

ACCA Exam Day Guide for Remote Exam

ACCA 远程考试考试日指南

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

ATA 远程监考软件优巡，电脑客户端请登录 - <https://cm.aitestgo.com/wap/download.html>

Log In via above link

以上链接登录

a) Double-click the desktop icon to open YouXun

双击桌面的“优巡”图标，启动客户端



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

输入 **ACCA ID** 和 **ATA 考试 ID 号** (您可在考试确认电邮中找到这些信息)

- Select “**Main camera-front view collection**”
选择“主机位-正面采集”
- Confirm your ID information (no photo for first-time logging-in)
确认您的 ID 信息 (首次登录无照片)
- Read and confirm the “**Candidate Notice**”
阅读并确认“学员须知”
- Enable access to camera and microphone
点击启用相机和麦克风的访问权限

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

接受隐私协议，然后点击“**Enter Test Room**” (进入考试)



电脑端登录 ATA 远程监考软件优巡

- Input your **ACCA ID** and
输入您的 **ACCA 注册号**和
- Input **ATA Test ID**
输入 **ATA 考试 ID**

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

ATA 远程监考软件优巡，移动设备登录- <https://cm.aitestgo.com/wap/download.html>

Log In via above link, alternatively scan the link

通过上面链接登录，或者扫描链接

a) Double-click the icon to open YouXun

双击“优巡”图标，启动 ATA 远程监考软件优巡



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

输入 **ACCA ID** 和 **ATA 考试 ID** (您可在考试确认电邮里找到这些信息)

- Select “**auxiliary camera-side view collection**”
选择“**副机位-非正面采集**”
- Confirm your ID information (no photo for first-time logging-in)
确认 ID 信息 (首次登录无照片)
- Read and confirm the “**Candidate Notice**”
阅读并确认“**学员须知**”
- Enable access
允许访问

IOS, enable access to camera and microphone.

IOS, 请启动相机和麦克风的访问权限。

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

Android, 请启动拍摄、文件、语音的访问权限。不同品牌的安卓手机开启权限方式不同，请确保开启拍摄、文件、语音权限。

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

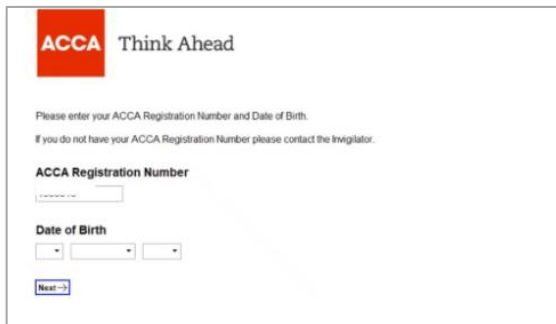
确保您在首次登录 ATA 远程监考软件优巡 app 应用程序时启用了对拍摄、文件和语音的访问权限

3. ACCA Exam Delivery Software Log In

ACCA 考试软件登录

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

从下拉菜单（日月年）中选择**出生日期**，并转至个人详细信息和考试确认页面。

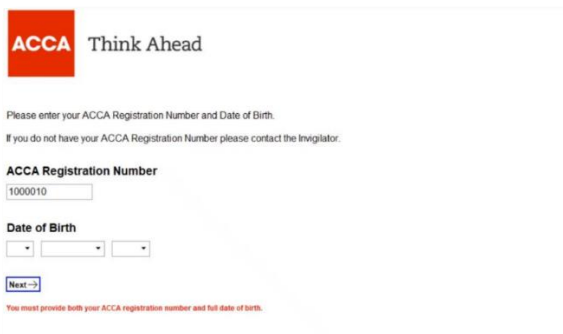
The screenshot shows the ACCA login interface. At the top left is the ACCA logo with the tagline 'Think Ahead'. Below it, the text reads: 'Please enter your ACCA Registration Number and Date of Birth. If you do not have your ACCA Registration Number please contact the Invigilator.' There are two input fields: 'ACCA Registration Number' and 'Date of Birth'. The 'Date of Birth' field is a dropdown menu with three parts for day, month, and year. At the bottom left is a 'Next ->' button.

When the details are entered correctly the screen in point 5 is presented.

当输入正确的信息，将显示以下 5. 个人信息和考试确认页面

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

报错消息 – 您必须同时提供 ACCA 注册号和完整的出生日期。

The screenshot shows the same ACCA login interface as before, but with an error message at the bottom. The 'ACCA Registration Number' field now contains the text '1000010'. The 'Date of Birth' field is still empty. The 'Next ->' button is still present. At the bottom, a red error message reads: 'You must provide both your ACCA registration number and full date of birth.'

Error Message - log in detail incorrect

报错信息 - 登录信息不正确

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

您输入的 ACCA 注册号或出生日期可能不正确。

Please click the 'Retry' button.

请点击'Retry'（重试）按钮。

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

如两次尝试都失败，请立即与监考官联系。



Error Message - Exam Start time error message 出错信息 - 考试开始时间的错误信息

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

警告 - 你的考试时间还未开始。

Please contact the Invigilator immediately.

请立即与监考官联系。



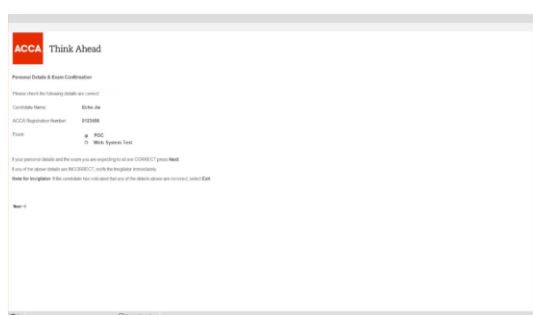
4. Contact Invigilator 与监考官联系

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.

考试进行中，您可在任何时间点击“Contact Invigilator”按钮，该按钮将 ATA 远程监考软件优巡调用到前端。

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.

您可以通过优巡界面的“Help”按钮发起与监考官视频通话的请求。请注意，此时并不一定能立即启动和监考官的视频通话，监考官有可能在和其他学员通话，但收到您的通话请求，会尽快回复您。

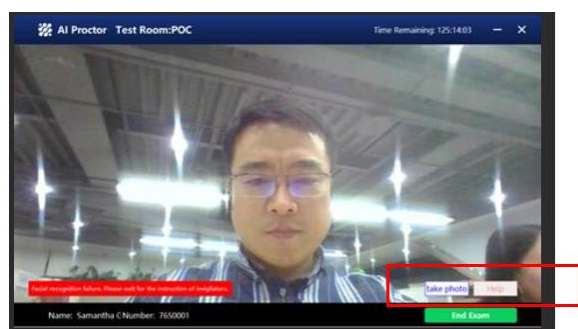


The Help button will change colour from white to green after your request has been made.

您提出请求后，“Help”按钮会转成绿色。



Select the Help button again to cancel your request. It will change back to white.
再次点击“Help”按钮，此时按钮会由绿色转回成白色。



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.

当监考官发起和您的视频通话时，您会听到监考官的声音，此时您需要及时在考试软件界面点击“Contact Invigilator”按钮，将优巡软件调用到前端。

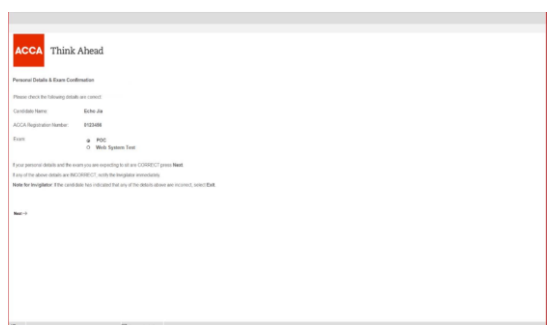
5. Personal Details and Exam Confirmation Screen

个人信息和考试确认页面

When you have logged in correctly the following screen is presented.
当您正确地登录后，将会出现以下页面。

You must remain on this screen until the official exam start time.
您需要在此页面等待至正式考试开始时间。

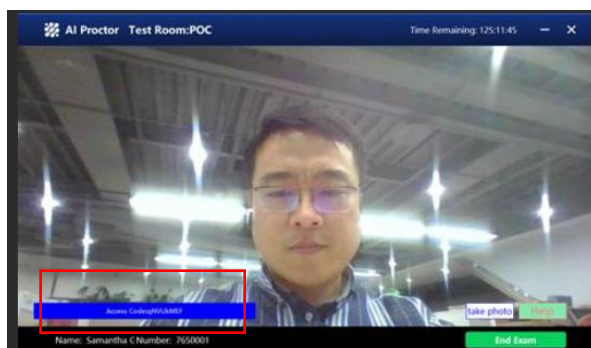
Select **Next** when the Exam Start time has been reached.
考试开始时间到了之后，请点击 “Next”



- Ready to Begin? Select **Yes** to continue
准备好开始考试了吗？选择‘Yes’继续
- If details are incorrect select **No** and notify the invigilator immediately
如个人信息不正确，选择‘No’并立即通知监考官

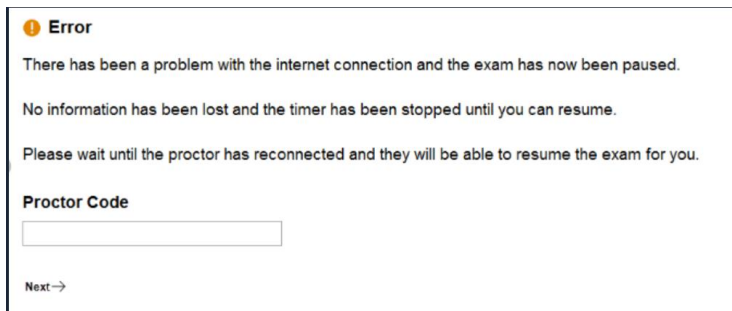
6. Access code 考试启动密钥

- Once checked in you will get presented with an **Access Code** via ATA desktop application
成功签到后，监考官会在优巡桌面应用的界面向您展示考试启动密钥
- You can input or **copy and paste the Access Code** into ACCA Exam Delivery Software and select **Next** to move to the exam instructions and exam summary pages
您需要通过复制粘贴功能将其输入 ACCA 考试软件以进入考试界面，然后选择‘Next’转至考试说明及考试摘要页面



7. Restart Exam Access Code 重新输入考试启动密钥

- In the event of a technical disconnection you will be presented with the below screen to reinput the Access Code
如发生技术性连接断开，您将看到以下页面，请重新输入考试启动密钥



8. **Exam Instruction Pages and Exam Summary Screen(s)** (10-minute recommended reading duration)

考试说明及考试摘要页面（建议 10 分钟阅读时间）

- You can navigate between the Exam Instruction Pages and Exam Summary Screens for the 10-minute duration.
您有 10 分钟的时间阅读考试说明和考试摘要文件，可以随时切换文件阅读。
- When you are ready to proceed you should select **Ready to begin to Start the Exam**
当您准备好继续时，这时应选择“**Ready to begin**”启动考试
- You can select **Ready to begin** the Exam **before** the 10-minute duration ends
您可在 10 分钟时间结束前选择“Ready to begin”启动考试
- You cannot return to the Exam Instruction Pages and Exam Summary Screen(s) after you have selected **Ready to Begin** to Start the Exam
一旦选择“**Ready to Begin**”启动考试后，您就不能返回考试说明和考试摘要页面

9. **Ready to Begin to Start Exam** (Exam Duration Timer Starts - 3 hours for exam)

准备好开始考试（考试计时器开始计时 – 考试 3 小时）

10. **Item Review and End Exam**

答题检查和结束考试

You must go to the last question in the exam then press **Next** or click the last question on the Navigator screen.

您必须去到考试的最后一道题目，然后点击“**Next**”按钮或点击导航屏幕上面的最后一道题目。

From the last question select **Next**. This takes you to the Item Review Screen (you need to go here to exit the exam)

从最后一道题目选择“**Next**”按钮，进入 Item Review (答题检查) 页面（您需要在此处退出考试）

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

该页面显示每道题目的标志状态及以下题目的状态：

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.)

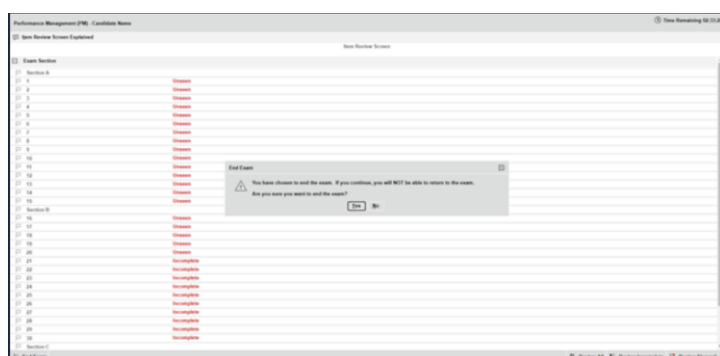
完成—您已作答的题目。（请注意，即便未完整作答，多选答题和热点题也将显示为完成。

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.)

未完成–您已浏览了题目但未作答。（请注意，在一个以上的作答区域中拖动和填充空白问题将显示为不完整，直到您已完全回答）

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.

未浏览–您还未浏览题目。您可以点击题目编号来选择需要浏览的题目。您还可以使用屏幕底部的按钮快速浏览题目组。在检查过程中，您可以更改答案或题目的标记状态。



11. End Exam

结束考试

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

当您选择 **End Exam**（结束考试）。如您继续，则不能再返回到考试中去了。

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

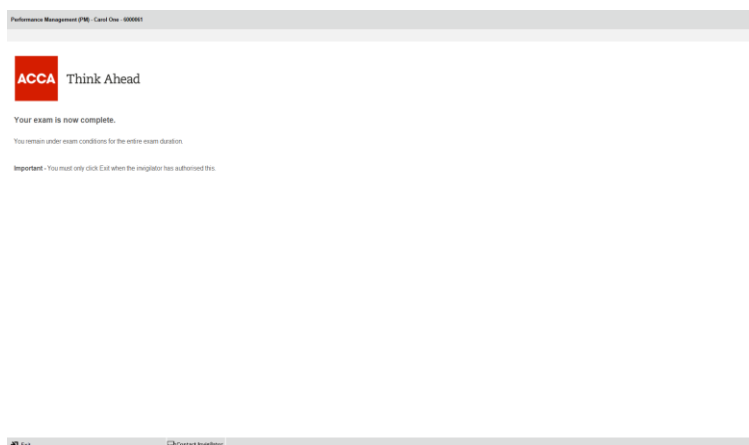
如点击“No”，弹出窗口会消失，您将留在 Item Review（答题检查）的页面。

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

如点击“**Yes**”，将显示最终考试页面。该页面将一直持续到考试结束。

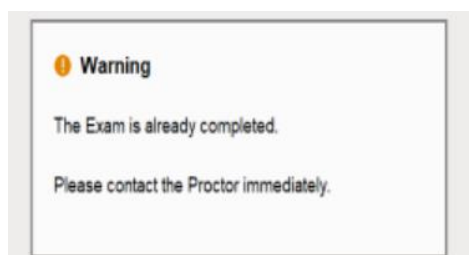
You must remain in exam conditions and invigilated for the entire exam duration.

您必须保持在考试条件下，在整个考试期间处于远程监考中。



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

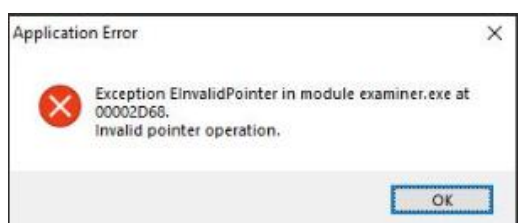
如果在考试期间任何时候看到以下警告错误消息，**千万不要卸载软件。请紧急联系监考官。**在卸载考试软件之前，恢复考试文件**非常重要**。



End Exam within ACCA Exam Delivery Software.

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

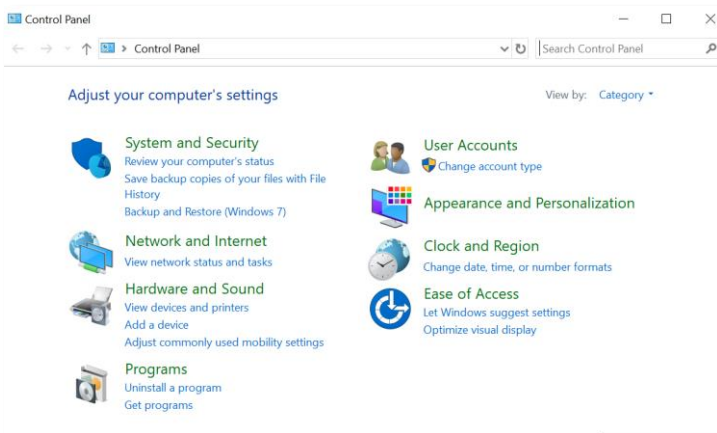
重要提示 - 考试结束时出现应用程序错误。到考试结束时间，您会看到以下异常程序错误的窗口信息。请忽略此信息，这并不是说您提交考试有问题。当出现此窗口，您就可以卸载软件。



12. Uninstalling the ACCA CBE Software after the Exam

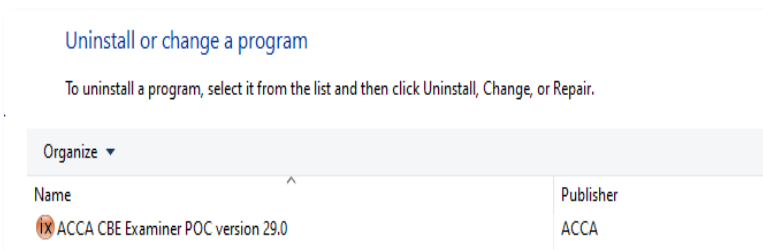
考试结束后卸载 ACCA CBE 软件

- 1) Once your examination is complete and all final checks have been completed you will be instructed by your proctor to uninstall the CBE software. To do this you should open the Control Panel and select the uninstall a program option in the Programs Section
考试完成后，并且所有检查也已完成，监考官将会指示您卸载考试软件。为此，请打开控制面板，并在程序部分选择卸载程序选项



- 2) Select the ACCA CBE Examiner version 29.0 file from the list of programs displayed and click the uninstall button.

从显示的程序列表中选择 ACCA CBE Examiner 版本 29.0 文件，然后点击卸载按钮。

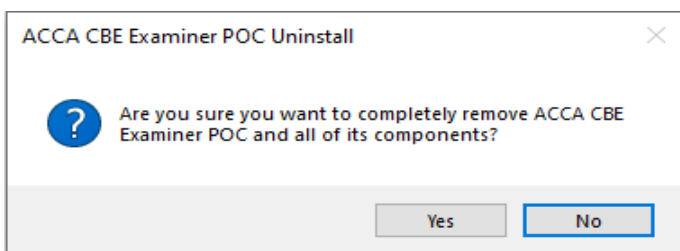


- 3) You will then be presented with the Uninstall screen shown opposite.

您将看到如图显示的卸载页面。

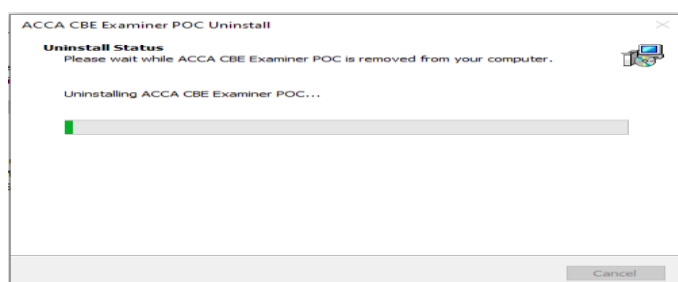
Select <YES> on this screen.

在屏幕上选择< YES >（是）。



- 4) The Uninstall process will then begin and the screen shown opposite will appear displaying the progress.

开始卸载，您会看到卸载进度，如图所示。



5) Uninstall Confirmation message

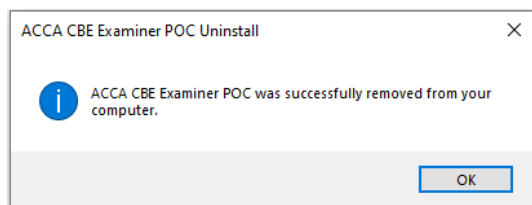
卸载确认信息

Uninstall the ACCA Exam Delivery Software from your device and you will see the below the uninstall success confirmation message. Please use your mobile phone for the emergency contact to take a picture of the message and show your invigilator the confirmation message

在您的电脑上卸载 ACCA 考试软件，您将看到以下卸载成功的确认信息，请用您的紧急联络用备用手机将其拍个照片，并向监考官展示该确认消息。

If you have another exam booked it is important you complete this step before you attempt to download and install any further exams.

如果您报考了其他科目的远程考试，卸载已完成科目的考试软件后您才能下载后续科目的考试软件。

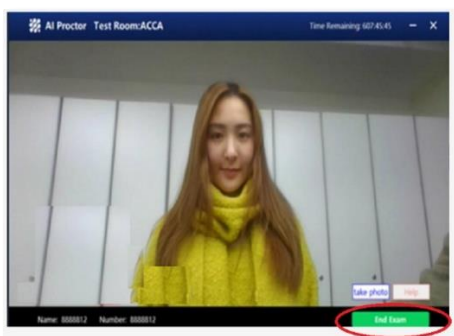


13. End your remote invigilation session

结束远程监考

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.

您现在可以关闭 ATA 远程监考软件优巡。如参加多门考试，可以在完成所有考试后卸载远程考试软件优巡。

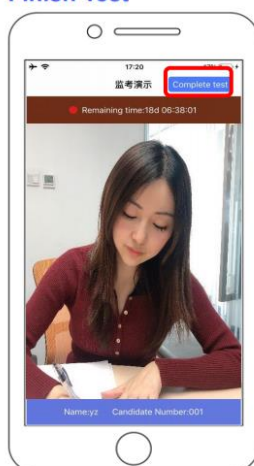


Please confirm whether to end the exam ?

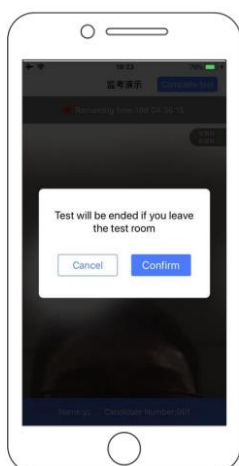
Cancel

Confirm

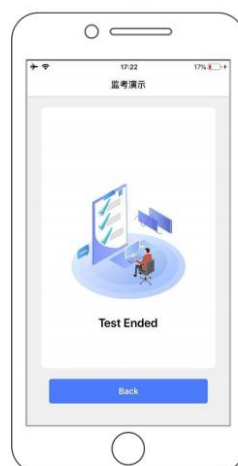
After test is ended, click
Finish Test



Confirm to end the test



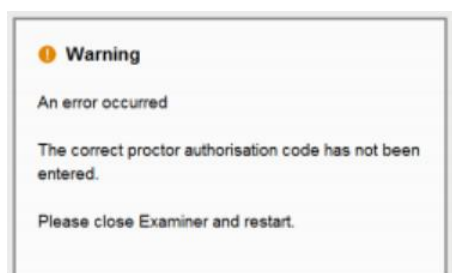
Return to log-in interface



Troubleshooting 故障排除

When attempting to start an exam
在试图启动考试时

Issue with Access code 考试启动密钥的问题



- You have 3 attempts to enter your Code
有 3 次尝试输入考试启动密钥的机会
- After the 3rd incorrect attempt, you will see the below error message

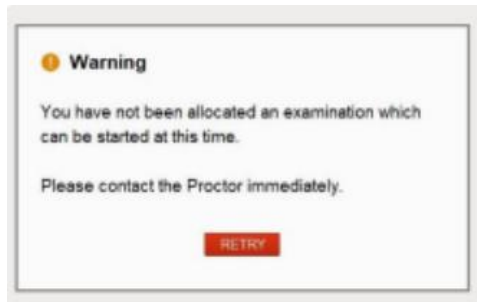
3 次尝试输错后，将看到以下错误消息

- Please close Examiner
请关闭 Examiner 考试软件
- Restart
重启

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

如果您不确定您的考试启动密钥，或认为您输入了正确的考试启动密钥，请联系监考官

You have not been allocated an examination **未安排的考试**



- The student may not have entered the correct token details
学员可能没有输入正确的考试软件下载密钥
- The token is no longer valid
考试软件下载密钥已失效

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.

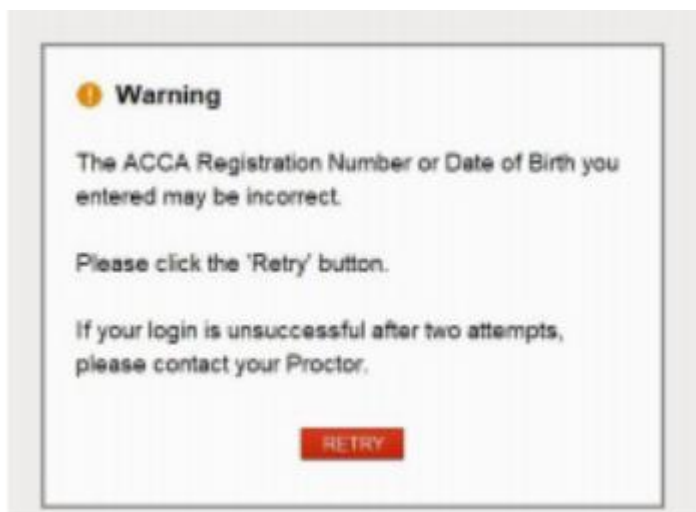
请检查个人信息和考试确认页面，确认考试时间和**日期**。如学员参加了多门考试，则可能安装了错误的考试软件。这需要卸载，然后使用正确的考试软件下载密钥重新安装考试软件。

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

如果考试内容不正确，请您联系 ACCA。

Incorrect Details Entered

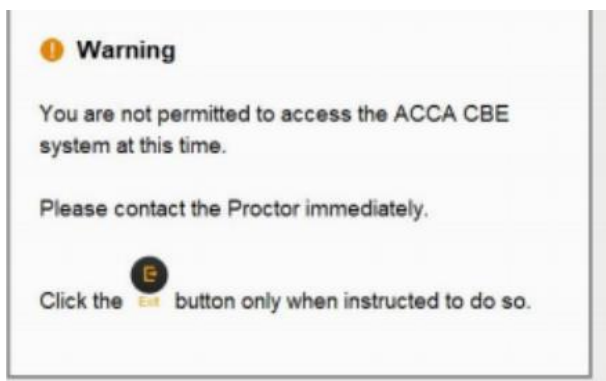
输入的详细信息不正确



- Confirm the details with the student
- 与学员确认信息
- 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
- 如学员输入的信息与提供的 ID 匹配，请学员联系 ACCA Connect 确认我们系统中的信息

You are not permitted to access the ACCA CBE System

不允许访问 ACCA CBE 系统

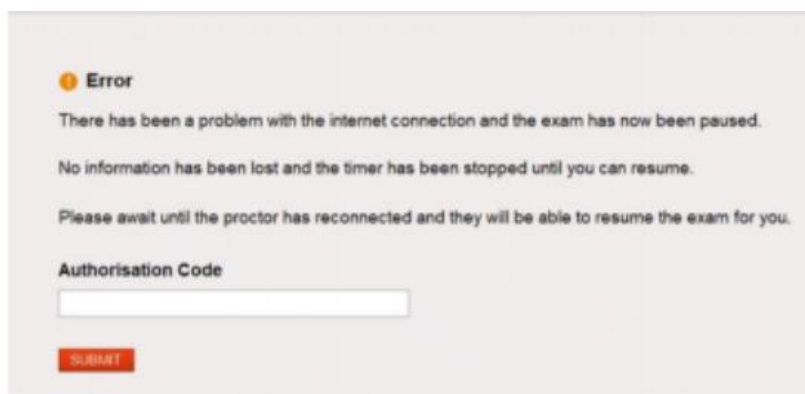


- The student is not currently active with ACCA and cannot sit an exam at this time.
学员目前未报名 ACCA，因此无法参加此次考试。
- Please ask the student to contact ACCA Connect.
请学员联系 ACCA Connect。

During an Exam

考试期间

There has been a problem with the internet connection
网络连接出现了问题



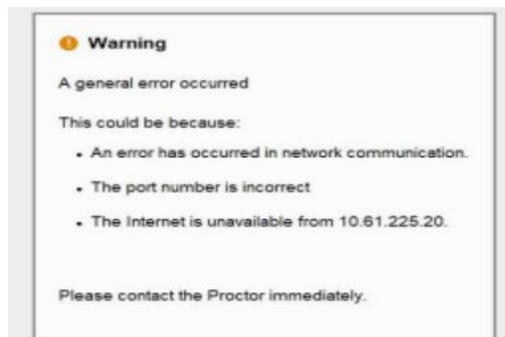
- There was a temporary interruption to internet connection, that has now resolved
网络连接暂时中断，现已解决
- Please enter your Access Code to allow the exam to continue
请输入考试启动密钥，以允许考试继续

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

如您看到这条信息，请注意您仍有全部时间来完成考试（3 小时 10 分钟）

General Error

一般性错误



- Check Internet Connection is stable
检查网络连接是否稳定
- Close Examiner and attempt to restart
关闭 Examiner 考试软件并尝试重启
- If this does not resolve the issue, please fully terminate Examiner by opening Task Manager and terminating Exam Admin Client
如果这样不能解决问题，请打开任务管理器彻底关闭 Examiner 考试软件，并终止考试管理客户端
- Attempt to restart examiner
尝试重启考试软件
- If this does not resolve the issue, uninstall and reinstall the Examiner Software
如果这样还不能解决问题，请卸载并重新安装 Examiner 考试软件

Examiner is already running in another session or desktop

Examiner 考试软件已在另一个会话或桌面上运行

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 your PC.

该错误可能发生在软件安装中断时，或是由于我们的软件与电脑上下载的其他软件发生冲突。



Please try the following steps to resolve:
请尝试以下步骤来解决：

- Open Task Manager and confirm if Exam Admin Client is running – stop the process if it shows
打开任务管理器并确认 Exam 管理客户端是否正在运行 - 如显示在运行，则停止进程
- Uninstall and reinstall software
卸载并重装软件
- Start Exam If you cannot start the exam after these steps have been taken, please:
如果在执行这些步骤后仍无法开始考试，则：
- Reboot PC
重启电脑
- When the PC has restarted, stop all Anti-Virus/Firewall Protection before attempting to install our software
重启电脑后，在尝试安装软件之前，停止所有防病毒/防火墙保护

Exam Disruptions

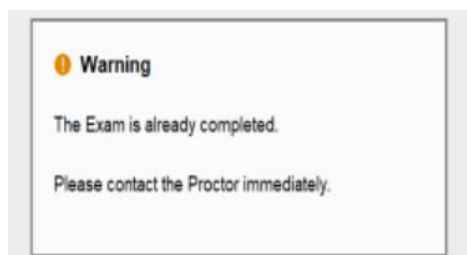
考试中断

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

可能会偶尔出现远程考试中断的问题 - 例如，网络连接断开或断电。

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

如果只持续了几分钟，请继续考试。如果看到以下的错误信息，则无法重新启动考试。



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.

出现这种情况时，ACCA 可以核对考试结果并确认。为核对考试结果，我们需要电脑上创建的日志文件。

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

在卸载考试软件之前恢复此文件**非常重要**。如考试中断且无法继续，请紧急联系监考官。

Cannot enter Access Code

无法输入考试启动密钥

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

当学员使用公司的办公电脑，并且以管理员的身份安装或打开 ACCA 考试软件时，就会发生这种情况。

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.

出现这种情况时，学员可更新防火墙设置以允许设置，或者联系 IT 公司以更新所需政策。

ACCA recommend against using a work PC to complete exams.

ACCA 建议不要使用公司的办公电脑来完成考试。

ACCA Customer Service

ACCA 客服

If you have any questions, please feel free to contact us:

如有任何问题，请通过以下方式联系我们：

China Customer Service 中国客服专线：4008333338

服务时间：周一至周五，8:00 am - 20:00 pm

周六、周日、法定节假日：9:30 am -18:00 pm

Service Time: 8:00 am - 20:00 pm during Monday to Friday,

9:30 am -18:00 pm on Saturday, Sunday and public holiday

Email 客服邮箱: customerservicechina@accaglobal.com

ATA Customer Service

ATA 客服

Before starting the exam, get help on downloading, installing and using ATA YouXun via online customer service.

学员可在开始考试前通过在线客户服务获取有关下载、安装和使用 ATA 远程监考软件优巡的帮助。

The access address and QR code of online technical support are listed below which support the visit in the mobile or PC terminal.

以下是在线技术支持的访问地址和二维码，支持手机端和电脑端的访问。

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



Service Hour: 9.00 am - 17.00 pm

服务时间: 9.00 am - 17.00 pm

Service Period: Friday to Sunday during 4th June to 6th June 2021

Monday to Friday during 7th June to 18th June 2021

服务期间：2021 年 6 月 4 日至 6 月 6 日 周五至周日；6 月 7 日至 6 月 18 日 周一至周五