

What you need to know - Digital Exams

You need to know what to expect on the day of a digital exam. Below are some common questions and answers.

A complete list of common questions and answers can be found at - <https://www.nzqa.govt.nz/ncea/ncea-exams-and-portfolios/external/digital-exams/>

Students & Learner Login needed for digital exams

Students will access the NZQA exam platform for external, and online practice exams using their Learner Login. It is very important that students with digital exam entries have created a Learner Login and memorised their username/email address and password.

Where can I find my login details for a digital exam?

Your login details are on your NZQA admission slip. The school will give you your admission slip in term 4. If you lose or forget your admission slip on the day of your exam, go to the school library and ask them to print the admission slip. Your Principal's Nominee must sign your reprinted admission slip before you enter the exam room.

What if I can't log in?

Let your exam supervisor know if you can't log in. They will help you and contact technical support if required. You can log into your exam up to 30 minutes before the exam start time. You can't access the content of the exam until your supervisor gives you access.

What if I decide not to do the exam online on the day?

You can choose to move to paper at any time before or during the exam. If you have started a standard online, you're encouraged to complete the standard digitally before moving to the next standard on paper. If you choose to switch to paper, the rest of the exam must be completed on paper. You will not be able to switch back to the digital exam.

What if I have a problem with the online exam that can't be resolved quickly?

You can switch to paper. If you are unable to work due to a technical problem during the online exam, your exam supervisor may give you additional time to complete your exam to make up for time lost. The exam supervisor will determine how much additional time should be given to ensure you have three hours to complete the exam. Your supervisor may move you to a paper exam due to a technical issue if it cannot be resolved quickly. You do not need to copy what you have completed so far onto the paper exam as this will be saved on the exam software server.

Will I still get a resource booklet?

Some exams will include a separate printed booklet of resource material. If your exam includes resource material in a separate booklet, your exam supervisor will give this to you.

What happens if I move away from the exam window?

If you attempt to move away from the exam or try to access other areas of your device, you'll get a warning message. If you do not return to the exam immediately, you'll be locked out of the exam. The supervisor can unlock the exam but may need to report the possible breach to NZQA.

How often is my work saved?

Your work is saved every 30 seconds and when moving between standards. If your device loses connection during the exam, a warning message will show on the supervisor's screen. They will contact technical support. If you have lost connection, a pop-up screen will alert you if you try to move between pages. Don't worry! Raise your hand and the supervisor and technical support staff will help you. Don't refresh or close your browser.

What do I need to bring on the day of my exam?

You will need to bring:

- your NCEA candidate admission slip
 - your username is your National Student Number (NSN)
 - your verification code will be printed directly below your NSN
- pens (black and blue colours are permitted), pencil and eraser for note-taking or in case you need to switch to paper
- emergency evacuation pack: a clear, sealable plastic bag containing mobile phone (switched off), watch (alarms and notifications switched off), keys, money, bus pass and medicines
- Where applicable your personal device, **fully charged** and prechecked by the school
- Earplugs are allowed if you find typing on keyboards noisy (but **NOT** headphones).

Notifications, screensavers and automatic updates must be disabled*

How do I disable notifications, screensavers and automatic updates?

[Chrome OS](#)

[Microsoft Windows](#)

[Apple Mac](#)