



## **Top tips for students taking remotely invigilated exams**

Welcome to our Top Tips for taking exams via our Remote Invigilation Service.

This document has been put together for you based on feedback and lessons learnt from previous exam series, we hope you find it helpful. We've divided it into sections for easy reference, as below.

### **Contents**

- Interactive Guides | Exam Walkthroughs | Using ProctorExam
- Your log in details
- ProctorExam Screen Share extension
- Before an exam
- During an exam
- After an exam – Paper-based exams/onscreen exams
- Signing out of the Assessment Player
- Troubleshooting

For more detailed information please refer to the [Pearson Remote Invigilation Service Handbook](#).

<https://qualifications.pearson.com/content/dam/pdf/Support/pearson-remote-invigilation-service-handbook-march-2025.pdf>

### **Interactive Guides | Exam Walkthroughs | Using ProctorExam**

Our first tip is to check out our interactive guides – each provides an overview of how to use ProctorExam and the experience you will have taking your exams via remote invigilation.

They walk you through each stage, from initial set-up to ending your exam. You can move backwards and forwards through them to get an in depth understanding of what you will see and do on the days of your exams.

Each guide can be accessed via the following links:

- [Onscreen Exam Set-up Guide](#)  
<https://pearson.storylane.io/share/qvpynz7kuby6>
- [Paper-based Exam Set-up Guide](#)  
<https://pearson.storylane.io/share/a1xof3mhs53t>

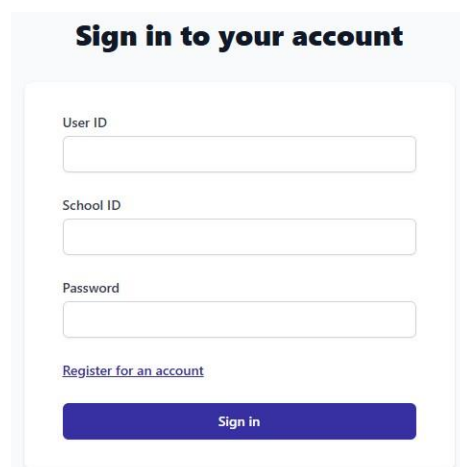
## Your log in details

To access your exams this summer, you need to log in to the Assessment Player, via the link below:

<https://assessment.mod.pearson.com/>

You will receive your log in details (**User ID**, **School ID**, and **Password**) for the Assessment Player from the Exams Officer at your school.

If you have not received them 48 hours before your exam, please contact your school or Pearson via our [Webform](#).



The image shows a 'Sign in to your account' form. It has three input fields: 'User ID', 'School ID', and 'Password'. Below the 'Password' field is a link that says 'Register for an account'. At the bottom of the form is a blue button labeled 'Sign in'.

**Top tip:** Make a note of your **candidate** and **centre number** (your school will provide these) as you will need them for each exam. You will be required to add your candidate and centre number to the front cover of your exam papers.

Keep them somewhere easily accessible **so you do not need to ask your invigilator for them during your exam.**

## ProctorExam Screen Share extension

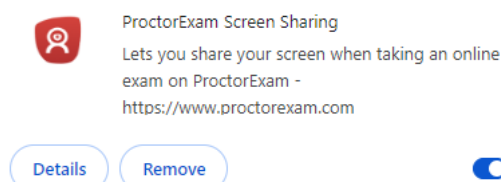
You will need to use Google Chrome to access your exams as ProctorExam is not compatible with other web browsers. For each of your remotely invigilated exams, you need to share your screen to give your invigilator a full view of what is on your screen. To be able to do this, you need to have downloaded the **ProctorExam Google Chrome extension** – if you have not, you will be unable to share your screen.

**Top Tip:** You may have already downloaded the extension as part of your exam familiarisation (demo tests/cycle tests/mock exams), but **we strongly recommend checking before your live exams start** to prevent any issues with sharing your screen.

To do this in Google Chrome, press the three dots icon in the top right corner of your screen, scroll down to and hover over '**Extensions**' and select '**Manage Extensions.**'

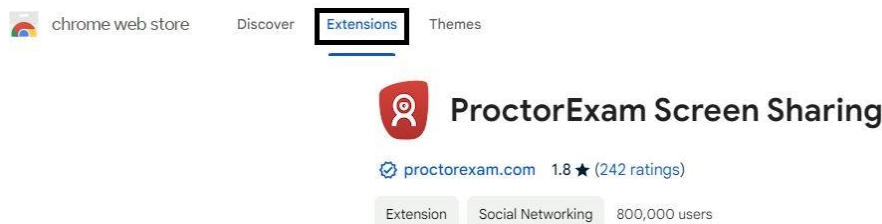


You will then see all the extensions you have currently downloaded – you're looking for the ProctorExam extension, which looks like this:



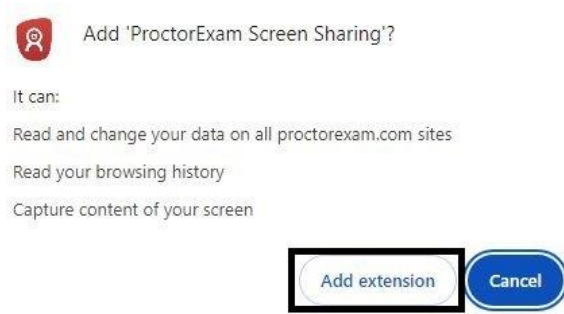
If you can see this, and the blue toggle button in the bottom right corner is switched on there is nothing else you need to do.

**If you cannot see the ProctorExam extension** (as shown above), you need to download it from the Chrome Web Store, which you can do [here](#). You will see the following:



Click on the **'Add to Chrome'** button, which will open a pop-up window (see image to the right).

Click on **'Add extension'** - which will add **'ProctorExam Screen Sharing'** to your Chrome Extensions.



## Before an exam

Please ensure that:

- You test your login details to ensure they are working and if there are any issues, please let us know as soon as possible via our [Webform](#)
- You have your photo ID, candidate number, centre number and login details to hand
- You have your back up device ready to record
- You have downloaded the **ProctorExam App** to your mobile device (see Section 4.2 in our [Remote Invigilation Handbook](#))  
<https://qualifications.pearson.com/content/dam/pdf/Support/pearson-remote-invigilation-service-handbook-march-2025.pdf>
- Your printer has **plenty of ink and paper** (if sitting a paper-based examination) and that there are **no documents stored in your print queue**.

**Top tip:** Create a folder on your laptop/PCs desktop called **'Today's Exam,'** into which you can download your answer booklet and upload your scanned answers to (if sitting a paper-based examination)

**Top tip:** If you do not have a scanner download the **Microsoft Lens (or similar) App** to your phone and practice scanning papers, creating PDFs, and uploading them to your PC/Laptop **before** your exams start (**this will save time at the end of each exam**).

**Please note** - Your parents can be with you to help during the **set up before your exam** and afterwards **for scanning**.

## During an exam

**Top tip:** Do not click the blue '**Start**' button in the Assessment Player until instructed to do so by your invigilator.

To ensure your time starts at the correct time **you must wait until your invigilator is happy that you are set up correctly and you are in exam conditions.**

The button shown here is the button you will click to **start your actual examination** – this is in the Assessment Player tab.



Please note your time will not start until you have clicked '**Start.**'

**Top tip:** If sitting a paper-based examination, you must ensure you have printed your answer booklet and shown each printed page (front and back) to your invigilator on camera before pressing '**Start.**'

**Top tip: Communicating with your invigilator** - you will be able to communicate with your invigilator via the ProctorExam chat function, or by speaking into your PC's microphone (they can hear you), so if you need any help, you can let them know in the manner that suits you best. Please note that you cannot see or hear them, so if you ask questions verbally, they will still respond via the chat box.

Your invigilator is there to help you, so please feel free to ask as many questions as you like but please be aware **they are not allowed to help you with any of your actual exam questions.**

**Please note: All your sessions are recorded.** Please be aware that your invigilator (and Pearson) can hear everything that you (or your parent/guardian) say.

## Where can I find the question papers?

The downloadable question papers ('**answer booklet**') can be found on left-hand side of the screen in the Assessment Player tab →



**You may need to minimise the invigilator chat box and use the scroll bar on the right side of the page to see the yellow box containing the link to download and print the answer booklet.**

**Top tip:** If you miss the question papers at the beginning of the exam, you can also access them via the '**Resources**' button that can be found on the tool's menu on the right-hand side of your screen. Once within the resources section, the paper can be found under 'cover sheet.'

## Using a word processor | questions that cannot be answered by typing

For paper-based exams, if using a word processor is part of your usual way of working, you can type your answers but will need to ensure that all spelling and grammar checks are disabled.

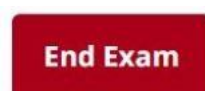
**Top Tip:** If you are going to use a word processor for a paper-based exam, please be aware that some subjects (such as Maths and Science) will include questions **that you will be unable to answer onscreen**. For example, if you need to plot a graph, you will need to answer this question using the printed answer booklet.

In this situation, once you have completed your exam, you must **upload both your typed responses and your scanned answer booklet** to ensure all your work is marked.

## After an exam - Paper-based exams

**Please note:** Do not click on 'End Exam' until you have uploaded your scanned answer papers.

**Top tip:** You should only click on the red **End Exam** button (in the top right-hand corner of your screen) after you have uploaded your answer booklet, deleted any downloads, sealed your printed answer booklet in a secure envelope on camera and your invigilator has advised you can end your exam.



## Scanning and uploading your completed answer papers

You should scan your completed answer papers using Microsoft Lens. You can use any other scanning app or device. However, from experience, Microsoft Lens seems to be the most straight forward and the app we recommend.



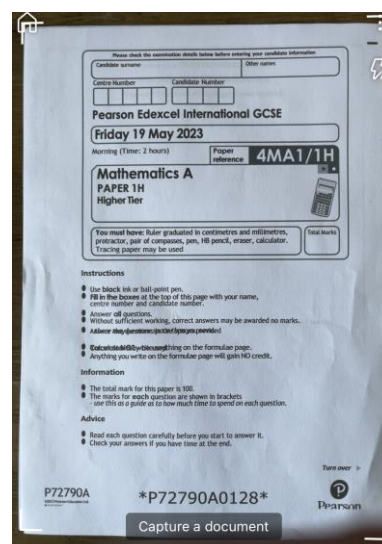
**Top Tip:** Your mobile phone will disconnect from ProctorExam whilst you complete your scans (you will see a Reconnect message – see above - **which can be ignored at this point**) so you must ensure you are clearly visible to your invigilator via your PC camera view when scanning your papers.

## Take the picture (scan the document)

Place the document you wish to scan on a flat surface and position your camera directly above it - **not at an angle**.

Make sure that the frame in the camera outlines everything you need to capture (Lens will place white right angles where it thinks the corners of your document should be – see right).

When you are happy with the position of each corner, tap the round **Camera** button at the bottom centre of your screen.



## Editing and saving your scan

After scanning a document, you will have the option to further adjust the borders of an image.

You can add more pages to a single file by selecting '**Add+**' in the bottom-left corner.

There are also options to '**Filter**,' '**Crop**,' '**Rotate**,' or '**Delete**' the image via the icons at the bottom of the screen.

After finishing your scans and edits, you are brought to the '**Export To**' screen, where you can edit the scan title and give your file a name.

Finally, select where you'd like to save or share your scan to complete the scanning process.



Please ensure that:

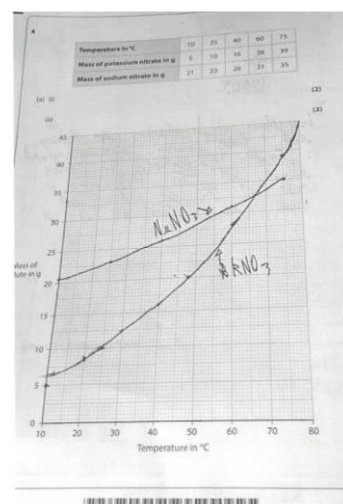
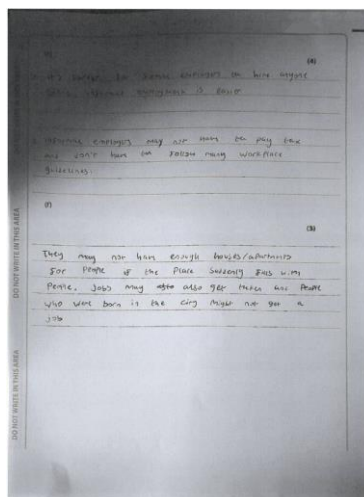
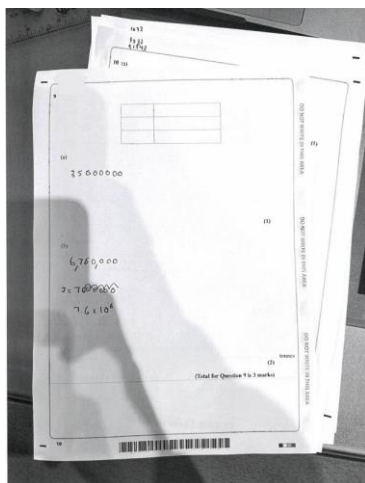
- both your candidate and centre number are included on the front/cover page of your answer booklet (before scanning)
- that every page is included (even if some questions were not attempted) and
- that your scans are combined into one single file/PDF.

**Important:** Pearson's preferred method for receiving documents is as a single PDF file. Save your image as a PDF to send via email to yourself or upload via the '**Upload attachments**' button.

**Top tip:** Please be aware that it is your responsibility to ensure your scans are adequate for marking purposes, so we would recommend practising scanning and combining images into a single PDF file before your first exam.

If your scanned documents are inadequate for marking purposes (see examples below) we will need to ask for them to be rescanned and sent to us again – which could delay or affect your grade being issued.

## Examples of scans that are inadequate for marking purposes





## Where can I find the Upload file button?

The '**Upload File**' button can be found on the '**Exam Instructions**' tab (accessible at the very top of your screen), under '**Upload attachments**' – if you cannot see it, you should either scroll up and down or zoom out.



## How will I know my papers have successfully uploaded?

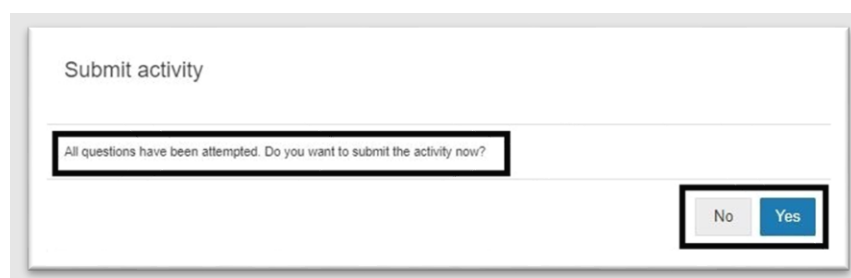
Once your paper has been uploaded it will show as below, with a '**Delete**' button showing to the right – this confirms that your papers have been uploaded.



**Top tip:** Do not click on '**End Exam**' until you have **submitted** all your work.

## After an exam – Onscreen exams

Once you are content that you have completed everything you can onscreen, click on the blue **Finish** button, and you will see the **Submit activity** button, where you will have one final chance to consider whether you have done all that you can, when you are asked '**Do you want to submit the activity now?**' as below:

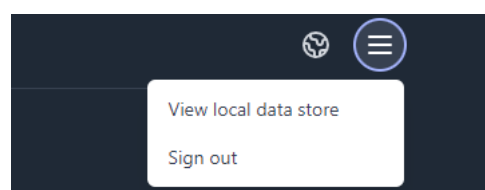


If you are unsure, you should click '**No**' and review your work again. If you are happy then click on '**Yes**' and submit your work. Once this has been done, the message '**You have completed the assessment**' will be displayed onscreen. At this point you can click on '**Close,**' followed by '**End Exam.**'

## Signing out of the Assessment Player

**Top tip:** please ensure you '**Sign out**' of the Assessment Player after every exam you take and **delete your browsing history and cache.**

*This will ensure you have no log in issues when you try to access your next exam.*



To sign out of the Assessment Player, please select the three lines icon in the top right corner of your screen (as shown above) and select '**Sign out.**'

## Troubleshooting

No matter what happens on the day, we will work with you and your family to ensure we find a solution to help you get the grade you have been working so hard for. Here are some quick fixes to help you with issues you may face on the day:

**Issue:** After logging into the assessment player, I can see an error message saying, '*There was an error retrieving your assessment.*'



### Error

There was an error retrieving your assessment.

**Quick fix:** Sign out of the Assessment Player (see top tip above) and delete your browsing history and cache, and then sign back in.

**Issue:** *I have a blank white screen when I login into the assessment player*

**Quick fix:** Please remove the **/login** at the end of the assessment player URL in the address bar at the top of your Google Chrome browser. If you do not log out of the Assessment Player at the end of your previous exam, this can sometimes happen.

**Issue:** *I can only see the previous exam paper within my assessment player account*

**Quick fix:** Log out, delete your browsing history and cache and log back in again, this will clear the issue.

**Issue:** *My printer won't work no matter what we try*

**Quick fix:** It is important to ensure your printer works before your exams, so you can concentrate and bring your best to each exam. If we are unable help to fix a printer issue, as a last resort you will be able to write on plain paper.

**Issue:** *I can't upload my exam/I forgot to upload my exam*

**Quick fix:** If you can't upload your exam, please let your invigilator know so they can try to help. If we're unable to fix the issue, we will let you know how you can get the paper to us.

If you forget to upload your paper before exiting the assessment, please call our Customer Service line on **+44 20 3980 5656** as soon as possible. We'll talk you through how to get the assessment to us for marking (in these cases we may request the backup device recording).

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