

FAQs FOR STUDENTS ABOUT TOLES EXAM ONLINE

1. What technical support will be available on exam days if I have any problems?

The TOLES exams online are hosted by SYNAP. SYNAP will have staff available to assist students who experience any technical difficulties during exam sessions. Students will be able to contact SYNAP through a chat feature on their website. This will only be available on the exam day. Exam Centres are not expected to help! Please note that we cannot answer questions about the content of the exam and students can make themselves familiar with the layout and style of questions by looking at the sample exams on the TOLES website.

2. How will I access exam system SYNAP?

As long as you have a computer or laptop with access to a webcam and microphone then you will be able to take an online exam with Synap. Once we have resgistered you as a participant you will receive an email from Synap asking you to create an account and asking you to take a systems requirement check. This very short systems check allows you to familiarise yourself with the question formats and allows you to make sure you understand how the SYNAP system works.

Closer to the exam date (around one week before) you will also need to complete a systems requirement check with Proctor. You will receive an email directly from Proctor about this. The Proctor systems check is so that we know your computer will be able to record the exam session for supervision purposes.

In order to take the exam and complete the necessary systems checks you must be using a Google Chrome browser. The exam will not work if you try using other browsers such as Internet Explorer or Firefox. A Google Chrome browser can easily be downloaded from app stores.

On the day of the exam you will need to click the link in the email you have received allowing you to access the exam. You will have received this a couple of days before the exam but if you click it before the exam date you will receive a notification saying the exam has not yet opened.

3. Is there anything else I need to know about the online exam?

There are some things for you to remember before the exam:

- Once you have completed and submitted a section of the exam you will not be able to go back and check your answers. Please make sure that you will need to check your answers section by section. There will not be an option for you to go back through the sections before you submit your exam.
- You must not use any textbooks or study notes during the exam.
- You can use a notebook and pen to make notes during the exam but you must show this to the camera when prompted to do so before the exam.
- Make sure before entering the exam that you do not have any google translate assistants or apps enabled.
- Once you have submitted your exam make sure to close both the Synap exam web page and the Proctor invigilation web page.

4. How will I receive my scores and certificates?

The certificates will be sent out to TOLES Exam Centres approximately 30 days after the exam takes place.