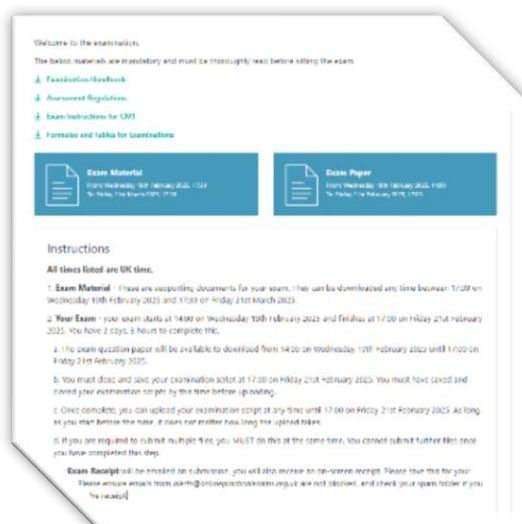


Downloading your exam paper

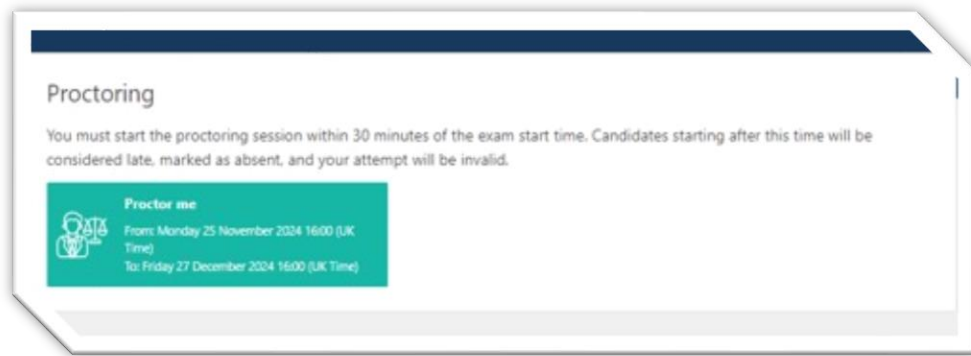
- Log onto the Online Exams Platform with your ARN and password.
- Once logged in, **select your exam** from the welcome screen.



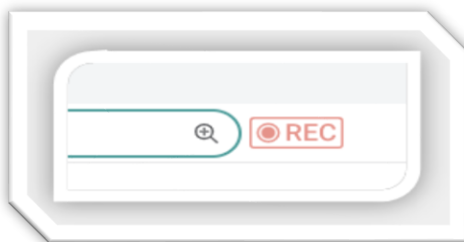
- Confirm you have “read and understood the assessment regulations”.
- The ‘Exam Material’ box (if applicable) and the ‘Exam Paper’ box will turn blue when files are available to download. *Please note - The ‘Exam Paper’ box will turn blue when the examination time starts.*



5. When available, **click on 'Exam Paper'**.
6. You will be navigated to the exam page which hosts the Proctor launch, exam paper download and exam paper upload buttons.
7. Make sure any open applications or applications with notifications have been closed or turned off.
8. **Click on 'Proctor Me'** and complete the [onboarding steps](#) to connect to your proctoring session.



9. Once connected to your proctoring session you will be automatically navigated back to the exam platform. You can download your exam paper at the scheduled start time by **selecting the blue exam paper button**.
10. You can confirm if you are being recorded by looking for the recording icon on the righthand side of the address bar in Guardian Browser.



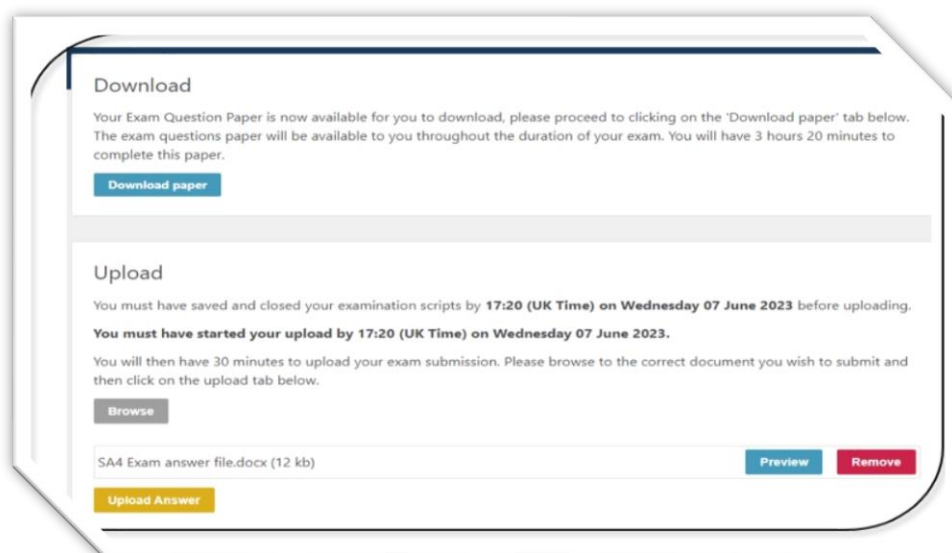
We recommend this screen is visible throughout your exam to avoid any unnoticed disconnection issues.

11. If you connect to your proctoring session before the exam start time, remember your audio, video and screen is being recorded. And you will need to wait until the grey exam paper button goes to blue.

Uploading your answer submission

You must be aware of your exam end time. When you are ready, upload your answer submission onto the Online Exams Platform.

1. In the Online Exams Platform, navigate to the 'Exam Paper' area. **Click 'Upload'**.
2. Within the 'Upload' box – **select 'Browse'**.

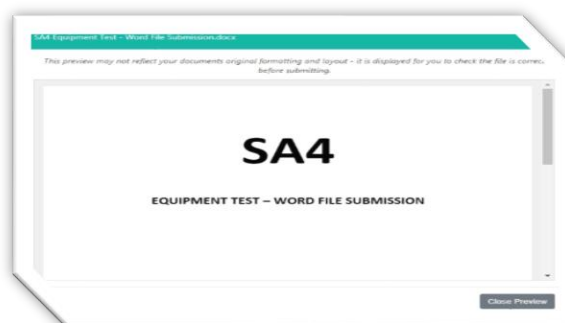
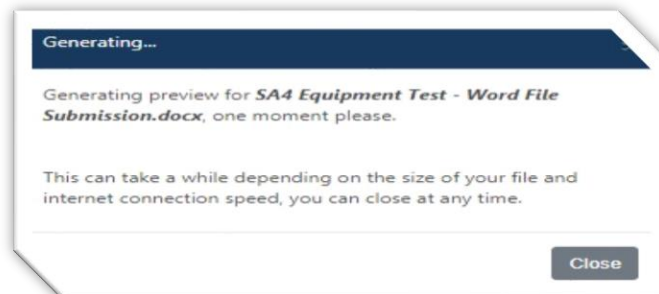


3. Search for your completed work and then select the file(s) you wish to submit.
 - Should you need to upload multiple documents (only needed for subject CP2) - you **MUST** do this at the same time. You cannot add further files once you have completed this step.
 - To select two documents, click on the first file you wish to upload, then press and hold the Ctrl button on your keyboard and click on the second file.
4. Click 'Preview' if you wish to check you have uploaded the right file.

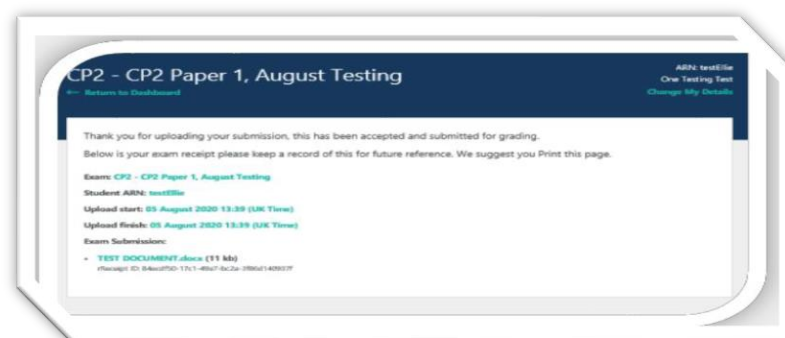
Please note:

- **Wrong File?** Click 'Remove' to delete it and complete the above steps again.
- **Compatibility:** the preview function may not be compatible with certain browsers, workplace networks or devices.
- **Large Files:** Big files (especially Excel) may take longer to preview or may not display exactly as saved. The preview is automated and might not match your original layout.
- **Excel Files:** If your Excel file has multiple sheets, they may show as separate pages in the preview. Make sure all your content is visible.

- **Preview Timing:** It can take up to 60 seconds for the preview to load, depending on your internet speed and file size. On exam day, it may be slower due to high usage.
- **If Preview Doesn't Work:** You can still check the file name to make sure you've selected the correct file.



- **File Size:** The size of your uploaded file may change slightly. Don't rely on file size to confirm you've uploaded the correct file.
- **Ready to Upload? Click 'Upload Answer'.** A pop-up will ask you to confirm. **Tick the box and click to submit.**
- **Important:** Once submitted, you cannot change your file or send another one by email.
- **Confirmation:** After uploading, you'll see a confirmation on screen and receive an email with your exam and file details.



Document control Controller:

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