

Digital Mocks Service

Delivering exams

We have created this user guide for you to use when delivering the Digital Mocks Service exams with your learners in the RM Assessment Master system.

The system enables you to carry out the role of a "Centre Administrator" or "Invigilator" to manage exam sessions and deliver mock exams to your learners at a time of your choice within your booking window.

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Quick reference overview

Delivering an exam session steps:

- Step 1 Login to RM Assessment Master
- Step 2 Check your learners' details
- Step 3 Check the testlets (mock exams) assigned to your learners in the session (exam
- window) match your bookings in the Mocks Service application
- Step 4 Provide the login details (username/password) to your learners
- Step 5 Learners login and start their assigned testlet (mock exam)
- Step 6 Monitor your learners' progress from the Assigned Testlets screen
- Step 7 Ensure all learners have submitted and completed their assigned testlet (mock exam)

Terminology

Some of the terms used in RM Assessment Master differ to those used in the Mocks Service application. This table lists the key differences and how they relate.

RM Assessment Master	Mocks Service application	Comment
Learner	Student	The students added to the Mocks Service application appear as learners in RM Assessment Master.
Testlet	Mock exam	The mock exams you book in the Mocks Service application are referred to as testlets in RM Assessment Master.
Student ID	Candidate No.	The candidate number you add in the Mocks Service application becomes the Student ID in RM Assessment Master.
First Name	Name	The student name you add in the Mocks Service application is displayed in the learner first name field in RM Assessment Master.
Session	Mock exam window	The mock exam window you book your students into is referred to as a session in RM Assessment Master.
Suspend	-	Suspend is the term used to pause a learner's testlet in RM Assessment Master.

Logging in

Open a browser and navigate to the RM Assessment Master system.

https://cupa-am.assessor.rm.com/

Enter your Username and Password.

(You will receive your login details by email from Assessment Master CUPA PROD (<u>amadmin@rm.com</u>), after your booking processes in the Mocks Service application)

Select Login.

	ssessment	
Assessment Master ™ - Login		
		assword
	Forgot	your password?
		Logni

On the first login only, you will be prompted to enter a new password. Enter it twice and select **Login**.

Please create a new	password.		
New Password			
Repeat New Passv	vord		
		Login	

You will be logged into Manager and be shown the Dashboard by default.

🚴 Manager Home Learners Users		
Dashboard		
DHS001 CI Mocks		
Registration activity summary		
Total Registrations: 297		
Testlet Registrations		
Testiet	Language	Count
0452 Accounting Paper 1		71
0500 Paper First Language English 1		53
0530 Spanish Paper 1		53
0500 First Language English Paper 2		52
0510 English as a Second Language Paper 1		42
Accounting Paper 1		21
P1_0452_01_Testlet		5
Total		297

The Dashboard shows your centre group name, which will be your centre number followed by 'CI Mocks', along with three widgets:

- Registration activity summary this is the number of assigned testlets, which equates to the total number of bookings made in the Mocks Service application
- **Testlet Registrations** this is the number of assigned testlets, broken down by testlet, from the bookings made in the Mocks Service application
- **Statistics** this is the status of the assigned testlets, which you can refresh to update as the learners sit and complete their mock exams.

You can return to the **Dashboard** at any time from **Home** in the main menu.

Filtering and sorting a list

Within **Manager** you can view, and filter or sort, a list of learners and assigned testlets. Go to **Learners** in the main menu then select either **Learners** or **Assigned Testlets** in the sub-menu.

You can filter a list by clicking the filter icon **Y** on a column header to open the filter. Enter the search term and click **Apply**. For example, in **Assigned Testlets** you may want to filter by session to see all learners booked in the session. Open the filter in the session column header and enter all or part of the session name and click **Apply**.

Any filters applied are shown above the list. You can clear all the filters using the **Clear Filters** button. Alternatively, if you have multiple filters and wish to remove some, not all, you can click the "x" at the right of the filter to clear it.

The list can be sorted in ascending or descending order using the arrows to the right of the field title:

Testlet 🜲

•	🚴 Mai	nager Home L	earners Users									0 L Clair
Lea	mers A	Assigned Testlets Login	History									
#8	ulk Update	Password List									O O Column	Clear Filters
Stat	us: Comple	eted × Testlet: english ×										\sim
0	ID¢ ▼	Username 🗢 🛛 🔻	Password 👳 🍸	First Name 🗧 🍸	Testlet o	Current Item	Status 👳 🍸	Used _≎ ▼ time	Last login [¢]	Learner ⊕ ♥ Group	Session 🗧 🔽	Action
	2896	DHS001_0039_60020724	*3DP!n	Keira Morse	0500 First Language English Paper 2		Completed	5	Oct 1, 2024, 10:06:18 AM	DHS00 Mocks Mock	-0510-01-30Sep2	Update 👻
	2895	DHS001_0043_60020724	a&a6Xn	Hudson Varnham	0500 First Language English Paper 2		Completed	10	Oct 1, 2024, 9:21:24 AM	DHS00 Mocks Clear	Apply	Update 👻
	2894	DHS001_0042_60020724	*aJds2	Osbert Paden	0500 First Language English Paper 2		Completed	12	Oct 1, 2024, 11:55:39 AM	DHS00 - Cr Mocks	30Sep24-07Oct24	Update 👻
	2886	DHS001_0046_60020724	T8DH\$y	Gaz Rose	0510 English as a		Completed	8	Oct 1, 2024,	DHS001 CI	Mock-0510-01-	Update 🚽

The filter icon in the session column header now shows in blue ¹ to indicate a filter is applied. The filter applied is also shown above the list on the left. If filters are applied to more than one column they will also show above the list.

To remove a filter from a single column either click the X on the filter above the list on the left or open the filter from the filter icon and click **Clear**. To remove all filters, click the **Clear Filters** button on the right above the list.

The list of learners and assigned testlets can be sorted on most columns in ascending or descending order. Click the field column name or arrows to the right of the name to toggle between ascending and descending order.

By default, the list of learners and assigned testlets show 15 records on a page. If there are more than 15 records present pagination will be displayed. This allows you to move between pages and to the first and last pages.



It is also possible to display more than 15 records on a page. To do this select the arrow next to 15 per page and choose whether to display 25, 50 or 100 records on a page.

15	
25	
50	
100	
-	

Check learner details

- To view your learners, click on the **Learners** menu and then the **Learners** tab in the submenu. Here you can see a list of all the learners who have been added to the Digital Mocks Service application
- For each learner you will see their full name in the **First Name** column and their candidate number in the **Student ID** column. Check the learner details are correct and as entered when booked.
- We have automatically created a username and password for each learner, which they will use to log in to their mock exam. These reside in your own centre group, shown in the **Group** column.

🔶 🚴 Manager He	ome Learners Users				
Learners Assigned Testlets	Login History				
				0	Columns 🛛 🕲 Clear Filters
First Name 🗧 🔻 🔻	Student ID 🗧 🛛 🔻	Username ≑ Y	Password	Group \Rightarrow	Actions
Berko Hendry	0013	DHS001_0013_60020724		DHS001 CI Mocks	Update -
Manju Tobin	0011	DHS001_0011_60020724		DHS001 CI Mocks	Update -
Zawar Garnier	0020	DHS001_0020_60020724		DHS001 CI Mocks	Update 👻
Tiara Edwardson	0012	DHS001_0012_60020724		DHS001 CI Mocks	Update -

Check Assigned Testlet (exam) and Session (exam window)

To view your assigned testlets, click on **Learners** in the main menu and then **Assigned Testlets** in the sub-menu. Here you can see a list of all the sessions (exam windows) that you have booked learners into in the Mocks Service application. Check all the learners are assigned to the correct testlet (exam) in the correct session (exam window). Please note that full name is shown in the first name field.

•	👗 Mar	nager Home Lo	earners Users									0	L Claire -
Le	Learners Assigned Testiers Login History												
at Bulk Update O Password List - O Columns O Cea											(Clear	Filters	
Status: Pending × Testlet: English ×													
0	ID ≎ Y	Username 🗢 🍸	Password 😄 🍸	First Name 🗧 🍸	Testlet 🗧 🍸	Current Item	Status 🗢 🍸	Used _♀ ▼ time	Last Iogin [‡]	Learner ≎ ▼ Group	Session 🗧 📍	Action	
	2279	DHS001_0044_60020724	Hrus%5	Aviana Brown	0500 Paper First Language English 1		Pending			DHS001 CI Mocks	Mock-0500-01- 14Sep24-28Sep24	Up	date 👻
0	2276	DHS001_0041_60020724	TSf?u8	Honey Lindsay	0500 Paper First Language English 1		Pending			DHS001 CI Mocks	Mock-0500-01- 14Sep24-28Sep24	Up	date 👻
	2165	DHS001_0048_60020724	%v9#uX	Esteban Enrique Garcia Hernandez	0510 English as a Second Language Paper 1	r	Pending			DHS001 CI Mocks	Mock-0510-01- 14Sep24-28Sep24	Upo	date 👻

For each assigned testlet you will see some of the same information as shown on the **Learners** page, namely the full name, username, password and centre group.

You will also see the name of the mock exam in the **Testlet** column and the name of the session in the **Session** column. The session name includes the start and end dates within which the assigned testlet can be sat by the learner. Check the assigned testlet details are correct and as entered when booked.

The **Status** column shows the status of the assigned testlet. Possible statuses include:

- **Pending** initially all assigned testlets have the pending status indicating the testlet has not been started
- In Progress the assigned testlet has been started and is in progress
- **Suspended** the assigned testlet has been paused by the Invigilator or Centre Administrator due to an emergency or supervised break
- **Resumed** the assigned testlet has been resumed by the Invigilator or Centre Administrator after an emergency or supervised break
- Completed the assigned testlet has been submitted by the learner
- **Absent** the learner has not attended to sit their assigned testlet and the status has been updated by the Invigilator or Centre Administrator from pending to absent.

The remaining columns, **Current Item**, **Used time**, **Last login** provide information that can be used to monitor the learners progress when sitting their testlets.

Adjustment for extra time

If you have learners with accessibility needs, you can allow them to have more time to take the exam.

- Go the Learners menu then Assigned Testlets tab
- Click the Update button in the Action column of the learner whose time you wish to adjust
- Select the Adjustments tab
- Enter the percentage (%) of the total test duration time you wish to add for the learner. In the example shown below the learner has been given 20% extra time to complete the test
- Select Save
- The extra time should be added to the assigned testlet <u>before</u> it is started, whilst in **Pending** status, but if needed can be added once started, in the **In Progress** status.

	🚴 Mar	nager Home Learners Users		🔍 💵 Simon +
	1		✓ Update Testlet: DHS001_0088_60020724	
Lea	mers A	Assigned Testlets Login History	Assessment Adjustments MAssessor Integration Activity Media	
# 8	ulk Update		Item Response Time (%) 20	Columns Clear Filters
	ID ≎ ¥	Username : Y Password : Y		• T Information • T Action
	3960	DHS001_0088_60020724 j6#M@W	Close	Update -

Get learner log ins

Learners log in to sit their assigned testlet using a username and password. You can export these on the **Assigned Testlets** page in several formats and distribute them to your learners at the start of the exam sitting.

To limit the login details generated (to those required for a particular testlet and session combination for example) filter the list of assigned testlets.

- 1. Go to the Learners menu then Assigned Testlets tab
- 2. Filter the learners that you need log ins for as the password list will include only those learners in the current view. Do this by clicking the filter icon on the column you want to filter (for example 'session' (exam window)) and copy and paste the details (e.g. the session name) into the filter box and then **Apply**.

•	🚴 Manage	r Home Lear	ters Users											👃 💄 Clair
Lea	armers Assigne	ed Testlets Login Hist	ory											
Z Bulk Updee @ Password List → O Columns @ Clear												Clear Filters		
0	Learner _⊕ ▼ ID	Username 🗧 🍸	Password 🏻 🍸	First ⊕ ▼ Name ⊕	Testiet o 🛛 🝸	Current Item	Status 👳 🍸	Used $_{\oplus}$ ¥	Last login [≑]	Learner _⊕ ▼ Group	Session o	y si	ession _⊕ ▼ tatus	Action
0	780	13204_0345_60010724	Wp7YZ#	Jeremy Price	J277 Computer Science June 2022 Paper 1		Completed	12	Sep 17, 2024, 1:31:46 PM	1: N Mock-J27	7-01-Jun22-1	- M	lodify	Update -
	779	13204_0010_60010724	!jZ9#d	Janice Prescott	J277 Computer Science June 2022 Paper 1		Completed	2	Sep 17, 2024, 4:25:19 PM	1: N	Apply 2000p24	- ^M	lodify	Update -
	778	13204_0100_60010724	tT9z@P	Brian Maskal	J277 Computer Science June 2022 Paper 1		Pending			13204 OCR Mocks	Mock-J277-01- Jun22-16Sep24 29Sep24	i- M	lodify	Update -

- 3. Click the **Password List** drop-down menu and select one of the following options:
- Learner Password Sheet PDF to generate a PDF containing the login details for the filtered learner assigned testlets (one per page)
- Learner Password Sheet PDF (2*7) to generate a PDF containing the login details for the filtered learner assigned testlets (fourteen per page)
- **CSV** to generate a CSV file containing the login details for the filtered learner assigned testlets (one per row).

Depending on the settings in your browser, the PDF or CSV files generated will be downloaded to your default download location and can be opened in the default applications for these file formats. You can then print the login details and distribute them to your learners at the start of the exam sitting.

Here is an example of learner login details in the PDF (2*7) format.

Name: Karl Smoke Dec	Name: Sophie Smoke Dec
Username: DMS99_0011_60020125	Username: DMS99_0012_60020125
Password: \$HYD4a	Password: ?w38QW
Test: 9990 Psychology Paper 1	Test: 9990 Psychology Paper 1

Here is an example of learner login details in the CSV format in Microsoft Excel.

	А	В	С	D	E
1	First Name	Surname	Username	Password	Assigned Testlet
2	Karl Smoke Dec		DMS99_0011_60020125	\$HYD4a	9990 Psychology Paper 1
3	Sophie Smoke Dec		DMS99_0012_60020125	?w38QW	9990 Psychology Paper 1

4. Print the PDF or CSV list and distribute the login details to the learners. Each learner must only receive their own log in details.

Learners log in

Learners sit their assigned testlet from the test path using one of the recommended browsers (see the Tips for delivering exams guide for more information).

The test path is the website address of the login page used by the learner to login to their assigned testlet.

- You can access the relevant URL for the learner to log into by going to Learner menu then Assigned Testlet tab
- Clicking on the Update button next to the learner
- Click on the **Test path** link. This will navigate to the URL that can be used for all Cambridge International mock exams (please note the text in the image below ci_pp2 will show as cimocks in the real system)
- To copy the URL, right click on the Test path link and select copy link address.
- The URL for International tests used by all learners to access the login page and sit their assigned testlets is:

https://cupa-am.assessor.rm.com/engine/index.php/lms/login/path/ci-mocks

• You will need to distribute this website address to your learners at the start of the exam sitting to allow them to navigate to the login page in a recommended browser.



Monitor learners' progress

- During the exam, you can monitor learners by going to the **Learners** menu then the **Assigned Testlet** tab.
- With the list of assigned testlets, filtered to those required for a particular exam sitting, you can monitor the **Current Item**, **Status**, **Used time** and **Last login** columns for up-to-date information on your learners' progress.
- You can filter to only show the activity you want to see (e.g. a particular session).

Lea	mers A	Assigned Testlets Login	History								_	
2 8	ulk Update	Password List •									C Columns	🛞 Clear F
Ses	sion: Mock-	-0500-01-14Sep24-28Sep24	×								Ŭ	
	ID o 🔻	Username o 🔻 🔻	Password o Y	First ₀ ▼ Name	Testlet o 🔻	Current Item	Status 🛛 🝸	Used ₀ ¥ time °	Last login o	Learner ₀ ▼ Group	Session :	Action
	2280	DHS001_0046_60020724	T8DH\$y	Gaz Rose	0500 Paper First Language English 1	2c	In Progress	0	Sep 23, 2024, 9:23:51 AM	DHS001 C	k-0500-01-14Sep2	Upda
	2279	DHS001_0044_60020724	Hrus%5	Aviana Brown	0500 Paper First Language English 1		Pending			DHS001 C	ar Apply	Upda
	2278	DHS001_0043_60020724	a&a6Xn	Hudson Varnham	0500 Paper First Language English 1		Completed	20	Sep 17, 2024, 11:23:16 AM	DHS001 Ct mouna	14Sep24-28Sep24	Upda
	2277	DHS001_0042_60020724	*aJds2	Osbert Paden	0500 Paper First Language English 1	2a iii	In Progress	0	Sep 23, 2024, 9:17:04 AM	DHS001 CI Mocks	Mock-0500-01- 14Sep24-28Sep24	Upda
	2276	DHS001_0041_60020724	TSf?u8	Honey Lindsay	0500 Paper First Language English 1		Pending			DHS001 CI Mocks	Mock-0500-01- 14Sep24-28Sep24	Upda

You can refresh the filtered list of assigned testlets using the refresh button below the list to update the information displayed.

- Current Item shows the item the learner is answering while sitting their assigned testlet
- Status shows the status of the learners assigned testlet
- Used time shows the time the learner has used while sitting their assigned testlet
- Last login shows the last time the learner logged into their assigned testlet.

During the exam sitting, the status of your learners assigned testlets will change as follows:

- At the start of the exam sitting all learner assigned testlets will be in the Pending status
- As the learners start their assigned testlets the status will change to In Progress
- If any learners assigned testlets are paused the status will change to Suspended
- If any learners assigned testlets are resumed after being paused the status will change to **Resumed**
- When the learners submit their assigned testlets the status will change to Completed.

It is important that you monitor the status of the learners assigned testlets and ensure they all show the **Completed** status as the end of the exam sitting. This indicates that the assigned testlet has finished correctly and the learners' responses can move forward to marking.

Notifications

Notifications to Invigilators

During an exam sitting you may receive one or more notifications. These appear on the bell icon in the top right corner next to your name and link to logout.

	🛼 Mar	h ager Home	Learners									0,	▲ 98765_Mocks -	
Lean	Learners Assigned Testlets Login History													
at Bu	2 Buik Updale Password List C C Cournes C C Cear Filters													
Sess	Session: Mock-J277-01-Jun24-09Dec24-22Dec24 ¥													
0	ID o Y	Username c 🛛 🔻	Password ÷ ¥	First Name 🗧 🍸	Testlet ÷ Y	Current Item	Status 🗧 🍸	Used time \circ Y	Last login o	Learner Group 🗧 🍸	Session ÷		Action	
	797	98765_9991_60010125	@rD72\$	Lisa Heath	J277 Computer Science June 2024 Paper 1		Absent			98765 OCR Mocks	Mock-J277-01-Jun24-09De	c24-22Dec2	4 Update -	
796 98765_9990_60010125 TeNb/HE Brian Parkinson J277 Computer Science June 2024 Paper 1 Completed 32 Dec 12, 2024, 12:59:21 PM 98765 OCR Mocks. Mock-J277.01.Jun24-09Dec24-22Dec24												4 Update +		
Showin	Showing 1 to 2 of 2													

These notifications relate to possible connection interruptions on a learner's computer when sitting their assigned testlet and may indicate an issue with the Internet connection.

When logged in and sitting an assigned testlet the delivery software communicates every minute with the central server or when a learner moves between questions. If there is no communication for **two** minutes a notification will be generated. When this happens, a number will appear on the bell icon showing the number of notifications. Click on the bell icon to view the notifications.

The notification shows the learner's username, assigned testlet and time of the possible connection interruption. If this occurs, monitor and check with the learner that they are active in their assigned testlet. If the connection has been interrupted the learner will not be able to progress beyond their existing question until the connection is restored.

No Message.	1
Possible Connection Loss	
98765_9990_60010125 (98765 OCR Mocks) J277 Computer Science June 2022 Paper 1 At: Dec 16, 2024, 12:54:35 PM 17 day(s) 23 hour(s) 21 min(s)	
Possible Connection Interruption	
98765_9990_60010125 (98765 OCR Mocks) J277 Computer Science June 2022 Paper 1 At: Dec 16, 2024, 9:51:03 AM Gained At: Dec 16, 2024, 12:54:35 PM 3 hour(s) 3 min(s)	

Notifications to Learners

If connection is lost, the learner will receive a pop-up message on their screen. In the event of short-term interruptions to local connectivity, the system can generate two messages to advise and guide learners on the steps they should take, as well as provide a local status to test invigilators.

1. The 'Please Wait..' notification



This pop-up message appears (accompanied by three oscillating blue dots) if the connection is unusually slow and the page cannot load or complete its background task within a set time. It will normally disappear when the page has finished loading. If there is a longer connection loss, it will be replaced by the Network Connection Issue pop-up below.

2 The 'Network connection issue' notification

This pop-up message will appear if the test application confirms that network connection is lost. The **Retry** action button allows the learner an opportunity to repeat the pending action with no risk of data loss in doing so.



The flowcharts on the next page (.13) describe courses of action to be followed by invigilators based on the messages that may appear:



If, after following the above steps, the pop up does not disappear, you should first check whether internet connection has been restored. If there is no connection the test may need to be abandoned. Instruct the learner to close their browser (do not log-out). A future log-in will pick up where the test left off (all learner inputs will have been saved).

If internet connection has been restored, instruct the learners to re-load the current page and check that the responses to each question are as they intend. The test can now be resumed.

If the session (exam window) is coming to and end and the learner is still experiencing connection issues and has been unable to complete their test, please contact the **Customer Support Centre.** Contact details can be found on <u>page 23</u>.

Update the status of one or more learners assigned testlets

In certain situations, you may need to update the status of one or more learners assigned testlets.

Suspend

If you need to pause an assigned testlet for one or more learners due to an emergency or supervised break you can do so from the **Assigned Testlets** page. This pauses the clock and allows learners to subsequently resume their assigned testlet where they left off.

Select the checkbox, in the first column, for one or more learner assigned testlets to be paused. Select **Bulk Action** and then click **Suspend Learners**.



In the **Suspend Learners** popup select a reason from the list and enter a comment (optional)





Click the **Suspend** button to pause the learners assigned testlets.

Suspend Learners		
You have selected to bulk update 1	learner(s)	
Select all learners (across all pages)	Yes No	
1 learners with status 'In Progress'	will be 'Suspended'	
Reason	Select reason type	
Comment		
Close		Suspend

The status of the paused learner assigned testlets is updated to **Suspended** in the list of assigned testlets.

	🛼 Man	lager Home	Learners									• •	98765_Mocks +
Lea	Learners Assigned Testlets Login History												
# 8	2 Bulk Updale II Suspend Learners PRozume Learners @Pacrovord List -												
Tes	Testet: June 2022 Paper 1 X Session: 09Dec24 X												
0	ID≑ Ţ	Username 🗧 🔻 🔻	Password 🗧 🔻	First Name 🗧 🔻	Testlet 🗘 🍸	Current Item	Status 🗧 🝸	Used time 🗧 🝸	Last login ¢	Learner Group 🗧 🔻	Session ¢	T	Action
0	801	98765_9991_60010125	@rD72\$	Lisa Heath	J277 Computer Science June 2022 Paper 1	Q4*	Suspended	10	Dec 11, 2024, 4:55:29 PM	98765 OCR Mocks	Mock-J277-01-Jun22-09Dec2	4-22Dec24	Update 👻
	800	98765_9990_60010125	Te%8rE	Brian Parkinson	J277 Computer Science June 2022 Paper 1		Pending			98765 OCR Mocks	Mock-J277-01-Jun22-09Dec2	4-22Dec24	Update +
Show	Showing 1 to 2 of 2												

Once suspended the learner assigned testlets will pause and they will see a message on screen confirming the suspension.

ē	So Assessment Master - Exam We: X +	~	-	o ×
÷	→ O A http://cupa-am.assessor. rm.com /engine/index.php/lms/index	6	ී ව	a =
	Examination currently suspended			
	You will have to loa in to continue.			
	Logout			
				-

Examination currently suspended	
You will have to log in to continue.	
	Logout

Each learner will need to click the **Logout** button on the message presented and will need to login to the assigned testlet again when ready to resume.

Resume

When ready to resume select the checkbox, in the first column, for one or more suspended learner assigned testlets to be resumed. Select Bulk Action and click **Resume Learners**.



In the **Resume Learners** popup select a reason from the list and enter a comment (optional).

	•	1 98765_Mocks -
_		_
	O Colu	nns OClear Filters
er Group o 🍸	Session ¢	Y Action
OCR Mocks	Mock-J277-01-Jun22-09Dec24-220	ec24 Update -
OCR Mocks	Mock-J277-01-Jun22-09Dec24-220	ec24 Update -
		5 per page + O
	r Group ⇒ ¥ OCR Macks OCR Macks	Group o Y Session o OCR Modes Model.J277-01-Jun22-09Dec24-22C 1

Then click the **Resume** button to resume the learners assigned testlets.

The status of the resumed learner assigned testlets is updated to **Resumed** in the list of assigned testlets.

	🛼 Man	nager Home	Learners									٠	1 98765_Mocks -
Lear	Learners Assigned Testilets Login History												
# B	Z Buik Update												
Test	Testlet: June 2022 Paper 1 x Session: 09Dec24 x												
	ID o Y	Username : 🛛 🝸	Password o Y	First Name 🗧 🍸	Testiet : Y	Current Item	Status o 🔻	Used time 🗧 🍸	Last login o	Learner Group o 🍸	Session 0		Action
	801	98765_9991_60010125	@rD72\$	Lisa Heath	J277 Computer Science June 2022 Paper 1	Q4*	Resumed	11	Dec 11, 2024, 4:55:29 PM	98765 OCR Mocks	Mock-J277-01-Jun22-09De	c24-22Dec24	Update +
	800	98765_9990_60010125	Te%8rE	Brian Parkinson	J277 Computer Science June 2022 Paper 1		Pending			98765 OCR Mocks	Mock-J277-01-Jun22-09De	c24-22Dec2-	Update +
Showl	Showing 1 to 2 of 2												

Once resumed the learners can navigate back to the test path in a recommended browser and log in to continue their assigned testlet.

Absent

If any of your learners are absent from the exam sitting and are unable to sit their assigned testlet in the session they need to be recorded as absent. This updates the status of their assigned testlet to **Absent** and ensures they are shown as absent in the results reports in the Mocks Service application. If this is **not** done the status of their assigned testlet will remain as **Pending** indefinitely and will show the same in the results reports in the Mocks Service application.

Select the checkbox, in the first column, for one or more pending learner assigned testlets to be marked as absent and click the **Bulk Update** button above the list.

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1 record selected x Session: Mock-J277-01-Jun24-09Dec24-J2Dec24 x													
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	796	98765_9990_6001012f	5 Te%8rE	Brian Parkinson	J277 Computer Science June 2024 Paper 1		Completed	32	Dec 12, 2024, 12:59:21 PM	98765 OCR Mocks	Mock-J277-01-Jun2	24-09Dec24-22Dec	24 Update -
Showing 1 to 2 of 2													

In the Bulk Update Tests popup select the Absent status and click the Save button.

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showin	g 1 to 2 o	(2													1	5 per page + O
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The status of the pending learner assigned testlets is updated to **Absent** in the list of assigned testlets.

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	ID o Y	Username o 🍸	Password o Y	First Name o 🔻	Testlet 0 Y	Current Item	Status o 🔻	Used time o 🔻	Last login o	Learner Group 🗧 🍸	Session o	Y	Action
0	797	98765_9991_60010125	@rD72\$	Lisa Heath	J277 Computer Science June 2024 Paper 1		Absent			98765 OCR Mocks	Mock-J277-01-Jun24-09Dec	24-22Dec24	Update +
	796	98765_9990_60010125	Te%8rE	Brian Parkinson	J277 Computer Science June 2024 Paper 1		Completed	32	Dec 12, 2024, 12:59:21 PM	98765 OCR Mocks	Mock-J277-01-Jun24-09Dec	24-22Dec24	Update 👻
Show	Showing 1 to 2 of 2												

Completed

If the learner doesn't finish the exam correctly, i.e. they don't click **Submit**, then the status remains **In Progress**. In this case the invigilator will need to monitor for this on the **Assigned Testlets** screen.

At the end of their assigned testlet a learner will be presented with two choices:

- **Take survey and submit exam** this takes the learner to an optional survey with three short questions. Once done they click the **Submit exam** button to submit their assigned testlet.
- **Submit without taking survey** if the learner doesn't want to take the optional survey, they click the **Submit without taking survey** button to submit their assigned testlet.

In each case the status is updated to **Completed** (see the Taking exams guide for more information).

It is important that you monitor the status of the learners assigned testlets and ensure they all show the **Completed** status at the end of the exam sitting. This ensures the learners' responses can move forward to marking.

If a learners assigned testlet remains in the **In Progress** status when the learner has finished there are two options:

- If the learner hasn't left the room, they can navigate back to the test path in a recommended browser and log in again to click the relevant **Submit exam** button
- If the learner has left the room, you can update the status of their assigned testlet to Completed by using the Bulk Update button and choosing the Completed status in the popup before clicking the Save button.

君 Bulk Upda	Z Bulk Update Tests											
You have selected to bulk update 1 learner(s)												
Select all lea	rners (across all pages)	Yes No										
Assessment	Adjustments	nents RM Assessor Integration										
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		Resumed	Exited Suspended	Paused	Holding	Releasing	Exempt	Absent				
Close								S	ave			

With either option confirm the status of the learner assigned testlet shows as **Completed**.

What if the learner starts the wrong exam?

If the learner has been assigned more than one testlet (exam) they will see them when they log in.

My Tasks			Esteban I	Enrique Garcia Hernandez	•
	Task	Progress	Date Started	Date Finished	
	0452 Accounting Paper 1	100%	Sep 18, 2024	Sep 18, 2024	
	0510 English as a Second Language Paper 1	0%			+D Start
	0530 Spanish Paper 1	0%			◆ 〕 Start

They will need to start the correct assigned testlet for the exam sitting taking place. If they inadvertently start the wrong assigned testlet then pause this by changing the status to **Suspended** (see above). Ask the learner to close and reopen their browser. They can then navigate back to the test path, login and start the correct assigned testlet.

When it is time to sit the testlet started by mistake, change the status to **Resumed** (see above). The learner can navigate back to the test path, log in and start the resumed assigned testlet.

Centre Administrator only - Creating "invigilators"

As a centre administrator you can create "Invigilator" users in the RM Assessment Master system. These users have the same level of access but are unable to create users themselves. If you want more than one person to be able to invigilate/run exams in your centre, you can provide additional user access directly in the system without the need to contact Cambridge.

To view your users, click on **Users** in the main menu. You will see the initial centre administrator user created in your centre group by Cambridge and any other users you have created.

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Users	Users														
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233		-	CentreAdmin-Julie1		CentreAdmin	J	Julie1	julie.alder@cambridge.org	(DHS001 CI Mocks		Mocks Centre Admin			Update -
232			Invigilator-Julie1		Invigilator	J	Julie1	julie.alder@cambridge.org	(DHS001 CI Mocks		Mocks Invigilator			Update 👻

For each user you will see columns for ID, Username, First Name, Surname, Email, Group, Roles and Action.

There are two roles:

- Mocks Centre Admin this is the role given to the initial user created by Cambridge
- Mocks Invigilator this is the role given to any other users you create.
- 1. To create new invigilators, go to the Users menu and click +Create User.

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	Users										
+ Create User											
1	D¢ Y	Username 🗧 🔻 🔻	First Name 🗧 🍸 🍸	Surname 🗢 🍸	Email ¢ Y	Group ¢ 🔻	Roles 🗢 🛛 🔻	Action			
-	133	CentreAdmin-Julie1	CentreAdmin	Julie1		DHS001 CI Mocks	Mocks Centre Admin		Update -		
3	32	Invigilator-Julie1	Invigilator	Julie1		DHS001 CI Mocks	Mocks Invigilator		Update 👻		

2. The page below will open. Complete the details for the user on the Details tab.

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+ Create User	Assign Users	Learner Learner			Columns Clear Filters
ID 🗢 🌱	Vsername ≎	Username 🚱 *	Username		Y Action
233	CentreAdmin-Julie1	First Name	First Name		Update
228	cparry_invig	Surname	Surname		
232	Invigilator-Julie1	Email	Empli		Update -
213	Invigilator_DHS001	Entai	Lilian	_	Update -
242	starrant	Password *	Password Generate	\mathcal{I}	Update
Showing 1 to 5 of 5		Email Notification 🚱	Yes No		15 per page 🗸 🖸
		Default Language *	Select language		
		Country	Australia		
		Time Zone *	Select timezone		
		MFA Enforced 😧	Yes No Inherit		
		Close		Save	
					15:10



The Username (mandatory) must follow the rules shown under the ? icon. These are:

- Can contain letters a-z, A-Z
- Can contain numbers 0-9
- Can contain at-sign (@), dot (.), underscore (_)
- Must start and end with a letter or number.

The Email (mandatory) should be the users work email address as they will receive their username and password in an email, if the Email Notification option is left enabled as **Yes**.

You can create a password (mandatory) for the user by clicking the **Generate** button. The user will need to change this password on first log in.

The Default Language (mandatory) must be English. Select the Country and Time Zone (mandatory). The mandatory fields in the Details tab are highlighted with a red asterisk.

3. Go to the **Roles** tab and click the **invigilator** checkbox then click Save. This generates an e-mail to the user with their username and password.

🔶 🛛 🔒 Manage		Claire -						
Users	0	Columns Clear Filters						
ID o Y	Username o	Roles	Invigilator				on	
233	CentreAdmin-Julie1	Close		Save				
228	cparry_invig		Inviolator	Index	DH2001 CLMaska			
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You will see the new user in the list of users with the Mocks Invigilator role and the new user will receive an email with their username and password (if the Email Notification option was left enabled as **Yes**). You will need to provide them with the website address for the RM Assessment Master system (https://cupa-am.assessor.rm.com/) for them to login.

Logout

To logout of the RM Assessment Master system click on your first name in the top right corner and select **Logout** from the drop-down list.



Further help

If you require further assistance, please contact Cambridge University Press & Assessment and not RM directly.

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)

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