

Report an Exam-related Concern

If you have had an issue during an exam, either a technical issue or an exam content query, please use the following process:

Log into your myCILEX portal.

Do not send communication as a general enquiry, instead choose one of the following options:

- Report a query on content in a CPQ exam
- Report a technical issue experience in a CPQ exam

The screenshot shows the myCILEX portal interface. The top navigation bar includes the CILEX logo and links for 'myCILEX', 'Shop', 'Become a Member', and 'Apply for C'. Below this, a breadcrumb trail reads 'Home > myCILEX > Contact Us'. On the left, a sidebar menu lists various user options: 'My Account', 'Become a Member', 'CILEX Aspire Hub', 'My Membership', 'Experience Route to CILEX Membership', 'My CPQ', and 'My Learning'. The main content area is titled 'Customer Type:' and includes an 'Email:' field. Below this, there is a section for 'My Query Relates To...' with a dropdown menu. The dropdown is open, showing a list of options: 'Courses & Qualifications (CPQ): I'm interested and would like to find out more', 'Courses & Qualifications (CPQ): Law School course expiry & re-purchase', 'Courses, Qualifications & Exams: CPQ - report a query on content in a CPQ exam', 'Courses, Qualifications & Exams: CPQ - report a technical issue experience in a CPQ exam', 'Data Protection: Data Subject Access Requests/Rights of the Individual Requests', 'Feedback: Giving positive feedback or suggesting an improvement', 'Feedback: Making a complaint', 'Finance: Credit Control Chase', 'Law School: Academic query (skills, marking, study support)', 'Law School: Advocacy Programme (Dispute Resolution)', and 'Law School: On-programme apprentices'. The 'Courses, Qualifications & Exams: CPQ - report a technical issue experience in a CPQ exam' option is highlighted. Below the dropdown, there is a 'Query Detail:' section with a text input field labeled 'Enter value...'. To the right of this field, there is a red asterisk and the text '* Required field'. Below the text input field, there are two 'File Upload' sections: 'File Upload (1)' and 'File Upload (2)'. Each section has a 'CHOOSE FILE' button and the text 'No file chosen'. At the bottom of the form, there is a 'SAVE' button.

The option to select request for a special consideration remains available



