



Using the digital file despatch area of our website

For specific centres and exams, we will upload confidential materials to the digital file despatch area of our website instead of sending them in hard copy.

As the exams officer, you are responsible for:

- setting up access to the digital file despatch area of our website before the exam series
- downloading the confidential materials at the Key Time for the exam
- securely printing the confidential materials at the Key Time for the exam
- handing the confidential materials to candidates at the start of the exam
- maintaining the security of the confidential materials at all times.

If you are an exams officer for a Cambridge Associate, you will have access to the digital file despatch area of your website but your Associate Centres will not. You are responsible for transporting confidential materials to your Associate Centres securely, according to your local arrangements. Do not send confidential materials by email.

This guide explains how to access the digital file despatch area of our website and your confidential materials.

Please remember:

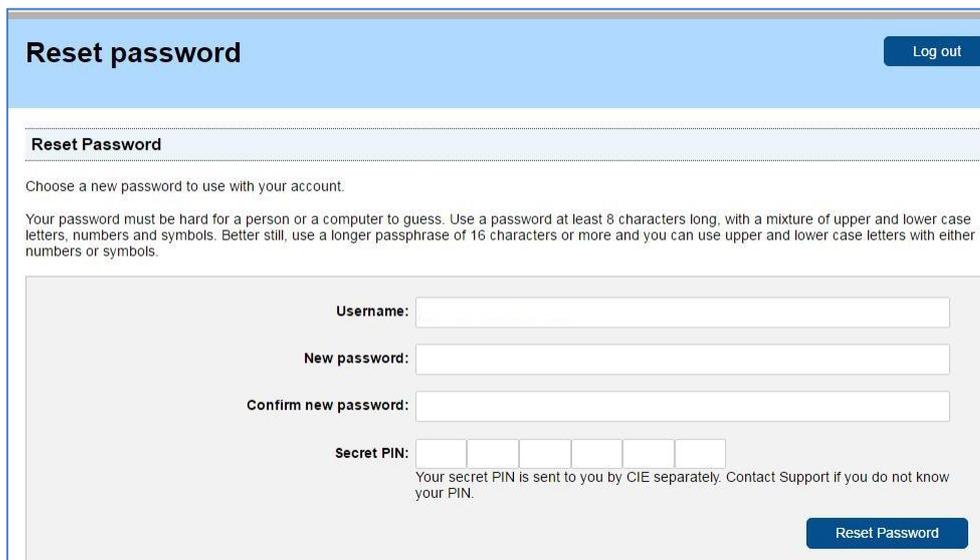
- We recommend you use Google Chrome to access this area of the website.
- Your confidential materials will be available at the Key Time. You must take this into account when timetabling your exams. Candidates taking timetabled exams need to be under Full Centre Supervision at the Key Time so you will need to arrange a period of Full Centre Supervision whilst you download and print the confidential materials. If you feel that this will cause logistical issues please contact the Compliance team by emailing info@cambridgeinternational.org with 'Electronic Question Paper Upload' in the subject line.
- When timetabling your exams, you should also think about the time it will take to securely print your confidential materials, particularly if you have a large number of candidates taking the exam.
- Email info@cambridgeinternational.org before the exam series if you have any problems setting up access or any questions about using this area of the website.

1. Accessing the digital file despatch area of the website

If you have used the digital file despatch area of the website in previous series, use the username and password from the previous series to access the area.

If you have not used the digital file despatch area of the website in previous series, you need to set up access. Before the exam series, you will receive a welcome email with detailed instructions.

1. Click on the password reset area link in point 1. You will see the following screen. The email address that we sent the welcome email to will appear as your username.



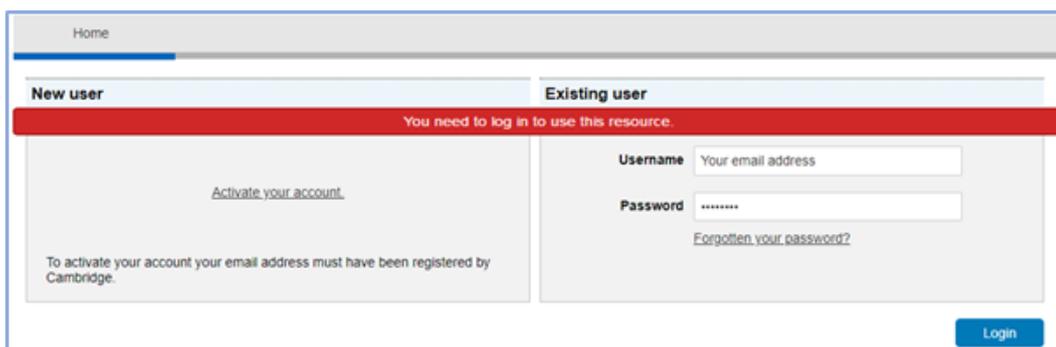
The screenshot shows a web form titled "Reset password" with a "Log out" button in the top right corner. Below the title is a section header "Reset Password" and a sub-header "Reset Password". The form contains the following fields and instructions:

- Choose a new password to use with your account.
- Your password must be hard for a person or a computer to guess. Use a password at least 8 characters long, with a mixture of upper and lower case letters, numbers and symbols. Better still, use a longer passphrase of 16 characters or more and you can use upper and lower case letters with either numbers or symbols.
- Username:
- New password:
- Confirm new password:
- Secret PIN:
- Your secret PIN is sent to you by CIE separately. Contact Support if you do not know your PIN.
- Reset Password button

2. Enter and confirm your chosen password in the relevant fields. Your password must be at least eight characters long and must include a combination of the following:
 - symbols !"£\$%^&*()
 - upper and lower case letters
 - numbers.

Do not share this password with anyone.

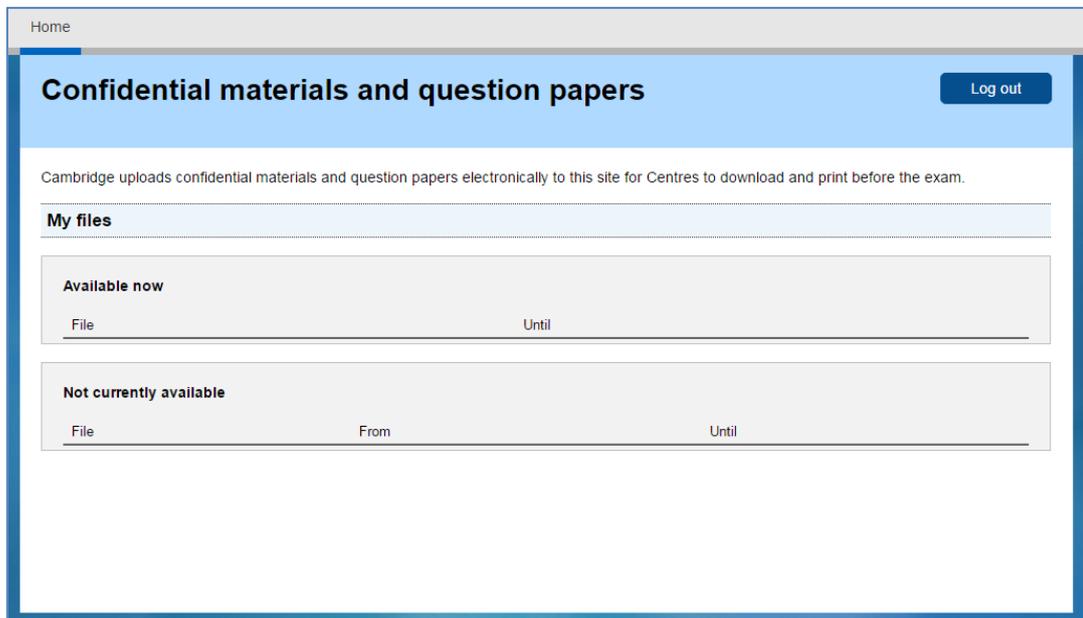
3. In the 'Secret PIN' field, enter the PIN that we have sent to the 'My Messages' section of your CIE Direct account.
4. Click 'Reset Password'. You will be redirected to the following login page. Log in using your username (the email address that we sent the welcome email to) and the password you have just created. Click 'Login'.



The screenshot shows a login page with a "Home" link in the top left corner. The page is divided into two sections: "New user" and "Existing user". A red banner across the top of the "Existing user" section reads "You need to log in to use this resource." The "New user" section contains a link "Activate your account" and a note: "To activate your account your email address must have been registered by Cambridge." The "Existing user" section contains the following fields and links:

- Username: Your email address
- Password:
- Forgotten your password? [Forgotten your password?](#)
- Login button

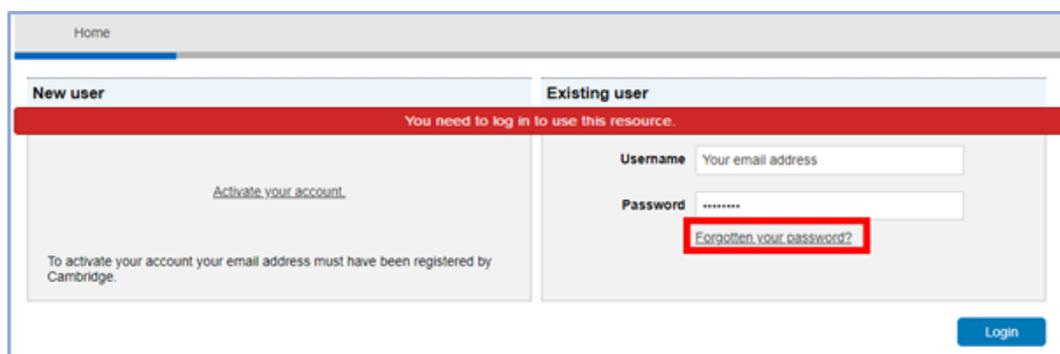
5. You will see the following screen:



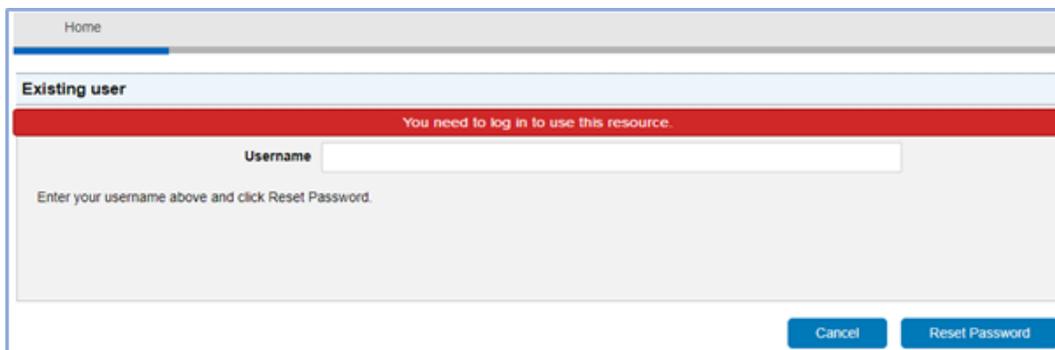
6. This screen is where your confidential materials will be available. Confidential materials will appear in the 'Not currently available' section of the page until the Key Time for the exam. At the Key Time for the exam, the relevant confidential materials will move to the 'Available now' section.
7. To check that you can download documents from the digital file despatch area of the website, download the test document shown in the 'Available now' section.
8. Log out.

2. Forgotten password

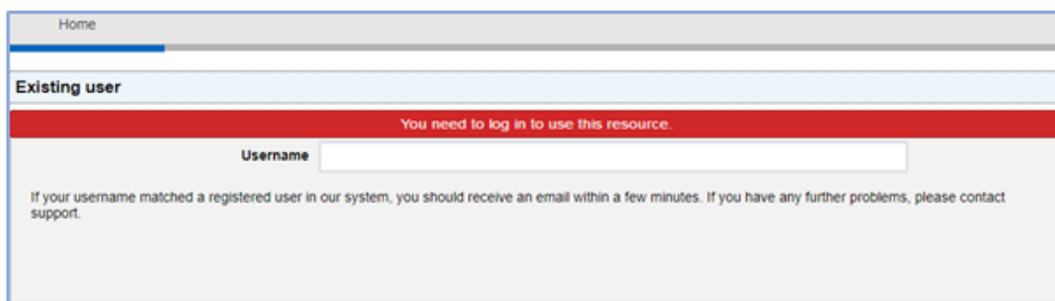
1. If you forget your password, go to the [login page](#) and click 'Forgotten your password?'



2. You will see the following screen. Enter your username (your email address) and click 'Reset Password'.



3. You will see the following screen. If your username matches a registered user on our system you will receive an email within a few minutes from info@cambridgeinternational.org.



4. Follow the instructions in the email or in section 1 of this guide to reset your password.

3. Uploading your confidential materials

Before the exams series, we will upload your confidential materials to the digital file despatch area of our website based on your final entries. You will receive a notification email when your materials have been uploaded.

When you receive the email:

1. [Log in](#) to the digital file despatch area of the website.
2. Confidential materials based on your final entries will appear in the 'Not currently available' section of the page. You will see when the materials will be available for you to download and print. Make a note of these dates and times. They appear in UTC/GMT so you should convert them to your local time if necessary.
3. Logout.
4. Email info@cambridgeinternational.org if any materials are missing from the list.

4. Downloading and printing your confidential materials

For each exam, we will send you an email at the Key Time to let you know that the confidential materials are available for you to download and print securely.

Read these instructions carefully before you print the question papers:

- Make sure that you have enough paper and ink available to print all the papers.
- Question papers must be printed clearly in booklet form, ideally on international A4 size white paper (unless you are printing on colour paper for an access arrangement).
- If we have given you permission to print on colour paper, we will upload a standard version of the question paper (unless you have requested extra modifications). You must then print the question paper onto the appropriate colour paper.
- Some confidential materials contain maps and diagrams. Please make sure their scale does not change during the printing process.
- Please print the question papers in a secure environment (i.e. private office) in the presence of two senior members of staff, including the Head of Centre. Make sure any staff members supervising the printing are not subject teachers for the exam. This will help you manage any potential conflicts of interest. The Head of Centre is responsible for the security of the question paper and all exam content.
- Question papers must be sealed in an envelope. Clearly label the envelope with the date of the exam, the session (AM, PM or EV), the syllabus and component. Store the envelope securely until the exam.
- After the exam destroy any damaged or unused copies securely.

Digital question papers must be treated in exactly the same way as printed question papers, as detailed in Part 4 of the [Cambridge Handbook](#). After you have printed the question papers, store them securely until the start of the exam.