

# OxfordAQA Exams Admin Digital Media Portal

## Guidance for Centre Users

Version 1.0  
For first use in November 2023 series

## Overview

The Digital Media Portal was designed to allow schools to submit audio files electronically for components where a recording is required as part of the assessment. Supporting documentation should also be uploaded to the portal (e.g., attendance registers).

You will not receive a yellow NLL label to dispatch any material for components on the Digital Media Portal list (page 3). All recordings and paperwork for these components will need to be uploaded and submitted using the Digital Media Portal.

The portal will be accessed by the Exams Officer through [Centre Services](#), and you will only be able to upload work for students with entries for the subject. The Exams Administrator will manage Centre Users access.

### For each student you may need to upload:

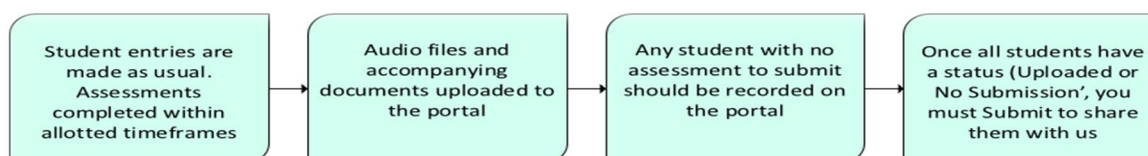
- Audio recording.
- Any other supporting documentation relevant to the component or conduct of the test.

### When submitting, you should upload a digital copy of the attendance register.

Please refer to the [OxfordAQA International GCSE English as a Second Language Speaking test guidance](#) for documentation requirements. There are no new submission requirements – you will only need to send us the same documentation as in previous years.

Centre-level documentation, such as **attendance registers**, should be uploaded using the “**Final Submission**” screen.

Please keep copies of all the files you upload to the Digital Media Portal. We will not be able to return recordings and documentation once it has been submitted.



## Logging in to Centre Services

1. To log-into Centre Services, navigate to <https://onlineservices.aqa.org.uk/>  
You will need to enter the following details:

- Email address
- Password

Click “Sign in”.



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## Sign in to your AQA account

Sign in with your email address

Email Address	
<input type="text" value="Email Address"/>	
Password	<a href="#">Forgotten password</a>
<input type="text" value="Password"/>	

Keep me signed in

[Sign in](#)

Help

[Register for a centre account](#)  
[contact us](#)

2. Next you will need to verify your account by requesting a verification code to be sent to your contact number via SMS or a call.



[Contact us](#) [About us](#)

## We need to verify who you are

We need to send a code via SMS or phone to confirm this is you. We have the below telephone number on record for you, if this is no longer your telephone number, contact us. If you choose the 'Call me' option, please wait a few moments for the call then press the # key on your phone when prompted.

Phone Number  
XXX-XXX-51556

[Send code](#)

[Call me](#)

[Cancel](#)

Help?

[Instructions on how to verify who you are](#)

[Accessibility](#) > [Copyright](#) > [Privacy policy](#) > [Terms and conditions](#) >

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3. Type the verification code in the field.

Once the code is entered, the next page will load automatically.



## We need to verify who you are

We need to send a code via SMS or phone to confirm this is you. We have the below telephone number on record for you, if this is no longer your telephone number, contact us. If you choose the 'Call me' option, please wait a few moments for the call then press the # key on your phone when prompted.

Phone Number  
XXX-XXX-51556

Code sent! Please check your inbox and enter the code below.

[Send a new code](#)

[Cancel](#)

### Help?

[Instructions on how to verify who you are](#)

4. If you have entered the verification code correctly, you will be taken directly to the Centre Services homepage.



## Welcome

Welcome to Centre Services. Here you'll be able to view results and use our post-results services.

### Accessing results

To access results, select Post-exams --> Results --> Download Results in the dropdown menu.

### Scheduled maintenance 24-25 November

Centre Services will be unavailable between 7pm (GMT) Thursday 24 November and 5am (GMT) Friday 25 November while we make updates. We're sorry for any inconvenience.

### News

## Accessing the Digital Media Submission Portal

1. From the Centre Services home page, select the “**Exams**” tab on the top left.



Pre-exams **Exams** Post-exams Resources Key information

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#### News



##### New to Centre Services? E-learning available

Friday 17 February 2023

If you're new to using Centre Services, take our e-learning course on Learning Space and learn how to perform common tasks, such as how to reset your password, find key information and access secure materials.

For centre administrators, we have a separate course available which includes further training, such as how to add and [View more](#)

2. Select “**Digital Media Submissions Portal**”, then “**Media Submission Dashboard**”

Pre-exams **Exams** Post-exams Resources Key information

Teacher assessed grade submission >	<a href="#">Media Submission Dashboard &gt;</a> <a href="#">View Uploaded Files &gt;</a>
Special consideration >	
Day of exam material >	
Script dispatch labels >	
Centre marks submission >	
<b>Digital Media Submissions Portal &gt;</b>	
Very late arrival process >	

- When the dashboard loads, select a session from the “**Session**” dropdown.

The screenshot shows the 'Digital Media Submission Dashboard' with a search form. The 'Session\*' dropdown menu is highlighted with a red box and an arrow pointing to a zoomed-in view of the dropdown. The zoomed-in view shows a list of options: 'Select value', 'Select value', and 'June 2023' (which is highlighted in grey).

- Select “**Search**” to see all ‘portal submission’ components for your school.

Or you can refine the search by entering other criteria, such as **qualification**, **subject**, **component code** or **component name** before pressing “**Search**”.

## Digital Media Submission Dashboard

Session\*  
June 2023

Component code  
Enter code

**Search** **Clear**

The zoomed-in view shows the 'Qualification' dropdown menu with a list of options: 'Select value', 'Select value', 'GCSE', and 'ENTER NAME'.

- A table will appear below the dashboard, displaying the components relevant to your search.

**Tip:** the status column will display the number of students files have been uploaded for (students with non-submission are included in this count), and how many students do not have a file uploaded.

In the below example, the top row shows that 22 students have a file or non-submission recorded against them, and 43 are awaiting a submission.

## Submission Dashboard

	Qualification Select value	Subject Select value
	Component name Enter name	

ct	Component Code	Component Name	Status	
ali	8638/SF	BENGALI SPEAKING TEST TIER F	22 Uploaded 43 Remaining	Upload File
ali	8638/SH	BENGALI SPEAKING TEST TIER H	5 Uploaded 0 Remaining	Upload File

- The “Action” column will give you three options.

Action		
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission

## Uploading a File – *audio recording and supporting documents*

1. Select the “**Upload File**” option in the row relevant to component you want to upload files for.

Action		
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission

2. The ‘Upload Files’ screen will display. You can:
  - upload new files,
  - edit which students are tagged to previously uploaded files, and
  - delete a file which has already been uploaded.

### Upload Files

Session: June 2023      Qualification: [Redacted]      Subject: [Redacted]

Component code: [Redacted]      Component name: [Redacted]

[Back](#)

Upload file (Maximum 5 files can be uploaded at a time)

[Browse](#)

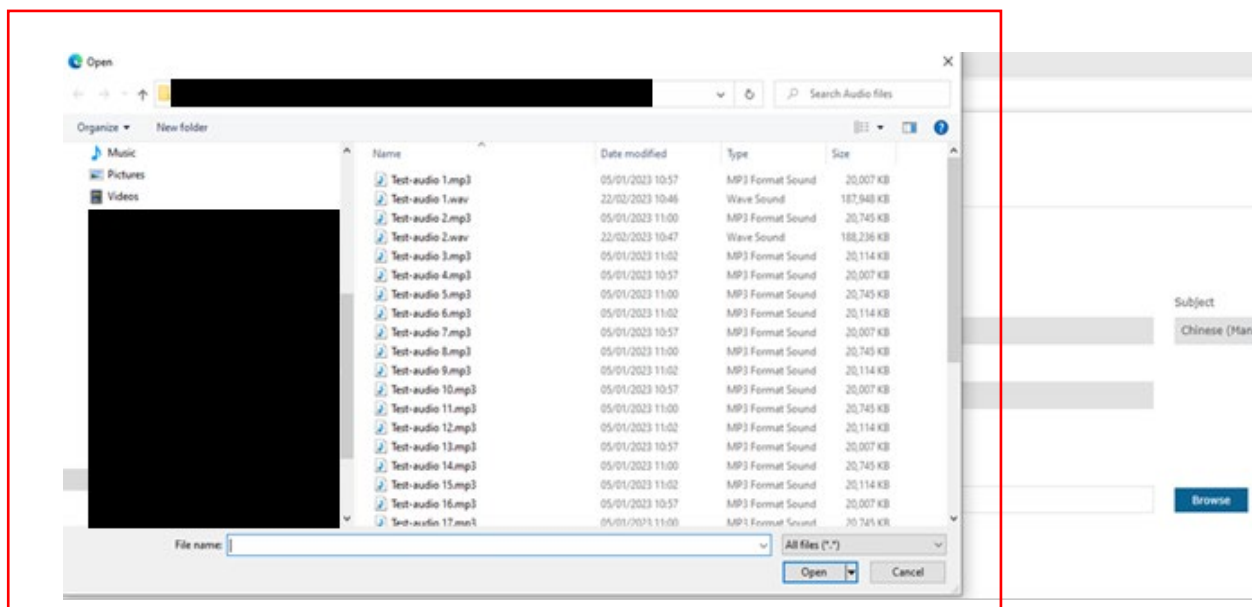
[Upload](#)

Showing 1-20 of 26 results Show 20 ▾

Uploaded File Link	Associated Candidates	Upload Status	Upload Status Description	Action	
file_example_AVI_1280_1_SHG.avi	0006	Uploaded	Media file is successfully uploaded	<a href="#">Edit Candidates</a>	<a href="#">Delete File</a>
Doc 5.docx	0004	Uploaded	Media file is successfully uploaded	<a href="#">Edit Candidates</a>	<a href="#">Delete File</a>
Doc 1.docx	0002	Uploaded	Media file is successfully uploaded	<a href="#">Edit Candidates</a>	<a href="#">Delete File</a>
Test-audio 7.mp3	0006	Upload Failed	Final file upload failed during transcoding	<a href="#">Edit Candidates</a>	<a href="#">Delete File</a>
Test-audio 1.mp3	0006	Upload Failed	Final file upload failed during transcoding	<a href="#">Edit Candidates</a>	<a href="#">Delete File</a>



3. Clicking “**Browse**” will give you access to the drives and files on your PC



4. Navigate to the location the files are saved, select a file to upload and click “**Open**”.

**While you can select up to 5 files to upload at a time, please only select files that are relevant to an individual student.**

All files created in your centre should be labelled with the same naming convention – **centre number\_component code\_candidate number**.

Example:

*16677\_8698SF\_0001.MP3*

Please keep checking throughout the uploading process to make sure that files are tagged to the correct students. Using the correct naming convention will allow you to easily check the file name against the student tagged.

Upload file (Maximum 5 files can be uploaded at a time)

Test-audio 1.mp3 ✕

Browse

Upload

- The file you selected in the previous step will appear in the field next to the “Browse” button.

Click “**Upload**”.

*You should upload an audio file and any accompanying documentation for individual students at this stage.*

- The ‘Select Candidates’ screen will appear.

The table will be populated with a list of students that have been entered for the selected component.

Select Candidates

Candidate Number  Surname  Forename

Showing 1-10 of 10 results

<input type="checkbox"/>	Candidate Number	Surname	Forename
<input checked="" type="checkbox"/>	0001	CRAWFORD	EVE
<input type="checkbox"/>	0002	STEVENSON	ALICIA
<input type="checkbox"/>	0003	PRESS	TAMARA
<input type="checkbox"/>	0004	WILSON	GABRIEL
<input checked="" type="checkbox"/>	0005	SPENCER	ISABELLA
<input type="checkbox"/>	0006	CHANDLER	EMMA-ORLA
<input type="checkbox"/>	0007	SAUNDERS	JON
<input type="checkbox"/>	0008	MACDONALD	CALLUM
<input type="checkbox"/>	0009	MONTGOMERY	WES
<input type="checkbox"/>	0010	EGAN	MEGAN

- Select a student by clicking on the checkbox next to their name in the table.

**Tip:** A ‘greyed out’ checkbox represents that a student has been flagged as not having a submission.

*‘Non-submissions’ are covered in the ‘Recording a non-submission’ section.*

<input type="checkbox"/>	Candidate Number	Surname
<input checked="" type="checkbox"/>	0001	CRAWFORD
<input type="checkbox"/>	0002	STEVENSON

- After selecting the relevant student(s), a second table will appear to show which student(s) will be associated, or 'tagged' to the file.

You can remove an incorrect student tag by clicking "**Remove**" in the 'Action' column or by deselecting the checkbox next to the student in the upper table.

me	Forename
FORD	EVE
STEVENSON	ALICIA
;	TAMARA
ON	GABRIEL
NER	ISABELLA
DLER	EMMA-ORLA
DERS	JON
ONALD	CALLUM
GOMERY	WES
	MEGAN

	Surname	Forename	Action
	STEVENSON	ALICIA	<a href="#">Remove</a>

When removing a tagged student, you will be presented with a warning to confirm removal.

Are you sure you want to remove this candidate?

- Click "**Save**" when the correct student(s) have been tagged.


Candidates Selected

Candidate Number	Surname	Forename	Action
0002	STEVENSON	ALICIA	<a href="#">Remove</a>

10. The 'Select Candidates' screen will close, and the previous screen will display. The table will show the progress and status of the upload.

**Please do not close the browser or navigate away from the page while the progress bar is visible. If you do this the upload will not work.**

Once the progress bar has disappeared, you are able to refresh and navigate away from the page safely.

Associated Candidates	Upload Status	Upload Status Description	Action
0002	Uploading	File upload is in progress 	Edit Candidates

11. Once upload and virus scanning are complete, the file will show as 'Media file is successfully uploaded'.

Please be aware that it may take some time for the status to reflect that the file has been successfully uploaded.

	Associated Candidates	Upload Status	Upload Status Description
	0002	Preparing for Scan	File is uploaded to server and virus scanning is initiated
:80_1_5MG.avi	0006	Uploaded	Media file is successfully uploaded

**Tip:** if you need to change the student tagged to a file, use the **"Edit Candidates"** button. This will display the screen shown in step 8.

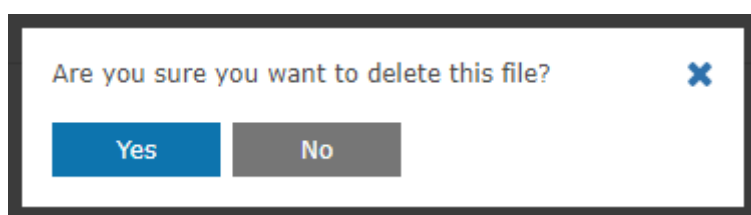
Action	
Edit Candidates	Delete File

## Deleting a File

1. To delete an unwanted file, select **“Delete File”** from the action column.



2. A message will ask you to confirm the file deletion.



3. Click **“Yes”** and the file will be removed from the list of previously uploaded files.

A banner message will display confirming the deletion.



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Deleted record successfully.

## Recording a Non-Submission

If no files are being submitted for an entered student, you will need to record the reason in the Digital Media Portal. This could be due to the student being absent from the exam, for example.

You will be unable to submit files to us until all entered students for the component have either had a file uploaded against them or have been recorded as a non-submission.

1. To record a non-submission or change a non-submission reason, navigate to the 'Media Submission Dashboard' and select "**Record Non Submission**" from the action column.

### Dashboard

Qualification  Subject

Component name

Component Code	Component Name	Status	Action	
8638/SF	BENGALI SPEAKING TEST TIER F	22 Uploaded 43 Remaining	Upload File	Record Non Submission
8638/SH	BENGALI SPEAKING TEST TIER H	5 Uploaded 0 Remaining	Upload File	Record Non Submission

2. 'Record Non-Submission' screen will display.

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Pre-exams Exams Post-exams Resources Key information Viewing 14477 View SHORT\_NAME\_...

Exams / Digital Media Submissions Portal / Media Submission Dashboard / Record Non Submission Help

### Record Non-submission

Session: June 2023 Qualification: FCSE Subject: Chinese (Mandarin)

Component Code: 8971 Component Name: CHINESE (MANDARIN) Candidate Number:

Filter Back

Showing 1-10 of 10 results Show 20

Candidate Number	Surname	Forename	Status	No Submission	No Submission Reason
0001	CRAWFORD	EVE		<input checked="" type="checkbox"/>	Marks carried forward
0002	STEVENSON	ALICIA	4 Uploaded	<input type="checkbox"/>	Please Select...
0003	PRESS	TAMARA	6 Uploaded	<input type="checkbox"/>	Please Select...
0004	WILSON	GABRIEL	1 Uploaded	<input type="checkbox"/>	Please Select...
0005	SPENCER	ISABELLA		<input checked="" type="checkbox"/>	Submitted on another platform
0006	CHANDLER	EMMA-ORLA	9 Uploaded	<input type="checkbox"/>	Please Select...
0007	SAUNDERS	JON	1 Uploaded	<input type="checkbox"/>	Please Select...
0008	MACDONALD	CALLUM	4 Uploaded	<input type="checkbox"/>	Please Select...

3. Tick the button against the student you would like to record as a non-submission.

You will only be able to record a student as a non-submission if they are not already tagged to an uploaded file.

**Tip:** You can check the status column to see how many files the student has been tagged to.

Forename	Status	No Submission	No Submission Reason
EVE		<input type="checkbox"/>	Please Select...
TAMARA	9 Uploaded	<input type="checkbox"/>	Please Select...

4. Select a 'No Submission Reason' from the dropdown then click "Save" at the bottom of the page.

Saved changes will be confirmed by a green banner message.

**As well as recording non-submissions in the Digital Media Portal, please make sure that the special consideration process is also followed in the usual way.**

A screenshot of a web form showing a dropdown menu for 'No Submission Reason'. The dropdown is open, displaying several options: 'Please Select...', 'Absent', 'Submitted on another platform', 'Missing submission', 'Exempt', 'Marks carried forward', and 'Please Select...'. A red arrow points to the 'Submitted on another platform' option.



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Record has been successfully saved.

[Home](#) / [Exams](#) / [Digital Media Submissions Portal](#) / [Media Submission Dashboard](#) / [Record Non Submission](#)

## Uploading the attendance register

Once all students in a cohort have either been tagged to at least one file, or recorded as a 'non-submission', you will be able to submit the files to us for marking.

We will ask you to confirm that all files have been uploaded and tagged correctly before the files are submitted.

**It is at this stage that we ask you to upload all forms (*centre documentation*) relevant to the component. For example, attendance register or any information relating to a student experiencing issues during the test.**

Once a final submission is made you will no longer be able to upload or retag files.

1. To submit files for marking, navigate to the Digital Media Submission Dashboard and select **"Final Submission"** in the Action column.

Action		
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission

2. The "Final Submission" screen will load.

If any documents were uploaded on this screen previously, they will appear in a table.

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Pre-exams Exams Post-exams Resources Key information

Viewing 14477 View SHORT\_NAME\_...

Exams / Digital Media Submission Portal / Final Submission Help

### Final Submission

Session: June 2023 Qualification: GCSE Subject: Bengali

Component code: 8638/SF Component name: BENGALI SPEAKING TEST TIER F

Back

Please select and upload any **centre documentation** before submitting.

Upload file (Maximum 5 files can be uploaded at a time)

Browse Browse

Upload Document

Showing 1-3 of 3 results Show 20

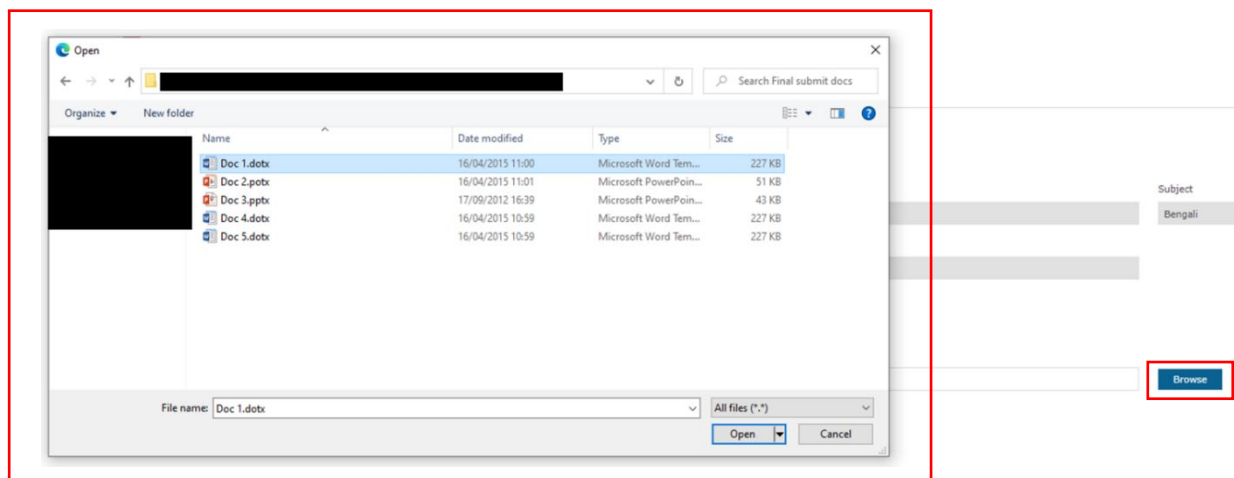
Uploaded File Link	Upload Status	Upload Status Description	Action
Doc 4.docx	Uploaded	Media file is successfully uploaded	Delete File
Doc 3.pptx	Uploaded	Media file is successfully uploaded	Delete File
Test-audio 10.mp3	Uploaded	Media file is successfully uploaded	Delete File

I confirm that all the files for this component are uploaded.

Page 1



3. Click the “**Browse**” button to access the drives and files on your PC.



4. The selected file will appear in the ‘browse’ field. The cross can be used to remove a file if selected in error.

**Tip:** A maximum of five files can be uploaded at one time. Files names can be a maximum of 50 characters.

Please select and upload any *centre documentation* before submitting.

Upload file (Maximum 5 files can be uploaded at a time)

Doc 5.dotx ✕ Browse

Upload Document

5. Click “Upload Document”

Back

Please select and upload any *centre documentation* before submitting.

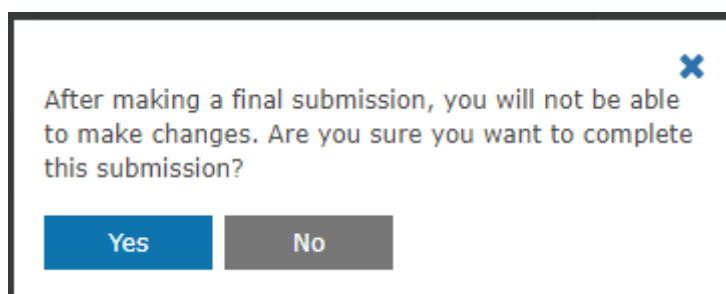
Upload file (Maximum 5 files can be uploaded at a time)

Doc 5.dotx ✕

Upload Document

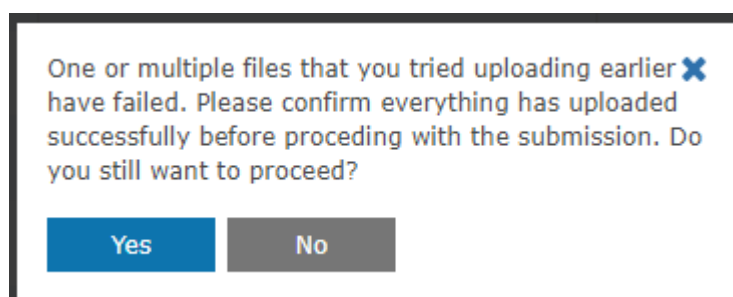


8. On clicking “Submit” the following pop-up warning will appear to confirm whether you would like to complete the submission.



If any previous uploads failed, you will be notified at this stage and asked to check that no files are outstanding.

You can proceed with the submission by clicking ‘Yes’.



If you are unsure which files failed previously, please close the reminder, and navigate to the “**Upload File**” screen (page 9). Check the “**Upload Status**” column to see which files were not uploaded successfully.

Please make sure that you retry any previously failed uploads.

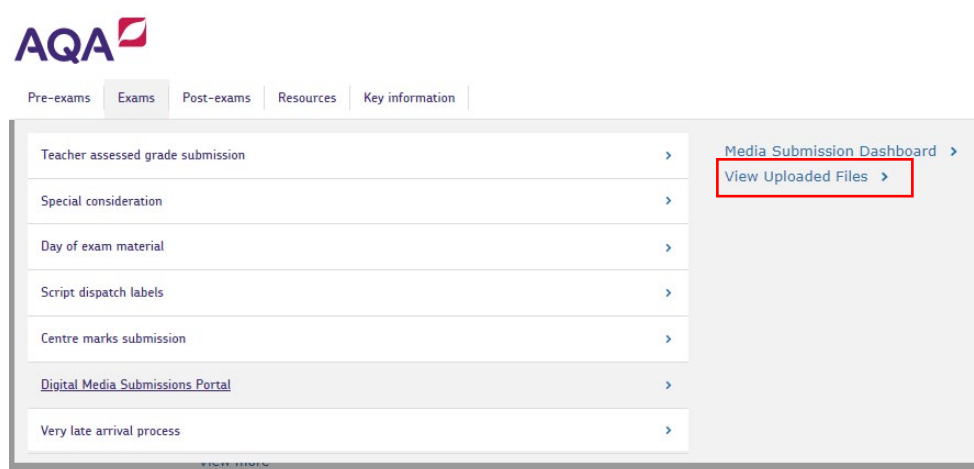
Upload Status	Upload Status Description	Action		
Upload Failed	Upload failed with network error or page got refreshed	Edit Candidates	Delete File	Resume Upload

## Viewing Previously Submitted Files

The 'View Uploaded Files' screen allows you to view any files that have been uploaded and submitted previously.

This can be useful to go back and double check that files have been uploaded and tagged correctly.

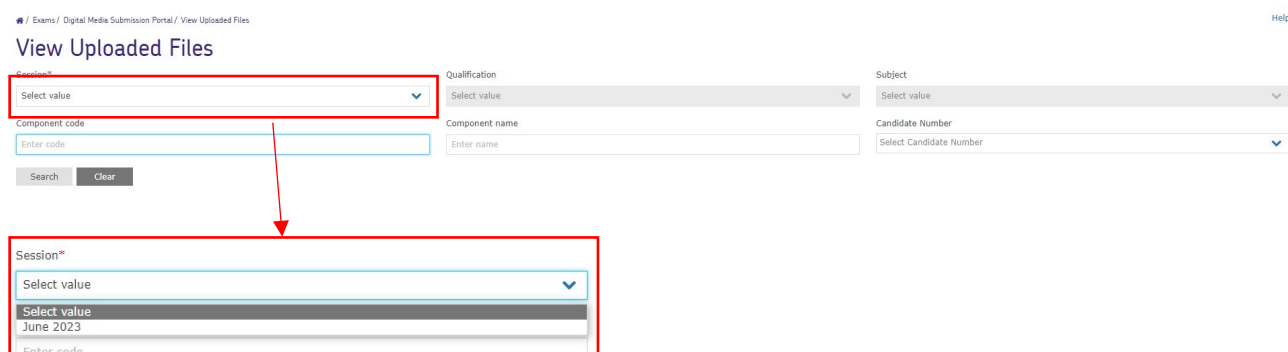
1. From the welcome screen click on the “**Exams**” tab and select “**Digital Media Submission Portal**” – “**View Uploaded Files**”.



2. Select a **Session** from the dropdown.

You can refine your search further by entering **Qualification**, **Subject**, **Component**, or **Candidate** details.

***Tip:** Searching only by Session can produce many results. When needed, put in another parameter to reduce the number of results provided.*



### 3. Click “Search”.

#### View Uploaded Files

Session\*  Qualification  Subject

Component code  Component name  Candidate Number

### 4. The table will display showing the results of your search. To view a file, click the link in the “Uploaded File Link” column.

The students tagged to the file are visible in the “Associated Candidates” column.

Subject	Component Code	Associated Candidates	Upload Status	Uploaded File Link
Bengali	8638/SF	<a href="#">View Associated Candidates</a>	Submitted	<a href="#">Test-audio 1.mp3</a>
Bengali	8638/SF	<a href="#">View Associated Candidates</a>	Submitted	<a href="#">Test-audio 2.mp3</a>
Bengali	8638/SF	0003	Uploaded	<a href="#">Test-audio 1.mp3</a>
Bengali	8638/SF	0001	Uploaded	<a href="#">Test-audio 1.mp3</a>
Bengali	8638/SF	0001	Uploaded	<a href="#">Test-audio 2.mp3</a>
Bengali	8638/SF	0001	Uploaded	<a href="#">Test-audio 3.mp3</a>
Bengali	8638/SF	0001	Uploaded	<a href="#">Test-audio 4.mp3</a>
Bengali	8638/SF	0001	Uploaded	<a href="#">Test-audio 5.mp3</a>
Bengali	8638/SF	0014	Uploaded	<a href="#">Test-audio 1.mp3</a>
Bengali	8638/SF	0013	Uploaded	<a href="#">Test-audio 2.mp3</a>
Bengali	8638/SF	0021	Uploaded	<a href="#">Candidate duplication video (2).pptx</a>
Bengali	8638/SF	0021	Uploaded	<a href="#">TOLS MOLS Flow Chart v1.jpg</a>

### 5. Recordings and audio files will open in a media player in a new tab. Document files will be downloaded onto your device to view in the relevant application.



If you are having trouble viewing files in the media player, please check our [AQA Digital Media Portal Guidance](#).

- [Centre Services](#) -> [Resource](#) -> [Administration](#) -> [Administration Resources](#)

