e-Exams Guide

A guide on e-Exams for LSE students for the 2025/26 academic year

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1. Introduction

Welcome to the e-Exams guide for LSE students for the 2025/26 academic year! This guide will take you through information on e-Exams, that includes device requirements, how to get started with the software and the exam room experience.

Please check which e-Exam enabled courses you are taking on the list on the e-Exams webpage.
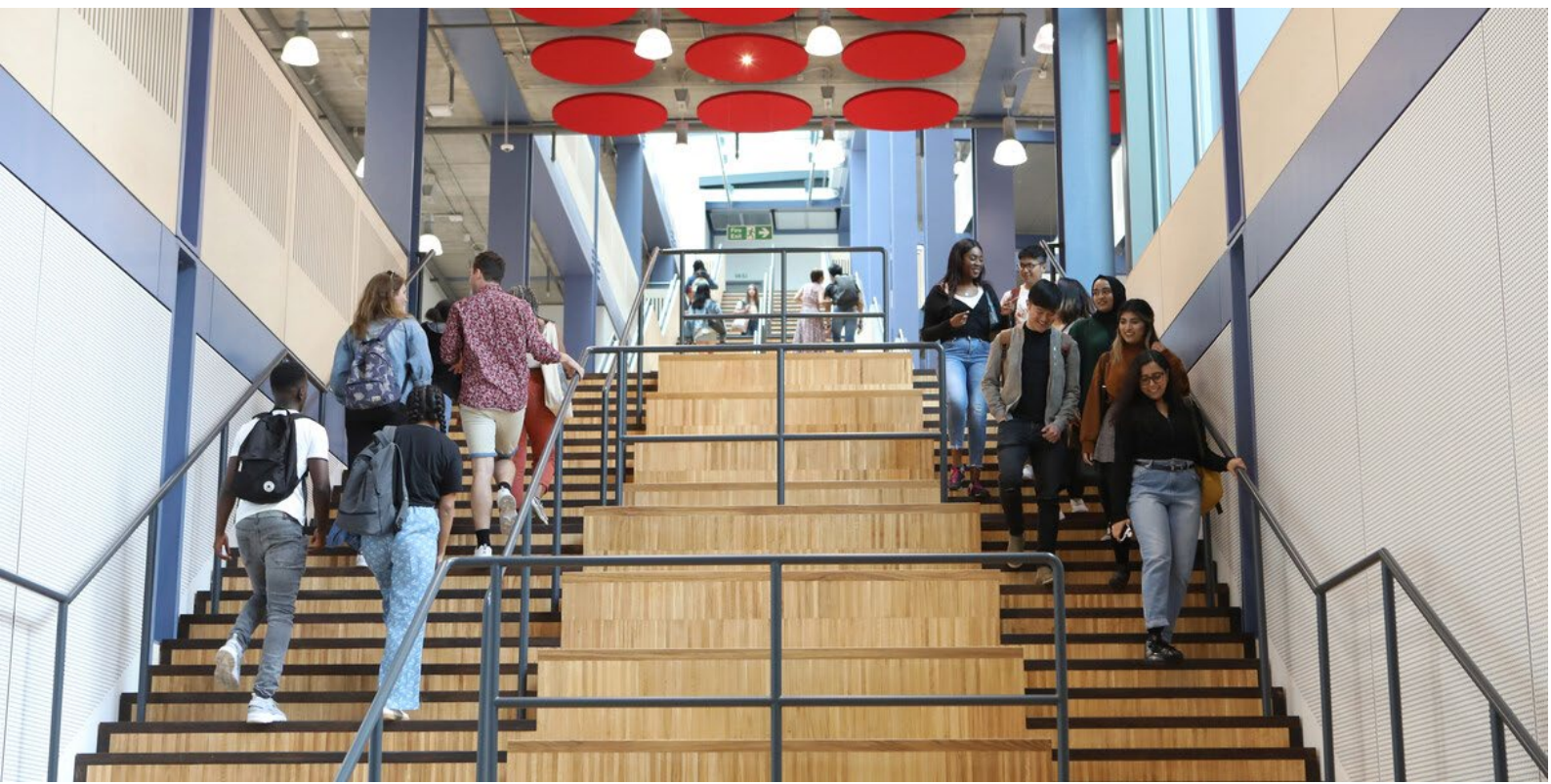
Throughout this guide, you will see two symbols which indicate common problems or tips on good practice.

The green star icon indicates good practice in e-Exams, these points may help you with your e-Exams journey.

The orange caution icon indicates something recognised as a common problem or misconception with the e-Exams journey.

2. Glossary of Key Terms

e-Exam	These are exams that take place in-person and under invigilated exam conditions, the same way that they are for handwritten exams. Instead of completing your answers on a paper script, you use your own personal laptop to type your answers and submit electronically. Please note that e-Exams differ from **online assessments:** e-Exams are taken in-person and under exam conditions; online assessments are taken at home.
e-Exam enabled courses	Please see a list of e-Exam enabled courses on the e-Exams webpage. Any courses not listed there are **not** e-Exam enabled.
Digiexam	Digiexam is an online exam platform used in over 50 educational institutions in countries around the world. Digiexam works by locking down your personal device to create a secure exam environment where you write your answers. You cannot exit the software until the exam is submitted.
MyApps	MyApps is the apps dashboard where you access the Digiexam webpage.
Digiexam webpage	The Digiexam webpage is where you access the Digiexam app. On the Digiexam webpage you can see details of exams you have submitted.
Digiexam app	The Digiexam app is where you type the answers in your exam. Think of it as a digital answer booklet. You must download the app before attempting to sit any exams. You can access the app through single sign-in via MyApps and the Digiexam webpage.
Exam ID	The Exam ID is the 10-digit code that you enter into Digiexam to access your exam. This is provided to you **on the day of the exam in the exam room**, you are not told the Exam ID in advance of entering the exam room. **Exam IDs are different for each exam**, this includes centrally-scheduled exams, mocks and practice sessions.
Lockdown	After you enter a Digiexam on the app, your device will be locked down. This means that you can no longer access any other applications on your device.

3. How do e-Exams work?

1) As a student, you write the answers to your exam questions in the Digiexam application which you will need to install on your device. Exam questions are given to you on the day of the exam in the exam room as a printed exam question paper.

⭐ You need to have the Digiexam app downloaded before entering an exam room and you should become familiar with logging into Digiexam. Please keep reading the guide to see details on how to do that!

‼️ Digiexam acts as your **digital answer booklet**. Questions will still be on paper question papers on your desk, and you need to indicate the questions you are answering within Digiexam.

2) Please arrive to your exam room 30 minutes beforehand to ensure you can access your exam in Digiexam in time.

3) During an exam, your work is automatically saved every 10 seconds to both the Digiexam server and locally to your device. In the unlikely case that your device crashes or freezes, the exam can easily be restored without the risk of losing any of your work.

4) The Digiexam application has full offline capabilities, so you are not affected during the exam if the network were to go down.

5) While we strongly encourage students to use Digiexam where applicable, you will always have the option to handwrite. Paper answer booklets are not placed on your desk, if you choose to handwrite, you can request this in the exam room, before or during your exam. You do not need to inform the Student Services Centre or your Department ahead of your exam.

6) Support is available in the exam room from dedicated e-Exam Support Assistants (ESAs) to troubleshoot any issues with logging in, accessing your exam, or submitting your answers.

7) When you submit your answers, the answer file will automatically be saved using your LSE Candidate number. There will be nothing in the filename, document or document properties that will enable markers to identify you.

⭐ Students must read the **Exam Procedures for Candidates** and follow the instructions provided. **Section 8** of this document is all about e-Exams.

4. Device Requirements

1) It is your responsibility to make sure your laptop is in full working order and brought to the exam room with as close to **maximum battery charge as possible**. Your device must have a battery capable of lasting the length of your exam, plus time to set up beforehand and submit your work at the end of the exam - usually over two to three hours.

⭐ Please test your device's battery life when using Digiexam – use Digiexam for a minimum of 2-3 hours without being plugged into a wall charging point.

2) Your device must be a laptop or a tablet device with an integrated keyboard. Devices without an integrated keyboard are not suitable.

3) The only additional technology-related items that may be brought into an exam room are portable power pack and charging cables.

!!! Please note that you will not be able to use a wall charging point in the exam room. Power packs may be provided in exam rooms in limited numbers for technical difficulties only, but their availability cannot be guaranteed. You will need to bring your own **wall charger** to plug into these power packs, **not a USB-C to USB-C charging cable**, as USB-C to USB-C connections will drain your laptop faster than it can be charged.

!!! Other technology-related items are not permitted in exam rooms, this includes external mice, external keyboards and laptop stands. If you have a documented medical, physical or mental health condition and/or specific learning difficulty and therefore need additional equipment, please contact the Disability and Mental Health Service to apply for Central Exam Adjustments (CEAs) or to update your current CEAs.

4) **Your laptop must have a USB or USB-C port.** In the unlikely event of WiFi connectivity issues, the e-Exam Support Assistants will use a USB device to enable you to submit your answers.

5) **Eduroam** is the recommended WiFi network, make sure that you have this as a saved network before entering the exam room.

6) Please see the device requirements for downloading and using Digiexam (for the different operating systems and hardware required). Digiexam software is supported on **Windows** and **MacBooks** (Chromebooks are **NOT** supported). Digiexam is also available to download on iPads. Please note that your device should also meet the requirements above.

7) **Downloading the Digiexam app is an essential step before entering an LSE exam room**. You will not be given additional time or support to set up the app in an exam room. Please see details on how to do this below.

!!! If you are experiencing issues sourcing a suitable device, please contact your department as they may be able to assist you with sourcing a suitable device on a short-term basis.
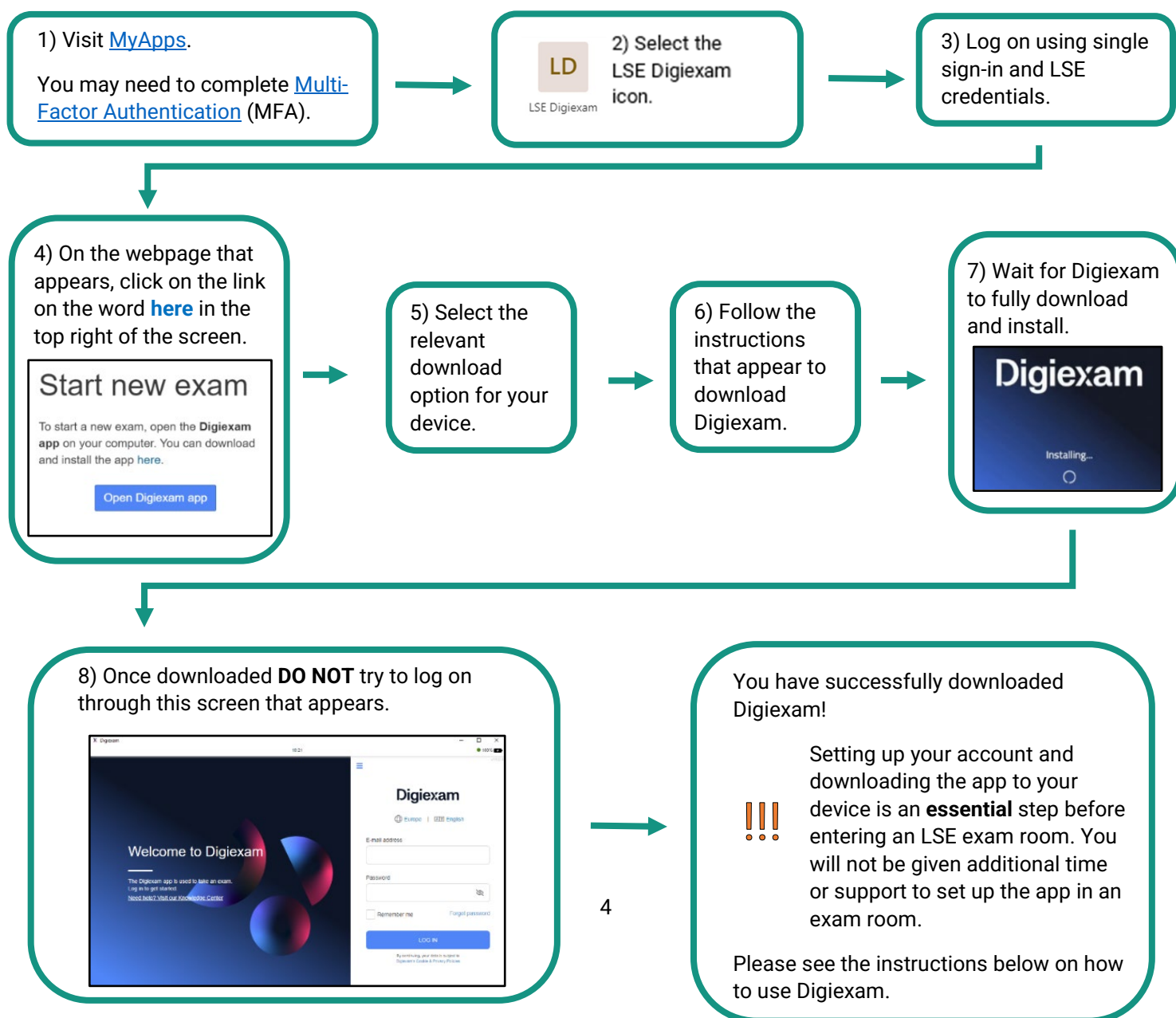
5. What will Digiexam have access to?

1) Digiexam will need access to save data onto your device. This is so that Digiexam can save your answers in case of WiFi failure. LSE will not use Digiexam to access any other parts of your device such as your microphone or camera.

2) Please see this link for more information: https://www.digiexam.com/privacy-policy

6. Getting started!

1) Visit MyApps.

You may need to complete Multi-Factor Authentication (MFA).

2) Select the LSE Digiexam icon.

LD LSE Digiexam

3) Log on using single sign-in and LSE credentials.

4) On the webpage that appears, click on the link on the word **here** in the top right of the screen.

Start new exam

To start a new exam, open the **Digiexam app** on your computer. You can download and install the app here.

Open Digiexam app

5) Select the relevant download option for your device.

6) Follow the instructions that appear to download Digiexam.

7) Wait for Digiexam to fully download and install.

Digiexam

Installing...

8) Once downloaded **DO NOT** try to log on through this screen that appears.

Welcome to Digiexam

You have successfully downloaded Digiexam!

!!! Setting up your account and downloading the app to your device is an **essential** step before entering an LSE exam room. You will not be given additional time or support to set up the app in an exam room.

Please see the instructions below on how to use Digiexam.

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7. 3 steps – accessing your Digiexam account

Follow the steps below to log back into Digiexam:

!!! **DO NOT** log in directly through the Digiexam app that appears on your desktop as it **will not** recognise your LSE log-in credentials.

1) Go to the MyApps page and click on the Digiexam icon. The Digiexam webpage will open.

⭐ Save this webpage as a bookmark.

2) Click on **Open Digiexam app** in the top right corner of the webpage.

Open Digiexam app

3) The Digiexam app will open, and you will be logged in automatically.

Find exam	Exams	Exam details
Exam ID	Active exams	**Practice Exam**
		Created by Organization
Find exam		Lockdown mode
		Status
Start exam from USB		
Ask your instructor to insert a USB drive with the offline exam file.		
Select offline exam file...	**Demo exam**	
	Take a demo exam to try out Digiexam.	
	Demo Exam	
	Course: Demo Course	

8. What will my exam look like?

We strongly recommend that you familiarise yourself with how exams in Digiexam work ahead of sitting any centrally scheduled exams.

Please contact the Professional Services Team of the department(s) you are taking e-Exams in to get practise test details! These tests are not linked to any course, nor to your formative or summative assessments. They are your space to practise with the functions and features of Digiexam in your own time.

1) Follow the three steps above under Section 7. If you have not yet downloaded Digiexam, follow the steps in Section 6.

2) Enter the Exam ID (10-digit code) into the box here in the app. In an exam, this 10-digit code will be provided to you in the exam room, on the day of the exam. Then click **Find exam**.
Check this is the correct Course Code, Title and Exam period.

Find exam
Exam ID
Find exam

!!! **Once you hand in an exam, you will not be able to re-access it – just like in real exams.**

3) Click **Start exam** on the right side of the app screen. Also, click **Start exam** on the dialog box that appears.

Status	Not started
	Start exam

4) Select **Close applications and continue** on the dialog box that appears.

Close other applications to continue
All open applications will be closed. Please save your work before continuing.
Cancel Close applications and continue

!!! Please ensure you **close all** applications on your device (i.e. documents, webpages, etc.) before entering an exam room, as Digiexam will lock down your device and any unsaved work may be lost. You should **not** be accessing notes/other applications on your device when at your desk in an exam room. **You will lose access to this guide if you are accessing it on the same device you are accessing the practice exam on. Please read ahead or access this guide on a different device.**

Digiexam will force any applications that are open to close when you access the exam, it's faster to close them yourself and reduces the risk of any technical issues occuring!

5) You will come to a screen with a box saying **Go to first question**. In an exam, you will access this screen before the scheduled start time. **STOP and WAIT** with your screen on this page until invigilation staff indicate you can start typing.

Go to first question
Good Luck!

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Points 1-5 should all take place before the scheduled start time of the exam when you enter the exam room. **Please arrive to your exam room 30 minutes beforehand to ensure you can get set up in time.**

6) Your practice exam will appear. Please see the top tips below:

- Practise typing e.g. using a past paper.
- Practice using keyboard shortcuts such as copy and paste. **Use copy and paste then delete behind you, do NOT use cut and paste**.
- Go in and out of full screen mode.
- Try using the undo and redo buttons. We recommend using these instead of keyboard shortcuts.
- Spellcheck settings:
  - To turn spell check on/off, select:
    - ABC on/off in bottom-left page.
    - Hovering over the grey circle icon in the bottom-right page and clicking on the power button (function 1 on the diagram on the right).
  - When turned on, the circle icon turns green. It will remain green if there are no incorrectly spelled words (function 3 on the diagram on the right).
  - If the circle icon is red, then there are incorrectly spelled words present. These words will be underlined in the text.
  - **Please note that you may need to ensure that the language choice is set to British English (function 2 on the diagram on the right).**
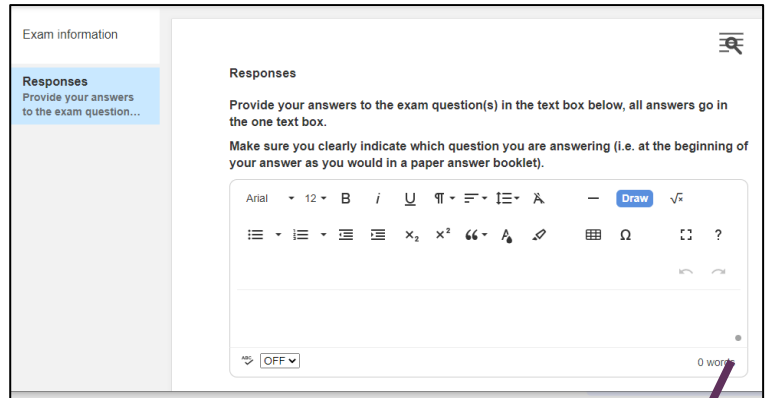
All your answers go in <u>**one text box**</u>. You should clearly indicate which question you are answering at the beginning of your answer, as you would in a paper answer booklet.
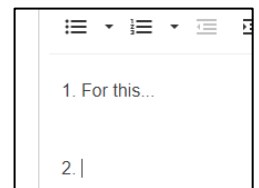
If you have a bathroom/rest break during your exam. Click on this **Exam Information** button to go back to the initial screen. **Do not shut, close or lock your device.**
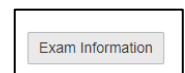
7) When you have finished practising, submit your work. Select the **Hand in** button in the top right-hand corner. You will not be able to make any changes to the exam once you have handed in. In an exam, you will be told to stop writing/typing by invigilation staff. You should **not** be accessing notes/other applications on your device when at your desk at the end of the exam.
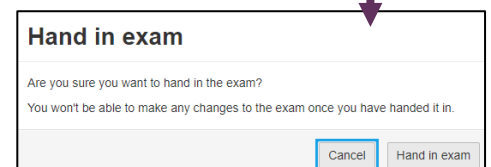
There are two ways of confirming your exam has been handed in:

1. You will receive an automatic email (to your LSE email address) from Digiexam stating that your work has been handed in.

2. You can check your profile on the Digiexam webpage (not app). Your exam will be logged under the "Handed in" list. You may need to click on the drop-down menu in the top-left corner to select the relevant department.

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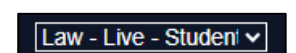
!!! Please be aware that the Digiexam demos available on the Digiexam application vary from how the software is used at LSE. The tests your department provides have a realistic view of e-Exams at LSE.
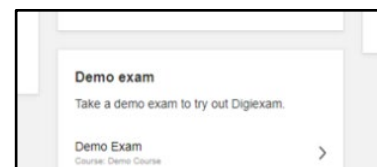
More information about the day of your exam!

- On your desk, you will be provided with a hard-copy exam **question paper**, a hard-copy e-Exam **guidance sheet** and **supplementary materials**, if applicable.
- You will be given your 10-digit **Exam ID** in the exam room.
- To request a paper answer booklet or earplugs, raise your hand at any time.
- Bring **pens**, **pencils** etc. to handwrite if needed, your power pack and charging cable (if brought) and phone (turned off and must be placed under your desk).
  - Mobile phones are still needed in exam rooms in case you are asked by your device for MFA. If your device needs you to use your phone for MFA, you <u>must</u> raise your hand so an invigilator can supervise you.
  - If your exam has 'Use of a calculator', then you must bring in a calculator of a permitted range (see section 4.5 of the Exam Procedures for Candidates), as you will not be able to use the calculator on your device.
- **Digiexam will not give you the start or end time of the test. Invigilators will notify you when to stop typing.** You <u>must</u> stop typing when they indicate the test has ended.
- **If you experience any technical issues, raise your hand to alert the staff in the room.**

9. Further information and contacts for support

Further information

- More information, including **FAQs** are available on the LSE e-Exams webpage.
- Check out **Section 8** of the Exam Procedures for Candidates.
- Exams which require specific software (such as Digiexam) can be sat **overseas** however, these will be delivered as **traditional paper-based exams** and will **not** be run using the software.
- If you currently have **Central Exam Adjustments** (CEAs), your adjustments such as extra writing time or rest breaks will be provided as usual in e-Exams.
  - If your CEAs include Use of a PC, your exam will take place in a PC room and you will have the option to use Digiexam on your own device or Microsoft Word on an LSE PC which is not connected to the network.
  - You do not need to indicate your choice in advance. Like all students, you also have the option to hand-write your exam.
  - If your CEAs include a letter of notification (LoN), the department will be informed of this so they can take it into account when marking your e-exams.
  - If you currently have CEAs that you believe may need to be updated, please contact the Disability and Mental Health Service for guidance and support.

Contacts for support

Please contact the teaching department of your course(s)'s professional services team for advice and support regarding how e-Exams will work for your courses and how to access the practice exams.

Please contact DTS at tech.support@lse.ac.uk for any technical issues such as accessing and installing Digiexam.

Please contact the Student Services Centre for any other queries.