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## 1. Before Your Exam

### 1.1 What you'll need

- A working internet connection
- A laptop, desktop, or mobile device with a modern web browser (Chrome, Firefox, Edge, or Safari)
- The exam link or invite link provided by your institute
- An access code, if your institute gave you one

### 1.2 Opening the exam link

Your institute will share one of two types of links:

- **A public link** — anyone with the link can enrol, sometimes after entering an access code.
- **A private invite link** — created just for you. Your name will already be filled in when you open it.

Open the link in your browser. You'll see the exam's name, a short description, and how long it will take.

#### **Read the timer notice**

Most exams start the timer as soon as you click **Start exam** — not when you open the page. Make sure you're ready before clicking it.

### 1.3 Enrolling

1. Enter your full name. If you opened a private invite link, this may already be filled in for you.
2. Enter your email address if asked — this is how you may receive your result or certificate.
3. Enter the access code if your institute gave you one.
4. Click **Start exam**.

#### **If you see a message instead of the exam form**

This means the exam either hasn't started yet, has already ended, or isn't currently live. Contact your institute if you believe this is a mistake.

## 2. During the Exam

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### 2.1 The exam screen

At the top of the screen you'll see the exam name and, if the exam is timed, a countdown showing how much time is left. If the exam has multiple subjects, you'll see subject tabs you can switch between.

### 2.2 Answering different question types

- **Multiple choice (MCQ)** — click the one correct option.
- **Multiple select (MSQ)** — click every option you believe is correct; you can select more than one.
- **True/False** — click True or False.
- **Short text / Long text** — type your answer in the box provided. Long text questions are usually essay-style.
- **Numerical** — type a number. Follow any instructions about decimal places or units.
- **Fill in the blank** — type the missing word or phrase.

### 2.3 Navigating between questions

Use the question navigator panel to jump to any question. Answered questions are marked so you can see your progress at a glance, and you can change an answer at any time before submitting, as long as time remains.

### 2.4 Saving your answers

Your answers are saved automatically as you answer each question — you don't need to click a separate “save” button. However, you still need to click Submit Exam at the end to finish (section 2.6).

#### **Don't close the tab**

Closing the browser tab or losing your internet connection mid-exam can interrupt your session. If this happens, reopen the original exam link as soon as possible — your previously saved answers and remaining time are usually preserved.

### 2.5 Exam monitoring

Some exams monitor activity such as switching browser tabs, exiting full-screen mode, or copy-pasting text. This is normal and used by your institute to maintain exam integrity. Stay on the exam tab and avoid copy-pasting unless your institute has told you otherwise.

### 2.6 Submitting your exam

1. Review the question navigator to check for any unanswered questions.
2. Click Submit Exam.
3. Confirm when prompted — this step cannot be undone.
4. You'll be redirected to your result page.

**Time runs out automatically**

If the timer reaches zero, your exam is submitted automatically with whatever answers you've saved so far.

## 3. After the Exam

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### 3.1 Your result page

Immediately after submitting, you'll see your score, grade, pass/fail status, and your rank compared to other students who have taken the same exam, if your institute has enabled that.

### 3.2 Reviewing your answers

Scroll down to see each question with your answer, the correct answer, and an explanation if your institute provided one. Correct, incorrect, and partially correct answers are marked clearly.

### 3.3 If some answers are still being graded

Short text and essay-style answers are sometimes reviewed by AI shortly after you submit, rather than instantly. If you see a message that part of your result is pending, check back in a couple of minutes and refresh the page.

### 3.4 AI Study Coach

If enabled by your institute, you may see a short personalised study plan below your score, highlighting the topics you should focus on based on the questions you got wrong.

### 3.5 Asking a doubt about a question

1. On the result page, find the question you have a question about.
2. Click Ask a doubt.
3. Type your question.
4. You'll usually get an answer within about ten seconds.

### 3.6 Downloading your certificate

If you passed and your institute has certificates enabled, click Download Certificate on your result page. It includes your name, the exam name, your grade, and the date.

### 3.7 Leaderboard

If your institute has enabled it, click Leaderboard from your result page to see how your score compares to others. This updates automatically every 30 seconds while other students are still finishing the exam.

## 4. Frequently Asked Questions

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### **I clicked the exam link and it sent me to the homepage instead of the exam.**

This usually means the exam hasn't started yet, has already closed, or isn't currently live. Contact your institute to confirm the exam schedule.

### **Can I retake the exam if I made a mistake?**

This depends on your institute's settings. If a retake is allowed, simply open the original exam link again. If you see a message about reaching the maximum number of attempts, contact your institute.

### **I lost my internet connection during the exam. What happens to my answers?**

Answers you had already selected or typed before the connection dropped are saved. Reopen the original exam link as soon as you're back online to continue.

### **Why does my score show “pending” for some questions?**

Written answers are sometimes reviewed by AI shortly after submission rather than instantly. Refresh your result page after a couple of minutes.

### **I didn't receive my access code or invite link.**

Contact your institute directly — ExamKiosk does not control when or how your institute sends out exam links.

### **Can I use my phone to take the exam?**

Yes, ExamKiosk works on mobile browsers, but for longer exams a laptop or desktop is generally more comfortable and reduces the risk of accidental disconnection.

#### **Still stuck?**

Reach out to your institute directly — they manage your enrolment, access codes, and results, and can help with anything specific to your exam.