ONLINE RESULTS VERIFICATION SYSTEM (ORVS)

USER MANUAL

Contents

INTRODUCTION

The online results verification system (orvs) is a platform where school results can be verified over the internet. Both individuals and organizations will be able to verify results from anywhere provided that they have an internet connection. This system will verify at an individual level and on bulk level bringing out results immediately. The Online Results Verification System was developed to make it easier for people to verify results for certifications etc. and to prevent people from travelling long distances to have their results verified.

OVERVIEW

The Online Results Verification System can be used by three different kinds of users:

- ➢ Clients / Individuals – These are single entities not affiliated to any other entity.
- ➢ Organizations / institutions – These represent administrators of those organizations
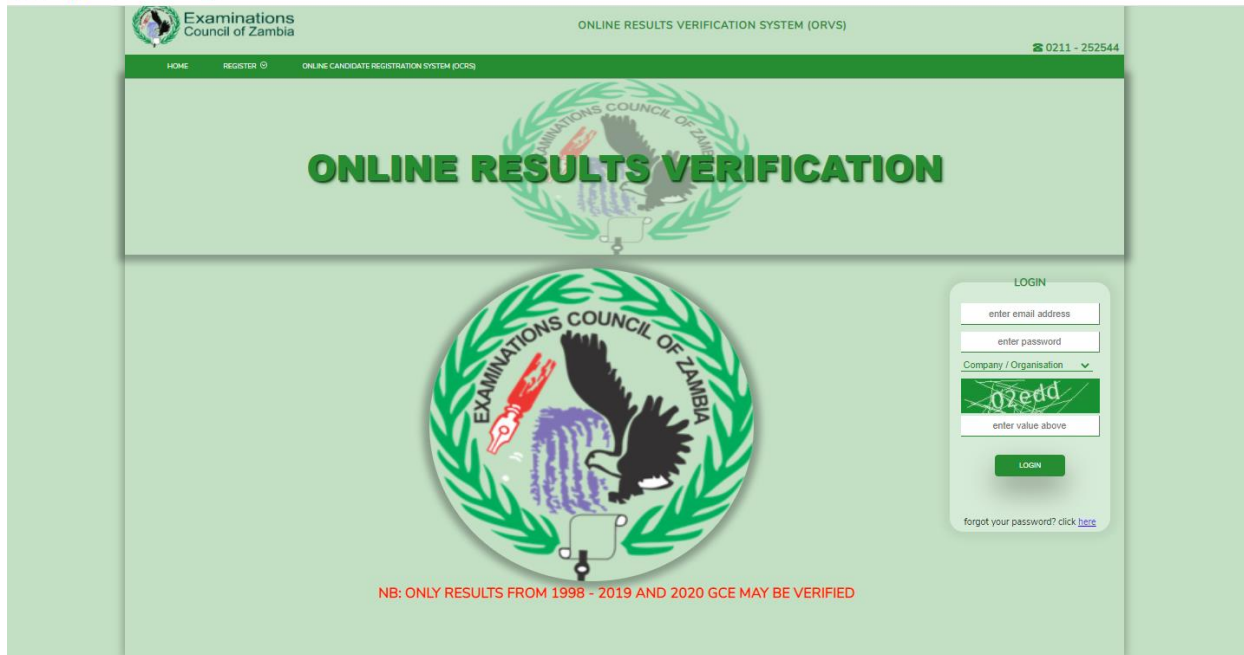- ➢ System users – these are individuals within those organizations

ENTITIES

CLIENTS / INDIVIDUALS

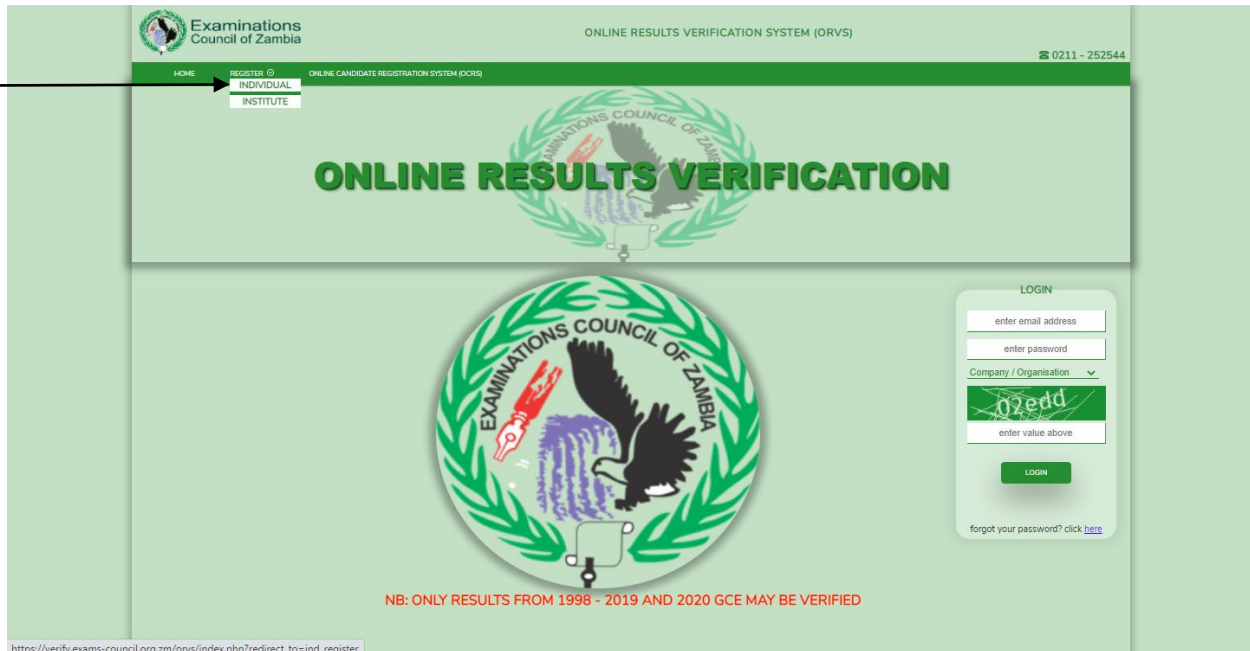Clients need to be registered before they can be registered

REGISTRATION

Visit the URL / Web Address verify.exams-council.org.zm and you will be greeted with the page below

FIGURE 1.1: Online Results Verification System home

Move your mouse over the "Register" link and choose indiviidual (figure 1.2) and you would be taken to a page as seen on figure 1.3

**FIGURE 1.2:** Home page indicating where the "individual" link is located

FIGURE 1.3: Registration page for clients / individuals

When all the fields have been filled, click on the "REGISTER" button and There will be a message indicating that an activation email has been sent. Figure 1.4 has show this action

NB: Make sure a valid email addres is entered

Figure 1.4: Message indicationg an email being sent for account activation

In order to activate you account you will need to visit your inbox and follow the instructions. The system wont allow you to log in if you do not visit ad follow the instructions.. The following figures show what you will see when an email from the system visits your inbox.
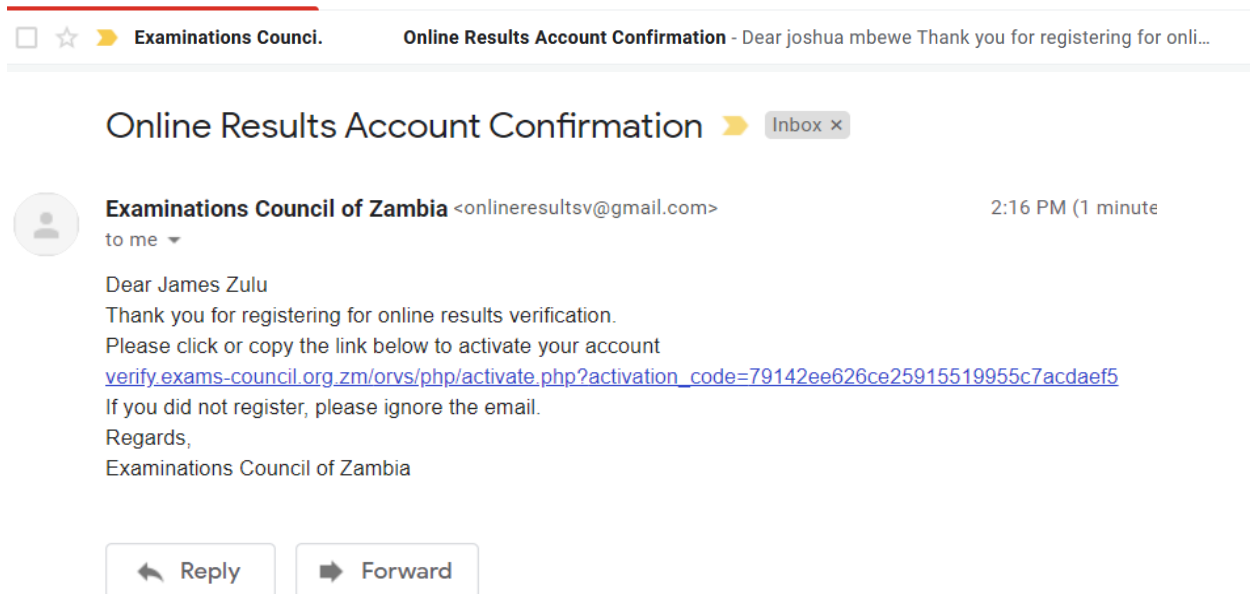
FIGURE 1.5: Email containing instruction to click / copy link to activate account

When the link is clicked, you will be redirected to the home page confirming account activation as seen in figure 1.6 below

FIGURE 1.6: home page confirming accont activation
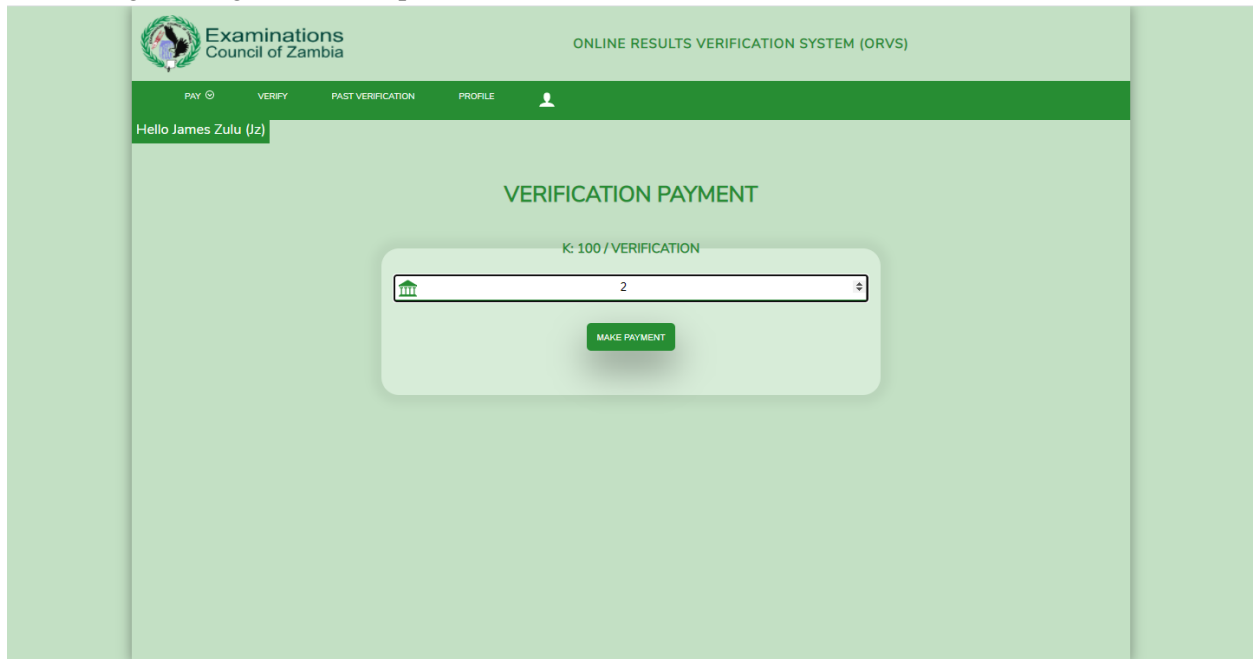
LOGIN

In order to log into the account, you'd need to provide credentials in the form of email address password and organization / company that you are affiliated to. As a client you will have to choose "individual". Also enter the captcha. Figure 1.7 below gives an example
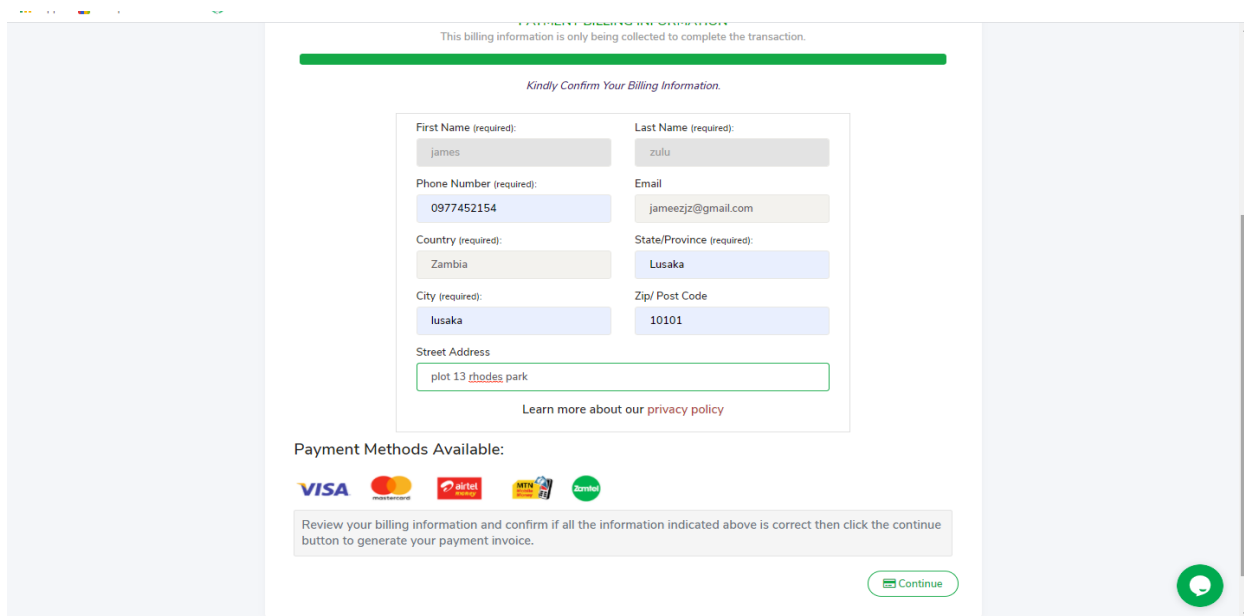

FIGURE 1.7: Home page displaying filled up login form

MAKE PAYMENTS

The first page you see after logging in is the page that allows you to make payment. There is a form with a text field that allows you to specify the number of verifications you want to pay for Figure 1.8 gives an example

FIGURE 1.8: Payment page

Aftr you have decides how many verifications you want to pay for, click on the "MAKE PAYMENT" button and you will be redirected to the payment gateway as seen below

FIGURE 1.9: Payment gateway

You will need to fill in all the required fields and click on "continue". You will be taken to an invoice which indicates the number of verifications you want to pay for, the unit price and the total price you have to pay. Figure 1.10 hows the invoice

FIGURE 1.10: Payment invoice

Click on the "Iaccept payment" button. You will be redirected to the payment options page where you choose the payment options as shown in figure 1.11

FIGURE: 1.11: Payment options page

For this example, we will use zamtel. You will need to provide your mobile number and click on "make payment" figure 1.12 shows this example

FIGURE: 1.12: entereing zamtel kwacha mobile numer

After you have made a successful payment you will be redirected back to the Online Results Verification System verify page.. if you are not taken to that page, click on the "verify" link

VERIFY RESULTS

Figure 1.13: shows the page vere results are verified. There is a form where you'd need to enter the exam number, choose the level, the document being verified and the examination year. One all those parameters are filled in / chosen, click on the "CHECK". If there are details, they will be displayed figure 1.14
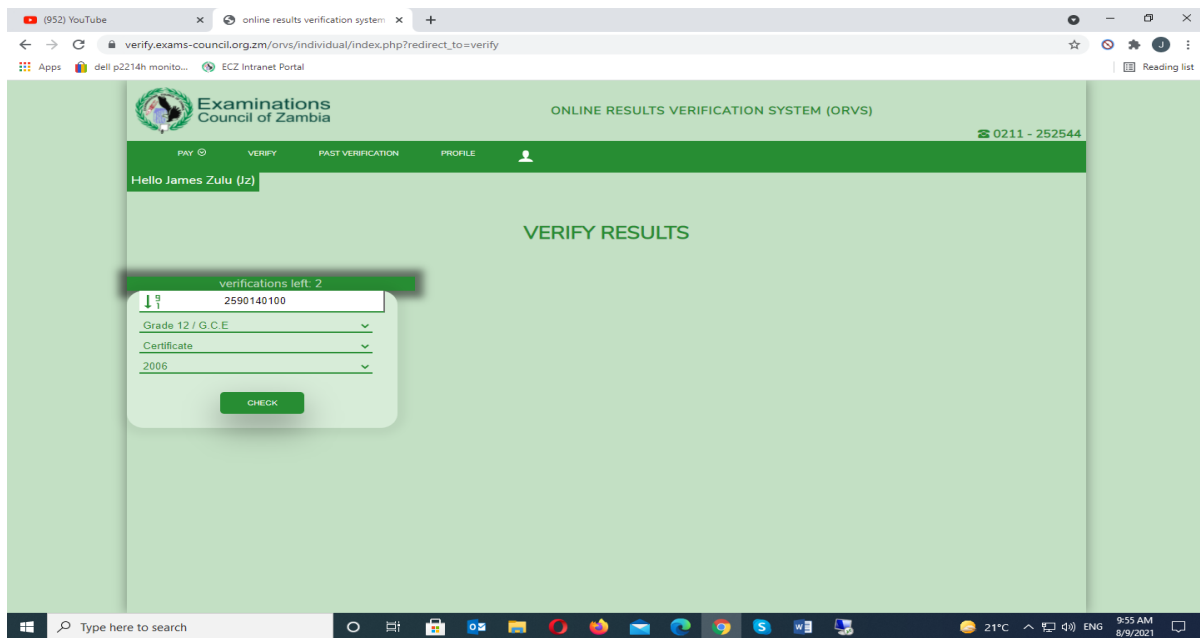
FIGURE 1.13: verification page
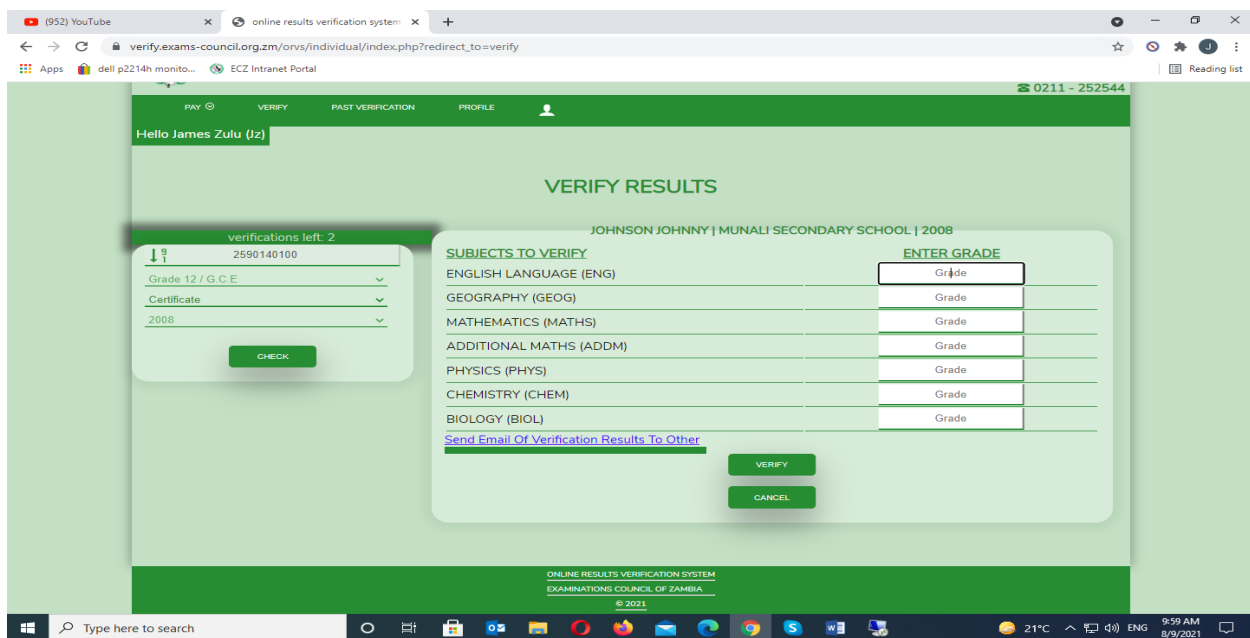
FIGURE 1.14: Verification page showing details of a particular candidate based on the parameters given in the form

Figure 1.14 displays Information about the candidate including the first name, surname, the school / center where the candidate completed from, the completion year and the subjects registered for at that particular point in time. In figure 1.15, the grades are entered against each subjects for verification. There is an option to send the results to another entity where they will receive a pdf document of the actual results irrespective of what is entered
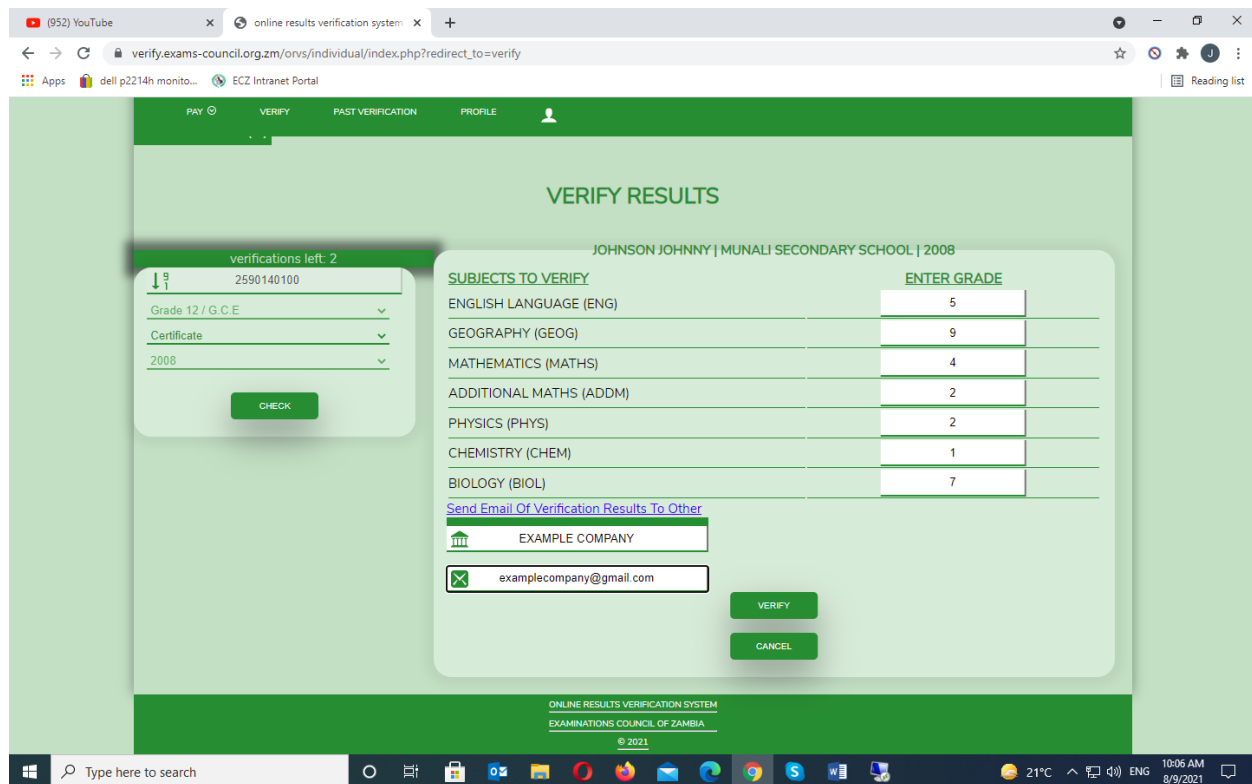
FIGURE 1.15: verification page with details entered

When you enter a grade, press the "ENTER" key to tab down to the next text field to enter the grade. If you prefer to cancel the verification, click cancel. To proceed, click on verify an a confirmation pop-up will appearconfirming the subjects and the grades entered for verification

FIGURE 1.16: confirmation popup

After confirmation, click "PROCEED" and you will be asked if you are sure that you want to proceed as seen in figure 1.17
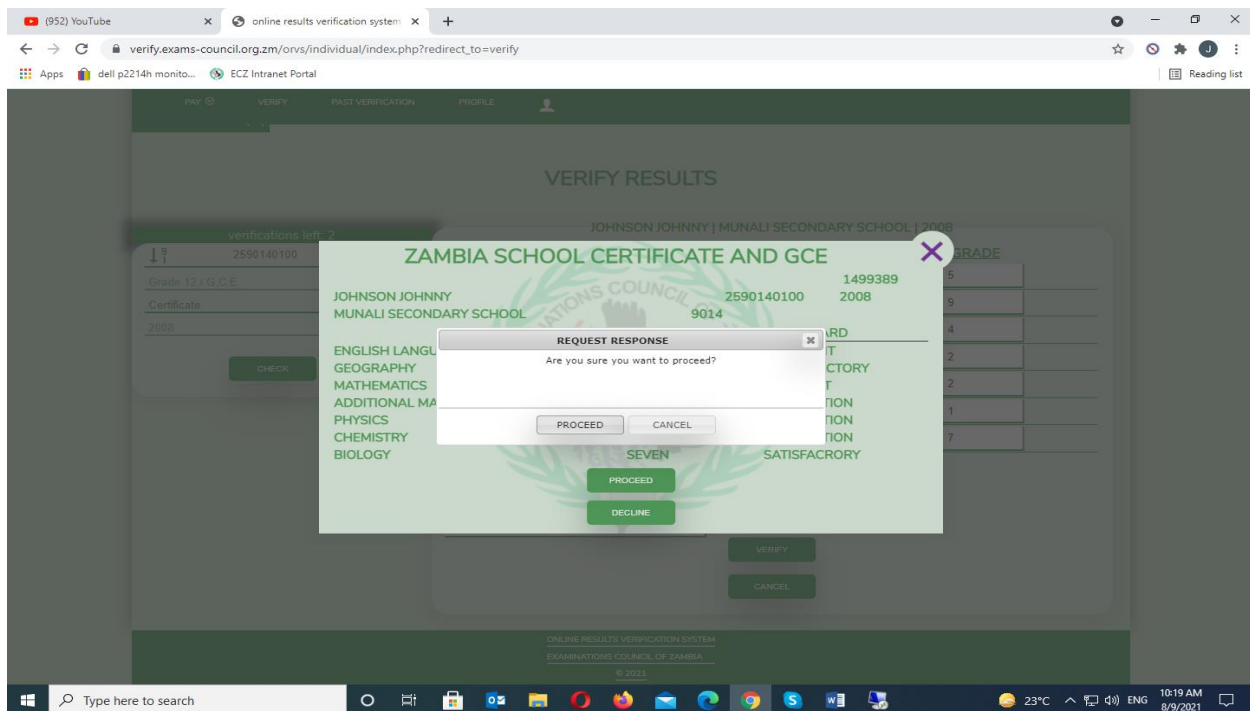
FIGURE 1.17: confirmation pop up box

If you want to proceed, click on "PROCEED" and the system will start verifying the results as seen in figure 1.18

FFIGURE 1.18: system verification process

After the system verifies, it immediately displays the results of the verification process. See figure 1.19
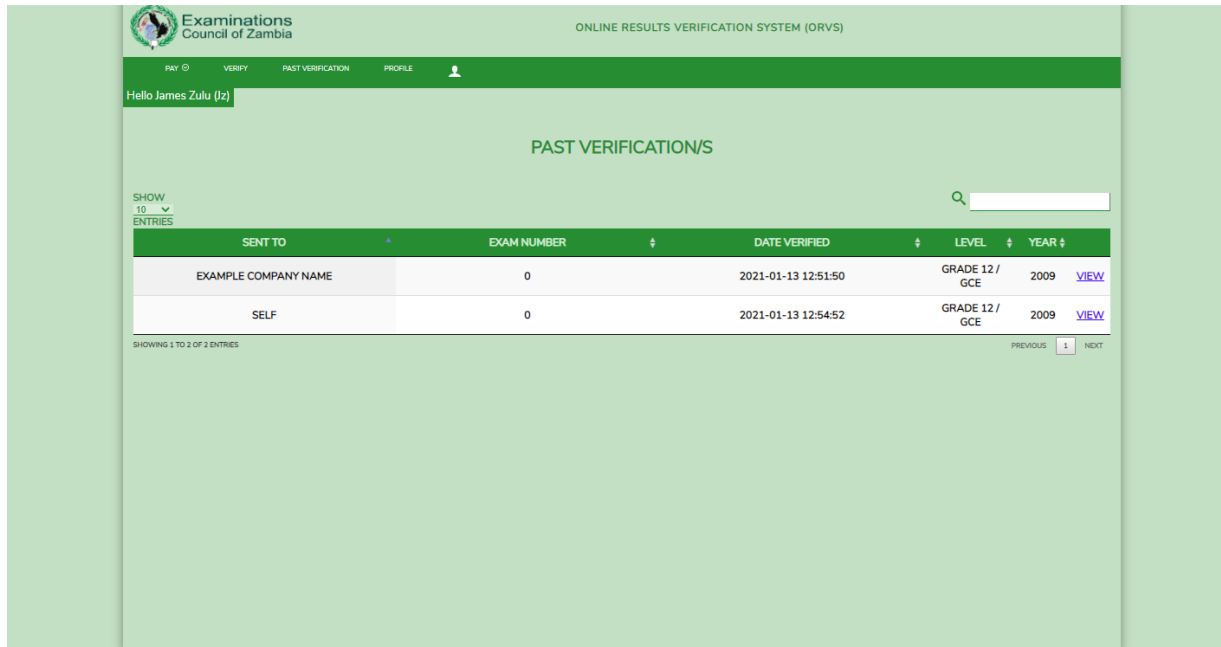
FIGURE 1.19: verification results

PAST VERIFICATIONS

To view past verifications, click on the past verifications link and you'll be directed to a page as seen in figure 1.21

FIGURE 1.20: Past verifications page

To view details about that particular verification, just click on "VIEW"

CHANGE PASSWORD

To change your password click on the profile link and you'll view a page similar to figure 1.21

FIGURE 1.21: profile page

To change your password, click on the "change password" link as shown in figure 1.21 and you'll be redirected to a page as seen in figure 1.22 below
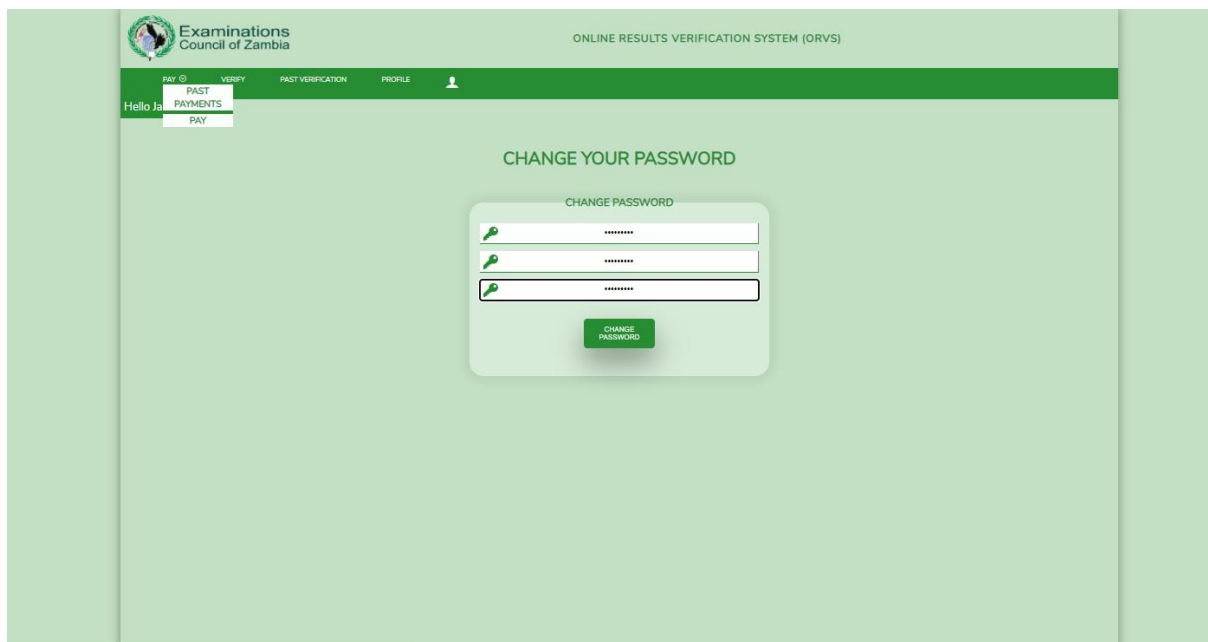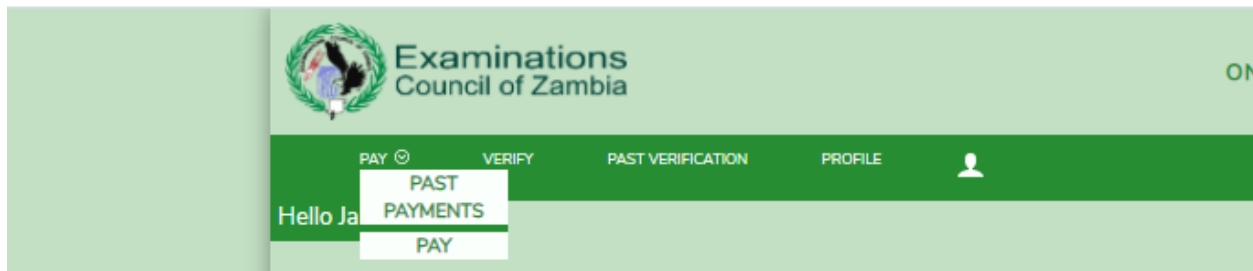

FIGURE 1.22: page to change your password

You would need to type in your current password, new password and confirm the new password. After a successful change of password, you will be redirected to the home page where you would be required to log in with your new password

PAST PAYMENT

To view past payments, hover your mouse over the pay link and choode past payments

FIGURE 1.23: pay link indicating sub lists

LOGOUT

To log out, hover your mouse over the "person" iconeand the logout link will appear

FIGURE 1.24: icon displaying the logout link

ORGANISATIONS

REGISTRATION

In order for an organisation / institution to be registered, hover your mouse over the registere link and choose "INSTITUTION" an you will be directed to the registration page where all the details have to be filled in as seen on figure 2.2
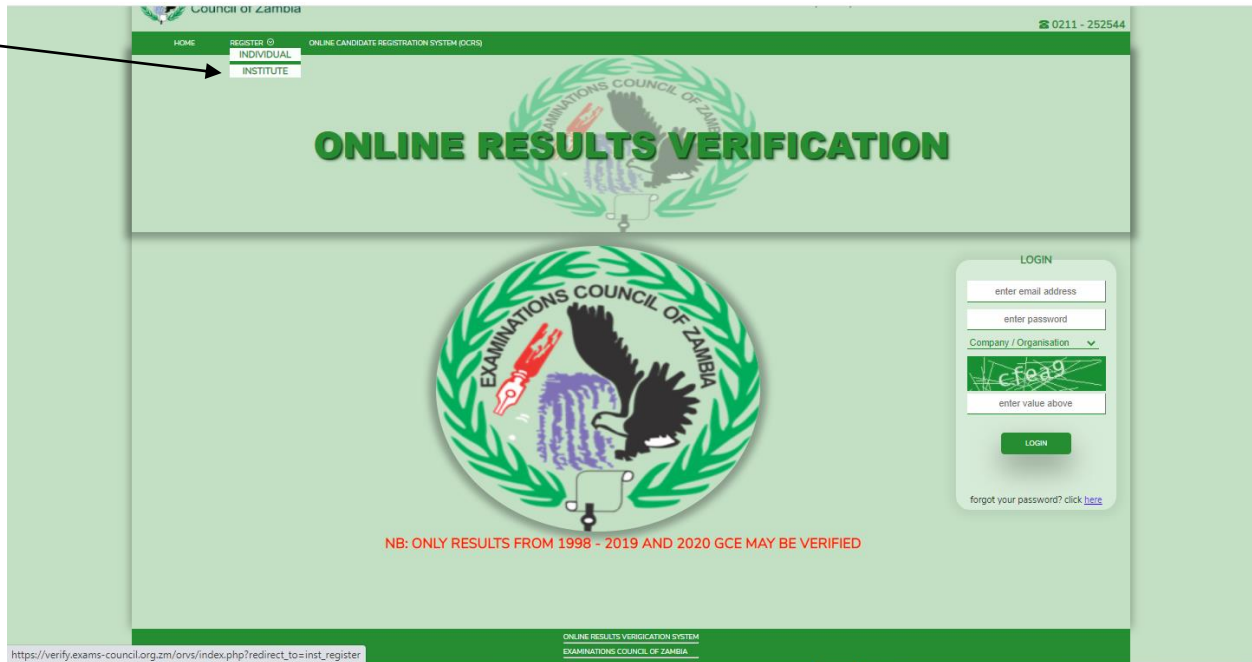

**FIGURE 2.1:** Online Results verification System home page

FIGURE 2.2: Institute / Organisation form

The form is divided into three sections namely the Organization information, Organization address and Administrator details of which the first administrator of the organization will be the one filled in this form. After form submission, an email will be sent confirming registration. Figure 2.3
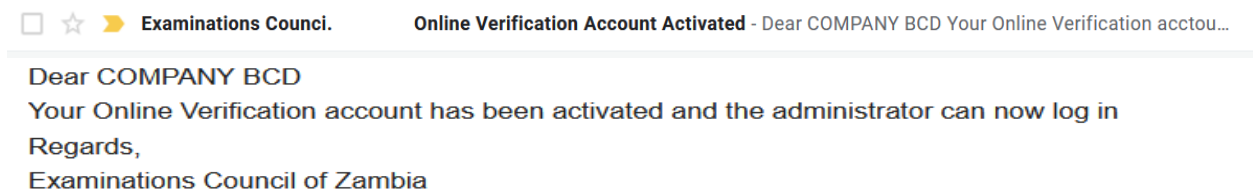

FIGURE 2.3: completion of form

An email will appear in the inbox of the company email as shown is figure 2..4
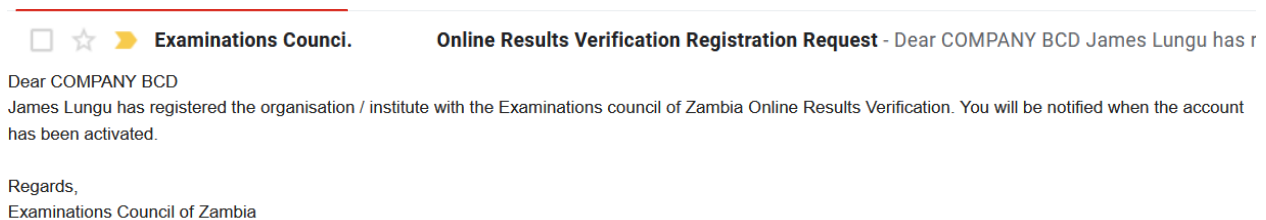
FIGURE 2.4: confirmation email

ECZ will activate the company account and a notification email will be sent to the company email confirming account activation as seen below

FIGURE: 2.5: confirmation of account activation

LOG IN

When the organization account is activated, the administrator should login with email address, password, company name and admin privileges. The email and password are the ones used in the registration of the company when filling in the administrator section.
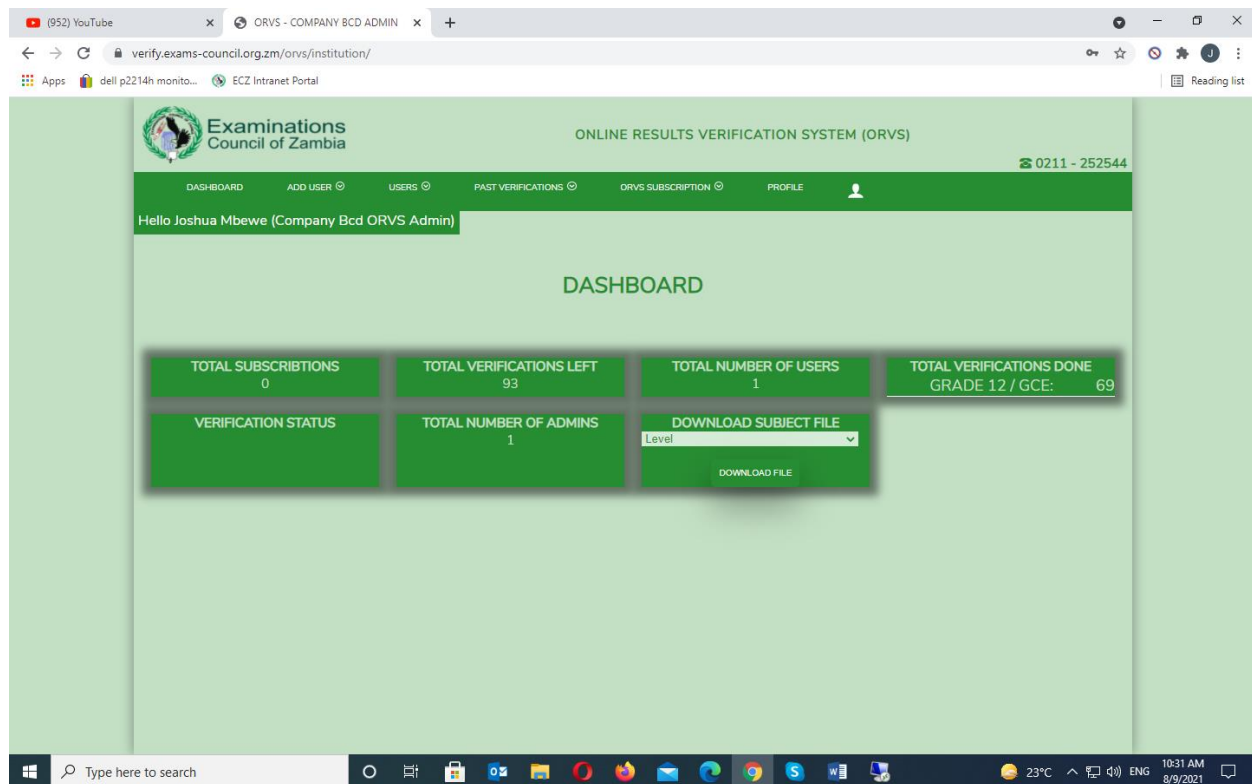

FIGURE 2.6: organisation administrator login

After successful login, the administrator will be directed to a dashboard where different items can be seen

- **TOTAL SUBSCRIBTIONS –** This shows how many times subscriptions have been made i.e. .how many times a payment has been made by the administrator on behalf of the organization
- **TOTAL VERIFICATIONS LEFT –** This shows how many verifications are left i.e. the maximum number of candidates that the system can allow to verify
- **TOTAL NUMBER OF USERS** The number of users that the admin has added i.e . those who have been added to verify results on behalf of the organization
- **TOTAL VERIFICATIONS DONE** -Total number of verifications done by the users added by the admin
- **VERIFICATION STATUS** – To view who is currently verifying or who was in the process of verifying before they were stopped. This can be due to insufficient subscriptions or the uploaded exam numbers do not exist. Administrator can click the link that appears in this section to allow for next verification. If the system refuses to verify, the administrator should look at this section
- **TOTAL NUMBER OF ADMINS** – View the total number of admin
- **DOWNLOAD SUBJECT FILE** – Download a csv file containing the subjects and their code. If you're unable to download (showing white screen when trying to download), from the dashboard page, refresh the page and try again.

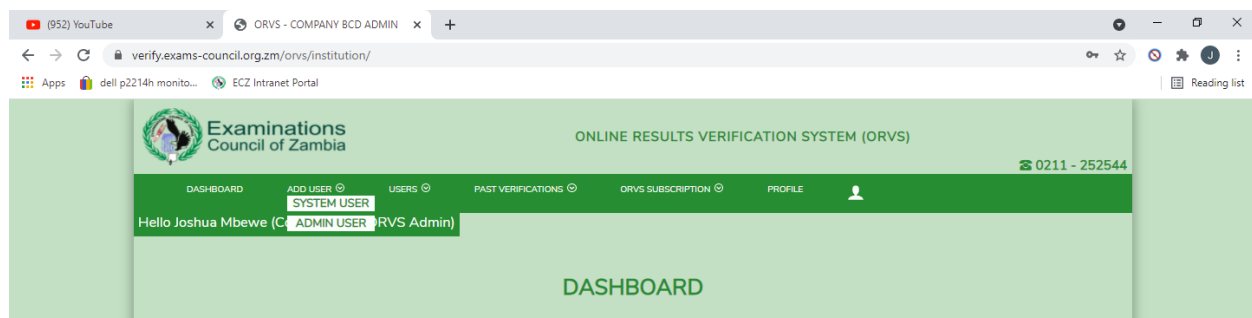Figure 2.7 shows the administrator dashboard
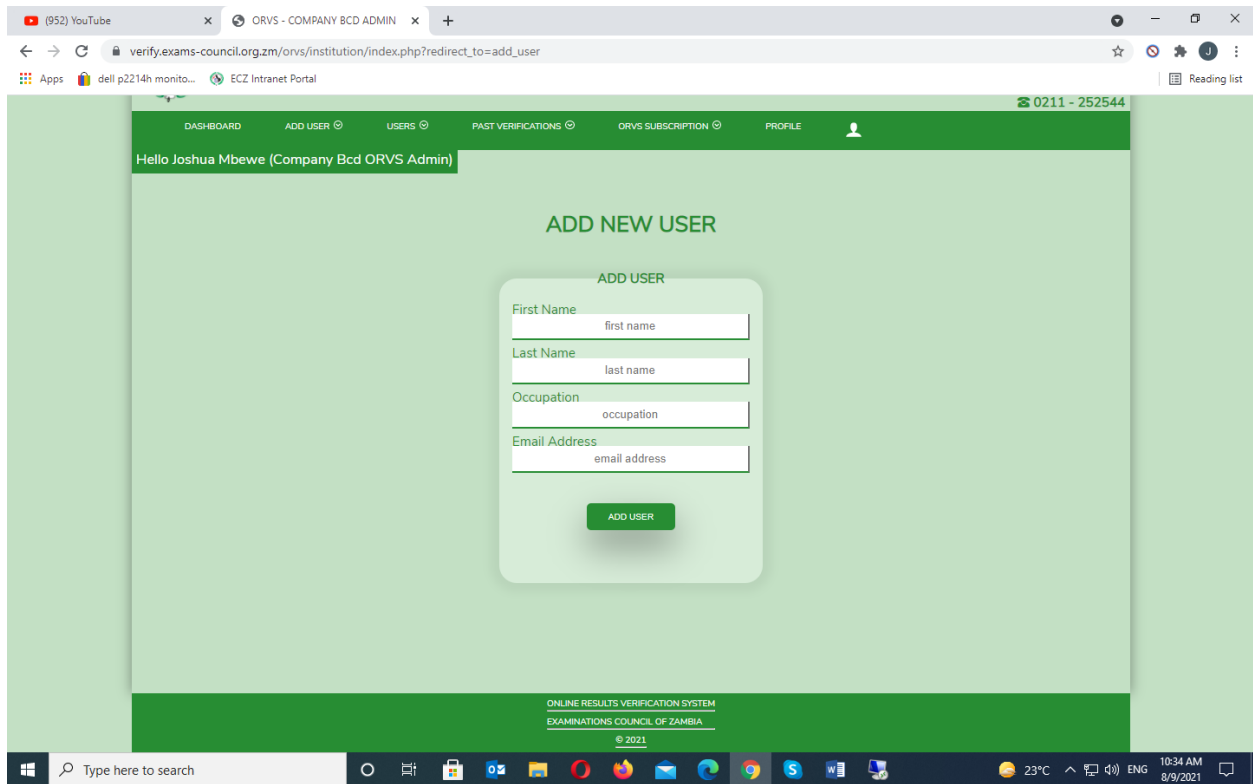
FIGURE 2.7: dashboard page

ADDING USERS

There are two users an admin can add. These are
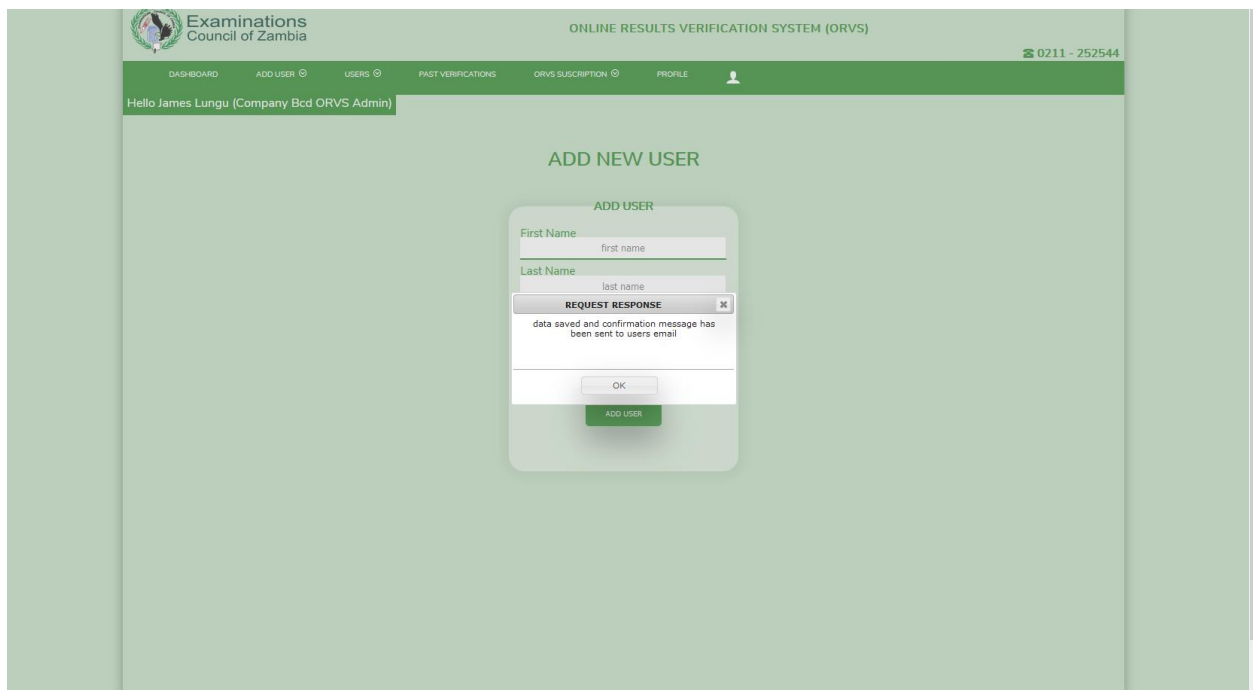
- SYSTEM USERS
- ADMINUSERS

System users are those who will verify the results on behalf of the organisation. Figure 2.8 shows a form that the administrator uses to add the system user

FIGURE 2.8: page for adding system user

When a user is added, a confirmation popup will show stating that an email has been sent to the user. Figure 2.9 shows this

FIGURE 2.9: confirmation popup of email being sent to user

Figure 2.10 shows the page in which the admin adds another admin

FIGURE 2.10: Apage for adding another admin

VIEWING USERS

The admin can view bothe the system users and the admin users
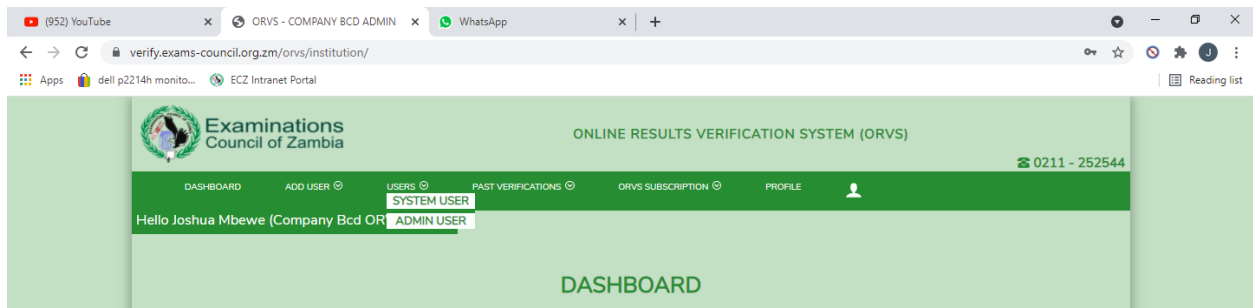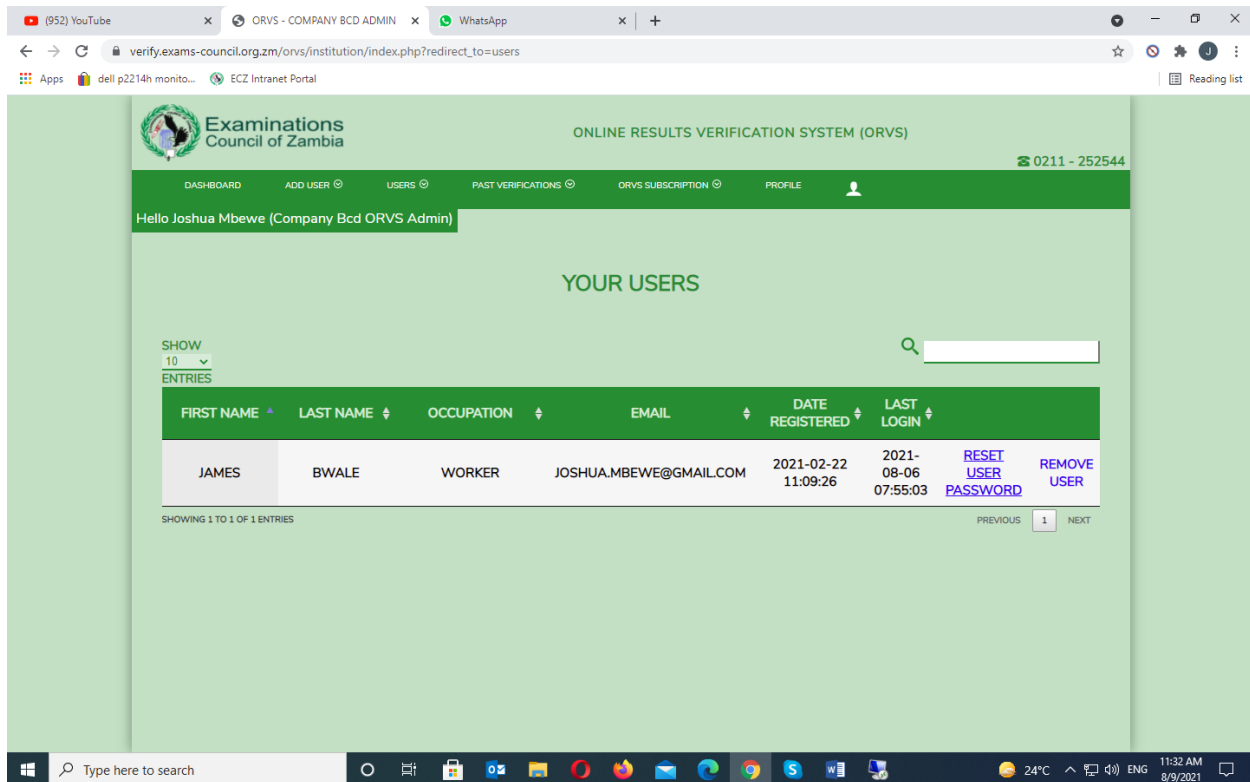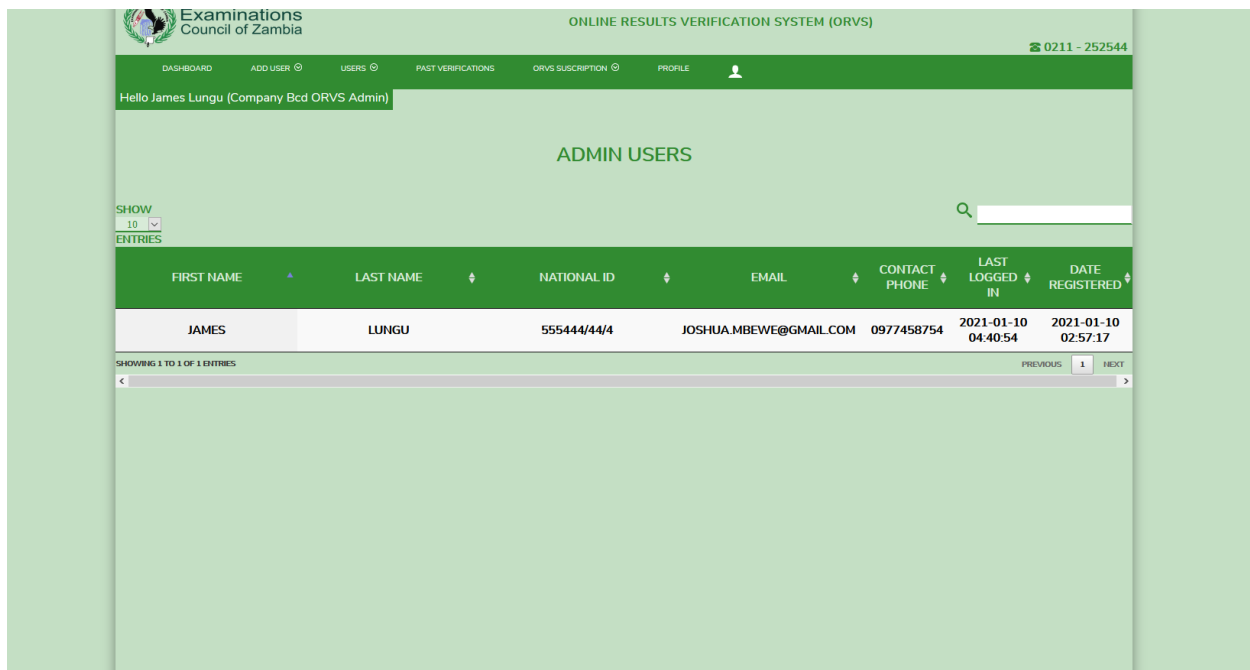

Figure 2.11 shows a page showinga list of systemm users currently added by the administrator

FIGURE 2.11: page showing liste of users added by the admin

The administrator can reset user pasword password or remove users from the organisation / institution account
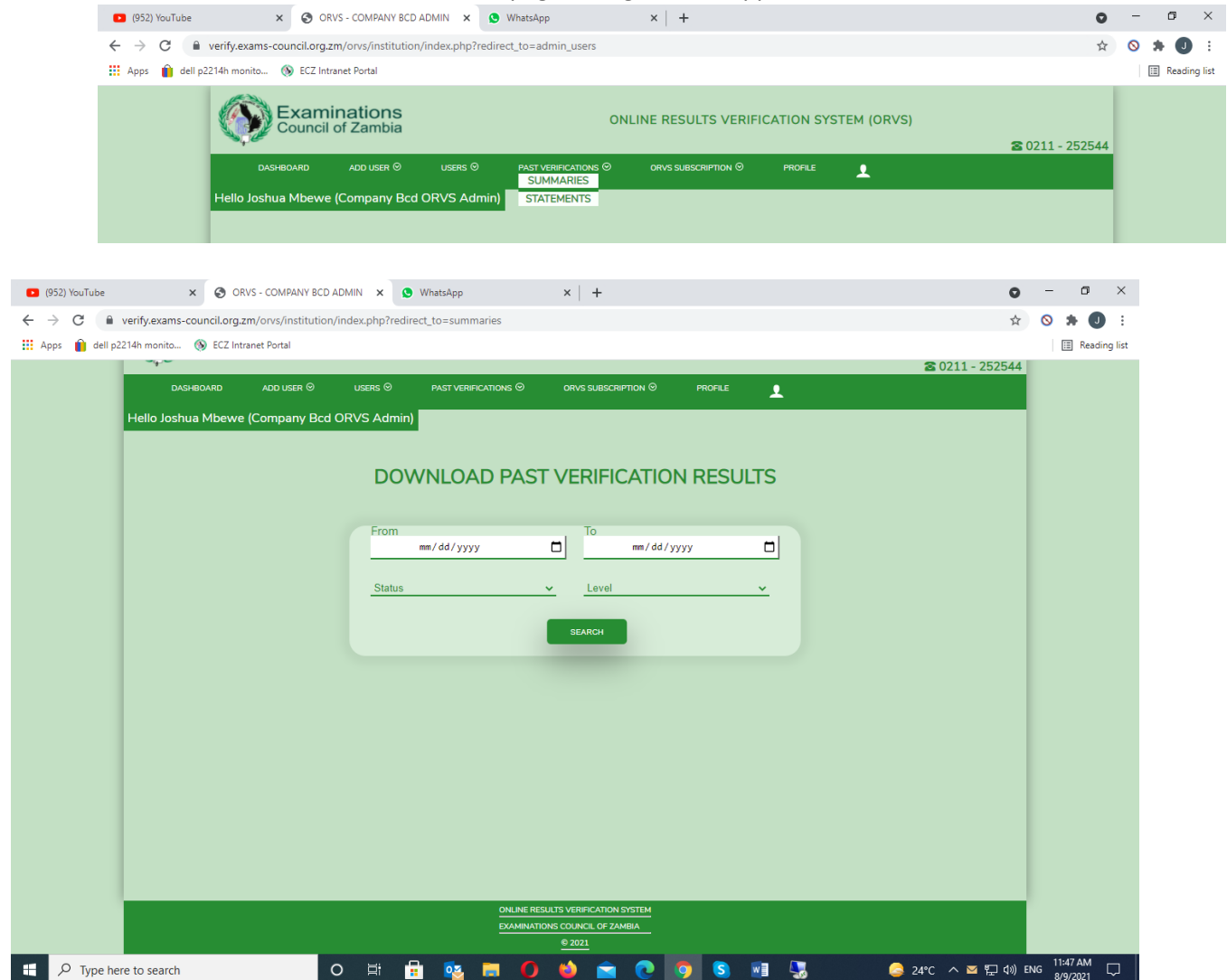
Figure 2.12 shows a list of administrators

**FIGURE 2.12:** page showing a list of administrators

PAST VERIFICATIONS

Administrators can view past verifications in form of summaries and statements. When the "summaries" sub-menu is clicked, the page on figure 2.13 appears


FIGURE 2.13: past verifications summaries page

The administrator can download verification results based on a particular date range and level Figure 2.14 gives an example
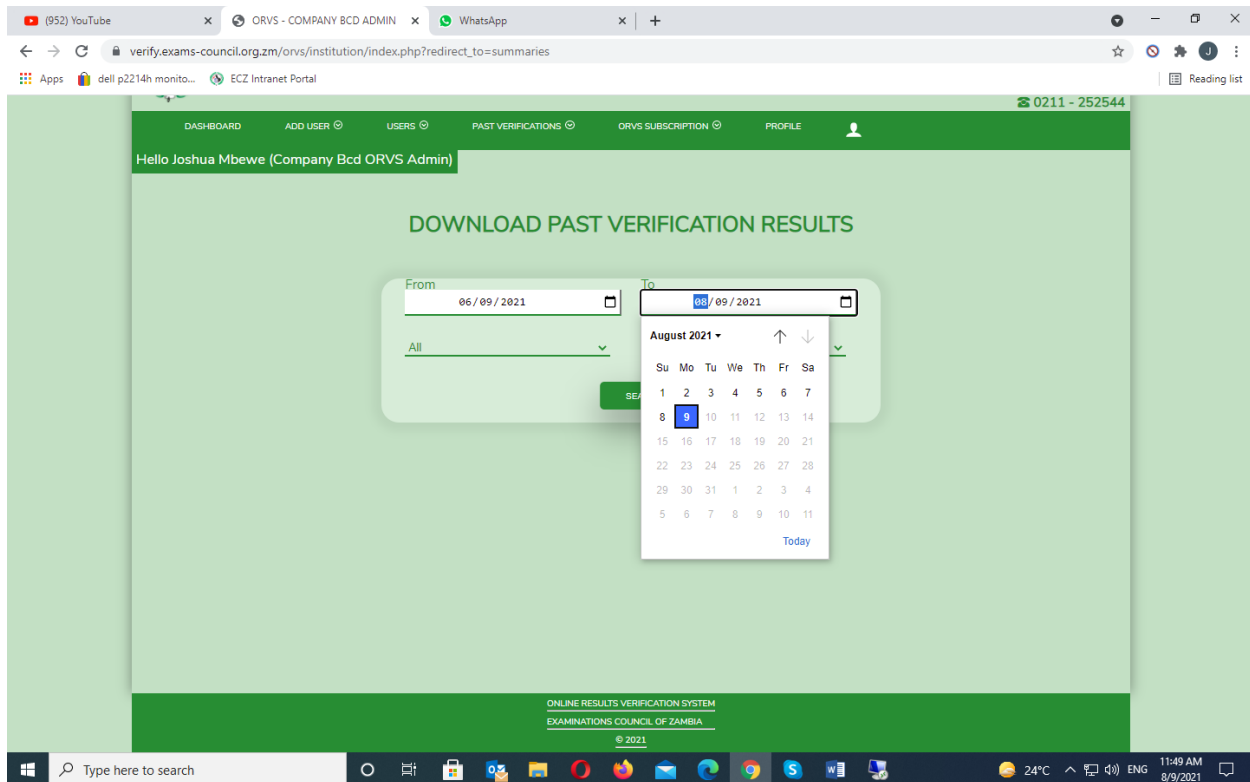
FIGURE 2.14: download page with date ranges and other parameters displayed

The administrator can download the results in pdf or csv format. They include the exam number, first name, surname, subjects that have been verified, the number of subjects verified, level examination year and status (genuine / not genuine)
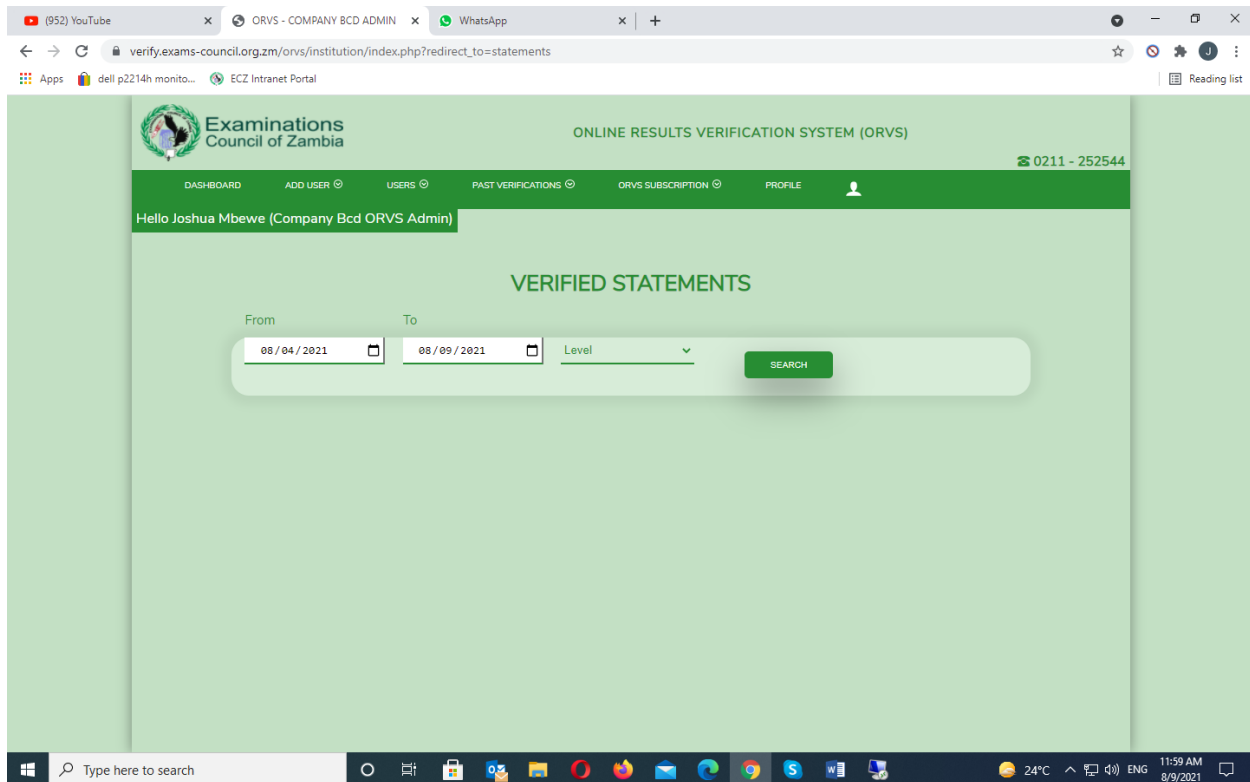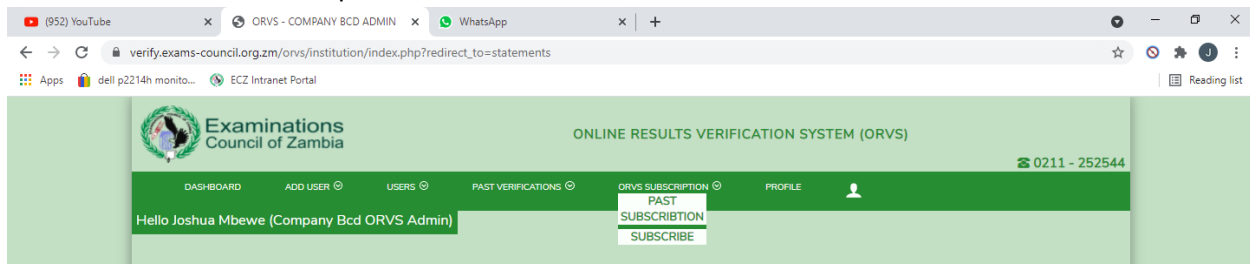
FIGURE 2.15: Download page for statement download

Figure 2.15 allows the administrator to download astatemnt of the verification result of a candidate

SUBSCRIBTION

The administrator can view past subscribtions and make subscribtions

When the administartor want to make a sunscribtion, he / she clicks on the "subscribe" link an they will be directed to a page similar to figure 2.16 below
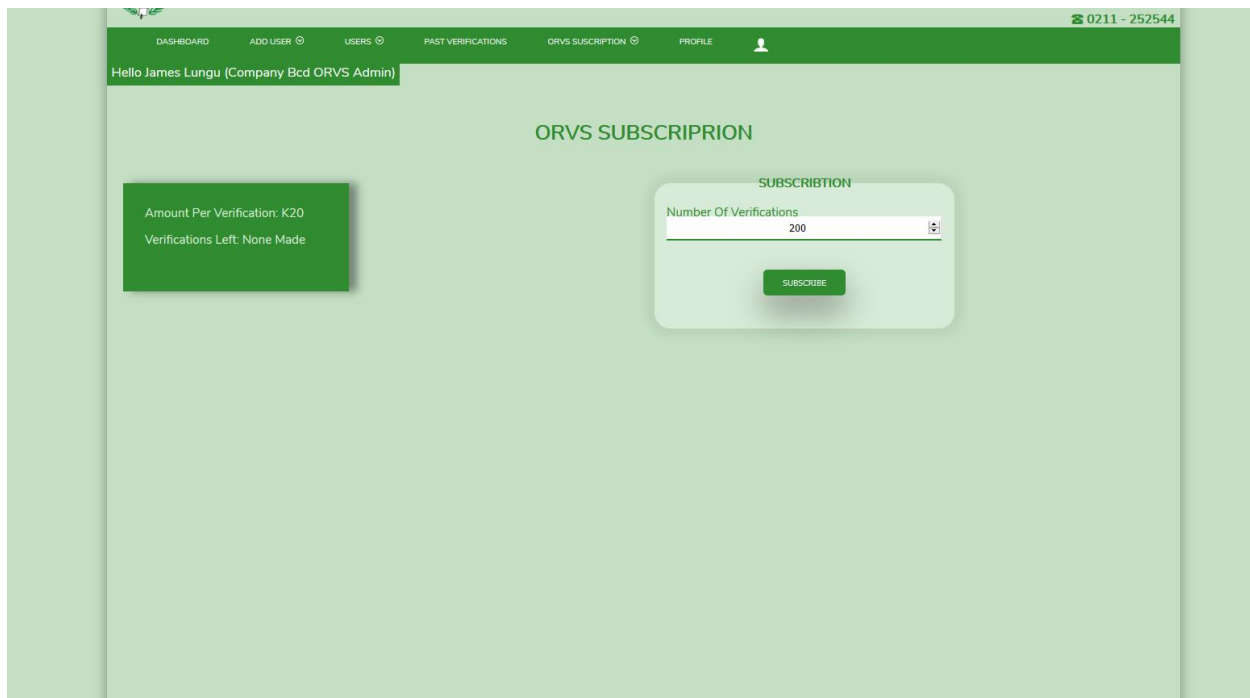
FIGURE 2.16: subscribtion page

The administrator enter the number of verifications they want to pay for on behalf of the organisation, then they click on "subscribe". They will be redirected to the payment gateway for payment to be made. Fifure 2.16 displays the paymrnt gateway
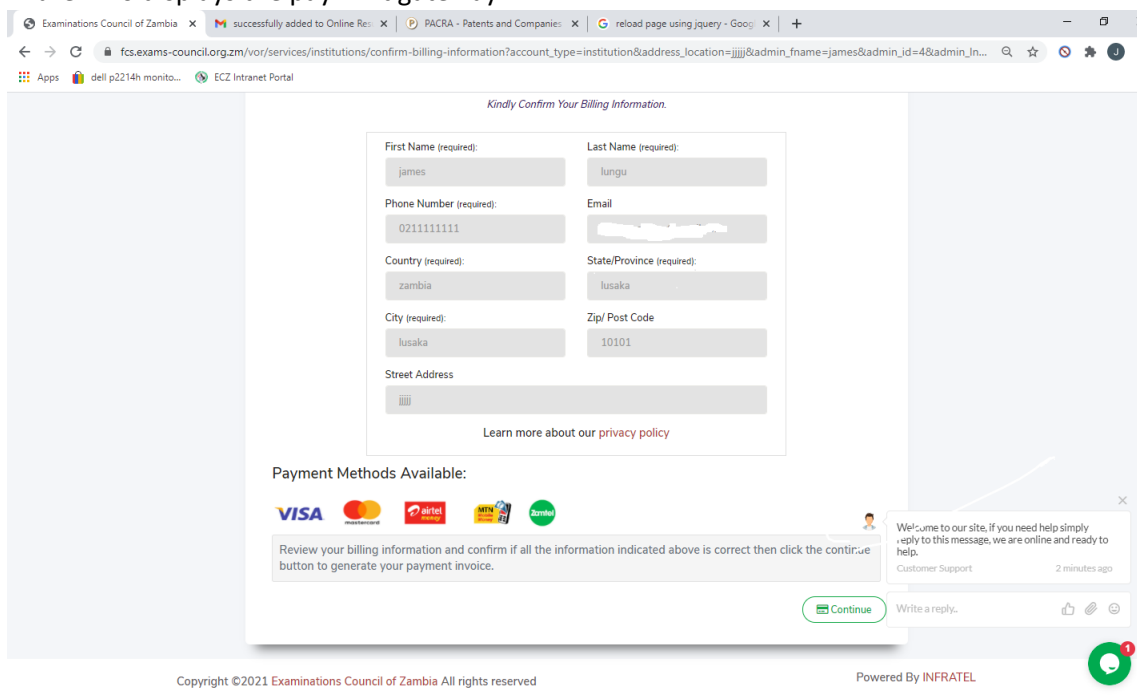
FIGURE 2.17: Payment gateway

The payment gateway displays information coming from the online results verification system. Click on the "Continue" button and you will be directed to the invooice where the quantity, unit price and total amount are displayed. Figure 2.17
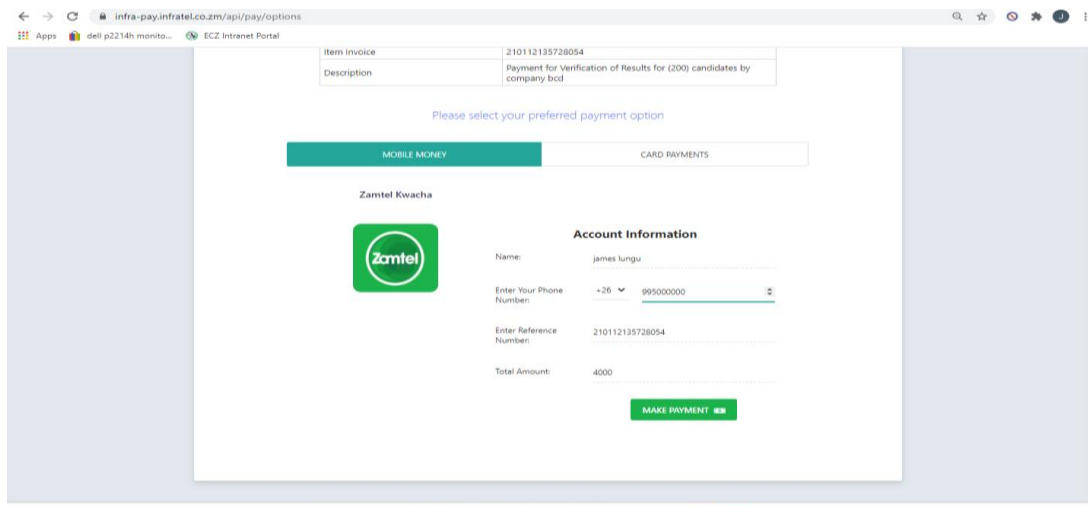

FIGURE 2.18: Invoice

After accepting the invoice you will be directed to the payment options. For this example, we will use Zamtel
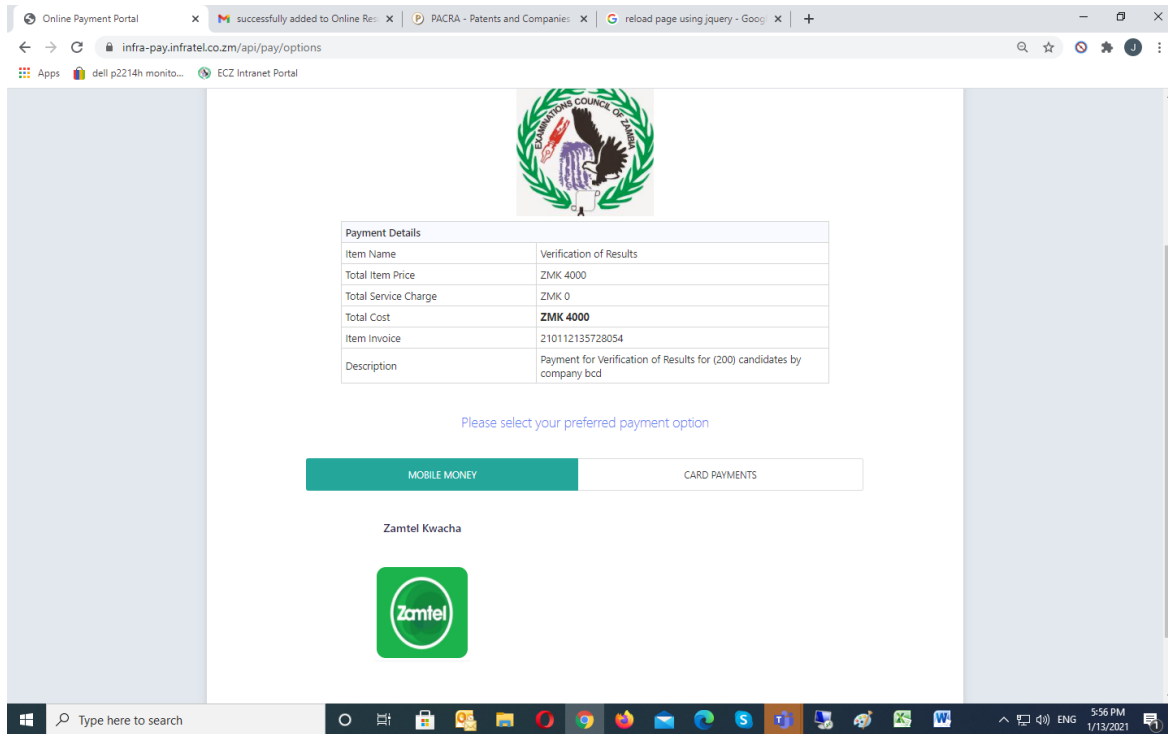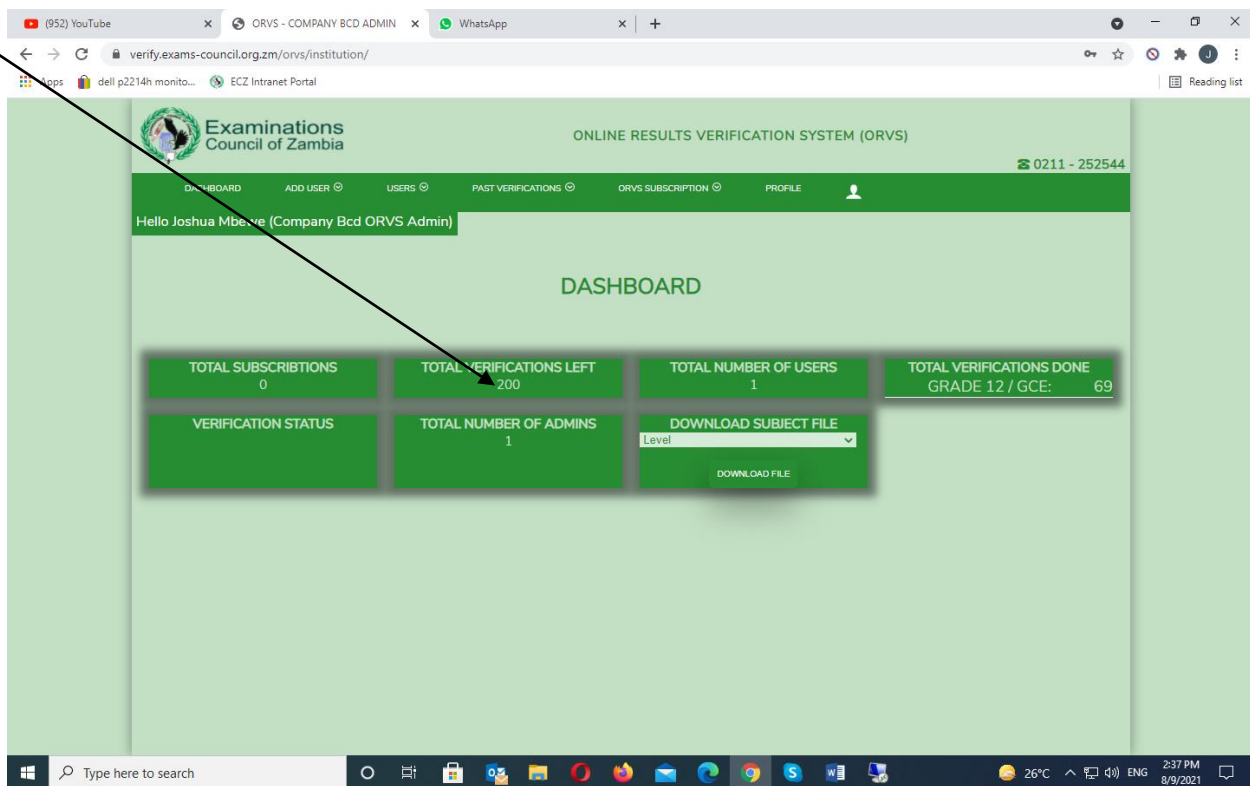
FIGURE 2.19: Payment options

Enter your mobile phone number and click "MAKE PAYMENT" to pay for the verification. Figure 2.19 displays page for entering you mobile number
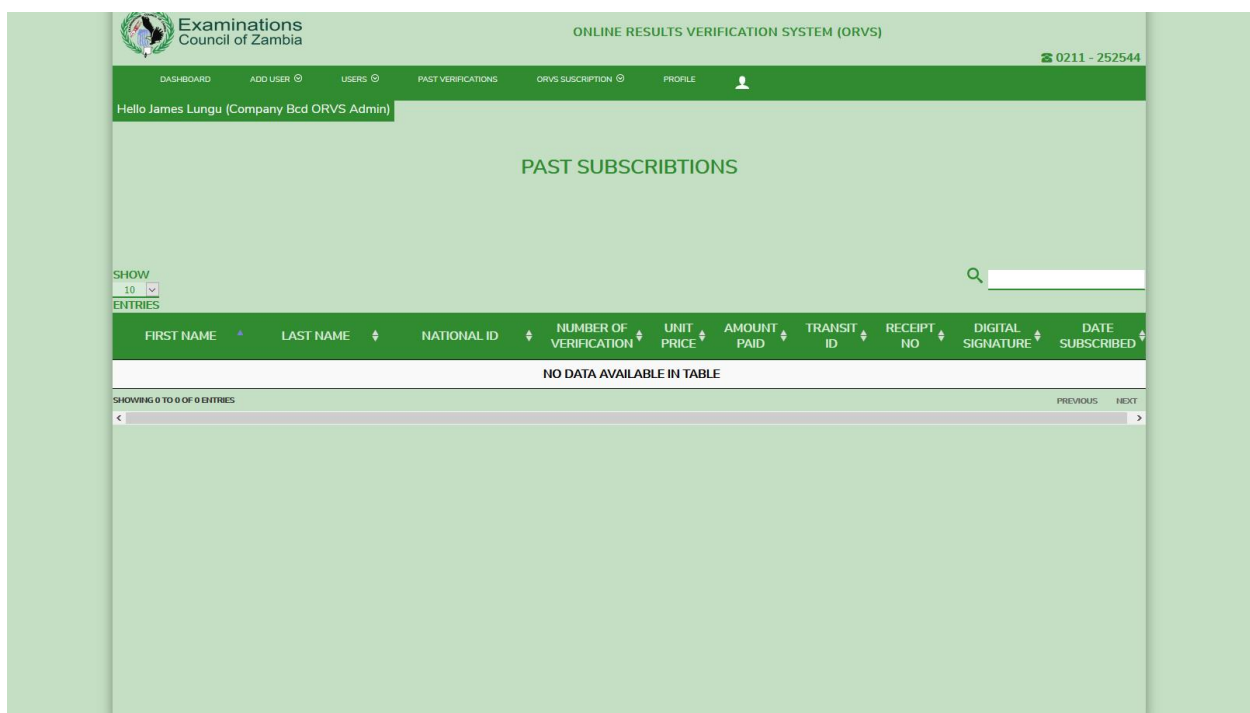

FIGURE 2.20: Entering mobile number

When successful payment is made, an update will be seen on the administrator dashboard as senn on figure 2.20

FIGURE 2.21: Admin dashboard

For viewing past subscribtions, , the administrator should click on the "past subscribtion" link and they will be directed to a page as shown in figure 2.17 below

FIGURE 2.22: past subscribtion page

CHANGE PASSWORD

To change the password, click on the profile link and click on the "change password" link (figure 2.22) and you will be directed to the page that will allow for password change (figure 2.23)

FIGURE 2.23: profile page

**FIGURE 2.24:** page for changing password

LOGOUT

To logout, hover the mouse over the "person" icon at the end of the navigation bar and click on "logout"
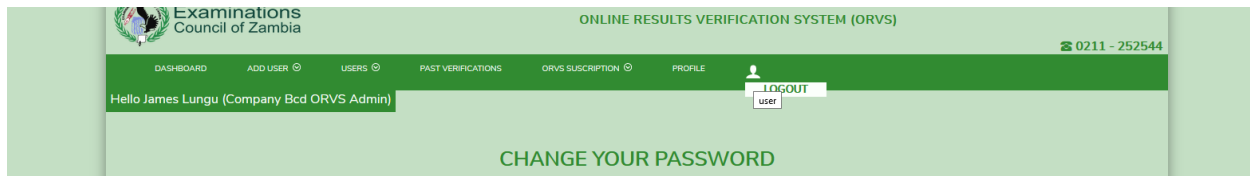

ORGANISATION USER

To lo in as a institution / organisation user you need to type in you email address, the password that was sent to your email by the system when the account was created by the administrator, the company name and the "none admin privilage".
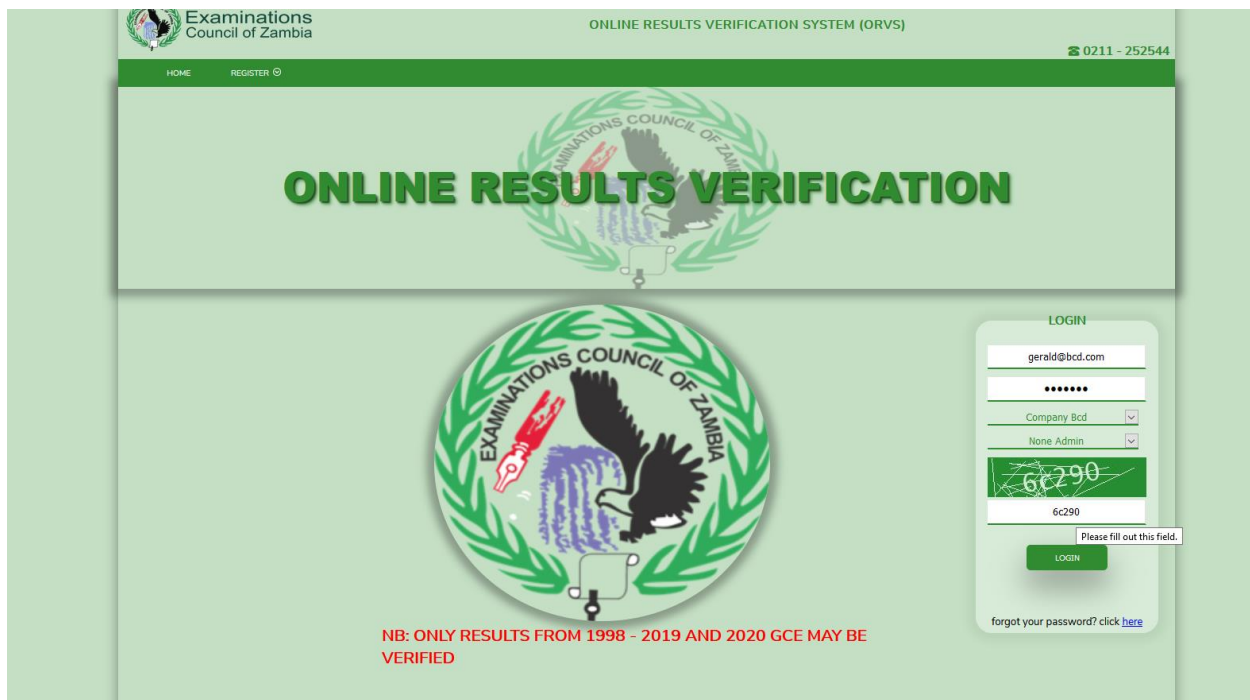
FIGURE 3.1: Online Results Verification System home page
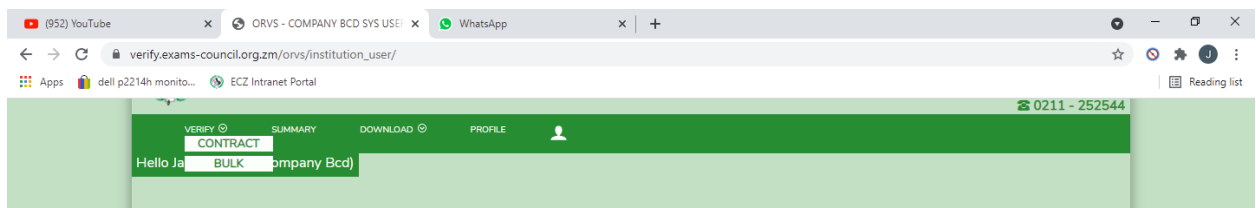
CONTRACT VERIFICATION

When the system user logs in, they will be directed to a page similar to the verification page viewed by the clients
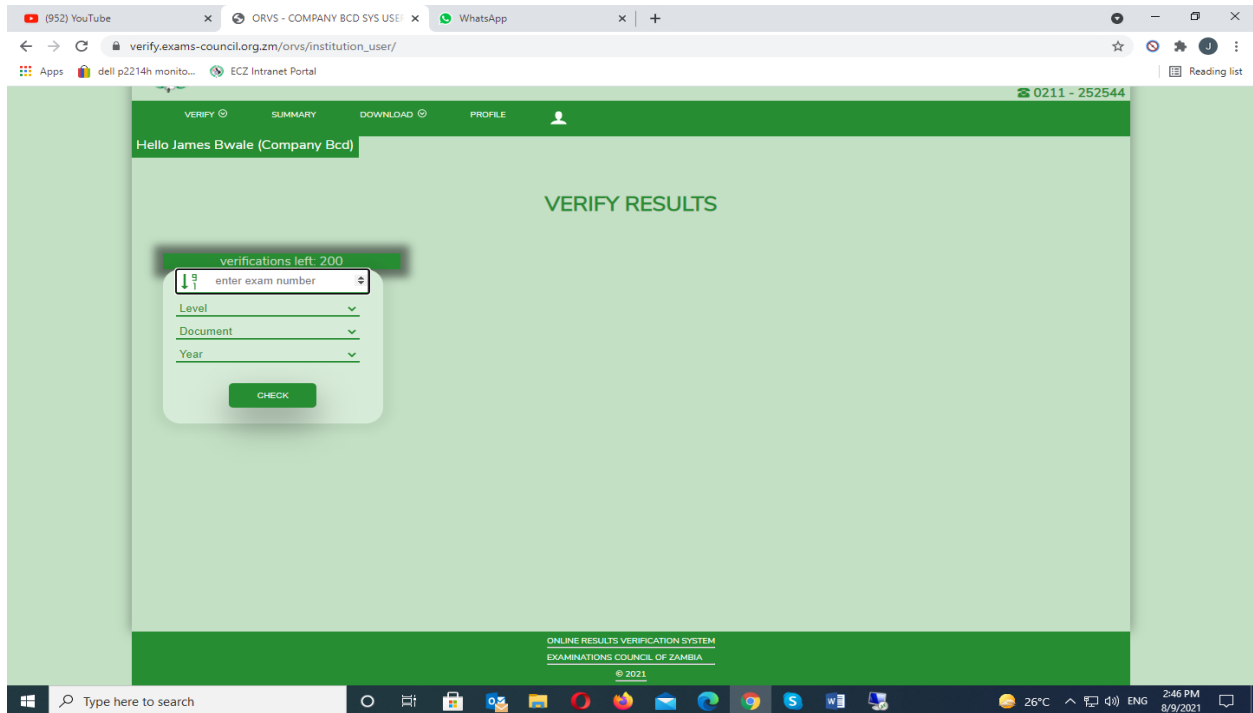
FIGURE 3.2: verification page

There are two types of verifications carried out by the user

- BULK
- CONTRACT

Contract means one verification at a time

Notice how many verifications are left, the same number of verifications subscribed for by the admin

To verify, enter / choose the exam number the level, the document to verify and exam year and details wil appearas shown in figure 3.3

FIGURE 3.3: details produced based on parameters entered

The system user should enter the grades to be verified and then click on "verify". When the user enters a grade, they should, press the "ENTER" key to tab down to the next text field to enter the grade. A popup confirming the ebtered grades will appear as shown in figure 3.4
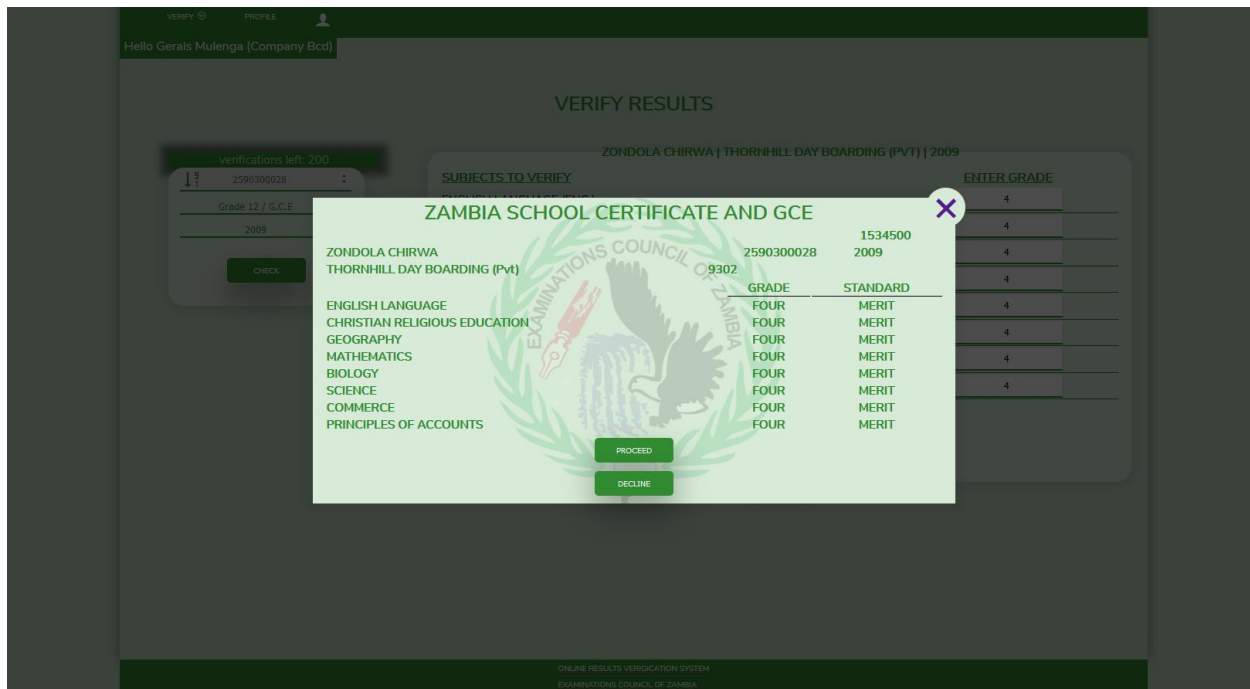
FIGURE 3.4: confirmation popup

Click "proceed" and anothere popup will appear asking you if you are sure you want to continue.
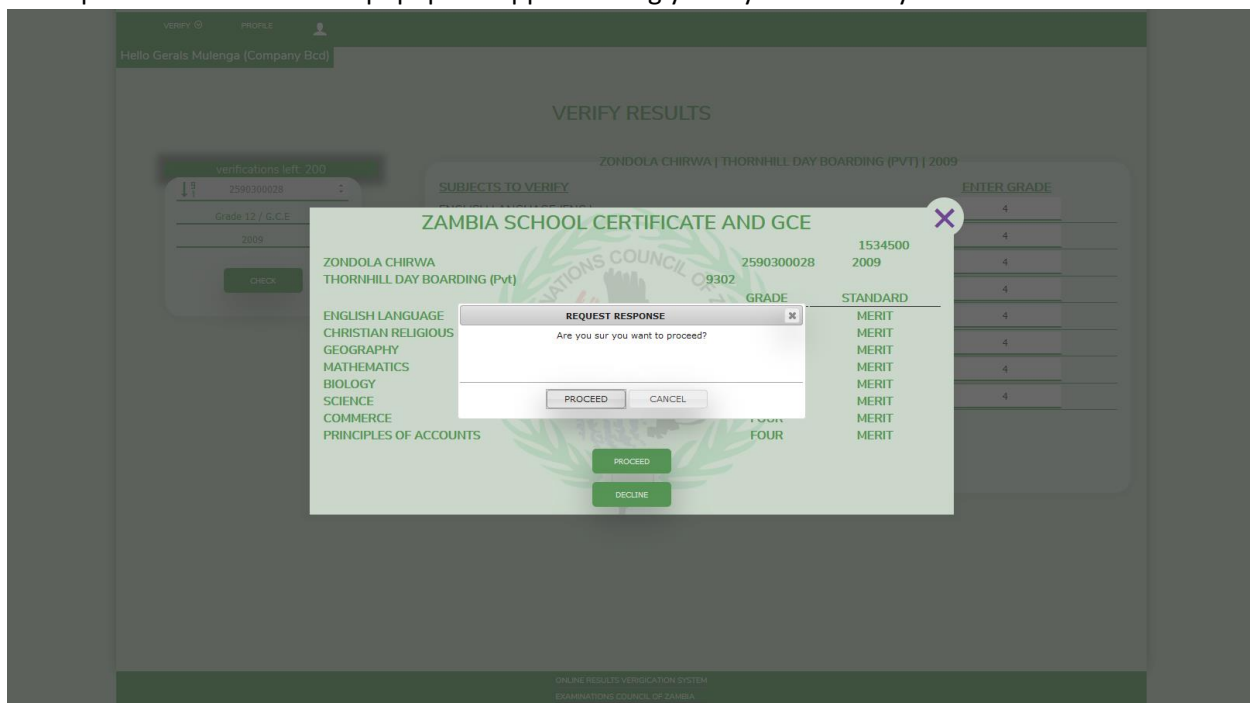
FIGURE 3.5: confirmation to proceed

When the user proceeds, the system verifies the results and alerts the user that the verification is completed when it it completed
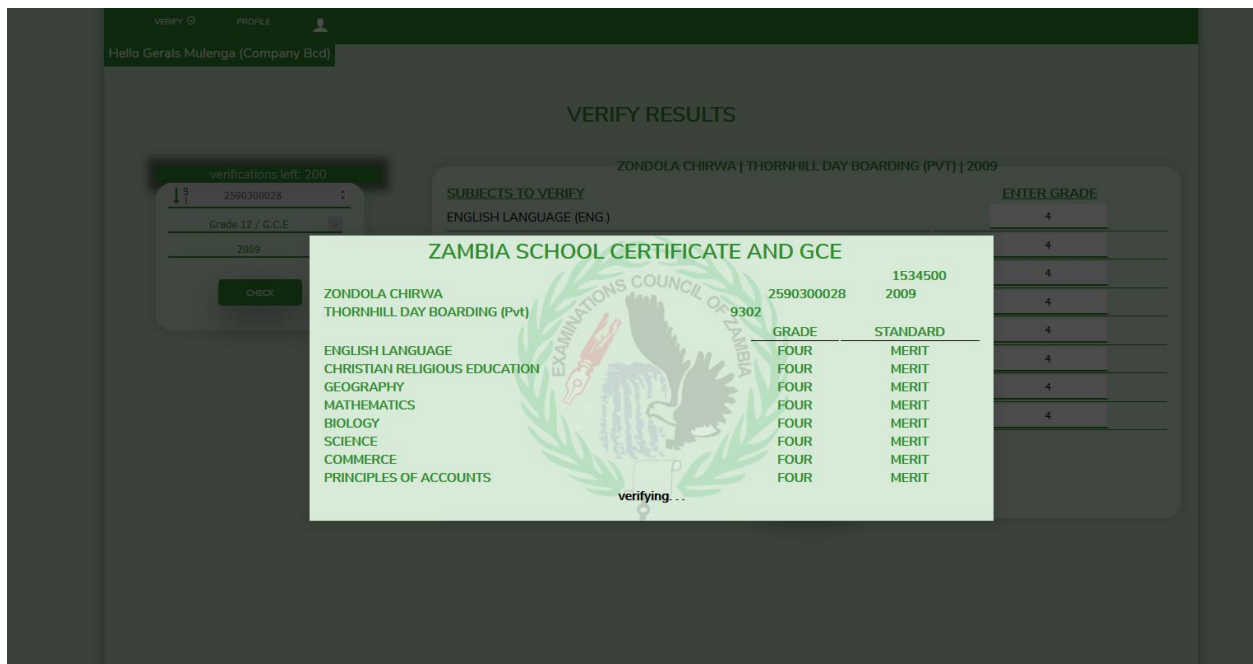
FIGURE 3.6 verification process

FIGURE 3.7: completion of verification with result status
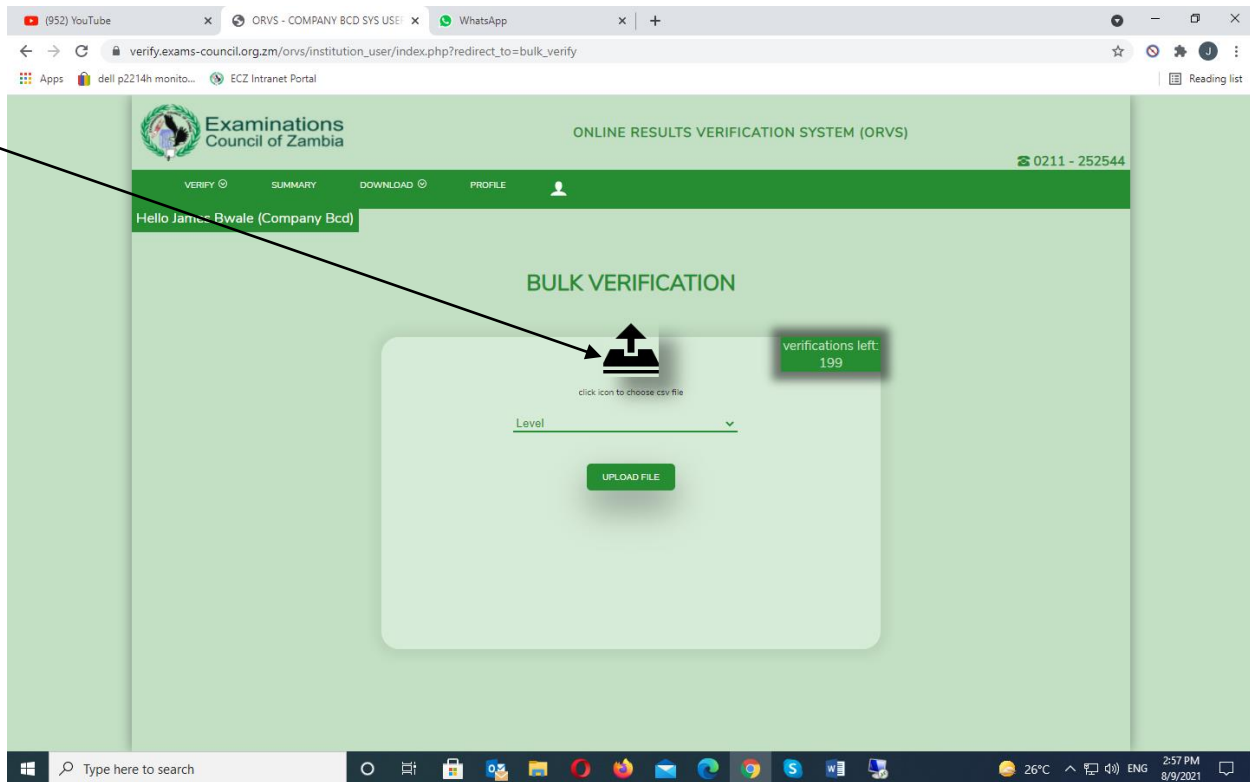
When the verification is complete, the user can download statements or sumarries of the verification. Figure 3.7 shows "NOT GENUINE" as the status but if results were genuine, the status would have been "GENUINE"

BULK VERIFICATION

Bulk verification verifies multiple candidates at onece

Figure 3.8 shows the bulk verification page

FIGURE 3.8: bulk verification page

To start the verification process, click on the download icon to locate the csv file where the list of candidates have been stored

NB: The file to be uploaded should
1. Be a csv file
2. **NOT CONTAIN HEADINGS, JUST THE DATA**
3. **NOT CONTAIN ANY WHITE SPACES IN THE FIELDS. MAKE SURE THERE ARE NO WHITE SPACES. FIELDS SHOULD BE TRIMMED OF SPACES ON THE LEFT AND RIGHT OF THE DATA. FIRST AND MIDDLE NAMES CAN BE PLACED IN THE FIRST NAME COLUMN.**
4. **ALL DATA SHOULD BE IN UPPERCASE (ESPECIALLY THE GRADES)**
5. **be in the format specified in figure 3.9**

FIGURE 3.9: verification upload format

when the above steps mentioned are followed, click on the upload icon to upload the file
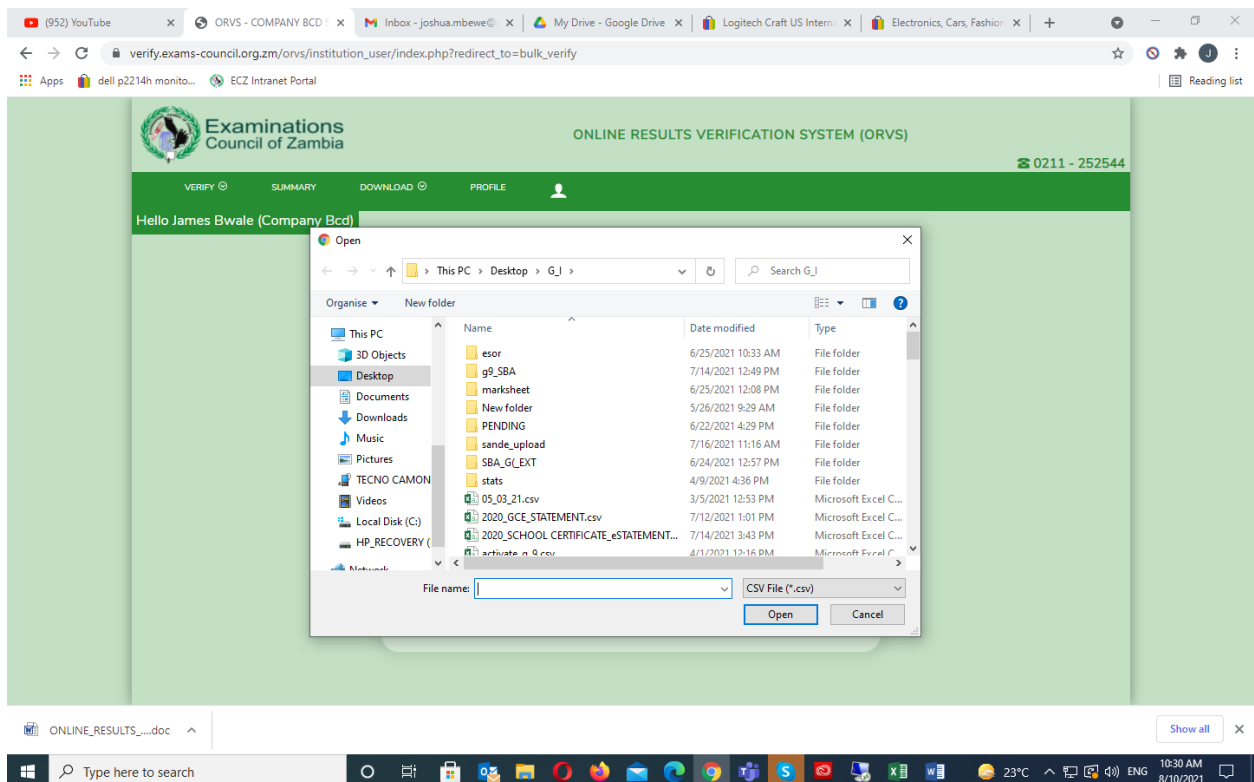
FIGURE 3.10: locating file to upload

Once the file is chosen,select the level and click "UPLOAD FILE". Once that is done, the system will perform several tasks

1. upload the file
2. import data contained in the uploaded file
3. validate exam numbers. If exam numbers that have been uploaded are not found in the system, the system will cancel verification and display those exam numbers that were not found in the system. Figure 3.11 shows this. Make sure to save the document for reference.
4. count the number of candidates . After the counting is done, the system will display the number of candidates that have been uploaded and the user will have an option to proceed or cancel.. Figure 3.12
5. verifying of the results

NB: -   **If step 2 does not begin immediately after step 1, refresh the web page and start again.**
  -   **The exam numbers should be placed in the right rows i.e each candidate should have their own exam number and not being placed against another candidate.**
  -   **If the examination year is not known, add "0" in the column.**
  -   **Different years can be used in the "exam year" column and not necessarily the same years.**
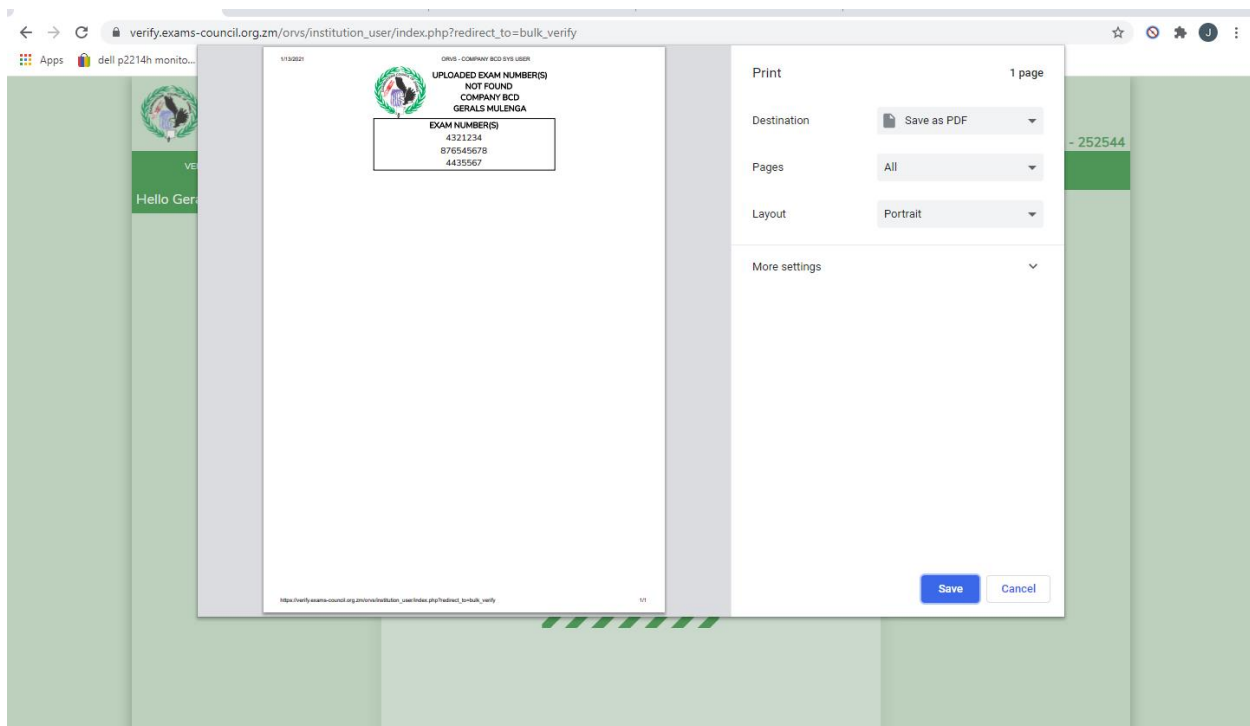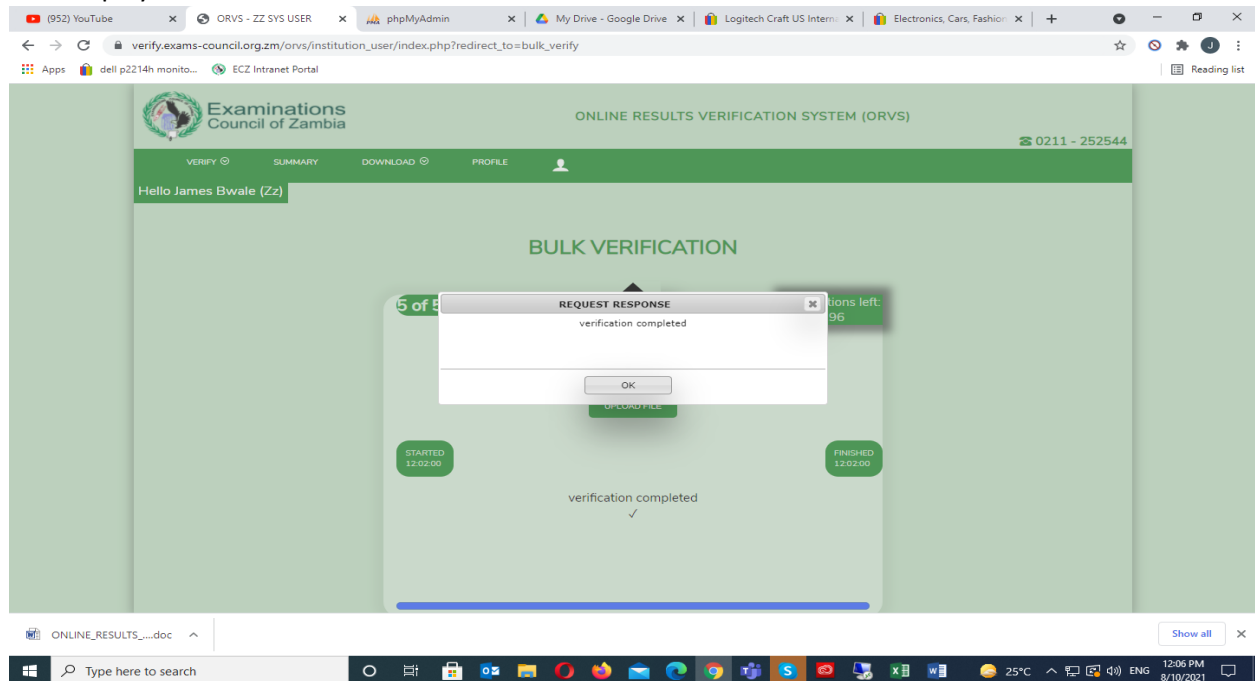
FIGURE 3.11: popup displaying uploaded exam numbers not found in the system
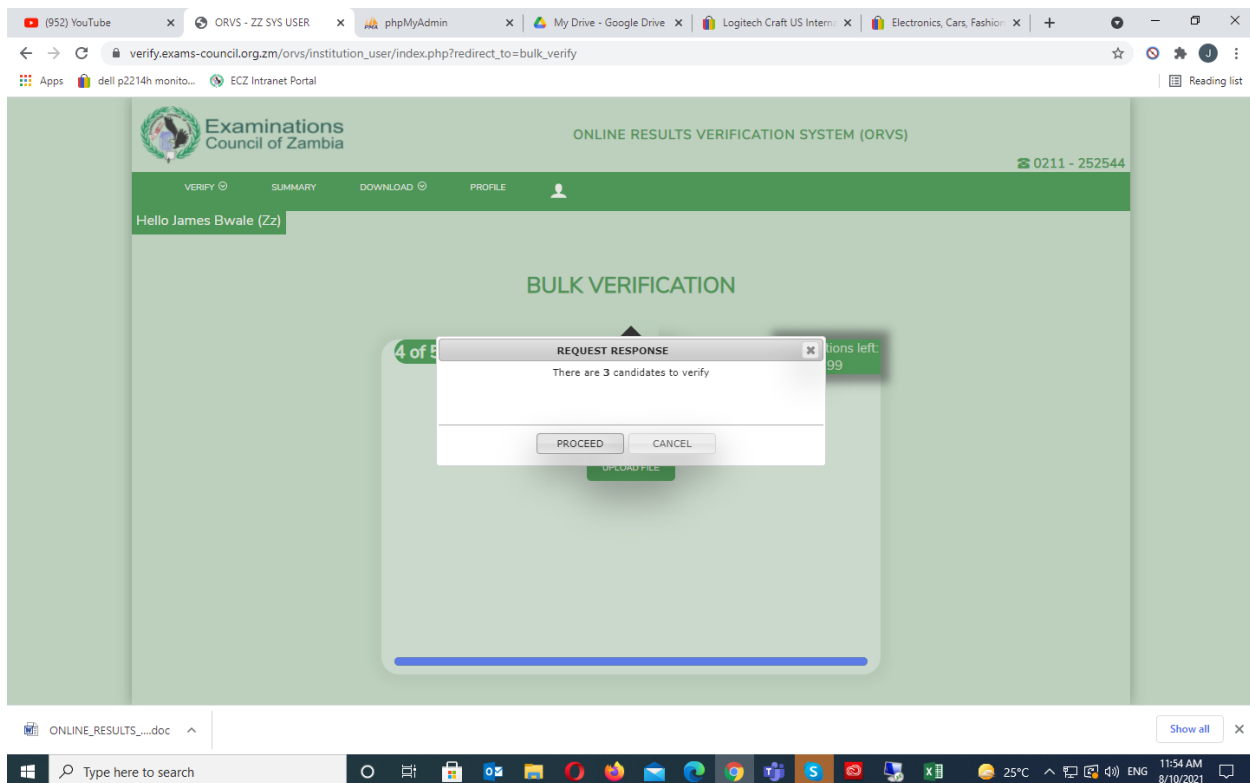
FIGURE 3.12: popup displaying the number of candidates to verify

When proceeding with the verification, the system validates and compares the number of subscribtions against the number of candidates. If they check out, the verification starts and when completed, figure 3.12 displays

FIGURE 3.13: verification process completes

The administrator once again has the privilege to download the results

SUMMARY

The summary page shows a list of verifications that have been made by the system user. Figure 3.14 displays the summary page

FIFURE 3.14: Summary page
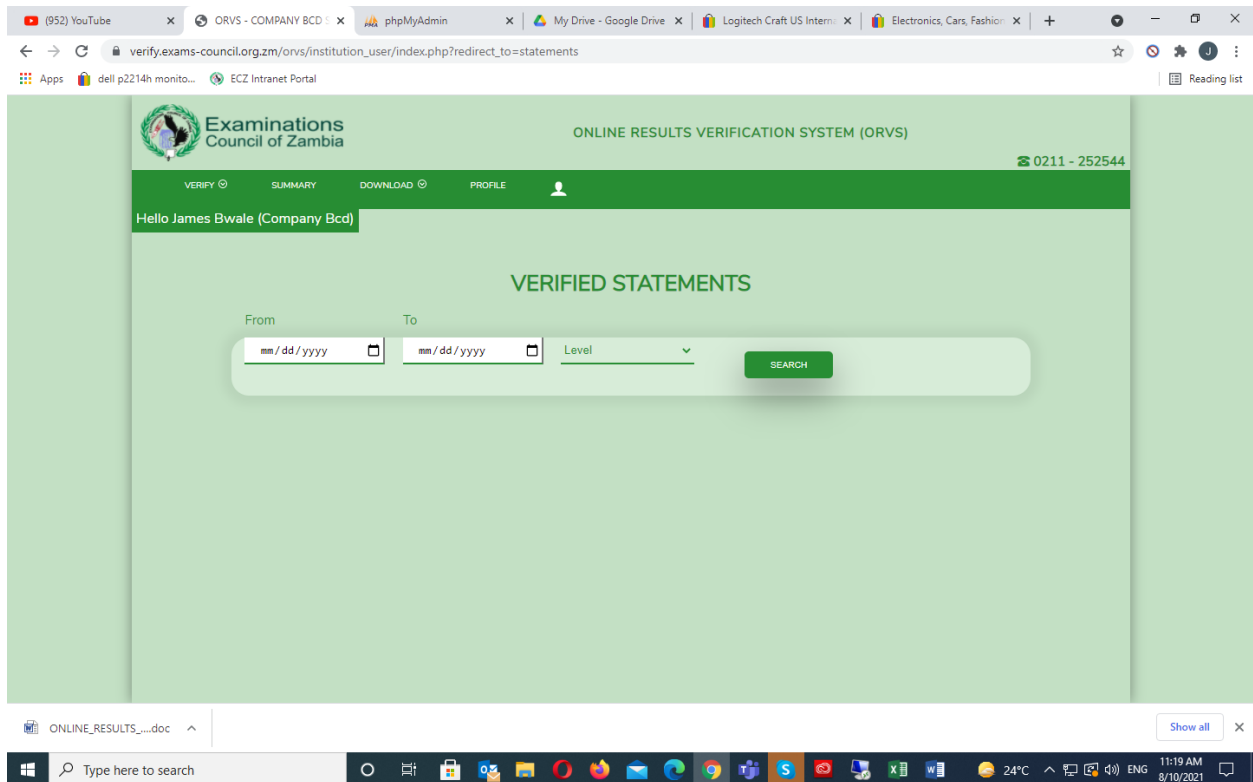
DOWNLOAD PAGE

Within the download, the system user can download the summaries of his / her verification or a statement for each candidate they verified. Figures 3.15 and 3.16 shows the summary and statement pages respectively. The summary page allowa the user to download a summary of verifications done based on the date range and status' and the statement allowa the user to download a statement for each candidate they verified based on the date ranges. Both documents are downloadable via PDF.
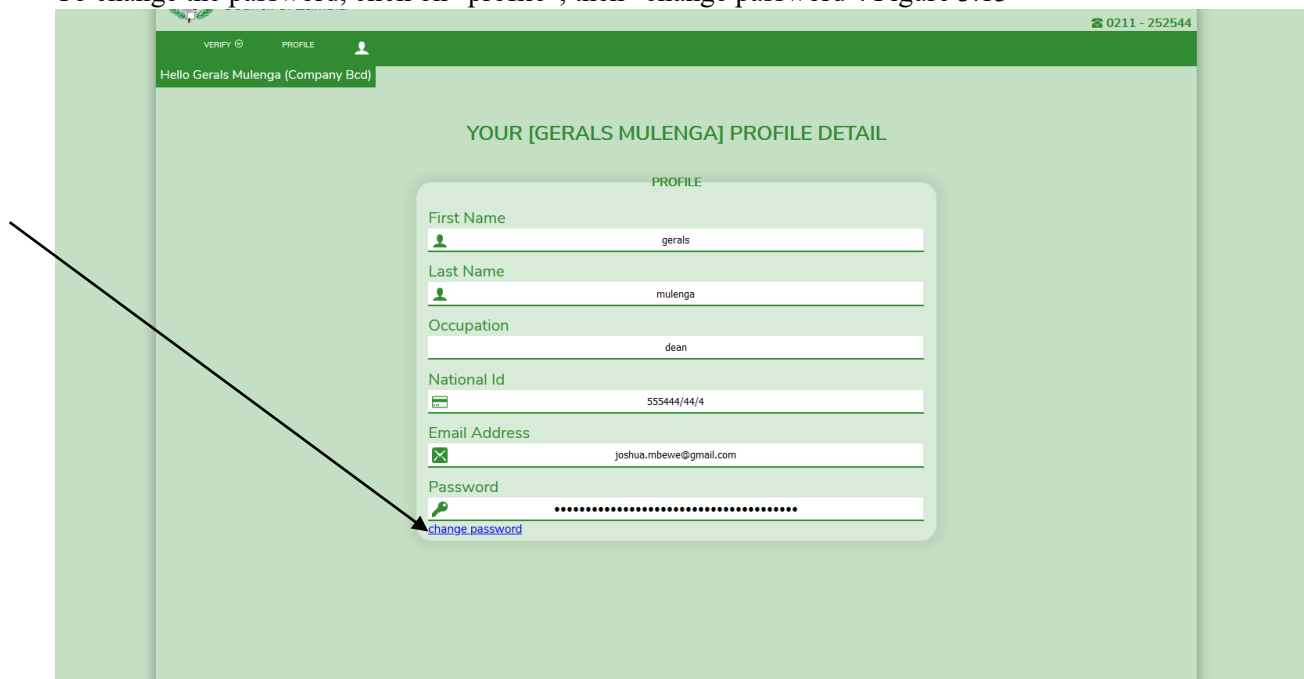

FIGURE 3.15: Summary page

FIGURE 3.16: Statement page

CHANGE PASSWORD

To change the password, click on "profile", then "change password". Figure 3.13

FIGURE 3.17: profile page .

User will be redirected to change the password. Figure 3.14

FIGURE 3.18: page to change the password

LOGOUT

Hover the mouse over the "person" icon and click "LOGOUT"