



## How to Use iQsystem 6.0

# Introduction



Certipoint provides industry-leading training, assessment and certification solutions that enable individuals to develop the skills necessary to achieve more, distinguish themselves and advance in today's academic and business environments. These solutions include the Certipoint Internet and Computing Core Certification (IC<sup>3</sup>®), the Microsoft Office Specialist Certification Program and Microsoft IT Academy delivered through a channel of more than 10,000 Certipoint Centers worldwide.

In this training module you will learn how to use iQsystem 6.0. iQsystem will enable you to manage all administrative options, as well as deliver exams successfully. This involves checking inventory, switching testing centers, administering online and offline exams and outlines how to perform additional Administrative functions.

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# Meaning of the Information Boxes



A **BLUE** background indicates the box contains useful information

An **ORANGE** background indicates the box contains an action you will take online

# iQsystem Tools

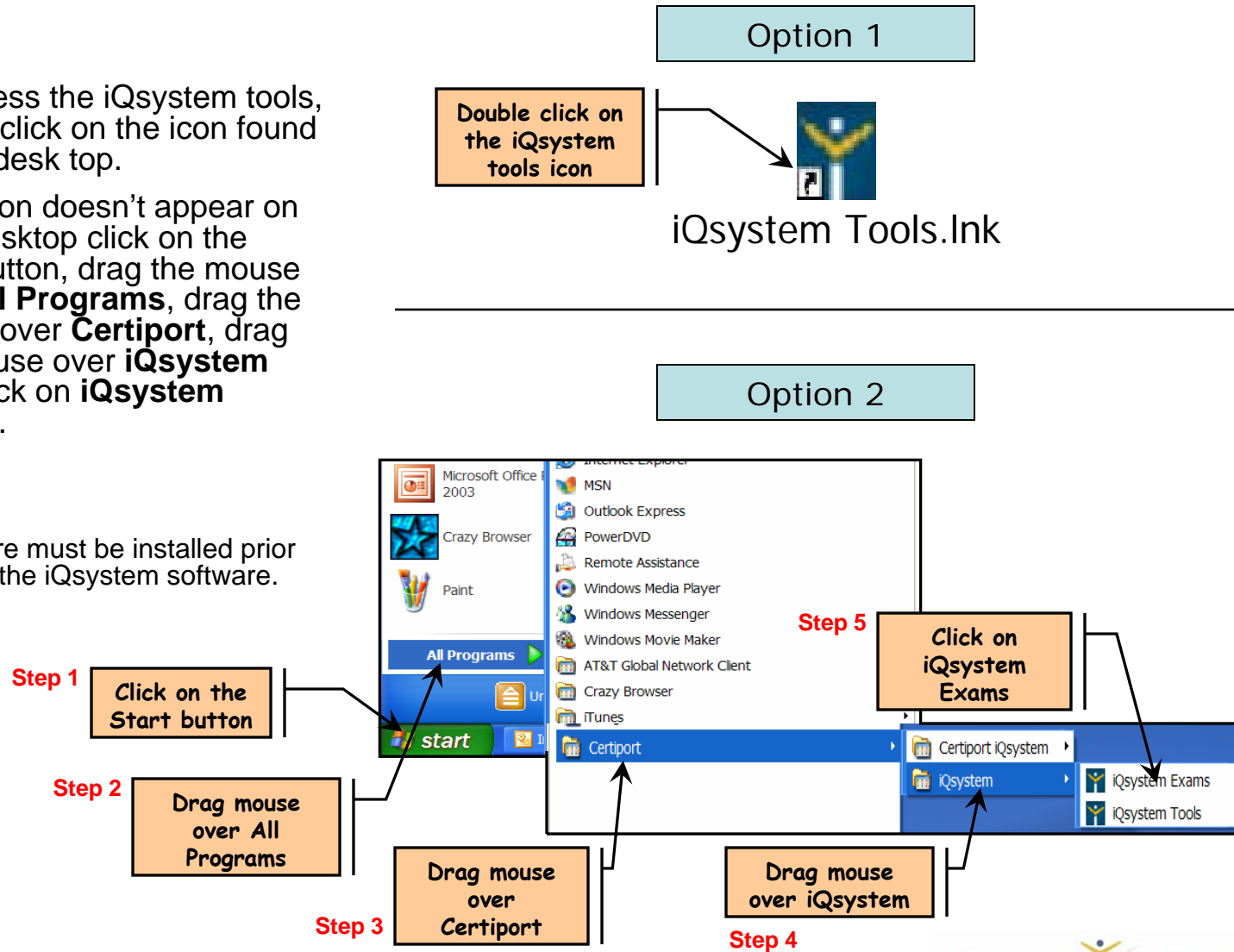
(Administrative Workstation)



iQsystem Tools Access

- To access the iQsystem tools, double click on the icon found on the desk top.
- If the icon doesn't appear on your desktop click on the Start button, drag the mouse over **All Programs**, drag the mouse over **Certiport**, drag the mouse over **iQsystem** and Click on **iQsystem Exams**.

**Note:** Software must be installed prior to using the iQsystem software.

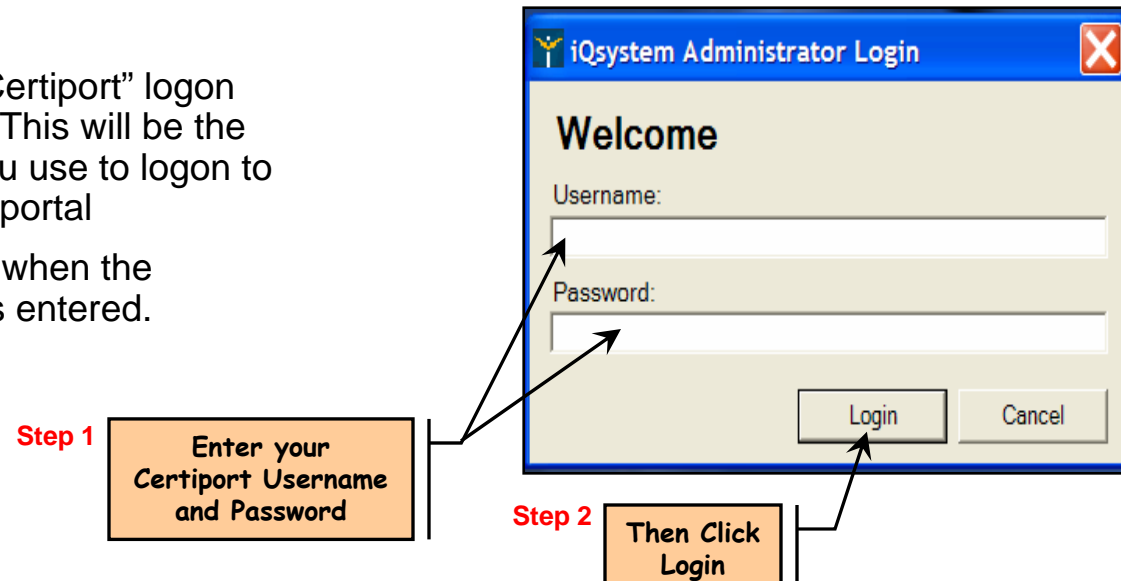


# Administrator Login



## Administrator Login

- Enter your “Certiport” logon information. This will be the same one you use to logon to the Certiport portal
- Click “Login” when the information is entered.



# Administrative Menu



## Administrative Menu

- From the Administrative menu pictured on the right, you can perform all administrative tasks for the iQsystem.

Selected Center ID

84005374  
Bryant & Stratton College

1. Check Available Inventory
2. Manage System Software
3. Run Configuration Exam
4. Upload Exam Result File
5. Select Alternate Test Center
6. Offline Testing

Exit

[View organization page at the Certipoint portal](#)

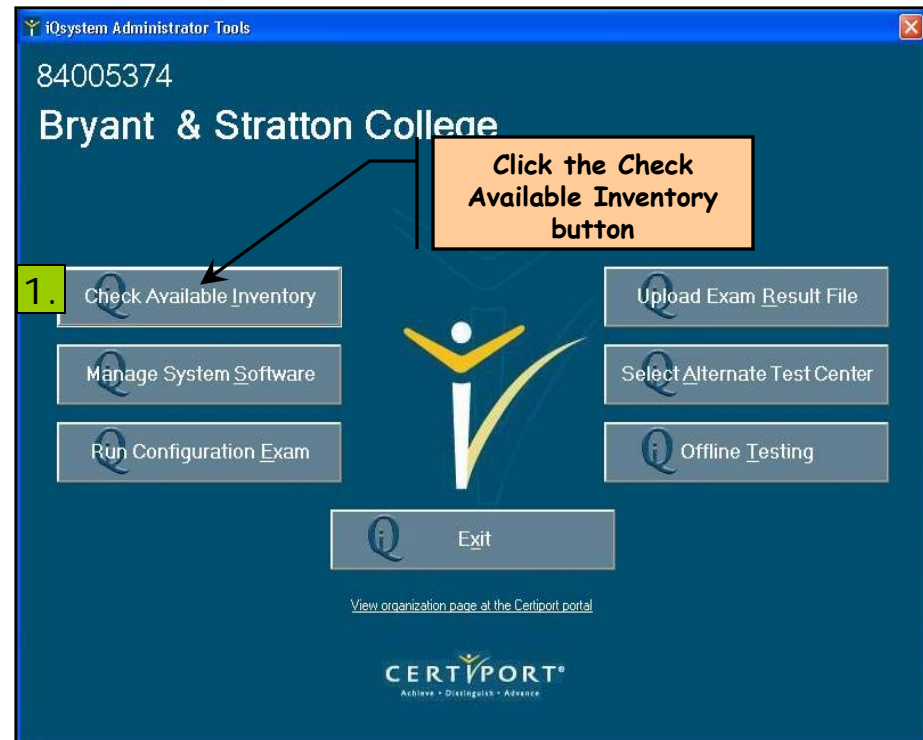
To switch centers click the Select an Alternate Testing Center, see Section 5 for instructions

# 1.0 Check Available Inventory



## Check Available Inventory

- The first section is “Check Available Inventory”.
- Click on the button to view all the electronic inventory and relating information for the selected center.





# 1.1 Check Available Inventory



## Check Available Inventory

- The screen to the right will display all of your centers available inventory.
- The Inventory type, Quantity available and the Expiration date will be listed.

**Inventory and relating information**

**Available Inventory**

This list displays all inventory that is available to your test center to administer exams. If you need to purchase additional inventory you can click on the link below.

[View organization page at the Certiport portal](#)

| Inventory type              | Quantity avai... | Expiration date |
|-----------------------------|------------------|-----------------|
| IC3                         | 42               | Nov 10, 2006    |
| IC3                         | 60               | Nov 18, 2006    |
| Microsoft Office Specialist | 5                | Apr 05, 2006    |
| Microsoft Office Specialist | 5                | Jun 09, 2006    |
| Microsoft Office Specialist | 9                | Oct 20, 2006    |

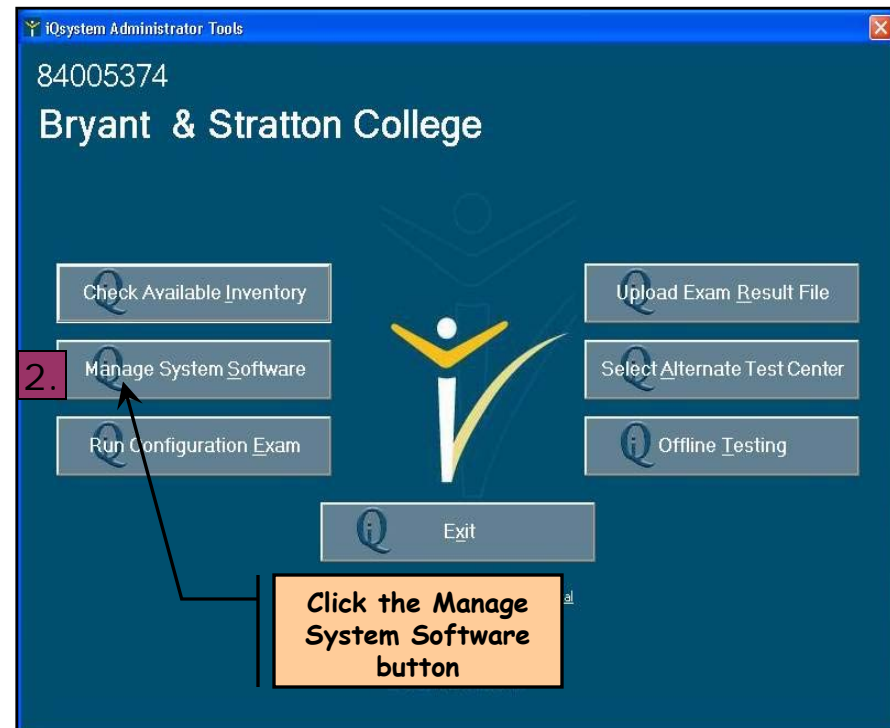
**Click Ok to exit this window**

## 2.0 Manage System Software



### Manage System Software

- The second section in the Administrative tools is “Manage System Software”
- Click on the button to verify your system application is current.



## 2.1 Manage System Software



- Make sure “Update” is selected at the bottom left.
- Click the “Continue” button to start the download of the new files.
  
- **Note:** If an update is not available a widow saying the system is up to date will appear.

Files being updated. Select one of the options below to continue.

| Filename                  | File size | File status        |
|---------------------------|-----------|--------------------|
| MSO03Access_ENU010113.res | 608k      | Download available |
|                           |           |                    |
|                           |           |                    |
|                           |           |                    |
|                           |           |                    |
|                           |           |                    |
|                           |           |                    |
|                           |           |                    |
|                           |           |                    |
|                           |           |                    |

Forced update will occur in 0 days.

Update  
 Update from Alternate Location  
 Skip Update

Continue Cancel

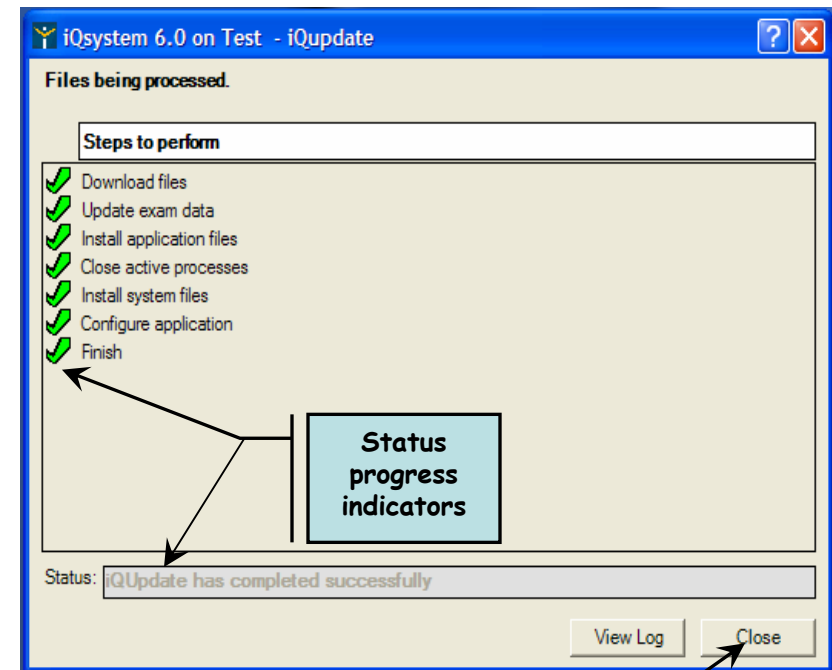
**Step 1**  
Select Update (default option)

**Step 2**  
Click Continue

## 2.2 Manage System Software



- The update process will install new files available.
- The status can be tracked by following the green check marks and the Status field.
- When the update is done it will be indicated in the Status field.
- Click on Close to finish, it will bring you back to the Administrative menu.



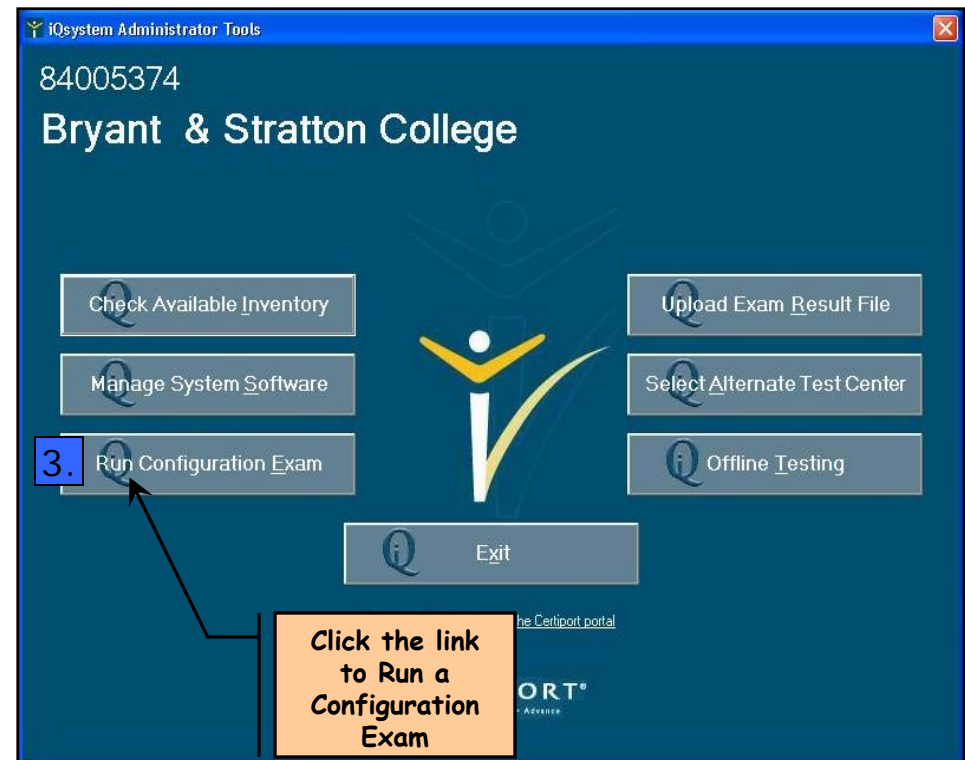
Click Close to end update process

# 3.0 Configuration Exam



## Configuration Exam

- The third feature in the Administrative tools is “Run Configuration Exam”.
- Click on the button to ensure the iQsystem is setup correctly and that the system is working properly.
- **Note:** This test can be run as often as needed and will not use inventory.

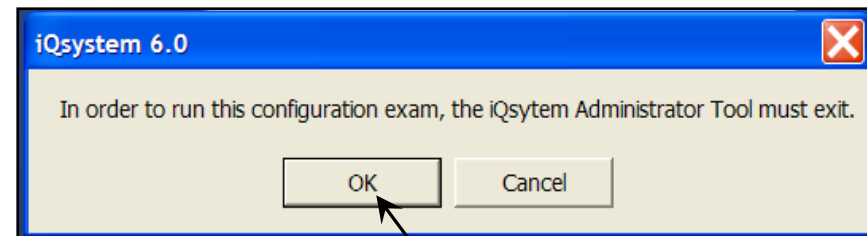


## 3.1 Configuration Exam



### Configuration Exam

- Click OK to exit the Administrator tools and continue with the Configuration exam.



Click the OK button

## 3.2 Configuration Exam



- Choose the exam to configure.
- Click **Continue** to start the Configuration exam
- After clicking continue an exam will start. It will give one question and a short amount of time to test the exam functions.
- The exam will function exactly the same as a real exam. Click on menus and use some of the applications functions. This will validate that the system is working correctly and it is ready to start testing Click next on the question or wait for the time to run out.
- **Note:** In each application, the same question will be loaded every time you run a Configuration Exam using.

Step 2  
Click on  
Continue

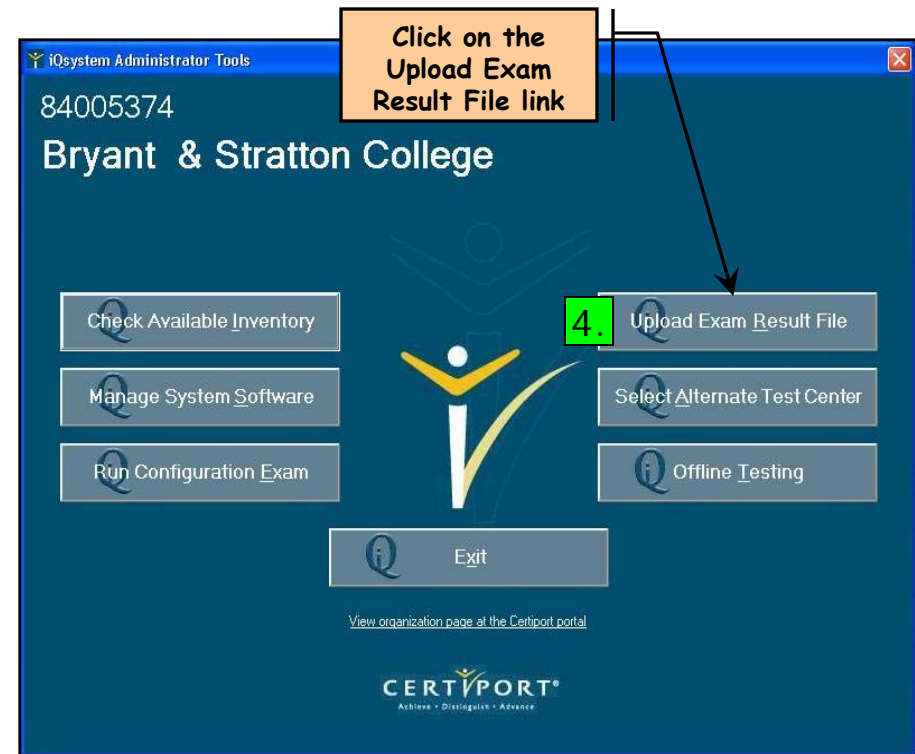
# 4.0 Upload Exam Result File

This function is primarily used for Off-line mode



## Upload Exam Result File

- The fourth feature in the administrative tools is “Upload Exam Result file”
- Click on the button to manually upload test candidate results.
- **Note:** This function is mainly used for the offline mode or in facilities that can not allow an internet connection during testing.



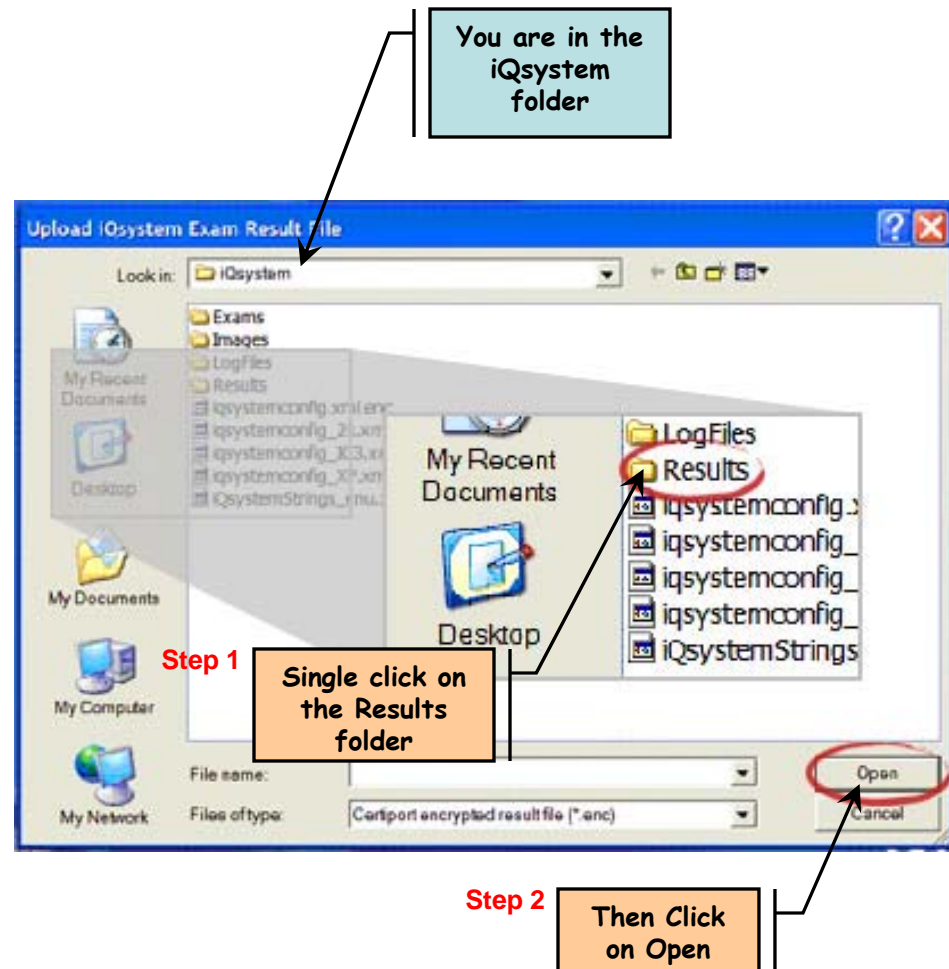


# 4.1 Upload Exam Result File



## Upload Exam Result File

- The system will bring you into the iQsystem folder.
- Single click on the Results folder, then click on Open.

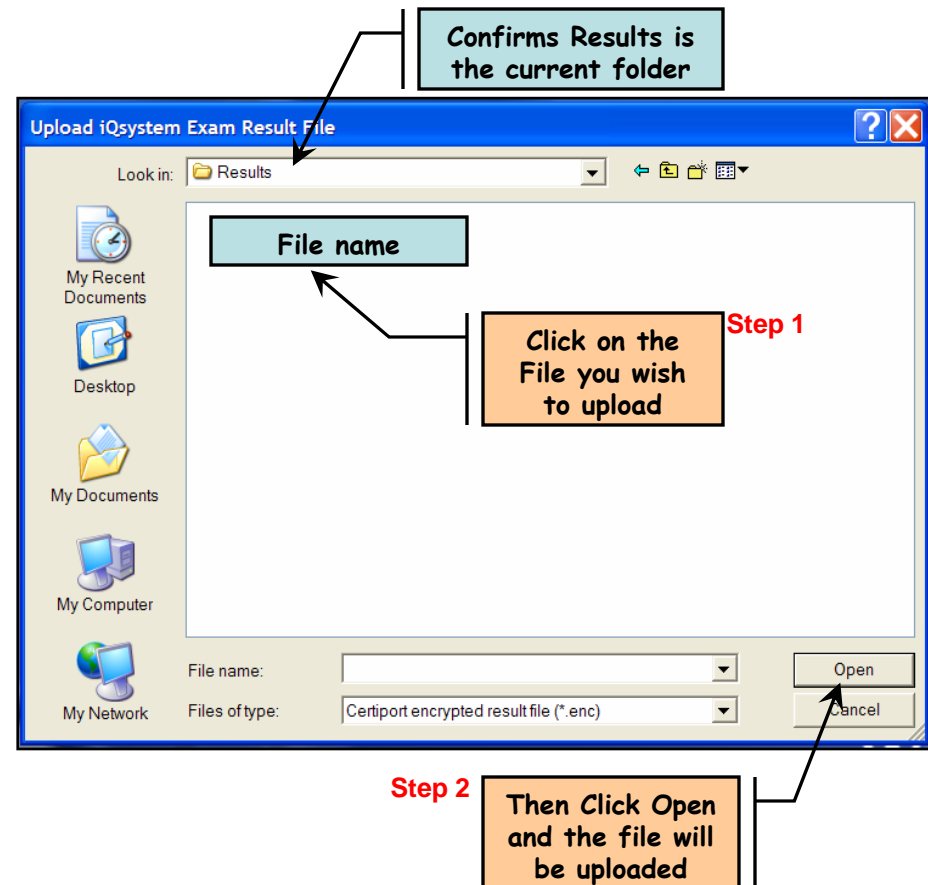


## 4.2 Upload Exam Result File



### Upload Exam Result File

- In the Results folder locate the name of the file your are looking for.
- Single click on the file and click on open
- A message confirming the results where uploaded will appear, click **Close** on the window, it will return to the Administrative tools menu.
- **Note:** If no files show up in the Results folder all files have been uploaded.



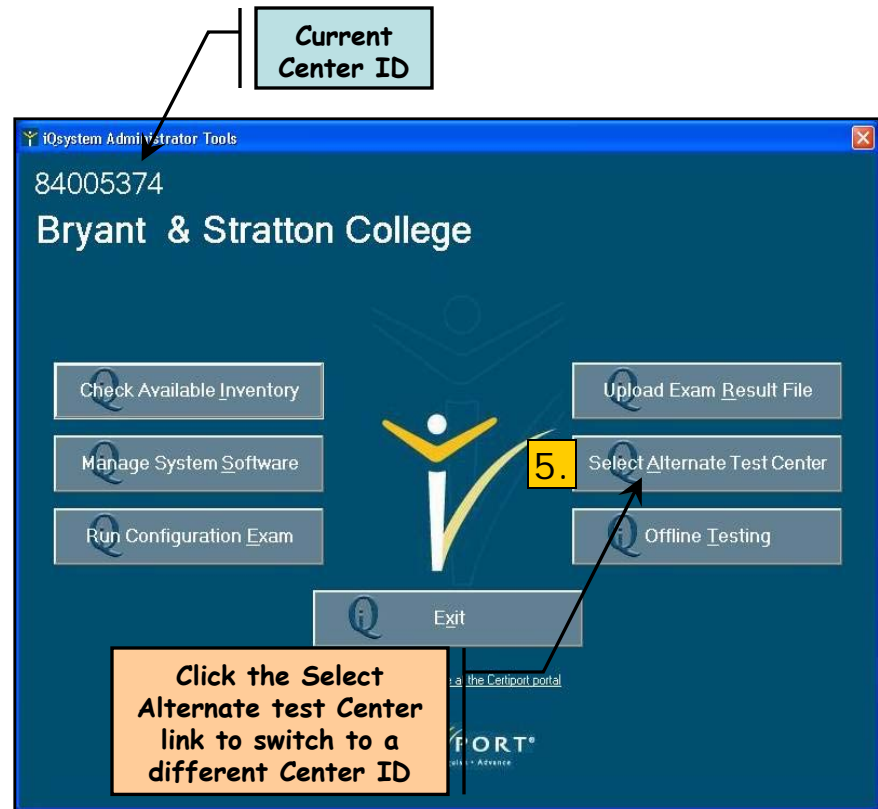
# 5.0 Select Alternate Test Center

This function is for individuals who are Organization Administrators for multiple Centers



## Select Alternate Test Center

- The fifth feature in the administrative tools is “Select Alternate Test Center”.
- Click on the button to load another center and its relating information into the iQsystem.
- **Note:** An individual must be an Organization Administrator for multiple centers to use this feature.

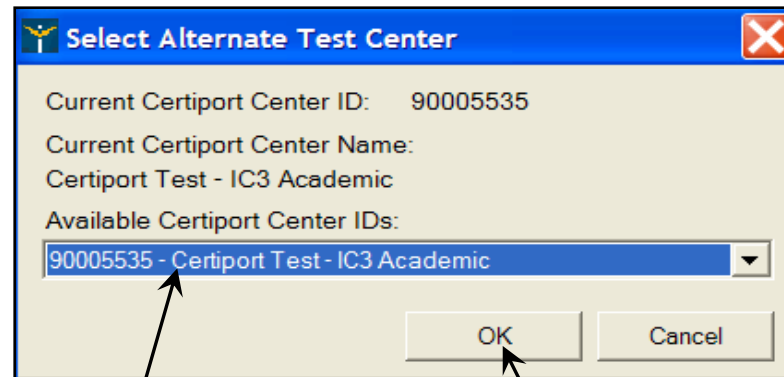


# 5.1 Select Alternate Test Center



## Select Alternate Test Center

- All of the centers that are available to the individual logged on will be displayed in the drop down menu
- Drop down the menu and single click on the center you wish to load, then click OK. All of the information in the Administrators tools will now reflect the new center



**Step 1**

Click the Drop Down menu and select the center you wish to switch to

**Step 2**

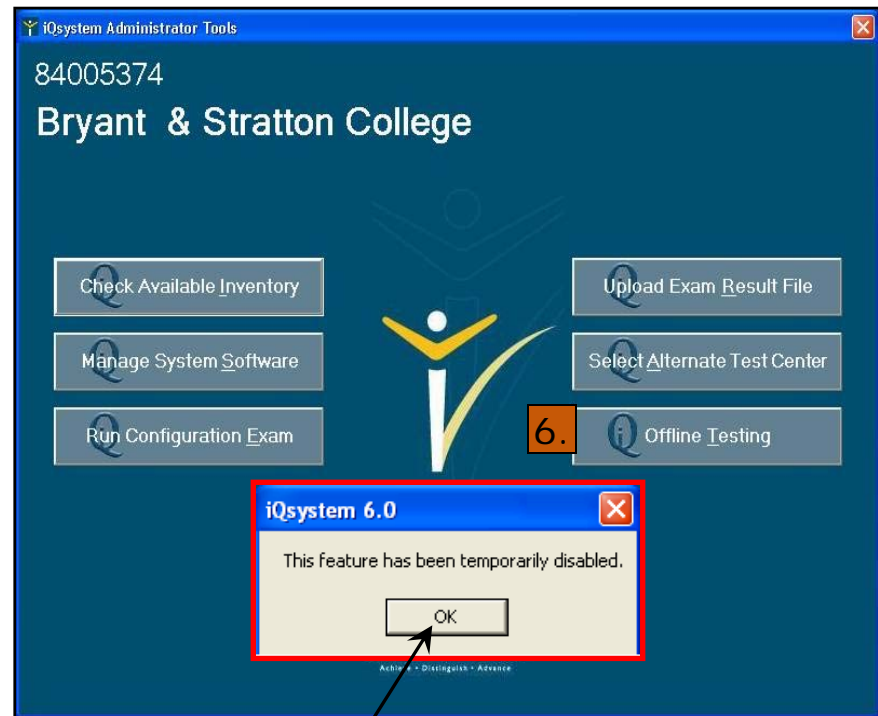
Click OK to complete the switch

# 6.0 Offline Mode



## Offline Mode

- The sixth feature in the Administrative tools is “Offline Testing”.
- This feature is currently disabled and is being modified to enhance the security within the feature. As soon as the feature is reactivated, a new module will be released with the updated information.



Click Ok to close the window

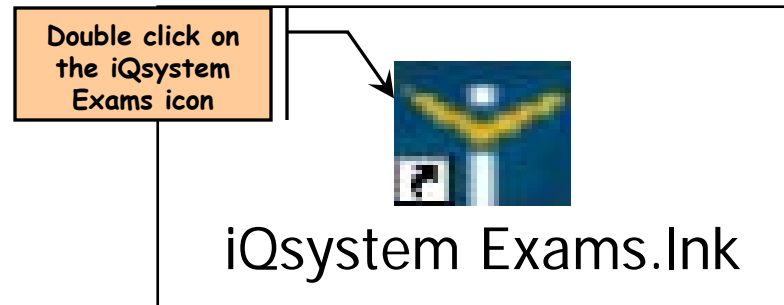
# iQsystem Exams access

(Testing Workstation)

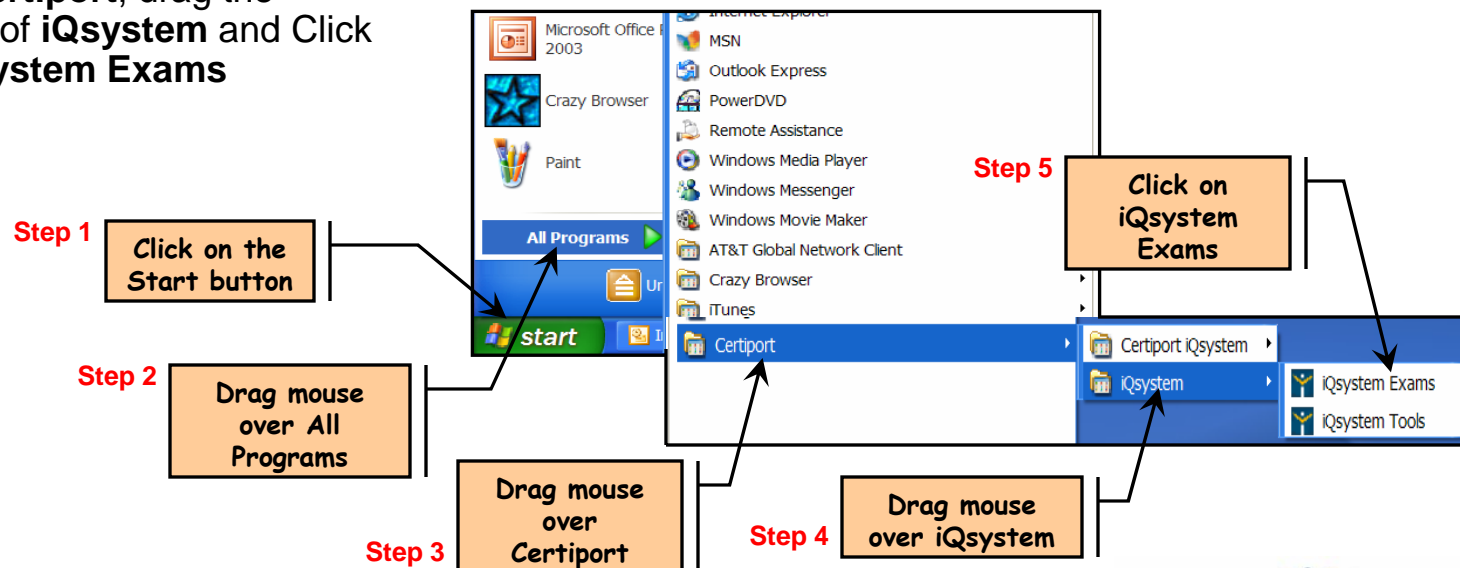


- To access the iQsystem Exams click on the icon located on your desktop.
- If the icon doesn't appear on your desktop click on **Start**, drag the mouse over **All Programs**, drag the mouse over **Certiport**, drag the mouse of **iQsystem** and Click on **iQsystem Exams**

## Option 1



## Option 2



# Candidate Login Screen



- Enter the Candidate username and password in the fields.
- Select the Exam type for the test.
- Click the Login button.

**Step 1**  
Enter your "Candidate" logon information

**Note:** For a Candidate's first time using the Certiport systems they need to click on the "Register user" link and get registered before prior to taking the exam.

**Note:** If the Candidate has forgotten their password they will need to click on the "Forgot password" link, it will be resent to their email address.

Select the type of exam you want to test

**Step 2**

Then Click Login

**Step 3**

The screenshot shows a login window titled "iQsystem Login". Inside, there is a "Welcome" section with instructions: "Enter your Certiport username and password. Use the Exam Type list to select the type of exam you will be taking today." Below this are three input fields: "Username:", "Password:", and "Exam Type:". The "Exam Type" dropdown menu is currently set to "Microsoft Office Specialist". At the bottom of the form are two buttons: "Login" and "Cancel". To the right of the form, there are four callout boxes with arrows pointing to specific elements: "Register new user link" points to the "Register user?" link; "Forgot Password link" points to the "Forgot password?" link; "Select the type of exam you want to test" points to the "Exam Type" dropdown; and "Then Click Login" points to the "Login" button.

# Exam Selection Screen



## Exam Selection Screen

- Select the exam the Candidate is taking.
- If the Candidate is using an Exam Group number, select “Yes” under that section and enter the exam group number.
- If the Candidate is using a voucher number select “Yes” under that section and enter the voucher number.
- When all the information is correct click Continue.

**Note:** The proctor needs to make sure all information listed is correct and pertains to this candidate before continuing.

The screenshot shows the 'Select Exam' interface with the following sections and steps:

- Step 1:** 'Select an exam' - Points to the 'Exam Selection' dropdown menu.
- Step 2:** 'Using Exam Group-' - Points to the 'Exam Groups' section, specifically the 'Would you like to associate your exam results to an exam group?' radio buttons and the 'Registered Exam Groups' dropdown.
- Step 3:** 'Using a Voucher-' - Points to the 'Vouchers' section, specifically the 'Do you have a voucher for this exam?' radio buttons and the 'Assigned vouchers' dropdown.
- Step 4:** 'Click Continue when done' - Points to the 'Continue >' button.

The interface includes the following fields and controls:

- Exam Selection:** A dropdown menu currently showing 'Microsoft Office Access 2003 (English)'.
- Exam Groups:** A section with radio buttons for 'Yes' and 'No', a dropdown for 'Registered Exam Groups' (currently 'No Registered Exam Groups'), and a text input for 'Join a new Exam Group:'.
- Vouchers:** A section with radio buttons for 'Yes' and 'No', a dropdown for 'Assigned vouchers' (currently 'No assigned vouchers'), and a text input for 'Enter a new voucher:'.
- Navigation:** Buttons for '< Back', 'Continue >', and 'Cancel'.



# Proctor Information



## Proctor Information Screen

- Enter the proctor username and password
- Click on the “Continue” button.
- The test will begin.
- When finished the candidates results will be posted. Click OK and Print the results

**Note:** The proctor entered must be listed as a proctor for the account being used. Refer to the Association area in the portal.

Step 1

Step 2

Then Click Continue and your test will begin



## ***Certiport Customer Support Phone Numbers:***

- Certiport Customer Services & Support:  
1-888-999-9830, (801) 847-3100
- Microsoft Office Specialist:  
1-888-222-7890, (801) 443-3150 (Int.)
- Internet and Computing Core Certification (IC<sup>3</sup>):  
1-800-572-9250, (801) 443-3152 (Int.)

## ***Certiport eSupport Portal:***

- [www.Certiport.com](http://www.Certiport.com), click on Support in the upper right hand corner.
- Click on link for eSupport

