



Institute  
and Faculty  
of Actuaries

# Examination Handbook Mini Guide 9

What to do if you encounter an issue during  
your exam

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## Introduction

This mini guide provides clear, step by step instructions on how to report, document, and manage incidents effectively.

Following this process is essential to ensure all issues are recorded accurately, escalated appropriately, and resolved in a timely and consistent manner.

Please read this guide carefully before handling or escalating any incident.

## Incident management

### Fire alarms and other disruptive events

Examination Invigilators (**in-person**) and candidates (**remote**) must ensure there are no planned fire alarms or scheduled disruptions expected during the exam period.

If an unexpected fire alarm or disruptive event occurs:

- Leave the building immediately if instructed to do so.
- While evacuated, you must not communicate with anyone about the exam.
- Once you return, continue your exam to the best of your ability.
- Additional time will not be granted, but you may submit a mitigating circumstances application after the exam if the disruption affected your performance.

### IFoA examination platform issues

If the online exam platform fails during your exam:

- The IFoA will make every effort to put alternative arrangements in place as quickly as possible.
- If recovery is not possible, the exam may be cancelled.
- In the unlikely event of cancellation, you will be contacted by email with information about next steps.

### System issues (Internet, electricity, device problems)

System issues may include:

- Internet disconnections
- Power outages
- Software errors
- Device failures

If you experience a system issue:

- **Candidates sitting at an exam test centre** must notify the Examination Invigilator immediately. Invigilators will assist with resolving the issue and will record the incident for the IFoA.
- **Candidates sitting in an exam remotely** should keep a log of all issues, including timestamps, and take screenshots where possible as evidence.
- Mitigation may be offered where appropriate.

## Scenarios that are non-emergent (remote exams)

**Candidates sitting in an exam remotely** are permitted two five-minute breaks during exams (in accordance with the [Assessment Regulations](#)). These breaks must not be used for communication or accessing unauthorised materials.

Candidates must not:

- Leave the exam room to answer the door.
- Leave the exam room to answer phone calls.

No communication with anyone is permitted during the examination under any circumstances.

## Whistleblowing (in-person exams)

If you, when **sitting at an exam test centre**, witness another candidate attempting to cheat during the exam:

- Raise your hand and notify the Examination Invigilator immediately;
- or**
- After the exam, contact [exams@actuaries.org.uk](mailto:exams@actuaries.org.uk), providing:
    - Your desk number
    - Where the candidate was sitting
    - A description of what you observed

You are not required to identify the candidate or know their ARN.

All whistleblowing reports are handled with strict confidentiality.

## Reporting issues or incidents during your exam (in-person exams)

**At an exam test centre**, in all cases of disruption, and wherever possible, the Examination Invigilator may award you additional time equal to the duration of the disruption, plus an extra 5 minutes to allow you to compose yourself and resume your work.

If you experience any issues or incidents during your exam, you will have the opportunity to report them directly to the IFoA. (See [Appendix A](#) for definitions of incident types.)

### How to submit an incident report form

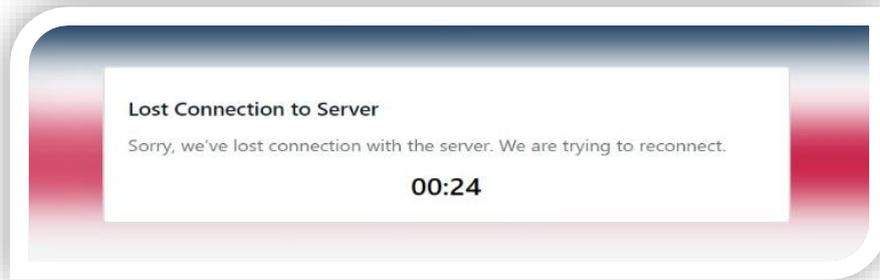
- QR code posters will be visible throughout the test centre. After your exam has finished and you have collected your mobile phone, scan one of the codes.
- Complete the online form with all required details.
  - Use your ARN as your reference number.
- Incident reports should be submitted **within 24 hours** of your exam.
  - If this is not feasible, you may have up to three working days to submit the form.
- If you experience any issues during the exam, you must notify the Examination Invigilator before leaving the test centre.
  - The Invigilator will also submit their own report to accompany yours.
- If you are unable to scan the QR code at the venue, you may access the form using the direct link provided.
- A link to the form will also be included in the confirmation email you receive after uploading your exam.
- Important: This form does *not* replace the mitigating circumstances application.
  - If you believe the issue significantly impacted your performance, you must submit a separate mitigating circumstances request.
  - Your incident report can be used as supporting evidence.

## Proctoring disconnections (remote exams)

If your connection to the proctoring system is interrupted:

### Short disconnections (less than 30 seconds)

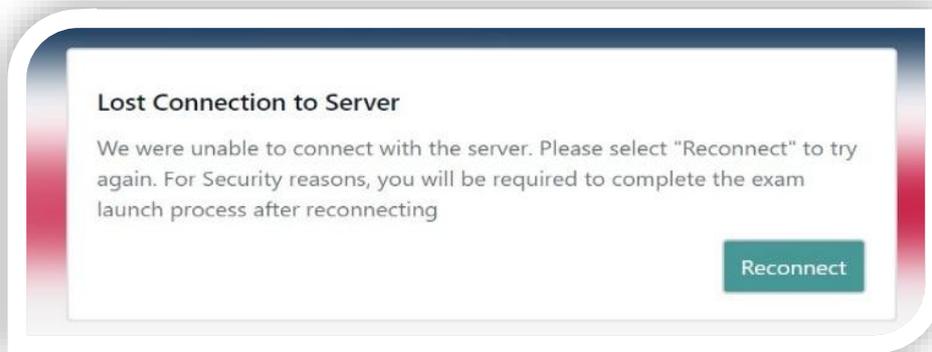
- The system will automatically reconnect you to the proctoring session.
- You may continue your exam as normal.



We strongly recommend keeping the online exam platform screen visible at all times so you can clearly see whether you are still connected.

### Longer disconnections (more than 30 seconds)

- When your connection returns, click 'Reconnect'.



- The proctoring system may take one or two minutes to relaunch, depending on your internet speed.

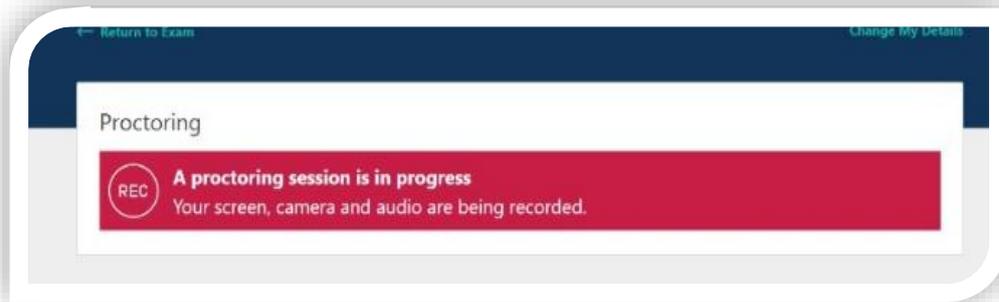


After relaunching:

1. You will need to complete the re-authentication steps.
2. Follow the on-screen instructions to reconnect to the proctoring session.
3. You will be asked to verify your ID again.

Once connected, ensure:

- The recording icon is visible at the top right of the Guardian Browser.



- The exam page shows a red banner confirming that a proctoring session is in progress.

## Basic troubleshooting (remote exams)

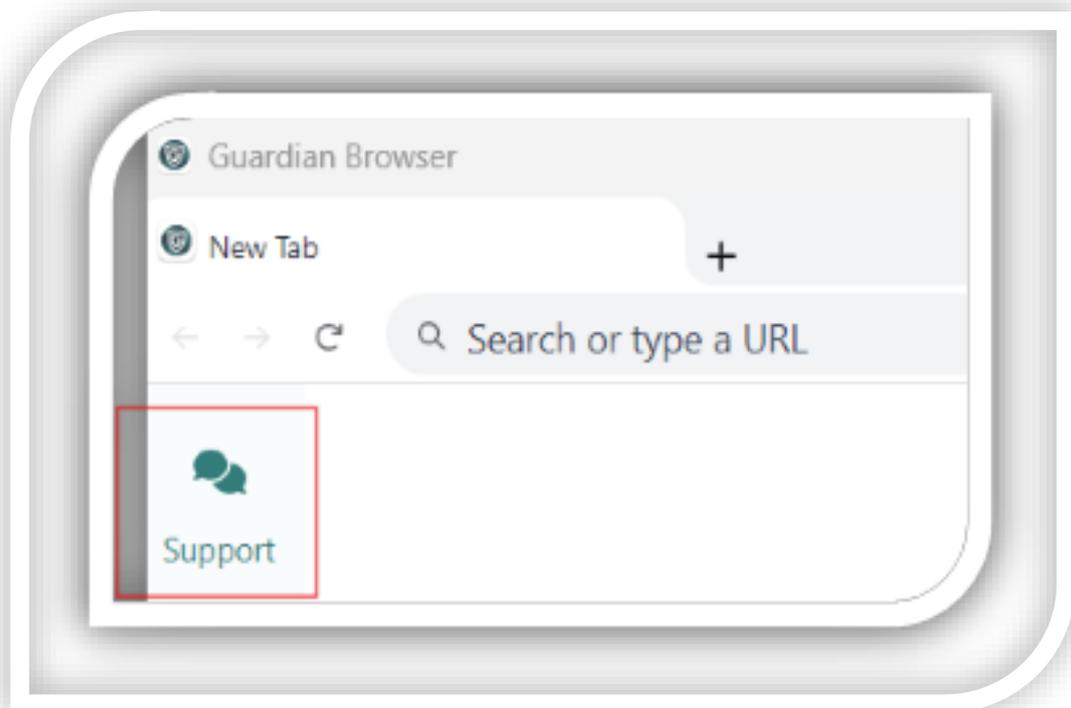
Below are common issues and steps you can take to resolve them quickly.

### Downloading the Guardian Browser or accessing the online exam platform

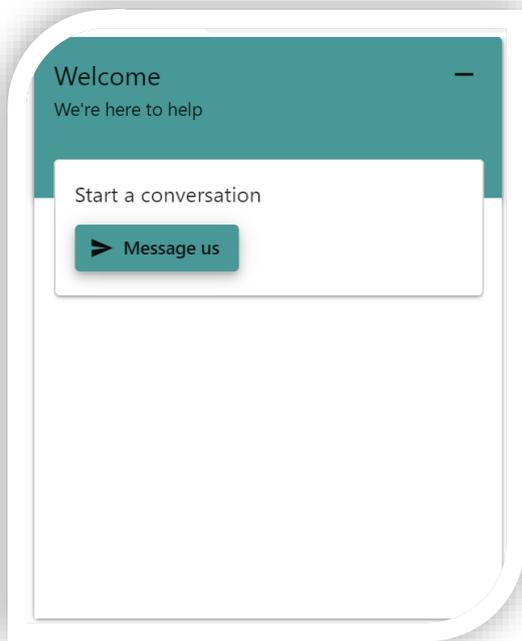
1. Check whether anti-virus software or firewalls are preventing access to the platform or blocking file downloads/uploads.
2. If you are using a work laptop, support from your employer's IT team may be required.
3. Restart your device.
4. If possible, try using an alternative device (e.g., a spare laptop).

### Connecting to your proctoring session

1. If you are unable to launch the proctoring session from the exam platform, contact the IFOA:
  - Phone: +44 (0)1865 268 873
  - Email: [exams@actuaries.org.uk](mailto:exams@actuaries.org.uk)
2. If the ProctorU system launches but you cannot complete the required steps (e.g., taking an ID photo or sharing your screen), use the 'Support' chat within Guardian Browser.

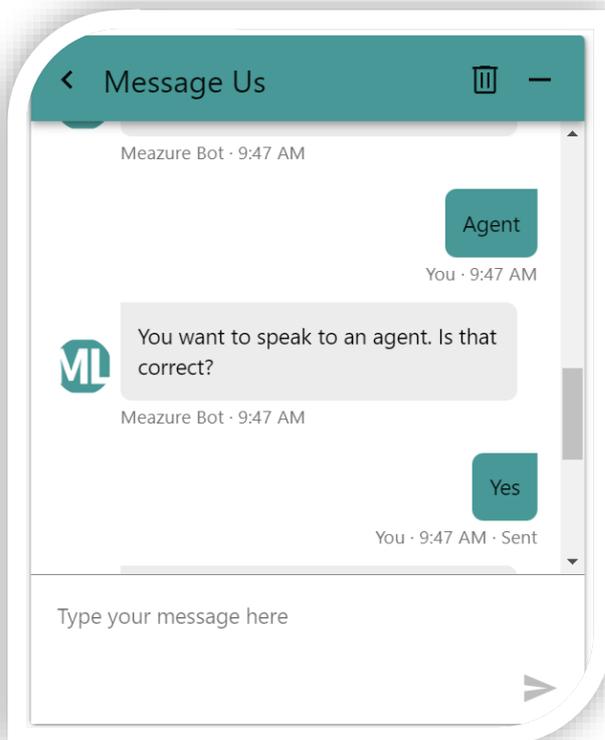


- Once you have selected the 'Support' button, a pop-up window will appear where you can start your conversation by selecting 'Message us'.



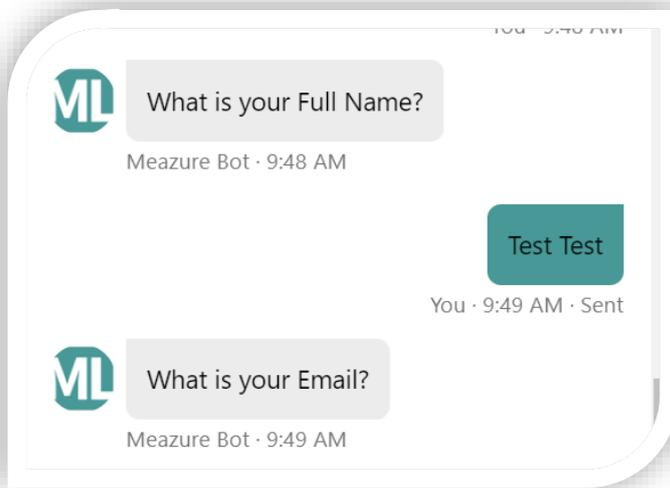
- To get help **quickly**:

After selecting "Message us", type "Agent" into the chat box. This will start the process to connect you with a real person who can assist you directly with your query or issue.



5. **Before** you're connected to an agent:

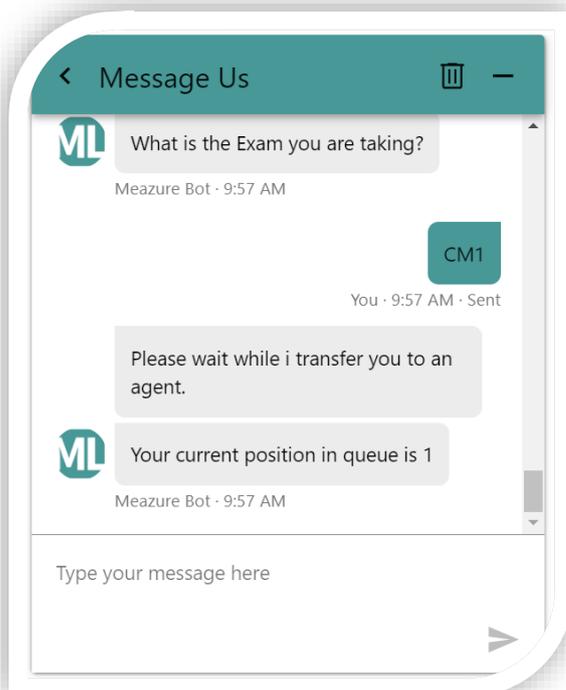
You'll be asked to enter your full name and email address. It's important that these details exactly match the information on your IFoA record, so we can later verify issues should you choose to apply for Mitigating Circumstances.



6. **Before** you're placed in the queue to speak with an agent:

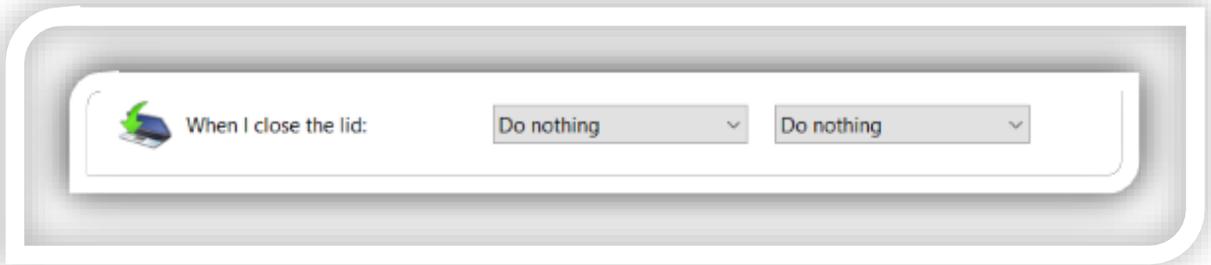
You'll be prompted to confirm your role (test taker), your test organisation (IFoA), and the exam you're sitting. This helps ensure you're directed to the right support team as quickly as possible.

7. **Once** you have entered the details in step 6, you will be added into a queue system:



## Using a monitor with a laptop

1. Update your laptop's power settings so the device continues running when the lid is closed.
2. Close the laptop lid so it does not register as a second screen.
  - Not doing so will alert invigilators that two monitors are in use. Before you're connected to an agent:



3. If using a monitor, ensure the display mode is set to 'Duplicate', not 'Extend' or similar.
4. If connecting through a docking station, try connecting the monitor directly to your device.
5. If issues persist, use the 'Support' chat in Guardian Browser and type "Agent" to contact a support assistant. As shown previously.

## Sharing your screen on macOS

1. macOS blocks screen recording for apps downloaded from the internet by default.
  - If you are running macOS Catalina 10.15 or later, you must allow Guardian Browser to access screen recording.
2. Update your screen recording permissions in System Settings > Privacy & Security > Screen Recording.
3. If you cannot resolve the issue, use the 'Support' chat in Guardian Browser and type "Agent" to speak to a support agent. As shown previously.

## Appendix A – Incident types and definitions

### In-person exams only

<b>Incident Type</b>	<b>Definition</b>
<b>Multiple</b>	More than one issue occurred during the exam — submit details using one form only.
<b>Environmental</b>	Issues at the test centre, including noise, disturbances, or fire alarms.
<b>Technical failure or issue</b>	Connection failures or equipment malfunctions.
<b>Exam Download/Upload</b>	Difficulties downloading or uploading exam papers or materials.
<b>Illness</b>	Leaving the exam room early or being unable to complete the exam due to illness.
<b>Access Arrangement</b>	Failure to provide agreed adjustments or lack of awareness of approved arrangements.
<b>Invigilation</b>	Incorrect instructions given, invigilator disturbances, or lack of knowledge of exam rules.
<b>Errors in exam delivery</b>	Problems with the exam content itself.
<b>Other</b>	Any issue not covered in the categories above.



# Institute and Faculty of Actuaries

## Document control

**Controller: Karen Brocklesby, Head of Professional Qualifications**

**Date approved: January 2026; Reviewed: N/A; Next review: August 2026**

*Disclaimer: [The information contained in this handbook is general guidance, you assume sole responsibility for your use of this handbook, and for any and all conclusions drawn from its use]*

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