

Online Application Service User Guide

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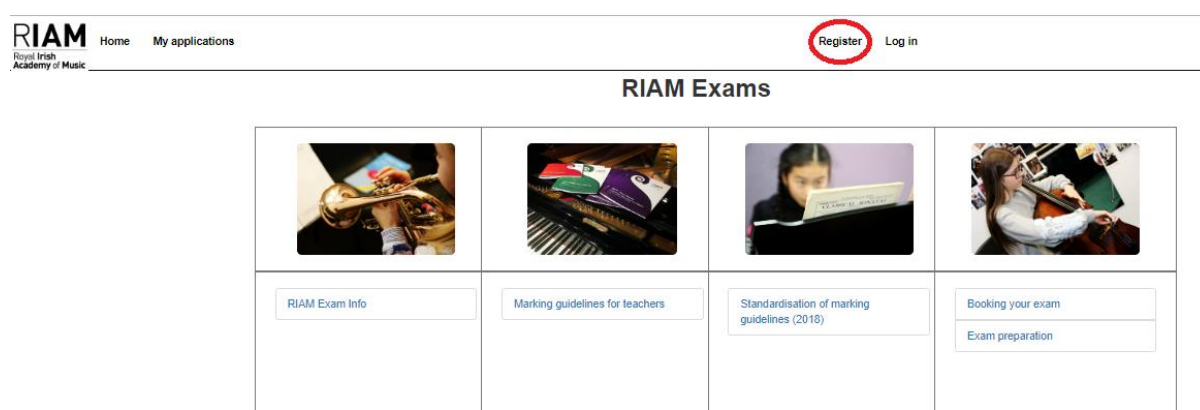
1. How to launch the OAS system.

Use the following URL to login:





<http://exams.riam.ie/>

2. How to register a new user:

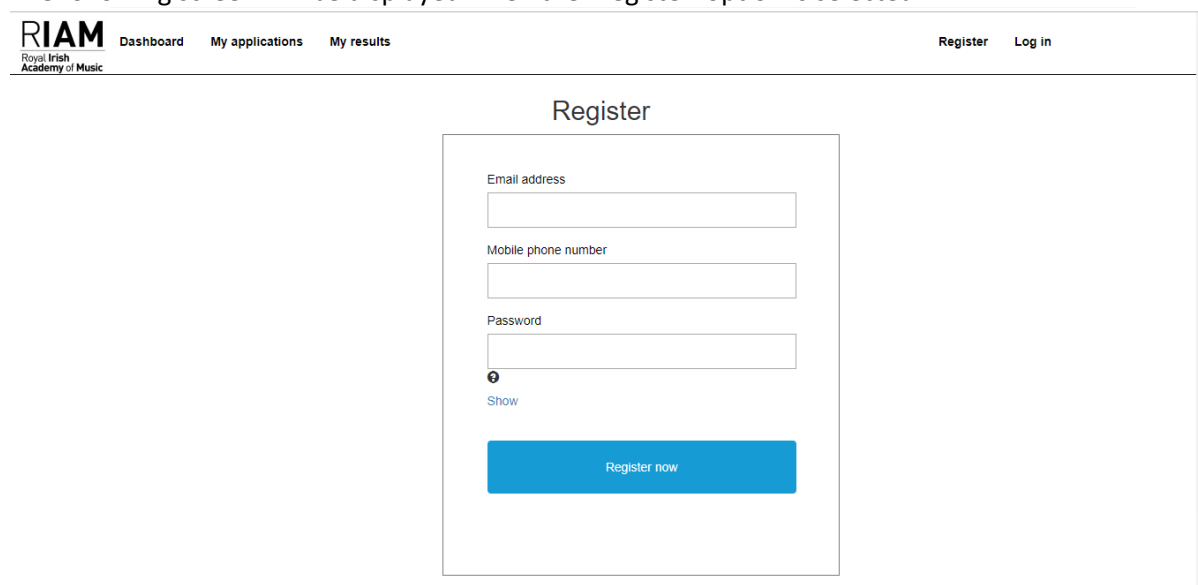
New users should choose the 'Register' option.



The screenshot shows the RIAM Exams website. At the top left is the RIAM logo (Royal Irish Academy of Music) with navigation links for Home and My applications. At the top right are links for Register (circled in red) and Log in. The main heading is "RIAM Exams". Below this is a grid of four categories, each with an image and a text box:

			
RIAM Exam Info	Marking guidelines for teachers	Standardisation of marking guidelines (2018)	Booking your exam Exam preparation

The following screen will be displayed when the 'Register' option is selected.



The screenshot shows the RIAM Register page. At the top left is the RIAM logo with navigation links for Dashboard, My applications, and My results. At the top right are links for Register and Log in. The main heading is "Register". Below this is a registration form with the following fields:

- Email address
- Mobile phone number
- Password
- Show (toggle)
- Register now (button)


The user must enter a valid email address, mobile number and a password which will be used when logging on to the OAS system.

Note: Passwords must be ≥ 6 characters in length;
Max length of 40 characters;
At least 1 upper case letter (from A to Z);
At least 1 lower case letter (from a to z);
At least 1 number (from 2 – 9) **Note: 0 or 1 not allowed;**
At least 1 special character (*, @, %, !)

Register

Email address

Mobile phone number

Password 

[Show](#)

Confirm password

[Show](#)

An email will get sent to the email account entered during the registration process. **If it doesn't appear in the 'Inbox' folder check the 'Junk' folder.** Contained in the email will be a verification link that the user will have to click on. This link will bring the user back into the OAS system. See screenshot below.

Sign In to your account

Email address

Password

Remember me [Forget your password?](#)

Enter the email address again and the password you already specified. A verification code will be sent to the mobile number that the user entered. The user must key in this code into the following screen:

RIAM Royal Irish Academy of Music Dashboard My applications Invoices +New Application riamuser@outlook.com -

Verify Phone Number

A text message with a verification code was just sent to your phone: *** **** 0092

Enter the 6 digit verification code

Verify phone number

It may takes a few minutes for the code to arrive.
[Resend verify code](#)
[Change phone number ?](#)

Once the verification code has been entered and accepted by the system, the user is registered on the system and can sign in.

The next step for new users is to complete their user profile.

3. How to complete a user profile : Individual (parent/mature student)

RIAM Royal Irish Academy of Music Dashboard My applications Invoices +New Application riamuser@outlook.com -

Complete your profile

You need to complete your profile in order to create an application

Choose a user type
Who are you?

Individual Organisation Multiple teachers

Registration details
Examination application You can select multiple options

I am a teacher
I will apply on behalf of my students.

I am a parent / guardian
I will apply on behalf of my child

I am an independent mature candidate
I will apply on behalf of myself

I am a member of music generation

Are your also an examiner?*

Select the Individual icon and complete the first set of Registration details. One of the following options must be selected when registering :

(i) I am a teacher

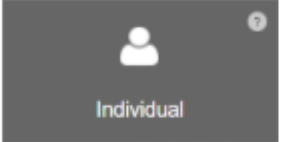

- (ii) I am a parent/guardian
- (iii) I am an independent mature candidate
- (iv) I am a member of music generation

The user must state if they are an examiner or not. The red * denotes that this is a mandatory field.

Complete your profile

You need to complete your profile in order to create an application

Choose a user type
Who are you?

 Individual	 Organisation Multiple teachers
---	--

Registration details
Examination application You can select multiple options

- I am a teacher
I will apply on behalf of my students.
- I am a parent / guardian
I will apply on behalf of my child
- I am an independent mature candidate
I will apply on behalf of myself
- I am a member of music generation

Are you also an examiner?*

- Yes, am also a RIAM examiner
- No, I am not a RIAM examiner

The user must complete the Personal Details pane and also the Address pane. Each mandatory field has a * beside it.

Your address

Country*

Eircode [Can't find my eircode?](#)

Address Line 1*

Street address, P.O. Box, company name, etc

The Address Line 1 field is required.

Address Line 2 (optional)

Building, unit, floor, etc

Address Line 3 (optional)


Town*

The Town field is required.

County*

The County field is required.

To complete the profile click on the **'Update my profile'** button.



Well done!
Your profile is complete.

[Create an exam application](#)

[Return to home page](#)

4. How to complete a user profile for a Teacher:

If the user is a Teacher, then select the “Individual” icon and the “I am a Teacher” option and complete the user profile (see details above). A Teacher ID will be assigned to that profile and will appear on the Profile page. The Teacher can add themselves to an Organisation (Music School) by entering the Organisation code on this screen.

Note: A Teacher can add / remove themselves from an Organisation at any stage by going into the Profile page and either adding or removing themselves from the Organisation.



My teacher code:
1KZE9S

Add organisation code:

5. How to complete a user profile for an Organisation:

If a music school is registering, select the “Organisation” image and complete the Organisation details pane. An Organisation ID will be assigned to that profile.

Choose a user type
Who are you?

 Individual	 Organisation Multiple teachers
---	--

Organisation details

Organisation name*

Administrator name

User details

Email*

Mobile phone number*

My organisation code:
S2AOIW
[Click to see your teachers](#)





An Organisation can view all Teachers associated with it in the Organisation user profile.

My organisation code:
S2AOIW
[Click to see your teachers](#)

6. How to create a new Application:

Select the New Application option.

The screenshot shows the RIAM Exams website navigation menu. At the top left is the RIAM logo (Royal Irish Academy of Music) with links for Home, My applications, and Invoices. At the top right is a red circle containing a plus sign and the text '+New Application', with 'Teacher3 -' next to it. Below this is the 'RIAM Exams' header. The main content is a grid of four columns, each with an image and a text box:

			
RIAM Exam Info	Marking guidelines for teachers	Standardisation of marking guidelines (2018)	Booking your exam Exam preparation

The following screen will get displayed.

In this example the user is going to apply for a piano exam so they will click on the Music icon.

The screenshot shows the RIAM Exams application form. At the top is a dropdown menu for 'Application Type' with 'No Organisation' selected. Below this is the 'Examination Group' section with four icons: Music (selected), Speech & Drama, Diploma, and Theory. Each icon has a question mark below it. Below the icons is the 'Examination Type' section with three buttons: Practical (selected), Recital, and Cara Award. Below that is the 'Examination Format' section with two buttons: Solo (selected) and Ensemble. At the bottom is the 'Examination County' section with a dropdown menu showing 'Select' and a 'Find Exam Centre' button.

For individual Piano exams, the user (applicant) should select

Music → Practical → Solo

The user must select the Examination county which will bring up a list of Examination Centres.

Please note that for Dublin examination centres, County Dublin will get displayed higher in the list of counties. If the user is looking to select Dublin 2 examination centres then scroll down through the list.

Select the examination centre and enter in the 3 preferred dates for the examination.

Royal Irish Academy of Music 0 KM 36-38 Westland Row, Dublin 2, D02 WY89

Select

Choose your 3 preferred dates

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum.

Preferred date 1

02/03/2019

Preferred date 2

09/03/2019

Preferred date 3

16/03/2019

Application Details [Continue to candidates details](#)

Solo Practical Music Exam

Date 1	Date 2	Date 3
02/03/2019	09/03/2019	16/03/2019

Click on the 'Continue to candidate details' button to continue with the Application.

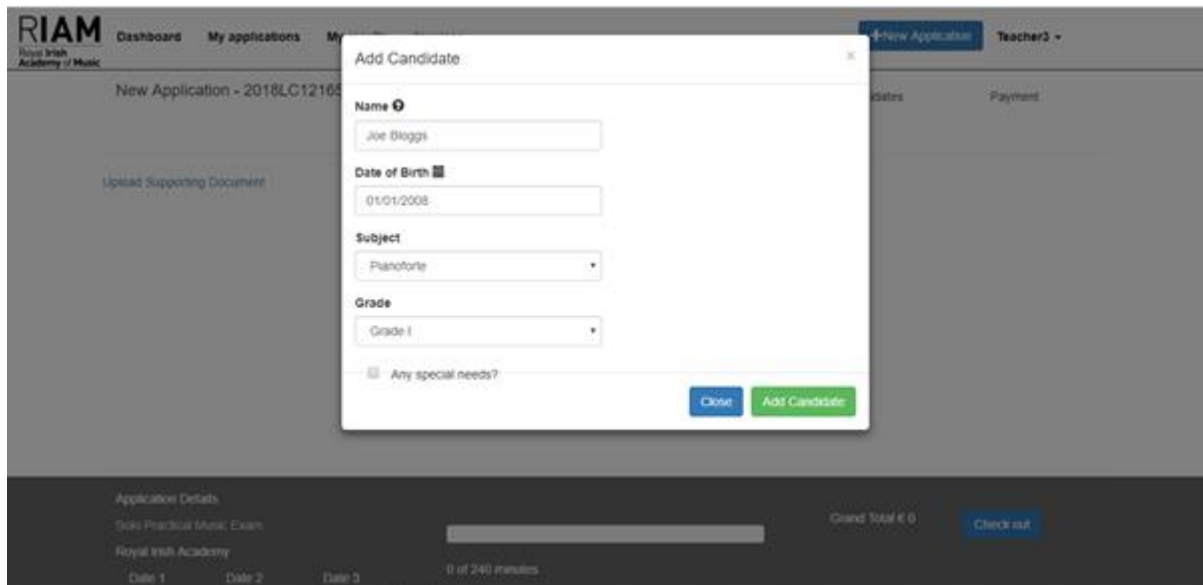
The following screen will get displayed asking the Applicant to add a Candidate:

Candidate Details

The order displayed below will be the order used for the exam.

Add Candidate

The Applicant must complete the candidate details. See screen below:



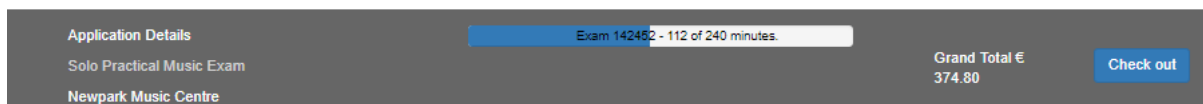
The Applicant can continue to add Candidates. See screenshot below:

Candidate Details

The order displayed below will be the order used for the exam.

[Add Candidate](#)

- [+](#) 1 - Joe Bloggs - Pianoforte (Grade II) - 57.50 - Exam ID 142452
- [+](#) 2 - Joan Bloggs - Pianoforte (Grade I) - 48.30 - Exam ID 142452
- [+](#) 3 - John Bloggs - Pianoforte (Senior Certificate (Practical)) - 134.50 - Exam ID 142452
- [+](#) 4 - John Smith - Pianoforte (Senior Certificate (Practical)) - 134.50 - Exam ID 142452



To finish the Application, click on the Check Out button.

The following screen prompts the user to pay for the Application. A breakdown of each Candidate's details in the Application is displayed on screen. If an error is noticed on a Candidate's details, it can be corrected by clicking on the 'Candidate' heading and correcting the mistake in the Candidate entry.

New Application - 2018LC122802


Type

Centre

Candidates

Payment

Choose a payment method

Pay by Credit / debit card   

You will be redirected to our payment service provider

Process

Solo Practical Music Exam			
Royal Irish Academy			
Date 1	Date 2	Date 3	No. of candidates
01/12/2018	02/12/2018	08/12/2018	4

Price Breakdown


Name	Subject	Grade	Price
Joe Bloggs	Pianoforte	Grade I	€48.30
Joan Bloggs	Pianoforte	Grade I	€48.30
John Bloggs	Pianoforte	Senior Certificate (Practical)	€134.50
John Smith	Pianoforte	Senior Certificate (Practical)	€134.50
Total to pay			€ 365.60


Candidate Details

The order displayed below will be the order used for the exam.

Add Candidate

+ 1 - Joe Bloggs - Pianoforte (Grade I) - 48.30 - Exam ID 142450

Name 

Date of Birth 

Subject

Grade

Any special needs?

[Upload Supporting Document](#)


Save Changes


Delete

The user can correct any candidate entry and save the changes.


When the user selects the 'Check Out' button, the following screen will get displayed which will allow the Applicant to pay for the Application.

Payment Details

Card Number 

Expiry Security Code 

Cardholder Name

 **PAY NOW**

If the payment was successful, the following screen will be displayed:

Payment Completed

Transaction ID: YQU424

Click button below to proceed

[Proceed](#)

+353(0)14204242 support@riam.ie

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The user can see all Applications that they have made by selecting the 'My Applications' option. In the example below, the Application and Exam ID are displayed along with the status of the Application (paid).

Filter by requirements										
Teachers		Session		Status		Filter		Bulk Actions - select -		
Application ID	Applicant	Organisation	Group	Type	Format	Candidates	Exam Centre	Preferred Date 1	Status	Action
2018LC122802 (142450)	Teacher3	N/A	Music	Practical	Solo	4	Royal Irish Academy	01/12/2018	Paid	See details

The user can click on the 'See details' button which will display the following information:

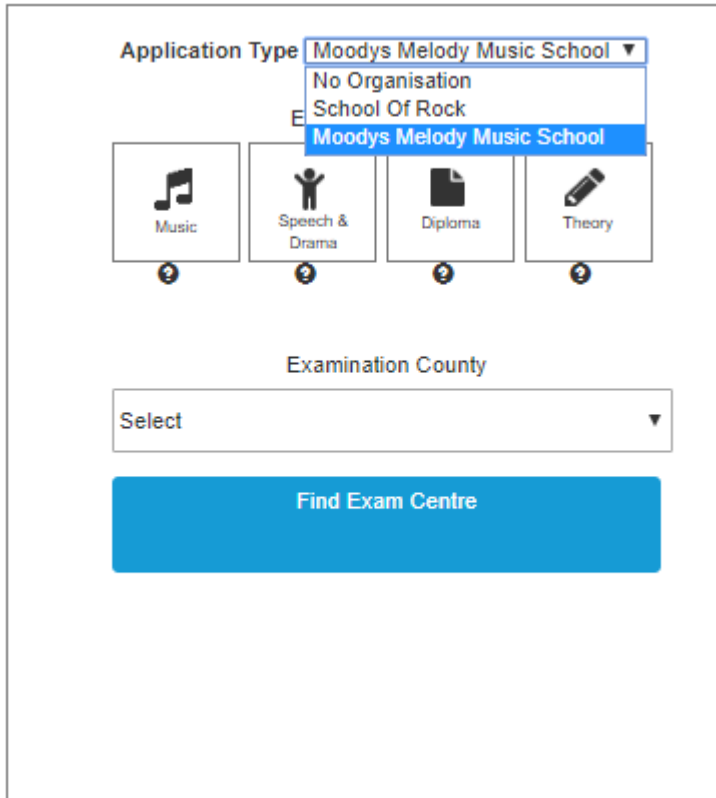
Details		Candidates		Associate with organisation	
Application Details - 2018LC122802 (142450)					
Exam Centre					
Royal Irish Academy					
Exam Address					
Session	Exam date	Total minutes	No. of candidates		
Summer 2 - 2018	TBC	110	4		
Group	Type	Format			
Music	Practical	Solo			

Details		Candidates		Associate with organisation			
Candidates - 2018LC122802 (142450)							
Order	Name	Subject	Level	Date of birth	Special Needs	Fee	Action
1	Joe Bloggs	Pianoforte	Grade II	01/01/2008	None	€57.50	View documents See Results
2	Joan Bloggs	Pianoforte	Grade I	02/02/2001	None	€48.30	View documents See Results
3	John Bloggs	Pianoforte	Senior Certificate (Practical)	04/04/1998	None	€134.50	View documents See Results
4	John Smith	Pianoforte	Senior Certificate (Practical)	05/03/1999	None	€134.50	View documents See Results

When RIAM schedules the exam the Applicant will get an email notifying them of the venue and time of the exam. The notification will be sent to the email account used to register with the OAS system.

7. How to create an Application as a Teacher when teaching for an Organisation (Music School).

Choose the 'New Application' option as outlined in (6) above.



The screenshot shows a web form for creating an application. At the top, there is a dropdown menu labeled 'Application Type' with a downward arrow. The menu is open, showing four options: 'Moody's Melody Music School' (selected), 'No Organisation', 'School Of Rock', and 'Moody's Melody Music School'. Below the dropdown are four icons in a row: a musical note for 'Music', a person for 'Speech & Drama', a document for 'Diploma', and a pencil for 'Theory'. Each icon has a small question mark below it. Below these icons is a dropdown menu labeled 'Examination County' with the word 'Select' and a downward arrow. At the bottom of the form is a large blue button with the text 'Find Exam Centre'.

The Application Type is a dropdown list. If the Teacher has been added to an Organisation it should appear in the dropdown list. In the example above the Teacher is a member of 2 Organisations (Music Schools) – 'School of Rock' and 'Moody's Melody Music School'.

If the Teacher is making an Application for their private Candidates, then choose 'No Organisation'. However if the Teacher is making an Application for Candidates where they are pupils of a Music School the Teacher can select the Organisation name at this stage and continue with the Application as outlined in (6) above.

8. How to sign out of the system:

Click on your username at the top right hand corner of the screen. A dropdown list will get displayed. Choose the Sign out option.