

1. **ATA Desktop Log In** - <https://cm.aitestgo.com/wap/download.html>

Log In via above link, alternatively scan the link



a) Double-click the desktop icon to open YouXun



b) Enter your **ACCA ID** and **ATA Test ID**. (You will find this on your booking confirmation)

Select "**Main camera-front view collection**"

Confirm your ID information (no photo for first-time logging-in)

Read and confirm the "**Candidate Notice**"

Enable access to camera and microphone (only needed for the first-time logging-in).

c) Accept the privacy agreement, and click "**Enter Test Room**"



2. **ATA Mobile Log In** - <https://cm.aitestgo.com/wap/download.html>

Log In via above link, alternatively scan the link



a) Double-click the desktop icon to open YouXun



- b) Enter your **ACCA ID** and **ATA Test ID**. (You will find this on your booking confirmation)
Select "**auxiliary camera-side view collection**"
Confirm your ID information (no photo for first-time logging-in)
Read and confirm the "**Candidate Notice**"
Enable access (only needed for the first-time logging-in).

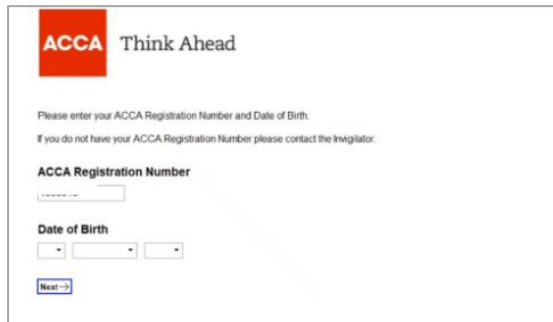
IOS, enable access to camera and microphone.

Android, enable access to camera, file, and audio. Different models of Android phones may vary in ways of enabling access.

Make sure you enable access to camera, file and audio when you log in to the app for the first time)

3. Exam Delivery Software Log In

- Input your **ACCA Registration Number** and
- select **Date of Birth** from drop down (DD MONTH YY) to move to Personal Details & Exam Confirmation Screen.



The screenshot shows the ACCA Think Ahead login interface. It includes the ACCA logo and the text 'Think Ahead'. Below this, it says 'Please enter your ACCA Registration Number and Date of Birth. If you do not have your ACCA Registration Number please contact the Invigilator.' There are two input fields: 'ACCA Registration Number' and 'Date of Birth'. The 'Date of Birth' field is a dropdown menu. At the bottom, there is a 'Next ->' button.

Error Message - **You must provide both your ACCA registration number and full date of birth.**



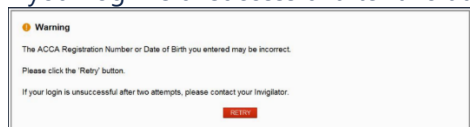
This screenshot shows the same ACCA Think Ahead login interface as the previous one, but with an error message. The 'ACCA Registration Number' field now contains the text '1000010'. Below the 'Date of Birth' dropdown, there is a red error message: 'You must provide both your ACCA registration number and full date of birth.' At the bottom, there is a 'Next ->' button.

Error Message - **log in detail incorrect**

The ACCA Registration Number or Date of Birth you entered may be incorrect.

Please click the 'Retry' button.

If your login is unsuccessful after two attempts please contact the Invigilator immediately.



The screenshot shows a warning dialog box with a yellow warning icon. The text inside says: 'Warning. The ACCA Registration Number or Date of Birth you entered may be incorrect. Please click the 'Retry' button. If your login is unsuccessful after two attempts, please contact your Invigilator.' At the bottom, there is a red 'RETRY' button.

Error Message - Exam **Start time error** message

Warning - You have not been allocated an examination which can be started at this time.

Please contact the Invigilator immediately.



The screenshot shows a warning dialog box with a yellow warning icon. The text inside says: 'Warning. You have not been allocated an examination which can be started at this time. Please contact the Invigilator immediately.' At the bottom, there is a red 'RETRY' button.

4. Contact Invigilator

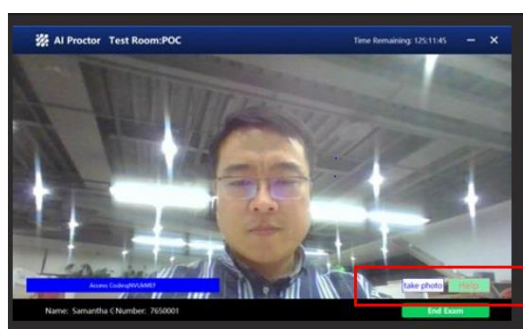
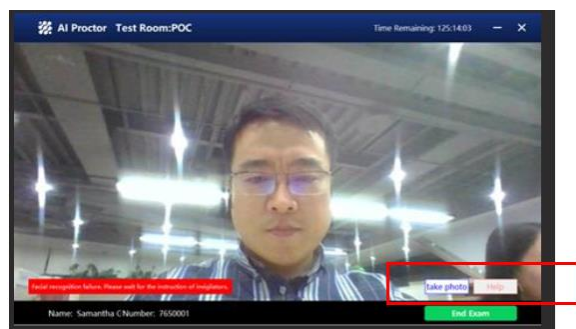
During the exam, you can click on “**Contact Invigilator**” from any point within the exam to bring ATA Remote Invigilation software YouXun on to your desktop.

You can then select the ‘**Help**’ button via YouXun to raise a request to the proctor who will initiate a video call. Please note this **does not** initiate an immediate video connection. The proctor may be connected to another candidate and will respond as soon as possible.

The screenshot shows the ACCA Think Ahead exam interface. At the top, there is a red ACCA logo and the text 'Think Ahead'. Below this is a section titled 'Personal Details & Exam Confirmation'. It asks the candidate to check if their details are correct. The details shown are: Candidate Name: Echo Jia, ACCA Registration Number: 0123456, and Exam: POC (selected) and Web System Test. Below this, there are instructions: 'If your personal details and the exam you are expecting to sit are CORRECT press Next. If any of the above details are INCORRECT, notify the invigilator immediately. Note for invigilator: If the candidate has indicated that any of the details above are incorrect, select Exit.' At the bottom left, there is a 'Next ->' button. At the bottom right, there is a 'Contact Invigilator' button, which is highlighted with a red box.

The Help button will change colour from orange to green after your request has been made.

Select the Help button again to cancel your request. It will change back to original colour.



In the event the proctor initiates a video call you will hear them talking and you can select the to bring the ATA software back on to your screen.

5. Personal Details and Exam Confirmation Screen

- Select the radio button next to exam name
- Ready to Begin? Select **Yes** to continue
- If details are incorrect select **No** to return to Exam Confirmation Screen

ACCA Think Ahead

Personal Details & Exam Confirmation

Please check the following details are correct:

Candidate Name	John Xu
ACCA Registration Number	912345
Exam	POC

Ready to begin?

Yes

Next

Personal Details & Exam Confirmation

Please check the following details are correct:

Candidate Name	Jack Daniels
ACCA Registration Number	999999
Exam	POC

Ready to begin?

Yes

Next

6. Access code

- Once checked in you will get presented with an **Access Code** via ATA YuXun
- You can input or **copy and paste the Access Code** into ACCA Exam Delivery Software and select **Next** to move to the exams instructions and exam summary pages

AI Proctor Test Room:POC

Time Remaining: 125:11:45

Please enter the Access code into the box below when confirmed to do so by the invigilator.

Access Code

Next

7. Restart Exam Access Code

- In the event of a technical disconnection you will be presented with the below screen to reinput the Access Code

Error

There has been a problem with the internet connection and the exam has now been paused.

No information has been lost and the timer has been stopped until you can resume.

Please wait until the proctor has reconnected and they will be able to resume the exam for you.

Proctor Code

Next

8. Exam Instruction Pages and Exam Summary Screen(s) (10 minute timed duration)

- You can navigate between the Exam Instruction Pages and Exam Summary Screens for the 10 minute duration.
- You will get a notification when the 10 minute duration ends and you should select **Ready to begin to Start the Exam**
- You can select Ready to Start the Exam **before** the 10 minute duration ends
- You cannot return to the Exam Instruction Pages and Exam Summary Screen(s) after you have selected **Ready to Begin** to Start the Exam

9. Select Next to Start Exam (3 hour timed duration)

10. Item Review

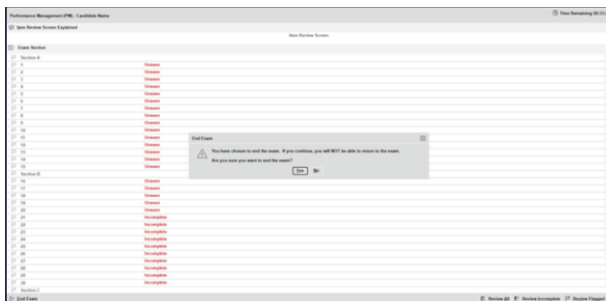
You must go to the last question in the exam then press **Next** or click the last question on the Navigator screen. From the last question select **Next**. This takes you to the Item Review Screen (you need to go here to exit the exam)

This screen shows the flag status of each question plus the following question states:

Complete – you have attempted the question. (Note that multiple response and hot area questions will show as complete even if you have not answered in full.)

Incomplete – you have viewed the question but not attempted it. (Note that drag and drop and fill in the blank questions with more than one response area will show as incomplete until you have answered in full.)

Unseen – you have not viewed the question. You can select individual questions for review by clicking on the question number. You can also use the buttons at the bottom of the screen to quickly review groups of questions. During your review you can change answers or the flag status of questions.

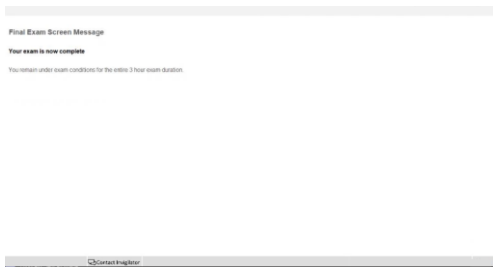


11. End Exam

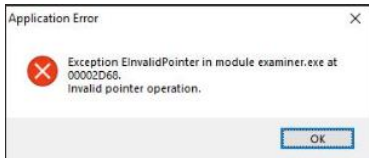
You have chosen to end the exam. If you continue, you will NOT be able to return to the exam.

If you click **No**, the pop up disappears and you are left on the Item Review Screen.

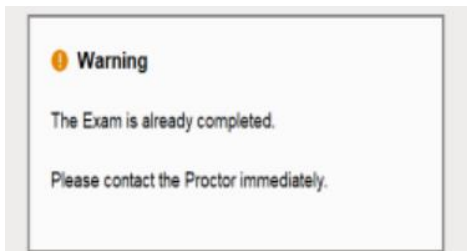
If you click **Yes**, you are presented with the final exam screen. This screen will persist until the end of the exam duration.



IMPORTANT – Application Error presented when exam duration ends. At the end of the exam duration you will see the below Exception error. Please ignore this message. There is not a problem with your exam submission. When this appears you can now uninstall the software.

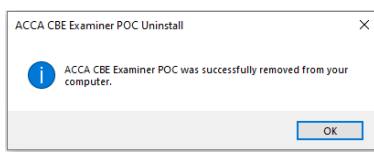


If you see the below **Warning** error message at any point during your exam please **do not uninstall** your software. Please get in touch with **ACCA** as a matter of urgency. It is **important** that your exam file is retrieved before you uninstall the exam software.

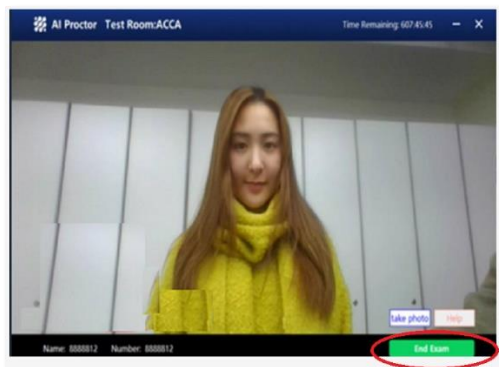


12. Uninstall Confirmation message

Uninstall the ACCA Exam Delivery Software from your device and show the invigilator the confirmation message on screen showing the removal of software. If you have another exam booked it is important you complete this step before you attempt to download and install any further exams.



13. **End your remote invigilation session** you can now close the ATA Remote Invigilation software YouXun.
If you are sitting more than one exam you can uninstall YouXun after you complete all exams.



Please confirm whether to end the exam ?

Cancel

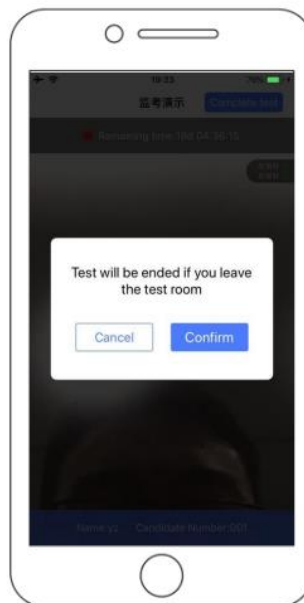
Confirm

1.

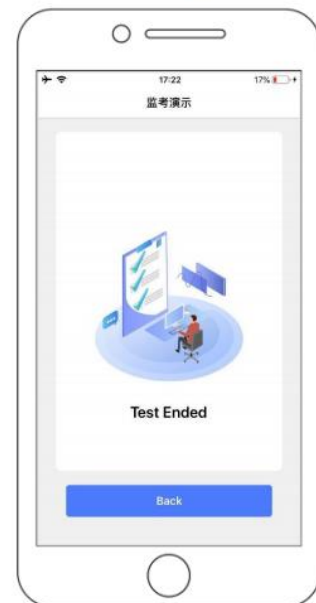
**After test is ended, click
Finish Test**



Confirm to end the test



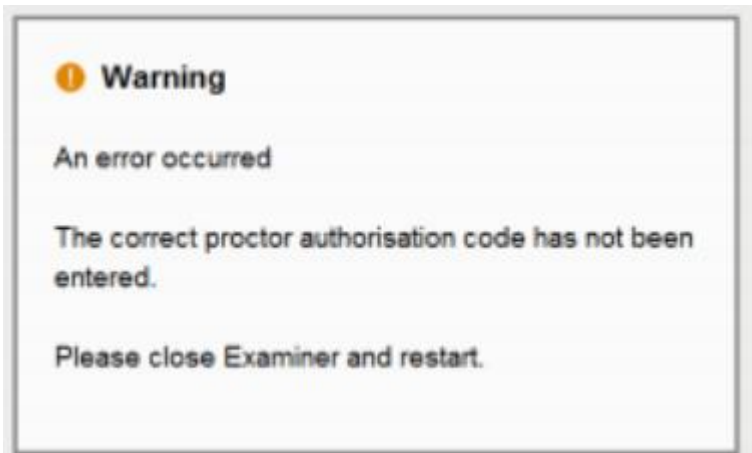
Return to log-in interface



Troubleshooting

When attempting to start an exam

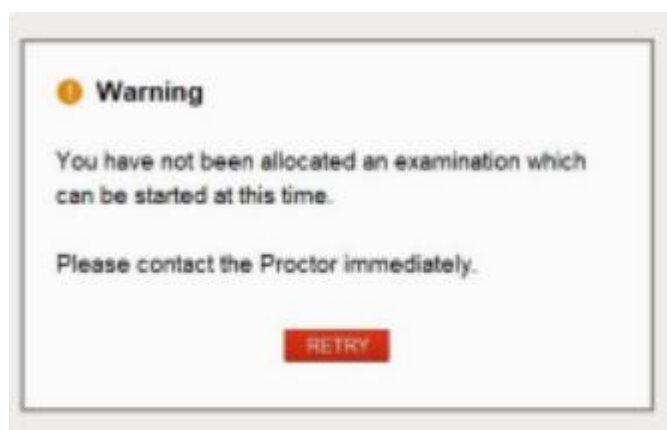
Issue with Proctor Authorisation Code



- You have 3 attempts to enter your Code
- After the 3rd incorrect attempt, you will see the below error message
- Please close Examiner
- Restart

If you are unsure of your code, or believe you have entered the correct proctor code, please contact your Invigilator

You have not been allocated an examination

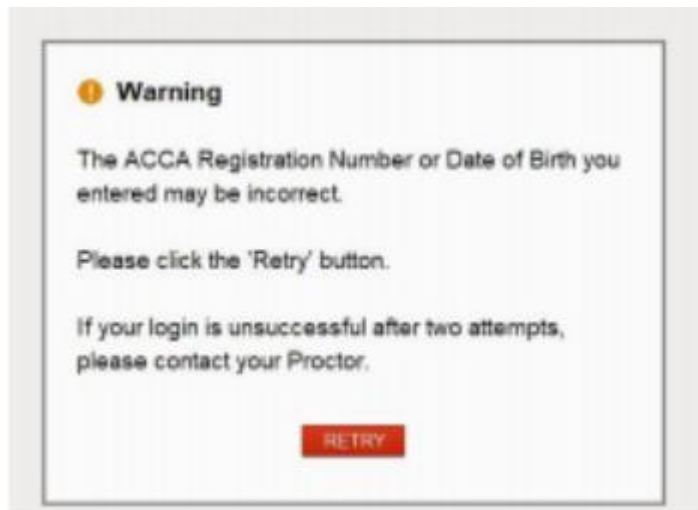


- The student may not have entered the correct token details
- The token is no longer valid

Please check the Personal Details & Exam Confirmation page and confirm the time and **date** for the exam. If the student is sitting more than one exam they may have installed the incorrect exam. They will need to uninstall and then reinstall using correct token ID.

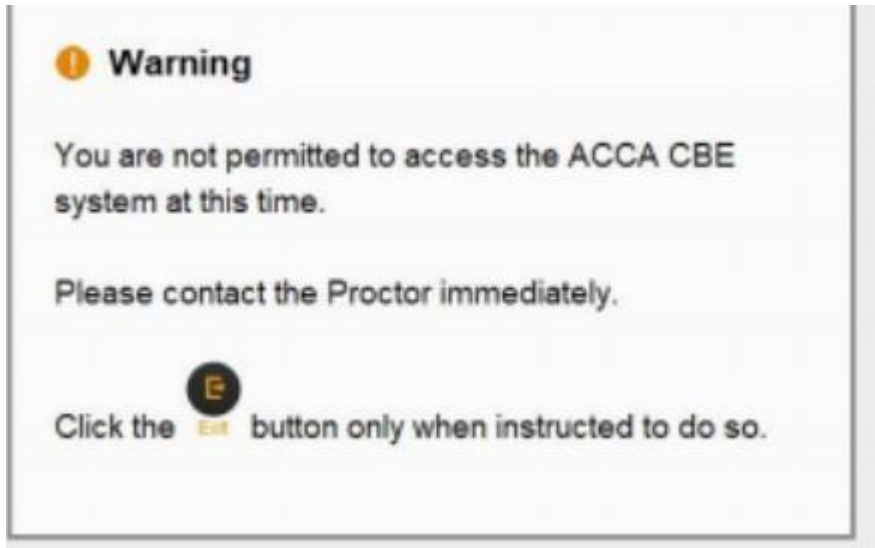
If the exam details are incorrect, please ask the student to contact the ACCA.

Incorrect Details Entered



- Confirm the details with the student
- If the details the student is entering match the ID provided, please ask the student to contact ACCA Connect to confirm the details held in our system

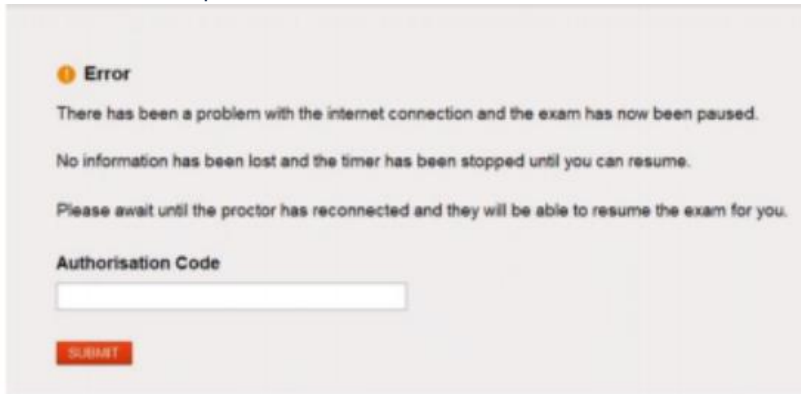
You are not permitted to access the ACCA CBE System



- The student is not currently active with ACCA and cannot sit an exam at this time.
- Please ask the student to contact ACCA Connect.

During an Exam

There has been a problem with the internet connection



- There was a temporary interruption to internet connection, that has now resolved
- Please enter your Proctor Code to allow the exam to continue

If you see this message, please note you will still have their full allocation of time to complete the exam (3 hours and 10 minutes)

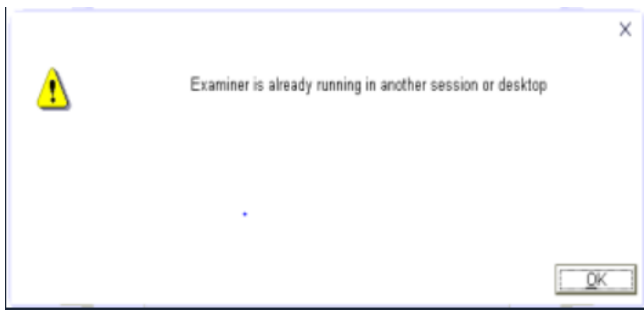
General Error



- Check Internet Connection is stable
- Close Examiner and attempt to restart
- If this does not resolve the issue, please fully terminate Examiner by opening Task Manager and terminating Exam Admin Client
- Attempt to restart examiner
- If this does not resolve the issue, uninstall and reinstall the Examiner Software

Examiner is already running in another session or desktop

This error may occur when the software installation has been interrupted, or there has been an issue caused by our software interacting with software downloaded on the your PC.



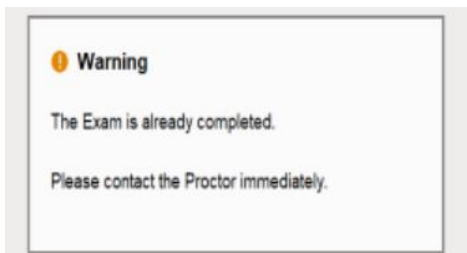
Please try the following steps to resolve:

- Open Task Manager and confirm if Exam Admin Client is running – stop the process if it shows
- Uninstall and reinstall software
- Start Exam If you cannot start the exam after these steps have been taken, please:
- Reboot PC
- When the PC has restarted, stop all Anti-Virus/Firewall Protection before attempting to install our software

Exam Disruptions

Occasionally there may be an issue that disrupts a remote exam – for example, a loss of internet or a power cut.

If this only lasts a few minutes, please resume the exam. If you see the error message below, the exam cannot be restarted.



In these cases, ACCA can check the exam result and confirm. To check the exam result, we need the log file which has been created on the PC.

It is **important** that this file is retrieved before you uninstall the exam software. If an exam disrupts and cannot resume – please contact ACCA as a matter of urgency.

Cannot enter Proctor Code

This can happen when a student is using a work PC, and has installed or opened ACCA Examiner as an admin.

In this case, the student can update the Firewall settings to allow settings or reach out to the company IT to update the required policy.

ACCA recommend against using a work PC to complete exams.

ATA Technical Support

ATA Technical Support

Get help on downloading, installing and using ATA Youxun via online customer service.

The website supports the candidate to visit in the mobile or PC terminal.

The access address and QR code of online technical support are listed below.

https://ata.udesk.cn/im_client/?web_plugin_id=163861

