



Multi-Factor Authentication (MFA) user guide for the digital exams platform

Use this guide to set up your multi-factor authentication access to the digital exam platform if you are the Centre Administrator.

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Step 1: Download an authenticator app

Install one of the following authenticator apps available from the App Store or Google Play on to your smartphone device: *(please check you are installing the correct app)*

- **Okta Verify** (*recommended*)
- **Microsoft Authenticator**
- **Google Authenticator**



Okta Verify
Okta Inc.



Microsoft
Authenticator
Microsoft Corporation



Google Authenticator
Google LLC

Step 2: Access the digital exam platform

- Open Chrome, Microsoft Edge or Safari with the screen resolution set to 1920x1080 (or higher).
- If you need to change your screen resolution:

Microsoft Windows:

- Right-click on the desktop (any empty area) and select 'Display Settings'.
- Scroll down to 'Scale and layout' and look for 'Display resolution'.
- The current resolution will be displayed, and you may be able to select from other options in a drop-down menu.

macOS:

- Click on the Apple icon in the top-left corner of your screen and select 'System Preferences'.
 - Click on 'Display'.
 - The current resolution will be displayed under the 'Display' section.
 - You can adjust the resolution by clicking on the 'Display' section and selecting from the available options.
- Enter <https://cupa-am.assessor.rm.com/> into the web browser.
 - Enter the username and password we sent you by email.
 - All system emails, including passwords, will be sent from amadmin@rm.com.

Please make sure that this address is added to the safe list for all spam/junk folders at the school, including any enterprise-level quarantine policies.

From: Assessment Master CUPA <amadmin@rm.com>
Sent: 28 April 2025 16:55
To: Vetter User <email@valid.domain>
Subject: New User Email

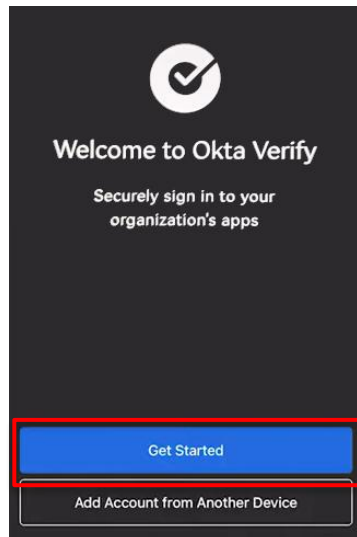
Your new account has been created. You can access your account after it is verified Username:vettername Password:34734569vter

Step 3: Log in to the digital exam platform using multi-factor authenticator

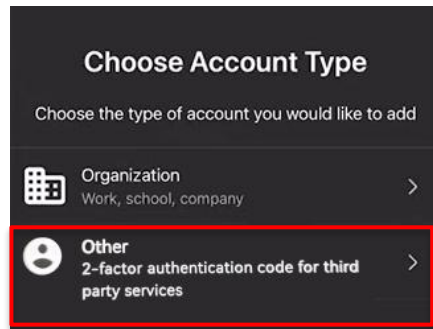
- Open your authenticator **app on your phone**.
- Follow the below instructions depending on which authenticator you are using. You will need to go through the set-up screens on first use of the app. **(Your phone camera app or stand alone QR code scanner will not work without the app).**

MFA option 1: OTKA set up process

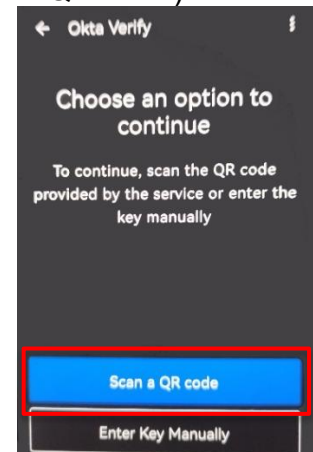
1. Tap **Get Started**



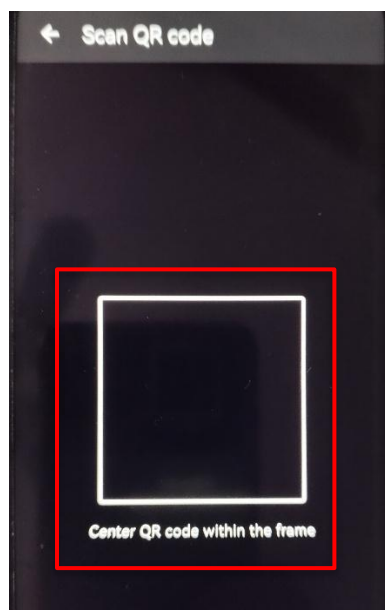
2. Tap through the screens to get to the below screen and tap **Other**



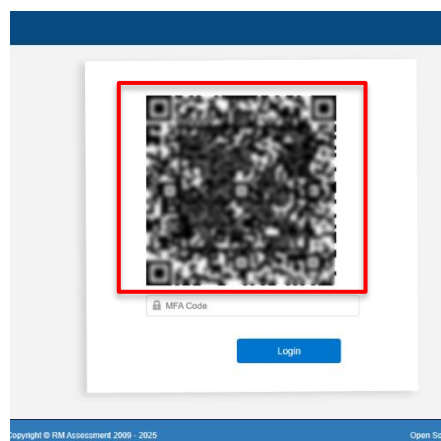
3. Tap **Scan a QR Code** (on Android tap **ALLOW** for the app to take photos to use the QR code)



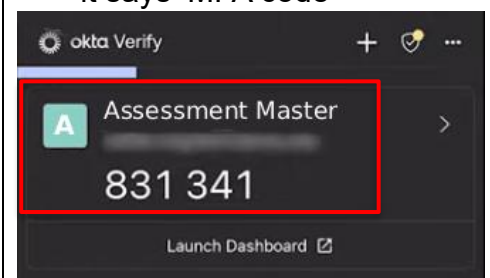
4. Scan the QR code on the digital exam platform via the app. The QR code needs to be within the frame of the app.



5. Your QR code on the digital exam platform will look like this (*the below QR code is only an example*)



6. On the app you will get a six-digit number displayed in the authenticator app. Enter this code into the digital exam platform where it says 'MFA code'

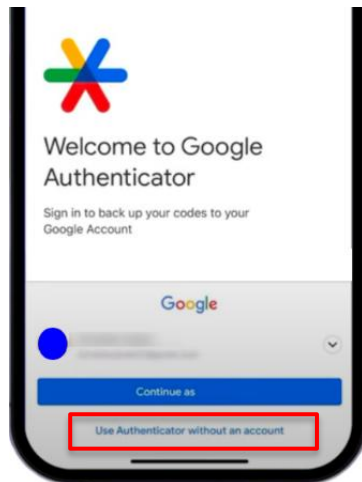


Go to [Step 4](#)

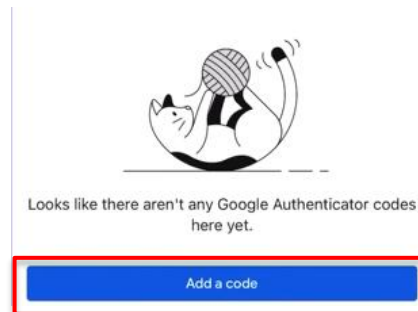
Go to [Okta](#) for more information

MFA option 2: Google Authenticator process

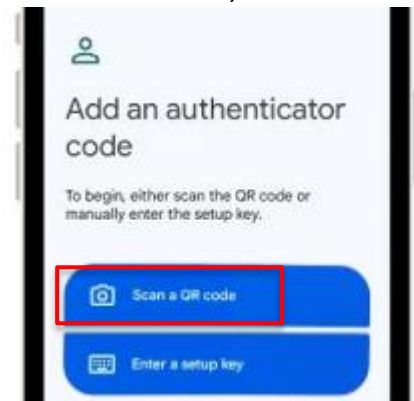
1. Tap through the screens and tap on **Use Authenticator without an account**



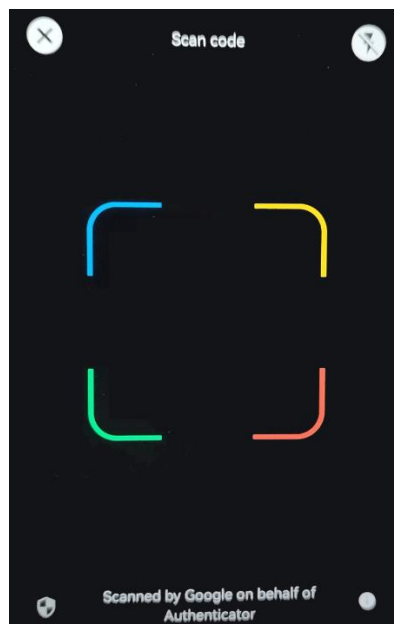
2. Tap on **Add a code** button



3. Tap **Scan a QR code** (on Android tap **ALLOW** for the app to take photos to use the QR code)



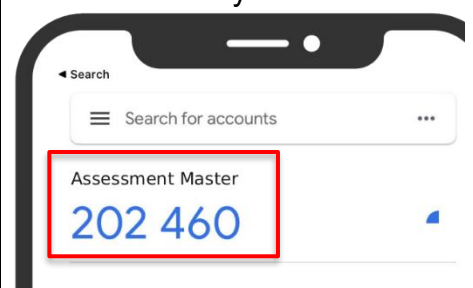
4. Scan the QR code on the digital exam platform via the app. The QR code needs to be within the frame of the app.



5. Your QR code on the digital exam platform will look like this (*the below QR code is only an example*)



6. On the app you will get a six-digit number displayed in the authenticator app. Enter this code into the digital exam platform where it says 'MFA code'



Go to [Step 4](#)

Go to [Google](#) for more information

MFA option 3: Microsoft Authenticator process

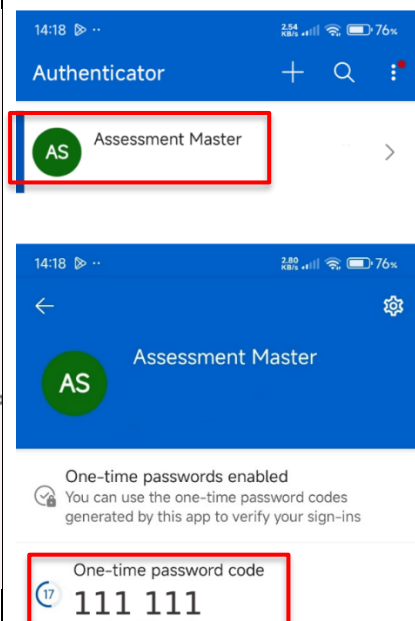
1. Tap through the screens and tap on **Scan a QR code** (on Android tap **ALLOW** for the app to take photos to use the QR code)



2. Scan the QR code on the digital exam platforms via the app. The QR code needs to be within the frame of the app.



3. After scanning the QR Code, the app will move to the screen below. Tap the name of the website. Enter the six-digit code into the digital exam platform where it says 'MFA code'

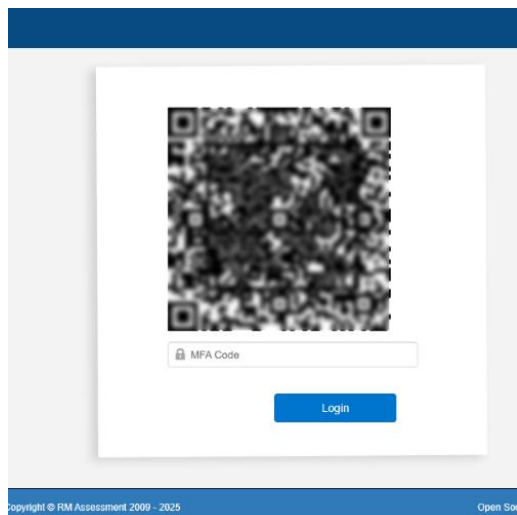


Go to [Step 4](#)

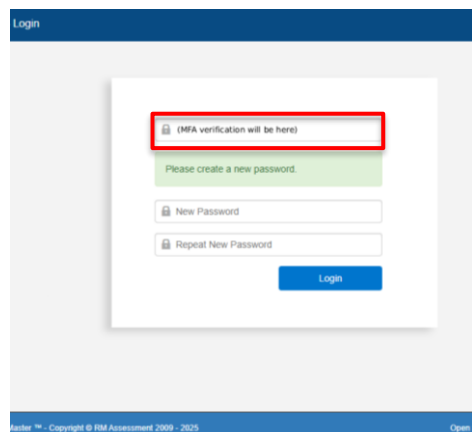
Go to [Microsoft](#) for more information.

Step 4: Entering the authenticator code

- Enter the six-digit authenticator code into the box named 'MFA Code' in the digital exam platform. Make sure there are no spaces between any of the numbers.



- Click '**Login**'
- You will be asked to change your password.
 - It must be:
 - a **minimum** of eight characters.
 - a combination of upper case, lower case, numbers
 - include one of these special characters: !@#\$\$%&*?!



- You now will be to access the digital exam platform.

Contact us

If you have any questions, email 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.