ONLINE EXAMS

GETTING SET UP

Contents

To deliver our exams online The Insurance Institute is partnering with Irish company TestReach, who are experts in the creation, delivery and remote invigilation of computer-based examinations.

All students must ensure that they have successfully set up their TestReach account and confirmed their exam date and time before their given deadline.

If you are unsure about any of the information in this document please contact us at memberservices@iii.ie or on 01 645 6670

Update your Member record

Identification (ID):

On exam day a signed photo ID is required for you to take your online exam: Passport, Driving license, EU ID card or Public Services card.

Your ID must be in the exact name that is on your Insurance Institute Member Record – if it is not please contact memberservices@iii.ie urgently to update.

Email Address:

It is vital that we have the correct email address for you – and that this is on your Insurance Institute Member record. Our online exam provider, TestReach, will need to email you exam instructions. Without these instructions you will not be able to take your exam.

Please ensure that your preferred email address is on your Insurance Institute Member record. You can update this by logging into your Member Area, or by contacting memberservices@iii.ie to update.

What Happens First?

You will receive a New Account email from TestReach.
This email will contain a link to the TestReach Application (App) along with your username and temporary password. You will be asked to:
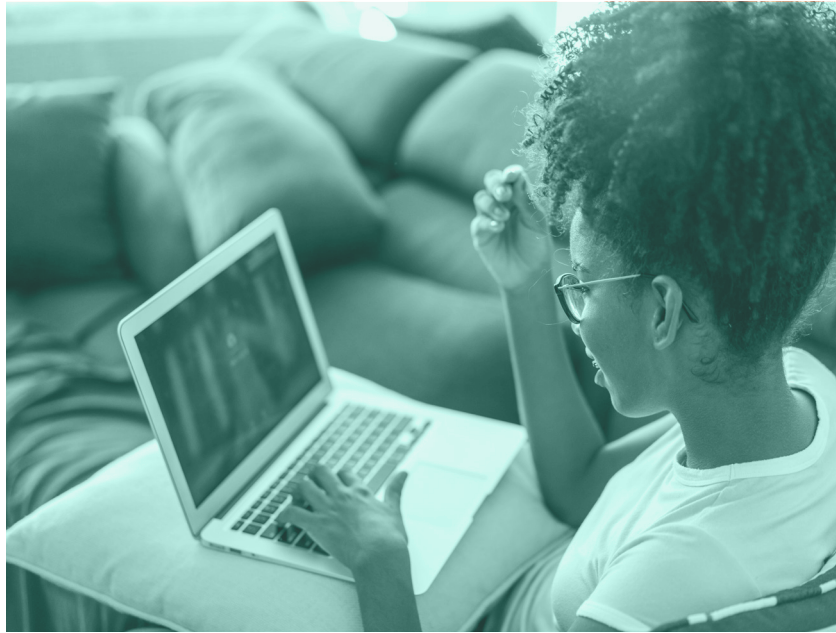
Download the TestReach App

You will be asked to download the TestReach App onto the computer or laptop you will use on exam day – **please check our guide Online Exams | Technical Requirements for full details.**

Ensure you complete the technical system check from the same location/room you intend using on exam day.

Set up your account

Login to the TestReach App and set up a personal account with TestReach so you can take your exam online. You will set up your own personal password – please keep your login details safe as they will be required to take your exam.

Please note that in compliance with GDPR all account information is cleared from the TestReach App at the end of every semester. Personal accounts from previous exam sittings are no longer valid. You must set up a new personal TestReach account for this exam sitting.

Familiarise yourself with the TestReach App

The TestReach App is where you will take your exam. Once logged in to the TestReach App you will not be able to access any other apps/programmes/internet on your computer, until you exit the App.

- To familiarise yourself with the App and your online exam environment we recommend that you log into your account and complete the Test Tutorial.
- The Tutorial will show you how to use the various App features needed during your exam.
- Use the Zoom function to enlarge or reduce the question font size.
- You can use a non-programmable calculator on exam day. Alternatively, you can use the basic App calculator.
- Please note a mobile phone or any other such 'smart' device is not permitted to be used as a calculator under any circumstances.
- Full exam regulations including infringements and penalties have been included and updated on the Institute website, we advise all students to read these in advance of their exam - **iii.ie/exams/exam-regulations**

Next Step

Once you have set up your account TestReach will send you a second Enrolment email asking you to login to your account to confirm your exam date and time.

IMPORTANT! You must login and confirm your exam date and time no later than 5 days before your exam.

Note: Please check that your pc/laptop is set to the right time zone - UTC 00:00 and not set to US or any other time zone. If you are taking your exam on a work pc/laptop, you may need to check with your IT department to update this setting.

Not confirming your date and time in the TestReach App or missing your Enrolment deadline will result in you not being able to take the exam. If you have any issue you must contact the Institute Member Services team immediately at memberservices@iii.ie - failure to contact the Institute will result in a student being noted as a Did Not Sit on exam day.

Your exam time

As there are so many students due to take exams at the same time, TestReach will be operating a Waterfall Starting Time.

What does this mean?

It means that in order not to overload the system, when you initially log in to TestReach to Enrol for Your Exam you will be offered time slots in 15-minute increments. For example: If your exam is scheduled for 8:00 – when you Register with TestReach you will be able to choose a timeslot of: 8:00, 8:15, 8:30, or 8:45.
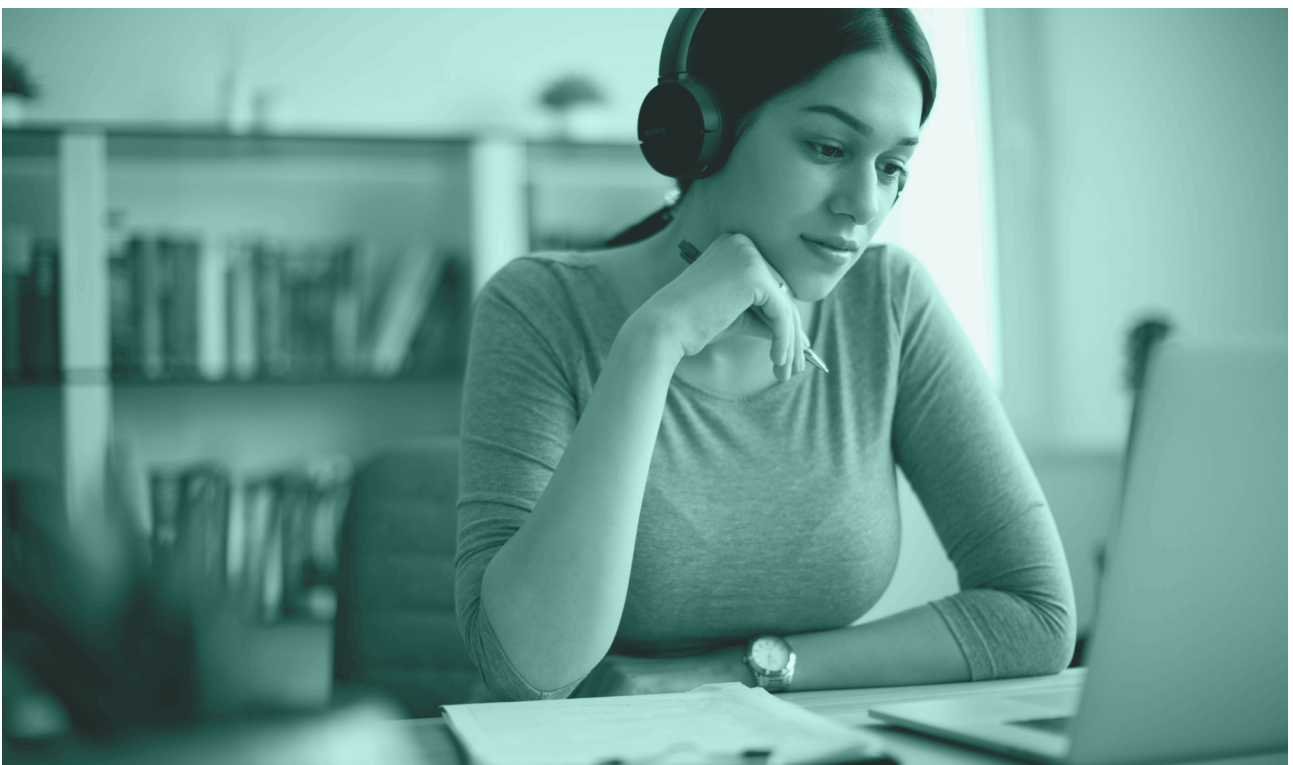
Additional Assistance

If you have been approved for additional assistance, the the following will apply:

Foreign Language Dictionary

If The Insurance Institute have pre-approved for you to use a foreign language dictionary during your exam, then you are permitted to use your own dictionary. Unfortunately, in the current situation, we cannot provide foreign language dictionaries to students. Online dictionaries are not permitted.
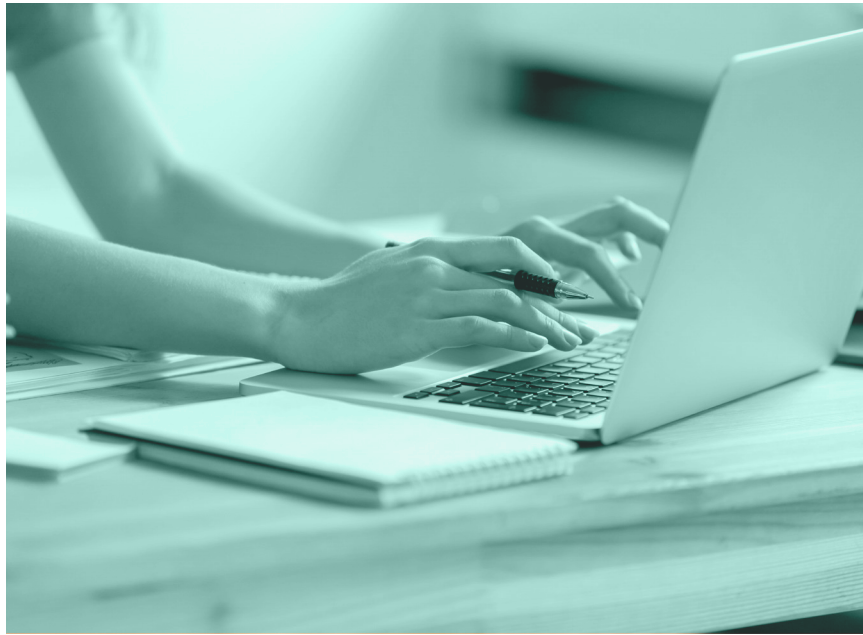
You are permitted to have your foreign language dictionary at your desk during your exam. Your invigilator will ask to see your dictionary, to hold it up to the webcam so they can verify the language of the dictionary and the manufacturer. Your invigilator may ask you to briefly show them the inside of the dictionary into the webcam so they can see that there are no notes written in/on the dictionary. English language dictionaries are strictly not permitted.

Reader

If a student has been pre-approved to have a reader in the room with them (family member/acquaintance) they must not interact except for the reading of the exam questions.

Extra Time

If you have been approved to have extra time for your exam by The Insurance Institute, then this will be accommodated.

Students sitting written papers who have a concern regarding the time required to type an answer versus the time to write one should contact memberservices@iii.ie.