



# Digital Mocks Service

## Delivering exams

This guide explains how to deliver Digital Mocks Service exams to your learners in the RM Assessment Master system.

## Contents

Digital Mocks Service.....	1
Delivering exams.....	1
Terminology.....	2
Quick reference overview .....	3
Logging in.....	4
Filtering and sorting a list.....	5
Check learner details.....	7
Check assigned testlets (exams) and sessions (exam windows).....	7
Adjustment for extra time.....	8
Candidate controlled rest breaks .....	9
Get learner logins .....	11
Learners log in.....	13
Starting the test and monitoring learners' progress.....	14
Notifications.....	17
'Please wait...'      'Network connection issue' .....	19
Update the status of one or more learners' assigned testlets.....	20
Suspend .....	20
Resume .....	23
Absent .....	24
Completed .....	25
What if the learner starts the wrong exam? .....	26
Centre administrator only – creating invigilators .....	26
Logout .....	28
Contact us .....	30
Appendix.....	30

## Terminology

RM Assessment Master is a digital platform that delivers Digital Mocks Service exams. There are two key roles in the RM Assessment Master system.

Role	Definition
Centre administrator	This is the role that Cambridge gives to the initial user to manage exam sessions.
Invigilator	The centre administrator can create 'invigilator' users to invigilate and run exams. These users have the same level of access but cannot create users themselves.

Some of the terms used in RM Assessment Master are different from those used in the Digital 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.

## Quick reference overview

### **Delivering an exam session:**

Step 1 – Log in to RM Assessment Master at <https://cupa-am.assessor.rm.com/>

*For centres in China, please refer to the appendix [here](#).*

Step 2 – Check your learners' details.

Step 3 – Check that the testlets (mock exams) assigned to your learners in the session (exam window) match your bookings in the Digital Mocks Service application.

Step 4 – Give your learners their login details (username/password).

Step 5 – Learners log in and start their assigned testlet (mock exam).

Step 6 – Monitor your learners' progress from the Assigned Testlets screen.

Step 7 – Make sure all learners have submitted and completed their assigned testlet (mock exam).

## Logging in

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

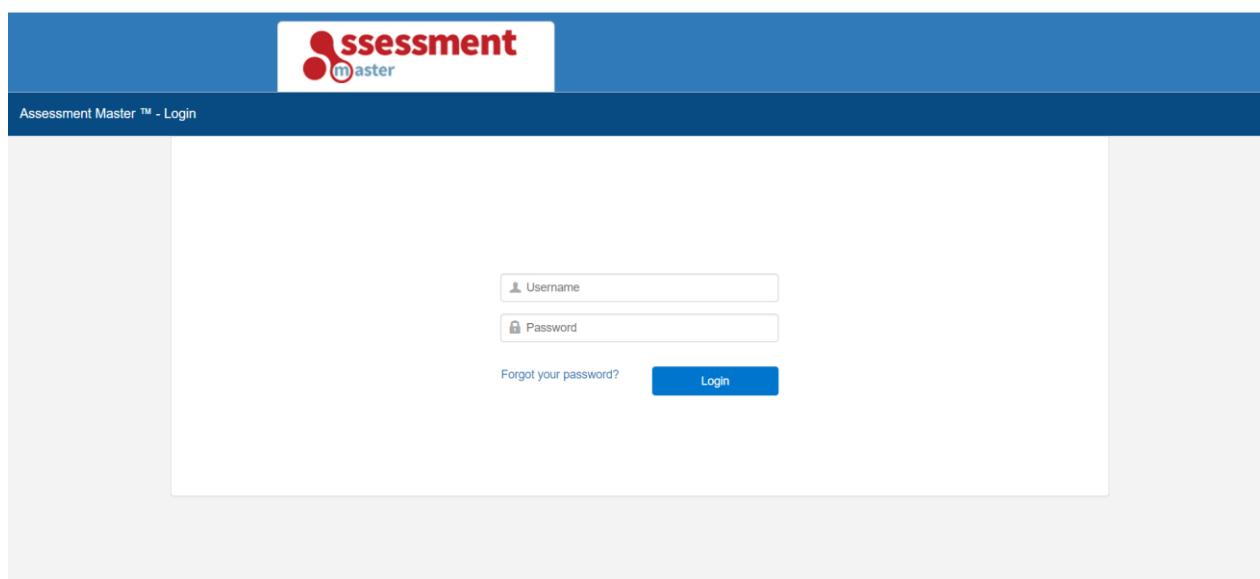
<https://cupa-am.assessor.rm.com/>

*For centres in China, please refer to the appendix [here](#)*

Enter your **Username** and **Password**.

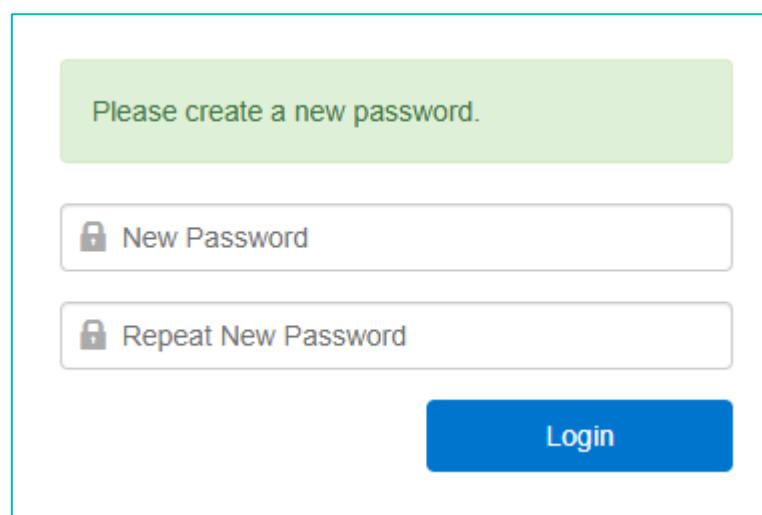
You will receive your login details by email from 'Assessment Master CUPA PROD' ([amadmin@rm.com](mailto:amadmin@rm.com)), after your booking processes in the Digital Mocks Service application.

Select **Login**.



The screenshot shows the RM Assessment Master login interface. At the top, there's a blue header bar with the 'Assessment Master' logo. Below the header is a white login form. The form contains two input fields: 'Username' and 'Password', both with their respective icons. Below the fields are two links: 'Forgot your password?' and a blue 'Login' button. The URL 'https://cupa-am.assessor.rm.com/' is visible in the browser's address bar.

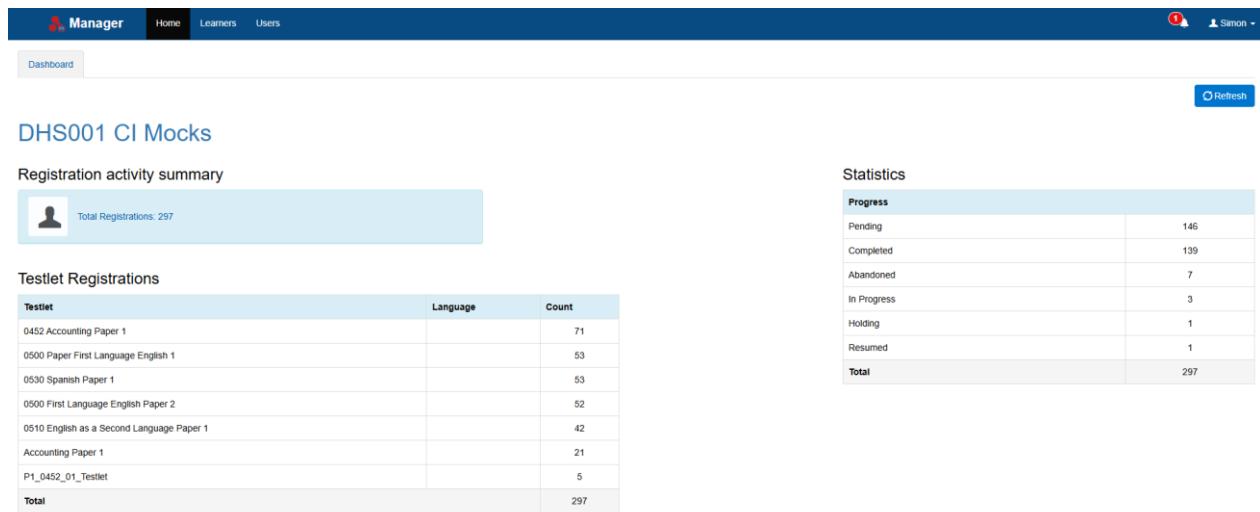
On the first login you will be prompted to enter a new password. Enter it twice and select **Login**.



The screenshot shows a password creation step. At the top, a green box contains the text 'Please create a new password.' Below this are two input fields: 'New Password' and 'Repeat New Password', both with lock icons. At the bottom is a blue 'Login' button.

## Delivering exams (continued)

You will be logged into **Manager** and will see the **Dashboard**.



The screenshot shows the Manager dashboard with the following sections:

- Registration activity summary:** Shows a total of 297 registrations.
- Testlet Registrations:** A table showing registrations by testlet:

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
<b>Total</b>		<b>297</b>
- Statistics:** A table showing the progress of testlets:

Progress	
Pending	146
Completed	139
Abandoned	7
In Progress	3
Holding	1
Resumed	1
<b>Total</b>	<b>297</b>

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 Digital Mocks Service application.
- **Testlet Registrations** – this is the number of assigned testlets, broken down by testlet, from the bookings made in the Digital 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 testlets (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, filter and 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.

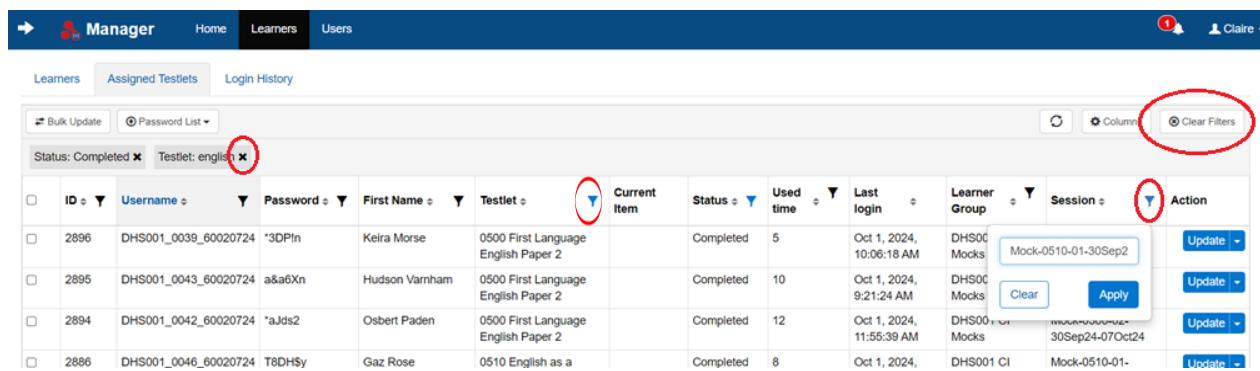
You can filter a list by clicking the **Filter** icon  on a column header to open the filter. Enter the search term and click **Apply**. For example, in **Assigned Testlets** you may want to filter by session to see all learners booked in the session. Open the filter in the session column header and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

You can sort the list in ascending or descending order using the arrows to the right of the field title:

**Testlet** 

## Delivering exams (continued)



The screenshot shows a table with columns for ID, Username, Password, First Name, Testlet, Current Item, Status, Used time, Last login, Learner Group, Session, and Action. Above the table, there are filters for Status: Completed and Testlet: english. The 'Testlet: english' filter is circled in red. In the top right corner of the table header, there is a 'Clear Filters' button, which is also circled in red.

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	DHS001 Mocks	Mock-0510-01-30Sep2	<span>Update</span>
2895	DHS001_0043_60020724	a&a6Xn	Hudson Varnham	0500 First Language English Paper 2		Completed	10	Oct 1, 2024, 9:21:24 AM	DHS001 Mocks	<span>Clear</span> <span>Apply</span>	<span>Update</span>
2894	DHS001_0042_60020724	*ajds2	Osbert Paden	0500 First Language English Paper 2		Completed	12	Oct 1, 2024, 11:55:39 AM	DHS001 Mocks	Mock-0510-01-30Sep24-07Oct24	<span>Update</span>
2886	DHS001_0046_60020724	T8DHsY	Gaz Rose	0510 English as a		Completed	8	Oct 1, 2024,	DHS001 CI	Mock-0510-01-	<span>Update</span>

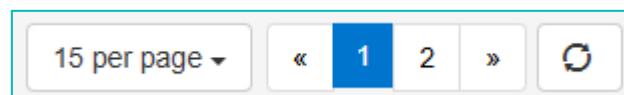
The **Filter** icon in the session column header now shows in blue  to indicate that a filter is applied. The filter applied is also shown above the list on the left. If filters are applied to more than one column they will also show above the list.

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.

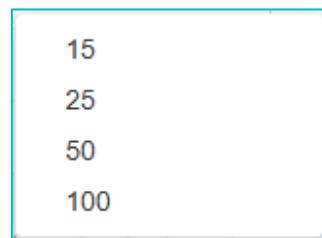
In most columns, you can sort the list of learners and testlets. Click the field column name or arrows to the right of the name to toggle between ascending and descending order.

The list of learners and assigned testlets shows 15 records on a page. If there are more than 15 records, you will see page numbers. This allows you to move between pages and to the first and last pages.



The screenshot shows a navigation bar with a dropdown menu for '15 per page', a page number '1' (which is highlighted in blue), and other page numbers '2' and '»'.

You can also 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.

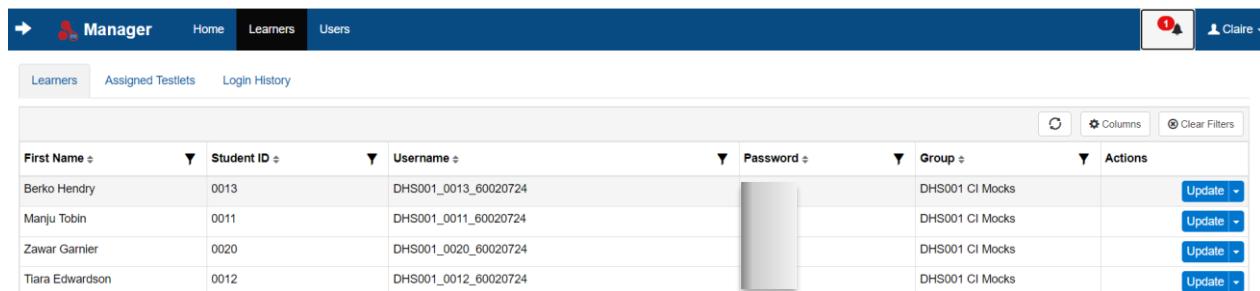


The screenshot shows a dropdown menu with the following options: 15, 25, 50, and 100.

## Delivering exams (continued)

### Check learner details

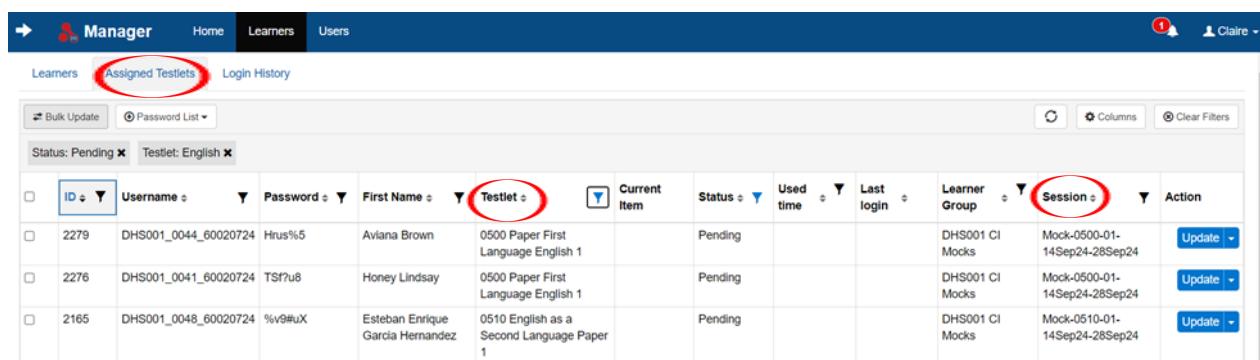
- To view your learners, click on the **Learners** menu and then the **Learners** tab in the sub-menu. Here you can see a list of all the learners who have been added to the Digital Mocks Service application.
- For each learner you will see their full name in the **First Name** column and their candidate 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 are 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	<button>Update</button>
Manju Tobin	0011	DHS001_0011_60020724		DHS001 CI Mocks	<button>Update</button>
Zawar Garnier	0020	DHS001_0020_60020724		DHS001 CI Mocks	<button>Update</button>
Tiara Edwardson	0012	DHS001_0012_60020724		DHS001 CI Mocks	<button>Update</button>

### Check assigned testlets (exams) and sessions (exam windows)

To view your assigned testlets (exams), 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 Digital Mocks Service application. Check all the learners are assigned to the correct testlet in the correct session. Please note that the 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	Hru%5	Aviana Brown	0500 Paper First Language English 1		Pending			DHS001 CI Mocks	Mock-0500-01-14Sep24-28Sep24	<button>Update</button>
2276	DHS001_0041_60020724	TSf?u8	Honey Lindsay	0500 Paper First Language English 1		Pending			DHS001 CI Mocks	Mock-0500-01-14Sep24-28Sep24	<button>Update</button>
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	<button>Update</button>

For each 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 testlet window start and end dates, which is when the learners can sit the exam.

Check the details are correct and as entered when booked. The **Status** column shows the status of the assigned testlet.

## Delivering exams (continued)

Possible statuses include:

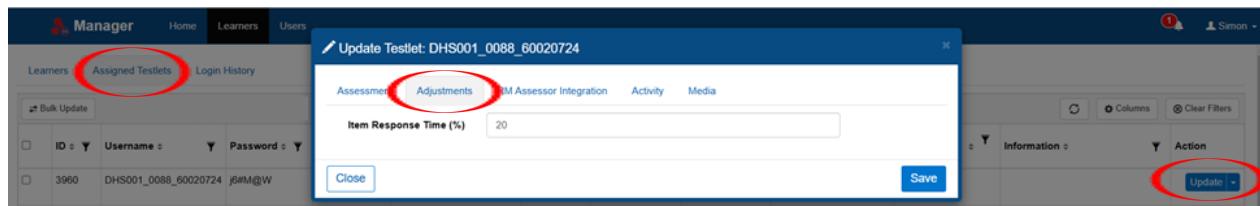
- **Pending** – initially all testlets have this status to show that the testlet has not been started.
- **In Progress** – the testlet has been started and is in progress.
- **Suspended** – the invigilator or centre administrator has paused the testlet due to an emergency or supervised break.
- **Resumed** – the invigilator or centre administrator has resumed the testlet after an emergency or supervised break.
- **Completed** – the learner has submitted the testlet.
- **Absent** – the learner has not attended the exam session and the invigilator or centre administrator has updated the status from **Pending** to **Absent**.

You can use the information in the remaining columns – **Current Item**, **Used time** and **Last login** – to monitor learners' progress when sitting their testlets.

## Adjustment for extra time

If you have learners with access arrangements, you can allow them to have extra time to take the exam.

- Go to the **Learners** menu then the **Assigned Testlets** tab.
- Find the learner who needs extra time. Click the **Update** button in the **Action** column.
- Select the **Adjustments** tab.
- Enter the percentage (%) of the total test duration time you wish to add. In the example below the learner has been given 20% extra time to complete the test.
- Select **Save**.
- Ideally add the extra time before the testlet is started, while it is in **Pending** status. However, if needed you can add extra time when the testlet is started and the status is **In Progress**.

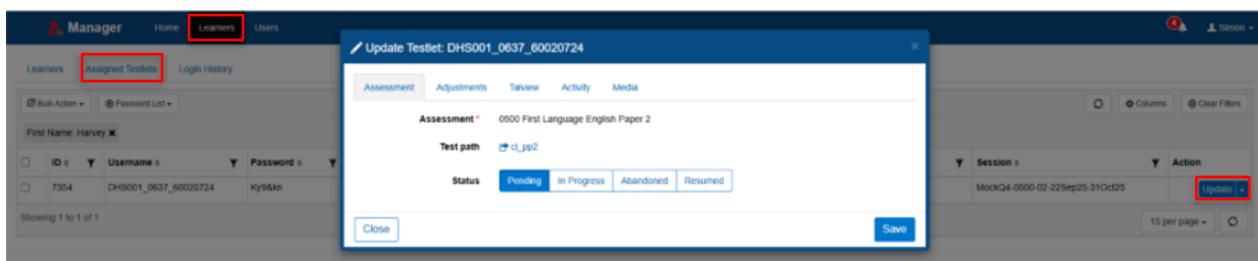


## Candidate controlled rest breaks

If you have learners with access arrangements that mean they need to be able to pause the test for rest breaks you must amend their testlet settings in RMAM **before** the learner sits the test.

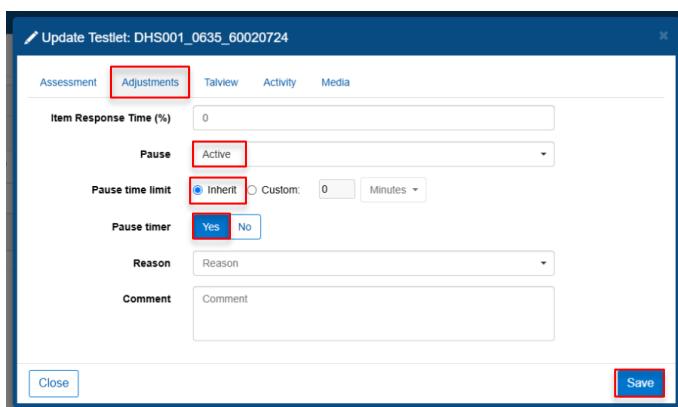
To do this, log-in to RMAM. Select ‘learners’ at the top of the screen then select the ‘assigned testlet’ tab.

Find the learner who needs the rest breaks adding and select the ‘update’ button to the right of the screen:

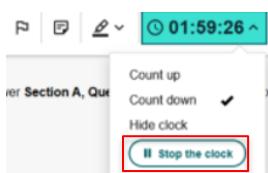


Select the ‘Adjustments’ tab.

Ensure the ‘Pause’ field is marked as ‘Active’, the ‘Pause time limit’ is set to ‘inherit’ and the ‘Pause timer’ is set to ‘yes’. Press ‘save’.

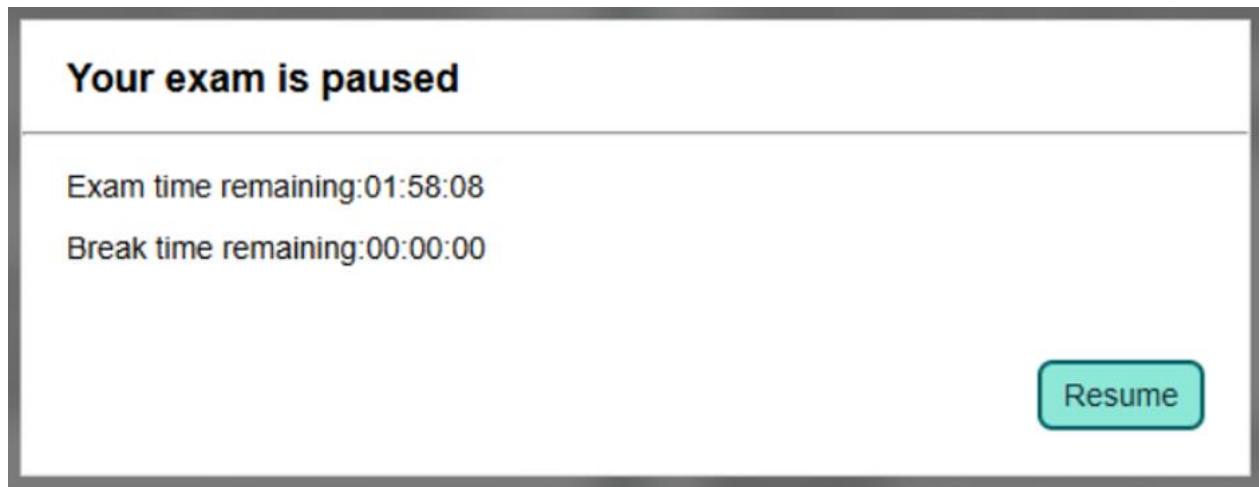


After the learner has then logged in, accessed the test and begins to sit the test, they will see a ‘stop the clock’ option if they select the clock menu:



## Delivering exams (continued)

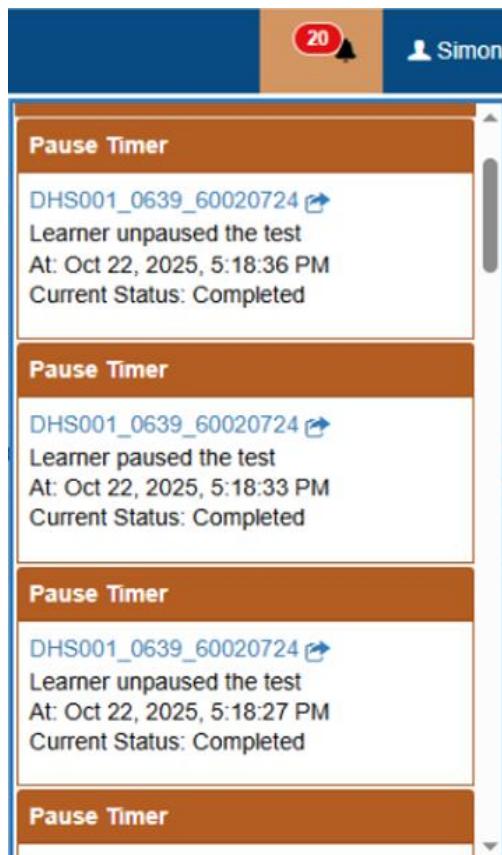
If the learner chooses to pause their test by selecting “stop the clock” they will see the below message:



When the learner is ready to resume the test they can click the ‘Resume’ button. The test will restart from the point it was paused with the same time remaining.

Please ignore ‘Break time remaining’, this only applies if a custom time allowed for rest breaks has been configured)

If a learner has paused their test you will be notified in RMAM:



## Get learner logins

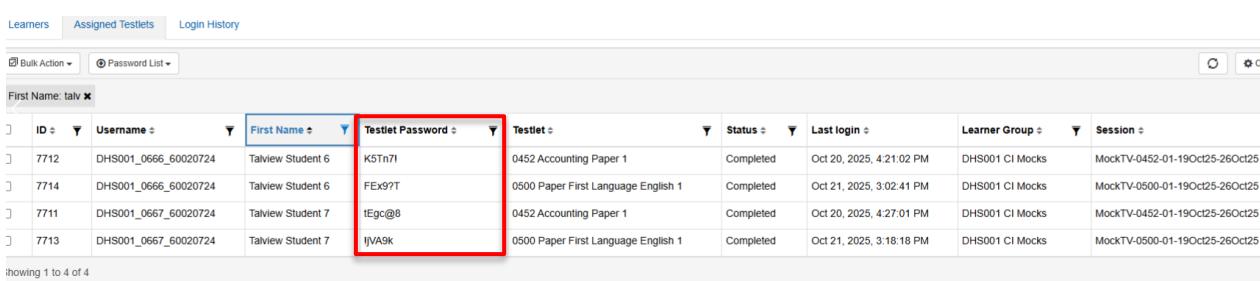
Learners log in to sit their testlet using a username and password. You can export these in several formats on the **Assigned Testlets** page and distribute them to your learners at the start of the exam sitting.

You can filter the list of testlets to limit the login details generated, for example to those required for a particular testlet and session combination.

Go to the **Learners** menu then the **Assigned Testlets** tab.

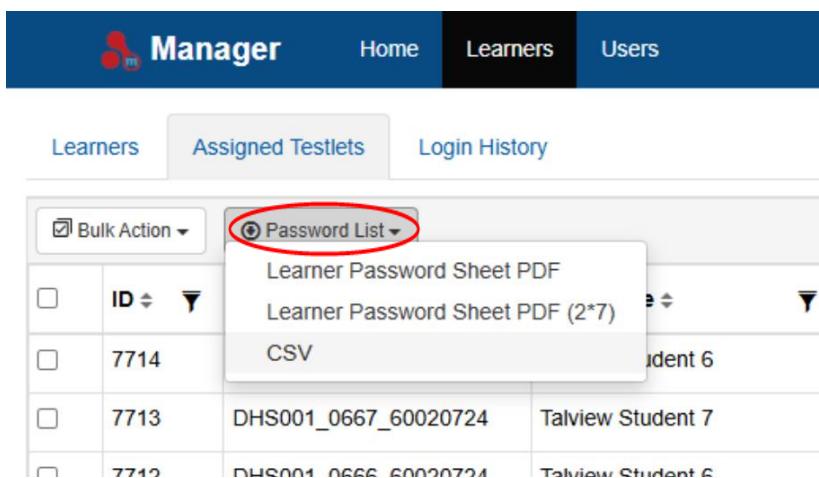
Filter the learners that you need logins for, as the password list will include only those learners in the current view. Do this by clicking the **Filter** icon on the column you want to filter, for example **Session** (exam window). Copy and paste the details (e.g. the session name) into the filter box and then click **Apply**.

A list of passwords will appear under the 'Testlet Password' column



	ID	Username	First Name	Testlet Password	Testlet	Status	Last login	Learner Group	Session
7712	DHS001_0666_60020724	Talview Student 6		K5Tn7!	0452 Accounting Paper 1	Completed	Oct 20, 2025, 4:21:02 PM	DHS001 CI Mocks	MockTV-0452-01-19Oct25-26Oct25
7714	DHS001_0666_60020724	Talview Student 6		FEx9?T	0500 Paper First Language English 1	Completed	Oct 21, 2025, 3:02:41 PM	DHS001 CI Mocks	MockTV-0500-01-19Oct25-26Oct25
7711	DHS001_0667_60020724	Talview Student 7		tEgc@8	0452 Accounting Paper 1	Completed	Oct 20, 2025, 4:27:01 PM	DHS001 CI Mocks	MockTV-0452-01-19Oct25-26Oct25
7713	DHS001_0667_60020724	Talview Student 7		lJVA9k	0500 Paper First Language English 1	Completed	Oct 21, 2025, 3:18:18 PM	DHS001 CI Mocks	MockTV-0500-01-19Oct25-26Oct25

To export the list, click the **Password List** drop-down menu and select one of the options:



Manager

Home Learners Users

Learners Assigned Testlets Login History

Bulk Action  Password List

Learner Password Sheet PDF

Learner Password Sheet PDF (2\*7)

CSV

ID	Username	First Name	Testlet Password	Testlet	Status	Last login	Learner Group	Session	
7714	DHS001_0666_60020724	Talview Student 6		K5Tn7!	0452 Accounting Paper 1	Completed	Oct 20, 2025, 4:21:02 PM	DHS001 CI Mocks	MockTV-0452-01-19Oct25-26Oct25
7713	DHS001_0667_60020724	Talview Student 7		FEx9?T	0500 Paper First Language English 1	Completed	Oct 21, 2025, 3:02:41 PM	DHS001 CI Mocks	MockTV-0500-01-19Oct25-26Oct25
7712	DHS001_0666_60020724	Talview Student 6		tEgc@8	0452 Accounting Paper 1	Completed	Oct 20, 2025, 4:27:01 PM	DHS001 CI Mocks	MockTV-0452-01-19Oct25-26Oct25

Learner Password Sheet PDF – to generate a PDF containing the login details for the filtered testlets (one per page).

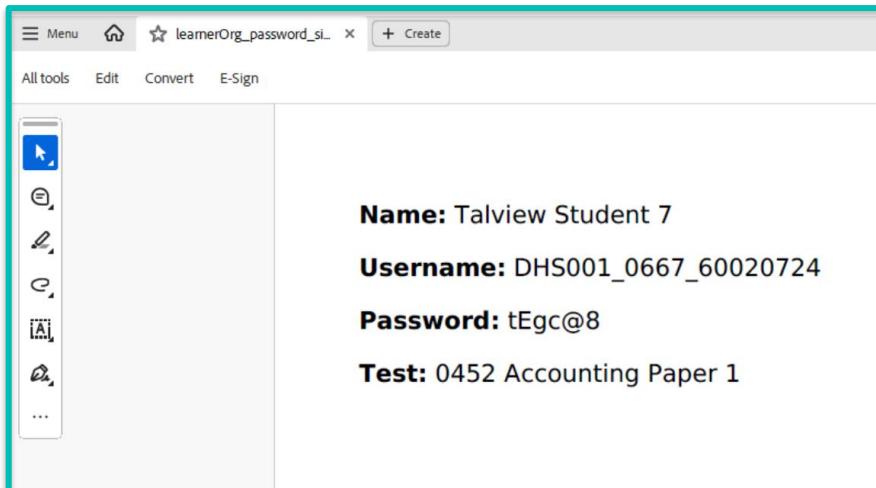
Learner Password Sheet PDF (2\*7) – to generate a PDF containing the login details for the filtered testlets (14 per page).

## Delivering exams (continued)

CSV – to generate a CSV file containing the login details for the filtered 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.

You can open them 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 format.



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

<b>Name:</b> UAT Nov - Bruno Costa <b>Username:</b> DHS001_0671_60020724 <b>Password:</b> #X9csX <b>Test:</b> 0530 Spanish Paper 1	<b>Name:</b> UAT Nov - Adrian Popescu <b>Username:</b> DHS001_0668_60020724 <b>Password:</b> dyJ@2c <b>Test:</b> 0530 Spanish Paper 1
<b>Name:</b> UAT Nov - Erik Muller <b>Username:</b> DHS001_0676_60020724 <b>Password:</b> N#?Tg6 <b>Test:</b> 0530 Spanish Paper 1	<b>Name:</b> UAT Nov - David Horvath <b>Username:</b> DHS001_0674_60020724 <b>Password:</b> R6&e*p <b>Test:</b> 0530 Spanish Paper 1

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

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

## Learners log in

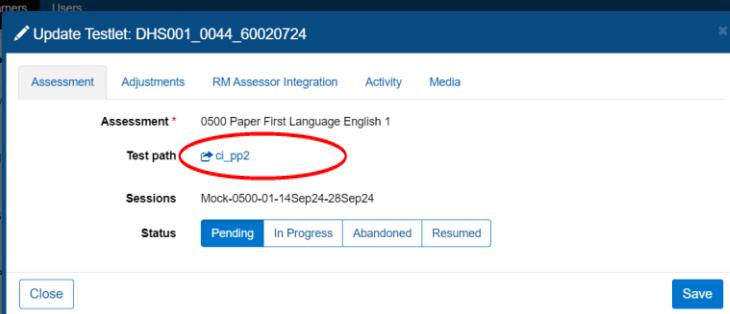
Learners sit their assigned testlet from the test path using one of the recommended browsers (see the [Tips for Delivering Exams](#) guide for more information).

The test path is the website address of the login page the learner uses to log in to their testlet.

- Access the relevant URL for the learner to log in to by going to the **Learner** menu then the **Assigned Testlets** tab.
- Click the **Update** button next to the learner.
- Click on the **Test path** link. This will navigate to the URL that you can use for all Cambridge mock exams (please note the 'ci\_pp2' text in the image below 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 that **all** learners can use to access the login page and sit their testlets is:

<https://cupa-am.assessor.rm.com/engine/index.php/lms/login/path/ci-mocks>  
For centres in China, please refer to the appendix [here](#).

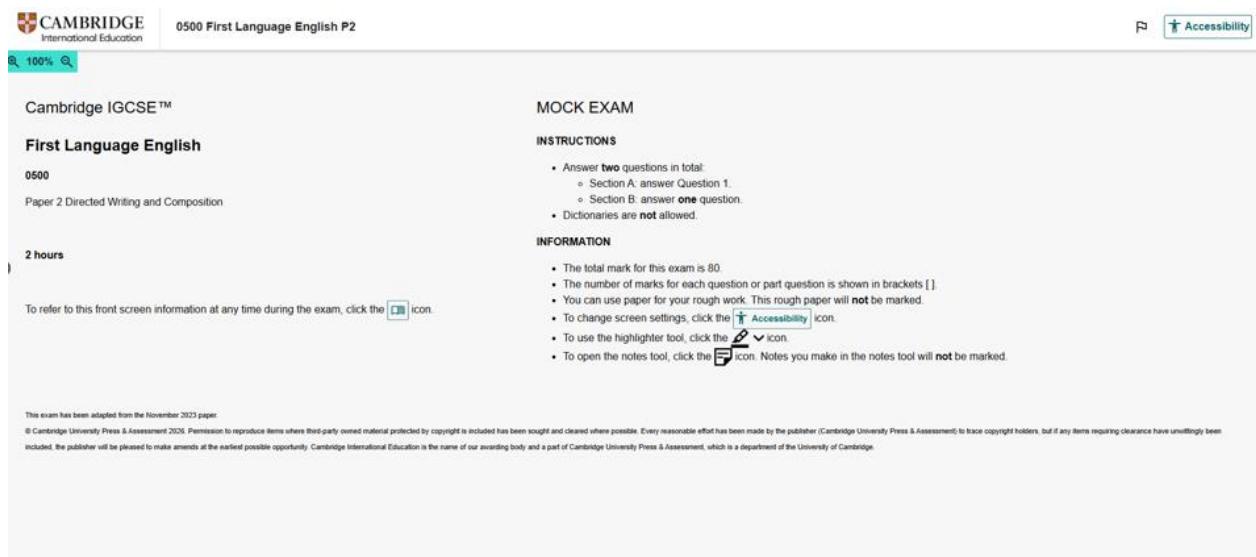
- You will need to share this URL with your learners at the start of the exam sitting to allow them to navigate to the login page in a recommended browser.



The screenshot shows the Manager software interface. A modal dialog box is open, titled 'Update Testlet: DHS001\_0044\_60020724'. Inside the dialog, the 'Assessment' tab is selected, showing 'Assessment' (0500 Paper First Language English 1) and 'Test path' (ci\_pp2, which is circled in red). Below that, 'Sessions' are listed as 'Mock-0500-01-14Sep24-28Sep24'. At the bottom of the dialog are buttons for 'Close' and 'Save'. In the background, a table lists various learners with their testlet details, including session numbers and update buttons.

- When the learners log in, they will be directed to the cover page of the test.

## Delivering exams (continued)



Cambridge IGCSE™  
First Language English  
0500  
Paper 2 Directed Writing and Composition  
2 hours

To refer to this front screen information at any time during the exam, click the icon.

**INSTRUCTIONS**

- Answer **two** questions in total:
  - Section A: answer Question 1.
  - Section B: answer **one** question.
- Dictionaries are **not** allowed.

**INFORMATION**

- The total mark for this exam is 80.
- The number of marks for each question or part question is shown in brackets [ ].
- You can use paper for your rough work. This rough paper will **not** be marked.
- To change screen settings, click the icon.
- To use the highlighter tool, click the icon.
- To open the notes tool, click the icon. Notes you make in the notes tool will **not** be marked.

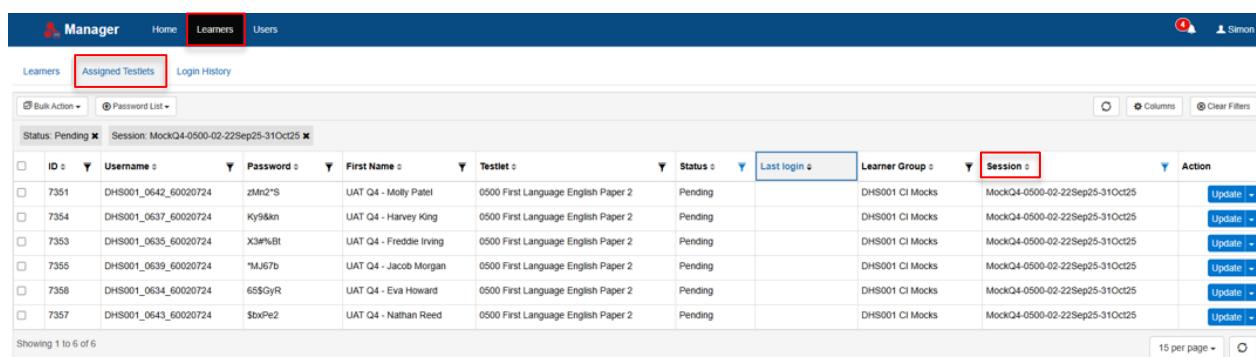
This exam has been adapted from the November 2023 paper.  
© Cambridge University Press & Assessment 2026. Permission to reproduce items where third-party owned material protected by copyright is included has been sought and cleared where possible. Every reasonable effort has been made by the publisher (Cambridge University Press & Assessment) to trace copyright holders, but if any items requiring clearance have unwittingly been included, the publisher will be pleased to make amends at the earliest possible opportunity. Cambridge International Education is the name of our awarding body and a part of Cambridge University Press & Assessment, which is a department of the University of Cambridge.

They will not be able to begin the test until the testlets are ‘released’ in RMAM.

## Starting the test and monitoring learners’ progress

### Starting the test

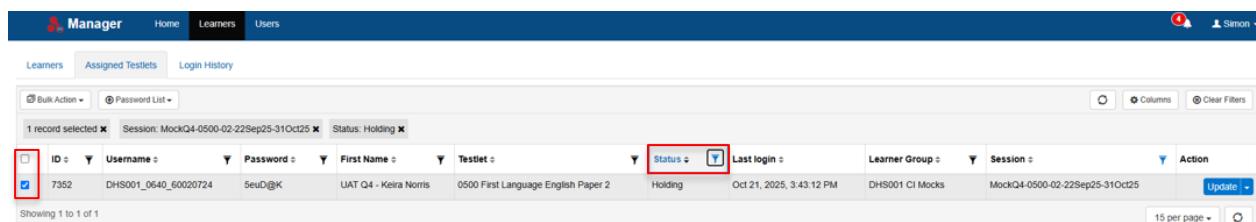
When you are ready for the test to begin and learners have accessed the test you must “release” them from the “holding” status before their test will start. Login to RMAM and select ‘learners’ then ‘assigned testlets’. Filter by the session column to display the list of candidates entered for the test:



ID	Username	Password	First Name	Testlet	Status	Last login	Learner Group	Session	Action
7351	DHS001_0642_60020724	zMn2\$	UAT Q4 - Molly Patel	0500 First Language English Paper 2	Pending		DHS001 Ci Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>
7354	DHS001_0637_60020724	Ky9&kn	UAT Q4 - Harvey King	0500 First Language English Paper 2	Pending		DHS001 Ci Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>
7353	DHS001_0635_60020724	X3@%hBt	UAT Q4 - Freddie Irving	0500 First Language English Paper 2	Pending		DHS001 Ci Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>
7355	DHS001_0639_60020724	*Mu67b	UAT Q4 - Jacob Morgan	0500 First Language English Paper 2	Pending		DHS001 Ci Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>
7358	DHS001_0634_60020724	65\$%yR	UAT Q4 - Eva Howard	0500 First Language English Paper 2	Pending		DHS001 Ci Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>
7357	DHS001_0643_60020724	\$bxPe2	UAT Q4 - Nathan Reed	0500 First Language English Paper 2	Pending		DHS001 Ci Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>

The word ‘holding’ will appear under the ‘status’ column when the learners have signed in. If a learner has not signed in, the status will show as ‘pending’.

Filter the status column by ‘holding’ then select the learners using the selection box in the left-hand column:



ID	Username	Password	First Name	Testlet	Status	Last login	Learner Group	Session	Action
7352	DHS001_0640_60020724	SeuD@K	UAT Q4 - Keira Norris	0500 First Language English Paper 2	Holding	Oct 21, 2025, 3:43:12 PM	DHS001 Ci Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>

## Delivering exams (continued)

Select 'bulk action' then 'resume learners':

ID	Username	Password	First Name	Testlet	Status	Last login	Learner Group	Session	Action
7351	DHS001_0642_60020724	zMn2*S	UAT Q4 - Molly Patel	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7354	DHS001_0637_60020724	Ky9&kn	UAT Q4 - Harvey King	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7353	DHS001_0635_60020724	X3M%8t	UAT Q4 - Freddie Irving	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7355	DHS001_0639_60020724	*Mj67b	UAT Q4 - Jacob Morgan	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7358	DHS001_0634_60020724	65\$GyR	UAT Q4 - Eva Howard	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7357	DHS001_0643_60020724	\$bxPe2	UAT Q4 - Nathan Reed	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7352	DHS001_0640_60020724	SeuD@K	UAT Q4 - Keira Norris	0500 First Language English Paper 2	Holding	Oct 21, 2025, 3:43:12 PM	DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7356	DHS001_0641_60020724	qx5!E?	UAT Q4 - Leo O'Brien	0500 First Language English Paper 2	Completed	Oct 21, 2025, 2:08:12 PM	DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7359	DHS001_0636_60020724	&Ej@vA	UAT Q4 - Georgia James	0500 First Language English Paper 2	Completed	Oct 21, 2025, 1:26:43 PM	DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7360	DHS001_0638_60020724	EF@lw@	UAT Q4 - Imogen Lane	0500 First Language English Paper 2	Completed	Sep 24, 2025, 4:46:58 PM	DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>

The Resume Learners pop-up will appear:

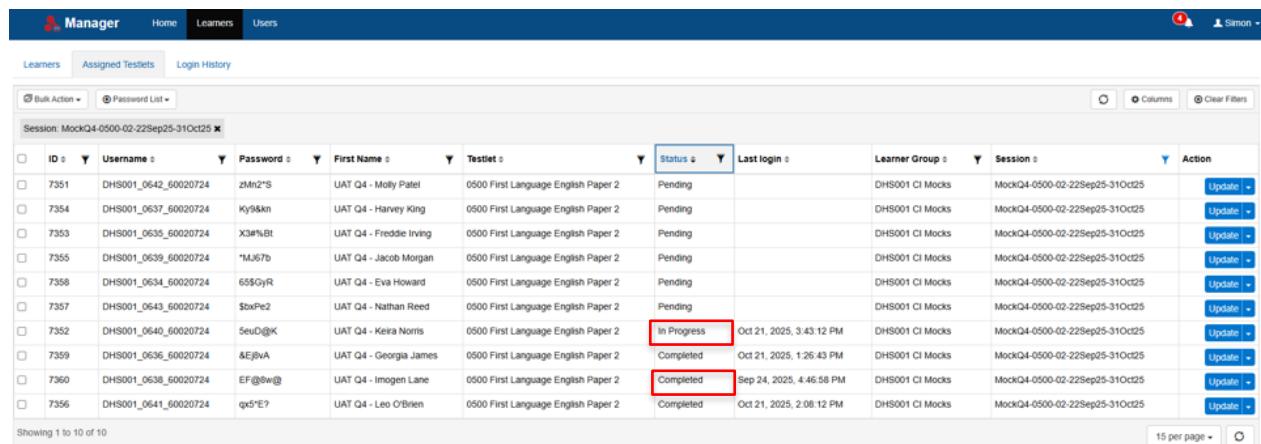
Make sure the 'resume' option is set to '**holding**' and the 'select all learners' option is set to '**no**'. Check the number of learners is correct then select 'resume' in the bottom right of the pane.

You will be redirected back to the 'assigned testlets' page and the testlets will show as 'releasing':

ID	Username	Password	First Name	Testlet	Status	Last login	Learner Group	Session	Action
7352	DHS001_0640_60020724	SeuD@K	UAT Q4 - Keira Norris	0500 First Language English Paper 2	Releasing	Oct 21, 2025, 3:43:12 PM	DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7354	DHS001_0637_60020724	Ky9&kn	UAT Q4 - Harvey King	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7353	DHS001_0635_60020724	X3M%8t	UAT Q4 - Freddie Irving	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7355	DHS001_0639_60020724	*Mj67b	UAT Q4 - Jacob Morgan	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7358	DHS001_0634_60020724	65\$GyR	UAT Q4 - Eva Howard	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7351	DHS001_0642_60020724	zMn2*S	UAT Q4 - Molly Patel	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7357	DHS001_0643_60020724	\$bxPe2	UAT Q4 - Nathan Reed	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7360	DHS001_0638_60020724	EF@lw@	UAT Q4 - Imogen Lane	0500 First Language English Paper 2	Completed	Sep 24, 2025, 4:46:58 PM	DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7356	DHS001_0641_60020724	qx5!E?	UAT Q4 - Leo O'Brien	0500 First Language English Paper 2	Completed	Oct 21, 2025, 2:08:12 PM	DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>
7359	DHS001_0636_60020724	&Ej@vA	UAT Q4 - Georgia James	0500 First Language English Paper 2	Completed	Oct 21, 2025, 1:26:43 PM	DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<input type="button" value="Update"/>

## Delivering exams (continued)

When they have been released the status will show as 'in progress'. You will need to manually refresh the list to get the latest statuses:



ID	Username	Password	First Name	Testlet	Status	Last login	Learner Group	Session	Action
7351	DHS001_0642_60020724	zMr2tS	UAT Q4 - Molly Patel	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>
7354	DHS001_0637_60020724	Ky9&kn	UAT Q4 - Harvey King	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>
7353	DHS001_0630_60020724	X3#%tB	UAT Q4 - Freddie Irving	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>
7355	DHS001_0639_60020724	*Mj67b	UAT Q4 - Jacob Morgan	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>
7358	DHS001_0634_60020724	65\$GyR	UAT Q4 - Eva Howard	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>
7357	DHS001_0643_60020724	\$bxPe2	UAT Q4 - Nathan Reed	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>
7352	DHS001_0640_60020724	Seu0gk	UAT Q4 - Keira Norris	0500 First Language English Paper 2	In Progress	Oct 21, 2025, 3:43:12 PM	DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>
7359	DHS001_0636_60020724	&Ej8VA	UAT Q4 - Georgia James	0500 First Language English Paper 2	Completed	Oct 21, 2025, 1:26:45 PM	DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>
7360	DHS001_0638_60020724	EF@tw@	UAT Q4 - Imogen Lane	0500 First Language English Paper 2	Completed	Sep 24, 2025, 4:46:58 PM	DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>
7356	DHS001_0641_60020724	qx5%E?	UAT Q4 - Leo O'Brien	0500 First Language English Paper 2	Completed	Oct 21, 2025, 2:08:12 PM	DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<button>Update</button>

After up to 30 seconds the learner will be automatically released from the cover page. They will be directed to the first question of the test and the timer will start.

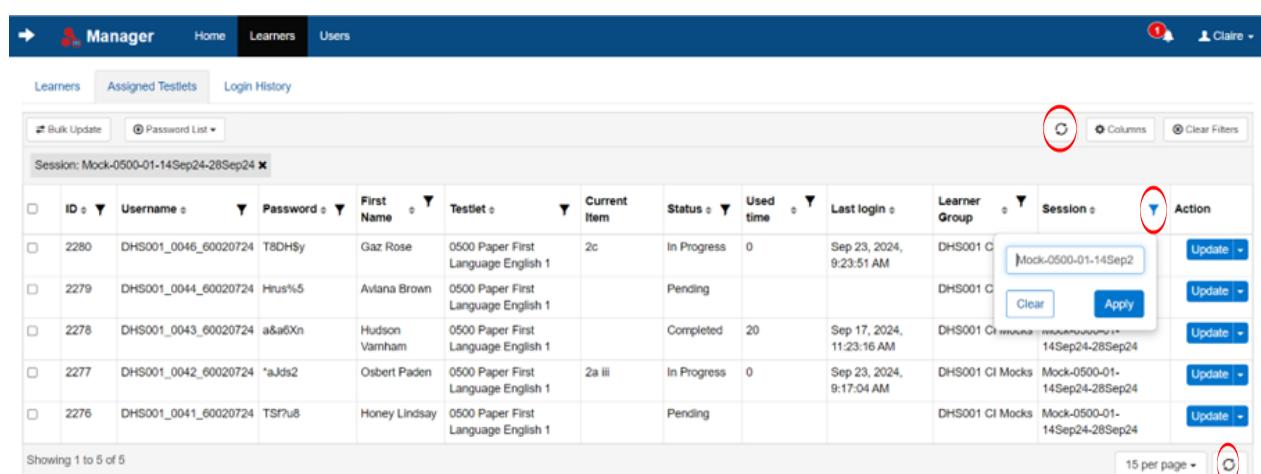
Once the learner has completed and submitted the test, the status will show as completed under the 'status' column.

## Monitoring learners' progress

During the exam, you can monitor learners by going to the **Learners** menu then the **Assigned Testlets** tab.

With the list of testlets filtered to those required for a particular exam session, 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).



ID	Username	Password	First Name	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
2280	DHS001_0046_60020724	T8DH9y	Gaz Rose	0500 Paper First Language English 1	2c	In Progress	0	Sep 23, 2024, 9:23:51 AM	DHS001 CI Mocks	Mock-0500-01-14Sep24	<button>Update</button>
2279	DHS001_0044_60020724	Hrus%5	Aviana Brown	0500 Paper First Language English 1		Pending			DHS001 CI Mocks	<button>Clear</button> <button>Apply</button>	<button>Update</button>
2278	DHS001_0043_60020724	a&a6Xn	Hudson Varnham	0500 Paper First Language English 1		Completed	20	Sep 17, 2024, 11:23:16 AM	DHS001 CI Mocks	Mock-0500-01-14Sep24-28Sep24	<button>Update</button>
2277	DHS001_0042_60020724	*ajds2	Osbert Paden	0500 Paper First Language English 1	2a ii	In Progress	0	Sep 23, 2024, 9:17:04 AM	DHS001 CI Mocks	Mock-0500-01-14Sep24-28Sep24	<button>Update</button>
2276	DHS001_0041_60020724	TSf7u8	Honey Lindsay	0500 Paper First Language English 1		Pending			DHS001 CI Mocks	Mock-0500-01-14Sep24-28Sep24	<button>Update</button>

You can refresh the filtered list using the refresh button  above or below the list to update the information displayed.

## Delivering exams (continued)

- **Current Item** – shows the item the learner is answering while sitting their testlet.
- **Status** – shows the status of the learner's testlet.
- **Used time** – shows the time the learner has used while sitting their testlet.
- **Last login** – shows the last time the learner logged in to their testlet.

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

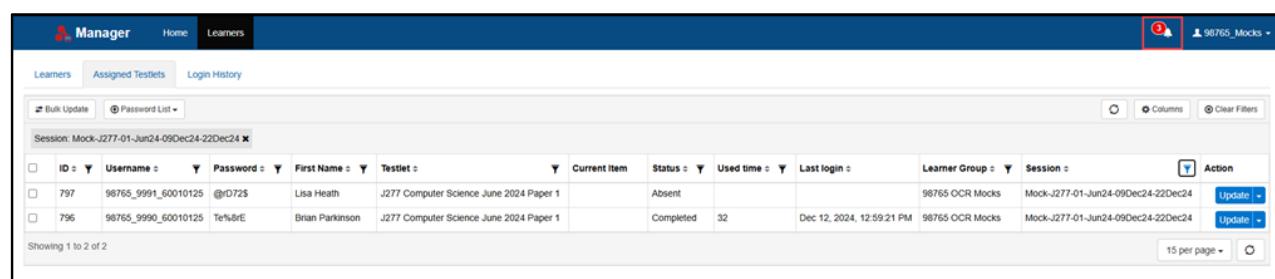
- At the start of the exam sitting all learner testlets will have **Pending** status.
- As the learners start their testlets the status will change to **In Progress**.
- If a learner's testlet is paused the status will change to **Suspended**.
- If a learner's testlet is resumed after being paused, the status will change to **Resumed**.
- When a learner submits their testlet the status will change to **Completed**.
- If a learner did not attend the test, you should change the status to **Absent**. (See 'Absent' section.)

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

## Notifications

### Notifications to invigilators

During an exam sitting session 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 log out.



The screenshot shows the 'Manager' interface with the 'Learners' tab selected. The main area displays a table of learner data. The table has columns for ID, Username, Password, First Name, Testlet, Current Item, Status, Used time, Last login, Learner Group, Session, and Action. Two rows are visible:

ID	Username	Password	First Name	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
797	98765_9991_60010125	@D72S	Lisa Heath	J277 Computer Science June 2024 Paper 1		Absent			98765 OCR Mocks	Mock-J277-01-Jun24-09Dec24-22Dec24	<a href="#">Update</a>
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-Jun24-09Dec24-22Dec24	<a href="#">Update</a>

At the top right of the interface, there is a red notification icon with the number '2' on it, indicating two notifications. The bottom right corner of the interface shows the session identifier '98765\_Mocks'.

These notifications relate to possible connection interruptions on a learner's computer and may indicate a problem with the internet connection.

When a learner is logged in and sitting a testlet, the software communicates with the central server every minute, or when a learner moves between questions.

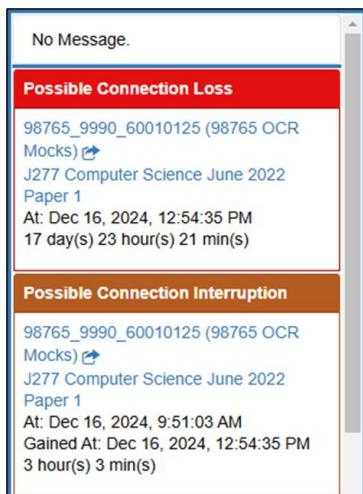
If there is no communication for **two** minutes, a notification will be generated. When this happens, a number will appear on the **Bell** icon showing the number of notifications. Click on the **Bell** icon to view the notifications.

The notification shows the learner's username, testlet and time of the possible connection interruption.

## Delivering exams (continued)

If this occurs, monitor and check with the learner that they are active in their testlet.

If the connection has been interrupted, the learner will not be able to progress beyond their existing question until the connection is restored.

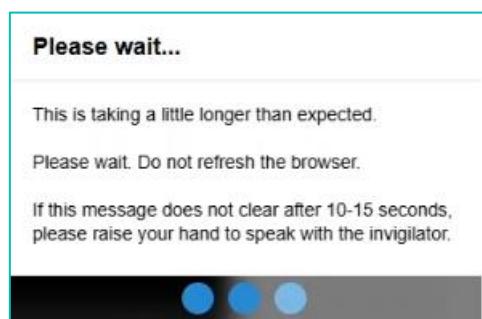


## Notifications to learners

If connection is lost, the learner will receive a pop-up message on their screen.

If there is a short-term interruption, the system can generate two messages to tell learners what to do, as well as notifying invigilators.

### 1. The 'Please wait...' notification



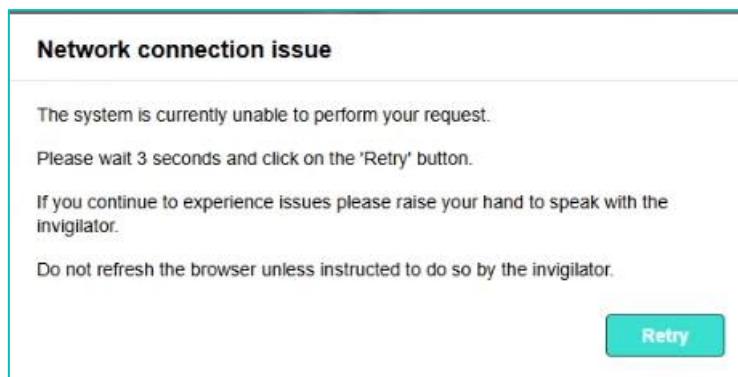
This pop-up message appears (accompanied by three oscillating blue dots) if the connection is unusually slow and the page cannot load or complete its background task within a set time.

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

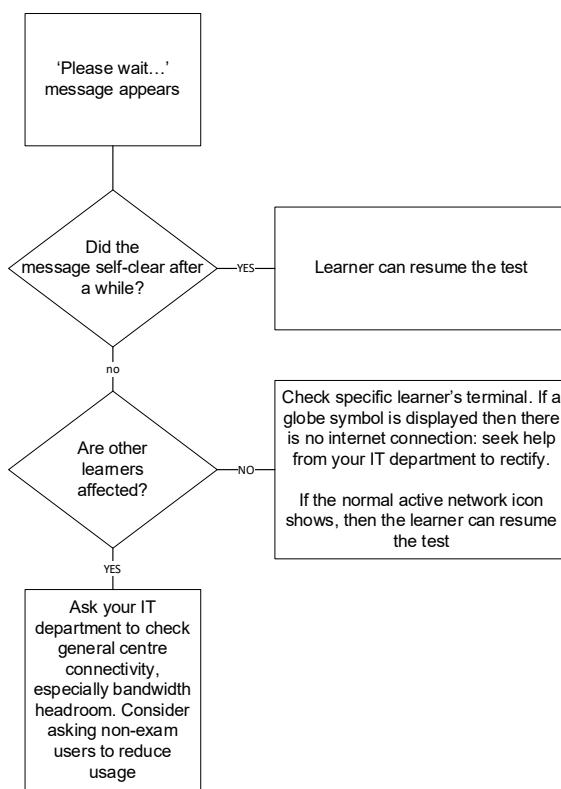
## Delivering exams (continued)

This pop-up message will appear if the test application confirms that the network connection is lost. The **Retry** button allows the learner to try and reconnect. There is no risk of losing data.



The flowcharts on the next page describe what invigilators need to do based on the messages that may appear:

### 'Please wait...'



Globe symbol



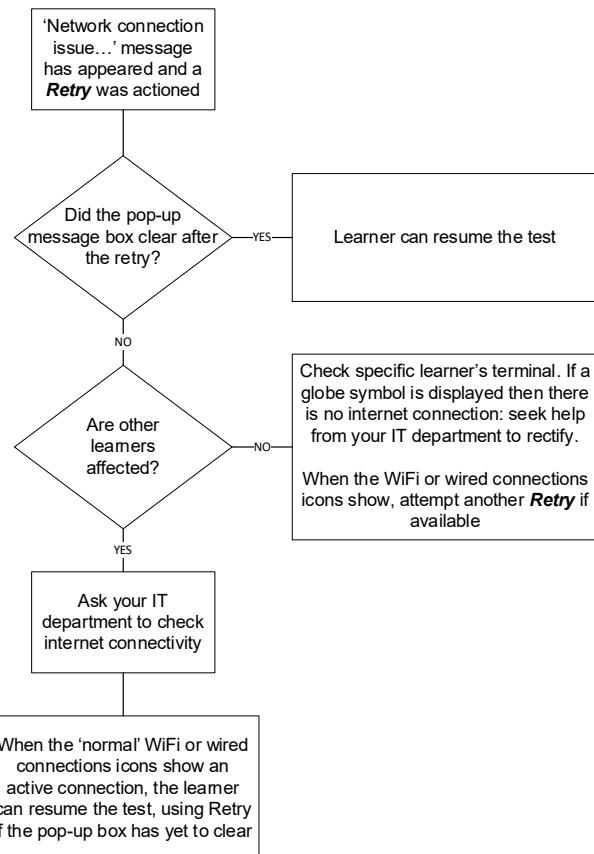
WiFi icon



Wired connection icon



### 'Network connection issue'



If the pop-up does not disappear after following these steps, first check whether the internet connection has been restored. If there is no connection, you may need to abandon the test.

Tell the learner to close their browser (do not log out). A future login will pick up where the test ended. All learner inputs will have been saved.

If the internet connection has been restored, tell the learner 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 an end and the learner is still experiencing connection issues and has been unable to complete their test, please contact the **Customer Support Centre**. You can find contact details on [page 23](#).

## Update the status of one or more learners' assigned testlets

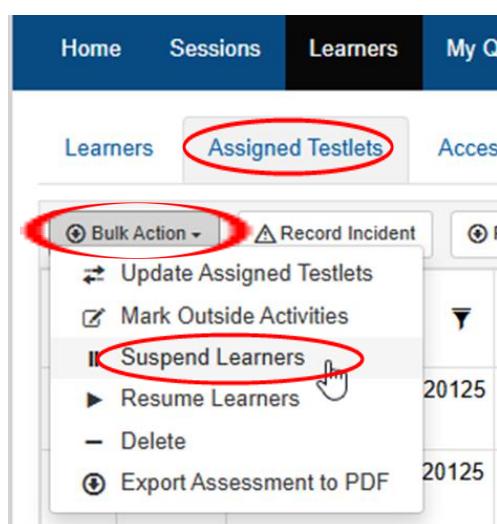
In certain situations, you may need to update the status of one or more learners' assigned testlets.

### Suspend

If you need to pause a testlet for one or more learners due to an emergency or supervised break, go to the **Assigned Testlets** page.

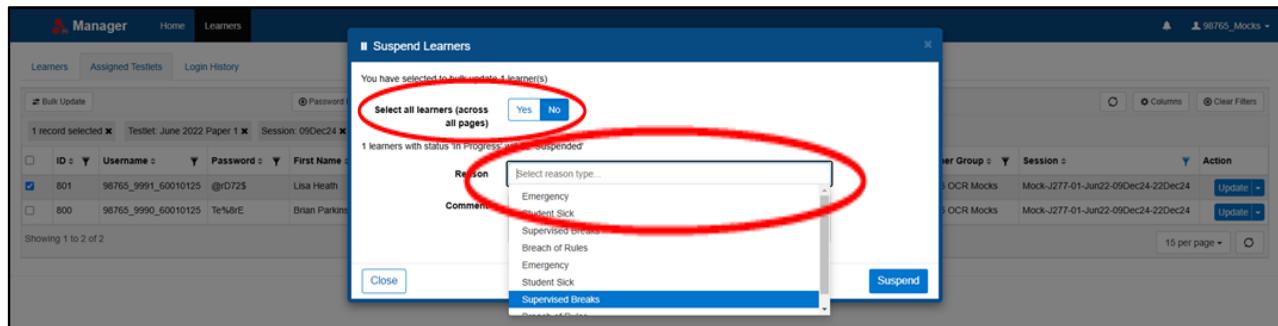
This pauses the clock and allows learners to resume their testlet where they left off.

Select the checkbox in the first column to pause one or more testlets. Select **Bulk Action** and then click **Suspend Learners**.

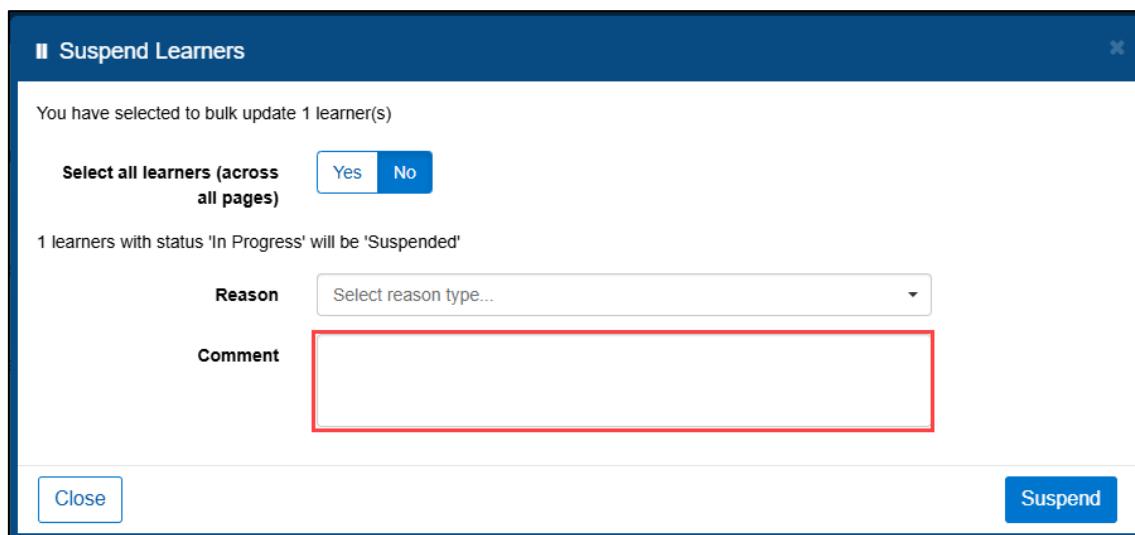


## Delivering exams (continued)

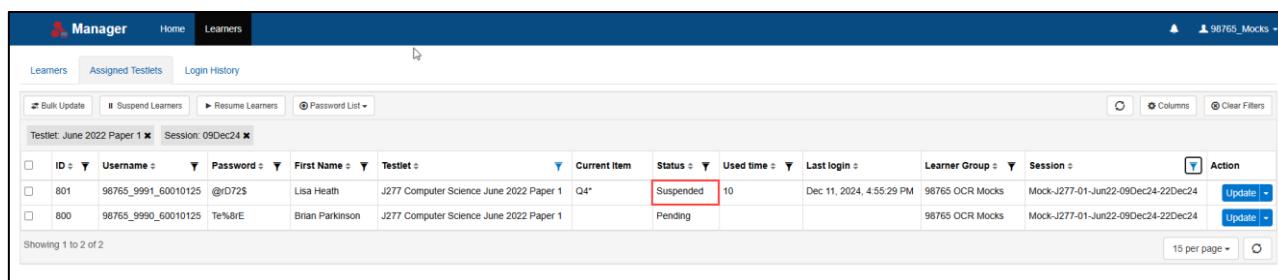
In the **Suspend Learners** pop-up select a reason from the list and enter a comment (optional).



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

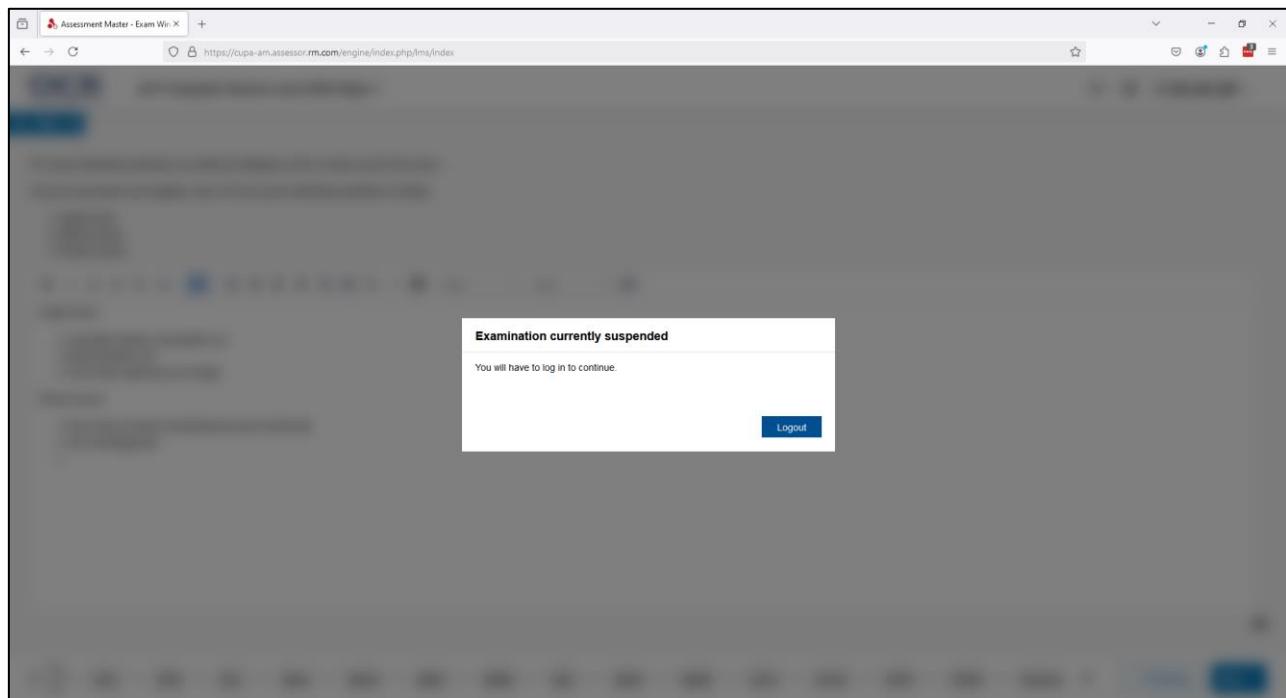


The status of the paused testlets is updated to **Suspended**.



Once suspended, the testlets will pause and the learners will see a message on-screen confirming the suspension.

## Delivering exams (continued)



### Examination currently suspended

You will have to log in to continue.

**Logout**

Each learner will need to click the **Logout** button on the message that appears.

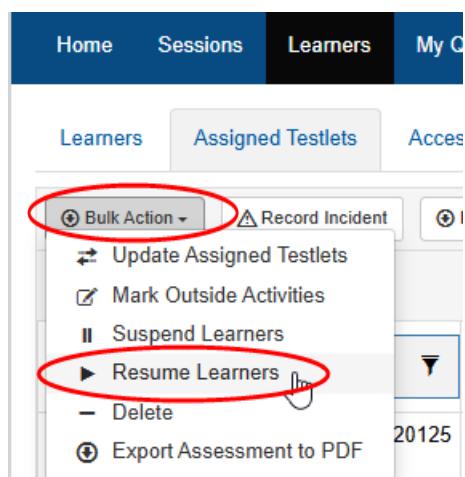
They will need to log in to the testlet again when they are ready to resume.

## Delivering exams (continued)

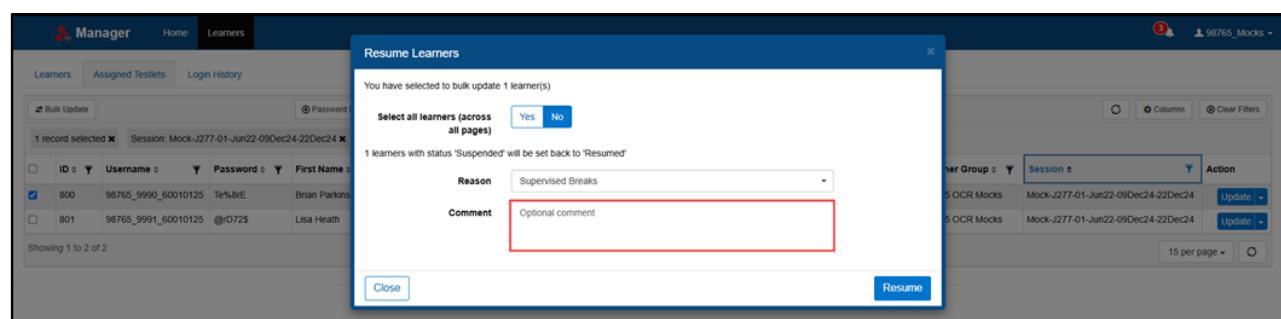
### Resume

When the learners are ready to resume, select the checkbox in the first column for one or more suspended testlets to be resumed.

Select **Bulk Action** and click **Resume Learners**.

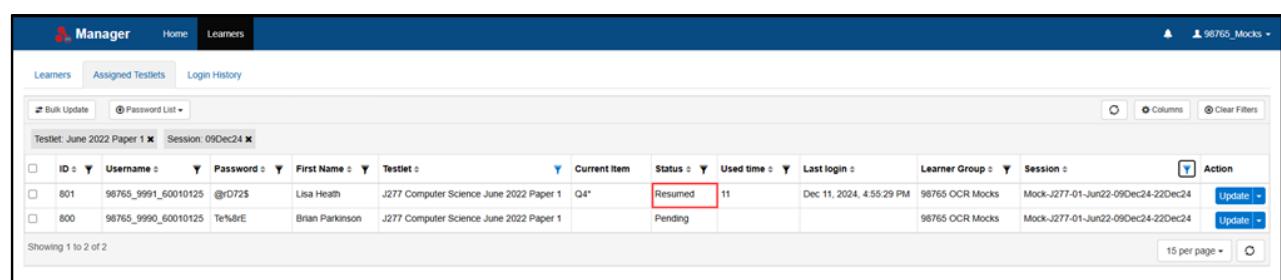


In the **Resume Learners** pop-up, select a reason from the list and enter a comment (optional).



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

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



ID	Username	Password	First Name	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
801	98765_9990_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-Jun22-09Dec24-22Dec24	<a href="#">Update</a>
800	98765_9990_60010125	Te%8rE	Brian Parkinson	J277 Computer Science June 2022 Paper 1		Pending			98765 OCR Mocks	Mock-J277-01-Jun22-09Dec24-22Dec24	<a href="#">Update</a>

Once the testlets are resumed, the learners can navigate back to the test path in a recommended browser and log in to continue.

## Delivering exams (continued)

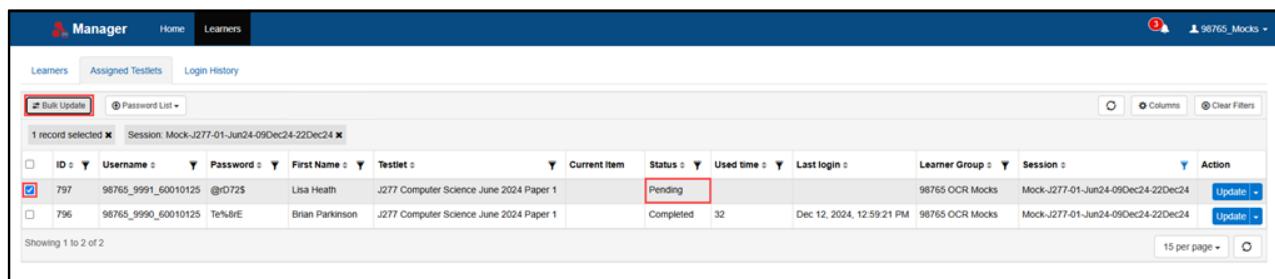
### Absent

If any of your learners are absent from the exam sitting and are unable to sit their assigned testlet in the session you need to record them as absent.

This updates the status of their testlet to **Absent** so they are shown as absent in the results reports in the Digital Mocks Service application.

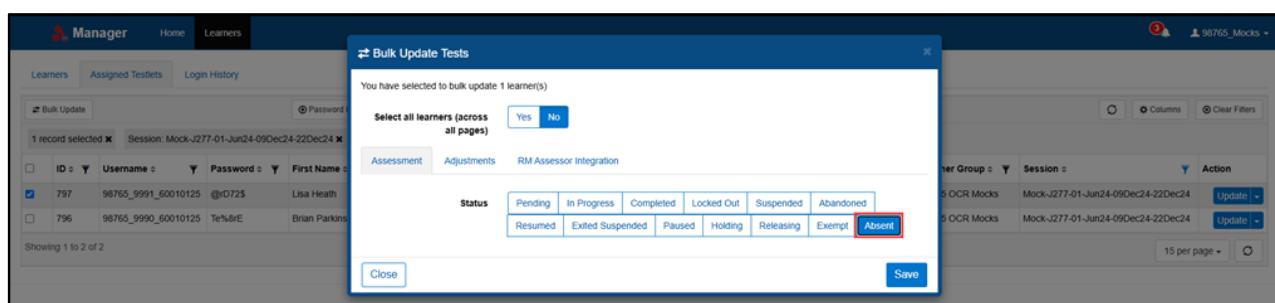
If you do **not** do this, the status of their testlet will remain as **Pending** indefinitely and will show the same in the results reports in the Digital Mocks Service application.

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



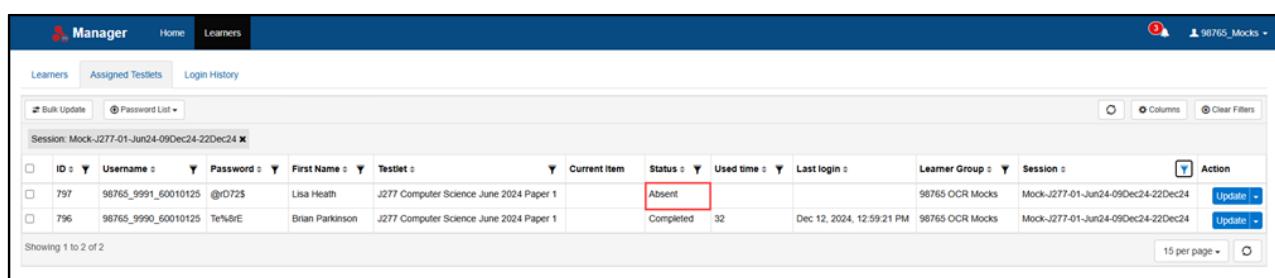
The screenshot shows the 'Learners' list in the Digital Mocks Manager. A checkbox is selected for learner ID 797. The 'Bulk Update' button is highlighted with a red box. The table shows two learners: Lisa Heath (Pending) and Brian Parkinson (Completed). The 'Action' column for Lisa Heath has a red box around the 'Update' button.

In the **Bulk Update Tests** pop-up select the **Absent** status and click the **Save** button.



The screenshot shows the 'Bulk Update Tests' pop-up. The 'Absent' status is selected in the status grid. The 'Save' button is highlighted with a red box. The background shows the 'Learners' list with learner ID 797 selected.

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



The screenshot shows the 'Learners' list after updating the status. The status for learner ID 797 is now 'Absent', indicated by a red box. The table shows two learners: Lisa Heath (Absent) and Brian Parkinson (Completed).

## Completed

If the learner does not finish the exam correctly, i.e. they do not 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 testlet, a learner will be presented with two choices:

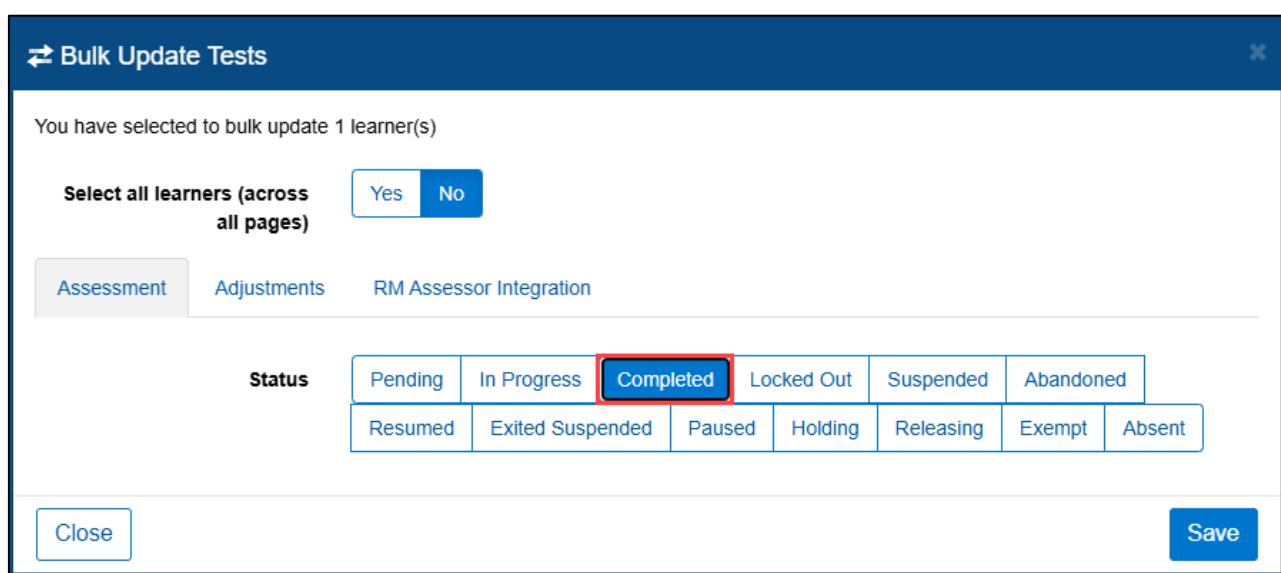
- **Take survey and submit exam** – this takes the learner to an optional survey with three short questions. When they have finished, they click the **Submit exam** button to submit their testlet.
- **Submit without taking survey** – if the learner does not want to take the optional survey, they click the **Submit without taking survey** button to submit their testlet.

In each case the status is updated to **Completed** (see the Student Guide for Taking Exams for more information).

It is important to monitor the status of the testlets to make sure they all show **Completed** status at the end of the exam sitting. This makes sure the learners' responses can move forward to marking.

If a testlet remains **In Progress** when a learner has finished, there are two options:

- If the learner has not 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 testlet to **Completed**. Use the **Bulk Update** button and choose the **Completed** status in the pop-up before clicking the **Save** button.



With either option, confirm that the status of the testlet shows as **Completed**.

## What if the learner starts the wrong exam?

If a learner logs into the wrong testlet by mistake, ask the learner to close and reopen their browser. You can then give them the password for the correct test, and the learner can navigate back to the test path and log back in.

If the exam has already started, you can pause it by changing the status to **Suspended** (see above) and then ask the learner to close and reopen their browser.

They can then navigate back to the test path and use the password for the correct testlet to log back in.

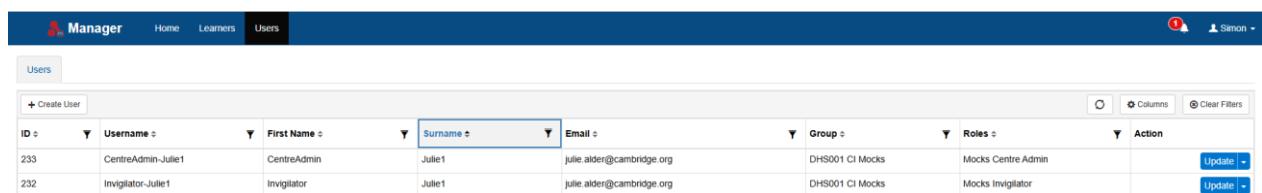
When it is time to sit the testlet started by mistake, change the status to **Resumed** (see above). The learner can navigate back to the test path, log in and start the resumed testlet.

## 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 contacting Cambridge.

To view your users, click on **Users** in the main menu. You will see the initial centre administrator user that Cambridge created in your centre group, 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	<a href="#">Update</a>
232	Invigilator-Julie1	Invigilator	Julie1	julie.alder@cambridge.org	DHS001 CI Mocks	Mocks Invigilator	<a href="#">Update</a>

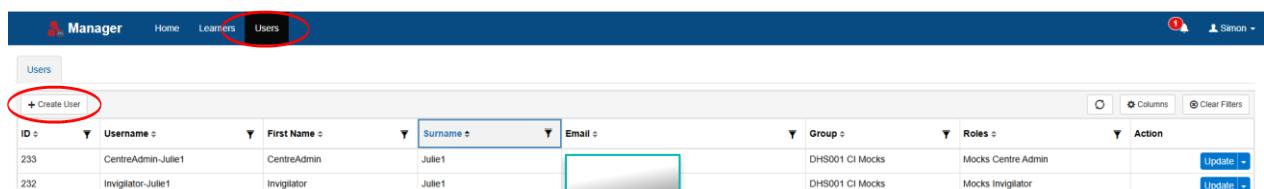
For each user you will see columns for **ID**, **Username**, **First Name**, **Surname**, **Email**, **Group**, **Roles** and **Action**.

## Delivering exams (continued)

There are two roles:

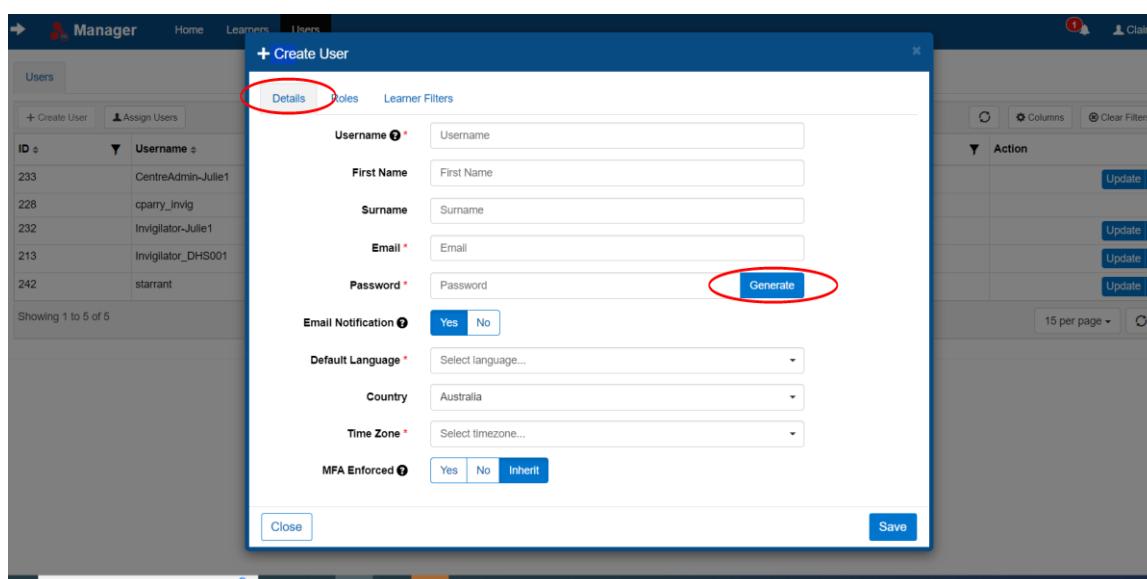
- Mocks Centre Admin – this is the role that Cambridge gives to the initial user.
- Mocks Invigilator – this is the role given to any other users you create.

1. To create new invigilators, go to the **Users** menu and click **+ Create User**.



The screenshot shows a table of existing users with columns for ID, Username, First Name, Surname, Email, Group, Roles, and Action. A red circle highlights the '+ Create User' button in the top-left corner of the table header.

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



The screenshot shows the '+ Create User' dialog box with the 'Details' tab selected. It includes fields for Username, First Name, Surname, Email, Password, Email Notification, Default Language, Country, Time Zone, and MFA Enforced. A red circle highlights the 'Generate' button in the Password section.

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.

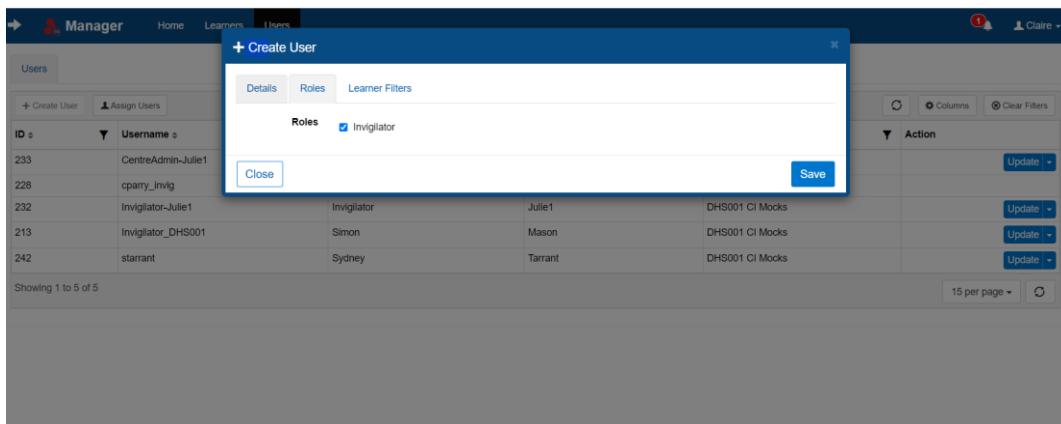
The Email (mandatory) should be the user's work email address as they will receive their username and password in an email, if the **Email Notification** option is left enabled as **Yes**.

Create a password (mandatory) for the user by clicking the **Generate** button. The user will need to change this password the first time they 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.

## Delivering exams (continued)

3. Go to the **Roles** tab and click the **Invigilator** checkbox, then click **Save**. This generates an email to the user with their username and password.



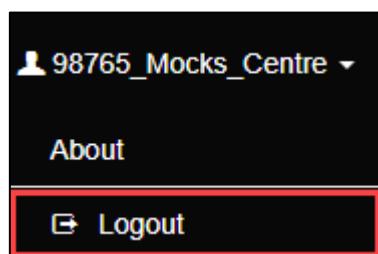
You will see the new user in the list of users with the Mocks Invigilator role. The new user will receive an email with their username and password (if the **Email Notification** option is left enabled as **Yes**).

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 log in.

*For centres in China, please refer to the appendix [here](#)*

## Logout

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



## Appendix

### Instructions for centres in China only

Please note, for centres in China there will be different URLs that are needed to access the applications. These are:

#### Page 3 - Quick reference overview

##### Delivering an exam session:

Step 1 – Log in to RM Assessment Master at <https://am-assessor.digitalexams5.cambridge.org>

Step 2 – Check your learners' details.

Step 3 – Check that the testlets (mock exams) assigned to your learners in the session (exam window) match your bookings in the Digital Mocks Service application.

Step 4 – Give your learners their login details (username/password).

Step 5 – Learners log in and start their assigned testlet (mock exam).

Step 6 – Monitor your learners' progress from the Assigned Testlets screen.

Step 7 – Make sure all learners have submitted and completed their assigned testlet (mock exam).

#### Page 4 - Logging in

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

<https://am-assessor.digitalexams5.cambridge.org>

Enter your **Username** and **Password**.

#### Page 13 - 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 the learner uses to log in to their testlet.
- The URL that **all** learners can use to access the login page and sit their testlets is:

<https://am-assessor.digitalexams5.cambridge.org/engine/index.php/lms/login/path/ci-mocks>

- You will need to share this URL with your learners at the start of the exam sitting to allow them to navigate to the login page in a recommended browser.

#### Page 28 - Centre administrator only – creating invigilator

You will see the new user in the list of users with the Mocks Invigilator role. The new user will receive an email with their username and password (if the **Email Notification** option is left enabled as **Yes**). You will need to provide them with the website address for the RM Assessment Master system (<https://am-assessor.digitalexams5.cambridge.org>) for them to log in.

## Contact us

If you have any questions, email [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org) with 'Digital Mocks Service' in the subject line or call +44 1223 553554. Our Customer Support team is available 24 hours a day, 6 days a week, Sunday to Friday.

© Cambridge University Press & Assessment 2025

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](mailto: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.