



Institute of Actuaries of India

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 (except for one device used for proctoring purposes) 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, Check your hardware/software before the mock and final exam using below steps and instructions.

| Steps | Instruction |
|------------------------------|---|
| Prepare Your System | <ul style="list-style-type: none"> ➤ Check for System & Software Updates. ➤ Close all background apps, clear browser history, and uninstall antivirus & screen-sharing apps. Disable the Windows firewall. ➤ Disconnect OneDrive before login to exam. Click here for quick steps. ➤ 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 |

| Steps | Instruction |
|---|---|
| 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) |
| Close Background Application(s) | Click on “Allow” to all application names appearing on screen. |
| Check Exam Details | Verify subject name and duration. Click Proceed . |
| Share Screen & Allow Access | After system check, share your screen and allow camera & microphone access. Click Proceed . |
| Mic Test | Read the text loudly in your own voice to test your microphone. Note: External Microphones are not allowed. |
| Dual Camare Test | Read the instructions and Select the checkbox and click Ok |
| Agree to Instructions | Read the instructions and click Agree & Proceed . |
| Registration Details | Fill in Member ID, Roll number, Name, and Email ID. Click Submit . |
| Mobile Camera Pairing | Open your mobile camera and scan the QR code displayed on the exam screen to initiate pairing, following the on-screen instructions. Once paired, position your mobile phone at a distance so that it clearly captures your entire exam desk. Click Ok |
| Verify Identity | Take a picture of yourself and your Government-approved ID. Submit for approval. |
| Profile Verification | Profile verification will begin 15-20 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 “Proceed to 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. |

| Instruction | Details |
|----------------------------------|--|
| 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 | <ul style="list-style-type: none"> ➤ 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. |
| 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 mobile (other than proctoring), 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.
- f. Accessing OneDrive or any shared drive tools & applications.
- g. Plagiarism
- h. Technical Manipulation
- i. Impersonation
- j. Webcam / Audio Tampering
- k. Using Screensharing & Bluetooth software & devices.
- l. Recording or capturing exam content (screenshots, screen recording, photos, etc.).
- m. Using R software to access pre-existing data

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):

- Type your solutions directly in the exam platform's text editor.
- Insert equations using the platform's equation editor where needed.
- Do not use Ctrl+Z (undo)** during the exam.
- Navigate questions using the **Question-wise buttons** or the **Previous/Next** buttons at the top right.
- Your work auto-saves every 90 seconds.
- 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:

- 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.
- 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)*
- 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".)*
- 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. **You may verify the file location via click on file> info.**

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. If any code or data is provided in a Word file, candidates must open the file and copy and paste it into R as per the requirement.

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.
