Student Guide for Actuarial Home based Online Examination

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1. Introduction

This guide provides essential information for candidates appearing in the upcoming Actuarial exams. It includes pre-exam preparations, exam-day procedures, and post-exam guidelines.

The Student Guide is accompanied by the following documents, all of which are available on the IAI website. Click here to view.

Sr No.	Policy/Procedure	Application/Details
1	Mitigating Circumstance Policy and Procedure	Apply if unable to appear the exam due to technical failure as per the policy.
2	Notice for Exam Entry Fee Refund	Apply for a refund if eligible according to the policy.
3	Policy for Differently Abled Candidates	Candidates with disabilities may apply for extra time.
4	Frequently Asked Questions (FAQ)	Check for quick answers to common exam-related process, registration, and technical issues.

All examinees are entrusted with the responsibility of thoroughly perusing and acquainting themselves with the above contents along with student guide prior to appearing for the IAI exams.

2. Minimum Technical Requirements:

Ensure that you meet the minimum hardware and software requirements for the exam browser, as mentioned in the **Registration Announcement** for the specific session you are appearing for.

3. Communications:

a) Use registered contact info: Email and phone for all communications.

b) Mock Exams: Appear for mock exams to Check system compatibility and experience the exam platform.

c) Exam link availability: You'll receive the link 2 days before the exam via email and in your member login

d) R Packages *(Applicable for CS1B & CS2B)* **:** The Institute will update the list of required R packages **15 days before the exam** on the official website. **click here to view.**

e) Technical Assistance: Kindly contact the helpline number available on the Examination platform +91 8047190902/email the issue on mettl-support@mercer.com keeping copy to exam@actuariesindia.org. **IAI Support:** If you can't reach tech support, call IAI at +91 22 62433334/36/78/49.

Note:

1. The proctor is only for invigilation. Don't contact them for technical issues or queries related to question paper. Ask the proctor's permission to use your phone for support (through Chatbox).
2. The Institute will not provide support for installation or configuration or issue related to R Console, R Studio, or associated packages. Assistance will only be available for issues related to the online examination platform.

4. Pre- Examination Preparation:

4.1 Important Items to Keep Handy and Prohibited on Exam Day

Sr. No.	Items to Keep Handy	Prohibited Material
1	Hall Ticket (original) & Government-issued ID proof (original)	Cell Phones, Earphones /Headphones/ Earplugs, Tablets, Smart Watch, Fitness Band, Smart Glasses or any electronic gadget.
2	Approved scientific calculator (IAI-approved list FAQ 14)	Any Books(relevant/irrelevant), Sticky notes or notepads.
3	Hard copy of the Actuarial table (no xerox/print copies allowed)	Any external devices (USB drives, external ports, Bluetooth, Screen cast)
4	Transparent water bottle, Blank papers and pens for rough work	Any other apps or windows open (e.g., WhatsApp, Telegram)

4.2 Steps to Start Examination (Main and Mock exams):

Step-by-Step Guide : How to Start Your Online Exam (Click here to view the video tutorial). Check your hardware/software before the mock and final exam using below steps and instructions.

Steps	Instruction
Prepare Your System	➢ Check for System & Software Updates. ➢ Close all background apps, clear browser history, and uninstall antivirus & screen-sharing apps. Disable the Windows firewall. ➢ Keep your system speaker **ON** and at maximum volume for notifications and messages from proctors. ➢ Test Internet Speed. ➢ Test System Compatibility. ➢ Check the Microphone & Webcam: Use any third-party browser to check both. (e.g. https://webcammictest.com/) ➢ Ensure all pop-ups and notifications are closed/blocked to avoid screen interruptions.
Install Exam Software	Uninstall the exam software from earlier sessions and delete the software folder from your local drive. Then, download and install the latest exam software from the provided exam link. **(Skip if appeared for Mock exam)**
Start Test Button	Click the **Start Test** button in the email received from admin.mettl@mercer.com. (check your spam/junk folder if unable to track email) The exam link and instructions will be available in your member login under examination tab a day before the exam.
Log in	Log in 30 minutes before the exam start. Do not share your exam link with anyone else.
Technical Support	Refer **communication section 3**
Start Test	Click **Start Test > Proceed > Proceed > Launch Test**. Wait for the system to close background apps and begin the test. (This process might take some time, please be patient)
Check Exam Details	Verify subject name and duration. Click **Proceed**.

Steps	Instruction
Share Screen & Allow Access	After system check, share your screen and allow camera & microphone access. Click **Proceed**.
Agree to Instructions	Read the instructions and click **Agree & Proceed**.
Enter Personal Details	Fill in Member ID, Roll number, Name, and Email ID. Click **Submit**.
Verify Identity	Take a picture of yourself and your Government-approved ID. Submit for approval.
Profile Verification	Profile verification will begin 15 minutes before the exam starts. Wait in the queue. (This process might take some time, please be patient)
Start the Exam	After reading the instructions, click **Start Test**. Your **exam timer will start immediately** after clicking the "Start Test" button and will end accordingly). It is recommended to use physical stopwatch/timer to track your test time.
Hall Ticket & Exam Material Verification	The proctor will verify your hall ticket & relevant material (rough pages, surrounding, Actuarial table, etc) during the exam.

5. Generic Exam Instructions (For All Exam Type)

Instruction	Details
Back up Exam Setup	You are strongly advised to keep alternate arrangement for software/hardware/internet/electricity issues that may arise before or during the examination day. ***Note: No backup laptops or extra devices are allowed in the exam room; backup arrangements should be kept outside, and no one else should be in the room during the exam.***
Restroom Break	Use restroom before login. Two restroom breaks allowed with proctor's permission only, not exceeding 2 minutes each.
Room Check	A 360-degree view of your surroundings will be requested by the proctor. This might be repeated incase the view is forged or any suspicious object/activity is detected.
Exam Navigation	Use "Next"/"Prev Question" buttons, avoid clicking "All Questions."
Prohibited actions	➢ Do not read questions aloud. ➢ Ensure adequate lighting and visible webcam. ➢ Do not cover or move away from the exam screen. ➢ Do not press F5. ➢ Do not Access to cloud storage services (e.g., OneDrive, Google Drive) is strictly prohibited. ➢ Do not mention your name, member ID, or roll number anywhere in your Answerscript/solution.
Follow Instructions	Always follow the proctor/invigilator's instructions during the exam.

Instruction	Details
Track the on-screen timer	Keep track of exam timer on your screen. The exam will end automatically according to the exam duration, based on your actual start time.

Note: Candidates are strongly advised to appear for the examination in smart casuals.

6. Proctoring / Invigilation

6.1 General Monitoring:

a. Your entire exam session will be recorded and monitored by a trained proctor.
b. Proctors are authorized to issue warnings, pause, or terminate the exam in case of suspected malpractice.
c. Follow all instructions given by the proctor throughout the exam.
d. You may be asked to provide a 360° view of your surroundings.
e. The proctor is not responsible for technical issues – refer to the Communication/Support section for assistance.

6.2 Malpractices include (but are not limited to):

a. Use of mobiles, headphones, smartwatches, or any other electronic/communication devices.
b. Use or access to any Artificial Intelligence tools like ChatGPT, Copilot, Perplexity, etc is strictly prohibited.
c. Speaking with anyone (intended/unintended) during the exam.
d. Accessing notes, materials, or unauthorized apps/files.
e. Moving away from screen or disabling webcam/mic.

Consequences: Any candidate is found copying or involved in any other form of malpractice, during or in connection with the examination, disciplinary action will be taken against the candidate which may include expulsion, cancellation of attempt, suspension from the IAI membership for a period of one exam session/ two years/ lifetime ban.

7. Exam Type, Subjects, and Writing Method:

Exam Type	Subject	Access	Write Solution In
Text Editor based	CB, SP, SA, CP1 & CP3	Exam Platform	Type your answers directly in the platform's text editor. For MCQs, select answers directly on platform (no calculations)
Upload type exam	CS & CM (Paper A)	MS Word	Type solution in Word and upload; For MCQs, select answers directly on platform (no calculations)
	CS (Paper B)	MS Word, MS Excel & R	Word (copy & paste R output & upload)
	CM (Paper B), CP2A & CP2B	MS Excel	Excel (type solution & upload)

Restrictions on Excel Functionality: Functional Keys, Escape key and right click of the mouse will be disabled during the time of examination. Refer FAQ section on IAI Website for alternative methods.

8. Text Editor-Based Exam Guidelines (CB, SP, SA, CP1 & CP3):

a. Type your solutions directly in the exam platform's text editor.
b. Insert equations using the platform's equation editor where needed.
c. **Do not use Ctrl+Z (undo)** during the exam.
d. Navigate questions using the **Question-wise buttons** or the **Previous/Next** buttons at the top right.
e. Your work auto-saves every 90 seconds.
f. Finish test button will be available at the top right corner and click on it only once you have answered all the questions.

9. Guidelines for All Upload-Type Exams:

9.1 Access set up and Template access:

a. **Protected View Settings before exam (Excel & Word):** Before exam, open a blank Excel/Word file and disable Protected View by navigating to:
File > Options > Trust Center > Trust Center Settings > Protected View and uncheck all options.
b. **Software Access:** You can access R Studio, MS Word, and MS Excel from the taskbar in the exam platform according to your subject. *(Refer Section 7)*
c. **R Studio Location:** *(Ensure R Studio is installed at: C:\Program Files\RStudio\bin\RStudio.exe. If not detected, browse manually to locate the "R Studio.exe".)*
d. **Template Download:** A link to download the answer template (and dataset, if any) will be provided within the question paper.
e. **File Naming and Saving:** Click the template link and save the file with your Roll no. (e.g., **"CM1A001"**) on your local drive.
f. **Accessing CSV Files in R Exams:** While browsing to locate your CSV file, the **"All Files"** (instead of "All Excel Files") option appears in the file type dropdown menu at the bottom right of the file dialog box. Select this option to ensure your CSV file is visible and can be opened.

9.2 Writing & Saving responses:

a. Write your responses in MS Word/Excel as per the format specified in the respective exam file. *(Refer Section 7)*
b. **No AutoSave:** Save your work periodically on your local drive. The exam platform **does not support autosave for upload type exams**; it's your responsibility to save regularly and upload on time.
c. **For R-based questions**, write your R code in R Studio, copy the code and output, and paste them in the Word documents.
d. **Permitted Functions and Tools:** Refer below table:

Category	Details
Allowed Functions	Standard functions in Excel, Word, and R excluding Macros.

	Excel restrictions: During the exam, functional keys, Escape key, and right-click will be disabled.
Equation Writing	You can use the Equation Editor to construct any actuarial notation/symbol/equation. Alternately, you can use any other form of presentation of the same as long as any third person can comprehend what is written. **Click here to view** the Symbol / Notation that may be used.
Prohibited Tools	Freehand drawing, drawing tablets, Dictate/voice-to-text functions
Add-ins	Disable/delete any customized MS Office add-ins during exam
R-Based Exam Restrictions	Do not use RMarkdown and knitR. Ensure R-history is blank before start of the exam.

9.3 Answer File Upload Procedure:

a. **Upload option** will be available on the same screen(right hand side).
b. **Upload Time:** The exam timer **includes additional 15 minutes** of upload time; it is mandatory to apportion the last 15 minutes to just upload your answer script/solution. Any working done during additional 15 minutes might lead to loss of attempt or failure in uploading the answer script. The last successfully uploaded answer script in exam platform shall be considered for evaluation.
c. **File Naming Format :** Solution template should be saved with roll number only. No other file name will be permitted. Do not mention your name/member id/roll number inside the solution document/worksheet.
d. **Verify Upload:** After uploading, you will be able to see your file on platform along with upload time and date. To view the uploaded file, you can click the uploaded file and download and view.
e. **Re-uploading:** You are allowed to re-upload files by deleting the previous upload and uploading the updated file.
f. **Time Track:** Keep track of the exam timer and utilize last 15 minutes to upload your answerscript.
g. **Finish Test:** Click the "Finish Test" button only after uploading all your answerscripts.

10. Post-Examination

a. **Question Paper Feedback:** Post Submission of exam, please fill the survey form for feedback on Question paper available on exam platform.
b. **Exam Platform Feedback:** Post completion of all exams you need to submit the overall exam platform feedback via the survey link shared by IAI through email.
c. **Examination Queries:** For any exam-related concerns, email exam@actuariesindia.org within 2 days of the exam. Queries received after this period will not be considered.
d. **Attendance Certificate:** "Attendance Certificate" will be available in Candidate's login in 10 days' time from last day of exam.

11. Exam Platform Related Videos

a. Text Editor Exam Tutorial –[Link]

b. **MCQ Question Tutorial** – **Click here to view**
c. **Upload-Type Exam Tutorial** – [Link]

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