



Institute
and Faculty
of Actuaries

Examination Handbook Mini Guide 1

How to check or update your details

April 2026

Contents

Introduction _____	3
Checking your details _____	4
Member Portal and email communications.....	4
Contact details.....	4
How to update your details	4
Email communications.....	4
Online Exam Platform _____	5
Setting up your account (for the first time).....	5
Accessing the online exam platform	6
Forgotten Password	7

Introduction

This mini guide provides clear, step by step instructions on how to check and update your contact details. It also sets out how access the online exams platform, set up your account for the first time and reset a forgotten password. Completing these actions before your exam day will ensure you can access your exam smoothly and avoid delays on the day.

All guidance in this document is aligned with the following IFoA regulations and policies:

- [Assessment Regulations](#)
- [Technology and Environment Policy](#)
- [Exam SMART Technology Policy](#)

Please read this guide carefully and make sure your contact and log in details are accurate and up to date well before your exam day. It is your responsibility to maintain correct personal details, ensure you can log in successfully, and complete any required account setup.

Checking your details

Member Portal and email communications

Contact details

The contact details in your IFoA Member Portal (My Account) are used to send you important exam information.

Please ensure your preferred address for communications, email, and phone number are correct and up to date.

How to update your details

1. Log in to the [Member Portal](#) and go to My Account.
2. Review your contact information and update anything that is incorrect.
3. If you need help, email memberservices@actuaries.org.uk.

If you are sitting an exam through another actuarial Association, please make sure the information they share with the IFoA is accurate and up to date.

Email communications

During the exam period, you may receive emails from several email addresses.

To make sure you don't miss any important messages, please add the following email addresses to your safe senders list:

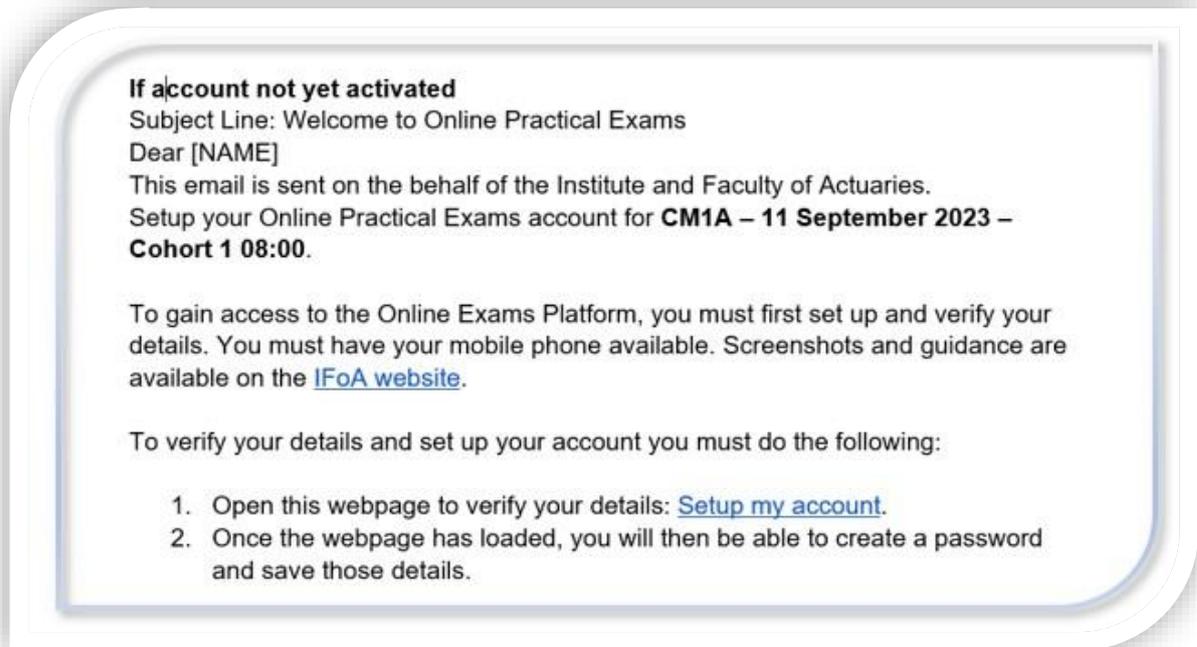
- email@notifications.actuaries.org.uk
- news@update.actuaries.org.uk
- exams@actuaries.org.uk
- alerts@onlinepracticalexams.org.uk
- memberservices@actuaries.org.uk

If your preferred email is your work email address, your IT department may need to whitelist these addresses, so they do not go into your junk or spam folder.

Online Exam Platform

Setting up your account (for the first time)

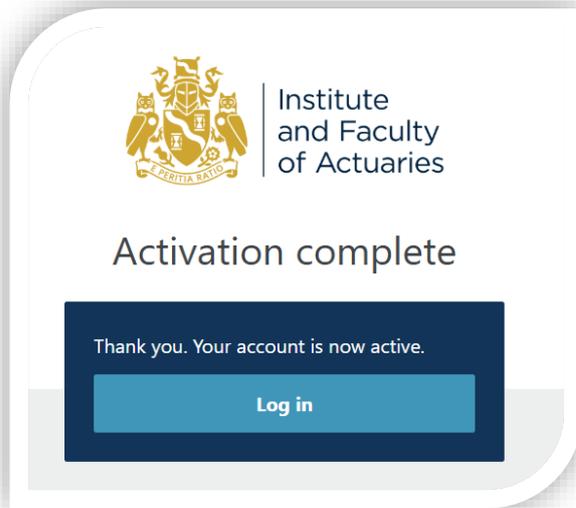
1. If you are accessing the online exam platform for the first time, you will need to set up your account. You will receive the following email inviting you to set up your exam platform account



2. Click 'Set up my account' link.
3. Create your password.



4. Once your details are verified, your account will be activated, and you will see an onscreen confirmation.



Accessing the online exam platform

www.onlinepracticalexams.org.uk

- Launch the **remote invigilation software** (if sitting **remotely**)
(Need help doing this? Further support can be found in our [Mini Guide 3](#))
1. **Go to the website**
 - Open your web browser (Chrome, Edge, Safari, etc.) and enter:
<https://www.onlinepracticalexams.org.uk/>
 2. **Open the login page**
 3. **Enter your ARN**
 - In the username field, type your **ARN (Actuarial Reference Number)**.
 4. **Enter your password**
 - Type in the password you've created from previous sittings.
 5. **Click 'Log in'**
 - Press the **Login** button to access your dashboard.
 6. **If you can't log in:**
 - Make sure your ARN and password are entered exactly as provided.
 - Check for typos or incorrect characters.
 - If needed, use the **'Forgot Password'** link (following the below steps) or [contact us](#).

Forgotten Password

1. On the login screen, enter your ARN, then click Next.
2. Select Forgotten Password?
3. Enter your ARN again and click Reset Password.

You will receive an email with a link to create a new password.



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]

Beijing

Room 512 · 5/F Block A · Landgentbldg Center · No. 20 East Middle 3rd Ring Road
Chaoyang District · Beijing · 100022 · People's Republic of China
Tel: +86 (10)6611 6828

Edinburgh

Spaces · One Lochrin Square · 92 Fountainbridge · Edinburgh · EH3 9Q
Tel: +44 (0) 207 632 2100

London (registered office)

1-3 Staple Inn Hall · High Holborn · London · WC1V 7QJ
Tel: +44 (0) 207 632 2100

Malaysia

Arcc Spaces · Level 30 · Vancouver suite · The Gardens North Tower
Lingkaran Syed Putra · 59200 Kuala Lumpur
Tel: +60 12 591 3032

Oxford

Belsyre Court · 1st Floor · 57 Woodstock Road · Oxford · OX2 6HJ
Tel: +44 (0) 207 632 2100

Singapore

Pacific Tech Centre · 1 Jln Kilang Timor · #06-01 · Singapore · 15930
Tel: +65 8778 1784

actuaries.org.uk

© 2026 Institute and Faculty of Actuaries