

CREATING AND MANAGING USER ACCOUNTS USER GUIDE

The **User Management** area of The Exams Office Hub allows a user registered as Exams officer/Exams assistant to create accounts for other centre users, allows user progress on Assessments to be viewed and gives access to certificates issued on successful completion.

HOW TO CREATE USER ACCOUNTS

When logged into your account in the Hub select **User Management** from the Resources menu on the left-hand side of the screen.

Creating an individual account:

- select **+Add** and complete all the required fields which are marked with an asterisk (this includes creating a password)
- when complete, click **Submit**
- the user will then appear in your **User Management** list
- inform the new user of their login details (once logged in they should update their password)¹

Creating accounts in bulk:

- select **+Upload Users** and then select **Download Template**
- open the **UserUploadTemplate** (this opens as 'Read-Only') and **save** (by selecting 'Save as') locally
- fully complete each column, ensuring each user role is listed as either **EO**, **SLT** or **INV** (if you require the user you are setting up to be able to create and manage user accounts in the Hub, the role added will need to be **EO**)

(Note that to protect the integrity of The Exams Office resources, those users in your centre who are purely acting as an invigilator must only be assigned the role of **INV which only gives access to Assessments relevant to invigilators)**

- when complete, save the file and close
- upload the completed template by selecting **+Upload Users** and choosing your saved file (if an error message appears, this is likely to be that one or more of the users is already registered. Go back to your file, remove the user(s) from the list, save, close and upload the file again)
- these users¹ will then appear in your **User Management** list

¹Important note: By creating user accounts individually or by bulk upload, you are responsible for informing each user of their login details (Email and Password). You must have acquired permission from each user to create an account and use their email address. You must have informed users that their information/assessment results will be kept by The Exams Office and may be shared with stakeholders including the Department for Education, Ofqual, JCQ and its awarding organisations. Wherever possible, when creating accounts including those for invigilators, centre email addresses should be used. **(An Invigilator user account only allows the user access to the Assessments area of the Hub)**

MANAGING USERS

To edit/change a user's details:

Select the **Edit** icon



- this allows you to edit user details, including a user's password – the email address field can only be edited by a **Centre Admin**
- Centre Admin **cannot** make changes to their own email address (email contact@theexamsoffice.com for any Centre Admin changes)

A user account can only be deleted (removed) from the Hub by a **Centre Admin**.

To delete a user:

Select the **Delete** icon

- a further screen opens

Please write ' **DELETE** ' in the below textbox to delete an account

- input the word **DELETE** then click **Confirm**

(Please note: once a user account is deleted, it **CANNOT** be recovered)

MANAGING USER ASSESSMENTS

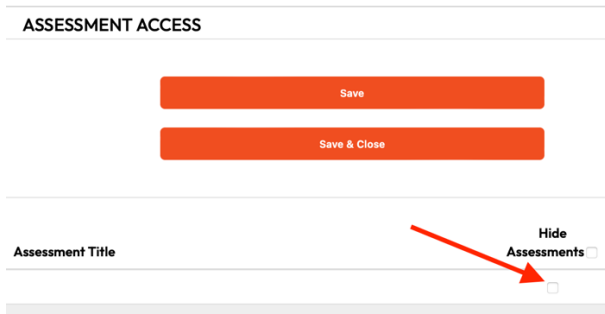
Hiding Assessments

Centre Admin users can choose to limit (hide) access, so **Invigilator** users only see and have access to the assessments you want them to complete.

To do this, select the **Assessment Access** icon from the **Action** column:



- to **Hide** an assessment(s) click the tick box next to the relevant assessment

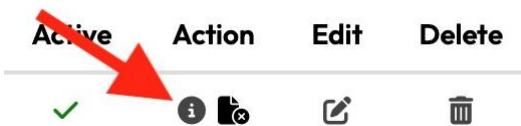


- then **Save/Save & Close** - the ticked/selected assessments will then be hidden from the user's view
- to **Unhide** an assessment(s) that was previously hidden, follow the same steps as above and untick the box against the relevant assessment, then **Save/Save & Close**

Reviewing user progress and accessing certificates

If an **Info** icon is shown against a user, this indicates the user has started at least one assessment. If no icon is shown, this indicates the user has not yet engaged with any assessment.

To review a user's progress select the **Info** icon from the **Action** column:



- this shows the **Status** (where the user has started, not started or successfully completed (Passed) an assessment)

Status	Result	Action	Certificate
Passed	7/7	See Sections	
Not Started	0/5	See Sections	
Not Started	0/5	See Sections	
Passed	2/2	See Sections	
Passed	5/5	See Sections	

- where a user has successfully completed an assessment a **Certificate** icon is shown
- clicking on a Certificate icon allows you to view/download/export/print a particular certificate
- to view a user's results (**Mark** and any **Failed Attempts**) select **See Sections** against the relevant assessment
- to view the questions answered click on the **Graph** icon under the **Mark / Failed Attempts** column

Mark / Failed Attempts	Type	Duration	Questions	Status
18 / 18 Pass 1	Untimed		18	COMPLETED
20 / 20 Pass 2	Untimed		20	COMPLETED
19 / 20 Fail				
19 / 20 Fail				

An alternative way of reviewing user progress (including access to a full summary download) and accessing certificates (including by bulk download) is by selecting **User Summary** from the Resources menu on the left-hand side of the screen.