



Exam Ordering in MyLogin

Version November 2019

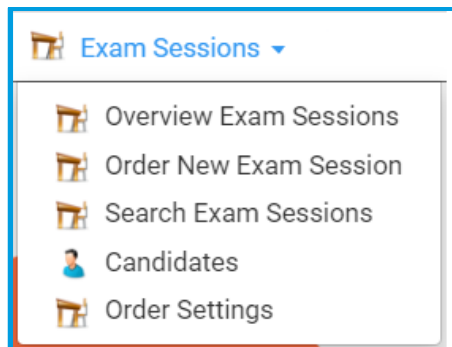


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1 Access to MyLogin

Any member of your organization with the 'Order Person' account can order exam sessions. If you cannot access your account or if someone else needs an account, please contact support@exin.com for more information.



2 Menu Items

Overview Exam Sessions Here you can find an overview of exam sessions that have not yet been completed, because the exam date is in the future, or because your attention for this session is required.

Order New Exam Sessions Here you can start your new order for an exam session.

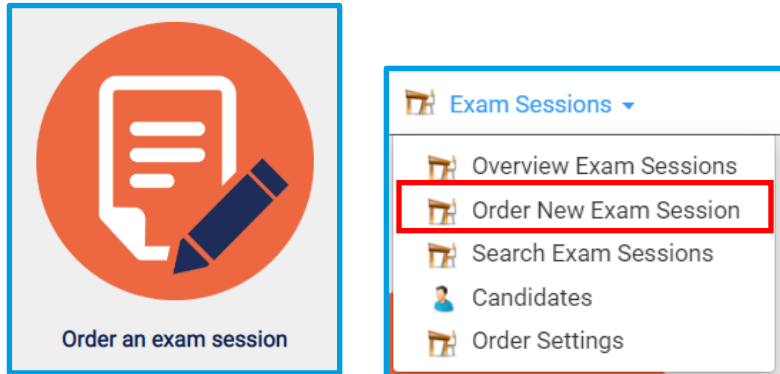
Search Exam Sessions Here you can search for any exam session that is registered under your organization. Exams that have been archived can also be found here.

Candidates Here you can search for any candidate related to your exam sessions. For instance, by name or registration number.

Order Settings Here you can arrange for items to be filled in by default, when you start a new order. You can also mark various exam modules as 'Favorites', so only these modules will be shown in your list when placing an order.

3 Order New Exam Session

You can start a new order from the homepage or via the top menu



A new order window will be opened, and four steps need to be completed.

Step 1: Enter Exam Session Information | Step 2: Enter Contact Persons | Step 3: Enter Candidates | Step 4: Confirm

General Information

Customer	8372 - Training Inc - UNITED KINGDOM (GB)		
Session Description			
Exam Date	07/11/2019	Time	14:00
Exam Module	ISFS - Information Security Foundation based on ISO IEC 27002		
Show Favorites Only	<input checked="" type="checkbox"/>		
Language	English		
Module Version	ISFS - Information Security Foundation based on ISO IEC 27002 - English		
Number Of Exams	2		
Reference Code / PO Nr			

Order Preferences

Delivery Method	Webbased
Preparation Time	Null
Delivery Of Certificates	Send Digital Certificates Only (Free of Charge)
Coaching Reports To AEO	<input type="checkbox"/>

Exam Location

Exam Location	Training Inc London
Location Address	test
Location Country	UNITED KINGDOM
Additional Information about the Exam Location	

Continue




Step 1: Enter Exam Session Information

General Information

Session Description	You can provide a description that is convenient for you to identify this exam session – this is not a mandatory field
Exam Date	Select the exam date
Time	Select the exam time
Exam Module	Select the exam module
Show Favorites Only	When you check this box, only the modules you marked as ‘favorite’ in the Order Settings will be shown. Uncheck the box to see the full list of modules
Language	Select the exam language
Module Version	This is automatically filled for you. Only when two versions of the same exam module are live, will you be able to choose a version from the drop-down
Number of Exams	Fill in the number of exams you need for this session
Reference Code/ PO nr.	The information you enter in this field, will be shown on the invoice for this exam session

Order Preferences

Delivery Method	You can provide your candidates with exams on paper or online. When selecting the ‘paper’ option, you can choose to receive a PDF link and download the exam materials or to receive the paper package through post
Preparation Time	<p>For Webbased and PDF exams sessions, you can choose the amount of time convenient for you.</p> <p>By selecting ‘One Day’ and only ‘saving’ your order in Step 4 (not confirming the request yet), the order will automatically be finalized One Day prior to the start date and time of the exam session.</p> <p>Until that ‘Auto Finalize Date’, you are able to make changes to the session. After the ‘Auto Finalize Date’, you will receive the exam materials.</p> <p>More information can be found under the  in MyLogin</p>
Delivery Of Certificates	You can choose to only have digital certificates available for your candidates, or for hard copy certificates to be printed and sent (there is a fee for hard copies)
Coaching Reports To AEO	Check this box to receive a copy of all coaching reports of the candidates. They will be sent to the result list recipient(s) of the session.



Exam Location

Exam Location

From the drop-down, you can select an exam location you previously registered or <Add a new record>

Click  at the bottom of the page to go the next step.

Step 2: Enter Contact Persons

The screenshot shows a web form titled "Step 2: Enter Contact Persons". It has a progress bar at the top with four steps: "Step 1: Enter Exam Session Information", "Step 2: Enter Contact Persons" (active), "Step 3: Enter Candidates", and "Step 4: Confirm". The form is organized into two columns and three rows of sections. Each section has a dropdown menu for selecting a person, with fields for Email and Phone. The "Order Contact Person" and "Supervisor" sections have a "Quick Add" button. The "Trainer For This Session" section has a "(None selected)" dropdown. A "Continue" button is at the bottom left.

Select the appropriate persons for each role related to this exam session.

Order Contact Person

Places the order and will be the point of contact for this exam session

Supervisor

Will supervise the session according to the rules and regulations as described in the EXIN Supervisor Guide. The Supervisor will also fill in and return the Attendance List for this exam session

Exam Recipient

Will receive the exam materials sent by EXIN

Result Recipient

Will receive the results through email

Trainer for this

Selecting the trainer that was related to this exam session, if for your reporting purposes only

Session

Extra Result Recipient

It is optional to choose an extra person to receive a copy of the result list



If you need to add a new person (or role) as Supervisor, Exam Recipient or Result Recipient, you can arrange this accreditation with the **Quick Add** button.

The screenshot shows a four-step process for adding a new person:

- Step 1: Enter General Information**: Includes fields for 'Choose Employee' (a dropdown menu currently showing '(None selected)'), 'Last Name *', 'Middle Name', 'First Name *', 'Gender *' (a dropdown menu currently showing 'Unknown'), 'Phone Number *' (with a help icon), and 'Email Address *'.
- Step 2: Download Non-Disclosure Agreement Template**: Shows a 'Template' section with a PDF icon.
- Step 3: Upload signed Non-Disclosure Agreement (Scanned Image)**: Includes the instruction 'Please print, sign, scan and upload the NDA.' and a 'Choose File' button with the text 'No file chosen'.
- Step 4: ID check complete**: Includes the label 'Identity checked' and an unchecked checkbox.

- Step 1** Choose a name from the drop-down or add the details of a new person
- Step 2** Download the template of the Non-Disclosure Agreement (NDA)
- Step 3** Upload the filled-in and signed NDA
- Step 4** Check the box to declare that you have verified the person's identity

Click 'OK' to submit the request and allow EXIN a maximum of three work days to check and process your request. In the meantime, you can continue with your order. If the exam takes place before your request was processed, the exam results will be on hold until the request is approved.

Click **Continue** at the bottom of the page to continue to Step 3: Enter Candidates.



Step 3: Enter Candidates

Step 1: Enter Exam Session Information Step 2: Enter Contact Persons **Step 3: Enter Candidates** Step 4: Confirm

You have ordered 2 Exams. Please add 2 candidates to the candidate list.

Option 1: Add Candidates

Add Single Candidate

[Add Single Candidate](#)

Add Candidate From Your Order History

(None selected) [Add To List](#)

Add Candidates Using Excel

[Import Using Excel](#)

Add Last Minute Candidates

[Add Last Minutes](#)

Option 2: Distribute Login Information

Login Information For This Exam Session

[Unlock Login Information](#)

Distribute Login Information Using Email

[Send Email To The Order Contact Person](#)

Info

- 1 Distribute Login Information Using Email
- 2 Information About Candidate Confirmation
- 2 Information About Extended Exam Duration
- 2 Information About Order Finalize
- 2 Information About The Auto Finalize Date

Candidate List

There are no items to display

[Request Additional Time](#)

[Continue](#)

Important information

- Exam documents cannot be copied. Exam documents all have a candidate number issued by EXIN. Each candidate must have a unique EXIN candidate number.
- Personalized exams can only be given to the person whose name is on the exam document. Only Last-Minute exams can be given to anyone.



There are two possible ways of adding candidates to your exam session:

You can choose 'Option 1: Add Candidates' to register all the basic information of your candidates when placing your order. Candidates will check, complete and confirm the information you entered.

The tools displayed in this section can be used to add candidates to the exam session.

- [Add Single Candidate](#) A form will open where you can fill in the Candidate's details
- [Add Candidate From Your Order History](#) Select a candidate from the drop-down
- [Add Candidates Using Excel](#) Click the button to find a template available for you to download, fill, and upload
- [Add Last Minute Candidates](#) If you have not yet reached the number of candidates equal to the Number of Exams you entered in Step 1, you can click this button to fill the session with Last Minute Candidates. You can also fill a session completely with Last Minute Candidates.

You can choose 'Option 2: Distribute Login Information' to supply your candidates with the login details to register their own information.

- [Unlock Login Information](#) Clicking this button will display the login information. You can distribute this login information to the candidates however you choose
- [Send Email to the Order Contact Person](#) Clicking this button will ensure an email is sent to the Order Contact Person. The email will contain login information that can be forwarded to the candidates

There are two more useful buttons available on this page:

- [Request Additional Time](#) Extra time is added for all candidates in the exam session, except Last Minute candidates
- [Order Hard Copy Certificates](#) Clicking this button (that will appear after the exam session has been processed) will allow you to place an order for hard copy certificate for one or more candidates in this exam session.


Click  at the bottom of the page.



Step 4: Confirm

There are two options to complete Step 4:

Option 1: Confirm This Exam Session Click 'Confirm Request' if you do not need to make any changes at a later time and you are ready to finalize your exam session order

Option 2: Leave Exam Session Open Click  at the bottom of the screen to leave this session open, to make changes at a later time and to leave it to MyLogin to Auto Finalize the order for you according to the Preparation Time you chose in Step 1.

Please note that when your account is set to pre-payment you first need to download the order confirmation and can then pay your exam online by clicking on the 'accept order confirmation and pay online' button at the bottom of the screen. As soon as your payment is processed, you will receive the exam documents.

4 Additional Information

Confirmation

Candidates always need to confirm their personal details before they receive their official result. They have multiple options to confirm:

- through the confirmation link in the **invitation email** they receive before the exam;
- with the login details on the **personal exam document** they receive right before the exam from the supervisor;
- with the link in the **reminder email** EXIN sends out automatically 24 hours after the exam if they have not confirmed yet.

An order person will be given the possibility to confirm for them 48hrs after the exam session, to make sure the results can be released.

If you choose option two in the candidate tab, allowing candidates to register themselves for an exam, they will have already confirmed their details by registering.



Attendance List

The supervisor is responsible for handing in the completed Attendance List to EXIN. Without the signed Attendance List, EXIN is unable to process the exam results.

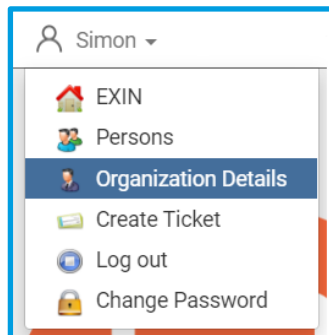
This can be done by printing the list from the exam package, filling it in, signing it and sending a scan of the list to attendancelist@exin.com. In the exam package there is also a letter for the supervisor with a link and login for the digital version of the Attendance List. Using the digital version will help EXIN get the results out to your candidates even faster.

Marking on the Spot App

By downloading our Marking on the Spot app, a supervisor can provide the candidates of a paper exam with preliminary results right after the exam was done. The app is available for iOS and Android and can be downloaded for free from the app store. More information can be found on the [EXIN website](#).

Self-Scanning Service

Answer forms should always be returned to EXIN. If you want to save yourself the courier fee and get the results to your candidates even sooner: use our Self-Scanning and Shredding Service.



How to apply:

You can start your application in MyLogin via the menu under your name, 'Organization Details' and the 'Additional Services' tab.

Click on 'start/view request' for more information and follow the steps on screen to send your application to EXIN. Make sure the person that signed the shredding declaration is an order person and do not forget to fill in the shredding logs. You can start using this Service immediately.

Emergency Procedures

When you are hosting an online exam there are a couple of procedures that you can follow in case a candidate loses connection or when you are having internet issues. The supervisor has access to these Emergency Procedures after logging into the Supervisor Page. An order person also has access via the 'Emergency Procedures' tab in the corresponding exam session in MyLogin.



Pre-requirements

Before you order an exam session, please make sure that a candidate is eligible to take the exam. The certificate will not be released until all pre-requirements have been met.

The applicable pre-requirements will need to be registered **after** the exam.

You can upload the pre-requirements as soon as the results have been processed in the 'Pre-Requirements' tab of the corresponding session. If the accredited training was provided by you – select 'declare'. If the pre-requirement (training or certificate) was provided elsewhere, upload the evidence here. Candidates can also always upload their own pre-requirements in their candidate portal. They receive access with their result email.

Digital Certificates

As an accredited partner you also receive access to the digital certificates of your candidates.

- Look up the exam session for a specific (group of) candidate(s).
- Select the session via searching for a specific candidate under 'Exam Session' and option 'Candidates' or look up an exam session via the option 'Search Exam Sessions'
- Go to the tab 'Candidates' in the session Click on the button 'send digital certificates'
- Select the candidate(s) you want to receive certificates from and click OK
- You will receive an email with the requested certificates as pdf file.

Cancellation

When individual candidates in an exam session are unable to attend the exam, there is no need to cancel. The supervisor can note these candidates as absent on the attendance list and you will not be invoiced for their exams.

You can cancel a whole exam session by clicking on the 'Cancel' button just below the status of the session. Please note that the reason you fill in will also be displayed in the cancellation email to your candidates. In case of a web based or PDF exam, you will not be charged for the cancellation.



5 Contact

If you have any questions concerning exam ordering in MyLogin or any other queries, do not hesitate to contact EXIN.

support@exin.com


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