Digital Mock Service next steps for January 2026 series

Thank you for making bookings for the January 2026 Digital Mock Service series. This document outlines the next steps ahead of your chosen digital mock exam session(s) and some key information for you and your candidates.

Logins for digital exams

- If you have previously used our digital exams platform to manage mock exams, you will use the same login details.

- For new users, we will send you login details for the digital exam platform via email on the Wednesday before the mock exam session begins.

- If you do not receive your login details, check your spam/junk filters for any emails from amadmin@rm.com. Ask your IT Administrator to make sure emails from this address are not held by any school-level quarantine policy. You may wish to whitelist this email to make sure emails are not missed.

- Contact us as soon as possible if your contact details for digital mocks have changed.

Before the exam

- Download candidate logins from the digital exam platform on the Wednesday before the mock exam session begins. To hide candidate details from previous mock exams sessions, filter the 'Username' column to only show candidates containing the series ID '60020126'.

- Give candidates access to our demonstration test so they can familiarise themselves with the digital exam platform and the different types of questions and features available. See our guide 5 Candidate tips for the demonstration link

- To support you and your candidates before, during and after the exam, access our resources on our website.

Running exams

- Candidates use the digital exam link to access the exam: https://cupa-am.assessor.rm.com/engine/index.php/lms/login/path/ci-mocks

- Your candidates can sit the exam at any time in the weekly session you have selected. We recommend your candidates sit exams early in the week, so you can request support if you need it.

- **Test based password:** Each exam will have a unique password for each candidate. You must give your candidates their unique passwords at the start of the exam.

- **Starting the exam:** You will need to release candidates to start the exam, by selecting the students, click 'Bulk Update' and select 'Resume Learners'. Allow up to 1 minute for candidates to be released (our user guide advises 30 seconds, however this may take slightly longer in the platform). During this time, candidates should read the instructions on screen before the exam starts.

- **Allowing extra time:** The extra time setting is auto-timed. For any candidates that require extra time you would need to set the permissions set in the digital exam platform before the test has begun, otherwise the standard test time will apply.

  If this setting has enabled, the extra time for that candidate will be then added to the overall test time, which appears for candidates in the top-right corner of the test and will begin to count down once the test has started.

- **Accessibility:** The accessibility panel will be available to all candidates as a standard feature in the platform. Candidates can choose their options. These are: changing the background colour and adjustable line height, currently.

- **Candidate controlled rest breaks:** For any candidates that need to be able to pause the test for rest breaks, you would need to set the permissions in the digital exam platform by the invigilator, before the test has begun.

- If a candidate misses the exam, please update their status to 'Absent'.

Results release

- Results for multiple-choice exams will be available within two hours after the exam ends. Results for examiner-marked exams will be available within two weeks of the end of your chosen mock exam session.

- If your results are not showing after this time, click on the 'January 2026' tile at the top of your homepage to activate the 'View results' button on the results tile or in the left side menu.

Troubleshooting

- If you experience problems logging in, or on the day of the exam, email info@cambridgeinternational.org. Provide as much detail about the issue as you can, including details of the candidate(s) and exam(s) affected and screenshots of any error messages/unusual behaviour.

We hope your digital mock exams go well for you and your candidates. For further support, please contact us:

- Email us: info@cambridgeinternational.org
- Call us: +44 1223 553554

Include '**Digital Mocks Service**' in your email subject line to help us process your query more effectively.

Our Customer Support team is available 24 hours a day, Sunday to Friday, UTC (closed on Saturdays)