



DEVELOPING
YOUR FUTURE
IN FINANCE

LIA Online Exam User Guide

2025 - 2026
Guide

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System Checks

By signing the consent form when applying for your exam, you agreed to sit your exam online based on the following requirements.

Please carry out the following system checks to ensure your PC/Laptop is set up correctly and meets all system requirements.

1. What do I need to take my test?

- Computer/laptop with microphone (a working microphone is required so we can pick up on sound in your room on the day of the exam)
- If you are using a work laptop / computer please download the TestReach application in plenty of time as you may need support from your IT department depending on the security constraints in place.
- Webcam (to allow you fully show your desk and surrounding area when asked to do so on the day of the exam).
- Photo ID (must match the name you provided when registering for your exam).
- Internet Access (Strong, stable internet connection)
- Only one monitor/screen is permitted for use throughout the exam.

2. How do I run a system check?

You will receive an email from TestReach with your:

- exam start time and
- access code to your exam and
- a link to download the TestReach application to your computer

Once you have downloaded the TestReach application and logged in using your access code you can then complete your system checks.

If you encounter any issues or are unable to complete your system checks, please contact Testreach:

- Email: support@testreach.com
- Phone: +353 (0)1 6991385 (IRE) or +44 (0) 2034758685 (UK).

3. What are the system requirements to complete my supervised exam?

- Desktop or laptop computer with a working webcam, microphone and speaker.
- Windows 10 or MacOS 11 or higher.
- Minimum 4GB RAM, stable internet connection.
- If you are using a work laptop you may need admin rights to install the TestReach application.
- Important Mobile phones, tablets, Chromebooks are not supported.

4. Do I need a specific browser?

You do not use a web browser (such as Chrome or Safari) to sit your exam.

You must download and install the TestReach application in advance of your exam: <https://download.testreach.com/>

You'll be required to complete a system check within the app to confirm your device meets all technical requirements (including camera, microphone, and internet connection).

5. What about my internet connection?

A strong, stable internet connection is required. We recommend a minimum of 1.5Mbit/s upload, 10Mbit/s download, ping under 25 ms. Check your internet speed [here](#).

The onus is on the student to comply with all technical specifications and testing required. A test will only show the signal strength of your connection at that time.

5. How can I check if my webcam is working?

Simply visit this [page](#) and follow the instructions. If you see your image, you're all set.

6. How can I check if my microphone is working?

Simply visit this [page](#) and follow the instructions. If you can see a wave, you're all set.

Please note that future email communication regarding your exam will come from TestReach.

Online Exam Process Videos

To ensure a smooth exam day, please watch the short Online Exam Process video below which will explain how the TestReach system checks are carried out and what to expect on the day of your exam

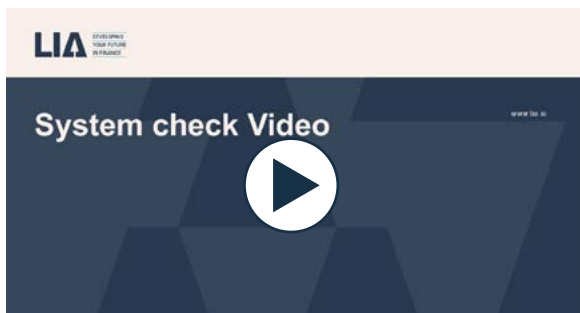
System Checks

10 days before your exam, look out for an email from TestReach.

It will include:

- Your exact exam start time.
- Your unique access code (needed to log in).
- A link to download the TestReach application. <https://download.testreach.com/>
- Once you open the TestReach application and log in using your access code you will then be required to complete your system checks

The video below explains the system check process.



Frequently Asked Questions (FAQs)

What can I do if I am late to my exam?

- You must log in at least 15 minutes before your scheduled start time.
- If you are late, you may not be able to complete your exam.
- Contact TestReach immediately for guidance on whether your exam can still proceed.
 - Email: support@testreach.com
 - Phone: +353 (0)1 6991385 (IRE) or +44 (0) 2034758685 (UK).

When should I log in?

Log in at least 15 minutes before your scheduled start time (your start time can be found on your TestReach email).

Once you log in using your access code, you can complete system checks once again to ensure your device is working as expected.

If you encounter any issues, please contact TestReach via:

- LiveChat
- Email: support@testreach.com
- Phone: +353 (0)1 6991385 (IRE) or +44 (0) 2034758685 (UK)

Once you successfully complete your system checks you will then enter a waiting room where your invigilator will join you after a few minutes.

Do I need to set up my smart phone as a second camera for my exam?

No, this is not an LIA requirement. You are only required to have a front-facing web camera, please be aware virtual web cameras are not permitted under any circumstance.

What can I do if I do not have ID?

Please contact LIA in advance of your exam and we will advise you on how to proceed.

Am I allowed to connect a second Screen / Monitor to my PC / Laptop?

No. You are not permitted to use a second screen or monitor.

What do I do if I experience technical difficulty on the day of my exam?

Stay calm – the invigilator will assist you.

- If disconnected, re-open the TestReach app and reconnect.
- Answers are auto-saved regularly.
- If you cannot reconnect, contact TestReach and they will advise on next steps.
 - Email: support@testreach.com
 - Phone: +353 (0)1 6991385 (IRE) or +44 (0) 2034758685 (UK)

How do I access my exam paper on the day of the exam?

- Open the TestReach application you downloaded during your system checks.
- Complete the short system checks prompted by the application.
- Once these are completed, a TestReach invigilator will connect you and launch your exam paper.

Will I have access to my exam tables during my exam?

On the day of the exam, you will be able to open your exam tables when you enter your exam. These are available in your resource area.

What happens if I lose internet connection during the exam or close out of my exam by mistake?

Re-open the TestReach app and reconnect.

- Answers are auto-saved regularly.
- If you cannot reconnect, contact TestReach and they will advise on next steps.
 - Email: support@testreach.com
 - Phone: +353 (0)1 6991385 (IRE) or +44 (0) 2034758685 (UK)

Can I use the bathroom during the exam?

In exceptional circumstances where a candidate needs to use the bathroom they will not be entitled to any additional time and bathroom breaks are limited to one during any two-hour exam period.

Candidates must state to the invigilator that they are leaving the room to use the bathroom.

Excess time spent in the bathroom or frequent bathroom breaks will be considered suspicious behaviour and noted on the invigilators report for review, which will be brought forward to the exam board for assessment.

Can I leave my desk during the exam?

No, you are not permitted to leave your desk at any point during the exam. Failure to comply with this without notification may result in instant disqualification.

Can I use my mobile phone during the exam?

The only scenario in which a mobile phone is permitted is if you are experiencing technical difficulty and you need to contact TestReach. You are not permitted to use your phone for any other purpose during the exam, doing so may result in disqualification.

Can I print my exam paper or exam tables?

No, you are no longer permitted to print your exam paper or exam tables.

What items can I have with me?

Allowed:

- Pen/pencil and 1 sheets of blank paper (to be shown to the invigilator).
- A glass or clear drink bottle.
- Non-programmable calculator (if required)

Not allowed:

- Mobile phones, smart watches, headphones, notes, textbook, study resources or additional monitors.
- Please note if you have an additional monitor connected to your PC/laptop, you must disconnect it completely, switching it off is not sufficient.

Who do I contact for help?

- Technical issues: TestReach Helpdesk (details provided in your enrolment email).
- Email: support@testreach.com
- Phone: +353 (0)1 6991385 (IRE) or +44 (0) 2034758685 (UK).

When will my results be made available?

- MCQ Exams

Provisional results will be available on the Monday following your exam, please note that these are subject to change.

Ratified results are released approximately one month after the exam term ends; the results release date can be found on the LIA website at www.lia.ie

- Written Exams

Ratified results are released approximately one month after the exam term ends; the results release date can be found on the LIA website at www.lia.ie

Am I required to answer all questions?

For **Written exams** we recommend that you attempt all questions, but you can complete your exam without answering all questions.

For MCQ exams you should answer every question. If you don't know the answer, select 'I don't know'. If you leave some questions blank, these questions will automatically be marked as 'I don't know.'

What to expect on the day of your exam:

1. Ensure you are in a quiet well-lit room with no distractions. Remove all materials from your desk except for items permitted by LIA, place your mobile phone at arm's length away from your desk. Having unauthorised items on your desk may be cause for disqualification.
2. Ensure you use the bathroom before your exam begins.
3. Log in to the TestReach app at least 15 minutes before your scheduled start time (your start time can be found on your TestReach email).
4. Once you log in using your access code, you can complete system checks once again to ensure your device is working as expected.
5. Once you have completed your system checks, you will be brought to your online exam.

Exam Times

Exam times will vary for students, and it is worth noting that your start time may differ to friends or colleagues even though they may be sitting the same exam.

Please note your individual exam date and start time may differ to what is detailed on your LIA dashboard. You will receive an email from TestReach in the weeks leading up to your exam with your individual exam date and time.

The start time which we will give you is the time at which you must log into the TestReach System website via the link emailed to you after your initial registration.

You must log in to TestReach 15 minutes before your scheduled start time. The System checks then include:

- ensuring all applications on your laptop are fully closed off.
- showing your photo ID (this must be any form of official ID containing a photo and the name your exam is registered in.)
- screensharing your computer.
- setting up your webcam and audio.
- showing your webcam around your room, to show your room is free from all study material and your phone is on silent and placed at arm's length away from your desk.

Once this is completed you will be directed to a link which will bring you directly to your exam.

If you are late logging onto your exam or having difficulty setting up, please contact TestReach immediately for guidance on whether your exam can still proceed.

- Email: support@testreach.com or
- Phone: +353 (0)1 6991385 (IRE) or +44 (0) 2034758685 (UK).

MCQ Exams

Exam duration: 2 hours

The timer commences once you start your exam.

Marking system

- Correct answer is 3 marks.
- Incorrect answer is -1 mark.
- I don't know option is 0 marks.
- Pass mark is 40%.
- You can only select one answer.
- All questions can be reviewed at the end (providing you have allowed sufficient time).

Written-Style Exams

Exam duration: 2hours 30 Mins

The timer commences once you start your exam.

For written-style exams, you will see the question in the top half of the screen, and a text box on the bottom. You must type your answers into this text box.

When typing your answers please mark your response clearly by numbering your answers. Correctors will not penalise any student for misspellings or typos. You can review all the questions before you start the exam, and you can choose which order you want to answer the questions.

QFA Financial Advice

This exam has 3 questions, and you must answer all questions.

Some questions will have multiple parts to the question e.g., Question 2 (a), Question 2 (b) and so on.

Question 1 – 20 marks

Question 2 – 40 marks

Question 3 – 40 marks

Items Permitted During Your Exam

- Photo ID (this may be any form of official ID containing a photo and the name your exam is registered in).
- Calculator (non-programmable), please note you are not permitted to use online calculators.
- Bottle of Water – must be a clear bottle of water with no label.
- Pencil/Pen
- 1 sheet of A4 Paper to use for rough work, (Notebooks are not permitted).
- Mobile Phones must be on silent and kept at arm's length from your desk.
- Dictionary (Please get permission from LIA prior to sitting your exam to use a dictionary)

IMPORTANT: Before your start the exam, you MUST slowly show each authorised item (front and back) to the webcam. You must also lift your webcam and slowly show each corner of your room and desk. This is a very important step.

Important points to remember on the day of your exam:

- Ensure you have used the bathroom before the exam.
- Ensure you have a quiet, well-lit space to complete your exam.
- Ensure you are sitting at a desk or table with only permitted items on it.
- Ensure all applications on your laptop are fully closed before you start your exam setup.
- You will be monitored throughout your exam by an online invigilator.
- Suspicious activity will be flagged to us and if we think there was an attempt at collusion, your exam will not be marked.
- To ensure your broadband is at optimum performance please ask other members of your household to avoid using other devices connected to the broadband for the duration of your exam. Broadband strength can vary for many reasons and if for some reason your signal is weak and you are closed out of your exam before finishing, please contact TestReach. To improve your signal, please sit close to the modem or alternatively connect your laptop/PC to the modem with an ethernet cable.
- Please advise your household that you are completing an exam and should not be interrupted for the duration of the exam. Once your exam starts you must remain in the room uninterrupted. No one is allowed to enter the room.

Exam Day Support

- Technical support is available throughout your exam via the TestReach Live Chat facility.
- You will be monitored throughout your exam by TestReach support
- If you encounter any issues, please contact TestReach via:
 - LiveChat
 - Email: support@testreach.com
 - Phone: +353 (0)1 6991385 (IRE) or +44 (0) 2034758685 (UK)

Online Exam Regulations

The following regulations apply to students sitting remotely invigilated exams. These should be read in conjunction with LIA Examination regulation document which is available in your Study Hub.

1. You are always required to adhere to the examination regulations and guidelines below. If you are found to be in breach of any of these regulations or fail to adhere to the guidelines below, you may become liable to disciplinary action, which could result in an automatic fail.

2. You are required to comply in all respects with any instructions issued by the exam supervisor/s, invigilator/s and any LIA personnel before, during and at the conclusion of an exam.
3. You may not attempt to deceive the exam supervisors, invigilators and any LIA personnel by giving false or misleading information.
4. You are not permitted during the exam to possess, use or attempt to use any books, notes or other materials except those expressly permitted in the guidelines below. These are known as 'unauthorised materials'.

Refer to 'Items permitted to your exam' for full listing. Having unauthorised items on your desk may be cause for disqualification.
5. You are not allowed to possess, use, or intend/attempt to use, any unauthorised materials while the exam is in progress (whether at your desk or otherwise).
6. You are not permitted to use a dictionary unless LIA have given you permission or any other unauthorised electronic translator of any kind.
7. Programmable calculators are not permitted. You are also not permitted to use mobile phones (Only to contact LIA and TestReach), electronic communication device, camera, or any item with smart technology functionality in your examination room. These are known as 'unauthorised items' and are not permitted by LIA. Such items must not be worn, or be placed on your desk, in pockets of clothing, be kept anywhere else on or about your person.
 - a. If you breach exam regulation 4 and/or 5 and the 'unauthorised materials' are relevant to the syllabus being examined, it will be assumed that you intended to use them to gain an unfair advantage in the exam. In any subsequent disciplinary proceedings, you will have to prove that you did not intend to use the unauthorised materials to gain an unfair advantage in the exam.
 - b. If you breach exam regulation 6, it will be assumed that you intended to use the 'unauthorised items/materials' to gain an unfair advantage in the exam. In any subsequent disciplinary proceedings, you will have to prove that you did not intend to use the 'unauthorised items/ materials' to gain an unfair advantage in the exam.
8. You may not engage in any improper conduct designed to assist you in your exam attempt or provide any improper assistance to any other exam entrant in their exam attempt, including taking photos, copying, or sharing of exam questions during the course of the exam.
9. You must not copy, photograph, or reproduce in any manner exam questions.
10. Candidates must not talk to or attempt to communicate with people other than the invigilators, technical support or LIA Personnel for the duration of the exam.

Misconduct in an Examination

The Supervisor, Invigilator or LIA Personnel is empowered to discontinue the examination of a registered student suspected of misconduct.

A registered student found guilty of contravening an examination regulation may be disqualified from the exam, further information can be found in the LIA Examination Regulation document which is in your Study Hub.



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Thinking about your next course?

Let us help you find it at www.lia.ie/education-path

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