



## Academic Voucher Verification Program Operations Guide With screenshots

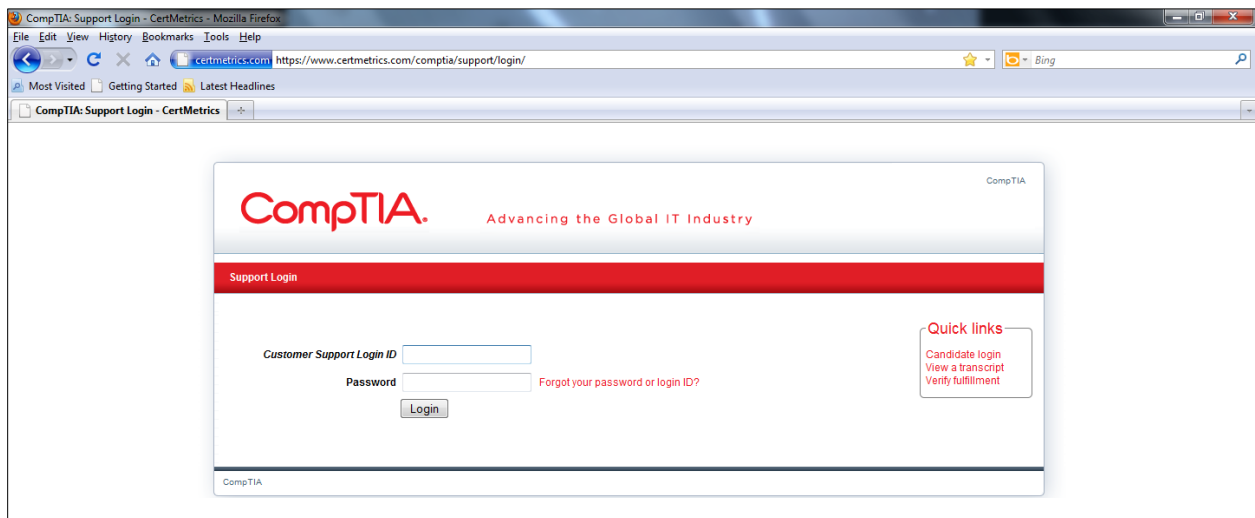
### Logging into the Certmetrics database

Log into the CompTIA Candidate Database System located at:

<https://www.certmetrics.com/comptia/support/login/>

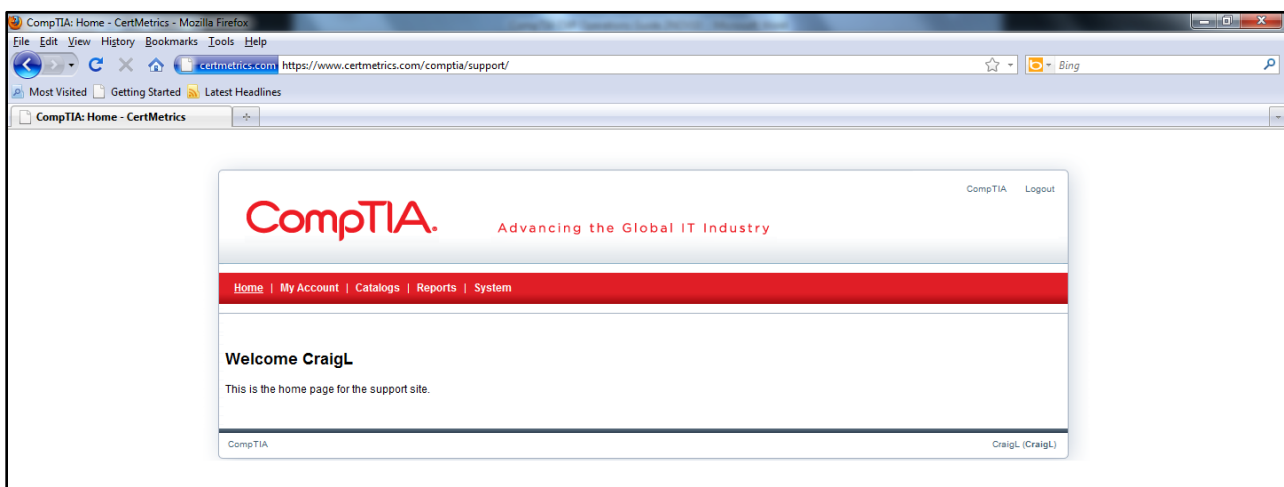
You will be taken to the Login screen:

#### Login Screen



Enter your Login ID and your Password that were emailed to you and then click “Login”.

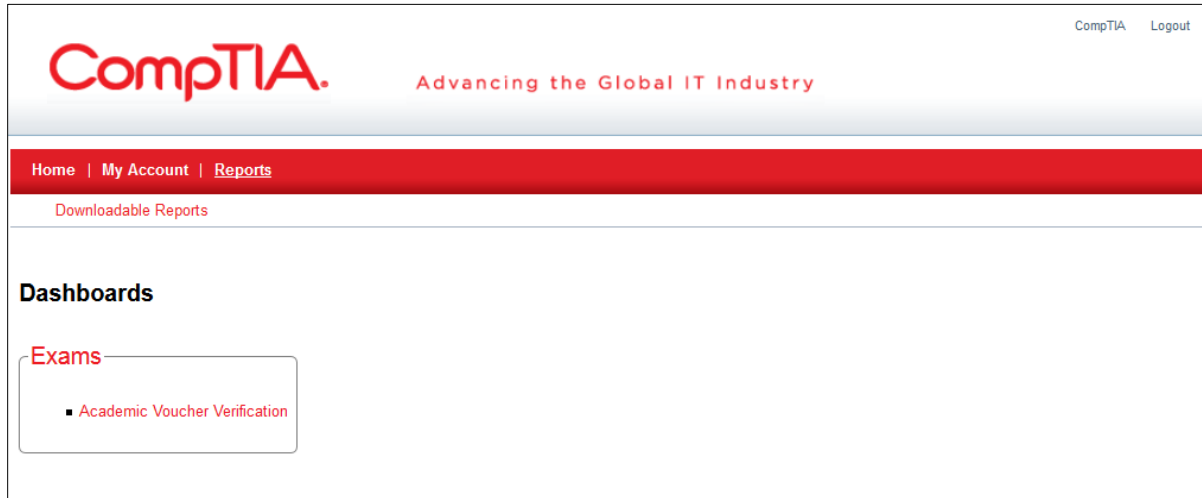
#### Main Menu



You are now at the Main Menu. Click on “Reports” and you will see the “Certification dashboards” box.

## Accessing the reporting tool

### Reports



Click on "Academic Voucher Verification" to be directed to the "Voucher ID Verification" screen.

### Optional Field

#### Date Range:

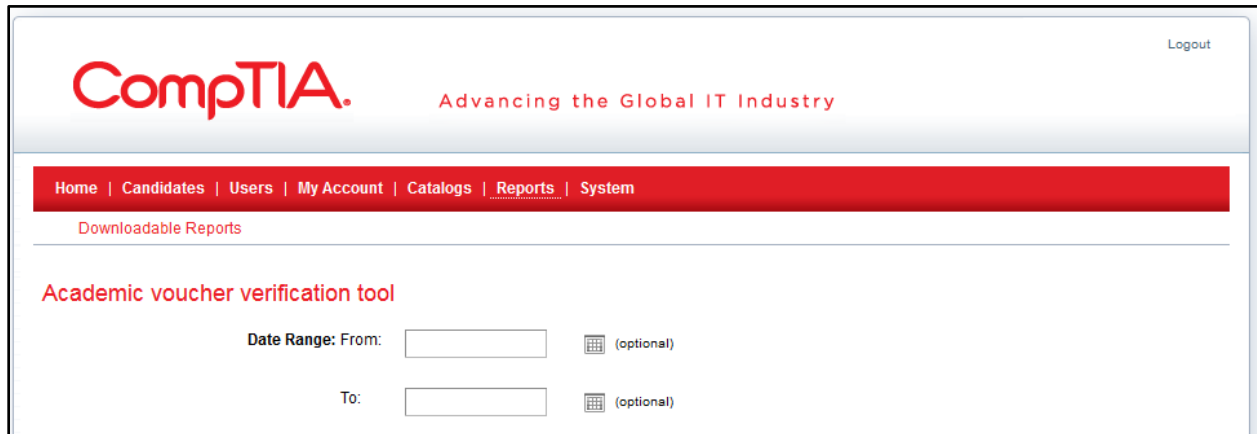


Date Range is an optional field. To narrow your search, select a "From:" date range by clicking on the calendar icon to the right of the date box. Advance or regress the calendar, using the arrows until your start date is found. Click on the date to select. Repeat this process for the "To:" date.

Advance or regress the calendar, using the left/right arrows until your start month/year is found. Click on the date to select. Repeat this process for the "To:" date.

## Single Voucher ID Verification

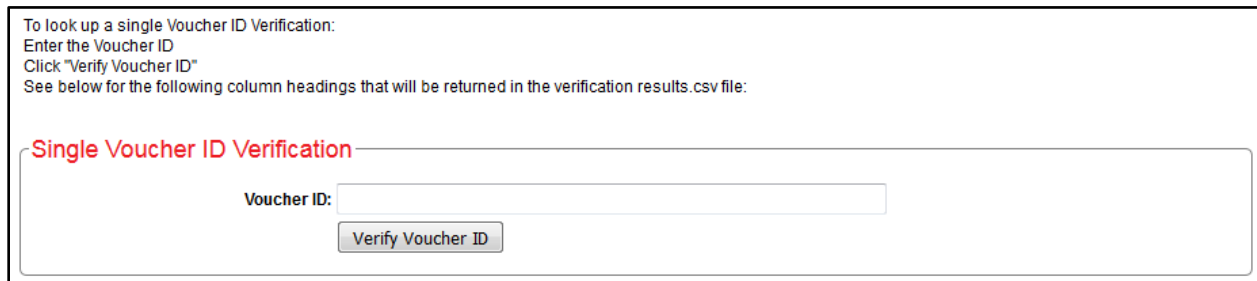
### Look up a single voucher



The screenshot shows the CompTIA website header with the logo and tagline "Advancing the Global IT Industry". A navigation menu includes "Home", "Candidates", "Users", "My Account", "Catalogs", "Reports", and "System". Below the menu, there is a "Downloadable Reports" section and a heading for the "Academic voucher verification tool". The tool includes two date range input fields: "Date Range: From:" and "To:", each with a calendar icon and the label "(optional)".

If only one student's voucher information is required, the single voucher ID Verification is an option. There are two data fields; "**Date Range**" which is optional and "**Voucher ID**" which is required.

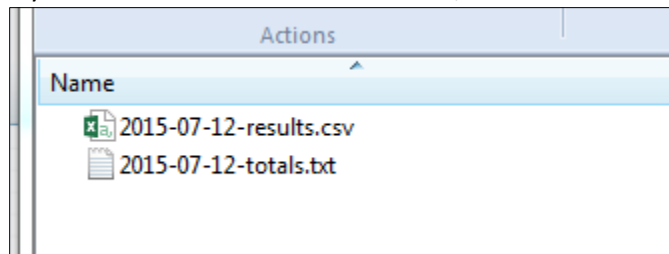
### Voucher ID:



The screenshot shows the "Single Voucher ID Verification" tool interface. It includes instructions: "To look up a single Voucher ID Verification: Enter the Voucher ID. Click 'Verify Voucher ID'." Below the instructions, it states: "See below for the following column headings that will be returned in the verification results.csv file:". The tool features a "Voucher ID:" input field and a "Verify Voucher ID" button.

Voucher ID is a mandatory field in the Single Voucher ID Verification tool. You must enter (only) one voucher ID number in the "**Voucher ID**" field. Click "Verify Voucher ID" to process your request.

If your voucher information is located, two files are returned: "...results.csv" and "...totals.txt"



## Single Voucher ID Verification cont'd.

Sample "results.csv" file for a Site License Voucher:

Voucher ID	Candidate Name	Address1	City	State	Data Provider	Test Center ID	Exam Code	Exam Date	Exam Grade
CM864E80453F	Sample One	123 Any Street	Any City 1	DC	Vue	nowhere 1	FC0 XXX	Sep 8 2003 1:08PM	p
CM864E80453F	Sample Two	123 Any Street	Any City 2	PA	Vue	nowhere 2	FC0 XXX	Sep 10 2003 2:57PM	p
CM864E80453F	Sample Three	123 Any Street	Any City 3	NJ	Vue	nowhere 3	FC0 XXX	Sep 12 2003 2:45PM	p
CM864E80453F	Sample Four	123 Any Street	Any City 4	GA	Vue	nowhere 4	FC0 XXX	Sep 11 2003 3:09PM	p
CM864E80453F	Sample Five	123 Any Street	Any City 5	ON	Vue	nowhere 5	FC0 XXX	Sep 12 2003 3:27PM	f
CM864E80453F	Sample Six	123 Any Street	Any City 6	NC	Vue	nowhere 6	FC0 XXX	Feb 4 2010 1:30PM	p
CM864E80453F	Sample Seven	123 Any Street	Any City 7	IL	Vue	nowhere 7	FC0 XXX	Dec 23 2009 1:23PM	p

The following **column headings** will be returned in the verification **results.csv** file:

- Voucher ID
- Candidate Name
- Address1
- City
- State
- Data Provider
- Test Center ID
- Exam Code
- Exam Date
- Exam Grade

The following **column headings** will be returned in the verification **results.csv** file (defined as):

**Voucher ID** (the original Voucher ID supplied)

Candidate Name field will contain one of two values

**Candidate Name (field will contain one of two values as noted below:)**

The candidate's name if the voucher id was found

NOT FOUND. The Voucher ID does not exist in our system

**Address1** (Address on record)

**City** (City on record)

**State** (State on record)

**Data Provider** (Data provider is the Test Service Providers Name)

**Test Center ID** (the Test Service Provider site identifier)

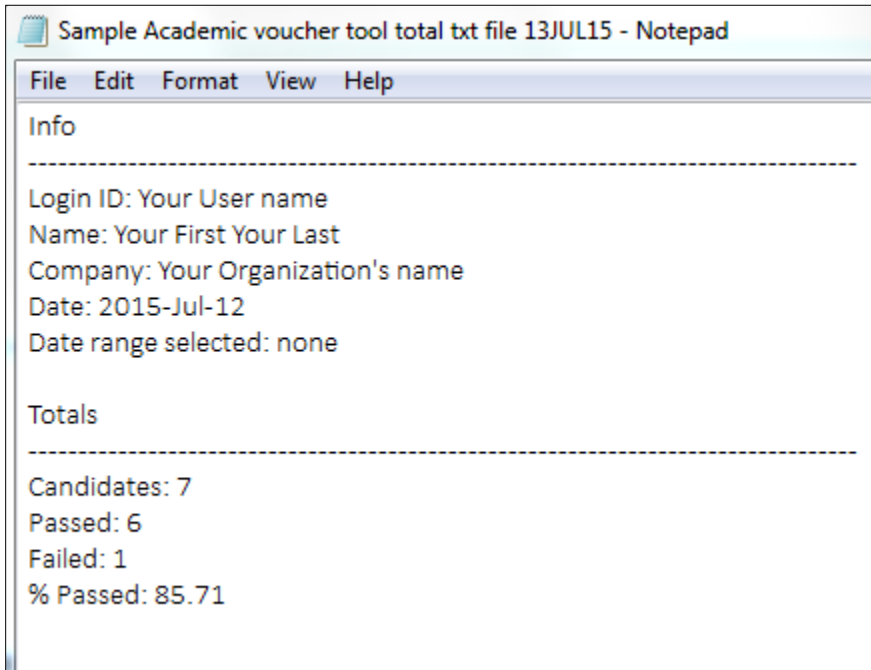
**Exam Code** (indicates exam taken)

**Exam Date** (Date the exam was taken)

**Exam Grade** ((Pass/Fail))

## Single Voucher ID Verification cont'd.

Sample "totals.txt" file:



```
Sample Academic voucher tool total txt file 13JUL15 - Notepad
File Edit Format View Help
Info
-----
Login ID: Your User name
Name: Your First Your Last
Company: Your Organization's name
Date: 2015-Jul-12
Date range selected: none

Totals
-----
Candidates: 7
Passed: 6
Failed: 1
% Passed: 85.71
```

The following information will be returned in the verification **totals.txt** file:

### Info

- **Login ID** The Login ID is the User name that was logged in when the verification was done
- **Name** The Name is the User's first and last name
- **Company** The Company is the name of the organization the user is associated with (employer)
- **Date** The Date is when the data was requested
- **Data range selected** The Date range selected is the (optional) From/To dates entered

### Totals

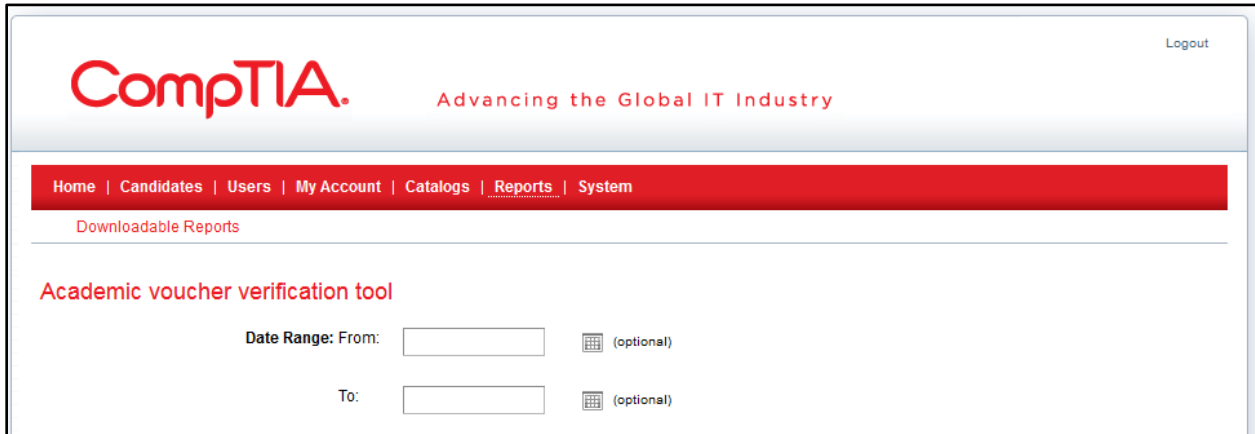
- **Candidates** The Candidates is the number of candidates that used the voucher. The Value will be one unless the voucher provided is a Site license 100 use voucher
- **Passed** The Passed value is the number of candidates who passed the exam
- **Failed** The Failed value is the number of candidates who failed the exam
- **% Passed** The % passed is the % of candidates who passed the exam

## Multiple Voucher ID Verification

### Look up Multiple vouchers

If multiple voucher number information is required, the “Multiple Voucher ID Verification” must be used. There are two data fields; “Date Range” which is optional and “Voucher ID” which is required.

### Date Range:

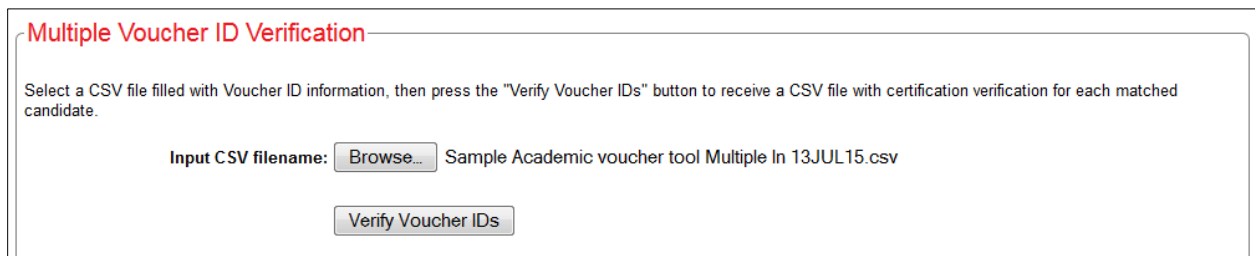


The screenshot shows the CompTIA website header with the logo and tagline "Advancing the Global IT Industry". A navigation menu includes "Home", "Candidates", "Users", "My Account", "Catalogs", "Reports", and "System". Below the menu is a section titled "Downloadable Reports" and "Academic voucher verification tool". The tool has two input fields for "Date Range": "From:" and "To:". Each field has a text input box and a calendar icon labeled "(optional)".

Date Range is an optional field. To narrow your search, select a “From:” date range by clicking on the calendar icon to the right of the date box. Advance or regress the calendar, using the arrows until your start date is found. Click on the date to select. Repeat this process for the “To:” date.

Advance or regress the calendar, using the left/right arrows until your start month/year is found. Click on the date to select. Repeat this process for the “To:” date.

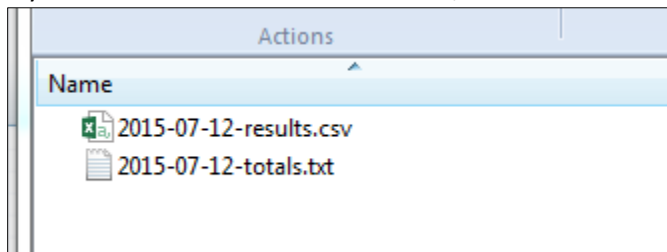
### Multiple Voucher ID Verification:



The screenshot shows the "Multiple Voucher ID Verification" tool. It includes a text box with instructions: "Select a CSV file filled with Voucher ID information, then press the 'Verify Voucher IDs' button to receive a CSV file with certification verification for each matched candidate." Below this is an "Input CSV filename:" label, a "Browse..." button, and the text "Sample Academic voucher tool Multiple In 13JUL15.csv". At the bottom is a "Verify Voucher IDs" button.

Click the “Browse” button to select your csv file for verification. Once selected, click the “Verify Voucher IDs” button to process your request.

If your voucher information is located, two files are returned: “...results.csv” and “...totals.txt”



## Multiple Voucher ID Verification cont'd.

Sample "results.csv" file for a Multiple Voucher ID Verification request:

A	B	C	D	E	F	G	H	I	J
Voucher ID	Candidate Name	Address1	City	State	Data Provider	Test Center	Exam Cod	Exam Date	Exam Grade
CM964E80453G	Anyone Candidate 1	123 Any Street	Macon	GA	Vue	23009	TK0-201	Sep 11 200	p
CM964E80453G	Anyone Candidate 2	123 Any Street	Woodbridge	NJ	Vue	nj75	TK0-201	Sep 12 200	p
CM964E80453G	Anyone Candidate 3	123 Any Street	Scarborough	ON	Vue	nj53	TK0-201	Sep 12 200	f
CM964E80453G	Anyone Candidate 4	123 Any Street	Muenchen		Vue	55491	CT0-101	Dec 23 200	p
CM964E80453G	Anyone Candidate 5	123 Any Street	Washington	DC	Vue	dc000	TK0-201	Sep 8 200	p
CM964E80453G	Anyone Candidate 6	123 Any Street	Pittsburgh	PA	Vue	pa13	TK0-201	Sep 10 200	p
CM964E80453G	Anyone Candidate 7	123 Any Street	Hubert	NC	Vue	55698	CT0-101	Feb 4 201	p
CMCA47206F7D	Anyone Candidate 8	123 Any Street	Cincinnati	OH	Vue	54902	220-802	Apr 28 201	p
CMCA47206F7D	Anyone Candidate 9	123 Any Street	Cincinnati	OH	Vue	54902	220-802	Apr 28 201	p
CMCE1D458168	NOT FOUND								
CMFD7F042F85	NOT FOUND								
CMCE601C382E	NOT FOUND								

The following **column headings** will be returned in the verification **results.csv** file:

- Voucher ID
- Candidate Name
- Address1
- City
- State
- Data Provider
- Test Center ID
- Exam Code
- Exam Date
- Exam Grade

The following **column headings** will be returned in the verification **results.csv** file (defined as):

**Voucher ID** (the original Voucher ID supplied)

Candidate Name field will contain one of two values

**Candidate Name (field will contain one of two values as noted below):**

The candidate's name if the voucher id was found

NOT FOUND. The Voucher ID does not exist in our system

**Address1** (Address on record)

**City** (City on record)

**State** (State on record)

**Data Provider** (Data provider is the Test Service Providers Name)

**Test Center ID** (the Test Service Provider site identifier)

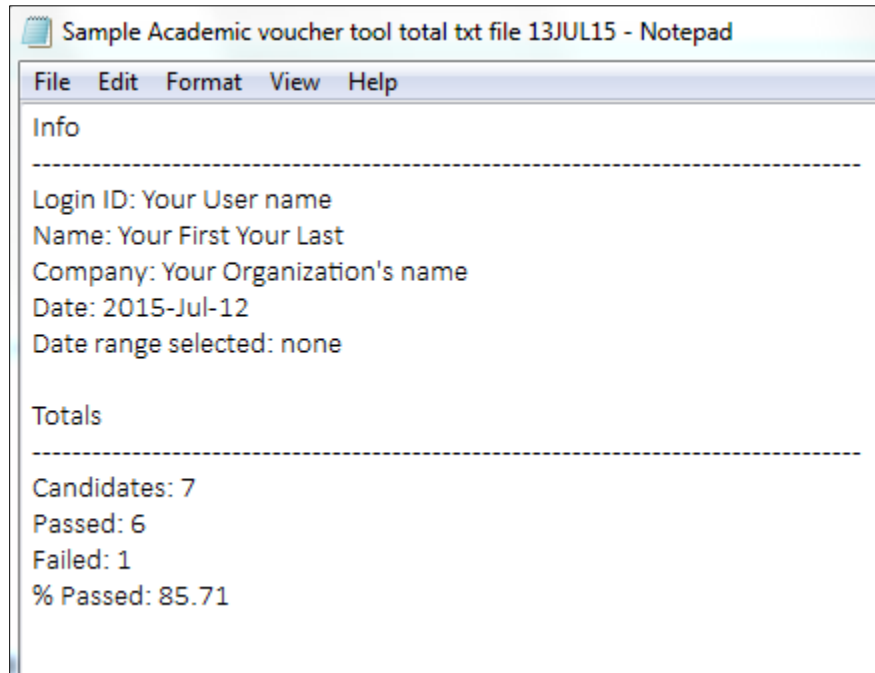
**Exam Code** (indicates exam taken)

**Exam Date** (Date the exam was taken)

**Exam Grade** ((Pass/Fail))

## Multiple Voucher ID Verification cont'd.

Sample "totals.txt" file:



```
Sample Academic voucher tool total txt file 13JUL15 - Notepad
File Edit Format View Help
Info
-----
Login ID: Your User name
Name: Your First Your Last
Company: Your Organization's name
Date: 2015-Jul-12
Date range selected: none

Totals
-----
Candidates: 7
Passed: 6
Failed: 1
% Passed: 85.71
```

The following information will be returned in the verification **totals.txt** file:

### Info

- **Login ID** The Login ID is the User name that was logged in when the verification was done
- **Name** The Name is the User's first and last name
- **Company** The Company is the name of the organization the user is associated with (employer)
- **Date** The Date is when the data was requested
- **Data range selected** The Date range selected is the (optional) From/To dates entered

### Totals

- **Candidates** The Candidates is the number of candidates that used the voucher. The Value will be one unless the voucher provided is a Site license 100 use voucher
- **Passed** The Passed value is the number of candidates who passed the exam
- **Failed** The Failed value is the number of candidates who failed the exam
- **% Passed** The % passed is the % of candidates who passed the exam



## **File Processing**

### **File Format**

#### **Creating a Comma Separated File (CSV) verification file**

The following column headers are recognized by the parser:

- VoucherID (required)

The Voucher field is required.

#### **Performing the verification:**

Select the CSV file, then press the "Verify Voucher IDs" button. The following columns will be returned in the verification CSV file.

If you have any technical questions regarding the creation of this file you should contact your IT Department. CompTIA is not able to provide technical support beyond this documentation.