
Remote Invigilation Live

Candidate Guide

Version 4.4

Last modified 12-January-2026

For external use



Contents

1. Introduction	2
2. System requirements	3
2.1. Requirements for Remote Invigilation	3
2.2. Setting up your browser	3
2.3. Checking your computer for AI assistive programs	5
3. Peripherals and network checks before the test	6
3.1. How to run a device and network test	6
3.2. How to run the Practice test	6
4. Your Remote Invigilation exam – What to expect	8
4.1. Before the test	8
4.2. The day of your exam	9
4.3. How do I communicate with my invigilator?	17
4.4. Reasons your test session could be terminated or paused	17
4.5. After the test	18
4.6. Malpractice and Safeguarding	19
4.7. Tests partially taken or completed without an invigilator	19
4.8. Special consideration	20
4.9. Enquiries and appeals	20
5. Qualification-specific information	21
5.1. Requirements for open book exams and permitted reference materials	21
5.2. Functional Skills - Mathematics:	22
5.3. Functional Skills - Reading:	23
5.4. Functional Skills - Writing:	23
5.5. Essential Skills Wales	23
5.6. Electrical Installations, 18th edition	23
6. Support	24
7. FAQs and troubleshooting	25
8. Appendix 1: Proxy and Firewall Settings	26

1. Introduction

The following guidance will help you prepare to take your online test using our Remote Invigilation Service. Please give yourself plenty of time to read this guidance.

You will be taking a remotely invigilated on-screen test that is set to the same standards as a classroom or centre-based test. During the test, you will be monitored by an invigilator with the support of Artificial Intelligence (AI). The test will be recorded as soon as you have entered your verification code until you leave the browser.

You will be expected to confirm your identity and have a room that is tidy, and clear of papers or books, to sit your test, with no items within 2 meters of the test table.

2. System requirements

2.1. Requirements for Remote Invigilation

For all technology and system requirements please refer to the [Technology Checklist](#)

We do not recommend the use of company-provided PCs or laptops as company security policies can block or interfere with software required for remotely invigilated tests. If you must use company-provided laptop, please ensure you sit a Practice test as well as run through all available checks. The [Practice test](#) will help you check your equipment and prepare for the actual test. If you face technical issues during the checks, before contacting Talview support, please talk to your company IT department to whitelist ports and IPs listed in the [Appendix 1: Proxy and Firewall Settings](#).

At present Mac OS (Apple products), Chrome OS (Chromebook products) and (iOS) tablet/mobile devices are not supported for the delivery of City & Guilds on-screen assessments.

If you don't have access to the relevant equipment, you'll need to liaise with your centre to provide the equipment. City & Guilds is unable to supply any equipment.

Note: Attempting to use a laptop or device that is intended for work purposes may have restricted access and admin rights installed. This may cause issues when trying to access the Remote Invigilation platform and therefore it is recommended that you use a personal laptop or device.

2.2. Setting up your browser

2.2.1. Installing your browser

1. Find the download files for windows on either the Google Chrome or Microsoft Edge website
2. If prompted, click Run or Save
3. If you chose Save, double-click the download to start installing
4. Start your chosen browser:
 - a. Windows 8 and 8.1: A welcome dialogue appears
 - b. Windows 10: Your chosen browser window opens after everything is done.

Please set either Google Chrome or Microsoft Edge as your default. This will improve your test experience.

2.2.2. Setting your default browser

1. On your computer, click the Start menu
2. Click Control panel
3. Click Programs Default programs. Set your default programs
4. On the left, select Google Chrome
5. Click Set this program as default
6. Click OK.

2.2.3. Making sure your browser is up to date

Microsoft Edge: Ensure your Microsoft Edge browser is up to date to have the latest features and security updates. Go to "Settings and more" (...) > "Help and feedback" > "About Microsoft Edge" to check for updates.

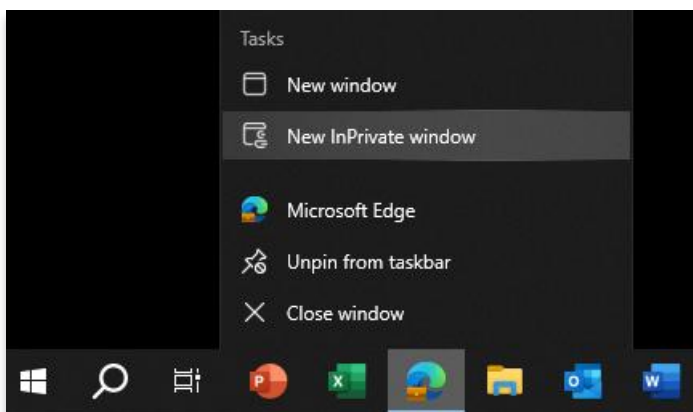
Google Chrome: Ensure your Google Chrome browser is up to date to have the latest features and security updates. Go to "Help" > "About Google Chrome" to check for updates.


2.2.4. Make sure browser is launched in In Private or Incognito mode

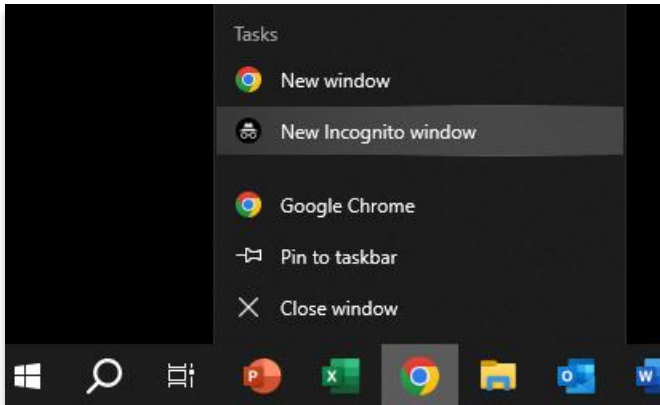
To reduce the risk of tests being stopped, we now require:


- an "InPrivate" window is used for all tests taken using Microsoft Edge,
- an "Incognito" window is used for all tests taken using Google Chrome.

The screenshots below show how to open these windows:



Right click on Edge in your task bar and select New InPrivate Window. If the browser is already open, you can click on the  icon on the top right-hand corner of it and select 'New InPrivate Window'



Right click on Chrome in your task bar and select New Incognito window. If the browser is already open, you can click on the  icon on the top right-hand corner of it and select 'New Incognito Window'.

If you have the Copilot application, you will need to use Chrome for your test as using Edge does not block Copilot from appearing in your In Private browser on Edge.

2.3. Checking your computer for AI assistive programs

Candidates must ensure that no AI software, or similar AI assistance applications are installed on any PC or laptop used for an e-volve onscreen test. An application is not permitted for use during any assessment if it can be used to gain marks illegitimately in an assessment, for example to:

- identify spelling, punctuation, and grammar errors;
- suggest improvements to written text;
- draft text for responses;
- complete mathematical calculations.

If any candidate is seen to have AI software on their machine during a test, the invigilator will stop the test immediately and raise it as potential malpractice. The centre will be informed, the test will not be marked, and the candidate will receive a 'fail' grade.

Please see our [guide to removing AI applications](#) if you need assistance with checking for and disabling AI applications from your computer.

3. Peripherals and network checks before the test

You will need to perform some checks in advance to make sure your equipment can cope with our remote invigilation tests. To allow enough time to fix any technical issues, we recommend going through these checks as soon as you get your welcome email.

3.1. How to run a device and network test

Follow this [link](#) to access a diagnostic test.

This test will check the following equipment to make sure you are ready to take your test:

- Webcam
- Microphone
- Speaker
- Browser
- Connectivity to the remote invigilation platform

Any issues flagged will give tips on how to improve your chances of your devices working with the Remote Invigilation platform.

Quality issues

This the last step! Your expected audio and video quality is **degraded** and overall performance will be poor.

Did you try all of the tips to improve quality?

Yes Skip for now

Tips to improve quality and performance:

- Close unused tabs and applications on your computer/device when using video.
- Move closer to your router.
- Turn off or disconnect from VPN.
- Restart your computer or device.

[View detailed quality information](#)

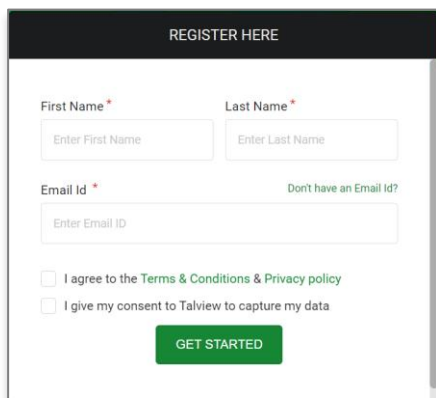
3.2. How to run the Practice test

The Practice test will help you check if there are any security restrictions that could prevent you from sitting remote invigilation test and will allow you to practice running through the pre-test checks and some sample question types. During the [Practice test](#) you will be asked to

complete a 360 scan of their room. Please note that this is not live and does not replicate the live room scan required during their actual test.

1. To start the test, open this [link](#) in **Google Chrome or Microsoft Edge**
Enter your name, last name, email (we recommend using same email your centre used to register you for your remote invigilation test), agree to Terms & Conditions and click

GET STARTED



2. You will receive an email confirming registration for the Practice test
3. Next screens will replicate your pre-test checks that will happen on the day of your remote invigilation test
4. After clicking **Start Session** a new tab will open that will prompt you to enter a keycode. This has been filled out for you, so click OK to start the practice test

4. Your Remote Invigilation exam – What to expect

You should receive a booking confirming email at the address that your centre gives us on your behalf. This should arrive on the same day that the test is booked. Please check that your forename and surname is correct as this will be compared to your ID on the day of the test. If this does not match, please contact your booking centre.

Within **two working** days of your test booking, you will receive an invite email from noreply@cg.talview.com, inviting you to take a remote invigilation test. Please check your spam folder if you do not get this email.

You will receive a reminder invite email from noreply@cg.talview.com inviting you to take a remote invigilation test, 24 hours prior to your test.

You should not click on the 'unsubscribe' link in your invite email, as doing so will prevent future emails being delivered.

If the invite email has not arrived before your test date, please contact your centre straight away.

4.1. Before the test

Before the test day please make sure you have:

- set up your room for the test. Please use our [Environment Checklist](#) to make sure you have the correct room setup
- run the [equipment and network test](#) to check that all necessary equipment is ready
- a charger near you in the test room (if you are using a laptop)
- your computer time and date are set to the correct UK time zone
- the latest version of Chrome/Edge is installed, and you **can open** the browser in 'In Private' or 'Incognito' mode
- closed all programmes (except your browser) and all browser tabs on your PC or laptop
- physical Photo ID (no photocopies) – we accept a driving licence, passport, centre or employee ID, government issued photographic ID or student ID cards. We recommend that if you have recently changed your name that you have the government legal documents available. This should match the forename and surname that the test has been booked under and no older than 10 years. Please also have a coloured, scanned copy of your ID available in case there are any issues with taking a photo of your ID on the day (1MB file size)
- uninstalled an artificial intelligence (AI) software
- read through [City & Guilds Learner Privacy Policy](#)
- read through the guides on the [Learner support page](#)

- we recommend writing down your Verification code from the welcome email which you can later destroy before your test.
- use the restroom before your test as you will not be able to leave once the test begins. If you do, this will be investigated as potential malpractice and your result may be invalidated

4.2. The day of your exam

4.2.1. Should I undertake the Practice test again?

It is recommended the morning of your test to familiarise yourself with the Practice test once again on the morning of your test, this way you can feel confident that you know what to expect as you enter your test.

4.2.2. Should I undertake the Network test again?

It is important to check your equipment just before starting your test to make sure your internet connection and equipment is stable enough during the test session

4.2.3. How do I enter the exam?

You **MUST** attend your Remote Invigilation test no less than 10 minutes prior to your start time. For example, if your test has been booked for 11am, please arrive and be ready to undertake your pre-checks / practice test at 10:50am.

Hints and Tips

- The test room will be open 30 minutes before the test is due to start. Joining early will give you plenty of time to complete the onboarding process and ready to start the test.
- Onboarding should take approximately 20 minutes (40-60 minutes if additional support is needed) This does not affect your test time allowance.
- If you are more than 20 minutes late from the scheduled start time of your test, then the session will be automatically cancelled.

Within your welcome email you will find your 'Attend' link

Right click with your mouse to copy the hyperlink as shown below in the screenshot

Important Instructions:

1. Join **30 minutes** before your test time to complete all checks. Please note your session will start being recorded as soon as you join, until you leave the browser.
2. Ensure your ID is clearly visible when uploaded. *Tip: Moving your ID slightly away from the webcam can improve focus.*
3. Thoroughly record a 360° view of your room. Take your time.
4. Do not refresh or close the page during ID and 360° video verification. It may take more than **10 minutes**.
5. Communicate with the invigilator via the **chat box only**. Use the '**Make Audio Call**' button if needed.
6. Wait for instructions from the invigilator before clicking '**Start Session**'.

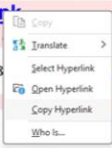
Attend Link
Verification code:

You will be invigilated by a certified professional. The session will record all audio and video activities. Please review the City & [Privacy Policy](#) before attending.

Important Notes:

- Once you have entered your verification code your session is being recorded until you leave the browser.
- Always follow your invigilator's instructions.
- Any form of cheating, rule-breaking, abusive, inappropriate or aggressive behavior may result in your test being terminated and disqualification.
- If you encounter technical issues, call **01357 464011** or [raise a support ticket](#).
- If you have scheduling conflicts or other queries, please contact your training organisation.

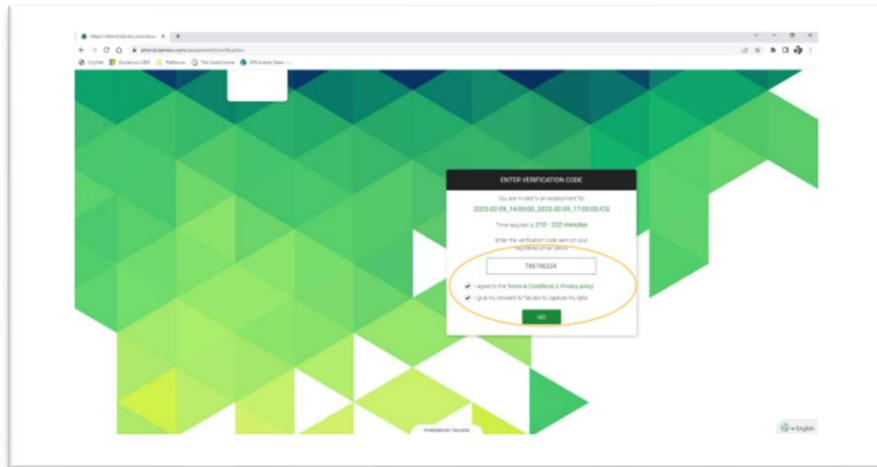
Best of luck & regards.

A screenshot of a browser context menu overlaid on a text input field. The menu options are: Copy, Translate, Select Hyperlink, Open Hyperlink, Copy Hyperlink, and Show Is... The text 'Attend Link' is visible above the input field, and 'Verification code:' is visible to the left of the input field.

Paste this into your **In Private (Microsoft Edge) or Incognito (Chrome) browser** address Bar by right-clicking again and selecting 'paste' and selecting enter on your keyboard

Note: Clicking on the test link to copy from the browser causes errors with join the test. Copy the hyperlink from the email only

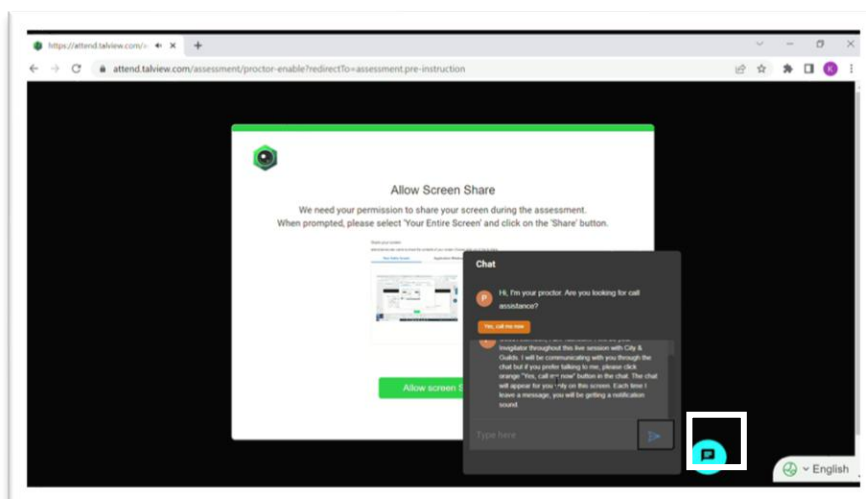
This will then take you to the next screen where you can enter your verification code and tick to agree to terms and conditions and your data being captured. Select 'Go' once you are ready to start.



Hints and tips

If you require assistance at this point, please use the blue chat box at the bottom right-hand corner to reach out to Talview who will offer technical support.

If you see any 'pop ups' asking you to 'allow' or 'block' you **MUST** select allow for the software to run effectively.

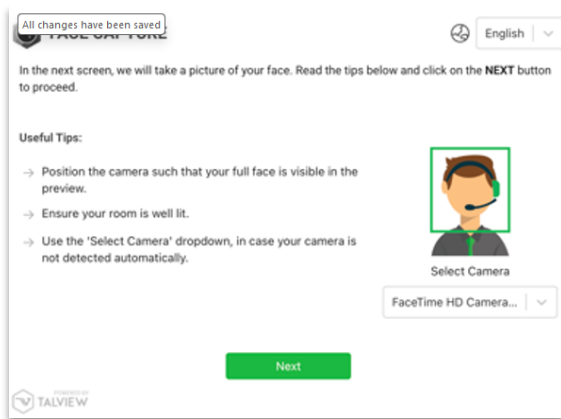


4.2.4. Going through the pre-test checks

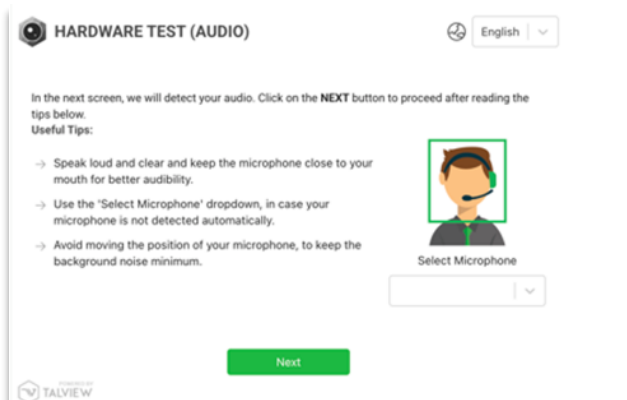
Important note: if you refresh your browser page any time during the pre-test checks or your test, you will be required to go through all pre-test checks again to reconnect with your invigilator.

To perform the checks, follow the on-screen instructions. You will need to allow Google Chrome access to your microphone and web camera for this by clicking the '**Allow**' button on the screen pop-up.

1. Check your web camera - you will be asked to take a picture of your face



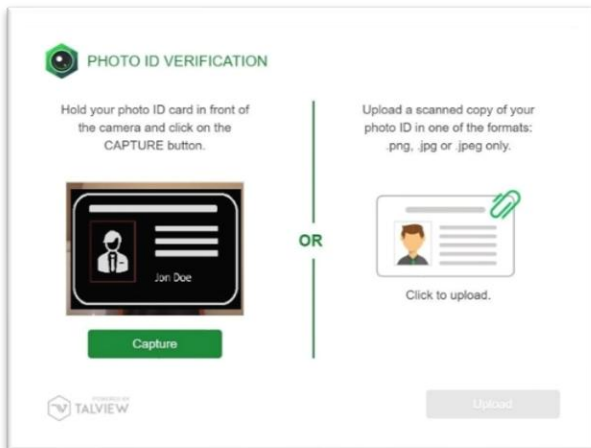
2. Check your microphone - you will be asked to record a short phrase
If the recording finishes quickly, it means that your microphone works well, and sound quality is good.



3. Next, hold your ID in front of the web camera and click the **Capture** button. This photo of your ID will be used by your invigilator to verify your identity.

If the photo is not clear enough for the invigilator to read, or if you use an unacceptable form of ID, the invigilator will ask you via the chat to re-take the photo.

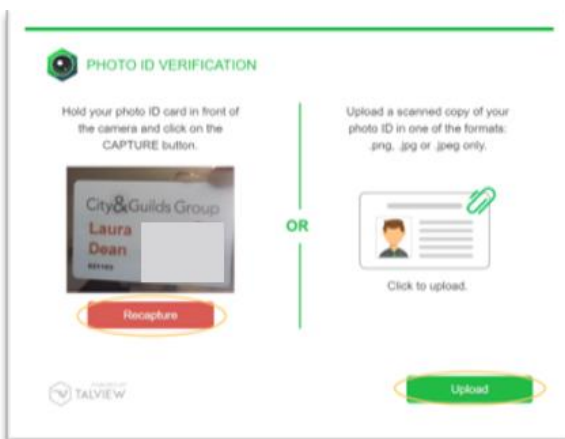
Tip: moving your ID a few inches back from the camera will help the web camera to focus better on it.



Hints and tips

If you're unable to show a clear photo of your ID, please upload a scanned copy or ensure you have a saved version on your desktop. A scanned copy is recommended if your photo ID may not be easily readable.

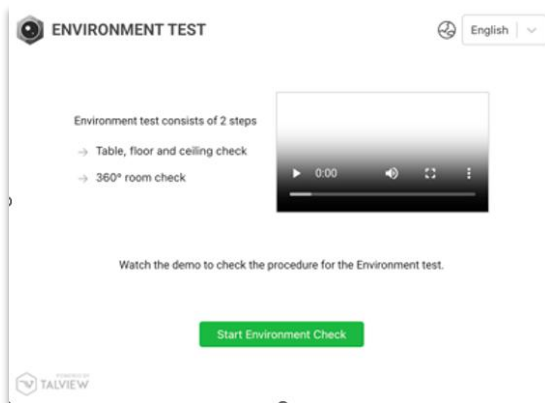
- Ensure no glare is on the image and it is shown in full on screen, do not place fingers in the way of the image or text on the ID
- Your forename and surname must be the same as the details we hold for your booking.
- Please ensure you use an up-to-date form of ID
- You can recapture this if you wish by selecting the red 'recapture' button



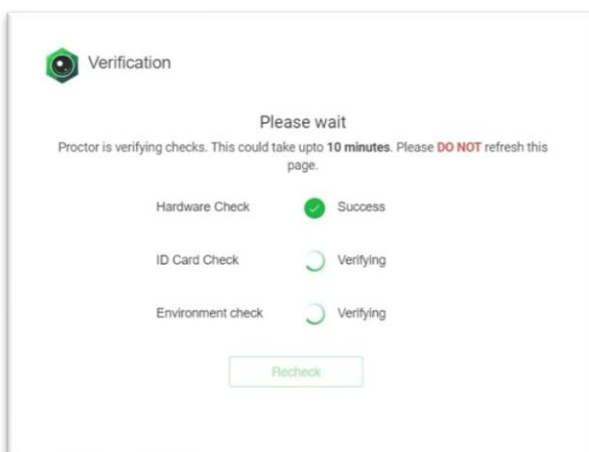
- Next you need to record a 360° view of your test room. This is so the invigilator can make sure you don't have access to unauthorised materials and that there are no papers or notes accessible.

You will need to be able to pick-up and move your web camera around your room. Video must include your table, ceiling, floor, and areas under the table, and behind the monitor. Please do not rush when you record the 360° view of your test room.

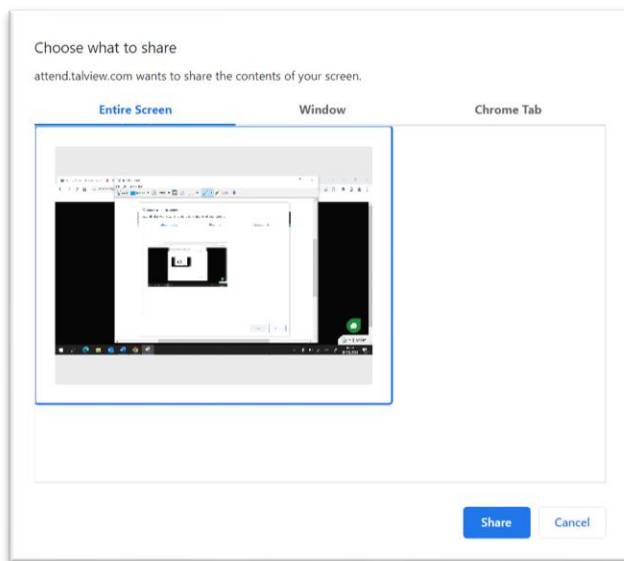
Please ensure the room is free of clutter before beginning the test, with no items placed within two meters of the test table. You will have one minute to record your video and may re-record it if you're not satisfied before submitting.



Important note: Please be patient while the invigilator verifies your ID and video of the 360° view of your room. Sometimes verification can take more than **10 minutes**. Please do not refresh or close the page.



5. If the invigilator is not satisfied with the quality of the video of your room, or identifies possible unauthorised materials, they will ask you to adjust your room and re-take the video via the chat box.
6. The invigilator will then verify your ID, do a final check of your 360° view of the test room, and will admit you to the virtual test room.
7. You will be prompted to share your entire screen by clicking on the image showing your screen and then click **Share** button.



8. Now you are admitted to the test area by the invigilator.
9. Please do not click **Start Session** button before you receive instructions from your invigilator.

GUIDELINES

Click on **Start Session** button to begin.

Click on the **End Session** button if you have completed the test.

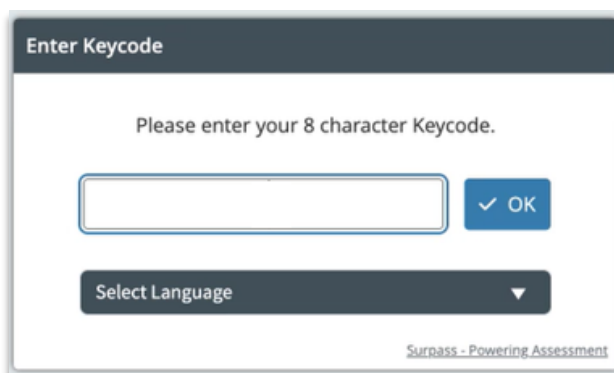
Start Session **End Session**

Important note: do not close the browser or click **End Session** button during the test. This will disconnect you from your invigilator and lead to your results being invalidated.

10. Your keycode and pin will be displayed, please write it down as Copy and Paste functions will be disabled during the remote invigilation test, and then click **Start Session**



11. Next you will need to enter your keycode and then click **OK**



12. You will need to confirm your details when prompted and enter the pin code provided to start the test.
13. You will start the test. Please note that your test timer will be shown.
14. Please tell your invigilator via the chat when you have completed the test. You will need to click **Finish Test** and confirm you wish to submit the test by clicking **Finish**.
15. The invigilator will watch you destroy any notes or scrap paper used during the test
16. Press the red **Finish** button towards the right side of the panel.
17. To stop the recording, close the browser.

Important note: if you get disconnected from the test or see that your test was paused by the invigilator, please reconnect to the invigilation session as soon as possible using the same attend link you have received in the email.

4.3. How do I communicate with my invigilator?

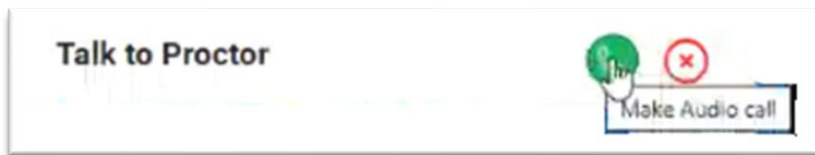
Once you have shared your screen your invigilator will now be able to reach out to you via the chat function.

Hints and Tips

- You can communicate via chat with your invigilator using the green speech bubble icon, you will receive information about your test conditions and will be asked some questions by the invigilator, shown on the screen shot below



- You can initiate an audio call with your invigilator using the 'make audio call' button as shown on the screenshot below.



Please note that all activities and interactions during the test (image and sound) are digitally recorded, as soon as you have entered your verification code until you leave the browser. Please remember that you must adhere to your centre code of conduct and follow the instructions of your invigilator during the test.

[City & Guilds Learner Privacy Policy](#) [about our policy on retention of records](#).

4.4. Reasons your test session could be terminated or paused

Your test session can be terminated for the following reasons, please be advised that this list is not a definitive list of reasons:

- you are late for more than 20 minutes
- you do not have or are not able to turn on the webcam, microphone, and screen share
- you have two screens connected but are unable to turn off the second screen
- you have not shown a valid ID
- if your forename and surname differ from the details your centre has made the booking for, the forename and surname must match the test booking name
- you did not show the test environment to the invigilator, or your room does not meet the requirements in the [Environment Checklist](#)

- if you have joined with an unsupported device
- if you do not have sufficient internet speed or using a mobile hotspot
- if your test fails to launch and cannot be resolved by support in the allocated time frame for your pre-test checks
- in case test conditions are not met e.g.
 - you join from a crowded environment and cannot change location
 - you do not follow the invigilator's instructions
 - you leave the test room
 - you urinate in the room
- you engage in cheating, mis-conduct, or displays abusive or aggressive behaviour towards invigilator
 - you talk or interact with someone during the test
 - are seen using other tabs during a test particularly when you are told not to by the invigilator, etc
 - any AI software is detected during a test
 - if you have disconnected during the test and do not re-join the session within 5 minutes. Your test results may be invalidated.
 - you move out of view of the camera or move the camera away from you

Your test session may be paused no more than **3 times** during an exam session and a 360 room scan requested if any of the following behaviours are observed. Please be advised that this list is not a definitive list of reasons:

- you move out of the camera view or lean away
- you move out of the camera view or lean away
- you are not fully visible to the camera
- the camera view becomes obstructed
- you glance frequently around the room
- your eyes shift on and off the screen erratically
- another person enters the room
- unusual noises are heard
- you interact with an alternative device, eg phone

If the test was terminated by the invigilator, you need to inform your centre.

4.5. After the test

To get your test results, please contact your centre.

4.6. Malpractice and Safeguarding

In case of suspected malpractice, the invigilator will warn you that this will be investigated by City & Guilds, which may lead to your results being invalidated.

If the invigilator finds you using unauthorised equipment or materials, they will ask you to remove them from the room for the duration of the test. You will then be allowed to complete the test. City & Guilds will also contact your centre.

If malpractice is identified after the test from reviewing the recordings, City & Guilds will contact your centre.

If the invigilator has any safeguarding concerns, these will be escalated to City & Guilds, and your centre will be contacted.

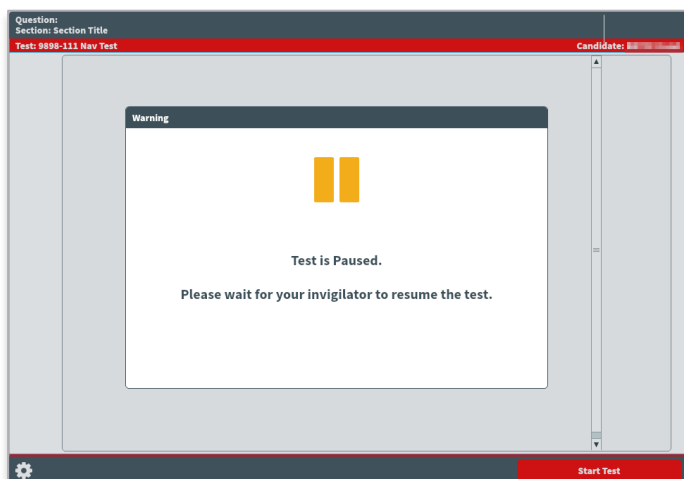
If your recording includes any sensitive personal data that City & Guilds deem unnecessary to hold, we will request for the footage to be deleted providing it is not required, malpractice being an example.

4.7. Tests partially taken or completed without an invigilator

If you lose your internet connection, please make sure you reconnect to the invigilation session as soon as your internet connection is restored. If you do not reconnect in 90 seconds, your test will be paused.

When your test is paused, you will see the message shown on the screenshot below. As soon as you see it, please re connected to the invigilation session by refreshing invigilation page or clicking on the link in the invite. You will be taken to the start of the onboarding. As soon as you reconnect to the invigilation session, please contact your invigilator via the chat.

If you do not reconnect to the invigilation session, your test result will be based on your progress before the disconnect.



If you have disconnected during the test and do not re-join the invigilation session, City & Guilds will not be able to accept any work completed while you were disconnected. This may lead to your results being changed and based only on the amount of work completed under invigilation or invalidated. City & Guilds will contact your centre where this is the case. It is not possible to appeal this decision.

4.8. Special consideration

If you complete the test but have been disadvantaged by something beyond your control, please inform your centre as soon as possible, ideally on the day of the test. You should complete the test, in full, wherever possible.

4.9. Enquiries and appeals

It is our aim to treat each case fairly and consistently. However, if you disagree with a decision, we have made regarding your test result, you can request an enquiry about your result.

You should discuss your case with your centre as soon as possible. If your centre agrees with you, they can apply on your behalf.

If you would like feedback on your test, you should talk to your centre. More information about enquiries and appeals can be found [here](#). Qualification-specific information

In this section you can find information about allowed materials and equipment for the selected qualifications. If you would like to know what materials and equipment are allowed for other qualifications, please contact your centre.

5. Qualification-specific information

In this section you can find information about allowed materials and equipment for the selected qualifications. If you would like to know what materials and equipment are allowed for other qualifications, please contact your centre.

5.1. Requirements for open book exams and permitted reference materials

For most tests, reference materials are not permitted. If any reference materials are permitted, your centre will inform you what these are. You can only have these specific reference materials in the room, you cannot have access to any other reference materials in the test.

- only original, published hardcopy materials are permitted
- photocopies of published materials are not permitted (due to copyright)
- electronic materials are not permitted

Where reference materials are permitted, they must not contain additional notes or pages. The reference material can include:

- any addendum, erratum, or corrigendum to the material (including those published as additional pages)
- stick on paper used as page referencing
- highlighting text within the material
- very short, hand-written descriptors of regulation numbers which cross-reference a feature elsewhere in the publication

The reference material must not include:

- additional pages of notes or revision material
- additional formulae (printed or handwritten)
- additional printed pages (except for those listed above)
- handwritten procedures
- handwritten descriptors of regulations/text which do not feature elsewhere in the publication
- electronic materials are not permitted
- Photocopied versions of the material.

5.2. Functional Skills - Mathematics:

The mathematics test, at both Level 1 and Level 2, is split into two sections:

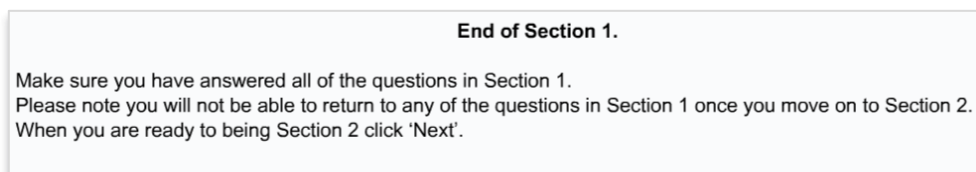
- *Section 1* is the non-calculator section
- *Section 2* is the calculator section
- You can only use a calculator in the 'calculator permitted' section of the test which is *Section 2*. (See notes below on calculator use)
- Protractors are not permitted for mathematics Level 2 test
- You can use a dictionary during this test. If you require a bilingual dictionary, please contact your centre.
- Do not use your desktop calendar to answer questions about dates in your test

5.2.1 Calculator use

There is an on-screen calculator for you to use in *Section 2* of the exam. If you want to bring your own non-programmable scientific calculator, you must meet the requirements below

- You **must not** have access to a calculator during *Section 1*, it must be placed at least 2 metres away behind you, in a location shown to the invigilator as part of the environment checks
- There is a message displayed between the two sections, this can be used for you to fetch the calculator without using any exam time.

The picture below shows the message that is displayed between the sections:



If you are using the on-screen calculator, you can start *Section 2* as soon as you are ready to do so.

The invigilator cannot give advice on how to use the graph or diagram creator. If assistance is provided this could constitute malpractice and your result may be invalidated. Please ensure that you have taken the opportunity to familiarise yourself with the test environment by using the familiarisation test and sample test materials in [Open Assess](#). Contact your

centre to let them know if you have not used Open Assess to familiarise yourself with the test environment.

5.3. Functional Skills - Reading: You can use a dictionary during this test. If you require a bilingual dictionary, please contact your centre.

5.4. Functional Skills - Writing:

You must not use a dictionary, including a bilingual dictionary. You must not use spelling and grammar checking software or similar tools during this test.

5.5. Essential Skills Wales

You are not allowed to use a calculator for Essential Application of Number Skills. You must not use a dictionary for Essential Communication Skills.

5.6. Electrical Installations, 18th edition

You are required to have a copy of 'IET Wiring Regulations 18th Edition: BS 7671:2018 (2022) - Requirements for Electrical Installations'. It must not contain any additional notes or pages.

For the most current list of permitted materials, please refer to the official City & Guilds website [Vocational Education and Apprenticeships | City & Guilds](#)

6. Support

If you experience any technical issues and need any help with accessing the test, for an immediate response please call our Talview support team 01357 464011* , or raise a support ticket using this link: [Raise Support Ticket](#).

** Calls from landlines to this number are charged at local rates that may vary according to the time of day and your individual calling plan. Charges for calls from mobiles to this number typically will be included in free call packages but this may vary according to the calling plan chosen and outside of any inclusive minutes you will be charged as per your plan for local rate calls.*

7. FAQs and troubleshooting

- **What happens if I lose internet connection during the test?**

If you lose internet connection you will receive an error message. You will need to click on the link in the test invite to reconnect to the invigilator as soon as the internet connection has been restored. While a test is disconnected the timer will freeze on the server until the connection is regained and your test progress will be saved from the point of the last question that was answered. If you were disconnected for too long, your test can be paused and result will be based on the questions you have answered before the disconnect.

- **Can I use my Chrome Book/Mac/iPad/Android tablet/Smartphone or virtual machine?**

No, only Windows 8 or above operating systems are supported.

- **Can I use my headphones during the test?**

You can only use wired headphones during the test. Noise cancelling headphones and Bluetooth headphones are not allowed.

- **When I click on the test link, I receive an error message saying that my test has expired.**

The test link is unique for each test. Please check your invite email to confirm that you are using the link with the correct date and time of your test. You will also need to check that the computer date and time is correct and set to the United Kingdom time zone and update it accordingly if it is not.

- **I have a poor Internet connection. Can I do anything to improve it?**

We recommend disconnecting devices that can consume a lot of Internet traffic during the test and where possible ensuring you are the only person connected to the Wi-Fi at that time. Alternatively, you can also try connecting your laptop or computer via Ethernet.

- **I couldn't connect to my test on time.**

Please call 01357 464011* for an immediate response or raise a support ticket using this link: [Raise Support Ticket](#).

- **I had problems with the test or invigilator during the test.**

Please contact your centre to inform them about any problems during the test and they can raise your issue with our dedicated Customer Services team.

8. Appendix 1: Proxy and Firewall Settings

If you are using a laptop for your remote invigilation test which has been issued to you by your organisation, your company will need to have several hosts and ports white-listed to make sure your security settings do not block you from accessing the remote invigilated test platform. You may want to talk to your training provider or organisation's IT department to check and carry out a Practice test.

Hosts	TCP	UDP
*.talview.com	443,80	10000-10100
*.proview.io	443,80	10000-10100

In case host-based whitelisting is not possible, following IPs need to be whitelisted:

IP	IP	IP	TCP	UDP
52.174.108.164	52.166.219.136	13.71.62.214	443,80	10000-10100
52.166.141.154	40.68.193.4	104.45.79.230	443,80	10000-10100
13.94.240.50	104.40.246.4	51.138.2.72	443,80	10000-10100
40.68.116.226	13.80.105.134	51.136.86.154	443,80	10000-10100
40.68.194.17	52.232.87.65	40.114.179.89	443,80	10000-10100
23.97.227.31	104.40.159.223	13.81.252.25	443,80	10000-10100
52.174.110.111	40.118.105.255	51.144.117.126	443,80	10000-10100
52.169.26.65	13.93.13.68	20.44.35.166	443,80	10000-10100
52.137.36.204	52.157.106.245	52.137.36.194	443,80	10000-10100
52.137.36.193	52.148.232.80		443,80	10000-10100
40.68.224.25	13.81.35.105	40.113.131.158	443,80	10000-10100
20.67.81.17	20.71.230.151	20.71.95.6	443,80	10000-10100
20.73.45.29	20.67.87.66	20.67.102.191	443,80	10000-10100

20.71.108.42	20.76.236.236	20.71.235.178	443,80	10000-10100
20.71.127.19	20.71.121.201	20.71.49.188	443,80	10000-10100

Contact us

Giltspur House

5-6 Giltspur Street

London EC1A 9DE

customersupport@cityandguilds.com

+44 (0) 1924 930 800

cityandguilds.com

About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of publication. However, City & Guilds products and services are subject to continuous development and improvement, and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

©2025 City & Guilds Limited (Reg No 16513878). All rights reserved. City & Guilds is a trademark of City & Guilds Limited.