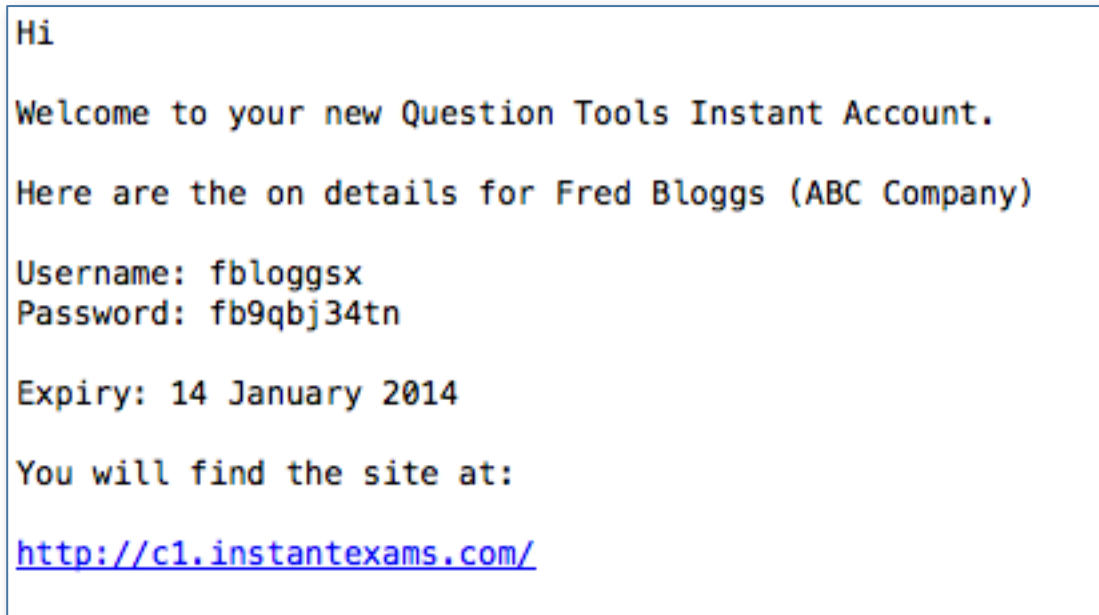# Instant Exams: User guide
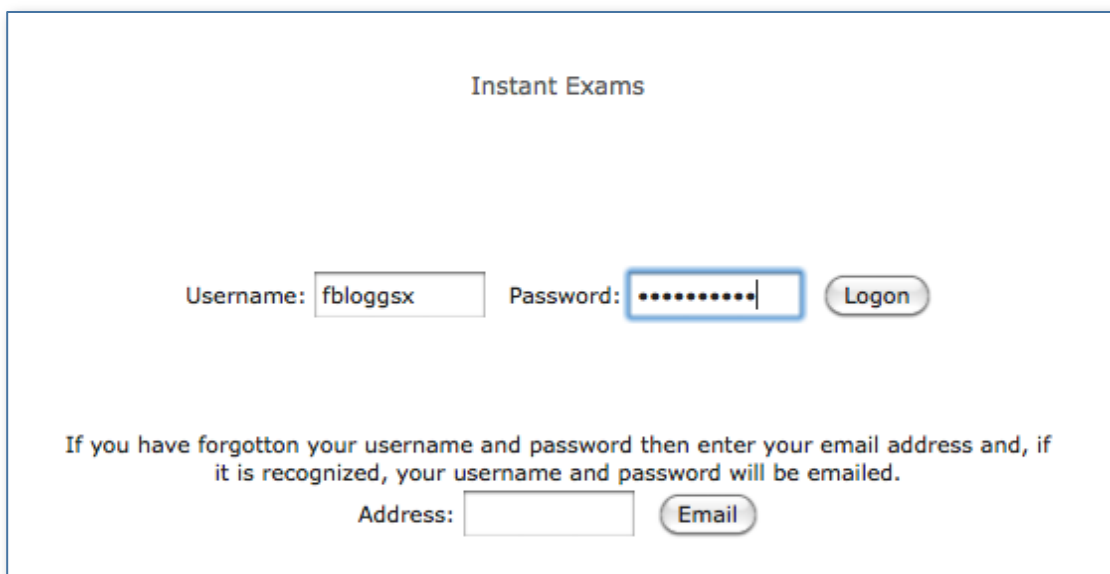
Logging in to your Instant Exams account

Once you have registered for an Instant Exams account on the Question Tools website, you will receive an email giving you details of your user id.
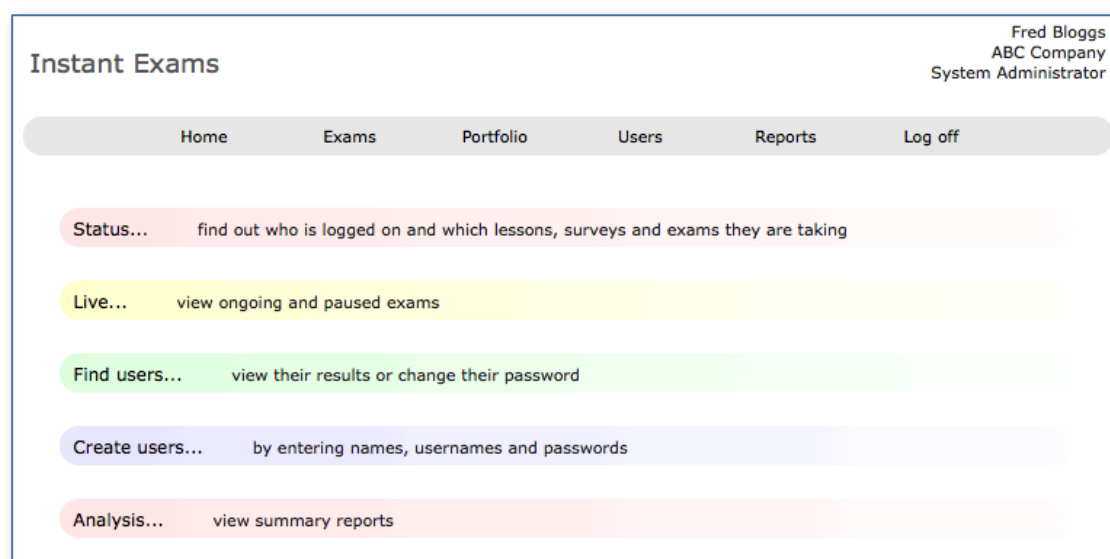
The email will look like this (note that the log on details shown here are for demonstration purposes only – you will receive your own specific user id via an email).

```
Hi

Welcome to your new Question Tools Instant Account.

Here are the on details for Fred Bloggs (ABC Company)

Username: fbloggsx
Password: fb9qbj34tn

Expiry: 14 January 2014

You will find the site at:

http://c1.instantexams.com/
```

You can either click on the link, or copy and paste the site address into your web browser. You will see this webpage and you just need to enter the user id from your email into the fields:

Instant Exams

Username: fbloggsx   Password: •••••••••• (Logon)

If you have forgotton your username and password then enter your email address and, if it is recognized, your username and password will be emailed.
Address: [   ] (Email)

Once you have logged on, you will see a screen very similar to this:

Because you are logging on with some admin privileges, you are offered a range of possible activities. The users you create as candidates will not see the same range of options.

Reviewing available content

You might first want to familiarise yourself with the range of exams that are available for you to offer to your candidates. To view the exams, select the Exams link from the top grey bar. You will see a list of tests that you can allocate to your users, grouped into main categories. You can contract or expand the categories by clicking on them, so you can see which exams are allocated to which course heading.

Why does this matter? Because you can be flexible about which groups of exams you add to different candidates' portfolios. Fred Bloggs, in our example, is keen for one of his staff to do the customer service tests, while he wants another, who performs a different role only to test out her IT skills. You will learn how to do this using 'User groups' in a later section of this Guide.

You can review the content by course (groups of related tests) or by a simple alphabetical list of the tests that are currently available.

You can choose 3 different views of the content by clicking here

Instant Exams

Fred Bloggs
ABC Company
System Administrator

| Home | Exams | Portfolio | Users | Reports | Log off |

| Course View | List View | Course List |

Not Taken

Practice

    Practice Exam

Customer Service ← You can expand these categories to see the tests they contain by clicking on them

Health and Safety

IT Skills

Literacy

Numeracy

    General Numeracy
    Area and Volume (easy)
    Area and Volume (tricky)
    Currency Conversion
    Discounts (easy)
    Discounts (tricky) ← Here you can see a list that has been expanded
    Interpreting Data
    Mental Maths (easy)
    Mental Maths (tricky)
    Money (easy)
    Money (tricky)
    Number Handling
    Percentages
    Time (easy)
    Time (tricky)
    Understanding Charts and Graphs
    Understanding Data
    Weights and Measures (easy)
    Weights and Measures (tricky)
    Working out Costs (easy)
    Working out Costs (tricky)

Work Skills

    General Business Knowledge
    Time Management

Creating users

Select the Create users option from the list of coloured bars, and you will be shown an empty form where you need to enter your users' details. In the screenshot below, Fred has already entered the details for Anya and Bill:

However, before Fred presses 'add users' in our example here, he first wants to allocate these users to particular user groups so that when they log on they only see the exams that are relevant to them.

To add the new users to specific user groups, double click on the user group name (which corresponds to the exam categories you looked at earlier) and you will see the name of the user group transfer from the right hand box of available user groups to the left hand box of user groups to which the new users will belong.

Fred decides to add his two new users to the Customer Service and Health and Safety user groups so that they will see tests on these subjects when they log on.

After doing this, Fred presses the 'Add Users' button and gets the following confirmation

When you are happy with the user details you have entered, simply press the Add Users button. If you have inadvertently tried to create two candidates with the same username, the system will not create the duplicate user and will pop up

a warning message to let you know why not. The system will confirm which users it has created. The system will send an automated email to both Anya and Bill containing their user ids, so Fred doesn't need to anything other than ask them to take the tests he has allocated to their portfolios.

Fred decides he needs to add Anya and Bill's manager, Edwina, to the system so that she can see how they do on the tests. He enters Edwina's details on the same form, but selects 'Manager' as her user type. He then presses Add Users, and gets a confirmation from the system that her user id has been created:

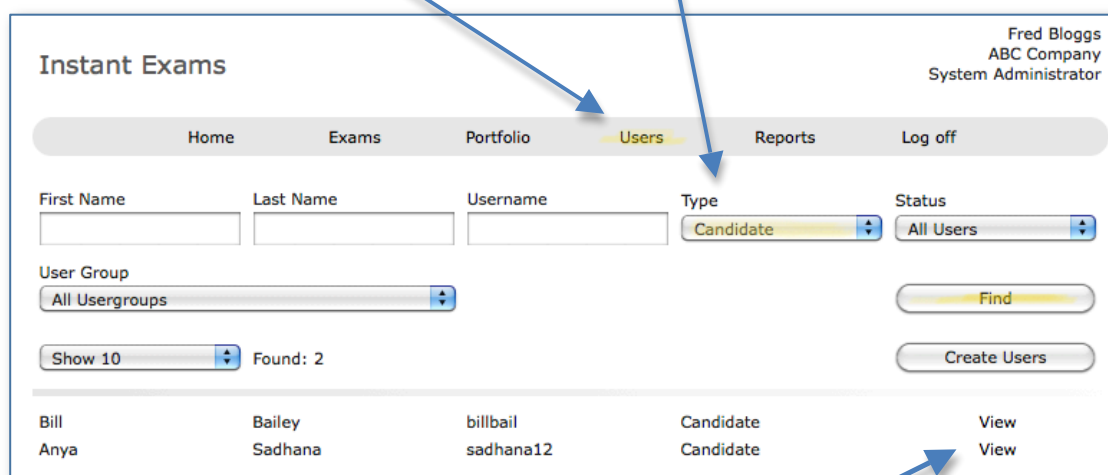User created: Edwina Eggs (edwineg)
Create new users as: Managers
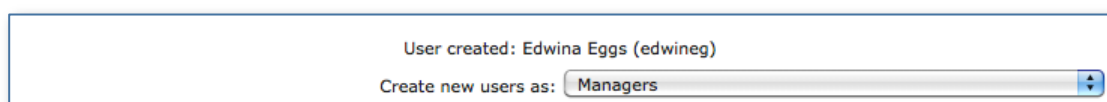
Again, as long as Bill has entered Edwina's email address, the system will send an automated email to her giving her the details of her log on.

Finding and editing user profiles

You can review user profiles and change them at any time. First you need to find the specific user and then you can view and edit their details. You can find users a number of ways – by name, by user type (e.g. candidates only), and by user group (e.g. all users in the group taking the customer service test.

For example, Fred finds all the candidates on the system, by selecting the Users button from the top bar, and then choosing Candidate in the User type menu and then pressing Find.

Instant Exams

Fred Bloggs
ABC Company
System Administrator

| Home | Exams | Portfolio | Users | Reports | Log off |

First Name   Last Name   Username   Type   Status

Candidate   All Users

User Group

All Usergroups   Find

Show 10   Found: 2   Create Users

| Bill | Bailey | billbail | Candidate | View |
| Anya | Sadhana | sadhana12 | Candidate | View |

Fred can now look at Anya's portfolio by selecting the View link to the right of her name. He then sees her record.

Fred decides that she really needs to take the IT tests and not the Health and Safety tests, so he changes her record by double-clicking on IT Skills to add it to her portfolio and then presses Change to implement these edits. He also decides that she doesn't need to take the Health and Safety tests, so he double-clicks on this user group to remove her from it.

Anya's record now looks like this:

Fred can change any of the details on Anya's record if he chooses, so if she were to leave the company, he could change her status from 'active' to 'deleted' and she would be purged from the database. However, Fred might choose only to make her an inactive user, which would mean that she couldn't log on or take tests, but the company would retain a record of her results and Fred could look them up if he ever needed to – for example, if he needed to show an audit trail to a regulatory authority.

Reviewing test results

There are two main ways to view results – by candidate or by test. Fred can choose to look at a single candidate's results in detail, or he can select Reports from the top bar and view a number of different analyses for each of the tests (group data).

In our example, Fred chooses to look at Anya's results in detail first. He finds Anya and selects View. He can see that Anya has taken several tests and done quite well in most, but has failed the Dealing with Customers test.

Edwina, who is Anya's manager, will also be able to see these results as she has manager's privileges. This means that she will be able to look through Anya's tests and pick out any specific points that Anya needs to learn from. Edwina could choose to go through the Dealing with Customers test with Anya, screen by screen to see where she is choosing inappropriate options. This will give them both a chance to discuss ways that Anya could develop her customer service skills and set targets for improvement in this area.

In order to review the exam in detail, either Edwina or Fred can simply click on the link next to the result:
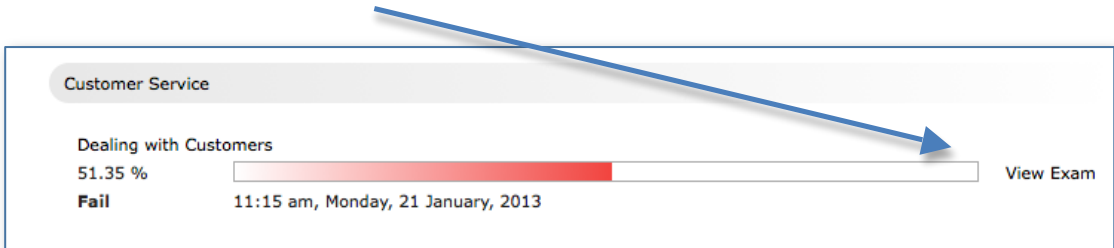
This will pop open a window showing the results screen from this test;
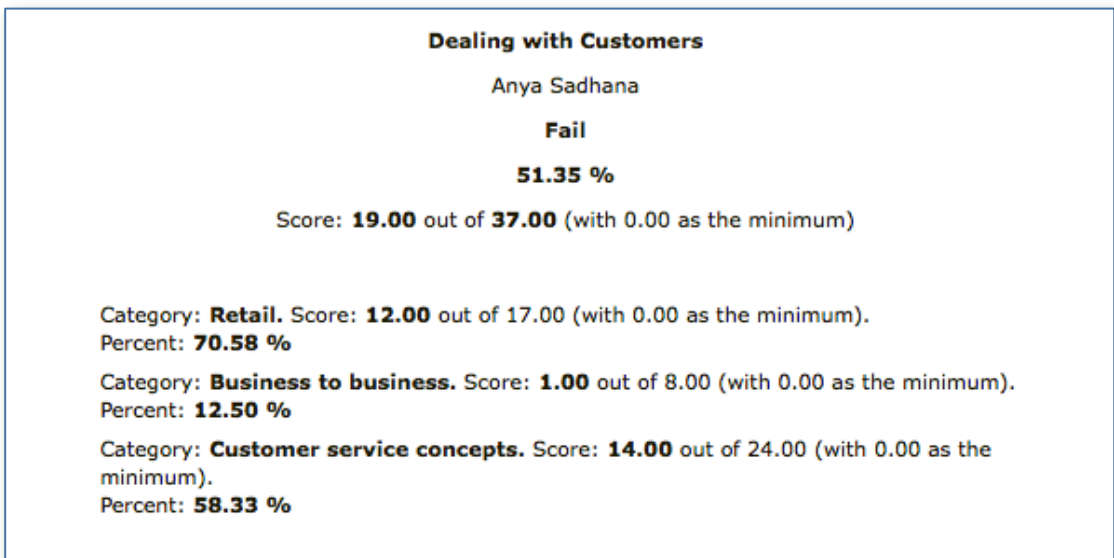
It is also possible to use the slider at the base of this screen to navigate through the test and view it on a screen-by-screen basis. For example, Edwina may want to discuss Anya's answers to this question with her:

Rate each of these statements about customer behaviour as true or false.

True | False ✓ — A sincere apology is often better received by a complaining customer than a gift

True | False ✗ — Giving discounts always increases a customer's overall spend with an organisation

True | False ✗ — Business customers make all their buying decisions based on rational choices

True | False ✓ — Dissatisfied customers are more likely to tell friends/colleagues about their experiences than satisfied ones

Each of the candidate's tests may be viewed in detail in this way.

Reports

Sometimes, however, you may find it useful to view all the results for a particular test. To do this, you need to choose the link to Reports, as Fred has done to get the screen below:

Fred is interested in the overall results for computer literacy as he is concerned that too many staff lack the basic knowledge they need in this area.

Instant Exams

Home	Exams	Portfolio	Users	Reports	Log off

Results: Computer Literacy

Current Version Only

All Attempts

Percentage correct:	94.63 %	
Pass rate:	59.15 %	

Pass Categories

Fail:	58	
Pass:	84	
Number of results:	142	

Screen Categories

Mandatory:	95.89	
Non-Mandatory:	92.74	

Explanation

All results means that every attempt is counted. This means that if someone takes the exam eight times then their attempts add eight results to the total. In other words, people who take the exam multiple times are over-represented in the results.

Individual results...

Latest Attempts

Best Attempts

First Attempts

All Versions

Fred is encouraged by the high scores that staff are achieving on this test.

Reviewing current activity on the system

From the home screen, there are a couple of links that let you review current activity on the system – so you can see who is logged on and taking tests.

When Fred follows the Status link, he sees this – showing that Anya is logged on and taking the Excel test:

Fred then looks to see how Anya is doing by choosing the Live link:

This screen will also let Fred Pause or force Finish a live test. For example, supposing that Anya is suddenly called away for a work emergency, Fred could choose Pause and the test would 'wait' until Anya logged back in to resume it once the emergency had been dealt with (several days later if necessary). This is particularly useful if the test has a time limit as it will 'pause' the clock.

If Fred selects the Finish link from this screen, he will force Anya out of the test and the result will be recorded as a completed test (Anya will not be able to resume a force-finished test). This can be useful when candidates do not properly finish a test, but simply complete it and then close the browser and depart. When candidates do this, the test result is held in abeyance and not displayed in the candidate's portfolio, so force finishing the test would enable Fred or the candidate's manager to see the result immediately.