TOLES FINAL EXAM PROCESS

Introduction

Welcome to the TOLES exam process.

Here are some step-by-step instructions to guide you from registration to receiving your results. Please **READ CAREFULLY** and follow each step. **This will help you on exam day**.

Step 1: Create Your SYNAP Account

Once you have been registered for your exam (once the registration deadline closes, 20 days before the exam date), you will receive an email:

1. **OPEN** the email invitation from **SYNAP** (info@synap.ac).

2. **CLICK** the provided link.

3. **ACCEPT** the invitation and create your SYNAP account. This will be where the exam is hosted, so you must be able to access this account.

Step 2: Download Rosalyn Software

Your exam will be invigilated online using AI software called **Rosalyn**. Make sure **your laptop has a working camera**.

Download the correct version of Rosalyn for your device:

- **MacOS:** Download Rosalyn for Mac

- **Windows:** Download Rosalyn for Windows

Installation Instructions:

1. **CLICK** the link for your operating system.

2. **DOWNLOAD** the file and open it.

3. **FOLLOW** the on-screen instructions to install Rosalyn.

⚠️ Install **BEFORE EXAM DAY** and grant camera/microphone permissions.

Step 3: Get Ready for Exam Day

After installing Rosalyn:

1. **MAKE SURE** you can log in to both **SYNAP** and **Rosalyn**.

2. **KEEP** your confirmation email and SYNAP login details safe.

3. **FOLLOW** instructions in SYNAP on exam day to access the exam.

4. **BE SURE** to check **WHAT YOUR EXAM WINDOW IS** by looking in the scheduled exams in the **EXAMS TAB**.

*All times are shown within **your own time zone**.

✅ You are now ready for exam day!

Step 4: Access Your Exam on SYNAP

On Exam Day:

1. **GO** to [SYNAP Login](#).

2. **SIGN IN** using your SYNAP account.

3. **CLICK** the Exam tab.

4. **LOCATE** your exam and **select it** to begin.

⚠️ **MAKE SURE ROSALYN IS RUNNING**, as it is required for invigilation.

Step 5: Start the Exam and Complete Security Checks

Before starting the exam:

1. **LAUNCH** your exam from the SYNAP dashboard.

2. **COMPLETE** the security steps with Rosalyn.

3. **SHOW** a valid photo ID when prompted.

When this verification process is complete, **your exam will start**.

⚠️ **MAKE SURE your camera and microphone are working properly.**

Step 6: Doing the Exam

Answering Questions:

1. Click on your chosen answer.

2. Click "**Submit Answer**".

3. Move to the next question automatically.

4. Change an answer by go back, changing it, and submitting again.

Submitting a Section:

- After completing a section, you'll receive a notification.

- Click **"Submit Section"** if you are happy with that section.

- ⚠️ **WARNING:** Submitted sections **CANNOT BE CHANGED**.

Important Rules:

- ❌ **DO NOT** close your laptop or browser.

- ❌ **DO NOT** navigate to other browser windows or tabs.

- ❌ **DO NOT** use headphones.

- If you have any issues, please contact Rosalyn support. If they cannot help, please contact us directly at info@toles.co.uk, where a member of our team will help.

Step 7: Submitting Your Complete Exam

After **FINISHING ALL QUESTIONS**:

1. Click **"Submit Exam"**.

2. **Wait for confirmation** that your exam has been submitted.

3. **Close** the Rosalyn software.

✅ Congratulations! You have completed your exam.

Step 8: Receiving Your Results and Certificate

1. Results will be emailed by a TOLES team member within **7 business days**. Note- this will be different if you have registered through one of our TOLES Centres. Please wait for them to dispatch results to you.

2. **Certificates are sent out** 30 days after your exam date.

⚠️ **Important:** Results are **NOT AVAILABLE** on SYNAP.

💡 **Check your email (and Spam/Junk folder) to make sure you receive your results**.

Step 9: Getting Help

If you need assistance at any stage:

- **Contact:** Melissa Gray

- **Email:** melissa@toles.co.uk

💡*Include your full name, exam date, and a brief description of your issue for faster support.*