



Existing Customer FAQs

Contents

(i) Ace the OSCE (pg 2)

1. I cannot login to my account / have forgotten my password?
2. I registered and paid online, how long until I receive my login details?
3. I purchased the licence twice by mistake, can I have a refund?
4. My account is due to expire soon, how do I renew it? Is there a discount?
5. I have renewed my account, when will it be reactivated?
6. I am trying to view the videos but they are taking a long time to load?
7. I am getting a message saying 'no balance remaining' but I have plenty of hours still remaining?
8. I have failed my OSCE examinations and would like to claim my money back under your guarantee scheme, what do I do next?

(ii) Ace the Written Finals & Ace the 3rd Year Written Medical Exams Course (pg 3)

1. I put the wrong name on the booking, how do I change the attendee's name?
2. Does the course include accommodation?
3. I have signed up with a friend but only one of us is getting the automated emails?
4. I cannot attend the course, can I get a refund?

(iii) Ace the Medical School Interview & Ace the Dental School Interview Course (pg 3)

1. I put the wrong name on the booking, how do I change the attendee's name?
2. Does the course include accommodation?
3. I cannot attend the course, can I get a refund?

(iv) Ace the UKCAT (pg 4)

1. I registered and paid online, how long until I receive my login details?
2. How many questions are in each subject?
3. Where can I find the hints, tips and technique information? Where are the video tutorials?
4. The same questions are appearing again in a section, why is this?
5. The wrong subject questions are appearing in the practice question bank I am using, why is this?
6. How do I find out how many questions I have done and are remaining?
7. The question summary says I have a few questions remaining but I can't find them?
8. The questions are loading slowly / crashing, what should I do?
9. How does scoring work? Why does the score start at 300 even if I haven't answered a question?
10. I scored less than 620 in the official UKCAT exam and would like to claim my money back under your guarantee scheme, what do I do next?

(i) Ace the OSCE**1. I cannot login to my account / have forgotten my password?**

On the login page, click the link 'forget password' and enter your registered email address to get your password emailed to you. If this does not work, see below:

- A. If you initiated MORE THAN ONE account registration but only SUCCESSFULLY COMPLETED one, just enter the email address of the account which was successfully activated.
- B. You may have used one email address for the ACCOUNT REGISTRATION STAGE and another one for the PAYMENT STAGE, only use the email address from the FIRST registration stage.
- C. Your account may not have been automatically activated, please contact enquiries@acemedicine.com to resolve.

2. I registered and paid online, how long until I receive my login details?

You registered your login username and password when you signed up, please use these to access the resource at anytime via our website (a reminder of these should be sent in a separate email). When purchasing single products, there is no delay, you can access the product immediately. However, if you purchased a renewal or add-on licence, it can take 2-3 working days to activate your account, please email enquiries@acemedicine.com if this hasn't been done.

3. I purchased the licence twice by mistake, can I have a refund?

You will be refunded within 10-14 working days, please email enquiries@acemedicine.com with your customer reference number and name to request a refund if you have not done so already.

4. My account is due to expire soon, how do I renew it? Is there a discount?

When your account expires, a message will appear when you next login giving you the option to renew at a 50% discounted rate. Please follow the screen prompts when shown.

5. I have renewed my account, when will it be reactivated?

It can take up to 2-3 days for this to happen automatically, if you would like for your account to be reactivated sooner please email enquiries@acemedicine.com

6. I am trying to view the videos but they are taking a long time to load?

Please try one or more of the following (if applicable):

- A. Use a fixed line or stronger wireless internet connection, not a shared wireless or mobile internet connection with low signal strength.
- B. Use Google Chrome (preferred) or Internet Explorer instead of other browsers
- C. Use a PC instead of a MAC
- D. Use a home PC where university networks are slow or remote, and vice versa
- E. Make sure you have Adobe Flashplayer installed.
- F. Clear your browser's temporary files and history (see 'internet options') and set it to 'accept cookies' status.

The videos will not buffer if you have the correct browser settings and/or internet speed. 98% of users experience no viewing problems at all.

Other online videos (YouTube/BBC etc) are unsecured; these require less bandwidth than our videos which are secure and have larger file sizes, needing faster internet connections.

7. I am getting a message saying 'no balance remaining' but I have plenty of hours still remaining?

Please ignore the 'no balance remaining' message you saw and continue using the videos as normal (re-start video or re-login to account), sometimes the servers timeout after a period of inactivity (even if videos are playing).

If it happens again, please try one or all of the following to rectify:

- A. Clear your web browser cache/history, which you can do in 'Internet Options' under the 'Tools' menu of your browser.
- B. Make sure the browser is set to accept cookies, which are required in order to be able to view videos properly.
- C. The videos are best viewed on a PC with Internet Explorer v7, problems maybe encountered on other browsers and MACs.

The stoppages will not affect your remaining balance as time is only deducted when videos are playing normally. You can restart the video from the point where it is interrupted without losing any credit

8. I have failed my OSCE examinations and would like to claim my money back under your guarantee scheme, what do I do next?

Please provide a copy of an official communication you have had with your medical school verifying this outcome. An email conversation with a medical school representative's name and contact details will suffice for this purpose. Please also provide your registered username and/or customer reference number.

(ii) Ace the Written Finals & Ace the 3rd Year Written Medical Exams Course

1. I put the wrong name on the booking, how do I change the attendee's name?

You don't need to change the name, all the attendee has to do is present the printed copy of the booking confirmation / payment receipt on arrival at the course registration.

2. Does the course include accommodation?

This is a non-residential course; accommodation must be arranged independently if required.

3. I have signed up with a friend but only one of us is getting the automated emails?

The automated system is setup so that only the primary email address on the booking receives the emails. The person receiving the messages can forward it on to the second person. The second person will however receive any important information relating to the course prior to its start.

Alternatively, the second person could download one of our Free Insider Guides at www.acemedicine.com/guide.html, they will then receive similar free questions and revision material regularly.

4. I cannot attend the course, can I get a refund?

Courses cannot be refunded at all within 6 weeks of the course taking place. No exceptions are possible. Within 6-12 weeks of the course a 50% refund will be given and if more than 12 weeks of the course a 100% refund given. Reservations are transferable and deferrable however. It is not possible for courses to be held without this policy.

(iii) Ace the Medical School Interview & Ace the Dental School Interview Course

1. I put the wrong name on the booking, how do I change the attendee's name?

You don't need to change the name, all the attendee has to do is present the printed copy of the booking confirmation / payment receipt on arrival at the course registration.

2. Does the course include accommodation?

This is a non-residential course, accommodation must be arranged independently if required.

3. I cannot attend the course, can I get a refund?

Courses cannot be refunded at all within 6 weeks of the course taking place. No exceptions are possible. Within 6-12 weeks of the course a 50% refund will be given and if more than 12 weeks of the course a 100% refund given. Reservations are transferable and deferrable however. It is not possible for courses to be held without this policy.

(v) Ace the UKCAT

1. I registered and paid online, how long until I receive my login details?

You registered your login username and password when you signed up, please use these to access the resource at anytime via our website (a reminder of these should be sent in a separate email). When purchasing single products, there is no delay, you can access the product immediately. However, if you purchased multiple products together, it can take 2-3 working days to activate your accounts, please email enquiries@acemedicine.com if this hasn't been done.

2. How many questions are in each subject?

750+ Verbal reasoning questions
 450+ Quantitative reasoning questions
 300+ Decision analysis questions
 300+ Abstract reasoning questions

Includes questions in both the practice and mock exam sections. Questions may vary since time of writing.

3. Where can I find the hints, tips and technique information? Where are the video tutorials?

They are contained in the explanation section of each question underneath the solution. Some questions don't require extra tips or technique advice as they are simpler or the explanation given is sufficient. The video tutorials are not part of the Ace the UKCAT package, they are promotional tools on the website used to demonstrate the product.

4. The same questions are appearing again in a section, why is this?

Every time you open a practice question bank section, a new question should appear that you have not seen before. If this is not the case, it is because you have either finished all of the questions in the section or you have 'skipped' instead of 'submitted' the answer to the question. 'Skipped' questions will reappear next time you open the section.

5. The wrong subject questions are appearing in the practice question section I am using, why is this?

This sometimes happens when you have completed all the questions in that practice question bank, please try another subject.

6. How do I find out how many questions I have done and are remaining?

When you have completed a practice question session, the results screen appears. Click 'view question summary' under the practice question bank subheading.

7. The question summary says I have a few questions remaining but I can't find them?

The question counter may not always be exact; if old questions are reappearing then you have completed the section and can move on to another one.

8. The questions/results are loading slowly / crashing, what should I do?

This may happen due to one of the 6 reasons, in the order of frequency below:

- i. You are using Apple Safari browser, please use Google Chrome or Internet Explorer browsers
- ii. You are using the old system. To get on the new system, delete browsing history / temp files of your browser, shut down and reopen your browser, visit AceMedicine.com, the new UKCAT login link will appear when you click 'Login'.
- iii. You have clicked the submit/skip buttons too soon after the current page loaded – please allow at least 3-5 seconds before you move onto the next question or the page may occasionally hang.
- iv. There is a temporary disturbance in your internet connection, please refresh the page.
- v. There is a temporary disturbance due to very high usage on the system, please refresh the page.
- vi. If the problem persists, this may be indicative of a slow internet connection; either an upgrade to a faster connection or using Ace the UKCAT on a different computer is necessary. It is not advised to use the service on a shared wireless internet connection or mobile broadband due to the intensive real-time requirement.

If none of the above apply and it is still repeatedly slow on multiple occasions, please contact Ace Medicine on enquiries@acemedicine.com

9. How does scoring work? Why does the score start at 300 even if I haven't answered a question?

We calculate the score as a linear sum between 300 and 900. For instance if you get 50% of the questions right, you will score 600 / 900. The actual UKCAT /900 score is calculated using a different weighting method which is not public knowledge.

Whilst our method is not identical to the official method, it is a close approximation. The UKCAT examining body states that most candidates score between 500 – 700, and 600 is the average score.

10. I scored less than 620 in the official UKCAT exam and would like to claim my money back under your guarantee scheme, what do I do next?

Please email a digital copy of your results sheet verifying this outcome to enquiries@acemedicine.com. The original, scanned or photographed version will suffice. Please also provide your registered username and/or customer reference number.