



## Digital Mocks Service

### Delivering exams

This guide explains how to use our digital exam platform during the digital mocks series.

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## Terminology

We use the digital exam platform to deliver our digital exams. There are two key roles in the platform.

Role	Definition
Centre Administrator	The main administrator for digital exams at a centre. They create login details for centre staff, print login details for candidates and set up extra time and other access arrangements.
Invigilator	Invigilators have the same access as Centre Administrators but cannot create users.

Some terms used on our digital exam platform are different from those used in the Digital Mocks Service application on My Cambridge. The following table highlights the main differences and their connections.

Digital Mocks Service application	Digital exam platform	Comment
Student	Learner	The students added to the Mocks Service application appear as learners in digital exam platform.
Mock exam	Testlet	The mock exams you book in the Mocks Service application are referred to as testlets in digital exam platform.
Candidate No.	Student ID	The candidate number you add in the Mocks Service application becomes the Student ID in digital exam platform.
Name	First Name	The student's name you add in the Mocks Service application is displayed in the learner First Name field in digital exam platform.
Mock exam window	Session	The mock exam window you book your students into is referred to as a session in digital exam platform.
–	Suspend	Suspend is the term used to pause a learner's testlet in digital exam platform.

## Delivering an exam step by step

**Step 1** – Log in to the digital exam platform at <https://cupa-am.assessor.rm.com/>

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

**Step 2** – Check your candidates' details.

**Step 3** – Check the mock exam bookings you made in the Digital Mocks Service application on My Cambridge match the digital exam platform.

**Step 4** – Give your candidates their username and password on the day.

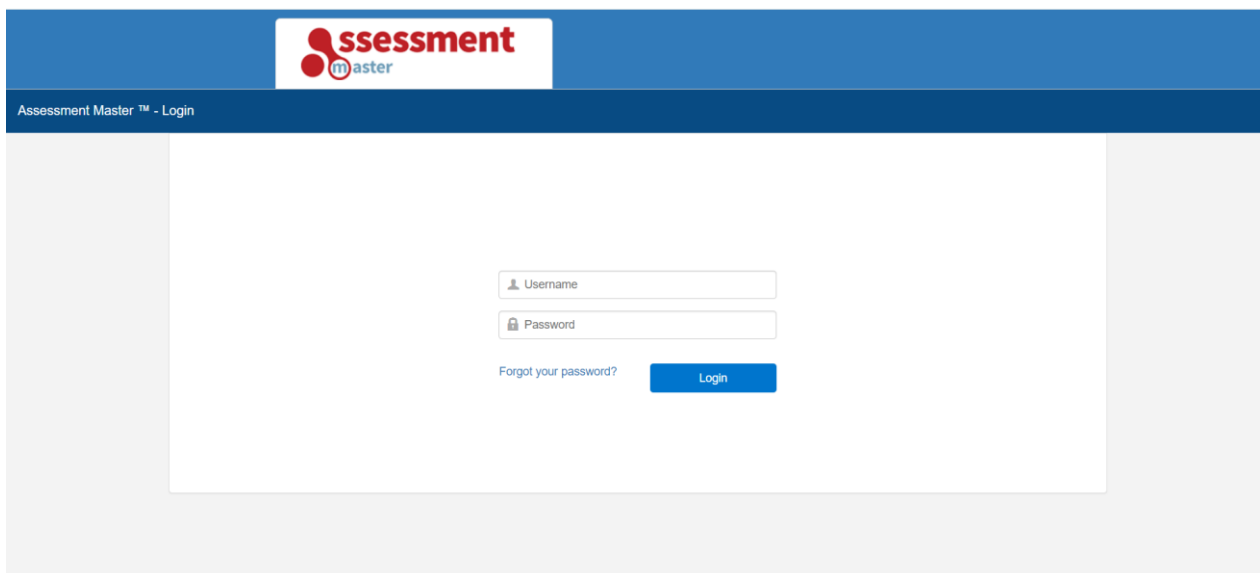
**Step 5** – Candidates log in and start their mock exam.

**Step 6** – Monitor your candidates' progress from the Assigned Testlets tab.

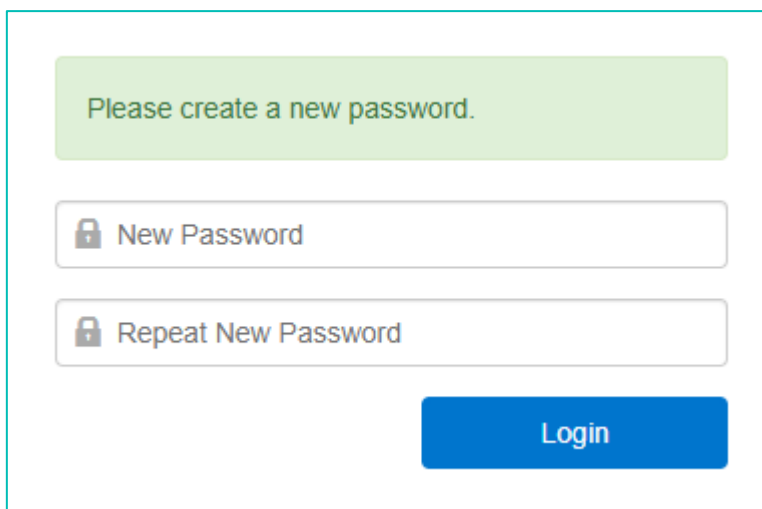
**Step 7** – Make sure all candidates have submitted and completed their mock exam.

## Logging into the digital exam platform

- Open a browser and go to the digital exam platform: <https://cupa-am.assessor.rm.com/>
- For centres in China, please refer to the appendix [here](#)
- Enter your username and password sent to you after you have completed your mock exam bookings on the Digital Mocks Service application on My Cambridge.
- All password-related emails are sent from 'Assessment Master CUPA PROD' [amadmin@rm.com](mailto:amadmin@rm.com). Make sure this email address is added to the allow list, so messages do not go to spam/junk folders at your centre, including any enterprise-level quarantine policies.
- Select **Login**.



- When you log in for the first time, you must create a new password. Enter it twice and select **Login**.



## Delivering exams (continued)

- When you log in, you will see your **Dashboard** on the **Home** screen.

The screenshot shows the Manager Dashboard interface. At the top, there is a navigation bar with 'Manager', 'Home', 'Learners', and 'Users' tabs. The 'Home' tab is active. Below the navigation bar, there is a 'Dashboard' section with a 'Refresh' button. The main content area is titled 'DHS001 CI Mocks' and contains three widgets: 'Registration activity summary' showing 'Total Registrations: 297', 'Testlet Registrations' table, and '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
<b>Total</b>		<b>297</b>

Progress	Count
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** – the total number of mock exams you made booking for in the Digital Mocks Service application.
  - **Testlet Registrations** – this is the number mock exams by subject you made bookings for in the Digital Mocks Service application.
  - **Statistics** – this is the status of the mock exams, which you can refresh to update as the candidates sit and complete their mock exams.
- You can return to the **Dashboard** at any time from **Home** in the main menu.

## Centre administrator only – creating invigilators

As a Centre Administrator you can create 'invigilator' users in the digital exam platform. Invigilators have the same access as you, but cannot create users. If you want more than one person to be able to invigilate or run exams in your centre, you can add users in the system without contacting us.

- To view your invigilators, click on **Users** in the main menu. You will see yourself as Centre Administrator and any other users you have created.

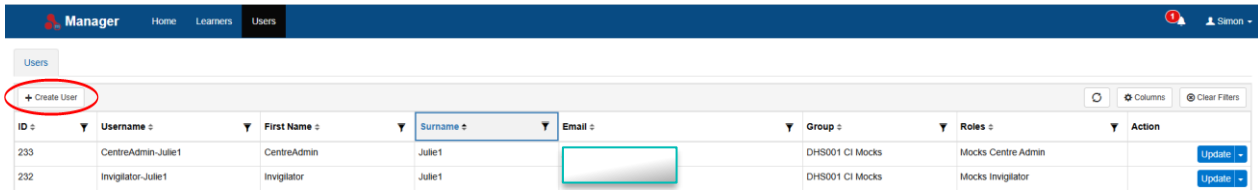
The screenshot shows the Manager Users page. The 'Users' tab is selected in the navigation bar. Below the navigation bar, there is a 'Create User' button and a table of users. The table has columns for ID, Username, First Name, Surname, Email, Group, Roles, and Action. Two users are listed: 'CentreAdmin-Julie1' and 'Invigilator-Julie1'.

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

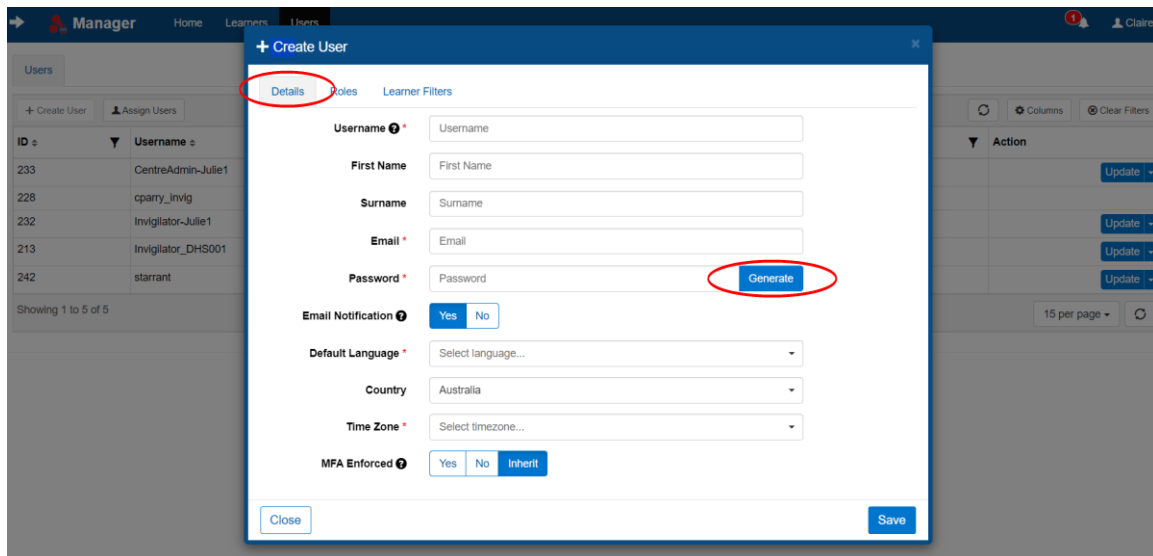
- For each user you will see columns for **ID**, **Username**, **First Name**, **Surname**, **Email**, **Group**, **Roles** and **Action**.
- There are two roles:
  - **Mocks Centre Administrator** – this is the role we give you.
  - **Mocks Invigilator** – this is the role you give to any other users.

## Delivering exams (continued)

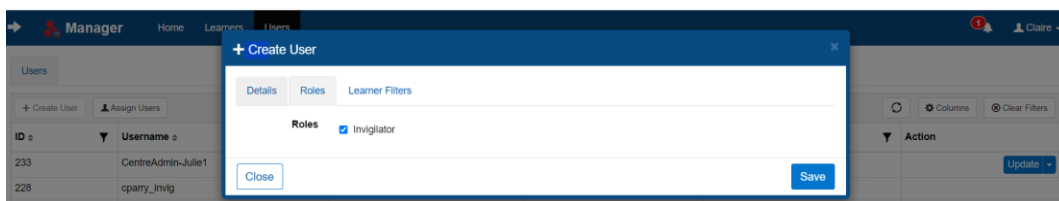
- To create new invigilators, go to the **Users** menu and click **+ Create User**.



- A pop-up will appear. Complete the invigilator's details on the **Details** tab.



- The invigilator's username must meet the following requirements:
  - It may contain letters (a–z, A–Z).
  - It may contain numbers (0–9).
  - It may contain the at sign (@), full stop (.) and underscore (\_).
  - It must start and end with a letter or number.
- The **Email** must be the invigilator's work email address. Leave the **Email Notification** option set to 'Yes' so they receive their username and password by email.
- Create a password by clicking the **Generate** button. The invigilator must change this password the first time they log in.
- The **Default Language** must be English.
- Select the **Country** and **Time Zone**.
- Go to the **Roles** tab, click the **Invigilator** checkbox and click **Save**. This generates an email to the user with their username and password.



## Delivering exams (continued)

- The new invigilator will appear in the list of users with the role of **Mocks Invigilator**. They will receive an email with their username and password.
- Give invigilators the digital exam platform URL (<https://cupa-am.assessor.rm.com>) so they can log in.

## How to give invigilators access across multiple centre folders

If your centre is split across different centre numbers, you can give invigilators access to your other centres.

- Create the invigilator (please see “Centre administrator only – creating invigilators”) and find the ID number of their account

The screenshot shows the 'Manager' interface with the 'Users' tab selected. The left sidebar contains a list of folders: TEST CI Mocks, TEST CI Mocks, TEST CI Mocks, TEST CI Mocks, TEST CI Mocks, TEST CI Mocks, AA111 CI Mocks, AA114 CI Mocks, and AA117 CI Mocks. The main content area shows the 'Users' tab with a table of users. The table has columns for ID, Username, and First Name. One user is listed with ID 896, Username dhs\_prd, and First Name dhs\_prd. Above the table are buttons for '+ Create User', '+ Assign Users', '- Bulk Delete Users', '+ Bulk Block Users', and '- Bulk Remove Blocked Users'. The search filter shows 'Username: dhs\_prd'.

- Navigate to the new folder you want to give them access to, and click 'Assign Users'.

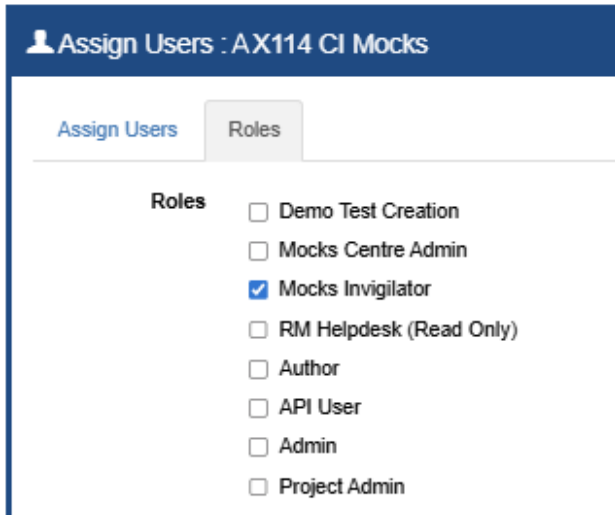
The screenshot shows the 'Manager' interface with the 'Users' tab selected. The left sidebar contains a list of folders: AA111 CI Mocks, AX114 CI Mocks, AA 117 CI Mocks, and AA118 CI Mocks. The main content area shows the 'Users' tab with a table of users. The table has columns for ID, Username, and First Name. One user is listed with ID 896, Username dhs\_prd, and First Name dhs\_prd. Above the table are buttons for '+ Create User', '+ Assign Users', '- Bulk Delete Users', '+ Bulk Block Users', and '- Bulk Remove Blocked Users'. The search filter shows 'Username: dhs\_prd'.

- Search for the Account ID number in the filter for 'ID'.

The screenshot shows the 'Assign Users' dialog box for the 'AX114 CI Mocks' folder. The dialog box has a search filter for 'ID' and a dropdown menu with options 'Match All' and 'Equal to'. The search filter contains the value '896'. There are buttons for '+ Add Rule', 'Clear', and 'Apply'. The background shows a table of users with columns for ID, Username, and First Name. The table has one user listed with ID 896, Username dhs\_prd, and First Name dhs\_prd.

## Delivering exams (continued)

- Select the account using the checkbox to the left, and move to the 'Roles' tab. Tick 'Invigilator'.



The screenshot shows a web interface for assigning users to roles. The title bar reads "Assign Users : AX114 CI Mocks". Below the title bar, there are two tabs: "Assign Users" and "Roles". The "Roles" tab is active. Under the "Roles" tab, there is a list of roles with checkboxes next to them:

- Demo Test Creation
- Mocks Centre Admin
- Mocks Invigilator
- RM Helpdesk (Read Only)
- Author
- API User
- Admin
- Project Admin

- Click 'Assign' to finish the process. The user will now be able to access two different folders using the same account.

## Removing Invigilators

Accounts for invigilators who no longer require access must be deactivated.

1. Open a browser and navigate to the digital exam platform. <https://cupa-am.assessor.rm.com>
2. Go to the **Users** menu and click the '**Update**' button to the right of the user to be deactivated.
3. Move the '**Active**' toggle to '**No**'.


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

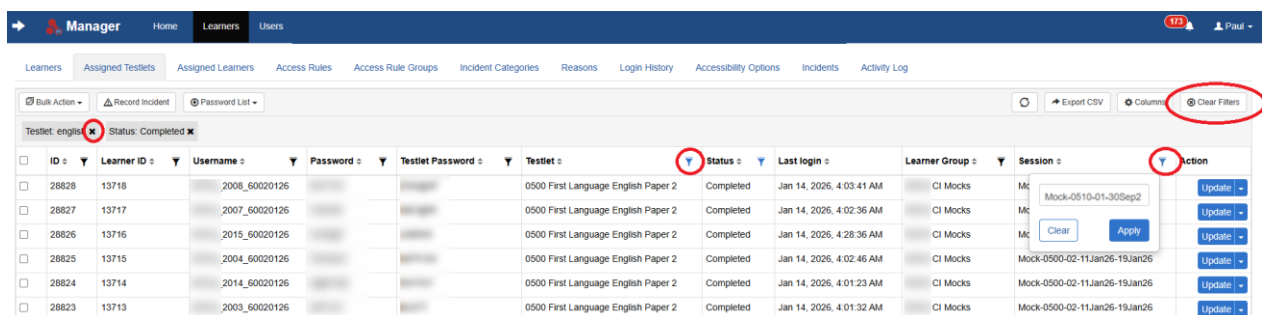
## Filtering and sorting a list


Within the digital exam platform, you can view, filter and sort a list of candidates and mock digital exams.

- Go to the **Learners** menu, then select the **Assigned Testlets** tab.



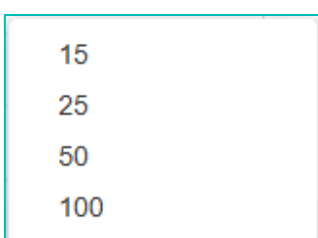
- To filter a list, click the **Filter** icon  on a column header to open the filter.
- Enter the search term and click **Apply**.
- To see all candidates taking a taking a digital exam, in the **Assigned Testlets** tab, filter by **Session**, open the filter in the **Session** column header and enter all or part of the session name, then click **Apply**.



- You may see candidates from previous digital exam series listed on the **Learner** menu.
- To remove previous candidates and mock exams from the view filter **Session** column to show exams for a specific exam window, e.g. '18Jan26-26Jan26'.
- The **Filter** icon in the session column header 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, 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.
- You can sort the list in ascending or descending order using the arrows to the right of the field title.

### Testlet

You can change how many records you see on a page from 15 records to 100 records.



## Checking candidate details

You must check all your candidate details are correct and match the booking you made in the Digital Mocks Service on My Cambridge.

- Open a browser and go to the digital exam platform: <https://cupa-am.assessor.rm.com>
- Go to the **Learners** menu, then select the **Assigned Testlets** tab.
- For each candidate, you will see their full name in the **First Name** column and their candidate number in the **Student ID** column
- Each candidate has a username and password 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	<a href="#">Update</a>
Manju Tobin	0011	DHS001_0011_60020724		DHS001 CI Mocks	<a href="#">Update</a>
Zawar Garnier	0020	DHS001_0020_60020724		DHS001 CI Mocks	<a href="#">Update</a>
Tiara Edwardson	0012	DHS001_0012_60020724		DHS001 CI Mocks	<a href="#">Update</a>

## Checking mock exams and exam windows

You must check all your candidate are assigned to the correct mock exam in the correct mock exam window you made in the Digital Mocks Service on My Cambridge.

- Open a browser and go to the digital exam platform. <https://cupa-am.assessor.rm.com/>
- Go to the **Learners** menu, then select the **Assigned Testlets** tab.
- To view your mock 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 exam windows that have mock exam bookings.
- For each mock exam you will see the name of the exam in the **Testlet** column and the exam window dates, in the **Session** column.

ID	Username	First Name	Testlet Password	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
32515	cm0kE2E93	Ava Smith	Testpass01	Demo Test (Holding Page)		Pending			DMS98 CI MOCKS LDB DUMMY	Mock-000101-14Sep24-20Sep24	<a href="#">Update</a>
32514	cm0kE2E94	Esteban Garcia	Testpass02	Demo Test (Holding Page)		Pending			DMS98 CI MOCKS LDB DUMMY	Mock-000101-14Sep24-20Sep24	<a href="#">Update</a>
32508	holdingch97	Honey Lindsay	Testpass03	Demo Test (Holding Page)		Pending			DMS98 CI MOCKS LDB DUMMY	Mock-001101-14Sep24-20Sep24	<a href="#">Update</a>

- The **Status** column shows the status of the mock exam:
  - **Pending** – the mock exam is available and the candidate is not yet logged.
  - **Holding** – the candidate is logged into but the mock exam has not yet started.
  - **In Progress** – the mock exam has started and candidates are working through the questions.
  - **Suspended** – the person monitoring the digital exam platform has paused the digital exam because of an emergency or a supervised break.
  - **Resumed** – the person monitoring the digital exam platform has restarted the digital exam after an emergency or a supervised break.
  - **Completed** – the candidate has finished and submitted the mock exam.
  - **Absent** – the candidate has not attended the mock exam session and the person monitoring the digital exam platform has updated the status from **Pending** to **Absent**.

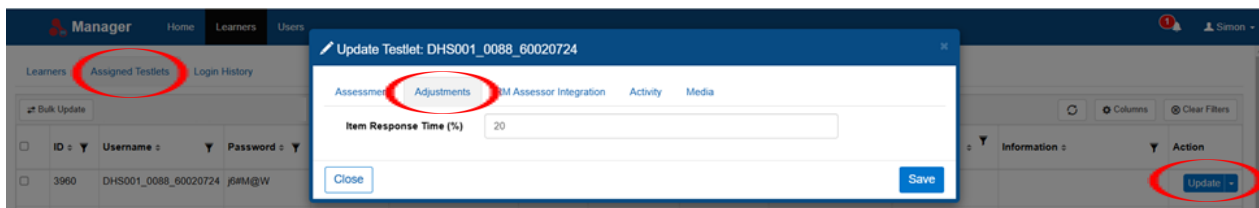
- Use the information in the **Current Item**, **Used time** and **Last login** columns to monitor your candidates' progress when they are sitting their mock exams.

## Setting up extra time for candidates

For candidates who need extra time, you should add it before the mock exam starts. You can add it after the mock exam has started if necessary.

- Open a browser and go to the digital exam platform: <https://cupa-am.assessor.rm.com/>
- Go to the **Learners** menu, then select the **Assigned Testlets** tab.
- Find the candidate who needs extra time. Click the **Update** button in the **Action** column.
- Select the **Adjustments** tab.
- Enter the percentage (%) of the total exam time you wish to add. In the example below the candidate has been given 20% extra time to complete the test.
- Select **Save**.

Candidates can submit the exam at any time when they are done, whether they have been awarded extra time or not. There is no requirement to wait for the timer to elapse.



## Setting up rest breaks for candidates

For candidates who need rest breaks in their mock exams, you should add it before the mock exam starts. You can add it when the mock exam has started if necessary.

- Open a browser and go to the digital exam platform: <https://cupa-am.assessor.rm.com/>
- Go to the **Learners** menu, then select the **Assigned Testlets** tab.
- Find the candidate who needs rest breaks. Click the **Update** button in the **Action** column.
- Select the **Adjustments** tab.
- Set Pause to 'Active'
- Set Pause time limit to 'Custom', then select the number of minutes for the rest break from the drop-down list.
- Set Pause timer to 'Yes'.
- Press **Save**.

## Delivering exams (continued)

Update Testlet: 98765\_9991\_60010125

Assessment Adjustments Talview Activity Media

Item Response Time (%) 0

Pause Active

Pause time limit  Inherit  Custom: 10 Minutes

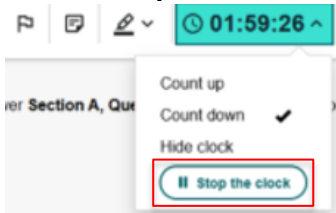
Pause timer Yes No

Reason Approved Rest Breaks

Comment Approved rest break for learner 9991

Close Save

- When the candidate logs in to the mock exam and selects the clock menu, they will see a **'Stop the clock'** option.



- When the candidate clicks **'Stop the clock'** they will see the below message:

**Your exam is paused**

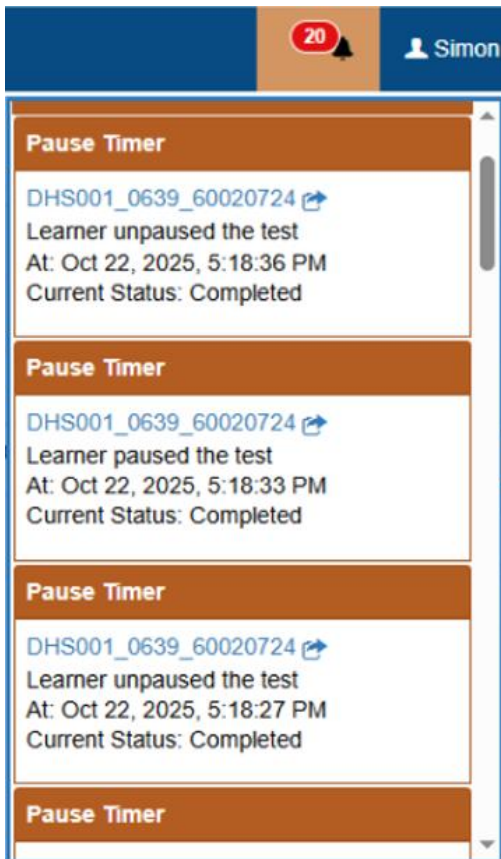
Exam time remaining: 01:58:08

Break time remaining: 00:00:00

Resume

- The candidate clicks the **Resume** button to restart the digital exam with the same time remaining.
- Ignore **Break time remaining** for mock exams (this only applies if a custom time allowed for rest breaks has been configured).
- The person monitoring the digital exam platform will be notified when a candidate pauses their mock exam.

## Delivering exams (continued)



## Giving candidates their login details

Candidates log in to their mock exams using a username and password on the day of the exam. Check the passwords are for the correct exam.

You can export the login details in several formats on the **Assigned Testlets** tab and distribute them to your candidates at the start of the mock exam.

- Open a browser and go to the digital exam platform: <https://cupa-am.assessor.rm.com/>
- Go to the **Learners** menu then the **Assigned Testlets** tab.
- Filter the list to see only the candidates you need by clicking the **Filter** icon on the **Testlet** column and filter for the exam.
- Filter the **Session** column, to filter out past exam sessions or if you have multiple syllabus entries. Click **Apply**.
- A list of passwords will appear under the **Testlet Password** column

Learners Assigned Testlets Login History

Bulk Action Password List

First Name: talv x

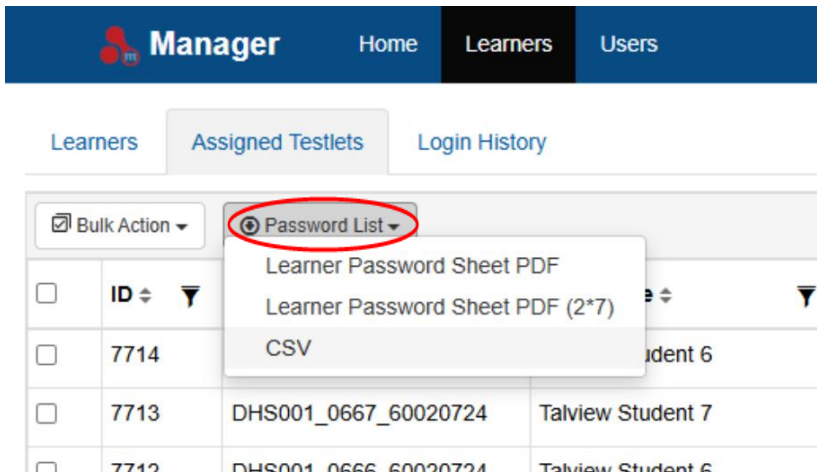
ID	Username	First Name	Testlet Password	Testlet	Status	Last login	Learner Group	Session
7712	DHS001_0666_60020724	Talview Student 6	K5Tn7I	0452 Accounting Paper 1	Completed	Oct 20, 2025, 4:21:02 PM	DHS001 CI Mocks	MockTV-0452-01-19Oct25-26Oct25
7714	DHS001_0666_60020724	Talview Student 6	FEx97T	0500 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	IjVA9k	0500 Paper First Language English 1	Completed	Oct 21, 2025, 3:18:18 PM	DHS001 CI Mocks	MockTV-0500-01-19Oct25-26Oct25

Showing 1 to 4 of 4

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

Delivering exams (continued)

- CSV – generates a CSV file containing the login details for the selected mock exam (one per row). (*recommend option*)
- Learner Password Sheet PDF – generates a PDF containing the login details for the selected mock exam (one per page).
- Learner Password Sheet PDF (2\*7) –generates a PDF containing the login details for the selected mock exam (14 per page).

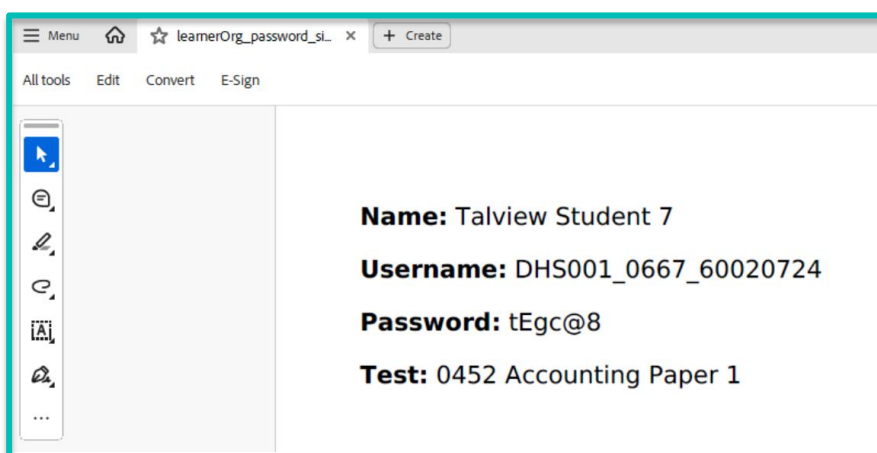


- Depending on the settings in your browser, the PDF or CSV files generated will be downloaded to your default download location.
- Print the login details, ensuring they are stored securely and distribute them to your candidates at the start of the digital exam. Candidates must not share their login details with other candidates.

Here is an example of candidate 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

Here is an example of candidate login details in the PDF format.



## Delivering exams (continued)

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

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

## Giving candidates access to their mock exam

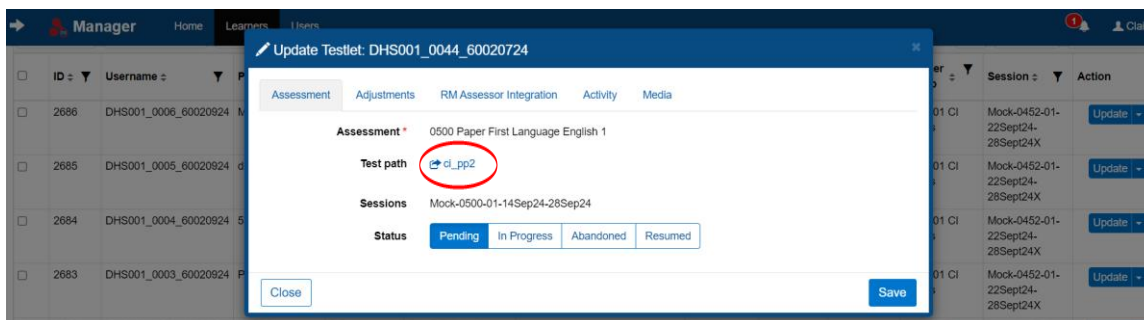
Candidates must access their mock exams using this url:

<https://cupa-am.assessor.rm.com/engine/index.php/lms/login/path/ci-mocks>

- You must share this URL with your candidates at the start of the mock exam to allow them to navigate to the login page.
- Candidates must use a recommended browser to access the mock exam (see the Tips for Delivering Exams guide on the support site for more information).

To access this link in the digital exam platform:

- Open a browser and go to the digital exam platform. <https://cupa-am.assessor.rm.com/>
- Go to the **Learners** menu then the **Assigned Testlets** tab.
- Click the **Update** button next to the learner.
- Click on the **Test path** link. This will show the URL that you can use for all Cambridge mock exams (this will be called 'ci-mocks').
- To copy the URL, right-click on the **Test path** link and select **Copy link address**.



## Delivering exams (continued)

- When candidates log in, they will see the instruction page for the mock exam.

The screenshot shows the Cambridge IGCSE Mock Exam instruction page. At the top left, it displays the Cambridge International Education logo and the text '0500 First Language English P2'. On the top right, there is an 'Accessibility' icon. Below the header, the page is divided into two columns. The left column contains the following text: 'Cambridge IGCSE™', 'First Language English', '0500', 'Paper 2 Directed Writing and Composition', '2 hours', and a note: 'To refer to this front screen information at any time during the exam, click the [icon] icon.' The right column is titled 'MOCK EXAM' and contains two sections: 'INSTRUCTIONS' and 'INFORMATION'. The 'INSTRUCTIONS' section lists: 'Answer two questions in total', 'Section A: answer Question 1', 'Section B: answer one question', and 'Dictionaries are not allowed.' The 'INFORMATION' section lists: '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 [Accessibility] icon.', 'To use the highlighter tool, click the [icon] icon.', and 'To open the notes tool, click the [icon] icon. Notes you make in the notes tool will not be marked.' At the bottom of the page, there is a small copyright notice: 'This exam has been adapted from the November 2022 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 until the person monitoring the digital exam starts the exam.

# Starting mock exams and monitoring candidate progress

## Starting the exam

To start the mock exam, you must release candidates from the **Holding** status.

- Open a browser and go to the digital exam platform: <https://cupa-am.assessor.rm.com/>
- Go to the **Learners** menu, then select the **Assigned Testlets** tab.
- Filter by the **Session** column to display the list of candidates for the mock exam.

ID	Username	First Name	Testlet Password	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
32515	crmbKE2E93	Ava Smith	-Testpass01	Demo Test (Holding Page)		Pending			DMS98 CI MOCKS LDB DUMMY	Mock-0500-01 14Sep26-28Sep26	Update
32514	crmbKE2E94	Esteban Garcia	Testpass02	Demo Test (Holding Page)		Pending			DMS98 CI MOCKS LDB DUMMY	Mock-0500-01 14Sep26-28Sep26	Update
32508	holdingchk97	Honey Lindsay	Testpass03	Demo Test (Holding Page)		Pending			DMS98 CI MOCKS LDB DUMMY	Mock-0500-01 14Sep26-28Sep26	Update

- The word **Holding** will appear under the **Status** column when the candidate logs in. If a candidate does not log in, the status will show as **Pending**.
- Filter the **Status** column by **Holding**, then select the candidates using the tick box in the left-hand column.
- **Please note: you can bulk release candidates by ticking in the box highlighted in blue as shown below.**

ID	Username	First Name	Testlet Password	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
25605	DMS99_0038_60020126	PRD Nov - Cassandra	Test	9990 Psychology Paper 2		Holding			DMS99 CI	Mock-9990-02-23Nov25-29Nov25	Update
25606	DMS99_0039_60020126	PRD Nov - Aida	Test	9990 Psychology Paper 2		Holding			DMS99 CI	Mock-9990-02-23Nov25-29Nov25	Update
25975	DMS99_0087_60020126	PRD Jan - Violet McClain	Test	9990 Psychology Paper 2		Holding			DMS99 CI	Mock-9990-02-04Jan26-12Jan26	Update
25974	DMS99_0086_60020126	PRD Jan - Kristine	Test	9990 Psychology Paper 2		Holding			DMS99 CI	Mock-9990-02-04Jan26-12Jan26	Update
775	DMS99_0011_60020125	Karl Smoke Dec	Test	9990 Psychology Paper 2		Holding			DMS99 CI	Mock-9990-02-02Dec24-13Dec24	Update
776	DMS99_0012_60020125	Sophie Smoke Dec	Test	9990 Psychology Paper 2		Holding			DMS99 CI	Mock-9990-02-02Dec24-13Dec24	Update
25609	DMS99_0036_60020126	PRD Nov - Marcelino	Test	9990 Psychology Paper 1		Holding			DMS99 CI	Mock-9990-01-23Nov25-29Nov25	Update
25610	DMS99_0037_60020126	PRD Nov - Delmar	Test	9990 Psychology Paper 1		Holding			DMS99 CI	Mock-9990-01-23Nov25-29Nov25	Update
25978	DMS99_0085_60020126	PRD Jan - Benny	Test	9990 Psychology Paper 1		Holding			DMS99 CI	Mock-9990-01-04Jan26-12Jan26	Update
25979	DMS99_0084_60020126	PRD Jan - Mayra	Test	9990 Psychology Paper 1		Holding			DMS99 CI	Mock-9990-01-04Jan26-12Jan26	Update

- Select **Bulk Action** drop down then **Resume Learners**.

## Delivering exams (continued)

[Bulk Action](#) | [Record Incident](#) | [Password List](#) | [Export CSV](#) | [Columns](#) | [Clear Filters](#)

	First Name	Testlet Password	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
	PRD Nov - Cassandra	Test	9990 Psychology Paper 2		Holding			DMS99 CI	Mock-9990-02-23Nov25-29Nov25	<a href="#">Update</a>
<input checked="" type="checkbox"/>	25606 DMS99_0039_60020126 PRD Nov - Aida	Test	9990 Psychology Paper 2		Holding			DMS99 CI	Mock-9990-02-23Nov25-29Nov25	<a href="#">Update</a>
<input checked="" type="checkbox"/>	25975 DMS99_0087_60020126 PRD Jan - Violet Mcclain	Test	9990 Psychology Paper 2		Holding			DMS99 CI	Mock-9990-02-04Jan26-12Jan26	<a href="#">Update</a>
<input checked="" type="checkbox"/>	25974 DMS99_0086_60020126 PRD Jan - Kristine	Test	9990 Psychology Paper 2		Holding			DMS99 CI	Mock-9990-02-04Jan26-12Jan26	<a href="#">Update</a>
<input checked="" type="checkbox"/>	775 DMS99_0011_60020125 Karl Smoke Dec	Test	9990 Psychology Paper 2		Holding			DMS99 CI	Mock-9990-02-02Dec24-13Dec24	<a href="#">Update</a>

- 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 candidates is correct then select **Resume** in the bottom right of the window.

### Resume Learners

Resume
 Suspended
 Holding

You have selected to bulk update 1 learner(s)

**Select all learners (across all pages)**
 Yes
 No

1 learners with status 'Holding' will be set back to 'Releasing'

Close
Resume

- You will be redirected back to the **Assigned Testlets** tab and the mock exams will show as 'Releasing'.

[Bulk Action](#) | [Password List](#) | [Columns](#) | [Clear Filters](#)

Session: MockQ4-0500-02-22Sep25-31Oct25

ID	Username	First Name	Testlet Password	Testlet	Status	Last login	Learner Group	Session	Action
7352	DHS001_0640_60020724	UAT Q4 - Keira Norris	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	<a href="#">Update</a>
7354	DHS001_0637_60020724	UAT Q4 - Harvey King	UAT Q4 - Harvey King	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<a href="#">Update</a>
7353	DHS001_0635_60020724	UAT Q4 - Freddie Irving	UAT Q4 - Freddie Irving	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<a href="#">Update</a>
7355	DHS001_0639_60020724	UAT Q4 - Jacob Morgan	UAT Q4 - Jacob Morgan	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<a href="#">Update</a>
7358	DHS001_0634_60020724	UAT Q4 - Eva Howard	UAT Q4 - Eva Howard	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<a href="#">Update</a>
7351	DHS001_0642_60020724	UAT Q4 - Molly Patel	UAT Q4 - Molly Patel	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<a href="#">Update</a>
7357	DHS001_0643_60020724	UAT Q4 - Nathan Reed	UAT Q4 - Nathan Reed	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	<a href="#">Update</a>
7360	DHS001_0638_60020724	UAT Q4 - Imogen Lane	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	<a href="#">Update</a>
7356	DHS001_0641_60020724	UAT Q4 - Leo O'Brien	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	<a href="#">Update</a>
7359	DHS001_0636_60020724	UAT Q4 - Georgia James	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	<a href="#">Update</a>

Showing 1 to 10 of 10 | 15 per page

- When they have been released the status will show as **In Progress**. Refresh the list to update the status for each candidate.

## Delivering exams (continued)

ID	Username	First Name	Testlet Password	Testlet	Status	Last login	Learner Group	Session	Action
7351	DHS001_0642_60020724	UAT Q4 - Molly Patel	WFS15t	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	Update
7354	DHS001_0637_60020724	UAT Q4 - Harvey King	WFS15t	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	Update
7303	DHS001_0635_60020724	UAT Q4 - Freddie Irving	ps8XJ#	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	Update
7355	DHS001_0639_60020724	UAT Q4 - Jacob Morgan	Z*Mi@8	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	Update
7358	DHS001_0634_60020724	UAT Q4 - Eva Howard	T@4Ae\$	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	Update
7357	DHS001_0643_60020724	UAT Q4 - Nathan Reed	595Bb*	0500 First Language English Paper 2	Pending		DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	Update
7352	DHS001_0640_60020724	UAT Q4 - Keira Norris	@E%w8N	0500 First Language English Paper 2	In Progress	Oct 21, 2025, 3:43:12 PM	DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	Update
7359	DHS001_0636_60020724	UAT Q4 - Georgia James	@E%w8N	0500 First Language English Paper 2	Completed	Oct 21, 2025, 1:26:43 PM	DHS001 CI Mocks	MockQ4-0500-02-22Sep25-31Oct25	Update


- It can take up to 60 seconds for candidates to be released from the instructions page and once the candidates have been released, the mock exam will start.
- Once candidates complete and submit their mock exams, the status will show as **Completed** in the **Status** column.

## Monitoring candidate mock exam progress

During the exam, you can monitor candidates' progress.

- Open a browser and go to the digital exam platform: <https://cupa-am.assessor.rm.com/>
- Go to the **Learners** menu, then select the **Assigned Testlets** tab.
- Filter to the show the specific activity you want to see.
- You can monitor the **Current Item**, **Status**, **Used time** and **Last login** columns for up-to-date information on your candidates' progress.

ID	Username	First Name	Testlet Password	Testlet	Status	Last login	Learner Group	Session	Action
7351	DHS001_0642_60020724	UAT Q4 - Molly Patel	WFS15t	0500 First Language English Paper 2	Pending		DHS001 CI	Q4-0500-02-22Sep25-31Oct25	Update
7354	DHS001_0637_60020724	UAT Q4 - Harvey King	WFS15t	0500 First Language English Paper 2	Pending		DHS001 CI	Q4-0500-02-22Sep25-31Oct25	Update
7353	DHS001_0635_60020724	UAT Q4 - Freddie Irving	ps8XJ#	0500 First Language English Paper 2	Pending		DHS001 CI	Q4-0500-02-22Sep25-31Oct25	Update
7355	DHS001_0639_60020724	UAT Q4 - Jacob Morgan	Z*Mi@8	0500 First Language English Paper 2	Pending		DHS001 CI	Q4-0500-02-22Sep25-31Oct25	Update
7358	DHS001_0634_60020724	UAT Q4 - Eva Howard	T@4Ae\$	0500 First Language English Paper 2	Pending		DHS001 CI	Q4-0500-02-22Sep25-31Oct25	Update
7357	DHS001_0643_60020724	UAT Q4 - Nathan Reed	595Bb*	0500 First Language English Paper 2	Pending		DHS001 CI	Q4-0500-02-22Sep25-31Oct25	Update
7352	DHS001_0640_60020724	UAT Q4 - Keira Norris	@E%w8N	0500 First Language English Paper 2	In Progress	Oct 21, 2025, 3:43:12 PM	DHS001 CI	Q4-0500-02-22Sep25-31Oct25	Update
7359	DHS001_0636_60020724	UAT Q4 - Georgia James	@E%w8N	0500 First Language English Paper 2	Completed	Oct 21, 2025, 1:26:43 PM	DHS001 CI	Q4-0500-02-22Sep25-31Oct25	Update
7360	DHS001_0638_60020724	UAT Q4 - Imogen Lane	@E%w8N	0500 First Language English Paper 2	Completed	Sep 24, 2025, 4:46:58 PM	DHS001 CI	Q4-0500-02-22Sep25-31Oct25	Update
7356	DHS001_0641_60020724	UAT Q4 - Leo O'Brien	@E%w8N	0500 First Language English Paper 2	Completed	Oct 21, 2025, 2:08:12 PM	DHS001 CI	Q4-0500-02-22Sep25-31Oct25	Update

- You can refresh the filtered list using the refresh button  shown above, or below the list to update the information displayed.
  - **Current Item** – shows the question number the candidate is answering.
  - **Status** – shows the overall status of the candidate's mock exam.
  - **Used time** – shows the time the candidate has used in their mock exam so far.
  - **Last login** – shows the last time the candidate logged in to their mock exam.
- The status of your candidate mock exam will change as follows:
  - At the start of the exam all candidates will have **Holding** status.
  - When the exam starts, their status will change to **In Progress**.
  - If a mock exam is paused their status will change to **Suspended**.
  - When the mock exam is restarted after being paused, their status will change to **Resumed**.

## Delivering exams (continued)

- When a candidate submits their exam their status will change to **Completed**.
- If a candidate does not attend the exam, you should change the status to **Absent**. (See Absent section.)

It is important to monitor the status of your candidate's exam and make sure they all show the **Completed** status at the end of the exam. This confirms the candidate's mock exams are finished and their exam responses will be marked by Cambridge.

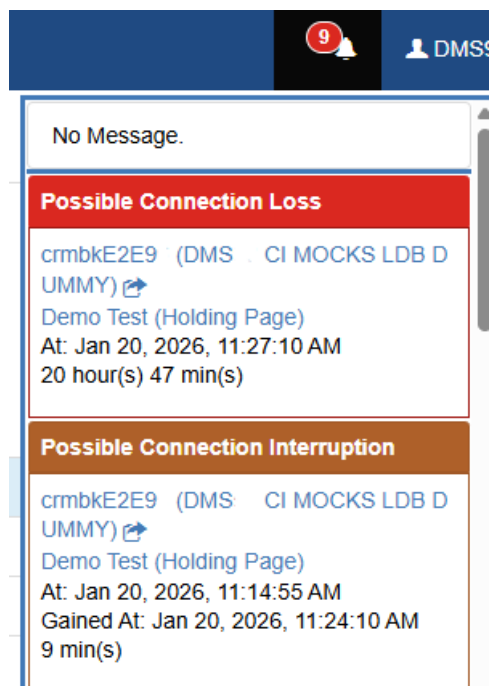
## Notifications from the digital exam platform

During a digital mock exam, the person monitoring the digital exam may receive one or more notifications. These appear in the **bell** icon in the top-right corner next to your name and the link to log out.



A notification means the communication between your candidates' exam and the central server has been lost for two minutes.

- The notification shows the candidates' username, exam and time of the possible connection interruption.
- If this happens, inform the invigilator to check with the candidate that they are still active in their mock exam.
- If the connection has been interrupted, the candidate will not be able to progress beyond their current question until the connection is restored.



### Possible Connection Loss

This tells you when a candidate's exam loses connection with the central server and the exam has not saved successfully. If the exam reconnects to the central server, the notification changes to 'Possible Connection Interruption' when the page is refreshed.

### Possible Connection Interruption

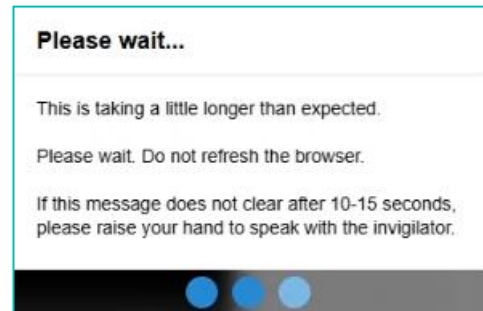
This tells you when a candidate's exam has reconnected to the central server after a connection loss. The notification shows the time the connection was lost, the time it reconnected and the total time without a connection.

## Notifications to candidates

If the connection is lost, candidates will receive a pop-up message on their screens. The exam can generate two messages to tell candidates what to do, as well as notifying the person monitoring the exam platform.

### Please wait...

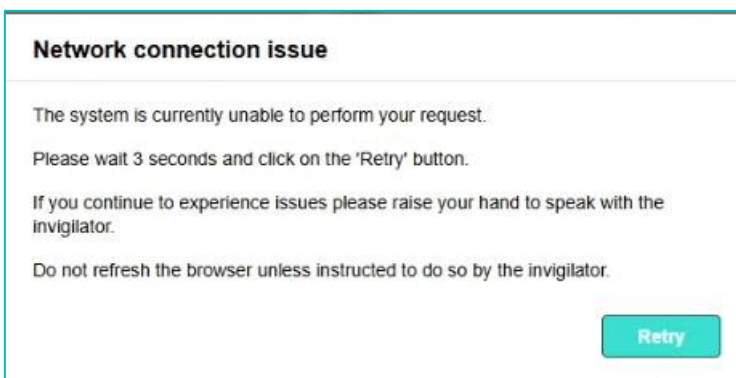
This pop-up message appears (with three moving blue dots) if the connection is unusually slow and the page cannot load or complete a background task within a set time. It will usually disappear when the page has finished loading. If the connection is lost for longer, it will be replaced by the 'Network connection issue' pop-up.



- To remove this notification:
  - The invigilator must advise the candidate to wait one minute to see if the connection speeds up and the notification disappears. If this does not disappear the invigilator must communicate responsible for resolving technical issues on exam day to take over the managing the issue.
  - The person resolving the issue, must exit the lockdown browser solution and restart the lockdown browser solution. They must advise the candidate to use their credentials to log back in to the exam. When they log in again, the exam will continue from where it stopped. All answers will have been saved.
  - Check the candidates' internet connection on their computers. If the computers have no internet connection, request support from your IT team.
  - Check other candidates' computers are not affected. If they are also affected by a loss of internet connection, ask your IT team to check the available bandwidth. If possible, ask other internet users in your centre to stop using the internet.

### Network connection issue

This pop-up message appears if the exam detects that the network connection has been lost. The **Retry** button tries to restore the connection. There is no risk of losing data.



## Delivering exams (continued)

- To remove this notification:
  - The invigilator must advise the candidate to wait one minute to see if the connection is restored. If so, the candidate can continue the exam.
  - If other candidates are affected, you must inform the person monitoring the digital exam as well as get support from the person resolving technical problems to check the internet connection.
  - Once the internet connection is restored, candidates can click the **Retry** button to continue the exam.

If the exam window is coming to an end and a candidate is still experiencing connection issues and has been unable to complete their test, please contact us, details on [page 30](#).

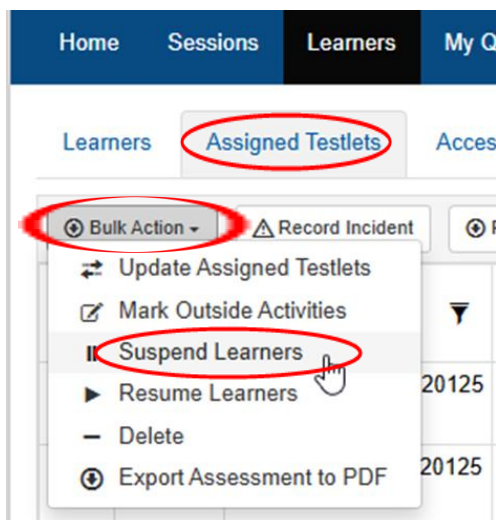
## Updating the status of mock exams

In certain situations, you may need to update the status of the mock exams for one or more candidates.

### Suspend

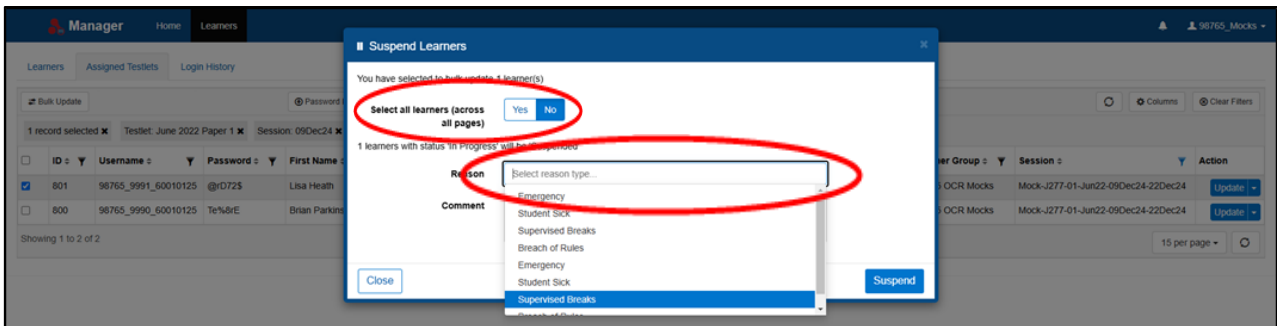
Use this to pause an exam for one or more candidates because of an emergency or a supervised break. In these situations, invigilators must always communicate with the person monitoring the digital exam platform.

- Open a browser and go to the digital exam platform. <https://cupa-am.assessor.rm.com/>
- Go to the **Learners** menu then the **Assigned Testlets** tab.
- Select the checkbox in the first column of the candidates you want to suspend.
- Select **Bulk Action** and then click **Suspend Learners**.

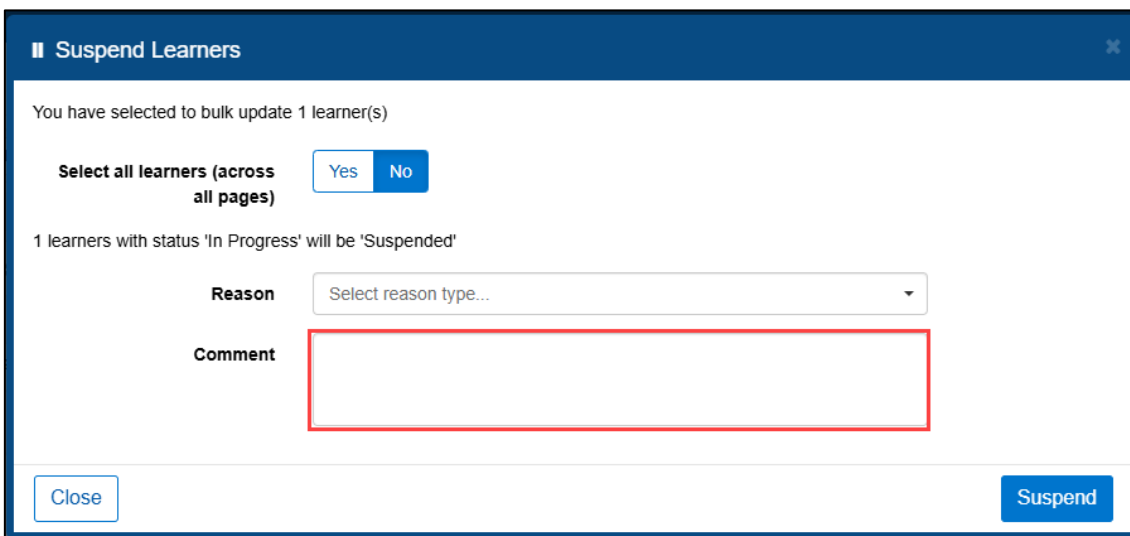


## Delivering exams (continued)

- A pop-up box will appear. Select a reason from the list and enter a comment (optional).



- Click the **Suspend** button to pause the candidates' exam.



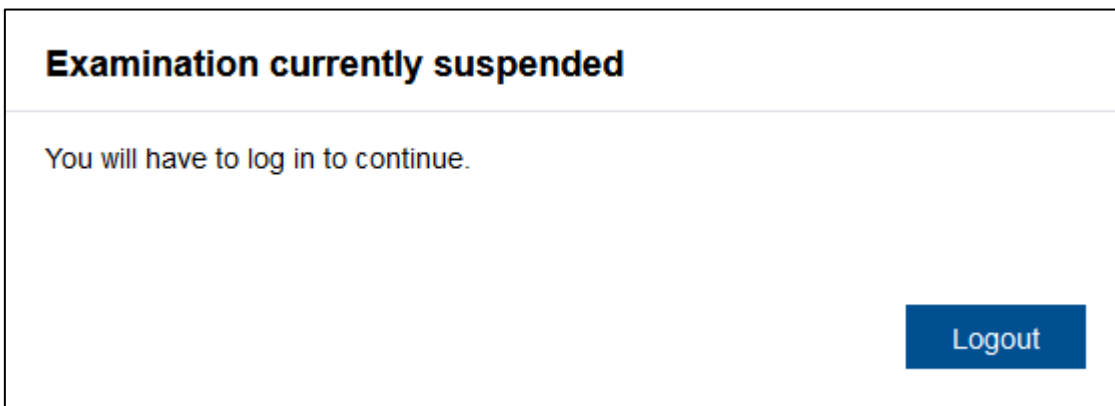
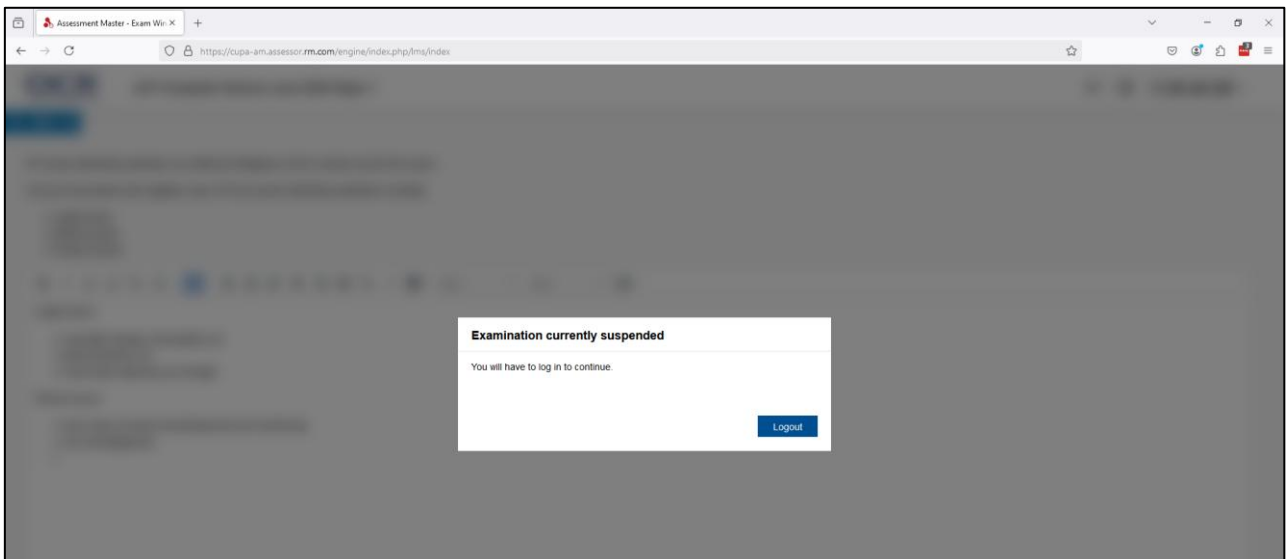
- The status of the exam is updated to **Suspended** in the status column.

The screenshot shows the 'Learners' table in the Manager interface. The table has the following columns: ID, Username, First Name, Testlet Password, Testlet, Current Item, Status, Used time, Last login, Learner Group, Session, and Action. The 'Status' column for the selected learner (ID 801) is highlighted in red and shows 'Suspended'.

ID	Username	First Name	Testlet Password	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
801	98765_9991_60010125	Lisa Heath	@E%w6N	Computer Science June 2022 Paper 1	Q4*	Suspended	10	Dec 11, 2024, 4:55:29 PM	98765 Mocks	Mock-J277-01-Jun22-09Dec24-22Dec24	Update
800	98765_9990_60010125	Brian Parkinson	WFSH5t	Computer Science June 2022 Paper 1		Pending			98765 Mocks	Mock-J277-01-Jun22-09Dec24-22Dec24	Update

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

## Delivering exams (continued)

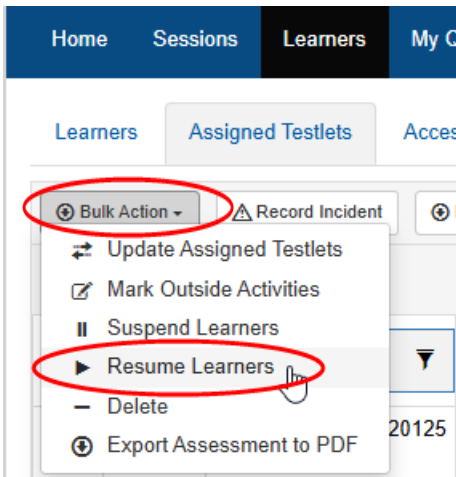


- Each candidate will need to click the **Logout** button on the message that appears.
- To restart the exam, they will need to log in to the exam again.

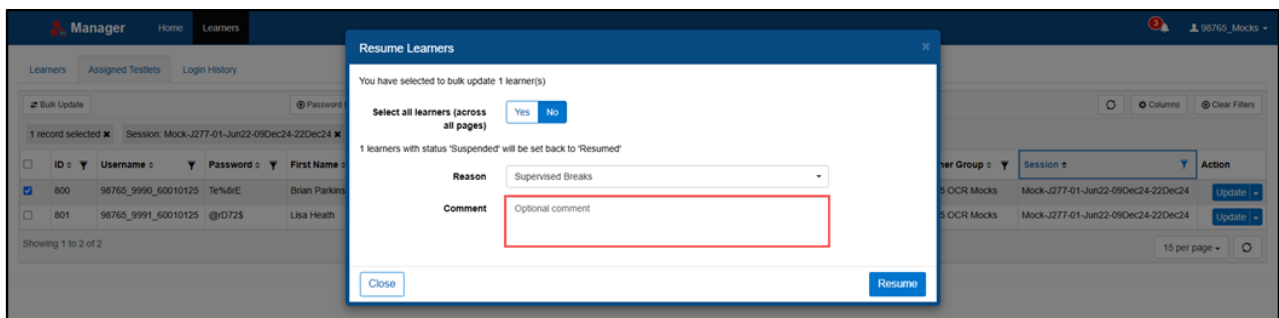
## Resumed

When the invigilators have communicated that the candidates are ready to restart the exam, select the checkbox in the first column for one or more suspended exams to be resumed.

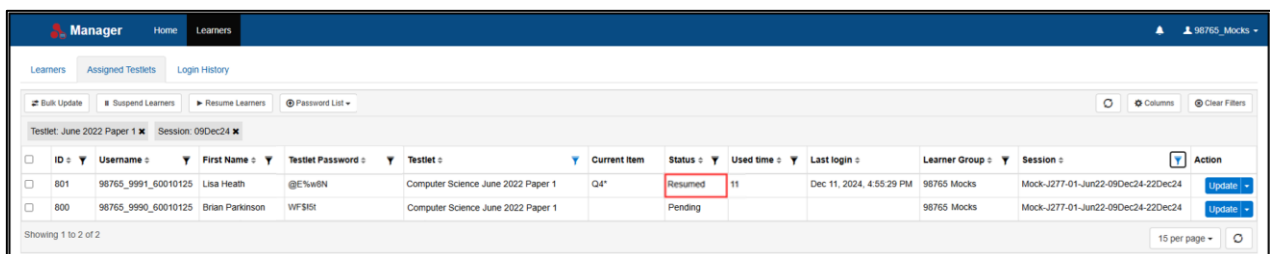
- Select **Bulk Action** and click **Resume Learners**.



- A pop-up box will appear. Select a reason from the list and enter a comment (optional).



- Click the **Resume** button to resume the exams.
- The status of the exam is updated to **Resumed** in the **Status** column.



- To restart the exam, candidates will need to log in to the exam again using the exam link and their login details.

## Absent

If any of your candidates are absent and cannot sit their mock exam in the window you need to record them as absent. This updates the status of their exam 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 exam 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** exams to be marked as **Absent**.
- Click the **Bulk Update** button above the list.

ID	Username	First Name	Testlet Password	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
<input type="checkbox"/>	801	98765_9991_60010125	Lisa Heath	@E%w8N	Computer Science June 2022 Paper 1	Pending			98765	-J277-01-Jun22-09Dec24-22Dec24	<a href="#">Update</a>
<input type="checkbox"/>	800	98765_9990_60010125	Brian Parkinson	WF5t	Computer Science June 2022 Paper 1	Completed	32	Dec 11, 2024, 4:55:29 PM	98765	-J277-01-Jun22-09Dec24-22Dec24	<a href="#">Update</a>

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

**Bulk Update Tests**

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 exam is updated to **Absent** in the **Status** column.

ID	Username	First Name	Testlet Password	Testlet	Current Item	Status	Used time	Last login	Learner Group	Session	Action
<input type="checkbox"/>	801	98765_9991_60010125	Lisa Heath	@E%w8N	Computer Science June 2022 Paper 1	Absent			98765 Mocks	Mock-J277-01-Jun22-09Dec24-22Dec24	<a href="#">Update</a>
<input type="checkbox"/>	800	98765_9990_60010125	Brian Parkinson	WF5t	Computer Science June 2022 Paper 1	Completed	32	Dec 11, 2024, 4:55:29 PM	98765 Mocks	Mock-J277-01-Jun22-09Dec24-22Dec24	<a href="#">Update</a>

## Completed

If a candidate does not finish the exam correctly by clicking **Submit**, their exam status remains **In Progress**. The person monitoring the digital exam platform needs to monitor this on the **Assigned Testlets** tab and communicate with the invigilator.

The status of their exam is updated to **Completed** (see the [Student Guide for Taking Exams](#) for more information).

The person monitoring the digital exam platform must monitor the status of candidates' exams to check they all show **Completed** at the end of the exam. This makes sure candidates' exams will be marked.

At the end of the exam, candidates will be presented with two choices:

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

If an exam remains **In Progress** when a candidate has finished the exam, there are two options:

- If the candidate has not left the room, ask them to log back into the digital exam and submit their exam.
- If the candidate 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.

**Bulk Update Tests**

You have selected to bulk update 1 learner(s)

Select all learners (across all pages)

Assessment Adjustments RM Assessor Integration

Status

## What if a candidate starts the wrong exam?

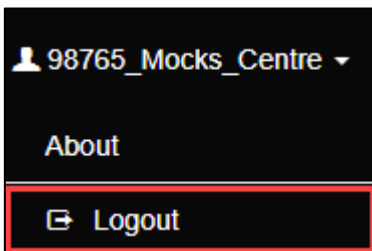
If a candidate logs into the wrong exam, ask the candidates to close and reopen their browser. Give them the password for the correct exam, and the candidates can go back to the digital exam and log back in.

If the exam has already started, you can pause it by changing the status to **Suspended** and ask the candidates to close and reopen their browser. The candidate can go back to the digital exam and log back in using the correct exam password.

When it is time to sit the exam which was started by mistake, change the status to **Resumed**. the candidates can go back to the digital exam and log back in.

## Logout

To log out of the digital exam platform, 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 digital exam platform at <https://am-assessor.digitalexams5.cambridge.org>

Step 2 – Check your candidates' 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 candidates their login details (username/password).

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

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

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

**Page 4 - Logging in** Open a browser and go to the digital exam platform.

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

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

#### Page 10 - 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 candidates at the start of the exam sitting to allow them to navigate to the login page in a recommended browser.

#### Page 24 - 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 digital exam platform (<https://am-assessor.digitalexams5.cambridge.org>) for them to log in.

Accounts for invigilators who no longer require access must be deactivated:

1. Open a browser and go to the digital exam platform  
<https://am-assessor.digitalexams5.cambridge.org>
2. Go to the **Users** menu and click the '**Update**' button to the right of the user to be deactivated.
3. Move the '**Active**' toggle to '**No**'.

## 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.