

## Preparing for the exam period

The exam period can be stressful, but knowing where to find help and information can help relieve some of that stress.

**Please read all the instructions from your department.**

Make sure you understand your exam arrangements, including [dates, times and venues](#).

**Please familiarize yourself with the new [university exams SharePoint site](#)**

**If you are taking online exams**, please take the time before your exams to familiarize yourself with and try out **[the online exam platforms you will be using](#)**.

**Bookmark information on [welfare support](#)** so that you can find it quickly if you need it.

**Porters: 01223 338300 IT: 01223 760760**

**[tutorial@caths.cam.ac.uk](mailto:tutorial@caths.cam.ac.uk)**

**[wellbeing.team@caths.cam.ac.uk](mailto:wellbeing.team@caths.cam.ac.uk)**

**<https://itsupport.caths.cam.ac.uk/>**

**[moodle@admin.cam.ac.uk](mailto:moodle@admin.cam.ac.uk)**

**[inspera@admin.cam.ac.uk](mailto:inspera@admin.cam.ac.uk)**

## Physical and mental health concerns

**In an emergency, if you are worried about your immediate welfare**, contact the Porters' Lodge (338300) for advice and to help you access further support (in a life-threatening emergency call 999 as usual and alert the porters).

**For non-emergency urgent mental health support** you can also contact NHS111 (option 2) any time of the day or night, though you may have to wait several hours for a call back.

**If it is not an emergency, but you are not well enough to begin your online exam**, email **your tutor** cc [tutorial@caths.cam.ac.uk](mailto:tutorial@caths.cam.ac.uk) and [wellbeing.team@caths.cam.ac.uk](mailto:wellbeing.team@caths.cam.ac.uk).

**If you are not well enough to attend an in-person exam** email **your tutor** cc [tutorial@caths.cam.ac.uk](mailto:tutorial@caths.cam.ac.uk) and [wellbeing.team@caths.cam.ac.uk](mailto:wellbeing.team@caths.cam.ac.uk).

**If you begin an in-person exam but are unable to complete it for health reasons**, alert the invigilator, who will take appropriate action. You will not be able to complete your exam on returning to College.

**If you begin an online exam in College but are unable to complete it for health reasons**, log the issue with the online invigilator (if there is one), submit whatever you have managed to complete, and email your tutor cc [tutorial@caths.cam.ac.uk](mailto:tutorial@caths.cam.ac.uk); if you need support, contact the porters by phone, who will get in touch with the health and wellbeing team or a tutor.

**If due to injury or disability you might find it difficult to get to your exam venue but are well enough to take the exam**, please contact the Porters' Lodge in good time for a welfare taxi.

**For all health issues that affect your exams**: make sure you have contacted your tutor, and also contact your GP or [health@caths.cam.ac.uk](mailto:health@caths.cam.ac.uk) for health advice. If you don't complete an exam or if a health matter seriously affects your performance, you'll need medical evidence to apply for mitigation.

## IT and online platform issues

**In an emergency** (eg you are in an online exam and your laptop won't work or the College wifi fails) during normal office hours you can contact the college IT department (01223 760760) and/or put in an 'urgent' [IT ticket](#). NB tickets can only be dealt with during office hours. Email your tutor (using mobile data if necessary) to let them know there is a problem.

**If you have technical difficulties accessing, completing or uploading your exam**, [follow the instructions for the platform you are using](#).

For **internet interruptions during an online invigilated exam**, indicate these to the invigilator each time. Email [tutorial@caths.cam.ac.uk](mailto:tutorial@caths.cam.ac.uk) a.s.a.p. after the exam to log the event(s).

**If you submitted your work incorrectly**, email [onlineexams@admin.cam.ac.uk](mailto:onlineexams@admin.cam.ac.uk) with the correct version as soon as you realise, cc [tutorial@caths.cam.ac.uk](mailto:tutorial@caths.cam.ac.uk) and your tutor and DOS.

**If IT issues prevent you from uploading your completed work**, email the file to [onlineexams@admin.cam.ac.uk](mailto:onlineexams@admin.cam.ac.uk), within the upload period to avoid any penalties, while also continuing to try to load the file. More detailed instructions can be found on the [University Exams sharepoint site](#) and the [submission of materials policy](#).

## Academic issues

**If you realise after sitting an exam that you did not complete it correctly**, DOSs are best placed to offer subject specific advice.

**If your exam has been disrupted eg by health, IT-related, or other serious issues and you think you may be able to apply for an allowance**, contact your tutor as soon as possible.

*An exam warning is an early marker that the College attaches to your record to indicate something has happened and can be referenced later on if further support, allowance, or mitigation may be appropriate. Your tutor can explain what mitigations might be appropriate depending on your situation (see the [Exam mitigation guide](#)) or the [Student Advice Service](#))*

## Other issues

**If your exam in College is disrupted by noise**, you can get earplugs from the porters' lodge on main site and St Chad's. Email your tutor cc [tutorial@caths.cam.ac.uk](mailto:tutorial@caths.cam.ac.uk) to log the disruption.

**If you are concerned about someone else's immediate welfare**, contact the porters who will alert the duty tutor/H&W team.

**In the event of a fire alarm in College**, evacuate as you usually would – no drills are planned during exams.