



YouTestMe

How to request ID update/How to upload ID after finishing the test

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1 Introduction

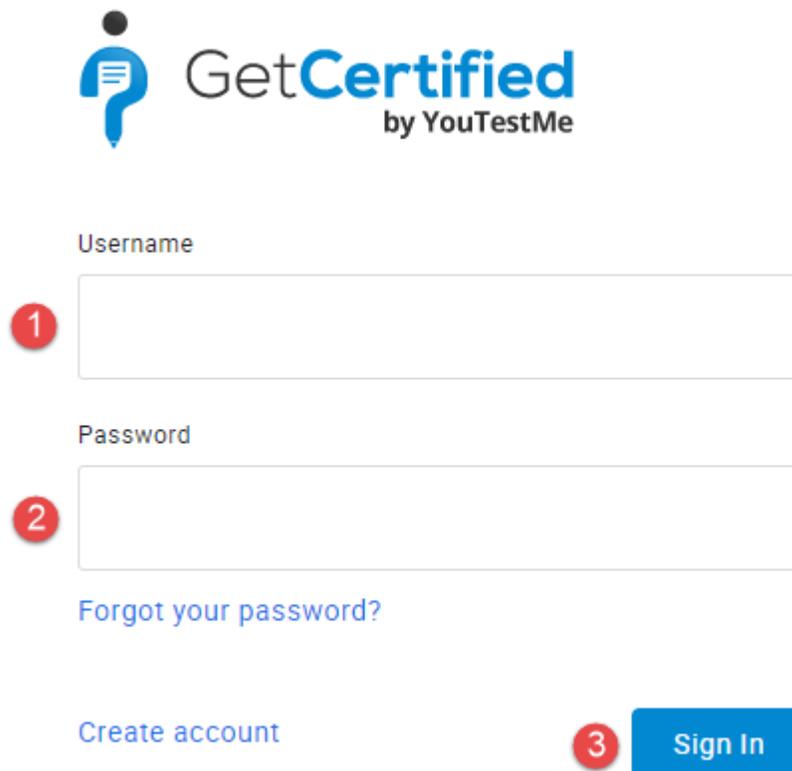
This document represents step-by-step instructions for performing UAT on the ID re-upload workflow whose participants are the candidate, YTM proctor, and IFSE CSR.

2 Steps

2.1 How to access the sandbox instance

To access the p instance, please go to sandboxexams.ifse.ca and enter:

1. Username.
2. Password.
3. Click the "Sign in" button to enter the platform.





Username

1

Password

2

[Forgot your password?](#)

[Create account](#) 3

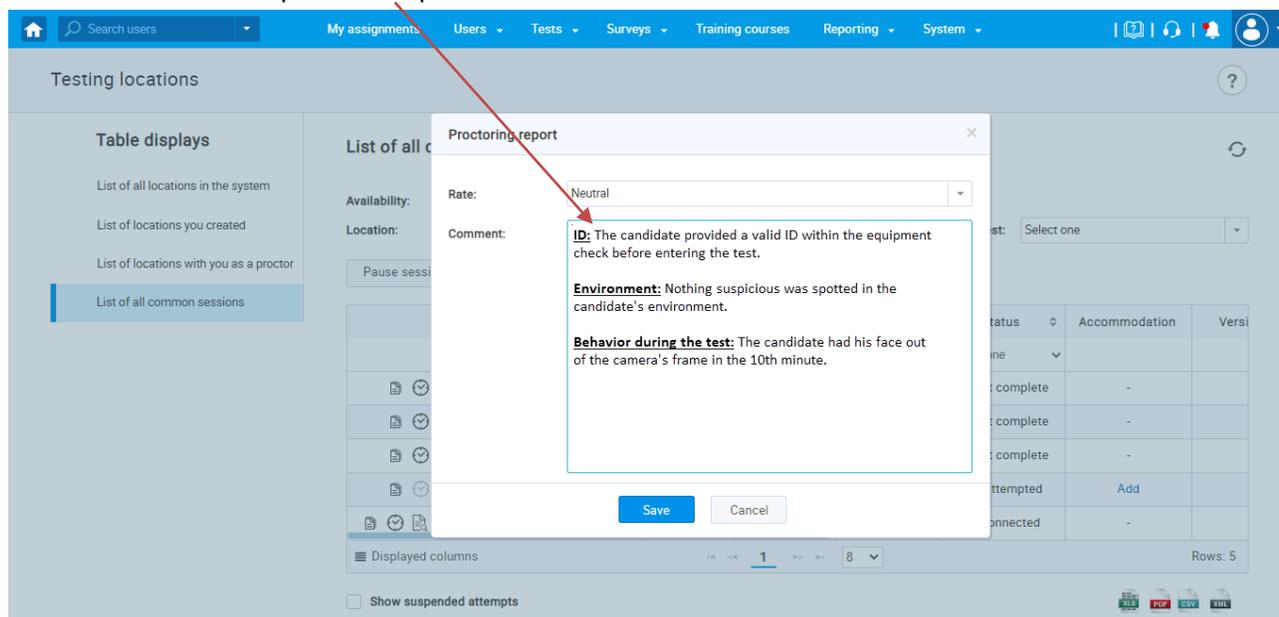
2.2 Sending update ID request

The standard procedure of the "Record&Review" model for the YTM proctor after the candidate finishes the test is an ID check. There are two possible outcomes:

1. The candidate provided a **valid ID** within the equipment check before entering the test
2. The candidate provided an **invalid ID** within the equipment check before entering the test

2.2.1 The candidate provided a valid ID within the equipment check before entering the test

If the candidate provided a valid ID within the equipment check before entering the test, the YTM proctor would note that in the proctor's report.



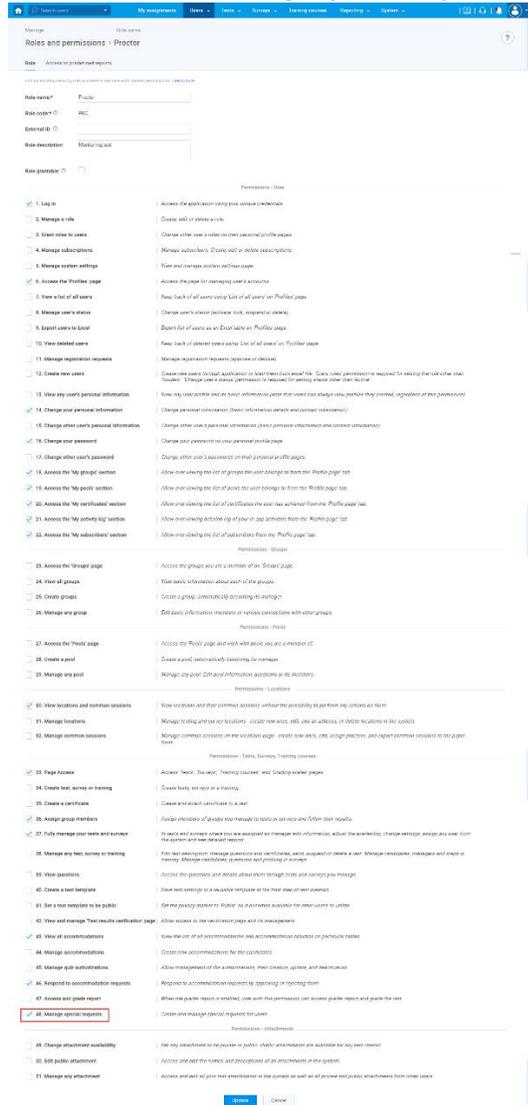
Note: In this case, the update ID request will not be sent to the candidate.

2.2.2 The candidate provided an invalid ID within the equipment check before entering the test

If the candidate provided an invalid ID within the equipment check before entering the test, the YTM would send the "update ID" request.

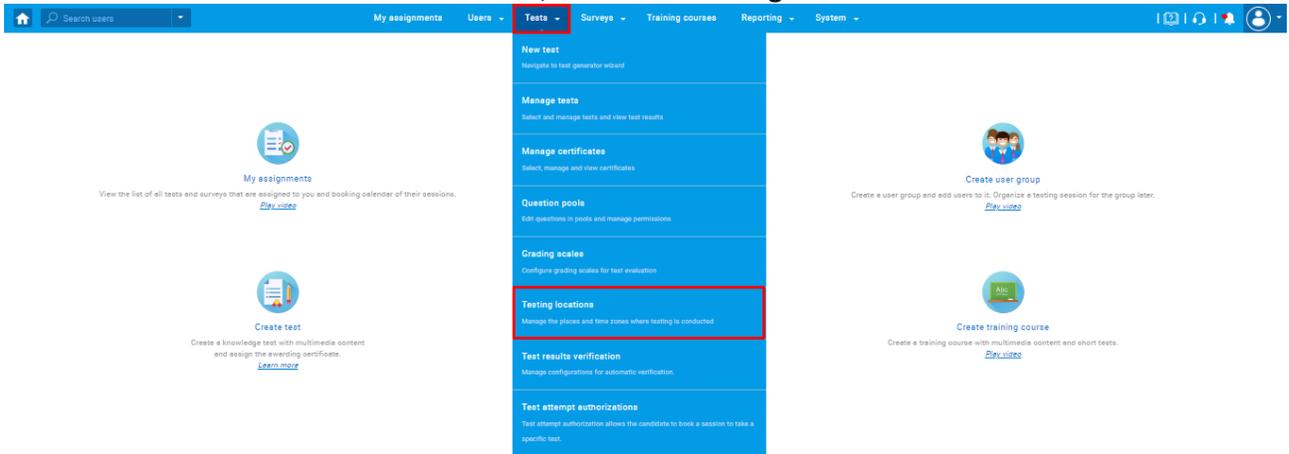
To perform UAT of this feature, you should follow the next steps:

1. Add the "48. Manage special requests" permission to the proctor role.

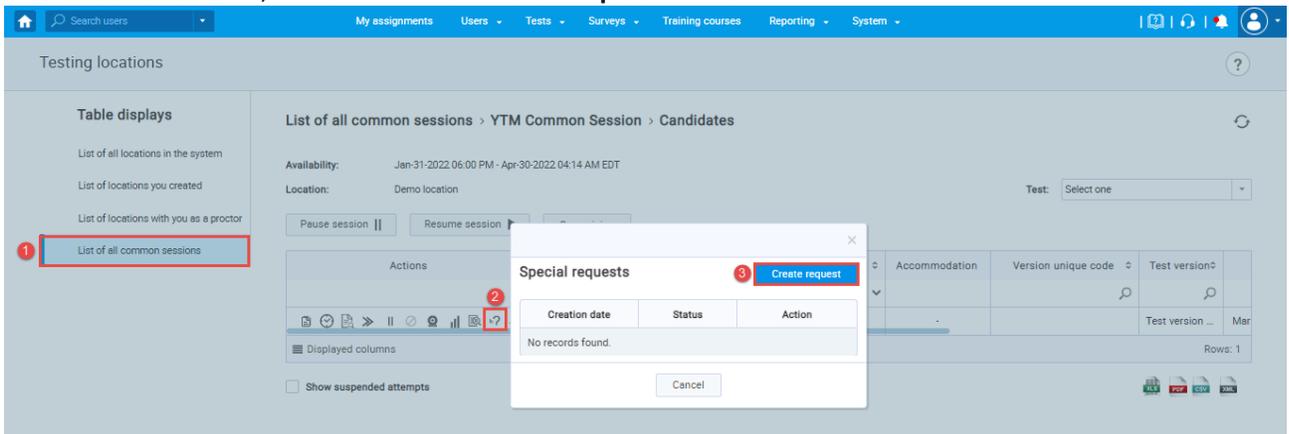


2. Log in with the user that has a proctor role.

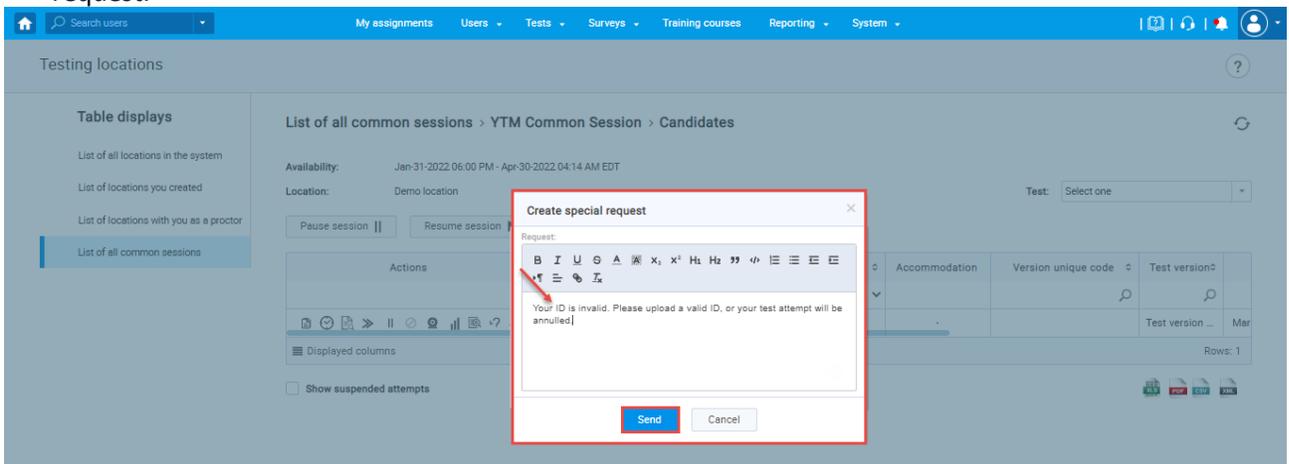
3. Hover over the "Tests" in the main menu, and select "Testing locations".



4. On the "List of all common sessions" tab, click on the "Create special request" icon from the "Actions" column, and click on the "Create request" button.



5. The "Create special request" form will appear, where you should enter the description of the request.



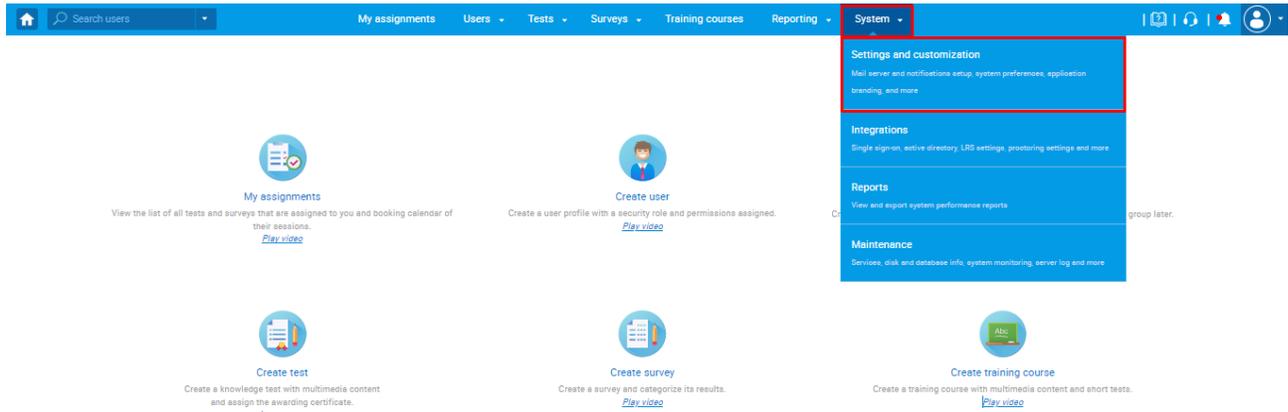
Note: IFSE can provide the desired description that the YTM proctor will use.

2.2.3 Configuring the "Special request notification" email

The "Special request notification" is triggered when the YTM proctor clicks on the "Send" button from the step above.

IFSE can configure the email notification in the desired way. To do so, you should follow the next steps:

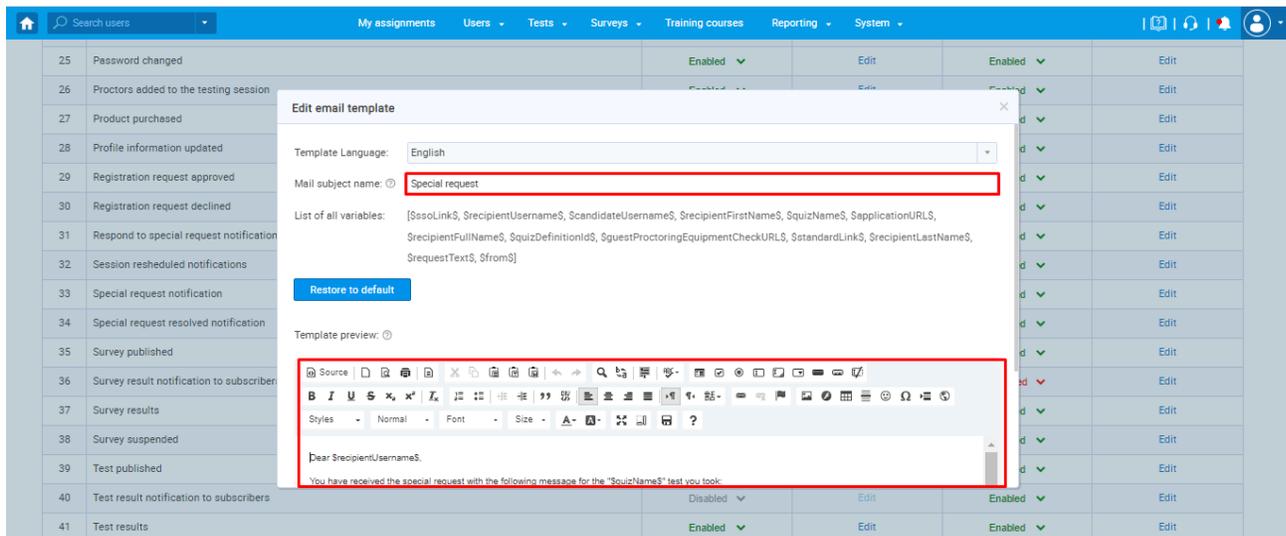
1. Hover over the "System" in the main menu, and select "Settings and customization".



2. On the "Notifications" tab, scroll down and click "Edit" on the 33rd notification - "Special request notification".



3. You can customize the mail subject name and content of it.



2.3 Updating ID

If the candidate provided an invalid ID within the equipment check before entering the test, they would receive a request to update the ID by email.

Dear Melissa ,

You have received the special request with the following message for the "Management" test you took:

Your ID is invalid. Please upload a valid ID, or your test attempt will be annulled.

To respond to the request, please use the following [link](#) to log in directly or the following [link](#) to log in manually.

Best Regards,

YouTestMe

Note: This email notification could be customized by IFSE (since IFSE candidates do not log in manually, it is recommended to remove the 2nd link). More information can be found in this [chapter](#).

To update the ID, the candidate should follow the next steps:

1. Click on the SSO link from the email.

Dear Melissa ,

You have received the special request with the following message for the "Management" test you took:

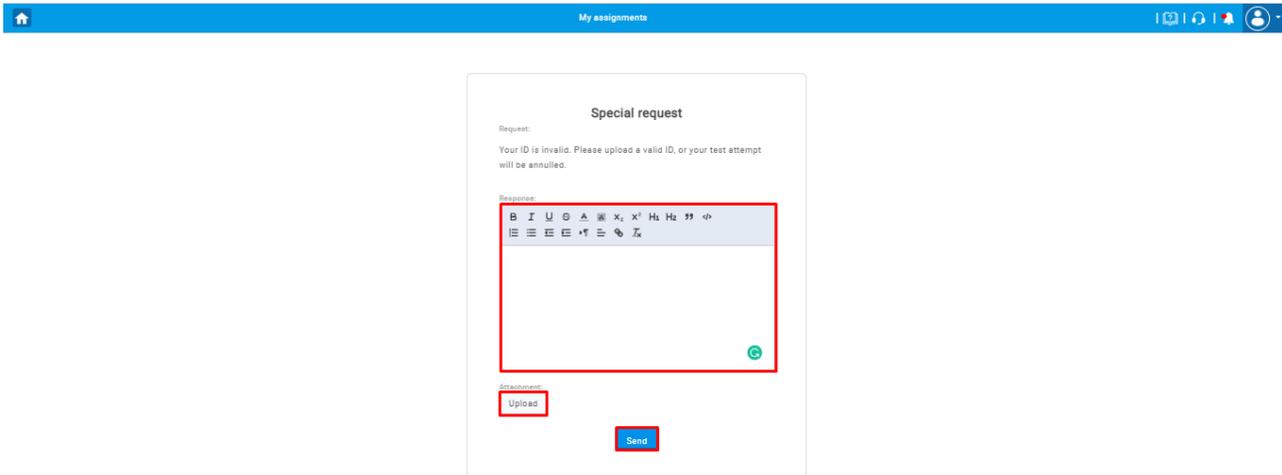
Your ID is invalid. Please upload a valid ID, or your test attempt will be annulled.

To respond to the request, please use the following [link](#) to log in directly or the following [link](#) to log in manually.

Best Regards,

YouTestMe

2. Add the response, upload a valid ID, and click on the "Send" button.



Once the candidate responds to the update ID request, the YTM proctor will receive the following email notification.

Dear Proctor,

You have received the special request response from the student with a "09468" username who took the "Management" test with the following message:

Here is the valid ID.

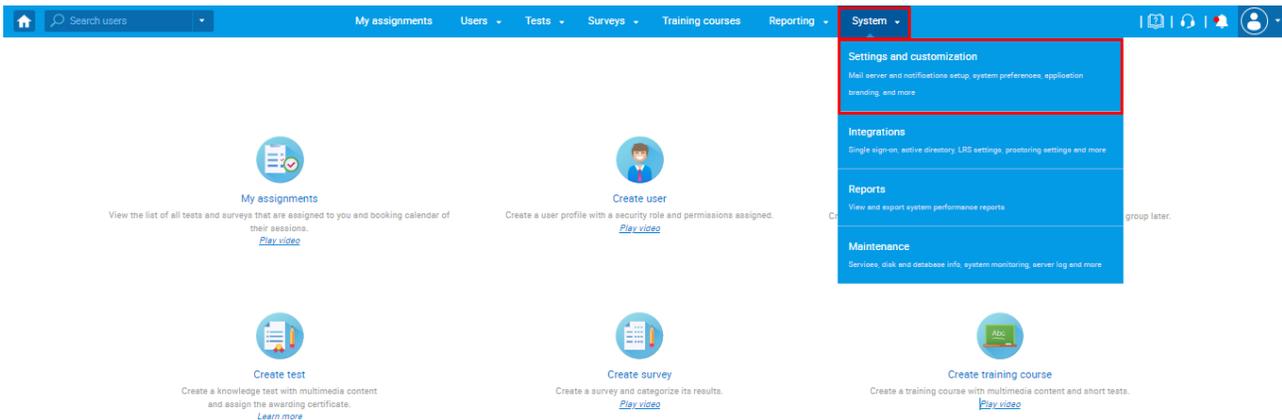
To review the response, please use the following [link](#) to log in directly or the following [link](#) to log in manually.

Best Regards,

YouTestMe

2.3.1 Configuring the "Respond to special request notification" email

This email notification will receive YTM proctors. To customize it, you should hover over the "System" in the main menu and select "Settings and customization".



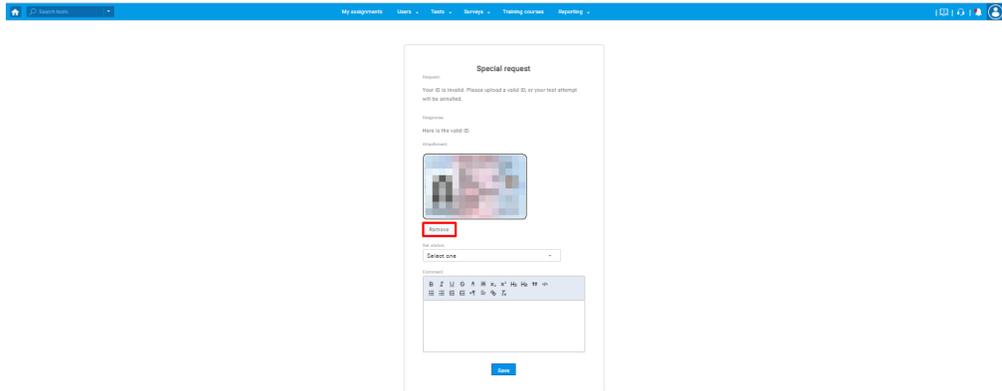
On the "Notifications" tab, scroll down and click "Edit" on the 31st notification - "Respond to special request notification".

2.4 Setting the status of the updated ID

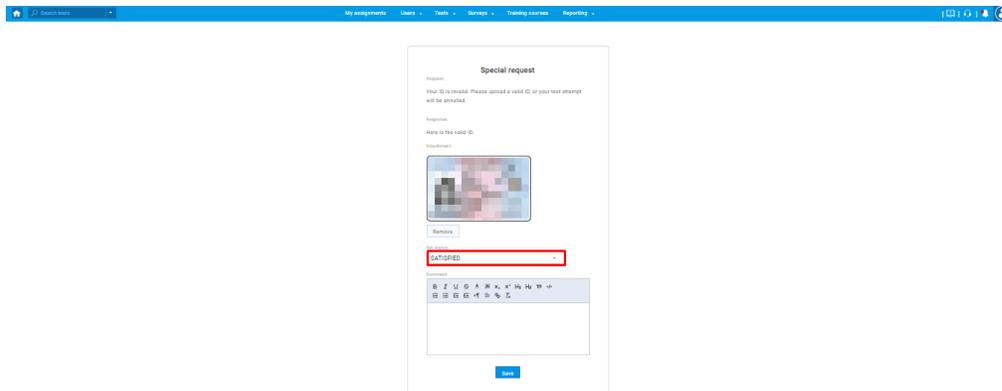
To check the updated ID and to set the status, follow the next steps:

1. Click on the SSO link from the email or 2nd link to log in manually.
2. See the candidate's response, and check the ID.
 - 2.1. If the ID is valid, follow the next steps:

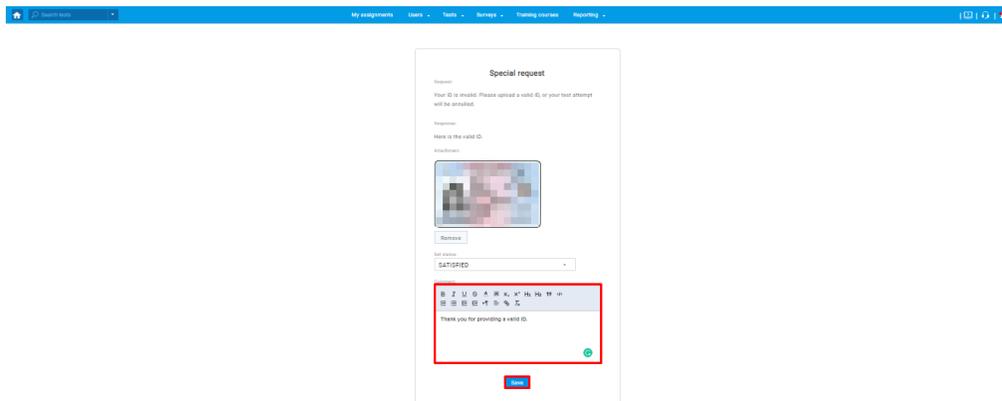
2.1.1. Click on the **"Remove"** button to delete the ID.



2.1.2. Set status to **"SATISFIED"**.



2.1.3. Add a comment and click on the **"Save"** button.



Note: The candidate will receive the following email notification.

Dear Melissa,

Thank you for providing a valid ID.

The status of the special request you previously responded to is **SATISFIED**.

To view the resolved request, please use the following [link](#) to log in directly or the following [link](#) to log in manually.

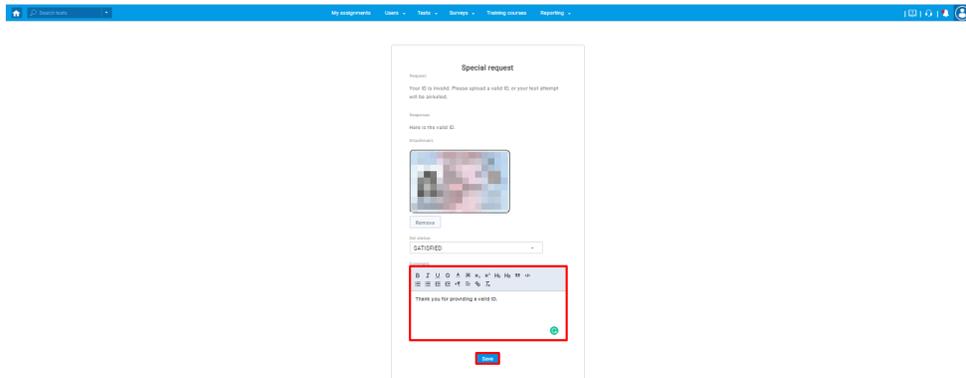
Best Regards,

Note: Instructions on how to customize this email notification can be found in this [chapter](#).

2.2. If the ID is not valid, follow the next steps:

2.2.1. Set status to "**UNSATISFIED**".

2.2.2. Add a comment and click on the "**Save**" button.



Note: The candidate will receive the following email notification.

Dear Melissa,

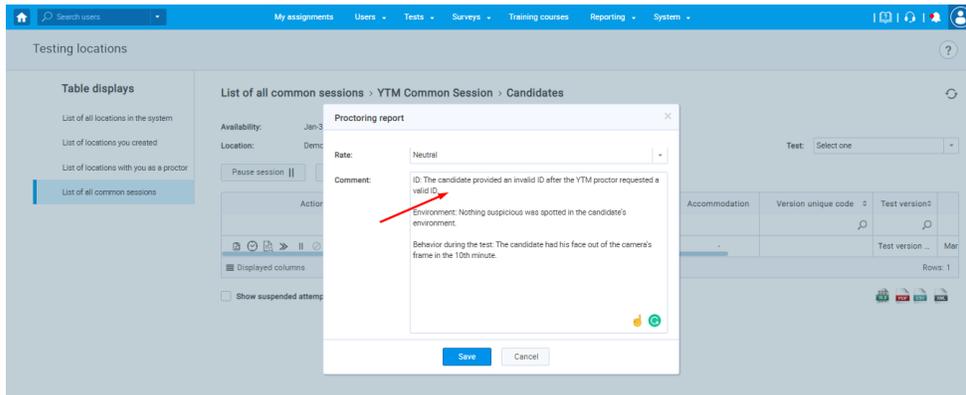
Unfortunately, you provided an invalid ID.

The status of the special request you previously responded to is **UNSATISFIED**.

To view the resolved request, please use the following [link](#) to log in directly or the following [link](#) to log in manually.

Best Regards,

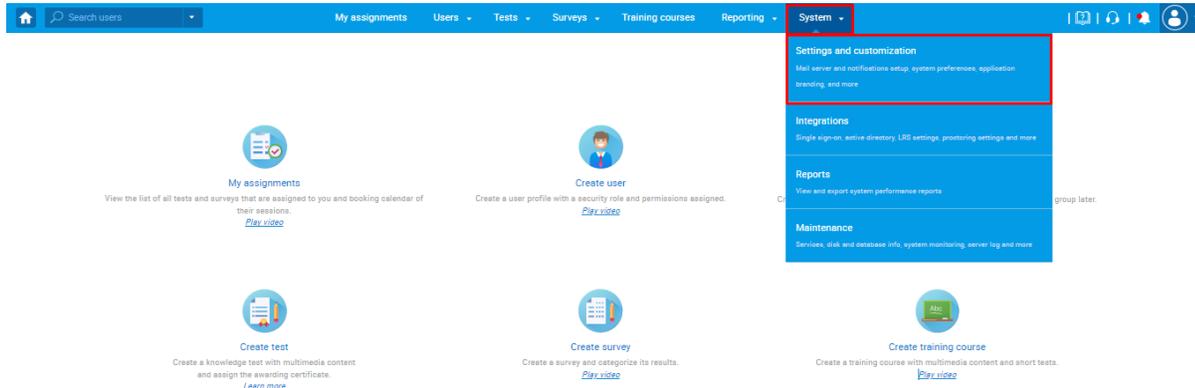
2.2.3. Note that in the proctor's report.



2.4.1 Configuring the “Special request resolved notification” email

This email notification could be customized by IFSE. To do so, you should follow the next steps:

1. Hover over the "System" in the main menu, and select "Settings and customization".



2. On the "Notifications" tab, scroll down and click "Edit" on the 34th notification - " Special request resolved notification".

The screenshot shows the 'Notifications' tab with a list of 36 notifications. The 34th notification, 'Special request resolved notification', is highlighted with a red border. The 'Edit' button for this notification is also highlighted with a red border.

ID	Notification	Status	Action	Enabled	Visible	Group	
16	Feedback Sent	Disabled	▼	Edit	Enabled	▼	Edit
17	Grader report submitted	Enabled	▼	Edit	Enabled	▼	Edit
18	Grading request	Enabled	▼	Edit	Enabled	▼	Edit
19	Grading response	Enabled	▼	Edit	Enabled	▼	Edit
20	Job executed	Enabled	▼	Edit	Enabled	▼	Edit
21	New registration request	Enabled	▼	Edit	Enabled	▼	Edit
22	New user profile created	Disabled	▼	Edit	Enabled	▼	Edit
23	No graders remain	Enabled	▼	Edit	Enabled	▼	Edit
24	Notification about the cancelled attempt	Enabled	▼	Edit	Enabled	▼	Edit
25	Password changed	Enabled	▼	Edit	Enabled	▼	Edit
26	Proctors added to the testing session	Enabled	▼	Edit	Enabled	▼	Edit
27	Product purchased	Enabled	▼	Edit	Enabled	▼	Edit
28	Profile information updated	Enabled	▼	Edit	Enabled	▼	Edit
29	Registration request approved	Disabled	▼	Edit	Enabled	▼	Edit
30	Registration request declined	Disabled	▼	Edit	Enabled	▼	Edit
31	Respond to special request notification	Enabled	▼	Edit	Enabled	▼	Edit
32	Session rescheduled notifications	Enabled	▼	Edit	Enabled	▼	Edit
33	Special request notification	Enabled	▼	Edit	Enabled	▼	Edit
34	Special request resolved notification	Enabled	▼	Edit	Enabled	▼	Edit
35	Survey published	Enabled	▼	Edit	Enabled	▼	Edit
36	Survey result notification to subscribers	Disabled	▼	Edit	Enabled	▼	Edit