



**KENYA NATIONAL EXAMINATIONS
COUNCIL**

EXTERNAL QMS USER MANUAL

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Edition

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1.0 INTRODUCTION

The query Management System is an integrated electronic system for handling examination related queries for KNEC.

It comprises of two modules:

- 1.1 An online (External) system that allows for client to raise queries, attach the relevant documents and track the progress.
- 1.2 The Internal system that allows KNEC staff to process queries, (i.e.) receive, verify, validate and resolve.

The manual briefly outlines how to use the online system in launching and tracking a query.

2.0 ACCESSING THE SYSTEM

- 2.1 Open any browser (internet explorer, Mozilla etc) from a computer with internet.
- 2.2 On the web address enter the following ur <https://qmis.knec.ac.ke>
- 2.3 The below log in page is displayed.



The screenshot shows the login page for the Kenya National Examinations Council Examination Processing System. The page features the KNEC logo on the left, the title 'Kenya National Examinations Council' and 'Examination Processing System' in the center, and a search bar on the right. The main content area is a grey box with the text 'Please Log In' at the top. Below this, there are two input fields: 'User Name' and 'Password'. A blue link for 'Forgot Password?' is positioned below the password field. A 'Log In' button is located to the right of the password field. At the bottom of the grey box, there is a link for 'Not registered? Click here' followed by a red 'Register' button.

2.3.1 If already you have the log in credentials (registered) enter your user name and password and click on log in button.

2.3.2 If not yet registered, click on the register button.

2.3.2.1 The below window appears.

Kenya National Examinations Council
Examination Processing System

Please Fill in the below form to register

Full name

Mobile Number

Postal Address

Title/Designation

Email Address

Confirm Email Address

2.3.2.2 Fill in the above details as required, and click register button
Your log in credentials will be sent to your email.

Kenya National Examinations Council
Examination Processing System

Please Fill in the below form to register

Full name

Mobile Number

Postal Address

Title/Designation

Email Address

Confirm Email Address

Posted Successfully Your account credentials have been sent to Your Email(joicelen.waitthera@gmail.com) Kindly check on your Mail Inbox/Spam to continue. Thank you
[Click here to Login](#)

2.3.2.3 Click on the link “click here to log in” The log in window is displayed.

2.3.2.4 Enter the email credentials and click on log in button.

Kenya National Examinations Council
Examination Processing System

Please Log In

User Name

Password

[Forgot Password ?](#)

Not registered? Click here

2.3.3 If forgotten your password, click “forgot password”
A new password is sent to your email.

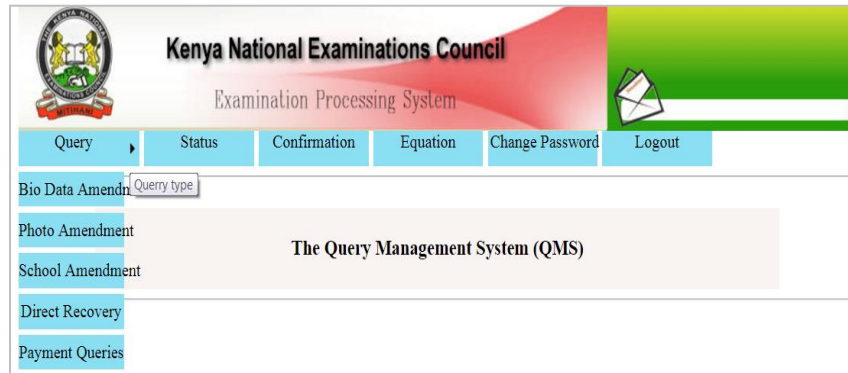
2.3.3.1 Enter the email credentials and click on log in.

3.0 LAUNCHING A QUERY

The following are different types of queries that can be launched;

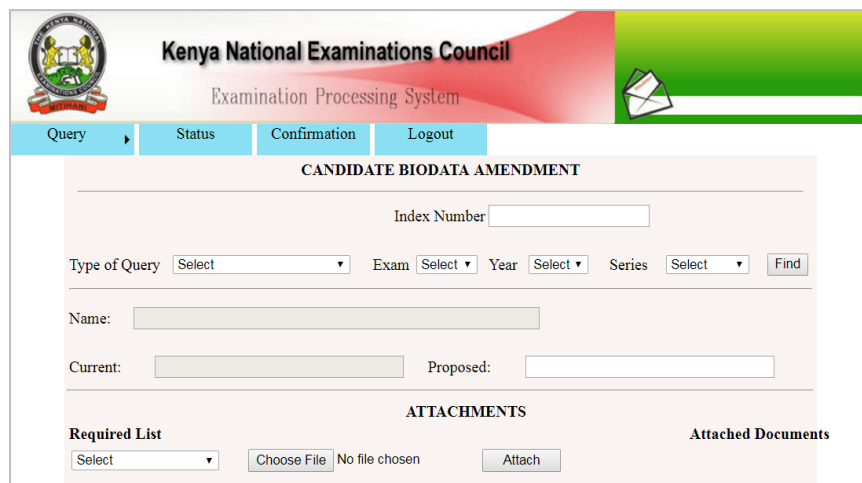
3.1 Candidate's Bio Data Amendment

3.1.1 In the window below select bio data query type.



The screenshot shows the Kenya National Examinations Council Examination Processing System. The 'Query' menu is open, and 'Bio Data Amendment' is selected. The main area displays 'The Query Management System (QMS)'.

3.1.2 The window below generates.



The screenshot shows the 'CANDIDATE BIODATA AMENDMENT' window. It includes fields for Index Number, Type of Query, Exam, Year, and Series, along with Name, Current, and Proposed fields. There is also an ATTACHMENTS section with a Required List and Attached Documents.

3.1.3 Enter the candidate's index number,

3.1.4 Select query type, exam, year and series,

3.1.5 Click find.

3.1.6 The window below appears which generates the candidate's current exam details.

The screenshot shows the 'Kenya National Examinations Council Examination Processing System' interface. The main heading is 'CANDIDATE BIODATA AMENDMENT'. The 'Index Number' field contains '106101007'. The 'Type of Query' is set to 'Name Amendment', 'Exam' is 'TECH', 'Year' is '2013', and 'Series' is 'November'. A red message states 'Query received, see below'. The 'Name' field contains 'WANJIKU DIANA'. The 'Current' field also contains 'WANJIKU DIANA', and the 'Proposed' field contains 'KAMAU WANJIKU DIANA'. Below this is the 'ATTACHMENTS' section, which includes a 'Required List' with a 'Choose File' button and an 'Attach' button. To the right, there is a table of 'Attached Documents' with links to view various documents: Document, Cert Slip, Deposit Slip, Letter From School, and Nat ID Birth Cert.

3.1.7 Enter the proposed name in the blank space given.

3.1.8 On the required list select one list at a time and attach the required document.

3.1.9 Attach all the documents as shown below then submit your request.

3.2 Candidate's Photo Amendment

3.2.1 In the window below select photo amendment query type.

The screenshot shows the 'Kenya National Examinations Council Examination Processing System' interface. The main heading is 'The Query Management System (QMS)'. The 'Query type' dropdown menu is open, showing options: 'Bio Data Amen.', 'Photo Amendment', 'School Amendment', and 'Direct Recovery'. The 'Photo Amendment' option is highlighted.

3.2.2 Below enter the candidate's index number,

3.2.3 Select exam, year and series,

3.2.4 Click find.

3.2.5 The window below appears which generates the candidate's current photo.

The screenshot shows the 'Examination Processing System' interface. At the top, there is a navigation bar with tabs for 'Query', 'Status', 'Confirmation', and 'Logout'. Below this is a section titled 'CANDIDATE PHOTO AMENDMENT'. It includes a search area with 'Index Number' and 'Find' buttons, and dropdown menus for 'Exam', 'Year', and 'Series'. There are two photo upload sections: 'Current Photo' and 'New Photo'. The 'New Photo' section has a 'Choose File' button, a 'No file chosen' status, and a 'Display' button. Below the photos is an 'ATTACHMENTS' section with a 'Required List' dropdown, a 'Choose File' button, a 'No file chosen' status, and an 'Attach' button. A 'Submit' button is located at the bottom of the form.

3.2.6 In the space provided for new photo, upload the correct photo.

3.2.7 In the required list, select the required document each at a time and attach.

3.2.8 Attach all the required documents.

3.2.9 Submit the query.

3.3 Payment queries

3.3.1 In the window below select payment query type.

The screenshot shows the 'Kenya National Examinations Council Examination Processing System' interface. At the top, there is a navigation bar with tabs for 'Query', 'Status', 'Confirmation', 'Equation', 'Change Password', and 'Logout'. Below this is a section titled 'The Query Management System (QMS)'. It includes a 'Bio Data Amendment' section, a 'Photo Amendment' section, a 'School Amendment' section, a 'Direct Recovery' section, and a 'Payment Queries' section. The 'Payment Queries' section has a 'Contracted Professionals' button.

3.3.2 The window below appears

Query Status Confirmation Equation Change Password Logout

CONTRACTED PROFESSIONALS

National ID Number :

Exam Year Series Position Worked : Find

Nature of Query:

Amount Expected:

Amount Recieved :

Institution where you worked :

Description of the query :

ATTACHMENTS

Required List **Attached Documents**

Declaration Form Choose File No file chosen Attach

3.3.3 Enter your National ID number

3.3.4 Select Exam, year, Series, Position Worked.

Query Status Confirmation Equation Change Password Logout

CONTRACTED PROFESSIONALS

National ID Number : 13565506

Exam KCSE Year 2014 Series Position Worked : SUPERVISOR Find

Nature of Query: NO PAYMENT RECIEVED

Amount Expected: 4000

Amount Recieved : 0.00

Institution where you worked : KNEC

Description of the query : Worked as a supervisor and did not receive my money

ATTACHMENTS

Required List **Attached Documents**

Attendance Register Choose File No file chosen Attach

	Document
	Declaration Form View
	Attendance Register View

3.4 **Confirmation of results query**

3.4.1 In the window below select the confirmation query type

- 3.4.2 Enter the candidate's index number
- 3.4.3 Select Exam, Year, Series if not KCPE or KCSE
- 3.4.4 Click find.
- 3.4.5 The window below appears which generates the candidate's name.

- 3.4.6 Enter the recipient details.
- 3.4.7 In the required list, select the required document each at a time and attach.

3.4.8 Attach all the required documents.

3.4.9 Submit the query.

4.0 QUERY STATUS



The screenshot displays the Kenya National Examinations Council Examination Processing System interface. At the top left is the council's logo. The header includes the text "Kenya National Examinations Council" and "Examination Processing System". A navigation bar contains "Query", "Status", "Confirmation", and "Logout". The main content area is titled "ONLINE QUERY STATUS" and features a search form with fields for "Index Number", "Exam" (with a "Select" dropdown), "Year" (with a "Select" dropdown), and "Series" (with a "Select" dropdown), along with a "Find" button. Below the search form are two photo upload sections labeled "Old Photo" and "New Photo", each with a small image icon.