

YouTestMe GetCertified

Help System

version 6.0.5r

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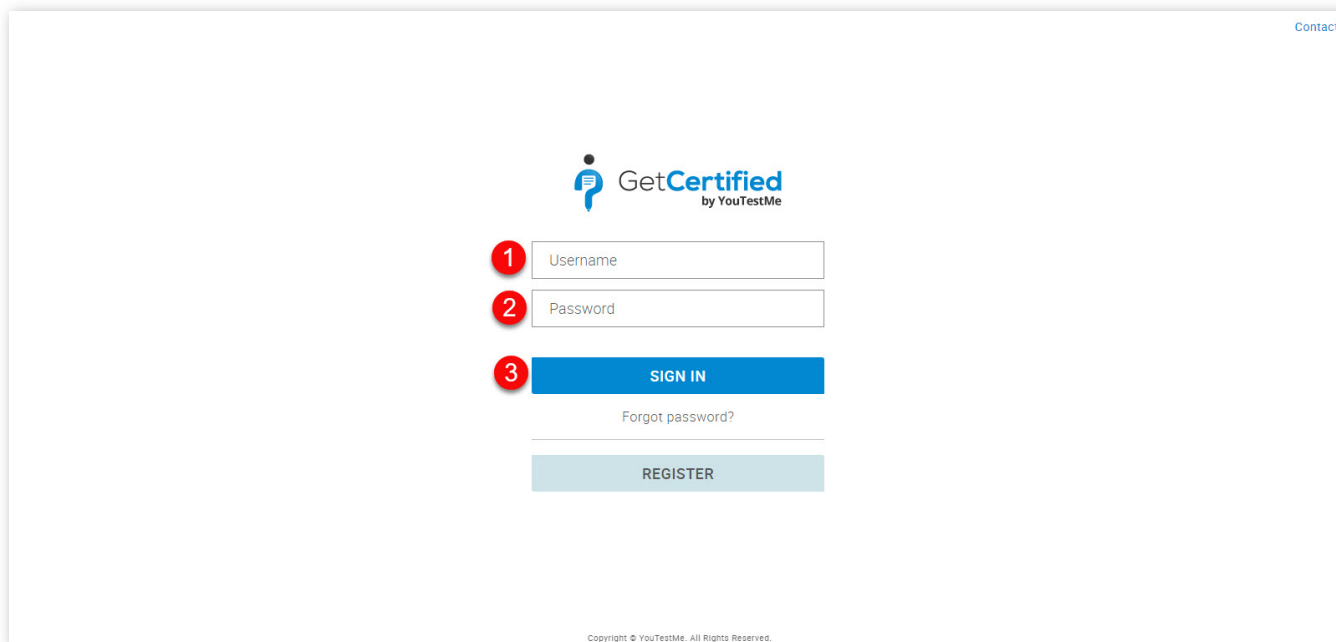
# Help system

## Signing in/Registration

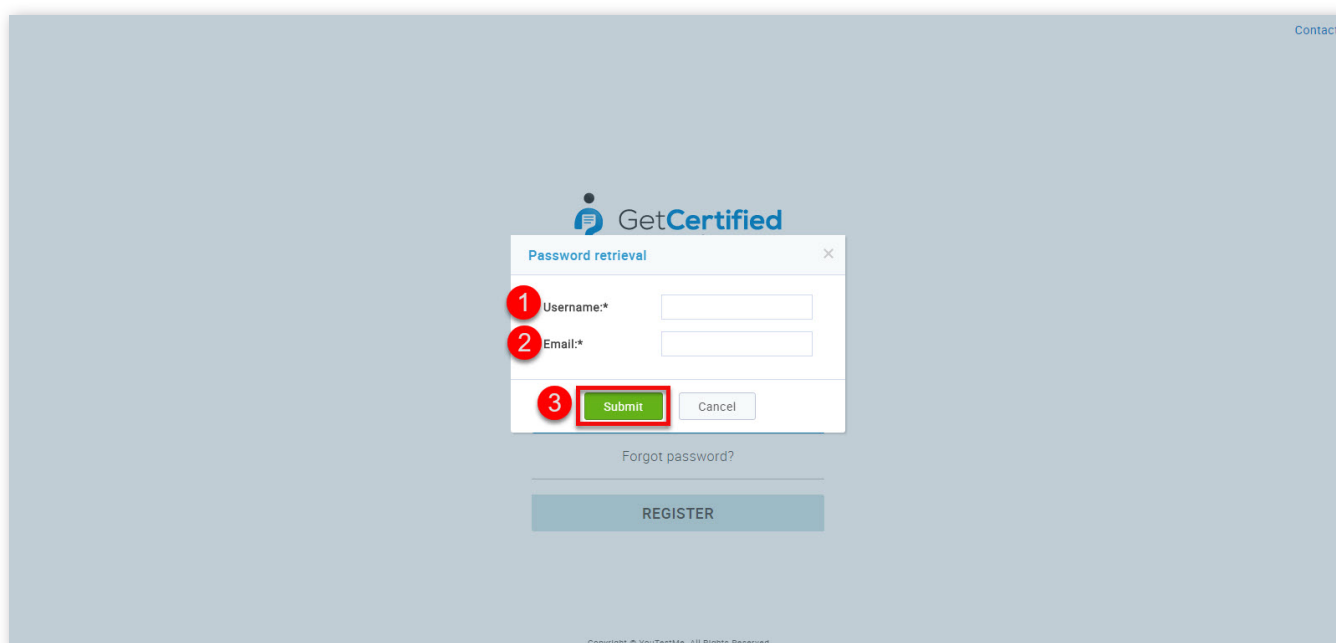
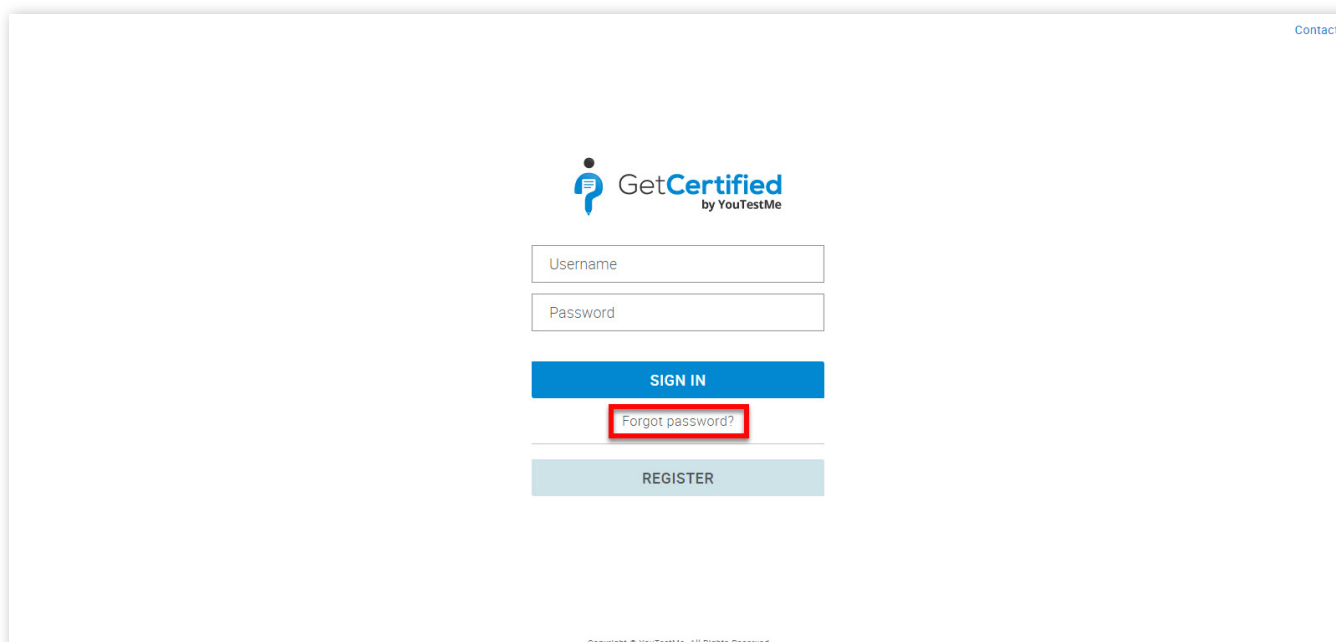
When you first access GetCertified, you will be navigated to the Login/Registration page. On this page, you can create your account or sign in if you already have an account.

### 1. If you already have an account

1. Enter your username
2. Enter your password
3. Click the **"Sign in"** button



If you have forgotten your password go to **"Forgot password?"**

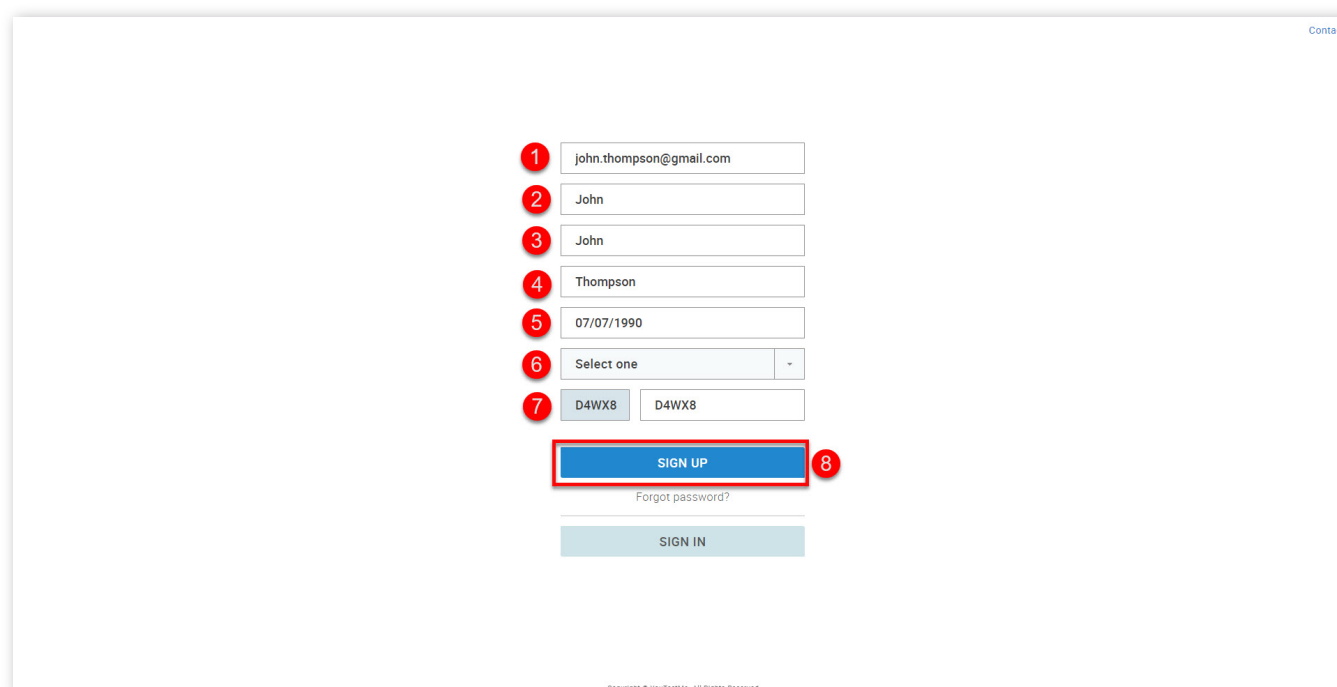
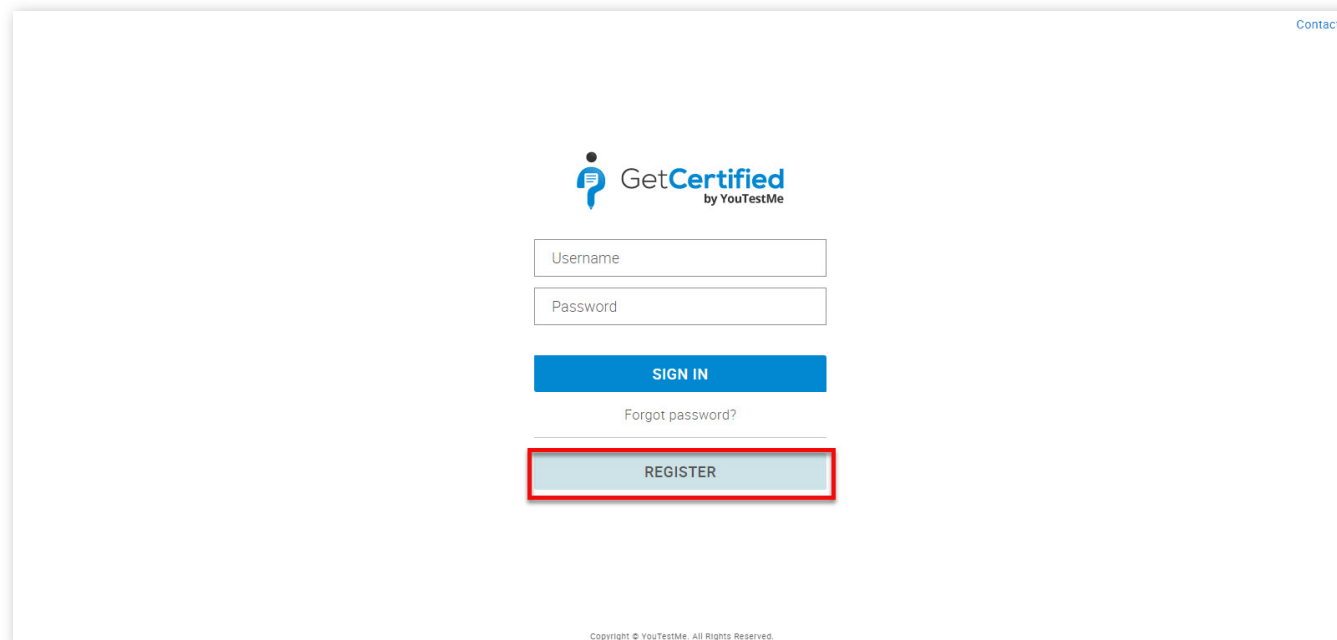


1. Enter your username
2. Enter your email address
3. Click the **"Submit"** button

After these steps, you will receive an email with your new password, generated by the system.

## 2. If you don't have an account

To create an account, click the **"Register"** button.

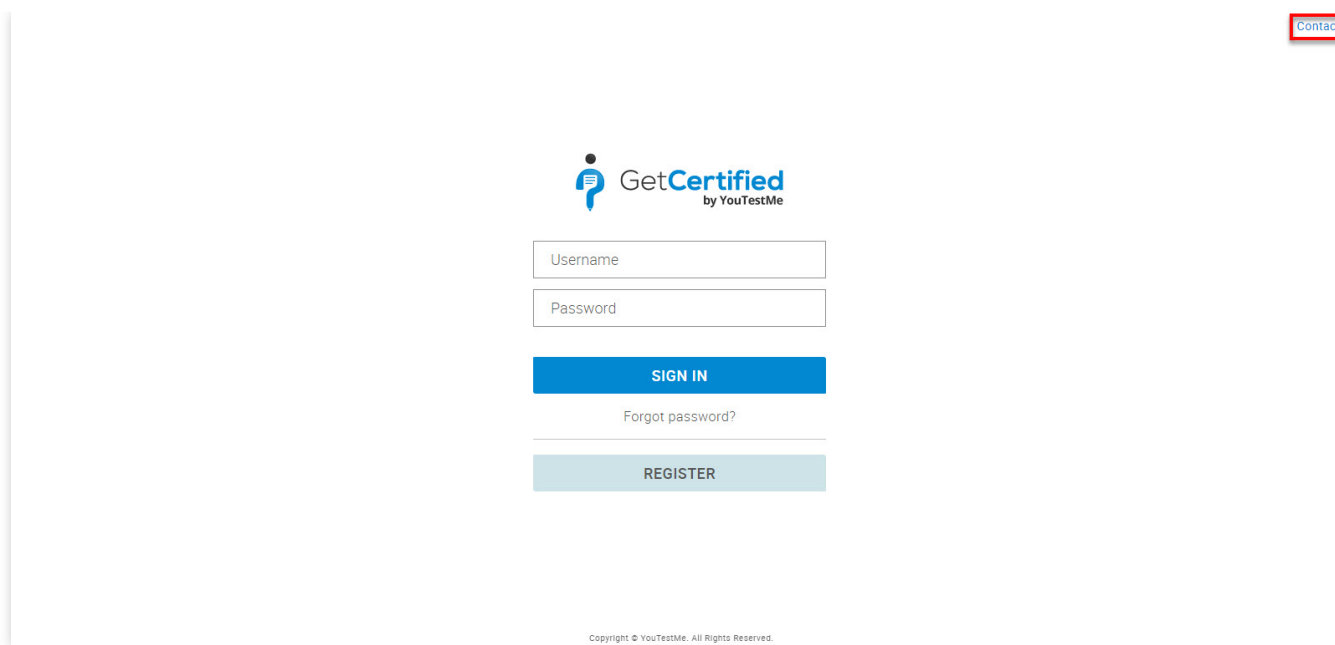


1. Enter your email address
2. Enter your username
3. Enter your first name
4. Enter your last name
5. Insert your date of birth
6. Choose your system role
7. Type in the security code
8. Click the **"Sign up"** button

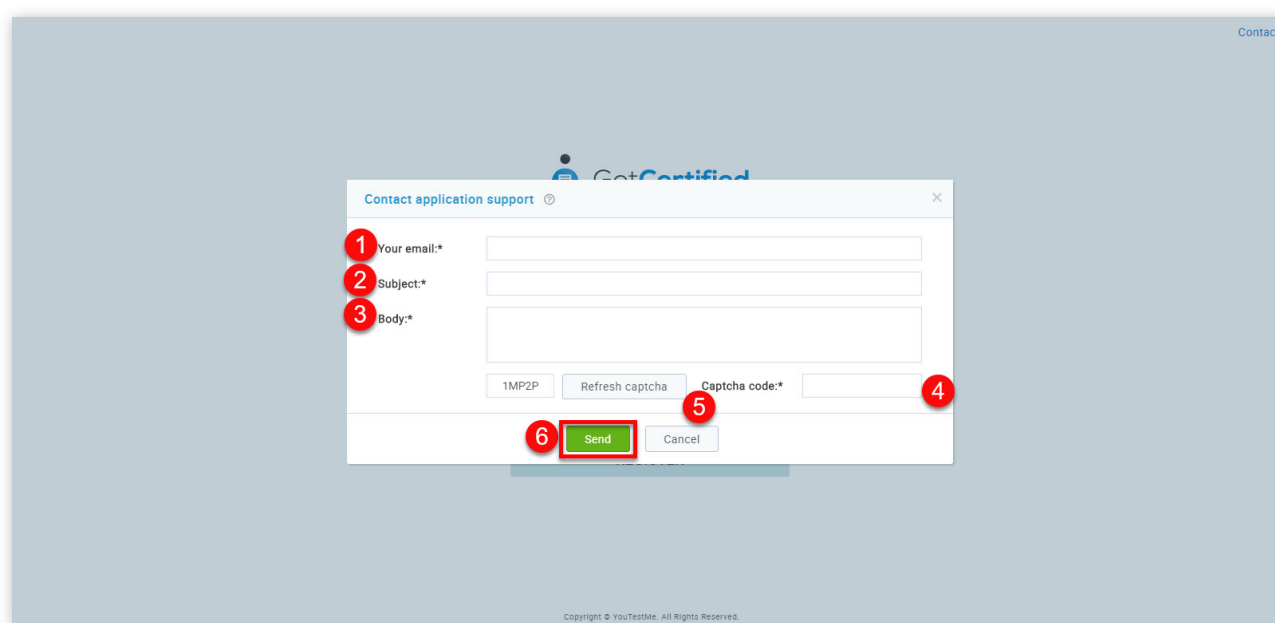
Once you click the **"Sign up"** button, your registration request will be sent for approval of the system administrator. Once the administrator approves your registration request, you will receive an email notification.

**Notice!** For best user experience, we recommend users to use the latest version of the Google Chrome browser with the default Zoom level.

## 3.



If you face any problems using the application contact our customer support at **Contact** option.



1. Enter your email address
2. Enter the subject of the email
3. Explain the problem you are facing
4. Enter the captcha code
5. By clicking the **"Refresh captcha"** button, you can display a new captcha code
6. Click the **"Save"** button to send the email to the support center

**IMPORTANT:** Mail will be delivered to the email address listed at the "Support email" in the [Mail server](#).

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Signing in/Registration

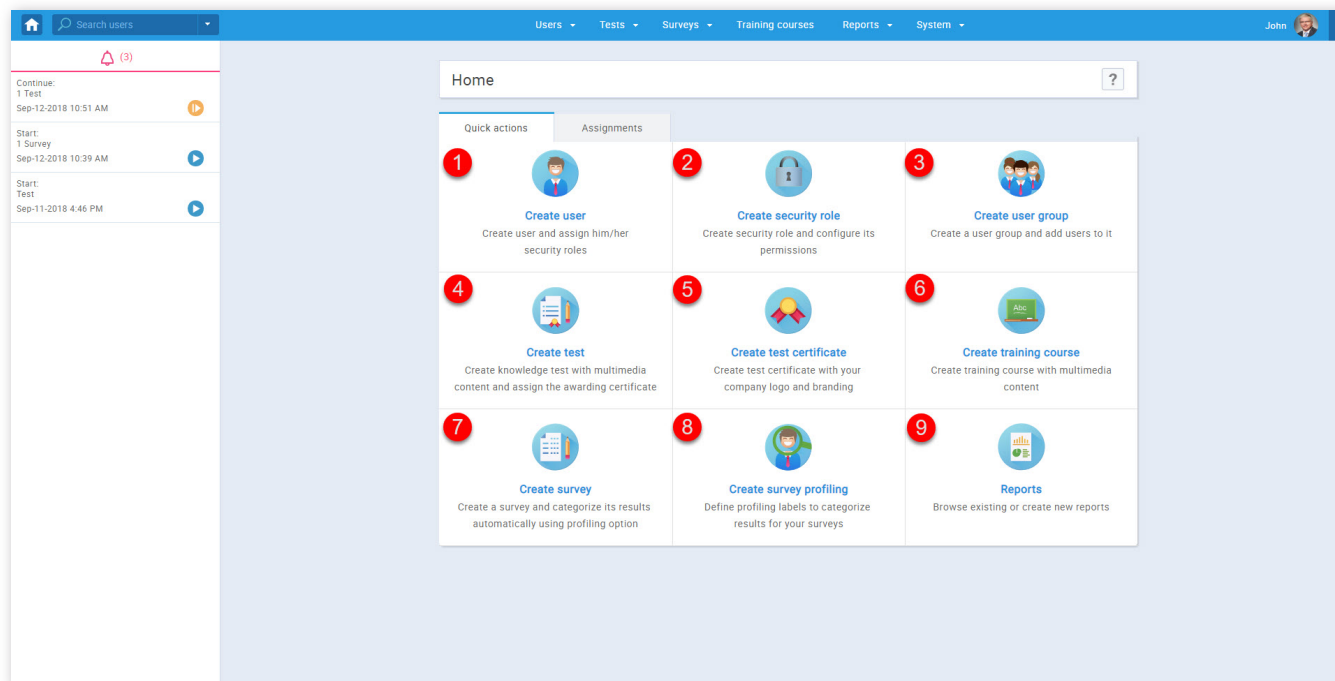
# Help system

## Quick actions

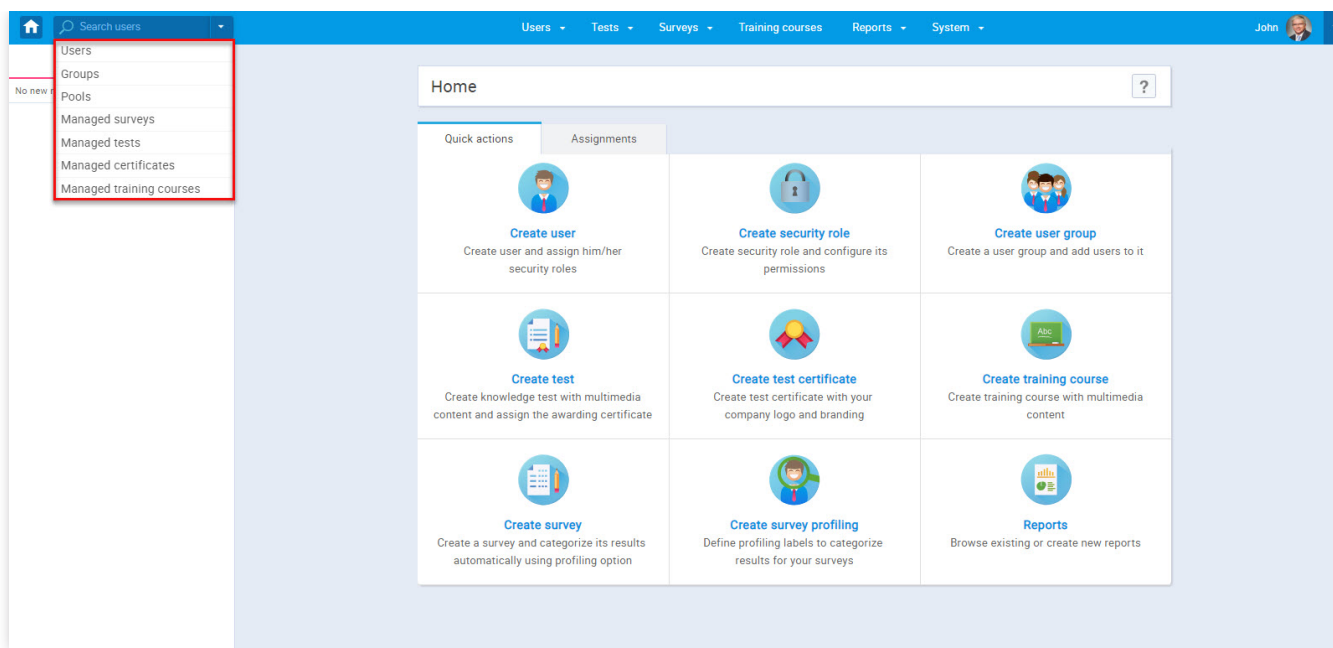
### 1. Quick actions

In the **"Quick actions"** panel you can find shortcuts to standard actions, such as:

1. **"Create user"** – Create users by inserting their personal data. An email with the login credentials will be sent to each newly created user. For more information please visit [Create new user](#)
2. **"Create security role"** – Create new security role by choosing specific sets of permissions. Each user needs to have a security role assigned in order to access system functions and data. For more information please see [Roles and permissions](#)
3. **"Create user group"** – Create multi-levelled groups to organize users better, and to easily distribute and examine the test results. If you need help with this you should visit [Manage groups](#)
4. **"Create test"** – Create tests manually or by using the test generator. Optionally, attach an appropriate certificate. If you need help with this you should visit [New test](#)
5. **"Create test certificate"** – Add new certificates by inserting your company logo and branding. If you need help with this you should visit [Manage certificates](#)
6. **"Create training course"** – Create training courses with steps and enrich them with different multimedia files. If you need help with this you should visit [Training courses](#)
7. **"Create survey"** – Create a survey and categorize its results automatically by using the "Profiling" option. If you need help with this you should visit [New survey](#)
8. **"Create survey profiling"** – Define appropriate profiling labels to categorize results for your surveys. If you need help with this you should visit [Profiling](#)
9. **"Reports"** – Find an adequate report related to a specific application module and examine its results. If you need help with this you should visit [Standard report](#)



In the top left corner, you can find a search bar. You are able to choose the filter for searching. Available filters are "Users", "Groups", "Pools", "Managed surveys", "Managed tests", "Managed certificates", "Managed training courses".



Quick actions

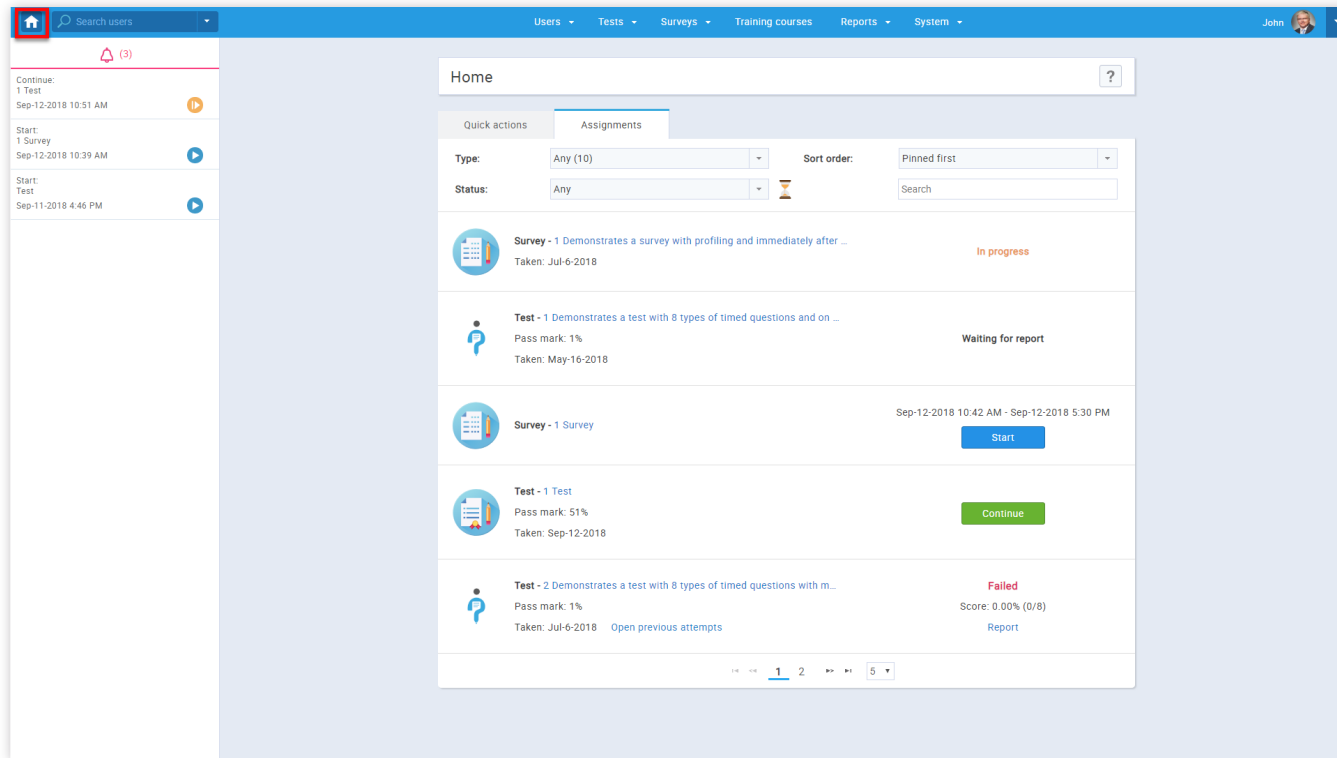
# Help system

## Assignments

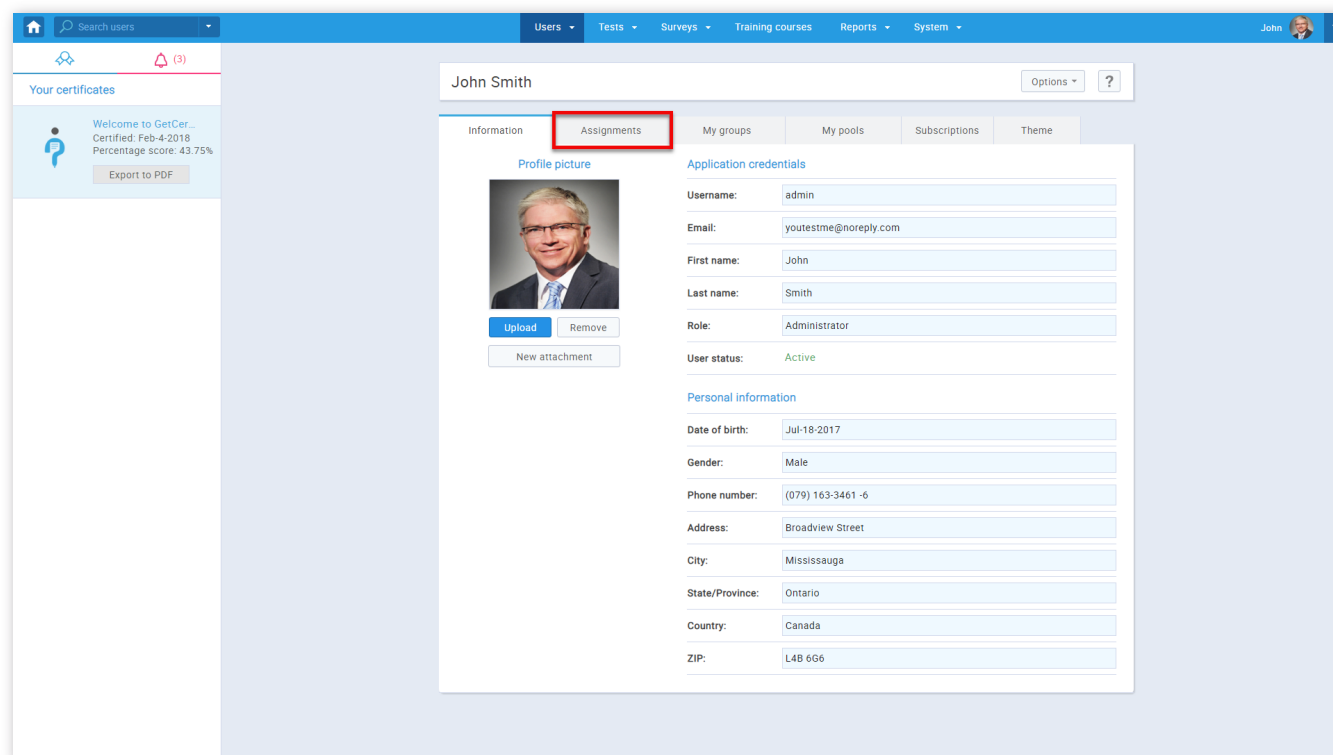
GetCertified gives users insight into all of the assignments they have.

### 1. Accessing the page

Once you sign in, the **"Assignments"** panel will be displayed. Anytime you wish to access it from another page, you can click on the **"Home"** button at the top of the page.



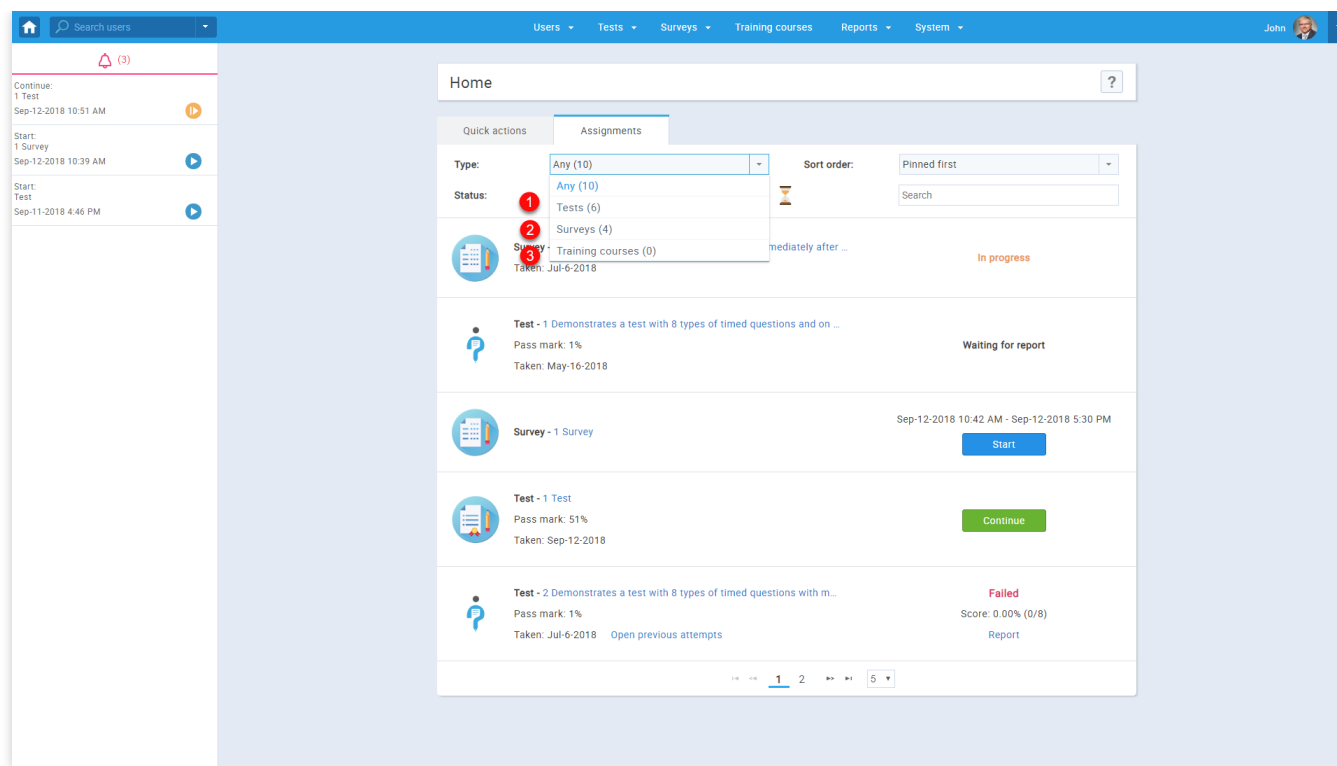
You can also access the assignments by selecting the **"Assignments"** tab from **"My profile"** page.



### 2. Refining assignments

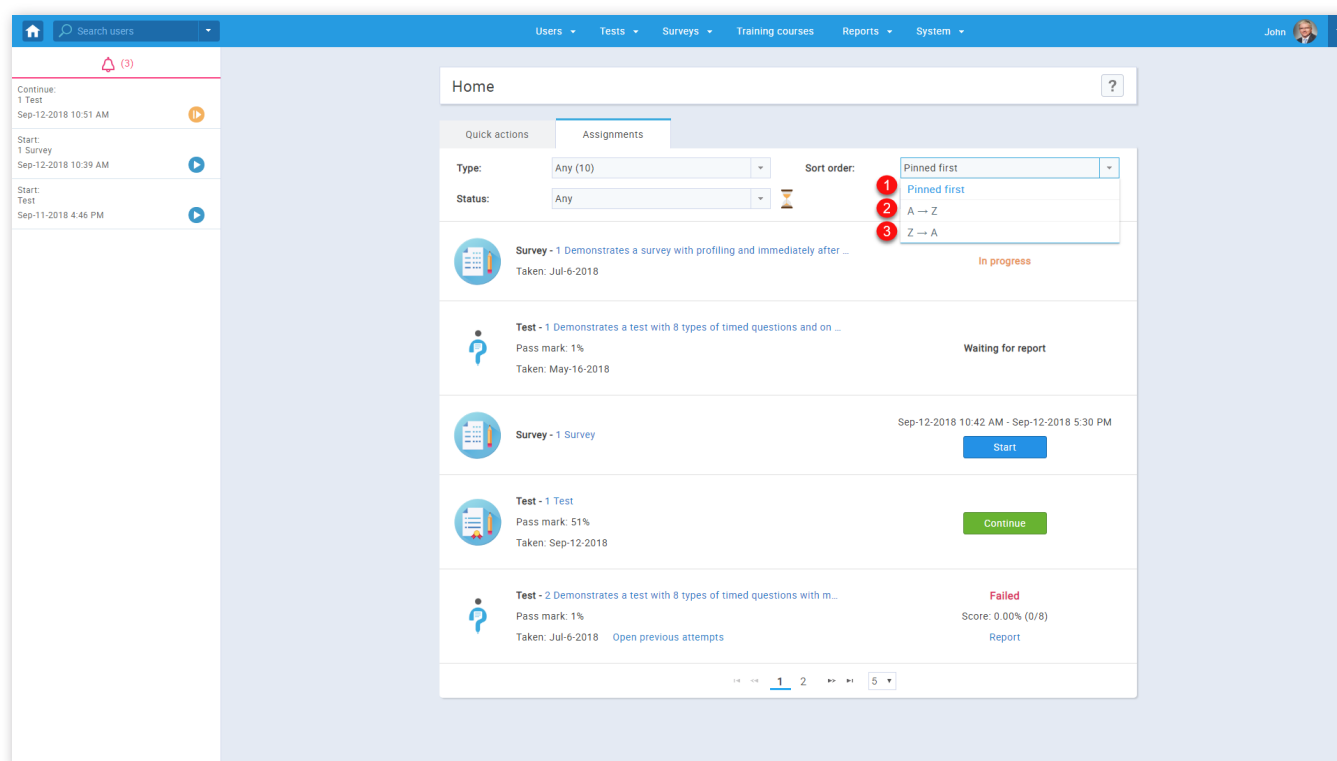
You can choose assignments you want to be shown to you by type. Default shows all, but you can pick between the following three:

1. **"Tests"**
2. **"Surveys"**
3. **"Training courses"**



You can refine your assignments by any order you want. There are several orders to sort by:

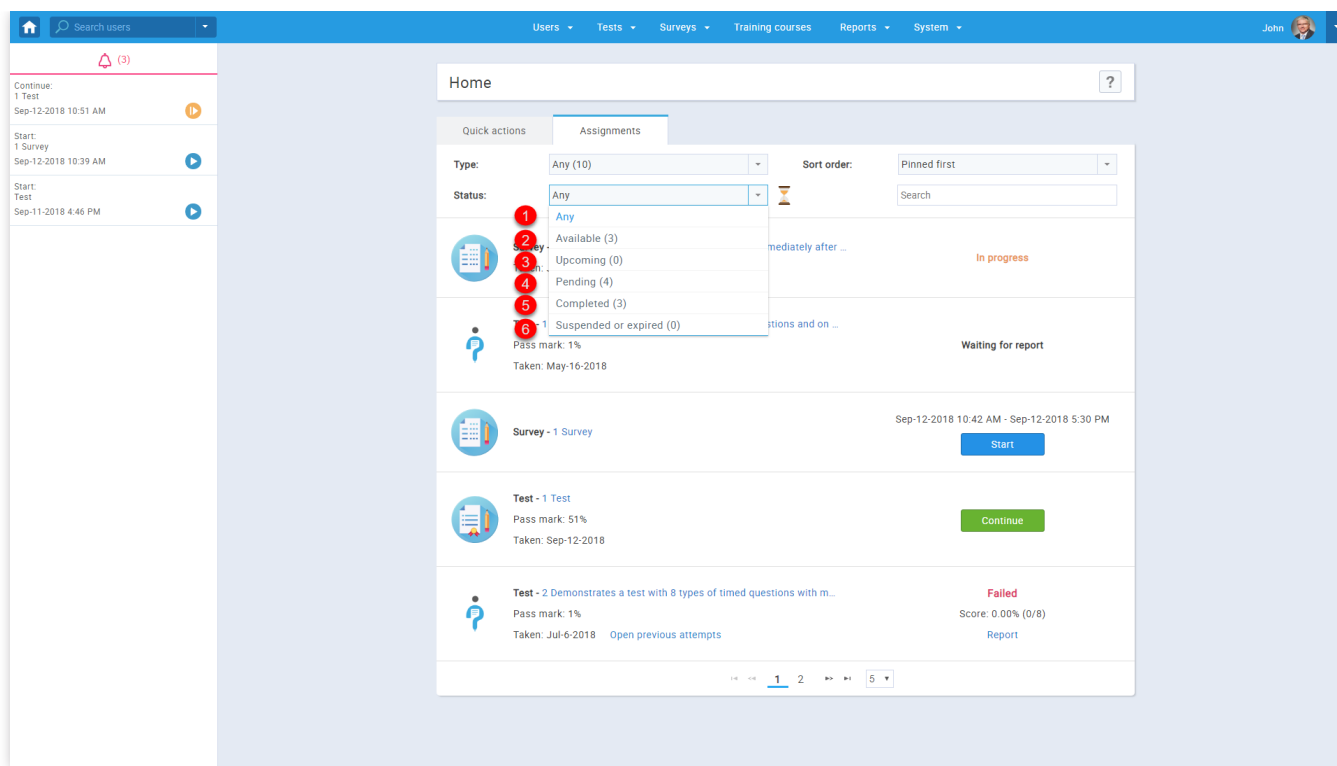
1. **"Pinned first"** - shows pinned assignments if any exist
2. **"A → Z"** - alphabetical order
3. **"A ← Z"** - reverse alphabetical order



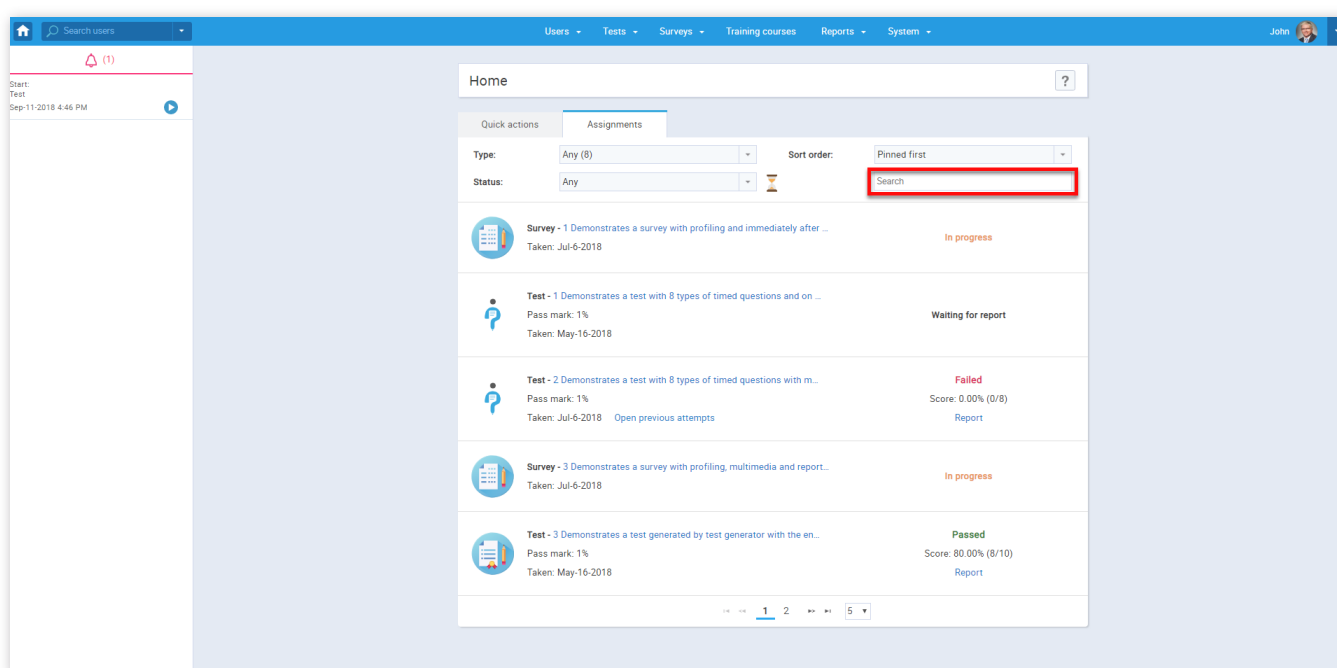
You can refine your assignments by the availability of the assignments. Automatically, only currently available are shown, but you can choose between any of the following:

1. **"Any"** - shows all
2. **"Available"** - shows only currently active assignments
3. **"Upcoming"** - shows scheduled assignments
4. **"Pending"** - shows pending assessments
5. **"Completed"** - assignments that are completed
6. **"Suspended or expired"** - assignments that are canceled and expired



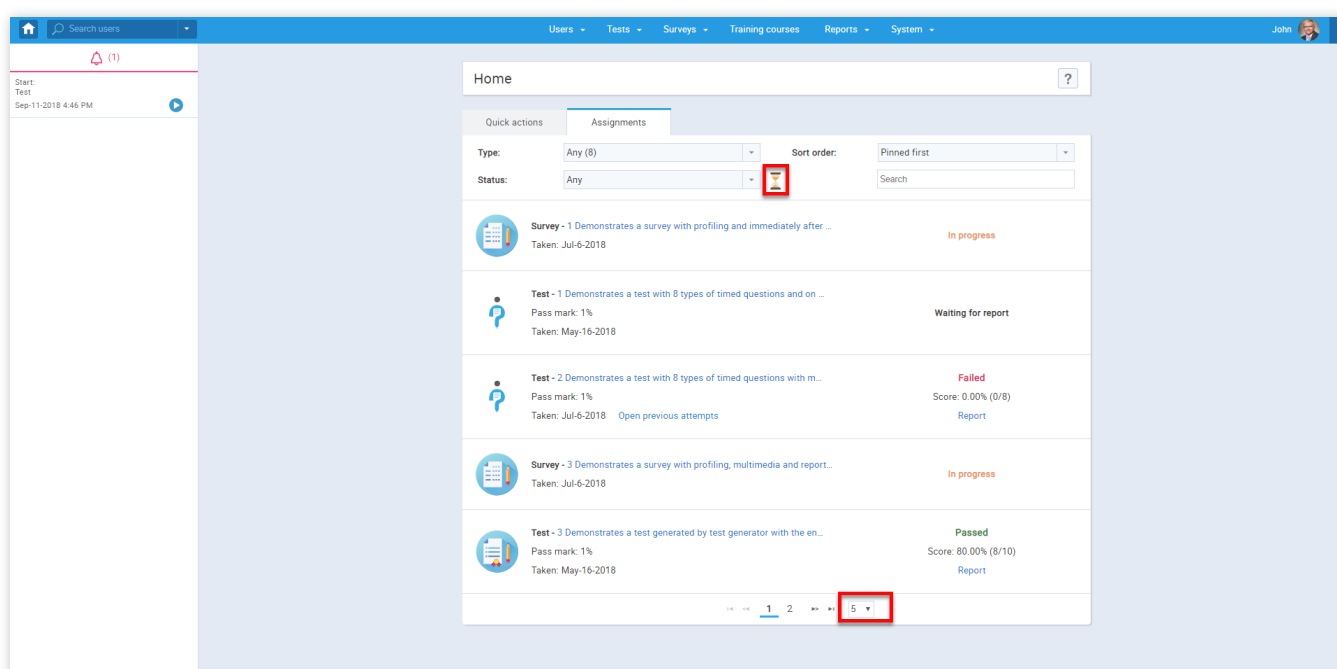


If you are looking to find a particular assignments, you can use the search box and enter a keyword.



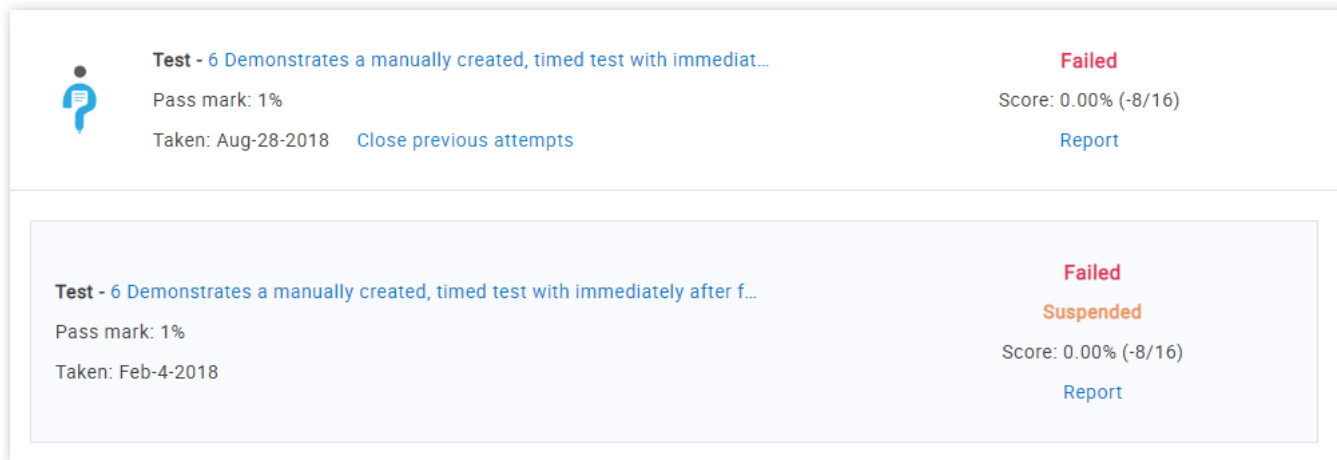
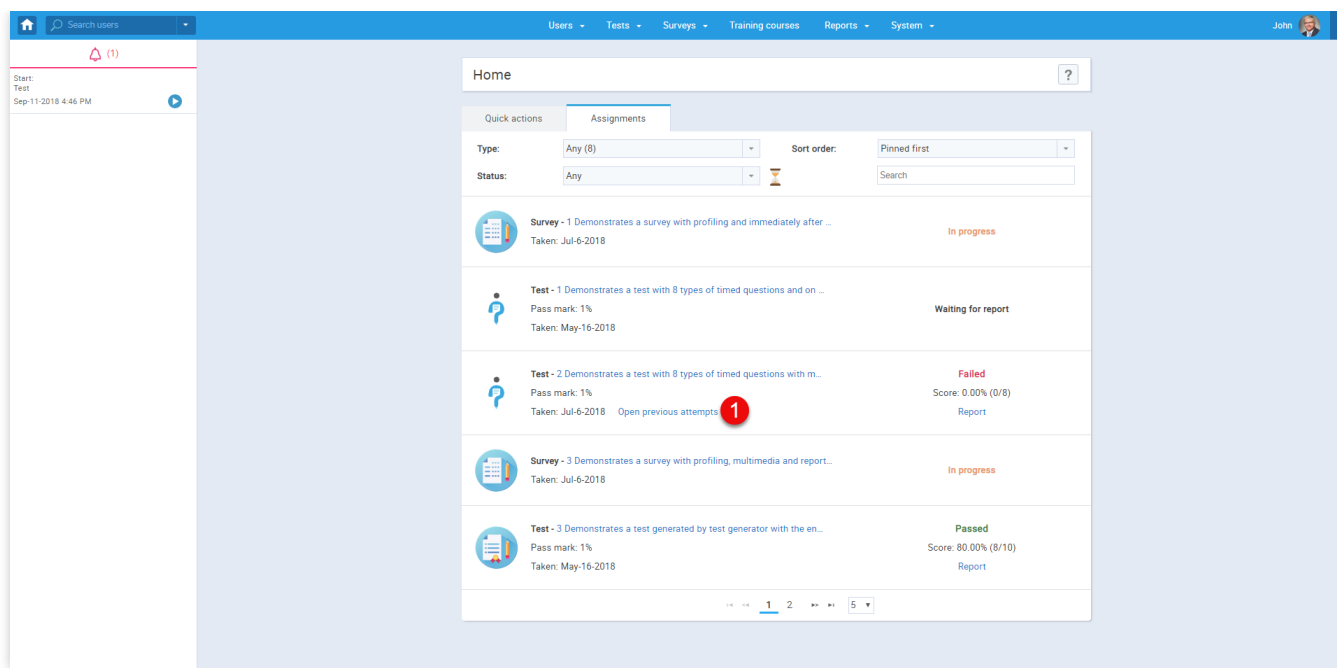
You can choose how many results per page you get by selecting from the box at the bottom of the page.

To show assignments that are available for taking right now, click the hourglass icon next to the "Status" filter.

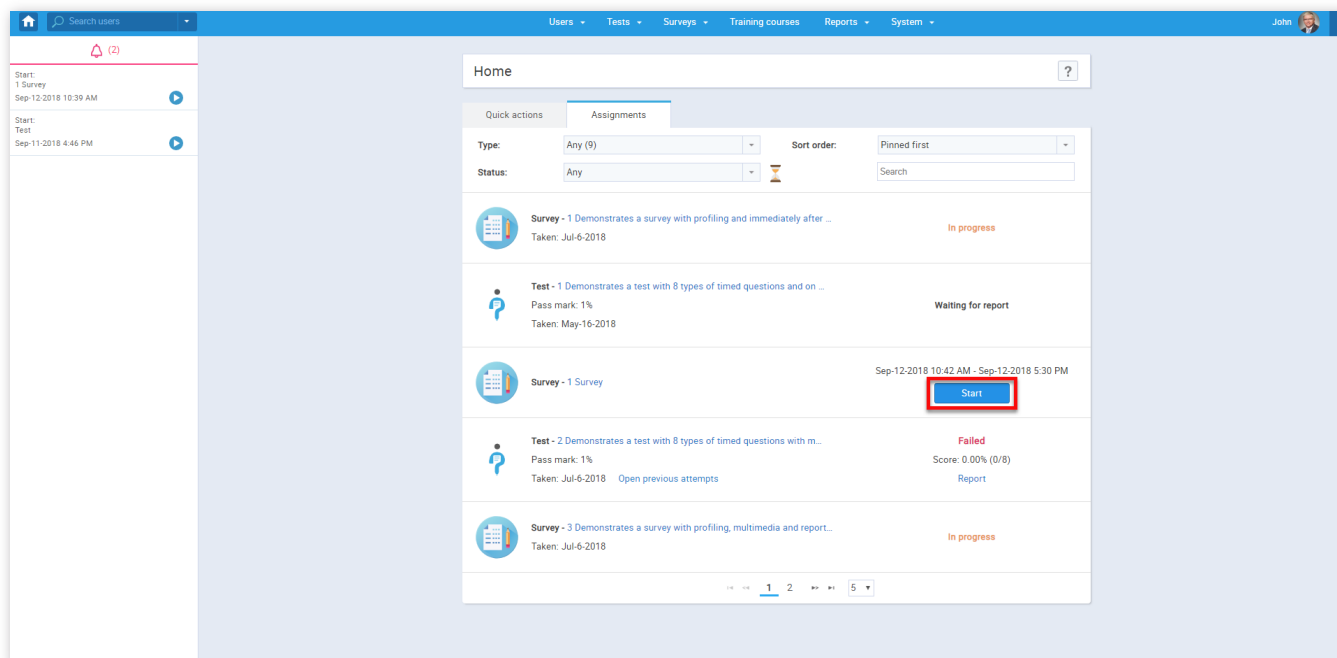


### 3. Using assignments

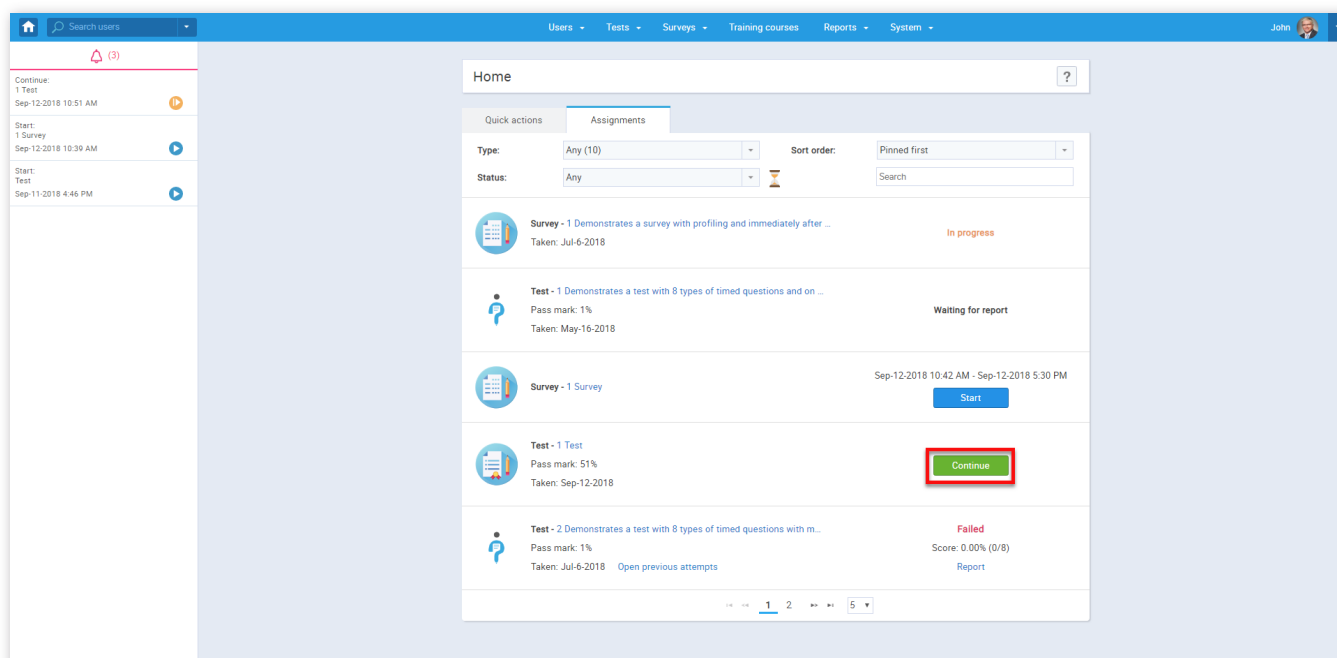
Scores of previously attempted assignments are available for you to see by clicking the "Open previous attempts" option.



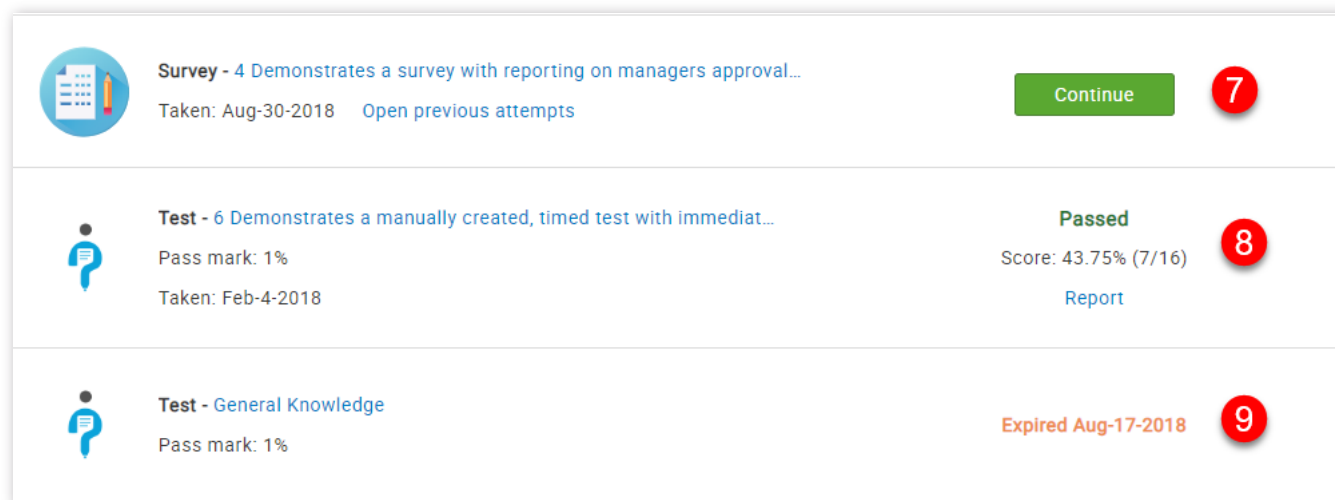
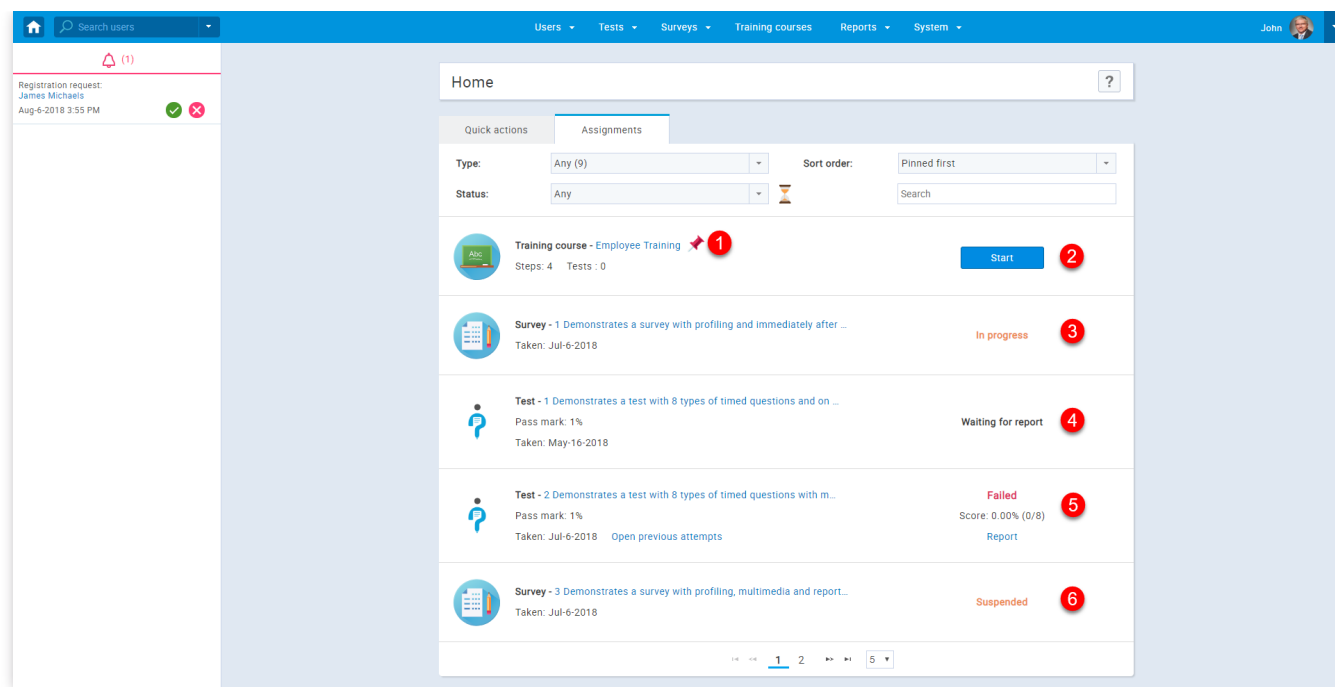
You can take a test, a survey or a training course available by clicking the **"Start"** button.



You can continue a test, a survey or a training course you have already started by clicking the **"Continue"** button.



Assignments can have one of the following statuses:



1. **"Pinned"** - assignments that are pinned to home screen are available for all users to start
2. **"Start"** - assignments that are available for taking
3. **"In progress"** - assignments that have been started but not finished
4. **"Waiting for report"** - assignment that need to be resolved by assignment manager
5. **"Failed"** - failed assignment
6. **"Suspended"** - suspended assignment that is no longer available for taking
7. **"Continue"** - assignment that can be continued
8. **"Passed"** - passed assignment
9. **"Expired"** - assignment that has expired with the expiration date

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## Assignments

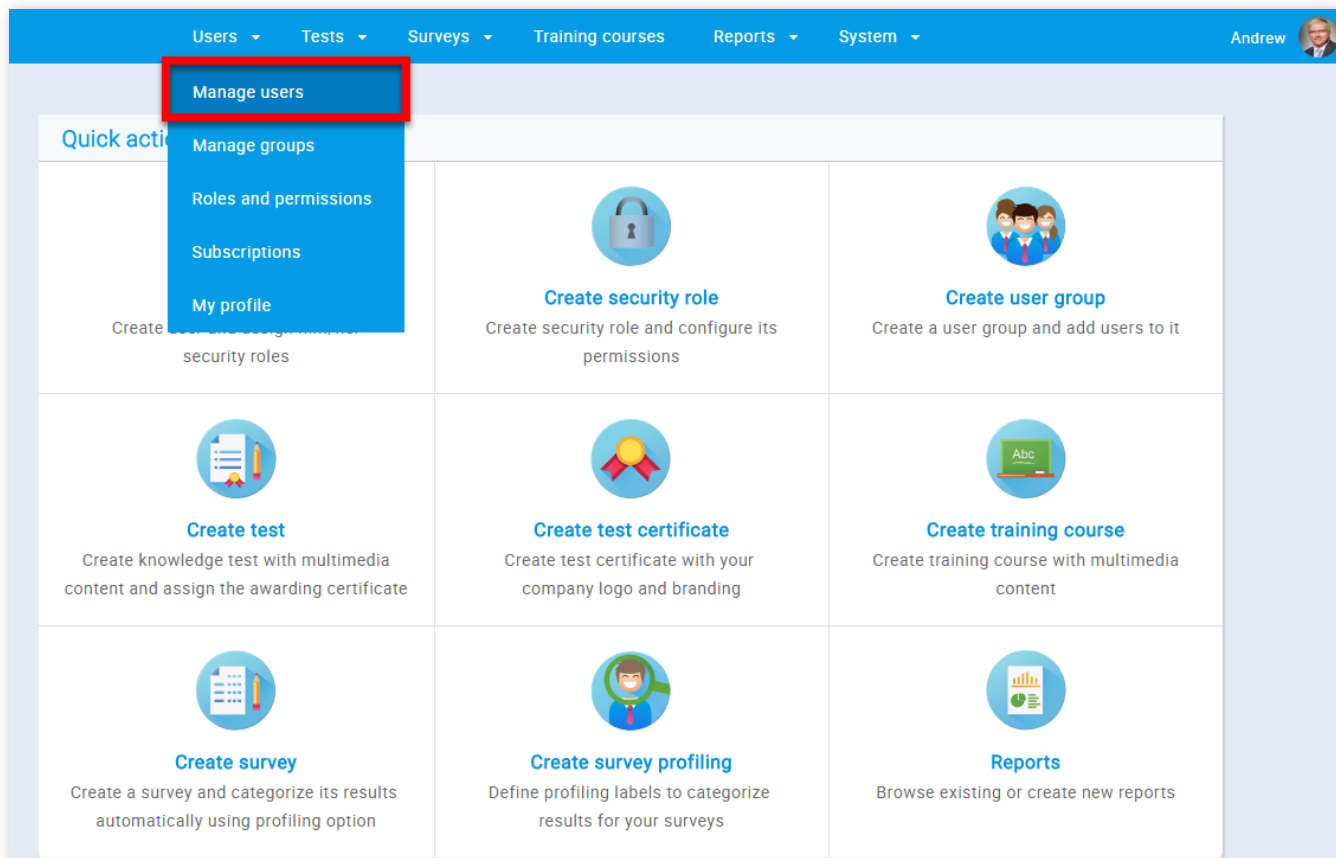
# Help system

## Manage users

In this section, you can create new users and manage registration requests, see the list of users you created and the list of all users.

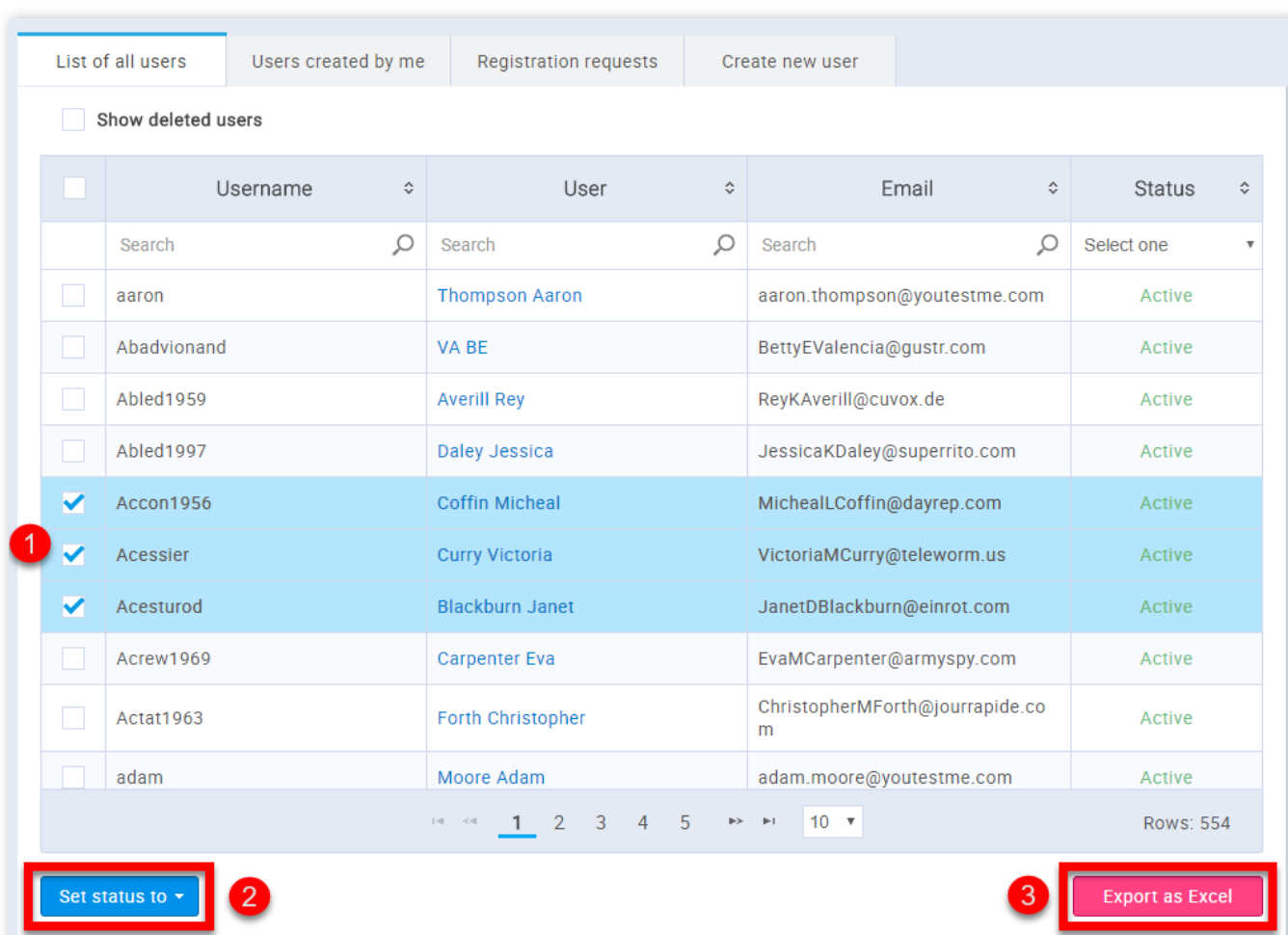
### 1. Accessing the page

To access the **"Manage users"** page, you should hover over the **"Users"** section in the application's main menu, and then select the **"Manage users"** option.



### 2. List of all users

This table displays a list of all users in the system including the list of deleted users (special permission is required to view these users). In the list of all users you can change their status to "Active", "Locked", "Suspended" or "Deleted".

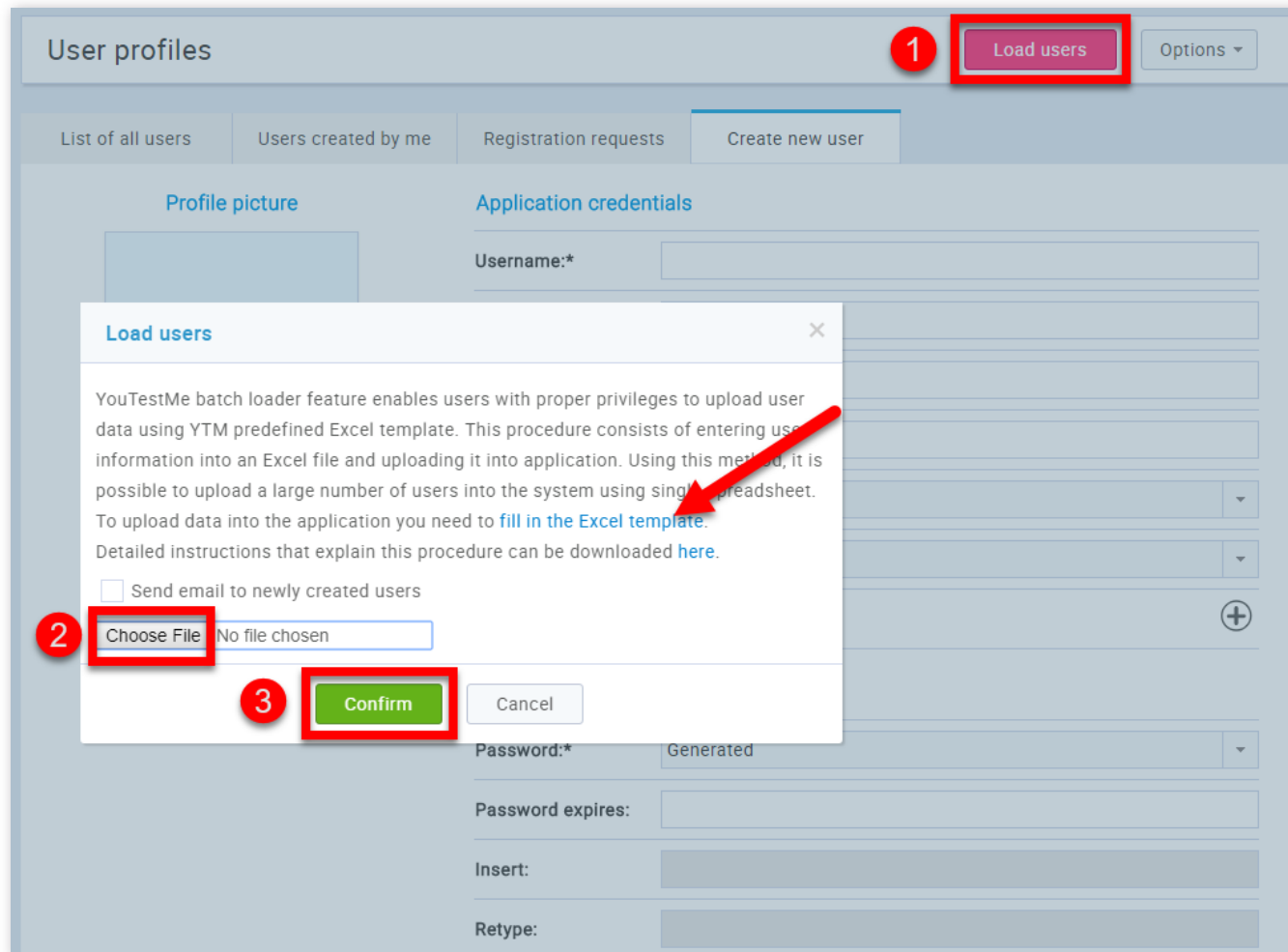


1. Select the users whose statuses you want to change

2. Click on the **"Set status to"** button and choose one of the previously mentioned options

3. You can export the list of all users by clicking the **"Export as Excel"** button

You can also load multiple users with an Excel template.

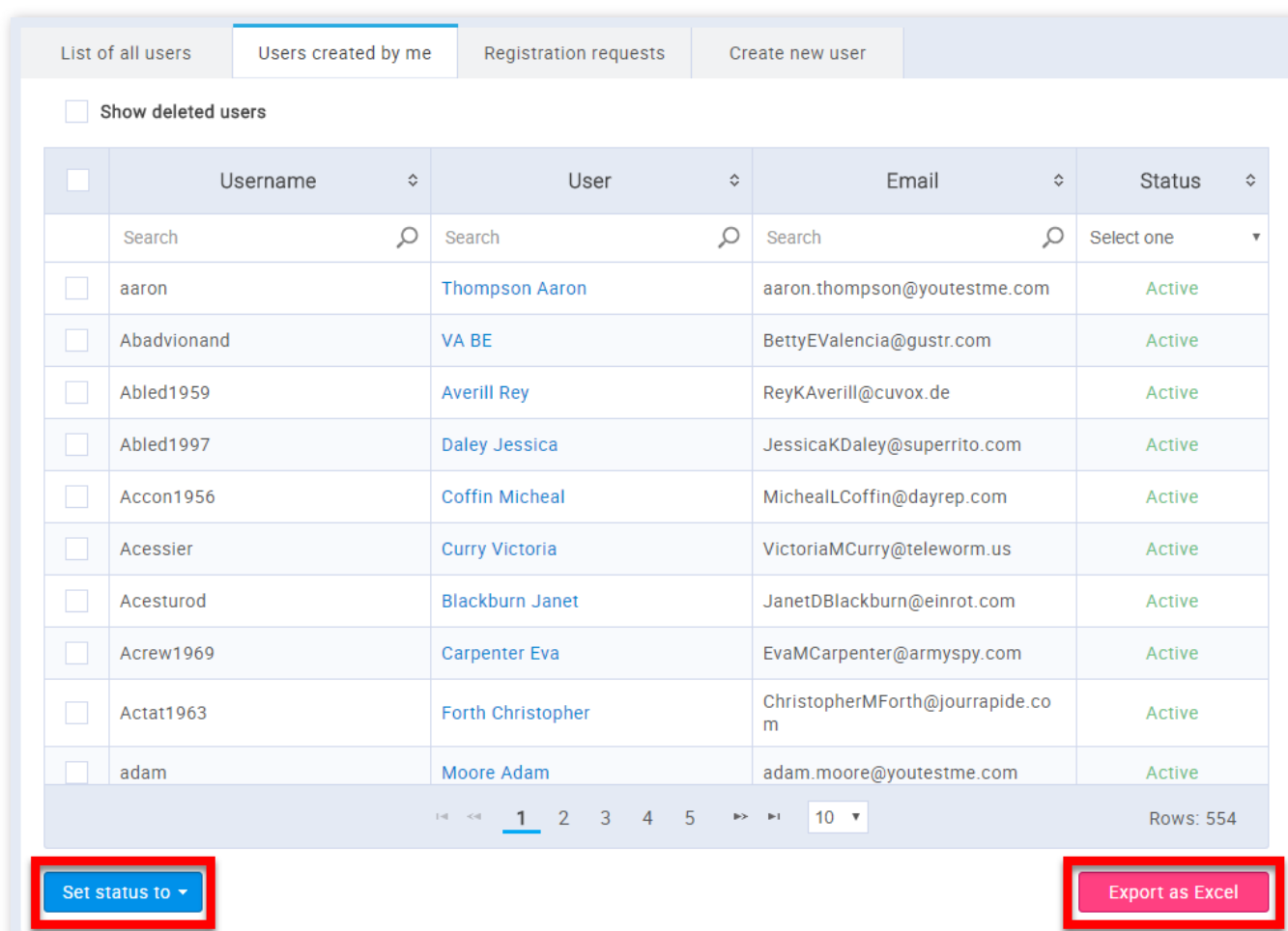


1. Click on the **"Load users"** button
2. Select an Excel template you previously filled
3. Click on the **"Confirm"** button

If you need help with filing in the Excel template, you can download the detailed instructions from the same dialog displayed in the picture above.

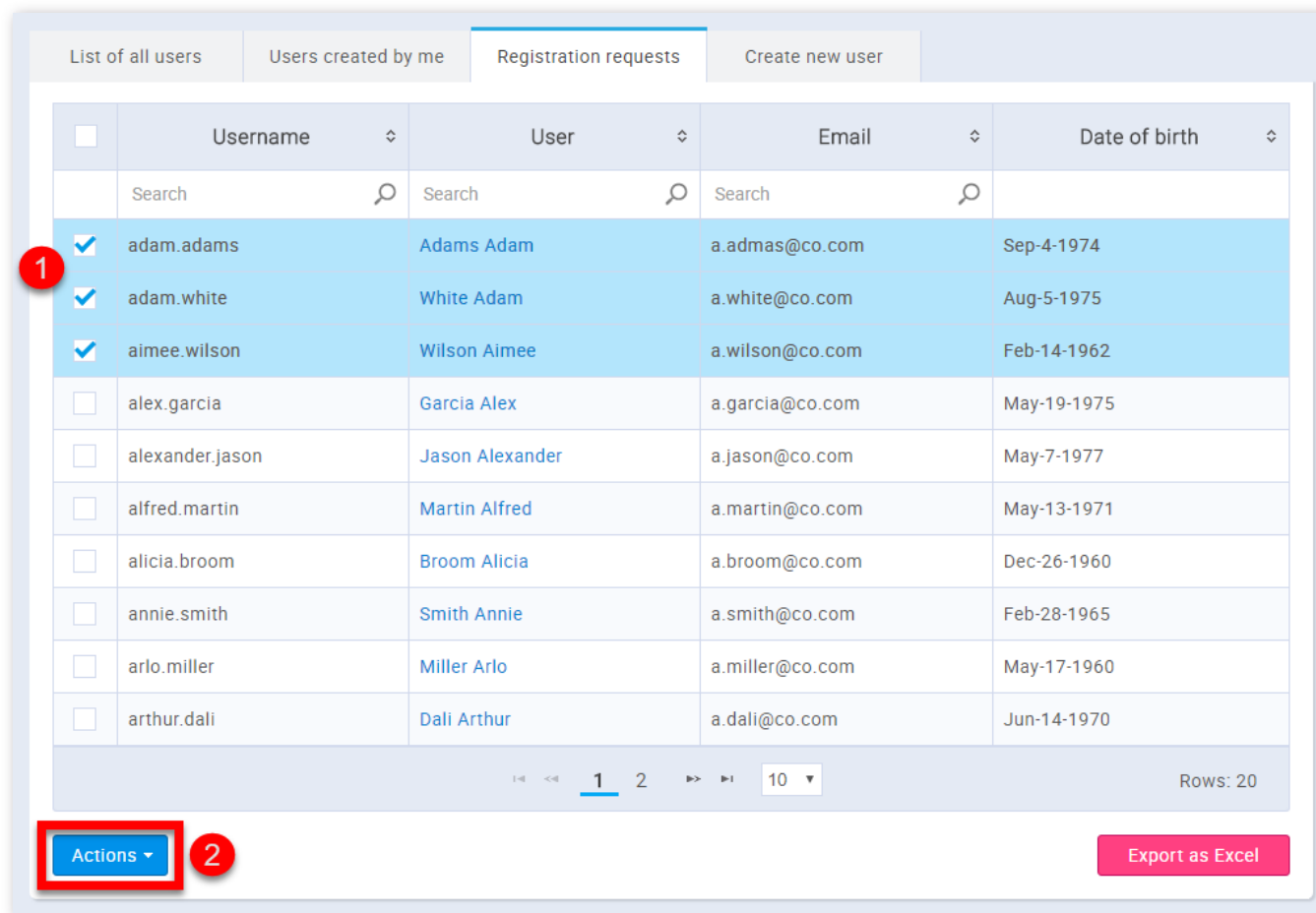
### 3. Users created by me

This table displays a list of users created by you. Here, you can change their status to "Active", "Locked", "Suspended" or "Deleted".



### 4. Registration requests

On this screen, you can approve or decline registration requests. Users will receive an email informing them if the registration request is approved.



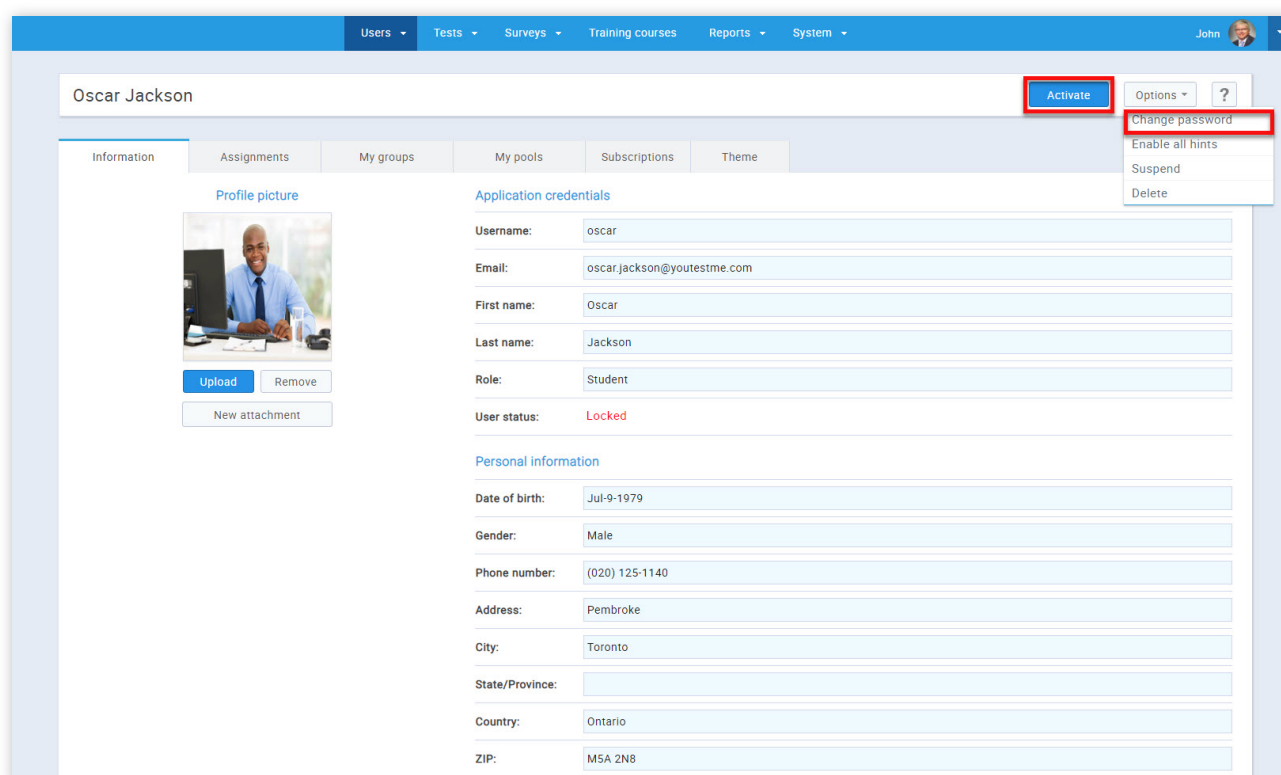
1. Select the members whose requests you want to approve/decline
2. Click the **"Action"** button and choose the desired action

## 5. Create new user

In the **"Create new user"** panel you can manually add a new user by inputting his/her personal information and setting his/her role. A new user profile is created by inputting user information, password, and a profile picture. On this screen, a user is also assigned a security role. The new user will be notified by email that their profile is created in the YouTestMe system.

1. Insert username. This value has to be unique for each user
2. User's email address
3. User's first and last name
4. This value represents the current status of the user's account in the system. You can choose between:
  - "Active"** - "Active" users can enter the application
  - "Suspended"** - User with the administrator role can change the status of any student into "Suspended". Users cannot enter the system until the administrator changes their status to "Active" again, but their statistics are still shown

**"Locked"** - The user's account becomes locked after 21 failed login attempts. The "Locked" user needs to follow the "Forgot password" procedure (if you need help with this, go see [Signing in/Registration](#)), and will be able to gain the status of an "Active" user again. As the administrator, you can change the status of a "Locked" user by going to his profile and clicking the "Activate" button after which the system will automatically send the email with a newly generated password. This is possible only if the mail server is activated. If the mail server is not activated, the administrator needs to change the user's password manually.

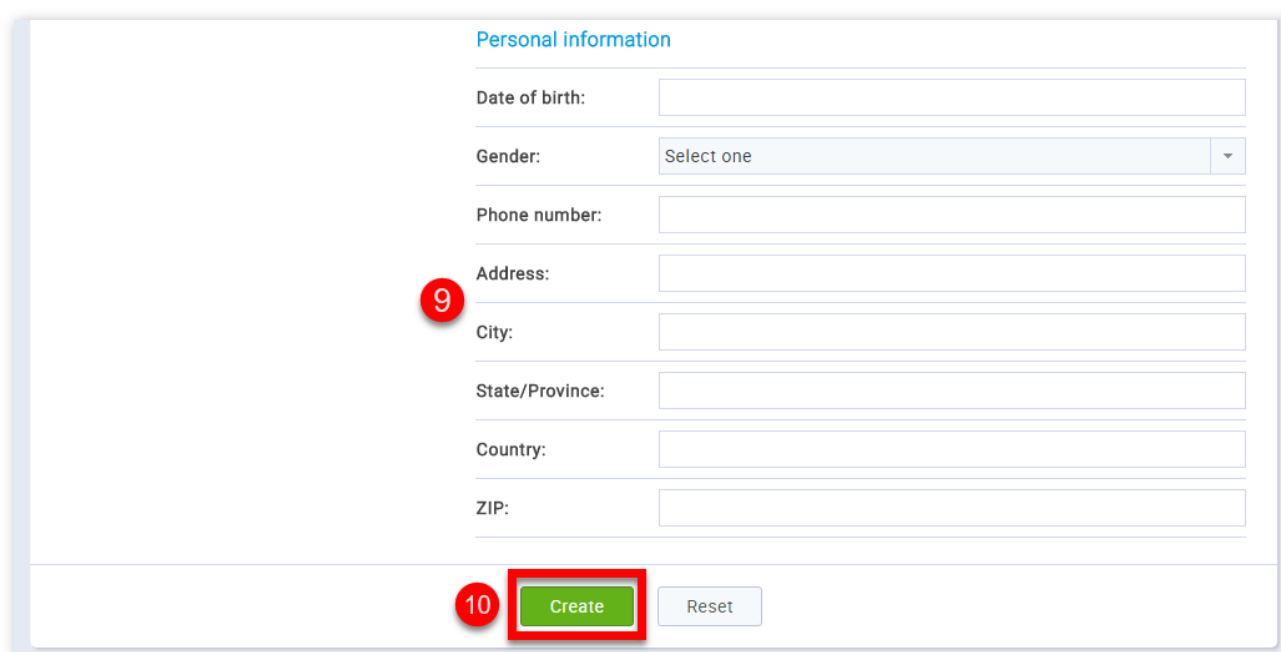


5. This value represents a user's role in the system. Predefined roles in the system are "Student", "Administrator" and "Instructor" however you can create an unlimited number of custom roles with specific permissions. Please check the [Create new role](#) help section to see how to create a custom role

6. You can also add new users directly to a group by clicking on the **"Assign to groups"** button

7. User's password needed to enter the system. You can choose either it to be entered manually or generated. You can also set the expiration date for password

8. Upload user's profile picture



9. Here you can enter personal information about the user

10. After entering all the necessary information about the new user click the **"Create"** button

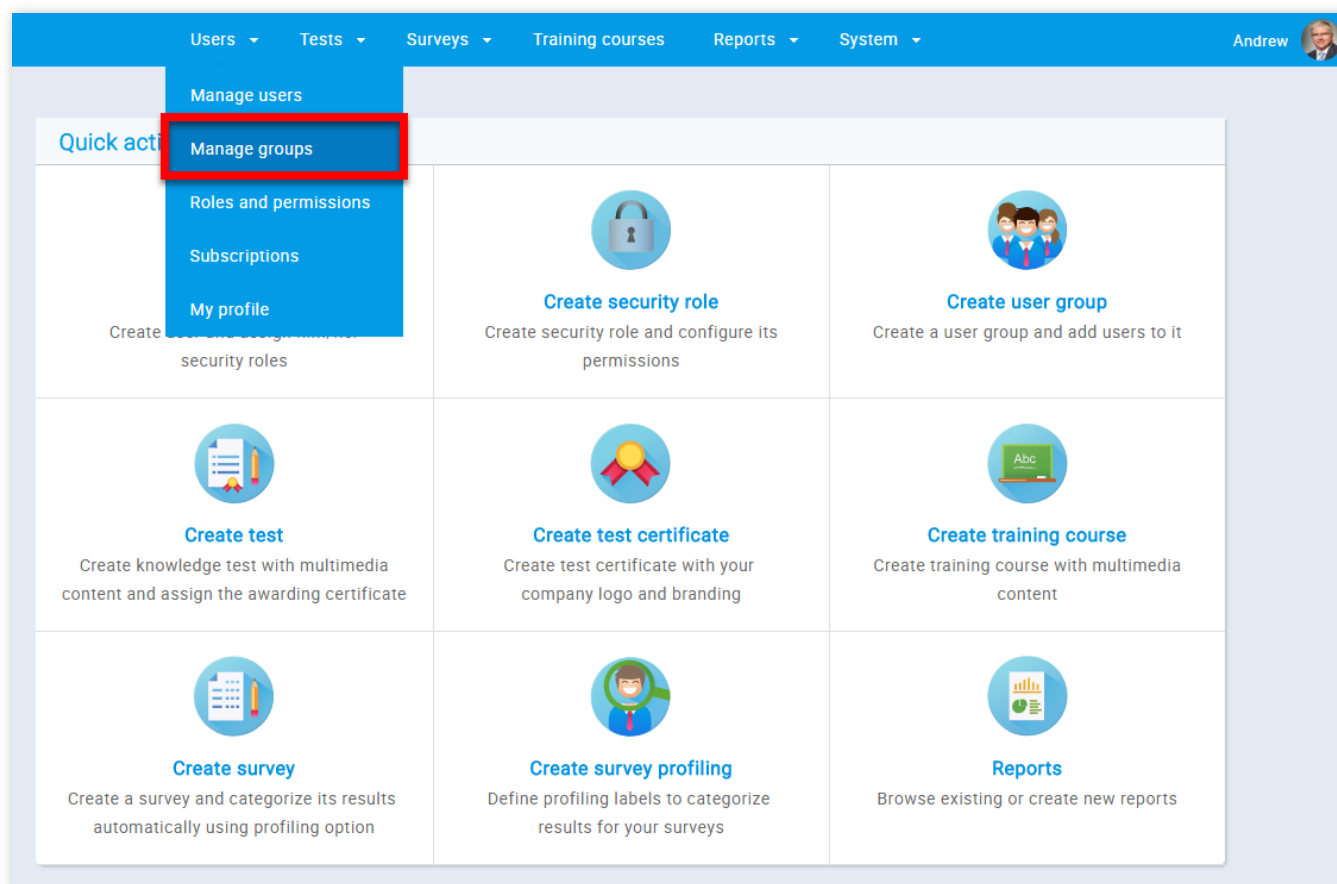
# Help system

## Manage groups

Users in the system can be organized into user groups. Each group can have an unlimited number of sub-groups. Members of a certain user group are also members of its parent group. Users with proper privileges can make their own tree hierarchy of groups, while users with administrative privileges can manage any group in the system.

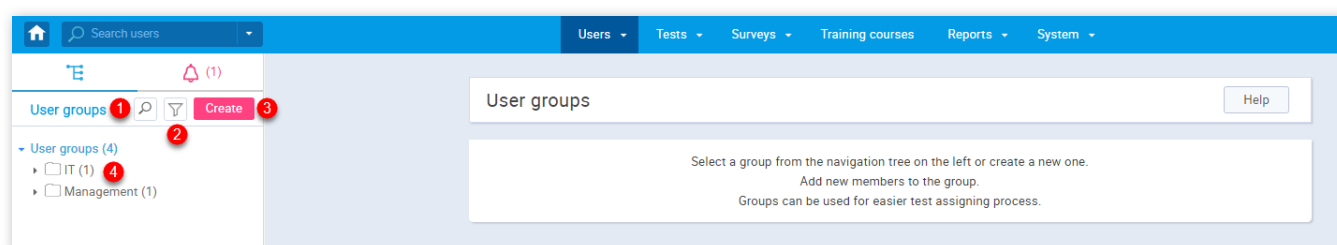
### 1. Accessing the page

To access the **"Manage groups"** page, you should click on the **"Users"** menu and select **"Manage groups"**.



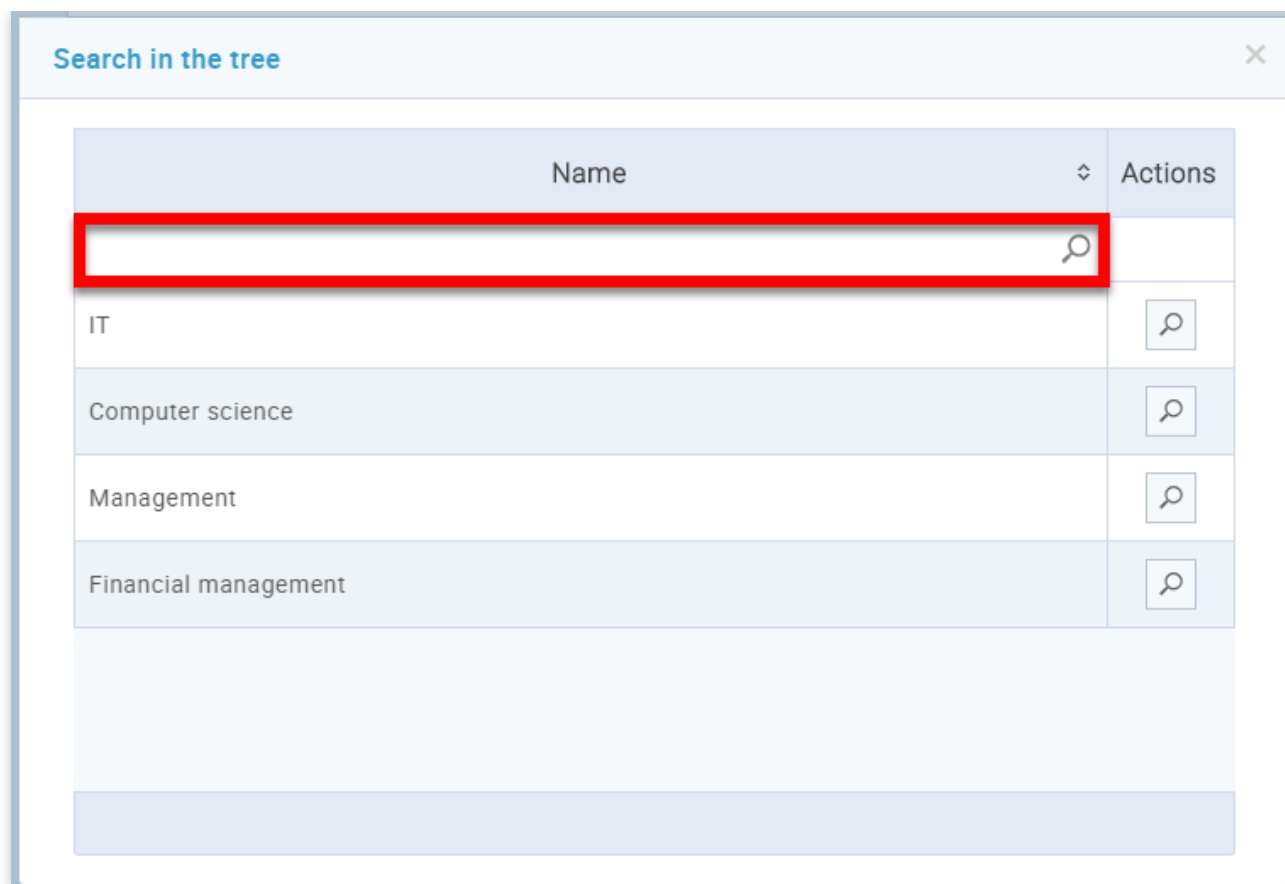
### 2. Page layout

On the left side of the **"Manage groups"** page, you will find the sidebar where you can search for groups, filter them, create a new one or select a group to see its detailed information and modify it.

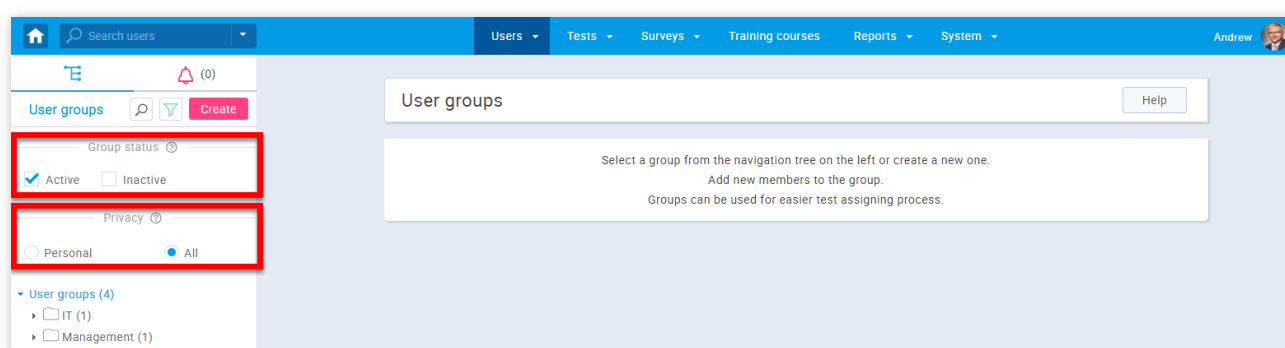


1. To search for a group, you must click on the button with a magnifying glass image and then enter the name of the group in the pop-up window.

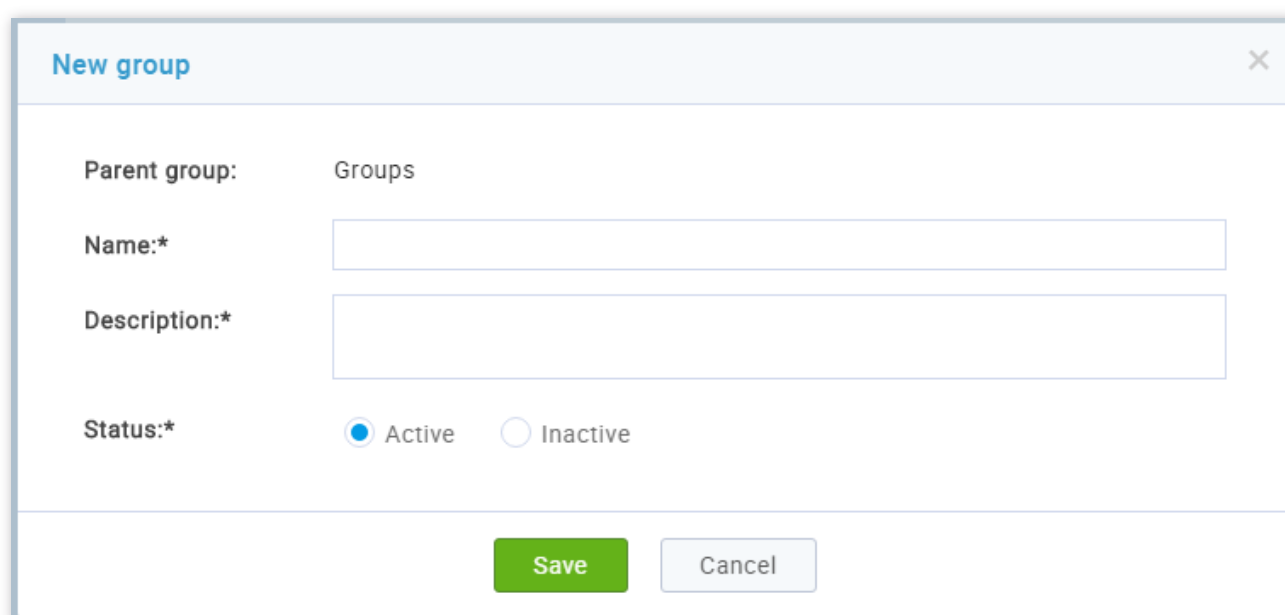




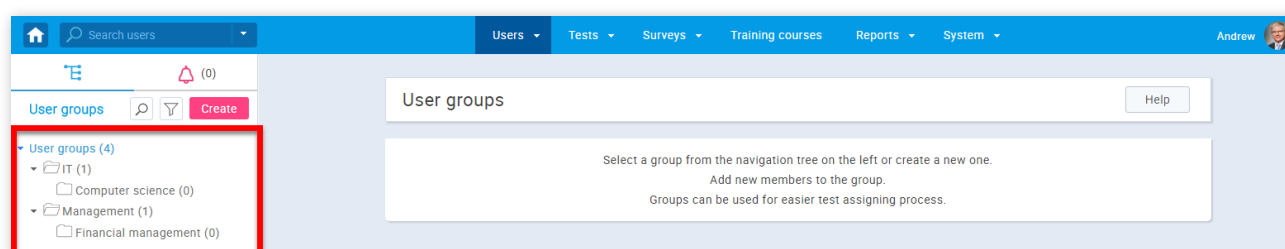
2. In order to filter the list of tables, you should click on the button with a funnel image and then choose the group status and privacy of the groups you want to see. A group's status can either be "Active" or "Inactive". Only the users from "Active" groups may be added as members to tests and pools. If a group is set to "Inactive" then all of its sub-groups are set to be inactive automatically. The "Privacy" setting has two options, you can either set it to "Personal" or "All". If you choose "Personal", only groups where you are a member will be displayed, and if you choose "All", all existing groups will be displayed.



3. To create a new group, click on the **"Create"** button. Once clicked, a pop-up window will open where you need to set the name and the description of the group, and the group's status as well.

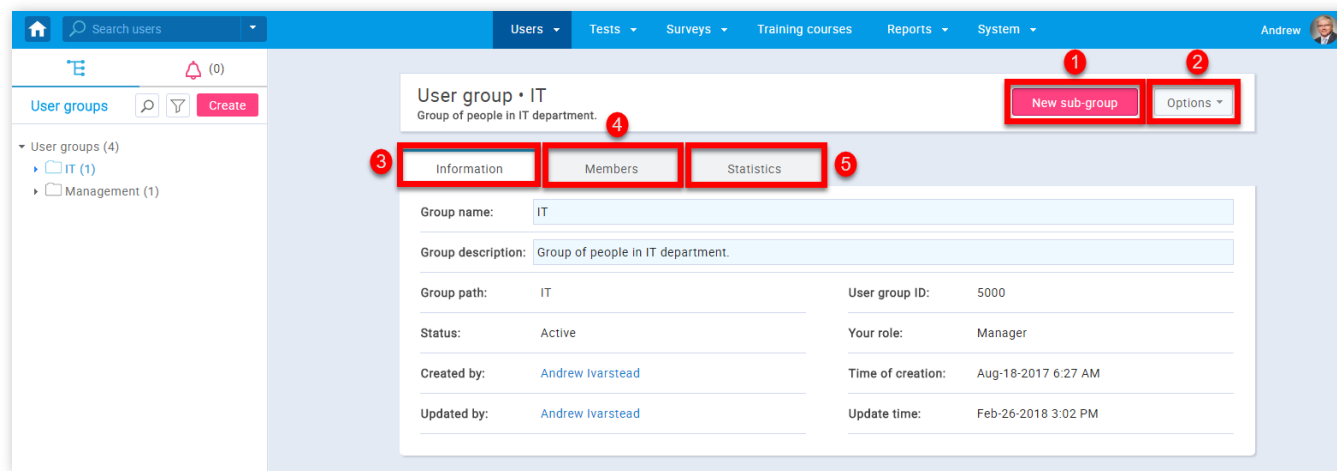


4. To view information about a group that exists or to modify it, you need to find the group in the group tree. In the group tree, you will find that some of the nodes have bullets on the left. This means that the group has sub-group(s) and that you can see them by clicking on the bullet and in that way expand the node. To select a group, simply click on its name in the tree.

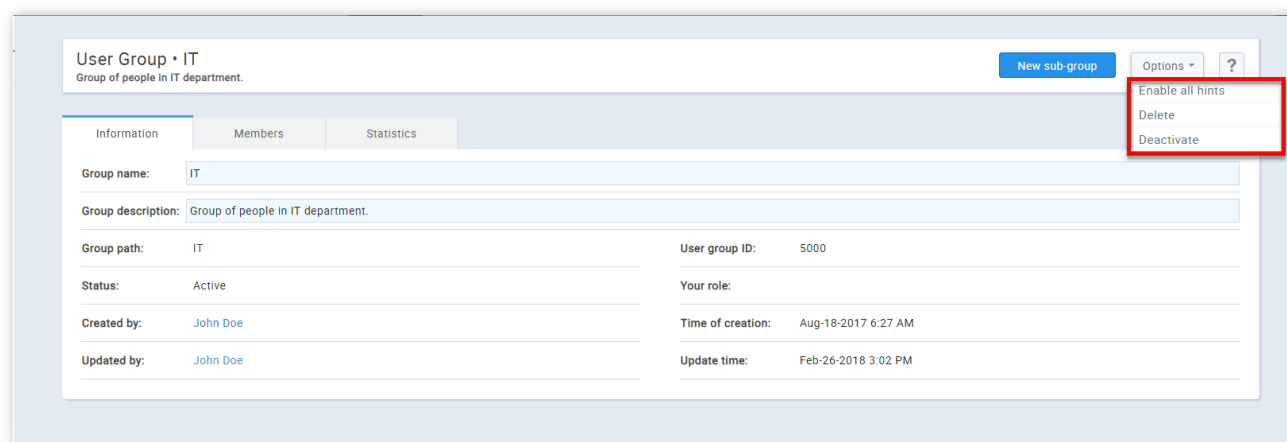


### 3. Group details

When a group is selected, you can add a sub-group to the selected group, you can look at the additional options for that group, or you can view the detailed attributes of the group on the **"Information"**, **"Members"** and **"Statistics"** tabs.

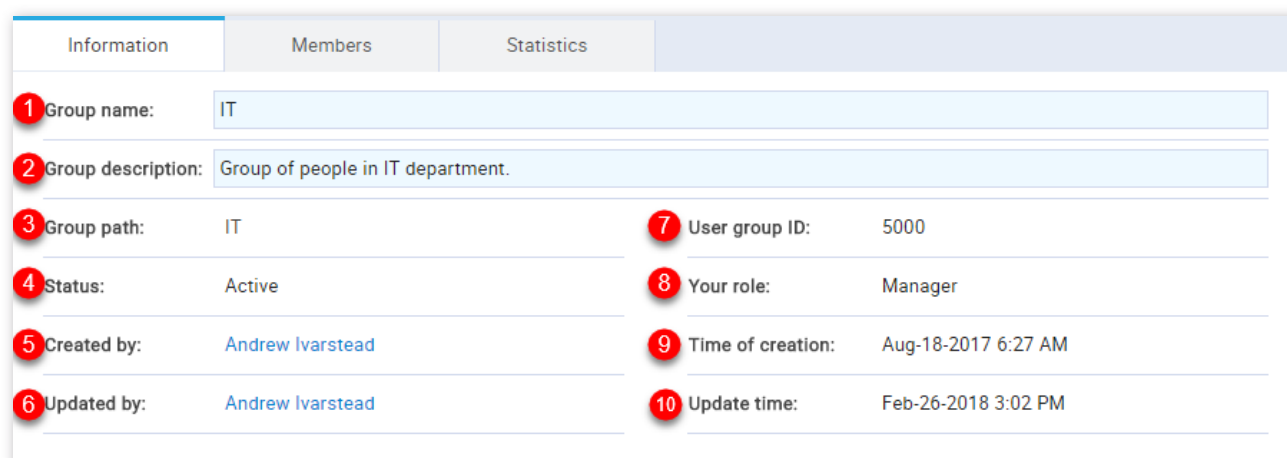


1. Clicking on the **"New sub-group"** button will open the same pop-up you get when creating a new group. All the instructions for that window apply to this one as well.
2. In the **"Options"** drop-down list you are able to enable/disable all the hints for this page, you can delete the selected group and you can activate/deactivate it depending on its current status



### 3. Information

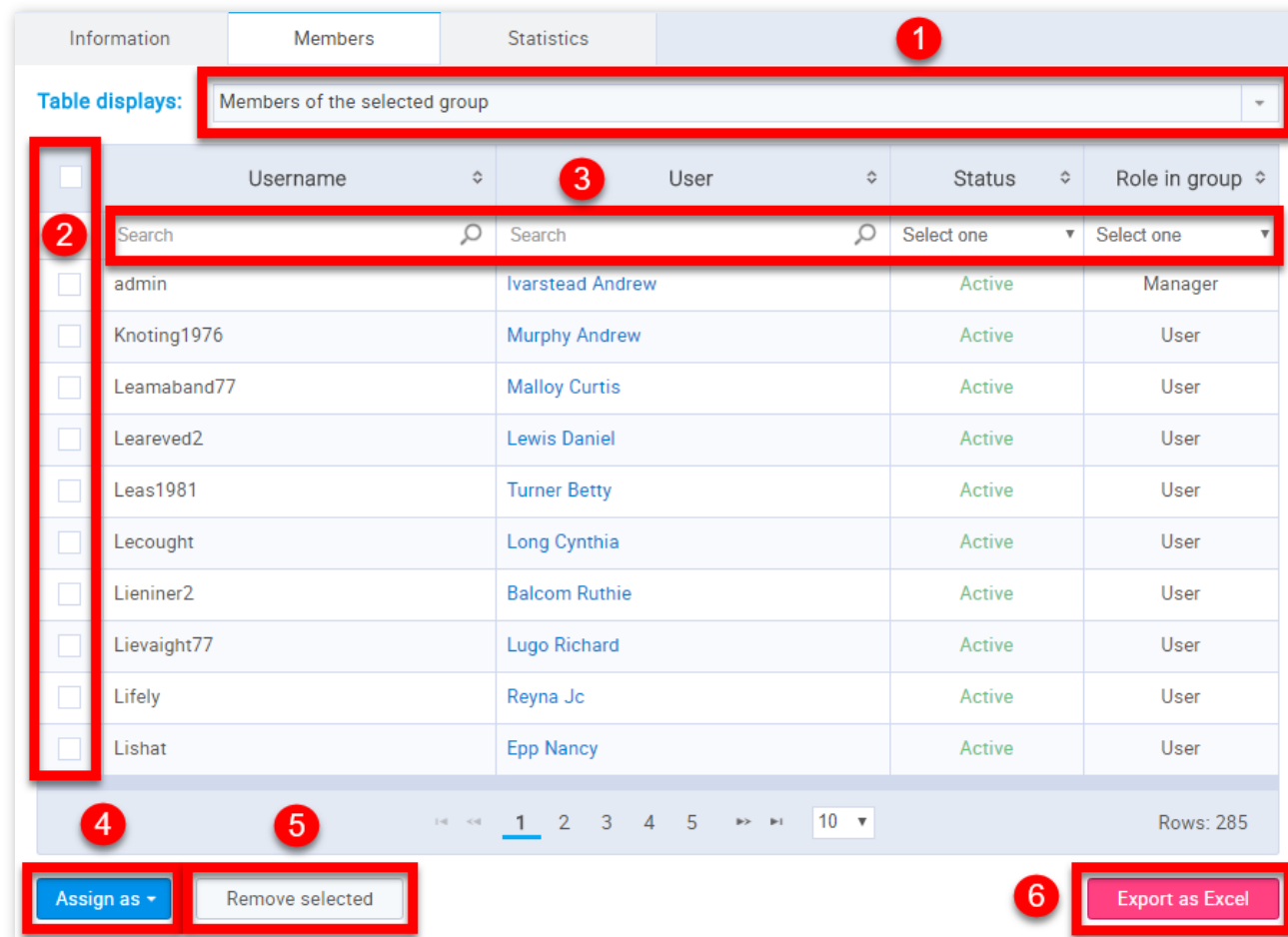
The **"Information"** tab has all the basic information of a group.



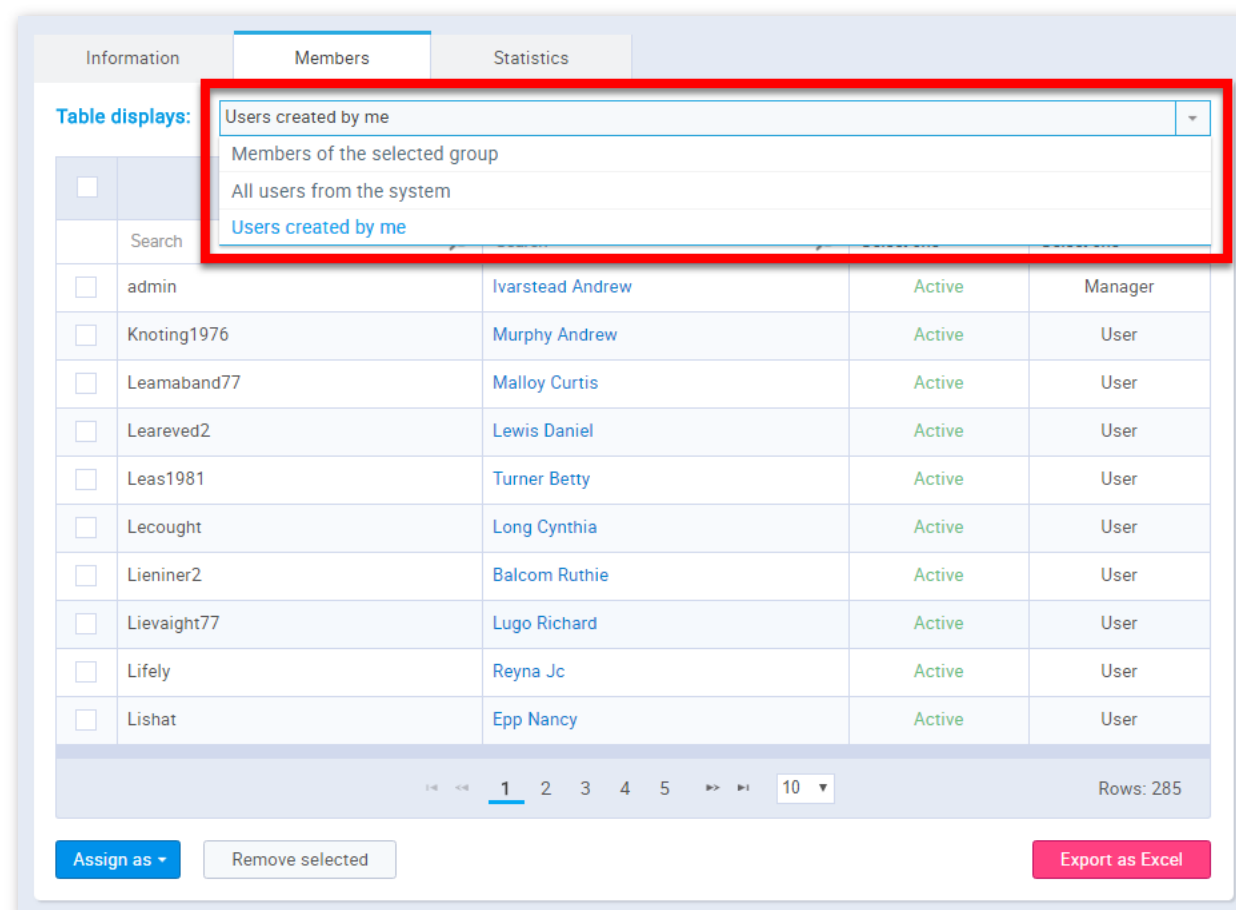
1. Group's name
2. Group's description
3. This represents the group's path. You can see all the group's ancestor groups here
4. The status of the group
5. This is the user who created the group. By clicking on the name of this user, you are redirected to his profile page
6. This is the user who last updated the group. By clicking on the name of this user, you are redirected to his profile page
7. This is the unique ID of this group. It is used in some other functionalities of the application, like importing Excel files
8. This represents your role in the group. Group members can have one out of the two roles in the group: the "User" role or the "Manager" role. Having the "Manager" role in a certain group enables the user to manage all of its sub-groups as well
9. This is the exact time this group was created
10. This is the exact time this group was last updated

### 4. Members

The **"Members"** tab gives an overview of all group members and allows you to add new members to the group and remove users that are already members. You can also export members into an Excel file.



1. From this drop-down list, you can choose which members will be shown. The offered options are: "Members of the selected group", "All users from the system", "Users created by me"



2. By clicking on the check-boxes you can add or remove users from the current selection, and the actions such as assigning and removing will only have an impact on these users
3. You can search users either by their username, first and last name, status or role
4. The **"Assign as"** drop-down list has two buttons: **"User"** and **"Manager"**. Clicking on either of these will change the selected users' role to the one you selected. Users which have the **"Role in group"** field blank are not members of the group and can be added to it by changing their status to either **"User"** or **"Manager"**

Information **Members** Statistics

Table displays: Members of the selected group

<input type="checkbox"/>	Username	User	Status	Role in group
	Search	Search	Select one	Select one
<input type="checkbox"/>	admin	Ivarstead Andrew	Active	Manager
<input type="checkbox"/>	Knoting1976	Murphy Andrew	Active	User
<input type="checkbox"/>	Leamaband77	Malloy Curtis	Active	User
<input type="checkbox"/>	Leareved2	Lewis Daniel	Active	User
<input checked="" type="checkbox"/>	Leas1981	Turner Betty	Active	User
<input checked="" type="checkbox"/>	Lecought	Long Cynthia	Active	User
<input type="checkbox"/>	Lieniner2	Balcom Ruthie	Active	User
<input type="checkbox"/>	Lievaight77	Lugo Richard	Active	User
<input type="checkbox"/>	Lifely	Reyna Jc	Active	User
<input type="checkbox"/>	Lishat	Epp Nancy	Active	User

User  
Manager

Assign as Remove selected Export as Excel

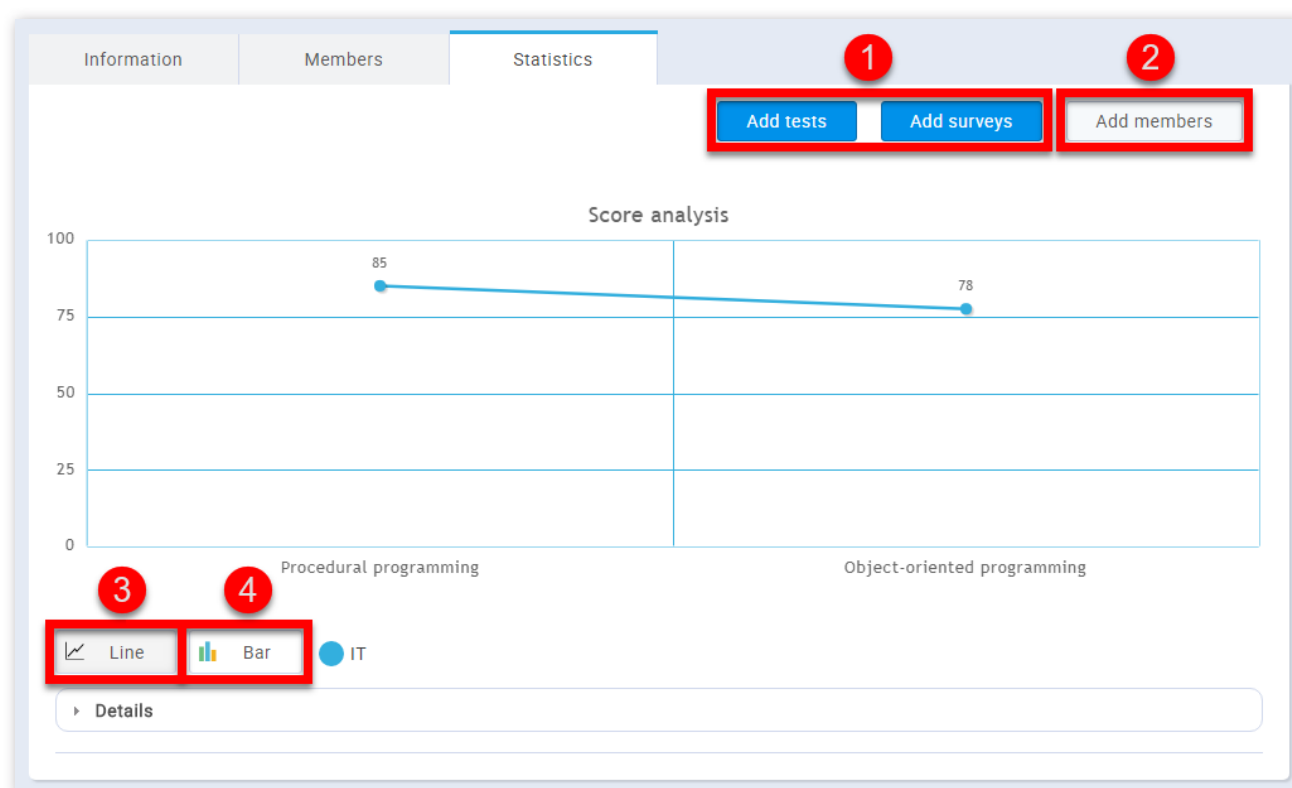
Rows: 285

5. The **"Remove selected"** button will remove the selected users which are group members from the group. No action will take place for users that are not group members. Removing a user from the group will set his/her **"Role in group"** to blank

6. The **"Export as Excel"** button will export in an Excel file all the members that have been filtered as part of your search

## 5. Statistics

The **"Statistics"** tab displays the statistical data of members of that group.



1. When the **"Add tests/surveys"** button is clicked, a pop-up window will appear. You can search the tests/surveys you want to add or remove by name or course that they are a part of. Using the below-highlighted buttons, you can add or remove them from the graph view in the **"Statistics"** tab.

**Add tests/surveys**

Test/survey	Course	Available period	Actions
Search	Search		
Object-oriented programming	IT	Jul-25-2018 12:00 AM - Jul-25-2018 1:30 PM	↓ ×
Procedural programming	IT	Jul-25-2018 12:00 AM - Jul-25-2018 1:40 PM	↓ ×

1 10 Rows: 2

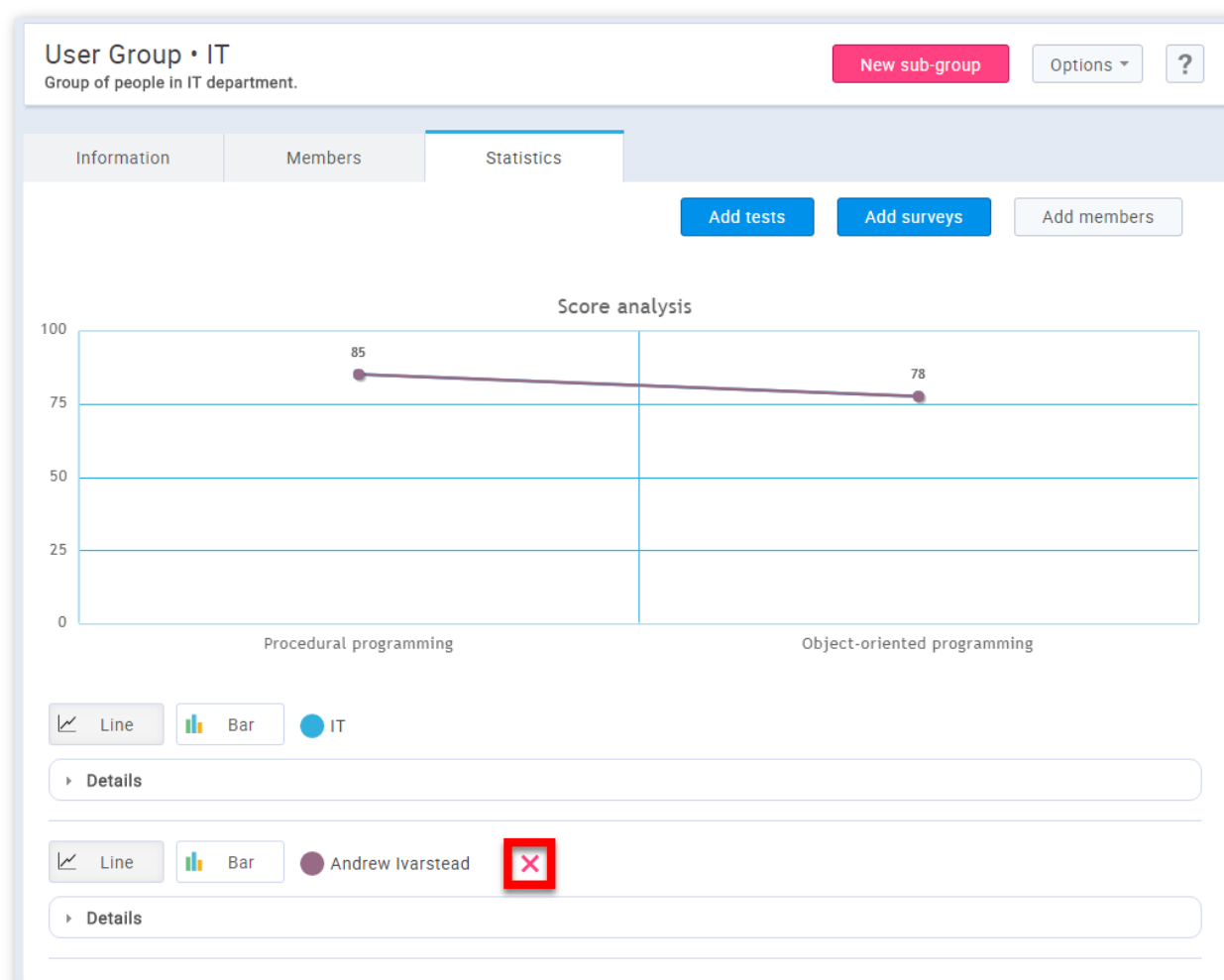
2. By clicking the **"Add members"** button, you will open a pop-up window. In this window, you can search for members whose statistics you want to see by username or by first and last name. By clicking on the button highlighted in the picture below you can add the user's statistics to the graph view in the **"Statistics"** tab.

**Add members**

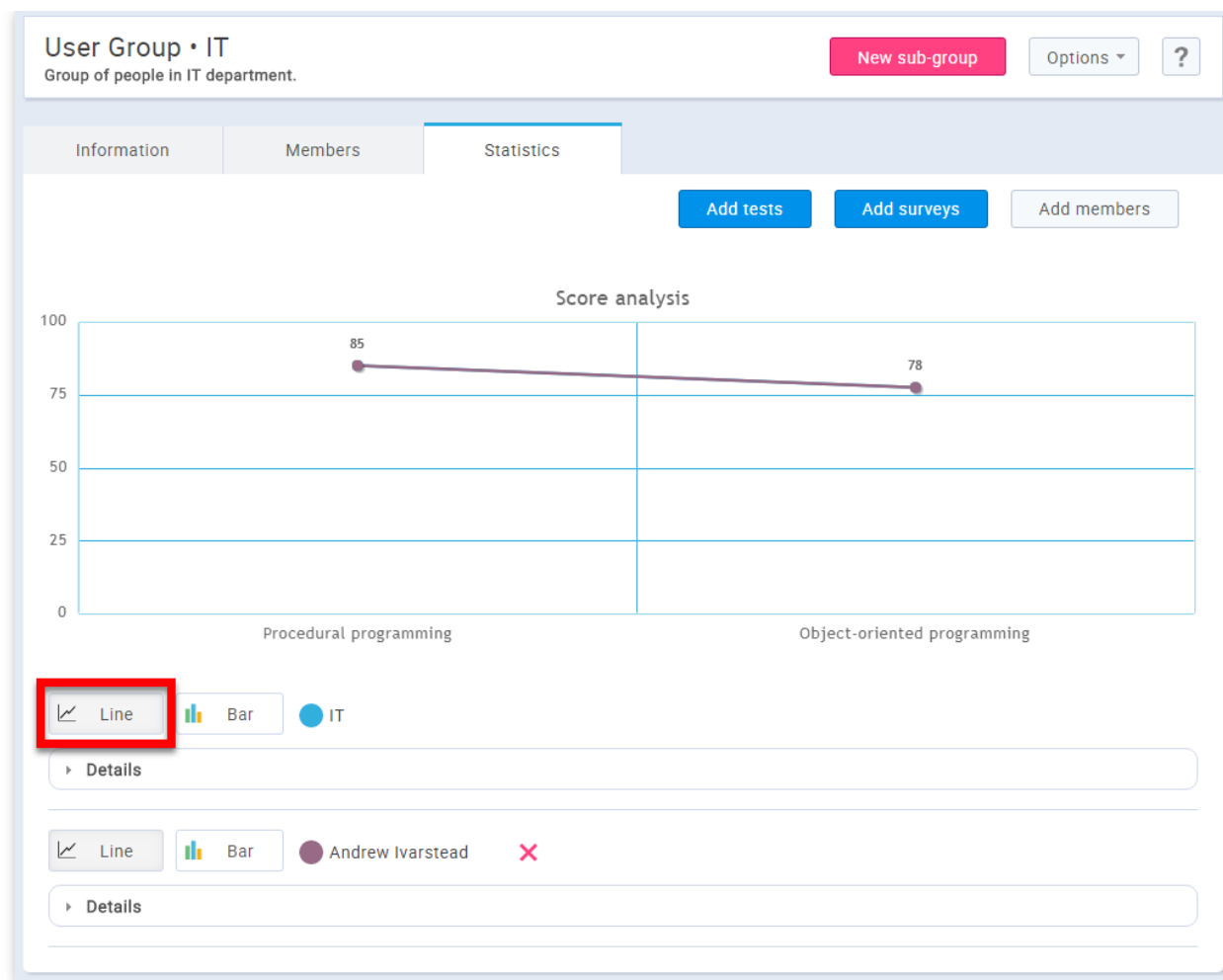
Username	User	Actions
admin	Ivarstead Andrew	↓
Knoting1976	Murphy Andrew	↓
Leamaband77	Malloy Curtis	↓
Leareved2	Lewis Daniel	↓
Leas1981	Turner Betty	↓
Lecought	Long Cynthia	↓
Lieniner2	Balcom Ruthie	↓
Lievaight77	Lugo Richard	↓

1 2 3 4 5 10 Rows: 285

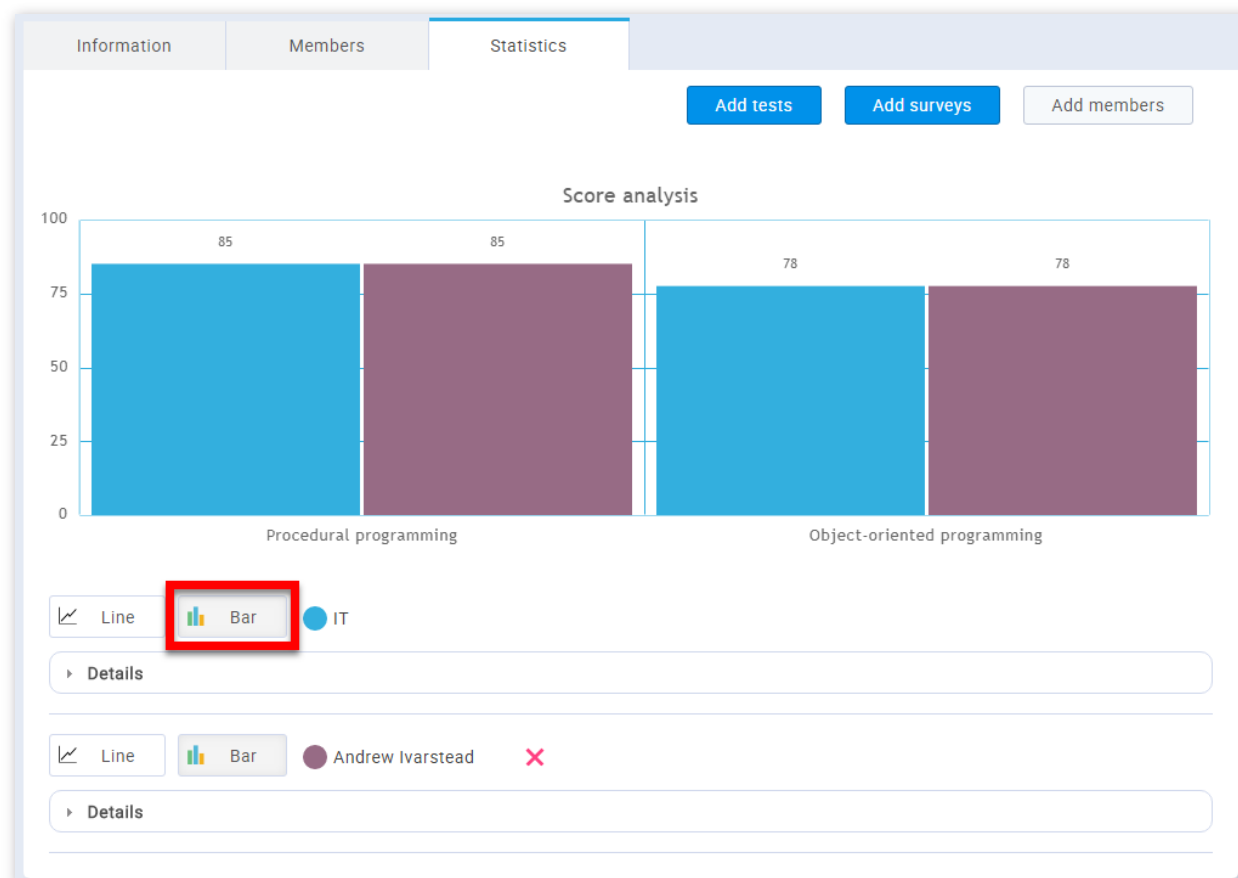
Added members can be removed from the view on the **"Statistics"** tab.



3. The graph can be represented by lines if the **"Line"** button is selected.



4. The graph can be represented by bars if the "Bar" button is selected.



Manage groups

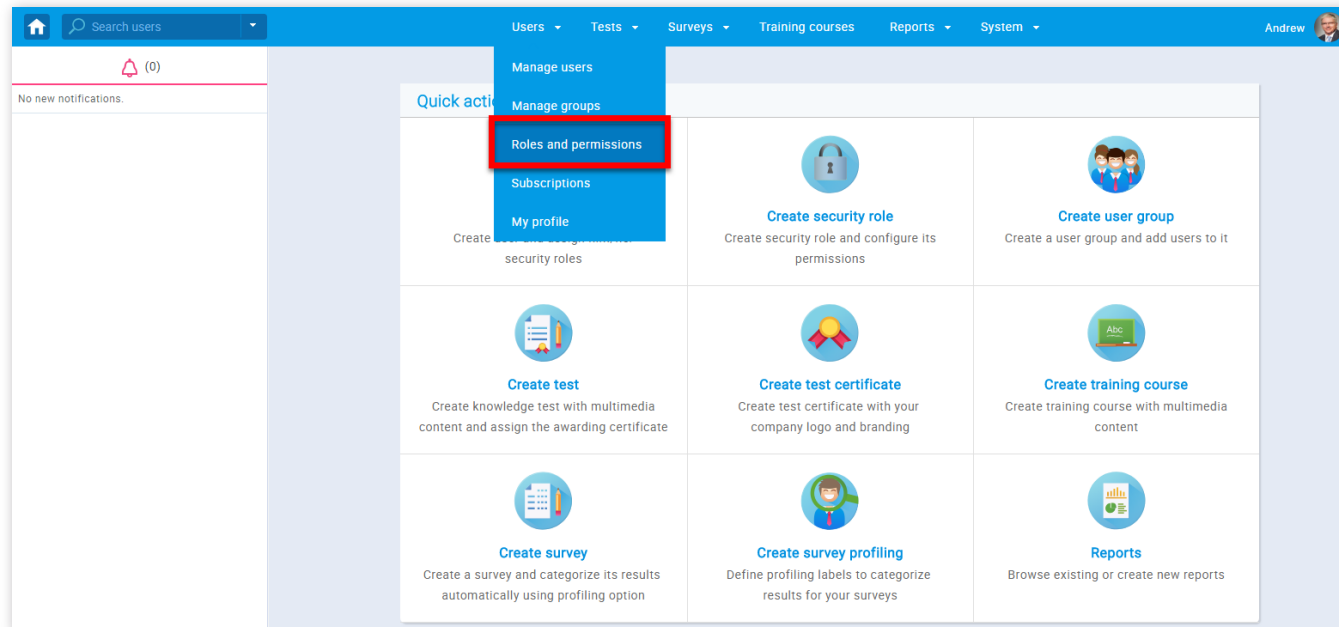
# Help system

## Roles and permissions

GetCertified allows the administrator to create new and manage existing user roles and permissions.

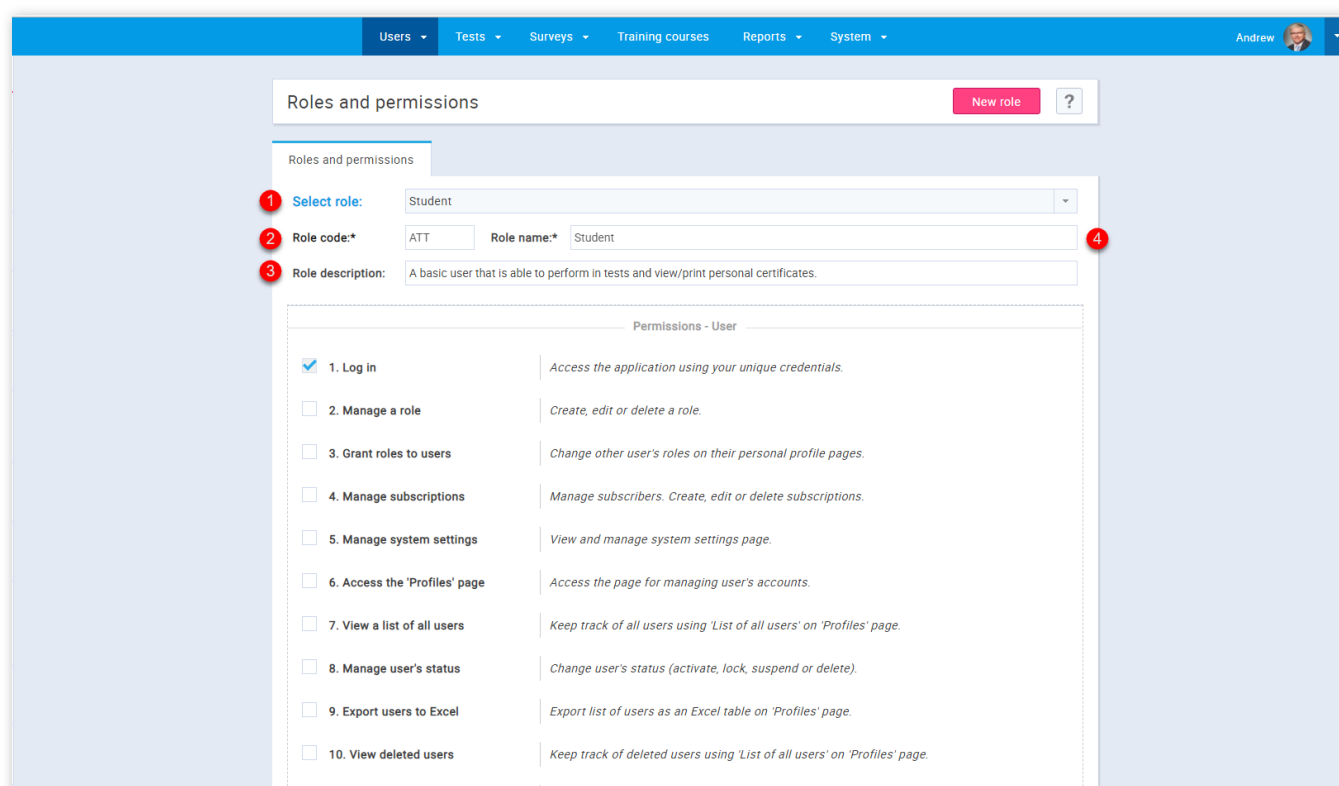
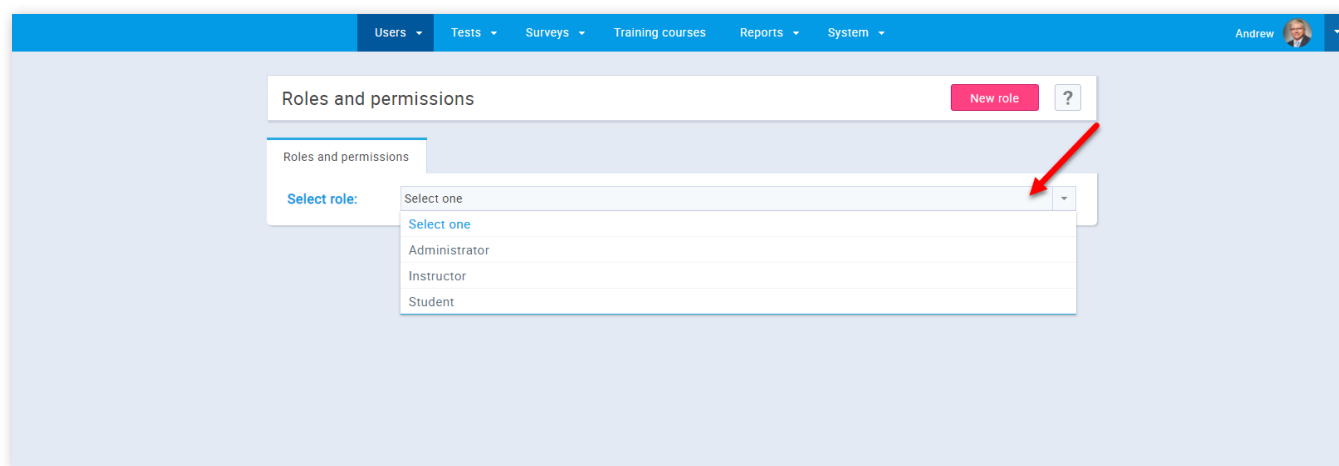
### 1. Accessing the page

To manage roles and permissions, you should click on the **"Users"** menu in the application's toolbar and then choose **"Roles and permissions"**.

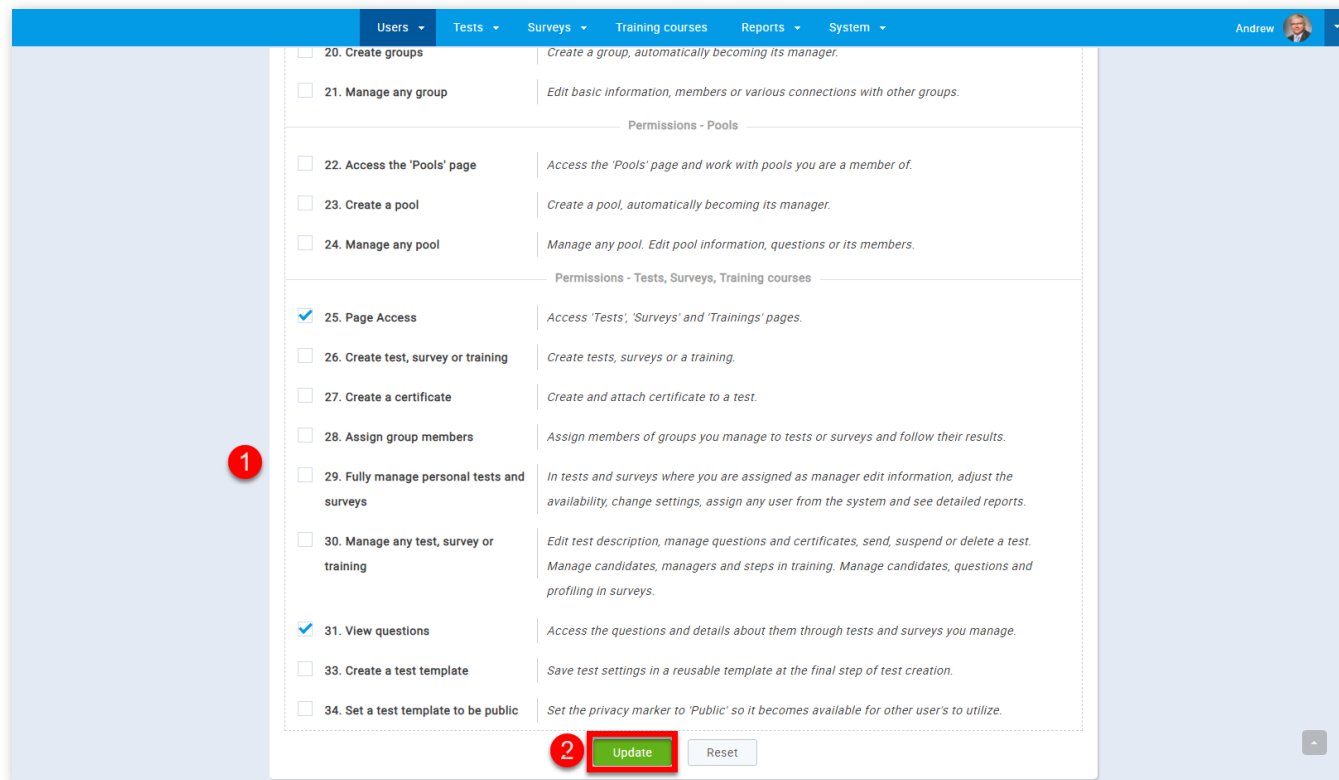


### 2. First page

**"Roles and permissions"** is another section under the **"User"** management menu. It allows the administrator to create new and manage existing user roles and their permissions. On the top of the page there is a search bar, where you can choose a role and view its permissions.

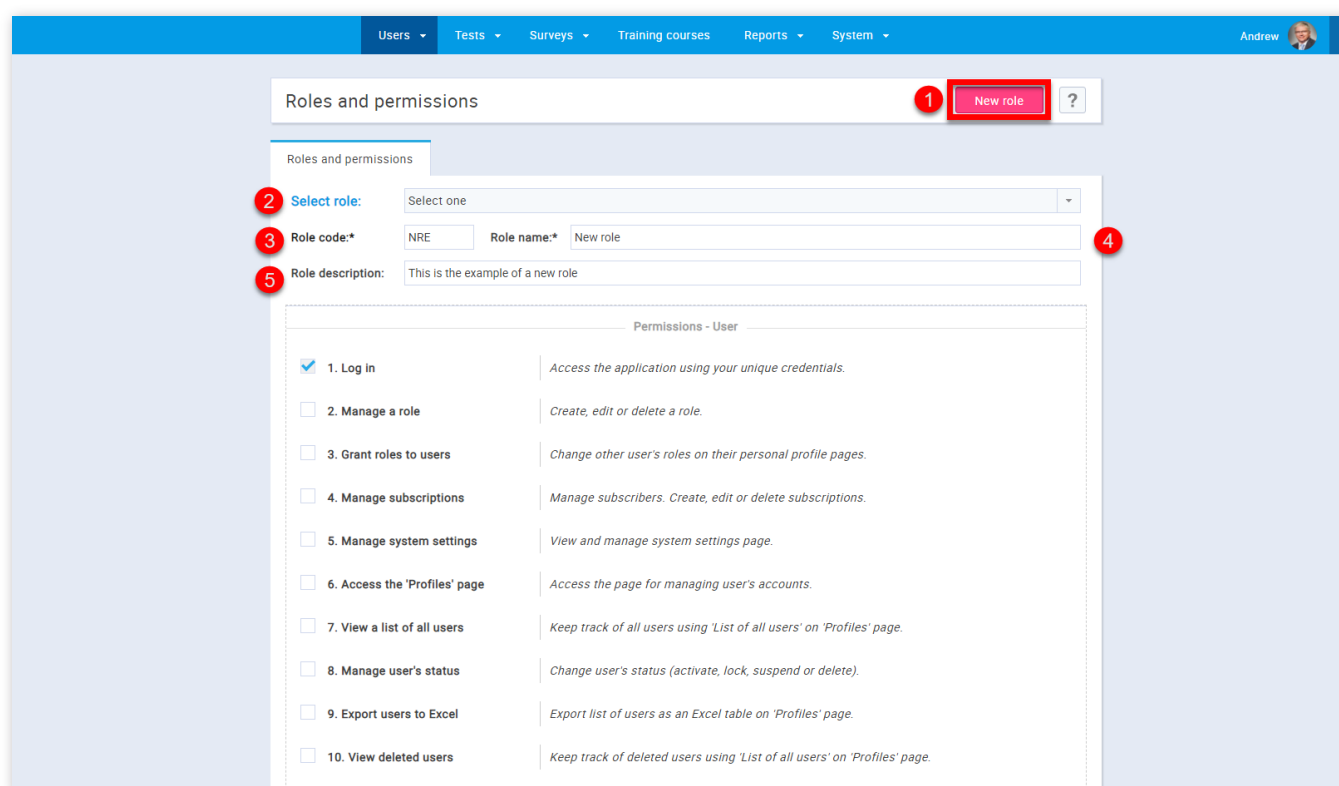


1. Select a role you want to give new permissions to
2. Enter the role code(ATT for "Student" role, INS for "Instructor" role, ADM for "Administrator" role, or the code for a role you have created). The role code is used in the feature "**Load users**" in Manage users section, this code gives each user a specific role and permissions
3. Displayed here is the description of a role you have selected
4. Role name is displayed on each profile("Student", "Instructor", "Administrator")



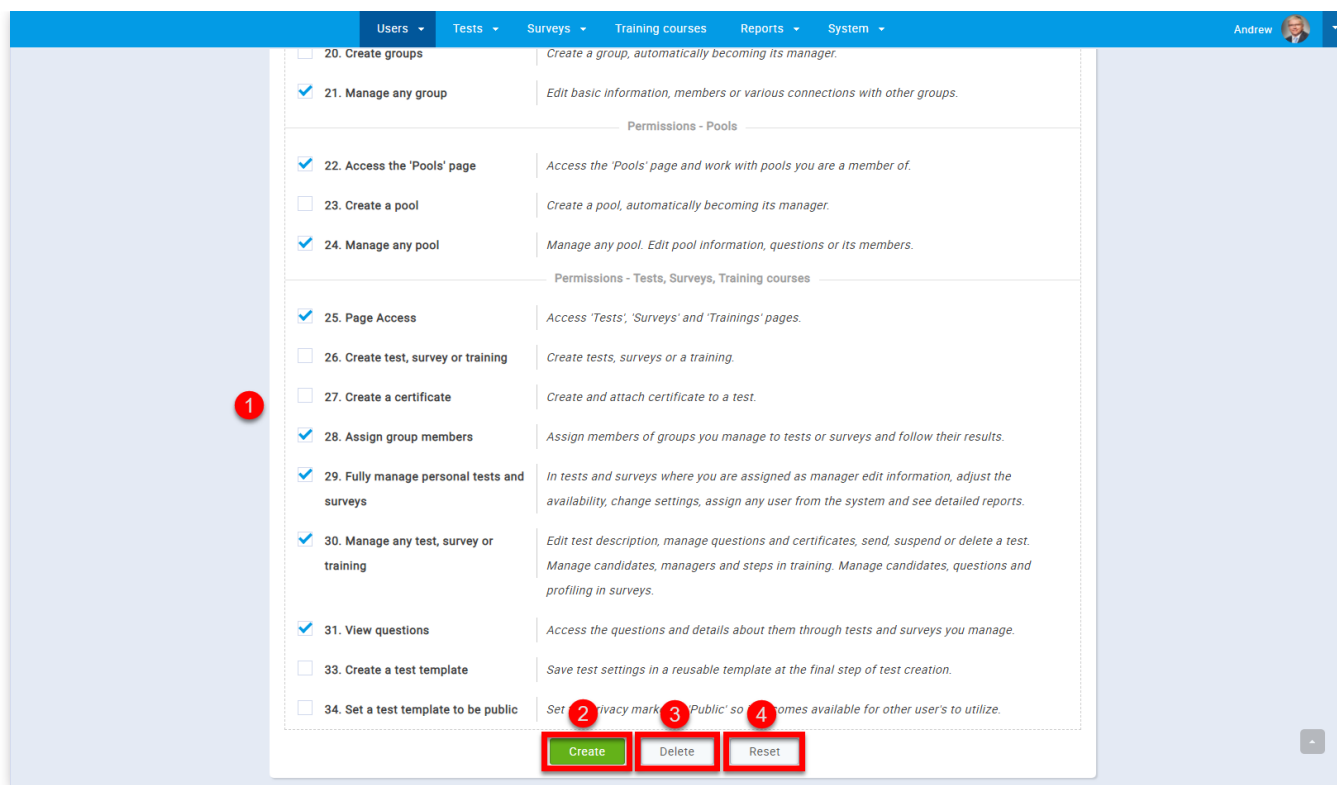
1. Select the permissions you want to give to the role you have chosen
2. Click the "**Update**" button

### 3. New role



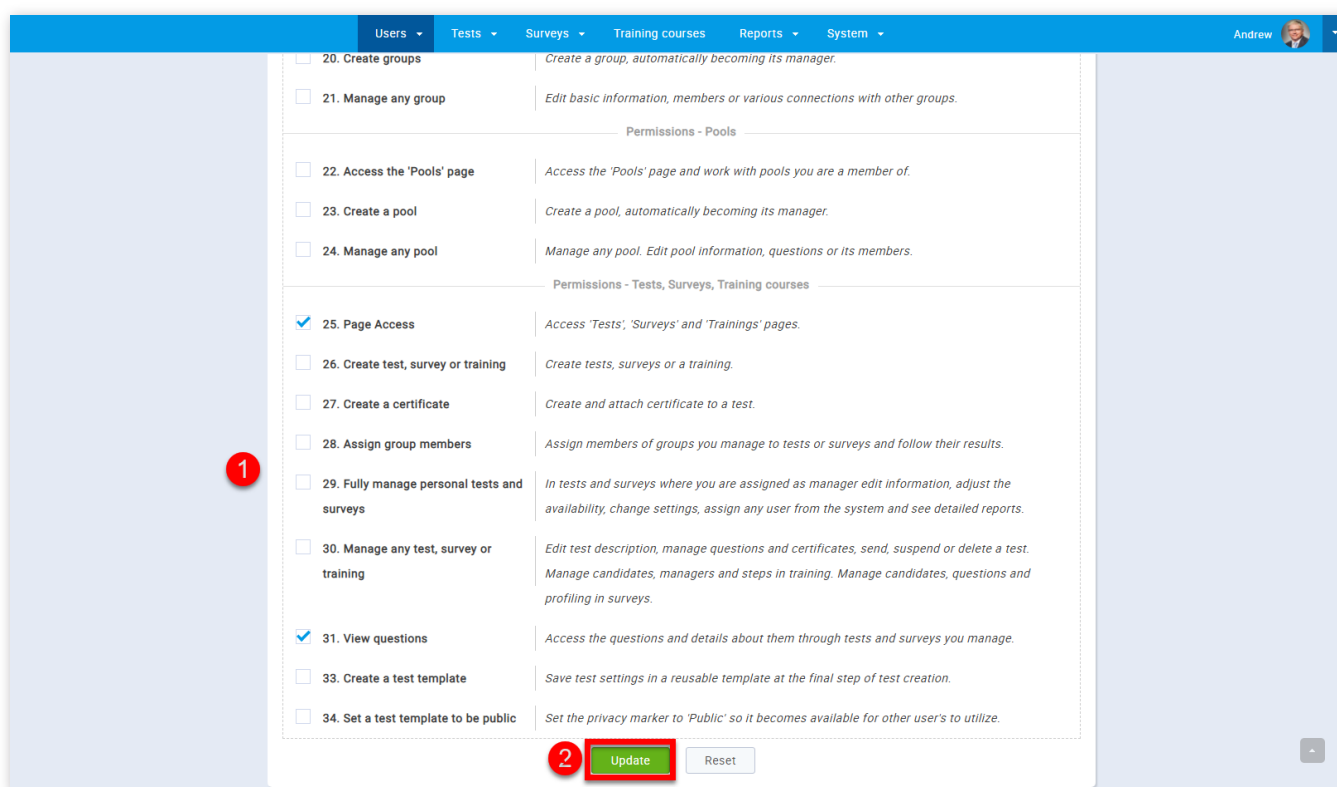
1. To create a new role, click on the "**New role**" button
2. This drop down menu is now left unused
3. Enter the role code. Role code is used in feature "**Load users**" in Manage users section, this code gives each user a specific role and permissions. The role code must contain 3 letters
4. Enter the role name
5. Enter the description of a role you are creating. This is not obligatory





1. Select the permissions you want to give to the role you are creating
2. If you want to save the changes you have created click the **"Create"** button
3. If you want to delete the role click the **"Delete"** button
4. If you want to reset all changes you have made click the **"Reset"** button

#### 4. Select the permissions



1. Select the permissions you want to give to the role you have chosen
2. Click the **"Update"** button

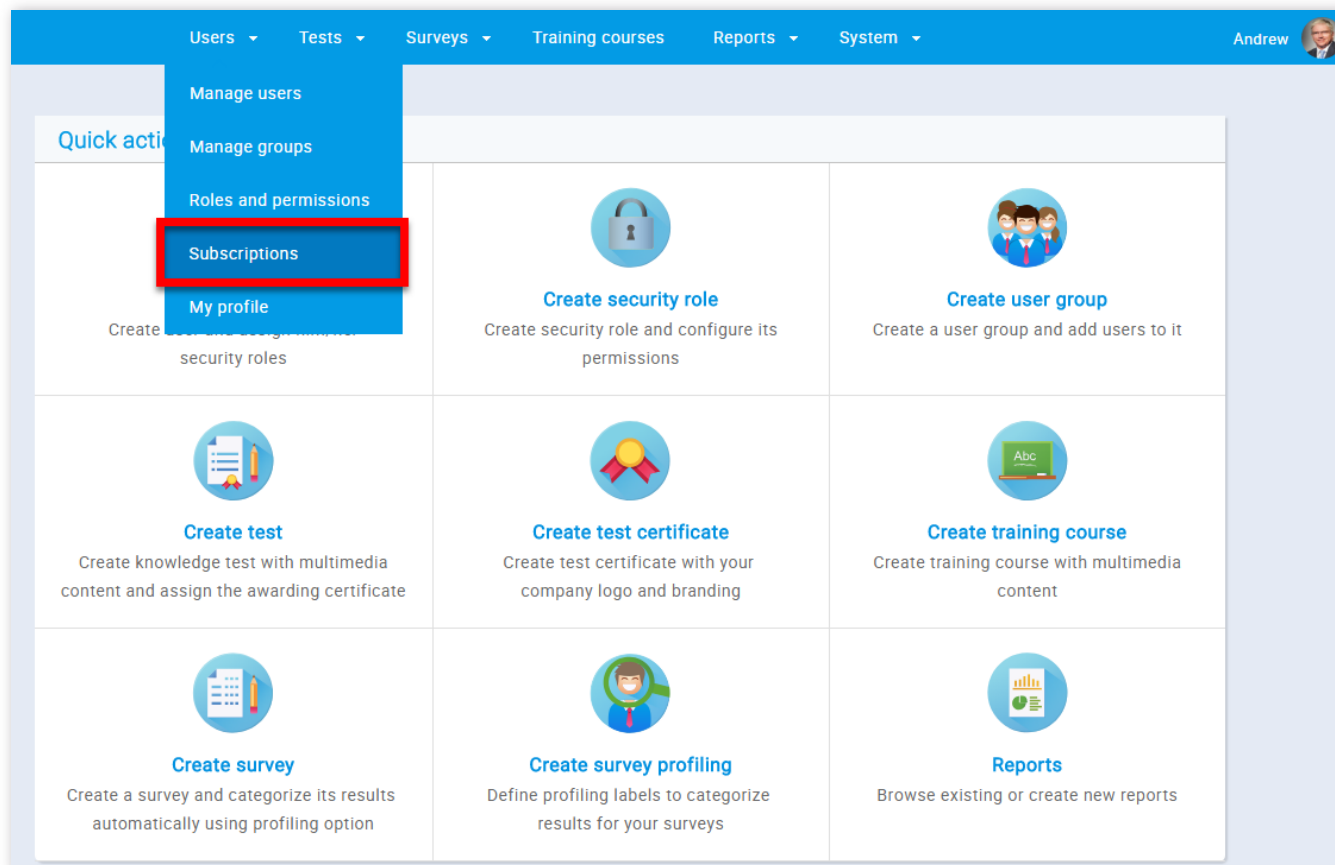
# Help system

## Subscriptions

On the "**Subscriptions**" page you can add people that will receive regular reports for a selected user.

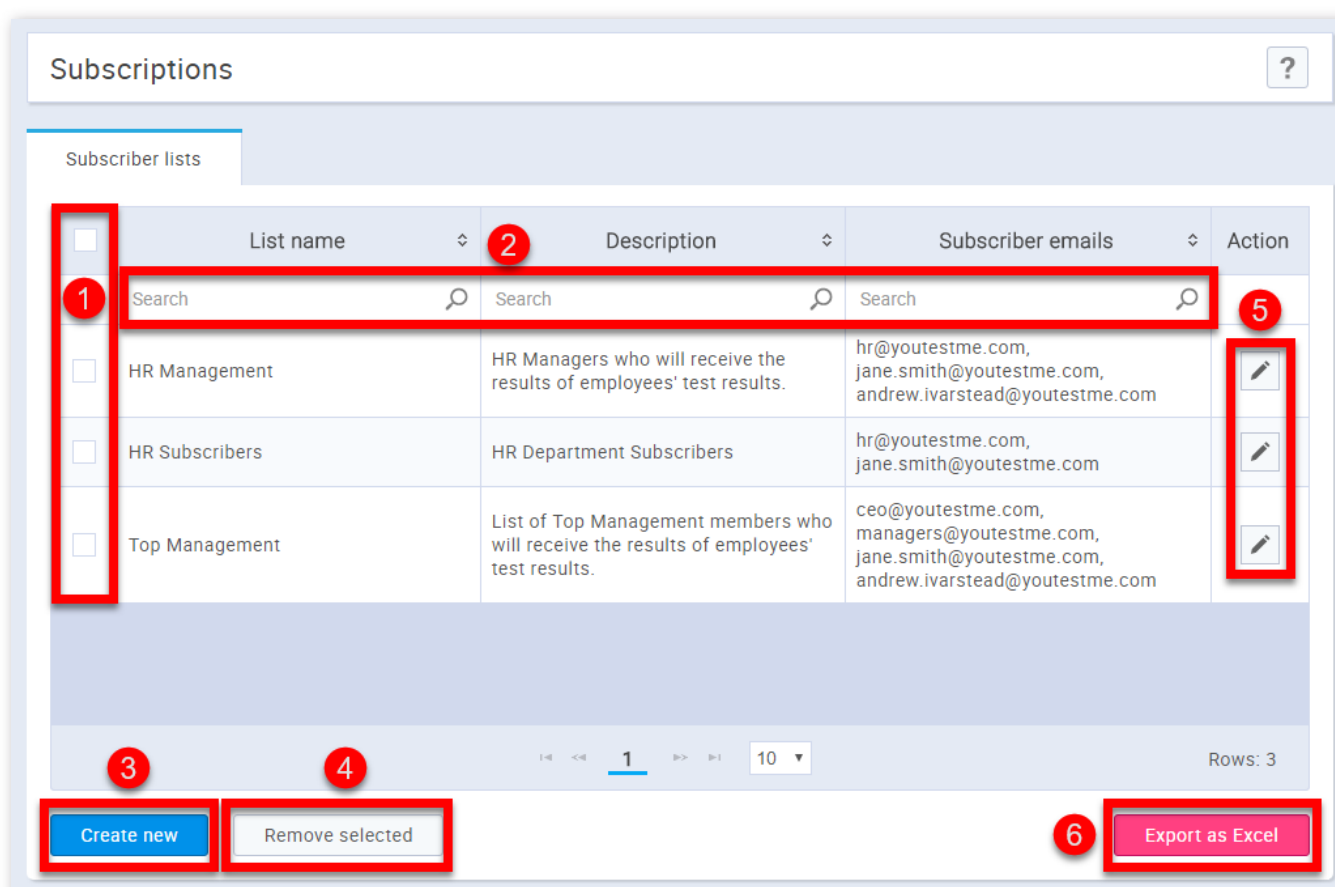
### 1. Accessing the page

To access the "**Subscriptions**" page, you should click on the "**Users**" menu and select "**Subscriptions**".

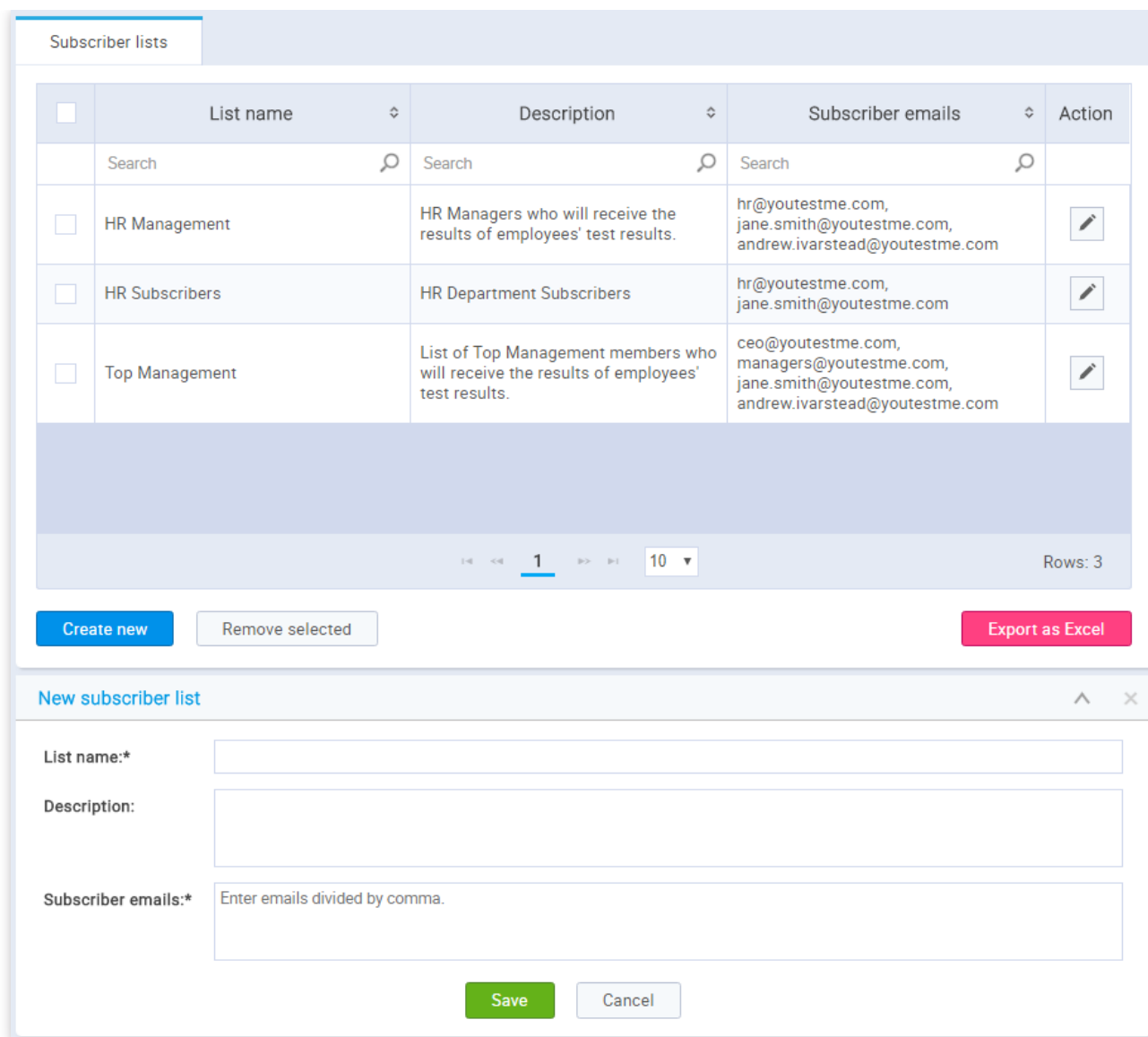


### 2. Page layout

On the "**Subscriptions**" page you will find a list of subscriber lists as well as options for creating new lists, removing and modifying existing lists and exporting the subscriber lists in an Excel file.

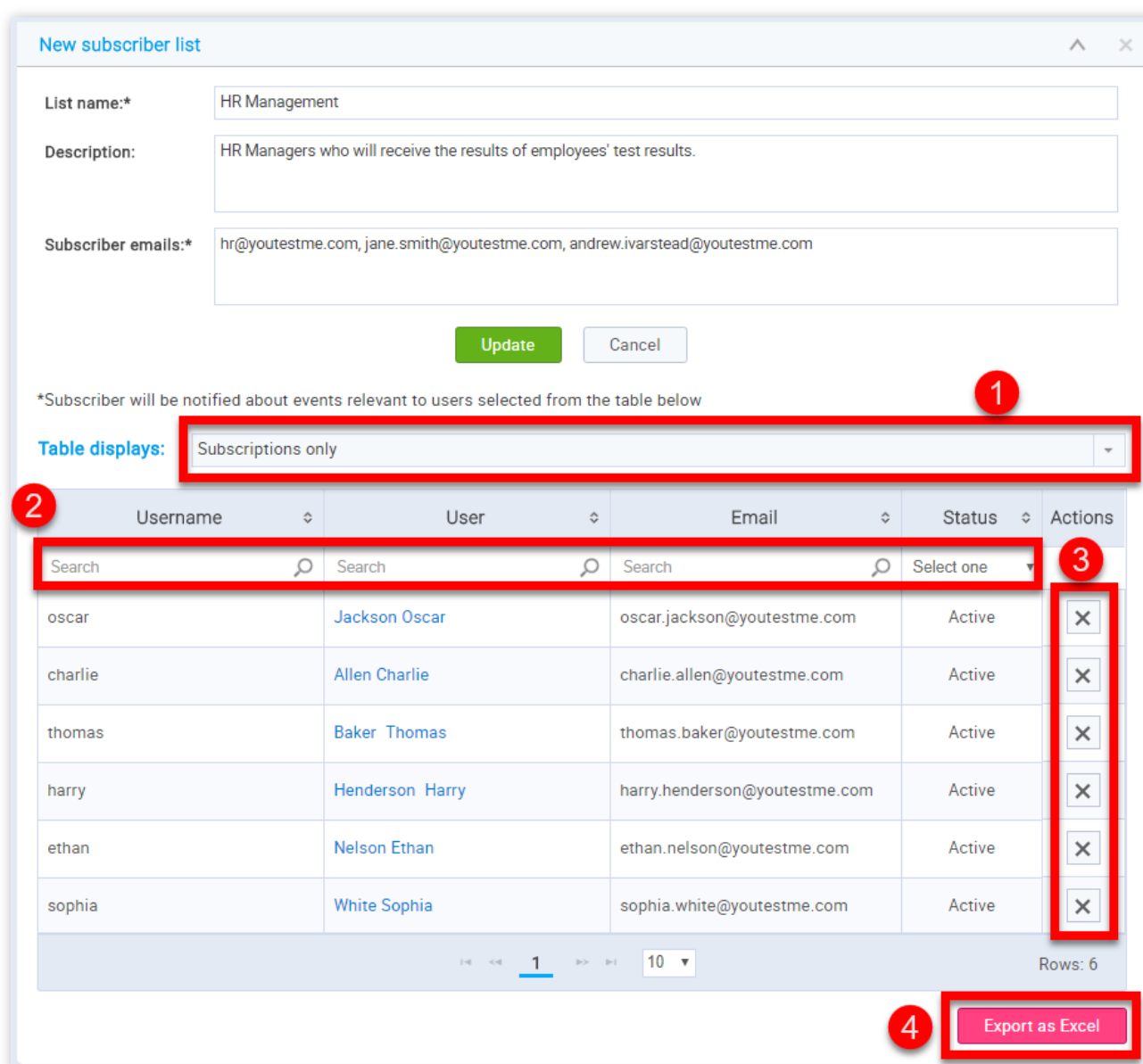


1. By clicking on the check-boxes you can add or remove subscriber lists from the current selection.
2. You can search subscriber lists either by their list name, description or subscriber emails.
3. When you click on the "**Create new**" button you will see an expandable form appear. In it, you need to enter the new list's name as well as a list of email addresses that will receive notifications. A description of the subscriber list is optional.



4. By clicking on the **"Remove selected"** button you will delete all of the selected subscriber lists.

5. Editing existing subscriber lists is done by clicking on the button in the **"Action"** column, in the row of the list you want to modify. An expandable form will appear, similar to the one that opens when creating a new list. This form also has a table of users whom the subscriber list is following.



1. From this drop-down list, you can choose which users will be shown. The offered options are: **"All users"** and **"Subscriptions only"**.

**New subscriber list**

List name:\* HR Management

Description: HR Managers who will receive the results of employees' test results.

Subscriber emails:\* hr@youtestme.com, jane.smith@youtestme.com, andrew.ivarstead@youtestme.com

[Update](#) [Cancel](#)

\*Subscriber will be notified about events relevant to users selected from the table below

Table displays: Subscriptions only

Username	User	Email	Status	Actions
oscar	Jackson Oscar	oscar.jackson@youtestme.com	Active	<input type="checkbox"/>
charlie	Allen Charlie	charlie.allen@youtestme.com	Active	<input type="checkbox"/>
thomas	Baker Thomas	thomas.baker@youtestme.com	Active	<input type="checkbox"/>
harry	Henderson Harry	harry.henderson@youtestme.com	Active	<input type="checkbox"/>
ethan	Nelson Ethan	ethan.nelson@youtestme.com	Active	<input type="checkbox"/>
sophia	White Sophia	sophia.white@youtestme.com	Active	<input type="checkbox"/>

Rows: 6

[Export as Excel](#)

2. You can search the users either by their username, first and last name, email or status.

3. Adding or removing users for whom their subscribers will receive notifications is done by clicking on the button in the **"Action"** column, in the row of the user you want to add/remove. This button will either add or remove the user from the list, depending on their current status.

Table displays: All users

Username	User	Email	Status	Actions
Search	Search	Search	Select one	
ethan	Nelson Ethan	ethan.nelson@youtestme.com	Active	<input type="checkbox"/>
sophia	White Sophia	sophia.white@youtestme.com	Active	<input type="checkbox"/>
charlotte	Flores Charlotte	charlotte.flores@youtestme.com	Active	<input checked="" type="checkbox"/>
alice	Thompson Alice	alice.thompson@youtestme.com	Active	<input checked="" type="checkbox"/>
isabella	Mitchell Isabella	isabella.mitchell@youtestme.com	Active	<input checked="" type="checkbox"/>
benjamin	Lewis Benjamin	benjamin.lewis@youtestme.com	Active	<input checked="" type="checkbox"/>

Rows: 554

[Export as Excel](#)

4. The **"Export as Excel"** button will export in an Excel file all the users that have been filtered as part of your search.

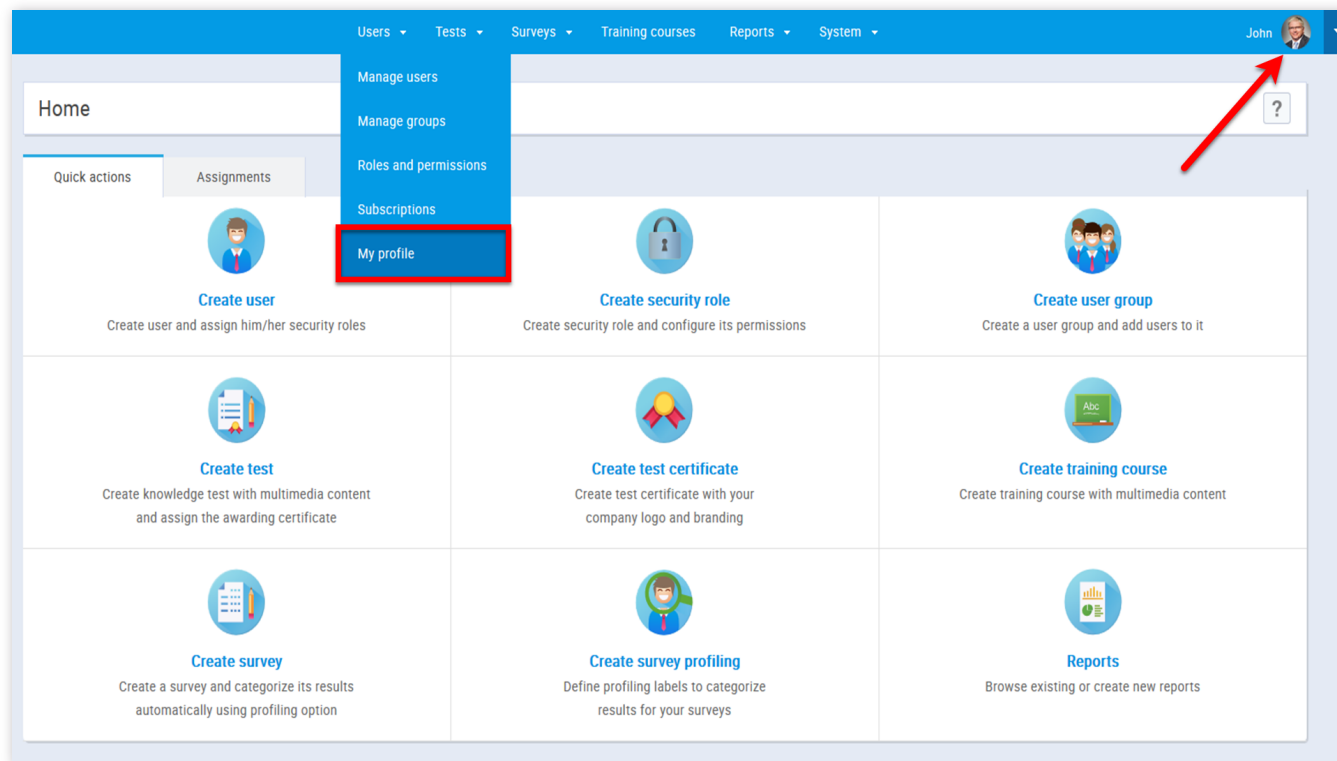
6. The **"Export as Excel"** button will export in an Excel file all the subscriber lists that have been filtered as part of your search.

## My profile

GetCertified allows you to have a good look at your personal information.

### 1. Accessing the page

To access the **"My profile"** page, you should click on the **"Users"** in the application's toolbar, and then choose **"My profile"** or click on your name in the top right corner of the application.

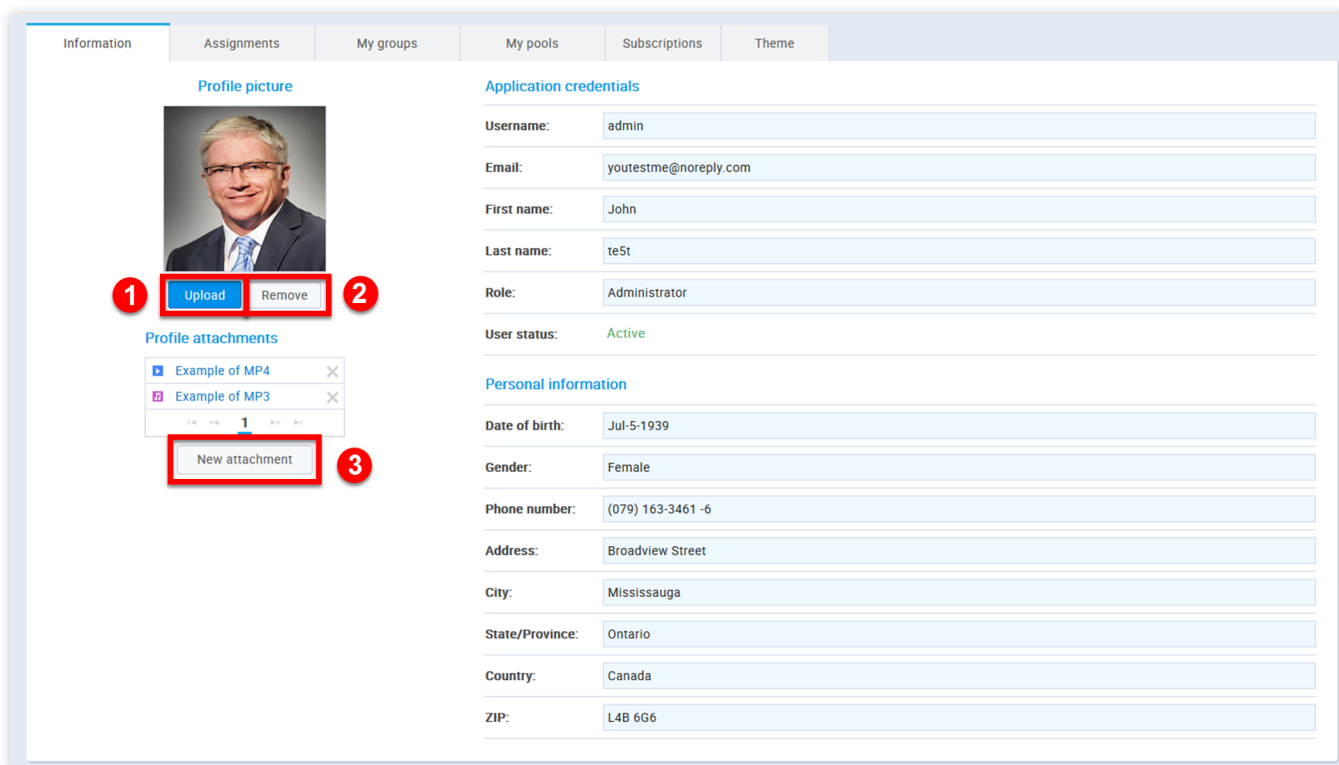
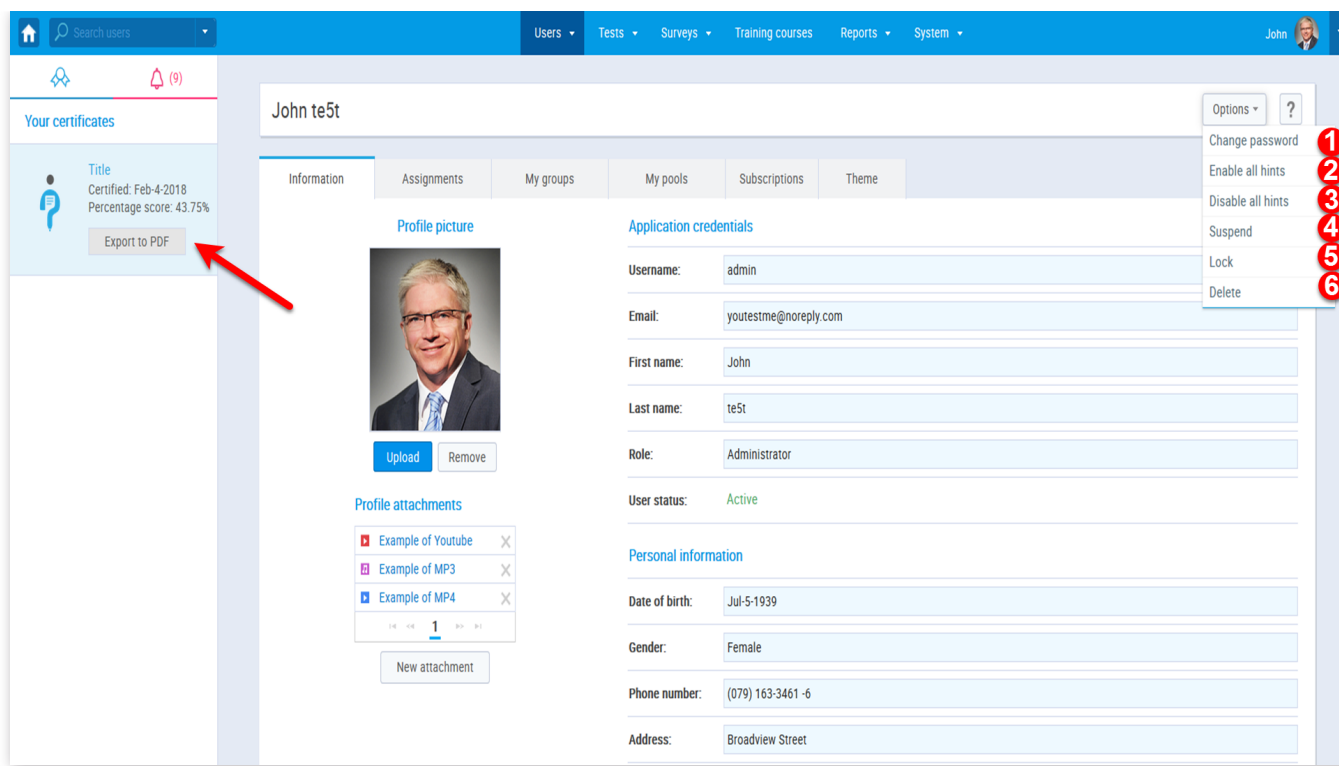


### 2. Information

Once you access your profile page you will see your certificates on the left sidebar and a panel with your personal information. In the **"Information"** tab as an administrator, you can change any of your personal information and create/modify/delete other users when you are on their profile. On the Personal profile panel, you can also:

1. Change your password
2. Enable all hints – if they are disabled
3. Disable all hints – if they are enabled
4. Suspend your account
5. Lock your account
6. Delete your account

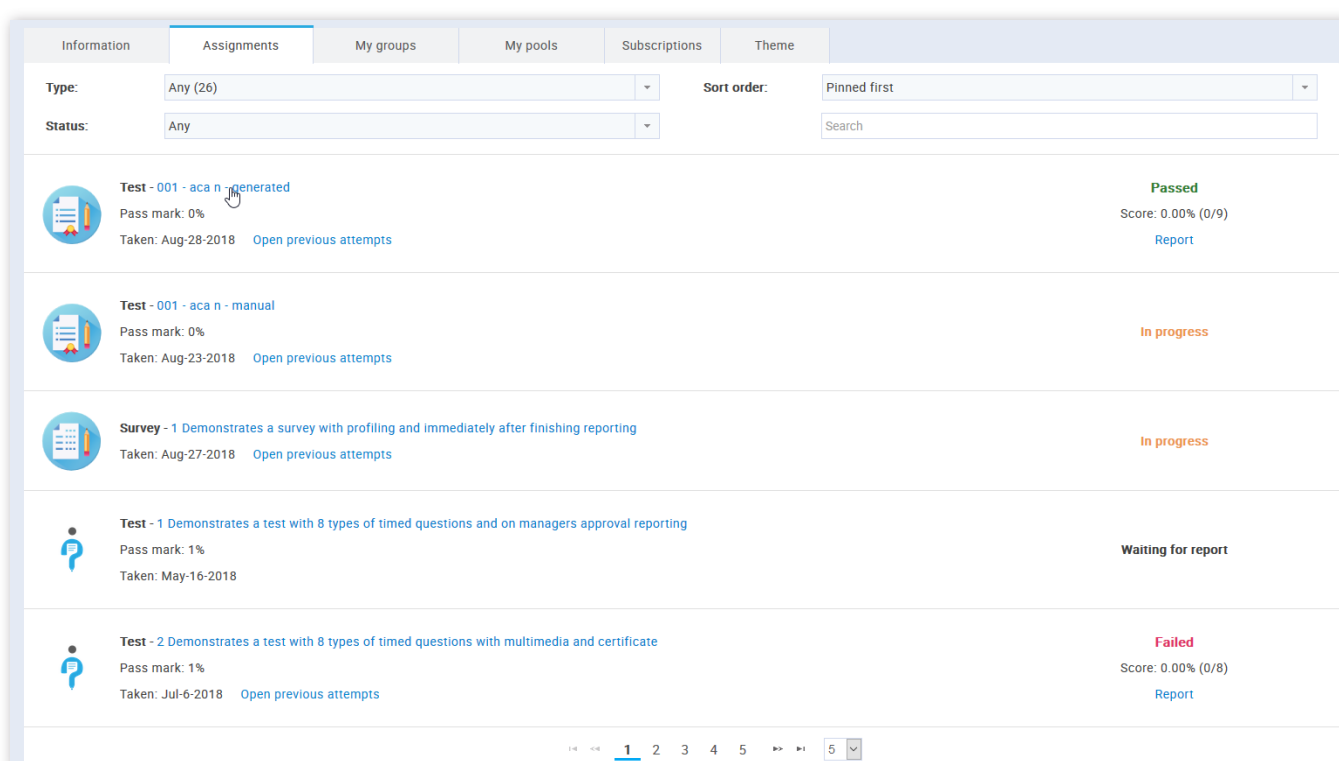
**ATTENTION:** If you are the only administrator in the application, by choosing "Suspend", "Lock" or "Delete", no one will be able to administer the application. In this case, contact YouTestMe Support.



1. By clicking the **"Upload"** button you can upload your image
2. By clicking the **"Remove"** button you can remove your profile picture
3. By clicking the **"New attachment"** button you can add multimedia, pdf, etc files to your profile

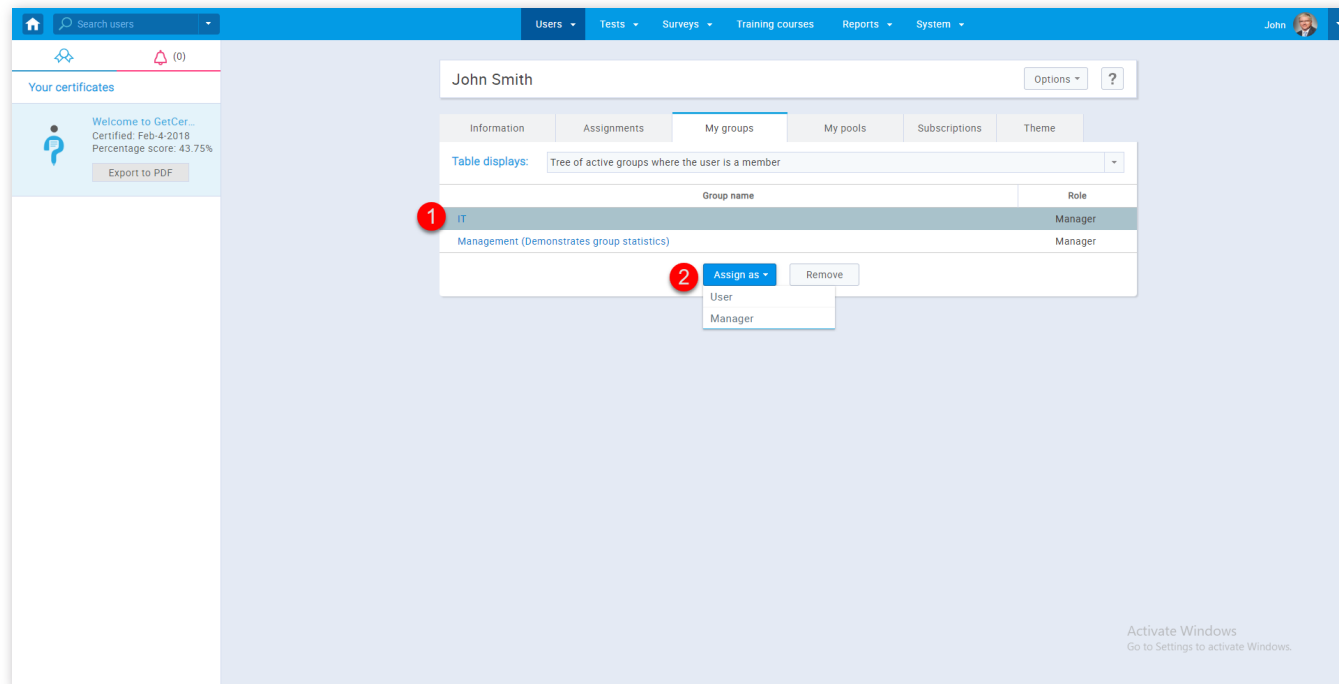
### 3. User assignments

The tab **"Assignments"** shows you the list of assignments. For more information please visit ["Assignments"](#) section.



### 4. My groups

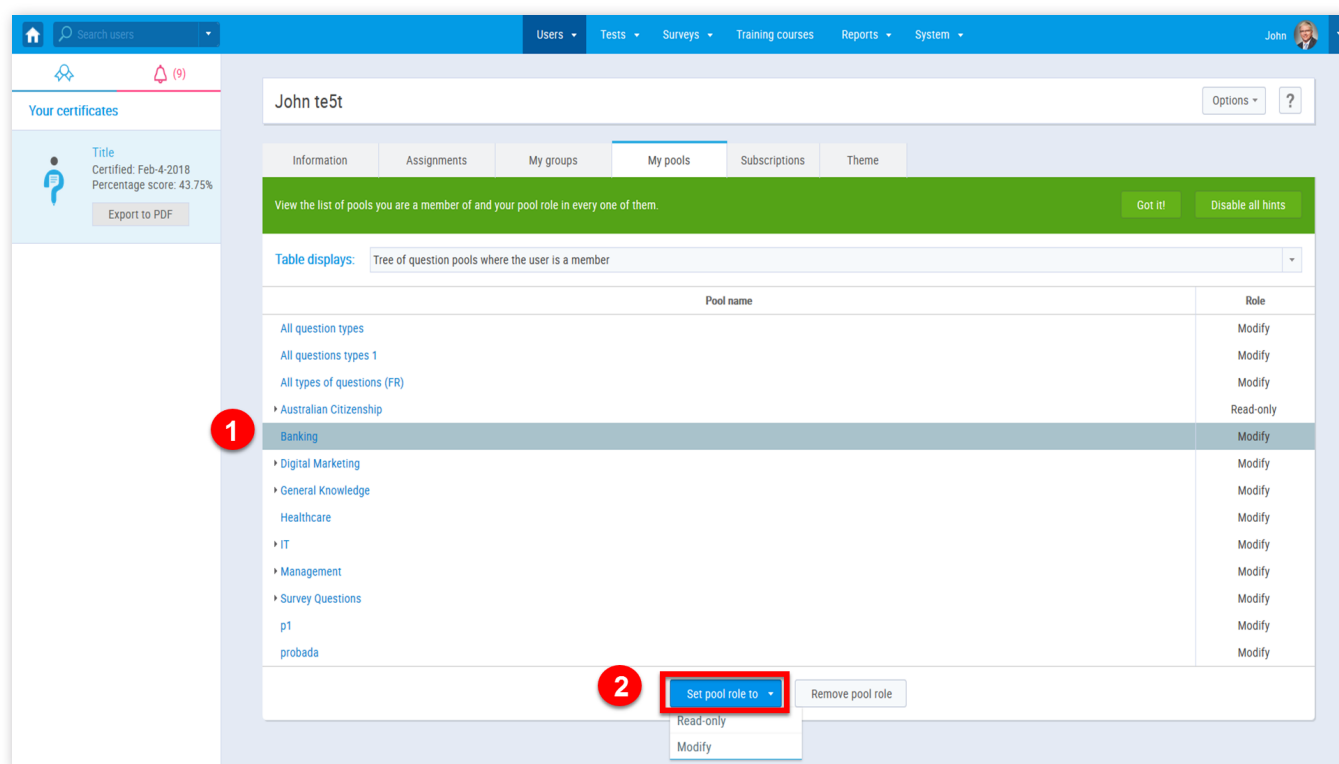
The **"My groups"** tab shows you the list of groups you are assigned to as a user or as a manager. If you are an administrator, you are able to assign yourself a different role within the group you are a member of.



1. Click on the name of a group you want to change your role in
2. Click the button **"Assign as"** and choose a desired role

## 5. My pools

**"My pools"** tab is a page where you can see the list of pools you have created or you have been assigned to. As an administrator, you can choose to have a "Modify" or a "Read-only" role for a certain question pool.

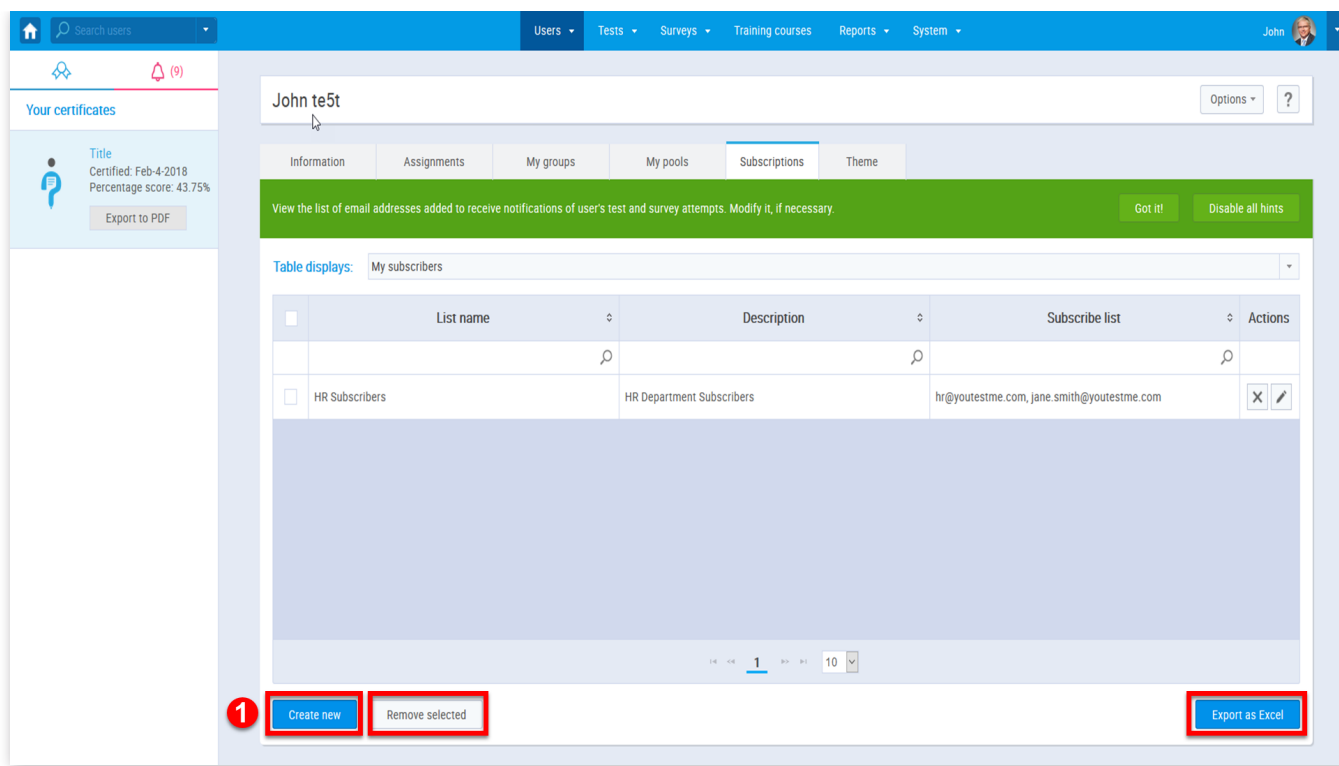


1. Click on the name of a pool you want to modify
2. Click the **"Set pool role to"** button and choose a desired role

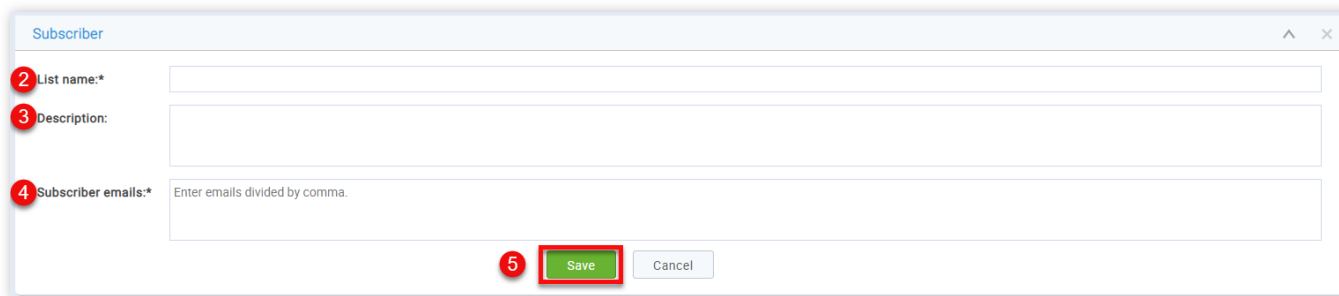
## 6. Subscriptions

On the **"Subscriptions"** tab you can manage the people who will receive email notifications of your activities within the application (tests assigned to you, your test results, etc.). You can create your list of subscriptions or remove it. You can also export this list as an Excel file by clicking the button **"Export as Excel"**.





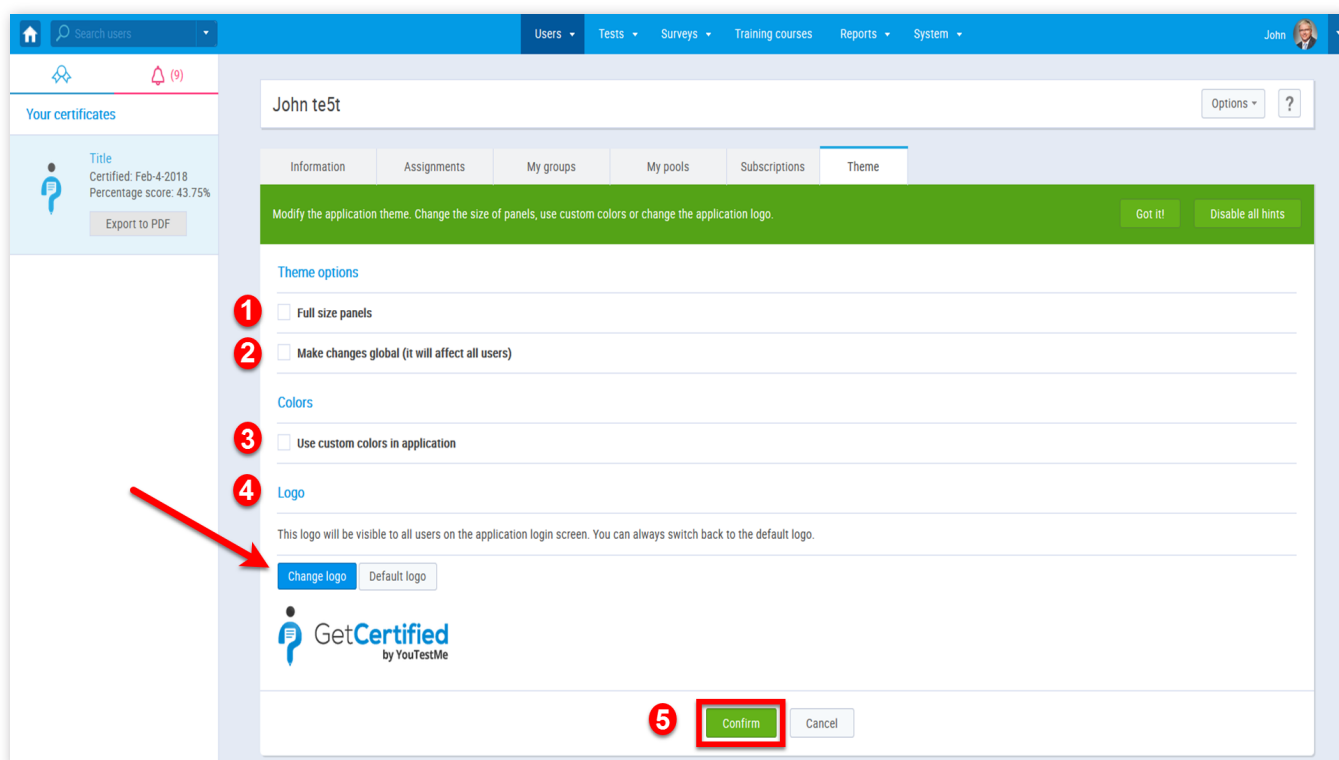
1. Click the **"Create new"** button
2. Enter the list name
3. Enter the description of the list
4. Add emails of members of the list
5. Click the button **"Save"**



## 7. Theme

On the **"Theme"** tab you can:

1. Make the panels full size
2. Choose whether the changes are going to be global or just for you as an administrator
3. Make application rebranding according to your company/organization colors
4. Upload your own logo. This change is global, and it will be visible to all users on the application login screen
5. After making the desired changes click the **"Confirm"** button





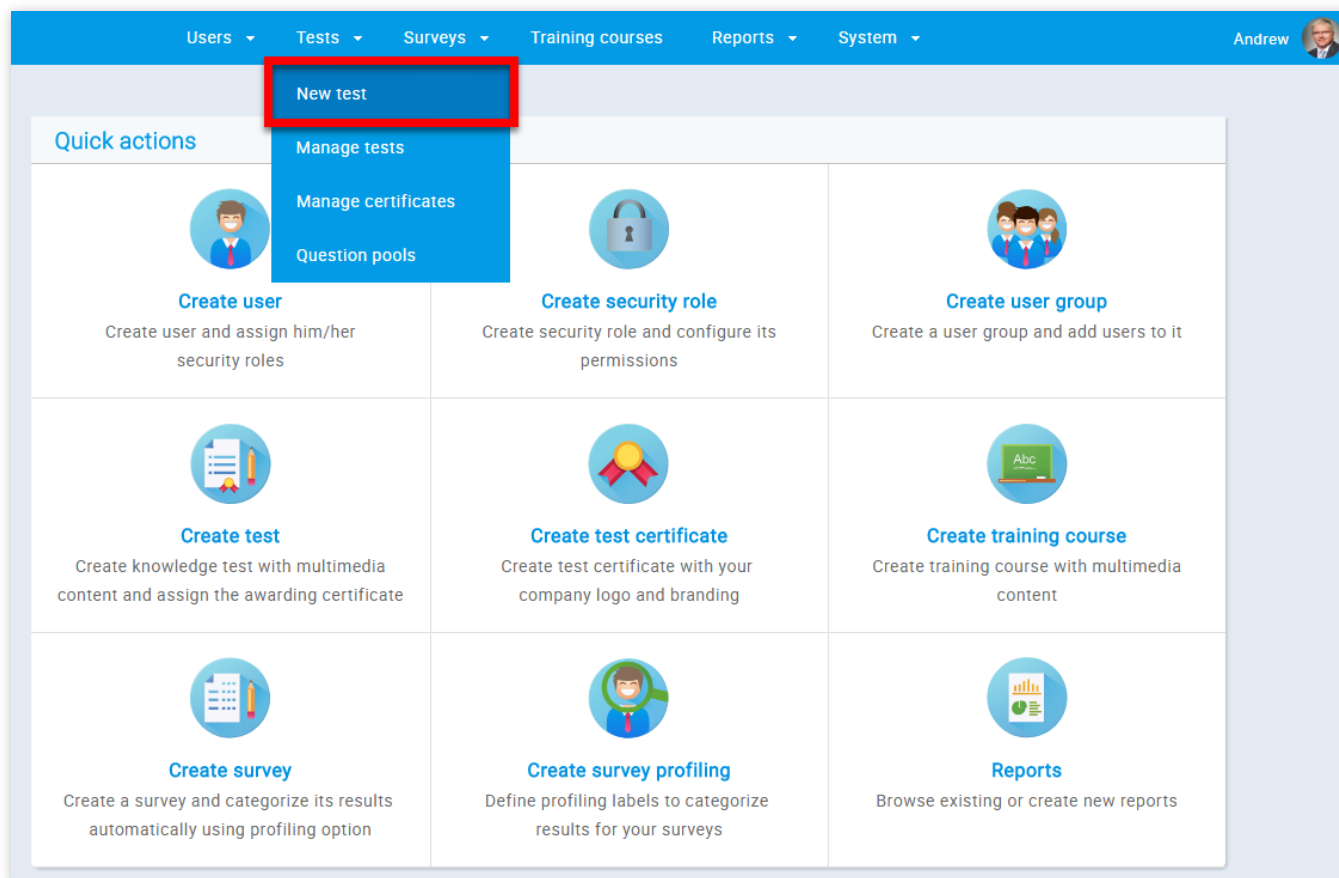
# Help system

## New test

The test creation process happens inside the "Test generator". The Test Generator is an advanced GetCertified feature whose primary purpose is to reduce the amount of time spent on test creation and evaluation. It is very simple to use, all you need to do is to enter specific test parameters, assign questions and choose the pass mark, attach a certificate and test instruction.

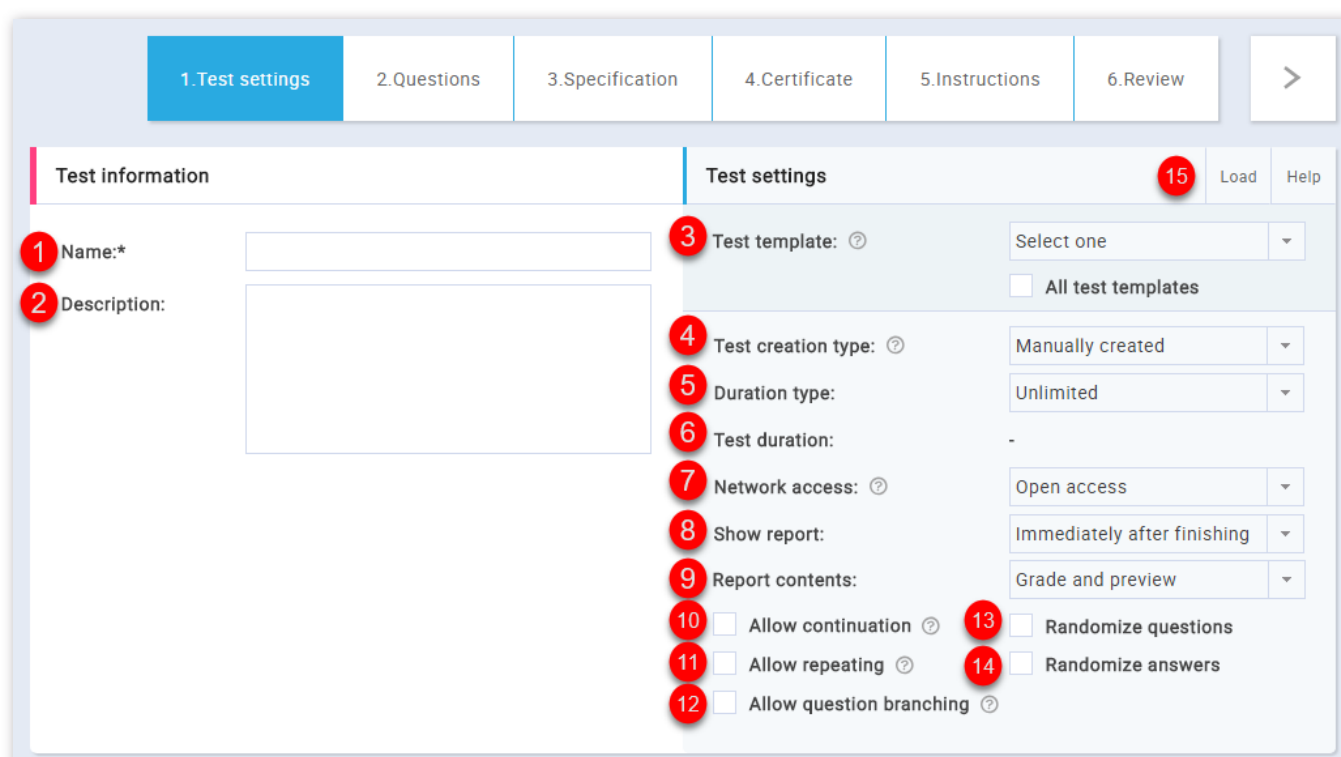
### 1. Accessing the page

The first step in creating a new test is to go to **"Tests"** in the application's toolbar, and then choose **"New test"**.



### 2. Test settings

The Test Generator is divided into 5 steps. The first step is **"Test settings"**.



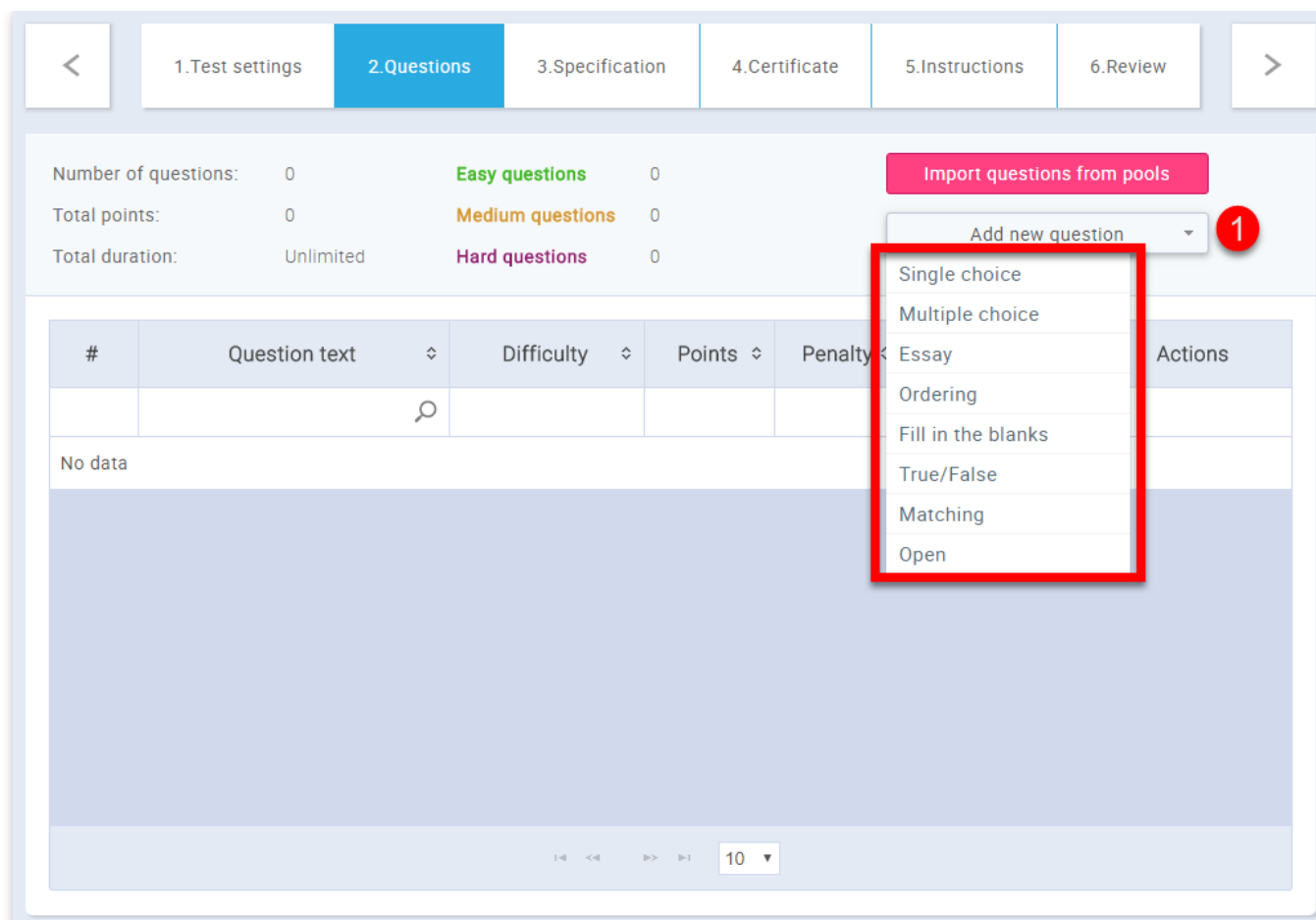
1. You should first write the name of the test you want to create
2. You can write a description of the test. However this is not obligatory
3. If someone had already created the test settings and saved them as a test template, you can select it in this field to load the settings and questions from that test
4. Here you can choose between:
  1. Manually created – handpicking questions from the pool or typing them in
  2. Generated – when set to this option, you may want specific question pools that will be used for generating a test

5. Here you can choose between time per test (total time), time per question or unlimited
6. If you have selected time per test here, you can set the timer for the test. The time format is HH:MM:SS
7. Here you can limit the access to test only to people within your local (internal) network or put an open access to allow access to people both inside and outside your network
8. Here you can choose the way users will see the test report. Reports can be shown after each question, on the manager's approval or immediately after test completion
9. Here you can choose if users will see both their grade and answers preview, or only their grade
10. Selecting this option allows candidates to save selected answers, take a pause and continue within the allowed time
11. Selecting this option allows candidates to re-take the test within the allowed time
12. Selecting this option will enable you to replace wrongly answered question with substitute questions. Question branching can only be used for manually created tests. Question branching cannot be used with the continuation option and does not allow randomizing questions
13. By choosing this option, the system will randomize the order of test questions in such a way so that each test taker will get questions in a different order
14. By choosing this option, the system will randomize the answers ordering on each question, in a way that for the same question each of the test takers will get a different answer ordering
15. Also, before continuing to the next step, you can upload a test created in the Excel template. If you need help with this look up [Loading test from Excel](#)

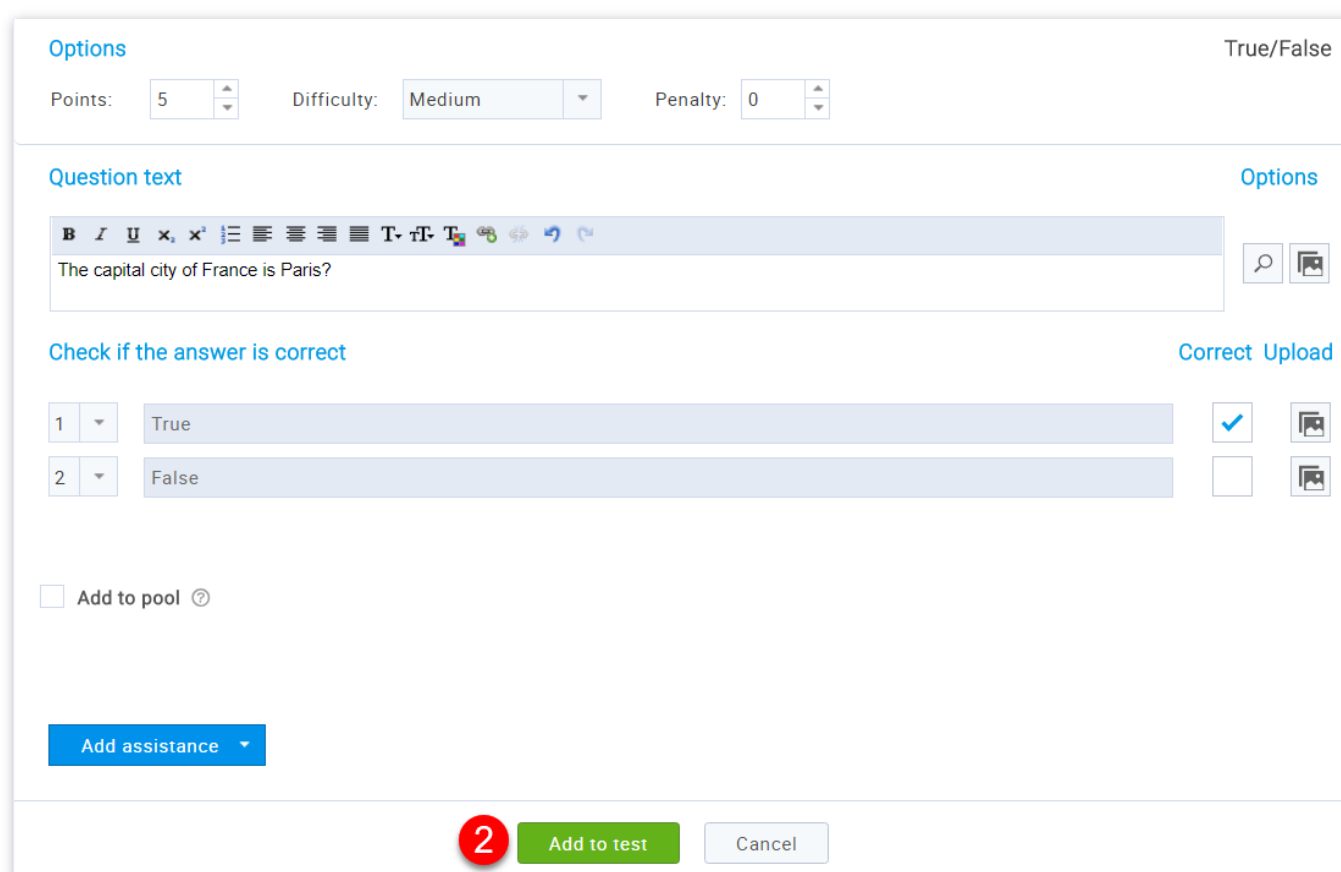
The screenshot shows a web-based configuration interface for creating a test. At the top, there is a navigation bar with six tabs: '1. Test settings' (active), '2. Questions', '3. Specification', '4. Certificate', '5. Instructions', and '6. Review'. Below the navigation bar, the interface is split into two columns. The left column, titled 'Test information', contains a 'Name\*' field with the value 'Test example' and a 'Description' text area with the text 'This is the example of the test.'. The right column, titled 'Test settings', contains several configuration options: 'Test template' (dropdown menu set to 'Select one'), a checkbox for 'All test templates' (unchecked), 'Test creation type' (dropdown menu set to 'Manually created'), 'Duration type' (dropdown menu set to 'Unlimited'), 'Test duration' (set to '-'), 'Network access' (dropdown menu set to 'Open access'), 'Show report' (dropdown menu set to 'Immediately after finishing'), 'Report contents' (dropdown menu set to 'Grade and preview'), and a group of checkboxes: 'Allow continuation' (unchecked), 'Allow repeating' (checked), 'Allow question branching' (unchecked), 'Randomize questions' (checked), and 'Randomize answers' (checked). There are also 'Load' and 'Help' buttons in the top right of the 'Test settings' section.

### 3. Manually created questions

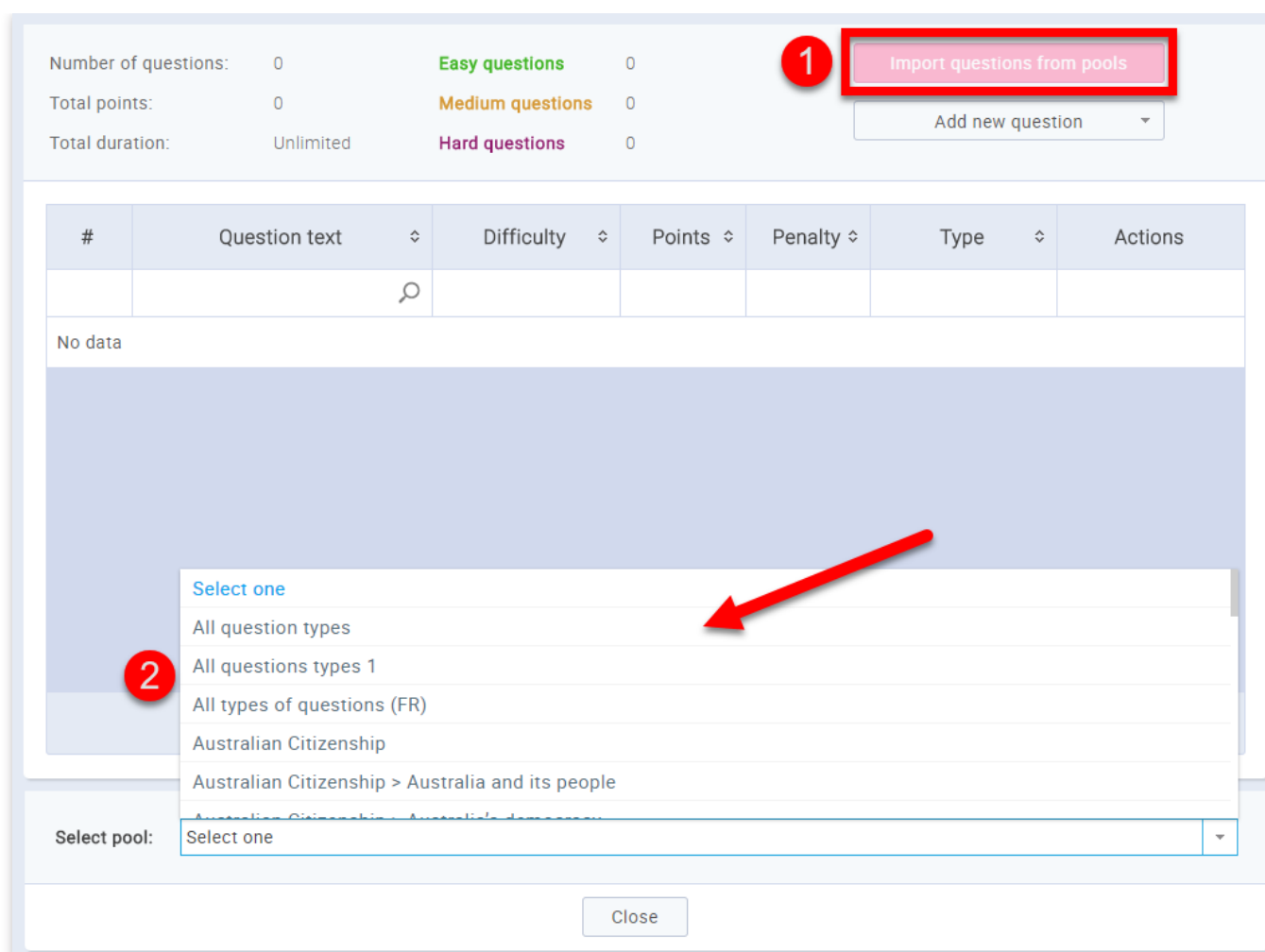
The next step in the test creation process is adding questions. Depending on the test creation type (manual or generated), the next step varies. When it comes to creating tests manually, you can add questions in several ways.



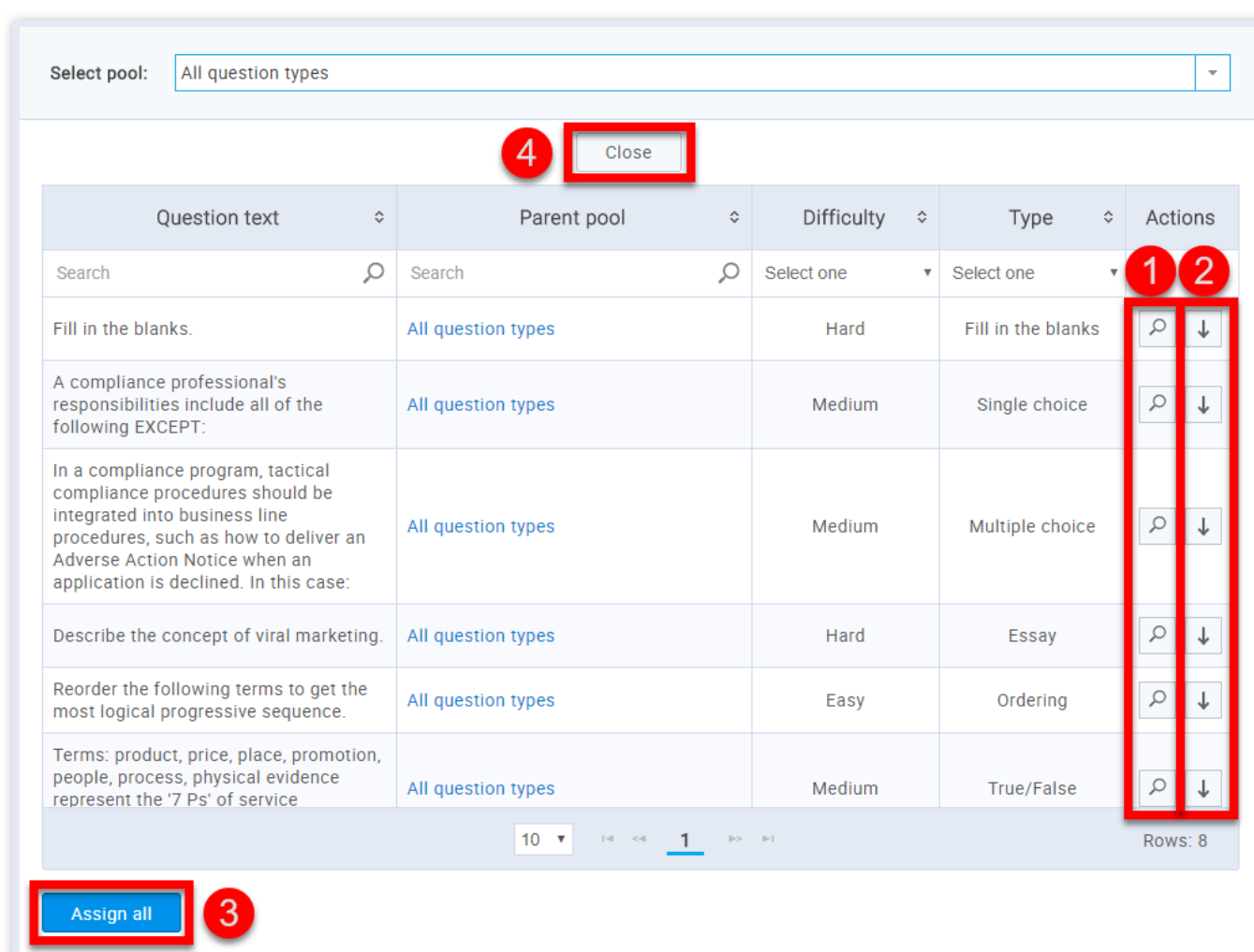
1. The first way is to add questions manually. You can choose between 8 types of questions. To add a question, click on the **"Add new question"** button and select 1 out of 8 question types
2. Once you've entered your question, offered answers and other options, you can click the **"Add to test"** button and your question will be added to the question list



Or you can add questions from pools.



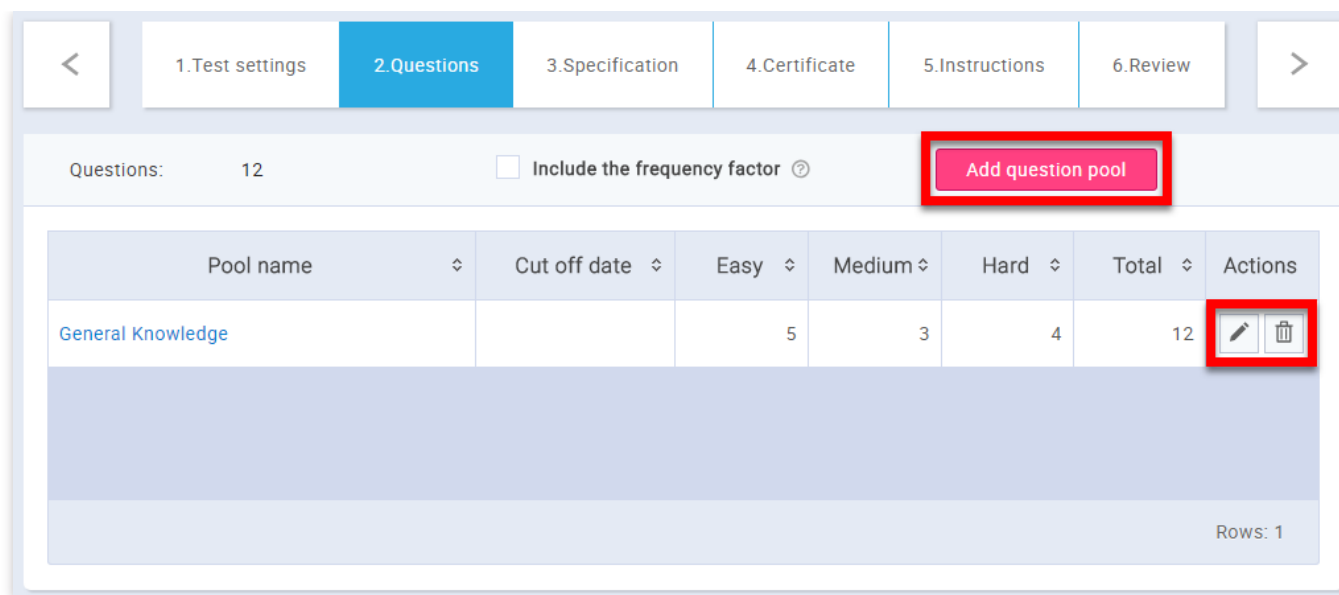
1. Click the **"Import questions from pools"** button
2. Select the desired pool source



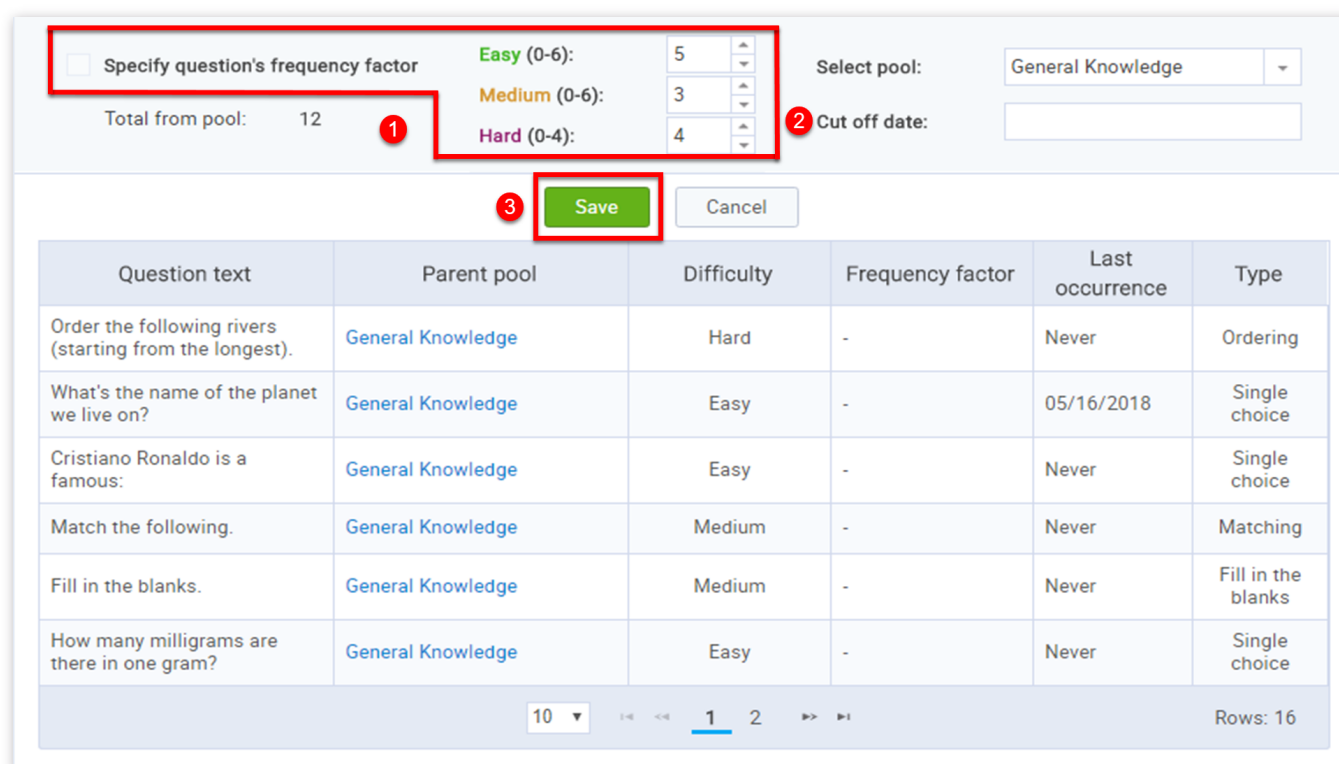
1. You can view the question by clicking the button with the magnifying glass image
2. You can manually import questions from the pool by clicking the button with the image of an arrow
3. Or you can import all questions from the selected pool by clicking the **"Assign all"** button
4. When you are done click the **"Close"** button

### 3.1. Automatically generated questions

The generated test creation includes importing "Questions" from resources – question pools. This is done by clicking the **"Add question pool"** button or even editing existing pools (if the test was loaded via template). You can include frequency factor by selecting the option **"Include the frequency factor"**.



After that, it is necessary to enter question pool resources for that test, optionally defining the frequency factor and a cut-off date. The only pools that can be chosen are those where you are a member in. Entering individual questions is also possible, allowing test managers to add questions to both the test and a pool.

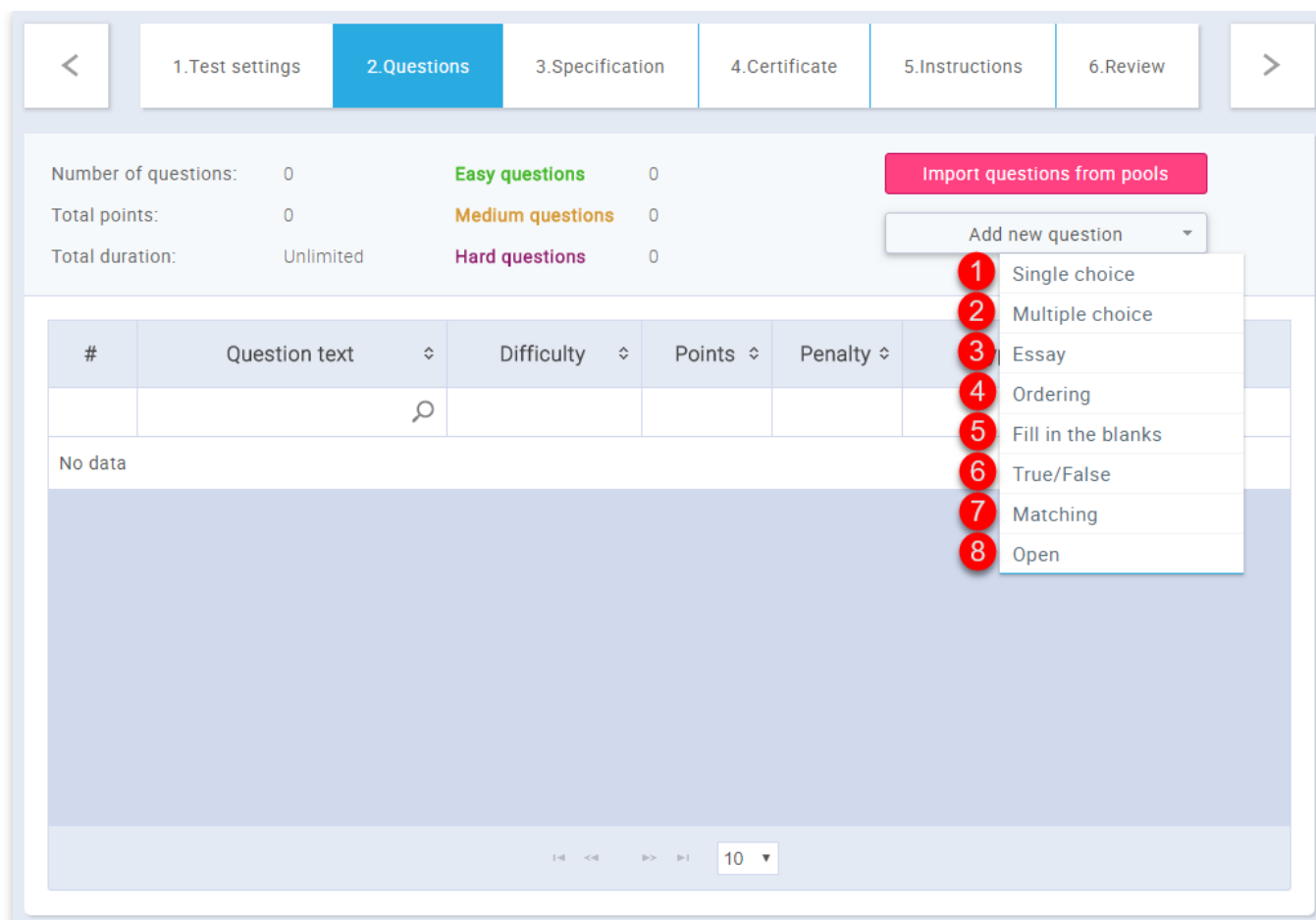


1. Frequency factor is an optional feature representing several frequency attributes that can be attached to each question: "Never", "Rarely", "Normal", "Often" and "Always". Each of these attributes represents how likely is for that question to appear in the test
2. Here you can adjust the number of questions based on their difficulty
3. Another optional feature is a cut-off date. This feature serves to avoid the repetition of questions in consecutive tests. For example, last week you have created a test and you don't want to include questions from that test in the one planned for next week. Upon setting all these parameters, they can be reviewed in a table
4. Click the **"Save"** button

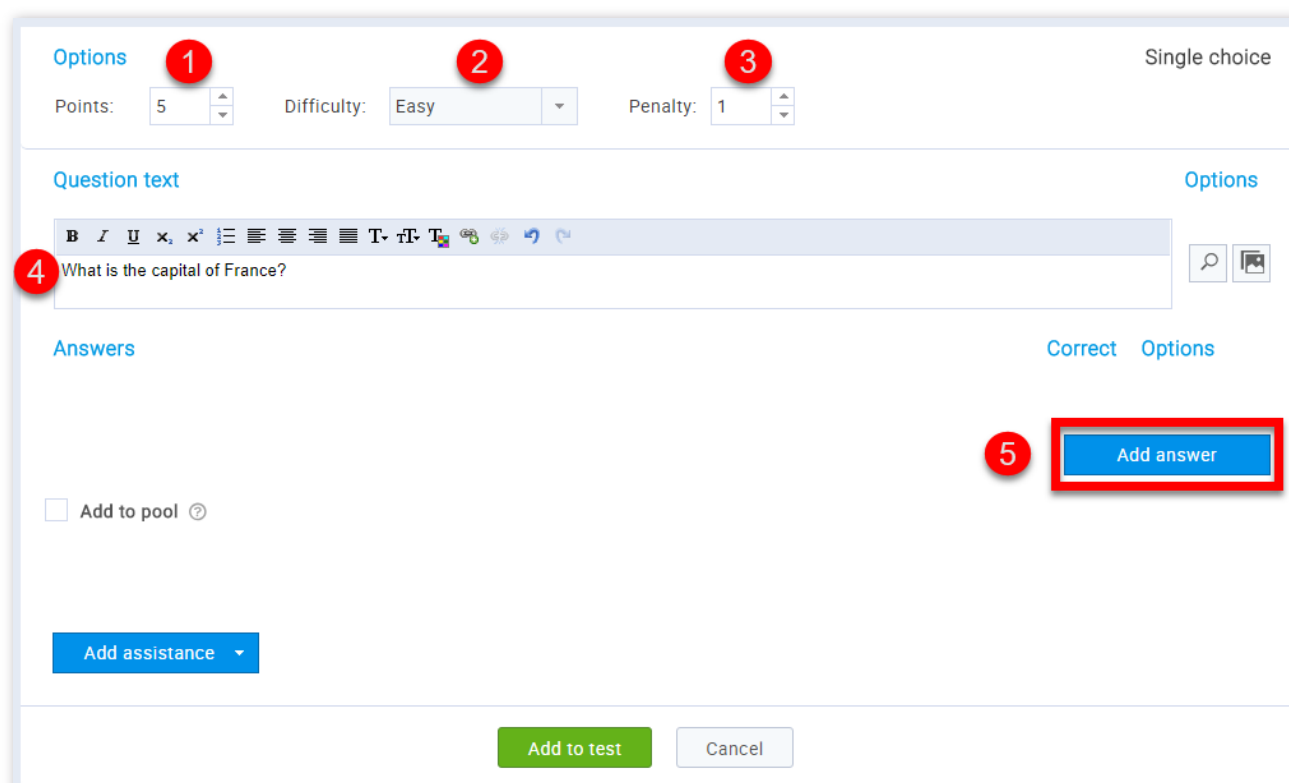
To see how to add a new question to the question pool, please refer to the [Question pools](#).

### 3.2. Questions

GetCertificate allows you to choose between eight question types.



1. Single choice



1. Adjust the value of the question
2. Choose the question difficulty ("Easy", "Medium", "Hard")
3. Adjust penalty points for the question
4. You should enter the question text
5. Click the button **"Add answer"**

1. You can choose the answer's ordinal number
2. You should select the correct answer
3. By clicking the button with the magnifying glass you can view the answer/question as a test taker
4. By clicking the button with the bin you can delete the answer
5. By clicking the button with the image you can add an image to your answer/question

1. Checking the **"Answer generator"** option allows you to define the number of displayed correct and wrong answers
2. By checking the **"Add to the pool"** option you can add the question to one of the existing pools. After checking it a drop-down menu with existing pools will appear on the screen and you will just need to choose one
3. You can add assistance by clicking the **"Add assistance"** button and choose whether you want it to be given with a hint or minus one wrong answer
4. Now you can add your question to the test by clicking the **"Add to test"** button
5. If you are not satisfied with the changes you have made click the **"Cancel"** button

## 2. Multiple choice

Options Multiple choice

1 Points: 5 2 Difficulty: Medium 3 Penalty: 0

Question text Options

4 Who received a Nobel Prize for discovering the structure of DNA?

Answers Correct Options

5 Add answer

Add to pool

Add assistance

Add to test Cancel

1. Adjust the value of the question
2. Choose the question difficulty ("Easy", "Medium", "Hard")
3. Adjust penalty points for the question
4. You should enter the question text
5. Click the button "Add answer"

Answers Correct Options

1 2 3 4 5

2 3 4 5

1 Francis Crick

2 Will Rock

3 Rosalind Franklin

4 James Watson

5 Oliver Stone

Answer generator

Add to pool

Add assistance

Add answer

Add to test Cancel

1. You can choose the answer's ordinal number
2. You should select the correct answers
3. By clicking the button with the magnifying glass you can view the answer/question as a test taker
4. By clicking the button with the bin you can delete the answer
5. By clicking the button with the image you can add an image to your answer/question



The screenshot shows the 'Answers' section of a quiz editor. It contains five multiple-choice questions with their respective answers and a 'Correct' status indicator (checkbox). The answers are: 1. Francis Crick (checked), 2. Will Rock, 3. Rosalind Franklin, 4. James Watson (checked), and 5. Oliver Stone. Below the questions, there are several controls: a checkbox for 'Answer generator' (marked with a red 1), a checkbox for 'Add to pool' (marked with a red 2), a blue 'Add assistance' button (marked with a red 3), a green 'Add to test' button (marked with a red 4), and a grey 'Cancel' button (marked with a red 5). There is also an 'Add answer' button on the right side.

1. Checking the **"Answer generator"** option allows you to define the number of displayed correct and wrong answers.
2. By checking the **"Add to the pool"** option you can add the question to one of the existing pools. After checking it a drop-down menu with existing pools will appear on the screen and you will just need to choose one
3. You can add assistance by clicking the **"Add assistance"** button and choose whether you want it to be given with a hint or minus one wrong answer
4. Now you can add your question to the test by clicking the **"Add to test"** button
5. If you are not satisfied with the changes you have made click the **"Cancel"** button

### 3. Essay

The screenshot shows the 'Options' section for an essay question. At the top right, it says 'Essay'. Below that, there are three controls: 'Points' (a numeric input field with the value 3, marked with a red 1), 'Difficulty' (a dropdown menu with 'Easy' selected, marked with a red 2), and 'Penalty' (a numeric input field with the value 0, marked with a red 3). Below these is the 'Question text' section, which has a rich text editor containing the text 'What do you think about the open work-space?' (marked with a red 4). There are also an 'Add to pool' checkbox, an 'Add assistance' button, and 'Add to test' and 'Cancel' buttons at the bottom.

1. Adjust the value of the question
2. Choose the question difficulty ("Easy", "Medium", "Hard")
3. Adjust penalty points for the question
4. You should enter the question text

1. By checking the **"Add to the pool"** option you can add the question to one of the existing pools. After checking it a drop-down menu with existing pools will appear on the screen and you will just need to choose one
2. You can add assistance by clicking the **"Add assistance"** button and choose whether you want it to be given with a hint
3. Now you can add your question to the test by clicking the **"Add to test"** button
4. If you are not satisfied with the changes you have made click the **"Cancel"** button

#### 4. Ordering

1. Adjust the value of the question
2. Choose the question difficulty ("Easy", "Medium", "Hard")
3. Adjust penalty points for the question
4. You should enter the question text
5. Click the button **"Add answer"**

1. You can choose the answer's ordinal number
2. By clicking the button with the bin you can delete the answer

1. By checking the **"Add to the pool"** option you can add the question to one of the existing pools. After checking it a drop-down menu with existing pools will appear on the screen and you will just need to choose one
2. You can add assistance by clicking the **"Add assistance"** button and choose whether you want it to be given with a hint
3. Now you can add your question to the test by clicking the **"Add to test"** button
4. If you are not satisfied with the changes you have made click the **"Cancel"** button

5. Fill in blanks

Options Fill in the blanks

1 Points: 5 2 Difficulty: Medium 3 Penalty: 0

Question text Options

4 Fill in blanks:

Answers

5 Add answer

Add to pool

Add assistance

Add to test Cancel

1. Adjust the value of the question
2. Choose the question difficulty ("Easy", "Medium", "Hard")
3. Adjust penalty points for the question
4. You should enter the question text
5. Click the button "Add answer"

Options Fill in the blanks

Points: 5 Difficulty: Medium Penalty: 0

Question text Options

Fill in blanks:

Answers

4

Text 1 The Eiffel Tower was built in 1

Blank 1 Paris 2

Text 2 in 1889. 3

Add answer

Add to pool

Add assistance

Add to test Cancel

1. You should enter the text before the blank
2. You should enter the text that should be filled in
3. You should enter the text after the blank
4. By clicking the button with the bin you can delete the answer

Question text

Options

Fill in blanks:

Answers

Text 1 The Eiffel Tower was built in

Blank 1 Paris

Text 2 in 1889.

Add answer

1  Add to pool All question types

2 Add assistance Hint

3 Add to test

4 Cancel

1. By checking the **"Add to the pool"** option you can add the question to one of the existing pools. After checking it a drop-down menu with existing pools will appear on the screen and you will just need to choose one
2. You can add assistance by clicking the **"Add assistance"** button and choose whether you want it to be given with a hint
3. Now you can add your question to the test by clicking the **"Add to test"** button
4. If you are not satisfied with the changes you have made click the **"Cancel"** button

#### 6. True/False

Options

True/False

1 Points: 10

2 Difficulty: Hard

3 Penalty: 5

Question text

Options

4 Jellyfish evaporate in the sun. The are 98% water.

Check if the answer is correct

Correct Upload

1 True

2 False

Add to pool

Add assistance

Add to test

Cancel

1. Adjust the value of the question
2. Choose the question difficulty ("Easy", "Medium", "Hard")
3. Adjust penalty points for the question
4. You should enter the question text

Question text

Jellyfish evaporate in the sun. The are 98% water.

Check if the answer is correct

1 True

2 False

Correct Upload

Add to pool

Add assistance

Add to test Cancel

1. You can choose the answer's ordinal number
2. You should select correct answers
3. By clicking the button with the image you can add an image to your answer/question

Question text

Jellyfish evaporate in the sun. The are 98% water.

Check if the answer is correct

1 True

2 False

Correct Upload

1 Add to pool All question types

2 Add assistance Hint

3 Add to test

4 Cancel

1. By checking the **"Add to the pool"** option you can add the question to one of the existing pools. After checking it a drop-down menu with existing pools will appear on the screen and you will just need to choose one
2. You can add assistance by clicking the **"Add assistance"** button and choose whether you want it to be given with a hint
3. Now you can add your question to the test by clicking the **"Add to test"** button
4. If you are not satisfied with the changes you have made click the **"Cancel"** button

## 7. Matching

Options

1 Points: 5

2 Difficulty: Medium

3 Penalty: 0

Question text

4 Match the cities with its states.

Match left to right

5 Left

6 Right

Add to pool

Add assistance

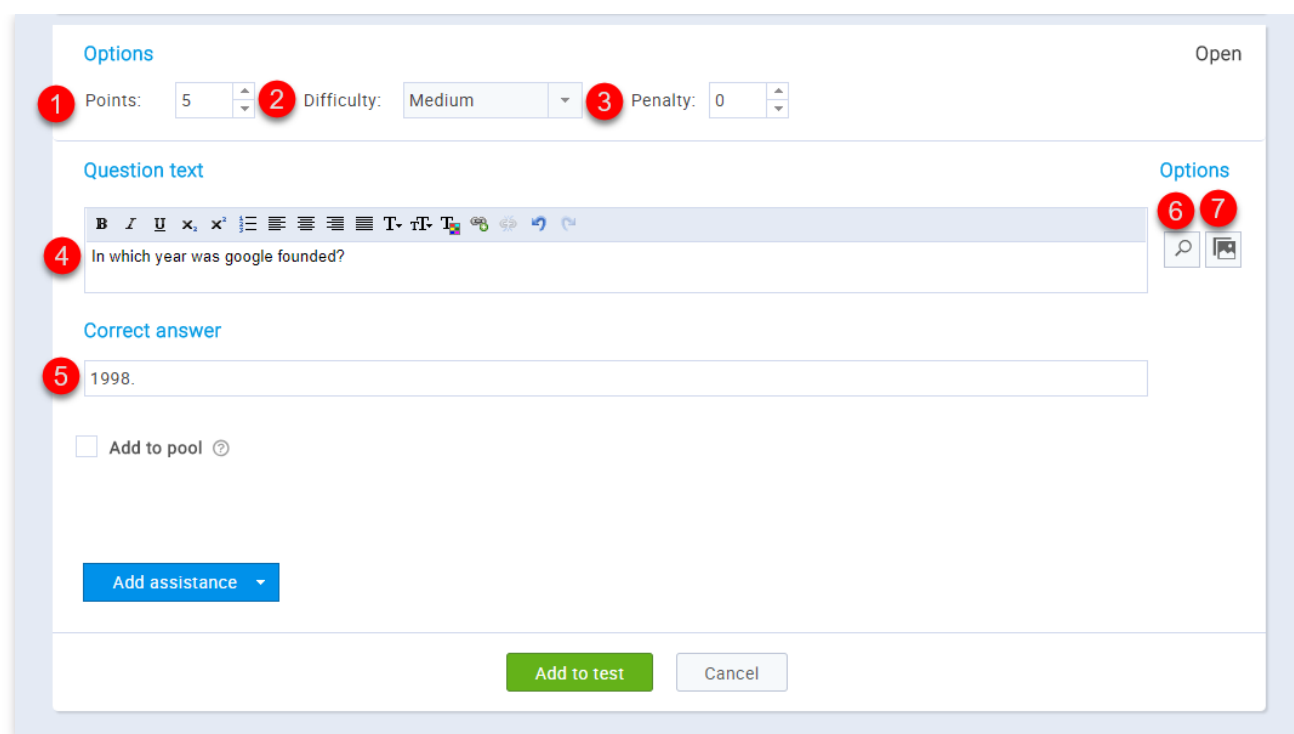
Add to test Cancel

1. Adjust the value of the question
2. Choose the question difficulty ("Easy", "Medium", "Hard")
3. Adjust penalty points for the question
4. You should enter the question text
5. Click the button **"Left"** for adding answers. These answers should be matched with the answers on the right
6. Click the button **"Right"** for adding answers

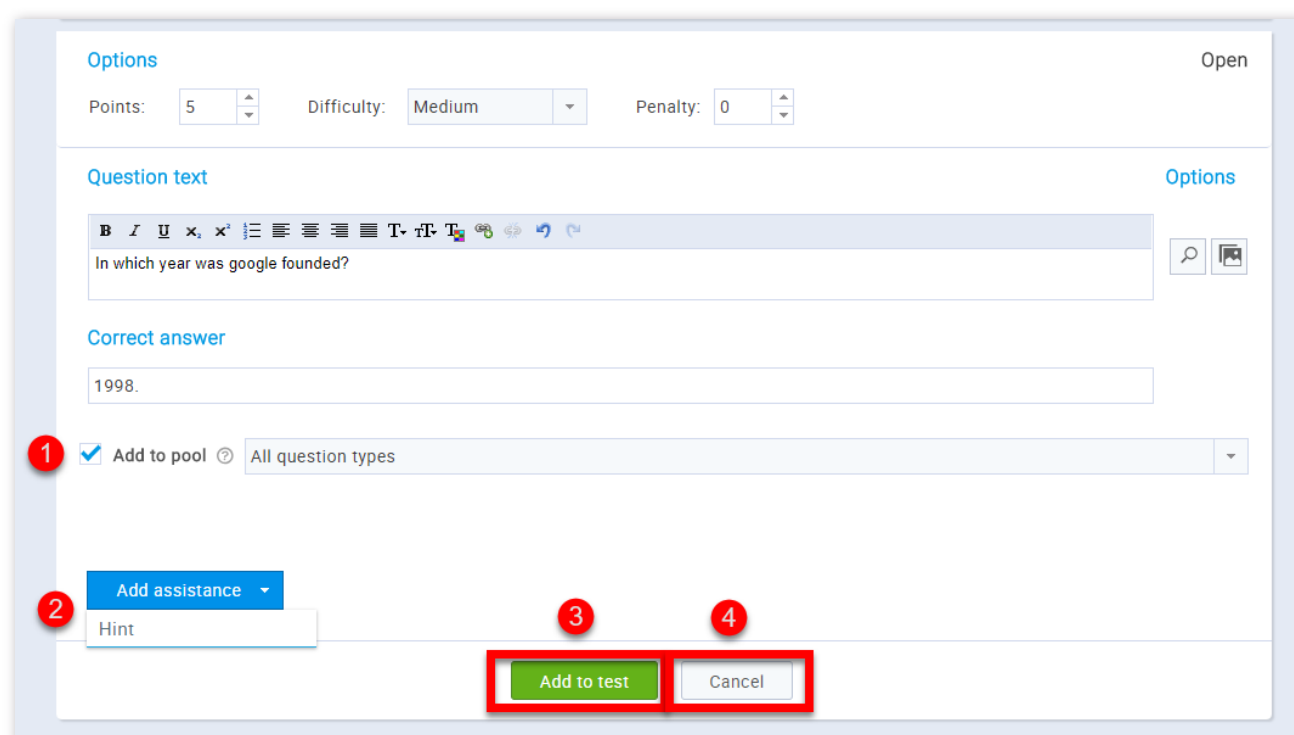
1. You should write the answers. Answers on the left should be matched with the ones on the right. It is possible that two answers on the left match the same one on the right. It is also possible that some of the answers on the right stay unmatched.
2. Here you should write the answers.
3. By clicking the button with the bin you can delete the answer

1. By checking the **"Add to the pool"** option you can add the question to one of the existing pools. After checking it a drop-down menu with existing pools will appear on the screen and you will just need to choose one
2. You can add assistance by clicking the **"Add assistance"** button and choose whether you want it to be given with a hint
3. Now you can add your question to the test by clicking the **"Add to test"** button
4. If you are not satisfied with the changes you have made click the **"Cancel"** button

8. Open



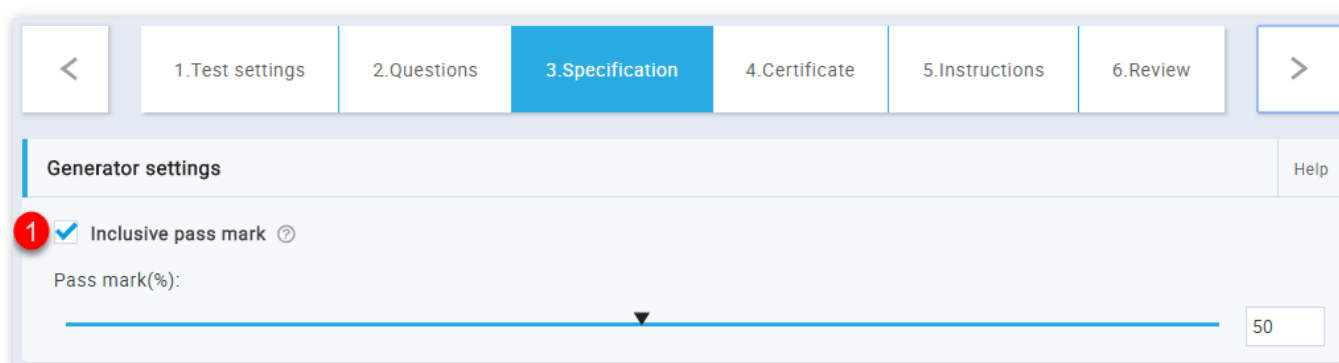
1. Adjust the value of the question
2. Choose the question difficulty ("Easy", "Medium", "Hard")
3. Adjust penalty points for the question
4. You should enter the question text
5. You should write the answer to the question
6. By clicking the button with the magnifying glass you can view the question as a test taker
7. By clicking the button with the image you can add an image to your question



1. By checking the **"Add to the pool"** option you can add the question to one of the existing pools. After checking it a drop-down menu with existing pools will appear on the screen and you will just need to choose one
2. You can add assistance by clicking the **"Add assistance"** button and choose whether you want it to be given with a hint
3. Now you can add your question to the test by clicking the **"Add to test"** button
4. If you are not satisfied with the changes you have made click the **"Cancel"** button

#### 4. Specifications

The next step in the test creation process is **"Specifications"**. Here you can adjust the pass mark required to pass the test (and gain a certificate, if the test has a certificate)





1. If the inclusive pass mark is selected, candidates will pass the test if they gain a score that is equal to or greater than the pass mark

#### 4.1. Specifications for generated tests

If you have chosen that the test creation type to be generated this step looks a bit different.

1. This is the information about the test that you have already entered

2. You can adjust the pass mark required to pass the test (and gain a certificate, if the test has a certificate). If the inclusive pass mark is selected, candidates will pass the test if they gain a score that is equal to or greater than the pass mark

3. Define the number of different versions that will be created for this test

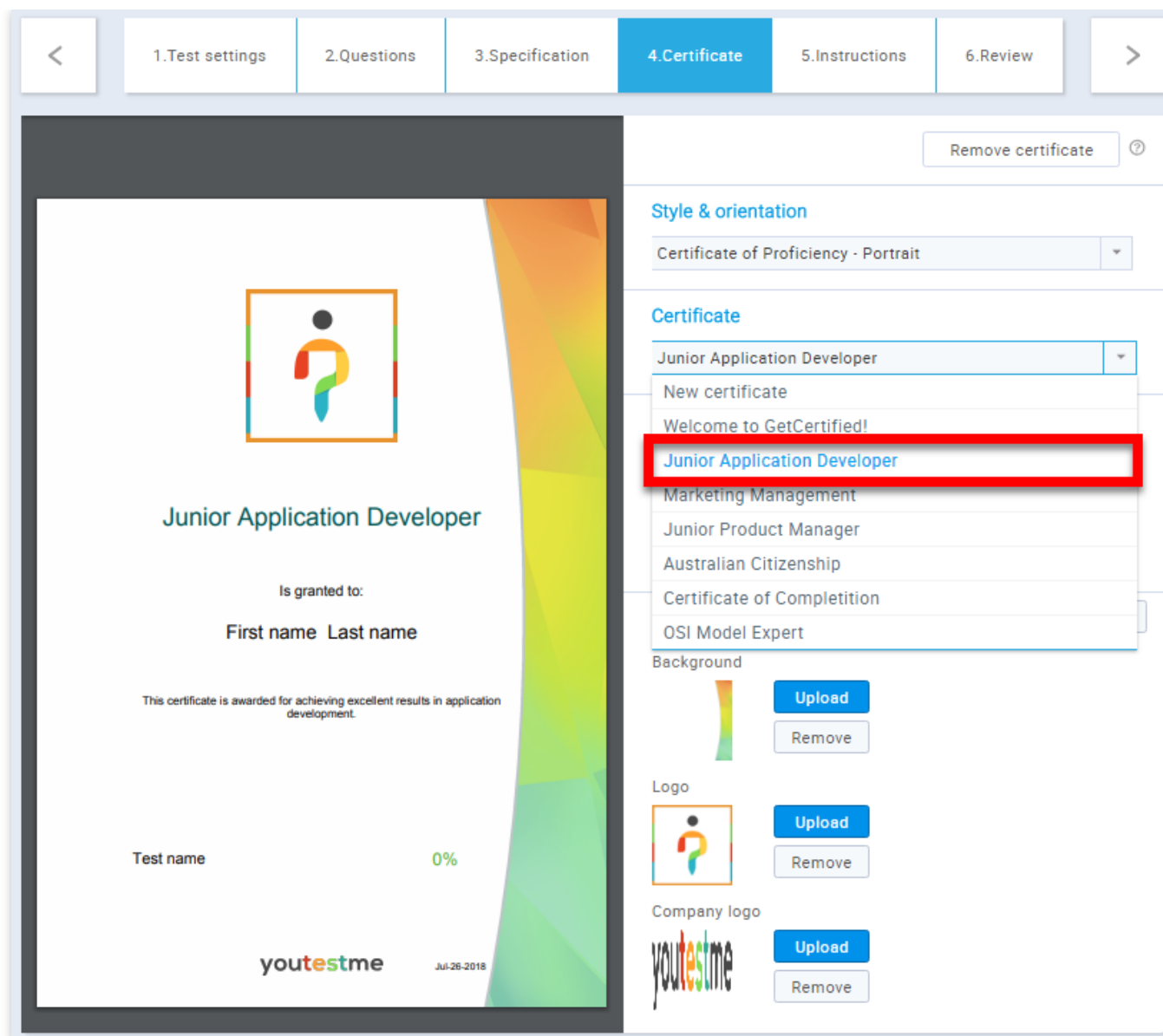
4. You can choose the number of points for the questions of the same difficulty

5. You can choose the penalty for the questions of the same difficulty

#### 5. Certificate

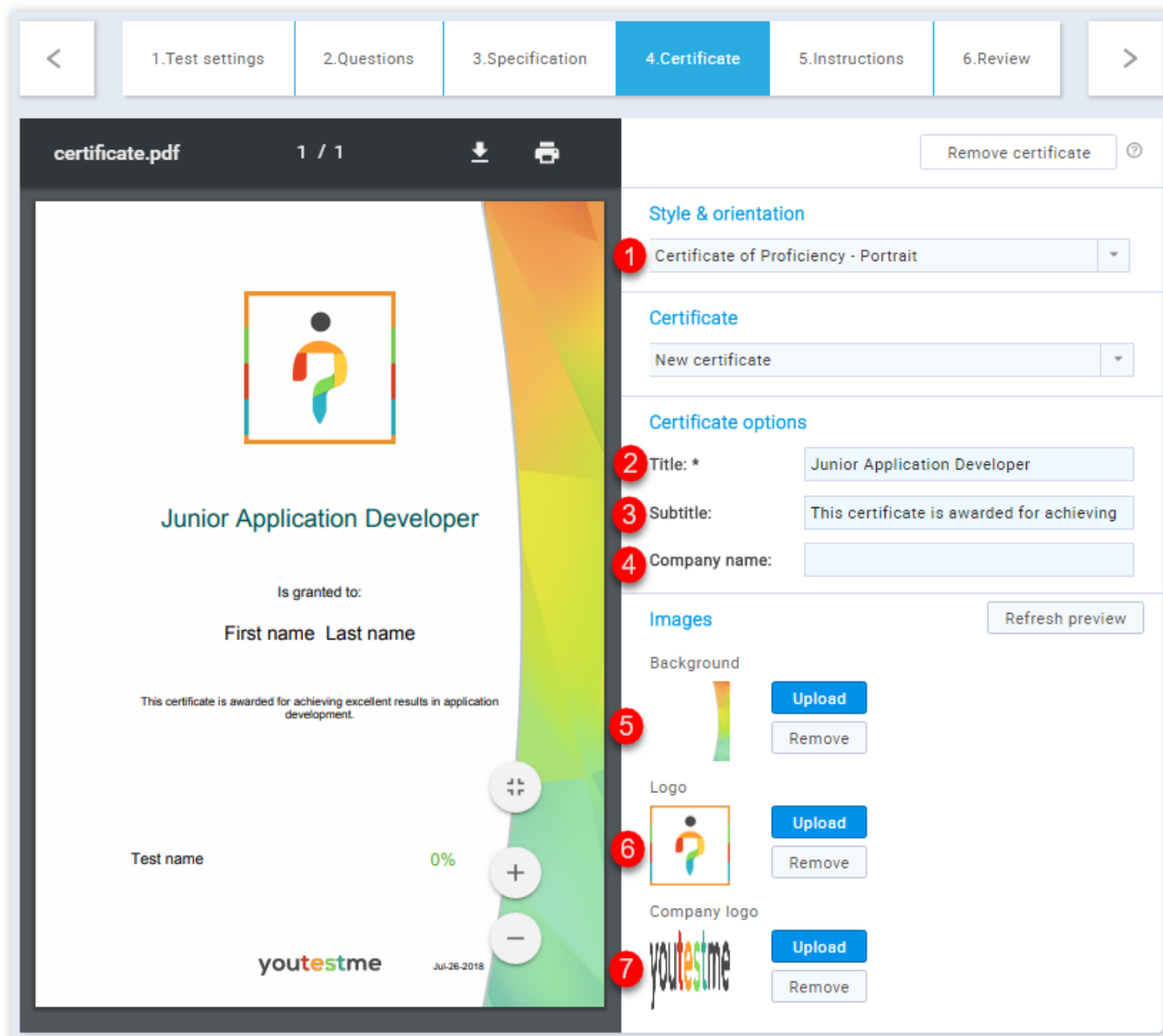
The next step is "**Certificate**" where you can add a certificate for users who pass the test. By clicking the "**Continue**" button you will be able to design your own custom branded certificate or add an already existing one to your test.

The certificate designer will open. That is a place where you can choose an existing certificate design in the "Certificate" dropdown list or you can create a new one.



### 5.1. Create a certificate

You can also create your own certificate.



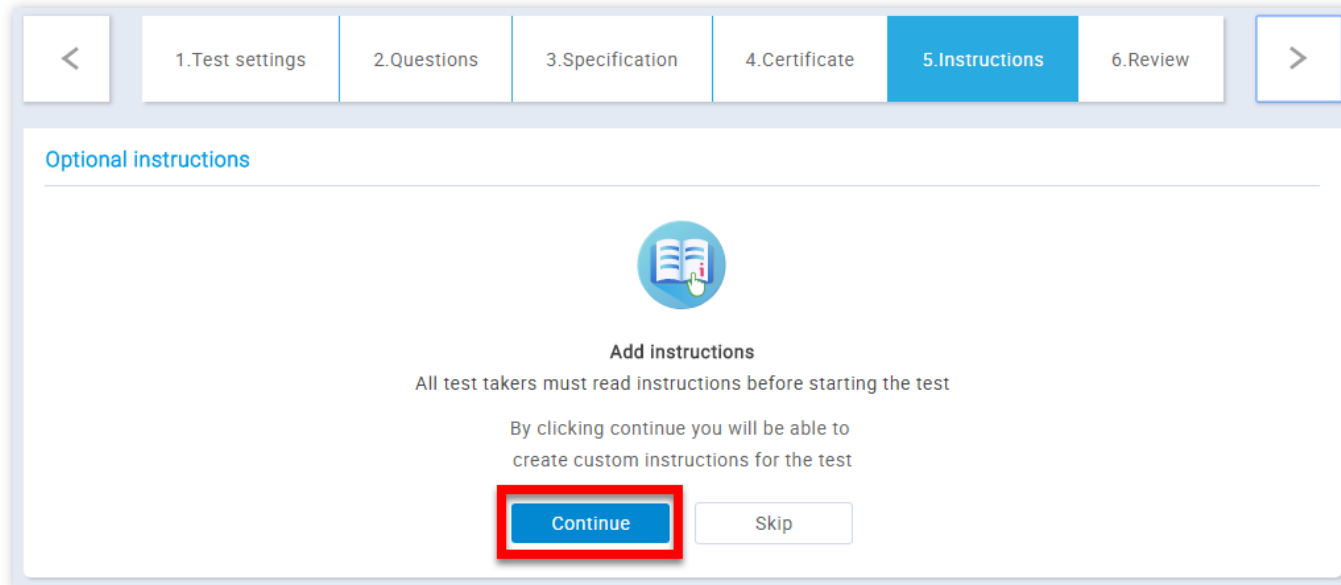
1. Choose style and orientation (Portrait, Landscape, Rounded, Gold)
2. Add a title to your certificate
3. Add a subtitle to your certificate. This is not obligatory
4. Add your company name to the certificate. This is not obligatory
5. Update or remove the background
6. Update or remove your logo

## 7. Update or remove your company's logo

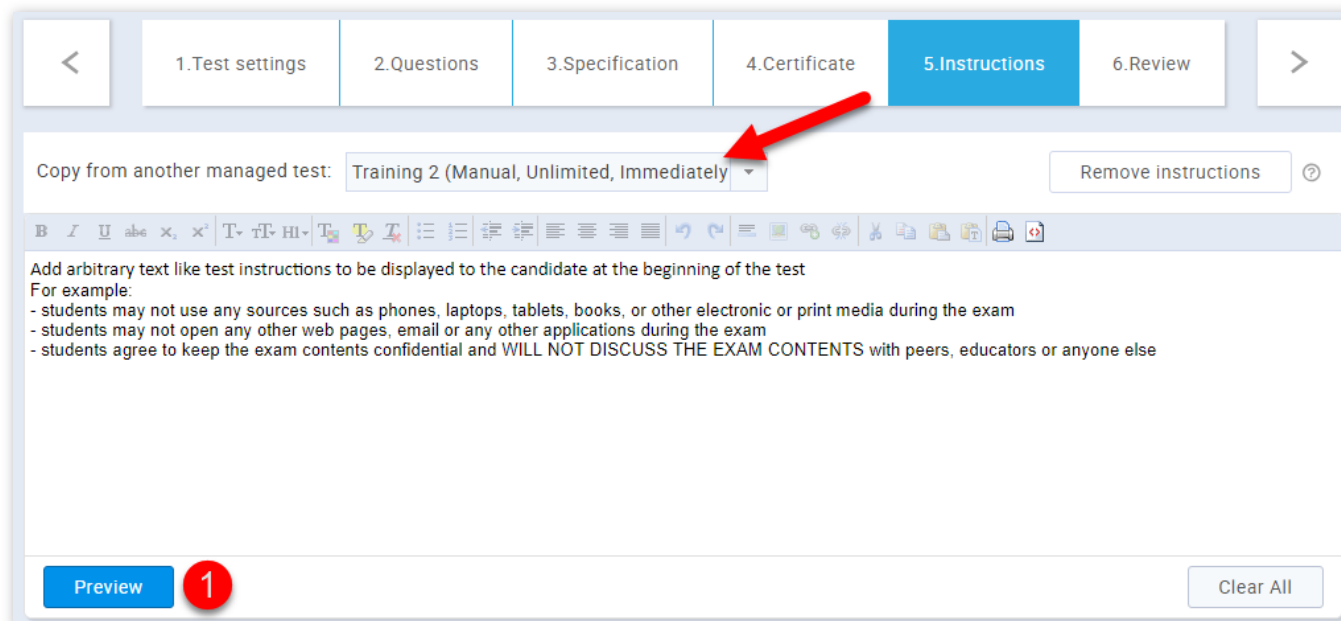
## 6. Instructions

The next step is **"Instructions"**. The **"Instructions"** step can be used to create a specific message (guidelines, confidentiality statement, etc.) that will be displayed to the student in a pop-up dialog prior to taking the test.

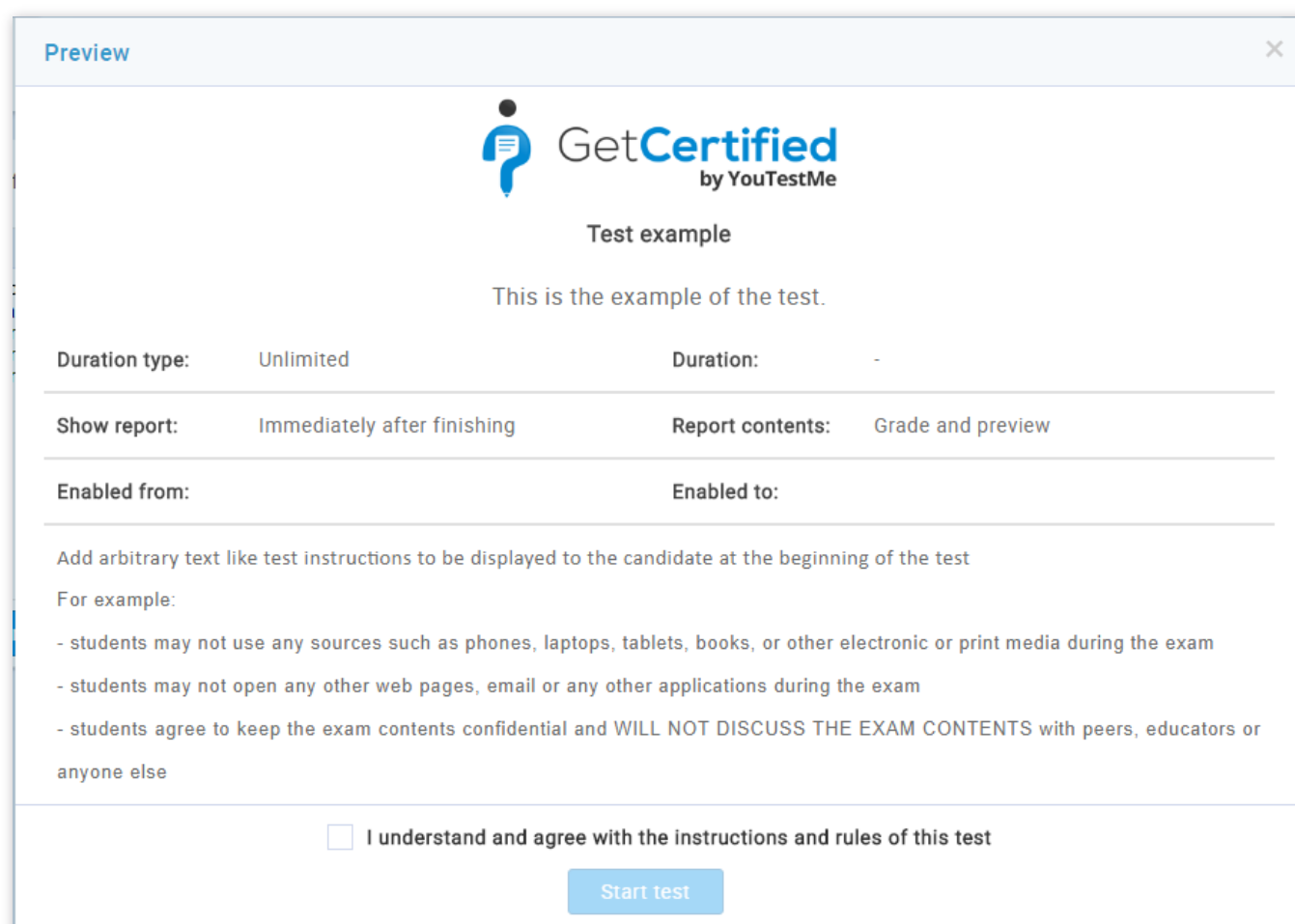
By clicking the **"Continue"** button you will be able to create custom instructions for the test.



You can write your own text or copy an already formatted one inside of the text box below.

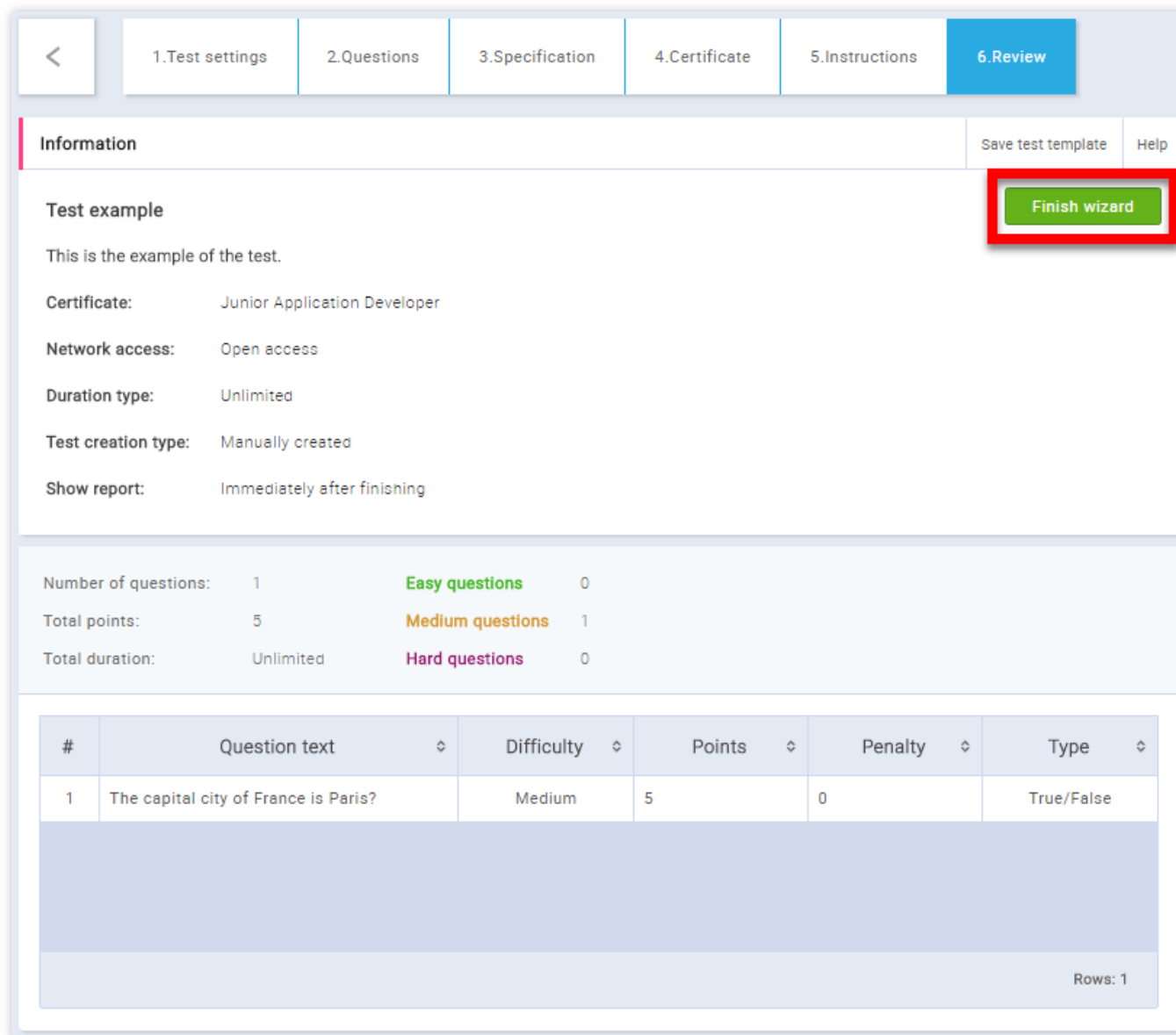


1. By clicking on the **"Preview"** button you can see the way the instructions dialog will look from the student's perspective.

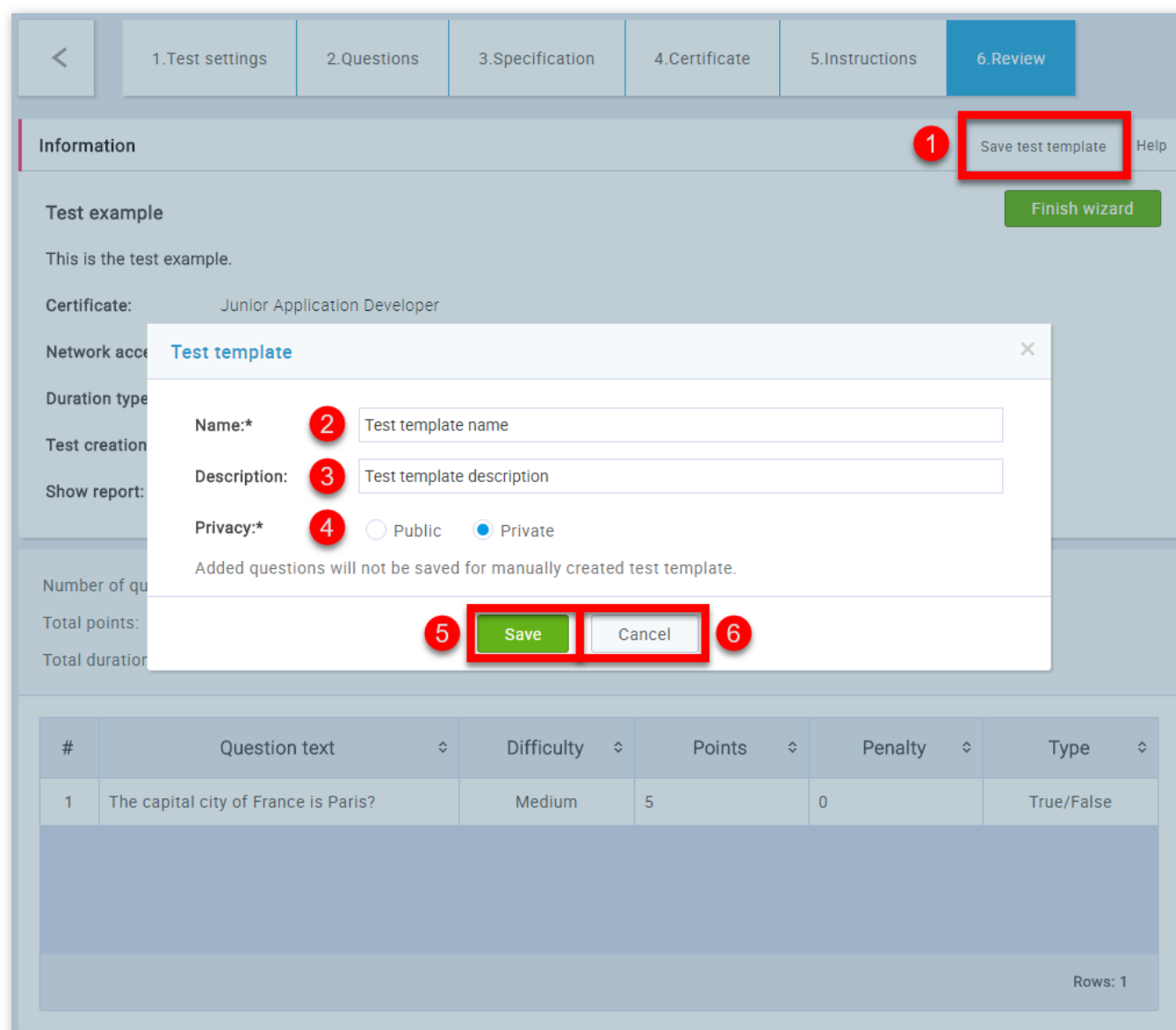


## 7. Review

The last step in the test creation process is **"Review"**. It contains a short summary of the test settings and a list of questions. Now you have to click the button **"Finish wizard"** in order to save your test.



You can also save the test settings as a test template.



1. Click the **"Save test template"** button and choose the **"Create new"** option
2. You should write the name of your template
3. You should write the description of your test template, this is not obligatory
4. You can choose the privacy ("Public" - the test template is available to all users with the adequate permissions, "Private" - the test template is available only to the user who has created it)

5. Click the **"Save"** button

6. If you are not satisfied with the test template you have made click the **"Cancel"** button

If you need help with scheduling the test and assigning it to the users see [Manage tests](#).

---

New test

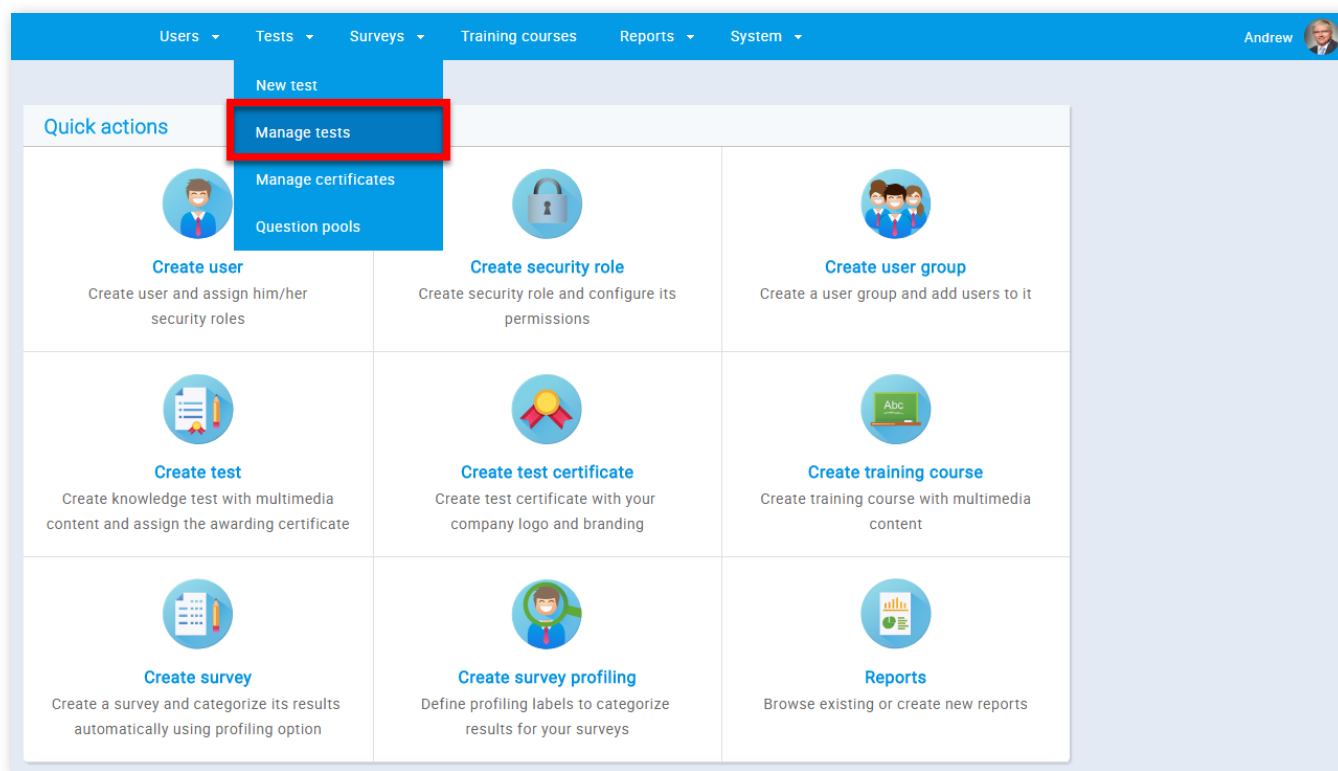
# Help system

## Manage tests

This page is the landing page after the test creation process and can also be accessed via the main menu. It allows you to work on the tests you have access to. You can view and edit basic test information, add test candidates and appoint test managers. Here, you can also examine test scores and work with test questions (add, delete or modify them). You can view basic test reports and export them as an Excel table.

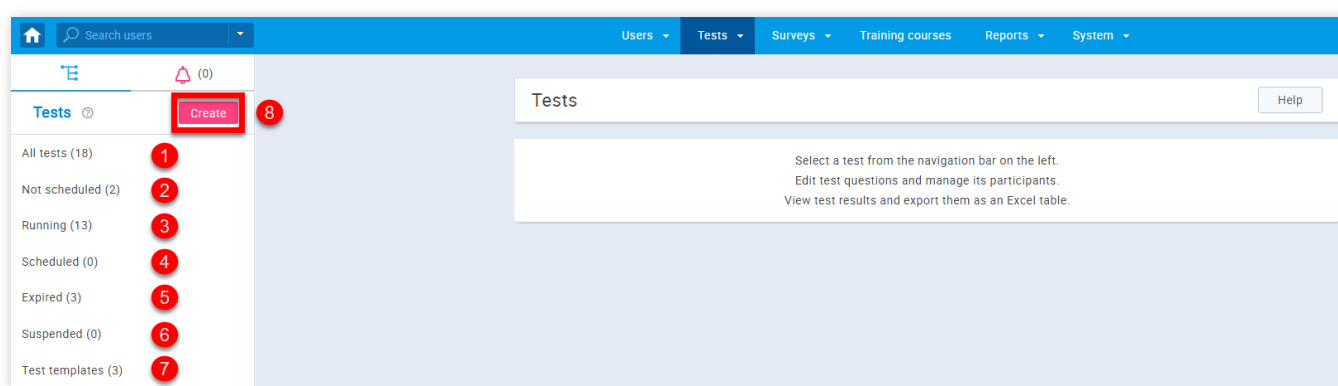
### 1. Accessing the page

To access the "Manage tests" page, you should hover over the **"Tests"** section of the application's main menu and select the **"Manage tests"** option.



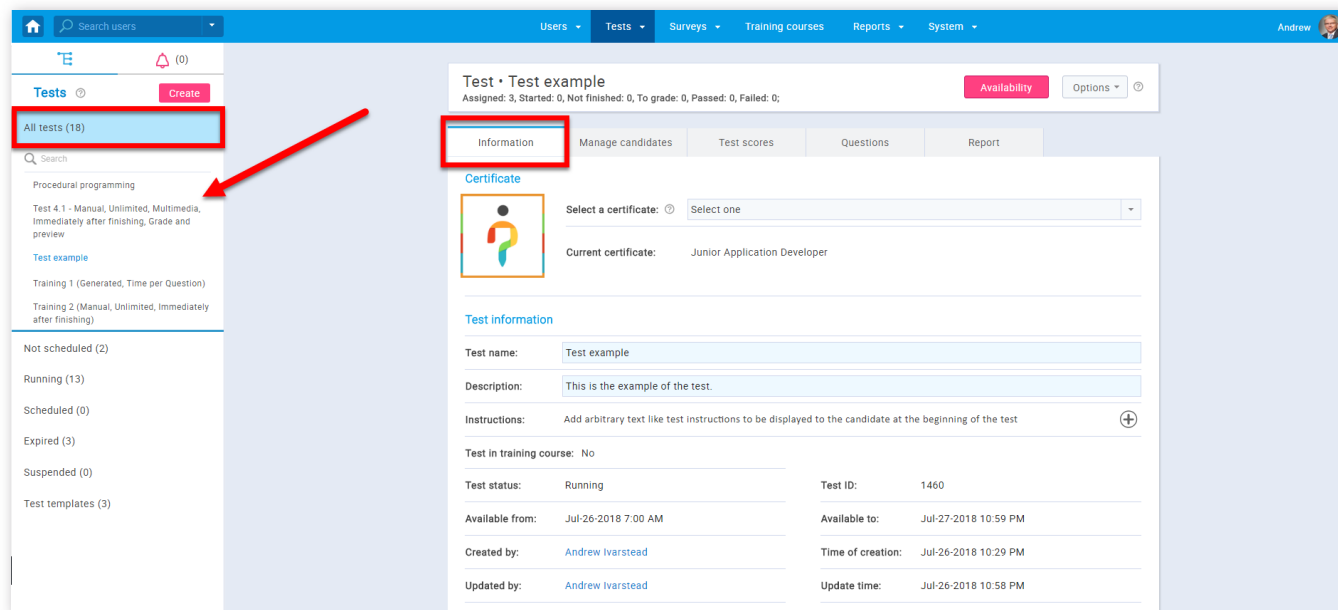
### 2. Page layout

On the left side of the **"Manage tests"** page, you will find the sidebar where you can see a list of tests organized as:



1. **"All tests"** – list of all tests in the system
2. **"Not scheduled"** – tests that are created, but are waiting to be scheduled and sent to the users
3. **"Running"** – currently available tests
4. **"Scheduled"** – tests that are scheduled, but are not available yet
5. **"Expired"** – availability period ended, currently not available for taking
6. **"Suspended"** – test taking and modifications permanently disabled
7. **"Test templates"** - store test settings, can be reused in creating new tests
8. You can also create a new test by clicking the **"Create"** button. If you need help with creating new test see the [New test](#) help section

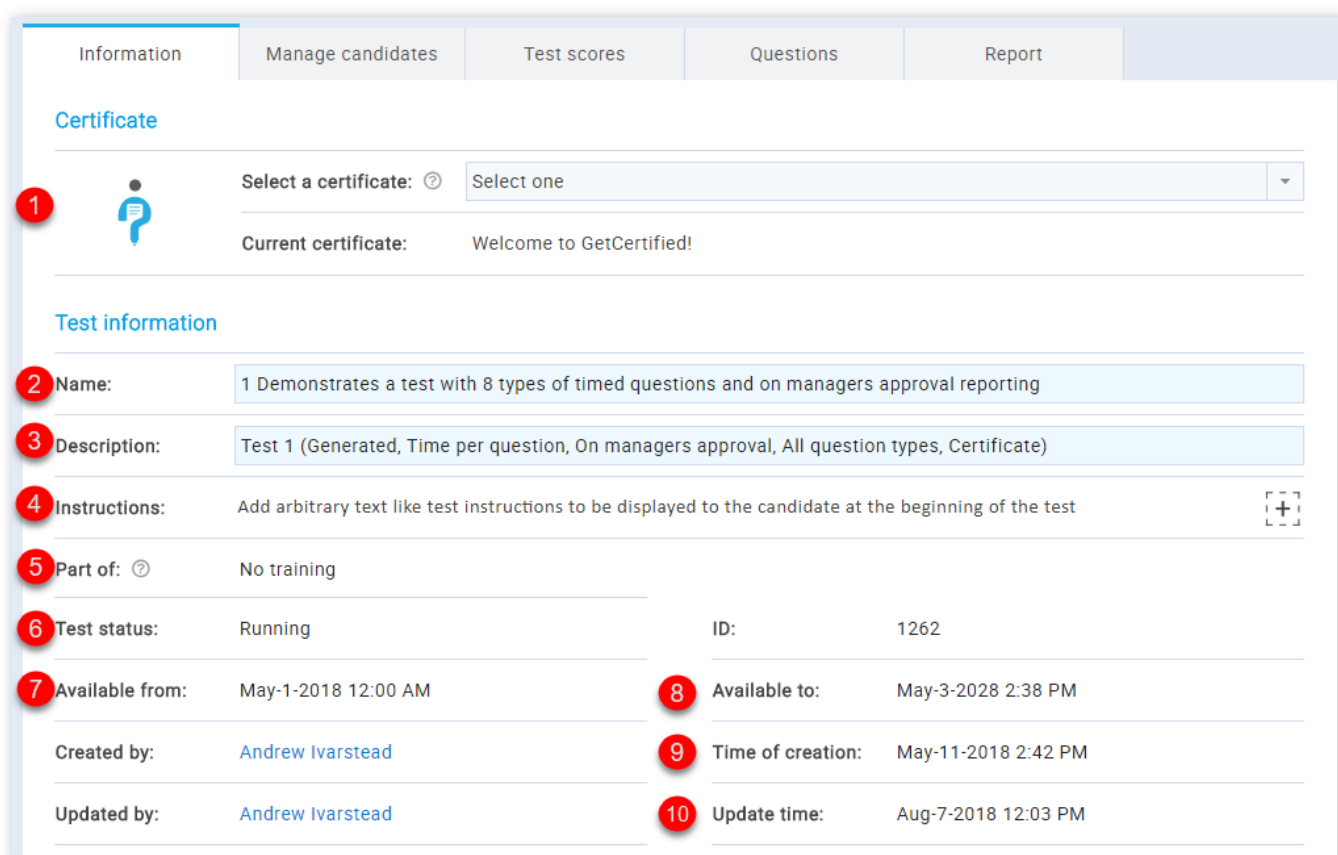
3. To select one of the tests, you should navigate to the tree view on the left side of the screen and expand one of the available test collections. You can select the one you would like to work with by clicking on it.



#### 4. Information

Once you select a test, you will be navigated to its **"Information"** tab. Here you can view all of the basic test settings.

##### 4.1. Test Information



1. The certificate which will be awarded to users that pass the test. You can select any of the certificates you manage
2. The test name, which you can change
3. The description of the test. You can edit this
4. The instructions for the test takers. You can edit this
5. Here you can see if the test is included in any of the training courses
6. The test status ("Expired", "Running", "Not scheduled", "Scheduled", "Suspended")
7. The time from which the test is available for taking
8. The time to which the test is available for taking
9. The name of a user who created the test and the time when the test was created
10. The name of a user who updated the test and the time when the test was updated

##### 4.2. Test settings

The screenshot shows the 'Test settings' page with the following configurations and callouts:

- 1** Creation type: Manually created
- 2** Test versions: 1
- 3** Show report: Immediately after finishing
- 4** Report contents: Grade and preview
- 5** Duration type: Unlimited
- 6** Network access: Open access
- 7** Branching questions: No
- 8**  Allow continuation
- 9**  Allow repeating
- 10** Pass mark (%): 50
- 11**  Inclusive pass mark
- 12**  Enable validity period
- 13**  Pin this test to home screen
- 14**  Allow HTML link sharing

1. The creation type ("Manually or "Generated")
2. The number of test versions (of a "Generated" test)
3. The type of show report ("After each question", "On manager's approval", "Immediately after finishing")
4. The type of report content ("Grade and preview", "Grade only"), this can be changed
5. The duration type ("Time per test", "Time per question", "Unlimited")
6. The network access ("Open access", "Internal network"), this can be changed
7. Displays if the test allows branching
8. Displays if the test allows continuation, this can be changed
9. Displays if the test allows repeating, this can be changed
10. Displays the pass mark (%), this can be changed
11. Displays if the pass mark is inclusive, this can be changed
12. Here you can enable validity period. Represent the validity duration of each attempted test after which the test becomes invalid and it is necessary to be retaken
13. Here you can pin the test so that all users can start it from the home screen
14. Here you can allow HTML link sharing so that the test can be entered by it

## 5. Manage candidates

To add test candidates or appoint additional test managers, you should navigate to the **"Manage candidates"** tab. Here, you can display the "List of test managers", "List of test takers", "List of all users" and "Groups you manage" and select the appropriate users. If the test has not yet been scheduled you can do this by selecting the **"Go manage"** button.




**Test • Test example** Options ▾ ⓘ

Assigned: 0, Started: 0, Not finished: 0, To grade: 0, Passed: 0, Failed: 0;


---

**Complete test preparation** ^ ×




**1. Create test**  
Start a wizard to create a test and attach an optional certificate.

✔



**2. Add test candidates**  
Assign users to take the test. Appoint additional test managers, if necessary.

Go manage



**3. Schedule test**  
Set the period when users will be allowed to attempt the test.

Schedule test

---

Information **Manage candidates** Test scores Questions Report

Select users from: List of all users

Select one

List of test managers

List of test takers

List of all users

Groups you manage

<input type="checkbox"/>			
<input type="checkbox"/>	aaron		
<input type="checkbox"/>	Abadvionand	VA BE	
<input type="checkbox"/>	Abled1959	Averill Rey	
<input type="checkbox"/>	Abled1997	Daley Jessica	
<input type="checkbox"/>	Accon1956	Coffin Micheal	

Information **Manage candidates** Test scores Questions Report

Select users from: List of all users

<input type="checkbox"/>	Username	User	Assigned from
<input checked="" type="checkbox"/>	aaron	Thompson Aaron	
<input checked="" type="checkbox"/>	Abadvionand	VA BE	
<input checked="" type="checkbox"/>	Abled1959	Averill Rey	
<input type="checkbox"/>	Abled1997	Daley Jessica	
<input type="checkbox"/>	Accon1956	Coffin Micheal	
<input type="checkbox"/>	Acessier	Curry Victoria	
<input type="checkbox"/>	Acesturod	Blackburn Janet	
<input type="checkbox"/>	Acrew1969	Carpenter Eva	
<input type="checkbox"/>	Actat1963	Forth Christopher	
<input type="checkbox"/>	adam	Moore Adam	

Rows: 554

Assign selected ▾

Remove selected ▾

Export as Excel

1. Select the users you want to assign the test to

2. By clicking the **"Assign selected"** button you can choose to assign the selected users "To take the test" or "To be the test manager"

3. By clicking the **"Remove selected"** button you can choose to remove the selected users "From taking the test" or "From managers"

4. By clicking the **"Export as Excel"** button you can export the list as an Excel table

**Note:** Once you send the test, you can add more participants, as long as the test is active.

## 6. Scheduling Test

To schedule the test, click on the **"Schedule test"** button, and set the test availability (from-to).

**Note:** The test cannot be attempted by any of the test takers if it's not scheduled.

The screenshot shows a 'Test • Test example' interface with a 'Complete test preparation' section. It includes three steps: 1. Create test, 2. Add test candidates, and 3. Schedule test. A 'Test availability' dialog box is open, with fields for 'Available from:\*' (07/26/2018 07:00:00) and 'Available to:\*' (07/27/2018 22:59:59). Below the dialog is a table of users with columns for Username, User, and Assigned from.

	Username	User	Assigned from
<input type="checkbox"/>	aaron	Thompson Aaron	List of all users
<input type="checkbox"/>	Abadvionand	VA BE	List of all users
<input type="checkbox"/>	Abled1959	Averill Rey	List of all users
<input type="checkbox"/>	Abled1997	Daley Jessica	
<input type="checkbox"/>	Accon1956	Coffin Micheal	

1. Click the **"Schedule test"** button
2. Add the time from which it will be available for taking
3. Add the time to which it will be available for taking
4. If you are satisfied with the changes you have made click the **"Send"** button
5. If you are not satisfied with the changes you have made click the **"Cancel"** button

## 7. Test scores

Here you can view the outcome of each test attempt. By clicking the button with the image of an arrow you can see the outcome of the previous attempts. You can also export the list by clicking the **"Export as Excel"** button.

Information | Manage candidates | **Test scores** | Questions | Report

Date from: 07/25/2018 00:00:00      Date to: 07/25/2018 00:00:00      **Confirm**      Show all

Showing filtered results from/to: Showing all results

#	Username	User	Group	Score	Test started	Actions
	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select one		
1	admin	Ivarstead Andrew		Passed (5 of 35 points; 14.29%)	Jul-25-2018 3:09 PM	<input type="button" value="&gt;&gt;"/> <input type="button" value="&lt;&lt;"/> <input type="button" value="↑"/>

No previous attempts.

Rows: 1

**Export as Excel**

[Students summary](#)

You can also set a date for which you want to see the outcome.

Information | Manage candidates | **Test scores** | Questions | Report

**1** Date from: 07/25/2018 00:00:00      Date to: 07/25/2018 00:00:00      **2** **Confirm**      Show all

Showing filtered results from/to: Showing all results

#	Username	User	Group	Score	Test started	Actions
	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select one		
1	admin	Ivarstead Andrew		Passed (5 of 35 points; 14.29%)	Jul-25-2018 3:09 PM	<input type="button" value="&gt;&gt;"/> <input type="button" value="&lt;&lt;"/> <input type="button" value="v"/>

Rows: 1

**Export as Excel**

[Students summary](#)

1. Set a date
2. Click the **"Confirm"** button

By clicking on the value of the "Score" column, you will be navigated to the "Personal report" for that particular test candidate.

Information   Manage candidates   **Test scores**   Questions   Report

Date from:    Date to:    [Confirm](#)   [Show all](#)

Showing filtered results from/to: Showing all results

#	Username	User	Group	Score	Test started	Actions
				Select one		
1	admin	Ivarstead Andrew		Passed (5 of 35 points; 14.29%)	Jul-25-2018 3:09 PM	<a href="#">»</a> <a href="#">»</a> <a href="#">v</a>

10   Rows: 1

[Export as Excel](#)

[Students summary](#)

You can view the details about every question by clicking the button with a magnifying glass. When you open the panel with information related to a specific question, you will be able to see the question text and the answer that the test candidate provided. You can then, grade the question and add feedback to it:

**Personal report - Andrew Ivarstead**

Test version: 1   Test score: 14.29%

Started: Jul-25-2018 3:09 PM   Time spent: 00:25:39

Group: -

[Certificate](#)


#	Question text	Type	Percents	Actions
		Select one		
1	Le calcul des parts de marché est calculer de la manière suivante: les ventes de l'entreprise (en volume ou valeur) / les ventes du marché (ventes de l'ensemble d'un seul concurrent)	True/False	0% (Points: 0)	<a href="#">🔍</a>
2	Relier les termes de droite avec les termes correspondant sur la gauche	Matching	0% (Points: 0)	<a href="#">🔍</a>
3	Transformer les abréviations suivantes en mots complets: FdV, PV, HT, TTC, GMS.	Open	0% (Points: 0)	<a href="#">🔍</a>
4	Prix, produit, place, promotion	Single choice	0% (Points: 0)	<a href="#">🔍</a>
5	Regardez attentivement la vidéo publicitaire de Jonny Walker et faites un commentaire sur cette méthode de communication. Quelle méthode de marketing est-elle utilisée ? Que pensez-vous de cette méthode ? Est-elle efficace ? Vous trouverez le lien vers la vidéo ci-dessous : Jonny Walker :	Essay	0% (Points: 0)	<a href="#">🔍</a>

Rows: 7

1 of 7 True/False Points: 5 Penalty: 0 Medium All types of questions (FR)

Le calcul des parts de marché est calculer de la manière suivante:

les ventes de l'entreprise (en volume ou valeur) / les ventes du marché (ventes de l'ensemble d'un seul concurrent)



Answers:

1. True

2. False

**Incorrect**

1 Points achieved: 0

Add feedback for this question 2

1. Assign an appropriate number to the **"Points achieved"** field

2. Select the **"Add feedback for this question"** checkbox if feedback to the test candidate is necessary and fill in the text field that appears upon selection.

3. Click on the **"Submit"** button

## 8. Questions

In the **"Questions"** tab you can view and edit the test questions. If the test has not yet been scheduled, you can still add, modify and remove questions from the test. After the scheduling, modifications are no longer available.

### 8.1. Test not scheduled

If the test is not yet scheduled, the following options are available:

Information Manage candidates Test scores **Questions** Report

**Questions summary**

Easy questions: 2 Medium questions: 3 Hard questions: 1

No. of questions: 6 Total points: 30 Total duration: Unlimited

1  Randomize questions 2  Randomize answers

#	Question text	Points/Penalty	Difficulty	Type	Actions
1	A compliance professional's responsibilities include all of the following EXCEPT:	5/0	Medium	Single choice	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
2	In a compliance program, tactical compliance procedures should be integrated into business line procedures, such as how to deliver an Adverse Action Notice when an application is declined. In this case:	5/0	Medium	Multiple choice	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
3	Reorder the following terms to get the most logical progressive sequence.	5/0	Easy	Ordering	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
4	Terms: product, price, place, promotion, people, process, physical evidence represent the '7 Ps' of service marketing?	5/0	Medium	True/False	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
5	Match the following statements with correct term.	5/0	Easy	Matching	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
6	Fill in the blanks.	5/0	Hard	Fill in the blanks	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

5  6

Rows: 6

1. Randomize questions

2. Randomize answers
3. Change questions order
4. Preview, edit or remove a question
5. Import new questions
6. Create new question

## 8.2. Test scheduled

If the test has been scheduled, you can examine question statistics for each question by clicking on the magnifying glass in the **"Actions"** column.

**Questions summary**

Easy questions: 1      Medium questions: 1      Hard questions: 1

No. of questions: 3      Total points: 6      Total duration: Unlimited

Randomize questions       Randomize answers

#	Question text	Points/Penalty	Difficulty	Type	Actions
			Select one	Select one	
1	What are the colours of the Australian Aboriginal Flag?	1/0	Easy	Single choice	
2	What do we remember on Anzac Day?	2/0	Medium	Single choice	
3	Which official symbol of Australia identifies Commonwealth property?	3/0	Hard	Single choice	

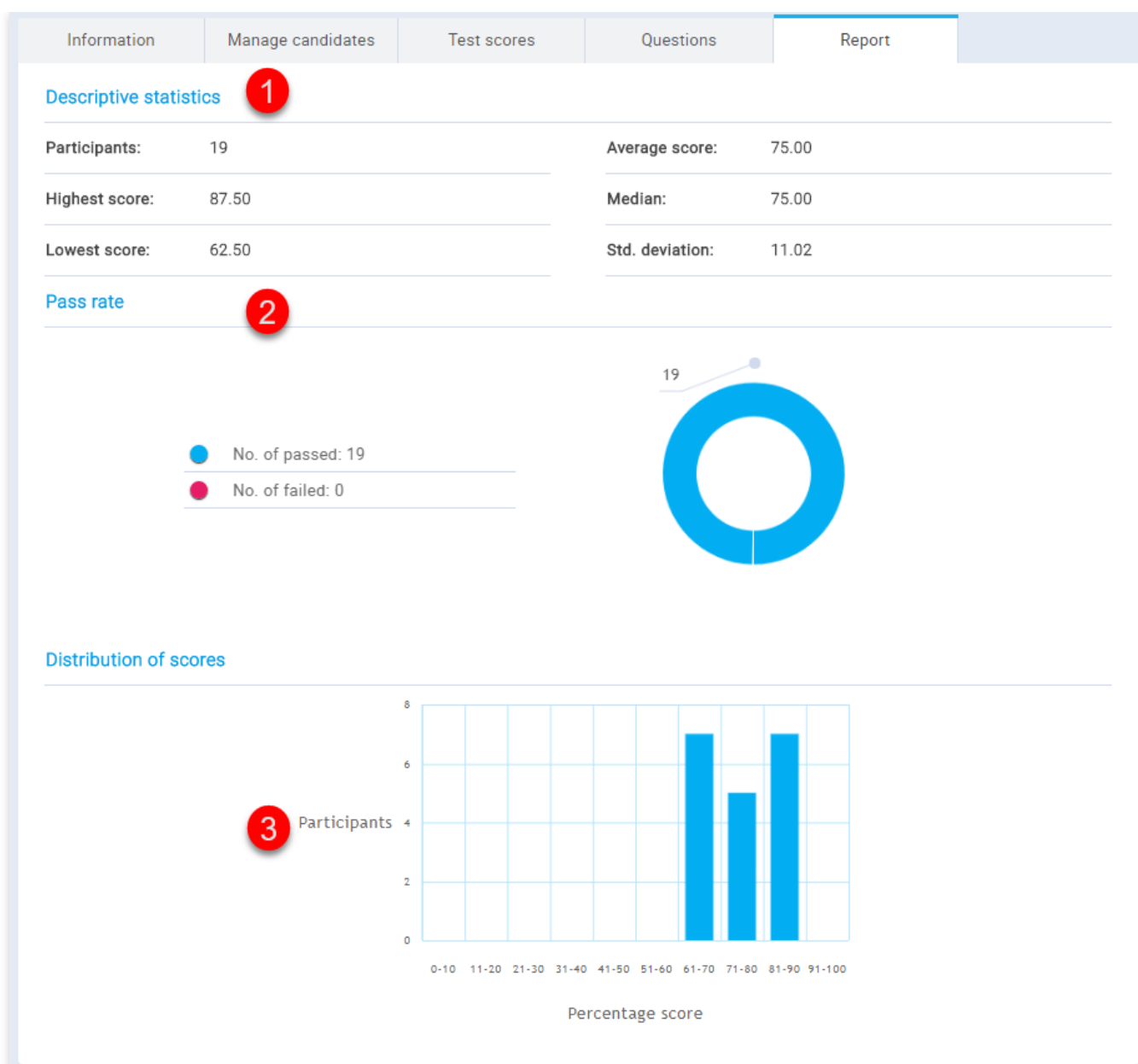
Rows: 3

[Export as Excel](#)

## 9. Report

The purpose of this section is to summarize and display basic information related to successfully completed test attempts. It is divided into three sub-sections:

1. Descriptive statistics - the number of participants, highest score, lowest score and central tendencies measures
2. Pass rate - graphical representation of the ratio between the number of test takers that passed the tests and that failed the test
3. Distribution of scores - graphical representation of test scores, suitable for comparing with the bell curve



## 10. Advanced options

### 10.1. Exporting Test

GetCertified allows you to export the test to a PDF file, ready for immediate printing. By clicking the **"Option"** drop-down button and choosing the "Export test" option, all of the test versions will be exported.

The screenshot shows the 'Test • Test example' interface. At the top, it displays 'Assigned: 3, Started: 0, Not finished: 0, To grade: 0, Passed: 0, Failed: 0'. Below this is a navigation bar with tabs for 'Information', 'Manage candidates', 'Test scores', 'Questions', and 'Report'. The 'Manage candidates' tab is active, showing a table of users. An 'Options' dropdown menu is open, with 'Export test' highlighted in a red box. The table below has columns for 'Username', 'User', and 'Assigned from'. The 'Assigned from' column contains 'List of all users' for most entries, and 'Send test' for others. At the bottom, there are buttons for 'Assign selected', 'Remove selected', and 'Export as Excel', along with a 'Students summary' link.

### 10.2. Exporting Test Key

The option to export test key enables you to obtain the PDF of the test with the correct answers already labeled (suitable when tests are distributed in a paper form). To access this option, click the **"Options"** drop-down button and select "Export test key"

option.

<input type="checkbox"/>	Username	User	Assigned from	
<input type="checkbox"/>	aaron	Thompson Aaron	List of all users	Reset
<input type="checkbox"/>	Abadvionand	VA BE	List of all users	Reset
<input type="checkbox"/>	Abled1959	Averill Rey	List of all users	Reset
<input type="checkbox"/>	Abled1997	Daley Jessica		Send test
<input type="checkbox"/>	Accon1956	Coffin Micheal		Send test
<input type="checkbox"/>	Acessier	Curry Victoria		Send test
<input type="checkbox"/>	Acesturod	Blackburn Janet		Send test
<input type="checkbox"/>	Acrew1969	Carpenter Eva		Send test
<input type="checkbox"/>	Actat1963	Forth Christopher		Send test
<input type="checkbox"/>	adam	Moore Adam		Send test

**Note:** Modifications available after the test has been distributed to the test candidates are related to the test name, report contents and the pass mark. It is also possible to add more participants and change the test's availability (if it hasn't expired already).

### 10.3. Copy/Delete Test

It is possible to create a copy of an existing test or to delete it. To create a copy of an existing test, choose the desired test within the **"Manage tests"** page. Once you have selected it, click on the **"Options"** drop-down and then select the **"Create a copy"** option.

**Note:** When the test is copied, he has none of the test candidates assigned to it, since the test candidates are not copied from the original test.

<input type="checkbox"/>	Username	User	Assigned from	
<input type="checkbox"/>	aaron	Thompson Aaron	List of all users	Reset
<input type="checkbox"/>	Abadvionand	VA BE	List of all users	Reset
<input type="checkbox"/>	Abled1959	Averill Rey	List of all users	Reset
<input type="checkbox"/>	Abled1997	Daley Jessica		Send test
<input type="checkbox"/>	Accon1956	Coffin Micheal		Send test
<input type="checkbox"/>	Acessier	Curry Victoria		Send test
<input type="checkbox"/>	Acesturod	Blackburn Janet		Send test
<input type="checkbox"/>	Acrew1969	Carpenter Eva		Send test
<input type="checkbox"/>	Actat1963	Forth Christopher		Send test
<input type="checkbox"/>	adam	Moore Adam		Send test

To delete the test, click on the **"Options"** button and then click on the **"Delete"** option.



Test • Test example  
Assigned: 3, Started: 0, Not finished: 0, To grade: 0, Passed: 0, Failed: 0;

Availability Options

Information Manage candidates Test scores Questions Report

Select users from: List of all users

<input type="checkbox"/>	Username	User	Assigned from	
<input type="checkbox"/>	aaron	Thompson Aaron	List of all users	Reset
<input type="checkbox"/>	Abadvionand	VA BE	List of all users	Reset
<input type="checkbox"/>	Abled1959	Averill Rey	List of all users	Reset
<input type="checkbox"/>	Abled1997	Daley Jessica		Send test
<input type="checkbox"/>	Accon1956	Coffin Micheal		Send test
<input type="checkbox"/>	Acessier	Curry Victoria		Send test
<input type="checkbox"/>	Acesturod	Blackburn Janet		Send test
<input type="checkbox"/>	Acrew1969	Carpenter Eva		Send test
<input type="checkbox"/>	Actat1963	Forth Christopher		Send test
<input type="checkbox"/>	adam	Moore Adam		Send test

1 2 3 4 5 10 Rows: 554

Assign selected Remove selected Export as Excel

Students summary

#### 10.4. Test Repetition

If you want to allow users to retake the test navigate to that test within the **"Manage tests"** page, open the **"Manage candidates"** tab and select a specific user. In order to allow the selected user to take the test again, click on the **"Reset"** link.

**Note:** When you allow test repetition to the user(s), the system keeps the record of previous attempts.

Information Manage candidates Test scores Questions Report

Select users from: List of all users

<input type="checkbox"/>	Username	User	Assigned from	Actions
<input type="checkbox"/>	aaron	Thompson Aaron	List of all users	Reset
<input type="checkbox"/>	Abadvionand	VA BE	List of all users	Reset
<input type="checkbox"/>	Abled1959	Averill Rey	List of all users	Reset
<input type="checkbox"/>	Abled1997	Daley Jessica		Send test
<input type="checkbox"/>	Accon1956	Coffin Micheal		Send test
<input type="checkbox"/>	Acessier	Curry Victoria		Send test
<input type="checkbox"/>	Acesturod	Blackburn Janet		Send test
<input type="checkbox"/>	Acrew1969	Carpenter Eva		Send test
<input type="checkbox"/>	Actat1963	Forth Christopher		Send test
<input type="checkbox"/>	adam	Moore Adam		Send test

1 2 3 4 5 10 Rows: 554

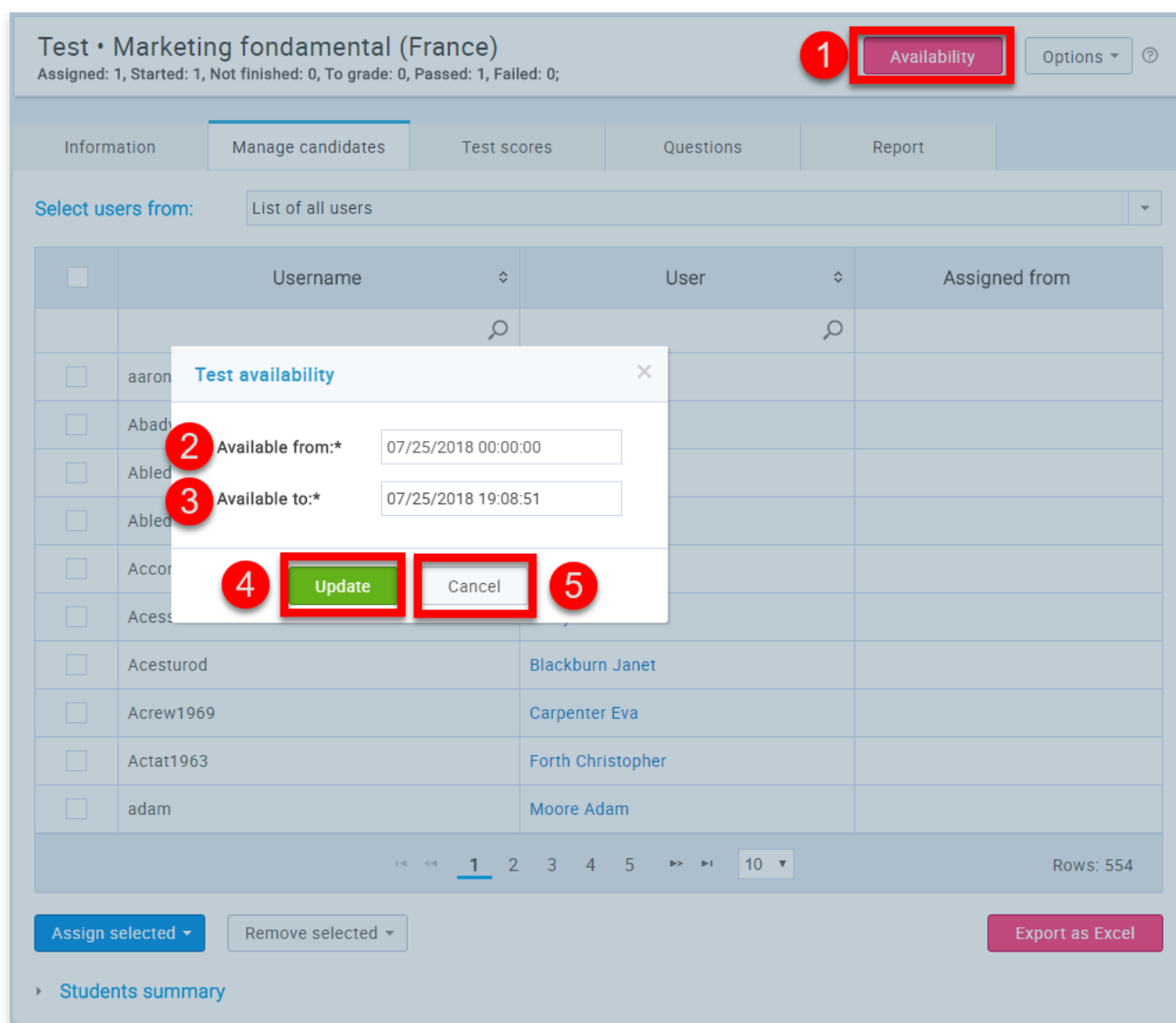
Assign selected Remove selected Export as Excel

Students summary

As soon as someone finishes the test, you are able to track the test results and other important statistics.

#### 10.5. Already scheduled

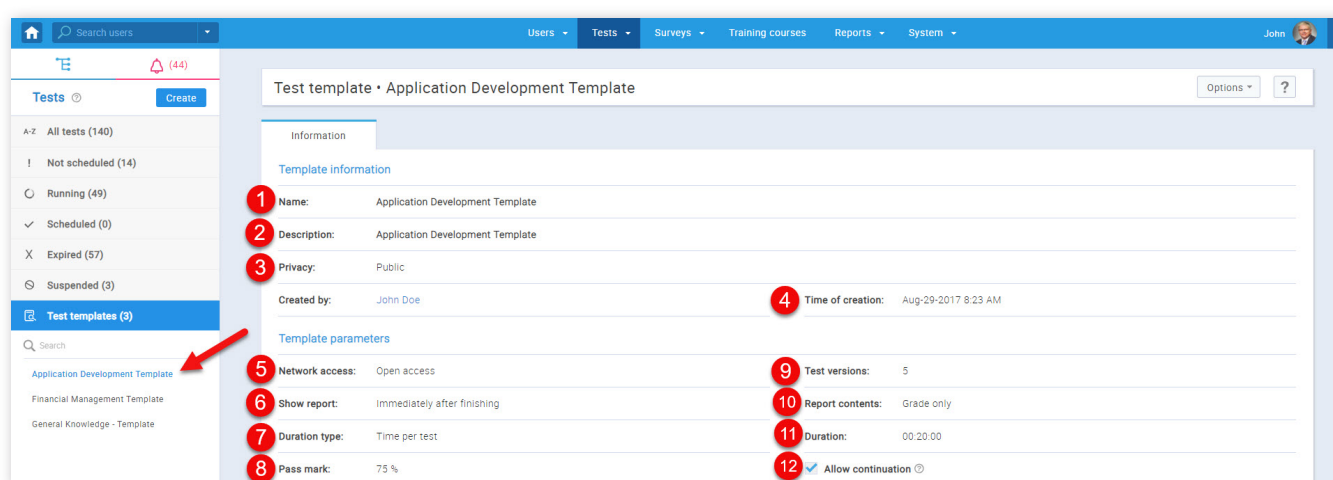
If necessary, you can change the tests' availability period.



1. Select the **"Availability"** button
2. Add the time from which it will be available for taking
3. Add the time to which it will be available for taking
4. If you are satisfied with the changes you have made click the **"Update"** button
5. If you are not satisfied with the changes you have made click the **"Cancel"** button

## 11. Test templates

Test templates represent saved test configurations that can be loaded and used when creating new tests. If you open any test template you can see basic information about it.



1. The name of a test template you have selected
2. The description of a test template you have selected
3. The privacy of a test template you have selected ("Public", "Private")
4. The name of a user who has created the test template and time of creation
5. The network access ("Open access", "Internal networks")
6. Displays when the report will be shown ("After each question", "On manager's approval", "Immediately after finishing")
7. The duration type ("Time per test", "Time per question", "Unlimited")
8. The pass mark
9. The number of test versions, for "Generated" tests
10. The report content ("Grade and preview", "Grade only")

- 11. The test duration if it is selected
- 12. Displays if the test continuation option is selected

This part of the **Information** tab is displayed only if the test is "Generated". It displays the information about the question pools from which the test will be generated.

**Question difficulty information**

Easy questions: 20	Medium questions: 0	Hard questions: 0
Points: 1	Points: 0	Points: 0
Penalty: 0	Penalty: None	Penalty: None

**Questions summary**

No. of questions: 20	Total points: 20	Total duration: 00:20:00 ⓘ
----------------------	------------------	----------------------------

#	Pool name	Easy	Medium	Hard	Cut off date
1	Web Development	20	0	0	

Rows: 1

Manage tests

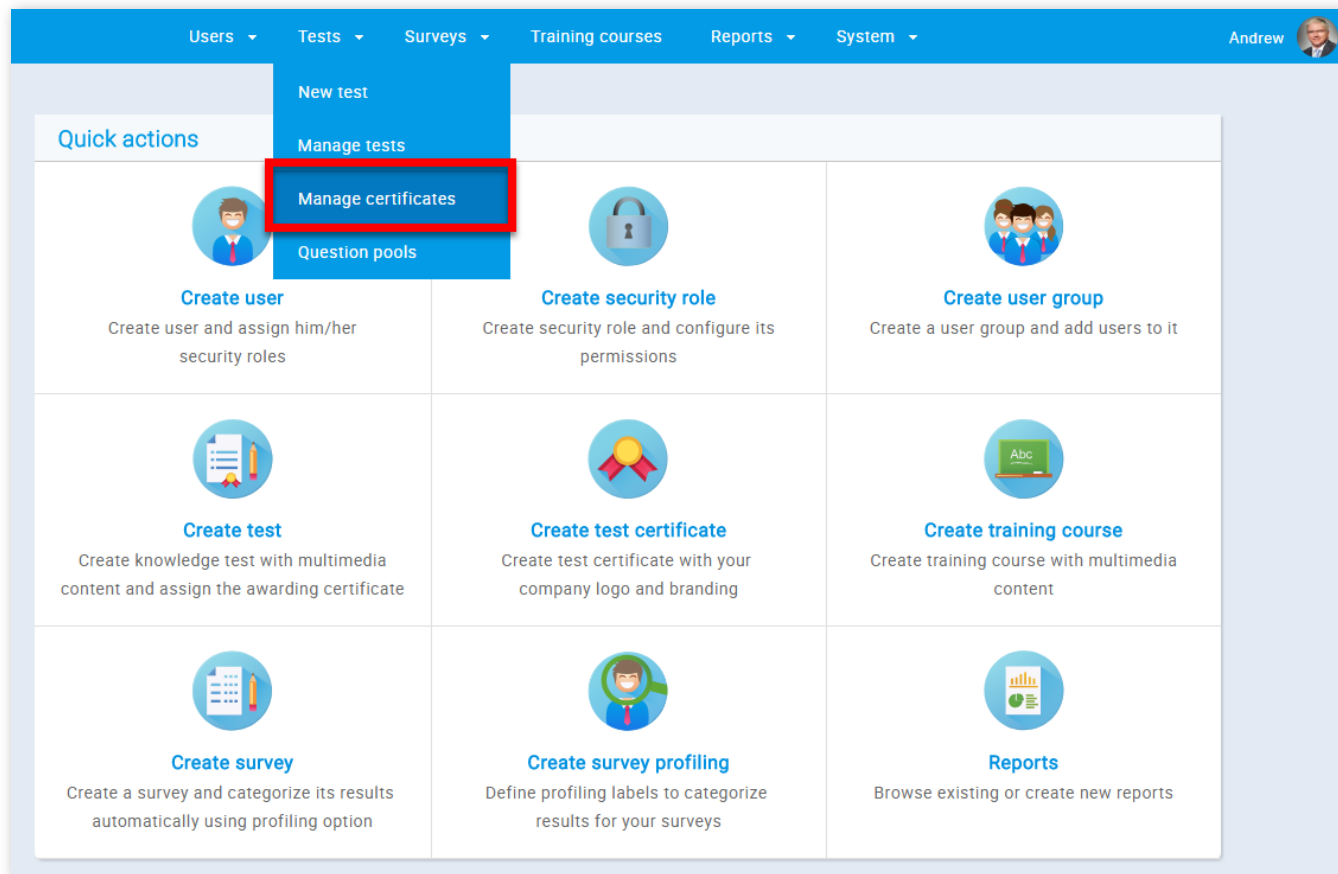
# Help system

## Manage certificates

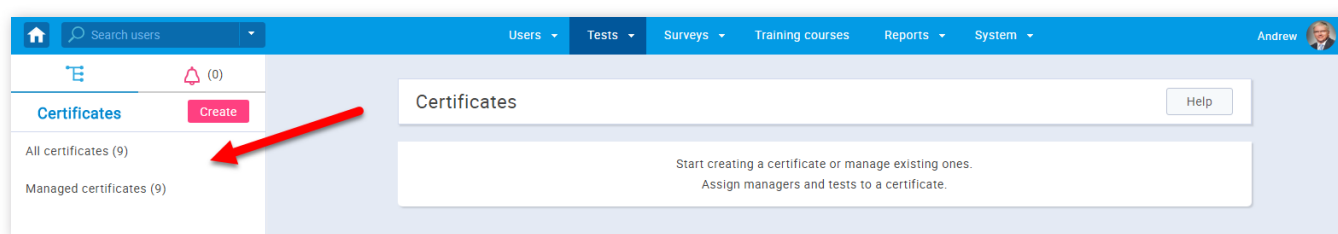
The test can have a Certificate that will be awarded to candidates who successfully complete the test. Certificate manager can designate other users as Certificate managers.

### 1. Accessing the page

To manage certificates, you should click on the **“Tests”** in the application’s toolbar and then choose **“Manage certificates”**.

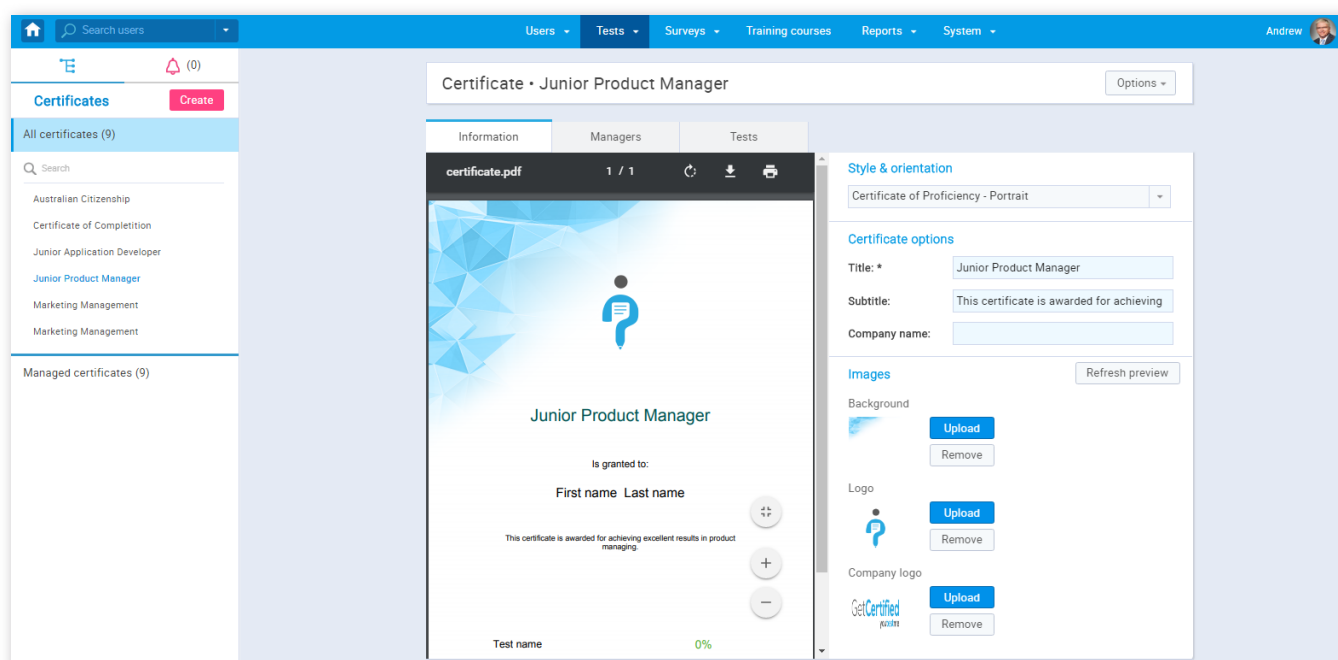


2. A list of all certificates is displayed in the navigation tree in the left part of the page. You can choose the certificate you want to manage by selecting it in the navigation tree. When you select a certificate, its name is displayed, as well as the **“Information”** tab.



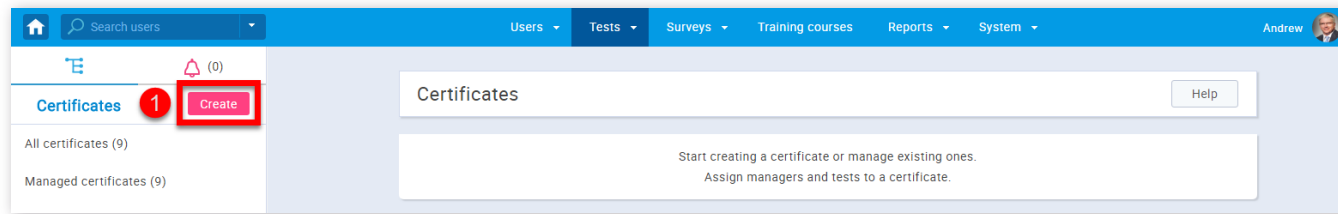
### 3. Information

The **“Information”** tab contains all the basic information about the certificate, which you can modify if necessary.

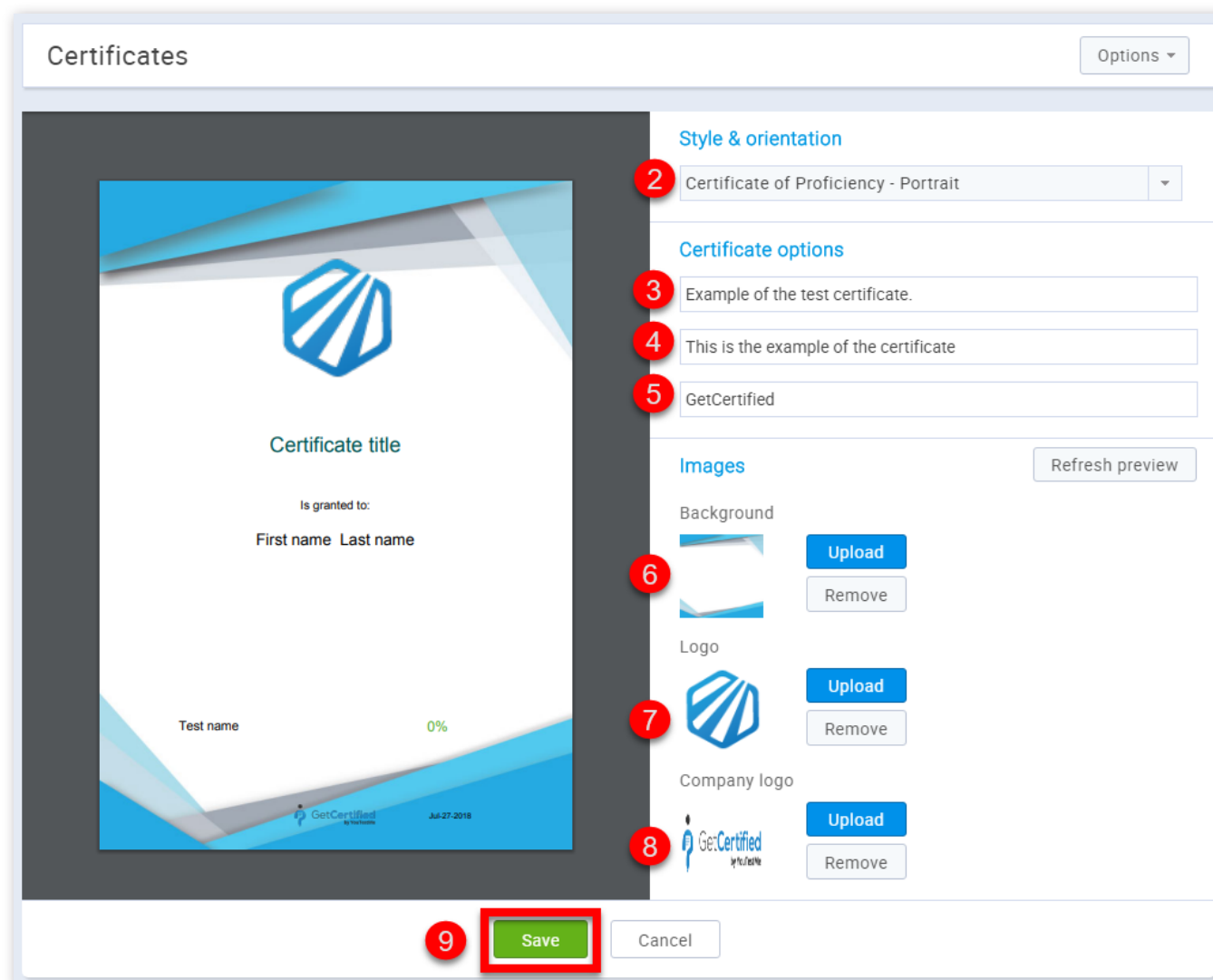


### 3.1. Create a new certificate

Here, you can also create a new certificate.

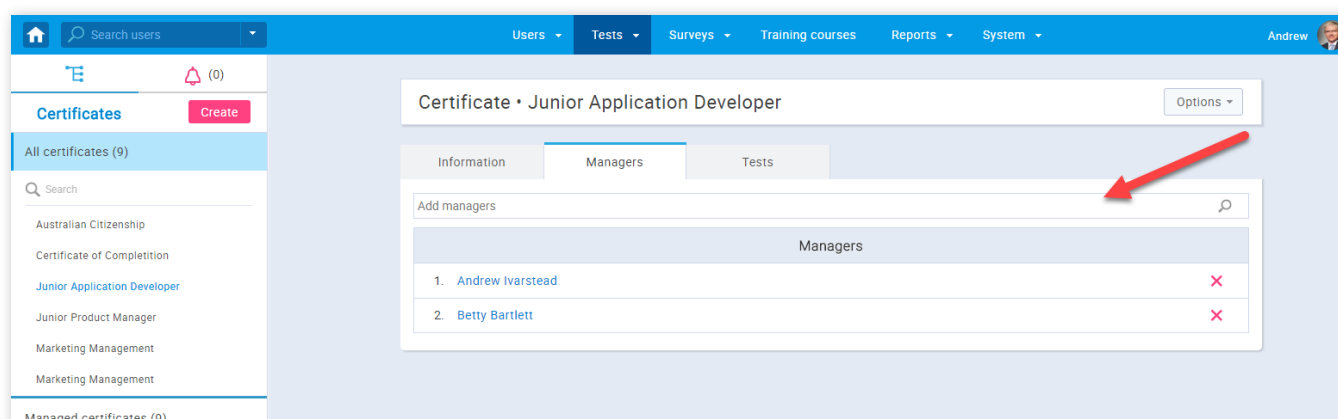


1. Click the **"Create"** button
2. Choose style and orientation (Portrait, Landscape, Rounded, Gold)
3. Add a title to your certificate
4. Add subtitle to your certificate. This is not obligatory
5. Write your company's name
6. Update or remove the background
7. Update or remove your logo
8. Update or remove your company's logo
9. Click the **"Save"** button to save your certificate

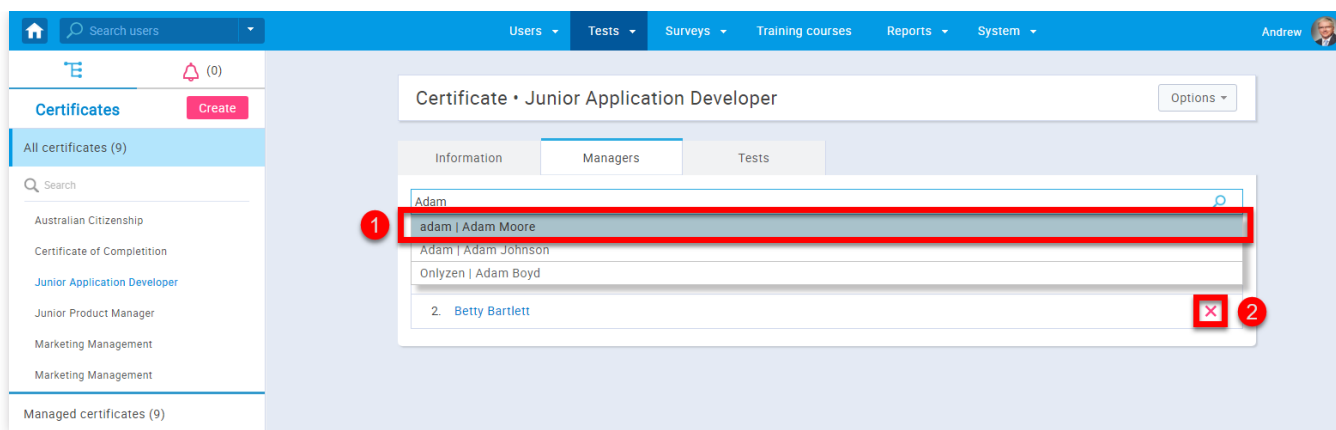


### 4. Managers

The **"Managers"** tab contains a list of all managers of the certificate.



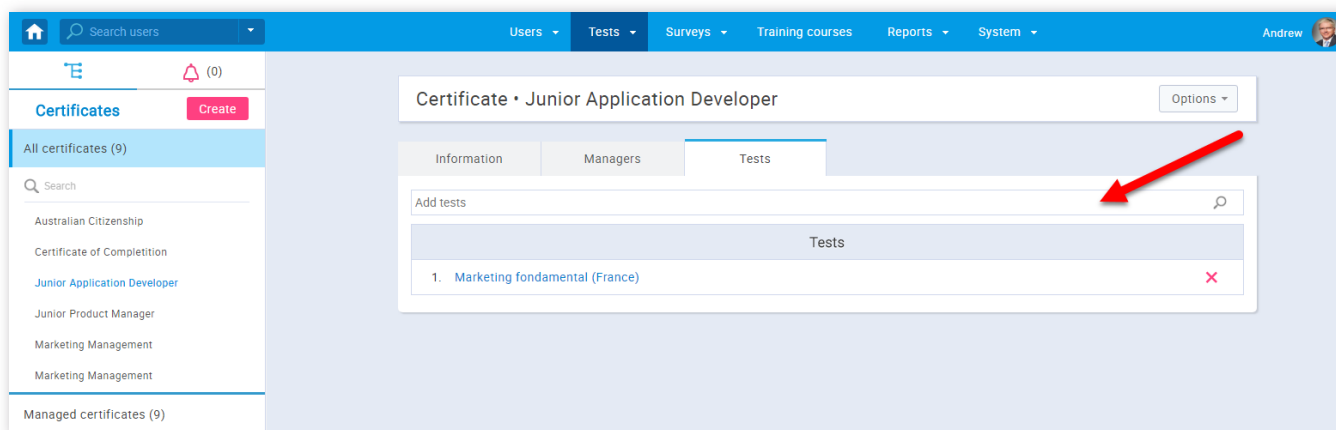
On the top of the tab is a search bar that can help you find the users you want to assign as certificate managers.



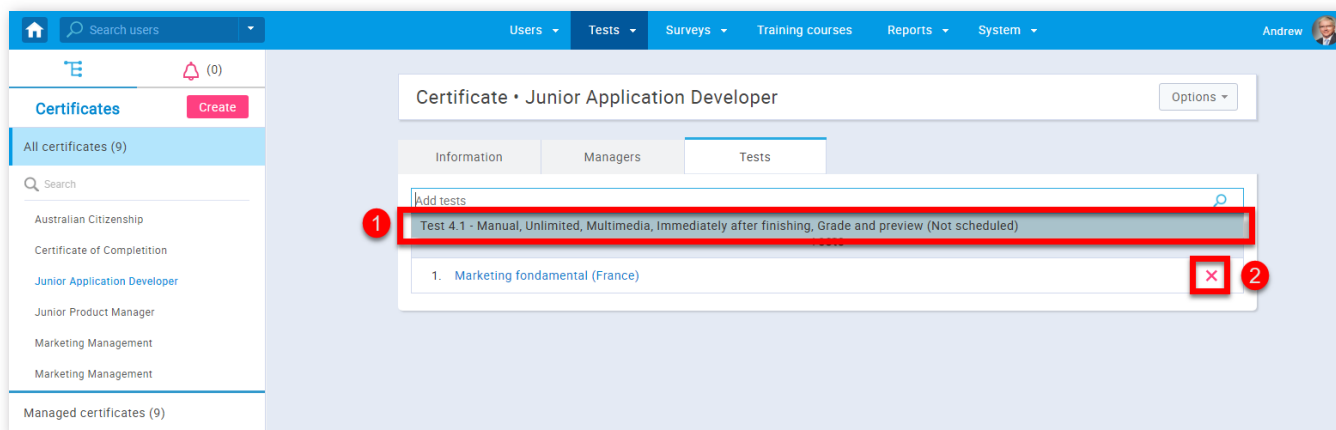
1. Search for the name of a user you want to assign as a certificate manager and just click on it
2. You can also remove a user from the position of a certificate manager by clicking the "X" button

## 5. Tests

The **"Test"** tab contains a list of the tests that certificate has been assigned to. On the top of the tab is a search bar that can help you find the tests you want to assign the certificate to. **Note** that one test can have only one certificate at a time.



1. Search for the name of the test you want to assign a certificate to and just click on it
2. You can also remove the certificate from a test by clicking the "X" button



Manage certificates

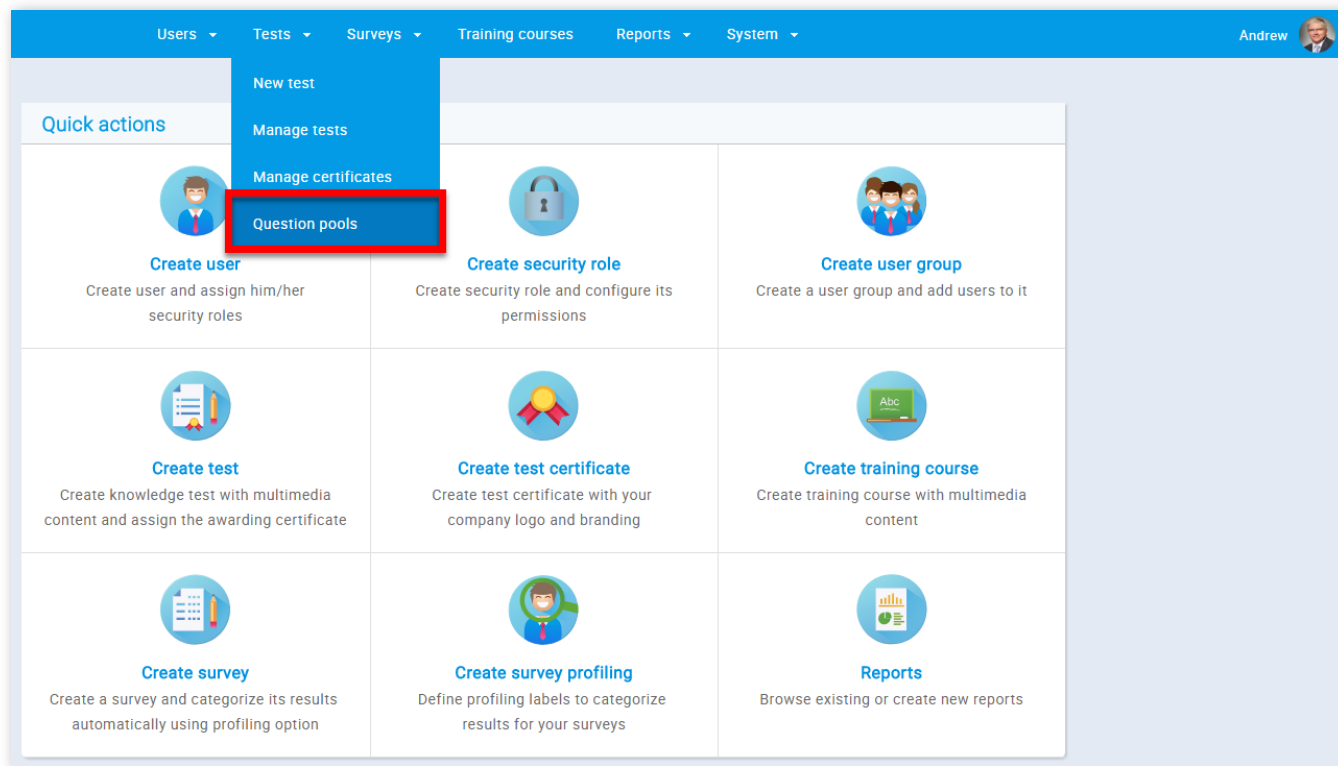
# Help system

## Question pools

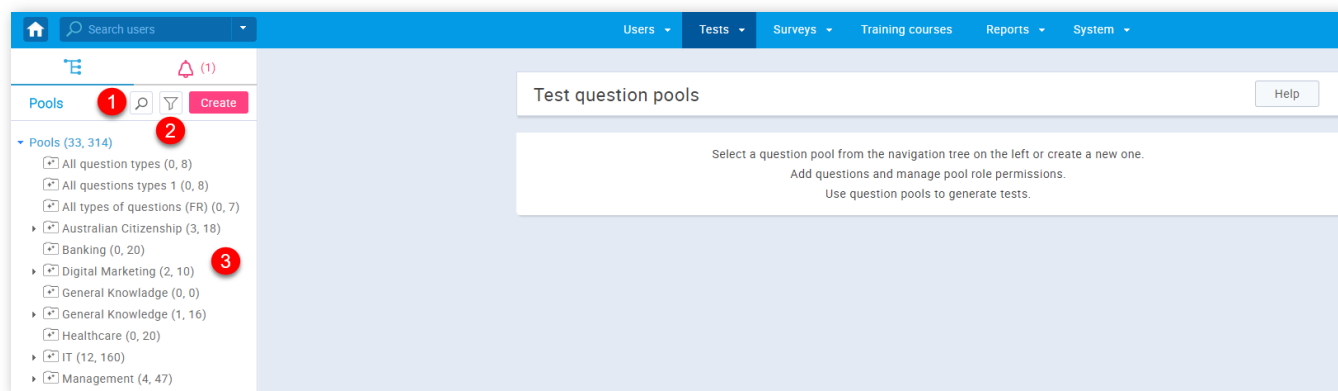
Questions are organized in question pools also known as question banks. Pool access is restricted only to pool members.

### 1. Accessing the page

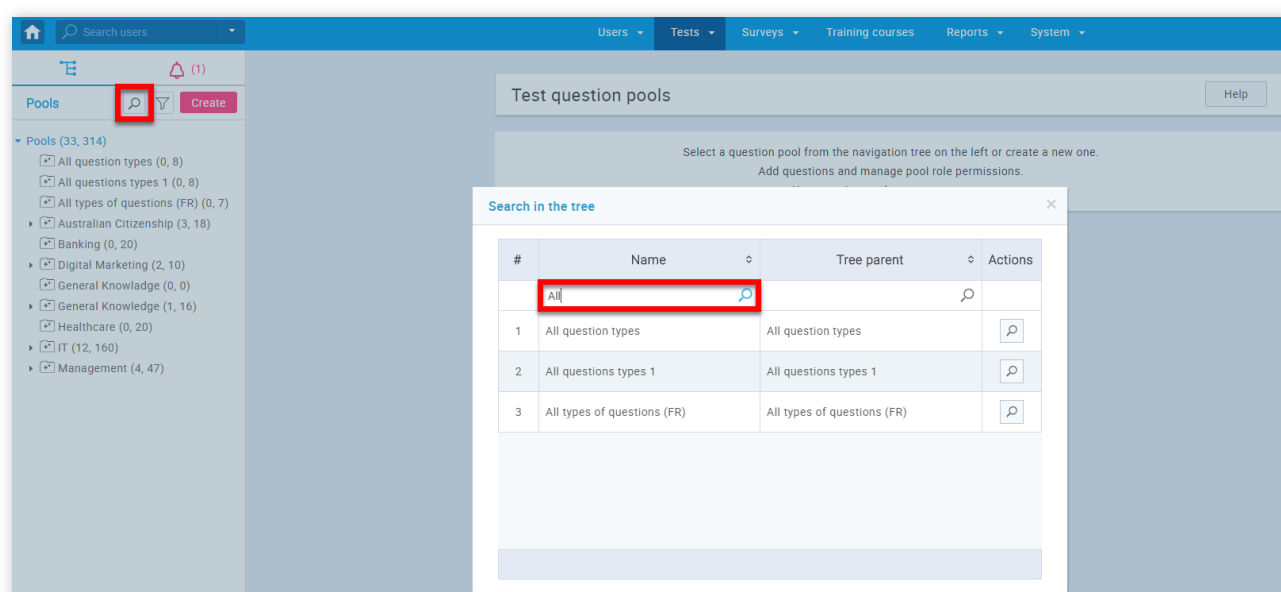
To access the **"Question pools"** page you should go to **"Tests"** in the application's toolbar and choose **"Question pools"**.



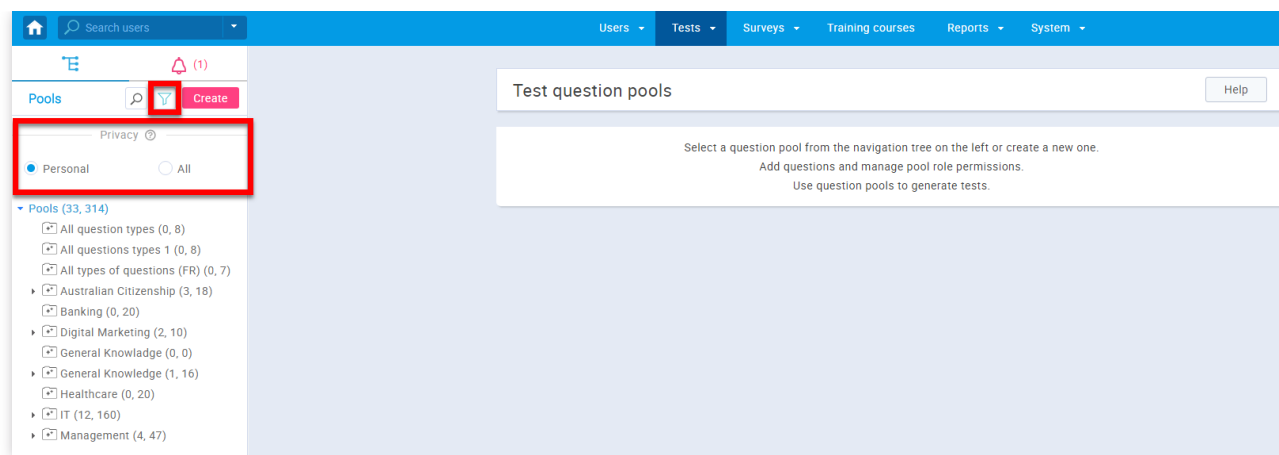
### 2. On this page, you can use the sidebar on the left to search, edit or create new question pools.



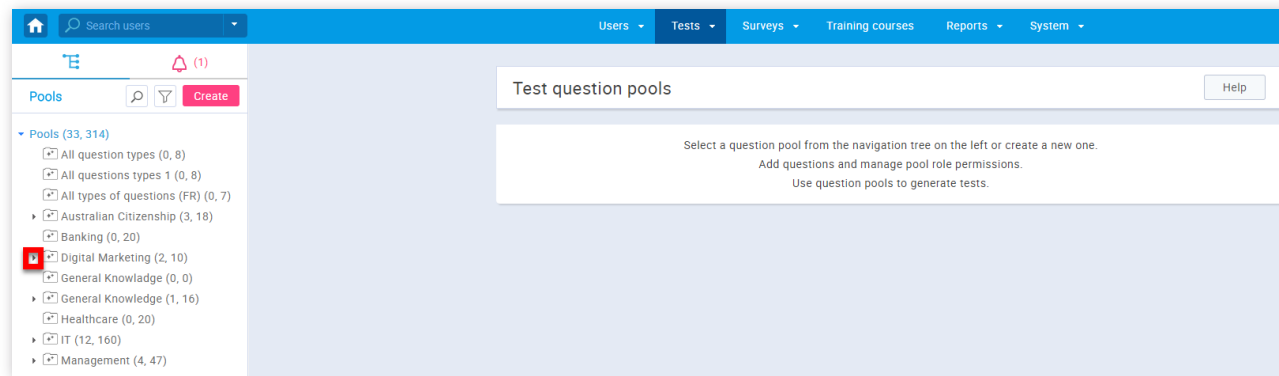
1. To search for a pool, you must click on the button with a magnifying glass image and then enter the name of the pool in the pop-up window.



2. In order to filter pools that are displayed to you, you should click on the button with a funnel image and then choose the privacy of the pool you want to see.

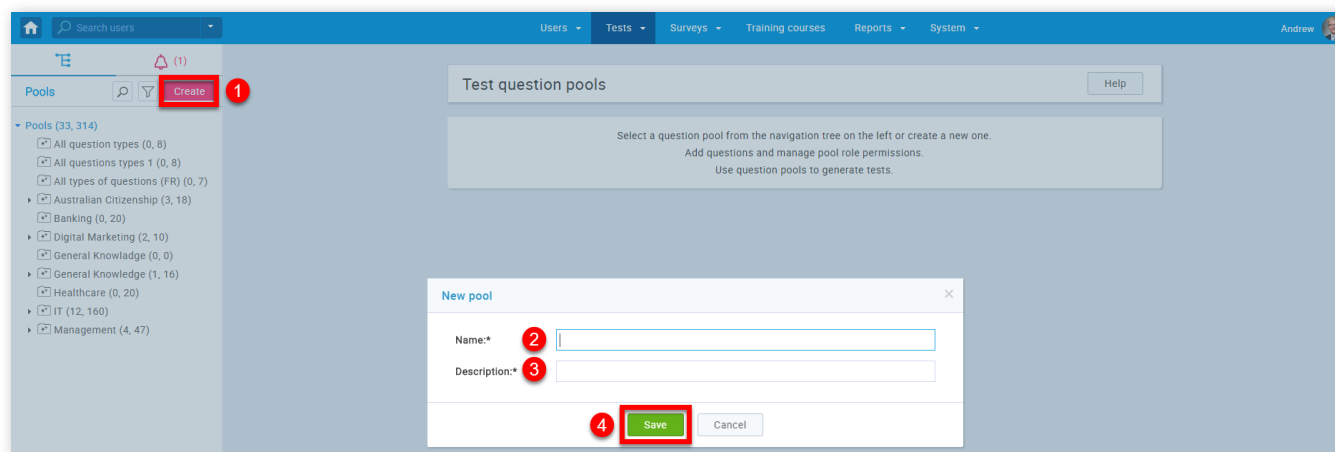


3. To view information about a pool that exists or to edit it, you need to find the pool name in the pool tree. In the pool tree, you will find that some of the nodes have bullets on the left. This means that the pool has a sub-pool and you can see them by clicking on the bullet and in that way expanding the node. To select a pool, simply click on its name in the tree.



### 3. Create a question pool

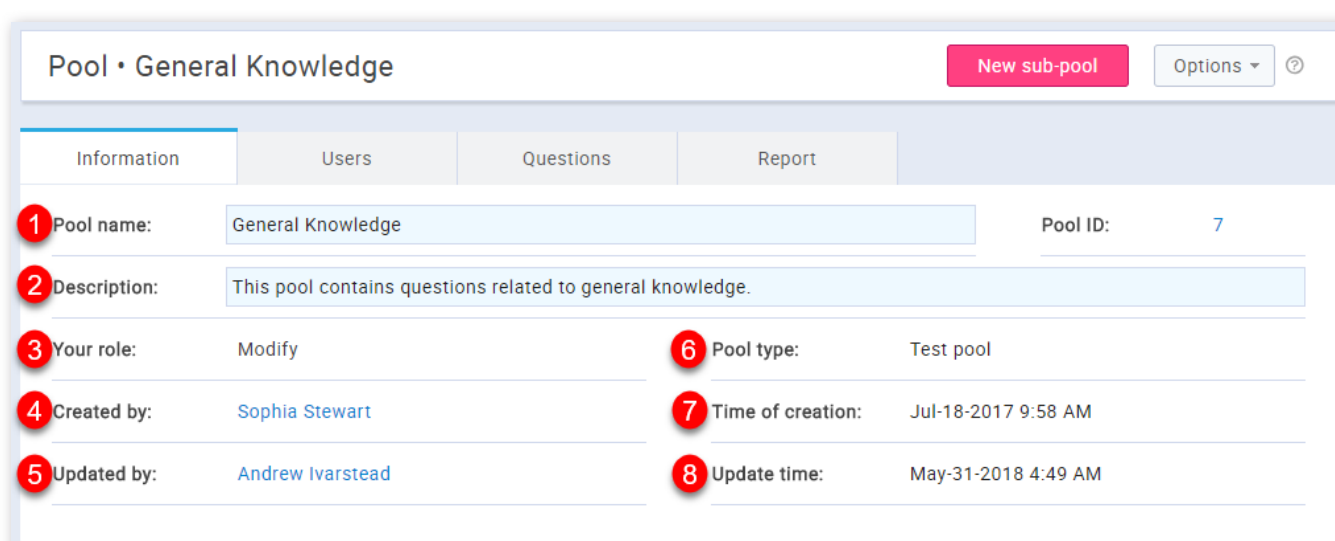
GetCertified allows you to create your own question pools.



1. Click on the **"Create"** button
2. Enter the name of a question pool
3. Enter the description of your question pool
4. Click the **"Save"** button

### 4. Information

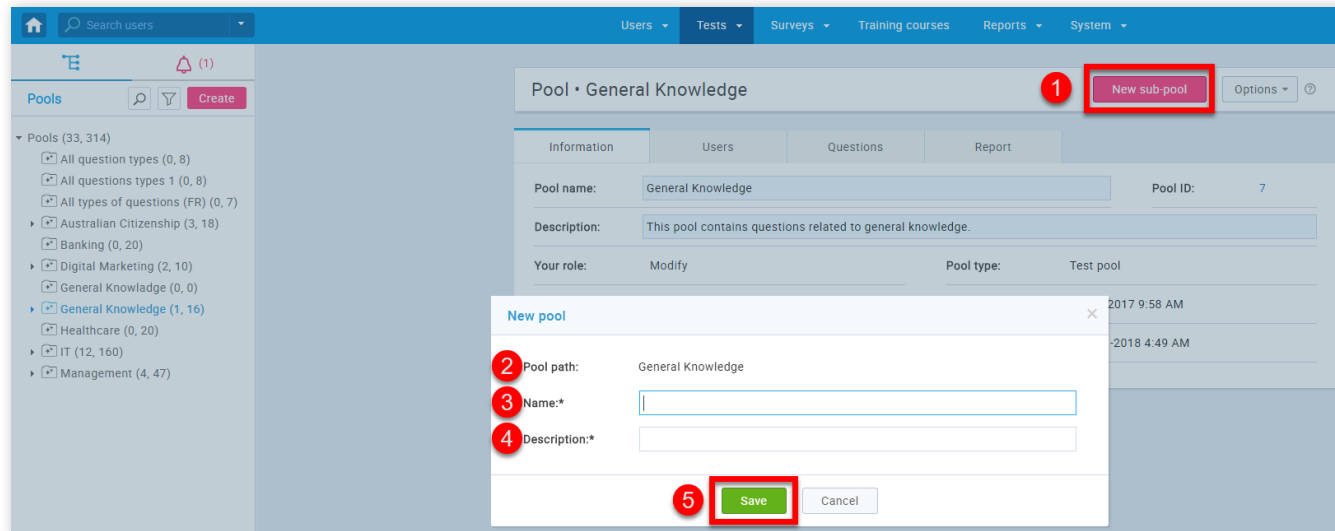
When you create or open one of the question pools, a tab with information of the selected pool will be displayed. This is the place where you can see the basic information of the selected pool.





1. This is the pool name
2. This is the description of a pool
3. This is your role in a pool("Modify", "Read-only")
4. This is the name of a user who created the pool
5. This is the name of a user who updated the pool
6. This is the type of a pool("Test pool", "Survey pool")
7. This is the time of creation
8. This is the update time

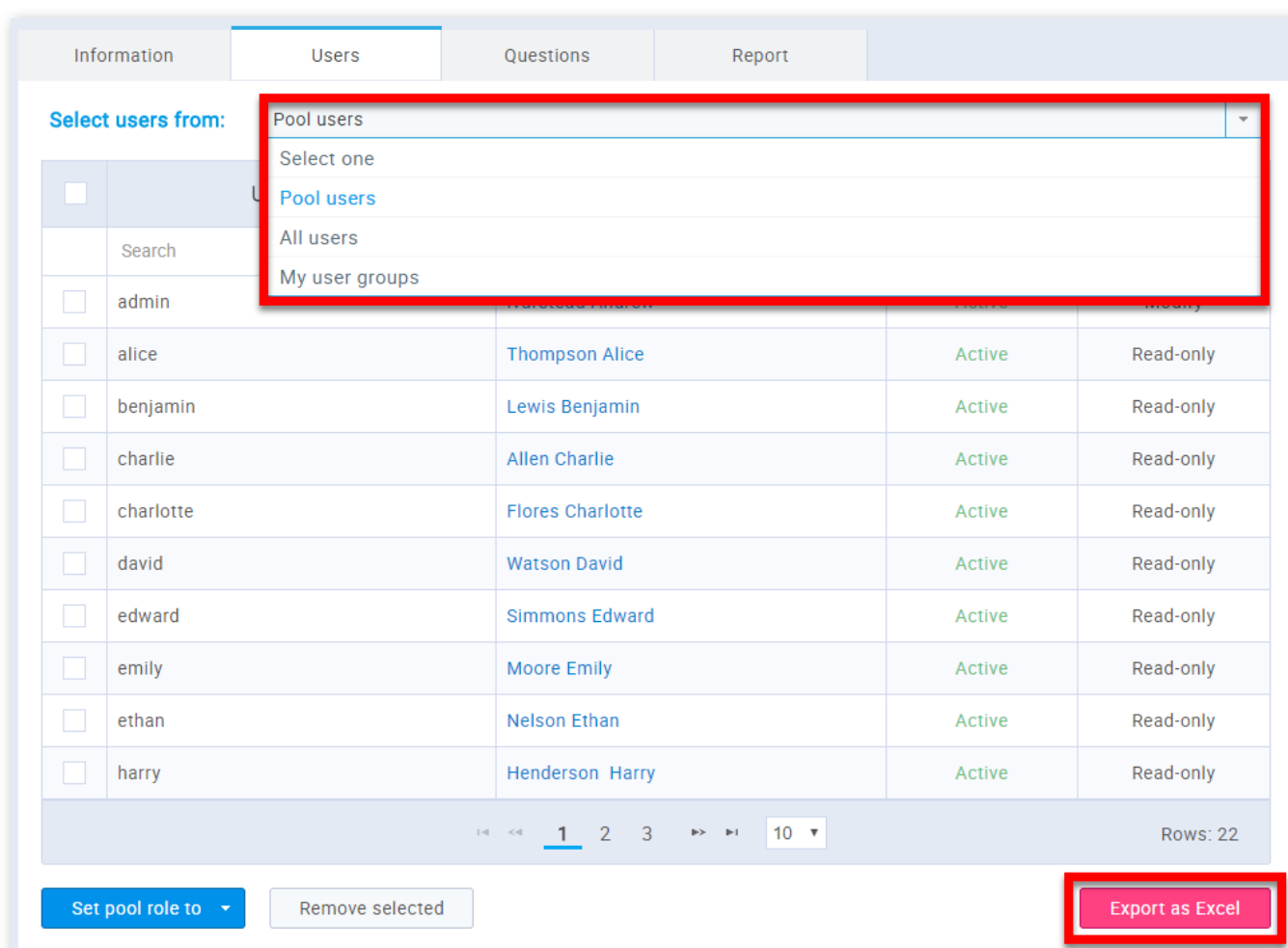
You can also add a sub-pool to already existing pools.



1. Click the **"New sub-pool"** button
2. This is the name of a parent pool
3. Here you should enter the name of a sub-pool
4. Here you should enter the description of the sub-pool
5. Click the **"Save"** button

## 5. Users

The **"Users"** tab gives an overview of all pool users, allows you to add new ones, and remove already existing ones. On the search bar, you can choose to see the list of pool users, all users, or users from user groups you manage. You can also export the list as an Excel file by clicking the **"Export as Excel"** button.



You can also assign pool roles to users.

Pool • General Knowledge

New sub-pool Options

Information Users Questions Report

Select users from: Pool users

<input type="checkbox"/>	Username	User	Status	Pool role
	Search	Search	Select one	Select one
<input type="checkbox"/>	admin	Ivarstead Andrew	Active	Modify
<input type="checkbox"/>	alice	Thompson Alice	Active	Read-only
<input type="checkbox"/>	benjamin	Lewis Benjamin	Active	Read-only
<input type="checkbox"/>	charlie	Allen Charlie	Active	Read-only
<input checked="" type="checkbox"/>	charlotte	Flores Charlotte	Active	Read-only
<input checked="" type="checkbox"/>	david	Watson David	Active	Read-only
<input checked="" type="checkbox"/>	edward	Simmons Edward	Active	Read-only
<input checked="" type="checkbox"/>	emily	Moore Emily	Active	Read-only
<input type="checkbox"/>	ethan	Nelson Ethan	Active	Read-only
<input type="checkbox"/>	harry	Henderson Harry	Active	Read-only

Rows: 22

Set pool role to: Read-only, Modify

Remove selected

Export as Excel

1. Select the users you want to give a pool role to
2. Click the **"Set a pool role"** button and choose the desired role
3. You can also remove the users from the pool by clicking the **"Remove"** button

## 6. Questions

In the **"Questions"** tab you can modify question pools by adding new ones, preview or edit the existing questions, move/copy them to another question pool or delete them. You can also export the list by clicking the **"Export as Excel"** button.

Information Users Questions Report

Number of questions by difficulty

Easy questions: 6 Medium questions: 6 Hard questions: 4

<input type="checkbox"/>	Question text	Source pool	Difficulty	Type	Actions
	Search	Search	Select one	Select one	
<input type="checkbox"/>	A caterpillar may transform into a (select multiple):	General Knowledge	Hard	Multiple choice	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Albert Einstein was a golfer.	General Knowledge	Easy	True/False	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Blue whale sounds have been detected as far away as 1000 miles (1700 km.).	General Knowledge	Hard	True/False	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Cristiano Ronaldo is a famous:	General Knowledge	Easy	Single choice	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Fill in the blanks.	General Knowledge	Medium	Fill in the blanks	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	How many milligrams are there in one gram?	General Knowledge	Easy	Single choice	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	How many workdays are there usually in one week?	General Knowledge	Medium	Single choice	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	If you pass the second person in a race you take the first place.	General Knowledge	Medium	True/False	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Rows: 16

Add question Move Copy

Export as Excel

You can move questions from one pool to another.

Information Users Questions Report

Number of questions by difficulty

Easy questions: 6 Medium questions: 6 Hard questions: 4

Question text	Source pool	Difficulty	Type	Actions
A caterpillar may transform into a (select multiple):	General Knowledge	Hard	Multiple choice	[Search] [Edit] [Delete]
Albert Einstein was a golfer.	General Knowledge	Easy	True/False	[Search] [Edit] [Delete]
<input checked="" type="checkbox"/> Blue whale sounds have been detected as far away as 1000 miles (1700 km.).	General Knowledge	Hard	True/False	[Search] [Edit] [Delete]
<input checked="" type="checkbox"/> Cristiano Ronaldo is a famous:	General Knowledge	Easy	Single choice	[Search] [Edit] [Delete]
<input checked="" type="checkbox"/> Fill in the blanks.	General Knowledge	Medium	Fill in the blanks	[Search] [Edit] [Delete]
How many milligrams are there in one gram?	General Knowledge	Easy	Single choice	[Search] [Edit] [Delete]
How many workdays are there usually in one week?	General Knowledge	Medium	Single choice	[Search] [Edit] [Delete]
If you pass the second person in a race you take the first place.	General Knowledge	Medium	True/False	[Search] [Edit] [Delete]

1 2 10 Rows: 16

Add question Move Copy

Moving to: General Knowledge > General Knowledge - Basic [Checkmark] [X] Export as Excel

1. Select the questions you want to move to another pool
2. Click the **"Move"** button
3. Choose the desired pool in the search bar
4. Click the **"Check"** button if you are satisfied with the selection you have made
5. If you are not satisfied with the selection you have made click the **"X"** button

Or you can copy question to another pool.

Information Users Questions Report

Number of questions by difficulty

Easy questions: 6 Medium questions: 6 Hard questions: 4

Question text	Source pool	Difficulty	Type	Actions
A caterpillar may transform into a (select multiple):	General Knowledge	Hard	Multiple choice	[Search] [Edit] [Delete]
Albert Einstein was a golfer.	General Knowledge	Easy	True/False	[Search] [Edit] [Delete]
<input checked="" type="checkbox"/> Blue whale sounds have been detected as far away as 1000 miles (1700 km.).	General Knowledge	Hard	True/False	[Search] [Edit] [Delete]
<input checked="" type="checkbox"/> Cristiano Ronaldo is a famous:	General Knowledge	Easy	Single choice	[Search] [Edit] [Delete]
<input checked="" type="checkbox"/> Fill in the blanks.	General Knowledge	Medium	Fill in the blanks	[Search] [Edit] [Delete]
How many milligrams are there in one gram?	General Knowledge	Easy	Single choice	[Search] [Edit] [Delete]
How many workdays are there usually in one week?	General Knowledge	Medium	Single choice	[Search] [Edit] [Delete]
If you pass the second person in a race you take the first place.	General Knowledge	Medium	True/False	[Search] [Edit] [Delete]

1 2 10 Rows: 16

Add question Copy

Copying to: General Knowledge > General Knowledge - Basic [Checkmark] [X] Export as Excel

1. Select the questions you want to copy to another pool
2. Click the **"Copy"** button
3. Choose the desired pool in the search bar

4. Click the **"Check"** button if you are satisfied with the selection you have made

5. If you are not satisfied with the selection you have made click the **"X"** button

## 6.1. Add Questions

It is also possible to add questions to the pool.

The screenshot shows the 'Questions' tab in a software interface. At the top, there are tabs for 'Information', 'Users', 'Questions', and 'Report'. Below the tabs, there is a summary of question counts: 'Easy questions: 6', 'Medium questions: 6', and 'Hard questions: 4'. A table lists several questions with columns for 'Question text', 'Source pool', 'Difficulty', 'Type', and 'Actions'. A dropdown menu is open over the 'Type' column, showing options like 'Single choice', 'Multiple choice', 'Essay', 'Ordering', 'Fill in the blanks', 'True/False', 'Matching', and 'Open'. The 'Add question' button is highlighted with a red box and a red circle with the number 1. The 'Add to pool' button is highlighted with a red box and a red circle with the number 2.

1. Click the **"Add question"**

2. Choose the question type

The screenshot shows the 'Options' dialog box for a question. At the top right, it says 'Single choice'. There are five fields with red circles and numbers: 1. Points: 5, 2. Duration: 00:02:00, 3. Difficulty: Medium, 4. Frequency: Normal, 5. Penalty: 0. Below these fields is a 'Question text' field with a rich text editor. There is an 'Answers' section with a 'Correct' button and an 'Options' button. At the bottom, there is an 'Add assistance' button and an 'Add to pool' button highlighted with a red box and a red circle with the number 6. A 'Cancel' button is also present.

1. You can adjust the value of this question

2. Set how much time candidates will have for answering the question

3. Select the question difficulty level ("Easy", "Medium", "Hard")

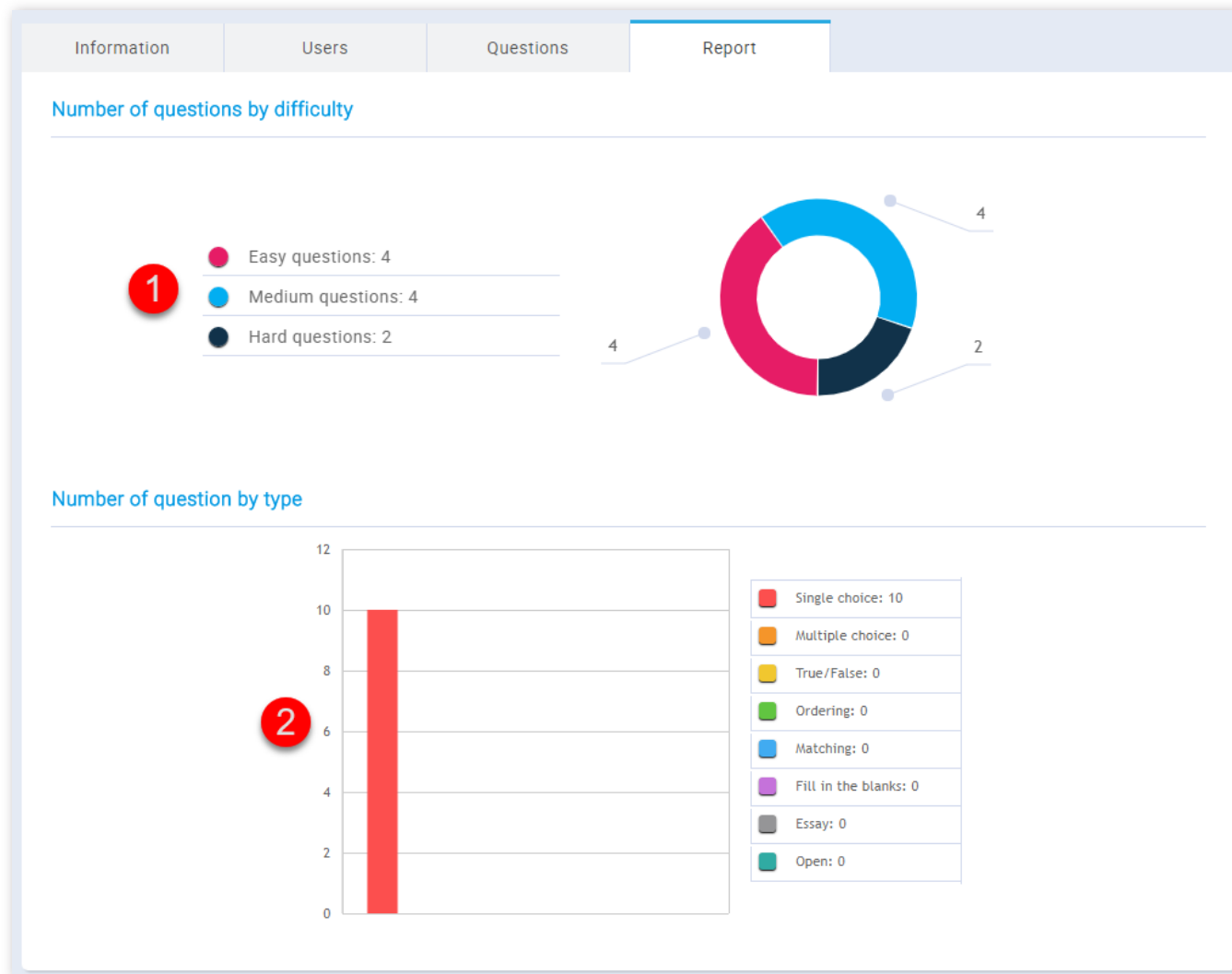
4. Choose the frequency of a question's appearance in the tests ("Never", "Rarely", "Normal", "Often", "Always")

5. Set the number of negative points for wrong answers

6. Click the button **"Add to pool"**

If you need help with creating new questions see [Questions](#)

## 7. Report



1. This is the number of questions by difficulty
2. This is the number of questions by type

---

Question pools

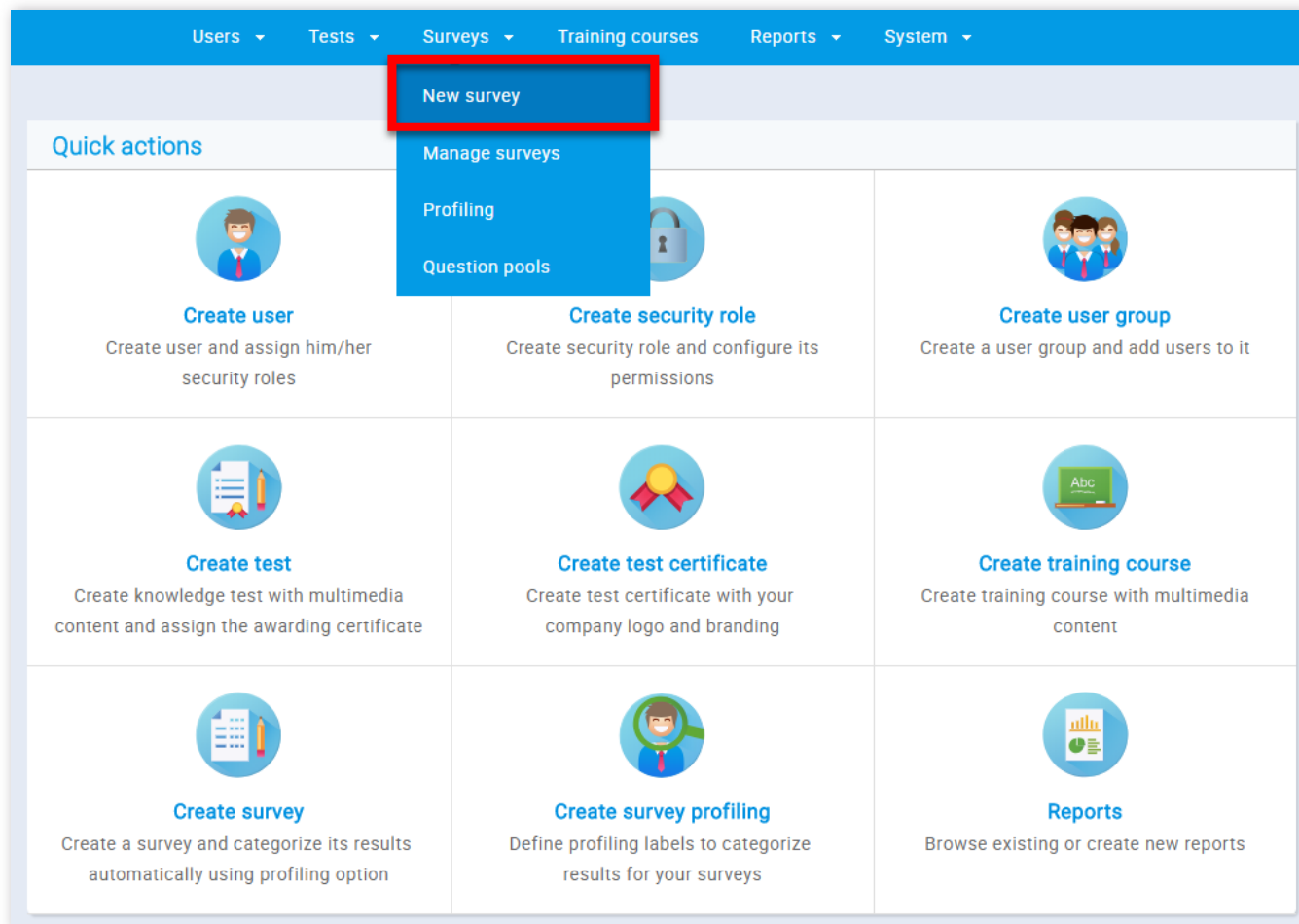
# Help system

## New survey

In the **"New survey"** page you can create new surveys to be taken by users.

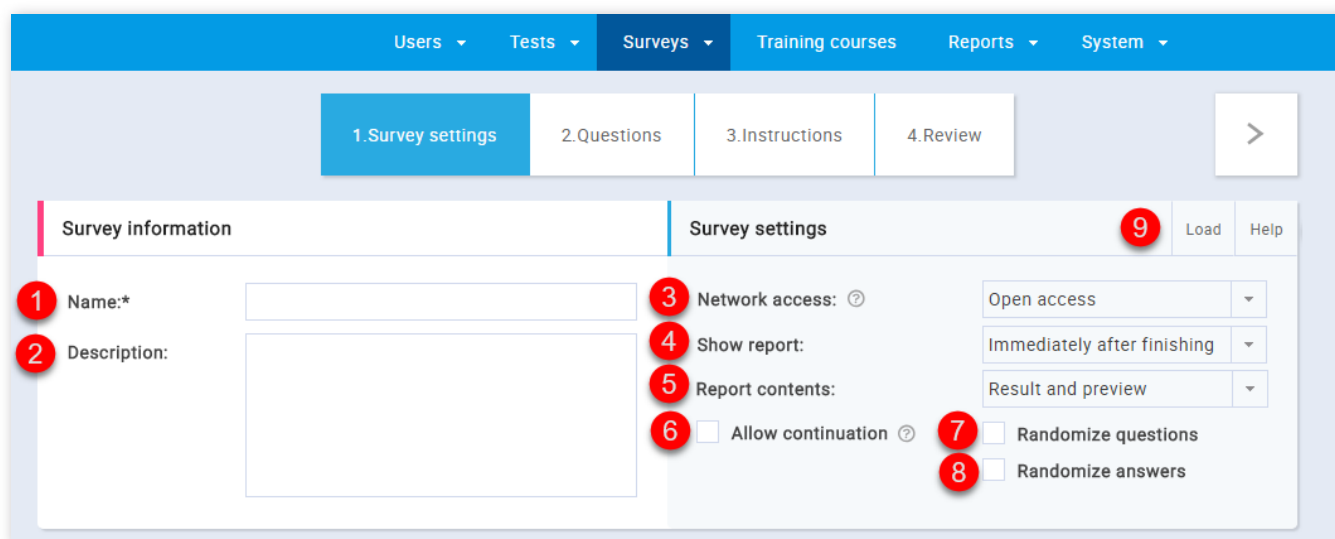
### 1. Accessing the page

To access the **"New survey"** page, you should click on **"Surveys"** in the application's toolbar and select **"New survey"**.



### 2. Survey settings

The first step in the survey creation process is **"Survey settings"**.



1. This is the survey name.

2. This the survey's description.

3. Limit the survey access only to people within your local (internal) network by choosing "Internal network" or put an open access to allow access to people both inside and outside of your network by choosing "Open access".

The screenshot shows the 'Survey settings' tab selected in a navigation bar. The 'Survey information' section on the left contains 'Name:\*' and 'Description:' fields. The 'Survey settings' section on the right includes 'Network access:' with a dropdown menu open, showing 'Open access' and 'Internal network' options. Other settings include 'Show report:', 'Report contents:' with checkboxes for 'Allow continuation', 'Randomize questions', and 'Randomize answers'. 'Load' and 'Help' buttons are visible in the top right.

4. Choose the way users will see the survey report. Reports can be shown "On manager's approval" or "Immediately after finishing".

This screenshot is similar to the previous one, but the 'Show report:' dropdown menu is open, showing options: 'Select one', 'On manager's approval', and 'Immediately after finishing'. The 'Immediately after finishing' option is highlighted in a red box.

5. Choose if you want users to see both their result and answer preview by choosing "Result and preview", or only their result by choosing "Result only".

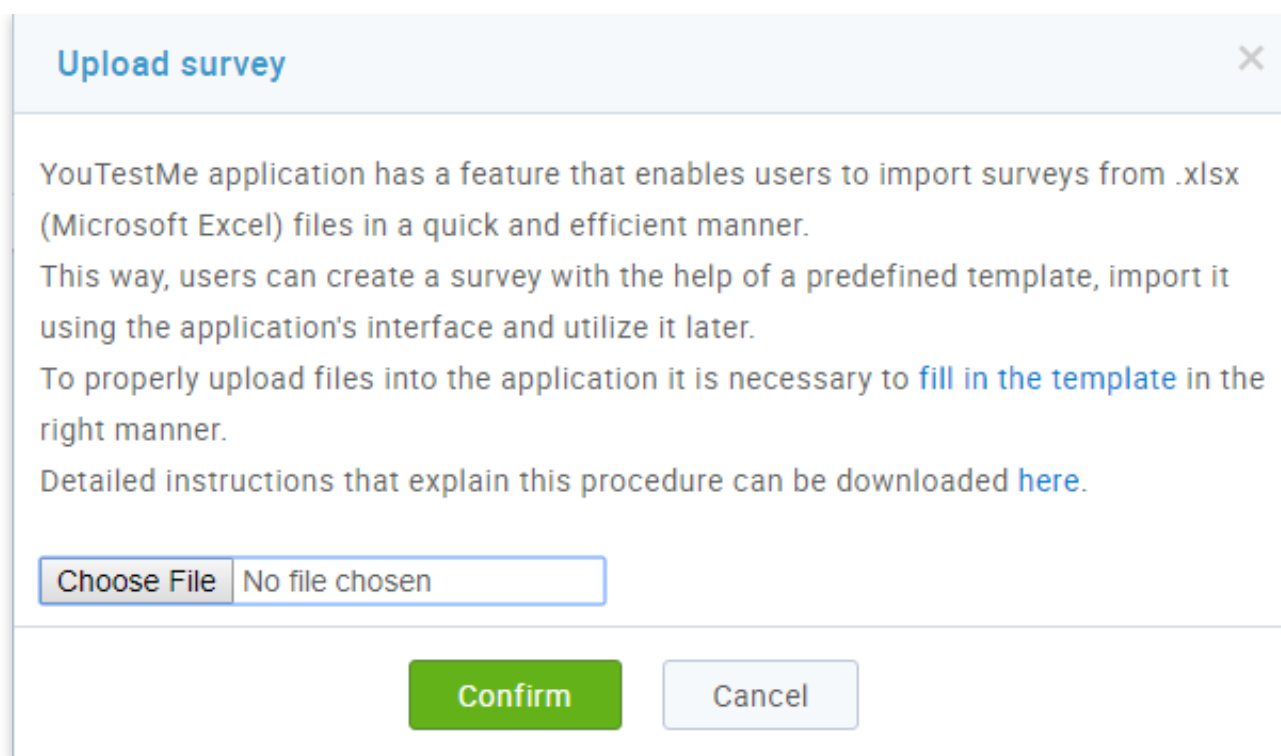
This screenshot is similar to the previous one, but the 'Report contents:' dropdown menu is open, showing options: 'Select one', 'On manager's approval', and 'Immediately after finishing'. The 'Immediately after finishing' option is highlighted in a red box.

6. Allow candidates to save selected answers, take a break and continue the survey later within the allowed time.

7. This option instructs the system to generate random questions from the question pool. For example, if you are creating a survey with 10 questions, by selecting "**Randomize questions**", the system will randomize the order of those 10 questions in a way that each survey taker will get questions in a different order.

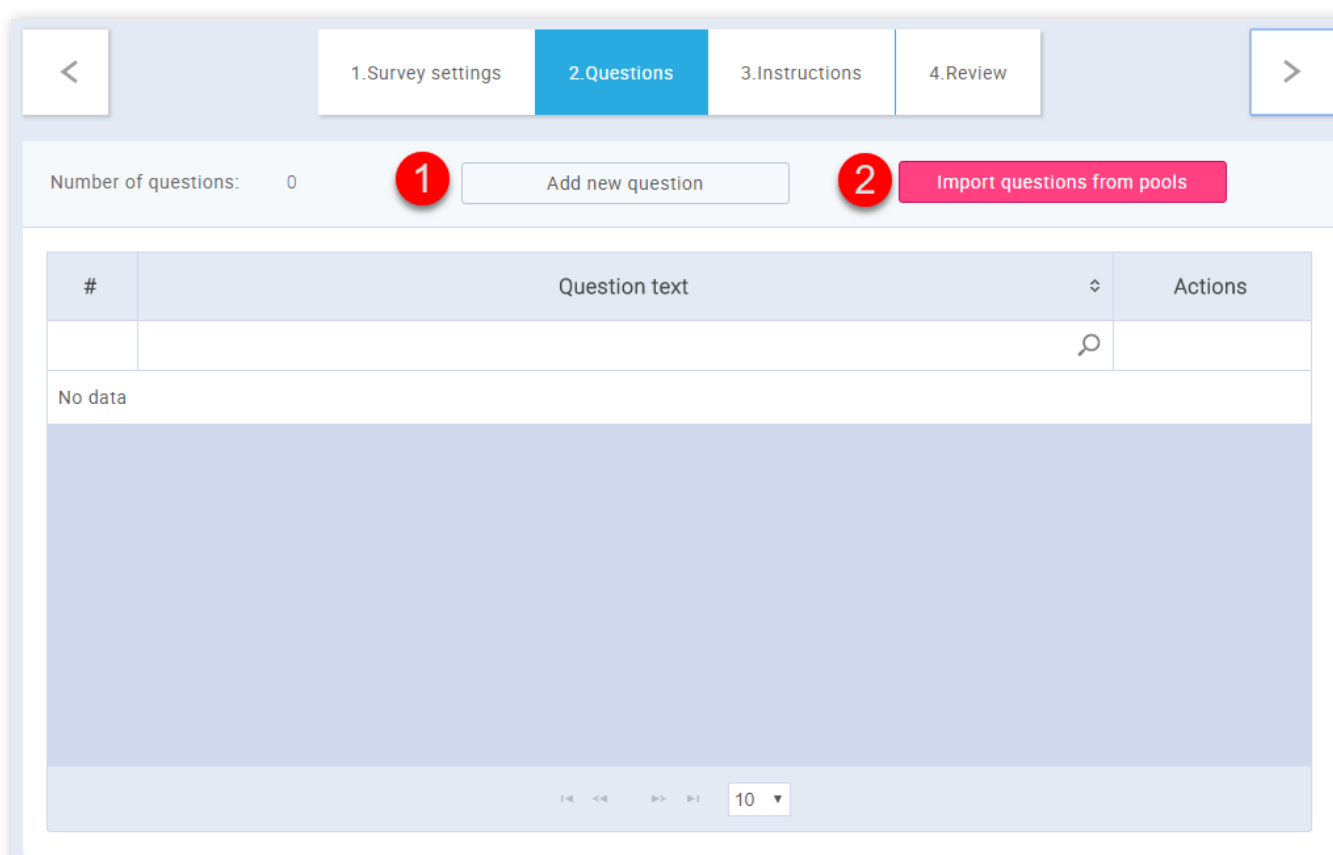
8. When this option is selected, the system will show randomized answer ordering on each question, in a way that for the same question each of the survey takers will get a different answer ordering.

9. You can upload a survey created in an Excel template by clicking on the "**Load**" button. Once the "**Upload survey**" window is opened, click on browse, locate the prepared survey template and select the "**OK**" button. You can download the template from the "**Upload survey**" window by clicking on the link.

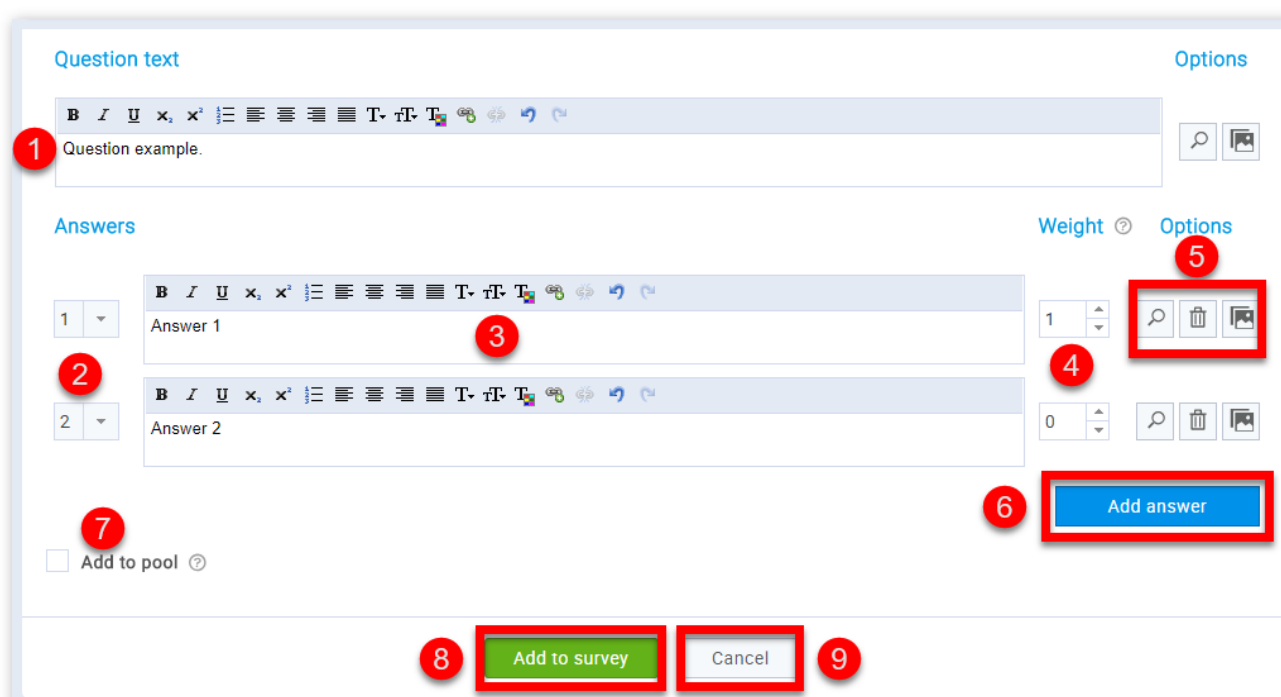


### 3. Questions

The next step in the survey creation process is adding questions.



1. One way of adding questions is adding them manually (creating new questions). When you click on the **"Add new question"** button an expandable form will appear.



1. Here you can enter the question text.
2. This represents the answer's ordinal number in the question.
3. Here you can enter the answer text.



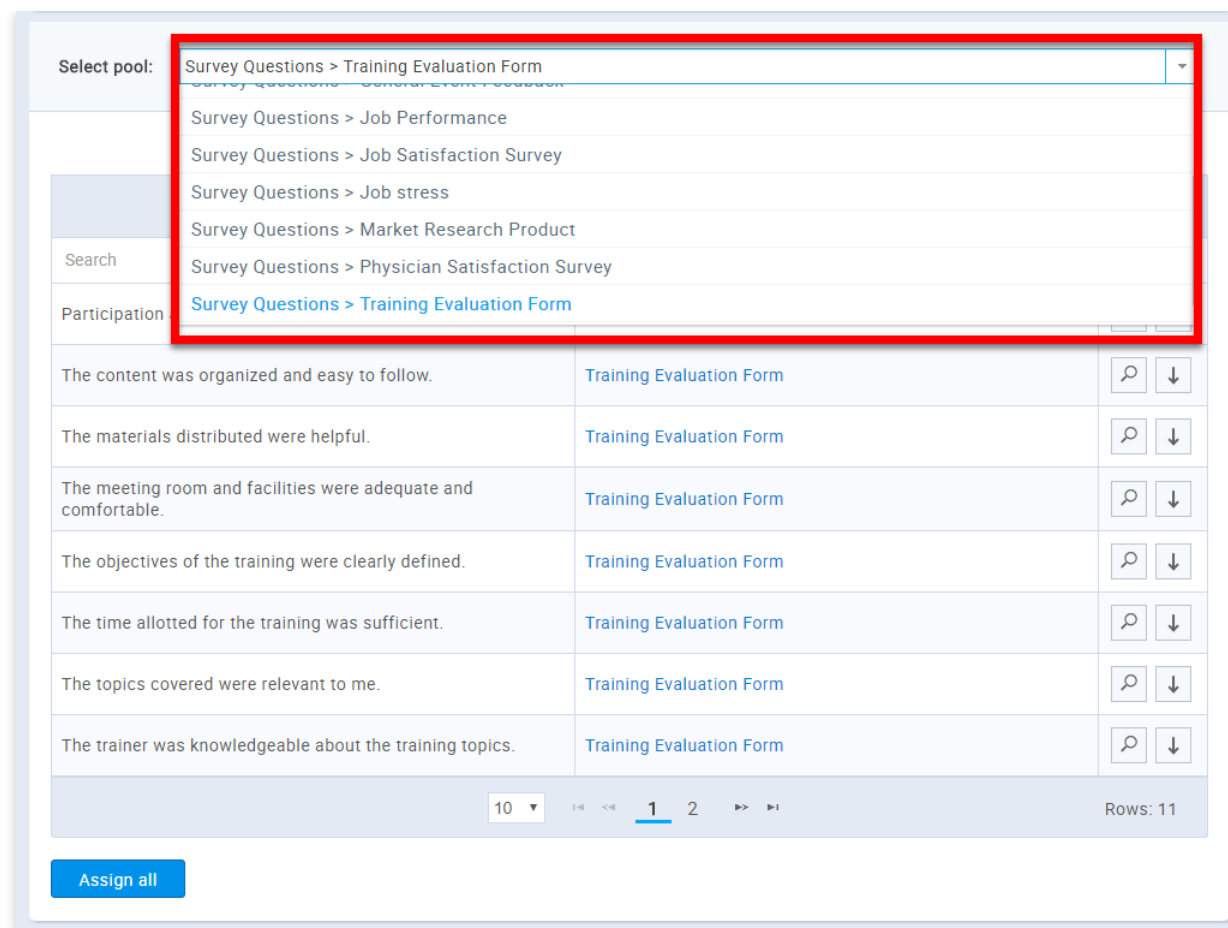
4. Here you can set the answer's weight which defines the impact that the answer has on the survey outcome.
5. In the **"Options"** section you can toggle between edit and preview a question/answer and you can add a picture to the question/answer. Removing is available only for answers.
6. Click on the **"Add answer"** button to add another answer to the form.
7. Choosing the **"Add to pool"** option will allow you to the question you are creating to an existing question pool.

8. Clicking on the **"Add to survey"** button will add the question to your survey.
9. Clicking on the **"Cancel"** button will close the expanding form and the question will not be added to your survey.

2. Another way of adding questions is by importing them from question pools. When you click on the **"Import questions from pools"** button an expandable form will appear.

Question text	Parent pool	Actions
Participation and interaction were encouraged.	Training Evaluation Form	[Search] [Down Arrow]
The content was organized and easy to follow.	Training Evaluation Form	[Search] [Down Arrow]
The materials distributed were helpful.	Training Evaluation Form	[Search] [Down Arrow]
The meeting room and facilities were adequate and comfortable.	Training Evaluation Form	[Search] [Down Arrow]
The objectives of the training were clearly defined.	Training Evaluation Form	[Search] [Down Arrow]
The time allotted for the training was sufficient.	Training Evaluation Form	[Search] [Down Arrow]
The topics covered were relevant to me.	Training Evaluation Form	[Search] [Down Arrow]
The trainer was knowledgeable about the training topics.	Training Evaluation Form	[Search] [Down Arrow]

1. From this drop-down list, you can choose from which pool you want to add questions.



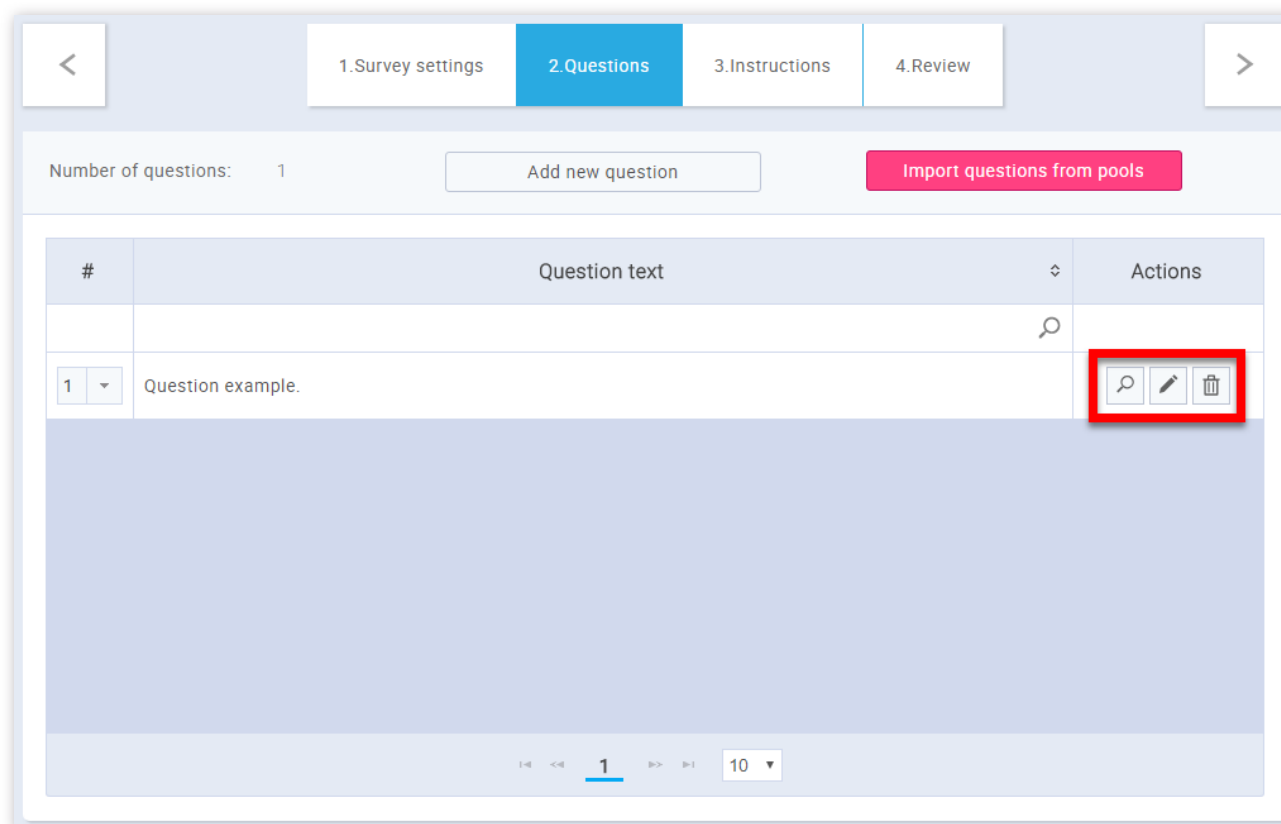
2. By clicking on the **"Close"** button, you will close the expandable form.

3. You can search the questions by their question text or by their parent pool.

4. You can either preview a question or add it to the survey by clicking on one of the buttons in the **"Action"** column, in the row of the question that you want to either preview or add.

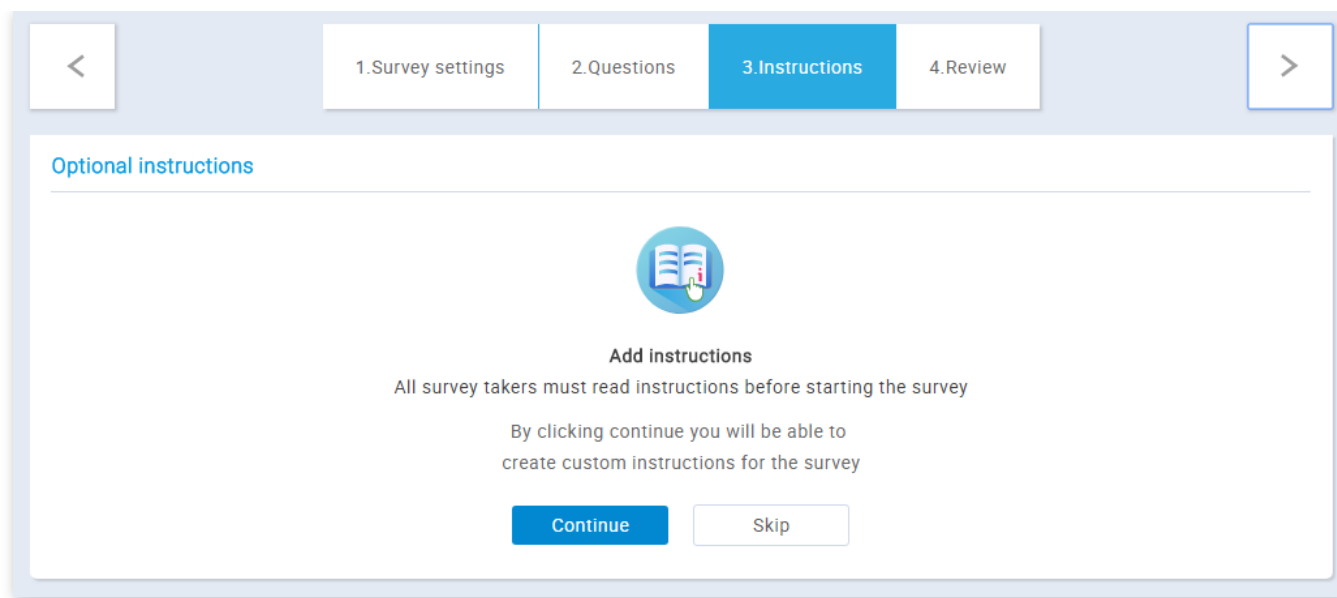
5. By clicking on the **"Assign all"** button you can add all of the questions from the selected question pool to the survey.

3. You can choose to preview, delete or edit existing questions.

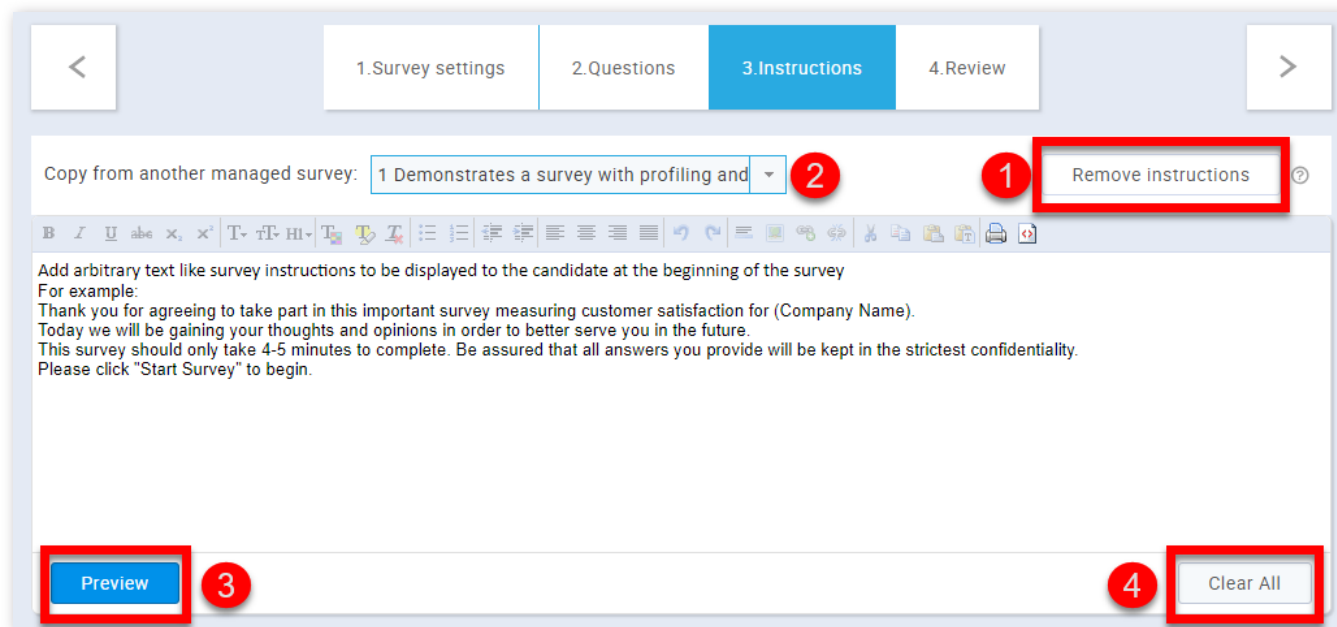


#### 4. Instructions

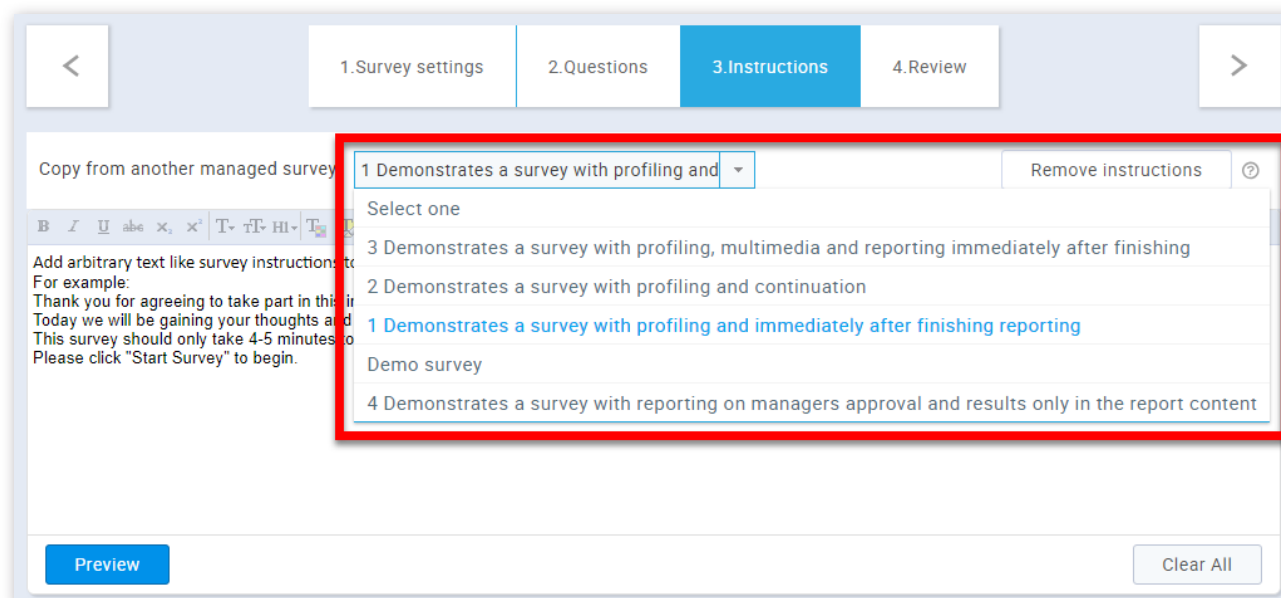
You can choose to skip adding the instructions by clicking on the button **"Skip"** or you can add them by clicking the **"Continue"** button.



After clicking "**Continue**" this form will appear on the screen.



1. By clicking on the "**Remove instructions**" you will be taken back to the previous display.
2. From this drop-down list, you can choose from which survey that you manage you want to (if you want to) copy the instructions from.



3. By clicking on the "**Preview**" button, you will see how your instructions will look.

4. By clicking on the **"Clear all"** button, all the text from the text editor will be deleted.

## 5. Review

The last step in creating a survey is the **"Review"** section. You can check your survey settings and its questions here once again to make sure that everything is set as it should be. You can also return to the previous steps and make changes if needed. Once you are sure that everything is as it should be, click on the **"Finish wizard"** button to finish survey creation.


#	Question text
1	Question example.

## 6. Completing survey preparation

Before sending the survey, you need to assign a profiling to the survey and add survey participants, as well as determine the start and end dates of the survey. All of this is explained in the [Manage surveys](#) help section.


Survey • Demo survey
Options ▾ ⓘ

Complete survey preparation
^ ×




**1. Assign a profiling template**  
Automatically assign users to predefined categories based on their survey scores.

Select a profiling



**2. Add survey participants**  
Assign users to take the survey. Appoint additional survey managers, if necessary.

Go manage



**3. Schedule survey**  
Set the period when users will be allowed to access the survey.

Schedule survey

Information
Manage candidates
Survey results
Questions
Profiling

Survey information

Survey name:

Description:

Instructions:  +

Survey status:       Survey ID:

Created by:       Time of creation:

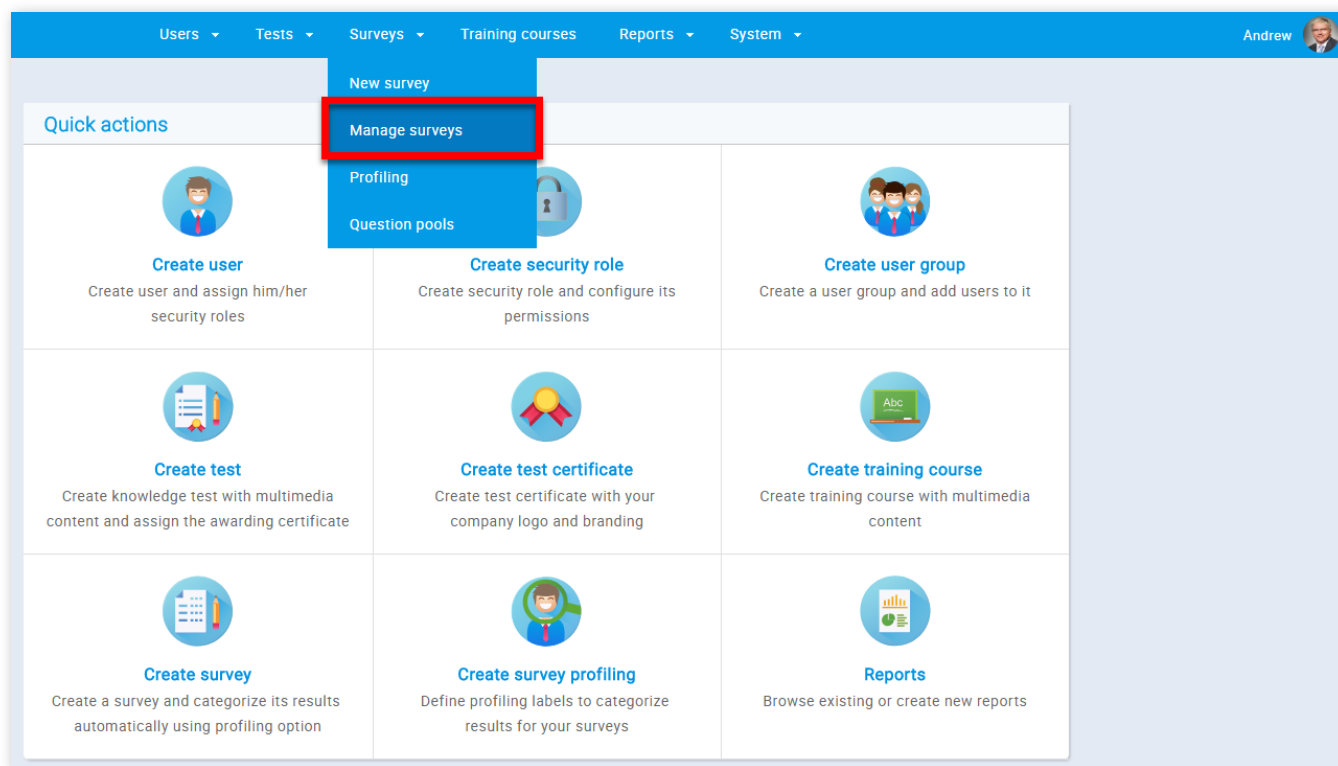
New survey

# Help system

## Manage surveys

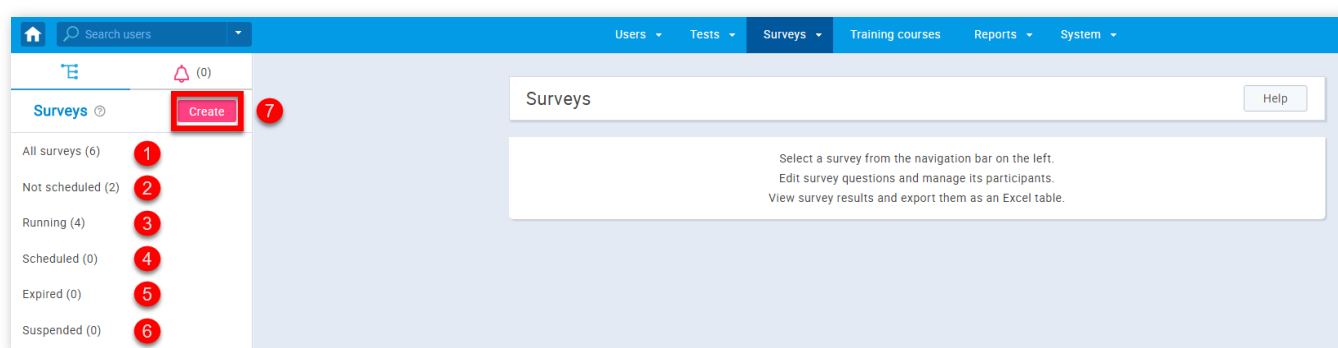
### 1. Accessing the page

To access the "Manage surveys" page, you should hover over the **"Surveys"** section of the application's main menu and select the **"Manage surveys"** option.



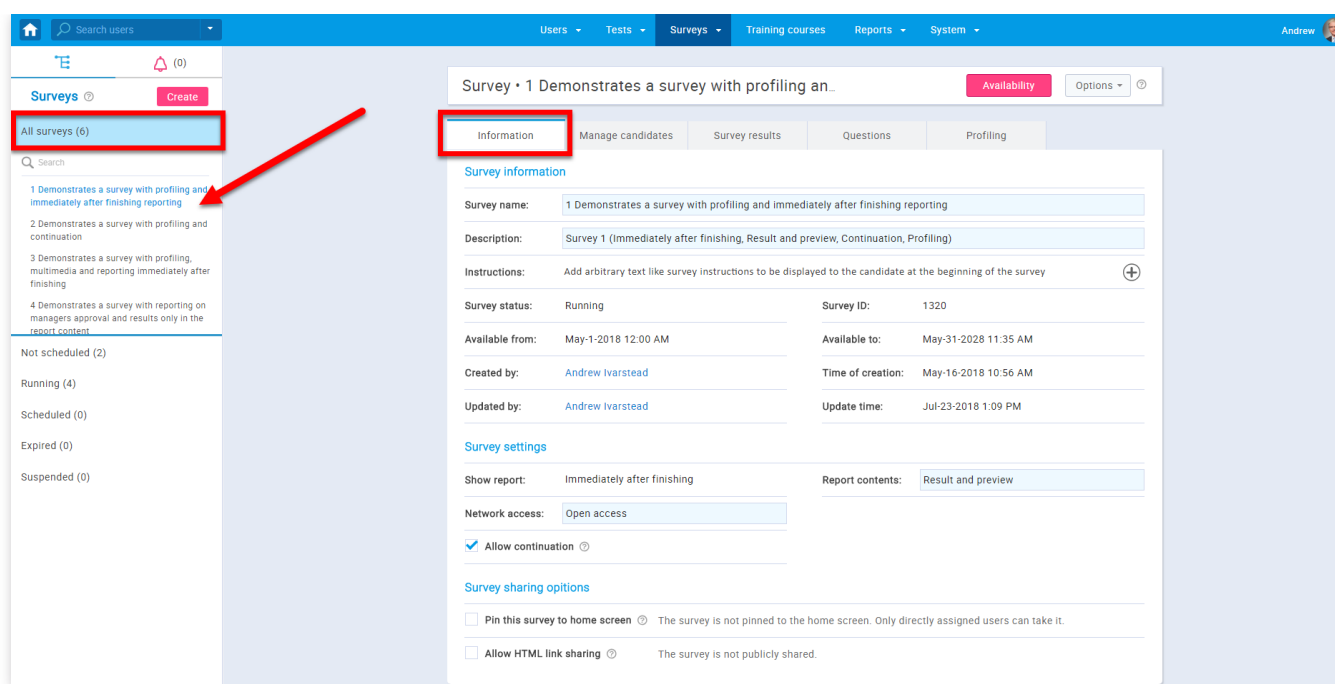
### 2. Page layout

On the left side of the **"Manage surveys"** page, you will find the sidebar where you can see a list of surveys organized as:



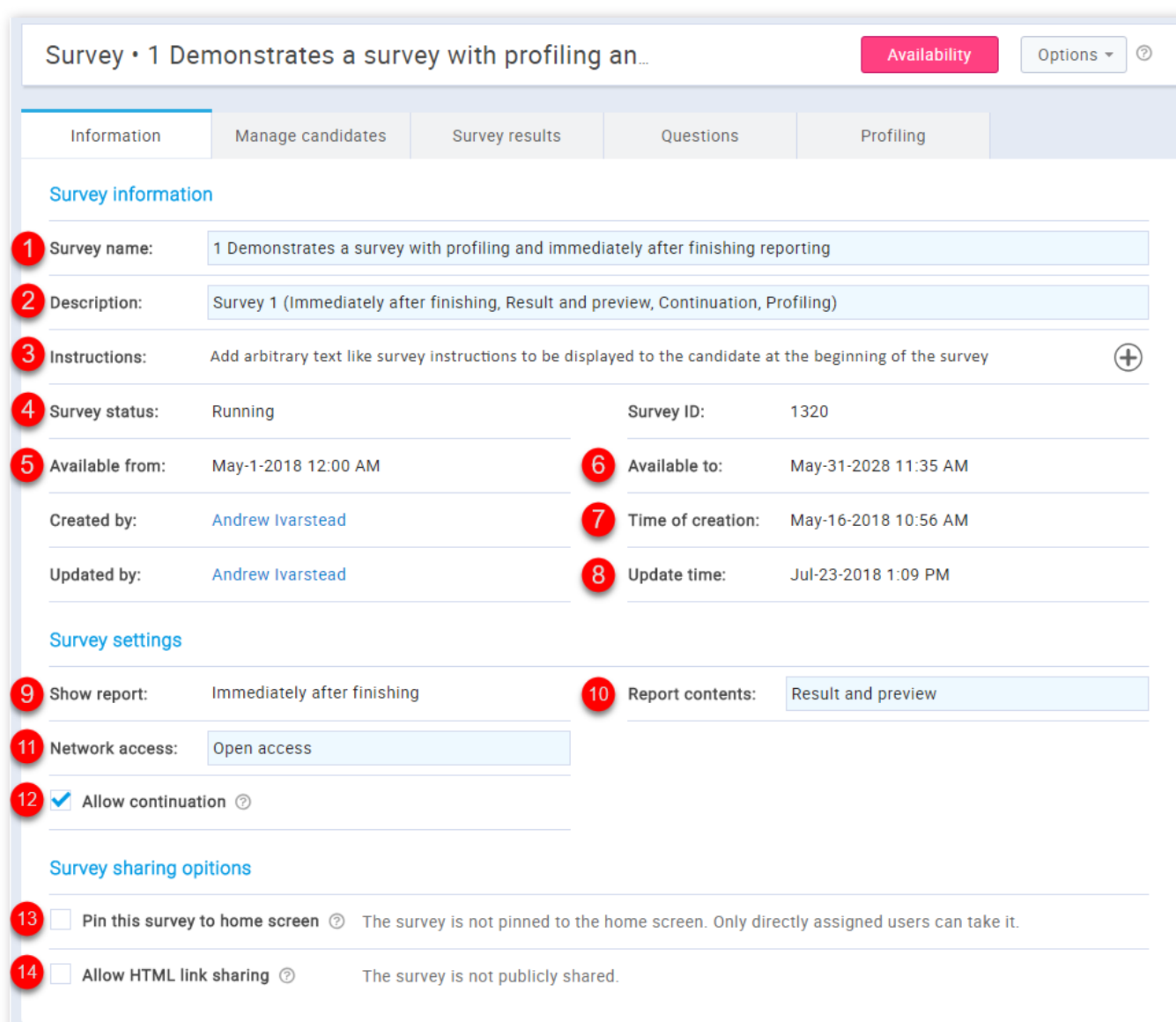
1. **"All surveys"** – list of all surveys in the system
2. **"Not scheduled"** – surveys that are created, but are waiting to be scheduled and sent to the users
3. **"Running"** – currently active surveys
4. **"Scheduled"** – surveys that are scheduled, but are not active yet
5. **"Expired"** – surveys that are no longer active
6. **"Suspended"** – canceled surveys
7. You can also create a new survey by selecting the **"Create"** button. If you need help with creating a new survey see [New survey](#)

3. In order to select one of the surveys, you should navigate to the tree view on the left side of the screen and expand one of the available survey collections. You can select the one you would like to work with by clicking on it.



#### 4. Information

Once you select a survey, you will be navigated to its **"Information"** tab. Here you can view all of the basic survey settings.



1. The survey name, which you can change
2. The description of the survey. You can edit this
3. The instructions for the survey takers. You can edit this
4. The survey status ("Expired", "Running", "Not scheduled", "Scheduled", "Suspended")
5. The time from which the survey is available for taking
6. The time to which the survey is available for taking
7. The name of a user who created the survey and the time when the survey was created
8. The name of a user who updated the survey and the time when the survey was updated.
9. The type of show report ("On manager's approval", "Immediately after finishing")
10. The type of report survey content ("Result and preview", "Result only"), this can be changed
11. The network access ("Open access", "Internal network"), this can be changed
12. Displays if the survey allows continuation, this can be changed

13. Here you can pin the survey so that all users can start it from the home screen

14. Here you can allow HTML link sharing so that the survey can be entered by it

## 5. Manage candidates

In order to add survey participants or appoint additional survey managers, you should navigate to the **"Manage candidates"** tab. On this tab is a list of users. You can choose in the search bar to view "List of the survey managers", "List of survey participants", "List of all users" and "Groups you manage". If the survey has not yet been scheduled you can go to this tab by clicking the **"Go manage"** button too.

Survey • Demo survey

Options

### Complete survey preparation

- 1. Assign a profiling template**  
Automatically assign users to predefined categories based on their survey scores.  
Select a profiling
- 2. Add survey participants**  
Assign users to take the survey. Appoint additional survey managers, if necessary.  
**Go manage**
- 3. Schedule survey**  
Set the period when users will be allowed to access the survey.  
Schedule survey

Information | **Manage candidates** | Survey results | Questions | Profiling

Select users from: List of all users

- Select one
- List of survey managers
- List of survey participants
- List of all users
- Groups you manage

	Username	User	Assigned from
<input type="checkbox"/>	aaron	Thompson Aaron	
<input type="checkbox"/>	Abadvionand	VA BE	
<input type="checkbox"/>	Abled1959	Averill Rey	
<input type="checkbox"/>	Abled1997	Daley Jessica	
<input type="checkbox"/>	Accon1956	Coffin Micheal	

Information | **Manage candidates** | Survey results | Questions | Profiling

Select users from: List of all users

	Username	User	Assigned from
<input checked="" type="checkbox"/>	aaron	Thompson Aaron	
<input checked="" type="checkbox"/>	Abadvionand	VA BE	
<input checked="" type="checkbox"/>	Abled1959	Averill Rey	
<input type="checkbox"/>	Abled1997	Daley Jessica	
<input type="checkbox"/>	Accon1956	Coffin Micheal	
<input type="checkbox"/>	Acessier	Curry Victoria	
<input type="checkbox"/>	Acesturod	Blackburn Janet	
<input type="checkbox"/>	Acrew1969	Carpenter Eva	
<input type="checkbox"/>	Actat1963	Forth Christopher	
<input type="checkbox"/>	adam	Moore Adam	

1 2 3 4 5 10 Rows: 554

**Assign selected** Remove selected **Export as Excel**

To take the survey  
To manage the survey

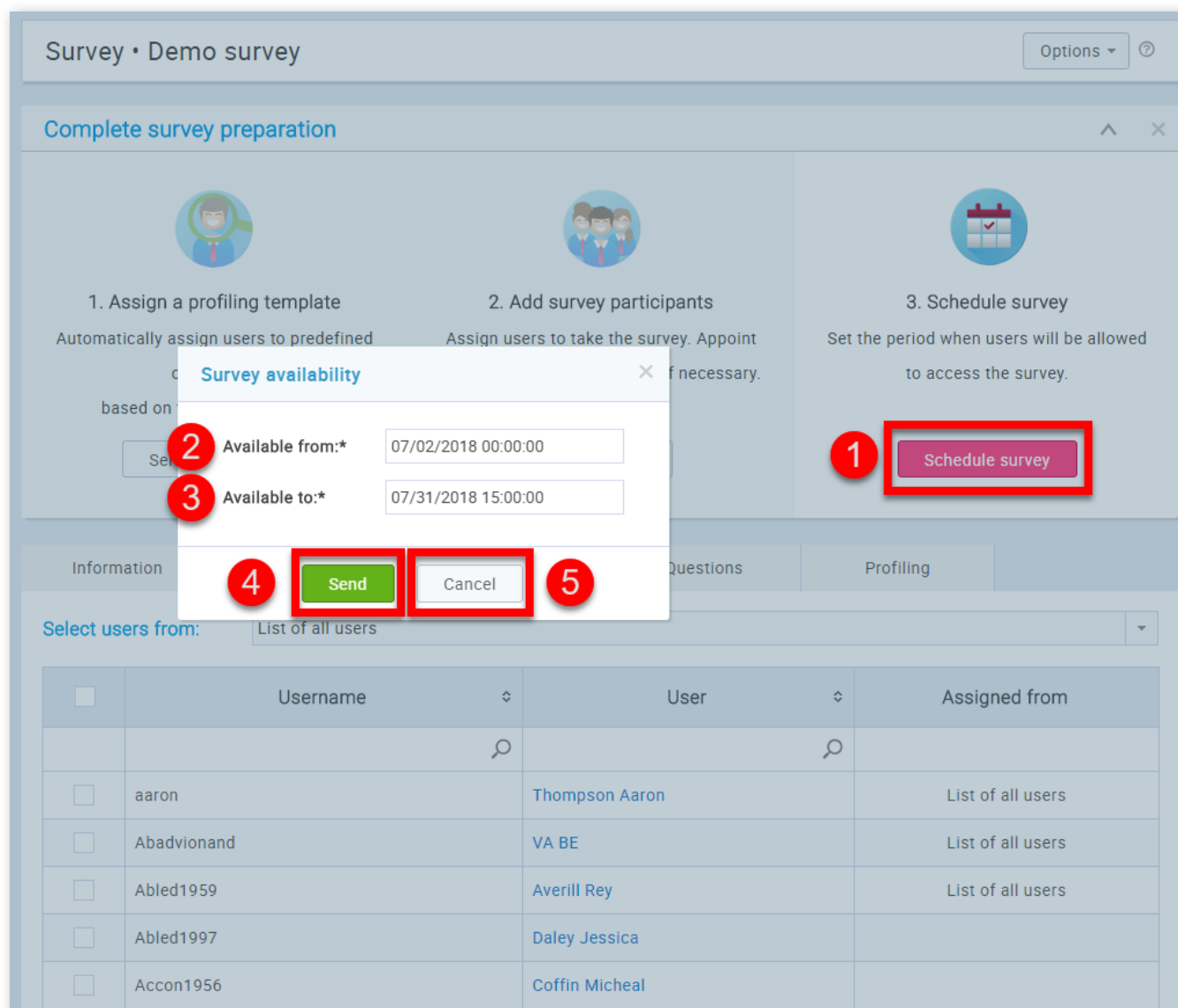


1. Select the users you want to assign the survey to
2. By clicking the **"Assign selected"** button you can choose to assign the selected users "To take the survey" or "To manage the survey"
3. By clicking the **"Remove selected"** button you can choose to remove the selected users "From taking the survey" or "From managers"
4. By clicking the **"Export as Excel"** button you can export the list as an Excel table

**Note:** Once you send the survey, you can add more participants, as long as the survey is active.

## 6. Scheduling Survey

To schedule the survey, click on **"Schedule survey"** and set the survey availability (from-to). **Note:** The survey cannot be accessed by any of the survey participants if it is not scheduled.



1. Click the **"Schedule survey"** button
2. Add the time from which it will be available for taking
3. Add the time to which it will be available for taking
4. If you are satisfied with the changes you have made click the **"Send"** button
5. If you are not satisfied with the changes you have made click the **"Cancel"** button

## 7. Survey results

Here you can view the outcome of each survey attempt. By clicking the button with the image of an arrow you can see the outcome of the previous attempts. You can also export the list by clicking the **"Export as Excel"** button.

Information | Manage candidates | **Survey results** | Questions | Profiling

Date from:  Date to:  Confirm Show all

Showing filtered results from/to: Showing all results

#	Username	User	Group	Outcome	Test started	Actions
1	Abadvionand	VA BE		52.94%	May-16-2018 11:38 AM	>> ▼
2	Abled1959	Averill Rey		37.25%	May-16-2018 11:44 AM	>> ▼
3	Abled1997	Daley Jessica		54.90%	May-16-2018 11:46 AM	>> ▲
No previous attempts.						
4	Baboure	Bush Robert		45.10%	May-16-2018 11:49 AM	>> ▼
5	Bandayste	Stoneking Whitney		50.98%	May-16-2018 11:53 AM	>> ▼
6	Cariely	Dosch Ruby		49.02%	May-16-2018 11:58 AM	>> ▼
7	Carnall	Weber Claude		41.18%	May-16-2018 12:00 PM	>> ▼

1 2 >> >> 10 ▼ Rows: 19

Export as Excel

[Students summary](#)

You can also set a date for which you want to see the outcome.

Information | Manage candidates | **Survey results** | Questions | Profiling

1 Date from: 07/25/2018 00:00:00 Date to: 07/28/2018 00:00:00 2 Confirm Show all

Showing filtered results from/to: Showing all results

#	Username	User	Group	Outcome	Test started	Actions
1	Abadvionand	VA BE		52.94%	May-16-2018 11:38 AM	>> ▼
2	Abled1959	Averill Rey		37.25%	May-16-2018 11:44 AM	>> ▼
3	Abled1997	Daley Jessica		54.90%	May-16-2018 11:46 AM	>> ▲
No previous attempts.						
4	Baboure	Bush Robert		45.10%	May-16-2018 11:49 AM	>> ▼
5	Bandayste	Stoneking Whitney		50.98%	May-16-2018 11:53 AM	>> ▼
6	Cariely	Dosch Ruby		49.02%	May-16-2018 11:58 AM	>> ▼
7	Carnall	Weber Claude		41.18%	May-16-2018 12:00 PM	>> ▼

1 2 >> >> 10 ▼ Rows: 19

Export as Excel

[Students summary](#)

1. Set the date
2. Click the **"Confirm"** button

By clicking on the value of the "Outcome" column, you will be navigated to the "Personal report" for that particular survey participant.

Information   Manage candidates   **Survey results**   Questions   Profiling

Date from:    Date to:    [Confirm](#)   [Show all](#)

Showing filtered results from/to: Showing all results

#	Username ↕	User ↕	Group ↕	Outcome	Test started ↕	Actions
1	Abadvionand	VA BE		52.94%	May-16-2018 11:38 AM	» ▼
2	Abled1959	Averill Rey		37.25%	May-16-2018 11:44 AM	» ▼
3	Abled1997	Daley Jessica		54.90%	May-16-2018 11:46 AM	» ▼
4	Baboure	Bush Robert		45.10%	May-16-2018 11:49 AM	» ▼
5	Bandayste	Stoneking Whitney		50.98%	May-16-2018 11:53 AM	» ▼
6	Cariely	Dosch Ruby		49.02%	May-16-2018 11:58 AM	» ▼
7	Carnall	Weber Claude		41.18%	May-16-2018 12:00 PM	» ▼
8	Castraveight	Faircloth Peter		60.78%	May-16-2018 12:09 PM	» ▼

1 2 10 Rows: 19

[Export as Excel](#)

▸ [Students summary](#)

You can view the details about every question by clicking the button with the magnifying glass. When you open the panel with information related to a specific question you will be able to see the question text and the answer that the survey participant provided.

**Personal report - Jessica Daley**   ^   x

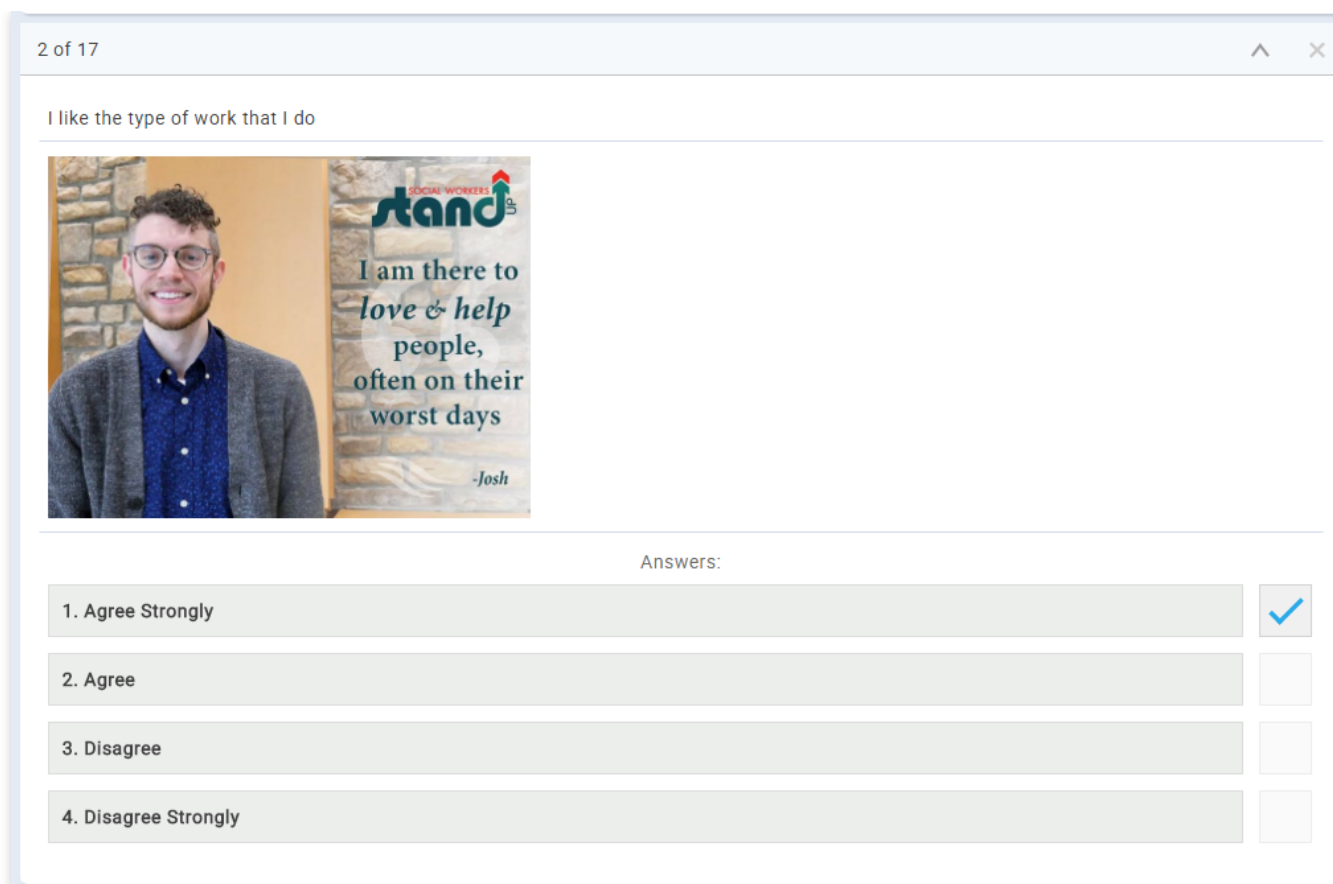
Survey version: 1   Survey score: 54.90%

Started: May-16-2018 11:46 AM   Time spent: 00:00:34

Group: -

#	Question text ↕	Percents ↕	Actions
1	I have confidence in the hospital leadership to implement the plan.	0% (Points: 0)	»
2	I like the type of work that I do	100% (Points: 3)	»
3	I am given enough recognition by management for work that's well done	66.67% (Points: 2)	»
4	There is adequate planning of hospital objectives.	33.33% (Points: 1)	»
5	I contribute to the planning process at the Hospital.	33.33% (Points: 1)	»
6	I am proud to work for this Hospital	33.33% (Points: 1)	»

Rows: 17

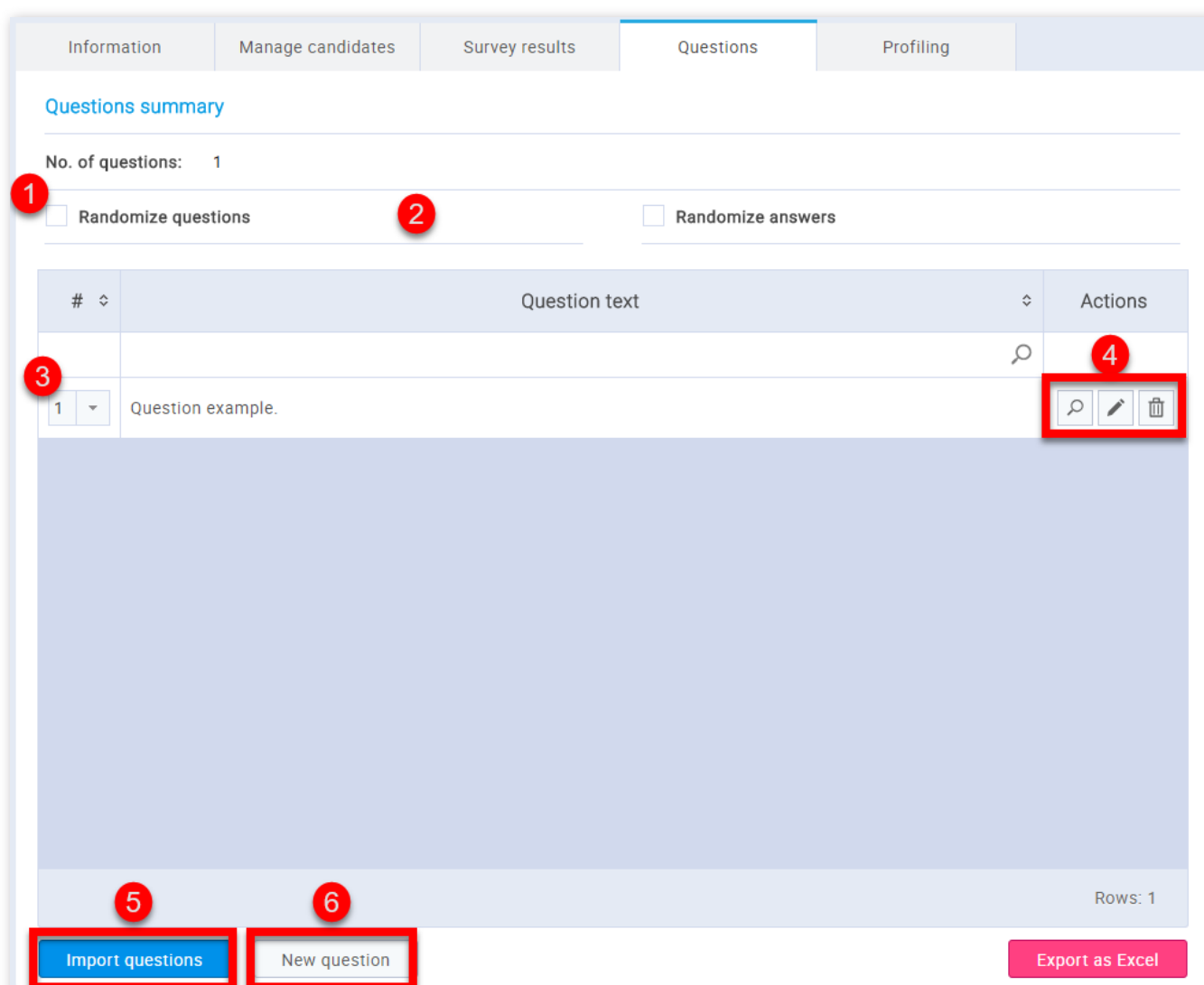


## 8. Question

In the **"Questions"** tab you can view and edit the survey questions. If the survey has not yet been scheduled, you can still add, modify and remove questions from the survey. After the scheduling, modifications are no longer available.

### 8.1. Survey not scheduled


If the survey is not yet scheduled, the following options are available:



1. Randomize questions
2. Randomize answers
3. Change questions order
4. Preview, edit or remove a question
5. Import new questions
6. Create new question

## 8.2. Survey scheduled

If the survey has been scheduled, you can examine question statistics for each question by clicking on the magnifying glass in the **"Actions"** column.

#	Question text	Actions
1	Question example.	

## 9. Profiling

In the **"Profiling"** tab you can organize your survey results by enabling automatic assigning of users to predefined categories (called **"Profiling labels"**) based on their survey scores. You can do that by assigning a specific **"Profiling template"** (a predefined set of "Profiling labels") to a survey.

Assign a profiling template ⓘ

Change profiling: Select one

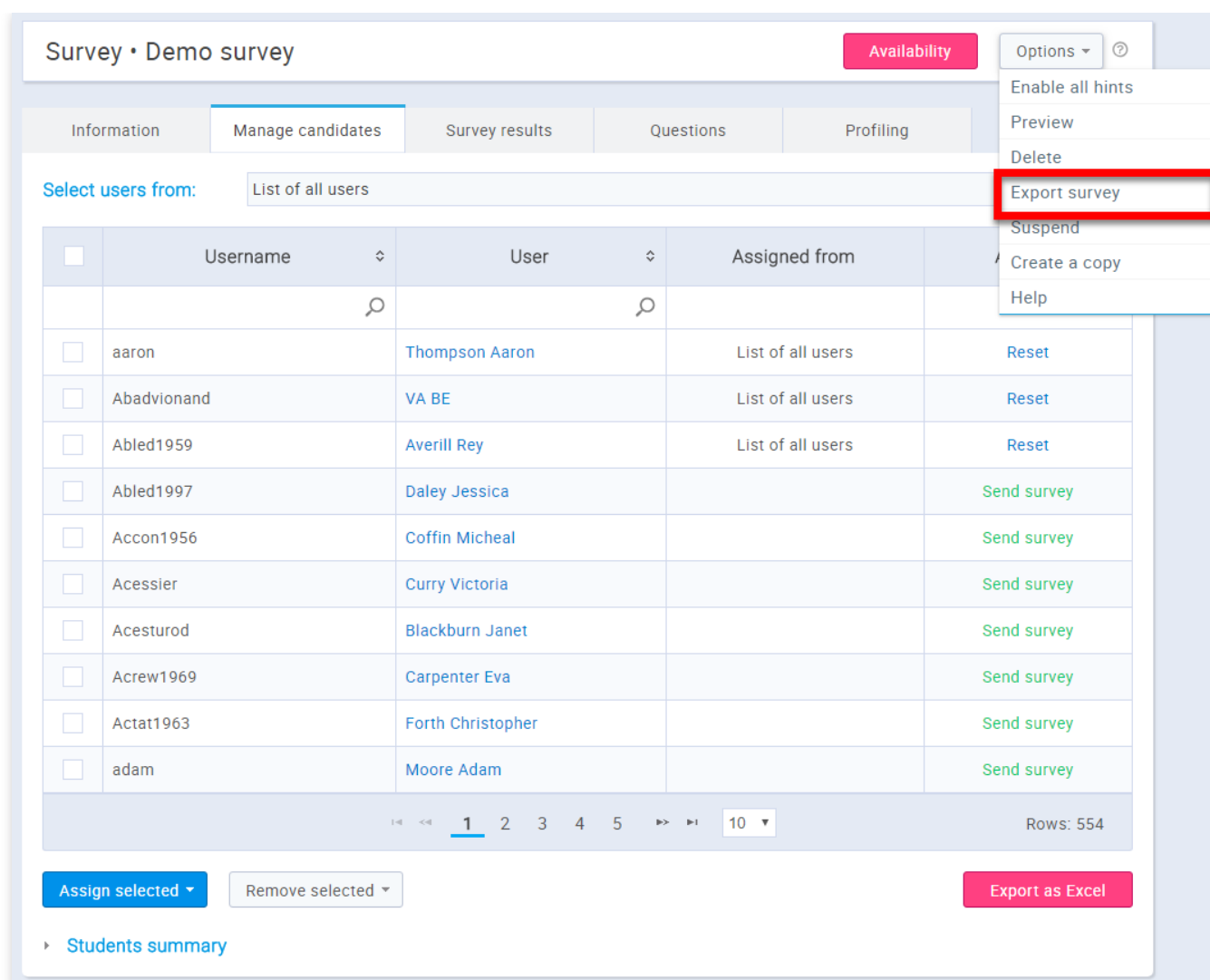
Current profiling:

Assign to survey Cancel

## 10. Advance options

### 10.1. Exporting survey

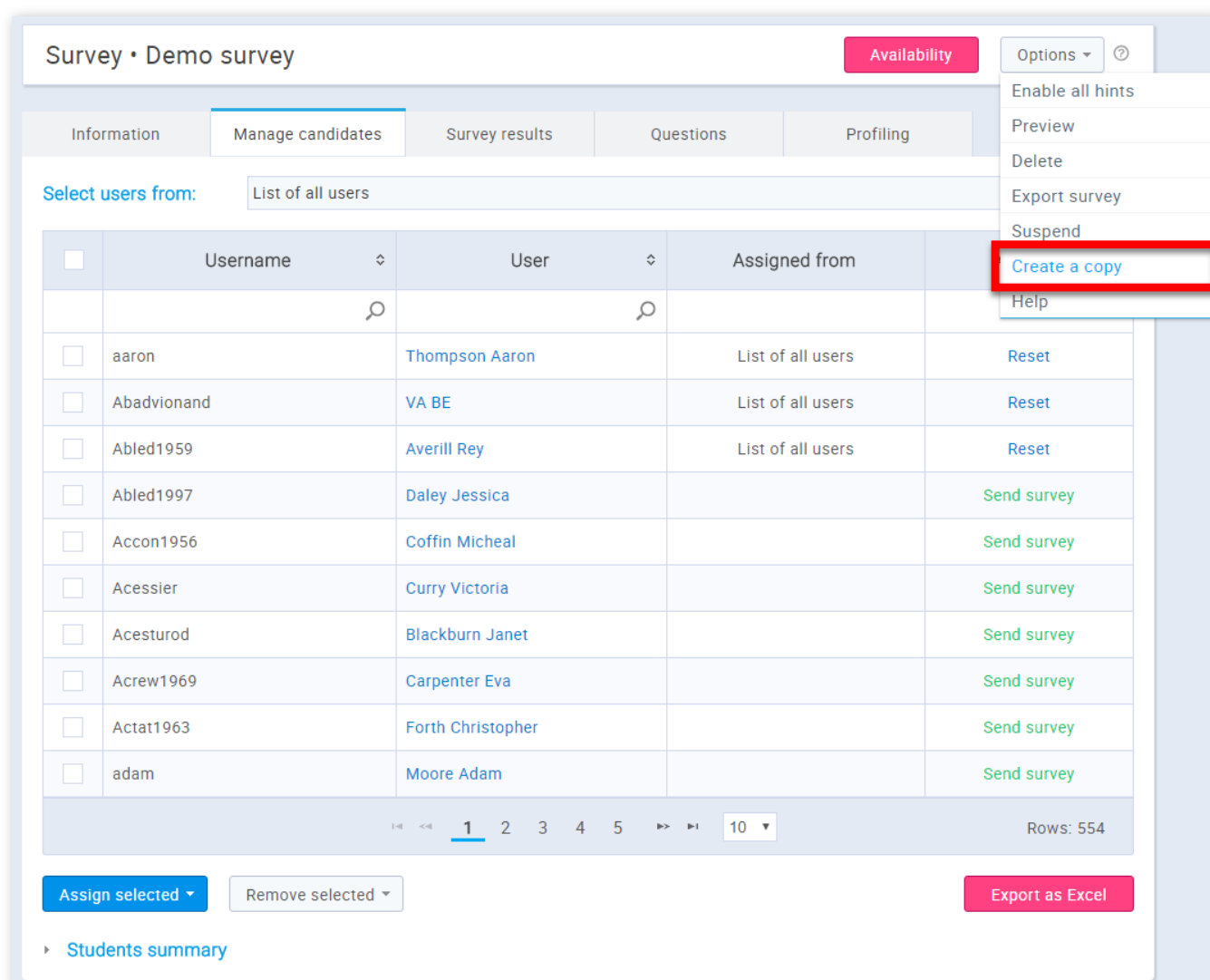
GetCertified allows you to export the survey to a PDF file, ready for immediate printing. By clicking the **"Option"** drop-down button and choosing the "Export survey" option.



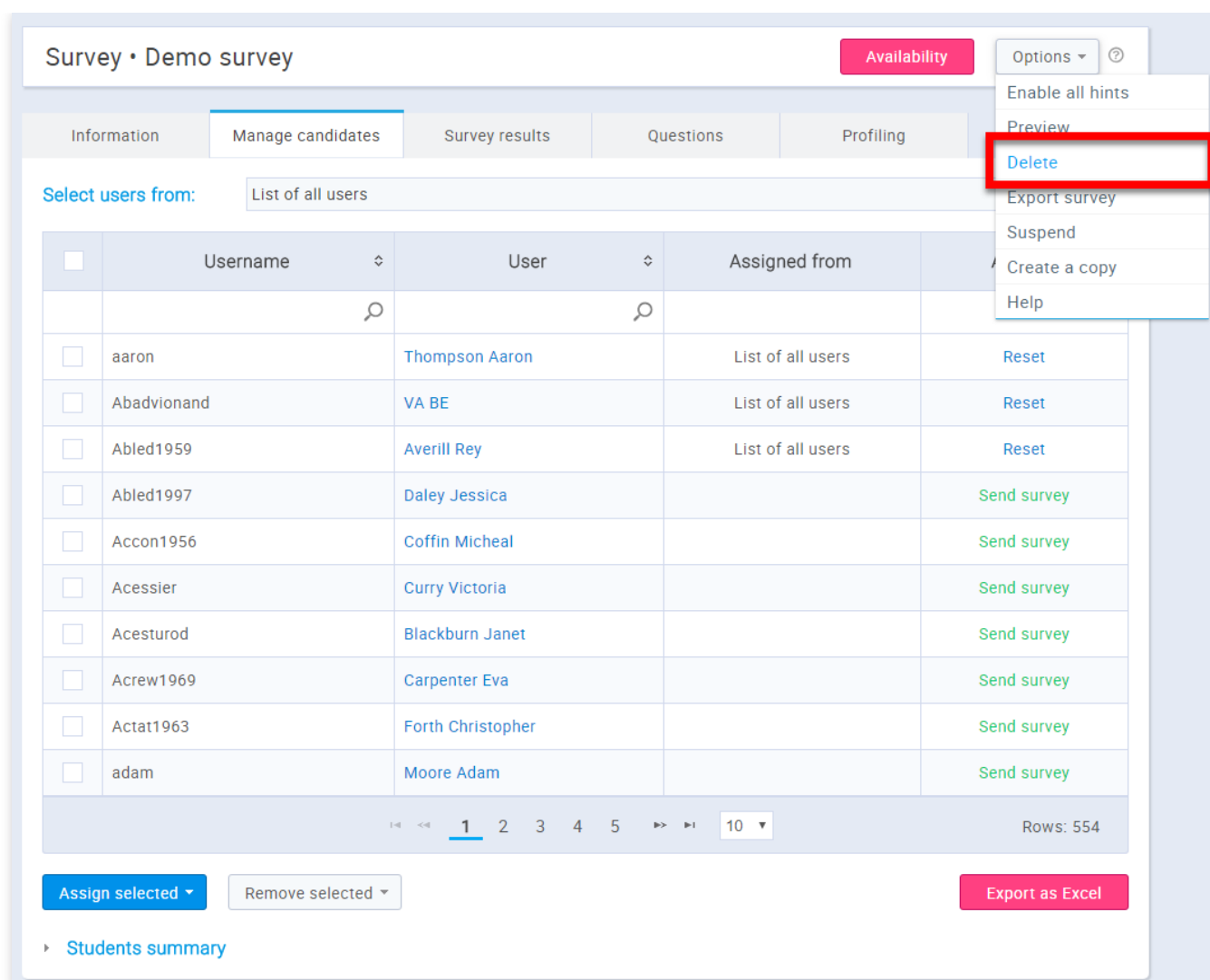
## 10.2. Copy/Delete survey

It is possible to create a copy of an existing survey or to delete it. To create a copy of an existing survey, choose the desired survey within the **"Manage surveys"** page. Once you have selected it, click on the **"Options"** drop-down and then select the **"Create a copy"** option.

**Note:** When the survey is copied, he has none of the participants assigned to it, since the participants are not copied from the original survey.



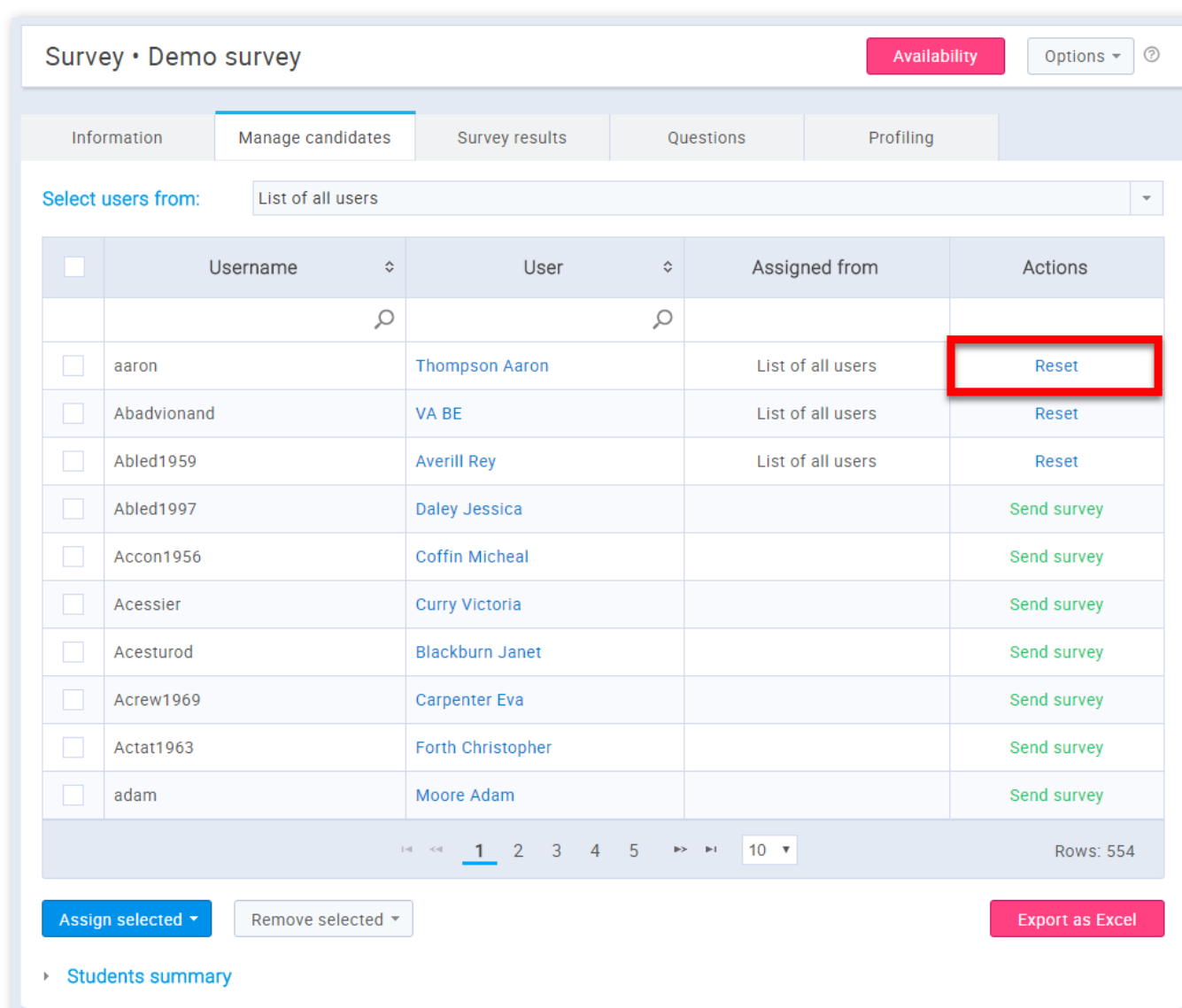
To delete the survey, click on the **"Options"** button and then click on the **"Delete"** option.



### 10.3. Survey Repetition

If you want to allow users to retake the survey navigate to that survey within the **"Manage surveys"** page, open the **"Manage candidates"** tab and select a specific user. In order to allow the selected user to take the survey again, click on the **"Reset"** link.

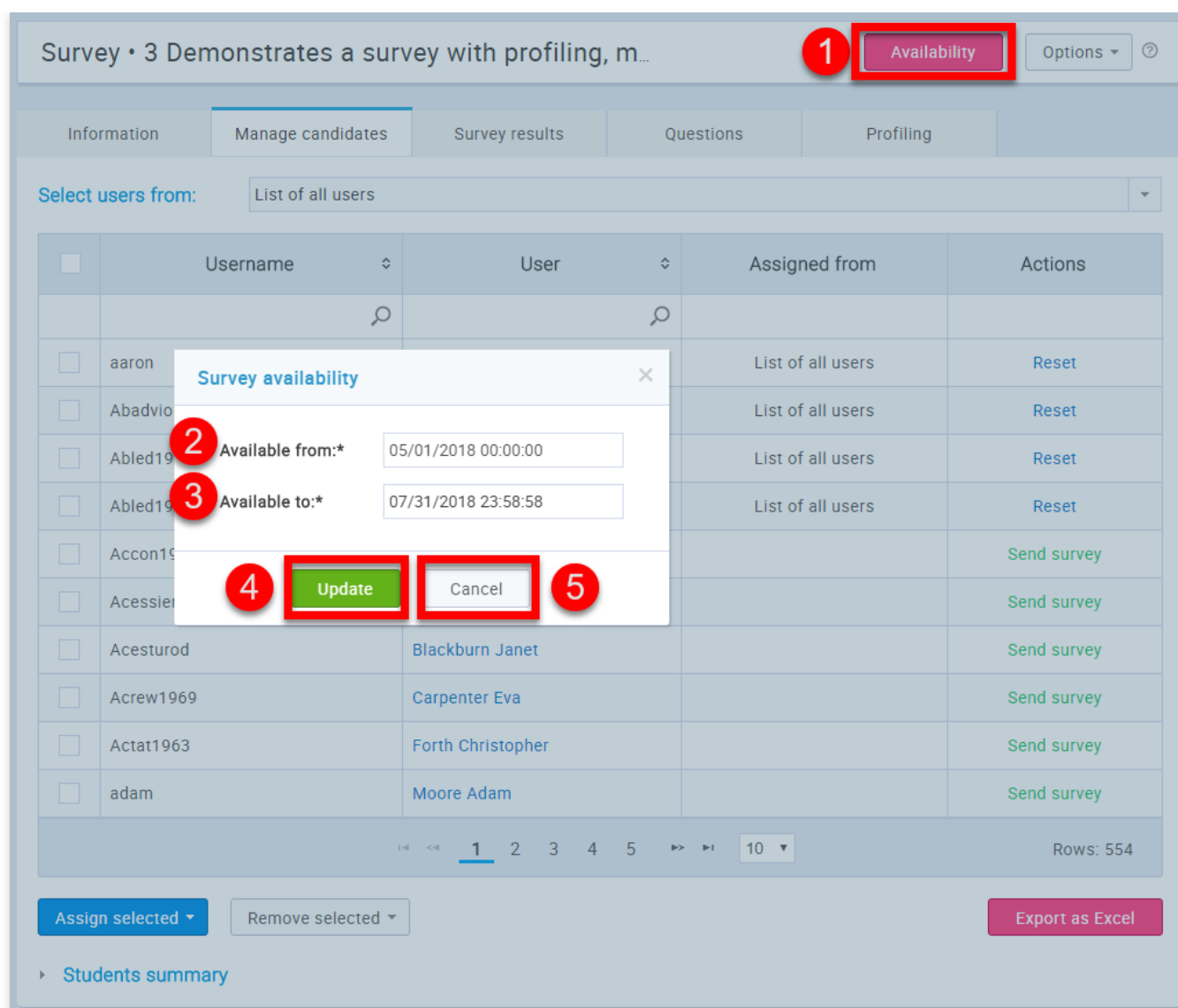
**Note:** When you allow survey repetition to the user, the system keeps the record of previous attempts.



As soon as someone finishes the survey, you are able to track the survey results and other important statistics.

### 10.4. Already scheduled

If necessary, you can change the surveys' availability period.



1. Select the **"Availability"** button
2. Add the time from which the survey will be available for taking
3. Add the time to which the survey will be available for taking
4. If you are satisfied with the changes you have made click the **"Update"** button
5. If you are not satisfied with the changes you have made click the **"Cancel"** button

Manage surveys



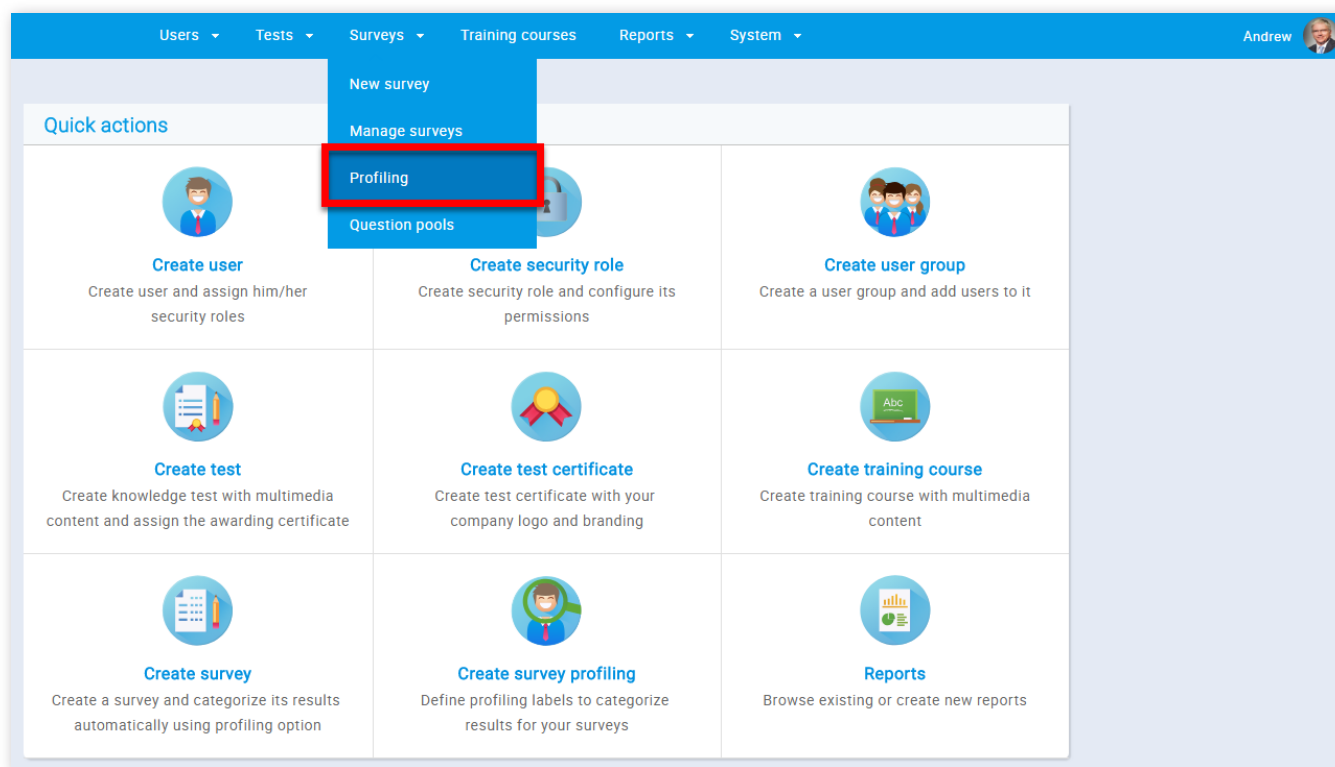
# Help system

## Profiling

In this section, you can create and manage profiling that will be used for your surveys.

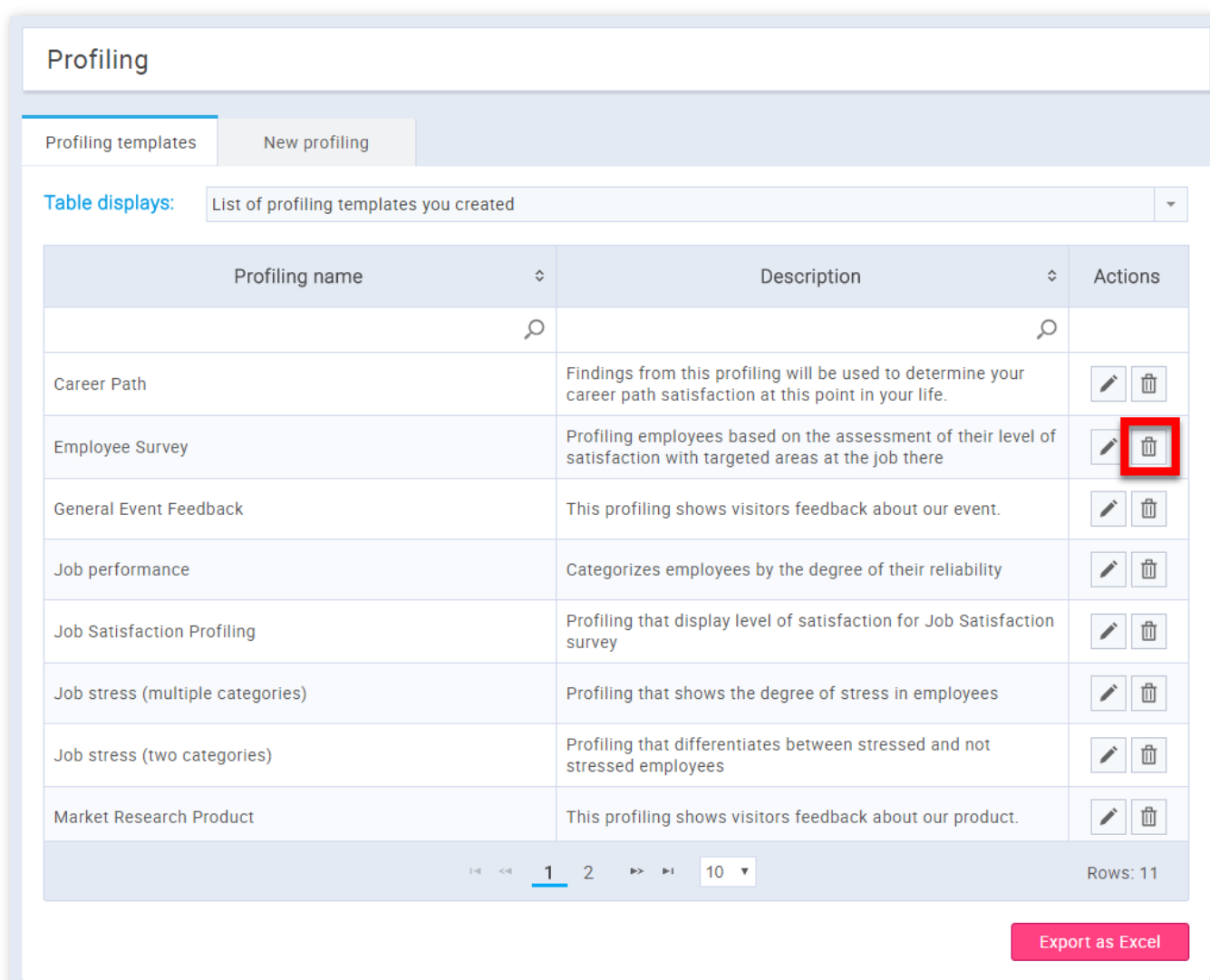
### 1. Accessing the page

To access the **"Profiling"** page, you should go to **"Survey"** on the application's toolbar and choose **"Profiling"**.



### 2. Profiling templates

A profiling template is a set of predefined categories (profiling labels) used to organize survey results. The **"Profiling templates"** tab gives you an overview of your profiling which you can edit or delete. In order to delete the profiling click the button with an image of a bin next to the profiling's description. You can also export the list as an Excel file by clicking the **"Export as Excel"** button.





1. You should enter the name of your profiling
2. You should enter the description of the profiling
3. You can choose the privacy of a profiling.("Public" or "Private")
4. Click the **"Add profiling labels"** to add profiling labels
5. You should enter the profiling labels
6. You can adjust the value of the label(in %)
7. If you are satisfied with the profiling you want to create click the **"Save"** button
8. If you are not satisfied with the profiling you want to create click the **"Cancel"** button

---

Profiling

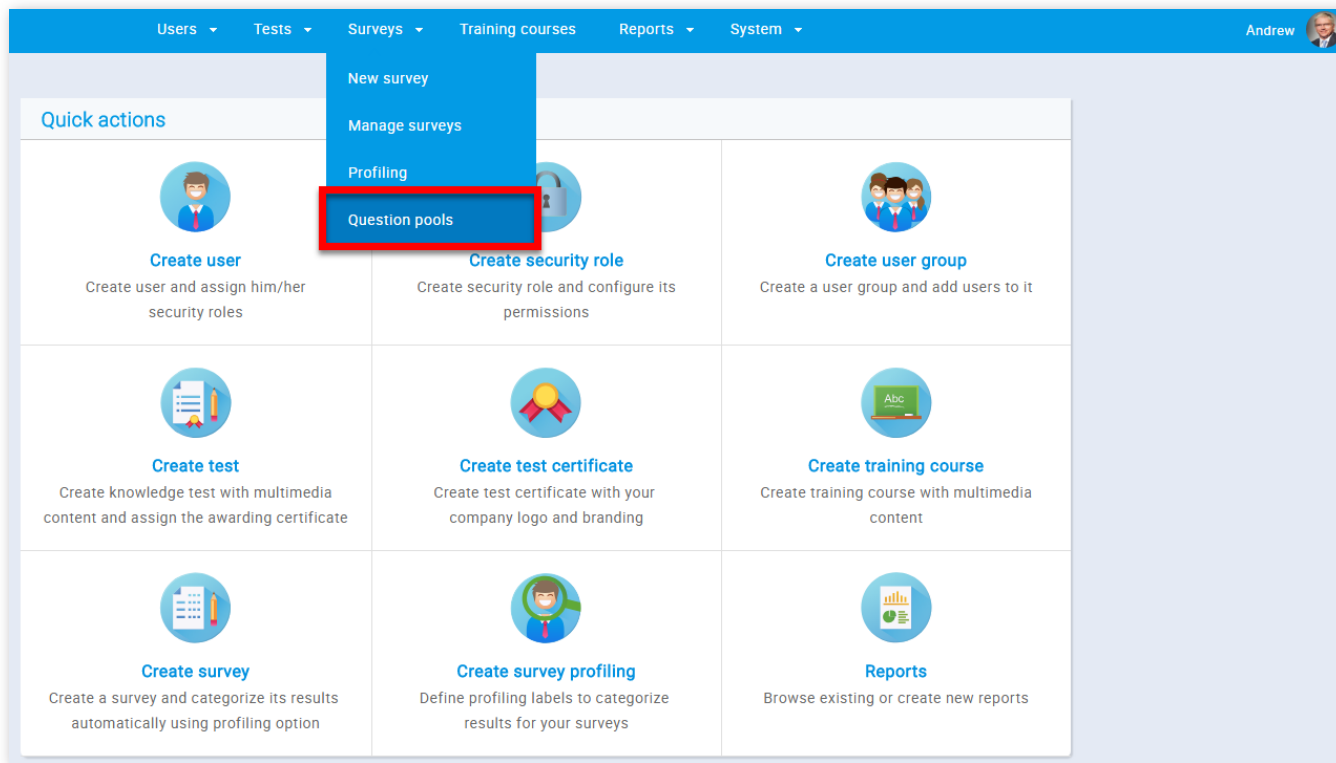
# Help system

## Survey question pools

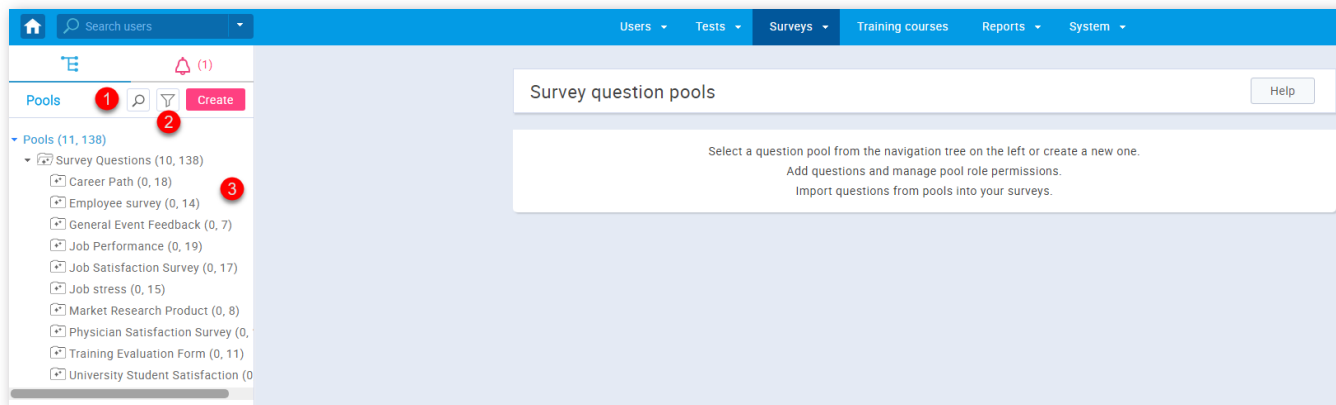
Question pools can theoretically hold an infinite number of questions. Pool access is restricted only to pool users.

### 1. Accessing the page

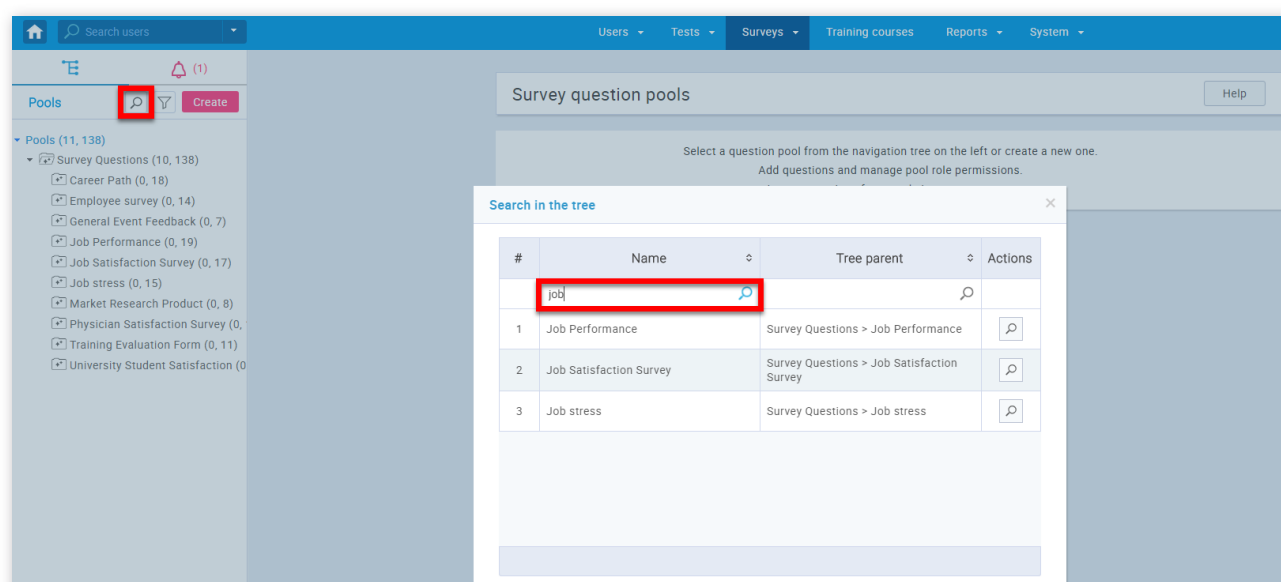
To access the **"Question pools"** page, you should click on the **"Surveys"** menu and select **"Question pools"**.



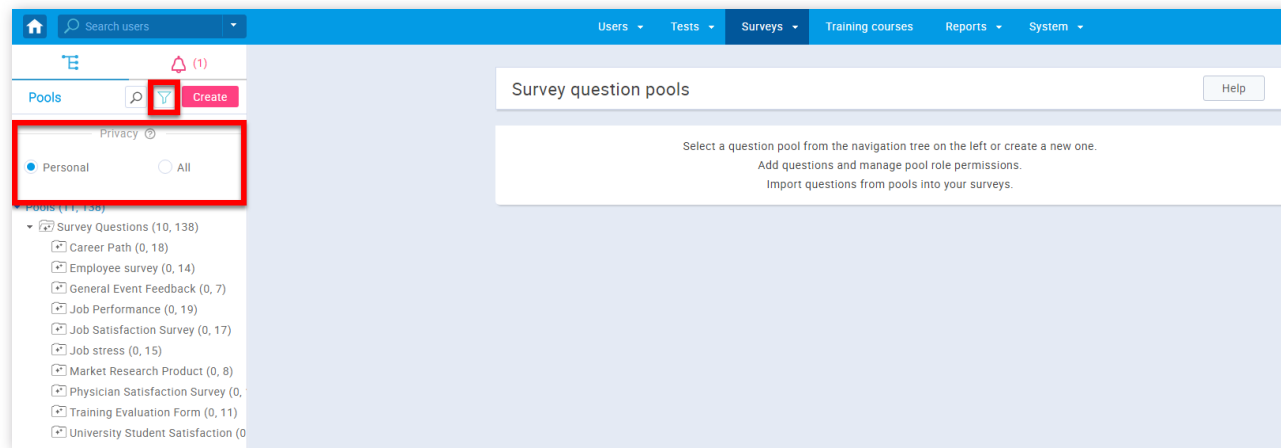
2. On this page, you can use the sidebar on the left to search, edit or create a new question pool.



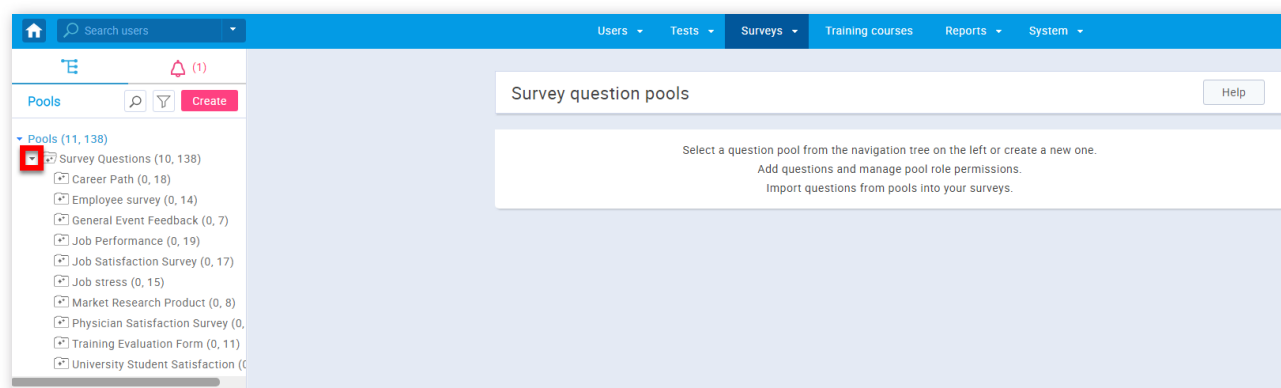
1. To search for a pool, you should click on the button with a magnifying glass image and then enter the name of the pool in the pop-up window



2. In order to filter pools that are displayed to you, you should click on the button with a funnel image and then choose the privacy of the pool you want to see

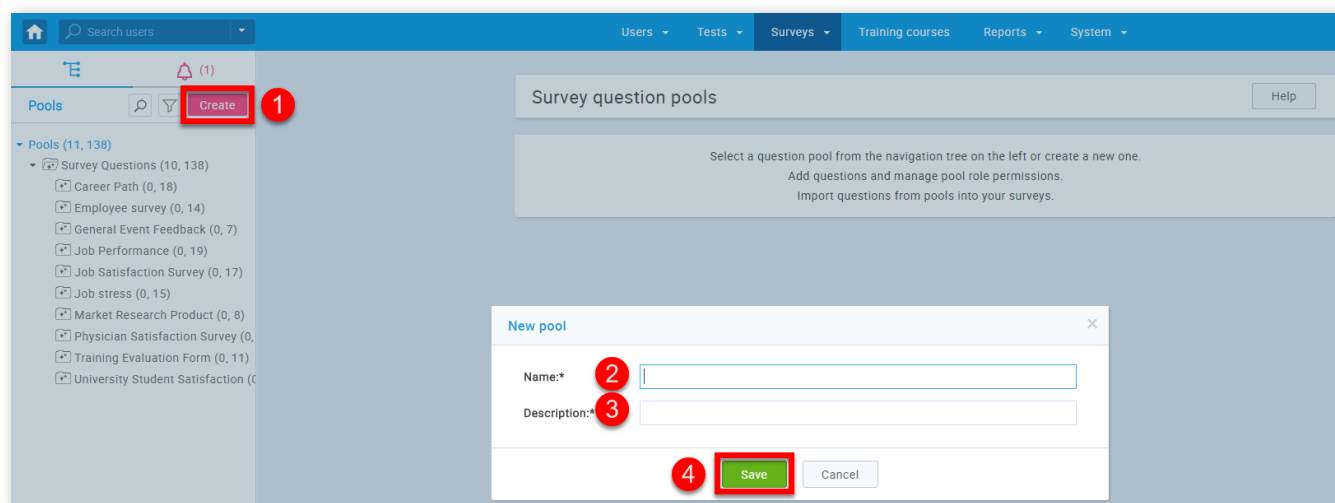


3. To view information about a pool that exists or to edit it, you need to find the pool name in the pool tree. In the pool tree, you will find that some of the nodes have bullets on the left. This means that the pool has a sub-pool and you can see them by clicking on the bullet and in that way expanding the node. To select a pool, simply click on its name in the tree



### 3. Create a question pool

GetCertified allows you to create your own question pools.



1. Click on the **"Create"** button
2. Enter the name of a question pool
3. Enter the description of your question pool
4. Click the **"Save"** button

### 4. Information

When you create or open one of the question pools, a tab with information about the selected pool will be displayed. This is the place where you can see basic information of the selected pool.

Information	Users	Questions
1 Pool name:	General Event Feedback	Pool ID: 10064
2 Description:	General Event Feedback	
3 Your role:	Modify	6 Pool type: Survey pool
4 Created by:	Andrew Ivarstead	7 Time of creation: Sep-8-2017 1:27 PM
5 Updated by:	Andrew Ivarstead	8 Update time: Sep-8-2017 1:27 PM

1. The pool name
2. The description of a pool
3. Your role in a pool ("Modify", "Read-only")
4. The name of a user who created the pool
5. The name of a user who updated the pool
6. The type of a pool ("Test pool", "Survey pool")
7. The time of creation
8. The update time

You can also add a sub-pool to already existing pools.

Pool • General Event Feedback

1 New sub-pool

Information Users Questions

Pool name: General Event Feedback Pool ID: 10064

Description: General Event Feedback

Your role: Modify Pool type: Survey pool

Time of creation: Sep-8-2017 1:27 PM

Update time: Sep-8-2017 1:27 PM

New pool

2 Pool path: Survey Questions > General Event Feedback

3 Name:\*

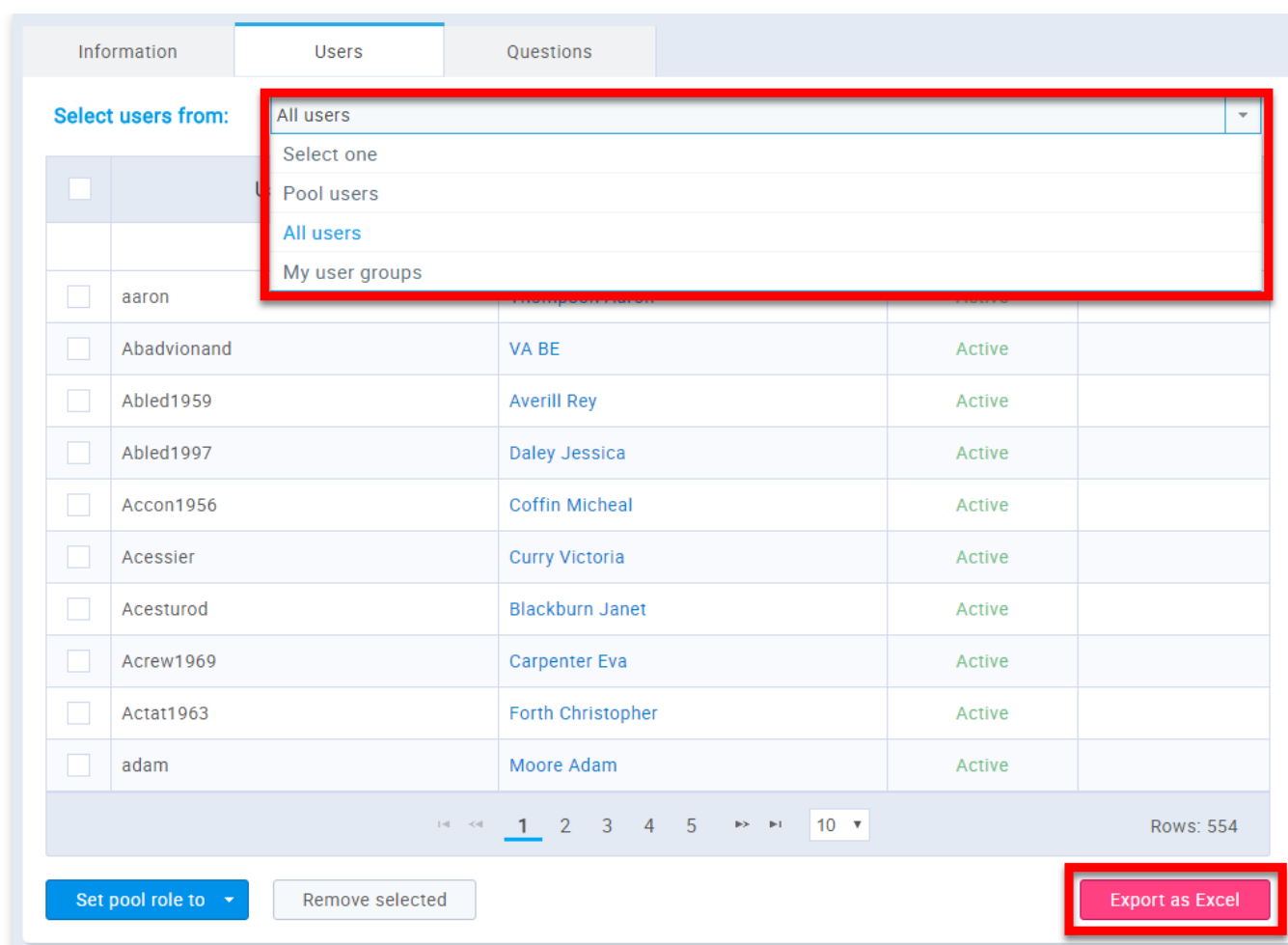
4 Description:\*

5 Save Cancel

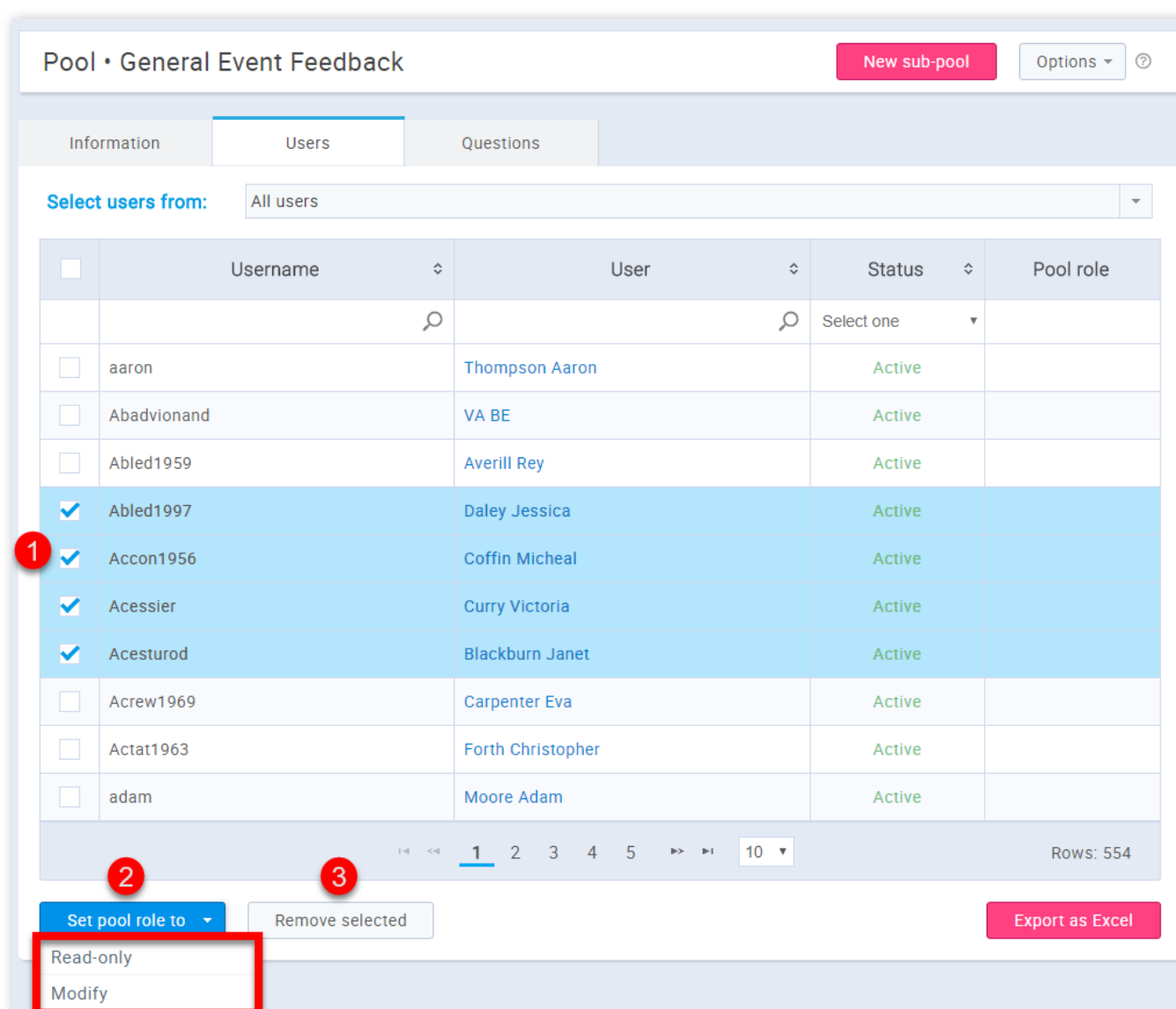
1. Click the **"New sub-pool"** button
2. The name of a parent pool
3. Here you should write the name of a sub-pool
4. Here you should write the description of the sub-pool
5. Click the **"Save"** button

## 5. Users

The **"Users"** tab gives an overview of the pool users, allows you to add new users, and remove already existing users. In the dropdown list, you can choose to see the list of pool users, all users, or my users groups. You can also export the list as an Excel file by clicking the **"Export as Excel"** button.



You can also assign pool roles to users.



1. Select the users you want to give a pool role to
2. Click the **"Set a pool role"** button and choose the desired role
3. You can also remove the users from the pool by clicking the **"Remove"** button

## 6. Questions

The **"Questions"** tab is where you can modify question pools by adding new questions, preview or edit the existing questions, move/copy questions to other question pools or delete questions. You can also export the list by clicking the **"Export as Excel"** button.

Pool • General Event Feedback New sub-pool Options

Information Users **Questions**

<input type="checkbox"/>	Question text	Source pool	Actions
	Search	Search	
<input type="checkbox"/>	How friendly was the staff?	General Event Feedback	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	How helpful was the staff?	General Event Feedback	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	How likely is it that you would recommend the event to a friend or colleague?	General Event Feedback	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	How organized was the event?	General Event Feedback	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Overall, how would you rate the event?	General Event Feedback	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Prior to the event, how much of the information that you needed did you get?	General Event Feedback	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Was the event length too long, too short or about right?	General Event Feedback	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Rows: 7

Add question Move Copy Export as Excel

You can move questions from one pool to another.

Information Users **Questions**

<input type="checkbox"/>	Question text	Source pool	Actions
	Search	Search	
<input type="checkbox"/>	How friendly was the staff?	General Event Feedback	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/>	How helpful was the staff?	General Event Feedback	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/>	How likely is it that you would recommend the event to a friend or colleague?	General Event Feedback	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/>	How organized was the event?	General Event Feedback	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Overall, how would you rate the event?	General Event Feedback	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Prior to the event, how much of the information that you needed did you get?	General Event Feedback	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Was the event length too long, too short or about right?	General Event Feedback	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Rows: 7

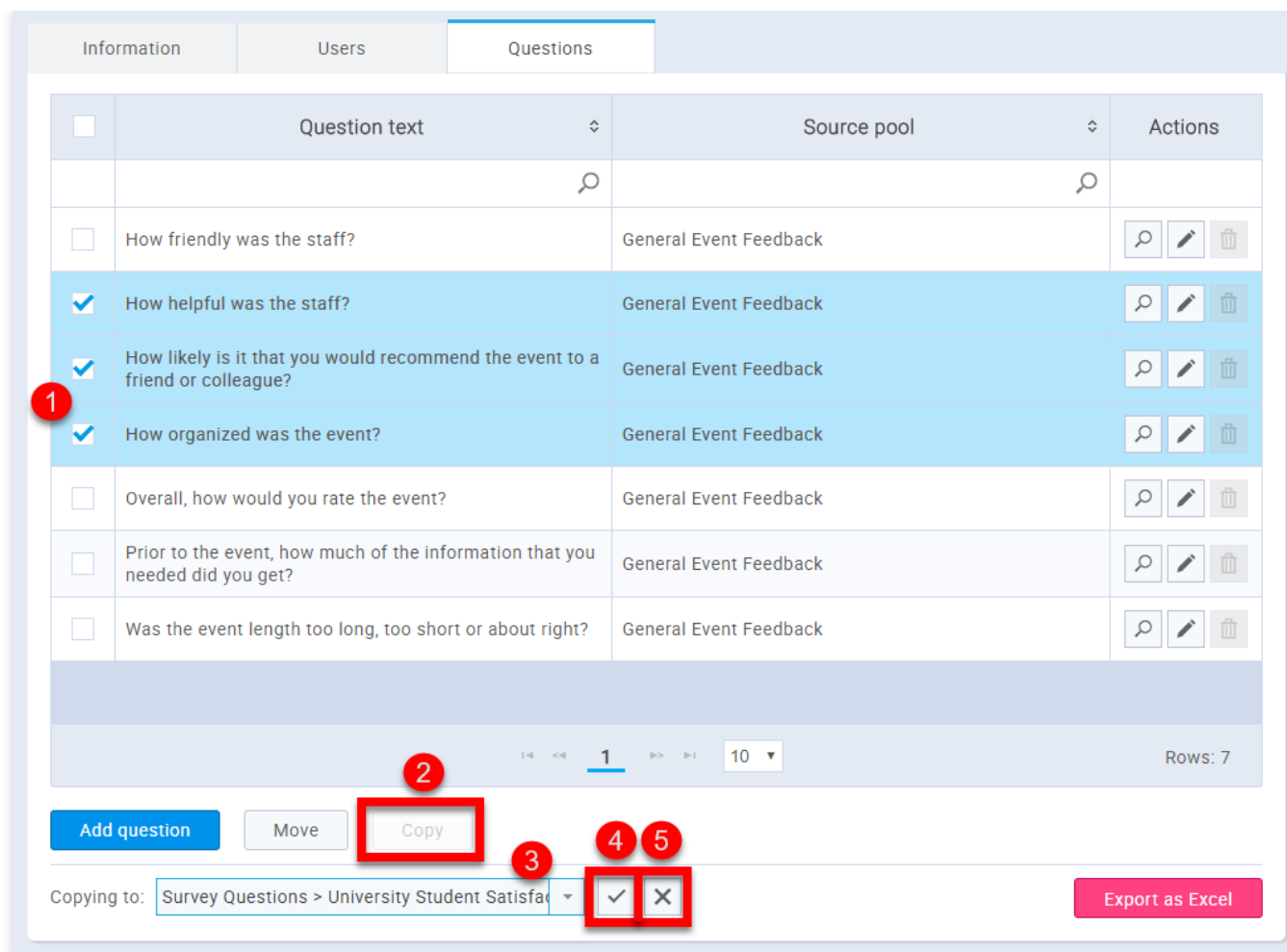
Add question Move Copy

Moving to: Survey Questions > University Student Satisfac ✓ ✗ Export as Excel

1. Select the questions you want to move to another pool
2. Click the **"Move"** button
3. Choose the desired pool in the search bar
4. Click the **,"Check"** button if you are satisfied with the selection you have made
5. If you are not satisfied with the selection you have made click the **"X"** button

Or you can copy questions to another pool.

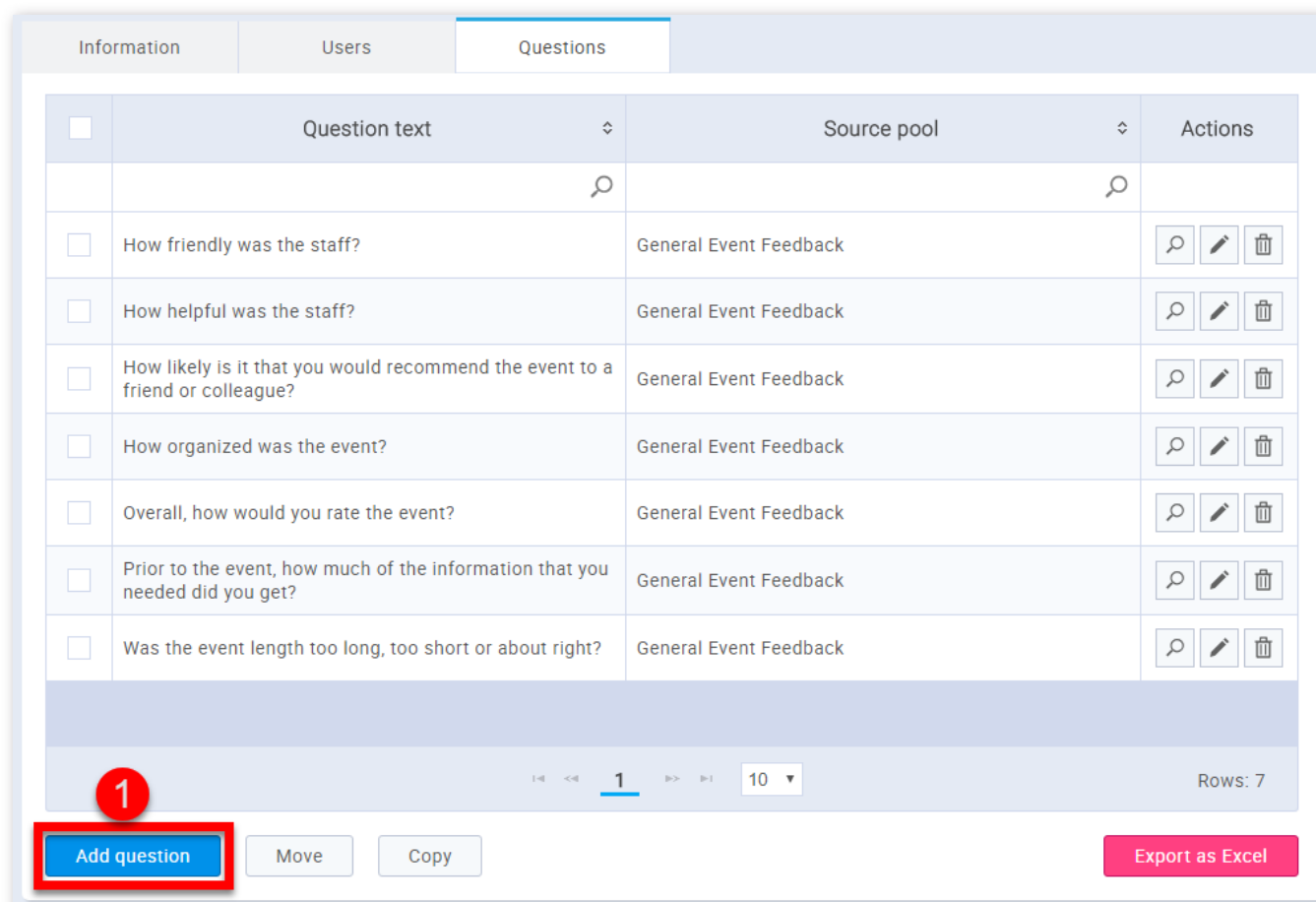




1. Select the questions you want to copy to another pool
2. Click the **"Copy"** button
3. Choose the desired pool in the search bar
4. Click the **"Check"** button if you are satisfied with the selection you have made
5. If you are not satisfied with the selection you have made click the **"X"** button

### 6.1. Add Questions

It is also possible to add questions to the pool.



The screenshot shows a user interface for creating a survey question. It includes a 'Question text' field at the top, followed by an 'Answers' section with three rows. Each row has a dropdown for the answer number (1, 2, 3), a text input field for the answer, a 'Weight' input field, and three icons: a magnifying glass, a trash bin, and an image icon. At the bottom, there are three buttons: 'Add to pool' (green), 'Cancel' (grey), and 'Add answer' (blue). Red circles with numbers 2 through 11 highlight these specific elements.

1. Click the **"Add question"** button
2. Enter the question text
3. Click the **"Add answer"** button
4. Choose the ordinal numbers of the answers
5. Enter your answers
6. The weight if an answer defines an impact that the answer has on the survey outcome
7. By clicking the button with the magnifying glass you can view the answer/question as a survey taker
8. By clicking the button with the bin you can delete the answer
9. By clicking the button with the image you can add an image to your answer/question
10. Click the **"Add to pool"** button
11. If you are not satisfied with your question click the **"Cancel"** button

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Survey question pools

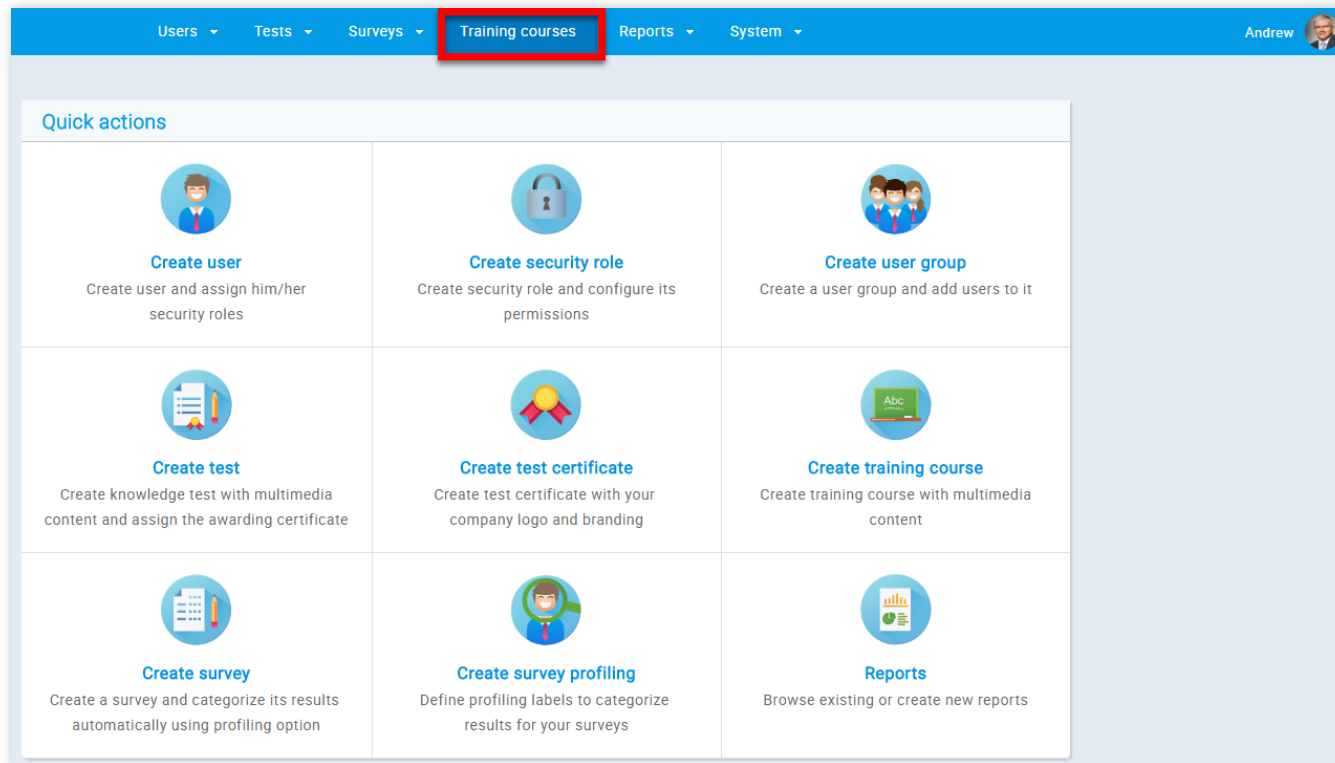
# Help system

## Training course

Training courses are organized in training steps (chapters). Each training course step can have a test and attachments (training course materials). The training course manager is a user who can change training course. By default, the training course creator is the training course manager. Managers can give managing privileges to other users.

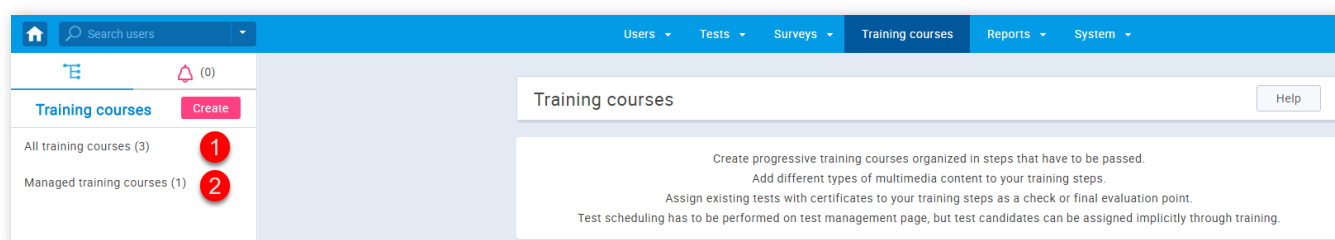
### 1. Accessing the page

To access the **"Training courses"** select **"Training courses"** from the application's toolbar.



### 2. Page layout

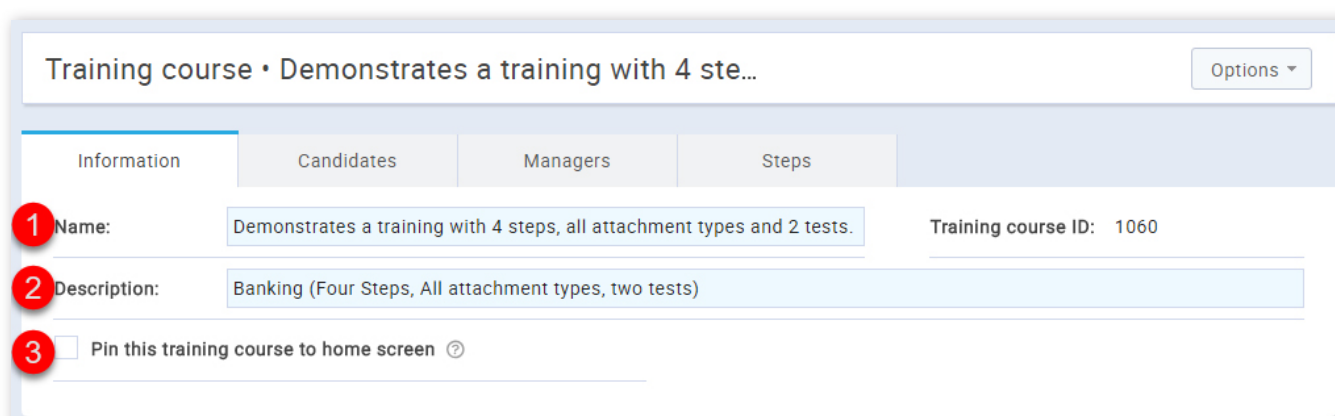
A list of training courses is displayed in the navigation tree in the left part of the page.



1. **"All training courses"** displays all training courses in the system
2. **"Managed training courses"** displays training courses that user is a manager of

### 3. Information

When you select a training course, its name and description are displayed, as well as the **"Information"** tab showing basic information about the training course.

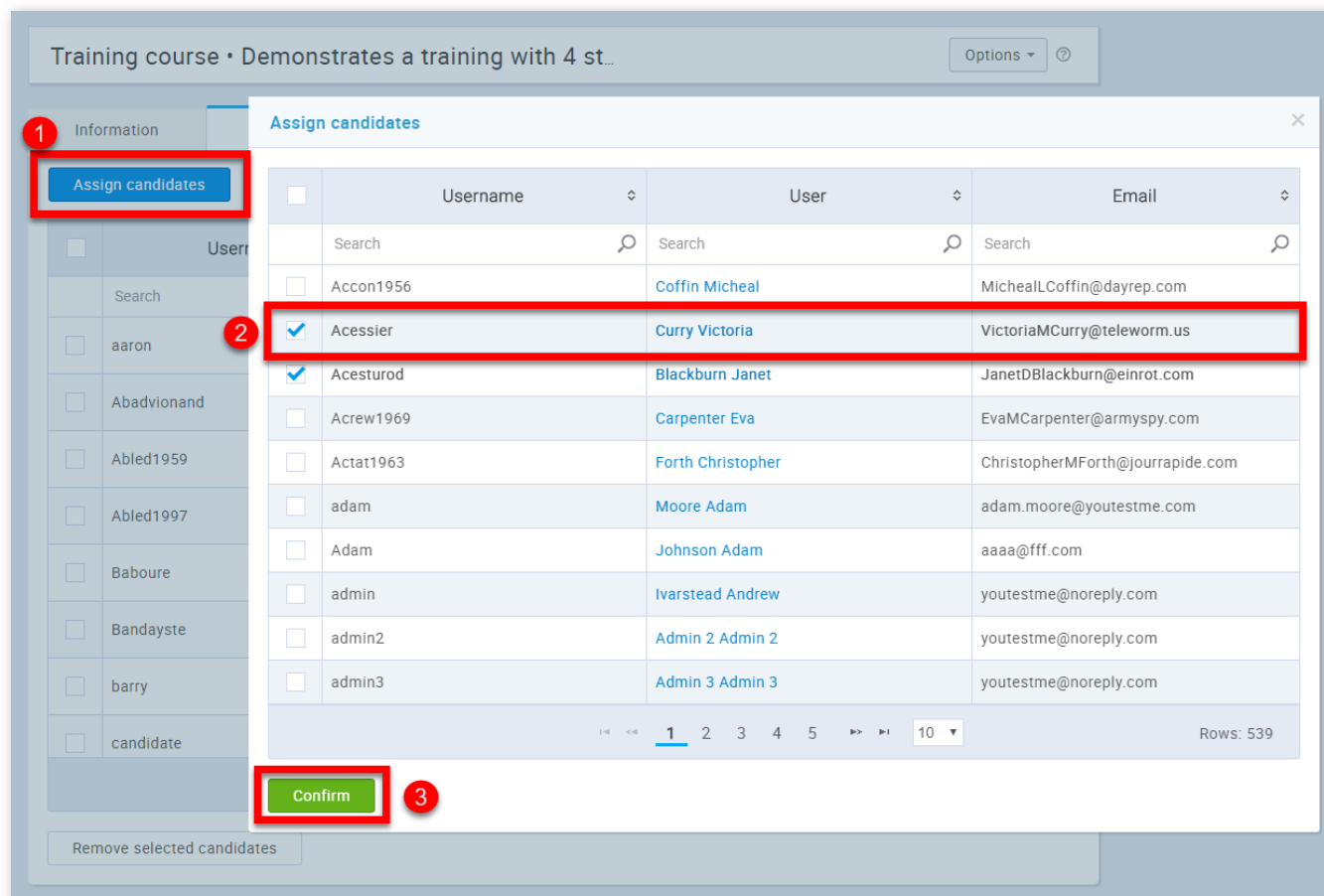


1. This is the name of a training course
2. This is the description of training courses

3. Here you can choose whether the training course is pinned. When you pin the training course all users in the system will be able to start it from the home screen

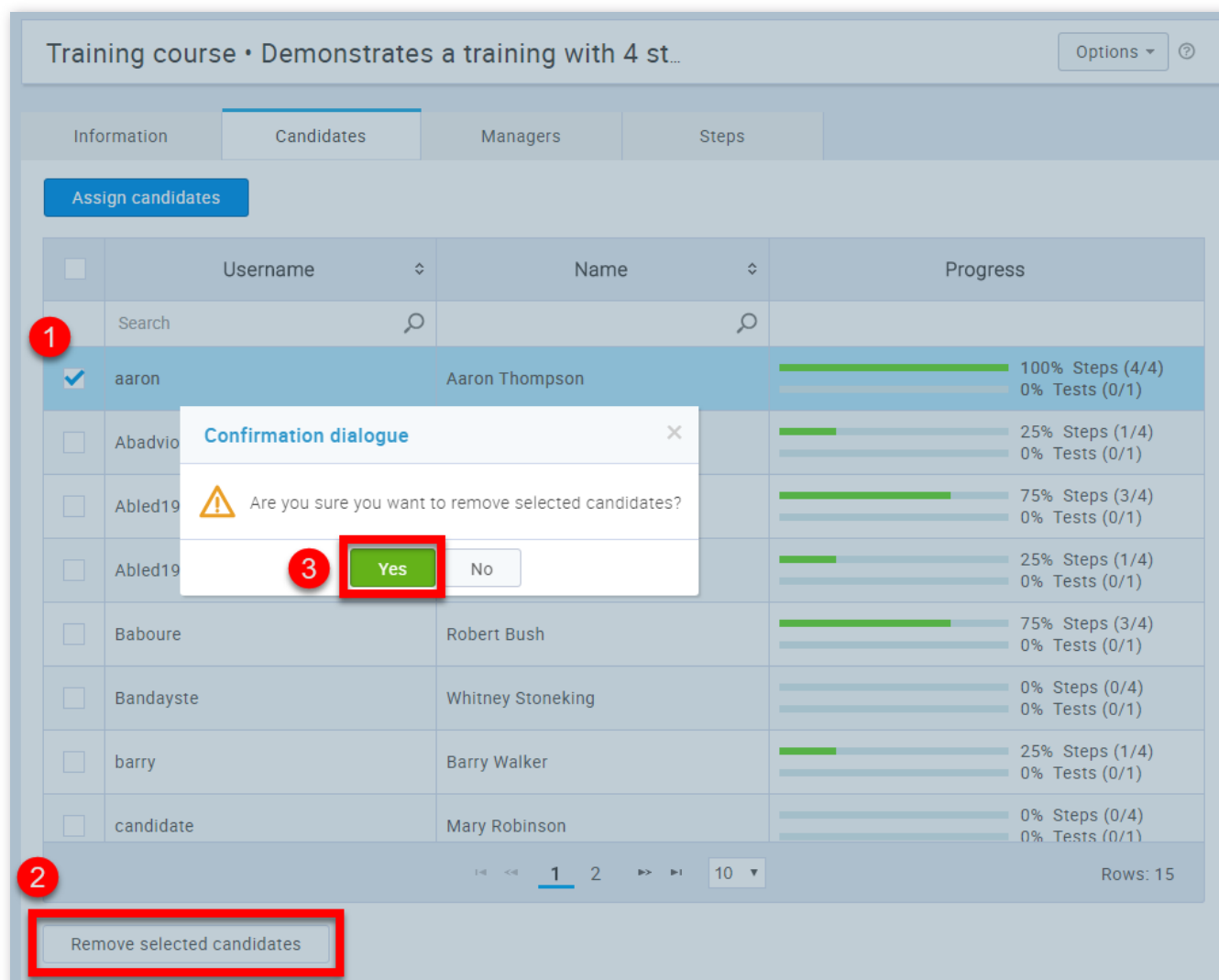
#### 4. Candidates

A list of all candidates of the selected training course is shown on the **"Candidates"** tab, as well as their progress in the selected training course. To assign the course to candidates:



1. Click on the **"Assign candidates"** button
2. Select the users that you want to assign
3. Click the **"Confirm"** button

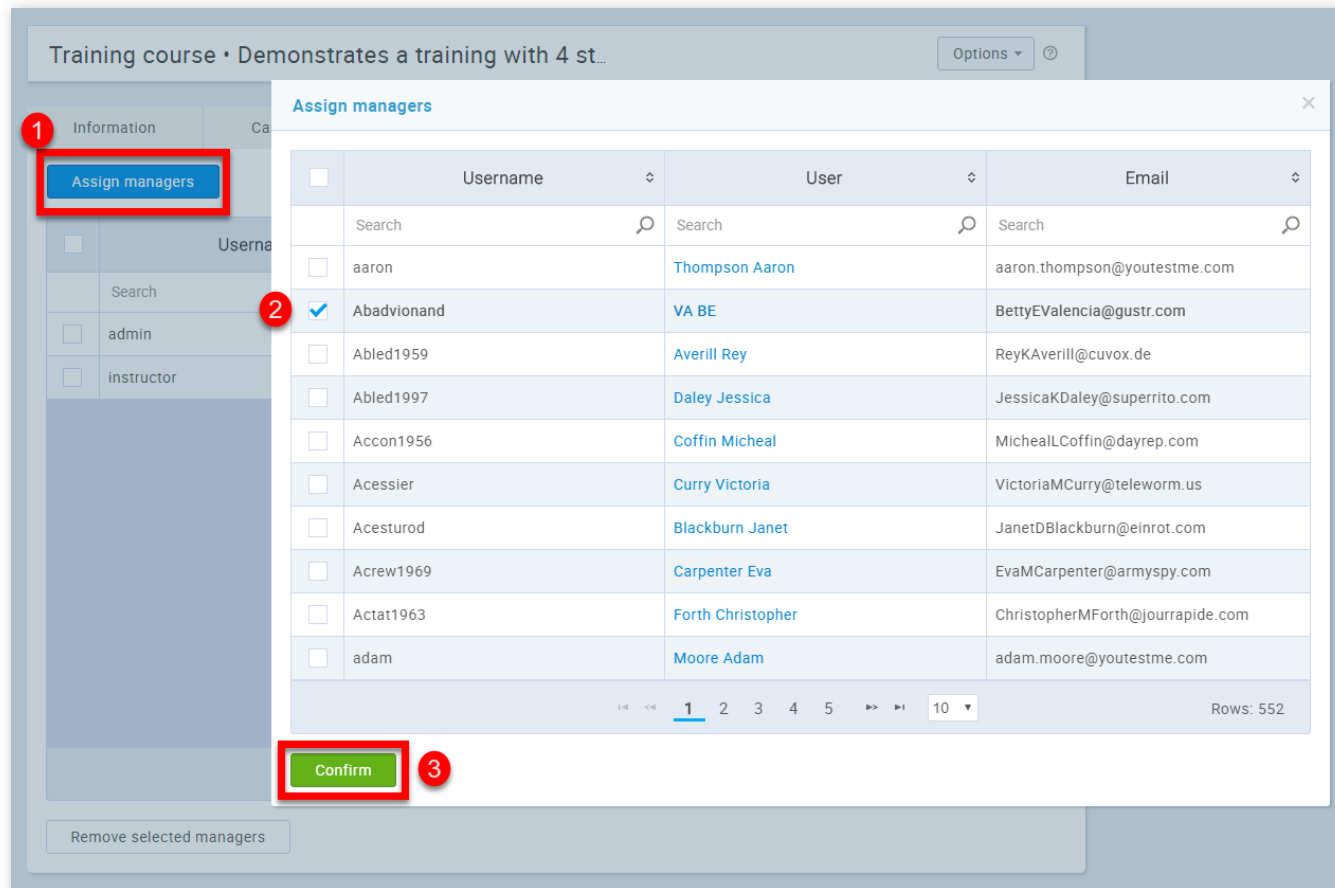
To remove a candidate from a selected training course:



1. Select the users that you want to remove
2. Click on the **"Remove candidates"** button
3. Click on the **"Yes"** button in the confirmation dialog

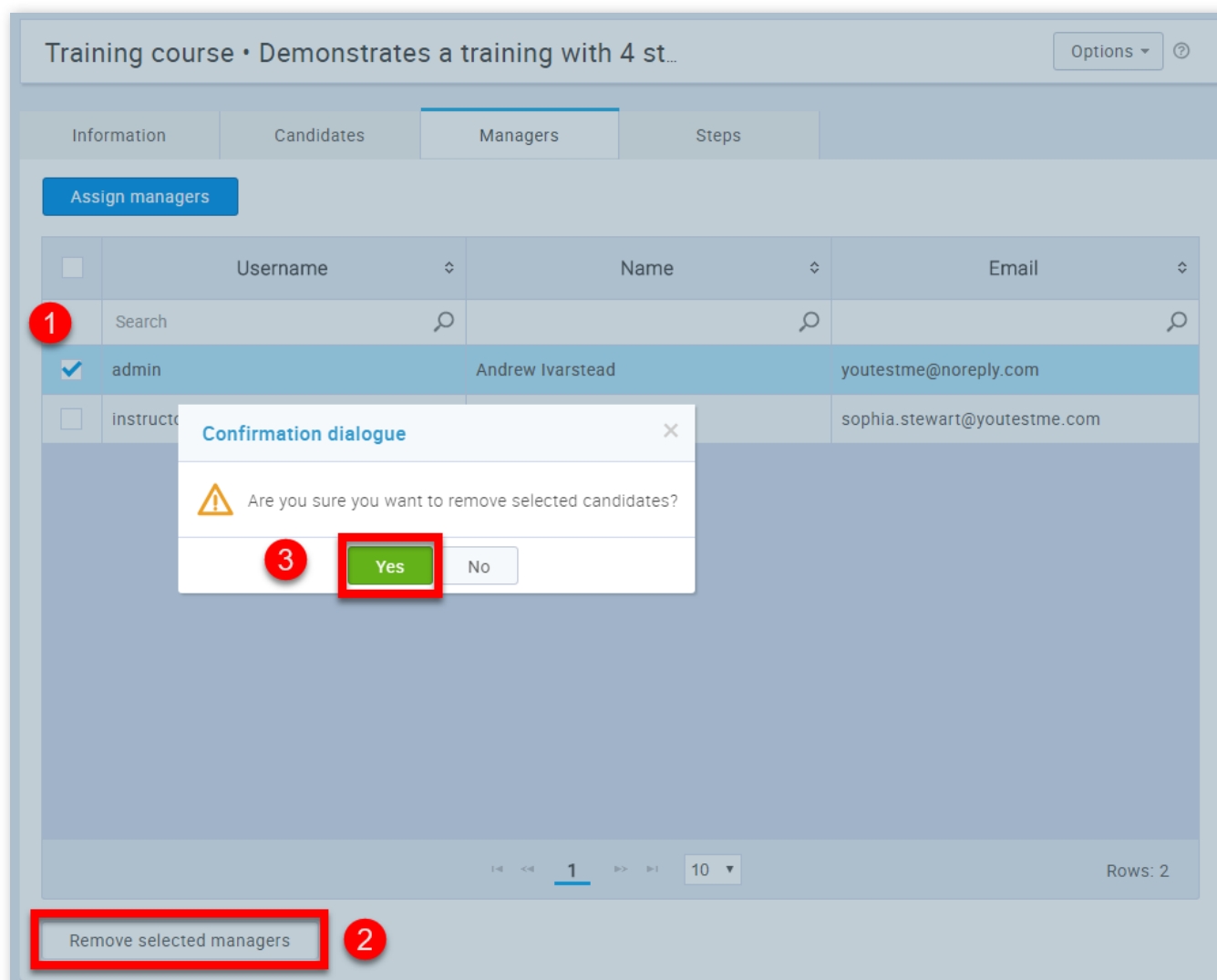
## 5. Managers

A list of all managers of the selected training course is shown on the **"Managers"** tab. To assign the manager to the course:



1. Click on the **"Assign managers"** button
2. Select the users that you want to assign
3. Click the **"Confirm"** button

To remove a manager from a selected training course:



1. Select the users that you want to remove
2. Click on the **"Remove selected managers"** button
3. Click on the **"Yes"** button in the confirmation dialog

## 6. Steps

To access the training steps and manage them click on the **"Steps"** tab.

Training course • Demonstrates a training with 4 st... Options ▾ ?

Information Candidates Managers Steps

Add step

#	Step	Attachment	Test	Actions
1	Introduction to web development	2 ◀	-	Assign test Settings ▾
2	HTML	1 ◀	-	Assign test Settings ▾
3	Java Script tutorial	1 ◀	-	Assign test Settings ▾
4	Blockchain	1 ◀	Introduction to Web Development	Settings ▾

To create a new step:

Training course • Demonstrates a training with 4 st... Options ▾ ?

Information Candidates Managers Steps

1 Add step

#	Step	Attachment	Test	Actions
1	Introduction to web development	2 ◀	-	Assign test Settings ▾

New training course step

2 Name:\* Example

3 Description: This is the example of the training course.

Save Cancel

1. Click the **"Add step"** button
2. Enter the step name
3. Enter the step description
4. Click the **"Save"** button

To assign a test to a step:

Training course • Demonstrates a training with 4 st... Options ▾ ?

Assign test

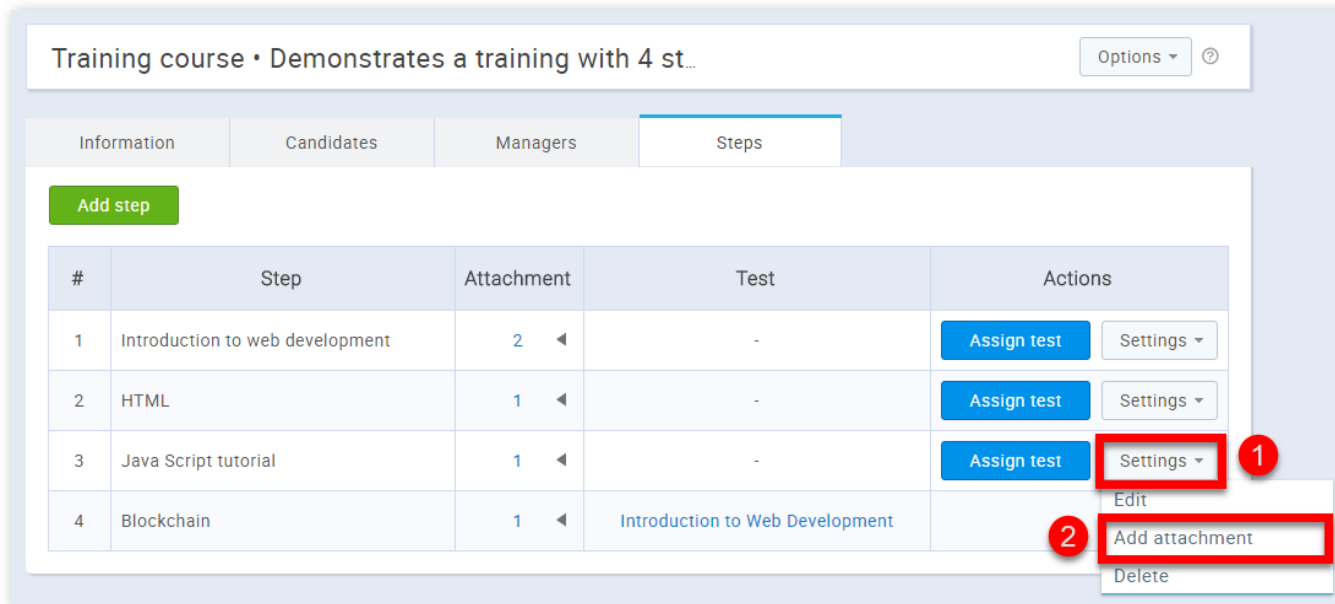
Test name	Actions
1 Demonstrates a test with 8 types of timed questions and on managers approval reporting	3 Assign test Settings ▾
2 Demonstrates a test with 8 types of timed questions with multimedia and certificate	Assign test Settings ▾
3 Demonstrates a test generated by test generator with the enabled continuation and timed questions	Assign test Settings ▾
4 Demonstrates a manually created test with multimedia and unlimited time with allowed repeating	Assign test Settings ▾
5 Demonstrates a timed test with after every question reporting and certificate	Assign test Settings ▾
6 Demonstrates a manually created, timed test with immediately after finishing reporting	Assign test Settings ▾
7 Demonstrates a timed test generated by test generator where questions and answers are randomized	Assign test Settings ▾
8 Demonstrates a test generated by test generator with timed questions and certificate	Assign test Settings ▾

1 2 10 Rows: 18

1. Click on the **"Assign test"** button in the "Actions" column
2. Select a test from the list you want to assign

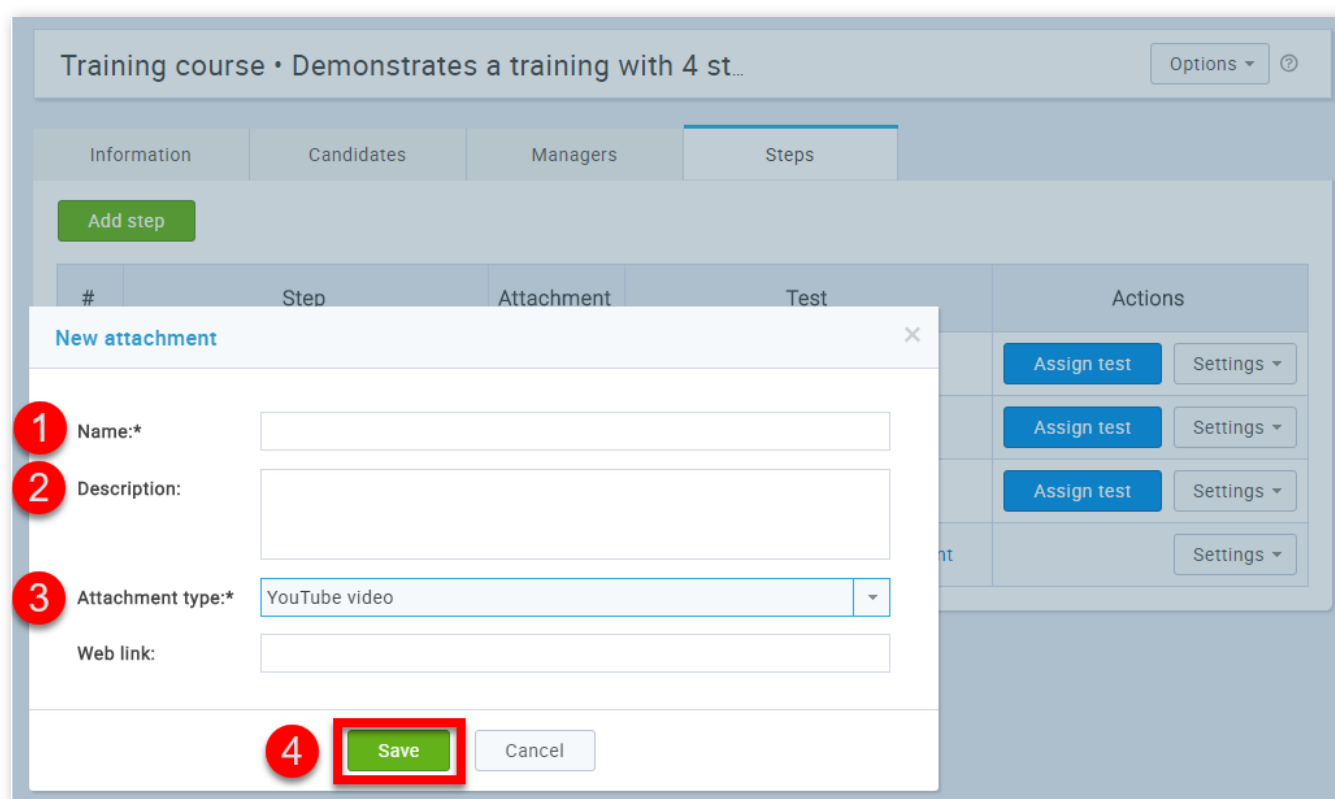
3. Click the **"Assign"** button

To attach literature to a step:



1. Click the **"Settings"** button

2. Chose **"Add attachment"**



1. Enter the attachment name

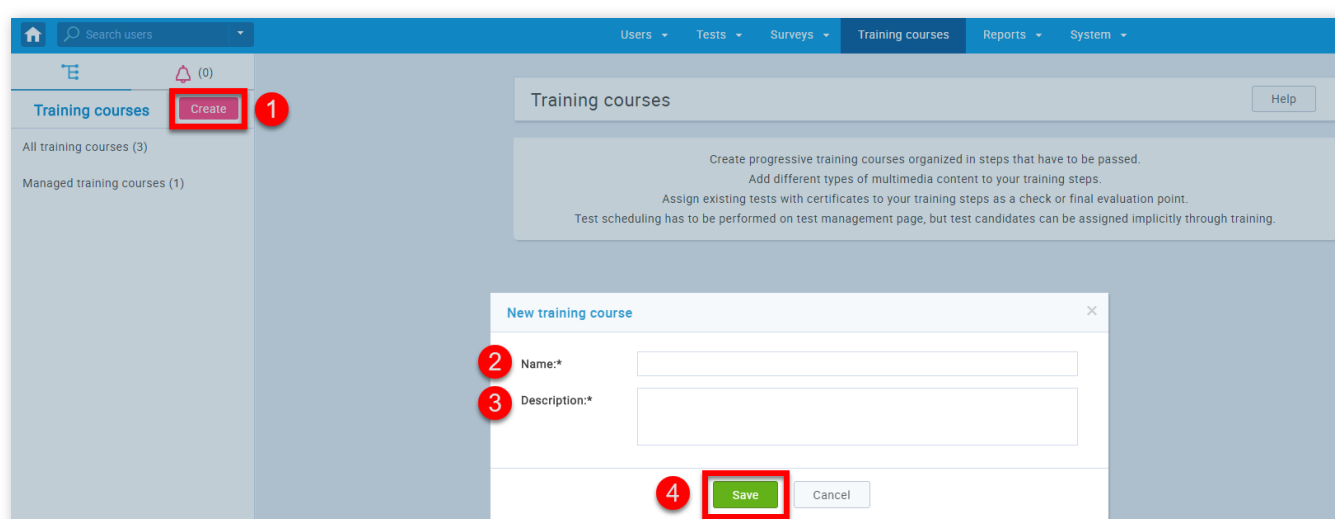
2. Enter the attachment description

3. Chose the attachment type

4. Click the **"Save"** button

## 7. New training course

In order to create a new training course:



1. Click the **"Create"** button

2. Enter the training course name
  3. Enter the training course description
  4. Click the **"Save"** button
- 

Training courses



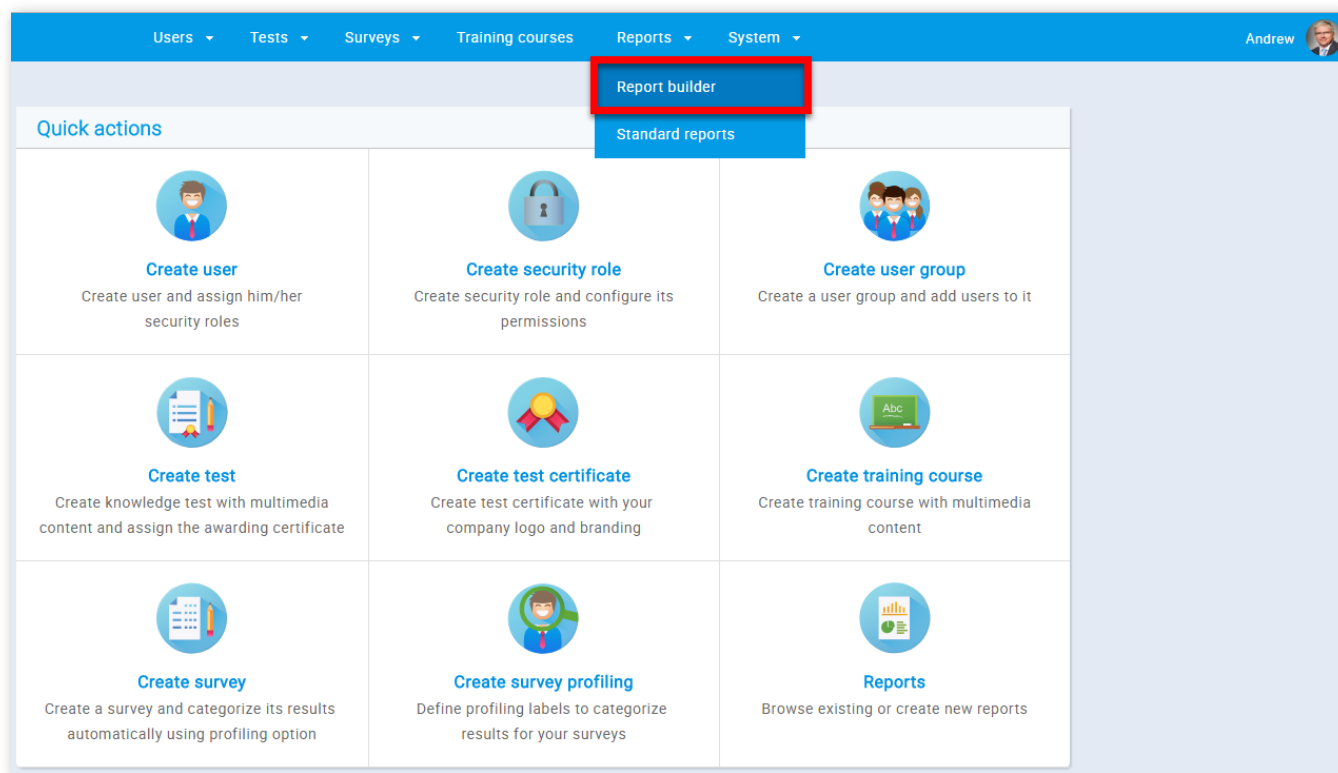
# Help system

## Report builder

The **"Report builder"** module provides customizable reports on different sections of the application, allowing for advanced customization by specifying the parameters by which you wish to filter your reports.

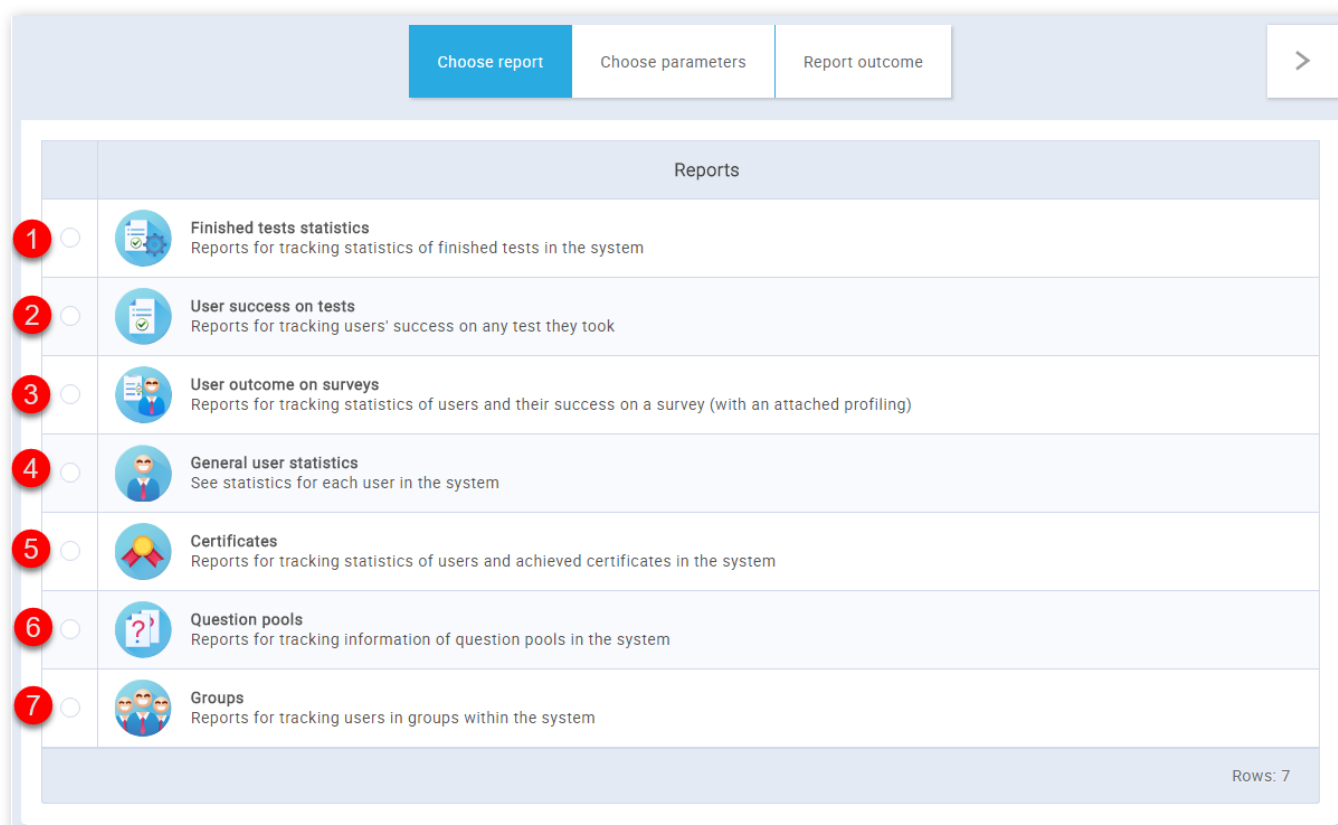
### 1. Accessing page

To access the **"Report builder"** page, you should click on the **"Reports"** menu and select **"Report builder"**.



### 2. Choose reports

Upon opening the screen, you are prompted to select one of the following 7 reports :



1. **"Finished test statistics"**
2. **"User success on tests"**
3. **"User outcome on surveys"**
4. **"General user statistics"**
5. **"Certificates"**
6. **"Question pools"**
7. **"Groups"**

### 3. Choose parameters

#### 3.1. Finished test statics

Finished test statistics provides reports for tracking statistics of finished tests in the system. You can customize the report by optionally entering the following parameters:

The screenshot shows the 'Choose parameters' step of a report configuration process. The main heading is 'Finished tests statistics' with a subtitle 'Reports for tracking statistics of finished tests in the system'. Under the 'Parameters' section, there are two fields: 'Test name' (labeled 1) and 'Average points' (labeled 2). Each field has radio buttons for 'Contains' and 'Exact'. Below the parameters, there is an 'Advanced query specification' section with a 'Sort direction' dropdown set to 'Ascending'.

1. **"Test name"** - enter the desired test name by which you wish to filter the report
2. **"Average points"** - enter the average points by which you wish to filter the report

#### 3.2. Users success on tests

Users success on tests provides reports for tracking users' success on any test they took in the system. You can customize the report by optionally entering the following parameters:

The screenshot shows the 'Choose parameters' step of a report configuration process. The main heading is 'User success on tests' with a subtitle 'Reports for tracking users' success on any test they took'. Under the 'Parameters' section, there are five fields: 'Username' (labeled 1), 'First name' (labeled 2), 'Last name' (labeled 3), 'Test name' (labeled 4), and 'Success' (labeled 5). Each field has radio buttons for 'Contains' and 'Exact'. Below the parameters, there is an 'Advanced query specification' section with a 'Sort direction' dropdown set to 'Ascending'.

1. **"Username"** - enter the username of the desired test taker
2. **"First name"** - enter the first name of the desired test taker
3. **"Last name"** - enter the last name of the desired test take
4. **"Test name"** - enter the desired test name
5. **"Success"** - enter the success parameter of the desired test (can be 'Passed' or 'Failed')

#### 3.3. User outcome on surveys

User outcome on surveys provides reports for tracking statistics of users and their success on a survey (with attached profiling). You can customize the report by optionally entering the following parameters:

1. **"Username"** - enter the username of the desired survey taker
2. **"First name"** - enter the first name of the desired survey taker
3. **"Last name"** - enter the last name of the desired survey taker
4. **"Survey name"** - enter the desired survey name

### 3.4. General user statistics

General user statistics provides statistics for each user in the system. You can customize the report by optionally entering the following parameters:

1. **"Username"** - enter the username of the desired user
2. **"First name"** - enter the first name of the desired user
3. **"Last name"** - enter the last name of the desired user
4. **"Gender"** - select the desired gender from the drop-down menu
5. **"Status"** - select the users' status from the drop-down menu

### 3.5. Certificates

Certificates provide reports for tracking statistics of users and achieved certificates in the system. You can customize the report by optionally entering the following parameters:

1. **"Username"** - enter the username of the desired user that has achieved the certificate
2. **"Firs name"** - enter the first name of the desired user that has achieved the certificate
3. **"Last name"** - enter the last name of the desired user that has achieved the certificate
4. **"Certificate name"** - enter the desired certificate name
5. **"Test name"** - enter the name of the test that has the desired certificate

### 3.6. Question pools

Question pools provide reports for tracking information of question pools in the system. You can customize the report by optionally entering the following parameters:

1. **"Question difficulty"** - select the desired question difficulty from the drop-down menu
2. **"Question type"** - select the desired question type from the drop-down menu
3. **"Pool name"** - enter the desired question pool

### 3.7. Groups

Groups provide reports for tracking users in groups within the system. You can customize the report by optionally entering the following parameters:

Groups  
Reports for tracking users in groups within the system

Parameters Sort order

1 Username:  1.

Contains  Exact

2 First name:  2.

Contains  Exact

3 Last name:  3.

Contains  Exact

4 Group name:  4.

Contains  Exact

Advanced query specification

Sort direction:  Ascending  Descending

1. **"Username"** - enter the username of the desired user that is assigned to the desired group
2. **"First name"** - enter the first name of the user that is assigned to the desired group
3. **"Last name"** - enter the last name of the user that is assigned to the desired group
4. **"Group name"** - enter the desired group name

#### 4. Generating the desired report

Upon finalizing the selection of the desired report and entering the optional parameters, you can generate the desired report in the following way:

Finished tests statistics  
Reports for tracking statistics of finished tests in the system

Parameters Sort order

Test name:  1.

Contains  Exact

Average points:  2.

Less than  Greater than  Exact

Advanced query specification

Sort direction:  Ascending  Descending

Test name	Average points	Average percent	Maximum points
1 Demonstrates a test with 8 types of timed questions and on managers approval reporting	6	75	8
2 Demonstrates a test with 8 types of timed questions with multimedia and certificate	5.79	72.37	8
3 Demonstrates a test generated by test generator with the enabled continuation and timed questions	8.65	86.5	10
4 Demonstrates a manually created test with multimedia and unlimited time with allowed repeating	25.53	85.09	30

Rows: 15

Export as Excel

1. Click the right arrow in the upper right part of the screen
2. Export the desired report by clicking the **"Export to Excel"** button

**Note:** For advanced querying, you can use the **"Sort order"** and **"Sort direction"**.

Finished tests statistics  
Reports for tracking statistics of finished tests in the system

Parameters

Test name:   Contains  Exact

Average points:   Less than  Greater than  Exact

Advanced query specification

Sort direction:  Ascending  Descending

Sort order

1.

2.

1. **"Sort order"** designates the order of the parameters by which your reports will be sorted. The numbers are assigned by default and you can change them by clicking on the pencil icon

2. **"Sort direction"** allows choosing between **"Ascending"** and **"Descending"** order

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Report builder

# Help system

## Standard reports

YouTestMe GetCertified offers various standard reports in order to aggregate and organize information stored in the database. All of the reports are displayed in a tabular format (some of them with additional graphical representations) and can be exported as an Excel file.

### 1. Accessing the page

In order to access the **"Standard reports"** page, you should hover over the **"Reports"** section of the main menu and select the **"Standard reports"** option. This will lead you the navigation page, with nine report categories that contain multiple reports and are related to a specific application module.

The screenshot shows the 'Standard reports categories' page. The navigation menu at the top includes 'Users', 'Tests', 'Surveys', 'Training courses', 'Reports', and 'System'. The 'Reports' menu is open, showing 'Report builder' and 'Standard reports' (highlighted with a red box). The main content area is titled 'Standard reports categories' and contains nine report categories, each with an icon and a table of data:

- User reports (23)**

Administrators:	6
Instructors:	2
Students:	546
Others:	0
- Test reports (11)**

Running tests:	13
Scheduled tests:	0
Expired tests:	3
Suspended tests:	0
Not scheduled tests:	2
- Survey reports (5)**

Running surveys:	4
Scheduled surveys:	0
Expired surveys:	0
Suspended surveys:	0
Not scheduled surveys:	3
- User groups reports (2)**

Active groups:	4
Inactive groups:	11
- Test question pools reports (5)**

No. of test pools:	33
--------------------	----
- Survey question pools reports (4)**

No. of survey pools:	11
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- Training course reports (2)**

Total training courses:	2
No. of managers:	3
No. of candidates:	17
- Question reports (7)**

Test questions:	608
Survey questions:	218
- Overall statistics (1)**

General information about the other eight categories.

### 2. Page layout

The reports are generated uniformly, which means that the rules and steps that apply to one report category, applies to all of them.


**Standard reports categories**



User reports (23)	
Administrators:	6
Instructors:	2
Students:	546
Others:	0



Test reports (11)	
Running tests:	13
Scheduled tests:	0
Expired tests:	3
Suspended tests:	0
Not scheduled tests:	2



Survey reports (5)	
Running surveys:	4
Scheduled surveys:	0
Expired surveys:	0
Suspended surveys:	0
Not scheduled surveys:	3



User groups reports (2)	
Active groups:	4
Inactive groups:	11




Test question pools reports (5)	
No. of test pools:	33



Survey question pools reports (4)	
No. of survey pools:	11



Training course reports (2)	
Total training courses:	2
No. of managers:	3
No. of candidates:	17



Question reports (7)	
Test questions:	608
Survey questions:	218



Overall statistics (1)	
General information about the other eight categories.	

1. By clicking on the report category icon or name, you can open the list of all related reports
2. Displays the number of reports related to a specific category in the round brackets next to the report category name
3. Displays basic aggregated information related to the application module tied to a specific report category

### 3. Accessing reports

By clicking on one of the report categories, you will be navigated to a list of all reports related to that category, with their names and descriptions. In order to open the desired report, you should simply click on its name.

Users Tests Surveys Training courses Reports System

**Test reports**

Running tests	Scheduled tests	Expired tests	Suspended tests	Not scheduled tests
13	0	3	0	2

#	Reports name	Description
1	Test size	Total number of questions for each test in the system
2	Test questions by difficulty	Number of easy, medium and hard questions in each test
3	Test results	The final outcome for each user who attempted taking any test within the system
4	Tests basic info	List of all tests with their descriptions and creation details
5	Item reliability	Central tendencies measures for each attempted test and item reliability on question level
6	Achieved certificates	Every successfully finished certification attempt with date and basic details
7	Test pass rate	The ratio between attempted and passed tests
8	Average test duration	List of average duration for each attempted test with limited duration
9	Test questions by type	Number of questions for each test broken down by question type
10	Tests status and availability	List of all tests in system with some basic informations

1 2 10 Reports: 11

### 4. Actions

All of the reports have a tabular structure and allow the same actions:



**Test results**  
The final outcome for each user who attempted taking any test within the system

#	User	Test name	Test started	Score (%)	Outcome
71	James Nunn	1 Demonstrates a test with 8 types of timed questions and on managers approval reporting	May-16-2018 10:47 AM	87.50	Passed
72	Maxwell Timmons	3 Demonstrates a test generated by test generator with the enabled continuation and timed questions	May-16-2018 10:46 AM	70.00	Passed
73	Maxwell Timmons	4 Demonstrates a manually created test with multimedia and unlimited time with allowed repeating	May-16-2018 10:47 AM	100.00	Passed
74	Maxwell Timmons	2 Demonstrates a test with 8 types of timed questions with multimedia and certificate	May-16-2018 10:47 AM	75.00	Passed
75	Maxwell Timmons	1 Demonstrates a test with 8 types of timed questions and on managers approval reporting	May-16-2018 10:47 AM	87.50	Passed
76	Ana Cannon	5 Demonstrates a timed test with after every question reporting and certificate	May-16-2018 10:46 AM	100.00	Passed
77	Larry Moore	6 Demonstrates a manually created, timed test with immediately after finishing reporting	May-16-2018 10:46 AM	81.25	Passed

Navigation: 7 8 9 10 Rows: 176

**Export as Excel**

1. Sorting the results
2. Filtering the results
3. Exporting the results as an Excel table

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Standard reports

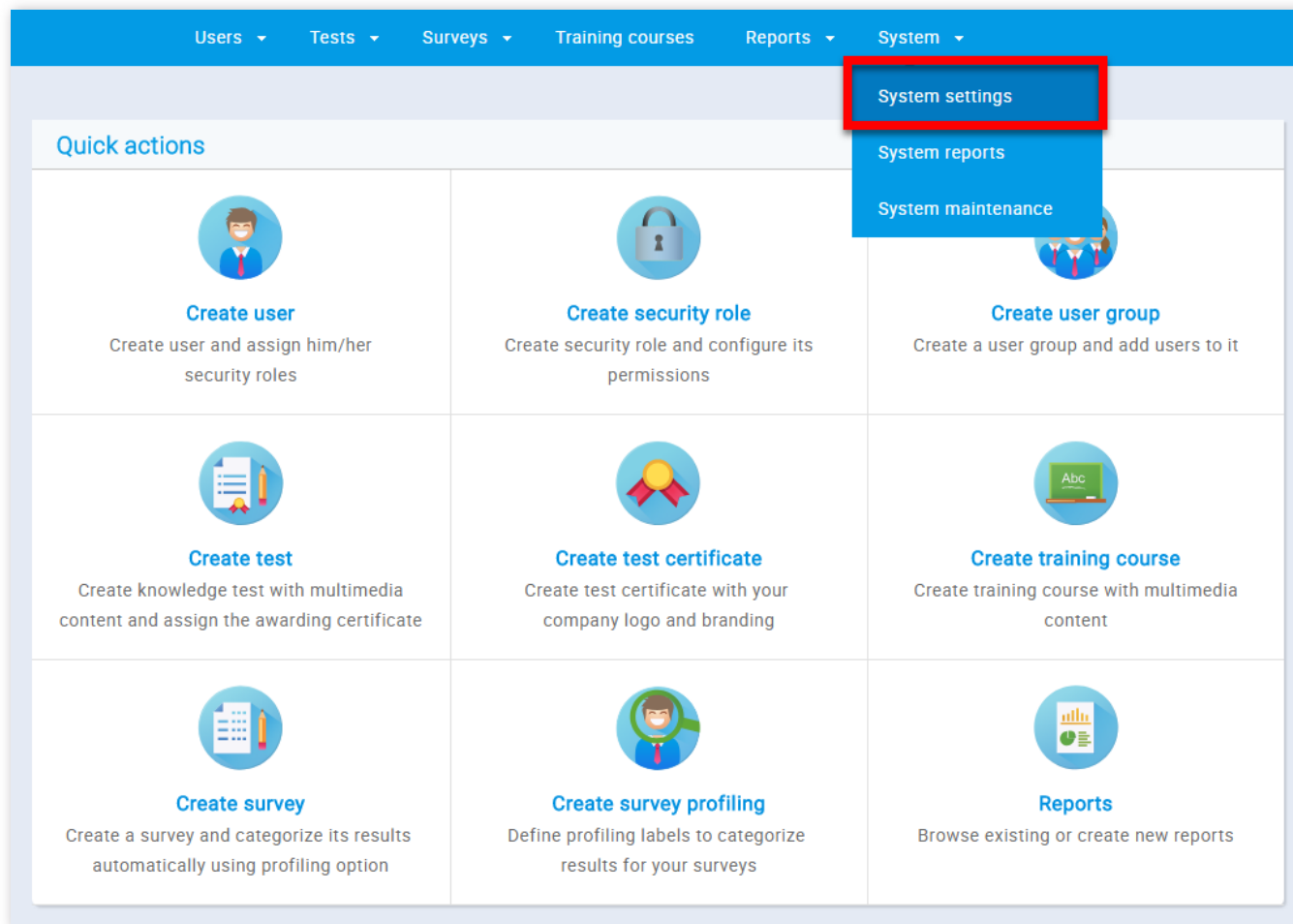
# Help system

## System settings

Mail server(s), the internal network, custom emails and system information are located in the "**System settings**" page.

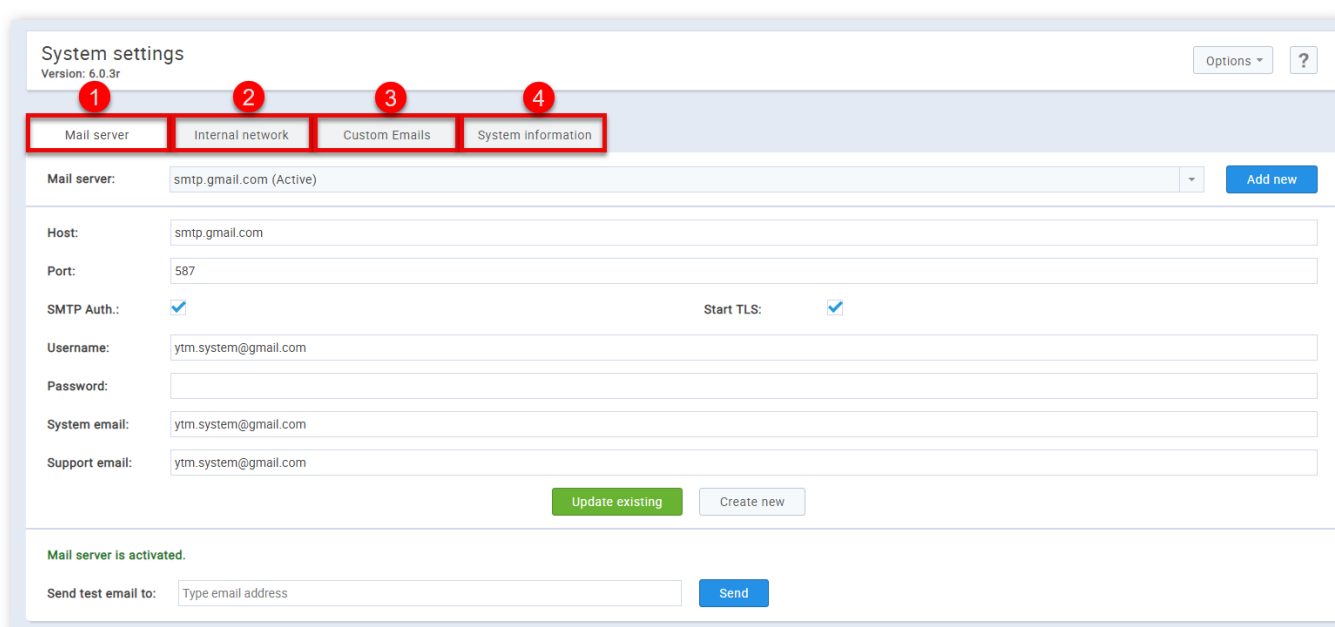
### 1. Accessing the page

To access the "**System settings**" page, you should click on the "**System**" menu and select "**System settings**".



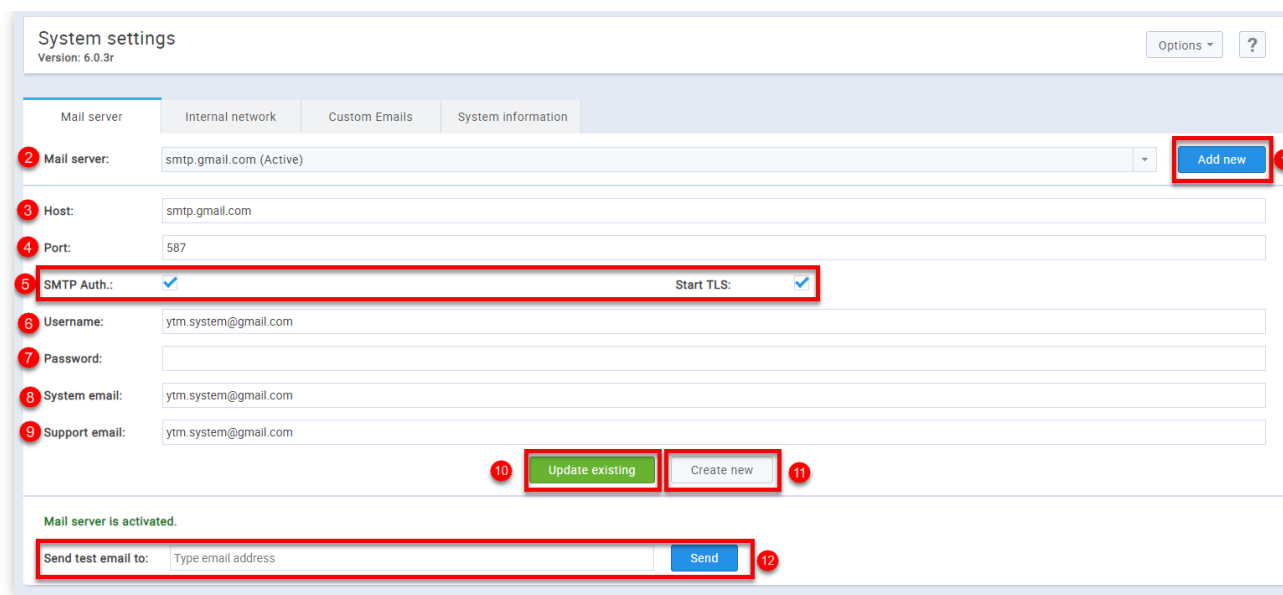
### 2. Page layout

On the "**System settings**" page you will find four tabs: "**Mail server**", "**Internal network**", "**Custom emails**", and "**System information**".

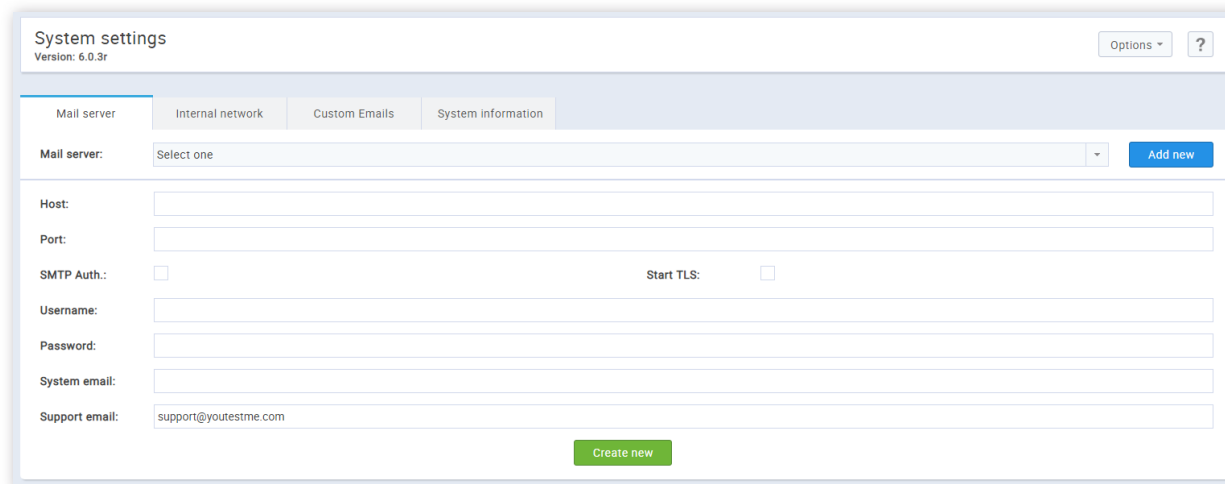


#### 1. Mail server

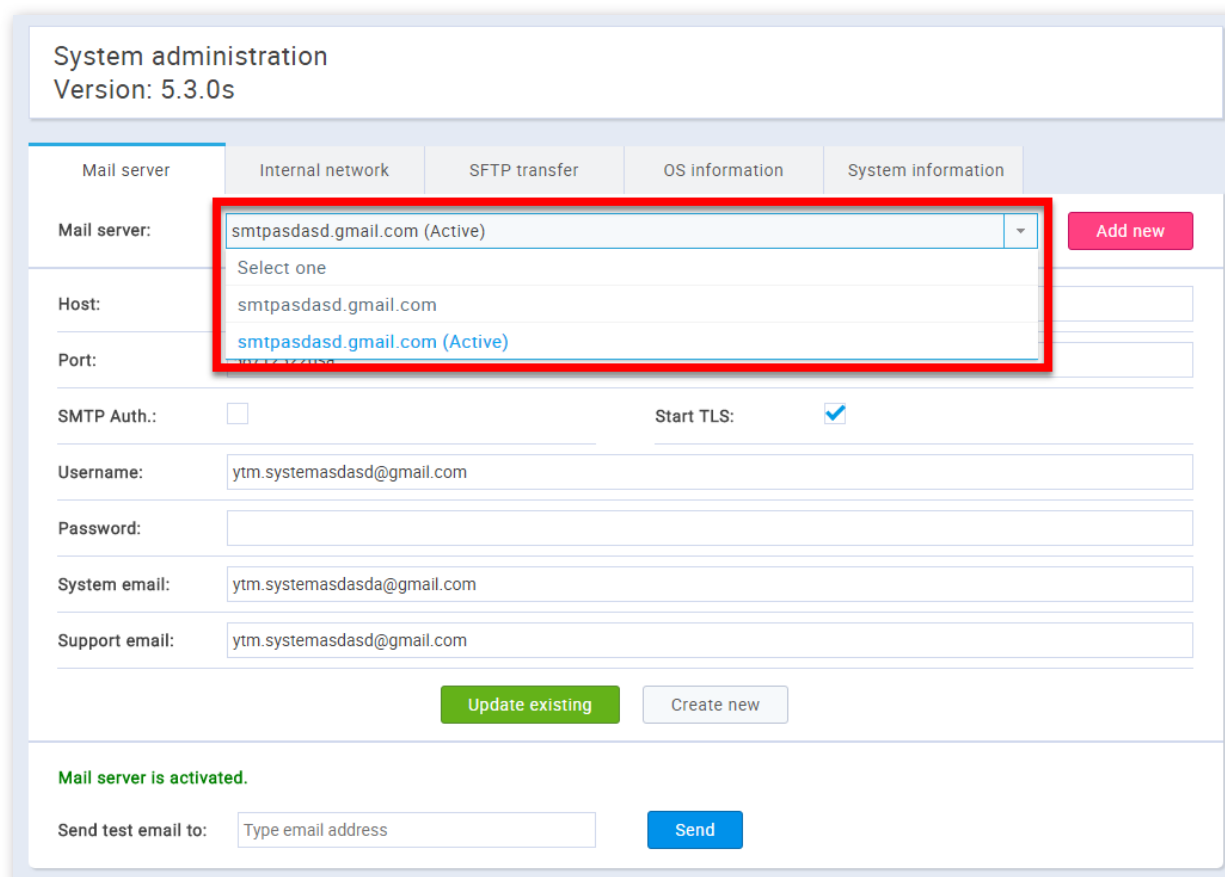
The "**Mail server**" tab serves to set parameters for a mail server that will be used for sending various notifications to administrators and users over an email. There is no limit regarding the number of mail servers which can be set, so you can have an unlimited number of backup mail servers.



1. Clicking the **"Add new"** button will reset all the parameters shown on the screen enabling you to create your own mail server.



2. The **"Mail server"** drop-down list determines the mail server from which the parameters are displayed.



Only one mail server can be active at a time. You can set a mail server to be active by clicking on the **"Activate"** button in the form of an inactive mail server.

System administration  
Version: 5.3.0s

Mail server | Internal network | SFTP transfer | OS information | System information

Mail server: smtpasdasd.gmail.com Add new

Host: smtpasdasd.gmail.com

Port: 587123

SMTP Auth:  Start TLS:

Username: ytm.systemasdasd@gmail.com

Password:

System email: ytm.systemasdasda@gmail.com

Support email: ytm.systemasdasd@gmail.com

Update existing Create new Delete

**Test email can be send only if mail server is activated.**

Activate

Also, only inactive mail servers can be deleted, by clicking on the **"Delete"** button in the form of the inactive mail server.

System administration  
Version: 5.3.0s

Mail server | Internal network | SFTP transfer | OS information | System information

Set the masks for IP addresses (example: 192.168.\*, 257.142.1\*) that you wish to represent the internal network. Only the devices that are in this internal network will be able to access the closed-type tests.

1 IP mask: 192.168.1.

2 Client's IP: 192.168.1.132

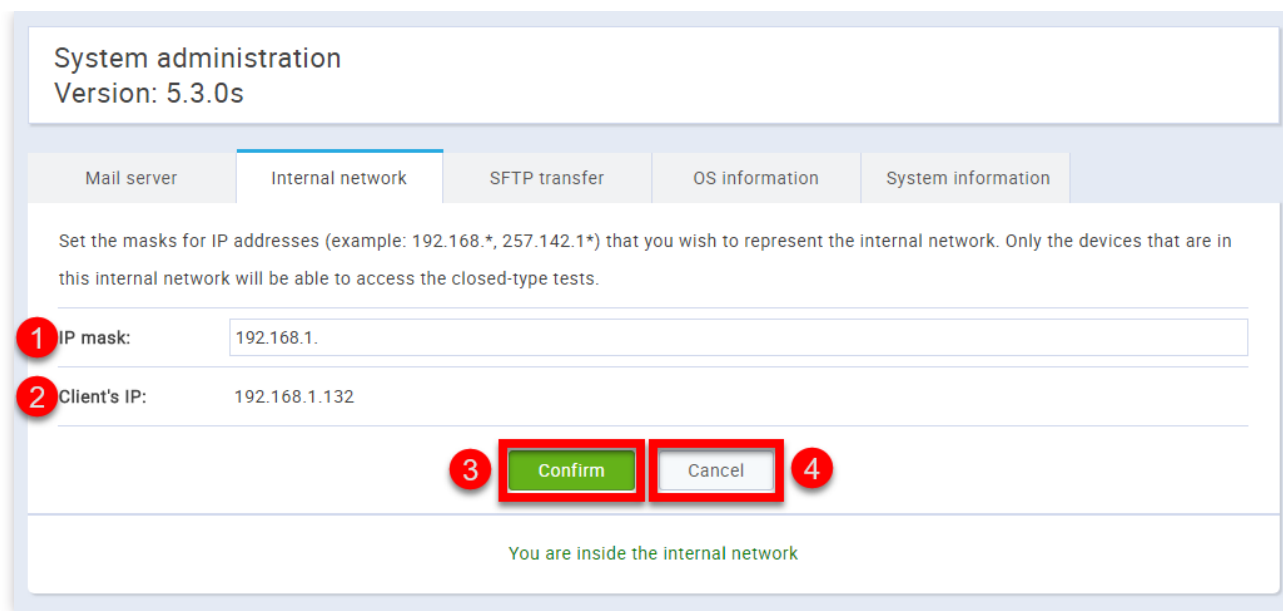
3 Confirm Cancel 4

You are inside the internal network

3. This is the host name of the mail server.
4. This is the port number of the mail server.
5. These are security parameters.
6. This is the username of the mail server.
7. This is the password for the mail server.
8. This is the system email of the mail server.
9. This is the support email of the mail server. **IMPORTANT:** Make sure that your support email is: **ytm.system@gmail.com** if you want to contact the GetCertified support team.
10. By clicking the **"Update existing"** button the entered parameters will be applied to the selected mail server.
11. By clicking on the **"Create new button"** button you will create a new mail server with the entered parameters.
12. You can test if the mail server works by sending an email to the address you specify in the **"Send test email to"** field by clicking the **"Send"** button.

## 2. Internal network

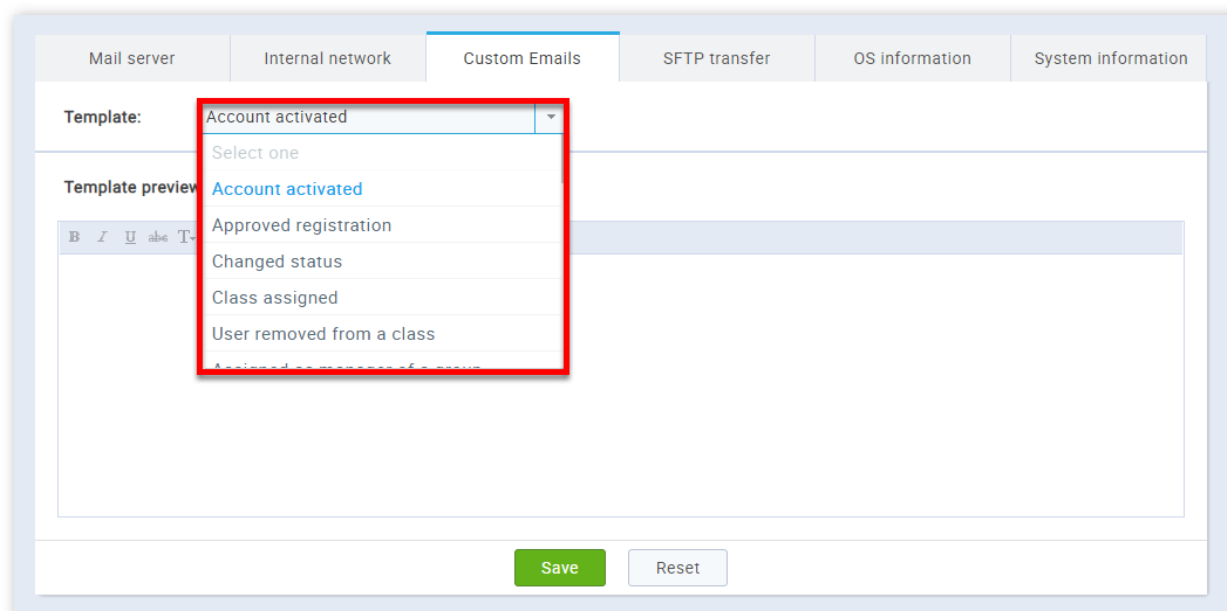
The **"Internal network"** tab allows you to define the IP addresses within your local network from which certain parts of the application can be accessed.



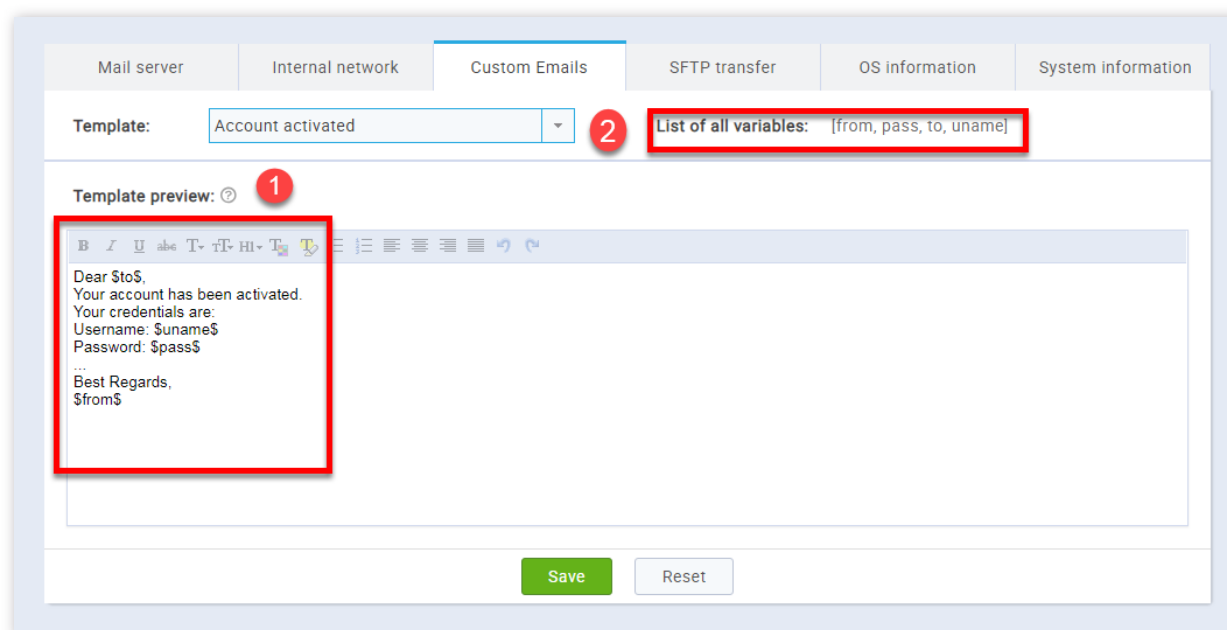
1. This is the IP mask of the internal network, only machines with IP addresses starting with this prefix will be allowed access.
2. This is the client's IP address.
3. Clicking the **"Confirm"** button will save the changes you have made.
4. Clicking the **"Cancel"** button will invalidate all the changes you have made.

### 3. Custom email

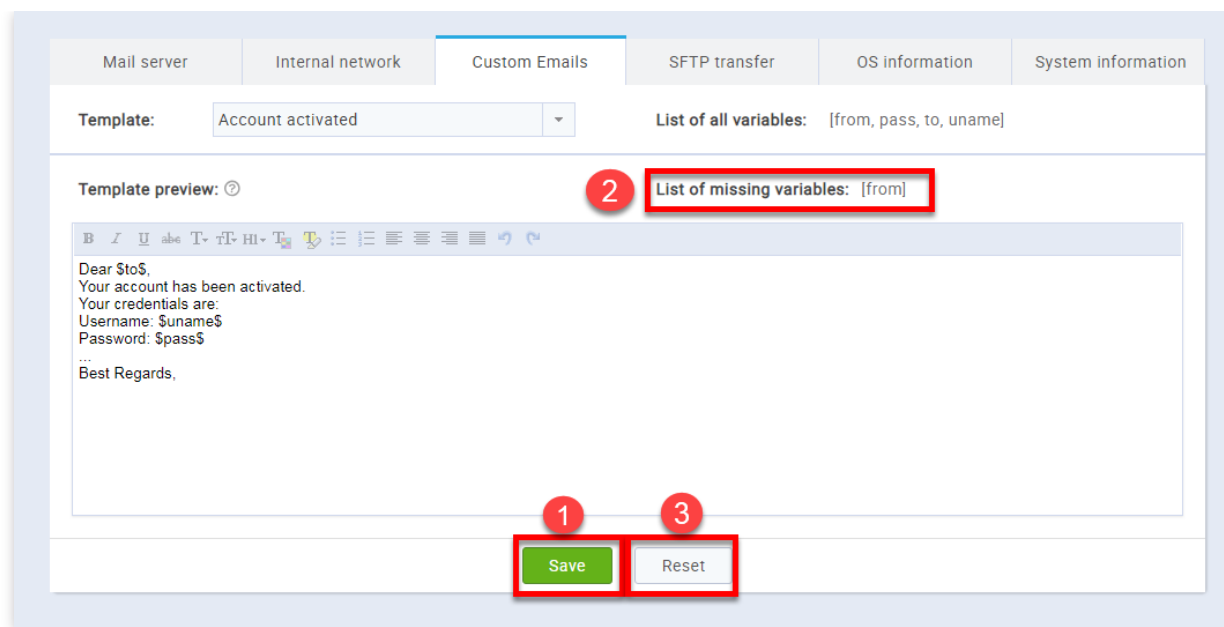
The **"Custom email"** tab contains email templates that are sent automatically when a certain action is made inside the application. The emails are predefined but can be edited by changing email templates. When editing templates, the variables (text places between \$ signs) cannot be edited.



First, you must choose the email template that you want to change.



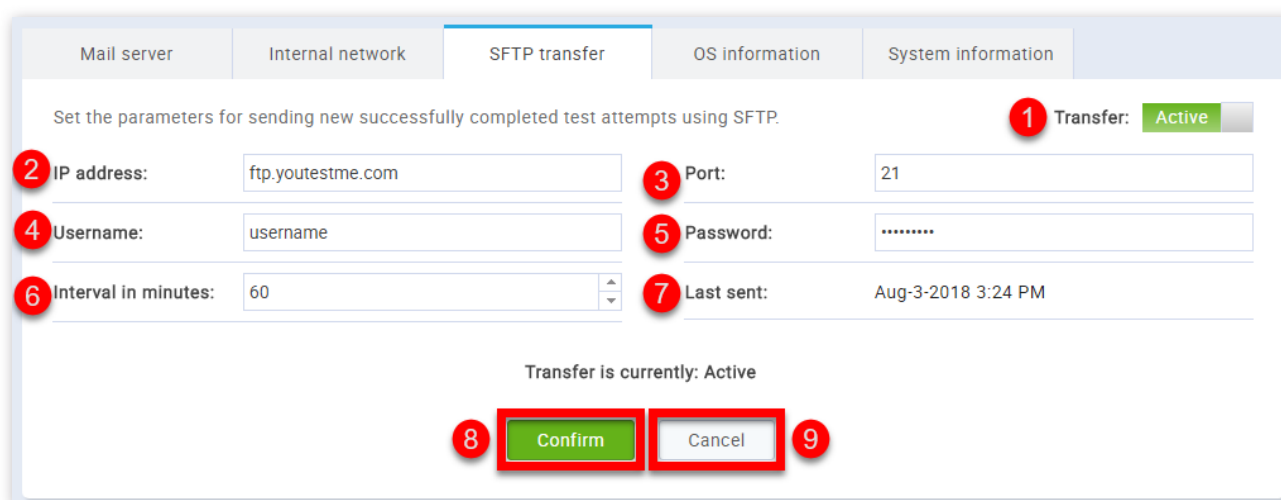
1. This is the body of the email. Text can be edited, but all the variables must be kept because the system uses it to fill in with data.
2. This is the list of all variables of a selected email template.



1. To save the modified e-mail template, click on the **"Save"** button. If some of the variables are missing, you will be prompted with an error message.
2. If you accidentally deleted any of the variables, you can see which one it is in the list of missing variables.
3. Clicking the **"Reset"** button changes body of the email to the predefined template.

#### 4. SFTP transfer

On the **SFTP Transfer** tab, you can activate sending of reports regarding test completion, stored in a CSV format. If activated, reports will be sent at regular intervals and will contain information that refers to all new successfully completed test attempts (an empty CSV file will be sent if none of the test attempts was completed successfully in a defined interval).



1. Here you can adjust if the transfer is **"Active"** or **"Inactive"**
2. Here you should write the IP address
3. Here you should insert the port
4. Here you should write the username
5. Here you should write the password
6. Here you should insert the time interval(in minutes)
7. Displayed here is the time when the last report was sent
8. Click the **"Confirm"** button
9. If you are not satisfied with the changes you have made click the **"Cancel"** button

**Note:** insert the parameters of your FTP server.

#### 5. OS information

On the **"OS Information"** tab you can get information about your operating system, by clicking the **"Display operating system information"** button.

Mail server Internal network SFTP transfer OS information System information

OS information

Display operating system information

Command	Command output
free	total used free shared buff/cache available Mem: 8173644 2256764 3894320 1131800 2022560 4556048 Swap: 8404984 1952112 6452872 0
grep MemTotal /proc/meminfo	MemTotal: 8173644 kB 0
grep SwapTotal /proc/meminfo	SwapTotal: 8404984 kB 0
uname -m	x86_64 0
uptime	15:55:32 up 8 days, 6:20, 1 user, load average: 0.04, 0.36, 0.51 0

## 6. System information

Basic information about your system is displayed on the **"System information"** tab.

System administration  
Version: 5.3.0s

Mail server Internal network SFTP transfer OS information System information

System information

- VM IP address: 127.0.0.1
- Linux Hostname: ytm-1
- Database name: ytm-1
- Instance name: ytmdb
- Database startup time: 09:37 26-JUL-18
- OS user that initiated DB session: ytm6

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System settings

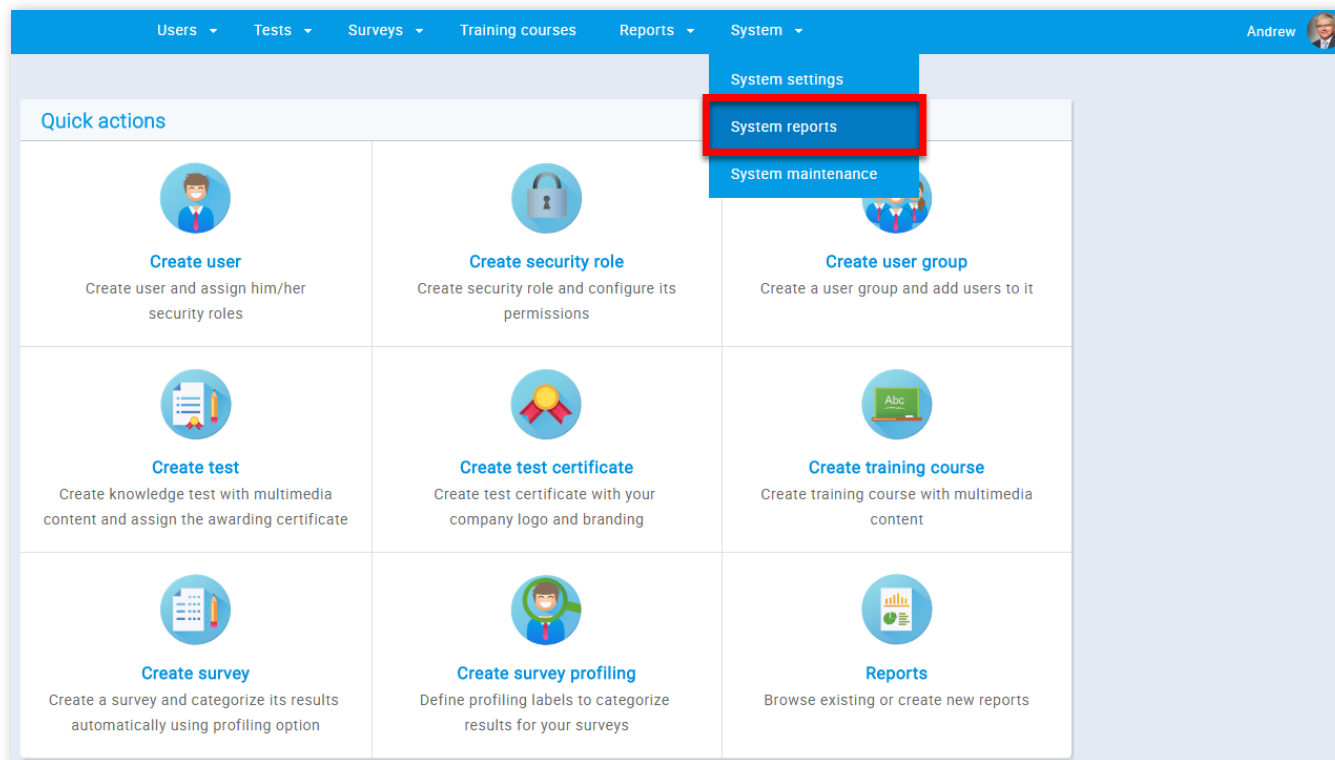
# Help system

## System reports

"System reports" offer insight into the system performance.

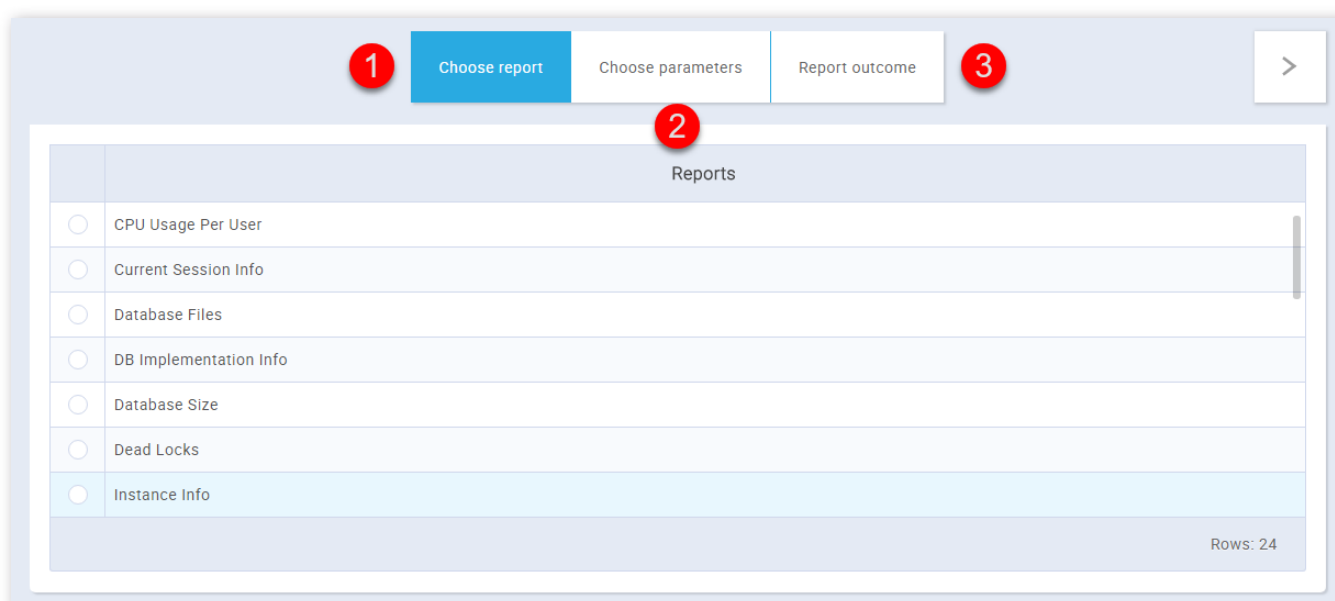
### 1. Accessing the page

To access the "**System reports**" page, you should click on the "**System**" menu and select "**System reports**".



### 2. Page layout

On the "**System reports**" page you can see system reports by completing three simple steps.



1. The first step is to choose the report you want to see. When you click on the desired report, you will be taken to the next step.

2. The second step is to enter the parameters for your report. If you don't put any parameters you will receive all the records from the database for that report. To proceed, click on the arrow in the top right corner. To go back to the previous step, click on the arrow in the top left corner.



[Choose report](#)
[Choose parameters](#)
[Report outcome](#)

**Parameters**

File ID:

File Name:

Tablespace Name:

File Size (MB):

Blocks:

Status:

[Additional explanation](#)  
 On this tab you can see input parameters for your report. If you don't put any parameter you will get all records from database for that report.

3. The final part of the process is to review your report. You can export the report as an Excel file by clicking the **"Export as Excel"** button. If you have entered the wrong parameters, you can go back to the previous step by clicking on the arrow in the top left corner.

[Choose report](#)
[Choose parameters](#)
[Report outcome](#)

**Database Files**

File ID	File Name	Tablespace Name	File Size (MB)	Blocks	Status
8	/home/oracle/app/oracle/oradata/ytmdb/pdytm1/system01.dbf	SYSTEM	470.00	60160	AVAILABLE
9	/home/oracle/app/oracle/oradata/ytmdb/pdytm1/sysaux01.dbf	SYSAUX	590.00	75520	AVAILABLE
10	/home/oracle/app/oracle/oradata/ytmdb/pdytm1/pdytm1_users01.dbf	USERS	14,486.25	1854240	AVAILABLE

1 < << 1 >> >>> 100 ▾ Rows: 3

[Export as Excel](#)

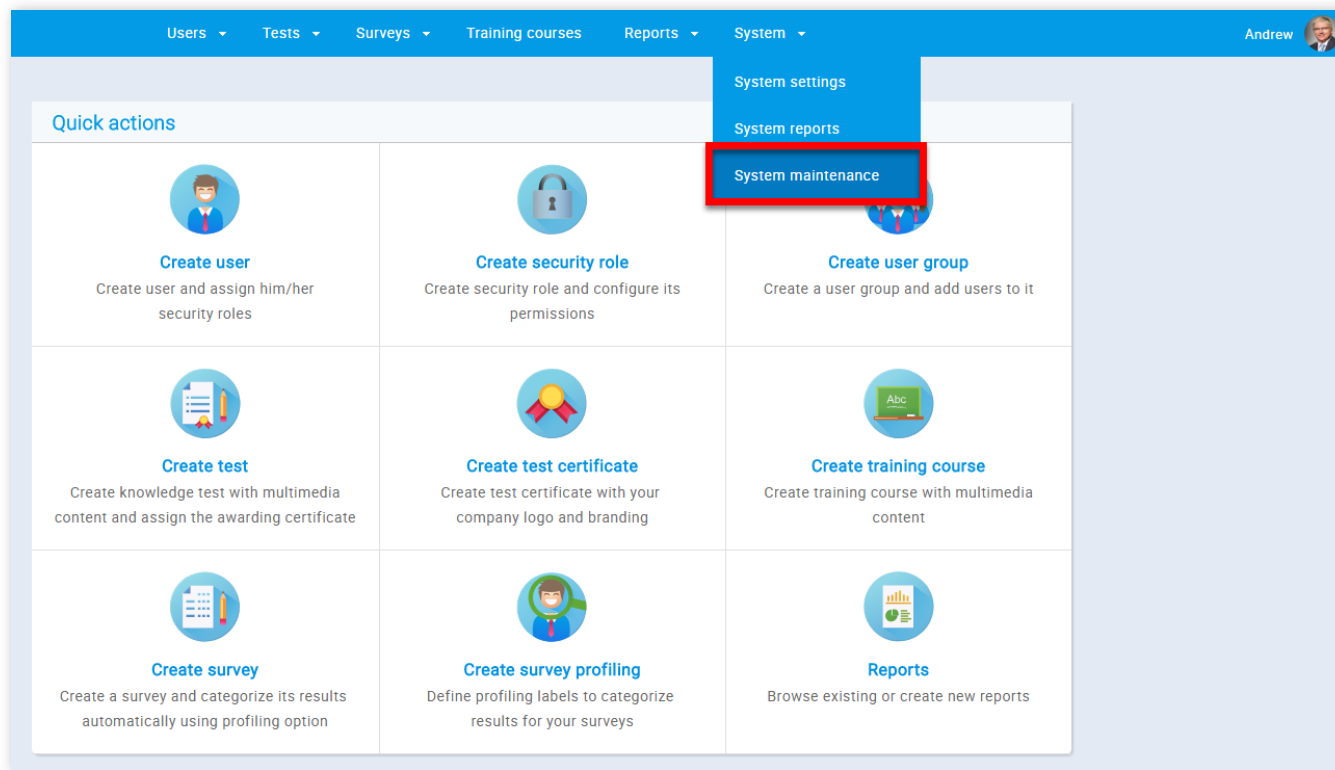
# Help system

## System maintenance

On this page, you can find the support for the **"System maintenance"** of GetCertified.

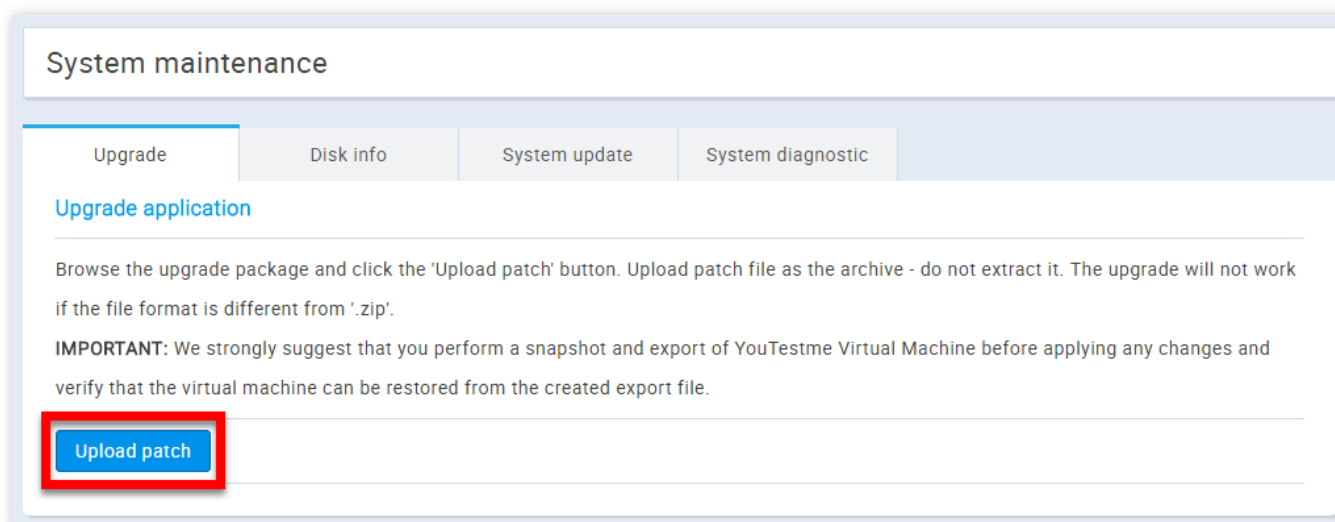
### 1. Accessing the page

To access the **"System maintenance"** page, you should click on the **"System"** menu and select **"System maintenance"**



### 2. Upgrade

Browse the upgrade package and click the **"Upload patch"** button. Upload patch file as the archive, do not extract it. The upgrade will not work if the file format is different from '.zip'. **IMPORTANT:** We strongly suggest that you perform a snapshot and export of YouTestMe Virtual Machine before applying any changes and verify that the virtual machine can be restored from the created export file.



### 3. Disk info

Displayed here is the basic information of the memory usage of the partition on the Linux virtual machine.

System maintenance			
Upgrade	Disk info	System update	System diagnostic
File system	Total disk space (GB)	Free disk space (GB)	Usable disk space (GB)
/	27.00	12.00	12.00
/home	78.00	22.00	22.00
/ytmdata	0.00	0.00	0.00
/boot	0.00	0.00	0.00

#### 4. System update

By clicking the **"Execute"** button, the system will rebuild itself, meaning that the newest version will be updated from the server. The rebuild process lasts 10 - 15 minutes approximately, and during this period, the system will be offline. Displayed here will also be the dates of the last updates

System maintenance			
Upgrade	Disk info	System update	System diagnostic
<p><b>Rebuild application</b></p> <p>By clicking the "Execute" button, the system will rebuild itself, meaning that the newest version will be updated from the server. The rebuild process lasts 10 - 15 minutes approximately, and during this period, the system will be offline.</p> <p>Last rebuild:</p> <p><b>Execute</b></p>			

#### 5. System diagnostic

By clicking the **"Diagnostic script"** button, a script will be executed on the system. This script's purpose is to gather information about the system, and it takes a few minutes to finish its work. After that, the script's log file will download on your machine and you can send it to us so that we can perform a detailed analysis. **IMPORTANT:** Do not close this browser tab while the script is being executed. If you close it, the script will not download. You can continue your work in the application in a new tab.

System maintenance			
Upgrade	Disk info	System update	System diagnostic
<p><b>Diagnostic script</b></p> <p>By clicking the "Diagnostic script" button, a script will be executed on the system. This script's purpose is to gather information about the system, and it takes a few minutes to finish its work. After that, the script's log file will download on your machine and you can send it to us so that we can perform a detailed analysis.</p> <p><b>IMPORTANT:</b> Do not close this browser tab while the script is being executed. If you close it, the script will not download. You can continue your work in the application in a new tab.</p> <p><b>Diagnostic script</b></p>			

Quick actions