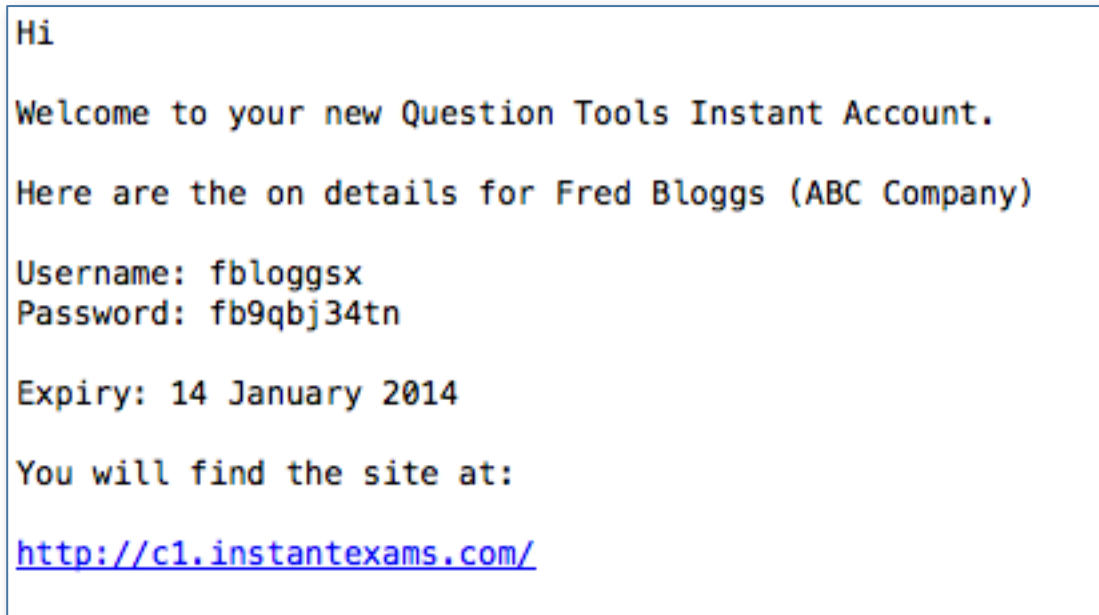


## Instant Exams: User guide

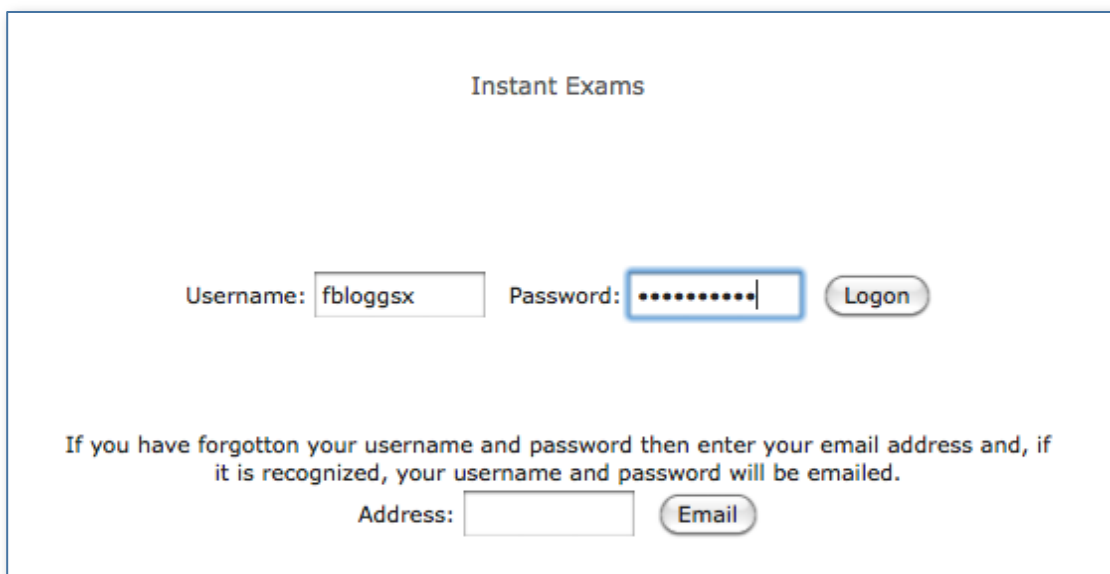
### Logging in to your Instant Exams account

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.

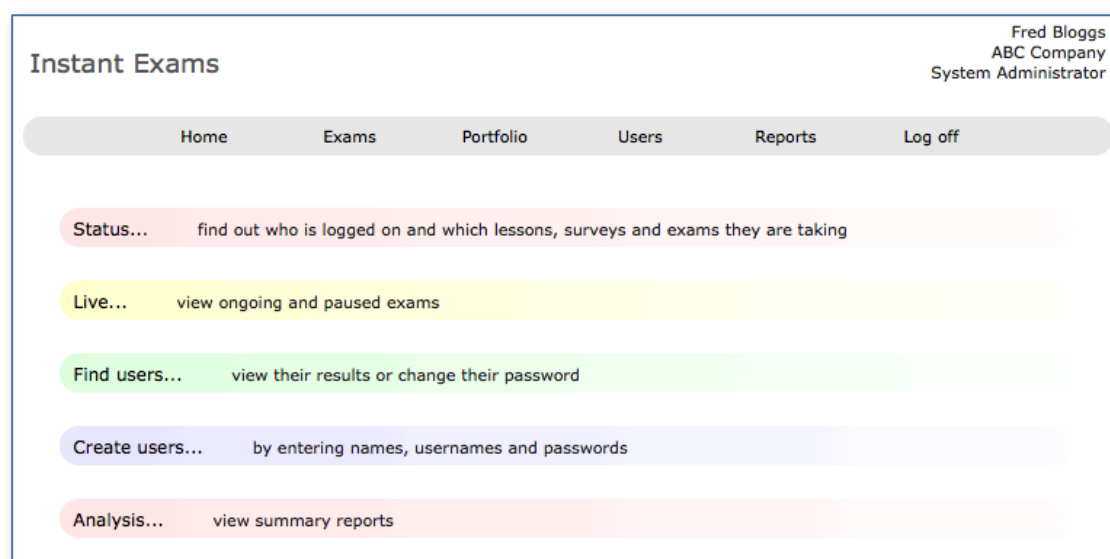
The email will look like this (note that the log on details shown here are for demonstration purposes only – you will receive your own specific user id via an email).



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:



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.

The screenshot shows the 'Instant Exams' interface. At the top right, it identifies the user as 'Fred Bloggs, ABC Company System Administrator'. The main navigation bar includes 'Home', 'Exams', 'Portfolio', 'Users', 'Reports', and 'Log off'. Below this is a secondary view selector with 'Course View', 'List View', and 'Course List'. The 'Not Taken' section lists various exam categories: Practice (with a sub-item 'Practice Exam'), Customer Service, Health and Safety, IT Skills, Literacy, Numeracy (with a long list of sub-items), and Work Skills (with sub-items 'General Business Knowledge' and 'Time Management'). Blue arrows point from the 'Portfolio', 'Users', and 'Reports' menu items to the 'Course View', 'List View', and 'Course List' buttons respectively. Another arrow points from the 'Customer Service' category to the 'Practice Exam' sub-item. A third arrow points from the 'Numeracy' category to its expanded list of sub-items. Text annotations explain that clicking on these categories expands them to show the tests they contain.

**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

Health and Safety

IT Skills

Literacy

Numeracy

- General Numeracy
- Area and Volume (easy)
- Area and Volume (tricky)
- Currency Conversion
- Discounts (easy)
- Discounts (tricky)
- 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

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

Here you can see a list that has been expanded

## 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:

Instant Exams

Fred Bloggs  
ABC Company  
System Administrator

Home Exams Portfolio Users Reports Log off

Create new users as: Candidates

Users belong to these user groups

User groups you could add

- Customer Service
- Health and Safety
- IT Skills
- Literacy
- Numeracy
- Work Skills

Double click on a group to move it.

First Name	Middle	Last Name	Username	Password	Email
Anya		Sadhana	sadhana12	*****	iasadhana@abc.com
Bill		Bailey	billbail	*****	jill.bailey@abc.com

Email log on details to new users

Add Users

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.

Fred Bloggs  
ABC Company  
System Administrator

## Instant Exams

Home
Exams
Portfolio
Users
Reports
Log off

Create new users as: Candidates

Users belong to these user groups

Customer Service  
Health and Safety

User groups you could add

IT Skills  
 Literacy  
 Numeracy  
 Work Skills

Double click on a group to move it.

First Name	Middle	Last Name	Username	Password	Email
<input type="text" value="Anya"/>	<input type="text"/>	<input type="text" value="Sadhana"/>	<input type="text" value="sadhana12"/>	<input type="password" value="*****"/>	<input type="text" value="sadhana@abc.com"/>
<input type="text" value="Bill"/>	<input type="text"/>	<input type="text" value="Bailey"/>	<input type="text" value="billbail"/>	<input type="password" value="*****"/>	<input type="text" value="bill.bailey@abc.com"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>	<input type="text"/>

Email log on details to new users

Add Users

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

Fred Bloggs  
ABC Company  
System Administrator

## Instant Exams

Home
Exams
Portfolio
Users
Reports
Log off

User created: Anya Sadhana (sadhana12)

User created: Bill Bailey (billbail)

Create new users as: Candidates

Users belong to these user groups

Customer Service  
Health and Safety

User groups you could add

IT Skills  
 Literacy  
 Numeracy  
 Work Skills

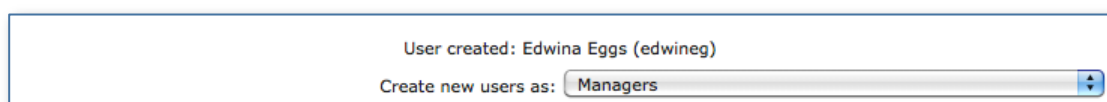
Double click on a group to move it.

First Name	Middle	Last Name	Username	Password	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>	<input type="text"/>

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 do 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:

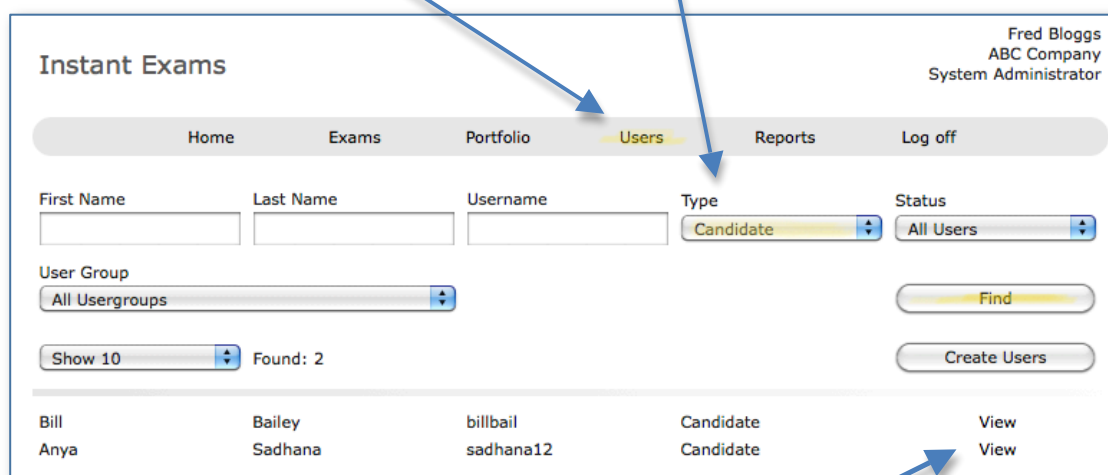


Again, as long as Bill has entered Edwina's email address, the system will send an automated email to her giving her the details of her log on.

### 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.



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 Bloggs  
 ABC Company  
 System Administrator

### Instant Exams

Home   Exams   Portfolio   Users   Reports   Log off

**Anya Sadhana (sadhana12)**

First Name Anya	Middle Name 	Last Name Sadhana	Type Candidate	Status Active User
Username sadhana12	Password *****	Email anya.sadhana@abc.co	Organization ABC Company	

Belongs to these User Groups Customer Service Health and Safety	User Groups you could add Literacy Numeracy Work Skills <b>IT Skills</b>	ID Number <input type="text"/>
---	--	-----------------------------------

*Double-click to move user groups.*

Display All Results

Practice

Practice Exam  
-- %

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 Bloggs  
 ABC Company  
 System Administrator

### Instant Exams

Home   Exams   Portfolio   Users   Reports   Log off

**Anya Sadhana (sadhana12)**

First Name Anya	Middle Name 	Last Name Sadhana	Type Candidate	Status Active User
Username sadhana12	Password *****	Email anya.sadhana@abc.co	Organization ABC Company	

Belongs to these User Groups Customer Service <b>IT Skills</b>	User Groups you could add Literacy Numeracy Work Skills Health and Safety	ID Number <input type="text"/>
--	---	-----------------------------------

*Double-click to move user groups.*

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.

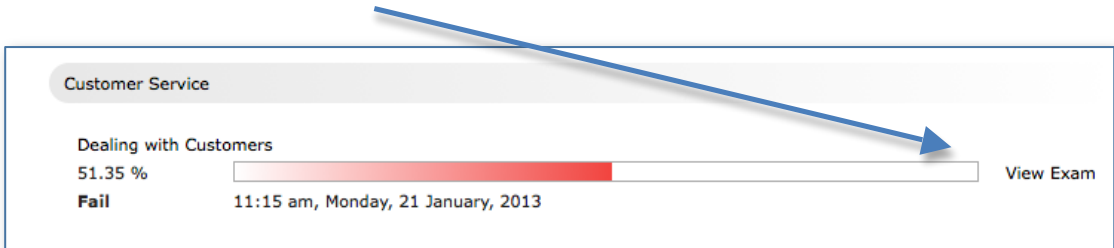
The screenshot displays the 'Instant Exams' interface for user Fred Bloggs, System Administrator at ABC Company. The interface includes a navigation bar with links for Home, Exams, Portfolio, Users, Reports, and Log off. The main content area shows results for candidate Anya Sadhana (sadhana12). A 'Display All Results' button is visible. The results are categorized into three sections: Practice, Customer Service, and IT Skills. Each section lists specific tests with their scores, pass/fail status, and dates. Progress bars indicate the score percentage for each test.

Category	Test Name	Score	Status	Date	Action
Practice	Practice Exam	83.67 %	Pass	02:45 pm, Tuesday, 15 January, 2013	View Exam
	Customer Service	51.35 %	Fail	11:15 am, Monday, 21 January, 2013	View Exam
IT Skills	Entering Information Accurately	78.26 %	Pass	02:53 pm, Tuesday, 15 January, 2013	View Exam
	Computer Literacy	100.00 %	Excellent	02:47 pm, Tuesday, 15 January, 2013	View Exam
	Data Protection and Confidentiality	82.30 %	Pass	11:09 am, Monday, 21 January, 2013	View Exam

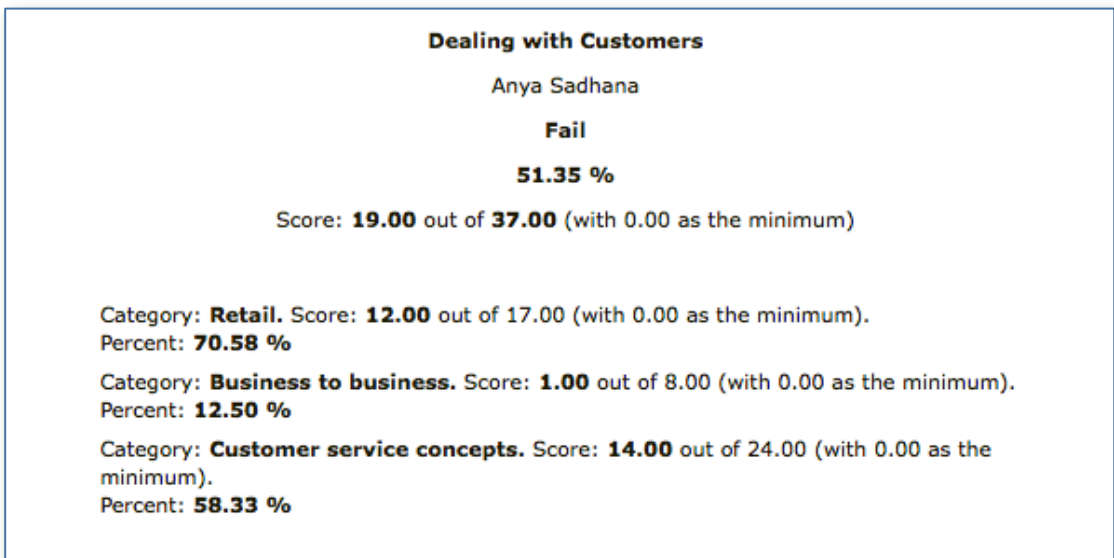


Edwina, who is Anya's manager, will also be able to see these results as she has manager's privileges. This means that she will be able to look through Anya's tests and pick out any specific points that Anya needs to learn from. Edwina could choose to go through the Dealing with Customers test with Anya, 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:

The screenshot shows the 'Instant Exams' interface. In the top right corner, the user is identified as 'Fred Bloggs, ABC Company System Administrator'. A navigation bar contains links for 'Home', 'Exams', 'Portfolio', 'Users', 'Reports', and 'Log off'. The 'Reports' link is highlighted. Below the navigation bar, there are two main sections: 'Results' and 'Question Analyses'. Each section contains a list of exam categories.

**Instant Exams** Fred Bloggs  
ABC Company  
System Administrator

Home Exams Portfolio Users Reports Log off

**Results**

- Practice Exam
- General Numeracy
- Area and Volume (easy)
- Area and Volume (tricky)
- Communication Skills
- Comparisons
- Computer Literacy
- Currency Conversion
- Data Protection and Confidentiality
- Dealing with Customers
- Discounts (easy)
- Discounts (tricky)
- Entering Information Accurately
- Excel
- Fire Safety
- General Business Knowledge
- Interpreting Data
- Manual Handling
- Mental Maths (easy)
- Mental Maths (tricky)
- Money (easy)
- Money (tricky)
- Number Handling
- Percentages
- Preventing Workplace Accidents
- Punctuation
- Reading and Understanding
- Selecting Words
- Spelling
- Spelling, Vocabulary and Punctuation
- Time (easy)
- Time (tricky)
- Time Management
- Understanding Charts and Graphs
- Understanding Data
- Weights and Measures (easy)
- Weights and Measures (tricky)
- Word
- Working out Costs (easy)
- Working out Costs (tricky)
- Writing for Different Audiences and Media

**Question Analyses**

- Practice Exam
- General Numeracy
- Area and Volume (easy)
- Area and Volume (tricky)

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.

Fred Bloggs  
Bloggs & Co  
System Administrator

## 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.

Status...	find out who is logged on and which lessons, surveys and exams they are taking
Live...	view ongoing and paused exams

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

Fred Bloggs  
ABC Company  
System Administrator

**Instant Exams**

Home   Exams   Portfolio   Users   Reports   Log off

Users currently online

Name	Organization	User Type	Host	Taking Exam	Inactivity
Fred Bloggs	ABC Company	System Administrator	x9.instantexams.com		
Anya Sadhana	ABC Company	Candidate	x9.instantexams.com	Excel	

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

**Live Results**

Anya Sadhana	Excel (In Progress)	Started 11:30, 23/01/2013	Last contact: Today at 11:36 am
	<div style="width: 95%; background-color: green; height: 10px;"></div>		95.00 % progress
Logged in	Pause		Finish

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.