



Exam day FAQ's

Before the exam

Do I need to download the exam app again before the 23rd July?

No, you will only need to download it once and this will be for your practice session on 10th July. The app will still be on your computer/laptop for the 23rd July.

How do I get back into the app for the 23rd July?

The app is automatically downloaded onto your desktop. It will remain there from your practice session. You will need to double click on the app icon which will look similar to the image below.



Once you have double clicked on the app it will automatically open the log in page. Your log in details can be found on the emails sent by assessmentandawards@nebdn.org.

Do I need to make sure my laptop is plugged into a power source for the exam?

Yes, you will need to ensure your laptop is plugged into a power source so that it does not lose battery power during the exam.

Do I need to do the tutorial again on 23rd July?

You are not required to do the tutorial again before 23rd July. However, it will be available for you to revisit at any time up until 30 minutes before the exam start time on 23rd July.

My log in details are not working, what should I do?

Please carefully read the email with your log in details and try to re-type in the ID's given. Please note that the exam ID, user ID and password are case sensitive. If the log in details do not work after several attempts please contact the team on 01772 429917.

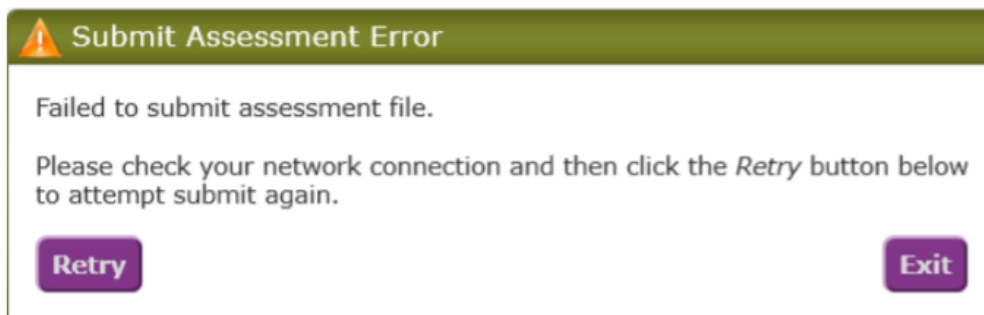


During the exam

What happens if I lose internet connection?

If you lose internet connection during your exam please **do not panic!**

Internet connection is required at the beginning and end of the examination. If your internet connection is lost during the exam please continue to answer the questions as normal as the data will still be recorded in the application. Usually after a few minutes your internet connection should reconnect without intervention. If you cannot submit your assessment at the end of your exam you will receive the following error message:



Click **Retry** once and if the connection is not successful click **Exit**. You will then need to reconnect your internet and log back into the exam app. Upon logging in to the app it will automatically submit your assessment.

Can I go back and complete the tutorial after I have started the exam?

Once you have started the exam you will be unable to go back and see the tutorial.

How will I know how much time I have left?

In the bottom right hand corner of your screen, the time remaining in the exam will start to count down as soon as you click **START**.



How do I finish the exam and submit my answers?

Once you have finished the exam and are ready to submit your assessment you will need to click on the **MENU** button. This can be found at the bottom of the screen in the middle.

Once you click this you will be given several options. To submit your exam, you will need to click the top button which is **FINISH EXAM**.

After the exam

How soon will I get my results after the exam?

Your results will be sent out week commencing 10 August 2020. Please allow five working days for receipt.

When will I receive my log in details for 23rd July exam?

You will receive your log in details by email by Monday 20th July 2020.