How to book exams at a Public Venue

ABRSM

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1. Log in or register

- If you already have an account, log in with your username and password.
- If you are using our new online service for the first time, register and create an account.

HOW TO REGISTER

- Click 'Login' on our website and choose 'Register'.
- Select your 'Territory' to tell us where you live. *Start to type in the box to make this quicker and save scrolling through the list.*
- Click 'OK' to continue.
- Complete the online form. For help visit **www.abrsm.org/newaccount**.
- Tick the 'Privacy Policy' box to confirm you've read our Privacy Policy, which explains how we will use your personal information.
- Click 'Register'.
- Complete your marketing preferences to tell us how we can contact you in the future. To receive marketing information about our products and services, please opt in.
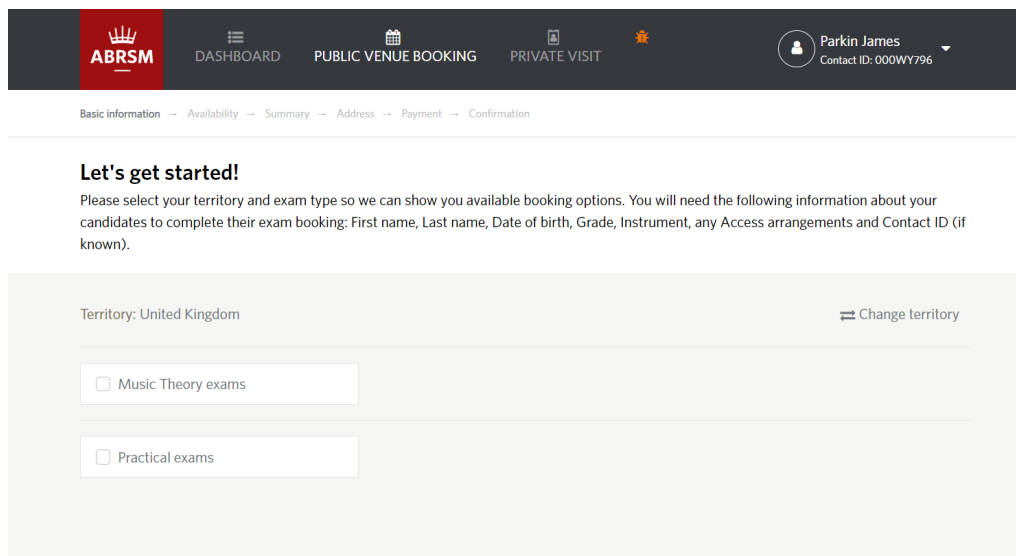- Click 'Save and continue' to create your account.

2. Dashboard

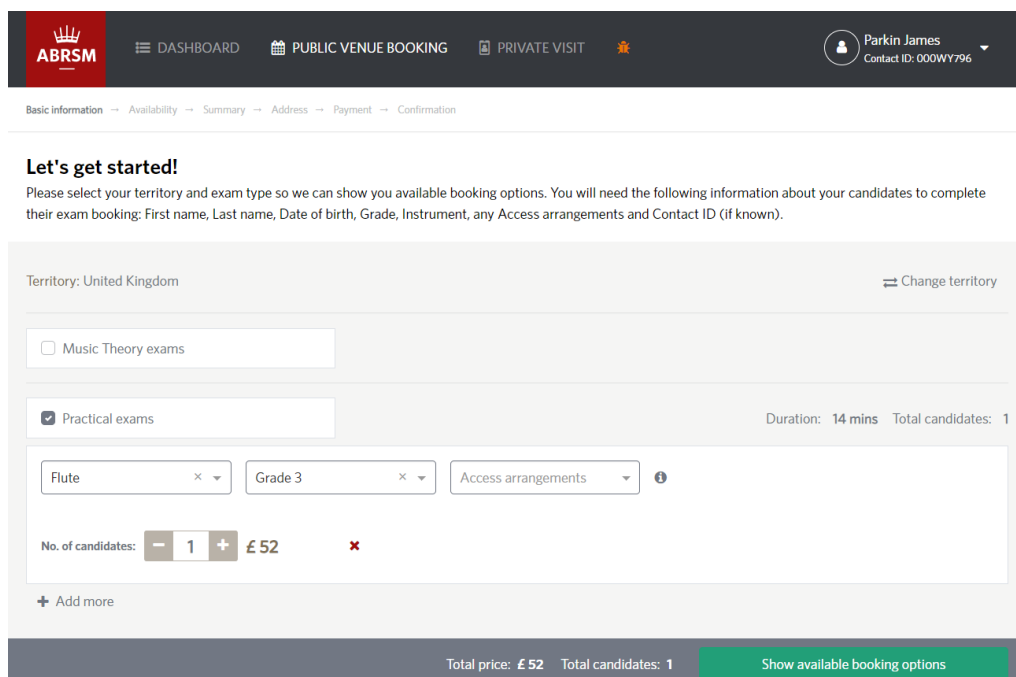Once you've logged in, you'll reach the dashboard.

- Click on 'Public Venue' at the top or under 'Book an exam' on the left.

3. Let's get started!

- You will need the following information about your candidates to complete their booking: first name, last name, date of birth, grade, instrument, any access arrangements and Contact ID (if known).
- Select your 'Territory' to tell us where you want your exam(s) to take place.
  Start to type in the box to make this quicker and save scrolling through the list.
- Choose 'Music Theory exams' or 'Practical exams' or both.

4. Add your exams

To add Music Theory exams:

- Select the exam details: grade and any access arrangements. *Start to type in a box to make this quicker and save scrolling through the lists.*

- To add more exams with exactly the same details, click the plus sign to increase the number of candidates taking that exam.

- To add exams for different grades or with different access requirements, click 'Add more'.

- To change the number of exams use the number box. To remove an exam click the 'x'.

To add practical exams:

- Select the exam details: subject, grade and any access arrangements. *Start to type in a box to make this quicker and save scrolling through the lists.*

- To add more exams with exactly the same details, click the plus sign to increase the number of candidates taking that exam.

- To add exams for different instruments and grades or with different access requirements, click 'Add more'.

- To change the number of exams use the number box. To remove an exam click the 'x'.

When you have added and checked all your exams, click 'Show available booking options' to view possible venues and dates.
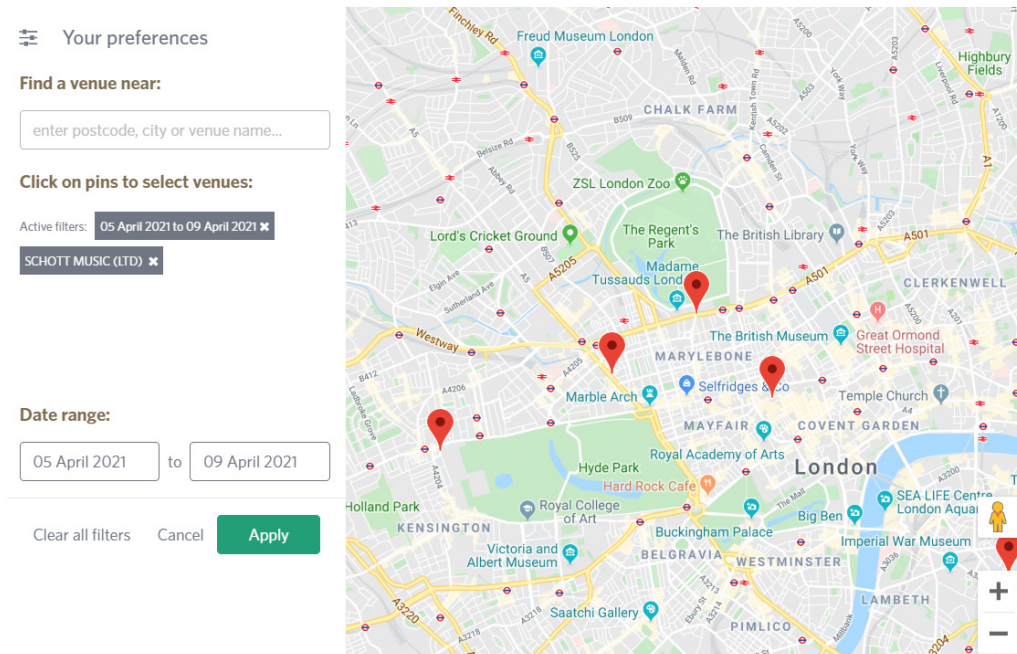
5. Search for venues and dates

If you have added Music Theory and practical exams we will ask you to choose your Music Theory venue(s) first.

- For Music Theory exams, you will see a selection of venues but only one date.
- For practical exams, you will see a selection of venues and dates.

If you have location settings enabled on your device, the filters shown in the dark grey bar will automatically search for your nearest venues.

- To remove a filter, click the 'x'.
- To refine your search, click 'Your preferences'. You can then search for and select multiple venues on the map and add a preferred date range.
- Click 'Apply' to see availability.

6. Select venues and dates

You can either select one venue/date for all candidates or select different venues/dates for individual candidates.

To select one venue/date for all your candidates:

- In the 'All candidates' section click 'Select all' next to your preferred option.

To select different venues/dates for individual candidates:

- Scroll down to the 'Select candidates individually' section.
- Click 'Select' next to the venue/date you want to book, then select the exam(s) you want to book for that venue/date.
- Continue in this way for all your exams.

When you have selected venues/dates for all your exams, click 'Next' to go to the 'Summary' page and add your candidate details.

7. Summary – check your booking and complete candidate details

- If you have a Contact ID for the candidate, add it here with their date of birth and click 'Find candidate' to bring up their details.
- If the candidate doesn't have a Contact ID yet, tick 'This candidate does not have a Contact ID' and then complete their details.

COMPLETING YOUR CANDIDATE DETAILS

Contact ID
The first time you book an exam for a candidate, they will not have a Contact ID. We will provide this once an exam has been booked for them and it will appear on all future communications about their exams. The Contact ID should then be entered every time an exam is booked for the candidate.

Candidate first name and last name
Enter these as you would like them to appear on the mark form and certificate. You can choose to have the last name first by ticking the box.

Date of birth
You cannot complete your booking without this information. We need it to identify candidates in our system and link up their records.

National centre number (UK only)
Add this if candidates are taught at a school or college or if you teach them on behalf of a school or college. We can then confidentially pass on exam information to the government for inclusion in performance tables.

Presented by
This will show the applicant name by default, but you can change it to any name that you want to have on the certificate as 'presenting' the candidate for their exam. This might be a school, music centre or a particular teacher. You can enter different 'presented by' names for different candidates.

Email address for the candidate (parent/carer)
Providing a candidate (parent/carer) email address gives them the option to create an ABRSM account. This will allow them to log in to view exam information, change practical appointments at Public Venues and view their results and practical mark forms seven days after we have released them to the applicant.

Sensitive data consent
If you have requested access arrangements or reasonable adjustments for a candidate, please read the information provided and tick the box.

- Add any other candidate details in the same way.
- If you need to change exam details at this stage you will need to go back to 'Let's get started!', make any changes and then search for and select venues and dates again.
- Once you've completed and checked your candidate details, tick the box at the bottom of the page to show that you've read and agree to our *Exam Regulations* and to confirm that any ARSM and Grade 6 to 8 practical candidates have the necessary prerequisites.
- Click 'Submit and pay' to complete your booking

8. Your postal address

- Add, check or amend your postal address here.
  We need this to send certificates and Music Theory mark forms.
- Click 'Confirm' to go to the payment window.

9. Pay for your exams

Payments are made in a new window using a debit or credit cared or PayPal.

10. Exam booking confirmation

Once you've made your payment, you will see a message confirming that you've booked your exams successfully. You will also receive an email confirming your payment and exam booking, including candidate and exam details.

11. View your exam bookings

To view your booked exams, go to 'My bookings' and click 'Booking details'.

12. Cancel an exam

If you cancel an exam before the booking period closes or within 14 days of making the booking, we will automatically refund the exam fee. You will receive an email to confirm this. To cancel an exam booking:

- Log in and click 'Booking details' to view the relevant booking.
- You will see a list of candidates/exams with a bin icon at the end of each line.
- Click on the relevant bin icon to cancel a candidate's exam.

13. Change a practical exam appointment

Once exam appointments have been confirmed, applicants and candidates (parents/carers) with an account can log in and search for alternative appointments. You can change an appointment up to 48 hours before the exam date.

- Log in and click 'Booking details' to view the relevant booking.
- You will see a list of candidates/exams with a clock icon at the end of each line.
- Click on the relevant clock icon to search for an alternative appointment.
- You will only see appointment slots that are more than 48 hours ahead and that are equal to or longer than the length of the exam.
- Once you've found a suitable alternative appointment, you can select it for the candidate.