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.

   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.

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.

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.

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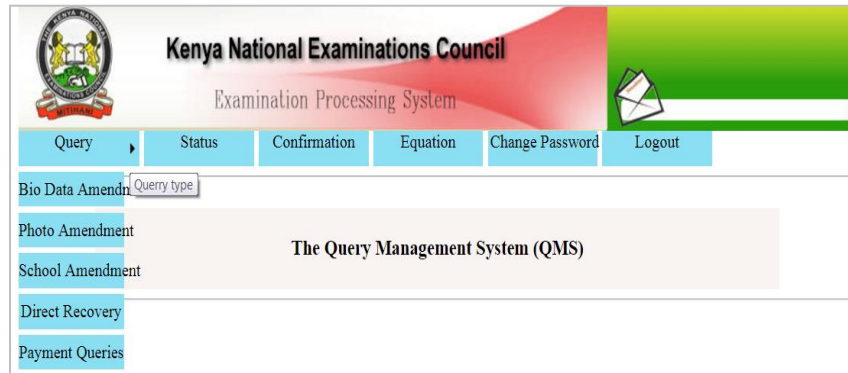A new password is sent to your email.

2.3.3.1 Enter the email credentials and click on log in.

3.0 LAUNCHING A QUERY

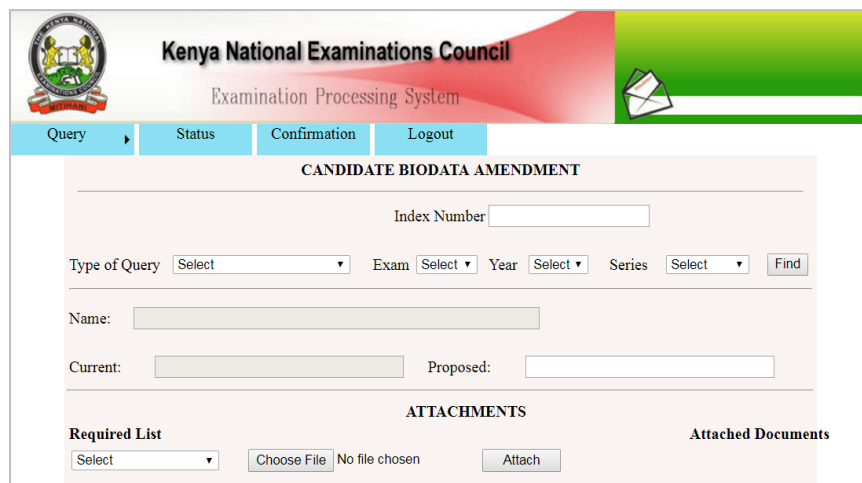The following are different types of queries that can be launched;

3.1 Candidate's Bio Data Amendment

3.1.1 In the window below select bio data query type.

3.1.2 The window below generates.

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.

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.

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.

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.

3.3.2   The window below appears

Query ▶	Status	Confirmation	Equation	Change Password	Logout

CONTRACTED PROFESSIONALS

National ID Number : [ ]

Exam Select ▾ Year Select ▾ Series Select ▾ Position Worked : Select ▾ [Find]

Nature of Query: Select ▾

Amount Expected: 0.00

Amount Recieved : 0.00

Institution where you worked : [ ]

Description of the query : [ ]

ATTACHMENTS

Required List   **Attached Documents**

Declaration Form ▾   [Choose File] No file chosen   [Attach]

[Submit]

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 Select ▾ 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

[Submit]

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