

FAQ TestReach Questions:

Computer requirements for the TestReach software:

The TestReach app is not supported on iPads. Please see below the minimum requirements for downloading/ taking an exam through TestReach:

- Laptop / computer with 4GB of ram (no chrome books, tablets or surface pro*, HP Elitebook, iPads, phones)
- A Windows v7.0+ or Mac10.8+ operating systems
- Intel Core i3 (or equivalent) and 4GB RAM
- A working webcam that can be used to scan the room, microphone and speakers
- Internet speed requirements are as follows;
 1. Minimum candidate internet speed of 2 Mbps
 2. Recommended candidate internet speed of 2.4 Mbps
 3. We also recommend a screen size of at least 13" and a resolution of 1024 x 768.**We cannot guarantee service unless you are running a full version of Windows 10 on your Surface Pro.

Internet & Device Best Practices for Online Exams

- Use a wired Ethernet connection wherever possible, it's more stable than Wi-Fi.
- If Ethernet isn't an option, sit as close as possible to your Wi-Fi modem.
- Disconnect any unused devices from the internet (e.g., phones, smart TVs).
- Ask others in your location to avoid bandwidth-heavy activities such as streaming or gaming during your exam.
- Restart your router on the morning of the exam to refresh the connection.
- If taking the exam at work, check for firewalls, VPNs, or IT restrictions.
 - Ask your IT department to whitelist the exam platform and allow access.
- Close all non-exam applications and pause software updates or antivirus scans during the exam.

I haven't received an email from TestReach:

Only new users/student will receive an email from TestReach stating new login details. Students who have previously sat or been registered for exams on TestReach must use the same login details as before.

New users/students – please check your junk folder and move it to your inbox.

When I log in, I can't see any exams:

Student won't be enrolled for your exams until ABDO have finished building and approving all theory papers, so initially when logging in all you will see and have access to is the ABDO custom tutorial, of which you have unlimited access to practice.

When will we be enrolled for exams and able to schedule start times:

As soon as ABDO have finalised the online papers, all eligible students will be enrolled for each exam unit you have applied for. Students will receive an email from TestReach prompting you to login and schedule your exam start times. You must schedule each exam at the latest, 3 days prior to the exam date.

Handwritten answers:

Only some papers and questions permit answers to be handwritten and sent as a PDF within an hour after the exam has finished. **Any handwritten answers which did not state a handwritten answer was permitted will not be marked and 0 marks applied.** This is all very clear throughout the exams. PDF's must be clear, with only your ABDO number and question numbers stated. DO NOT include your name anywhere, students must remain anonymous to markers.

The email address is examstheorydocs@abdo.org.uk (we advise students make a note of this email for use on the day).

*Example for labelling any PDF attachments – '315203 – units 1a&1b – Q4a, 5b & 6'.

Students will receive an automatic email confirmation when your uploaded PDF has been received. You will only receive this confirmation email for the first email sent, so we advise students where possible to send PDF attachments within the same email per exam unit.

Staggered start times/additional time students:

Students that have pre-registered for additional time will often be allocated a separate exam window/start time to allow for the extra time. However, when student numbers are high for a particular unit, TestReach will allocate staggered start times, students can pick when they schedule their exams, so the earlier you book your start time the better. All students will have the correct duration regardless of the start time.

Can I use headphones during the exams:

ABDO do permit the use of headphones during the exams should students require them.

I'm nervous about sitting exams online:

All online exam questions are the same as the hardcopy versions. ABDO register new student as soon as possible so that you have access to the customised tutorial well in advance of the exams (students that already have login details with TestReach will have access to the tutorial all year round). This allows you to practice the online question types as much as possible prior to the examination day.

What happens if the exam crashes or I lose internet connection on the day of the exams?

If this were to happen during the exams, TestReach auto save your progress so far and the timer is paused, you will have the opportunity to sign back in to resume the exam from where you left.

Technical issues:

ABDO cannot deal with technical issues, students must contact TestReach directly. Their contact details can be found by students logging in and clicking the question mark on the top of the page, or the full contact details are listed within the TestReach protocols document.

How do I contact TestReach if there are issues on the day?

At the top of the screen is a question mark, click on this and it will show all the different options on how to contact TestReach support, for reference: support@testreach.com or +44 (0)20 34758684.