

## ANNEX: How to Access and Navigate the New Exam System

1. Candidate to log in the IBF Portal account using either his/her username and password OR via Singpass.

### Login via IBF Portal username and password

**IBF Portal Login**

You are required to create an IBF Portal Account to access IBF's e-services.  
Don't have an account? Create [Individual Account](#) | [Corporate Account](#)

Individual Corporate

In compliance with Personal Data Protection Commission Singapore (PDPC)'s advisory guidelines on NRIC numbers, IBF has ceased to use NRIC numbers as a user name for login to the IBF Portal since 30 Aug 2019.  
If you have not created your "user name", please do so upon your next login to replace your NRIC/FIN/Passport number login.

User Name

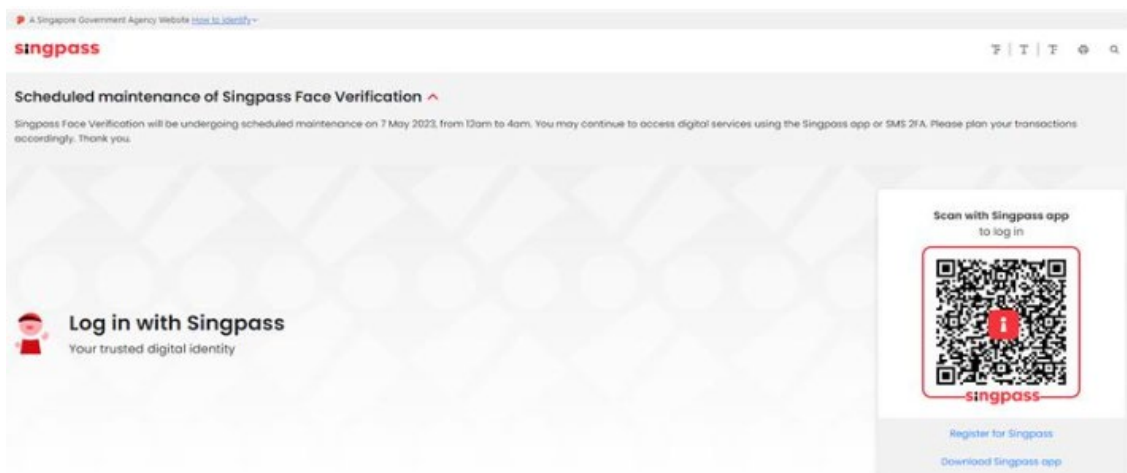
Password

[Forgot your password?](#)  
[Forgot your username?](#)

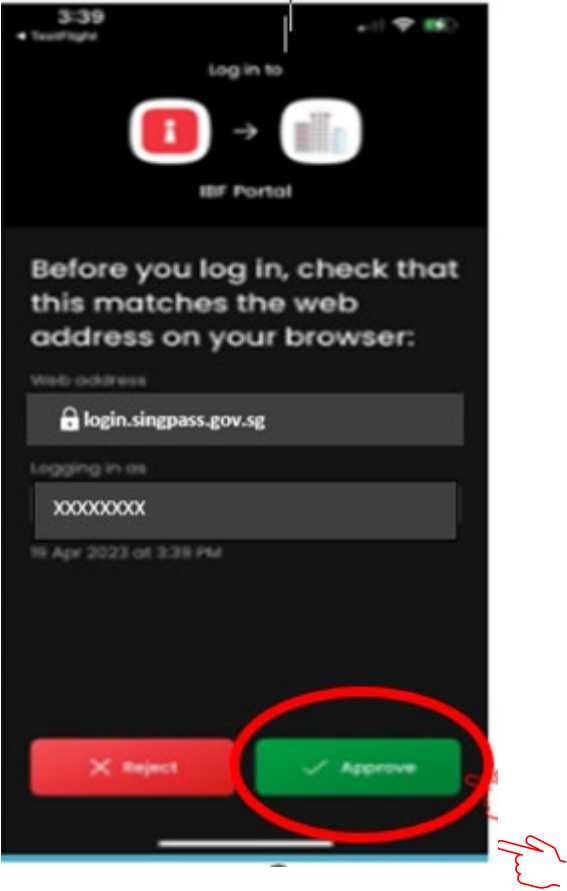
Or

### Login via Singpass

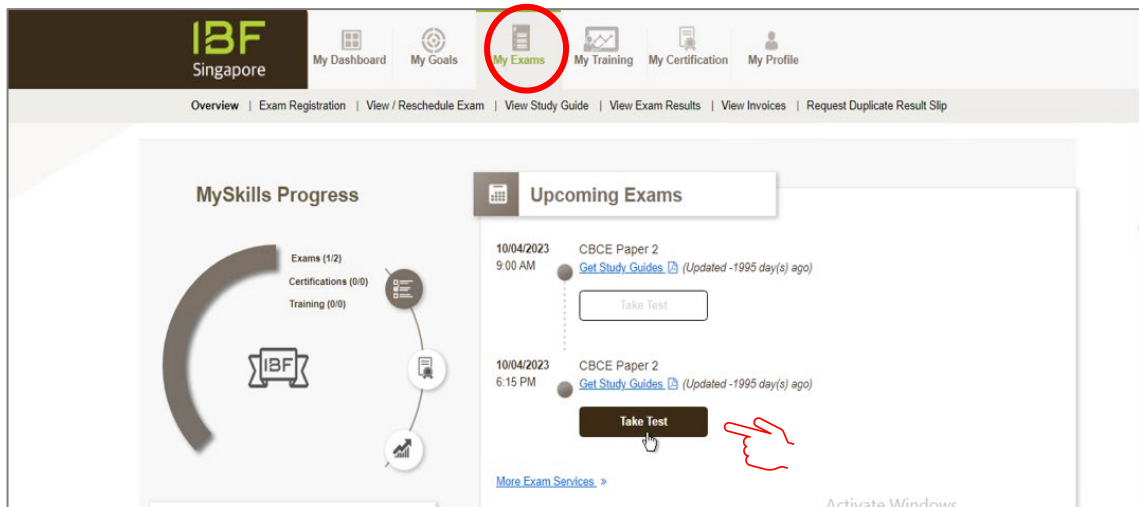
Upon clicking the "Log in with Singpass" button, the following screen will appear. Candidate should scan the QR Code using his/her handphone.



Upon Scanning the QR Code, the following screen will appear. Check that the web address on your browser is correct and click on the “Approve” button.

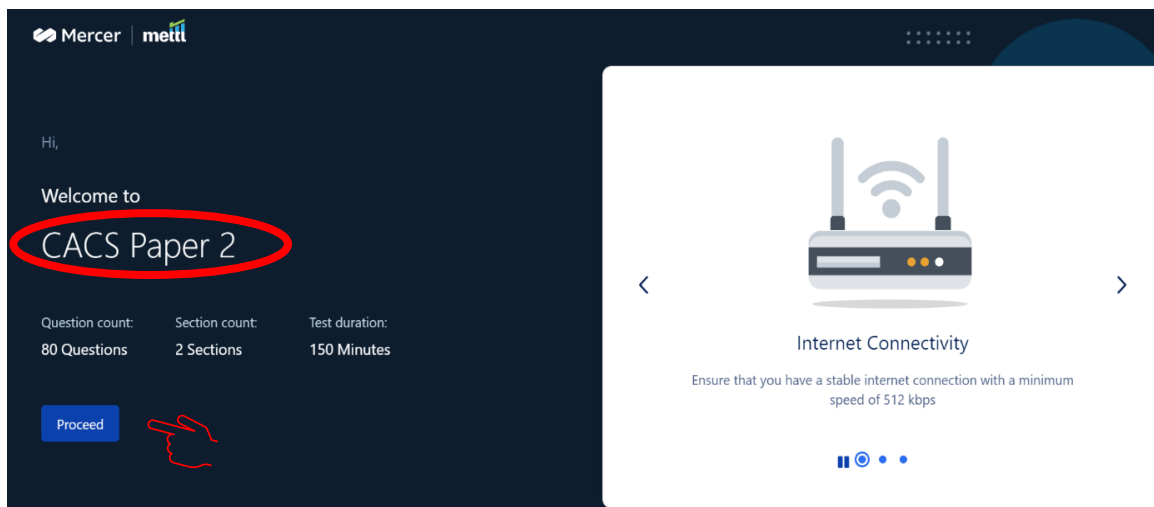


- Upon successful sign in, you will be directed to your IBF Portal Account Home Page. Navigate to “My Exam” tab and click the “Take Test” button for the exam module you are taking under “Upcoming Exams”.

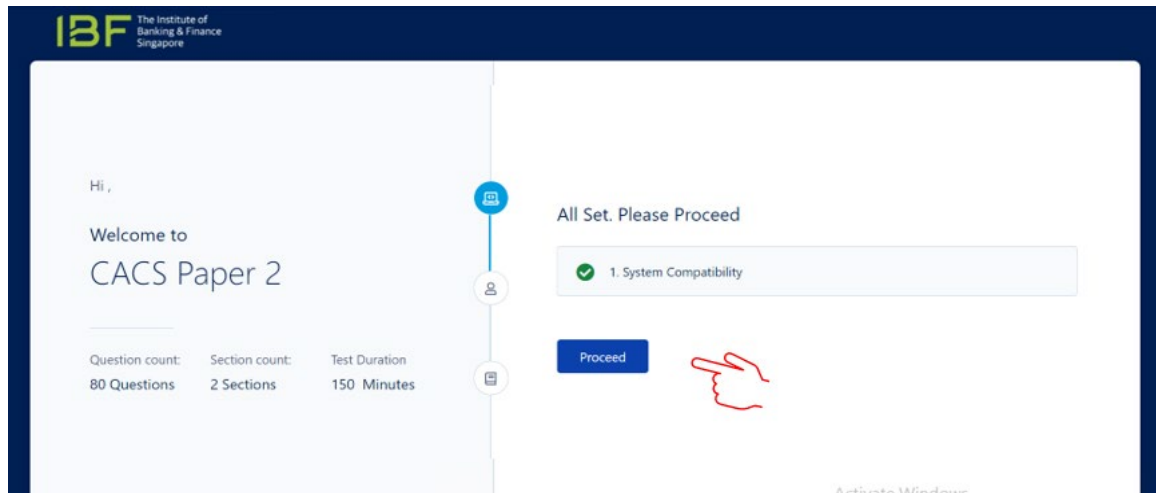


- You will be connected to the Mercer Mettl Exam Portal Page. Your exam module will be reflected. Check that the exam module is correct and click on the “Proceed” button.

If the module shown is incorrect, kindly highlight to the Invigilator immediately.

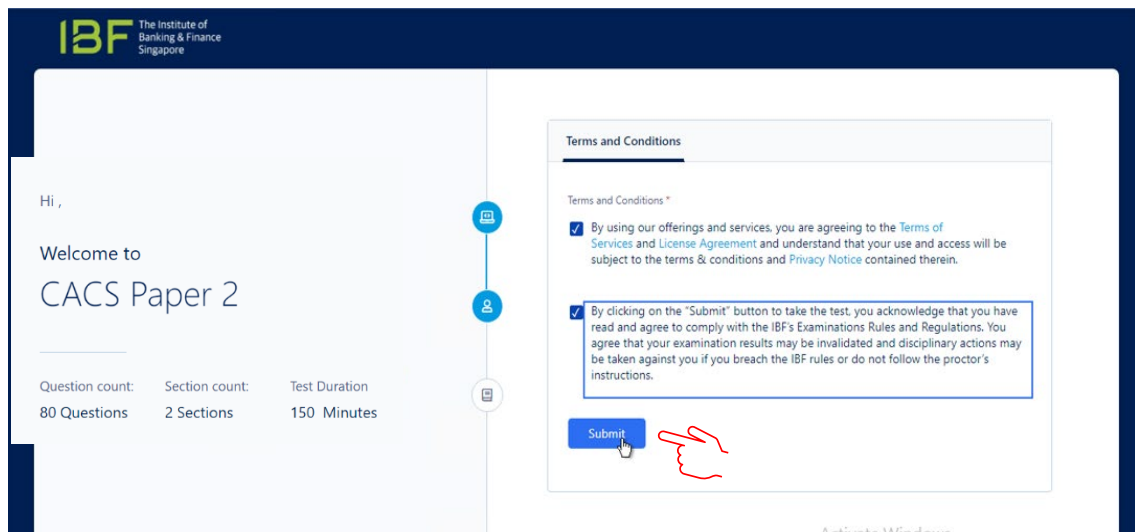


4. The system will conduct a compatibility check to ensure that your exam goes smoothly. Upon completion of the check, please click the “Proceed” button.



*This process should take about 1 minute. If you encounter issue longer than this, please inform the Invigilator.*

5. You will be required to read and agree with the terms and conditions. Please tick all the checkboxes and click the “Submit” button.



6. You will see your exam module details (Number of questions, Number of Sections and Test Duration).

Test Duration refers to the time duration allocated for the paper. Depending on your exam module, there may be 1 or 2 sections:

Section 1 comprises Multiple Choice Questions (MCQ) and Multiple Response Questions (MRS).

Section 2 consists of Case Study Questions, which can be MCQs or MRS. You are required to complete both sections, where applicable.

MCQs are questions that have only 1 correct answer option whilst MRS are questions that have 2 or more correct answer options. You can identify MRS by the sentence "Select all options that apply" in the question. The system will not prompt you on the maximum number of correct answer options for MRS.

You can toggle between answering the questions in Section 1 and Section 2 during the exam.

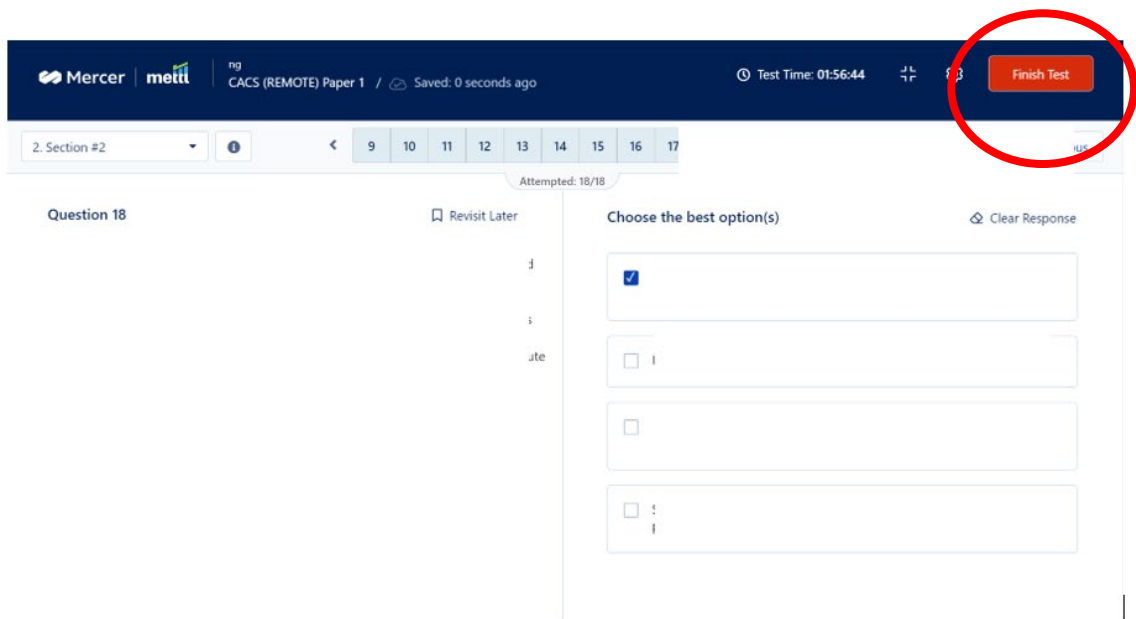
The screenshot displays the exam interface for CACS Paper 2. On the left, a sidebar shows the user's name (Hi Ng), a welcome message, and exam details: 80 Questions, 2 Sections, and 150 Minutes. A red circle highlights these details. On the right, a section selection table is shown with two sections: Section 1 (44 Questions, Untimed) and Section 2 (36 Questions, Untimed). Below the table, there is a note about untimed sections and a formula for calculating the total time of untimed sections.

SECTION NAME	NO. OF QUESTIONS	DURATION
<input checked="" type="radio"/> Section 1	44 Questions	Untimed Section*
<input type="radio"/> Section 2	36 Questions	Untimed Section*

\* **Untimed:** These sections are without any specific time limit. You can answer these sections within the total assessment time limit.

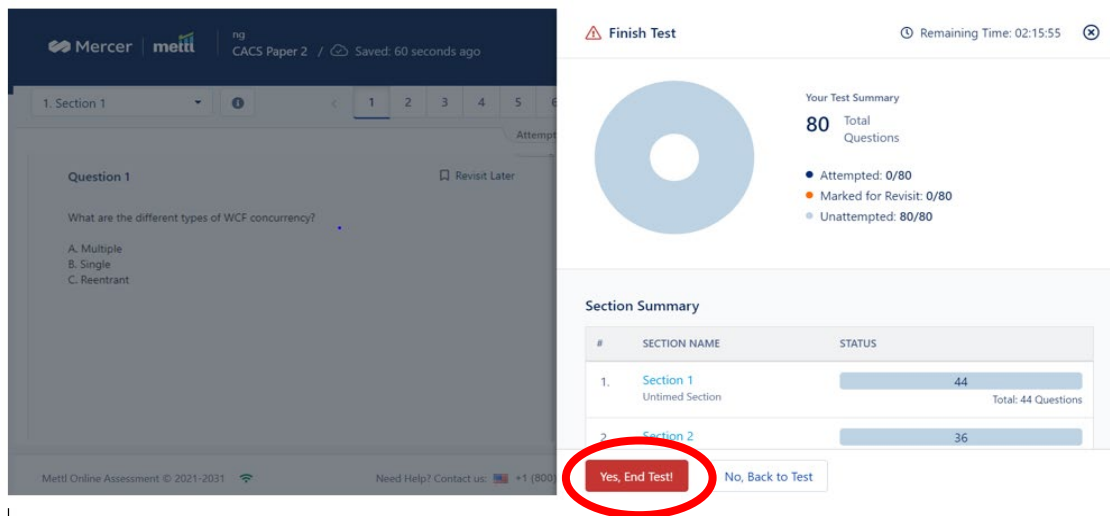
**Total Time of Untimed Sections** = Total time of test - Total time of Timed sections

7. Upon completion of your exam, click the “Finish Test’ button.




A pop-up screen will appear to seek your confirmation of submission of test.

You will need to click the “Yes, End Test!” button to confirm your test submission.




8. Your exam result will be displayed on screen (Pass/Fail). An e-copy of your result will be uploaded into your IBF Portal Account the next working day.



**Pass**

An e-copy of your examination results will be downloaded into your IBF Portal account after 1 business day.

Your responses have been submitted



**Fail**

An e-copy of your examination results will be downloaded into your IBF Portal account after 1 business day.

Your responses have been submitted