

# Complete Guide to your Online Exam



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Welcome, this guide has been prepared to support you to prepare for your online exam.

The Insurance Institute online exams are delivered in partnership with TestReach, an Irish company, who are expert in the creation, delivery and remote invigilation of computer-based examinations.

Students take their online exam on their own desktop/laptop using the TestReach Application (App).

During the exam each student is supervised over the internet by a TestReach invigilator.

It is the responsibility of the student to ensure they are fully prepared for their exam and have confirmed their exam date and time via the TestReach App before the relevant deadline.

### First, know the Exam Regulations that apply to you

As a student, you need to know and understand the exam regulations including terms and conditions associated with the qualification you are studying. Click below to read the exam regulations policy that relates to your qualification.

[APA and CIP](#)

[MDI](#)

[Data Protection-  
and Privacy Policy](#)

## Technical Requirements

**Students are required to provide their own technology to sit the online exam. You will need:**

A desktop or laptop computer that has

A working webcam that can be used to scan the room when onboarding for your exam



A microphone and speaker so you can hear when your invigilator speaks to you and you can reply



Wired headphones can be used in circumstances where there is an issue with the device's microphone and/or speaker.



A power source to plug in your computer to ensure sufficient battery life



**The TestReach App will not work on TV's, mobile phones, chrome books, or iPads/tablets – it is not supported on touchscreen devices.**

### Internet Connection & Browser

- You need a reliable internet connection – **minimum 2 Mbps.**
- If taking the exam at home check the internet speed around the property as it can vary from room to room. You can test your internet speed here: [www.speedtest.net](http://www.speedtest.net)
- Avoid 'hot spot' tethering as it is not a reliable source of internet connectivity for your online exam.
- The recommended internet browsers are either Google Chrome or Microsoft Edge.

### Minimum desktop/laptop requirements

- The supported operating systems are - Windows v7.0 or higher. Mac10.10 or higher, if running MacOS BigSur you need to upgrade to 11.3+.
- Intel Core i3 (or equivalent).
- 4GB of available Memory.
- Recommended screen size of at least 13" and a resolution of 1024 x 768.

## How to set-up your TestReach account

Our exam partner TestReach will email you approximately 2-3 weeks after we close registrations for the semester with a link to download the TestReach App and set-up your account. If you previously sat an exam via TestReach you need to uninstall the old version of the App, install the new version and set-up a new account.

1. Download the TestReach App – this needs to be on your local drive and not in your VPN.
2. Login to the TestReach App using the login and temporary password received in the email.
3. Once logged in to the TestReach App you will not be able to access any other Apps/programmes/websites on your computer, until you exit the TestReach App.
4. Run the technical systems check on the device and also from the geographic location you will use on your exam day.
5. Complete your TestReach account by changing your temporary password – remember to keep your login details safe as they are needed to do your exam.
6. The most important thing to do when you log into your app is to confirm your exam day and time.

### Email Address

To set-up your TestReach account you need a unique, primary email address, this is important if you are doing exams with other professional bodies that may use TestReach - you will need to use a different email for each professional body.

Remember, the primary email on your Institute Member Record should be your preferred contact email - both the Institute and our online exam partner TestReach will need to communicate important information with you regarding your exam. Missing communications could result in you not being able to take your exam.

You can update your primary email by logging in to your Member Area, or by contacting [memberservices@iii.ie](mailto:memberservices@iii.ie).

**The TestReach App is essential,  
it is where you take your  
online exam.**



## Be prepared for your exam – understand what to expect

When logged in to your TestReach account for the first time, you should always familiarise yourself with the features of the App and your online exam environment by completing 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.



No mobile phone or other such 'smart' devices are permitted to be used as a calculator under any circumstances on the day.

## Confirm your exam day and time in the TestReach App

It is important that you log in and set up your account and ensure that you confirm your exam date and time in the TestReach app. This is a vital step in preparing for your exam and one not to be ignored!

Once you receive the email login straightaway to your TestReach account and confirm your exam date and time.

**You must login and confirm your exam date and time no later than 8am, 5 working days before your exam.**

If you have any issues enrolling in your exam in your TestReach account you must contact the Member Services team immediately at [memberservices@iii.ie](mailto:memberservices@iii.ie) for us to help resolve your issue.

**Failure to confirm your exam date and time in your TestReach account by the given deadline will result in you not being able to sit your exam and being marked Did Not Sit on exam day.**

Check your desktop/laptop clock is set to the right time zone - UTC 00:00 and not set to any other time zone before you confirm your exam time. You may need your IT team to assist with this if you are using a work device.

## Additional Assistance

If you have been approved by Member Services for additional assistance, the following will apply.

### Foreign Language Dictionary

If The Insurance Institute has pre-approved for you to use a foreign language dictionary during your exam, then you are permitted to use your own dictionary.

During onboarding your invigilator will ask to see your dictionary, to hold it up to the webcam for them to check and also verify the language of the dictionary and the manufacturer.

### 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, you will note that this additional time has been added to your exam clock in the right-hand corner of the TestReach App when you begin your exam.

### General

If you have additional assistance queries please contact the member services team at [memberservices@iii.ie](mailto:memberservices@iii.ie) in advance of your exam.

English language dictionaries are strictly not permitted



## Exam Day Ready

The best way to eliminate any stress on your exam day is to be prepared, have the correct set-up and know what to expect.

a) Is my exam space suitable – is it private, quiet and free from distractions?



b) Have I a suitable chair and desk/table? – you cannot sit on a couch or bed



c) Is my exam space free of clutter and all study material?



d) If applicable, is my second monitor turned off and moved out of sight?



e) Have I a mirror in case I need it to show my screen



f) Have I appropriate signed Photographic ID ready to show the invigilator?\*



g) Have I the TestReach Support number stored in my mobile?



h) Is my laptop power supply plugged in?



i) Is my webcam shutter open (if necessary)?



j) Have I rechecked my desktop/laptop speakers are working



You can have the following on your desk, but all must be shown to the invigilator:

- Water/drink
- two pieces of paper, a pen/pencil
- a non-programmable calculator

Textbooks, resources or dictionaries can not be used during the exam – the only exception is the pre-authorized use of a foreign language dictionary.

**If using a work device ensure no software updates have been made since you last logged in to set-up or test your TestReach account. Downloading Apps or scheduled company software updates may cause issues to the available device memory and/or firewall restrictions resulting in exam day TestReach App access issues.**

**\*Acceptable Photographic ID is a Passport, Driving license, EU ID card, National Age Card or Public Services card - this must show the exact same name as on your Insurance Institute Member Record - if it is not please contact [memberservices@iii.ie](mailto:memberservices@iii.ie) urgently to update your Member Record.**

## Exam Day - Login and start your exam

Login to your TestReach account in plenty of time before your exam is due to start – up to 15 minutes before. Once you login your invigilator will acknowledge you, please be patient as they may be onboarding other students which may take 10-15 minutes and then once they are free they will speak to you to welcome you to your exam - at this point the clock on on your exam starts.

The invigilator does not have their camera turned on so you wont be able to see them. They will ask:



to see your signed photo ID - hold it up to the webcam



to see your wrists and ears to check you are not wearing any non-permitted equipment



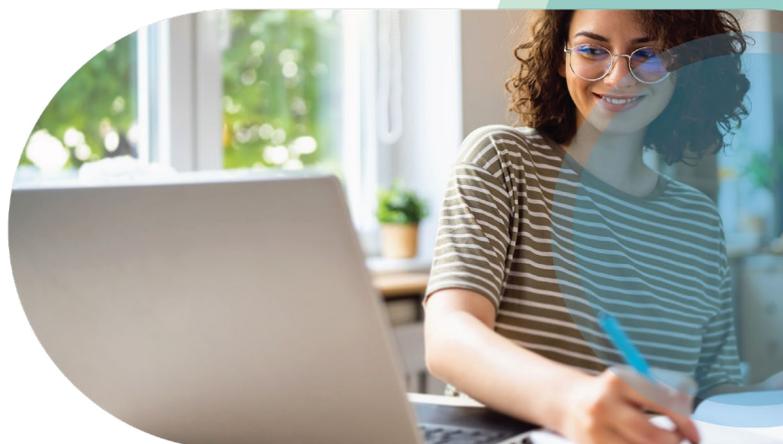
to see your exam area - move your laptop/webcam around the room



to scan the room for a 360° view to ensure there are no distractions near you - move your laptop/webcam around the room

No wearables such as smart watches, ear buds etc. are allowed to be worn or in the room during your exam. Your invigilator will check for these when you login. When the invigilator has completed their checks they will confirm you can start your exam.

**Having a mirror ready to assist with the scan of the room can be a helpful way of reducing stress. Please be careful when scanning the room as devices can become unplugged – if this happens and your exam ends we advise you to immediately log back in to your TestReach App and start the exam login process again.**

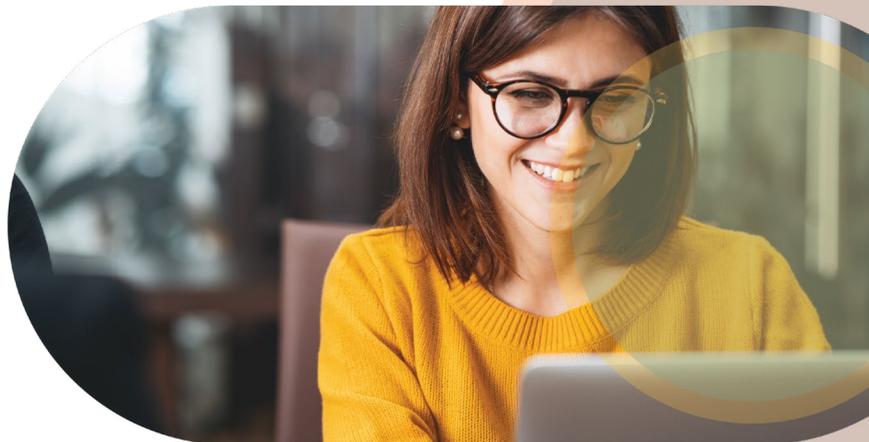


## Exam Day - During Your Exam

Please behave in a suitable manner towards your invigilator, comply with any procedural requests, and respond to all validation questions that you are being asked.

- Your invigilator will be muted so as not to disturb you - but should you wish to communicate with your invigilator - either talk to him/her or use the 'Chat / Instant Messaging' functionality, your invigilator may take a few minutes to respond so please be patient – they may be assisting another student.
- Ensure that you do not block the webcam for any reason during your exam. You may not move around during the exam - i.e. no moving around the room. You must remain in the webcam viewing area at all times.
- Don't forget to use the TestReach App Zoom function if you need to enlarge/decrease the question font size.
- While going through your exam you can use the Flag function to highlight any questions you want to come back to at a later stage.
- Your invigilator will give you 2-time warnings - when there is 30 minutes left and when there is 5 minutes left.
- You are not allowed to leave your computer until you have submitted your exam and shown your rough work.
- In the event someone enters your exam space during your exam you are not permitted to chat to them - simply ask them to leave the room.

**If absolutely necessary you will be permitted to take a comfort break and briefly exit the room to use the restroom, but you will have to seek approval from your invigilator first. If you speak or use the 'Chat/Instant Messaging' functionality, your invigilator will be able to communicate with you and confirm you have permission to leave the room.**

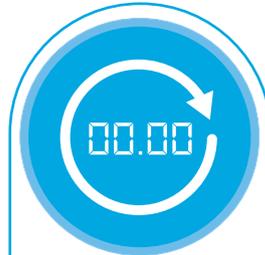


## Exam Day - Technical Issues

If you experience localised technical issues during your exam and/or lose your internet connection during your exam, you need to contact the TestReach Support number immediately. In these emergency situations the candidate is permitted to leave the room so contact can be made with the TestReach customer services team. However upon recommencement of the exam, the candidate must ensure they do not bring the phone or any other 'smart' device back into the room.



Once you call the TestReach technical support team they will endeavour to assist you and get you logged back in to complete your exam within the permitted 10-minute window



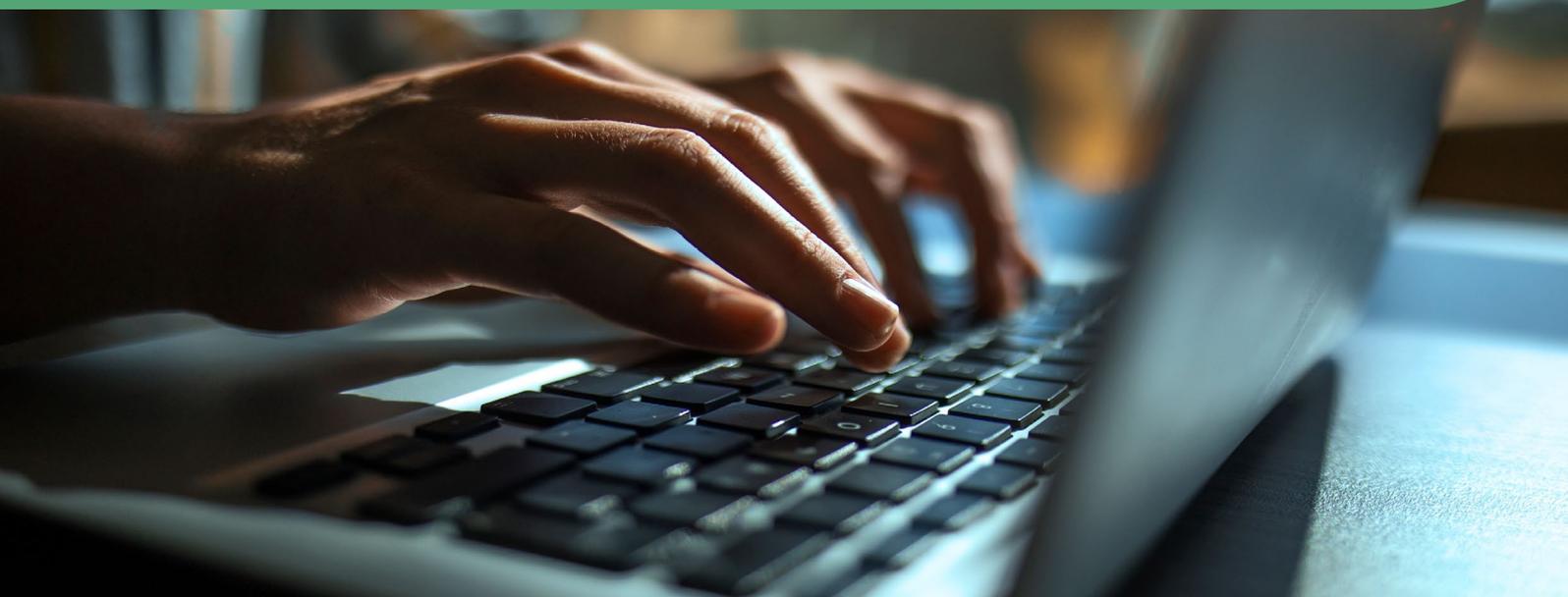
If your exam ends due to a technical issue the TestReach App will stop the clock (your exam time), this clock will restart when you log back in to recommence your exam



The TestReach App auto saves during your exam every 2 minutes so if you experience issues and log back in you do not have to start your exam from the beginning your answers should have been saved (up to the last autosave)

TestReach Technical Support +353 (1) 699 1385 or email [support@testreach.com](mailto:support@testreach.com)

You may have up to 3 technical instances during your exam. If the issue persists you will be advised to contact The Insurance Institute Member Services team at [memberservices@iii.ie](mailto:memberservices@iii.ie), you need to do this immediately.



### What is the TestReach Desktop App?

The TestReach Desktop App is an application that can be downloaded to a desktop or laptop to enable a candidate to take an exam on TestReach. When opened, the TestReach Desktop App launches the TestReach Online website and it acts and behaves in the same way as if you were accessing the TestReach Online application using a standard internet browser.

### What are the System Requirements?

- Intel Core i3 (or equivalent).
- 4GB of available Memory
- Recommended screen size of at least 13" and a resolution of 1024 x 768.
- The supported operating systems are - Windows v7.0 or higher. Mac10.10 or higher, if running MacOS BigSur you need to upgrade to 11.3+.

### Are there any Security Concerns?

The TestReach Desktop App is very robust, safe to run and has been rolled out across the UK and Ireland in local government, emergency services, universities, pension administrators, financial corporations, etc. without any negative reports.

### Why is the TestReach Desktop App Required?

The TestReach Desktop App is used for two purposes.

1. Remotely Invigilated Exam: A Remotely Invigilated Exam is an exam that the candidate takes while been monitored by our trained supervisors via their webcam, audio feed and screen share. The Desktop App facilitates these connections and ensures a smooth experience for the candidate.
2. Secure Online Exam: A Secure Online Exam is an exam that the candidate takes during which they are "locked-in" to the application from the time they launch the exam until the time they complete it. This prevents them from, for example, opening up a web browser and googling the answers while they take the exam.

Once the exam is completed, the TestReach App can be closed by clicking the button and has no notification service or any other configuration that runs while the App is not opened.

When opened it only connects to standard http and https websites through the standard Ports 80 and 443.

For organisations requiring whitelisted IP addresses, the URL access points are as follows:

testreach.com  
learnosity.com  
zendesk.com  
dof8gyq4yceq.cloudfront.net  
54.163.229.157 via TCP/UDP 3478

### For further information

Visit [www.testreach.com/candidate-download.html](http://www.testreach.com/candidate-download.html)

Email [customersupport@testreach.com](mailto:customersupport@testreach.com)

Call Technical Support on +353 (1) 699 1385

Let's stay connected



The Insurance Institute



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*The*  
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