

THE KENYA NATIONAL EXAMINATIONS COUNCIL



QUERY MANAGEMENT INFORMATION SYSTEM USER GUIDE (QMIS)

Every Client's Query Counts.....

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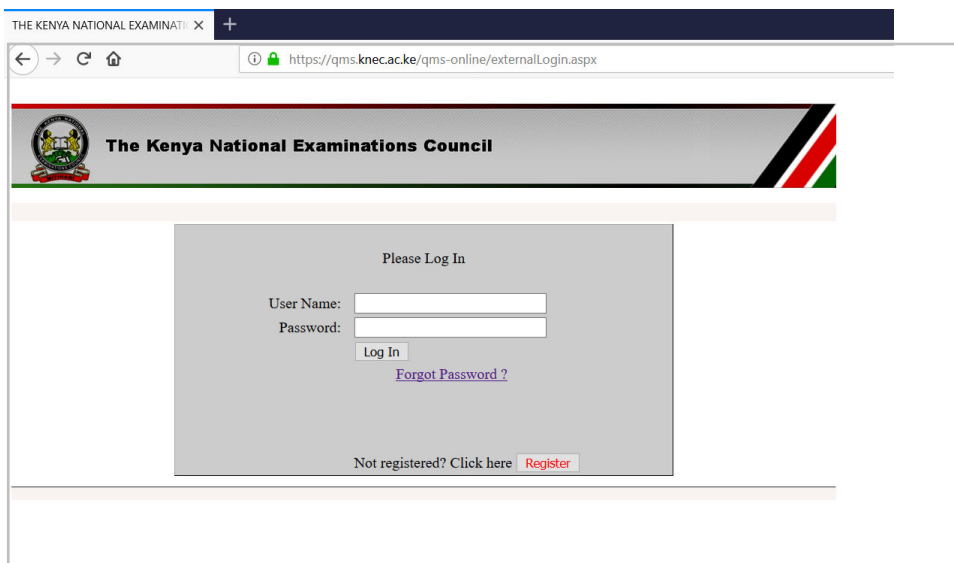
The Kenya National Examinations Council (KNEC) has automated the process of submitting examination related queries by clients. The Query Management Information System (QMIS) is accessible online and therefore, clients do not need to visit KNEC offices physically to raise queries unless they are collecting documents generated after their queries have been resolved.

1.0. HOW TO ACCESS, REGISTER AND LOGIN TO QMIS ONLINE

1.1. How to access the QMIS System

Step 1: Double click on browser accessible in your device.

Step 2: Type the URL: <http://qmis.knec.ac.ke> on the browser's and press enter.

A screenshot of a web browser displaying the login page for the Query Management Information System (QMIS) of the Kenya National Examinations Council (KNEC). The browser's address bar shows the URL "https://qmis.knec.ac.ke/qms-online/externalLogin.aspx". The page header features the KNEC logo and the text "The Kenya National Examinations Council". The main content area is a grey box titled "Please Log In" containing a "User Name:" field, a "Password:" field, a "Log In" button, a "Forgot Password?" link, and a "Not registered? Click here Register" link.

1.2. How to register in the QMIS System

New users/ clients must register on to the QMIS system to acquire login credentials. (username and password will be sent to email address provided by client) that will be used to log into the system to lodge their queries.

Step 1: Click the **Register** button to generate registration form and key in the following details: *Full Name, Mobile number, Postal Address, Title/ designation and your email address.*



Please Fill in the Form Below To Register

Full name:
Mobile Number:
Postal Address:
Title/Designation :
Email Address:
Confirm Email Address:

Register

Step 2: Click the **Register** button in the registration form to submit keyed details.

Automatic feedback message will be generated to confirm successful registration and refer you to access your login credentials in your email.

1.3. How to log in to the QMIS System

Step 1: Open your email as provided during registration to access login credentials (Username and password) from the KNEC email: qmis.knec.ac.ke

Step 2: Use the login credentials to log onto the QMIS system using the home page window in figure 2 above.



Please Log In

User Name:
Password:

Log In

[Forgot Password ?](#)

Not registered? Click here [Register](#)

Step 3: Click **Log in** - button to open the QMIS home page window below.

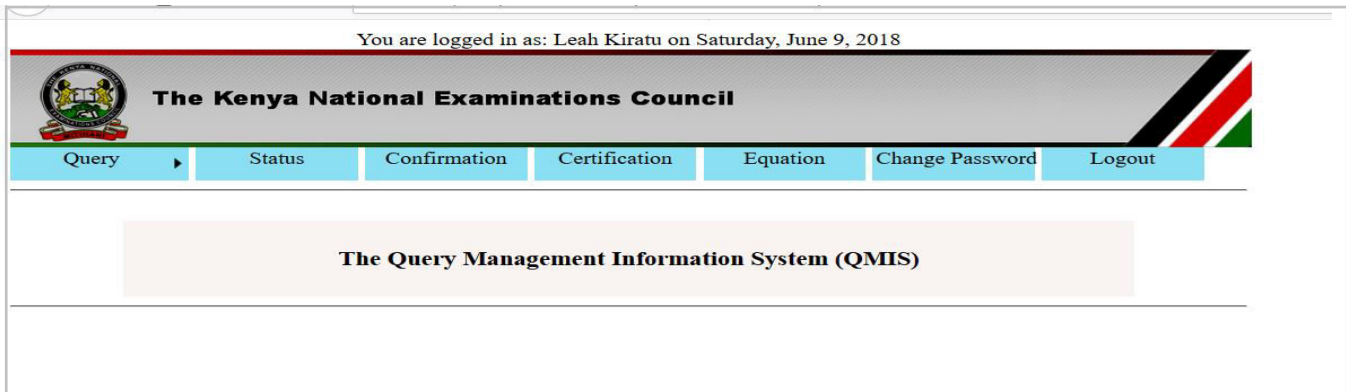


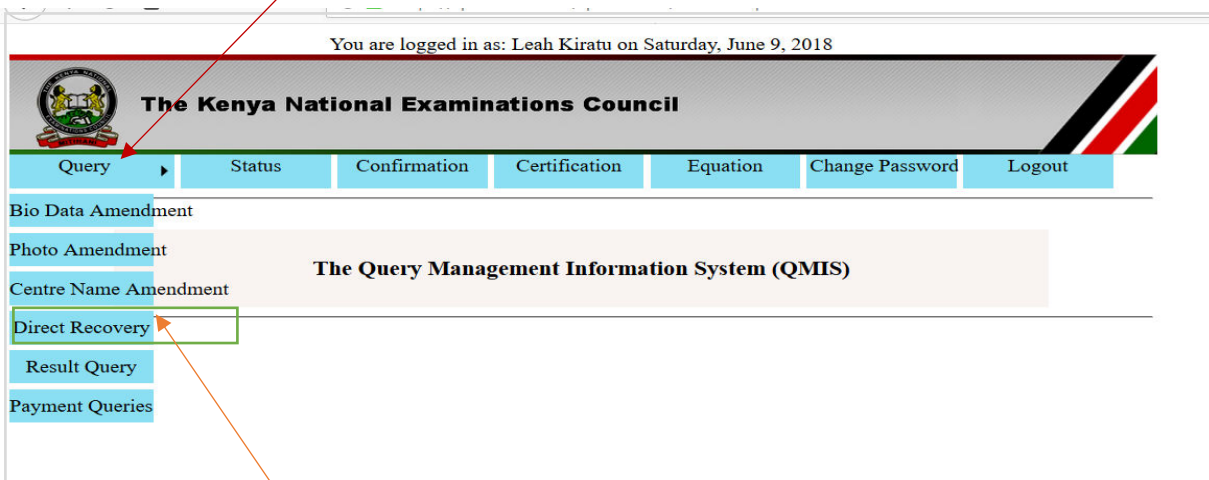
Figure3: QMIS home page

2.0. HOW TO LODGE A QUERY

On the homepage window, select the query type to be **lodged**. (See figure 4 below)

2.1. How to select the Query type to be lodged.

Step 1: Click **(1) Query button** generate the various query types within QMIS.



Click here

Step 2: Click the specific query type e.g. **Direct recovery** to open the window and launch the query.

The screenshot shows the 'DIRECT RECOVERY' form in the QMIS system. At the top, it says 'You are logged in as: Leah Kiratu on Saturday, June 9, 2018'. The header includes the KNEC logo and the text 'The Kenya National Examinations Council'. A navigation bar contains buttons for 'Query', 'Status', 'Confirmation', 'Certification', 'Equation', 'Change Password', and 'Logout'. The form itself has a 'DIRECT RECOVERY' title. It contains several input fields: 'Exam:' with a dropdown menu, 'Year:' with a dropdown menu, 'Index\Center No' with a text box, and 'Document' with a dropdown menu. A 'Find' button is next to the 'Document' dropdown. Below these is a 'Name:' text box. Underneath is an 'ATTACHMENTS' section with two sub-sections: 'Required List' and 'Attached Documents'. The 'Required List' section has a dropdown menu, a 'Browse...' button, and the text 'No file selected.'. The 'Attached Documents' section is currently empty. At the bottom of the form is a 'Submit' button. A blue arrow points from the 'Submit' button to the text 'Click here to submit query.'

Click here to submit query.

Step 3: Confirm edited or captured details and attached testimonials (documents) for submission
And click submit as shown above.

Step 4: Check feedback to confirm successful submission.

The screenshot shows the 'DIRECT RECOVERY' form after a successful submission. The 'Exam:' dropdown is set to 'KCSE', 'Year:' to '2014', and 'Document' to 'Slip Recovery'. The 'Index\Center No' text box contains '031061020'. A green message 'Posted Successfully' is displayed below the form fields. A red arrow points from this message to the text box in the adjacent figure.

After successful posting the client will receive a message from KNEC indicating how much to pay, pay bill number and account number for the query, after documents are verified.

Figure 4: QMIS Query Types

2.2 TRACKING QUERY

Clients can monitor the progress of their submitted queries by login into the QMIS, clicking on the **Status button** on

the home page and providing the query details e.g. Exam type, index number and exam year.

2.3 COLLECTION OF DOCUMENTS

KNEC will notify clients to collect their documents through their emails and short Messaging Service (SMS).

2.4 Query types and the purpose(s).

- i) **Bio Data Amendment:** for amendment of personal details that include: *Name, Gender, Entry Code, Birth Certificate Number, Identity Card Number, Year of Birth and Citizenship.*
- ii) **Photo Amendment:** for amendment and submission of correct photo(s).
- iii) **Centre Amendment:** for amending or updating centre name.
- iv) **Results Query:** for results related queries e.g. *Appeal for Absentee (AB) or missing mark and reinstatement.*
- v) **Direct Recovery:** for recovery of missing or spoilt documents e.g. *Result slip, Certificate and examination related Printouts.*
- vi) **Payment queries:** For payment issues arising from none payment, underpayment and overpayment by KNEC contracted professionals.
- vii) **Confirmation of Results:** for confirmation of examination results. For more details, download “*guidelines on verification and confirmation of examination results*” document from the KNEC website: www.knec.ac.ke.
- viii) **Certification Letter:** for Examination Results Certification Letters requests. For more details, download the document entitled “*guidelines on examination results certification*” from the KNEC website: www.knec.ac.ke.
- ix) **Equation of Certificates:** for Equation of Foreign Certificates requests. For more details, download the document entitled “*guidelines on equation of foreign certificates*” from the KNEC website: www.knec.ac.ke.
- **NB:** *Username and Password are confidential. Do not disclosed them to a third party.*

You MUST key in your **valid email address** and **valid mobile number** to receive feedback.