



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.

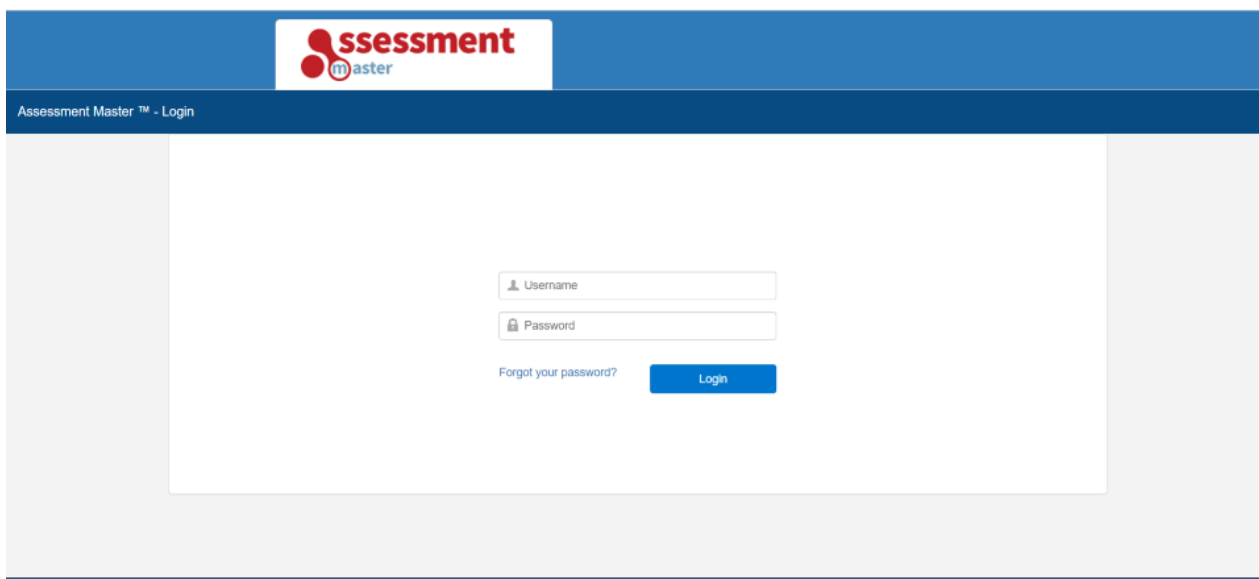
Logging in

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

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

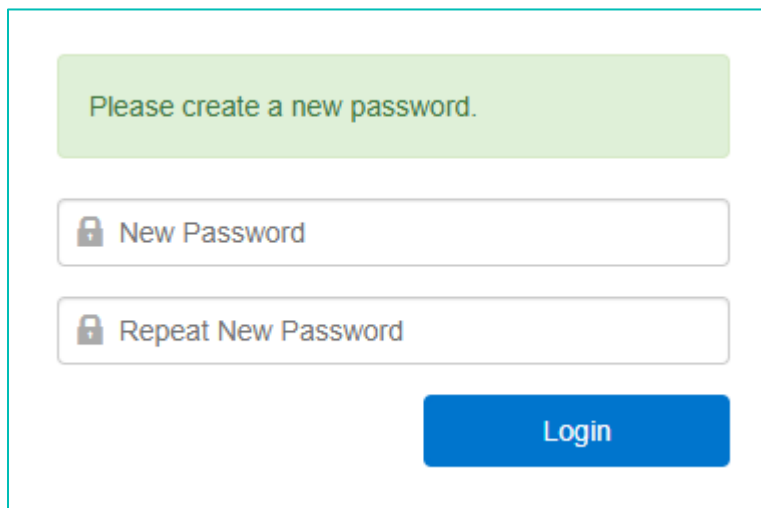
Enter your **Username** and **Password**. You will receive your login details, after your booking processes in the Mocks Service application, by email from Assessment Master CUPA PROD (amadmin@rm.com).

Select **Login**.



The screenshot shows the Assessment Master login interface. At the top, there is a blue header with the 'Assessment Master' logo on the left and the text 'Assessment Master™ - Login' on the right. Below the header is a white login form. The form contains two input fields: 'Username' with a person icon and 'Password' with a lock icon. Below these fields is a link for 'Forgot your password?' and a blue 'Login' button.

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



The screenshot shows a form for creating a new password. It features a green header box with the text 'Please create a new password.' Below this are two input fields: 'New Password' and 'Repeat New Password', both with lock icons. A blue 'Login' button is positioned at the bottom right of the form.

Delivering exams (continued)

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

The screenshot shows the Manager Dashboard for 'DHS001 CI Mocks'. It features a navigation bar with 'Manager', 'Home', 'Learners', and 'Users'. A 'Refresh' button is in the top right. The main content includes a 'Registration activity summary' widget showing 'Total Registrations: 297', a 'Testlet Registrations' table, and a 'Statistics' table.

Testlet	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

Progress	
Pending	146
Completed	139
Abandoned	7
In Progress	3
Holding	1
Resumed	1
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  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 just 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 for e.g.  .

Delivering exams (continued)

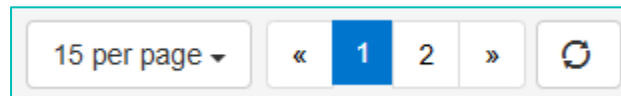
ID	Username	Password	First Name	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
2896	DHS001_0039_60020724	*3DPIn	Keira Morse	0500 First Language English Paper 2		Completed	5	Oct 1, 2024, 10:06:18 AM	DHS00 Mocks	Mock-0510-01-30Sep2	Update
2895	DHS001_0043_60020724	a&a6Xn	Hudson Varnham	0500 First Language English Paper 2		Completed	10	Oct 1, 2024, 9:21:24 AM	DHS00 Mocks		Update
2894	DHS001_0042_60020724	*aJds2	Osbert Paden	0500 First Language English Paper 2		Completed	12	Oct 1, 2024, 11:55:39 AM	DHS00 Mocks	30Sep24-07Oct24	Update
2886	DHS001_0046_60020724	T8DHSy	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  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.

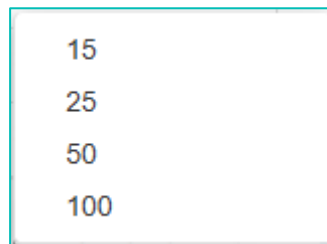
To remove a filter from a single column either click the X on the filter above the list on the left or open the filter from the filter icon and click **Clear**. To remove all filters, click the **Clear Filters** button on the right above the list.

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.



Check learner details

- To view your learners, click on the **Learners** menu and then **Learners** tab in the sub-menu. Here you can see a list of all your learners who have been added to the Digital Mocks Service application
- For each learner you will see each 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 login to their mock exam, and they all reside in your own centre group, shown in the **Group** column.

First Name	Student ID	Username	Password	Group	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 of the sessions (exam windows) that you have booked learners into in the Mocks Service application. Check all the learners you booked 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.

ID	Username	Password	First Name	Testlet	Current Item	Status	Used time	Last login	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	Update
2276	DHS001_0041_60020724	TSf7u8	Honey Lindsay	0500 Paper First Language English 1		Pending			DHS001 CI Mocks	Mock-0500-01-14Sep24-28Sep24	Update
2165	DHS001_0048_60020724	%v9#uX	Esteban Enrique Garcia Hernandez	0510 English as a Second Language Paper 1		Pending			DHS001 CI Mocks	Mock-0510-01-14Sep24-28Sep24	Update

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:

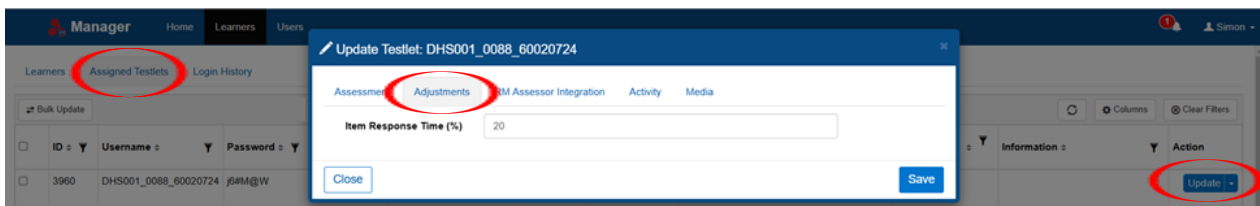
- **Pending** – initially all assigned testlets have the pending status indicating the testlet has not been started
- **In Progress** – the assigned testlet has been started and is in progress
- **Suspended** – the assigned testlet has been paused by the Invigilator or Centre Administrator due to an 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 before it is started, whilst in **Pending** status, but if needed can be added once started, in the **In Progress** status.

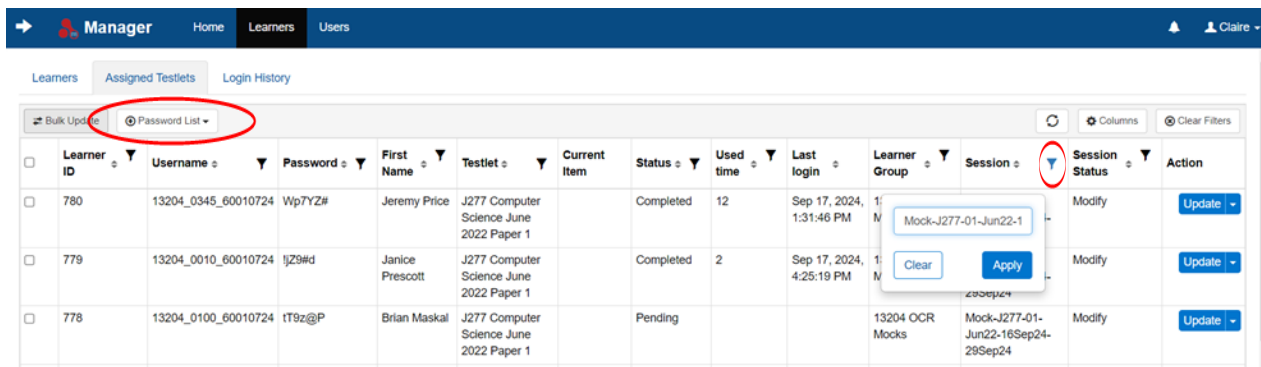


Get learner log ins

Learners login 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 field column you want to filter for example session (exam window) and copy and paste the details for e.g. the session name into the filter box and then **Apply**.



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 subsequently 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

Delivering exams (continued)

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

	A	B	C	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

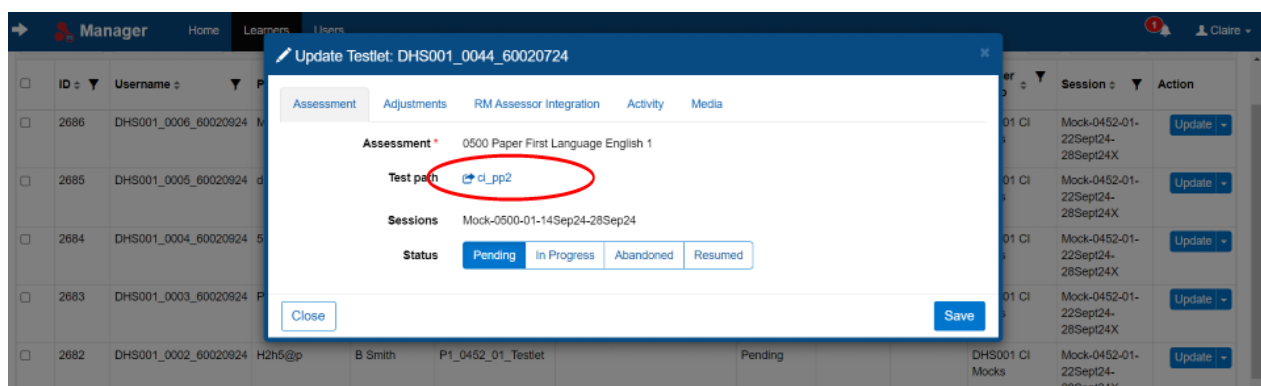
Learners sit their assigned testlet from the test path using one of the recommended browsers (see the Tips for delivering exams guide for more information).

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 in to by going to **Learner** menu then **Assigned Testlet** tab
- Clicking on the **Update** button next to the learner
- Click on the **Test path** link and 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 ci-mocks 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 for example a particular session

ID	Username	Password	First Name	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
2280	DHS001_0046_60020724	T8DHSy	Gaz Rose	0500 Paper First Language English 1	2c	In Progress	0	Sep 23, 2024, 9:23:51 AM	DHS001 C	Mock-0500-01-14Sep24-28Sep24	Update
2279	DHS001_0044_60020724	Hrus%5	Aviana Brown	0500 Paper First Language English 1		Pending			DHS001 C	Mock-0500-01-14Sep24-28Sep24	Update
2278	DHS001_0043_60020724	a&a6Xn	Hudson Varnham	0500 Paper First Language English 1		Completed	20	Sep 17, 2024, 11:23:16 AM	DHS001 C	Mock-0500-01-14Sep24-28Sep24	Update
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	Update
2276	DHS001_0041_60020724	TSf7u8	Honey Lindsay	0500 Paper First Language English 1		Pending			DHS001 CI Mocks	Mock-0500-01-14Sep24-28Sep24	Update

You can refresh the filtered list of assigned testlets using the refresh button  above or 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

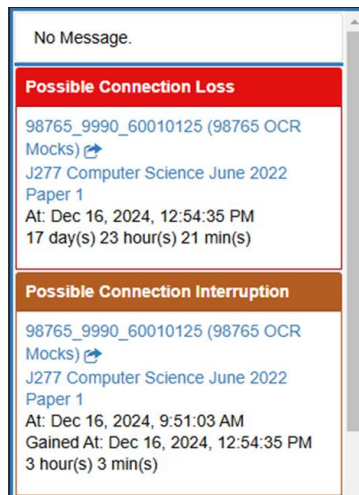
During an exam sitting you may receive one or more notifications. These appear on the bell icon in the top right corner next to your first name and link to logout.

ID	Username	Password	First Name	Testlet	Current Item	Status	Used time	Last login	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-Jun24-09Dec24-22Dec24	Update
796	98765_9990_60010125	Te%&rE	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	Update

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, then 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.



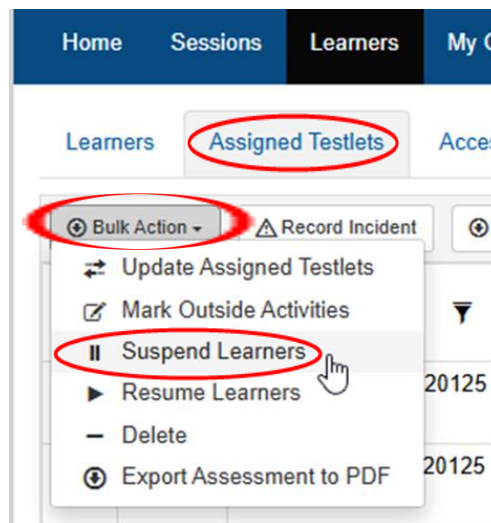
Update the status of one or more learners assigned testlets

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

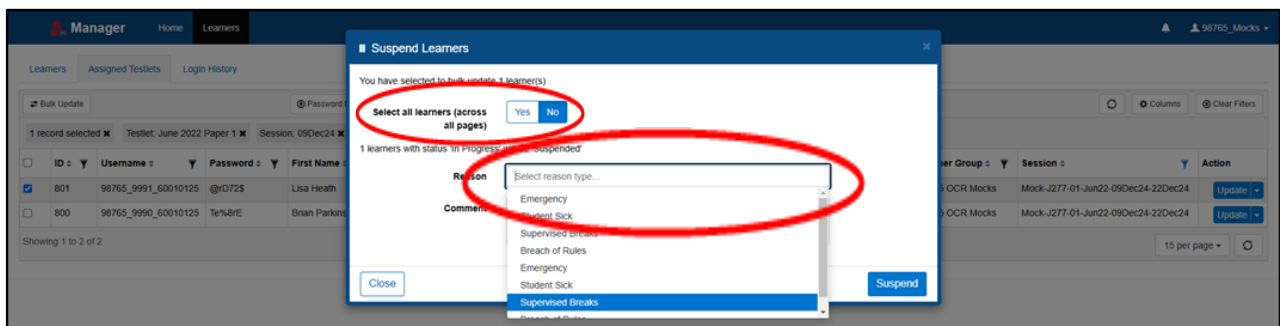
Suspend

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 optionally enter a comment.



Then click the **Suspend** button to pause the learners assigned testlets.

Delivering exams (continued)

Suspend Learners

You have selected to bulk update 1 learner(s)

Select all learners (across all pages)

1 learners with status 'In Progress' will be 'Suspended'

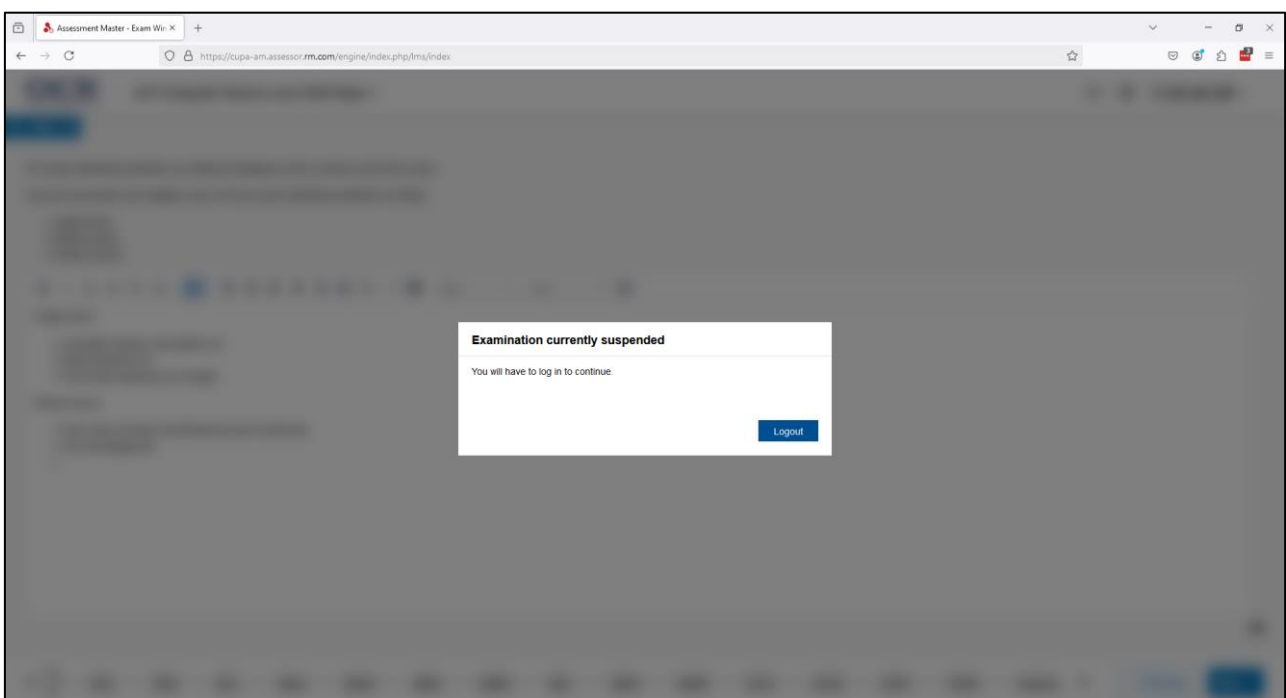
Reason: Select reason type...

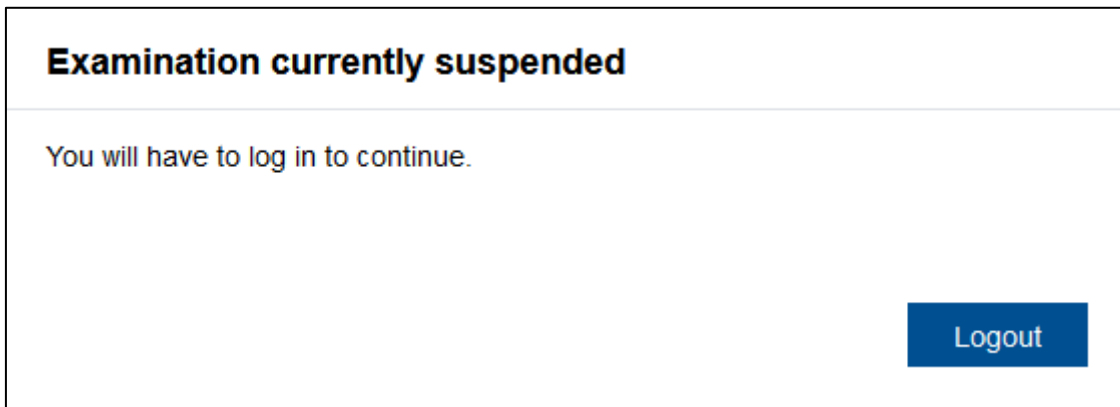
Comment: [Redacted]

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

ID	Username	Password	First Name	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
801	98765_9991_60010125	@rD725	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-Jun22-09Dec24-22Dec24	<input type="button" value="Update"/>
800	98765_9990_60010125	TeN8rE	Brian Parkinson	J277 Computer Science June 2022 Paper 1		Pending			98765 OCR Mocks	Mock-J277-01-Jun22-09Dec24-22Dec24	<input type="button" value="Update"/>

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

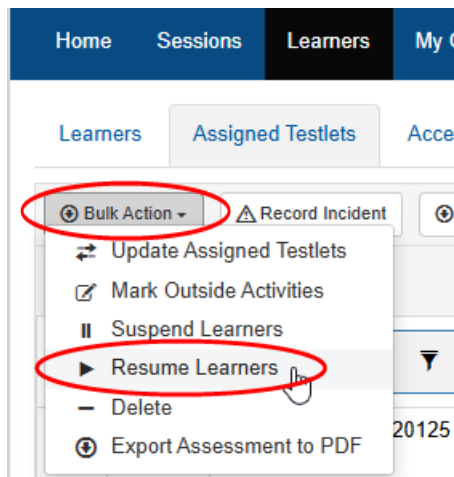




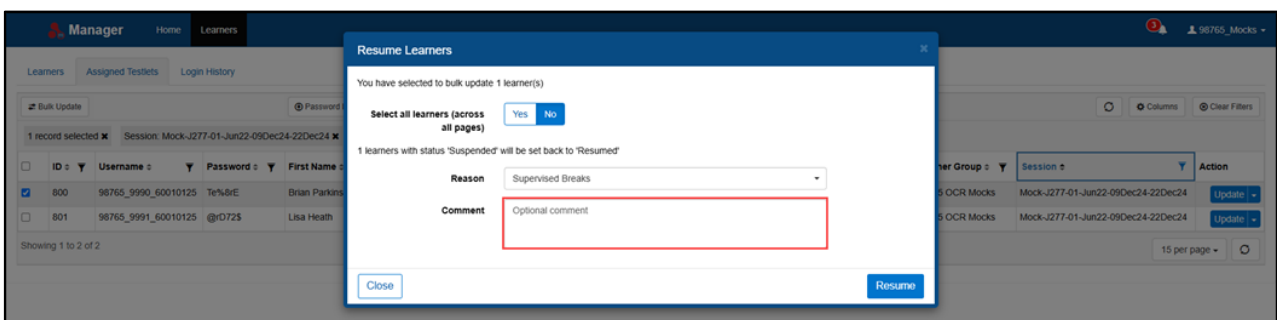
Each learner will need to click the **Logout** button on the message presented and will need to login to the assigned testlet again when ready to resume.

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**.



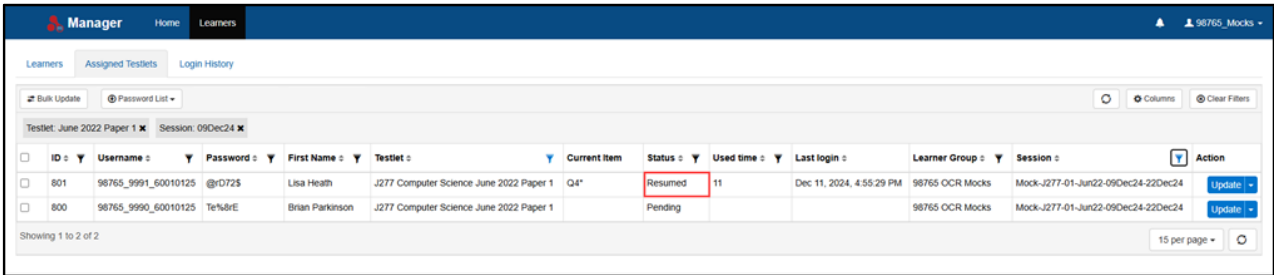
In the **Resume Learners** popup select a reason from the list and optionally enter a comment.



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.

Delivering exams (continued)



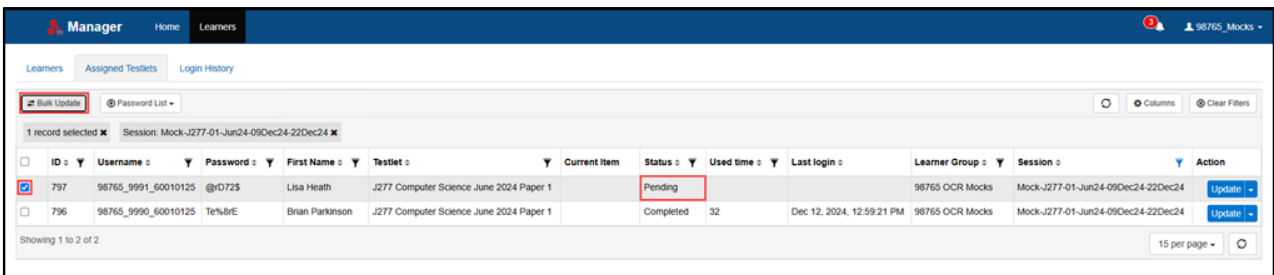
ID	Username	Password	First Name	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
801	98765_9991_60010125	@rD725	Lisa Heath	J277 Computer Science June 2022 Paper 1	Q4*	Resumed	11	Dec 11, 2024, 4:55:29 PM	98765 OCR Mocks	Mock-J277-01-Jun22-09Dec24-22Dec24	Update
800	98765_9990_60010125	TeFu8rE	Brian Parkinson	J277 Computer Science June 2022 Paper 1		Pending			98765 OCR Mocks	Mock-J277-01-Jun22-09Dec24-22Dec24	Update

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

Absent

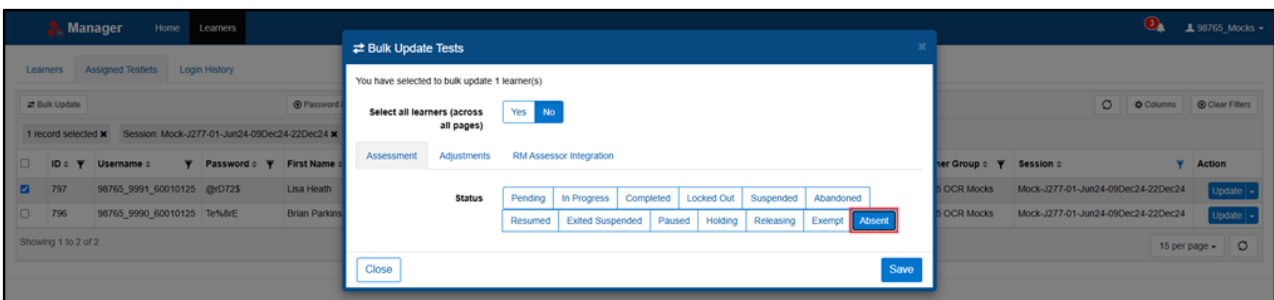
If any of your learners are absent from the exam sitting and are unable to sit their assigned testlet in the session they need to be recorded as absent. This updates the status of their assigned testlet to **Absent** and ensures they are shown as absent in the results reports in the Mocks Service application. 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.



ID	Username	Password	First Name	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
797	98765_9991_60010125	@rD725	Lisa Heath	J277 Computer Science June 2024 Paper 1		Pending			98765 OCR Mocks	Mock-J277-01-Jun24-09Dec24-22Dec24	Update
796	98765_9990_60010125	TeFu8rE	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	Update

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



You have selected to bulk update 1 learner(s)

Select all learners (across all pages) Yes No

Assessment Adjustments RM Assessor Integration

Status: Pending In Progress Completed Locked Out Suspended Abandoned Resumed Exited Suspended Paused Holding Releasing Exempt **Absent**

Close Save

The status of the pending learner assigned testlets is updated to **Absent** in the list of assigned testlets.

Delivering exams (continued)

ID	Username	Password	First Name	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
797	98765_9991_60010125	@iD725	Lisa Heath	J277 Computer Science June 2024 Paper 1		Absent			98765 OCR Mocks	Mock-J277-01-Jun24-09Dec24-22Dec24	Update
796	98765_9990_60010125	Te%u8E	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	Update

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).

Therefore, 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 login 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.

Delivering exams (continued)

↻ Bulk Update Tests ✕

You have selected to bulk update 1 learner(s)

Select all learners (across all pages)

Assessment Adjustments RM Assessor Integration

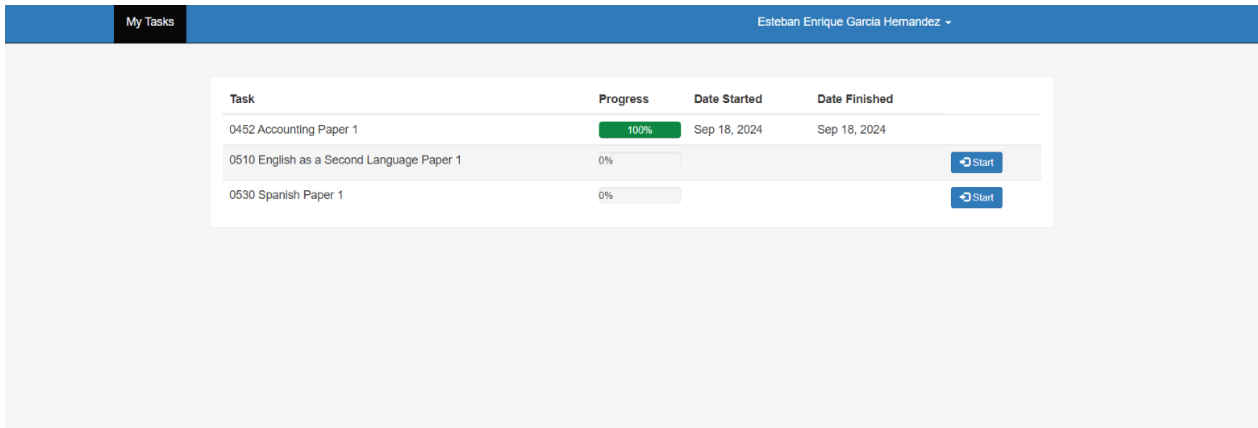
Status

Pending	In Progress	Completed	Locked Out	Suspended	Abandoned	
Resumed	Exited Suspended	Paused	Holding	Releasing	Exempt	Absent

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.



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%		
0530 Spanish Paper 1	0%		

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 assigned testlet, started by mistake, change the status to **Resumed** (see above). The learner can navigate back to the test path, login 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.

ID	Username	First Name	Surname	Email	Group	Roles	Action
233	CentreAdmin-Julie1	CentreAdmin	Julie1	julie.alder@cambridge.org	DHS001 CI Mocks	Mocks Centre Admin	Update
232	Invigilator-Julie1	Invigilator	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**.

ID	Username	First Name	Surname	Email	Group	Roles	Action
233	CentreAdmin-Julie1	CentreAdmin	Julie1		DHS001 CI Mocks	Mocks Centre Admin	Update
232	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.

+ Create User

Details | Roles | Learner Filters

Username *

First Name

Surname

Email *

Password * [Generate](#)

Email Notification Yes No

Default Language *

Country

Time Zone *

MFA Enforced Yes No Inherit

[Close](#) [Save](#)

Delivering exams (continued)

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

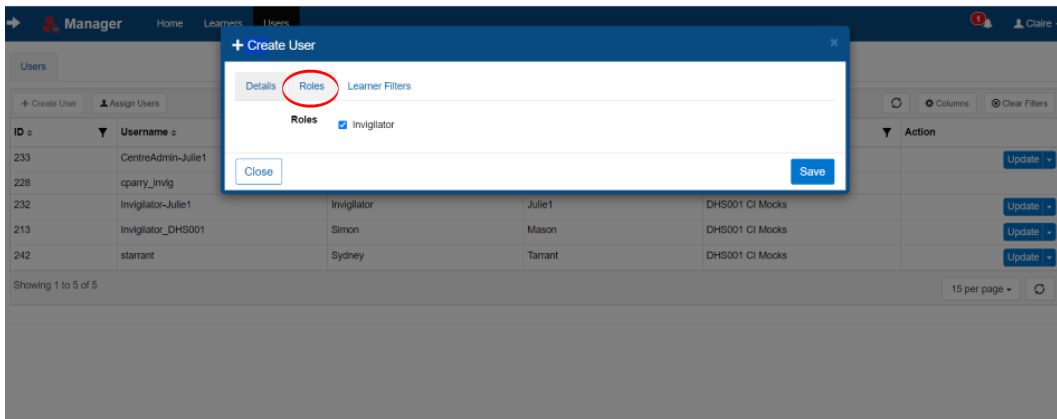
- Can contain letters a-z, A-Z
- Can contain numbers 0-9
- Can contain at-sign (@), dot (.), underscore (_)
- Must start and end with a letter or number.

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.

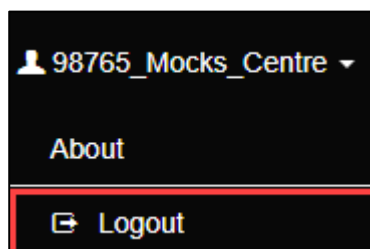
3. Go to the **Roles** tab and click the **invigilator** checkbox then click Save. This generates an e-mail to the user with their username and password.



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.



Delivering exams (continued)

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)

We are committed to making our documents accessible in accordance with the WCAG 2.2 Standard. We are always looking to improve the accessibility of our documents. If you find any problems or think we are not meeting accessibility requirements, contact us at info@cambridgeinternational.org with the subject heading: Digital accessibility. If you need this document in a different format, contact us and supply your name, email address and requirements and we will respond within 15 working days.