OxfordAQA Exams Admin Digital Media Portal

Guidance for Centre Users

Version 1.1
For first use in November 2023 series
<mark>Updated January 2026</mark>

Contents

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 (eg attendance registers).

You will not receive a label to dispatch any material for components which use the Digital Media Portal. 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, who holds the Centre Administrator permission, 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.
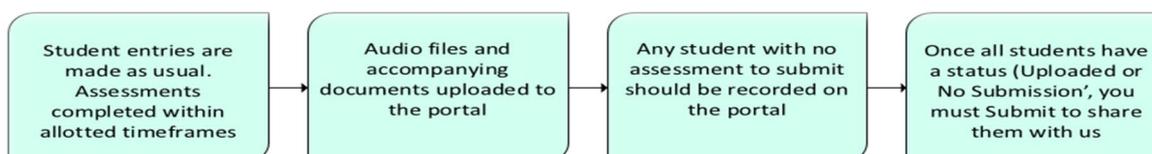
Logging in to Centre Services

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**".

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.

OxfordAQA Exams Administration
Digital Media Portal

3. Type the verification code in the field.

     Once the code is entered, the next page will load automatically.
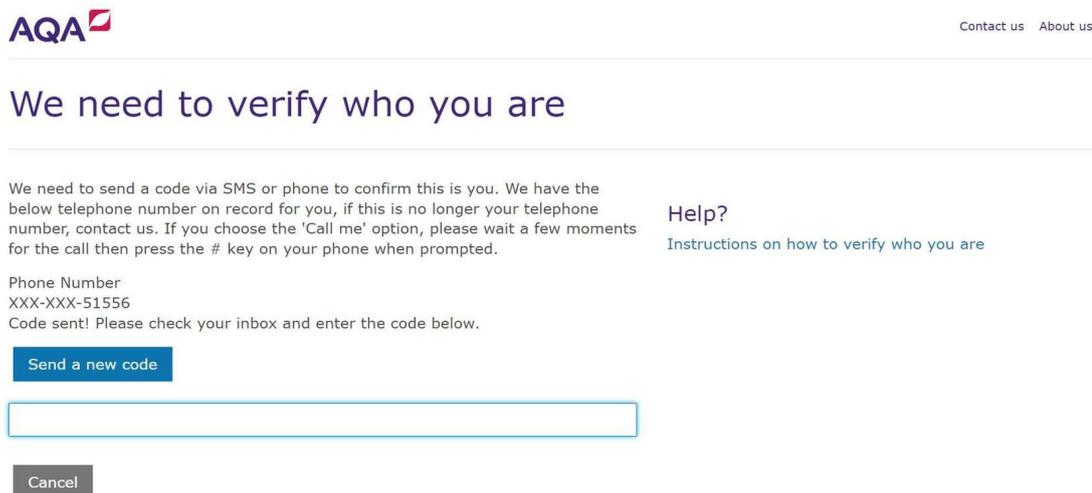
4. If you have entered the verification code correctly, you will be taken directly to the Centre Services homepage.
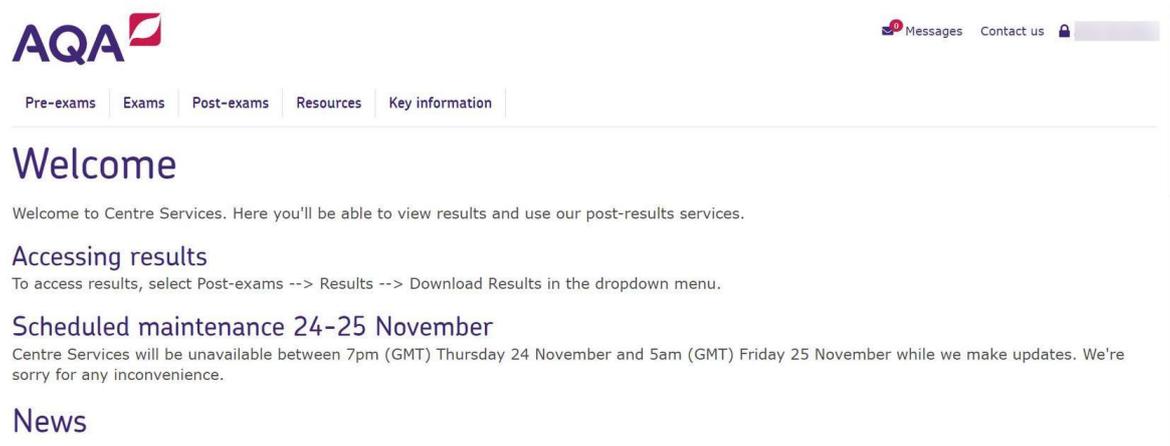
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Accessing the Digital Media Submission Portal

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

2. Select "**Digital Media Submissions Portal**", then "**Media Submission Dashboard**"
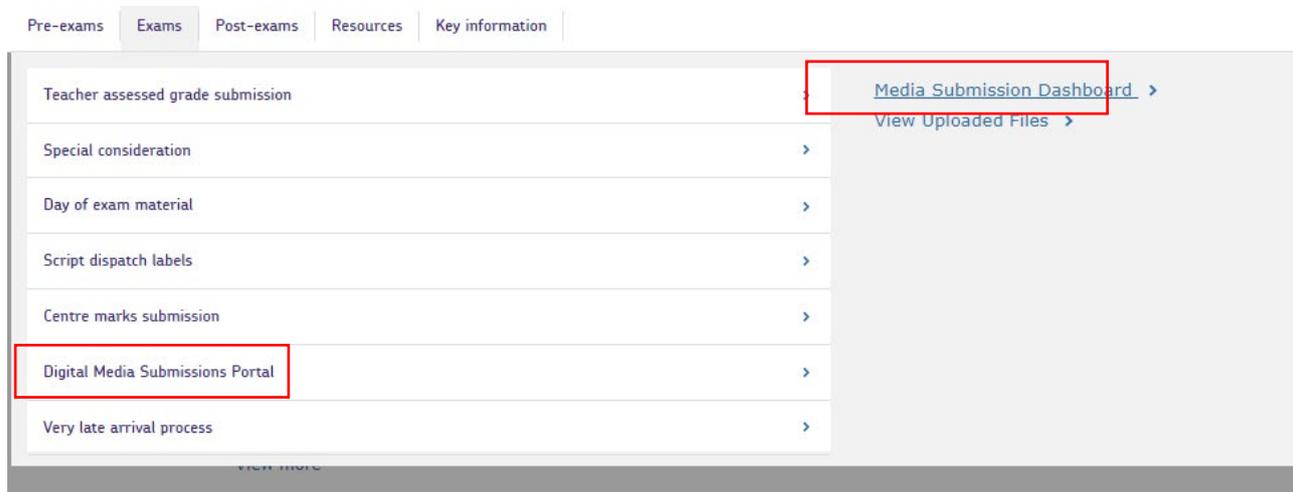
3. When the dashboard loads, select a session from the "**Session**" dropdown.
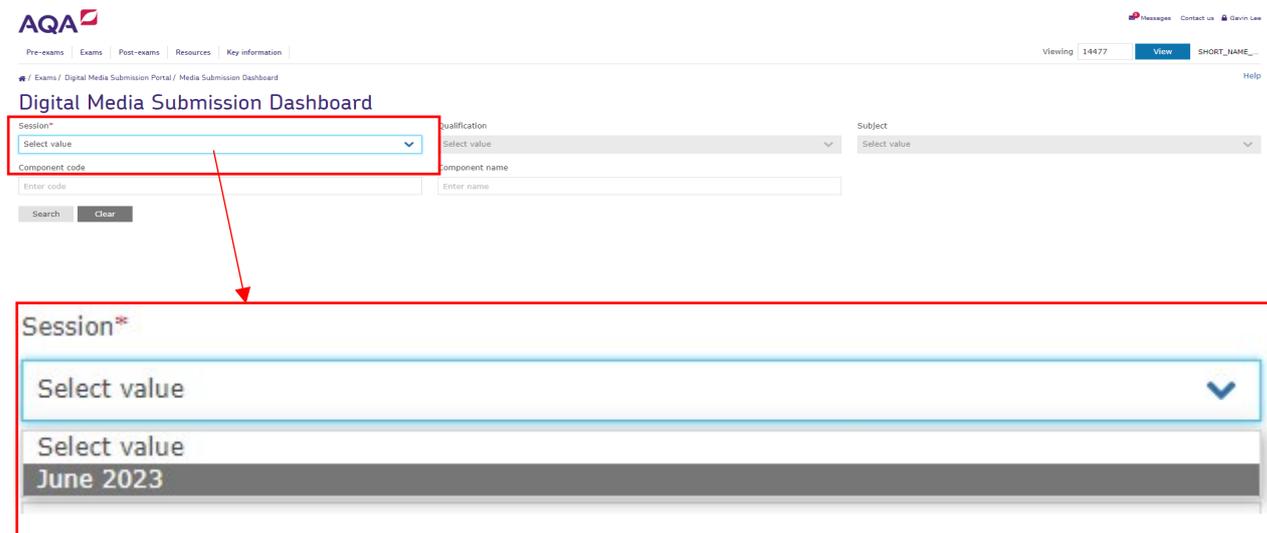
4. Select "**Search**" to see all 'portal submission' components for your school.

   Or you can refine the search by entering other criteria, such as **qualification**, **subject**, **component code** or **component name** before pressing "**Search**".
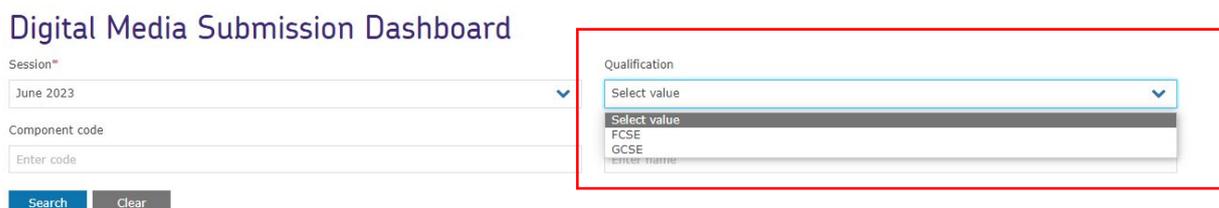
5. A table will appear below the dashboard, displaying the components relevant to your search.

> 💡 **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	Subject
⌄	Select value ⌄	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

6. 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	Qualification	Subject
June 2023		

Component code	Component name	

Back

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

Browse	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_5MG.avi	0006	Uploaded	Media file is successfully uploaded	Edit Candidates	Delete File
Doc 5.dotx	0004	Uploaded	Media file is successfully uploaded	Edit Candidates	Delete File
Doc 1.dotx	0002	Uploaded	Media file is successfully uploaded	Edit Candidates	Delete File
Test-audio 7.mp3	0006	Upload Failed	Final file upload failed during transcoding	Edit Candidates	Delete File
Test-audio 1.mp3	0006	Upload Failed	Final file upload failed during transcoding	Edit Candidates	Delete File

3. Clicking "**Browse**" will give you access to the drives and files on your PC
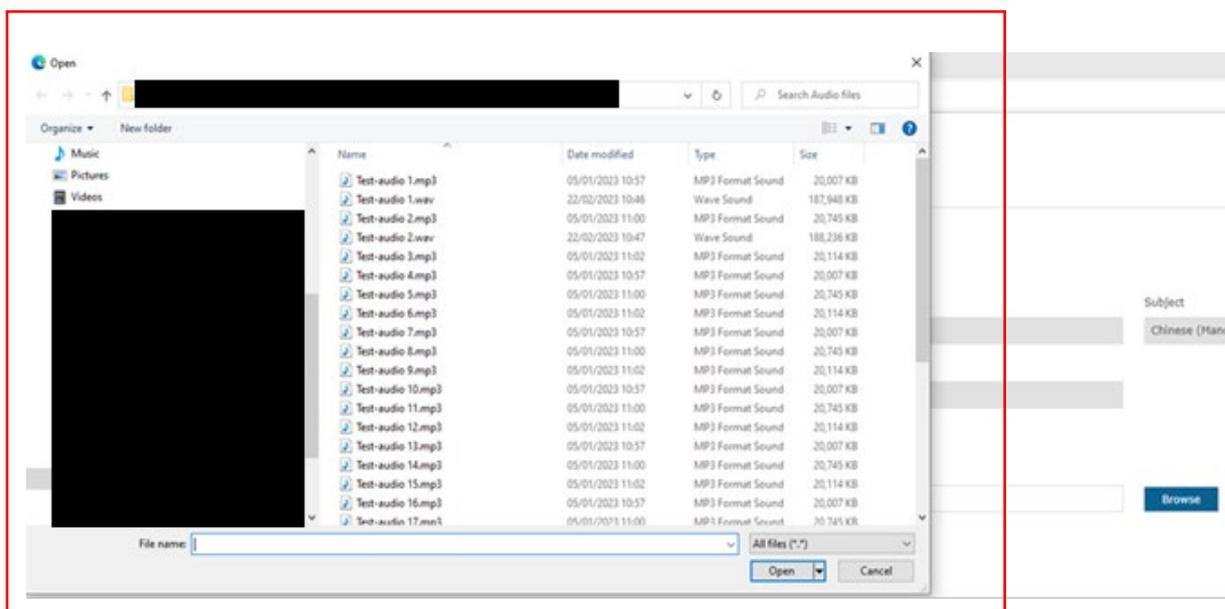
4. Navigate to the location the files are saved, select a file to upload and click "**Open**".

While you can select up to 50 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_9280-S_0001.MP3

Please keep checking throughout the uploading process to make sure that files are tagged to the correct students. Following the correct naming convention will allow the files to tag to the candidate automatically after uploading.

5. The files 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.
If you attempt to upload a file that is a duplicate of one previously uploaded, the following banner will appear

At this point you should delete the files listed in order to continue uploading, you can delete from both the "Browse" field by clicking the "X" next to the file and previously uploaded files in the "Action" column by clicking "Delete File".

Or

6. After clicking "Upload" a table will appear showing the files in progress, you will also see a banner at the top of the screen with the warning below.

7. Files will pass through several stages at this point:

Stage 1 "Uploading"

Do not duplicate tab, refresh page or navigate away from the upload screen at this point, this will cause the file upload to fail. Once the progress bar closes for all your files you can navigate away. You are able to "Browse" for more files while the progress bar is on screen.

Uploading	File upload is in progress
	96%

Stage 2 "Preparing for Scan"

This stage scans for potential virus threats.

Upload Status ↕	Upload Status Description
Preparing for Scan	File is uploaded to server and virus scanning is initiated

Stage 3 "Preparing for Final Upload"

Transcoding converts the file for use in the system.

Upload Status ^	Upload Status Description
Preparing for Final Upload	Transcoding in progress

Stage 4 "In Queue"

Files upload in batches of 5 and until the previous files reach stage 2, they will have the upload status "In Queue".

Upload Status ^	Upload Status Description
In Queue	File upload is in queue

Stage 5 "Uploaded"

"Uploaded" means that your file has progressed through all the stages and is now complete.

Upload Status ^	Upload Status Description
Uploaded	Media file is successfully uploaded

Please be aware that it may take some time for files to complete uploading.

8. When all your files are uploaded, the correct candidate will be listed in the "Associated Candidates" column of the table.

Uploaded File Link ⌃	Associated Candidates ⌃
28551_8633-SF_0001.dotx	0001
28551_8633-SF_0001.mp3	0001
28551_8633-SF_0002.dotx	0002
28551_8633-SF_0002.mp3	0002

9. Where candidates weren't tagged automatically, we have kept the option for you to be able to manually tag a candidate where necessary. To do this click "Edit Candidates" in the action column.

Uploaded File Link ⌃	Associated Candidates ⌄	Upload Status ⌃	Upload Status Description	Action	
28551_8633-SF_.dotx	No Candidates Tagged	Uploaded	Media file is successfully uploaded	Edit Candidates	Delete File

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

Select Candidates

Candidate Number	Surname	Forename
Select Candidate Number ⌄	Enter Surname	Enter Forename

Filter   Clear

Showing 1-10 of 10 results   Show 20 ⌄

■	Candidate Number ⌃	Surname ⌃	Forename ⌃
☐	0001	YELLOW	FIVE
☐	0002	JOHN	KEIRA
☐	0003	STEELE	ABIGAIL
☐	0004	FACTOR	REGINALD
☐	0005	JONES	MIKE
☐	0006	MAY	JODIE
☐	0007	THOMSON	BEN
☐	0008	HARDIN	HAROLD
☐	0009	STEPHENSON	HAROLD
☐	0010	KELLY	FIONA

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Save

11. Select a candidate by clicking on the checkbox next to their name in the table.

Tip: A 'greyed out' checkbox represents that a candidate has been flagged as not having a submission.

'Non-submissions' are covered in the 'Recording a non-submission' section.

■	Candidate Number ⌄	Surname ⌃
▣	0001	CRAWFORD
☐	0002	STEVENSON

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

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

Or

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

13. Click "**Save**" when the correct candidate(s) have been tagged.

14. The 'Select Candidates' screen will close and the previous screen will display

Tip: if you need to change the candidate tagged to a file, use the "Edit Candidates" button. This will display the screen shown in step 12.
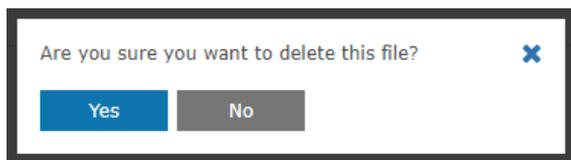
Deleting a File

1. To delete an unwanted file, select "**Delete File**" from the action column.
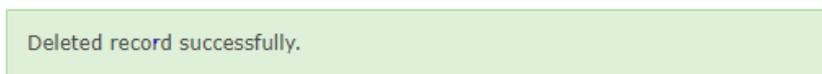
2. A message will ask you to confirm the file deletion.

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

   A banner message will display confirming the deletion.

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, <mark>or using a mark achieved in a previous series (Carry Forward),</mark> 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.

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

3. Tick the box 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		☐	Please Select...
TAMARA	9 Uploaded	☐	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.

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

> Record has been successfully saved.

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

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

☑	Please Select... ⌄
	Please Select...
	Absent
	Submitted on another platform
☐	Missing submission
	Exempt
	Marks carried forward
☐	Please Select... ⌄

5. **Carry Forward**
   If a student is re-sitting the subject, and wishes to use their mark from a previous speaking test, select the 'Marks carried forward' option.

Uploading the attendance register and submitting all files

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.

2. The "Final Submission" screen will load.

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

3. Click the "**Browse**" button to access the drives and files on your PC.
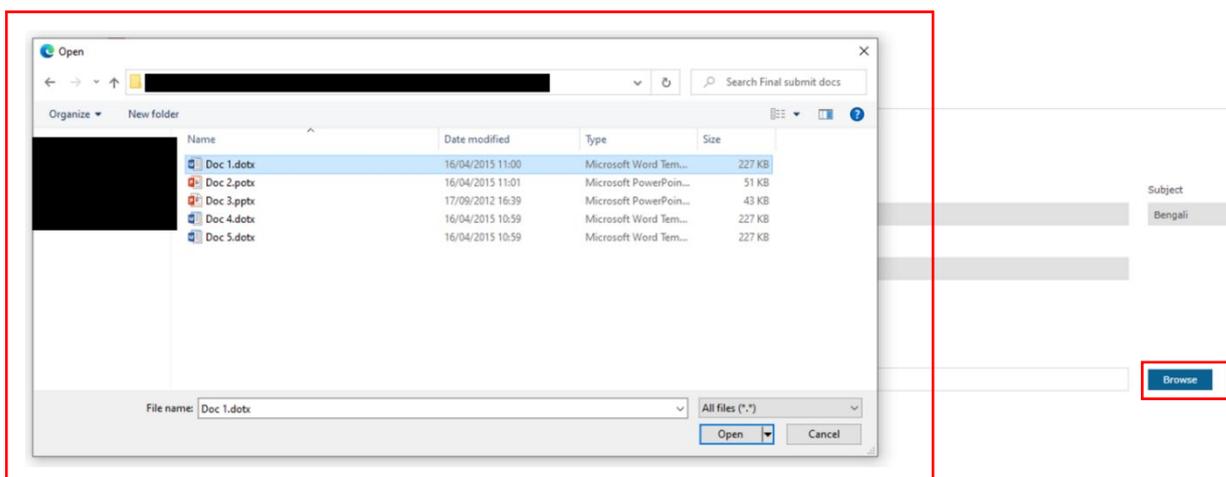
4. The selected file will appear in the 'browse' field. The cross can be used to remove a file if selected in error.

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

5. Click "Upload Document"

6. The file will appear as "Upload in progress" in the "Upload Status Description" column

Uploaded File Link	Upload Status	Upload Status Description		Action
Doc 5.dotx	Uploading	File upload is in progress 100%		Delete File
Doc 4.dotx	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

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7. Once all the correct documentation is uploaded, click the checkbox below the table to confirm.

Click "**Submit**".

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

Submit

If the criteria for final submission are not met, a red banner message will display.

Files can only be submitted if:

- All file uploads are complete. If you have recently uploaded a file, the system may still be processing the file in the background. Please allow 15 minutes for this to complete before trying again.

- All students in the cohort are either tagged to at least 1 file or recorded as not having a submission.

Record cannot be submitted as some of the candidates for the selected component are either not tagged to an uploaded file, not recorded as a non submission, or an upload is still being processed.

8. On clicking "Submit" the following pop-up warning will appear to confirm whether you would like to complete the submission.
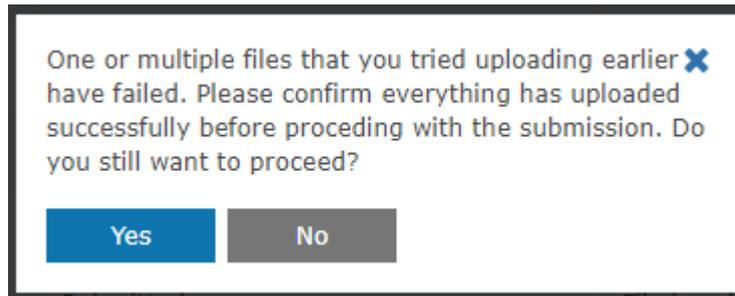
After making a final submission, you will not be able to make changes. Are you sure you want to complete this submission?

Yes   No

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**'.

One or multiple files that you tried uploading earlier ✖
have failed. Please confirm everything has uploaded
successfully before proceding with the submission. Do
you still want to proceed?

Yes   No

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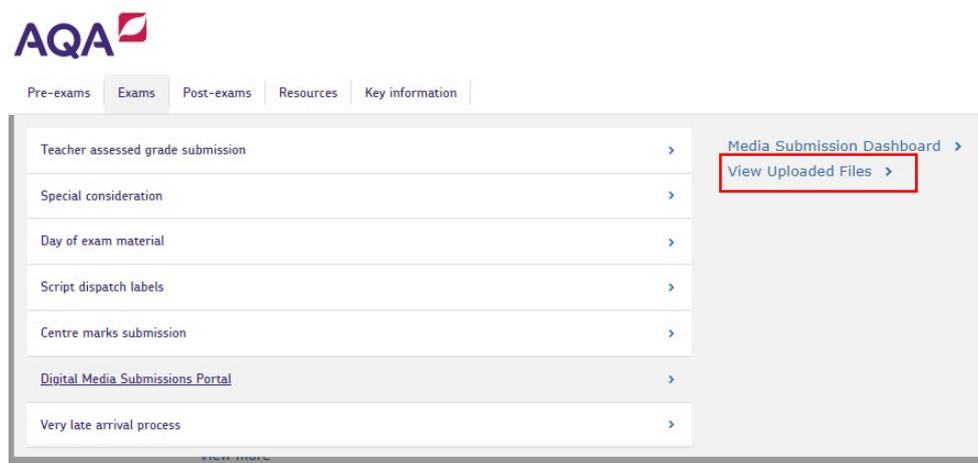
2. Select a **Session** from the dropdown.

    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.*
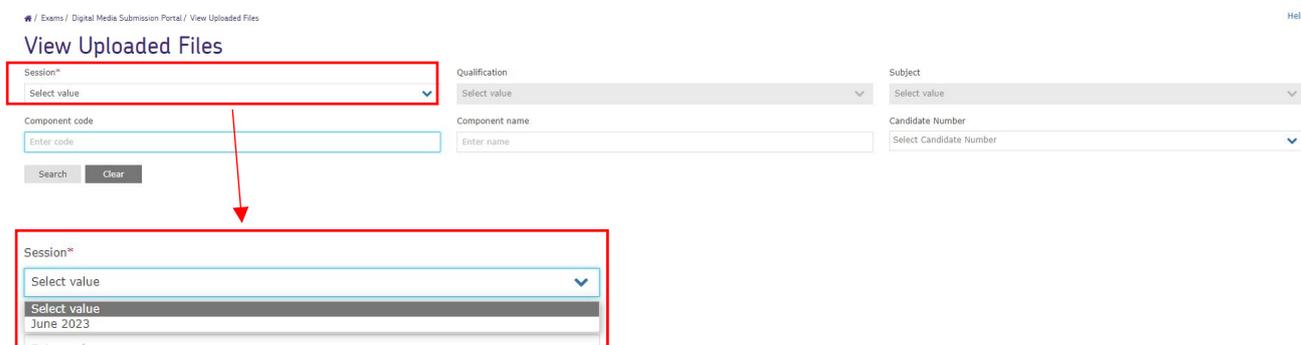
3. Click "**Search**".

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	View Associated Candidates	Submitted	Test-audio 1.mp3
Bengali	8638/SF	View Associated Candidates	Submitted	Test-audio 2.mp3
Bengali	8638/SF	0003	Uploaded	Test-audio 1.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 1.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 2.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 3.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 4.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 5.mp3
Bengali	8638/SF	0014	Uploaded	Test-audio 1.mp3
Bengali	8638/SF	0013	Uploaded	Test-audio 2.mp3
Bengali	8638/SF	0021	Uploaded	Candidate duplication video (2).pptx
Bengali	8638/SF	0021	Uploaded	TOLS MOLS Flow Chart v1.jpg

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.

6.

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