Examiner Certification System User Guide

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The Examiner Certification System

Overview

The Examiner Certification System is a platform designed to serve the needs of the CSBS Education Foundation's Examiner Certification Program and the participating state regulatory agencies. The Examiner Certification System facilitates an online certification application process for Applicants and Reviewers, management of continuing education, and enhanced reporting and analysis for agencies. Data will be made available on a timelier basis to all agencies and easily updated as department structure, statutes and laws change.

User Privileges and Actions

The privileges granted by your State Certification Point of Contact (POC) determine which actions you may take within the system.

System Roles

Non-Agency User (N)

Non-Agency Users are those that have been removed from an agency. A Non-Agency User can view their transcript and manage their user profile. Non-Agency Users can also view all global courses and offerings available and view details of all certification types. Non-Agency Users can export a grid of courses and offerings to Excel.

Examiner (E)

Examiners are employees of state agencies that are not certified and only wish to track completed training. An Examiner can view their transcript and manage their user profile. Examiners can also view all courses and offerings all courses and offerings available to them within their agency or globally and view details of all certification types. Examiners can export a grid of courses and offerings to Excel.

Applicant (A)

Applicants are the focal point of the system. An Applicant can apply and create drafts for certification, view the status of submitted applications, view their transcript and manage their user profile. Applicants can also view all courses and offerings available to them within their agency or globally and view details of all certification types. Applicants can export a grid of courses and offerings to Excel.

Level I Reviewer (LI)

All certification applications are sent to a group of Level I Reviewers for each state regulatory agency. The Level I Reviewer can have the same abilities as an Applicant, if they decide to act in that role. The Level I Reviewer will be able to view all application review tasks assigned to them. The Level I Reviewer has the ability to approve, delete, or return certification applications. Level I Reviewers can create drafts of application reviews. Level I Reviewers can also view all courses and offerings available to them within their agency or globally and view details of all certification types. Level I Reviewers can export a grid of courses and offerings to Excel.

Level II/III Reviewer (LII/LIII)

After Level I Review, all certification applications are sent to a group of Level II and/or Level III Reviewers depending the structure of the state regulatory agency. The Level II/III Reviewer can have the same abilities as an Applicant, if they decide to act in that role as designated by a Certification Point of Contact. The Level II/III Reviewer will be able to view all application review tasks assigned to them. The Level II/III Reviewer has the ability to approve, delete, or send back certification applications. Level II/III Reviewers can create drafts of application reviews. Level II/III Reviewers can also view all courses and offerings available to them within their agency or globally and view details of all certification types. Level II/III Reviewers can export a grid of courses and offerings to Excel.

CSBS Business Administrator (CBA)

At the final stage of review, certification applications are sent to a CSBS Business Administrator. A CSBS Business Administrator can view all tasks assigned in their queue. A CSBS Business Administrator has the ability to approve, delete, or return certification applications. CSBS Business Administrators can create drafts of application reviews. CSBS Business Administrators can export a grid of courses and offerings to Excel.

State Training Director (S)
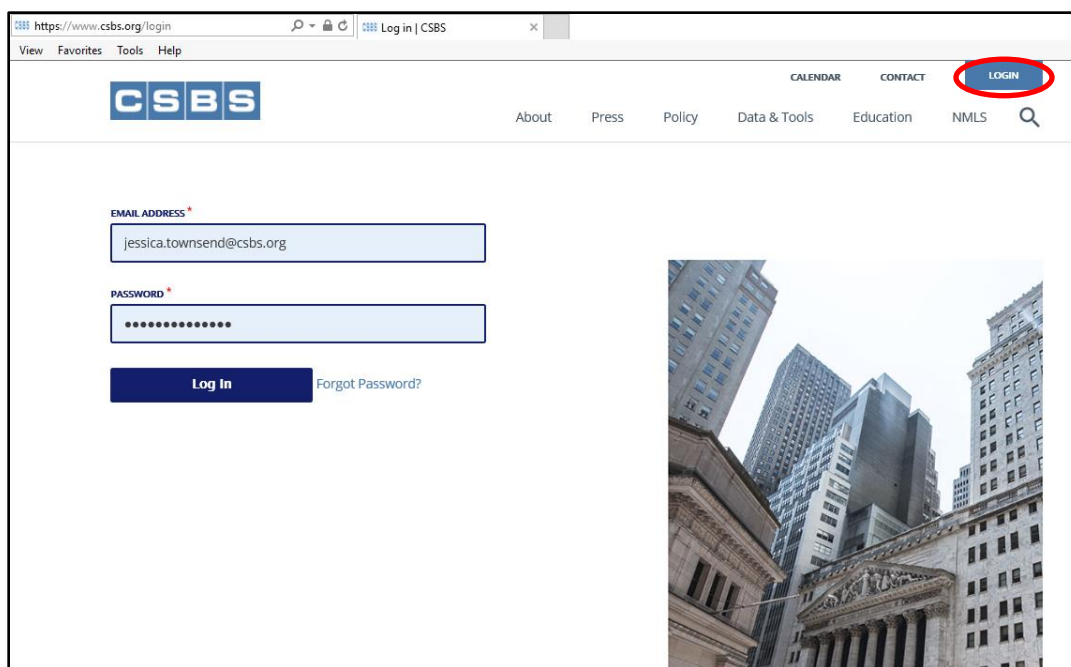
A State Training Director has the ability to manage courses, offerings, and attendance for their agency. A State Training Director can create courses, and offerings. A State Training Director can add and remove attendees for course offerings. A State Training Director can view courses, offerings, and attendance within their agency. State Training Directors can export a grid of courses and offerings to Excel. State Training Directors can view all certification types.

Certification Point of Contact (CPC)
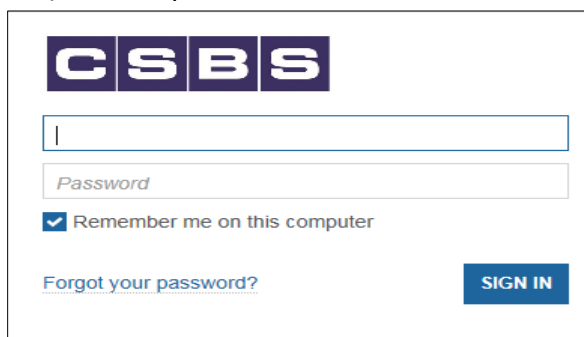
A Certification Point of Contact has the ability to manage agency and user details. A Certification Point of Contact can add or remove units, titles, and review level capability. A Certification Point of Contact can add or remove users. A Certification Point of Contact can view all active certifications within their agency. Certification Point of Contacts also have the ability to view all courses and offerings within their agency.

Examiner Certification System Login

1. Navigate to
2. Click **Login**. Your email address and password are required. If you have forgotten your password, click the **Forgot Password** link to reset.

3. For the initial Certification login, access the email from Appian containing your username and temporary password. Your username is the first character of your first name and full last name (for example, John Doe's username would be *jdoe*).

   Note: You may also access Certification by navigating to https://csbs.appiancloud.com/suite

4. Enter your username and temporary password contained in the Appian email.

5. Set up a new password when prompted.

   Note: This password is valid for 90 days. If you are already logged in and desire to change your password, see the **User Settings** of the User Guide to change your password**.**

Non-Agency User/Examiner Landing Page

After successfully logging in, you are directed to the Examiner Certification Program landing page (home page).

Note: Aside from the **Courses & Offerings** tab, site access for Non-Agency Users and Examiners is identical. Non-Agency Users only have the ability to view global courses and offerings, whereas Examiners can view courses and offerings within their agency and globally.

View Transcript

1. Click the **View Transcript** action.
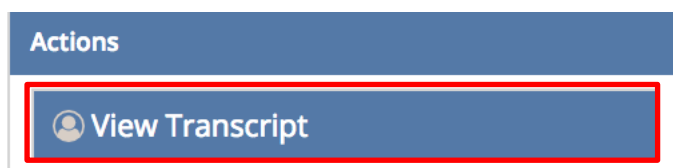
2. This action directs you to a view of your transcript, displaying all certifications and continuing education courses attended.

Ben Smith

Summary · Transcript · Certification Details · Related Actions

Certifications

Designation ↑	Type	Hours Required	Hours Earned	Carry Over Hours	Certification Date	Certification End Date	Expiration Date	Status
COE	Certified Operations Examiner	63	11.5		12/10/2018	12/31/2021		Active

CE Courses Attended

Course ID	Course Offering ID	Course Name	Description	Provider Name	Pre-Hours	Hours	Start Date	End Date	City
				No items available					

3. To view user details, select the **Certification Details** tab.

Update User Details

1. Click **Update User Details** in the upper right corner of the page.

2. As a Non-Agency User, you can only update your alternate email address. As an Examiner, you may only edit the Supervisor, Alternate Email Address, Title, and Region/Division fields. Once you've made your changes, click **Submit**.

View Courses & Offerings

On the Landing Page toolbar, several tabs are available to quickly reference information.

1. Click the **Courses & Offerings** tab at the top of the page.

2. A grid of available courses is displayed. To find a specific course, you can search by **Course Number** in the Quick Search bar. To refine results, select **Show Filters** to display search options.

3. At the bottom left of the grid, select **Show Columns** to select which columns you'd like to display.
4. To export the current view to Excel, select **Export to Excel** at the bottom right of the grid**,** and a CSV file will be sent to the email registered with your account.

To view Course Offerings, click the **Offerings** card above the grid.
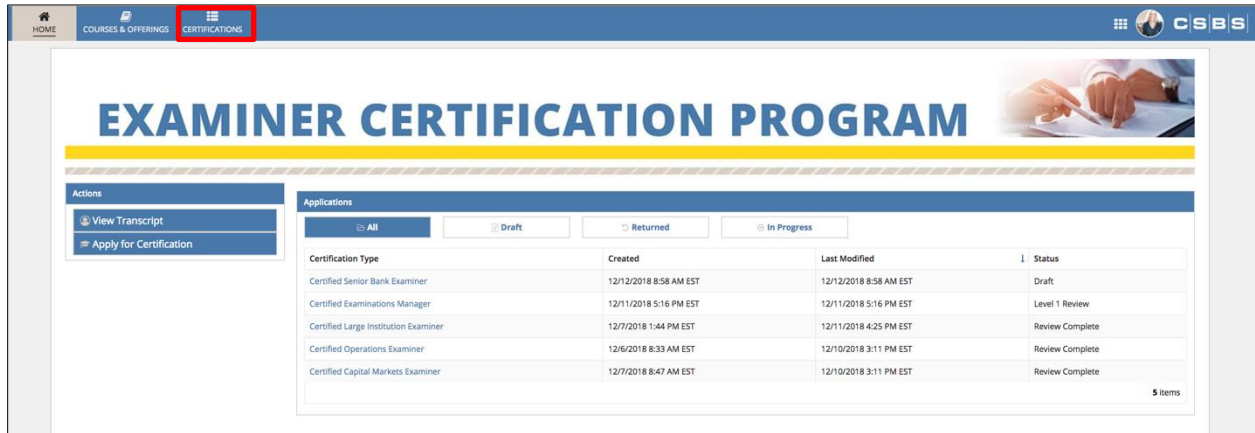
1. A grid of available course offerings is displayed. To locate a specific offering, you can search by **Offering ID** in the Quick Search bar. To refine results, select **Show Filters** to display search options.

2. At the bottom of the grid, select **Show Columns** to select which columns you'd like to display.
3. To export the current view to Excel, select **Export to Excel,** and a CSV file will be sent to the email registered with your account.

View Certification Types

1. Click the **Certifications** tab at the top of the page.

2. A grid of all certification types will be displayed. To find a specific certification type, you can search by **Designation** in the Quick Search bar.

3. For more information on a certification type, click the **Designation** link for the desired type to view the **Summary** details.

4. To view the subordinate certifications associated with a certification type, select **Subordinate Certification Types.**

Certified Application Specialist Level II (CAS-II)

Summary | Subordinate Certification Types | Related Actions

🔗 **Related Certification Types**

Designation	↓ Name	Description	Classification	Skills Analysis
CAS-I	Certified Application Specialist Level I	The Certified Application Specialist designation recognizes the achievement of administrative staff who have completed defined learning plans through the CSBS Learning Management System and oversee the application review process.	Specialty	Click to View ↗

5. To view all of the certifications you currently hold, return to the **Certifications** tab and click the **Certifications** card above the grid.

My Certifications

Designation	Type	Hours Required	Hours Earned	Carry Over Hours	Certification Date	Certification End Date	Expiration Date	Status
COE	Certified Operations Examiner	63	11.5		12/6/2018	12/31/2021	12/11/2018	Expired
CCME	Certified Capital Markets Examiner	63	23		12/7/2015	12/31/2018	12/8/2018	Expired
CLIE	Certified Large Institution Examiner	63	12		12/11/2018	12/31/2021		Active

View Help Documents

1. Click the **Help** tab at the top of the page.

2. A grid of all help items will be displayed. You can click on each item to see more details and get a download link.

> **Filters**

Name	Type	Category	Created On	Modified On	↓
XCS File Test 2	Certification	Webinars	1/15/2019 2:27 PM EST	1/15/2019 2:27 PM EST	
XCS File Test	Certification	Guides	1/15/2019 2:26 PM EST	1/15/2019 2:26 PM EST	

+ Show Columns

Applicant Landing Page

After successfully logging in, you are directed to the Examiner Certification Program landing page (home page).

Note: The look and feel of the Landing Page varies based on user role.

View Transcript

1. Click the **View Transcript** action.

2. This action directs you to a view of your transcript, displaying all certifications and continuing education courses attended.

3. To view user details, select the **Certification Details** tab.

4. This selection directs you to a view of your certification details as recorded within your agency.

Update User Details

1. Click **Update User Details** in the upper right corner of the page.

2. Select the desired field to edit.

Note: As an Applicant, you may only edit the Supervisor, Alternative Email, Title, and Region/Division fields.

3. Click **Submit**.

Apply for Certification
1. On the Home Page, click **Apply for Certification**.
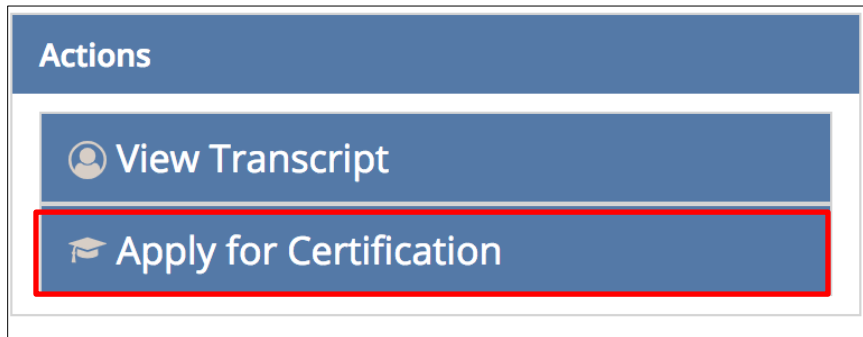
2. Select the certification classification for which you are applying. For a complete list, click **All Certification Types**.
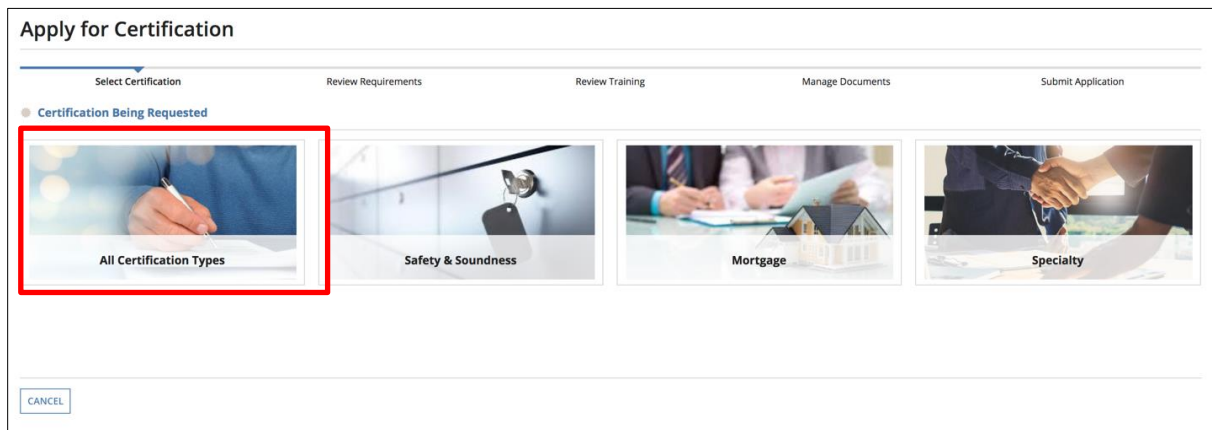
3. Select a certification type and click **Next**.

Note: An application can be submitted only if no other applications are in the review status. You can only apply for certification for which you do not hold an active certification or certification types that are not subordinates of currently held certifications. For more information on certification types, select the **Certifications** tab at the top of the page.

4. Review the requirements of the selected type. Click **Next** to continue or select **Save Draft** to resume the application later.

5. Review the training requirements for the selected certification, review your Core Trainings, and enter any supplementary information. Click **Next** to continue or select **Save Draft** to resume the application later.

6. To add attachments, click **Manage Documents**.

7. Select **Supporting Documents**, then click **Upload File**.

8. Click **Upload** to select the files to upload. Enter the file name and description and select the **Upload** button on the lower right to add the files. After uploading, select **Done.** Click **Next** to continue or select **Save Draft** to resume the application later.

Note: Manage Documents is the final stage in the application where a draft can be saved for the submission.

9. Review all details of your submission and select the checkbox for the **Recertification Clause.** Click **Add Signature** for the **Attestation Clause.** To return to any section of your application, click the **Back** button.

10. Confirm the information input is correct. Click **Submit For Review.**
11. On the Landing Page, the newly submitted application appears under the **Applications** listing with the status **Level I Review**.

Note: The status of the application updates as the levels of review change. The status changes to **Review Complete** when the review process is completed**.**

12. To delete a draft of an existing application, select the application from the task listing .

Note: To view applications only in draft status, select the **Draft** card from the **Applications** listing.

13. At the bottom of the page, click **Delete** to discard the draft.

View Courses & Offerings

On the Landing Page toolbar, several tabs are available to quickly reference information.

1. Click the **Courses & Offerings** tab at the top of the page.
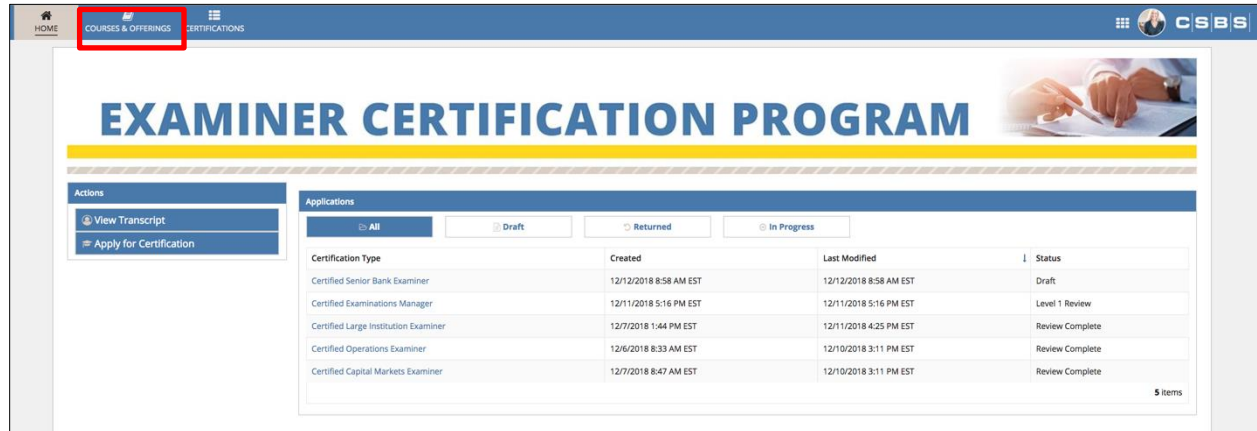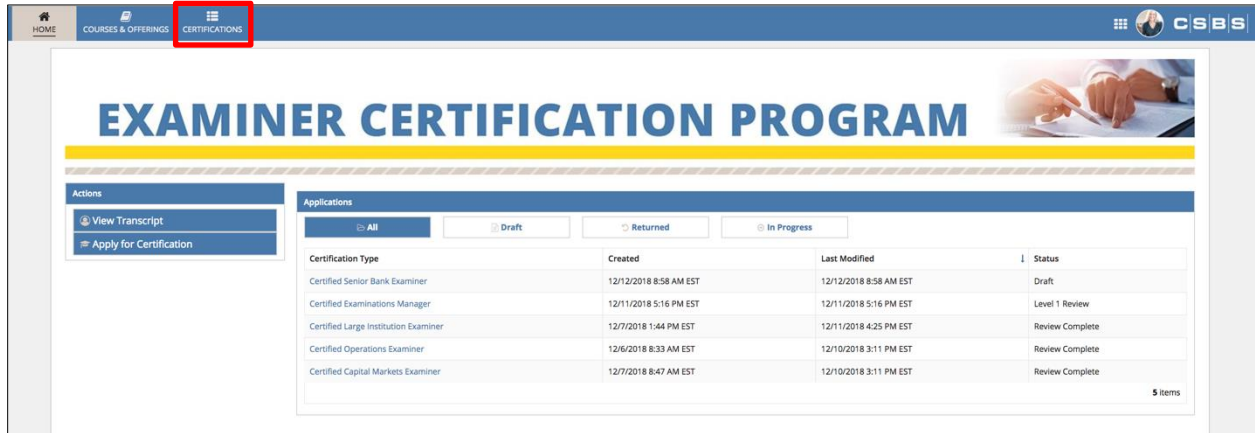
2. A grid of available courses is displayed. To locate a specific course, search by **Course ID** in the Quick Search bar. To refine results, select **Show Filters** to display search options.
3. At the bottom of the grid, select **Show Columns** to select which columns you'd like to display.
4. To export the current view to Excel, select **Export to Excel,** and a CSV file will be sent to the email registered with your account.

To view Course Offerings, click the **Offerings** card above the grid.

1. A grid of available course offerings will be displayed. To locate a specific offering, search by **Offering ID** in the Quick Search bar. To refine results select **Show Filters** to display search options.
2. At the bottom of the grid, select **Show Columns** to select which columns you'd like to display.
3. To export the current view to Excel, select **Export to Excel,** and a CSV file will be sent to the email registered with your account.

View Certification Types

1. Click the **Certifications** tab at the top of the page.

2. A grid of all certification types is displayed. To locate a specific certification type, search by **Designation** in the Quick Search bar.

3. For more information on a certification type, click the **Designation** link for the desired type to view the **Summary** details.

4. To view the subordinate certifications associated with a certification type, select **Subordinate Certification Types.**

5. To view all of the certifications you currently hold, return to the **Certifications** tab and click the **Certifications** card above the grid.

Level I Reviewer Landing Page

After successfully logging in, you are directed to the Examiner Certification Program landing page (home page).

Review Applications

1. Select the application you would like to review on the landing page, under the **Tasks** listing.

Note: All applications are sent to a group of reviewers within your agency. The reviewer who accepts the task assigns it to him/herself.

2. Prior to reviewing an application, you must accept the task. Click **Accept** to continue or **Back** to return the task to the Reviewers' group.

3. To view the complete submission from the applicant, select **Click to View.** A new tab opens the application.

Note: Attachments from the applicant can only be viewed in the complete view of an application.

4. For each certification competency, select a rating and provide a justification.

Note: If **Below Expectations** is selected for any competency, upon submission the review process is automatically ended and the application is closed.

5. To add attachments, click **Manage Documents**.

6. Select **Reviewer Documents**, then click **Upload File**.

Document Browser
Navigate through the column browser to interact with documents or directories. All folders and documents created will be permanently persisted once the Document Browser is closed.

📁 Reviewer Documents 353 ✔

DONE   UPLOAD FILE

7. Click **Upload** to select the files to upload. Enter the file name and description and select the **Upload** button on the lower right to add the files. After uploading, select **Done.**

File Upload
Select the files to upload. Name and Description are optional.

File to Upload	Name	Description
UPLOAD 📄 Drop file here		

CANCEL   UPLOAD

8. Click **Add Signature** to provide an E-Signature for the review.

⚪ **Attestation**

Acknowledgement of Valid Information
I, the undersigned, recommend the named individual for the level of certification indicated. (Note: By submitting this form, I the undersigned attest to the fact that all representations made are accurate and true)

* E-Signature   Steve Supervisor   ☑ **Add Signature**

👤 **Notes**

Return Reason
--- Select a Value ---   ▾

DELETE APPLICATION   SAVE   SUBMIT

9. To provide notes for other reviewers, enter text into the text box. If you need to return the application to the applicant, select a **Return Reason** from the dropdown.

👤 **Notes**

Return Reason
--- Select a Value ---   ▾
--- Select a Value ---
On-the-Job Requirements Not Met
Core Training Not Complete
Internal Policy Requirements Not Met
Improper Certification Type
Other

10. After completing the review, click **Submit**. If you'd like to save a draft, click **Save**. Select **Send Back to Reviewers** to return the task to the reviewer group. To close the application from further review, select **Delete Application**.

View Agency Certifications

1. Click the **Certifications** tab at the top of the page.

2. A grid of all certification types is displayed.

3. To view all of the certifications your agency currently holds, click the **Certifications** card above the grid. For more information on a certification type, click the **Designation** link for the desired type to view the **Summary** details.

View Applications

1. On the landing page, select the **Applications** tab.

2. A grid of all applications within your agency is displayed. To locate a specific offering, search by **Designation** in the Quick Search bar. To refine results, select **Show Filters** to display search options.
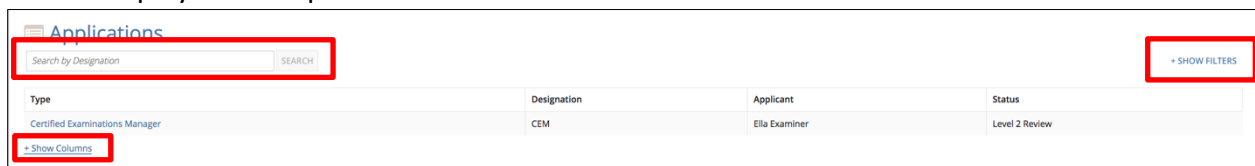
3. At the bottom of the grid, select **Show Columns** to select which columns you'd like to display.

Level II/III Reviewer Landing Page

After successfully logging in, you are directed to the Examiner Certification Program landing page (home page).

Note: Level II/III Reviewers have the same abilities as Level I Reviewers; this section will cover all tasks featured on the landing page under **Tasks.** All other components can be located in the **Level I** section. If a Level II/III Reviewer wants to apply as an applicant, he/she must contact the agency Certification Point of Contact.

Review Applications

1. On the landing page, under the **Tasks** listing, select the application you would like to review.

2. **Note:** All applications are sent to a group of reviewers within your agency. The reviewer who accepts the task assigns it to him/herself.

3. To view the complete submission from the applicant, select **Click to View** to open the application in a new tab.

4. Review the ratings and justifications provided by the Level I Reviewer. Click **Add Signature** to provide an E-Signature.

5. To provide notes for other reviewers, enter text into the text box. If you need to return the application to the Level 1 Reviewer, select a **Return Reason** from the dropdown.

6. After completing the review, click **Submit**. To save a draft, click **Save**. If you wish to return the application to the reviewer group, select **Send Back to Reviewers**.

After completing the levels of agency review, the application is submitted for CSBS Review.

CSBS Business Administrator Landing Page

After successfully logging in, you are directed to the Examiner Certification Program landing page (home page).

Review Applications

1. On the landing page, under the **Tasks** listing, select the application you would like to review.

Note: All applications are sent to a group of reviewers within your agency. The reviewer who accepts the task assigns it to him/herself.

2. Prior to reviewing an application, you must accept the task. Click **Accept** to continue, or **Go Back** to return the task to the reviewers' group.

3. To view the complete submission from the applicant, select **Click to View** to open the application in a new tab.

4. Review the ratings and justifications provided by the Level I Reviewer. Click **Add Signature** to provide an E-Signature.

5. To provide notes for other reviewers, enter text into the text box. If you need to return the application to the Level 1 Reviewer, select a **Return Reason** from the dropdown.

6. After completing the review, click **Submit**. To save a draft, click **Save**. To close the application from further review, select **Delete Application**. If you wish to return the application to the reviewer group, select **Send Back to Reviewers**.

Note: Selecting **Submit** changes the application status to **Review Complete.**

State Training Director Landing Page

After successfully logging in, you are directed to the Examiner Certification Program landing page (home page).
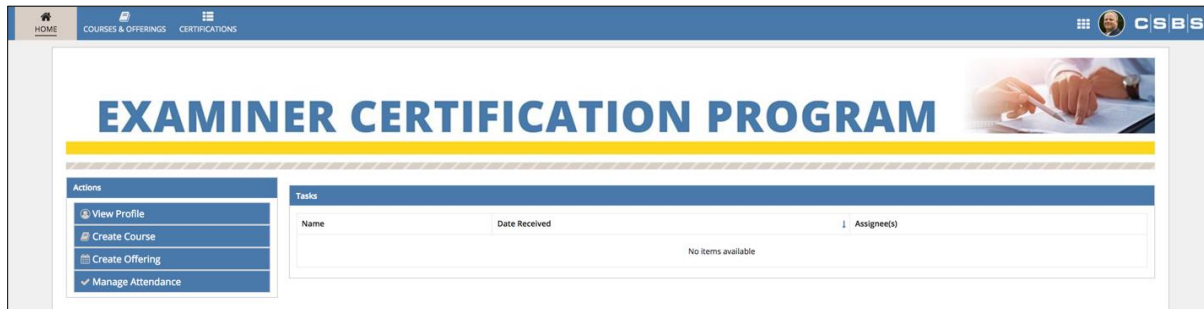
Note: State Training Directors have the same viewing abilities as other users. This section will cover the **Actions** for **Create Course, Create Offering and Manage Attendance**, as well as the **Attendance** listing. All other components can be located in the **Applicant** section. If a State Training Director wants to apply as an applicant, he/she must contact the Certification Point of Contact for their agency.

Create Course

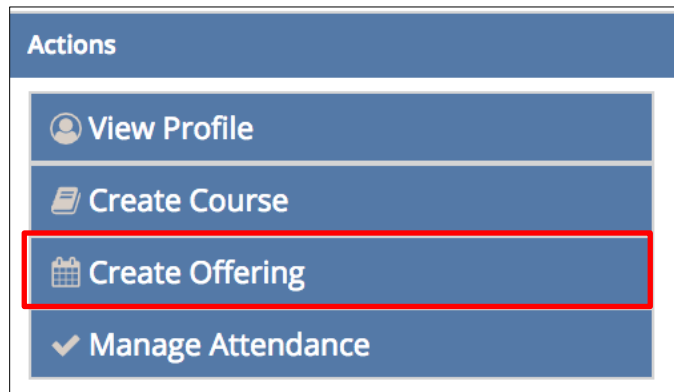1. On the Landing Page, under **Actions**, click **Create Course.**
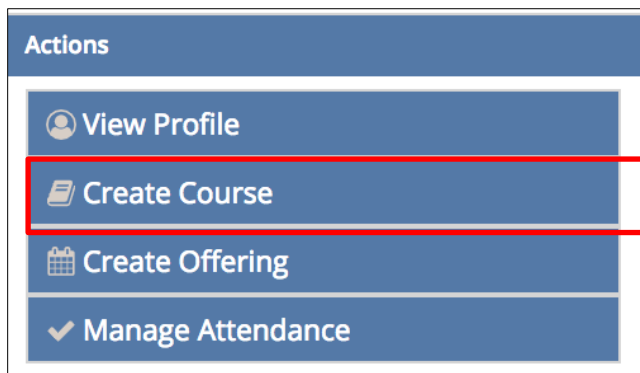
2. Enter the requested details to create a course. To create a course with a new provider, click **Create New Provider.**

Note: Organizations must exist within the application as an Agency for the course to be added.

3. Click **Submit** to complete the addition.

Create Offering

1. On the Landing Page, under **Actions**, click **Create Offering.**

2. Select the desired course from the grid.

3. Make the selection and click **Add Entry** to enter details for the Course Offering.

4. Enter the required details for adding an entry. To copy an entry, select the **Copy Offering** icon on the far right.

Note: State is required for courses with **Classroom** and **In-Person** formats.

5. Click **Submit** to add Offerings.

Manage Attendance

1. On the Landing Page, under **Actions**, click **Manage Attendance.**

2. Select the desired course offering from the grid. Click **Add Entry** to add an Attendee.


Note: To add multiple Attendees, continue to click **Add Entry. If the course offering already has attendees, you may use the red X to remove an attendee.**
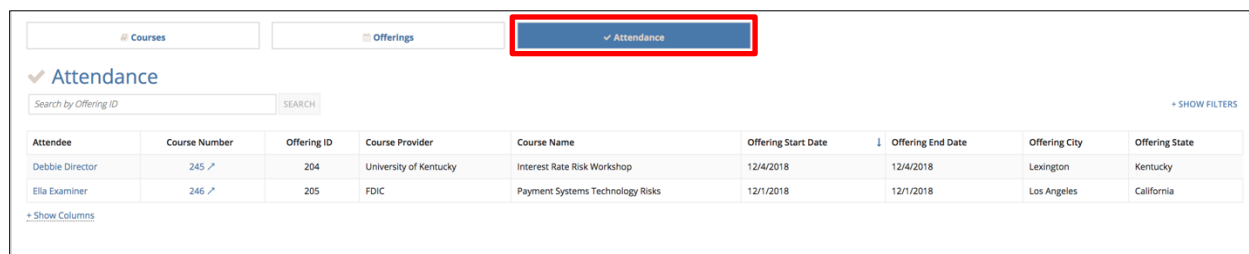
1. To submit Attendance for multiple Offerings, click **Submit Attendance & Manage Another Offering.** To add attendance for one Offering, select **Submit Attendance.**

View Attendance
1. On the Landing Page, select the Courses & Offerings tab.
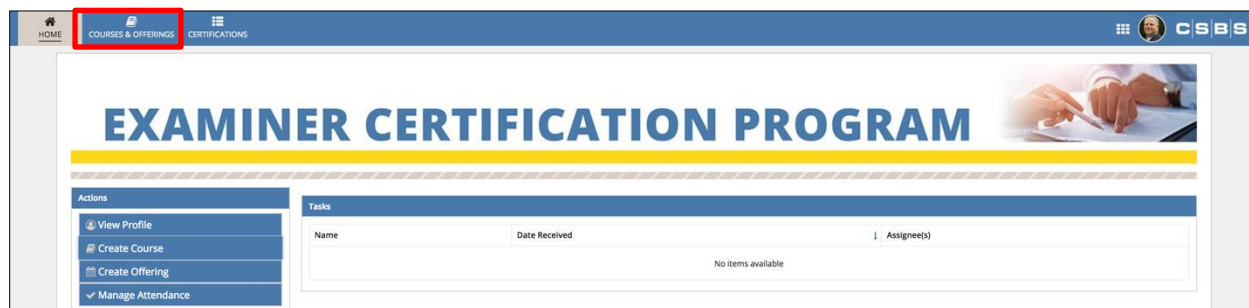

2. On the **Course** listing, click the **Attendance** card at the top of the page to display the **Attendance** listing.

3. A grid of available courses is displayed. To locate a specific course, search by **Offering ID** in the Quick Search bar. To refine results, select **Show Filters** to display search options.
4. At the bottom of the grid, select **Show Columns** to select which columns you'd like to display.
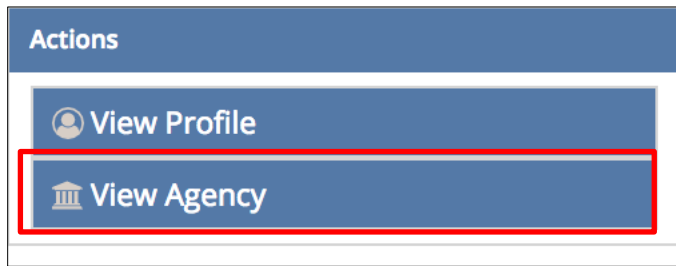
Certification Point of Contact Landing Page

After successfully logging in, you are directed to the Examiner Certification Program landing page (home page).
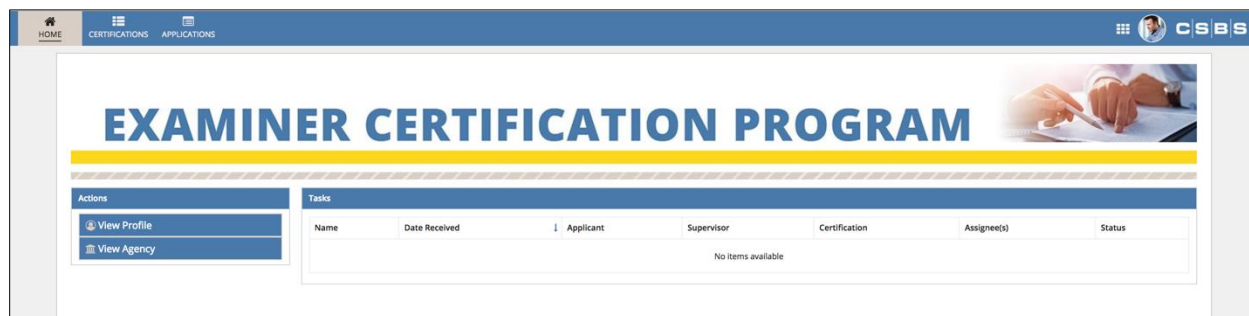
Note: As Certification Point of Contacts have the same capabilities as other users, this section will cover the **Actions** for **View Agency**. All other components can be found in previous sections.

View Agency

On the Landing Page, under **Actions,** select **View Agency.**

Update Agency

1. You are directed to a summary view of your agency. To update your agency, click **Update Agency** in the upper right corner.

2. Select the desired fields to update. As a Certification Point of Contact, you have the ability to update **Point of Contact, Regions/Divisions, Reviewer Level,** and **Titles.**

3. Make the desired changes. Click **Submit.**

View Users

1. Return to the **Summary** view. Click **Users** to view a list of all active users within your agency.

2. To locate a specific user, search by **Email** in the Quick Search bar. To refine results, select **Show Filters** to display search options.
3. At the bottom left of the grid, select **Show Columns** to select which columns you'd like to display.

Manage User Details

1. To view specific details about a user, select the link to a **Username.**

2. You can view the user **Summary, Transcript,** and **Certification Details.** You can update user details by clicking the Update **User Details button** in the upper right corner.
3. Select the desired field(s) you'd like to edit. As a Certification Point of Contact, you can edit **Supervisor, Alternate Email Address, Title, Region/Division, Roles.**

4. To view a description of each of the user roles, click **Show User Roles Details.**

Note: By removing all **Roles** from a user, you will remove the user from the agency upon submission.

5. Make the desired changes. Click **Submit** to save your entries.

Add User

1. From the Agency User list view, select the **Add User** button in the upper right corner.

2. Enter the details required to create a new user.

Note: The **Email Address** domain must match the domain of the Certification Point of Contact's email domain. For example, if the Certification Point of Contact's email is an @csbs.org account, the new user's email domain must match.

3. For additional information about the user roles, select **Show User Roles Details** to view descriptions of each.
4. Click **Submit** to save entries.

Remove User

1. From the Agency User list view, select the **Remove User** button in the upper right corner.

2. To remove a user, select the user from the listing displayed.

3. Click **Submit** to confirm the removal.

View Active Certifications
1. Select the Active Certifications tab to view a listing of all active certifications held by users within your agency.

Kentucky Department of Financial Institutions

Summary   Users   Active Certifications   Related Actions

▱ **Agency Certifications**

Designation	Type	Examiner	Hours Required	Hours Earned	Carry Over Hours	Certification Date	Certification End Date	Expiration Date	Status
CCE	Certified Credit Examiner	System	63	16	0	1/1/2015	9/1/2018	12/6/2018	Expired
COE	Certified Operations Examiner	Ben Smith	63	11.5		12/10/2018	12/31/2021		Active
CCE	Certified Credit Examiner	System	63	0	9	1/1/2018	12/31/2020		Active
CEIC	Certified Examiner-in-Charge	System	63	60	0	1/1/2015	10/1/2018		Expiring
COE	Certified Operations Examiner	Ella Examiner	63	11.5		12/6/2018	12/31/2021	12/11/2018	Expired
CCME	Certified Capital Markets Examiner	Ella Examiner	63	23		12/7/2015	12/31/2018	12/8/2018	Expired
CLIE	Certified Large Institution Examiner	Ella Examiner	63	12		12/11/2018	12/31/2021		Active

7 items

Note: By selecting the any of the **Designations** listed, you can view details of the selected certification type. By selecting any of the **Users** listed, you can view details of the selected user, and update user details.
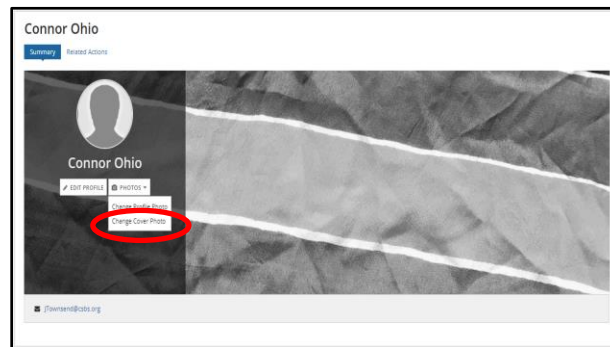
Change Profile and Cover Picture

Individual users can customize the appearance of their profile within the System.
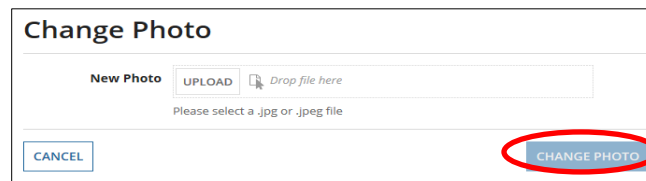
1. Click on the circle with the picture (or silhouette) next to CSBS.
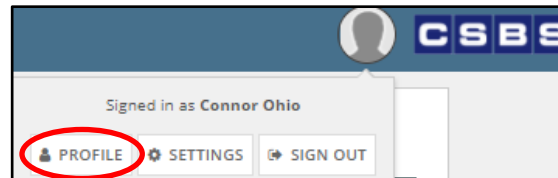
2. Click **Profile**.
3. Click the **Photos** dropdown to change your Profile or Cover Photo.
4. Click **Change Profile Photo.**

5. Click **Upload**. Select a .jpg or .jpeg file from the location of the saved file.
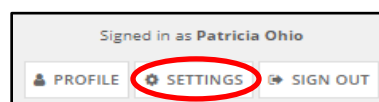6. Click **Change Photo**.

> **Note:** Click **Change Cover Photo** to change the cover picture. Select the location of the saved file. Click **Change Photo**. Click the **Cancel** button to return without uploading.

User Settings

1. Click on the circle with the picture (or silhouette) next to CSBS.
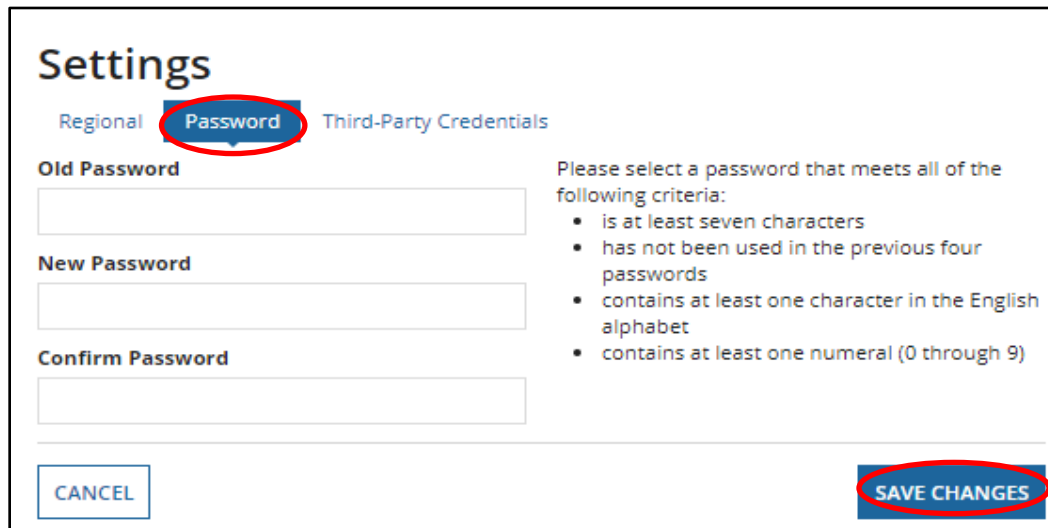

2. Click **Settings**.

3. The dialogue box opens to the **Regional** link. If necessary, click the **Time Zone** dropdown menu to update to the appropriate time zone.

4. Click **Password** to update your password.

5. Input the required information into the fields.
6. Click **Save Changes**. Click **Cancel** to maintain current password.

Contacts

For Examiner Certification Program questions or system related issues, email certification@csbs.org.