Digital Mocks Service

Booking an exam

We have created this user guide for you to use when booking Digital Mocks Service exams in the Mocks Service application, accessed via your My Cambridge account.
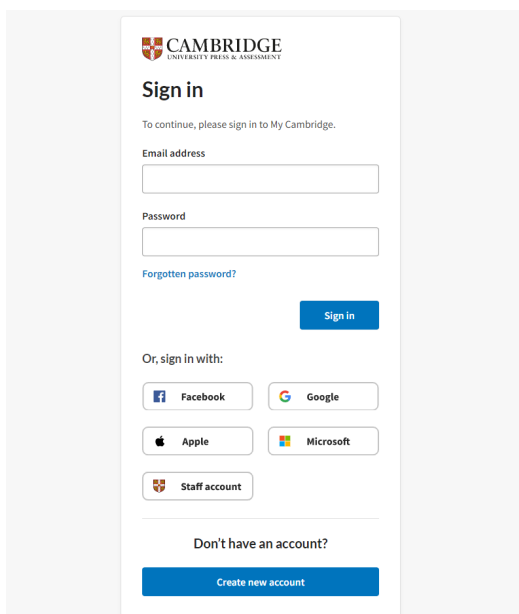
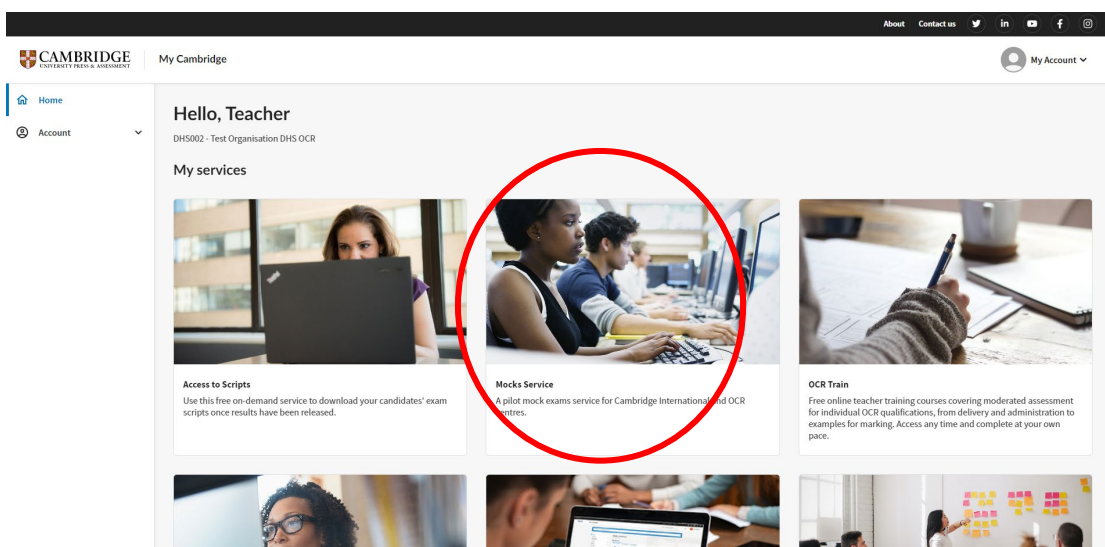## Contents

Accessing the Mocks Service application

Please note all images shown are examples.

- Bookings for the Digital Mocks Service exams are made via the **Mocks Service** application accessed via **My Cambridge**
- Access **My Cambridge** via https://sso.cambridge.org/login and log in to your account using your registered e-mail address and password
- If you are a new My Cambridge user you will have received a separate e-mail from us with details of how to create your account
- Do not use the "create new account" button as it will not be linked to your centre
- If you haven't received an e-mail with an account, check your spam and then contact your Exams Officer

On your **My Cambridge** homepage select the **Mocks Service** tile by clicking on it.

Booking an exam (continued)

Selecting centres

Clicking on the **Mock Service** tile in **My Cambridge** will open the homepage of the **Mocks Service** application.

If your centre is registered with more than one exam board or you are registered with more than one centre, you will need to select which centre and exam board you want to book. Click **Save** to continue and open the homepage.
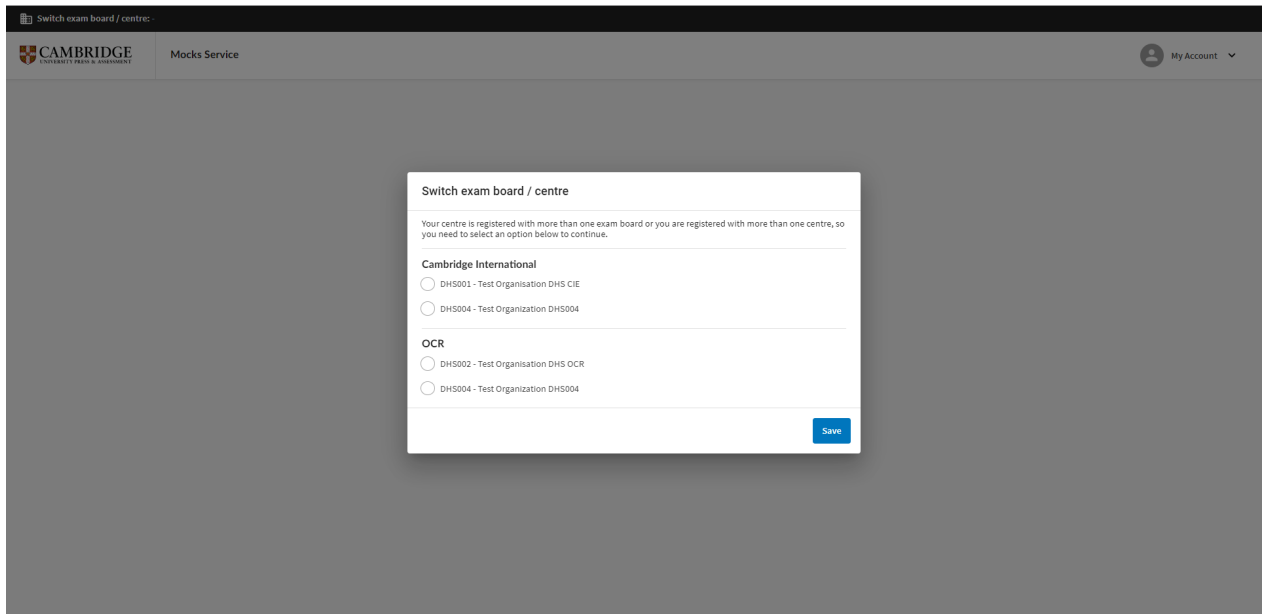
You can switch to a different exam board or centre from the homepage by selecting the centre name in the top left corner of the screen.

Booking an exam (continued)
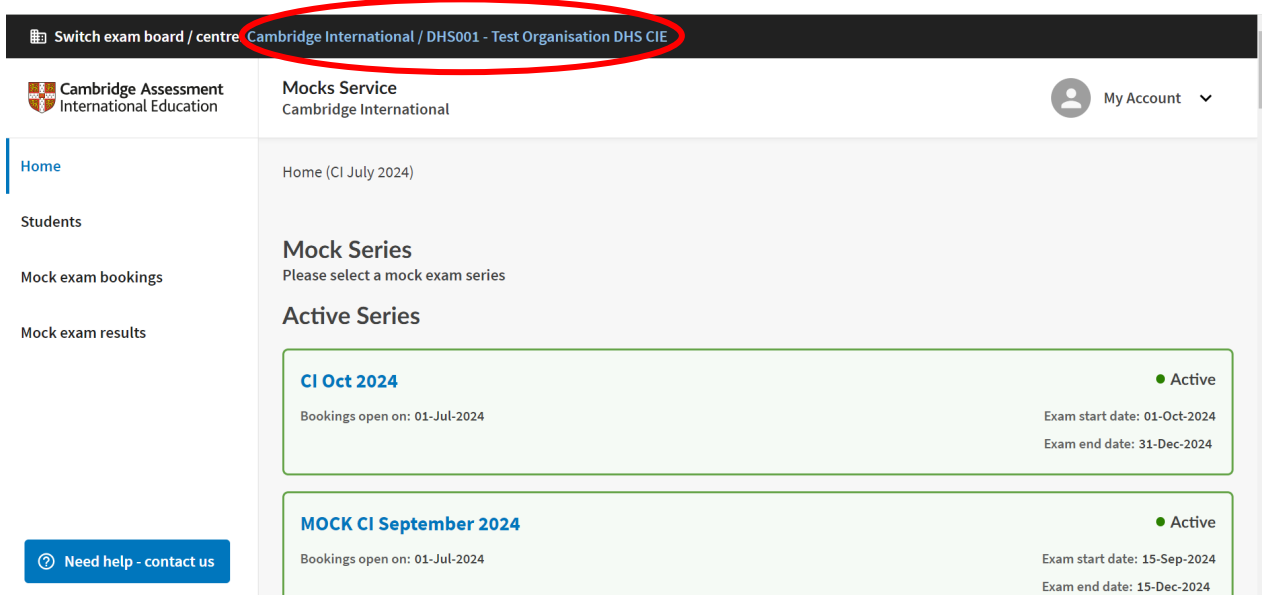
Select a series

On the homepage you will see all the available mock exam series for which you can book exams.

Once you have selected a series it will become blue, and the side bar menu is enabled (available options are no longer greyed out). This will allow you to add students to the series and make exam bookings.

Booking an exam (continued)

View students

- Select **Students** from the left-hand menu
- Any students you have previously added to the selected series will be shown in the list
- You can sort the list by clicking on the candidate number or name column header
- The **Number of Bookings** refers to the number of bookings made for that student within the selected series
- Student details in the list can be edited (pencil) or deleted (bin) using the icons under the **Actions** column if they are not in a booking; name, gender, DOB and candidate number can be amended then click **Save changes**
-

- If students are in a booking, click on their candidate number and then click **Edit student**; name, gender and DOB can be amended then click **Save changes**
- Please note students cannot be deleted if they have exam bookings assigned to them

Booking an exam (continued)

For any students that are part of a submitted booking you can click on their candidate number to view details of the booking they are in. The screen below will be shown.

- The **No. Students** refers to number of students currently booked for the exam, in the **Mock exam** window shown, from your centre
- The **Status** refers to whether the exam booking is **Submitted** (can still be amended) or **Processed** (can no longer be amended)

Booking an exam (continued)

Add students - manually

- Select an exam series from the **Home** page
- Select **Students** from left-hand menu
- To add an individual student, select the **Add student** button

- This will open a window on the right-hand side of the screen for you to add the student details in manually
- Enter the full student's name and individual candidate number: if the student has been entered for an upcoming live exam series and they have been issued a candidate number for this, use this number here, otherwise input a 4-digit number (range of 0001 to 9999) that is unique to the candidate for the selected mock exam series
- Gender and date of birth are optional. If you choose to enter a date of birth, please ensure it is added in the correct format (dd-mm-yyyy or dd/mm/yyyy)
- After you have entered the information select **Add student**

Booking an exam (continued)

You will be shown a success message, and the form will be cleared ready for you to enter your next student if you wish. When you are finished adding students, you can close the **Add student** window by selecting the **X** symbol or by selecting **Cancel** and you will be shown the **Students** page where you will be able to view the student details you have entered.
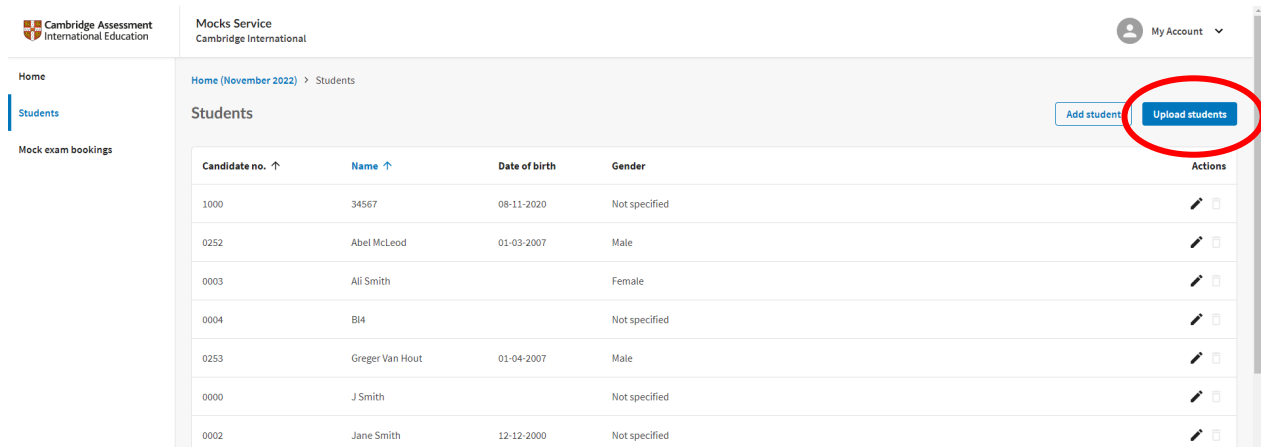
Booking an exam (continued)

Add multiple students - upload template

You can also add multiple students using the **Upload students** button.

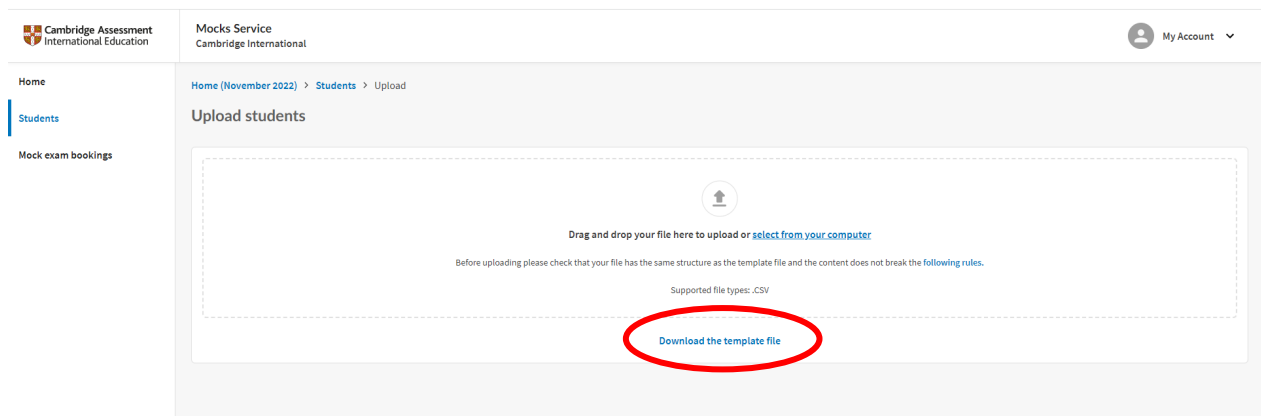Selecting this button opens the **Upload students** screen. Here you can **download the template file** (CSV) to populate with your students' details for upload back into the application.

There are some rules to follow for the upload to succeed:

- Candidate number is mandatory and must be in the range of 0001 to 9999. If you are using Excel, we recommend candidate numbers to be in the range of 1000 to 9999 as leading zeros can cause problems in the data
- For a given centre, a student cannot have the same candidate number as another candidate in the same mock exam series
- Name is mandatory. Please enter the full name
- Date of birth is optional, but where provided it must be in the format dd-mm-yyyy or dd/mm/yyyy
- Gender is optional but where provided must be in the format F (for female), M (for male) and N (not specified)
- If gender is not provided it will automatically be set to "not specified" when the file is uploaded

Example file with columns expanded and mandatory data added.

Booking an exam (continued)

Once you have completed the template, save it to your local machine. You can then drag and drop the file into the **Mocks Service** application or alternatively browse to and select the file on your computer.
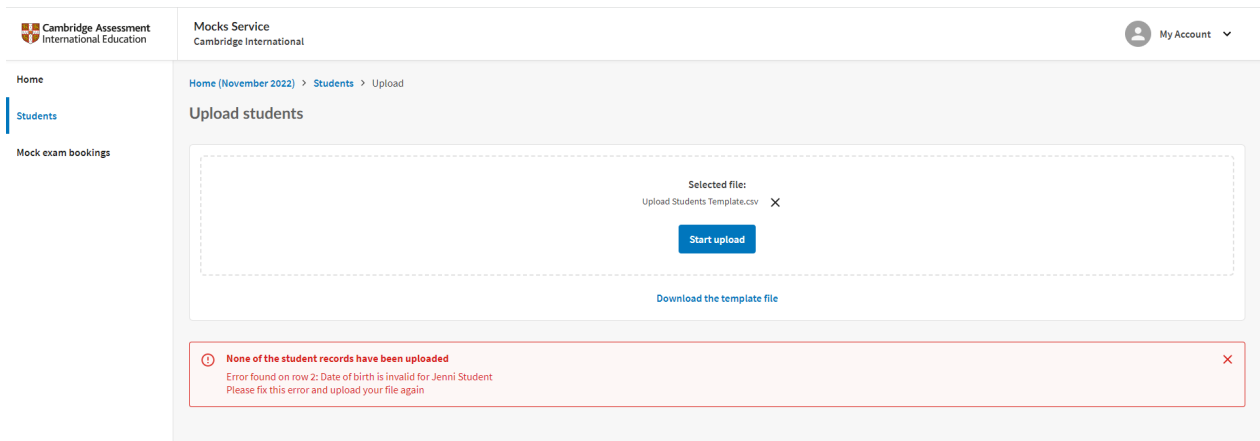

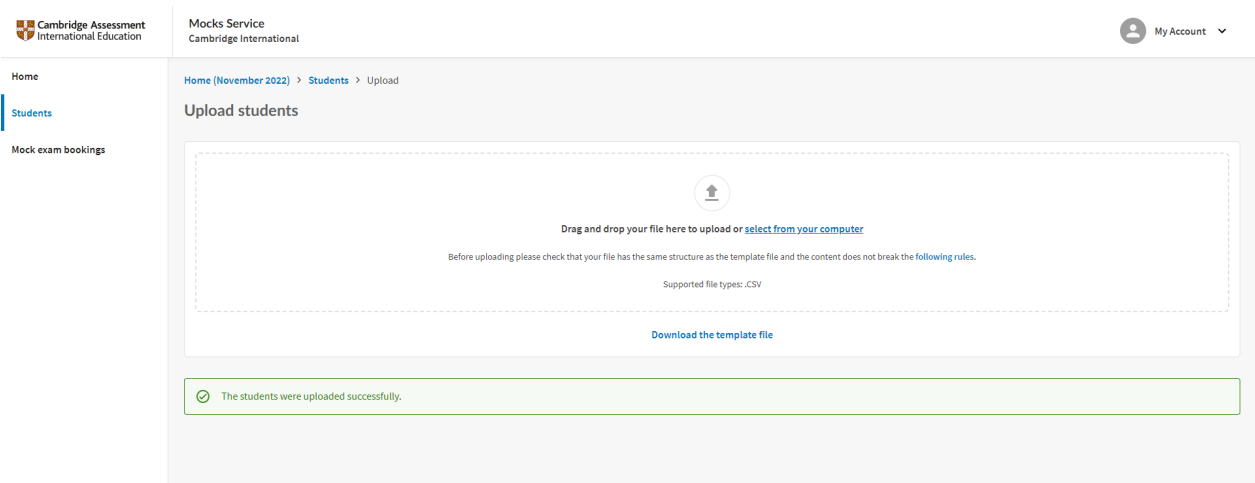Once the file has been added successfully you will be prompted to **Start upload.**

Booking an exam (continued)

After starting the upload if there are any errors in your file, you will be presented with an error message explaining what is invalid.

Once the file has been uploaded successfully you will be presented with a success message.

You can view your added students by going to the **Students** screen.

Create a booking

Now you have added your students you can book your exam from the **Mock exam bookings** in the left-hand menu.

In the **Mock exams bookings** screen any previous bookings you have made will be shown. The **Status** of each booking shows either **Submitted** (awaiting processing and can be amended) or **Processed** (booking successfully transferred to the exam delivery system and cannot be amended).

Each booking made is for a number of selected students sitting a single mock exam within a single 7-day mock exam window. Separate bookings are needed for different mock exams and different mock exam windows. The following examples would all need to be separate bookings:

- 20 students sitting IGCSE English First Language Paper 1 within the mock exam window starting 30th January 2024

- 20 students sitting IGCSE English First Language Paper 2 within the mock exam window starting 30th January 2024

- 20 students sitting IGCSE English First Language Paper 1 within the mock exam window starting 6th February 2024

You can create one booking per exam window at a time. If you would like to book multiple exams, you will need to repeat the process to make multiple bookings.

Booking an exam (continued)

To make a new booking select **Create booking** in the **Mock exam bookings** screen (accessed using the menu option on the left of the screen) ensuring you have selected the correct series. The system will automatically take you through the steps to create your booking. Bookings must be made by midnight (UTC*) on the closing date shown.

All available subjects within the chosen series will be shown. Select the subject you want to book.

Booking an exam (continued)

Once you have selected the subject, you will be asked to select the specific exam you want to book. The exams listed will also show information about the source of the content (the paper-based version on which the digital exam is based) and the marking type for that exam (examiner marked, auto marked or a combination of both).

Once you have selected the exam, you will be asked to select the students you want to add.

You can select all or individual students to add to the exam. Once selected they will show on the right-hand side of the screen and total cost of the booking is calculated. Your centre or it's associate will be invoiced after the exam window has finished.

Booking an exam (continued)

Once you have checked the details select the **Next step** button.

You will now be asked to select the mock exam window in which to take your exam using the drop-down list.

The list will show the available windows and the number of available spaces for the exam in each window. Spaces for each exam window are limited so please check this against the number of students you are trying to book for.

You are prevented from being able to mistakenly double book students for the same mock exam and window. If this occurs a warning message is presented after selecting the exam window.

Booking an exam (continued)

You can select "View duplicate entries" and this will open a window where you can remove the duplicate bookings from the in-progress booking. Review the information presented and select "I understand" to enable the button to automatically remove the duplicate students from the booking. You can also select cancel to return to the exam window selection screen.
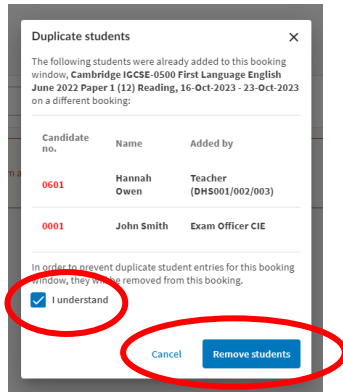
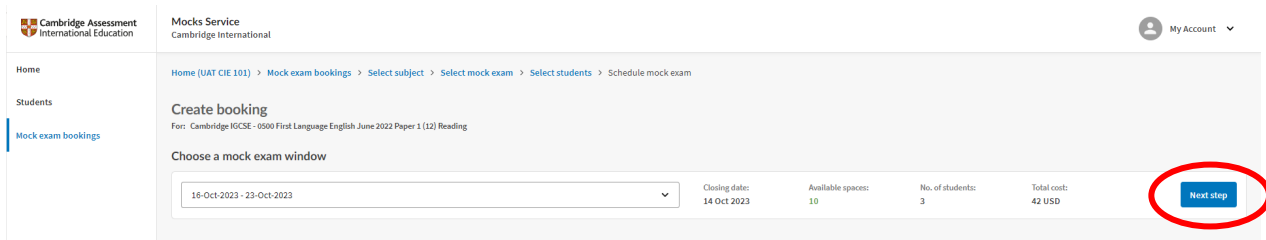Once you have selected a window and removed any duplicate bookings, the window closing date is shown together with the number of available spaces, the number of students you are booking for and confirmation of the cost.

Check the details and select the **Next step** button.

The booking confirmation screen will show. Review your booking and download the Terms and Conditions from the link. Having read the Terms and Conditions, acknowledge you accept them by selecting the tick box. The **Submit bookings** button is enabled.
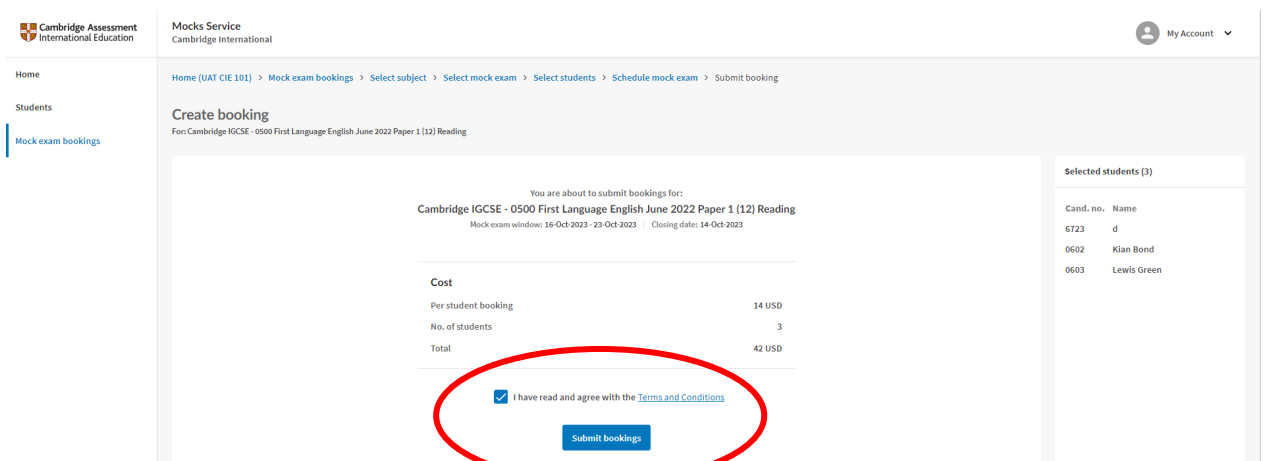
Booking an exam (continued)

Click the **Submit bookings** button and you will be shown a message confirming your booking has been submitted to Cambridge.

- The booking will be processed after the closing date
- Once processed, the status will change from **Submitted** to **Processed** on the **Mock exams booking** screen
- At this point the student details will be sent to **Assessment Master** and assigned to the exam booked
- This ends the booking process in the **Mocks Service** application
- You can arrange test sittings at any point during the exam window

Separate instructions will be provided on how to deliver the exam in the exam delivery system at a later date, usually by e-mail in the week before the first exam window you have booked. Alternatively, you can use the "Delivering Exams" user guide.

Booking an exam (continued)

Review bookings

In the **Mock exam bookings** screen you can review your bookings. You can view the details of your booking by clicking on the mock exam from the list.

A window will open to view booking information.

Amend a booking

For any bookings that are still at the **Submitted** status, you can amend your booking. We recommend any changes are made well before the booking closing date.

Please note you cannot amend a booking with a "Processing" or "Processed" status. This means data has passed to the exam delivery system and cannot be amended in the Mocks Service application.

Select the pencil icon to amend your booking.
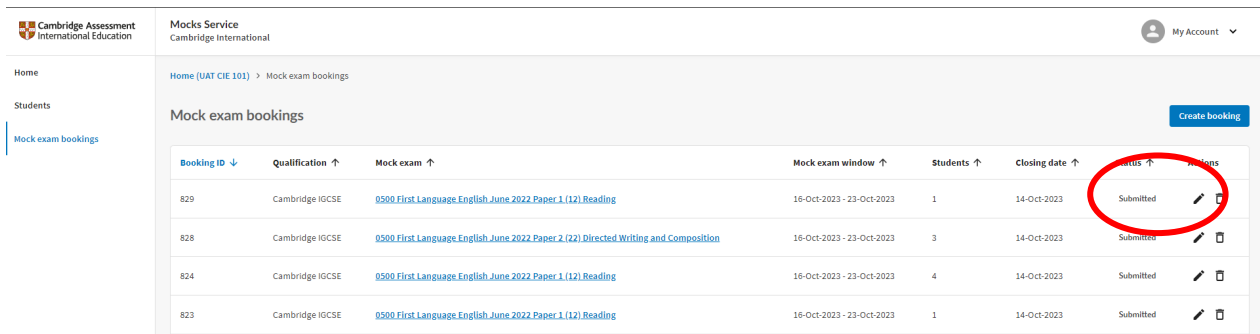
A window will open where you are able to add or remove students from your booking or change the mock exam window. Selecting **+ Add / Remove students** will take you to the **Edit Booking** screen where you can add or remove students.
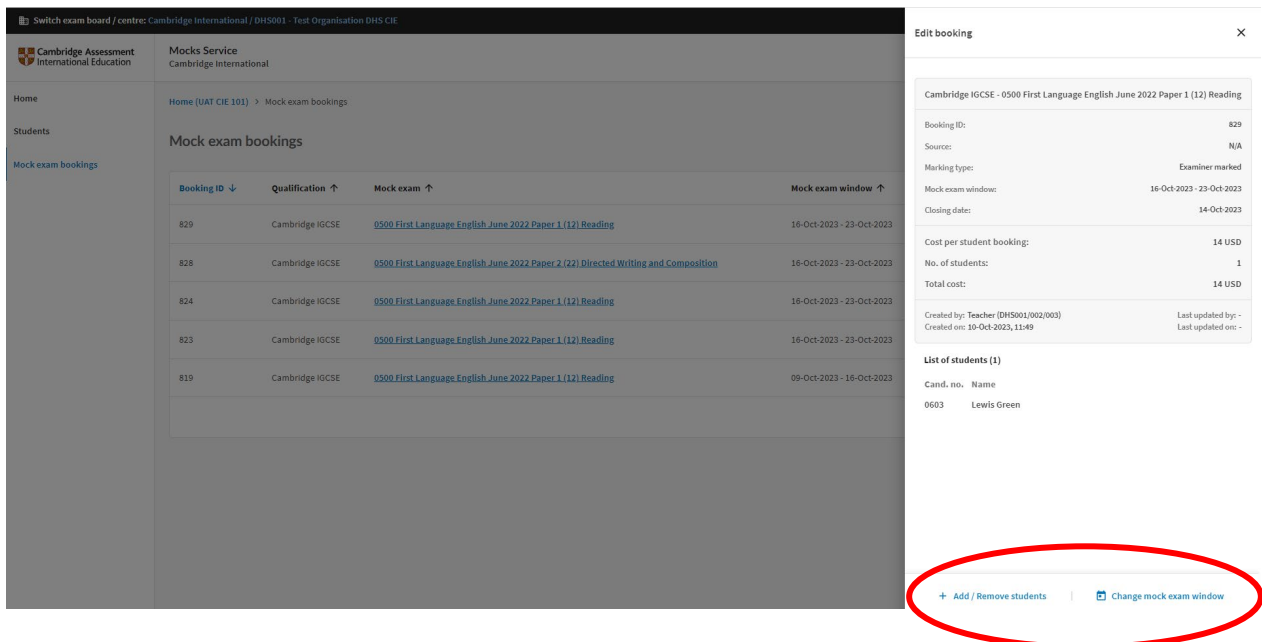
Booking an exam (continued)

The students already in the booking will have the tick box selected. Use the tick boxes to deselect the students you wish to remove and tick to select the students you wish to add then select **Next Step.** A page confirming the booking window will follow. You can then select **Next Step,** check your booking, click to accept Terms and Conditions and **Resubmit bookings**.

Selecting **Change mock exam window** will take you to the **Choose a mock exam window** screen (now showing with an **Edit Booking** title) where you can select a different mock exam window. You can then the select **Next Step,** check your booking, click to accept Terms and Conditions and **Resubmit bookings**.
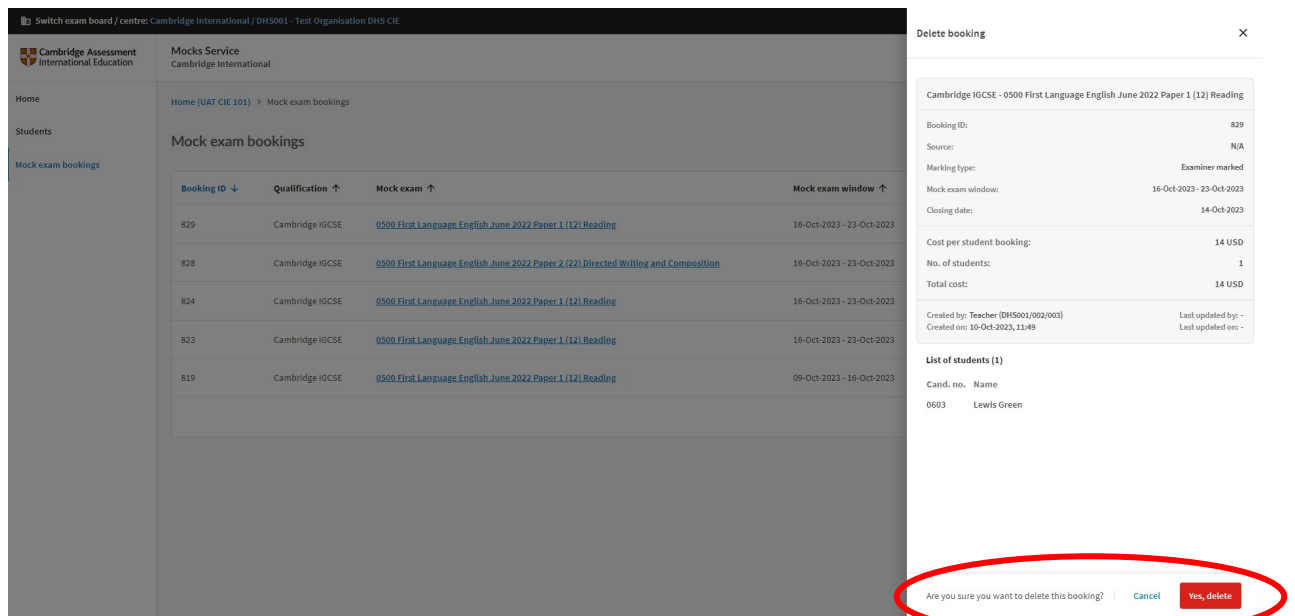
Booking an exam (continued)

Delete a booking

For any bookings that are still at the **Submitted** status, you can delete your booking.

Select the bin icon to delete your booking. A window will open where you are asked if you are sure you want to delete your booking.
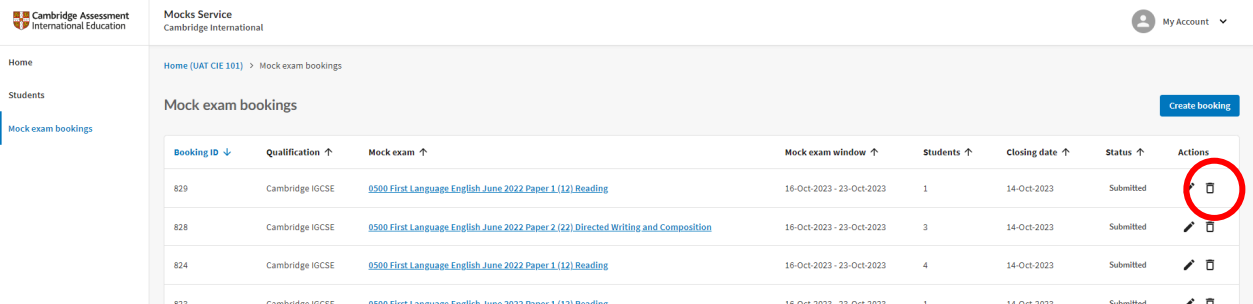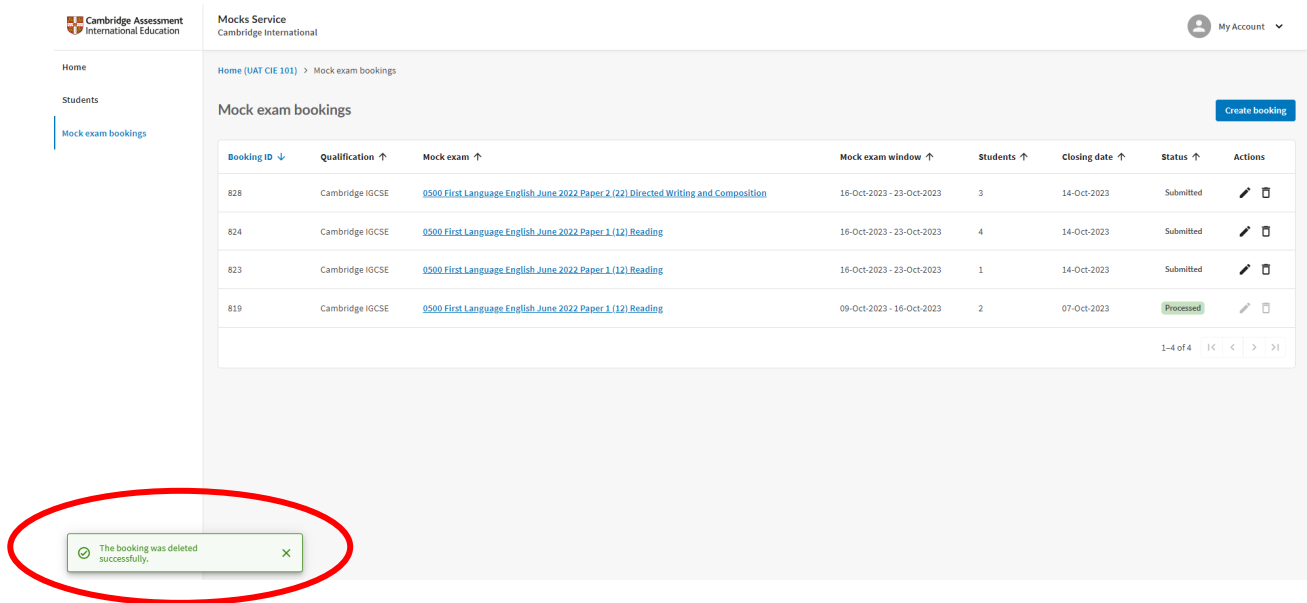

Select **Cancel** to return to your booking list in the **Mock exam bookings** screen. Alternatively select **Yes, delete** to complete the deletion of your booking.

Booking an exam (continued)

If you have selected **Yes, delete** you will be taken back to your Mock exam bookings, a message will show to confirm successful deletion of the booking, and it will no longer show on your list.

Further help

If you need help, please contact our Customer Support Centre

info@cambridgeinternational.org

+44 1223 553554

Please reference Digital Mocks Service in your email title

Our Customer Support team is available 24 hours a day, six days a week, from Sunday 00:00 UTC* to Friday 23:59 UTC (closed on Saturday)

*Co-ordinated Universal Time (Greenwich Meantime in UK also known as Western European Time)