

CertLRS MCQ Online Written Exam FAQs

1) Can I use an iPad to take my exam?

No, the exam can only be taken on a computer or laptop.

2) When do I receive my system test link?

You will receive a system test link one week before the date of the exam.

3) When do I receive my exam launch email?

The exam launch email is sent 72 – 24 hours before the exam. The latest you will receive it is 24 hours before the exam.

4) What happens if I choose to do my exam on a different computer after I have done the system test?

A system test link is only valid for the computer which you will use for the exam. If you change computers, you will need a new system test link. You will have to email the College and request for new system test links to be sent to you.

5) Do I get confirmation that my system test has been completed successfully?

If the system test completes without issues, then it has completed successfully. You do not receive an email to confirm completion.

6) Do I need to tell the College that I have completed my system test successfully?

No, please do not email the College to tell us you have completed the system checks. Only email us if there is a problem.

7) Can I sit the exam at work or in a test centre?

The recommendation is to sit the exam at home. Work computers usually have firewalls that can prevent exam connection problems so please use your own computer at home.

8) Why am I still getting a system test link email even though I have already completed my system test? Does this mean I need to do the system test again?

These are just reminder emails that are automatically generated by the system to ensure that all candidates complete their system check. Please ignore these reminder emails if you have completed your system test successfully.

9) What are the technical requirements for my computer in order to take the exam?

Internet Speed	2 Mbps
RAM (Available)	1 GB
Screen Resolution	1280 x 768 px
Web Browsers	Latest five major versions of the following: - Google Chrome (Recommended) - Microsoft Edge - Mozilla Firefox - Safari

10) Do I need to do the system test more than once?

No, you only need to do it once, unless you change computer.

11) Can I wear earphones or earplugs?

As the CertLRS is an open book exam, earplugs and headphones are allowed.

12) Can I use scrap paper?

Yes, you can use scrap paper to take notes.

13) My Wi-Fi router restarts every couple of hours and takes 1-2 min to come back. Will this affect my connection and answers during the exam?

Yes, this will affect your connection and disconnect you from the exam. You will have to find an alternative space and Wi-Fi to use for the exam.

14) Is the exam start time my local time?

Yes, the start time is always your local time. For example: if you live in London, then the exam start time of 10am is 10am London time.

15) What time do I log onto my exam?

You log on to your exam at the designated start time and complete the set-up before proceeding into the actual exam paper.

16) When do I do my pre-exam set-up?

You do this first when you log on at the exam start time. The exam starts after the set-up is complete.

17) What if my set-up takes longer than expected? Will this affect my exam time?

You will not lose any exam time if your set-up takes longer than expected. But it is important to complete the system checks a few days before the exam to minimize delays on the day.

18) I briefly lost internet connection during my exam and am convinced I lost exam time due to the outage. How do I know I didn't lose any exam time?

The exam timer pauses during any loss of internet connectivity and resumes when connection is re-established. No exam time is lost.

19) Why did I briefly lose connection?

This will be because a temporary connection problem or instability of your own Wi-Fi or internet connection. Any candidate's internet connection can suffer this unexpectedly.

20) Will the College take responsibility for my brief loss of internet connection?

No. The College can only be responsible if the connection problem affects ALL candidates. We cannot take responsibility for a candidate's own internet connection as candidates are instructed to complete a system test prior to the exam.

21) What does an 'open book' exam mean?

This means that you are able to use any resources, in any format, as required. For example, you are permitted to use books, electronic PDFs, written notes, or the internet. In accordance with The Royal College of Ophthalmologist's Candidate Code of Conduct, candidates must not discuss, publish or in any other way attempt to share any material

which they have encountered in examinations. This includes sharing your answers with other candidates.

22) I want to email the College with my personal feedback on my exam experience. Can I do this?

Candidates are welcome to share feedback with the College. However, due to the high volume of correspondence received by the Examinations Department, we are not always able to provide individual responses to emails containing personal feedback about an examination.

Before contacting us, please check the information available on the College website, including the relevant examination pages and FAQ documents. Many common queries are already addressed there, and we may not respond individually to where the answer is available in published guidance.

If you still feel that your enquiry requires an urgent personal response, please keep your email as brief and specific as possible, clearly outlining the issue you would like us to consider.

If your concern relates to your performance in a recent examination and may be relevant to a potential appeal, please wait until results have been released before contacting us. Appeals are considered only in relation to procedural irregularities. We will not normally respond before the published results date unless the matter involves serious allegations, such as assault or physical harm, a potential breach of UK law, or issues of probity.

23) I want to appeal my result. Can I do this?

Candidates who wish to appeal must read and follow the official appeals procedure published on the College [Policies and Procedures](#).

Please note that appeals are considered only where there is evidence of a procedural irregularity caused by the College that may have affected candidates. Appeals that do not meet the criteria set out in the appeals procedure will not be considered.

24) Are there any other documents or links I should read or videos I should watch?

Yes. Candidates are strongly encouraged to read all relevant information provided in the [College website](#).