Examination Handbook Mini Guide 8

Uploading and completing your exam successfully

Contents

Introduction

This miniguide provides clear, step by step instructions on how to upload your exam submission. Following this process is essential to ensure your work is submitted safely and securely, and that your assessment is processed without delay.

This guide also provides instructions for candidates sitting under remote invigilation on how to correctly end their proctoring session.

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 before your exam.

Saving your answer submission

- Save your work **every 20 minutes**

    o   You will need to save your file(s) to a folder your Desktop or to a known location.

    o   You are responsible for saving your exam work frequently and in the correct format. 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.

- If you are **sitting in an exam remotely,** you must:

    o   Turn off the autosave feature for the duration of the exam. This ensures that the final saved timestamp is not updated after the exam has officially ended.

Uploading your answer submission

When to upload

- Managing Your Time
  Be aware of your exam end time and plan your submission accordingly.

- Uploading Your Work
  You may upload your completed answer file(s) to the online exam platform at any point during the exam. Upload when you are ready.

- Saving Your Files
  At the end of the exam, take care to save your answer file(s) before closing them.
  Do not close any file until you are sure it has saved correctly.

- If you are **sitting in an exam centre**, and you experience saving issues and you cannot save to your desktop:

    o   Keep the file open.

    o   Notify the invigilator **immediately**.

    o   The invigilator can assist by saving the file to an external drive.

    o   In this situation, an incident report will be completed by both you and the invigilator to ensure your file is safely retrieved and uploaded. *Need help doing this? Have a look at our Mini Guide collection for further support.*

How to upload

- Select the 'Exam Paper' button within the exam area of the online exams platform to access your materials.

- We recommend keeping the upload page open throughout your exam, so you do not need to log in again.

- When the exam ends, begin uploading your answer file(s) immediately. You will have 30 minutes to complete the upload.

- Use the 'Browse' button in the upload section to find and select your file(s).

- Ensure your file size is no more than 100MB. Files larger than this cannot be marked.

What you must not do during the upload window

- Do not continue working on your exam file(s) once the official exam time has ended.

  Any work carried out after this point will be identified by the invigilator and treated as a breach of the Assessment Regulations. This is considered an attempt to gain an unfair advantage and may result in disciplinary action.

- Do not review, edit, format, or rename your documents during the upload window.

  Any changes made after the exam time - including saving or renaming - will alter the file's *last modified* timestamp.

  If the timestamp is changed, your submission will 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.

- If you are **sitting in an exam remotely,** you must:

  o Remain connected to the Proctor U system on the Guardian Browser until you have successfully uploaded your submission.

Disclaimer

The IFoA cannot accept responsibility for any upload errors that occur if the guidance in this handbook - or any other exam-related instructions issued by the IFoA - has not been followed, or if you experience issues with your own equipment or internet connection or for any other matters beyond its reasonable control.

Troubleshooting file upload issues

If you experience difficulties uploading your file, please follow these checks:

- Check the file format: Only .docx or .xlsx files are accepted.

- Save to a known location: Save the file to your Desktop or another easily accessible folder.

- Ensure the file is in edit mode: The file must **not** be in Protected View or Read Only-Only mode.

- If you are **sitting your exam at an exam centre,** you must:

  o Raise your hand **immediately** and inform the Examination Invigilator during the upload window.

Step-by-step instructions for uploading your file(s)

1. In the online exam platform, go to the 'Exam Paper' area and click 'Upload'.

2. In the upload box, select 'Browse'.
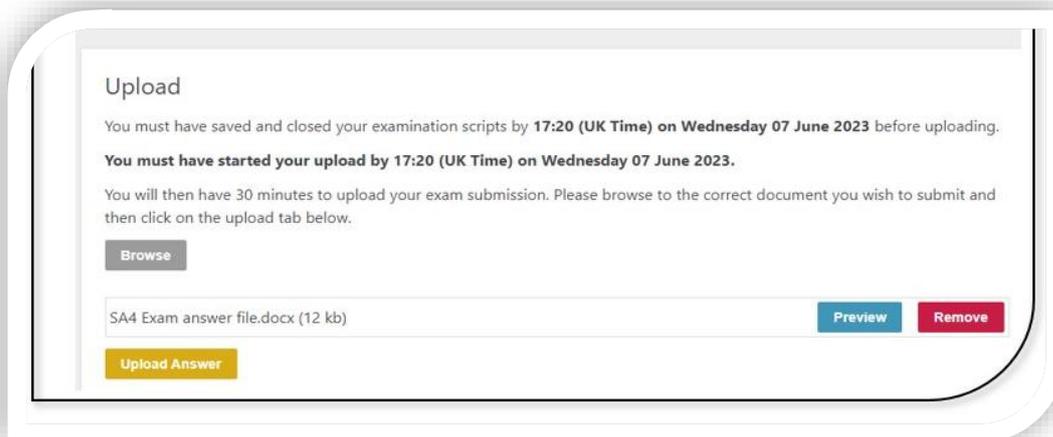
3. Locate your completed work and select the file(s) you wish to submit.

   Uploading multiple files (CP2 only)

   - *Multiple files must be selected and uploaded at the same time.*

   - *You cannot add additional files once you complete the upload step.*

   - *To select two files, click the first file, hold the Ctrl key, and click the second.*

4. Click 'Preview' if you want to check that the correct file has been chosen.

Preview guidance

- **Wrong file?** Click 'Remove' and repeat the steps above.

- **Compatibility**: The preview feature may not work on some browsers, workplace networks, or devices.

- **Large files**: Bigger files (especially Excel) may take longer to load or may not show exactly as saved.

  - The preview is automated and may not mirror your original layout.

- **Excel workbooks**: Multiple sheets may appear as separate pages in the preview. Ensure all required content is present.

- **Preview timing**: It may take up to 60 seconds to load, and possibly longer on exam day due to high demand.

- **If the preview does not load**: You can still, verify the file name to confirm you have selected the correct file.
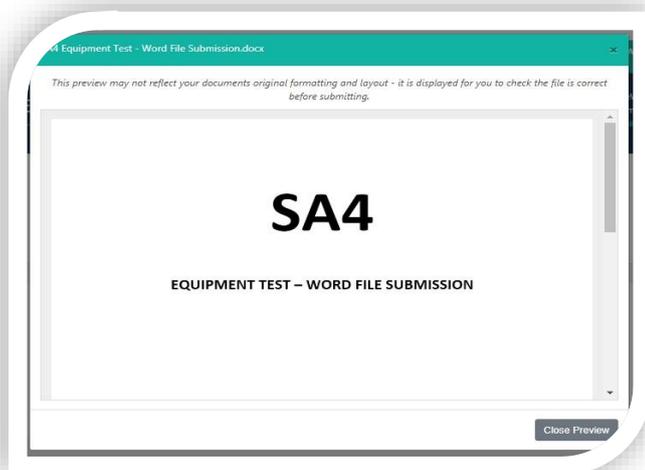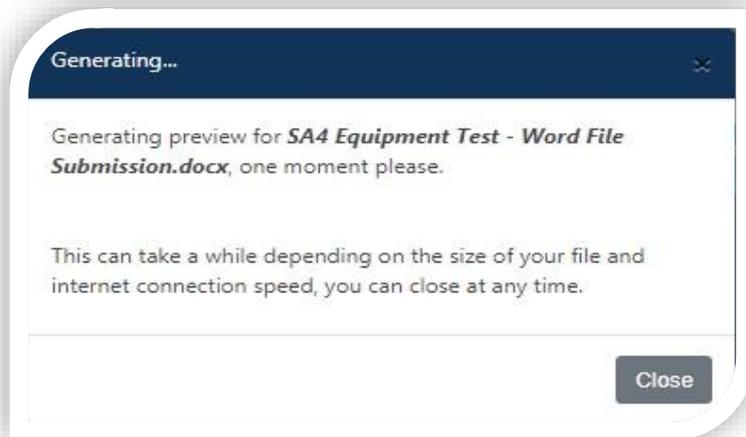
- **File size changes**: Uploaded file sizes may vary slightly. Do not rely on file size to confirm the file is correct.

Submitting your file

1. When you are ready, click 'Upload Answer'.

2. A confirmation pop-up will appear. Tick the box and submit (screenshot on the following page).

3. Once submitted, you cannot make changes or send another version by email.

4. After uploading, a confirmation message will appear on screen, and you will receive an email containing your exam and file details.

Ending your proctoring session (Remotely invigilated exams only)

Once your exam is complete, there are two steps involved in ending your proctoring session. Please follow the guidance below carefully.

1. Closing the Guardian Browser

- Do not close the Guardian Browser during your exam.
  If you close it while the exam is in progress, your session will end.

- If you close it accidentally:
  Log back in immediately through the exam platform so the proctoring session can continue.

2. Uploading your exam answers and ending the session

- After you upload your exam file(s), the upload confirmation page will show that your proctoring session is still active.

- Once you have completed your upload, you should end your proctoring session.

Important:
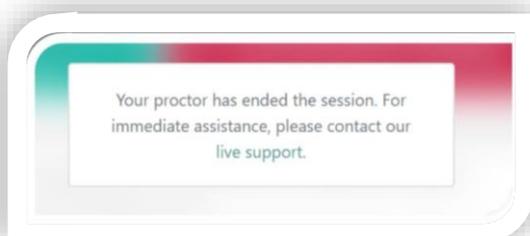After ending the proctoring session, you will **not** be able to return to the confirmation page unless you log back into the exam platform.

Steps to end the session:

1. Click the 'End proctoring' button (blue button).

2. Your screen will blur, and you will see a message confirming that ProctorU has ended the session.

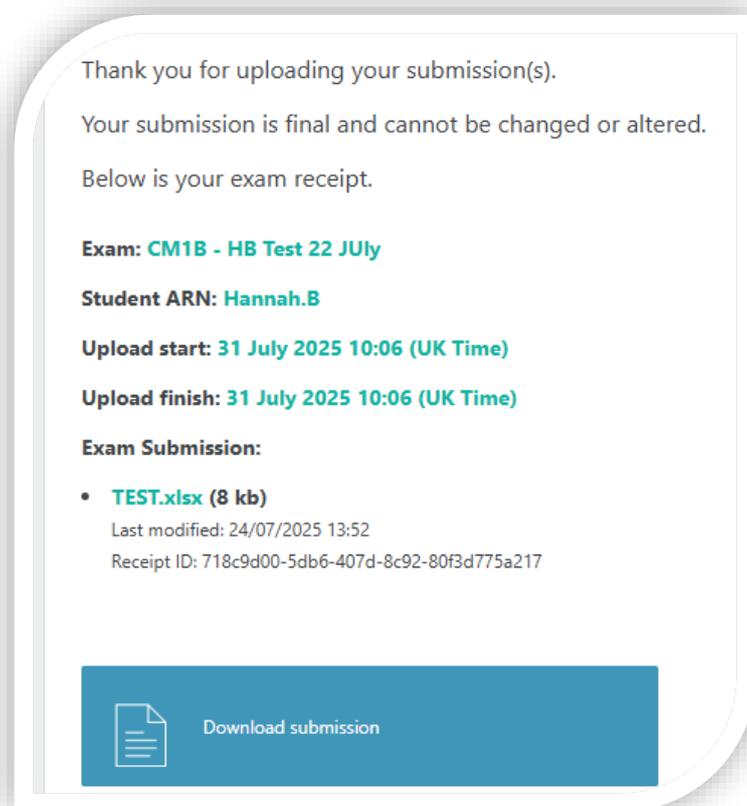3. You can now safely close the Guardian Browser.

Receiving a copy of your exam submission

You can download a copy of your submitted exam file from the online exam platform after your exam has ended and you have left the exam centre.

Your submission will be available for **two weeks only** from the date of your exam, so make sure you download and save it in time.

How to download your submission

1. Log in to the online exam platform.

2. Click 'View Exam'.

3. Select 'Download submission'.

Thank you for uploading your submission(s).

Your submission is final and cannot be changed or altered.

Below is your exam receipt.

Exam: CM1B - HB Test 22 JUly

Student ARN: Hannah.B

Upload start: 31 July 2025 10:06 (UK Time)

Upload finish: 31 July 2025 10:06 (UK Time)

Exam Submission:

- **TEST.xlsx (8 kb)**
  Last modified: 24/07/2025 13:52
  Receipt ID: 718c9d00-5db6-407d-8c92-80f3d775a217

Download submission

4. Open your Downloads folder to locate the file.

5. Open the file and click 'Enable Editing' if prompted.

6. Save the file to a location you will remember (e.g., your Desktop or Documents folder).

Important

If you do not download and save your submission within the two-week window, we will not be able to provide a copy later.

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 provided to you for the sole purpose of assisting you to upload your exam submission]. [You assume sole responsibility for your use of this handbook, and for any and all conclusions drawn from its use]

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