Emergency support during your exam

Contact the Online Exams Support Desk. If you're having internet issues, use the emergency phoneline (01865) 6 12121

Support Desk operational hours:

- Mon-Fri 08:30-17:00 UK time
- Outside of these hours: please log your issue or enquiry which will be dealt with when the desk re-opens.

The Support Desk is operational during core working hours (Mon-Fri 08:30 –17:00 UK time). You can, and should, continue to log an issue or enquiry outside of these core hours; the system will log the date and time of your call, and provide you with an email confirmation that the issue has been logged. However, please note that your issue or enquiry will only be reviewed when the desk reopens.

Common problems and solutions

I have uploaded the wrong file!
Select 'Replace' to delete the file, then add a new one (only possible if your exam duration has not ended; contact the Online Exams Support Desk if you need to submit a replacement file after your exam end).

What is my paper number?
You will need this to name your upload files. The paper number is on the top left of your exam paper.

I've lost my internet connection!
Continue to complete your exam. You will still be able to type into Inspera / handwrite your submission. However, you will not be able to upload files while offline. When your internet connection returns, all your typed work in Inspera will be saved. You should complete any uploads.

If you are still offline at the end of your exam, do not close your browser or leave the page. You will see a button for 'Download and save submission'. Select this, and save the .ia file to your computer. This contains all work uploaded and typed into Inspera for your exam. When your internet connection returns, contact the support desk, and they will help you to upload this and any PDFs you were not able to upload. You will be advised on what to do next so that your department is aware of any issues you had during the exam.