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 <u>sandboxexams.ifse.ca</u> and enter:

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



Username	
Password	
Forgot your password?	
Create account	Sign In
	Username Password Forgot your password? Create account

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.

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	Show suspe	ended attempts								SV XML

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.

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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.

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

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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".

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

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	27	Product purchased	Edit email template	d	~	Edit	
	28	Profile information updated	Template Language: English *	d	~	Edit	
	29	Registration request approved	Mail subject name:	d	~	Edit	
	30	Registration request declined	List of all variables: [SssoLinkS, SrecipientUsernameS, ScandidateUsernameS, SrecipientFirstNameS, SquizNameS, SapplicationURLS,	d	~	Edit	
	31	Respond to special request notification	SrecipientFullName\$, SquizDefinitionId\$, SguestProctoringEquipmentCheckURL\$, SstandardLink\$, SrecipientLastName\$,	d	~	Edit	
	32	Session resheduled notifications	SrequestTextS, SfromS]	d	~	Edit	
	33	Special request notification	Restore to default	d	~	Edit	
	34	Special request resolved notification	Template preview: 🕅	d	~	Edit	
	35	Survey published		d	~	Edit	
	36	Survey result notification to subscriber:		be	~	Edit	
	37	Survey results	B 1 2 5 X, X 1 _X 1= 1= 1= 12 37 37 25 2 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	d	~	Edit	
	38	Survey suspended	A	d	~	Edit	
	39	Test published	Dear SrecipientUsernameS. You have received the snecial request with the following message for the "SnuizNameS" test you topic	d	~	Edit	
	40	Test result notification to subscribers	Disabled V Edit Enat	ed	~	Edit	
	41	Test results	Enabled V Edit Enat	ed	~	Edit	

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

<u>Note</u>: 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 <u>chapter</u>.

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

1. Click on the SSQ 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



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

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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**".

Search	users 👻		My assignments	Users 🗸	Tests 👻	Surveys 👻	Training courses	Reporting 👻	System 🗸		I 🕮 I 🤂 I 🍁	<u></u> .
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		their sessions. <u>Play video</u>				<u>Play vid</u>	<u>eo</u>		Maintenance Serviceo, disk en	e d database info, system monitoring, server log and more		
		Create test				Create su	irvey			Create training course		
	Create a	knowledge test with multimedia nd assign the awarding certifica <u>Learn more</u>	a content te.		Crea	te a survey and cat <u>Play vid</u>	egorize its results. <u>eo</u>		Create a t	training course with multimedia content and short test Play video	ta.	

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

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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".

Special request		
Your ID is invalid. Please upload a valid ID, or your test attempt will be annulled.		
Response		
Here is the valid ID.		
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2.1.3.Add a comment and click on the "Save" button.

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TR	ank you for providing a valid ID.
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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 van 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.

	Special request		
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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".

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	17	Grader report submitted					Enabled	~	Edit	Enabled 🗸		Edit
	18	Grading request					Enabled	*	Edit	Enabled V	/	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	Pessword 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 resheduled notifications					Enabled	~	Edit	Enabled 🗸		Edit
	33	Special request notification					Enabled	~	Edit	Enabled 💊		Edit
	34	Special request resolved notification					Enabled	~	Edit	Enabled 🗸		Edit
1	35	Survey published					Enabled	~	Edit	Enabled 🗸	/	Edit
	36	Survey result notification to subscribers					Disabled	~	Edit	Enabled 🗸		Edit