IATA Training Unsupervised Online Examination Student User Guide

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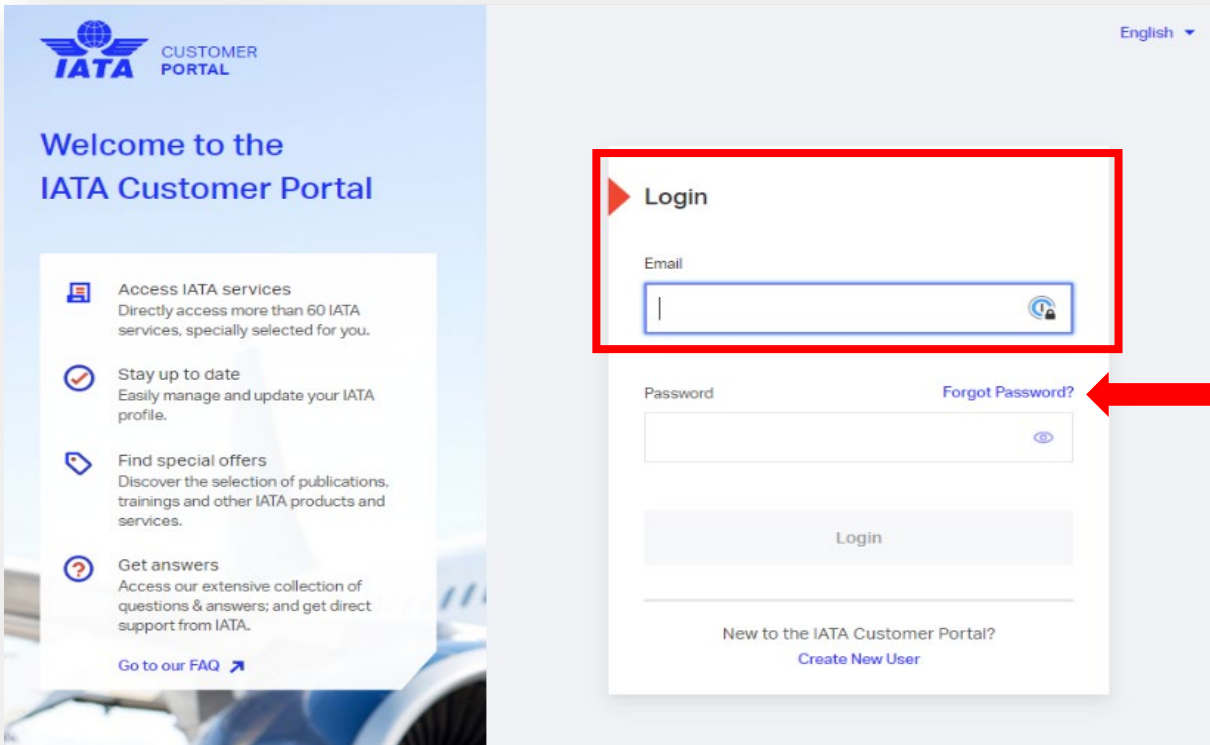
Contents

1. How to login to your Training account

- Login to the IATA Customer Portal and enter your username (your login email address) and password.
  - If you have forgotten your username and/or password, please click on **Forgot Password?** to reset your login credentials.
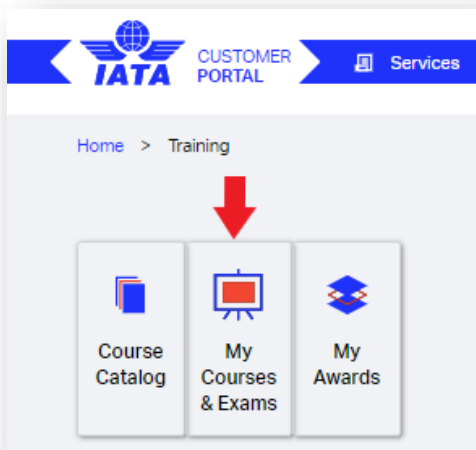
- When you enter the Customer Portal, you will see a list of available services. Make sure that the Training Service is selected as a favorite.
- Click on IATA Training Platform (LMS).
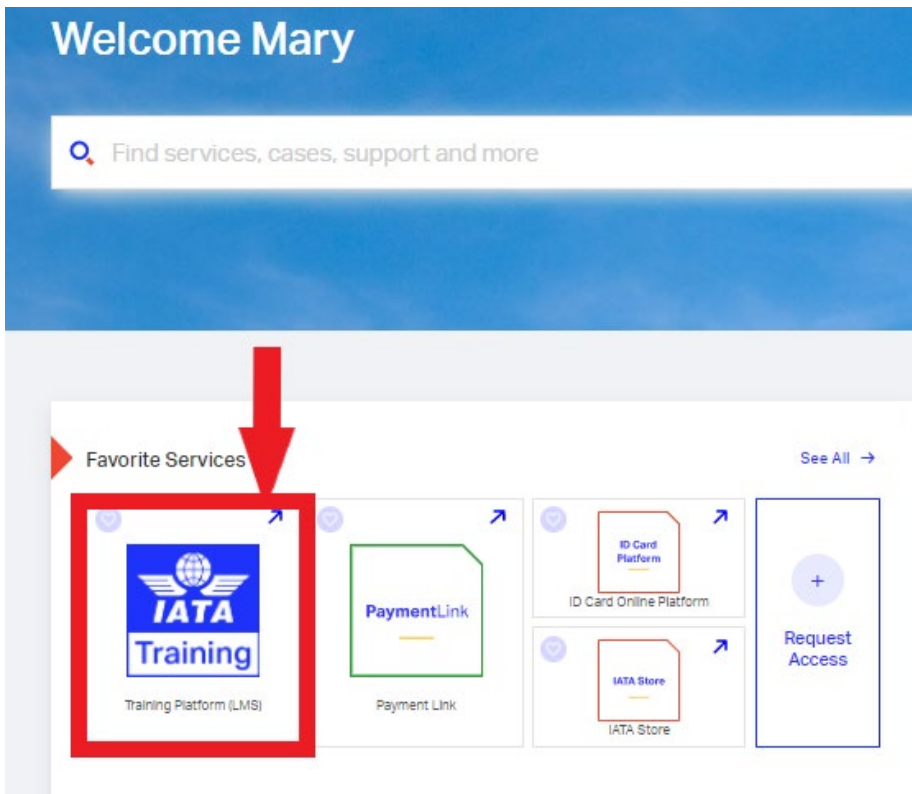
- Then select "**My Courses & Exams**".

- ▪ **"My Awards" tab is currently under development.** Secured Digital Awards are automatically sent by email, as per the [IATA Online Exam with Remote Supervision Calendar](). To view your Certificate for an unsupervised course, click on "My Courses & Exams", then select "My Profile", then select "My Awards".
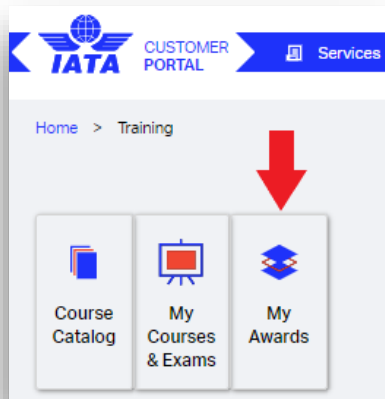
- If your Training profile is incomplete, you will be required to complete your Training profile. To learn how to complete your Training profile, you can watch our [video tutorials](#).

2. How to find your courses and exams

- Once logged in, please go to **My Bookings** where you will see your available courses and exams.

3. Follow the exam tutorial

- Access the **Tutorial** to familiarize yourself with the online exam environment.
  - You can access the tutorial as often as you like.
- Simply click on the **Write exam** button next to the Tutorial title.

4. How to access your exam

- Once you're ready to start your online exam, locate the course for which you would like to take the exam and click on the **Open course** button.

Now you can choose to start the exam by clicking on the **Write exam** button.

- You will then see the welcome screen of the online exam.
- Thoroughly read through the General Examination Rules and Guidelines
- **Tick** the box that you agree to the Rules and Guidelines.

- The title of course exam will be displayed, with the time limit for the exam.
- When you're ready to start your exam, click on the **Start exam** button.

- You can now begin your online exam.

- Make sure you answer all questions in the exam.

The example below shows the Calculator function

Once you have answered all the questions, click on the **Submit Exam** button.

- You will be asked if you really want to submit the exam.

- If you have completed your exam, click **Submit Exam**

5. Where to find your exam results

- After you have submitted your exam, you will immediately see your exam result!

6. How you can print your certificate

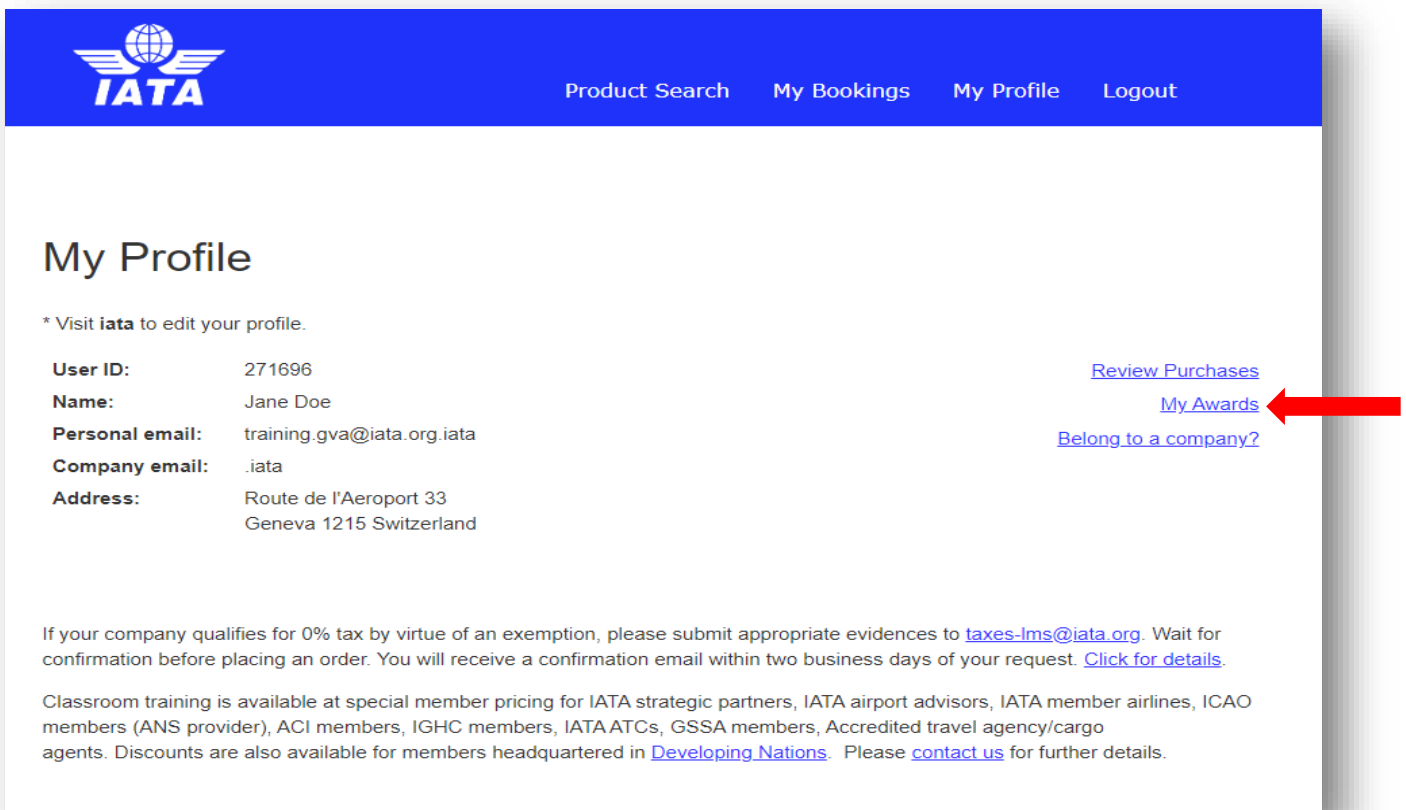- **"My Awards" tab is currently under development.** To view your Certificate for an unsupervised course, click on "My Courses & Exams", then select "My Profile", then select "My Awards".
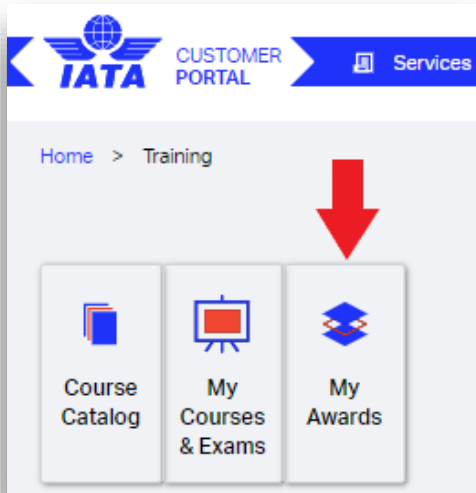
If you have passed your exam, you have the option to print your certificate from within your user profile, under "My Courses and Exams".

- Click on "**My Awards**."

- Click on **Print** to download your certificate.

- The certificate will be issued as a PDF which you can then simply print or save as a softcopy.

In case you have any issues, please contact the support center at iata.org/cs

Good luck in your studies!