

# Centre Portal User Guide



NEED HELP?

0115 854 1620

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[biiab.co.uk](http://biiab.co.uk)

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## 1. Introduction

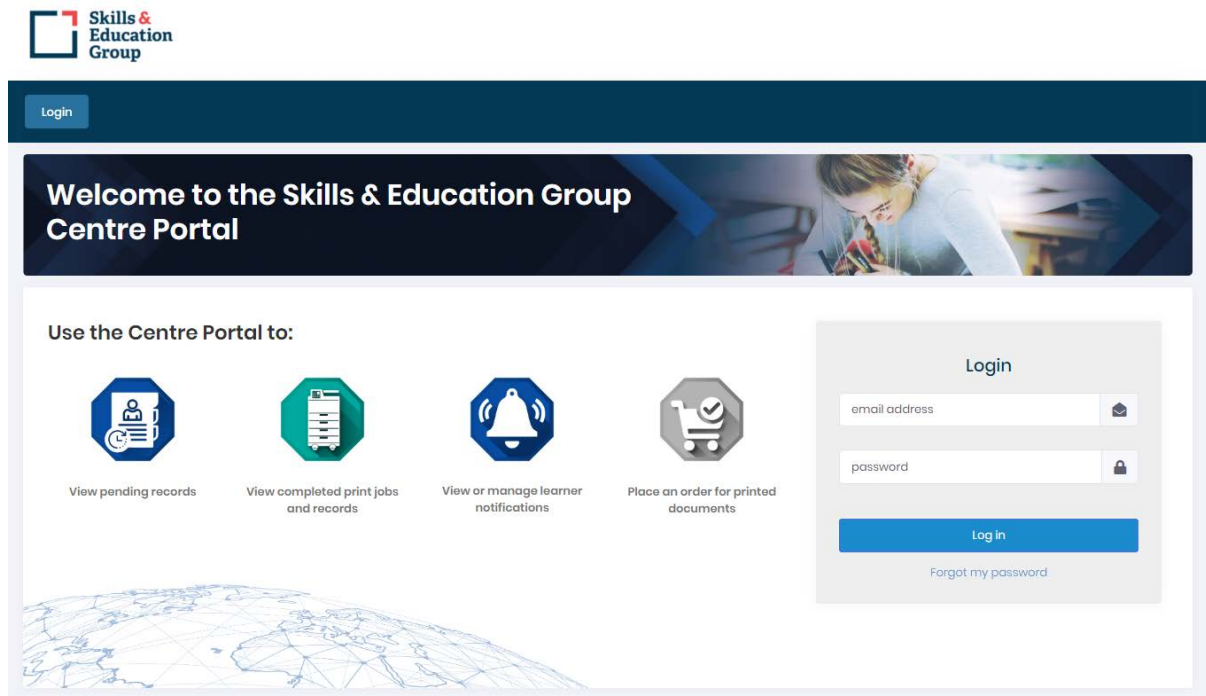
Skills and Education Group have partnered with Advanced Secure Technologies to provide an online portal for centres to securely view, download and order certification documents for learners undertaking courses at their centre.

## 2. Access and Login

The Centre Portal can be accessed at this URL:

<https://centre.skillsandeducationgroup.co.uk/>

On accessing the portal, the login screen is displayed:



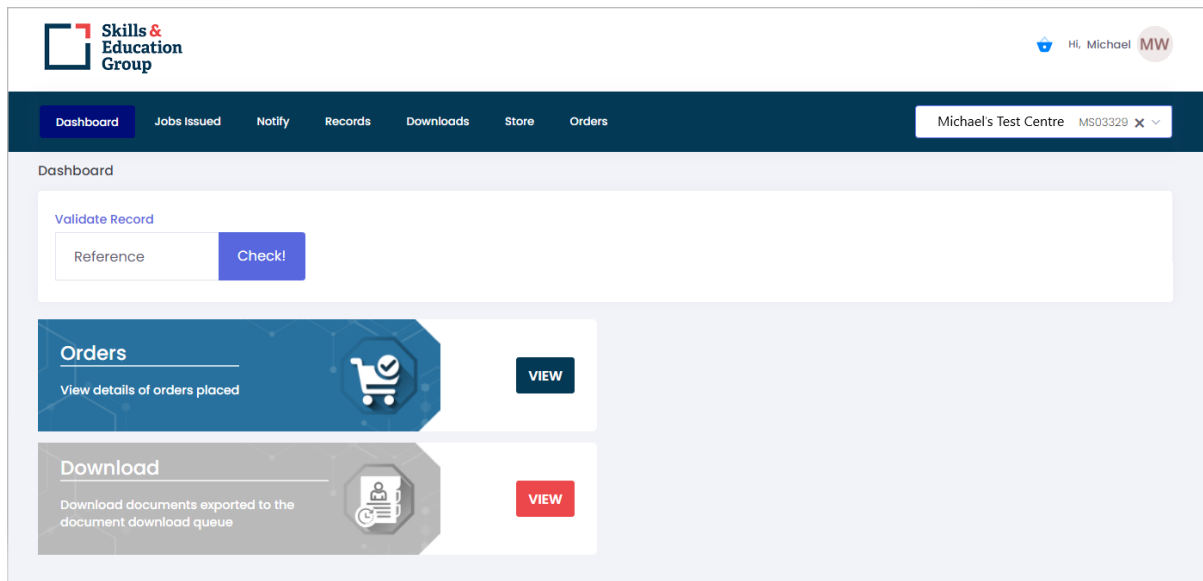
The screenshot shows the Skills & Education Group Centre Portal login interface. At the top left is the Skills & Education Group logo. Below it is a 'Login' button. The main header area features the text 'Welcome to the Skills & Education Group Centre Portal' over a background image of a person working. Below the header, there is a section titled 'Use the Centre Portal to:' with four icons and their corresponding functions: 'View pending records' (person with document), 'View completed print jobs and records' (document with checkmark), 'View or manage learner notifications' (bell), and 'Place an order for printed documents' (shopping cart). To the right of these icons is a 'Login' form with fields for 'email address' and 'password', a 'Log in' button, and a 'Forgot my password' link. The bottom of the page features a stylized world map graphic.

An initial admin user account will be created by Skills and Education Group. Please contact [customersupport@biiab.co.uk](mailto:customersupport@biiab.co.uk) if you wish to have an account set up.

Login using the account details with which you are provided.

If you have forgotten your password, please click the "Forgot my password" link and follow the instructions to retrieve your password.

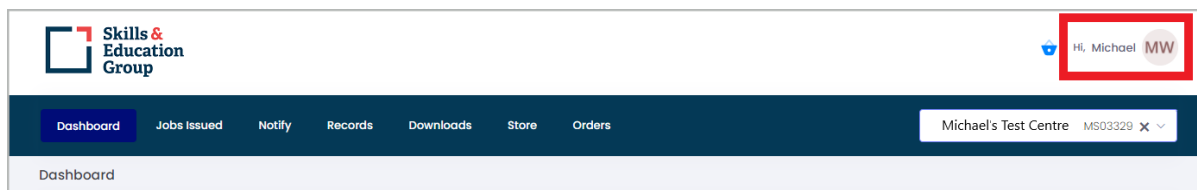
### 3. Centre Portal Dashboard



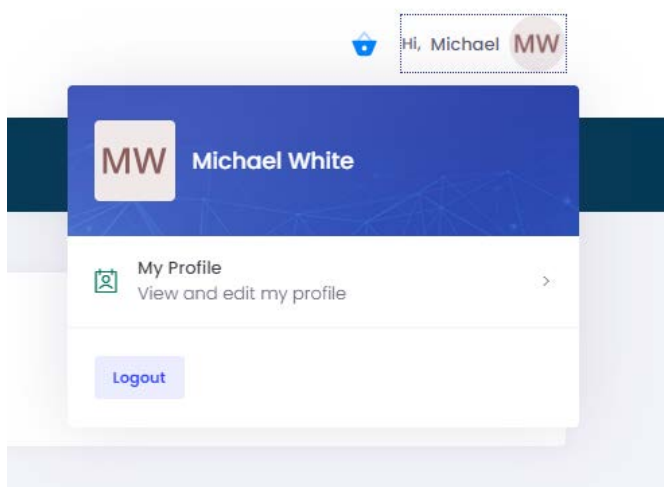
Your user account will be set up by us to view records for the centre with which you are associated. You will see the name of your centre in the top right-hand side, along with your centre number.

## 4. View and Edit User Profile

Your user profile can be accessed by clicking the user profile menu at the top right-hand corner of the Centre Portal:



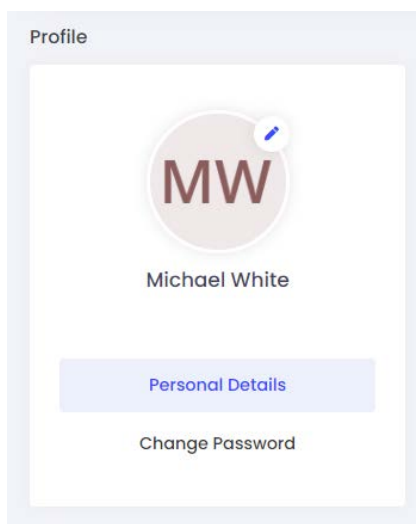
- To view your profile, click the "My Profile" link
- To logout of the application, click the "Logout" button



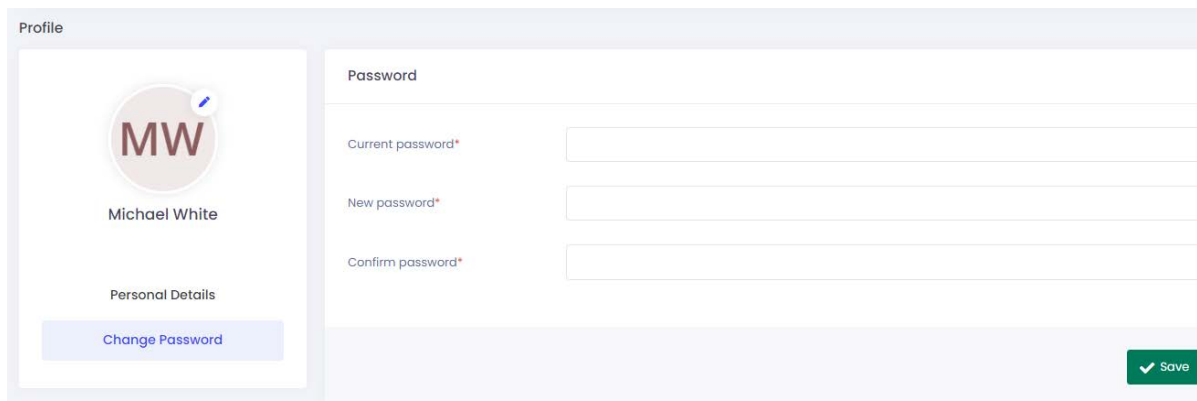
Logout

## 5. User Profile

Click on the "My Profile" link. You can add or change your profile picture by clicking on the icon on the left-hand side, which, by default, shows your initials.

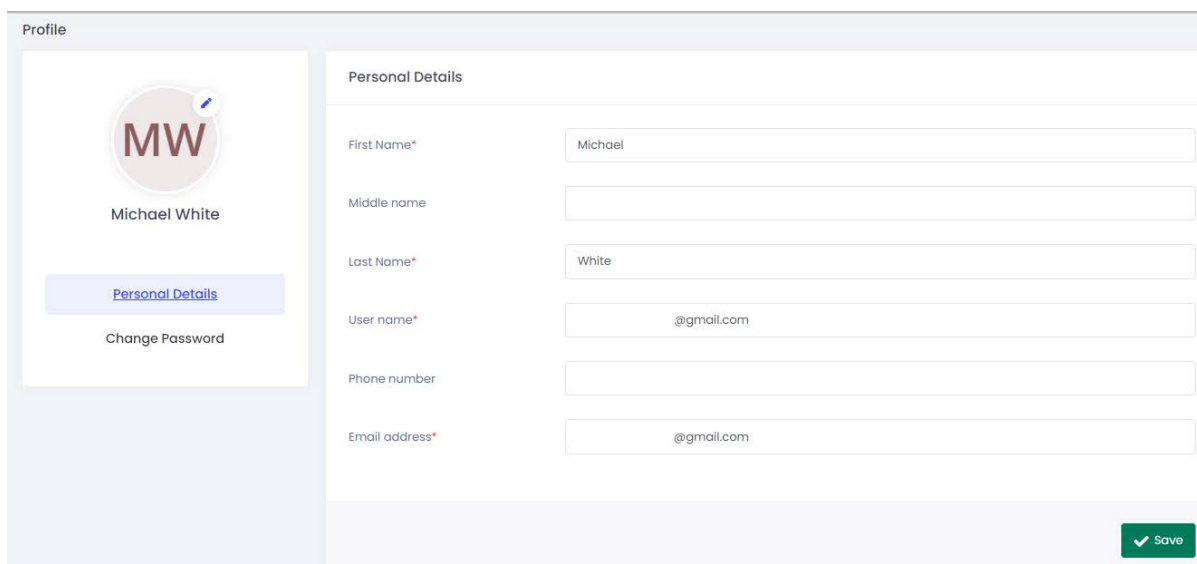


You can change your password by clicking on the “Change Password” button, entering your current password, and then entering and confirming the new password that you would like to set.



The screenshot shows the 'Profile' page with the 'Change Password' form active. On the left, a user profile card for 'Michael White' with initials 'MW' is visible, featuring a 'Personal Details' link and a 'Change Password' button. The main form area is titled 'Password' and contains three input fields: 'Current password\*', 'New password\*', and 'Confirm password\*'. A green 'Save' button with a checkmark is located at the bottom right of the form.

Your personal details can be changed by clicking the “Personal Details” button. Change any of the information and click the “Save” button.

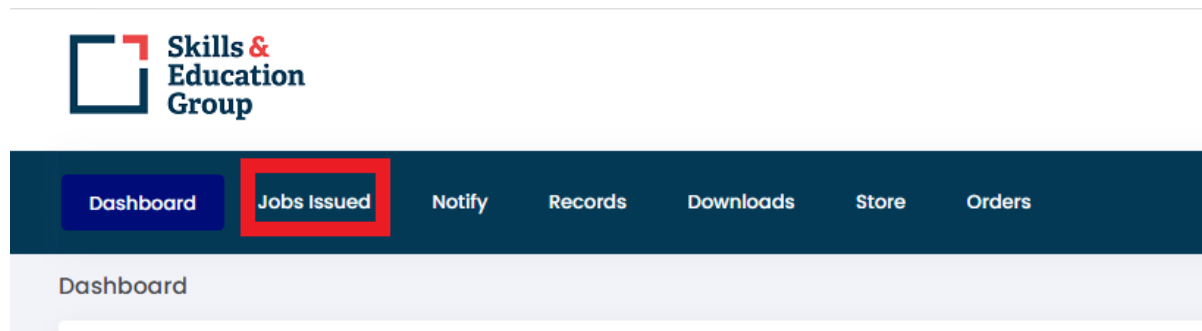


The screenshot shows the 'Profile' page with the 'Personal Details' form active. On the left, the same user profile card for 'Michael White' is shown, but with a 'Personal Details' link and a 'Change Password' button. The main form area is titled 'Personal Details' and contains several input fields: 'First Name\*' (filled with 'Michael'), 'Middle name' (empty), 'Last Name\*' (filled with 'White'), 'User name\*' (filled with '@gmail.com'), 'Phone number' (empty), and 'Email address\*' (filled with '@gmail.com'). A green 'Save' button with a checkmark is located at the bottom right of the form.

## 6. View and Download Secure Documents

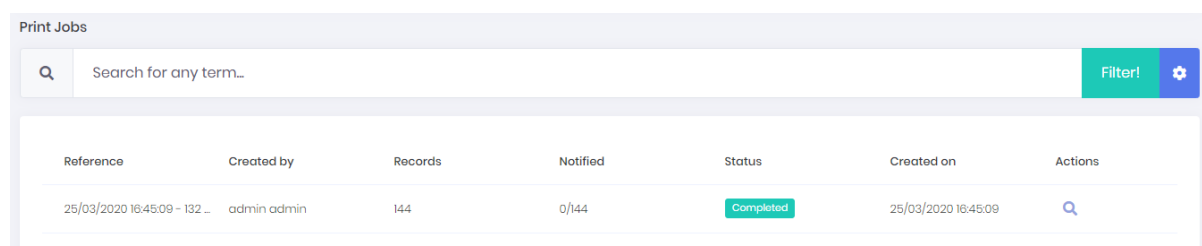
### a. View Jobs Issued


Each batch of documents we publish for you to view in the Centre Portal can be accessed and viewed within the 'Jobs Issued' menu:

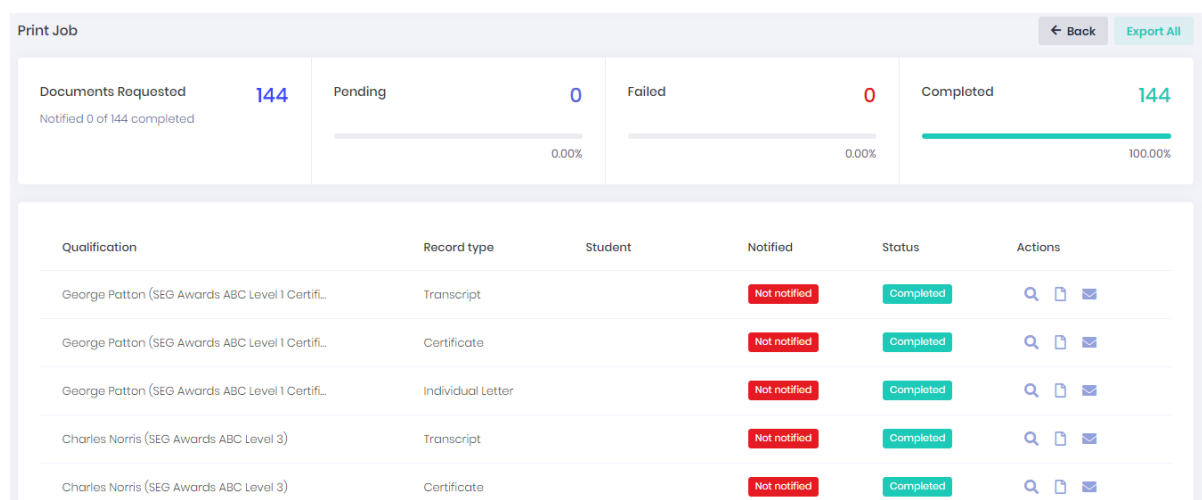


A list of print jobs will be displayed, showing the date and time on which the print job was issued.



Use the filter at the top of the grid to find specific print jobs. Advanced filtering can be accessed by clicking the blue cog button:



To view the details of a print job, click on the view button . This will show each document issued in that print job.



For each document you can:

1. View the details (data) of the record by clicking the View button: 
2. Preview the paper document by clicking on the "Preview" button.  This will launch the Document Viewer window, and the document will be displayed:



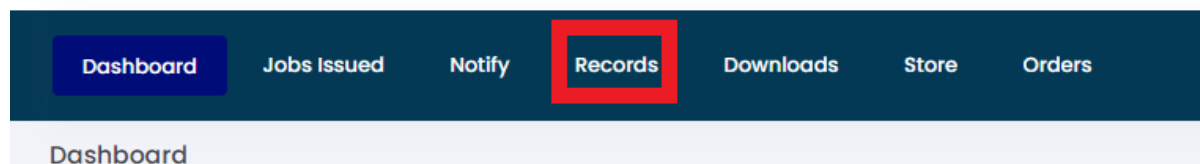
\*Please note the above certificate does not contain the BIIAB Qualifications' logo as this is an integral part of the certificate paper. The above view is just a 'print view'. A copy of the Digital Certificate can be seen within the 'Records' section.

Close the Document Viewer when you have finished viewing the document.



## b. Search for Issued Documents

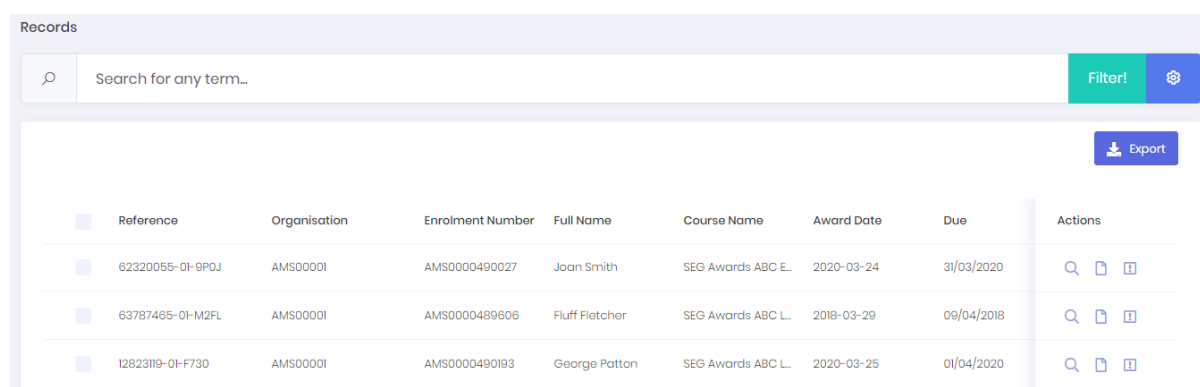
It's also possible to search for and export issued documents for download. To do so, click on the Records link on the menu:





Use the filter at the top of the grid to find specific print jobs.

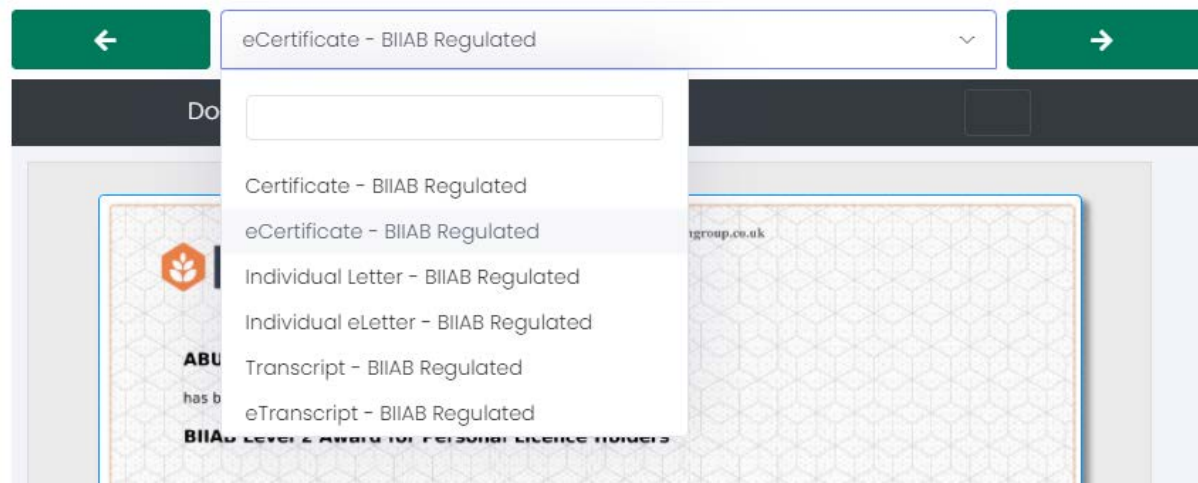



Advanced filtering can be accessed by clicking the blue cog button. Click "Filter", and the list of records will be displayed.



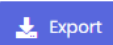
For each record displayed it is possible to:

1. View the details (data) of the record by clicking the View button .
2. Preview the electronic documents by clicking on the "Preview" button . This will launch the Document Viewer as previously described, however if more than one document has been issued for the record, it is possible to toggle between the available documents using the document selector:



3. Report an issue with the document by clicking on the "Report an Issue" button . This will send an email to us with details of the issue so that we can consider it.

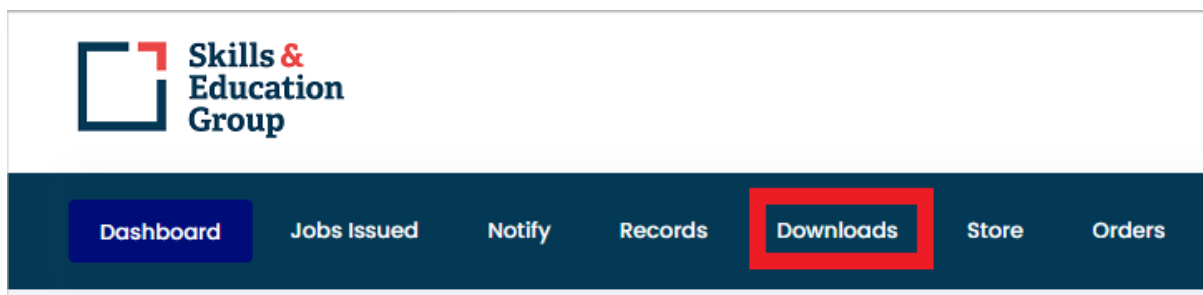
It is also possible to export selected records for download as a folder of PDF documents. To do so:

1. Select the records you wish to export. You can do this by ticking the check box next to each record to be exported, or by ticking the check box next to the grid title, which will select all records.
2. Click the "Export" button . You will be prompted to give the export file a name for ease of reference in the Download Documents screen.

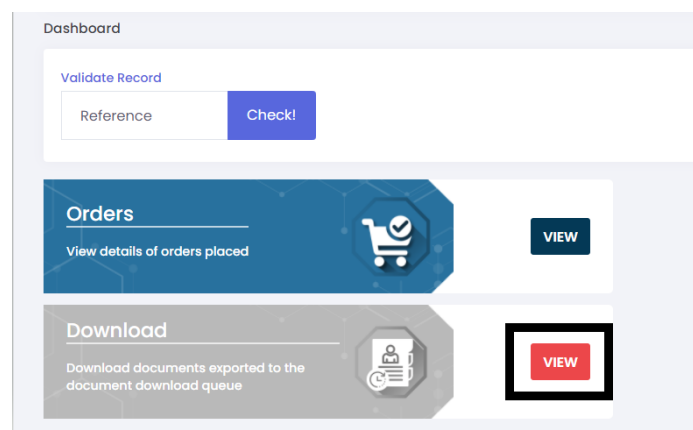
### c. Download Documents

Documents that have been exported to the Download Documents screen, will appear here. To access the Download Documents screen either:

1. Click the Downloads button on the menu




2. Or click the Downloads tile on the Dashboard




A list of download files will be shown:

Downloads					
Name	Description	Type	Status	ExpirationTime	Actions
test	test	Documents	Failed	25/03/2020	<a href="#">×</a> <a href="#">i</a>
test	test	Documents	Failed	25/03/2020	<a href="#">×</a> <a href="#">i</a>
test	test	Documents	Completed	25/03/2020	<a href="#">↓</a> <a href="#">i</a>

To download the file, click the “Download” button  next to the relevant download file. This will download a .zip file containing PDFs of each document in the download file to a location you specify.


The download status is then displayed against the download file, showing whether or not the download was successful.

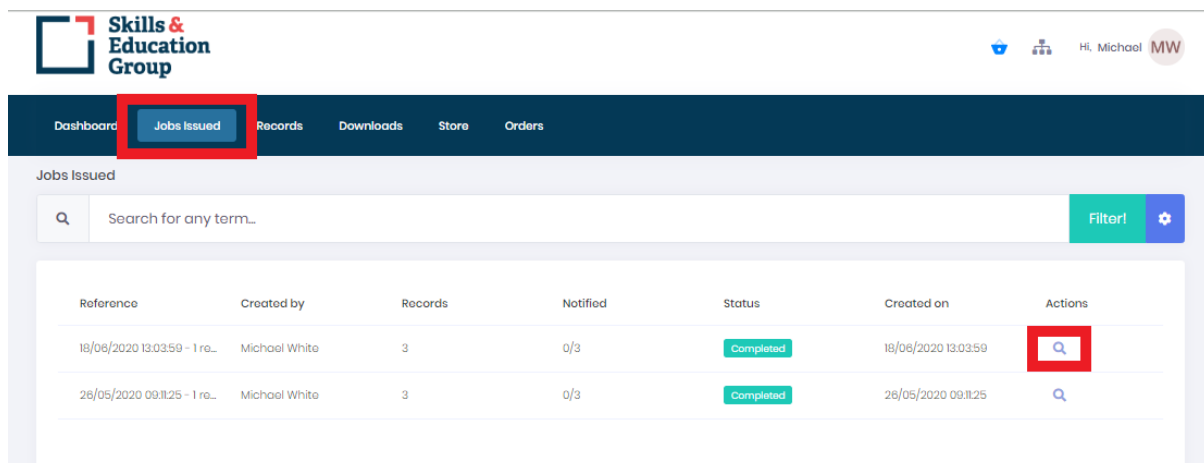
It’s also possible to report an issue from this screen: 

Note that the documents downloaded are not for sharing with learners; they are for internal audit and regulatory purposes only (e.g. to demonstrate awards that have been given). Section 9 below describes how learners are able to view their electronic certification documents.



## 7. Notify Learners/Candidates


As a centre you can notify learners/candidates that they have electronic documents waiting for them through the portal. To do this please follow the steps below:

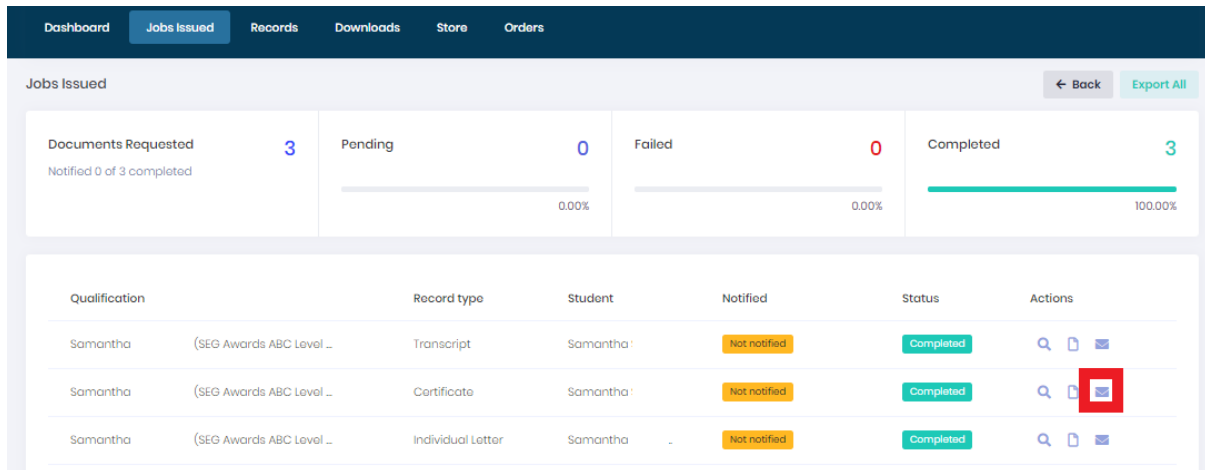
1. Once logged in select ‘Jobs Issued’ and then click on the ‘Details’ icon  in the ‘Actions’ column.












The screenshot shows the Skills & Education Group Centre Portal interface. The top navigation bar includes links for Dashboard, **Jobs Issued**, Records, Downloads, Store, and Orders. The 'Jobs Issued' section is active, displaying a table with the following columns: Reference, Created by, Records, Notified, Status, Created on, and Actions. Two rows of data are shown, each with a 'Details' icon (magnifying glass) in the Actions column.

Reference	Created by	Records	Notified	Status	Created on	Actions
18/08/2020 13:03:59 - 1 re...	Michael White	3	0/3	Completed	18/08/2020 13:03:59	
26/05/2020 09:11:25 - 1 re...	Michael White	3	0/3	Completed	26/05/2020 09:11:25	

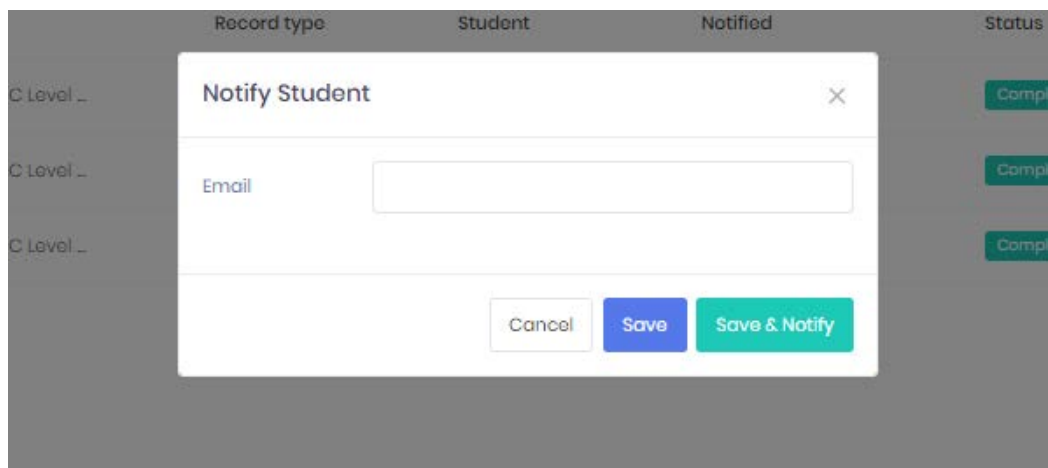
2. Select which record type you want to notify the candidate about (you can pick transcript, certificate or letter and it will notify the candidate about all three at the same time) and click on the 'Notify' icon  below the 'Actions' column.



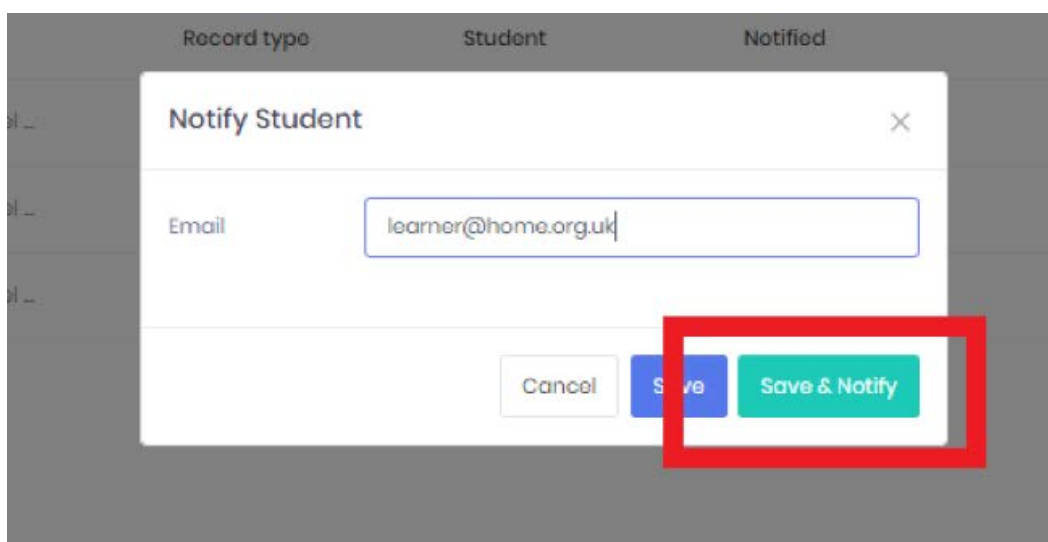
The screenshot shows the 'Jobs Issued' dashboard with a table of records. The table has columns: Qualification, Record type, Student, Notified, Status, and Actions. The 'Notified' column shows 'not notified' for all three records. The 'Status' column shows 'Completed' for all three records. The 'Actions' column contains icons for search, download, and notify. The notify icon (an envelope) is highlighted with a red box in the second row.

Qualification	Record type	Student	Notified	Status	Actions
Samantha (SEG Awards ABC Level ...)	Transcript	Samantha	not notified	Completed	  
Samantha (SEG Awards ABC Level ...)	Certificate	Samantha	not notified	Completed	  
Samantha (SEG Awards ABC Level ...)	Individual Letter	Samantha	not notified	Completed	  

3. This will now open up a notify box where you can enter the learner's/candidate's email address and then click on 'Save & Notify'.

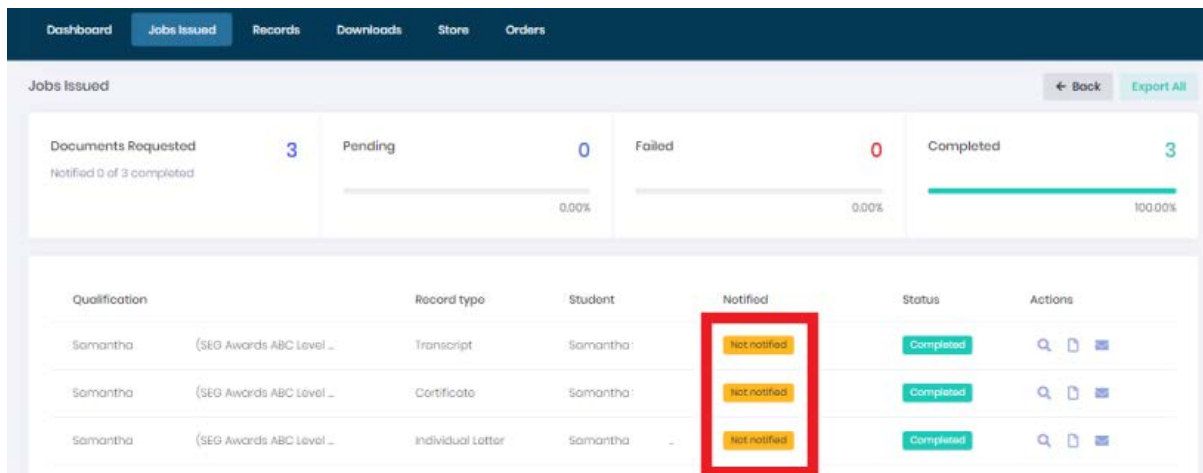


The screenshot shows the 'Notify Student' modal form. It has a title bar with a close button. Below the title is a label 'Email' and a text input field. At the bottom are three buttons: 'Cancel', 'Save', and 'Save & Notify'. The 'Save & Notify' button is highlighted with a red box.



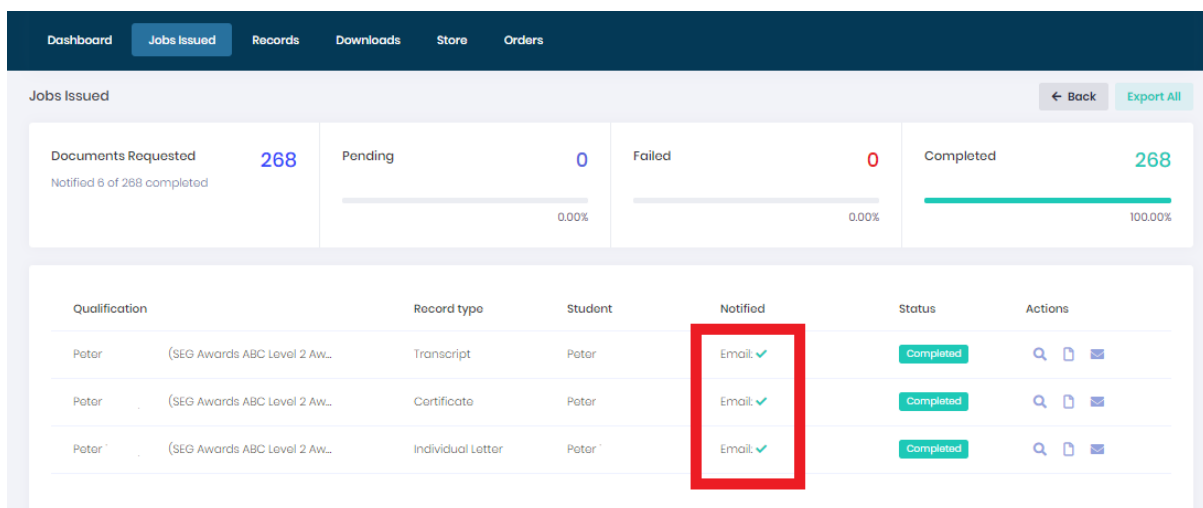
The screenshot shows the 'Notify Student' modal form with the email address 'learner@home.org.uk' entered in the text input field. The 'Save & Notify' button is highlighted with a red box.

4. Once you've clicked on 'Save & Notify' and refresh the page the status below the 'Notified' column should change from 'Not notified' to 'Email ✓'.



The screenshot shows the 'Jobs Issued' section of the portal. At the top, there are tabs for Dashboard, Jobs Issued, Records, Downloads, Store, and Orders. Below the tabs, there are summary cards for Documents Requested (3), Pending (0), Failed (0), and Completed (3). A table below shows three records for Samantha, each with a 'Notified' status of 'Not notified'. The 'Notified' column is highlighted with a red box.

Qualification	Record type	Student	Notified	Status	Actions
Samantha	(SEG Awards ABC Level ...)	Samantha	Not notified	Completed	Search, Download, Print
Samantha	(SEG Awards ABC Level ...)	Samantha	Not notified	Completed	Search, Download, Print
Samantha	(SEG Awards ABC Level ...)	Samantha	Not notified	Completed	Search, Download, Print



The screenshot shows the 'Jobs Issued' section of the portal after refreshing. The summary cards now show Documents Requested (268), Pending (0), Failed (0), and Completed (268). The table below shows three records for Peter, each with a 'Notified' status of 'Email ✓'. The 'Notified' column is highlighted with a red box.

Qualification	Record type	Student	Notified	Status	Actions
Peter	(SEG Awards ABC Level 2 Aw...)	Peter	Email ✓	Completed	Search, Download, Print
Peter	(SEG Awards ABC Level 2 Aw...)	Peter	Email ✓	Completed	Search, Download, Print
Peter	(SEG Awards ABC Level 2 Aw...)	Peter	Email ✓	Completed	Search, Download, Print

5. At this stage the learner/candidate will receive an email to let them know they have electronic documents waiting and this email will also contain their enrolment number, which they will need to register for an account.

Your record: Donald Duck your SEG Awards ABC Level 2 Award in MOT Testing (Classes 4 & 7) has been issued on the Skills & Education Group Secure Portal. To view this, please login using this link:

[Skills & Education Group Learner Portal](#)

You will need your Skills & Education Group Enrolment Number to register to use the portal. Your Enrolment Number is: AMS00009824708.

**Please note:** Due to Covid-19 we are currently only issuing Digital Certificates. Later this year you will be able to order paper certificates from your learner portal.

Thank you,

The Digital Certificate Team

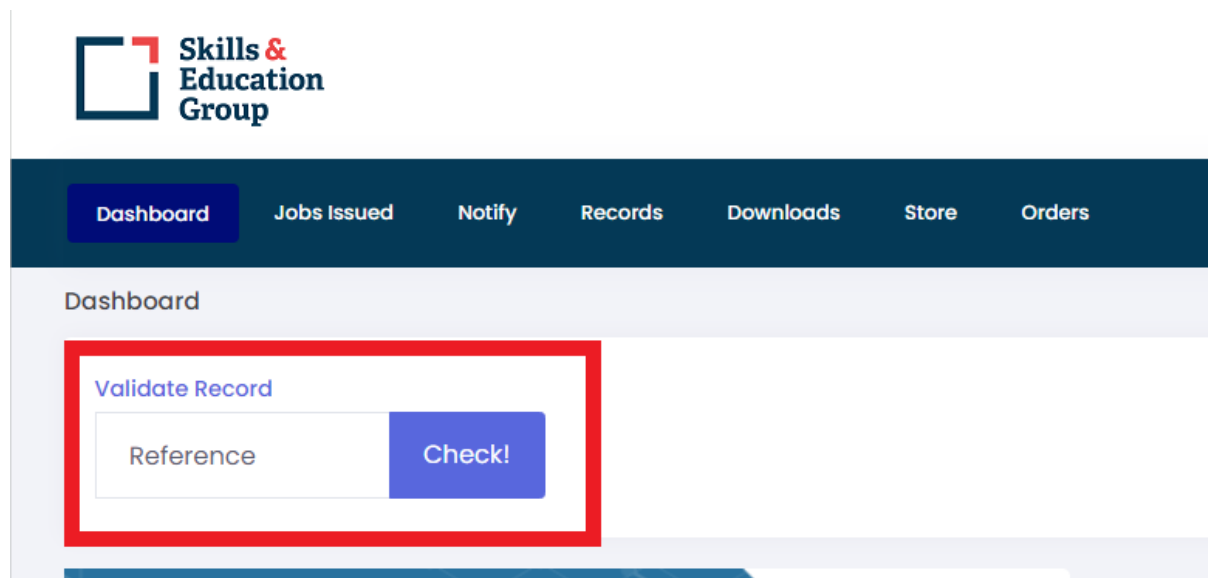
6. The final stage is to email the candidate a copy of the 'User Guide for Learner Portal' or ask them to download it from the website:  
<https://skillsandeducationgroupawards.co.uk/wp-content/uploads/2020/04/User-Guide-Skills-and-Education-Group-Learner-Portal.pdf>

## 8. Validate Documents

### a. Validate Record

Each document produced will have a unique reference number. By entering the unique reference number in the “Validate Record” tool, the authenticity of the document can be checked, along with its current status.

\*Please note this will only validate BIIAB Qualifications Limited certificates issued after 23<sup>rd</sup> June 2021.



### b. Smart Verify Portal

In addition, each document produced contains a Smart Verify Code; a QR code which, when scanned using a device such as a mobile phone camera, will redirect you to the Smart Verify Portal. This will display the electronic document, together with key information about the document. Crucially, the Smart Verify Portal provides the real-time status of the document. For example, whether the document is valid, expired or cancelled.

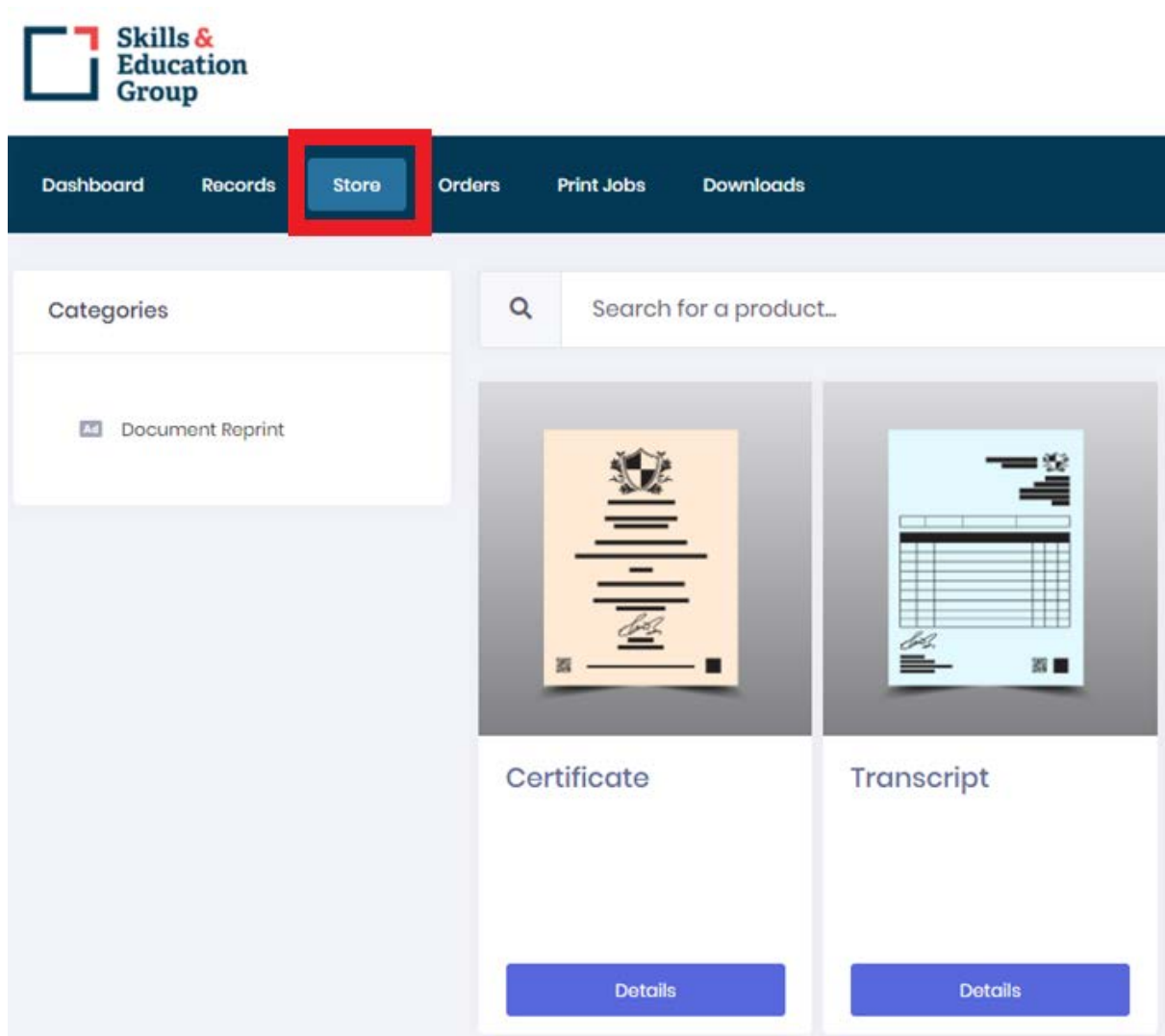
## 9. Order Documents **\*\*\*\* Coming Soon \*\*\*\***

This feature will be enabled shortly. When enabled, it will be possible to:

### a. Order Printed Copies of Documents

Printed copies of secure documents for learners that have been issued can be ordered via the Centre Portal. The process enables documents to be added to the basket, then ordered in a single check out process. It is possible for orders to be placed on account then invoiced back to the centre. Alternatively, orders can be paid for by credit card via the portal.

When enabled, this will be accessed via the “Store” menu item:

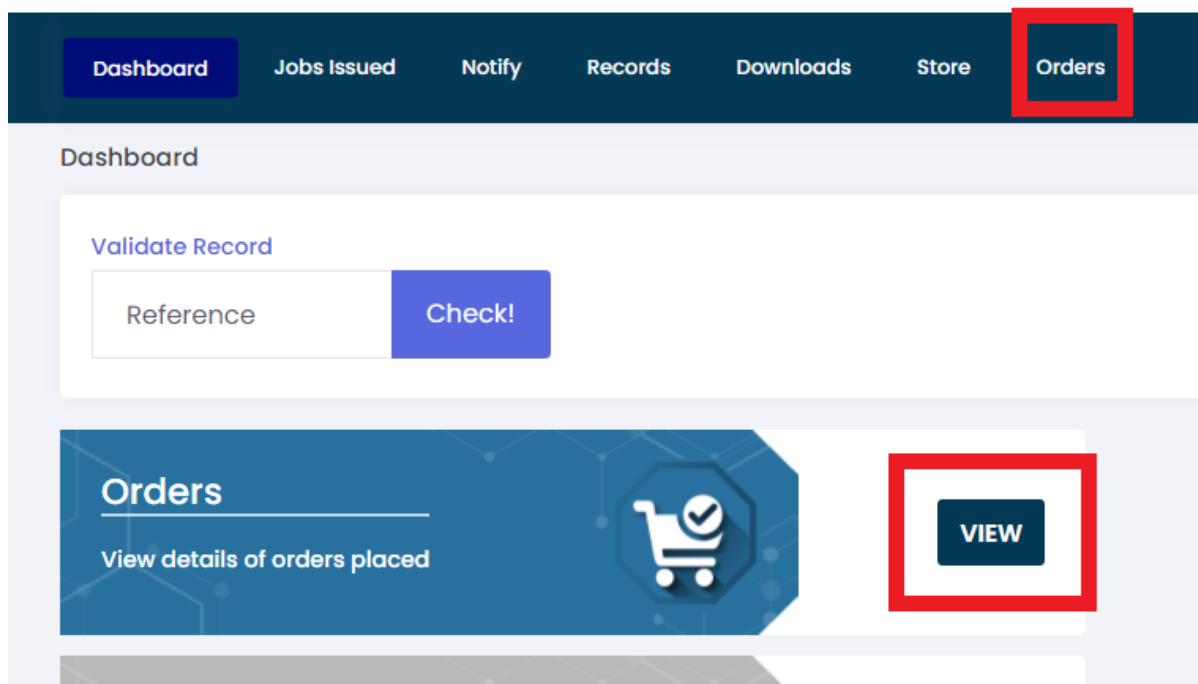


- Select the relevant product to order by clicking details. This will display the learners for which the product can be ordered (i.e. all learners for which that product type has been issued)
- Select the learner(s) for which you want to order that product type and add to basket.
- Continue purchasing products until you are ready to checkout. Check out can be initiated from within this progress, or by clicking the basket item at the top right of the page.



## b. View Previous Orders

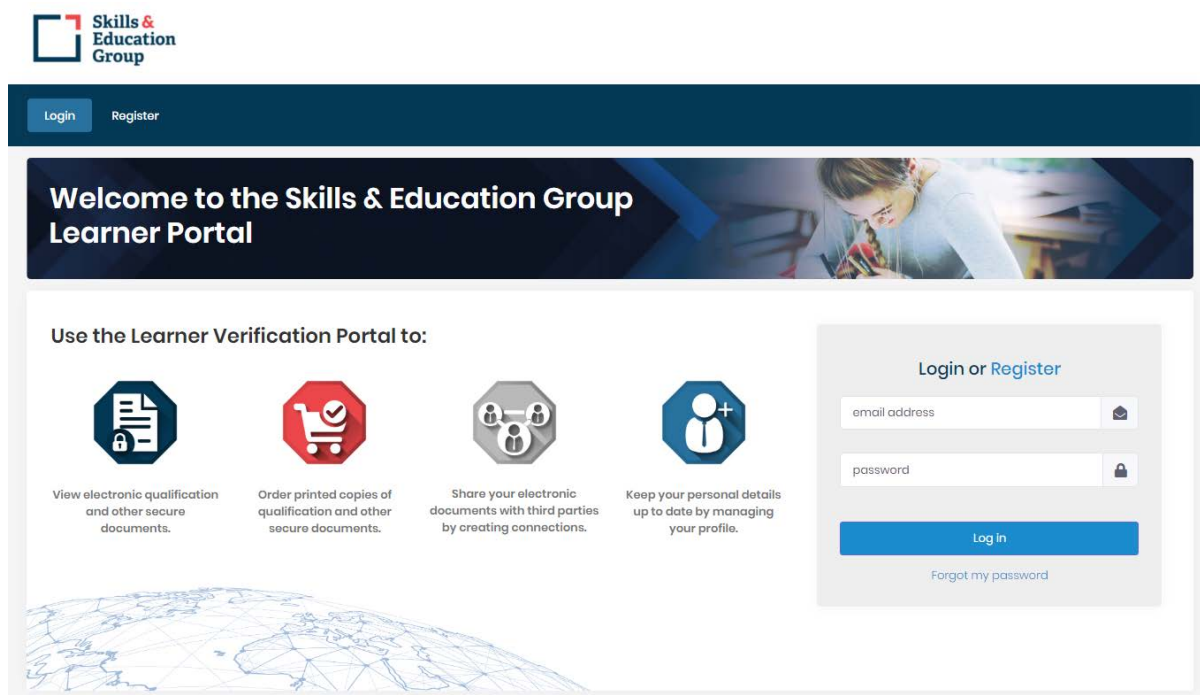
Previous orders placed can be viewed by clicking on the “Orders” button or tile:



## 10. Learner Portal – Share Documents with Learners

As described above, documents downloaded from the Centre Portal are only for audit and regulatory purposes. They are not intended to be shared with learners. Instead, learners will be able to access their own electronic documents in a dedicated Learner Portal. This can be accessed here:

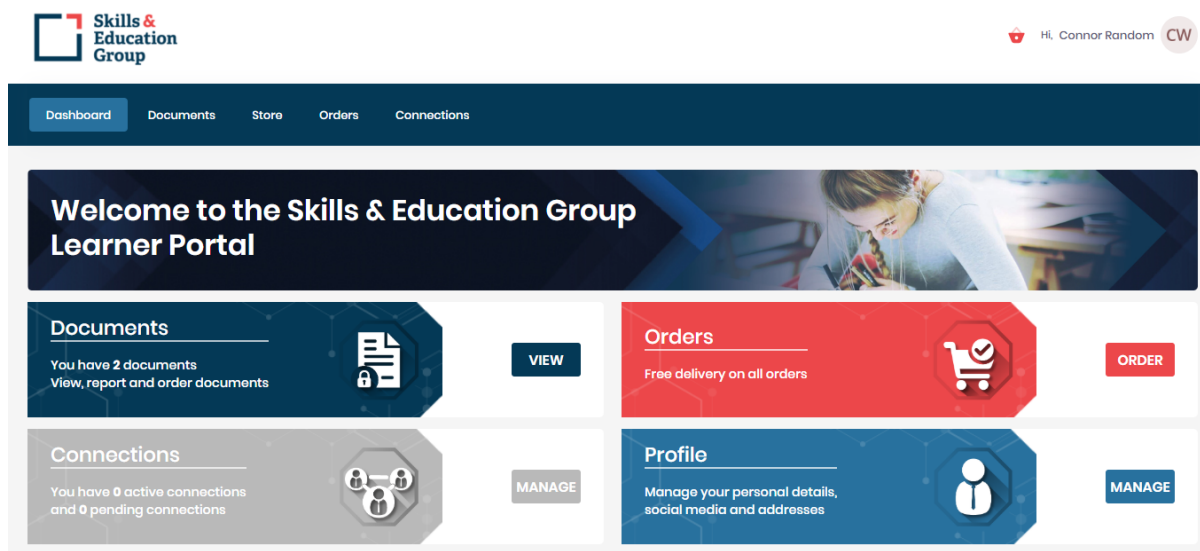
<https://learner.skillsandeducationgroup.co.uk/>



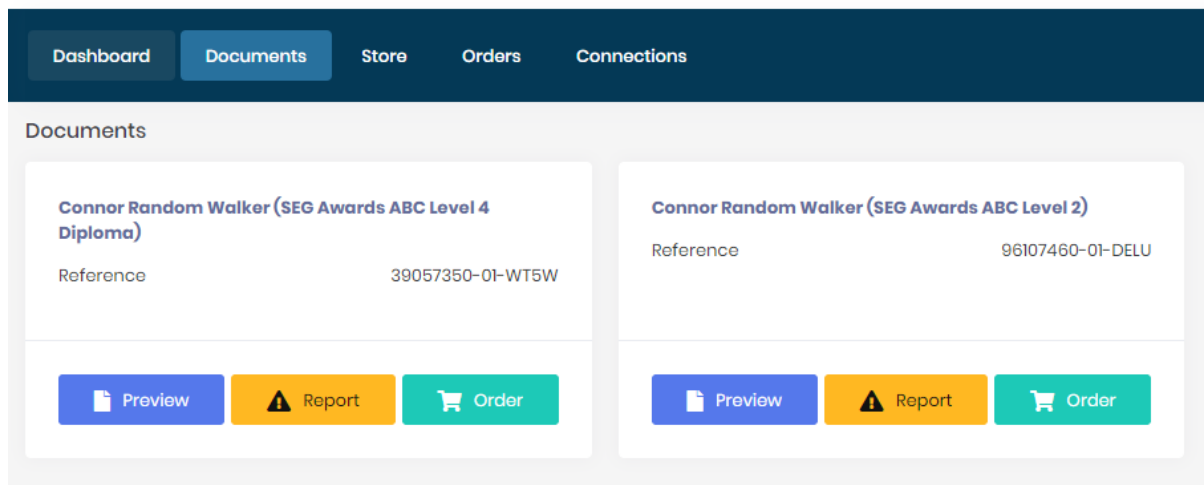
The portal is available in all platforms (PC, tablet, smartphone).

Using the Learner Portal, learners can:

- Register an account to use the Learner Portal, using personal information identifying them as the learner who took the relevant course
- View their electronic documents online in the secure Learner Portal
- Order printed copies of documents
- Share their electronic documents with others, such as potential employers



This is all undertaken within a secure portal, rather than by emailing PDF documents. Whereas PDF documents are potentially unsecure, capable of being tampered with and prone to being lost, the Learner Portal provides security, validation and a single storage location for all a learner's awards achieved with Skills & Education Group.



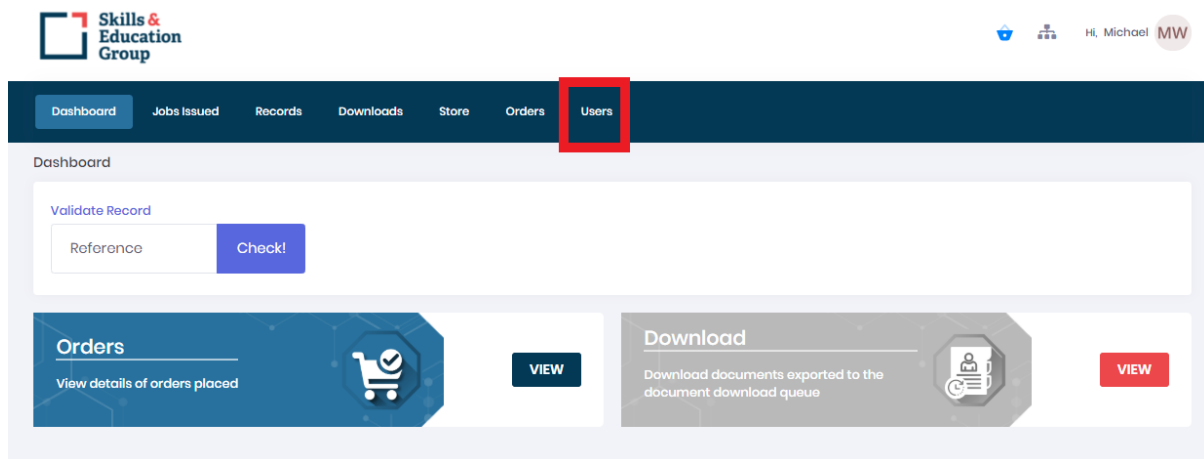
This service will be available shortly, and we'll contact you at that point.

## 11. Adding New/Additional Centre Users

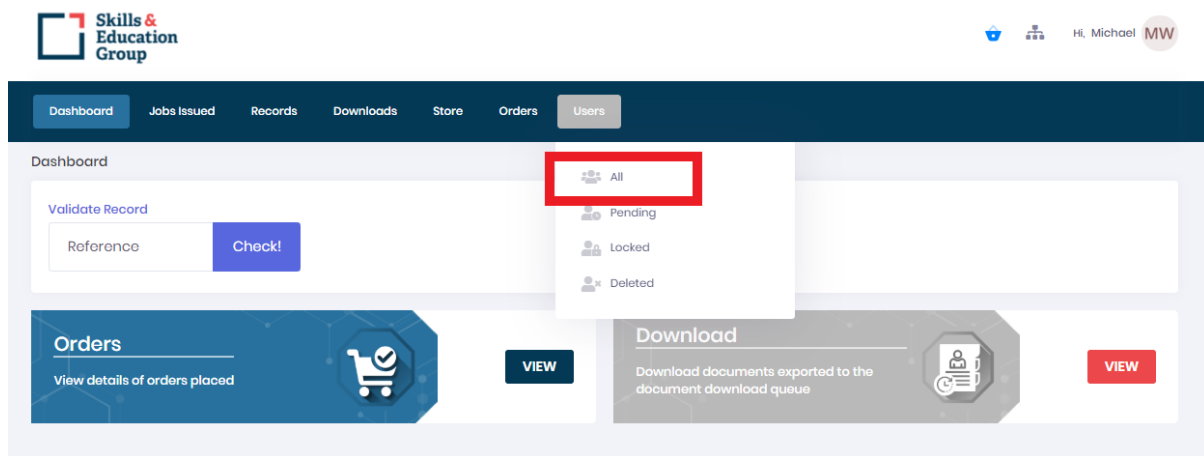
In release v1.0.4.376 a new feature was added which allows an 'admin' user at the centre to add, lock and remove other centre users. To be able to view and use these features you will need to have your existing account upgraded to a Centre Admin Account. This can be done by sending a request to [centresupport@skillsedugroup.co.uk](mailto:centresupport@skillsedugroup.co.uk) with a subject heading of 'Centre Portal Admin Account'. This request will also need to come from one of the main contacts provided to us by you, such as:

- Head of Exams
- Head of Finance
- Head of Curriculum
- Head of Centre
- Head of Quality Assurance

Once the admin feature has been added to your account you will be able to view an additional menu in the top bar called 'Users'.

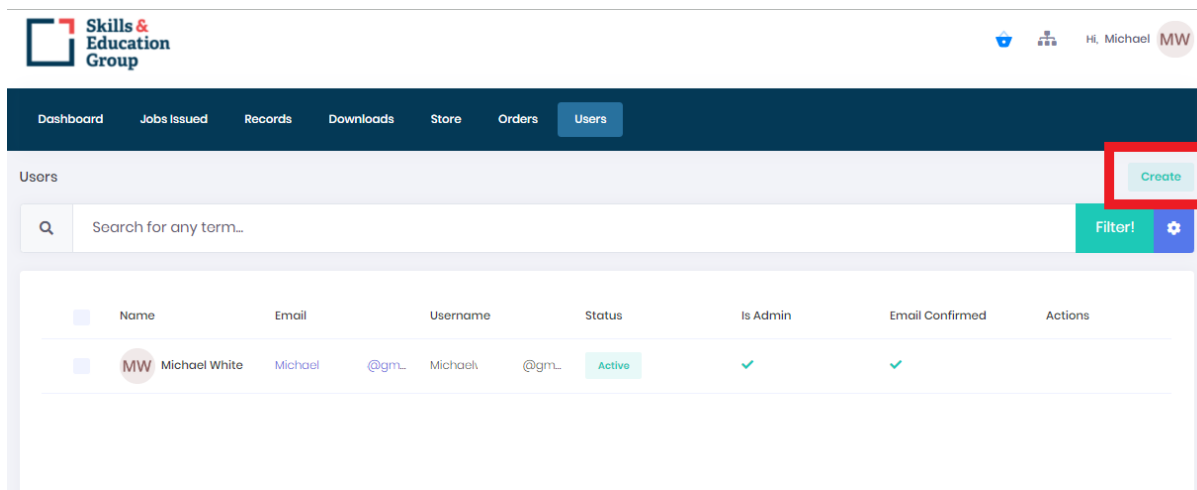


When you click on 'Users' you will see a drop-down box with four options. To add a user please select 'All'.

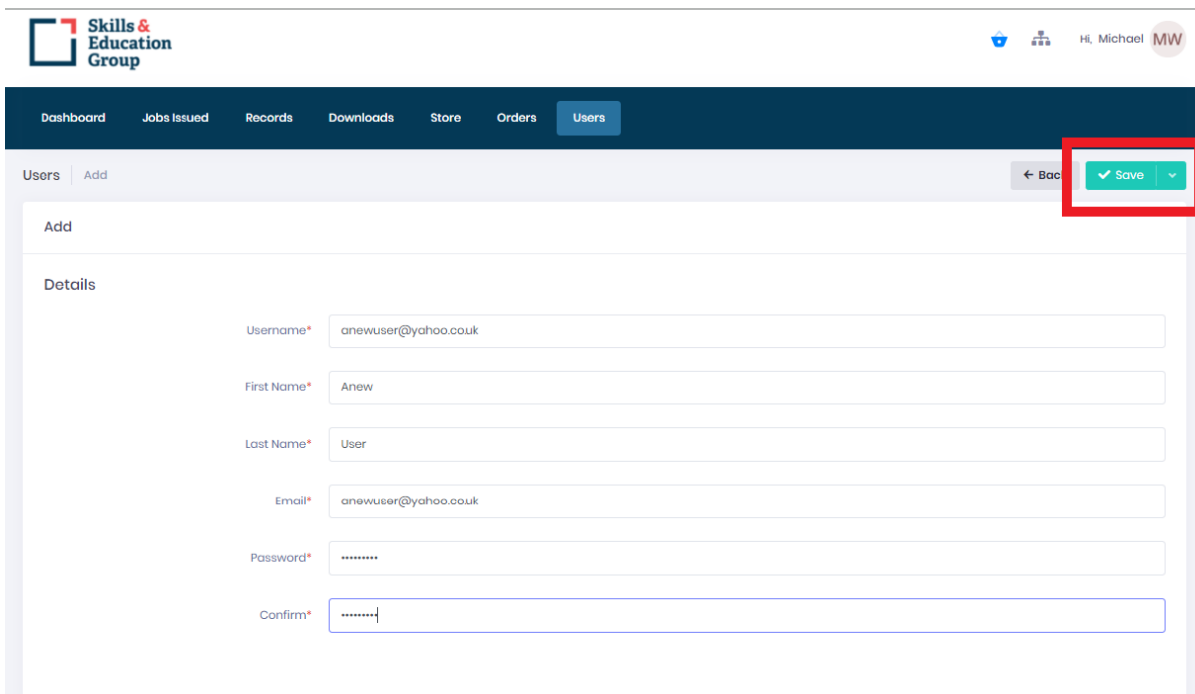


On this screen you will see a list of current users, their status and a confirmation tick if they are an admin and if their email address has been confirmed.

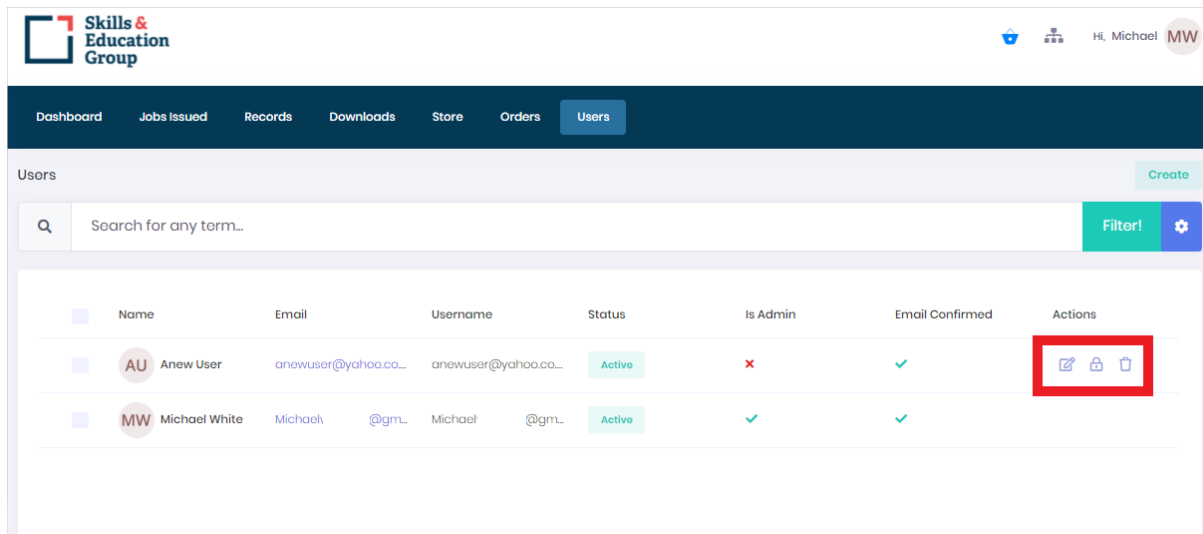
To start creating a new user account please press the 'Create' button in the top right corner of the screen.



Please complete all the fields, using the email address as the username. Please make a note of the password you create as you will need to send this to the newly set-up user. Once all the fields have been completed please press 'save' before exiting the screen.

The screenshot shows the 'Add User' form. At the top, there's a navigation bar with 'Dashboard', 'Jobs Issued', 'Records', 'Downloads', 'Store', 'Orders', and 'Users'. The 'Users' tab is active. Below the navigation bar, there's a 'Users' section with an 'Add' button. To the right of the 'Add' button is a 'Save' button with a dropdown arrow, highlighted with a red box. Below the 'Add' button is a 'Details' section with the following fields: Username\* (anewuser@yahoo.co.uk), First Name\* (Anew), Last Name\* (User), Email\* (anewuser@yahoo.co.uk), Password\* (masked with dots), and Confirm\* (masked with dots).

Once you have saved the details you will be returned to the 'Users' view where you will see the new user listed. You will also see three icons below the actions menu where you can edit the user details, lock the user account or delete the account completely.



Skills & Education Group

Dashboard Jobs Issued Records Downloads Store Orders **Users**

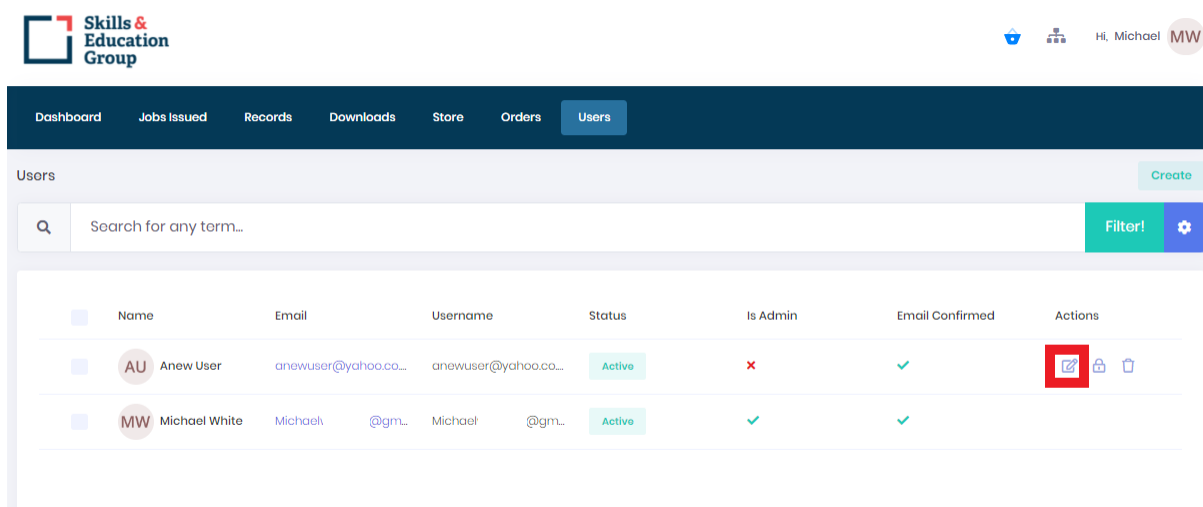
Users Create

Search for any term... Filter! ⚙️

Name	Email	Username	Status	Is Admin	Email Confirmed	Actions
Anew User	anewuser@yahoo.co...	anewuser@yahoo.co...	Active	✗	✓	
Michael White	Michael	@gm...	Michael	@gm...	Active	✓

### a. Editing a user account

To edit a user's details click the edit button in the 'Actions' menu.



Skills & Education Group

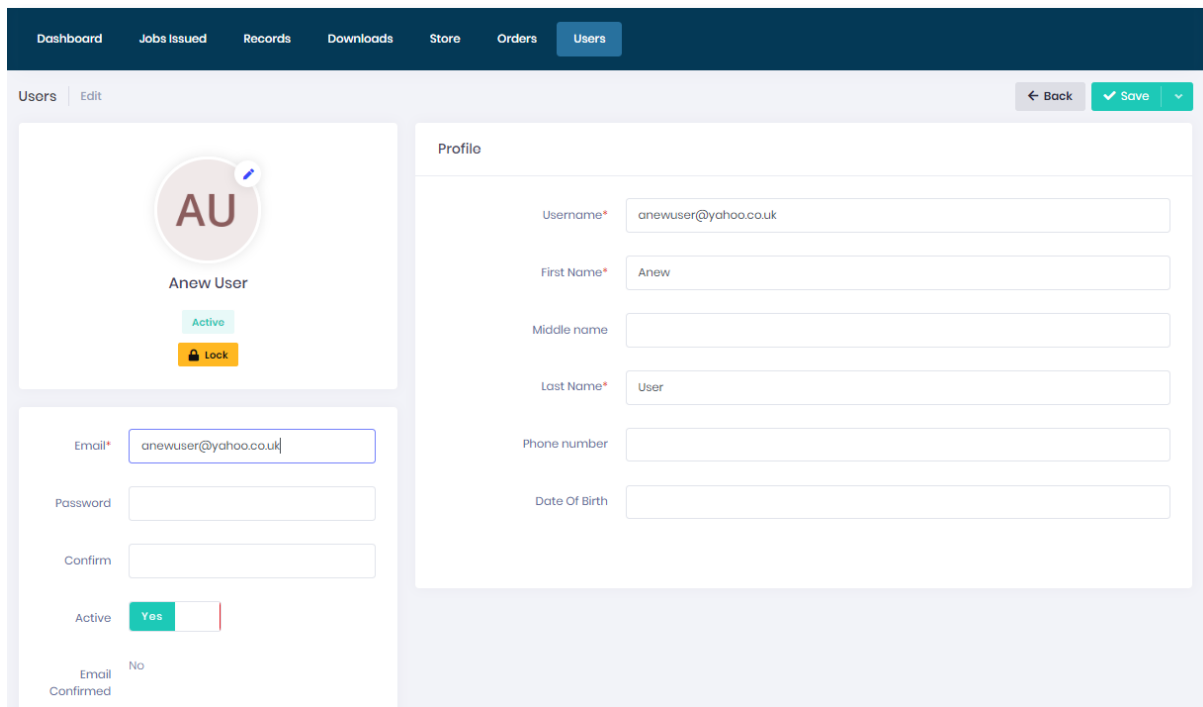
Dashboard Jobs Issued Records Downloads Store Orders **Users**

Users Create

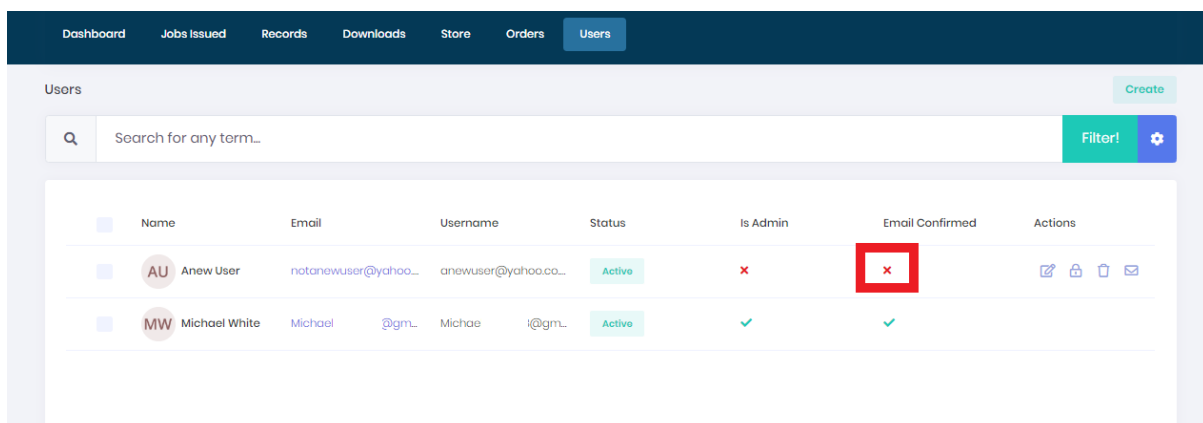
Search for any term... Filter! ⚙️







Name	Email	Username	Status	Is Admin	Email Confirmed	Actions
Anew User	anewuser@yahoo.co...	anewuser@yahoo.co...	Active	✗	✓	
Michael White	Michael	@gm...	Michael	@gm...	Active	✓

This will open up the screen below which allows you to edit/update all of the fields and also give you the ability to make an account 'inactive'.



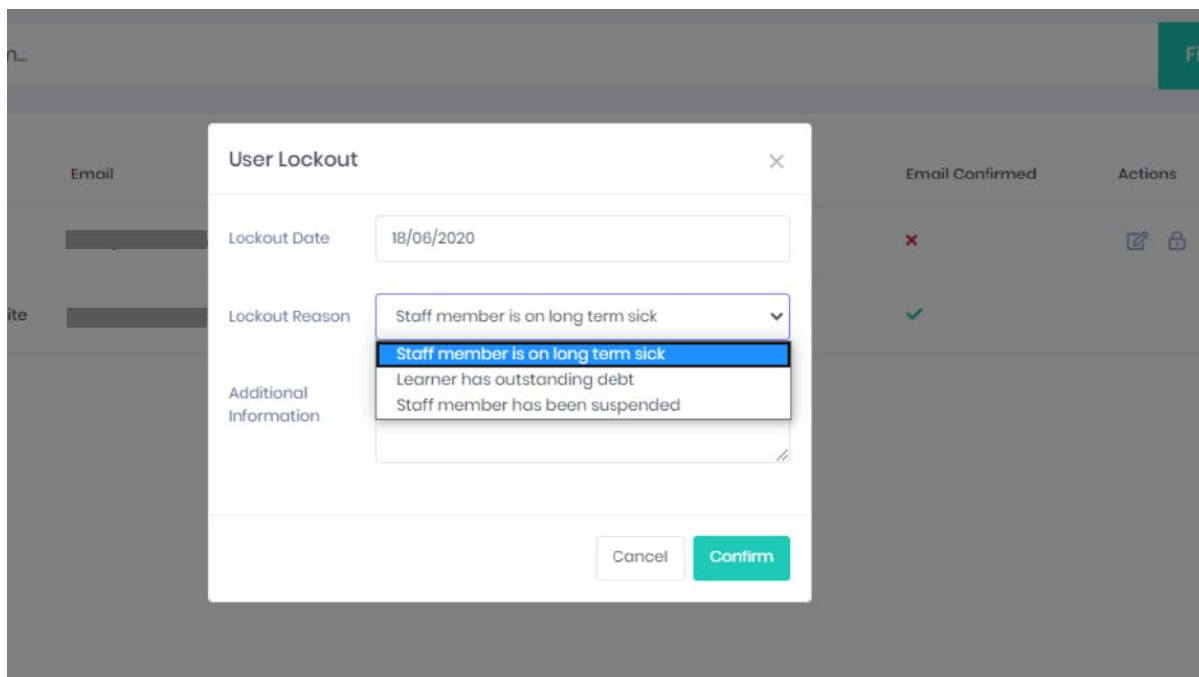
**Please note:** If you edit a user's email address they will need to verify the new email address. A system generated email will be sent to the new email address with a link to click to confirm the new email address. Until this is completed the user will be unable to access their account.



Name	Email	Username	Status	Is Admin	Email Confirmed	Actions
 Anew User	notanewuser@yahoo...	anewuser@yahoo.co...	Active	✗	✗	   
 Michael White	Michael	@gm...	Active	✓	✓	

## b. Locking a user account

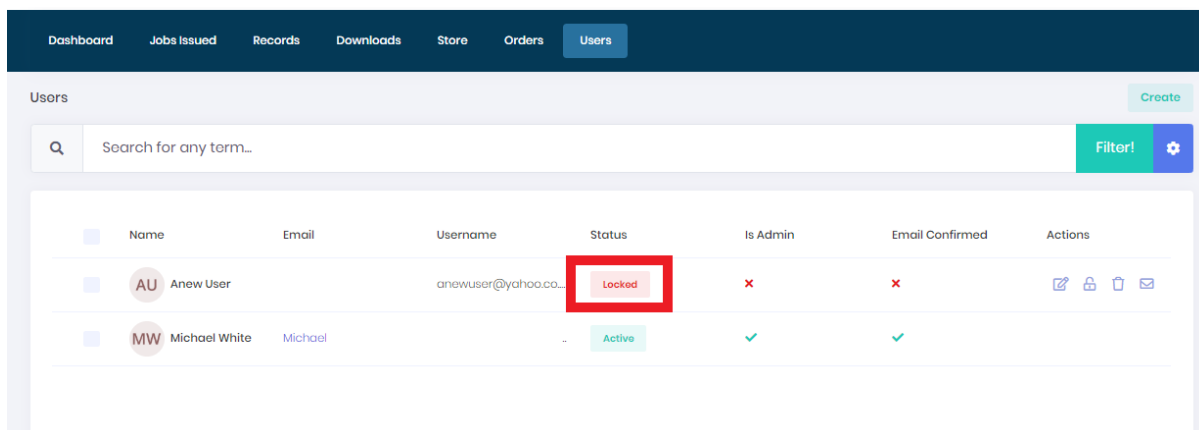
To lock a user account you need to click on the padlock below the 'Actions' heading next to the specific user. This will open up a 'User Lockout' menu where you will need to enter a date (which must be in the future), use the drop-down box to select the most appropriate reason and add any additional information before clicking 'Confirm'.







The 'User Lockout' modal form is displayed over a background of a user list. The form contains the following fields:

- Lockout Date:** A date input field showing '18/06/2020'.
- Lockout Reason:** A dropdown menu with the following options:
  - Staff member is on long term sick (selected)
  - Learner has outstanding debt
  - Staff member has been suspended
- Additional Information:** A text area for notes.
- Buttons:** 'Cancel' and 'Confirm' buttons at the bottom right.

Once you have completed the above stages the user status will be displayed as 'locked' within the 'Users' menu until the account is unlocked.



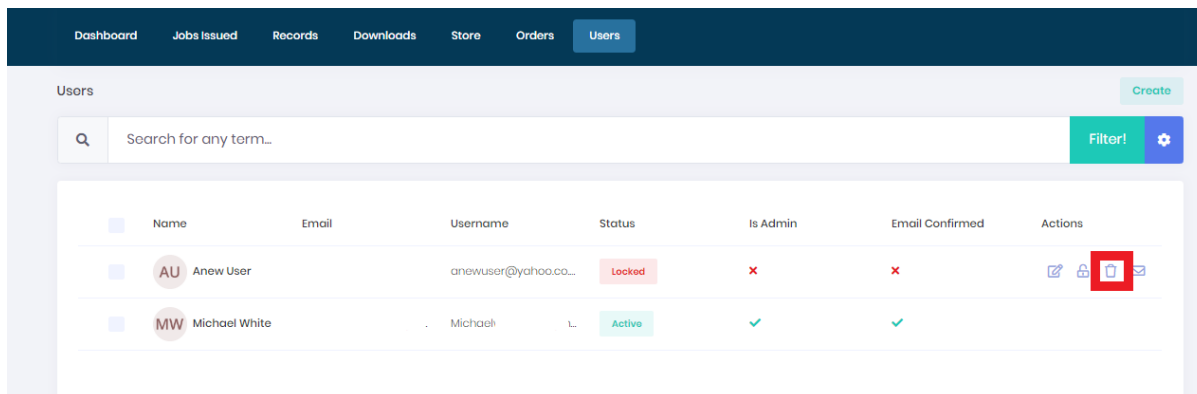
The 'Users' table displays a list of users with their status. The 'Status' column for the first user is highlighted with a red box.

Name	Email	Username	Status	Is Admin	Email Confirmed	Actions
AU Anew User		anewuser@yahoo.co...	Locked	✗	✗	   
MW Michael White	Michael		Active	✓	✓	



### c. Deleting a user account

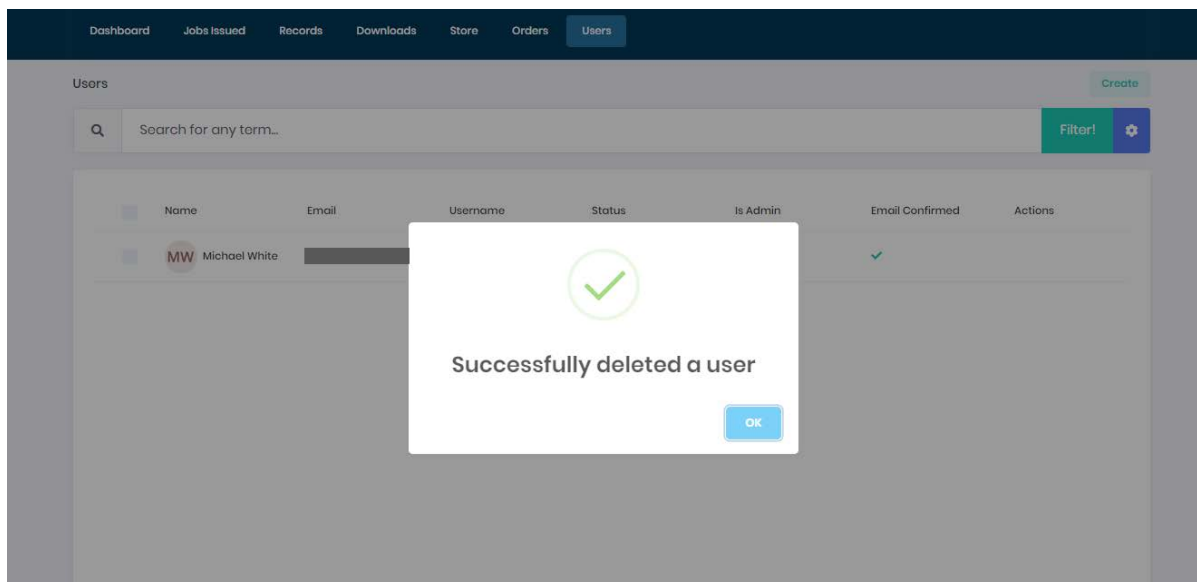
Deleting a user is done by clicking the dustbin in the Actions menu for that user.



The screenshot shows the 'Users' management interface. At the top is a navigation bar with links: Dashboard, Jobs Issued, Records, Downloads, Store, Orders, and Users (selected). Below the navigation bar is a 'Users' section with a search bar and a 'Filter!' button. A table lists users with columns: Name, Email, Username, Status, Is Admin, Email Confirmed, and Actions. Two users are listed: 'Anew User' (Status: Locked, Is Admin: No, Email Confirmed: No) and 'Michael White' (Status: Active, Is Admin: Yes, Email Confirmed: Yes). The 'Actions' column for 'Anew User' contains icons for edit, lock, delete (dustbin), and email. The dustbin icon is highlighted with a red square.

Name	Email	Username	Status	Is Admin	Email Confirmed	Actions
AU Anew User		anewuser@yahoo.co...	Locked	×	×	[edit] [lock] [delete] [email]
MW Michael White		Michael	Active	✓	✓	

Please be aware that deleting an account does not require confirmation. Once you click on the dustbin the account will be deleted and you will be presented with a 'Successfully deleted a user' message.



The screenshot shows the same 'Users' management interface as before, but with a success message overlay. The message is a white box with a green checkmark icon and the text 'Successfully deleted a user'. Below the message is an 'OK' button. The background is dimmed.