

# ONLINE RESULTS VERIFICATION SYSTEM (ORVS)



## USER MANUAL

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## 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

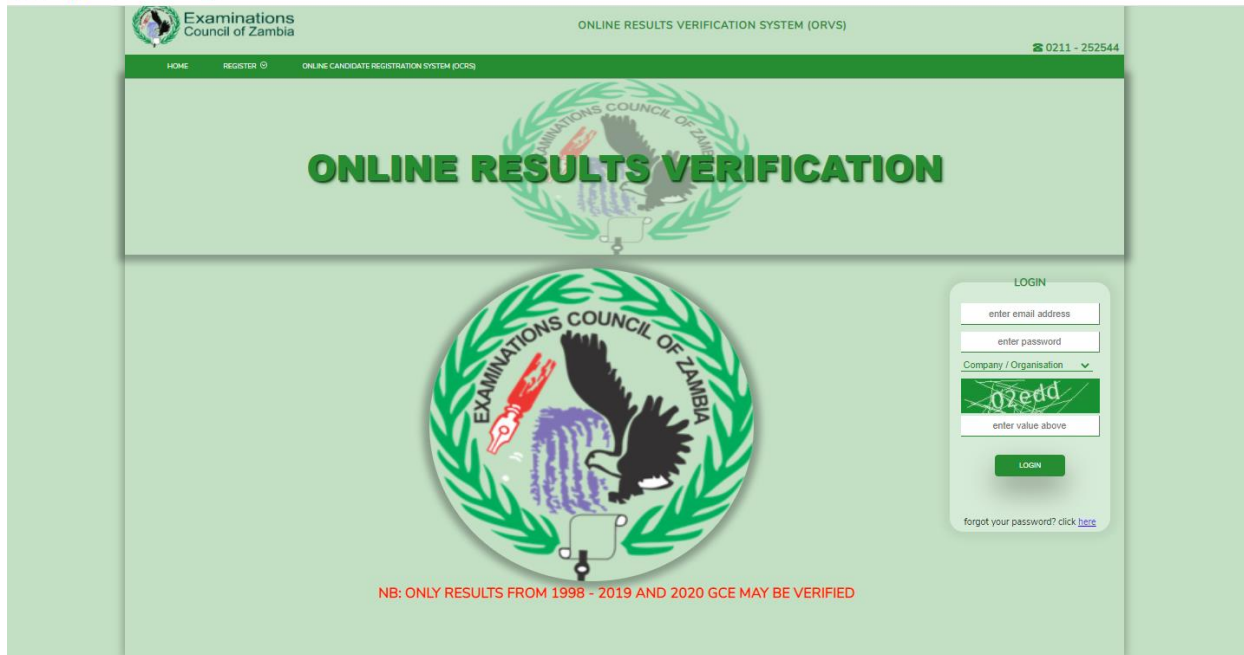
## ENTITIES

### *CLIENTS / INDIVIDUALS*

Clients need to be registered before they can be registered

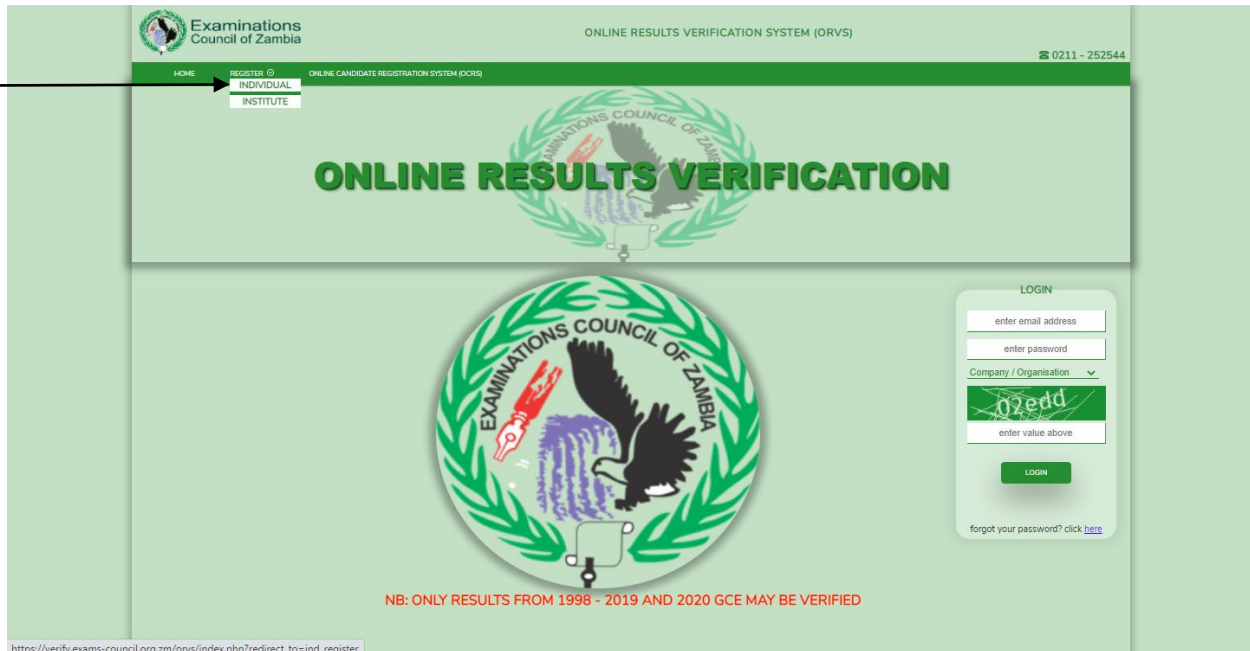
### REGISTRATION

Visit the URL / Web Address [verify.exams-council.org.zm](http://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 individual (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

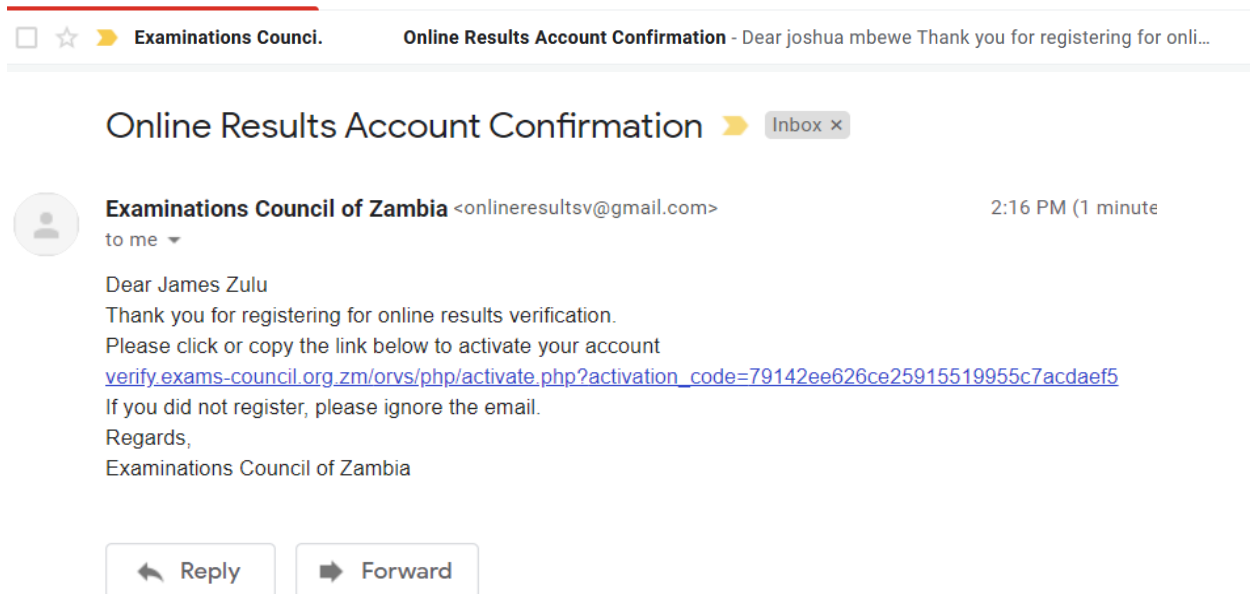
**FIGURE 1.3:** Registration page for clients / individuals

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 address is entered

**Figure 1.4:** Message indicating an email being sent for account activation

In order to activate your account you will need to visit your inbox and follow the instructions. The system won't allow you to log in if you do not visit and 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 account activation



## LOGIN

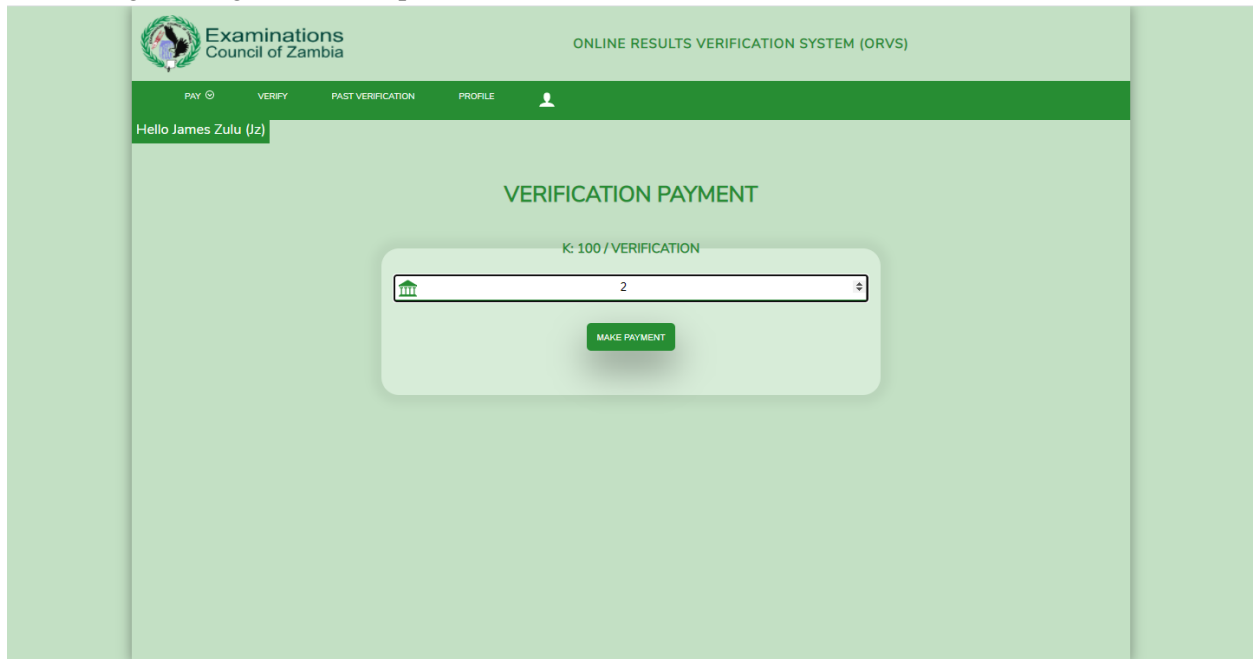
In order to log into the account, you'd need to provide credentials in the form of email address password and organization / company that you are affiliated to. As a client you will have to choose "individual". Also enter the captcha. Figure 1.7 below gives an example

The screenshot shows the homepage of the Examinations Council of Zambia's Online Results Verification System (ORVS). The page has a green header with the council's logo and name on the left, the system name "ONLINE RESULTS VERIFICATION SYSTEM (ORVS)" in the center, and a phone number "0211 - 252544" on the right. Below the header is a navigation bar with links for "HOME", "REGISTER", and "ONLINE CANDIDATE REGISTRATION SYSTEM (OCRS)". The main content area features a large green banner with the text "ONLINE RESULTS VERIFICATION" and the council's logo. Below the banner is a large circular logo of the Examinations Council of Zambia. To the right of the logo is a login form titled "LOGIN". The form contains fields for "Email" (filled with "example@examplemail.com"), "Password" (filled with "\*\*\*\*\*"), "User Type" (a dropdown menu with "Individual" selected), and a "Captcha" field (filled with "3eb2d"). There is a "LOGIN" button and a link for "forgot your password? click [here](#)". At the bottom of the page, a red notice states: "NB: ONLY RESULTS FROM 1998 - 2019 AND 2020 GCE MAY BE VERIFIED".

**FIGURE 1.7:** Home page displaying filled up login form

## MAKE PAYMENTS

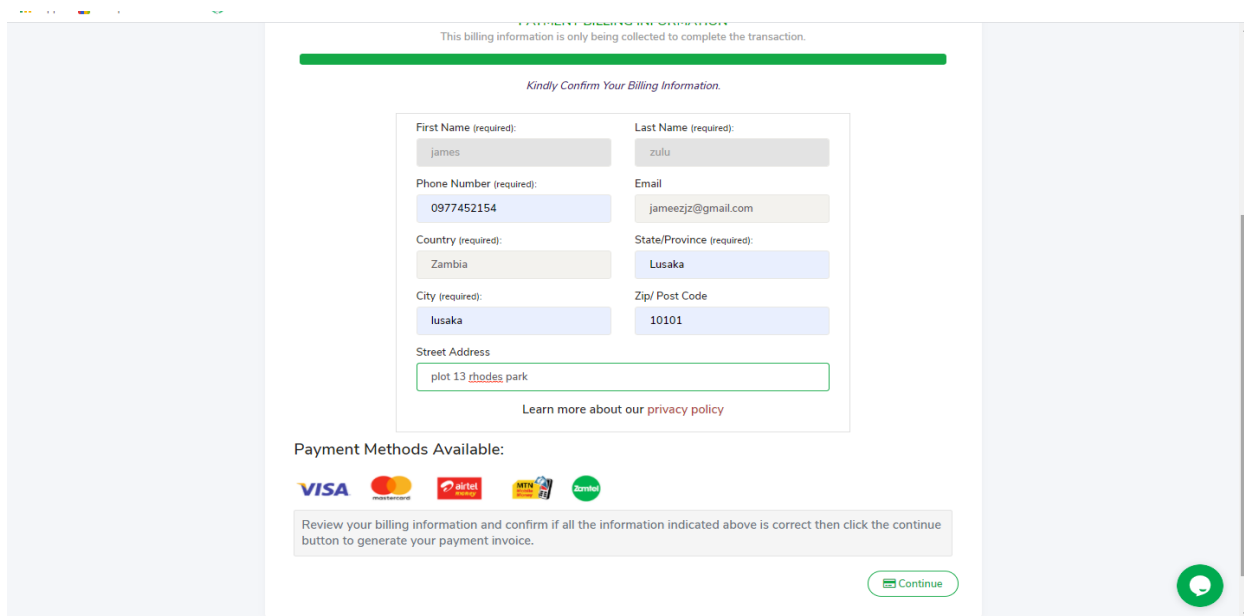
The first page you see after logging in is the page that allows you to make payment. There is a form with a text field that allows you to specify the number of verifications you want to pay for. Figure 1.8 gives an example



The screenshot shows the 'VERIFICATION PAYMENT' page. At the top, there is a green header with the 'Examinations Council of Zambia' logo and the text 'ONLINE RESULTS VERIFICATION SYSTEM (ORVS)'. Below the header, a green navigation bar contains links: 'PAY', 'VERIFY', 'PAST VERIFICATION', and 'PROFILE'. A user greeting 'Hello James Zulu (Jz)' is displayed. The main content area is titled 'VERIFICATION PAYMENT' and shows a rate of 'K 100 / VERIFICATION'. A text input field with a house icon on the left and a dropdown arrow on the right contains the number '2'. Below this field is a green button labeled 'MAKE PAYMENT'.

**FIGURE 1.8:** Payment page

After you have decided 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



The screenshot shows a payment gateway page. At the top, a green banner states 'This billing information is only being collected to complete the transaction.' Below this, a section titled 'Kindly Confirm Your Billing Information.' contains a form with the following fields: First Name (required) with value 'james', Last Name (required) with value 'zulu', Phone Number (required) with value '0977452154', Email with value 'jameezjz@gmail.com', Country (required) with value 'Zambia', State/Province (required) with value 'Lusaka', City (required) with value 'lusaka', Zip/ Post Code with value '10101', and Street Address with value 'plot 13 rhodes park'. A link 'Learn more about our privacy policy' is below the Street Address field. Under the form, 'Payment Methods Available:' are listed with logos for VISA, Mastercard, air flit, and Zambian. A footer note says 'Review your billing information and confirm if all the information indicated above is correct then click the continue button to generate your payment invoice.' A green 'Continue' button is at the bottom right.

**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 shows the invoice

Apps dell p2214h monito... ECZ Intranet Portal

### PAYMENT INVOICE

Kindly confirm your invoice details before proceeding to payment

---

*Confirm and approve invoice amount.*

Invoice No: 210112135728052

Customer Name: james zulu  
Customer Type: General Client  
Customer Id: 8  
Phone Number: 0950xxxxxx

Date: 2021-01-13 14:00:16

#	Item	Quantity	Unit Price(ZMW)	Total Price(ZMW)
1	Verification of Results for (2) candidates	2	100.00	200.00

**Payment Methods Available:**

Review if all information indicated above is correct then the i click accept Invoice button to be redirected to the Infratel-pay payment portal to complete your payment.

Subtotal: ZMW 200.00

Service Fee: ZMW 0.00

**Total: ZMW 200.00**

Print

Accept 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

Apps dell p2214h monito... ECZ Intranet Portal

Payment Details	
Item Name	Verification of Results
Total Item Price	ZMK 200
Total Service Charge	ZMK 0
Total Cost	<b>ZMK 200</b>
Item Invoice	210112135728052
Description	Payment for Verification of Results for (2) candidates by james zulu

Please select your preferred payment option

MOBILE MONEY

CARD PAYMENTS

Zamtel Kwacha

**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


Total Item Price	ZMK 200
Total Service Charge	ZMK 0
Total Cost	<b>ZMK 200</b>
Item Invoice	210112135728052
Description	Payment for Verification of Results for (2) candidates by james zulu

Please select your preferred payment option

MOBILE MONEY

CARD PAYMENTS

Zamtel Kwacha



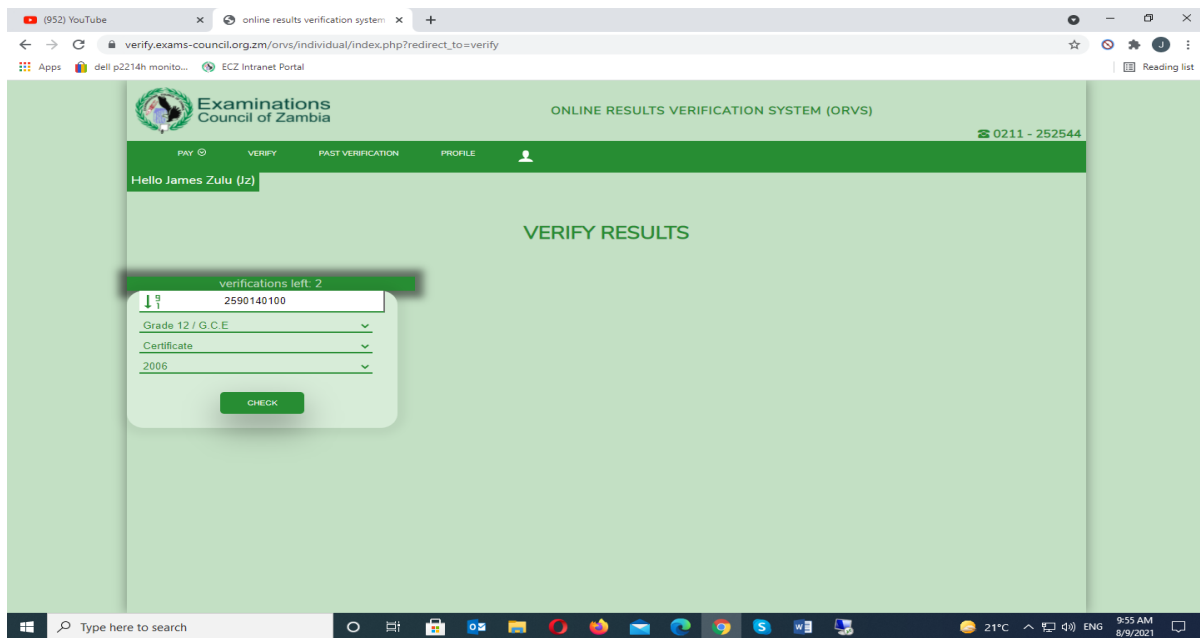
**Account Information**  
Name: james zulu  
Enter Your Phone Number: +26 9500000000  
Enter Reference Number: 210112135728052  
Total Amount: 200  
[MAKE PAYMENT](#)

**FIGURE: 1.12:** entering zamtel kwacha mobile number

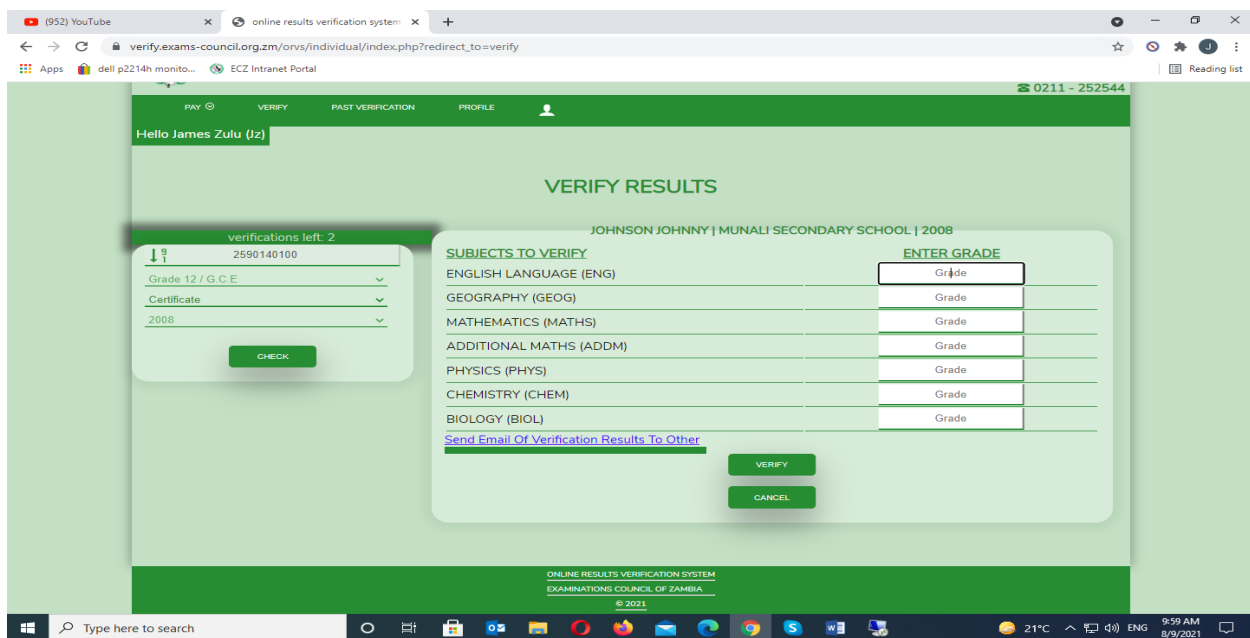
After you have made a successful payment you will be redirected back to the Online Results Verification System verify page.. if you are not taken to that page, click on the “verify” link

## VERIFY RESULTS

Figure 1.13: shows the page where 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. Once all those parameters are filled in / chosen, click on the “CHECK”. If there are details, they will be displayed figure 1.14

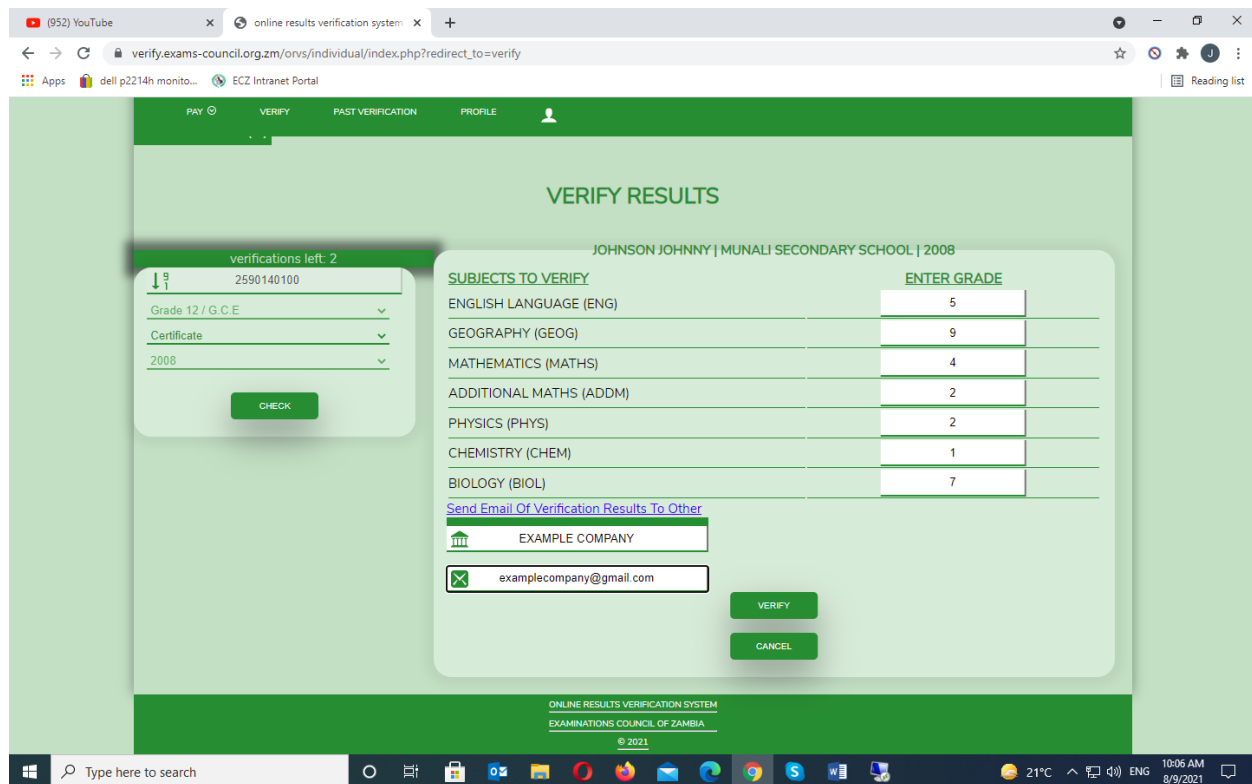


**FIGURE 1.13:** verification page



**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



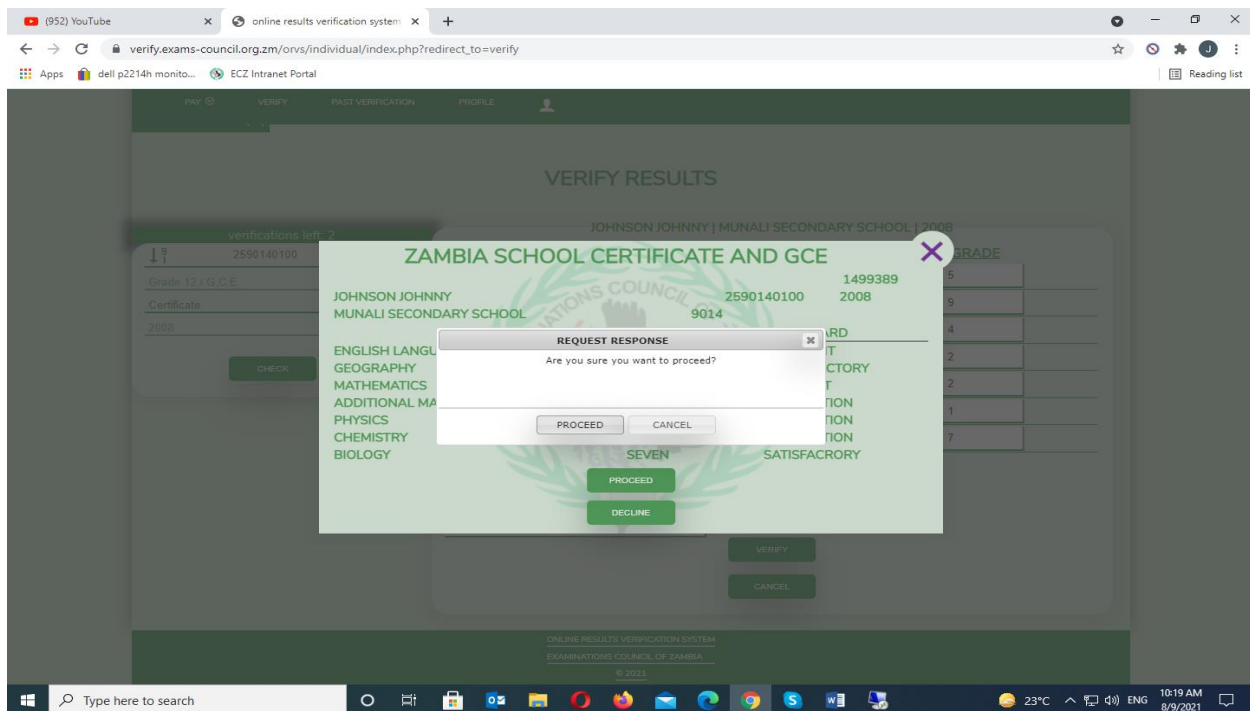
**FIGURE 1.15:** verification page with details entered

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 and a confirmation pop-up will appear confirming 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

VERIFY RESULTS

JOHNNY JOHNSON | THORNHILL DAY BOARDING (PVT) | 2009

SUBJECTS TO VERIFY  
ENGLISH LANGUAGE (ENG)

ENTER GRADE

GRADE	STANDARD
FOUR	MERIT
TWO	DISTINCTION
FIVE	CREDIT
SIX	CREDIT
TWO	DISTINCTION
ONE	DISTINCTION
FOUR	MERIT
FIVE	CREDIT

verify...

**FFIGURE 1.18:** system verification process

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

The provided results are **NOT GENUINE**  
Copy of results sent to EXAMPLE COMPANY NAME

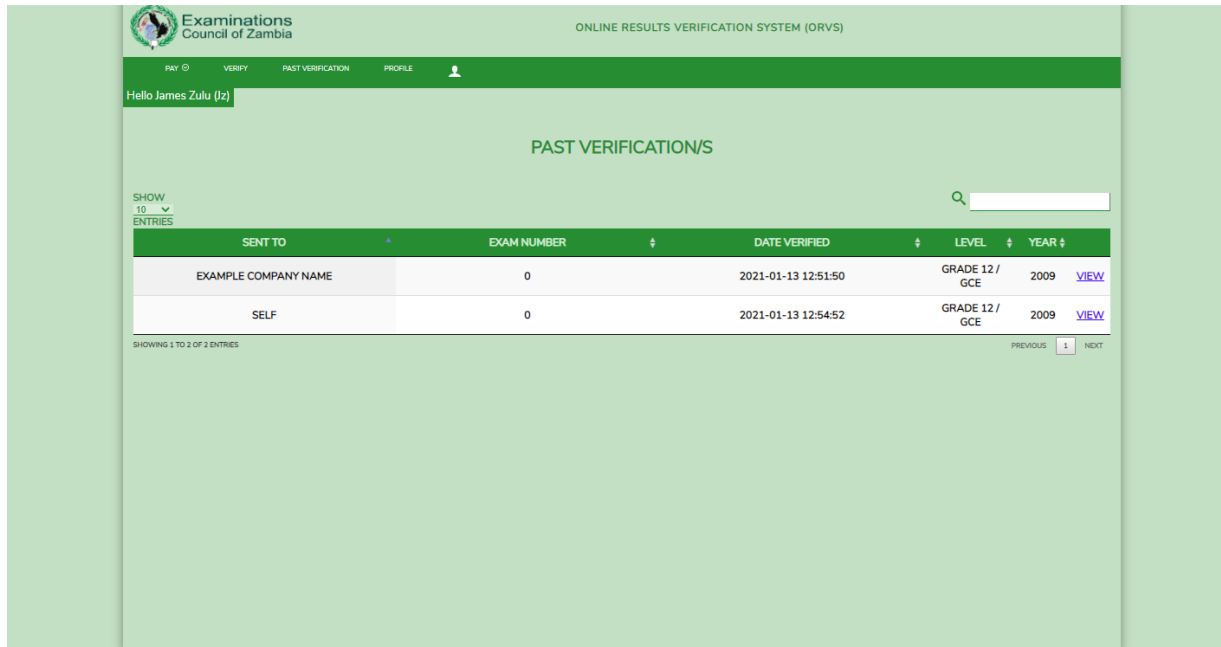
The provided results are **GENUINE**  
Copy of results sent to EXAMPLE COMPANY NAME

**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



Examinations Council of Zambia

ONLINE RESULTS VERIFICATION SYSTEM (ORVS)

PAY VERIFY PAST VERIFICATION PROFILE

Hello James Zulu (Jz)

PAST VERIFICATION/S

SHOW 10 ENTRIES

SENT TO	EXAM NUMBER	DATE VERIFIED	LEVEL	YEAR	
EXAMPLE COMPANY NAME	0	2021-01-13 12:51:50	GRADE 12 / GCE	2009	<a href="#">VIEW</a>
SELF	0	2021-01-13 12:54:52	GRADE 12 / GCE	2009	<a href="#">VIEW</a>

SHOWING 1 TO 2 OF 2 ENTRIES

PREVIOUS 1 NEXT

**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

PROFILE DETAIL (JOSHUA MBEWE)

PROFILE

First Name  
joshua

Last Name  
mbewe

Sex  
male

National Id  
123456/78/9

Physical Address  
example physical address

Username  
josh

Email Address  
joshua.mbewe@gmail.com

Password  
.....  
[change password](#)

Phone Number

**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

Examinations Council of Zambia

ONLINE RESULTS VERIFICATION SYSTEM (ORVS)

PAY VERIFY PAST VERIFICATION PROFILE

Hello James Zulu (Jz)

CHANGE YOUR PASSWORD

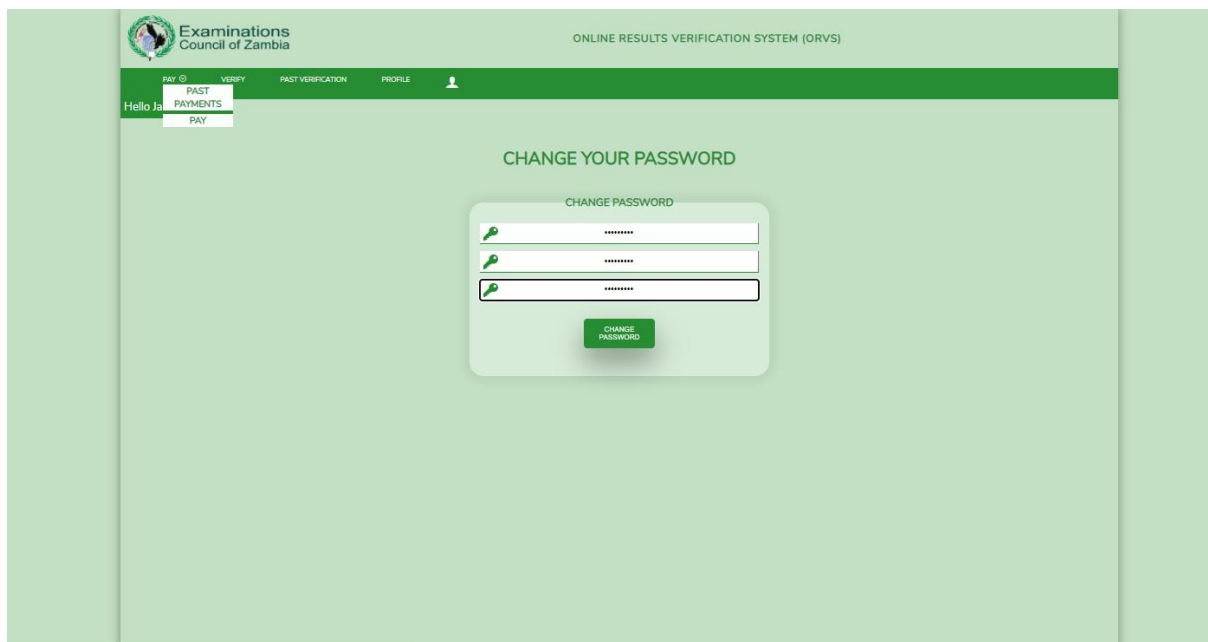
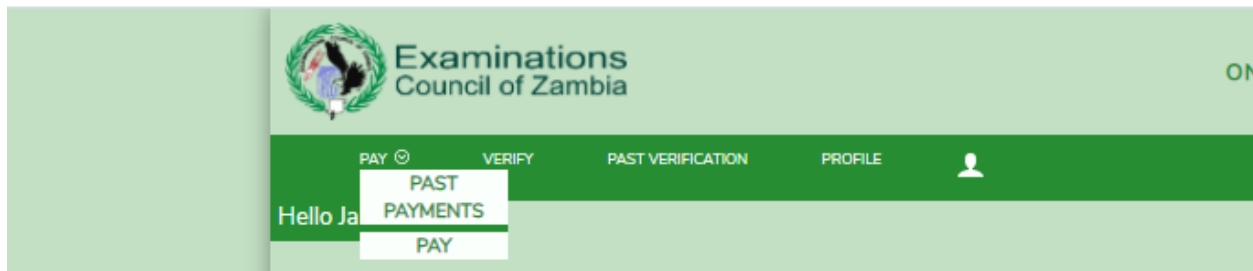
CHANGE PASSWORD

**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” icon and 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 register link and choose “INSTITUTION” and you will be directed to the registration page where all the details have to be filled in as seen on figure 2.2

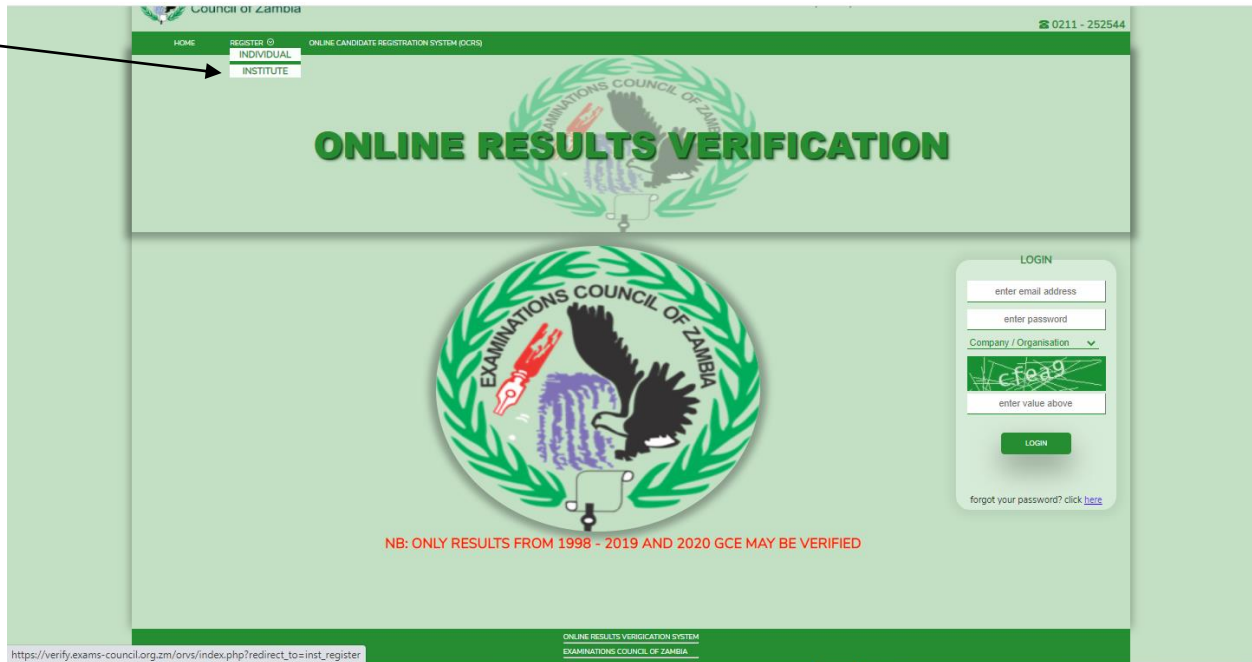


FIGURE 2.1: Online Results verification System home page

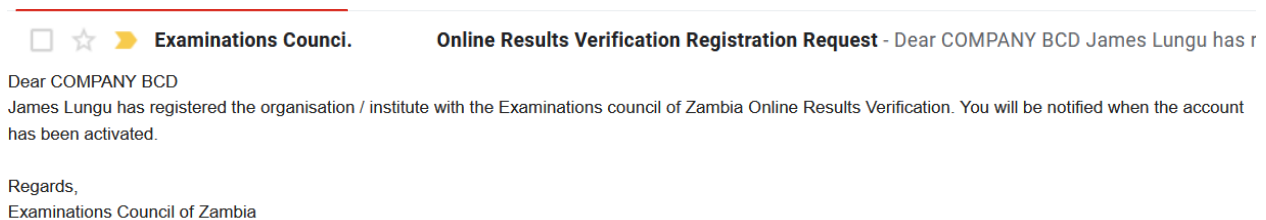
The image shows the "INSTITUTE REGISTRATION" form. The form is divided into several sections: "COMPANY / ORGANISATION REGISTRATION" and "ADMINISTRATORS DETAILS". The "COMPANY / ORGANISATION REGISTRATION" section is further divided into "ORGANISATION INFORMATION" and "ORGANISATION ADDRESS". The "ORGANISATION INFORMATION" section includes fields for Company / Organisation Name, Company TPIN, Business Type (dropdown), Company / Institute Email Address, and Company Phone Number. The "ORGANISATION ADDRESS" section includes fields for Company Plot Number, Company Location / Street Address, Town, Province (dropdown), Country (set to Zambia), and Zip / Postal Code. The "ADMINISTRATORS DETAILS" section includes fields for First Name, Last Name, Sex (dropdown), Email Address, Mobile Number, and Password. There is also a CAPTCHA field and a "REGISTER" button. A disclaimer at the bottom states: "by clicking on 'REGISTER', you acknowledge that the information you are about to submit is correct".

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

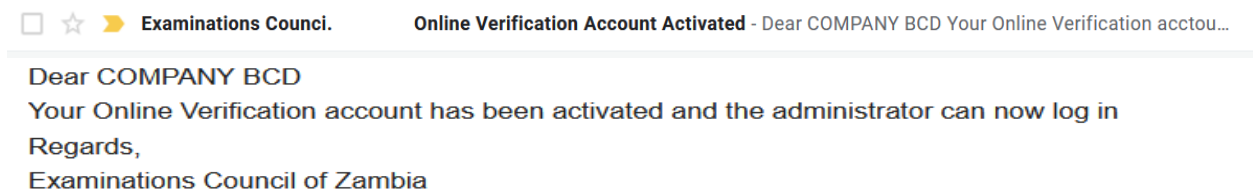
**FIGURE 2.3:** completion of form

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.

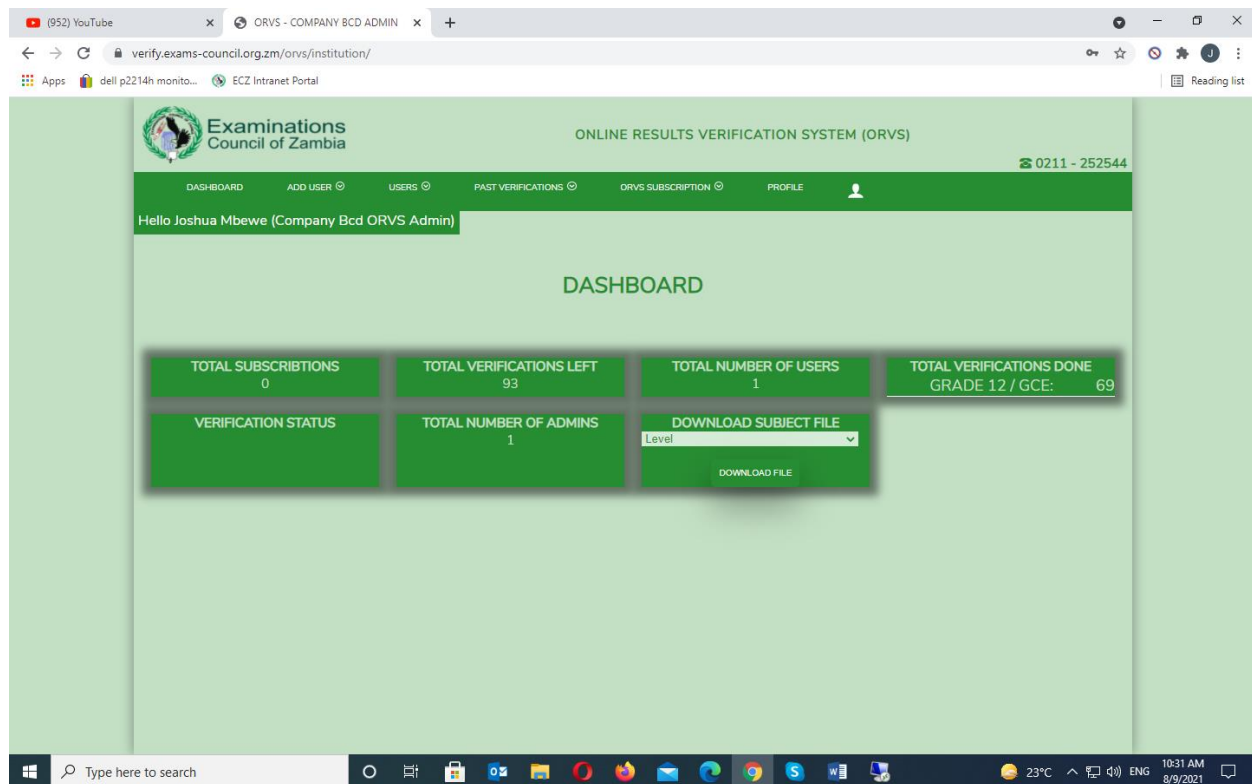
The screenshot shows the login interface for the 'ONLINE RESULTS VERIFICATION' system. At the top, the title 'ONLINE RESULTS VERIFICATION' is displayed in green, accompanied by the Examinations Council of Zambia logo. Below this, a large circular logo of the council is centered. To the right of the logo is a 'LOGIN' form with the following fields: 'Email' (pre-filled with 'jamelungu@company.com'), 'Password' (masked with dots), 'Company Bcd' (a dropdown menu), and 'Admin (Default)' (a dropdown menu). Below these fields is a green 'LOGIN' button. A link for 'forgot your password? click here' is located at the bottom of the form. A red note at the bottom of the page states: 'NB: ONLY RESULTS FROM 1998 - 2019 AND 2020 GCE MAY BE VERIFIED'. The footer contains the text 'ONLINE RESULTS VERIFICATION SYSTEM' and 'EXAMINATIONS COUNCIL OF ZAMBIA'.

**FIGURE 2.6:** organisation administrator login

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

- **TOTAL SUBSCRIPTIONS** – 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

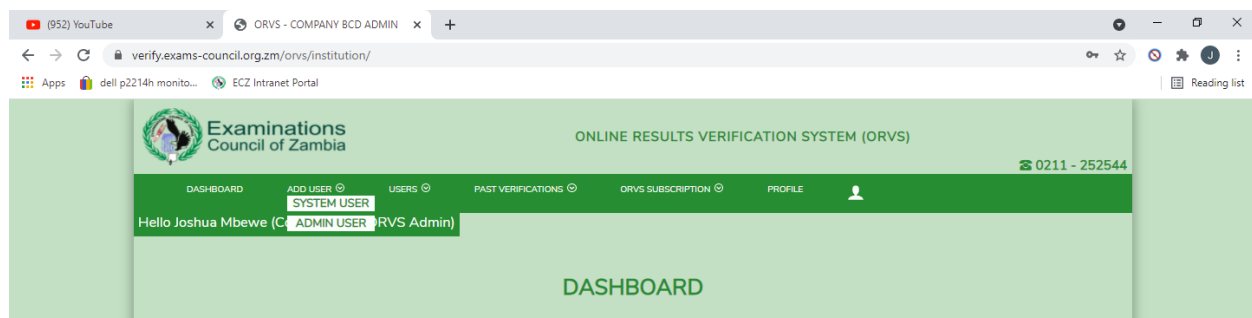


**FIGURE 2.7:** dashboard page

## ADDING USERS

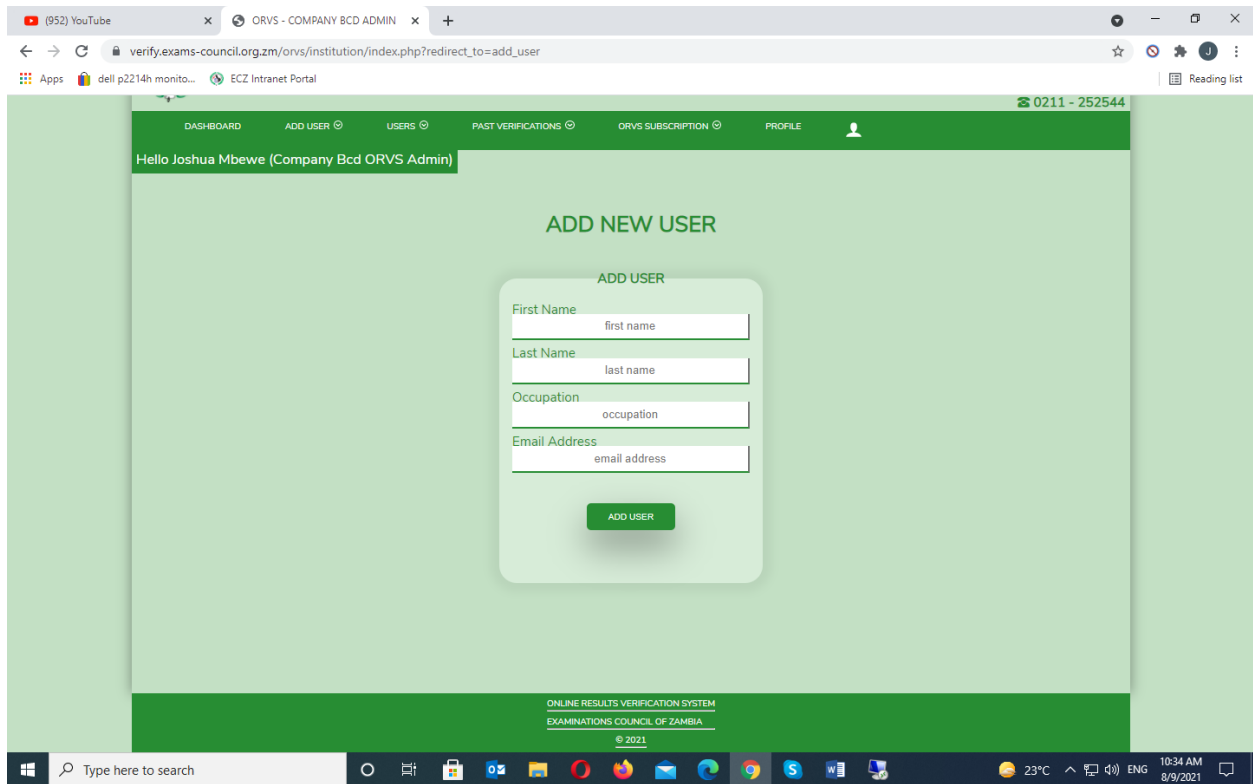
There are two users an admin can add. These are

- SYSTEM USERS
- ADMINUSERS



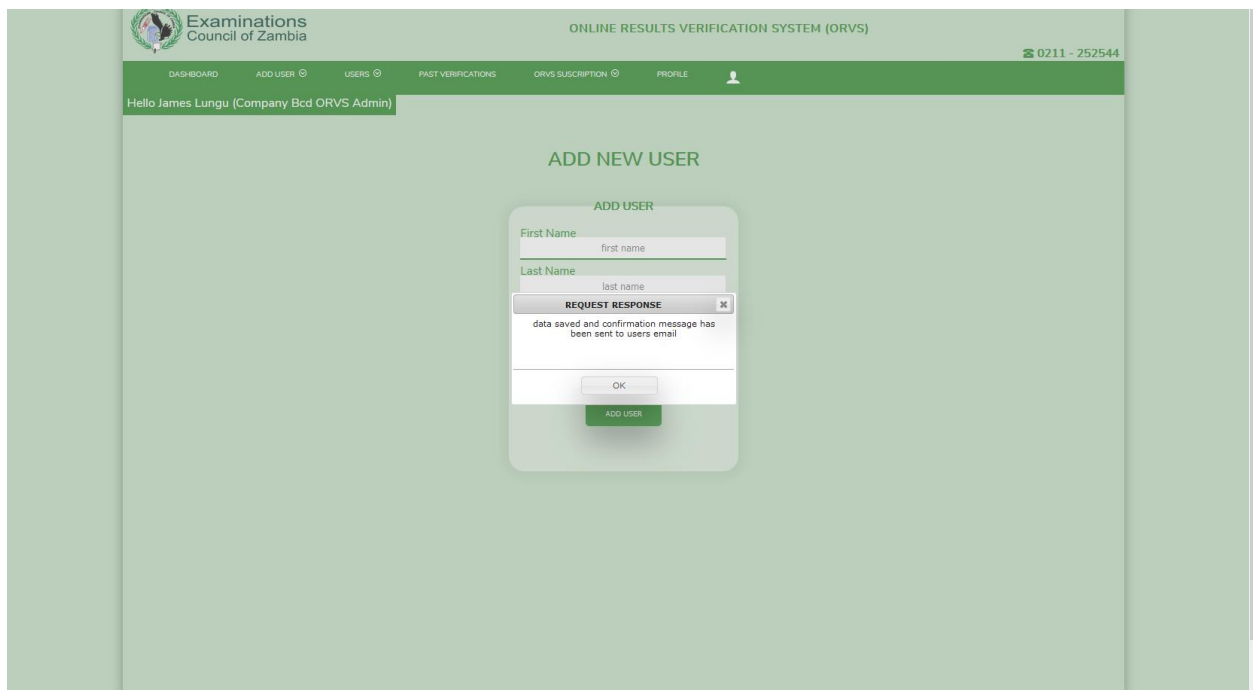
System users are those who will verify the results on behalf of the organisation. Figure 2.8 shows a form that the administrator uses to add the system user





**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

The screenshot shows a web browser window with the URL `verify.exams-council.org.zm/orvs/institution/index.php?redirect_to=add_user_admin`. The page has a green header with navigation links: DASHBOARD, ADD USER, USERS, PAST VERIFICATIONS, ORVS SUBSCRIPTION, and PROFILE. A user greeting 'Hello Joshua Mbewe (Company Bcd ORVS Admin)' is displayed. The main content area is titled 'ADD ADMIN USER' and contains a form with the following fields: First Name, Last Name, National Id, Email Address, and Mobile Phone. Each field has a placeholder text (e.g., 'first name', 'last name'). Below the fields is a green 'ADD USER' button. The footer of the page includes the text 'ONLINE RESULTS VERIFICATION SYSTEM', 'EXAMINATIONS COUNCIL OF ZAMBIA', and '© 2021'. The Windows taskbar at the bottom shows the time as 10:35 AM on 8/9/2021.

FIGURE 2.10: Apage for adding another admin

## VIEWING USERS

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

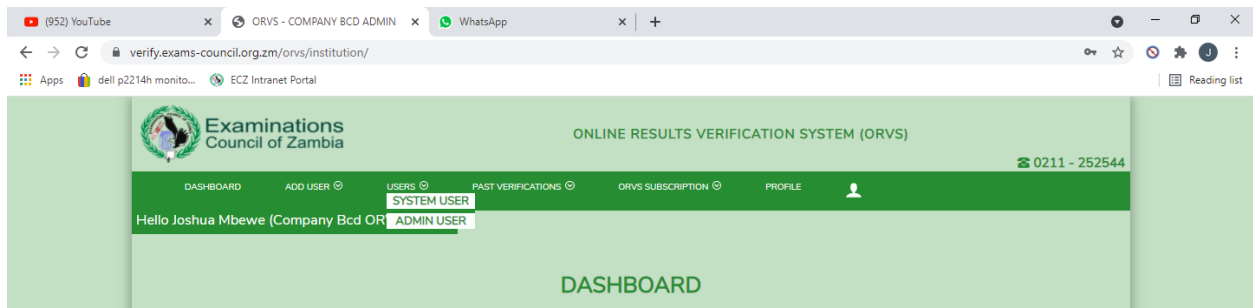
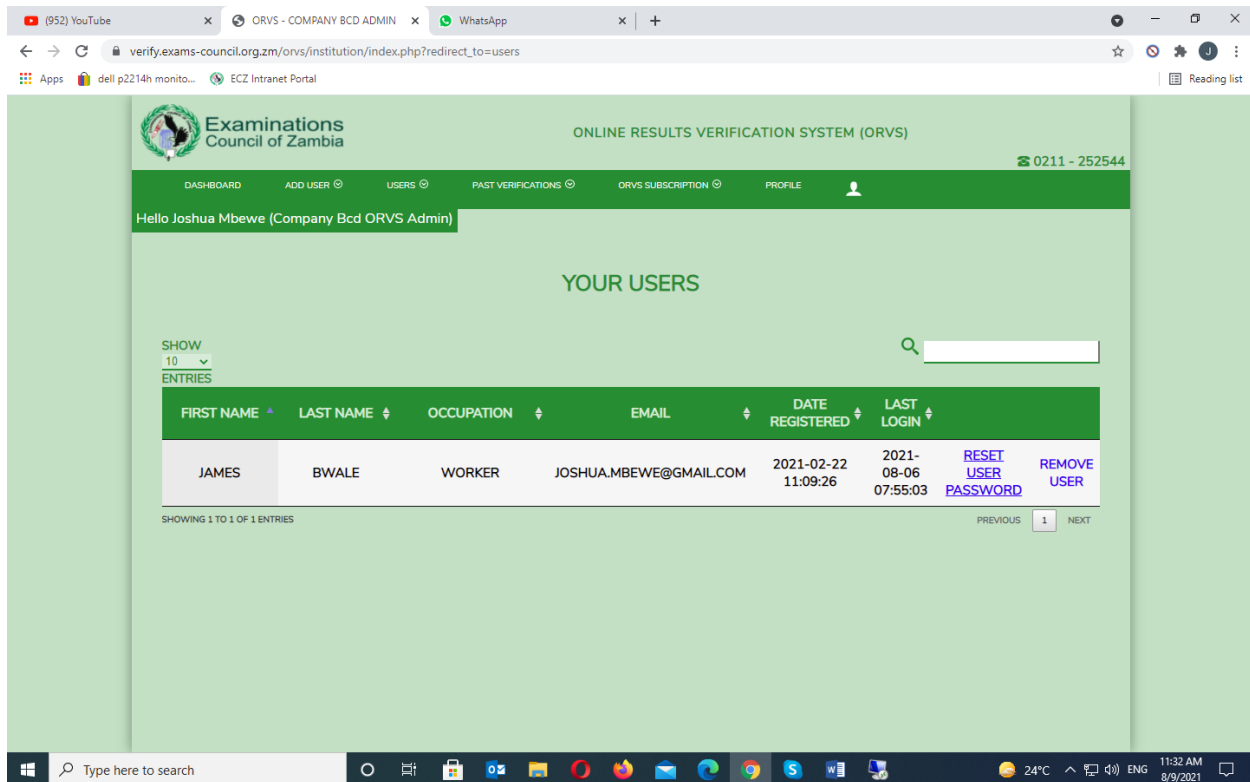


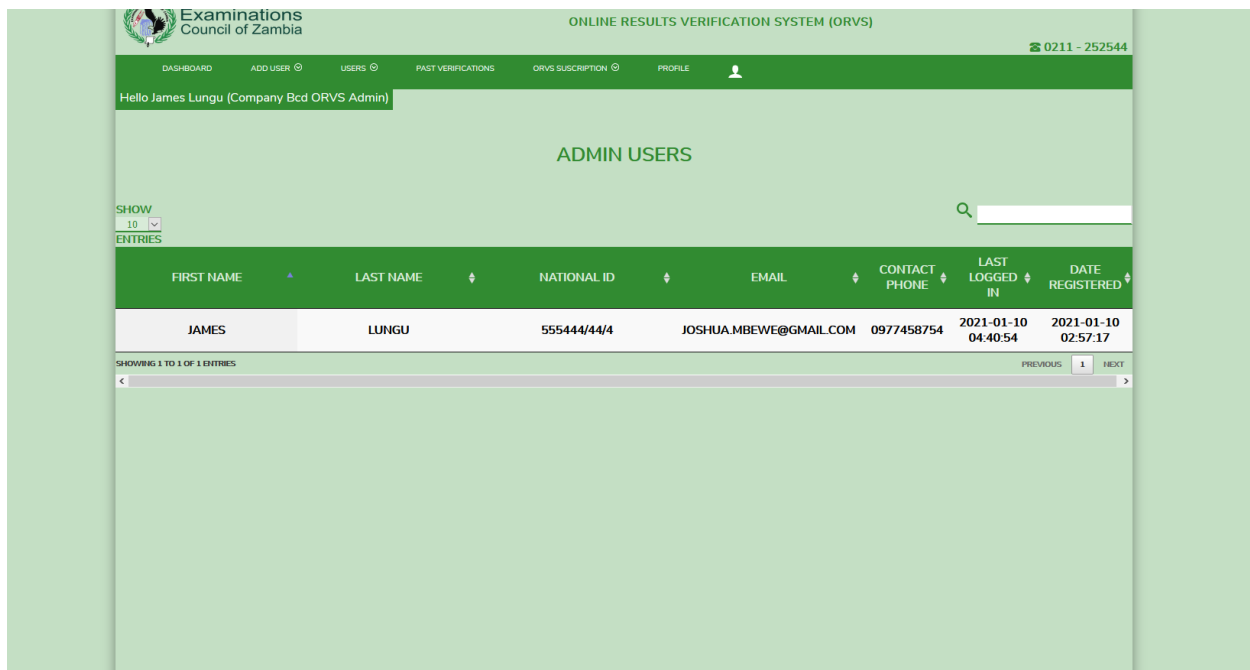
Figure 2.11 shows a page showing a list of system users currently added by the administrator



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

The administrator can reset user password or remove users from the organisation / institution account

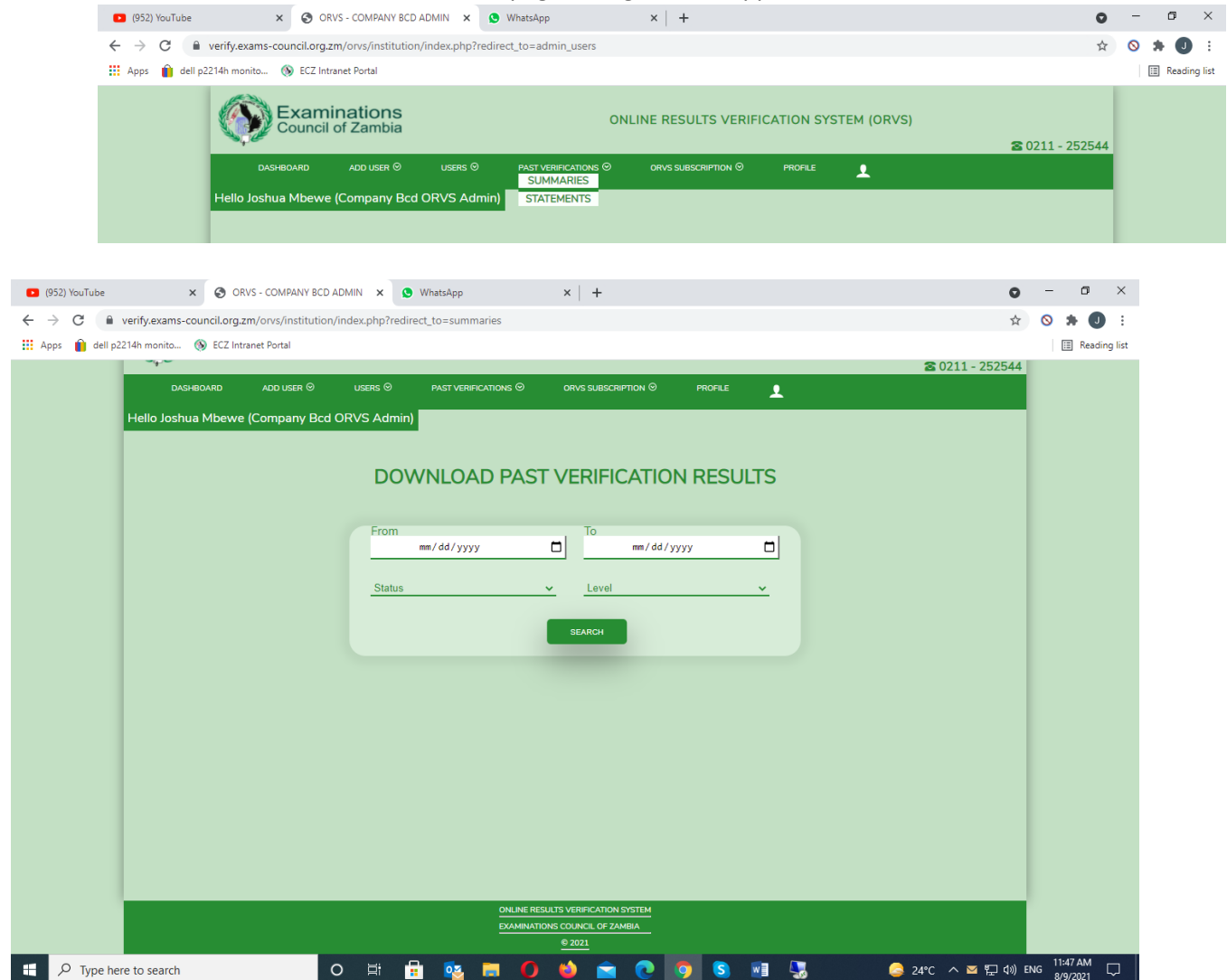
Figure 2.12 shows a list of administrators



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

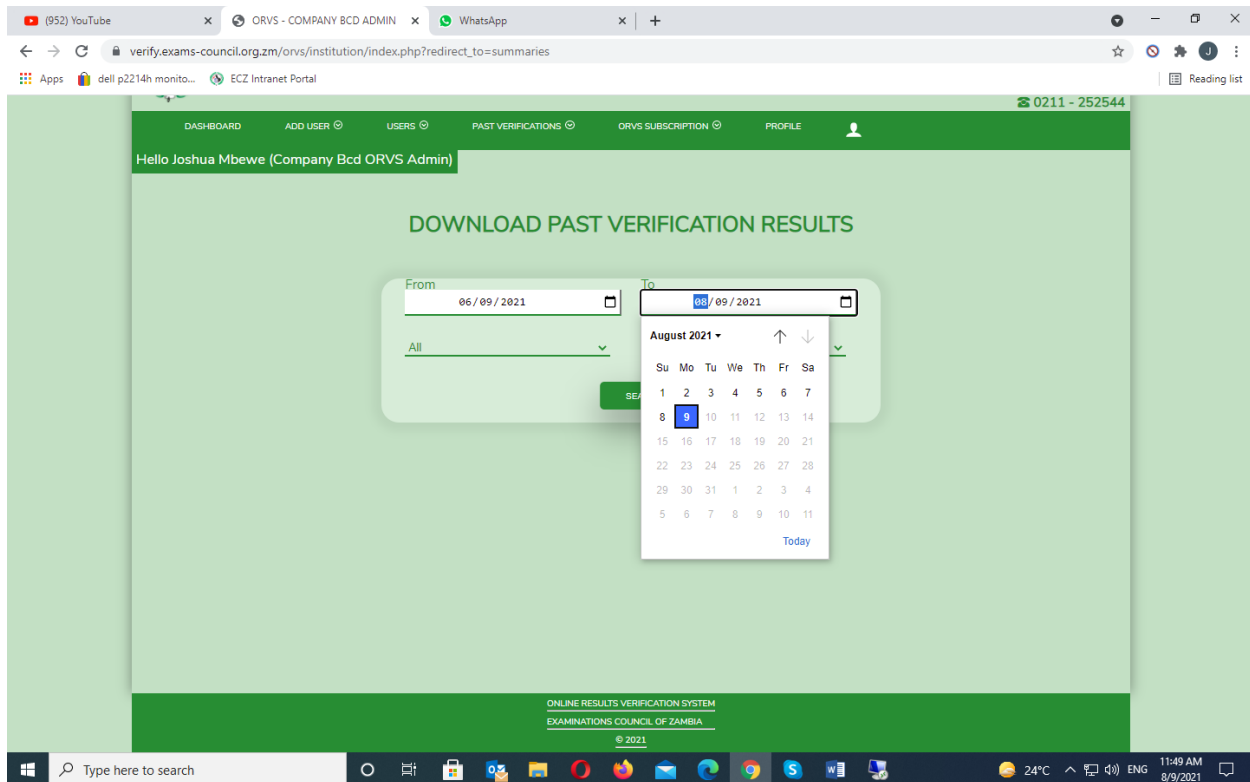
## PAST VERIFICATIONS

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



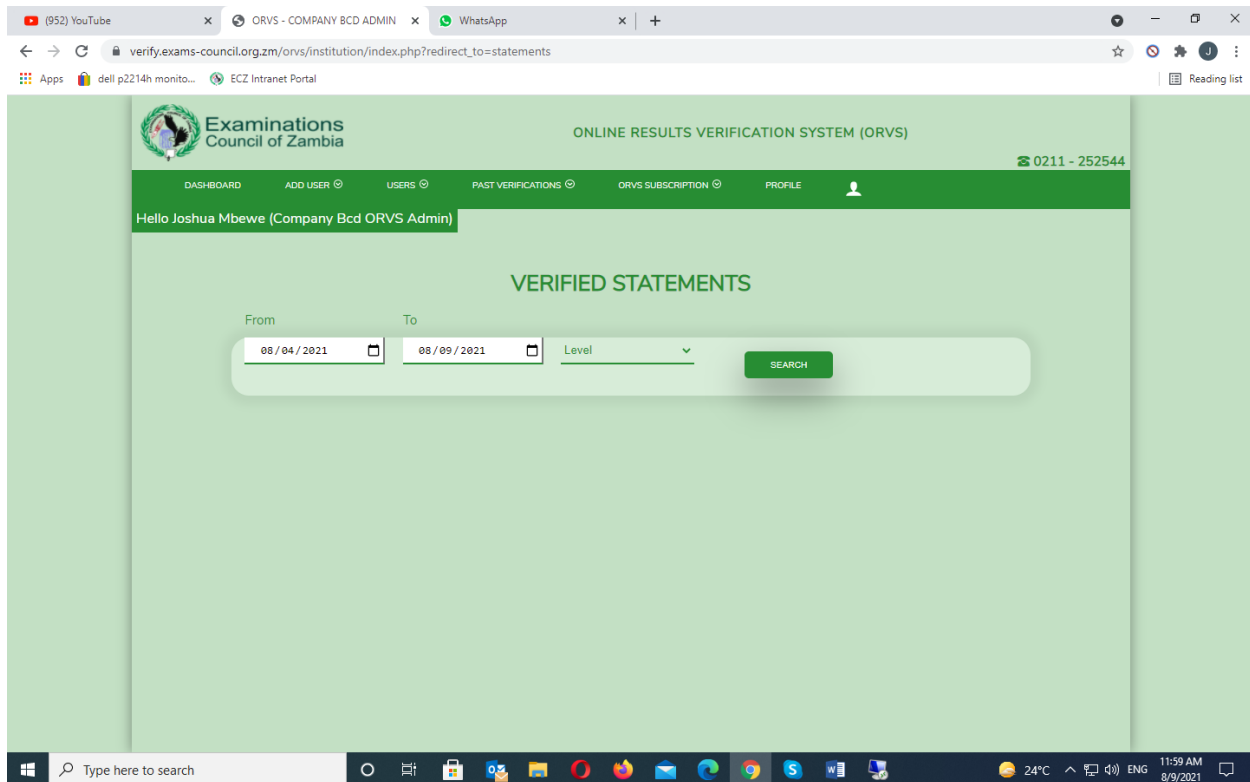
**FIGURE 2.13:** past verifications summaries page

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)

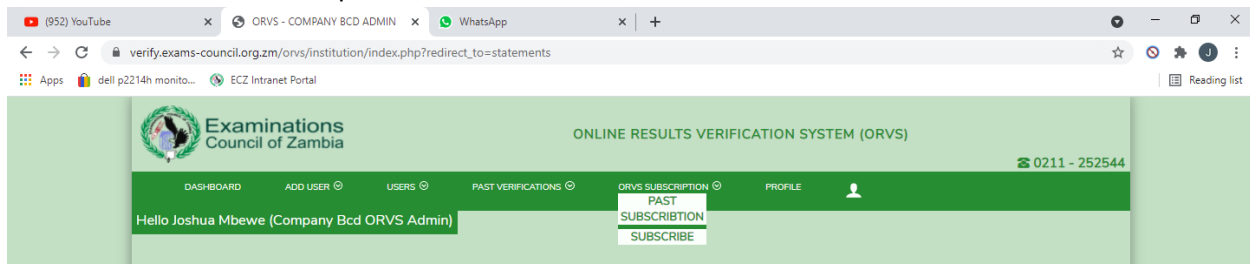


**FIGURE 2.15:** Download page for statement download

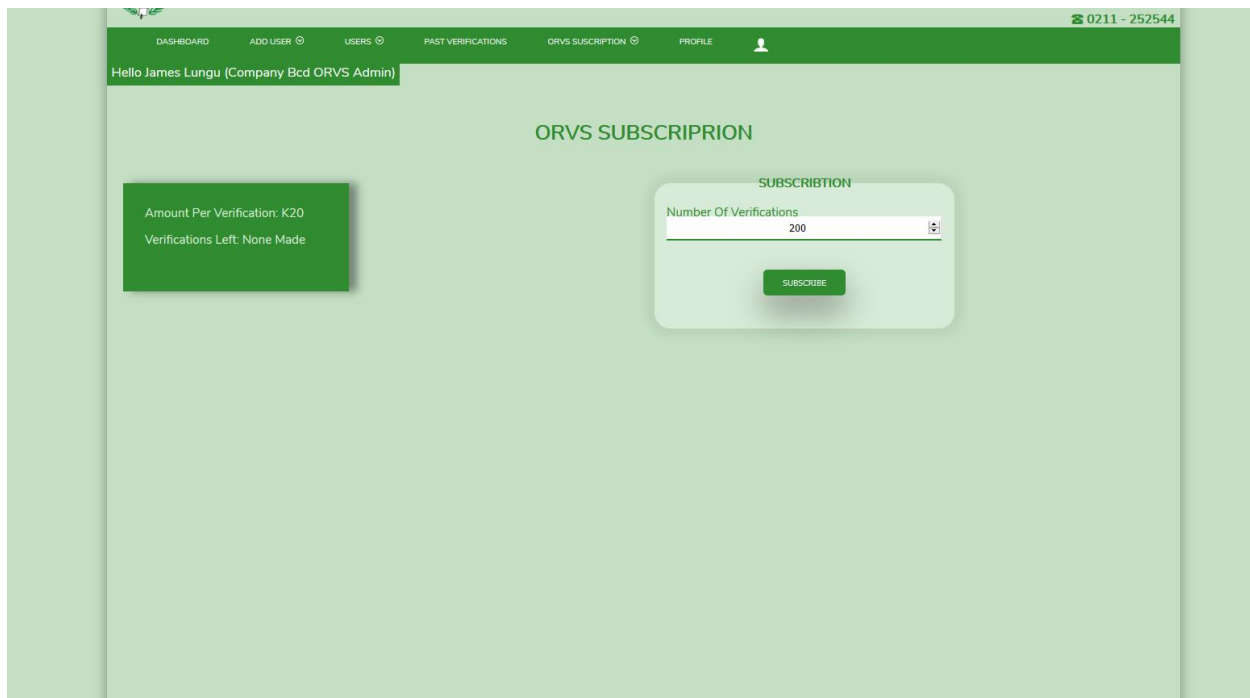
Figure 2.15 allows the administrator to download a statement of the verification result of a candidate

## SUBSCRIPTION

The administrator can view past subscriptions and make subscriptions

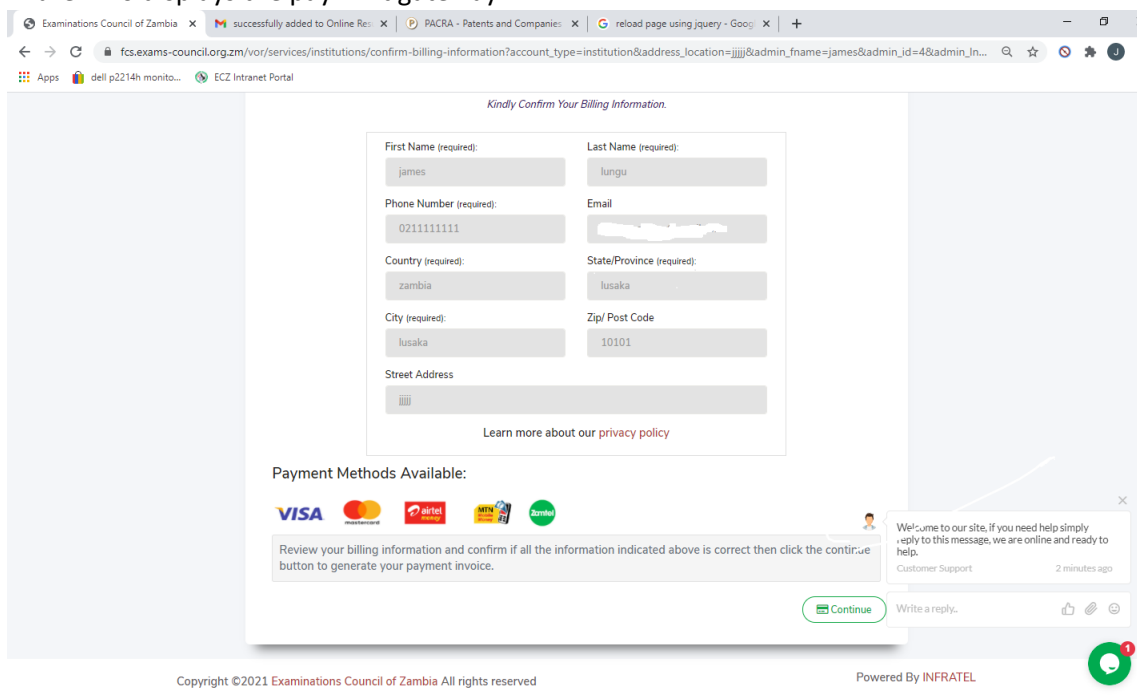


When the administrator wants to make a subscription, he / she clicks on the “subscribe” link and they will be directed to a page similar to figure 2.16 below



**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. Fiture 2.16 displays the paymnt 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 invoice where the quantity, unit price and total amount are displayed. Figure 2.17

**PAYMENT INVOICE**  
Kindly confirm your invoice details before proceeding to payment

Confirm and approve invoice amount.

Invoice No: 210112135728054  
Date: 2021-01-13 17:44:26

Customer Name: james lungu  
Customer Type: Institution  
Customer Id: 4  
Institution Name: company bcd  
Phone Number: 0211111111

#	Item	Quantity	Unit Price(ZMW)	Total Price(ZMW)
1	Verification of Results for (200) candidates	200	20.00	4,000.00

Payment Methods Available:

Subtotal: ZMW 4,000.00  
Service Fee: ZMW 0.00  
Total: ZMW 4,000.00

Review if all information indicated above is correct then the i click accept Invoice button to be redirected to the Infratel-pay payment portal to complete your payment.

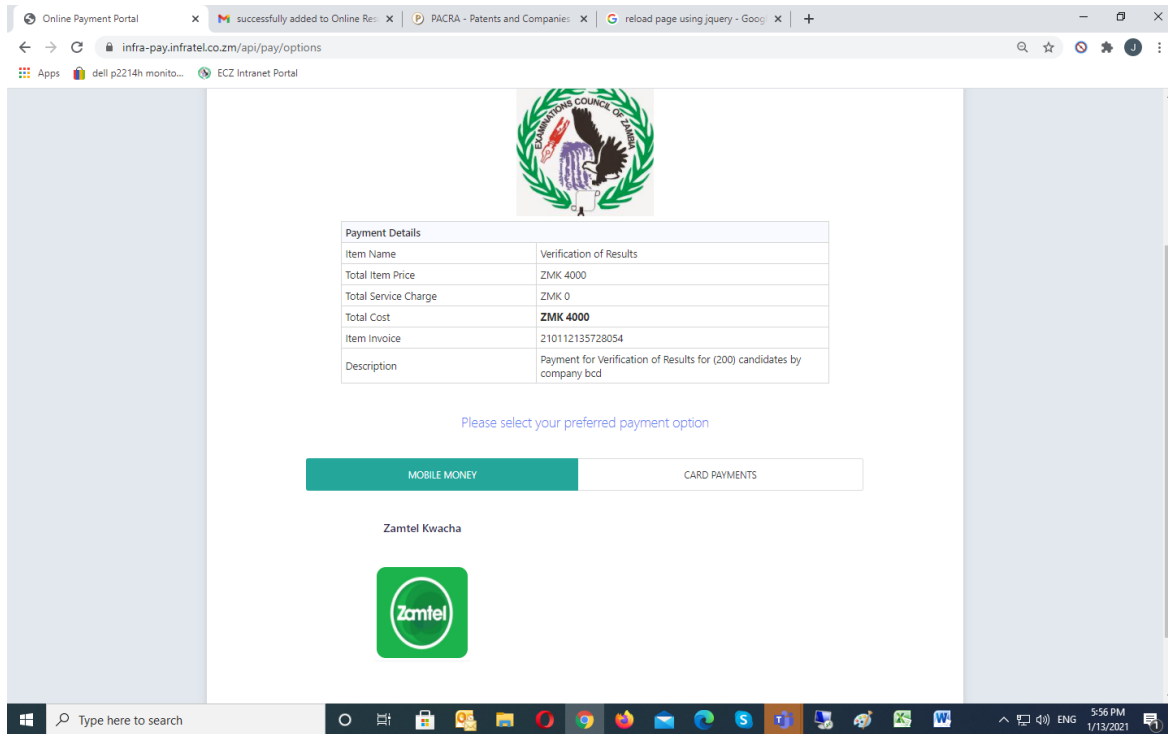
[Print](#) [Accept Invoice](#)

[Back](#)

**FIGURE 2.18:** Invoice

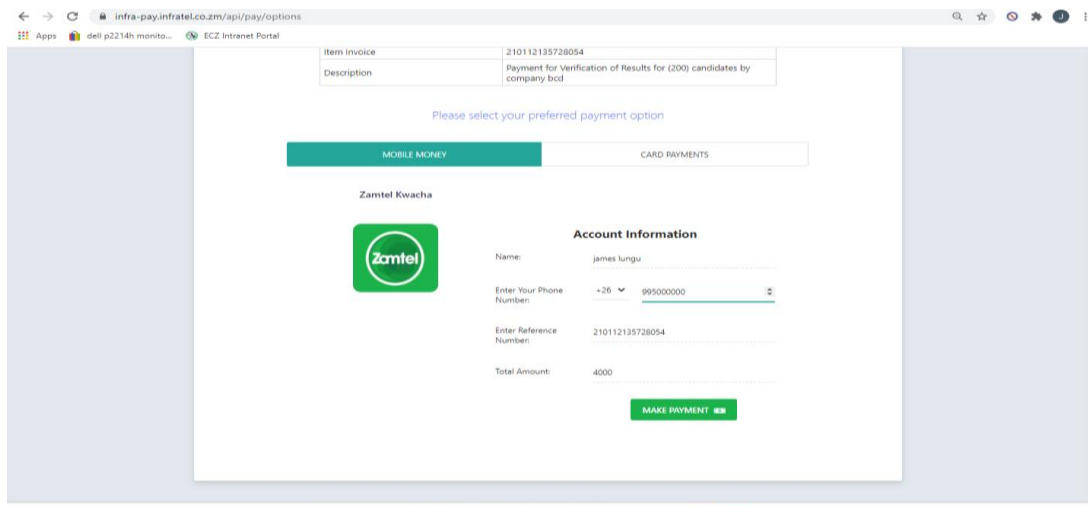
After accepting the invoice you will be directed to the payment options. For this example, we will use Zamtel





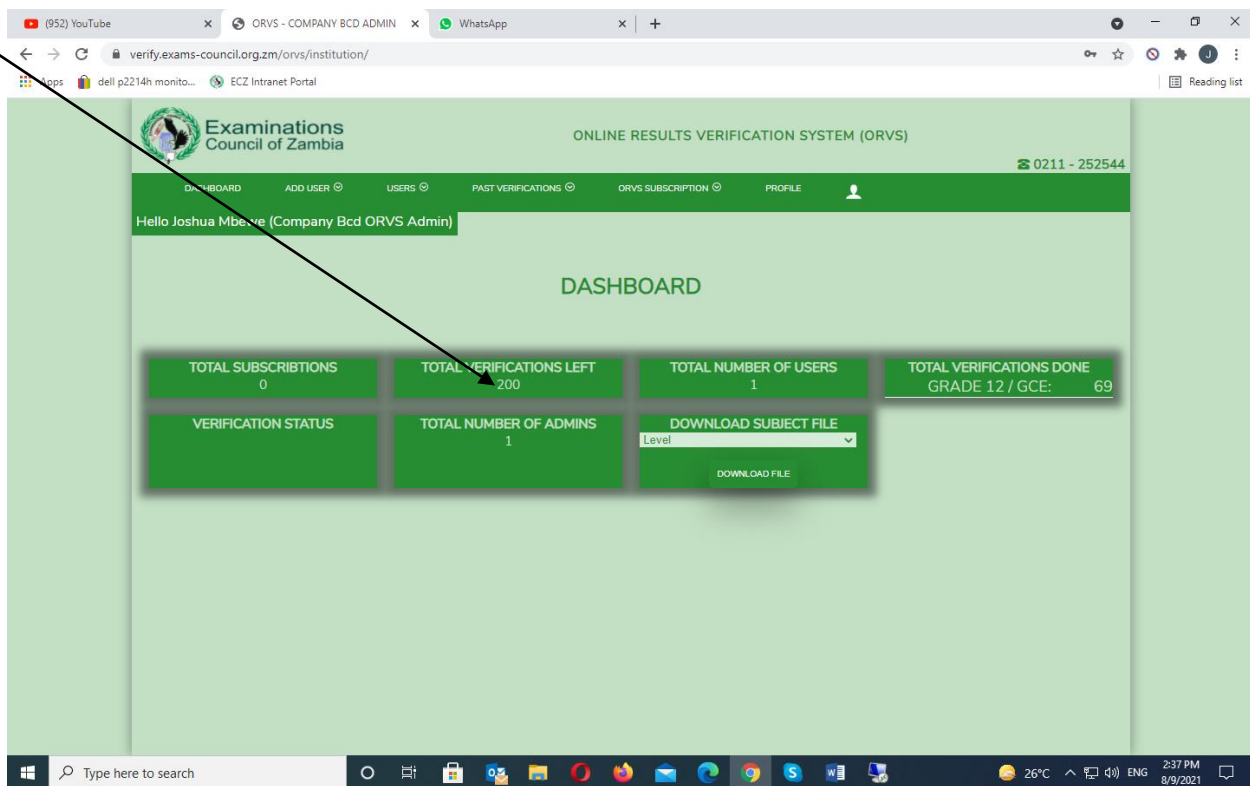
**FIGURE 2.19:** Payment options

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



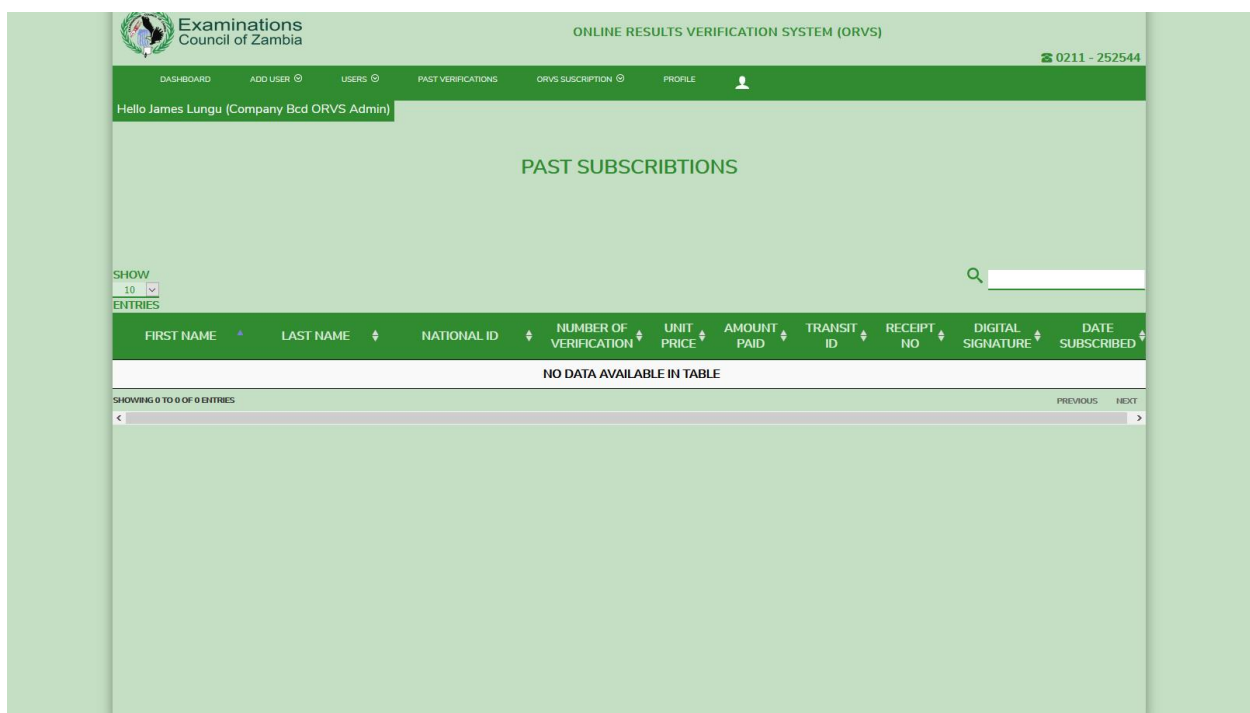
**FIGURE 2.20:** Entering mobile number

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 subscriptions, , 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 subscription 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)

Examinations Council of Zambia

ONLINE RESULTS VERIFICATION SYSTEM (ORVS)

0211 - 252544

DASHBOARD ADD USER USERS PAST VERIFICATIONS ORVS SUBSCRIPTION PROFILE

Hello James Lungu (Company Bcd ORVS Admin)

### YOUR (JAMES LUNGU) PROFILE DETAIL

PROFILE

First Name	James
Last Name	lungu
Mobile Number	0977458754
National Id	555444/44/4
Email Address	joshua.mbeve@gmail.com
Date Registered	2021-01-10 02:57:17
Password	.....

[change password](#)

**FIGURE 2.23:** profile page

Examinations Council of Zambia

ONLINE RESULTS VERIFICATION SYSTEM (ORVS)

0211 - 252544

DASHBOARD ADD USER USERS PAST VERIFICATIONS ORVS SUBSCRIPTION PROFILE

Hello James Lungu (Company Bcd ORVS Admin)

### CHANGE YOUR PASSWORD

CHANGE PASSWORD

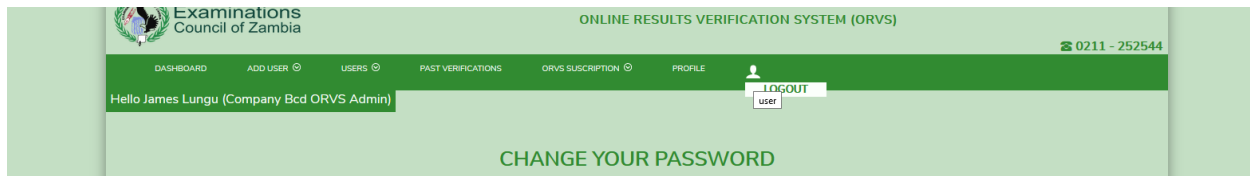
enter current password
enter new password
re-enter new password

CHANGE PASSWORD

**FIGURE 2.24:** page for changing password

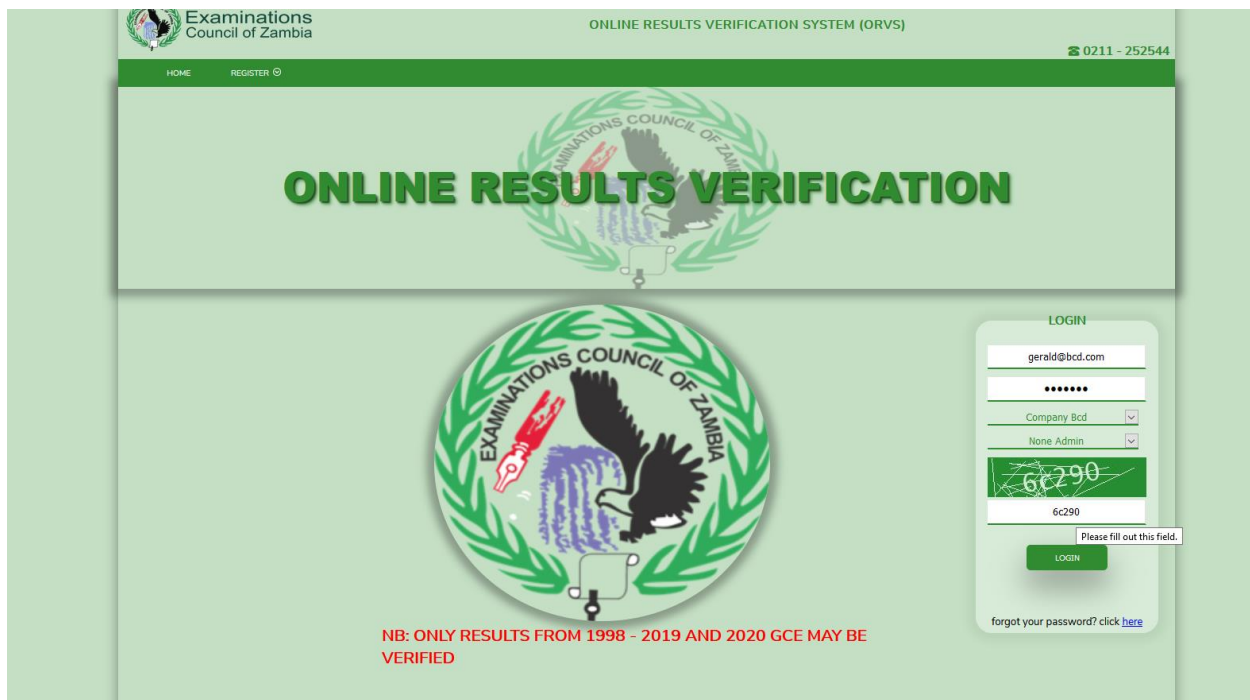
## LOGOUT

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



## ORGANISATION USER

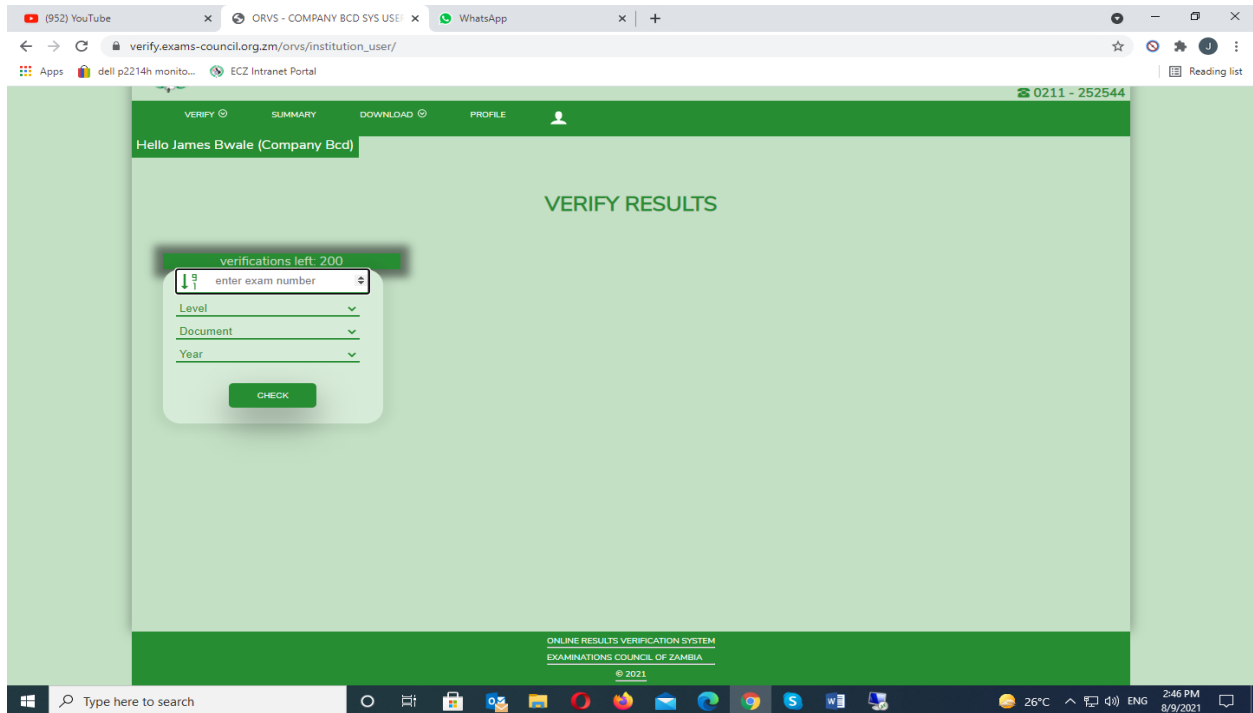
To log in as a institution / organisation user you need to type in your email address, the password that was sent to your email by the system when the account was created by the administrator, the company name and the “none admin privilege”.



**FIGURE 3.1:** Online Results Verification System home page

## CONTRACT VERIFICATION

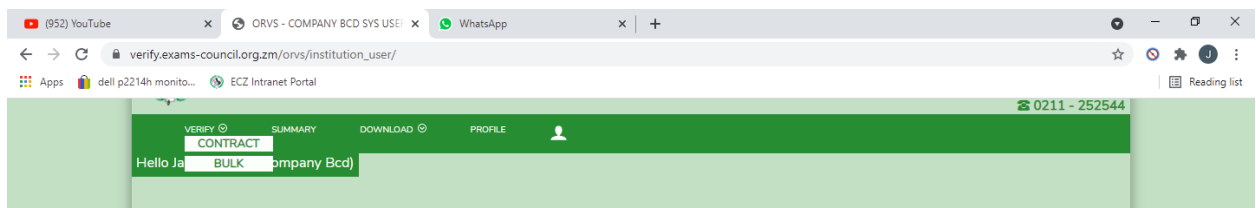
When the system user logs in, they will be directed to a page similar to the verification page viewed by the clients



**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

VERIFY RESULTS

CHIRWA ZONDOLA | THORNHILL DAY BOARDING (PVT) | 2009

**SUBJECTS TO VERIFY**

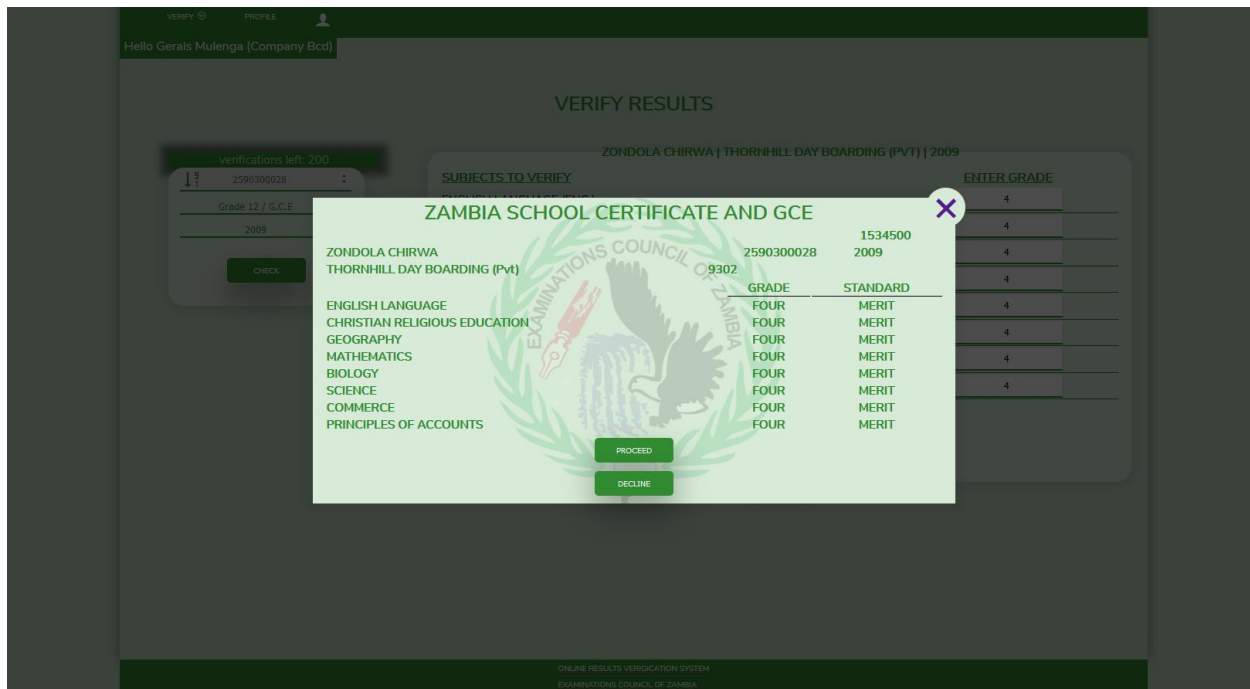
SUBJECTS TO VERIFY	ENTER GRADE
ENGLISH LANGUAGE (ENG)	Grade
GEOGRAPHY (GEOG)	Grade
MATHEMATICS (MATHS)	Grade
BIOLOGY (BIOL)	Grade
SCIENCE (SCIE)	Grade
COMMERCE (COMM)	Grade
PRINCIPLES OF ACCOUNTS (ACCS)	Grade

VERIFY  
CANCEL

ONLINE RESULTS VERIFICATION SYSTEM  
EXAMINATIONS COUNCIL OF ZAMBIA  
© 2021

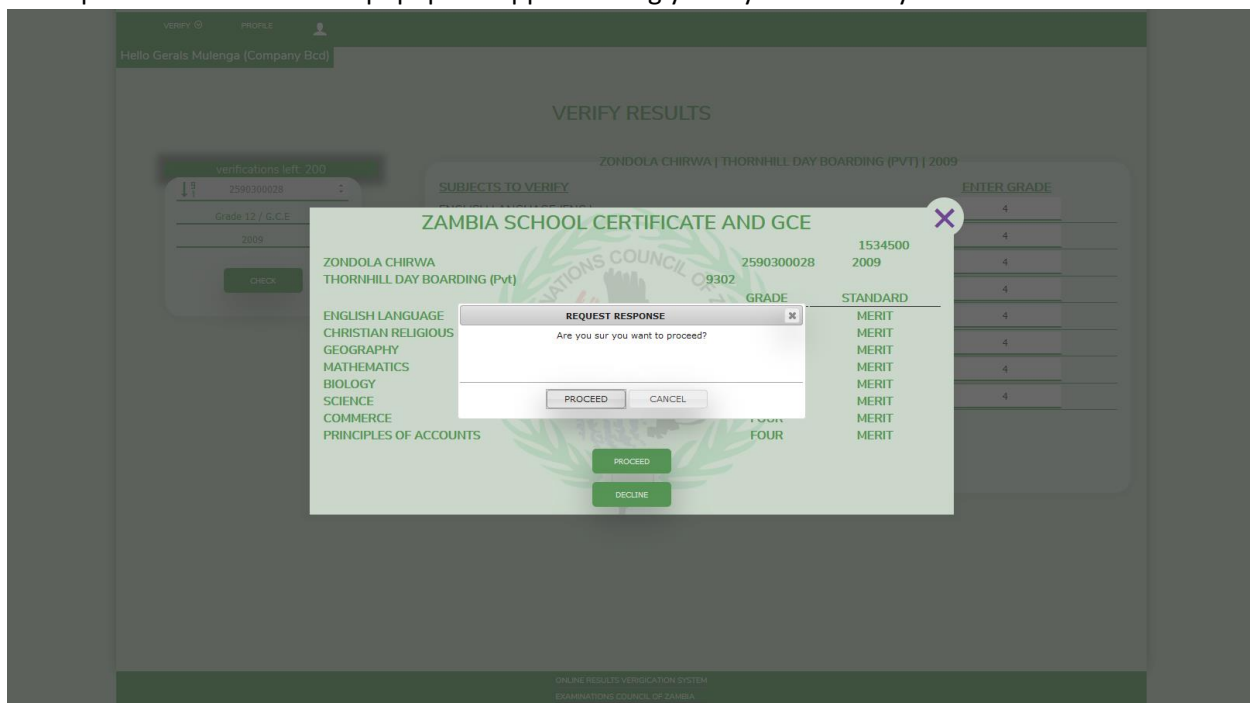
**FIGURE 3.3:** details produced based on parameters entered

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 entered grades will appear as shown in figure 3.4



**FIGURE 3.4:** confirmation popup

Click “proceed” and another 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 is completed

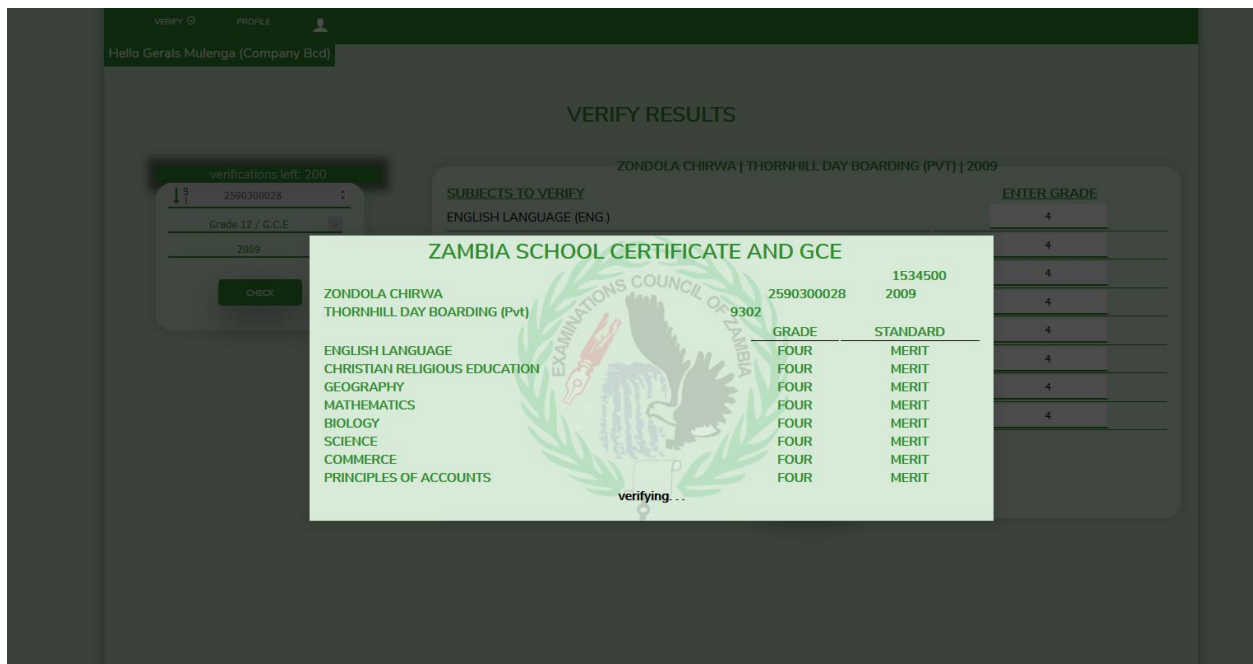


FIGURE 3.6 verification process



FIGURE 3.7: completion of verification with result status

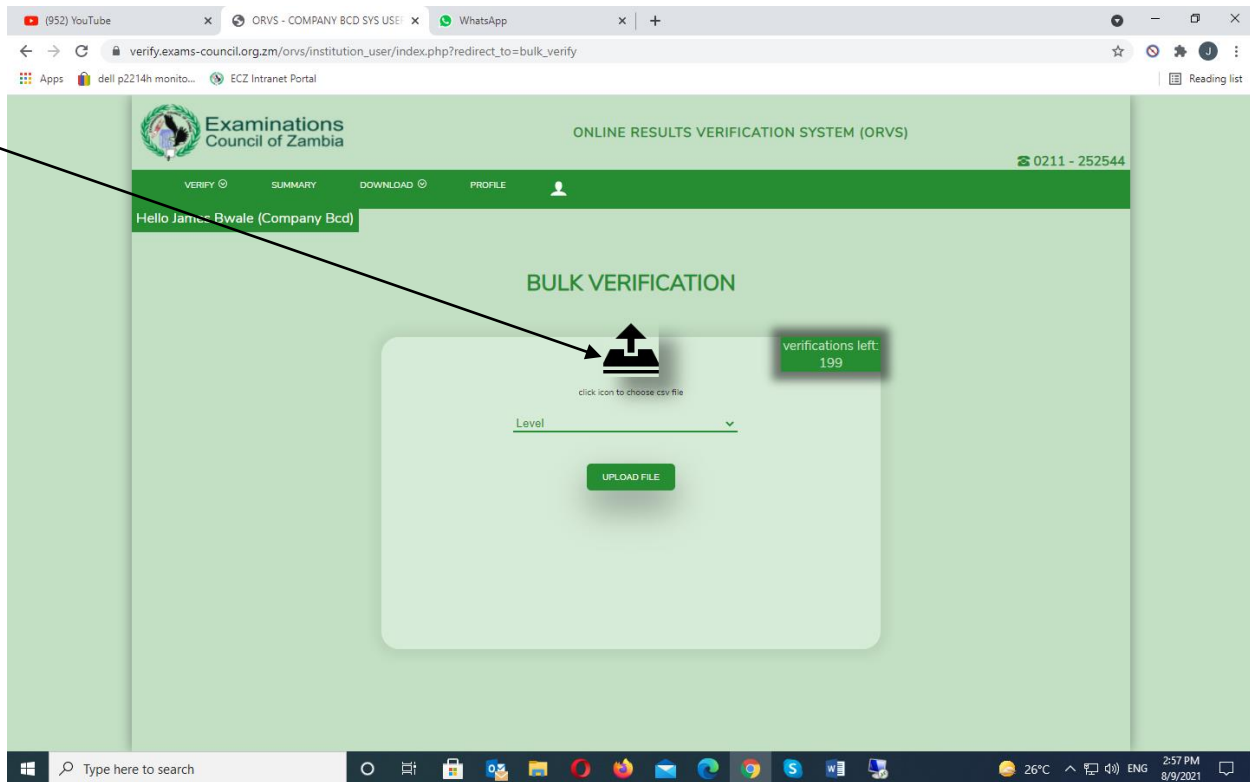
When the verification is complete, the user can download statements or summaries of the verification. Figure 3.7 shows “NOT GENUINE” as the status but if results were genuine, the status would have been “GENUINE”



## BULK VERIFICATION

Bulk verification verifies multiple candidates at once

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

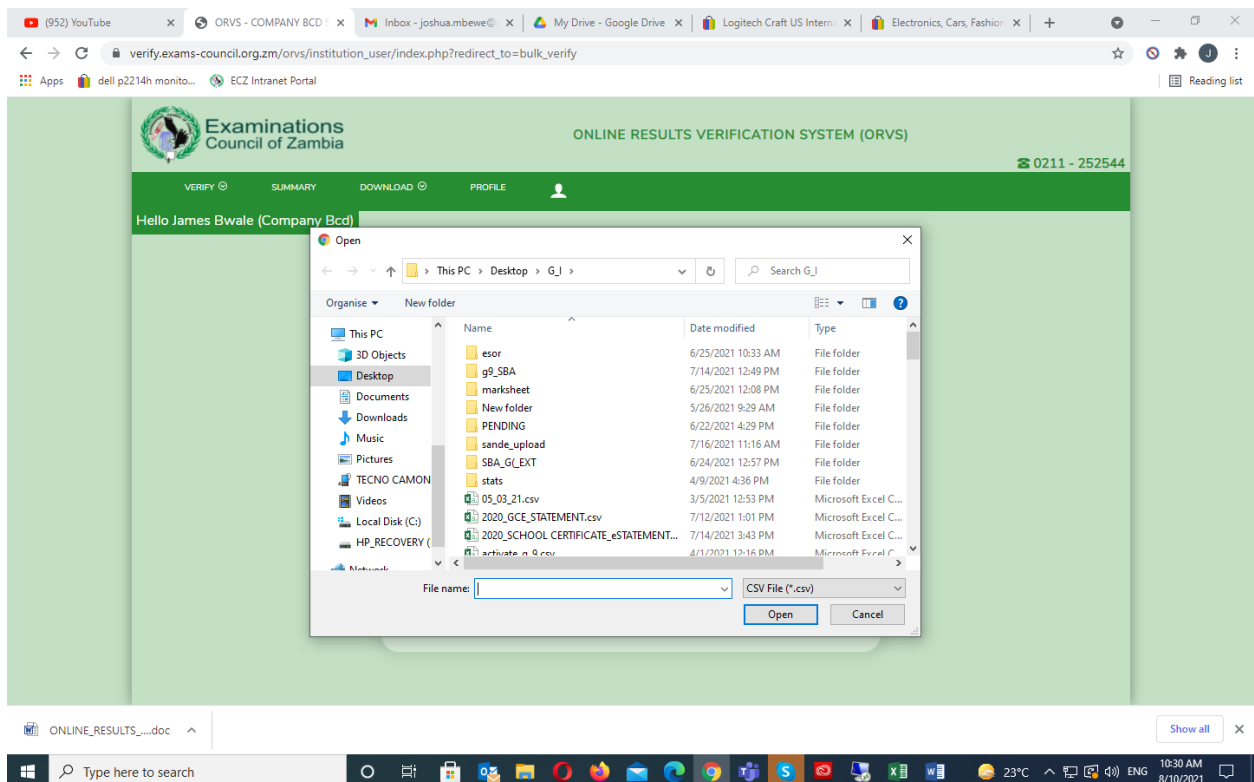
**NB:** The file to be uploaded should

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**

Exam number	First and / or middle name	Surname	Subject name	Subject code	Grades (in word)	Level: Grade 12 / GCE = 12	Exam year
A	B	C	D	E	F	G	H
1	1381050044	KAMWENGO	LIMWANYA	LITERATURE IN EN	2011	EIGHT	12
2	1381050044	KAMWENGO	LIMWANYA	CIVIC EDUCATIO	2030	THREE	12
3	1381050044	KAMWENGO	LIMWANYA	CHRISTIAN RELIGI	2046	ONE	12
4	1381050044	KAMWENGO	LIMWANYA	GEOGRAPHY	2218	FOUR	12
5	1381050044	KAMWENGO	LIMWANYA	MATHEMATICS	4024	THREE	12
6	1381050044	KAMWENGO	LIMWANYA	BIOLOGY	5090	SEVEN	12
7	1381050044	KAMWENGO	LIMWANYA	SCIENCE	5124	FIVE	12
8	1570870038	KAMWENDA	TABITHA	ENGLISH LANGUA	1121	FOUR	12
9	1570870038	KAMWENDA	TABITHA	CIVIC EDUCATIO	2030	FIVE	12
10	1570870038	KAMWENDA	TABITHA	CHRISTIAN RELIGI	2044	SEVEN	12
11	1570870038	KAMWENDA	TABITHA	GEOGRAPHY	2218	SIX	12
12	1570870038	KAMWENDA	TABITHA	ICIBEMBA	3153	THREE	12
13	1570870038	KAMWENDA	TABITHA	MATHEMATICS	4024	FIVE	12
14	1570870038	KAMWENDA	TABITHA	BIOLOGY	5090	FOUR	12
15	1570870038	KAMWENDA	TABITHA	SCIENCE	5124	THREE	12
16	1394200022	CHIKOKO	ENESS	ENGLISH LANGUA	1121	FIVE	12
17	1394200022	CHIKOKO	ENESS	CIVIC EDUCATIO	2030	FOUR	12
18	1394200022	CHIKOKO	ENESS	CHRISTIAN RELIGI	2046	NINE	12
19	1394200022	CHIKOKO	ENESS	MATHEMATICS	4024	SEVEN	12
20	1394200022	CHIKOKO	ENESS	BIOLOGY	5090	SEVEN	12
21	1394200022	CHIKOKO	ENESS	SCIENCE	5124	SEVEN	12
22	1394200022	CHIKOKO	ENESS	COMMERCE	7100	EIGHT	12
23	1394200022	CHIKOKO	ENESS	PRINCIPLES OF AC	7110	SIX	12
24							
25							

**FIGURE 3.9:** verification upload format

when the above steps mentioned are followed, click on the upload icon to upload the file

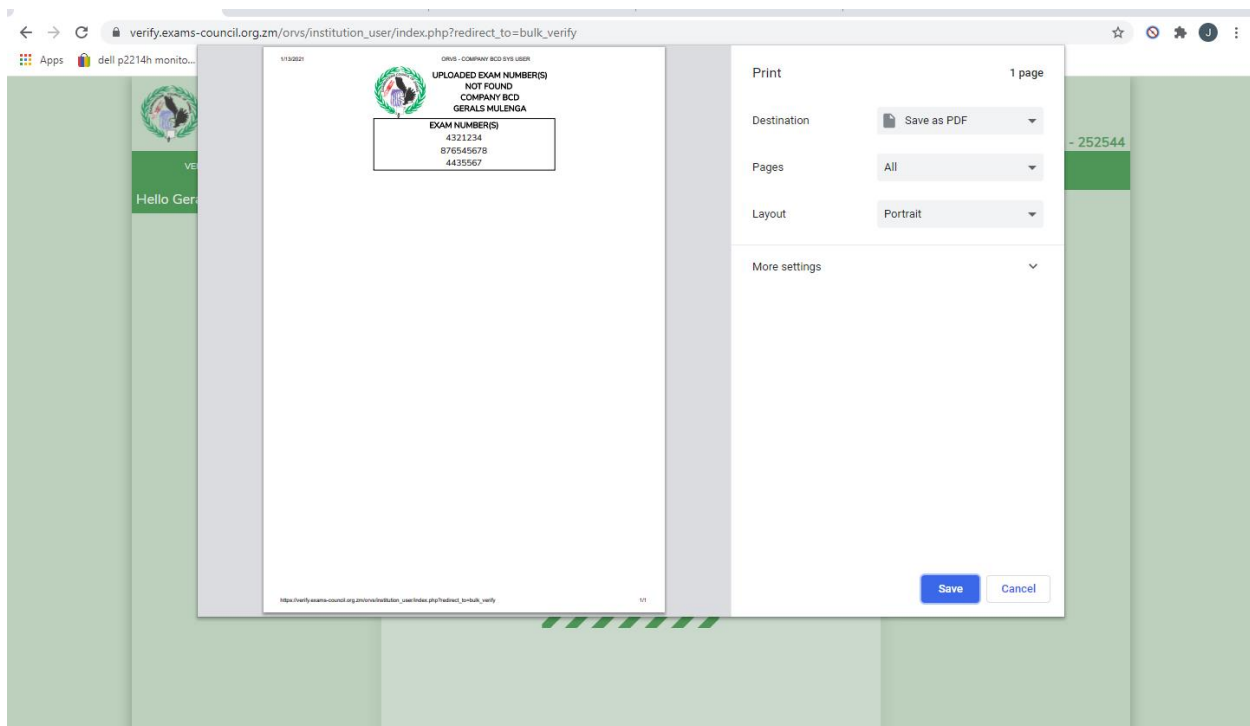


**FIGURE 3.10:** locating file to upload

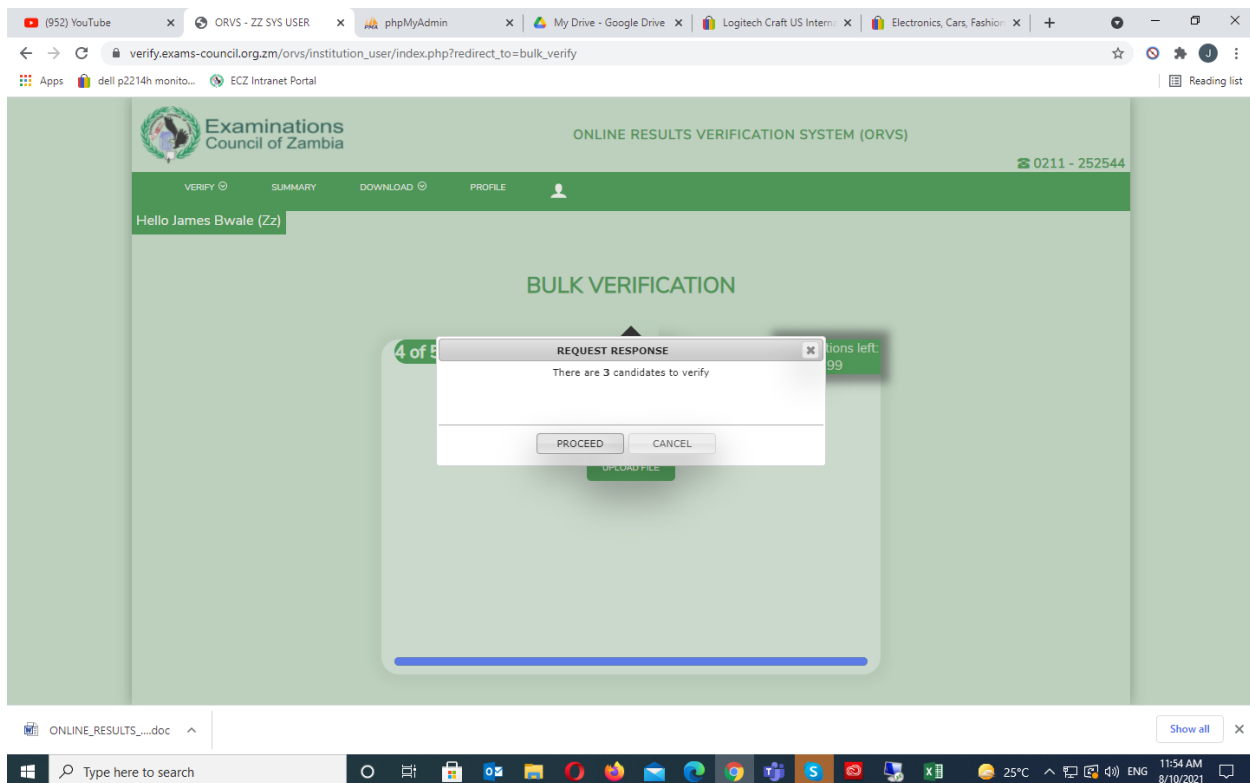
Once the file is chosen, select the level and click “UPLOAD FILE”. Once that is done, the system will perform several tasks

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.**

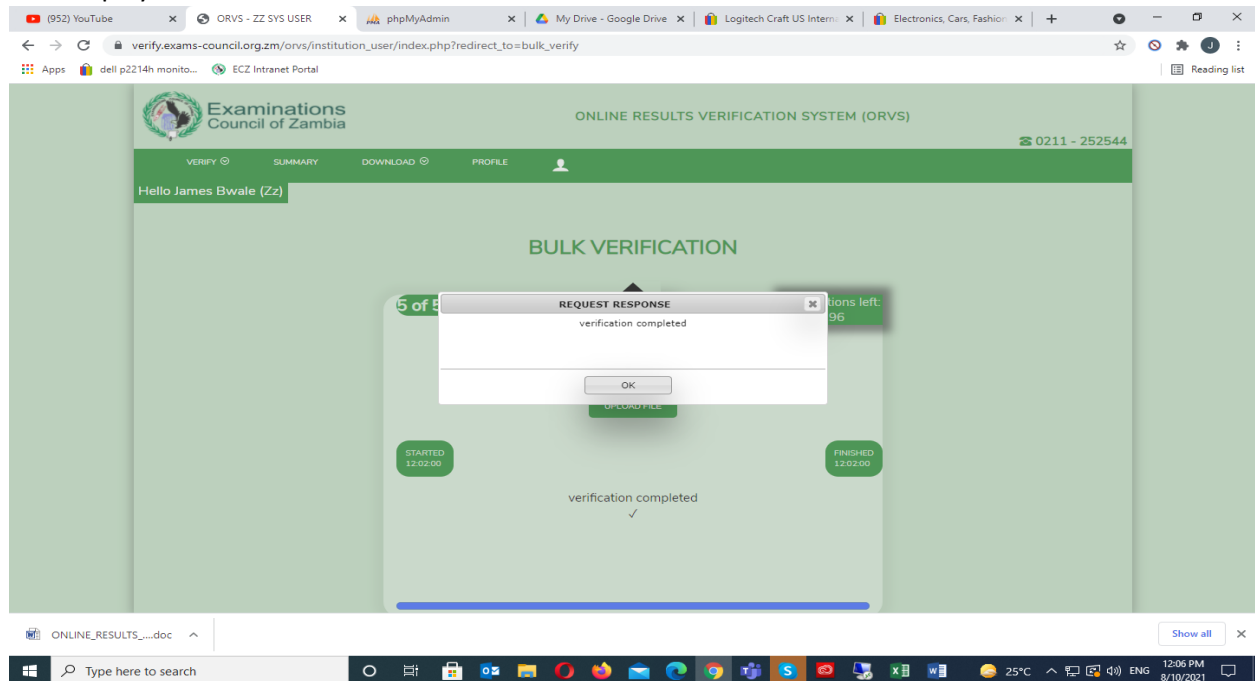


**FIGURE 3.11:** popup displaying uploaded exam numbers not found in the system



**FIGURE 3.12:** popup displaying the number of candidates to verify

When proceeding with the verification, the system validates and compares the number of subscriptions 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

The screenshot shows a web browser window with the URL `verify.exams-council.org.zm/orvs/institution_user/index.php?redirect_to=summary`. The page title is "YOUR ENTRIES". It features a search bar and a "SHOW 10 ENTRIES" dropdown. The table below lists two entries:

EXAM NUMBER	FIRST NAME	LAST NAME	SUBJECT(S) VERIFIED	NUMBER VERIFIED	STATUS	LEVEL	DATE VERIFIED
1080290010	JOSHUA	MUSONDA	1121 - ENG[FOUR], 2011 - LIT[SIX], 2046 - RE(2046) [EIGHT], 2218 - GEOG[FOUR], 4024 - MATHS[EIGHT], 5090 - BIOL[SIX], 5124 - SCIE[SIX], 7110 - ACCS[SEVEN]	8	GENUINE	GRADE 12 / GCE	05/08/2021 09:08:06 THURSDAY
1090690050	JANE	SOKO	2046 - RE(2046) [ONE], 2218 - GEOG[THREE], 4024 - MATHS[EIGHT], 5090 - BIOL[SIX], 5124 -	7	GENUINE	GRADE 12 / GCE	05/08/2021 09:08:06 THURSDAY

**FIGURE 3.14:** Summary page

## DOWNLOAD PAGE

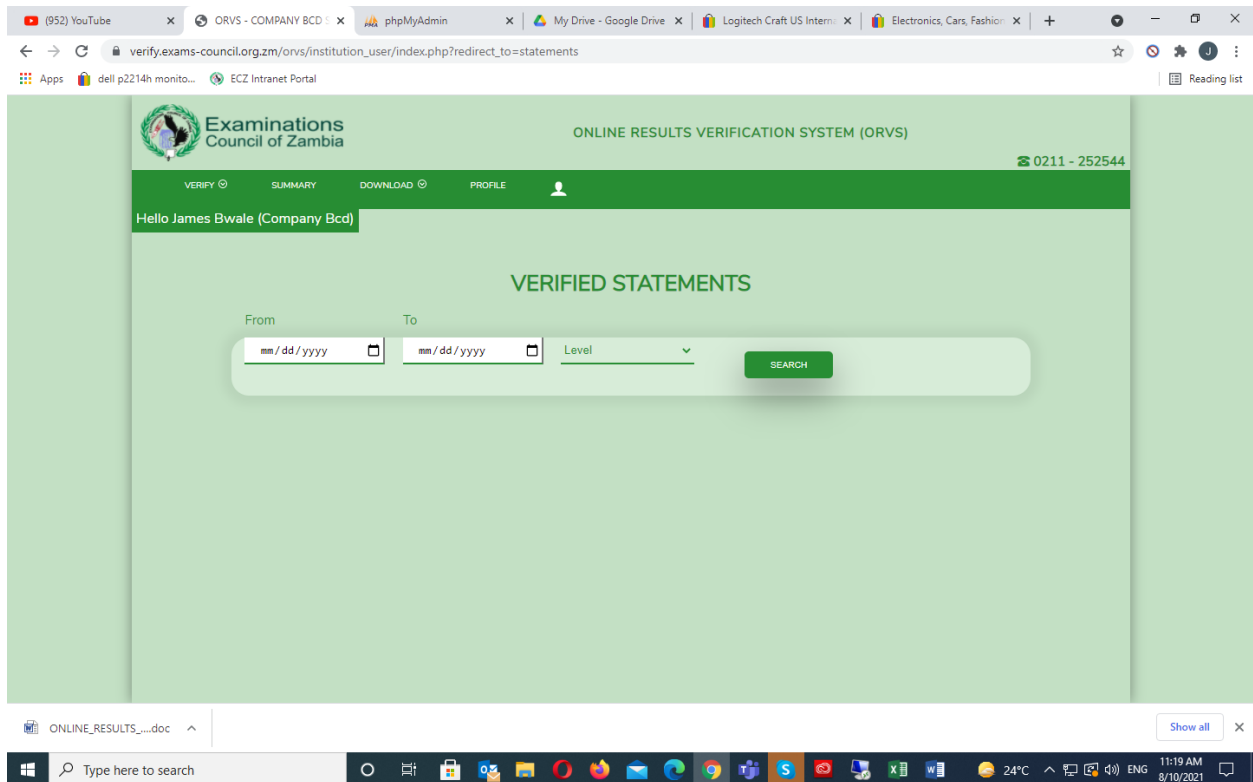
Within the download, the system user can download the summaries of his / her verification or a statement for each candidate they verified. Figures 3.15 and 3.16 shows the summary and statement pages respectively. The summary page allowa the user to download a summary of verifications done based on the 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.

The screenshot displays the 'DOWNLOAD SUMMARY' interface of the ONLINE RESULTS VERIFICATION SYSTEM (ORVS) for the Examinations Council of Zambia. The page features a green header with the system name and a navigation bar with options: VERIFY, SUMMARY, DOWNLOAD, and PROFILE. A user greeting 'Hello James Bwale (Company Bcd)' is visible. The main content area contains a search form with the following elements:

- From:** A date input field with a placeholder 'mm / dd / yyyy' and a calendar icon.
- To:** A date input field with a placeholder 'mm / dd / yyyy' and a calendar icon.
- Status:** A dropdown menu.
- Level:** A dropdown menu.
- SEARCH:** A green button to execute the search.

The browser's address bar shows the URL: `verify.exams-council.org.zm/orvs/institution_user/index.php?redirect_to=summary_download`. The Windows taskbar at the bottom indicates the system time as 11:16 AM on 8/10/2021.

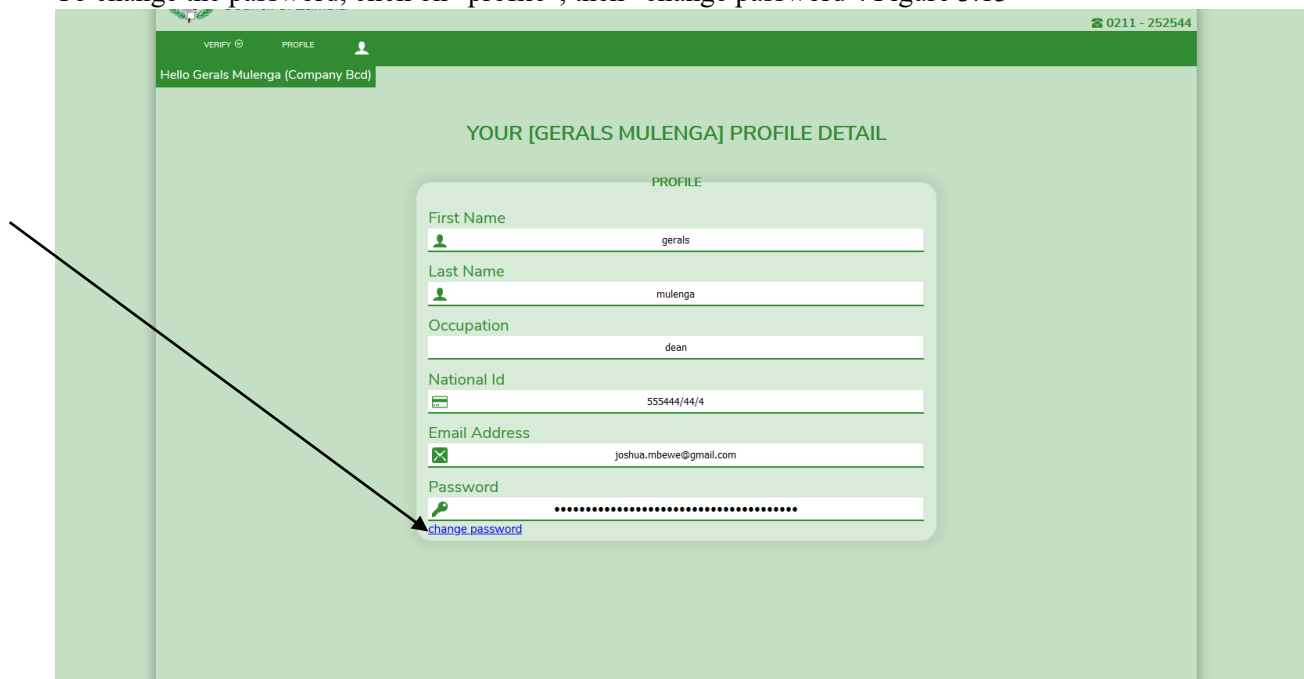
**FIGURE 3.15:** Summary page



**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

The screenshot displays the 'CHANGE YOUR PASSWORD' page within the 'ONLINE RESULTS VERIFICATION SYSTEM (ORVS)' of the 'Examinations Council of Zambia'. The page has a green header with the council's logo, name, and contact number (0211 - 252544). A dark green navigation bar contains 'VERIFY' and 'PROFILE' links, with a user profile icon and the text 'Hello Gerals Mulenga (Company Bcd)'. The main content area is light green and features a central white box titled 'CHANGE PASSWORD'. This box contains three password input fields with key icons: 'enter current password', 'enter new password', and 're-enter new password'. A green 'CHANGE PASSWORD' button is located at the bottom of the box.

**FIGURE 3.18:** page to change the password

## ***LOGOUT***

Hover the mouse over the “person” icon and click “LOGOUT”