

**INTERNATIONAL EV  
USER GUIDE**

**International Catalogue 3 – 4**

**Registrations & Certifications 5 – 8**

**How to reset your password 9 – 11**

Click on "Catalogue/Shop"

## Welcome to the Walled Garden

### A secure administration area for registered users

Welcome to your City & Guilds Walled Garden account.

Here you can:

- Browse and locate detailed qualification and publication information within the **Catalogue**.
- View Learner Registration & Certification - Search for Learner details related to centres you'll be visiting

### Maintenance Alerts and Important Notices

#### Advance Notification of Scheduled Maintenance

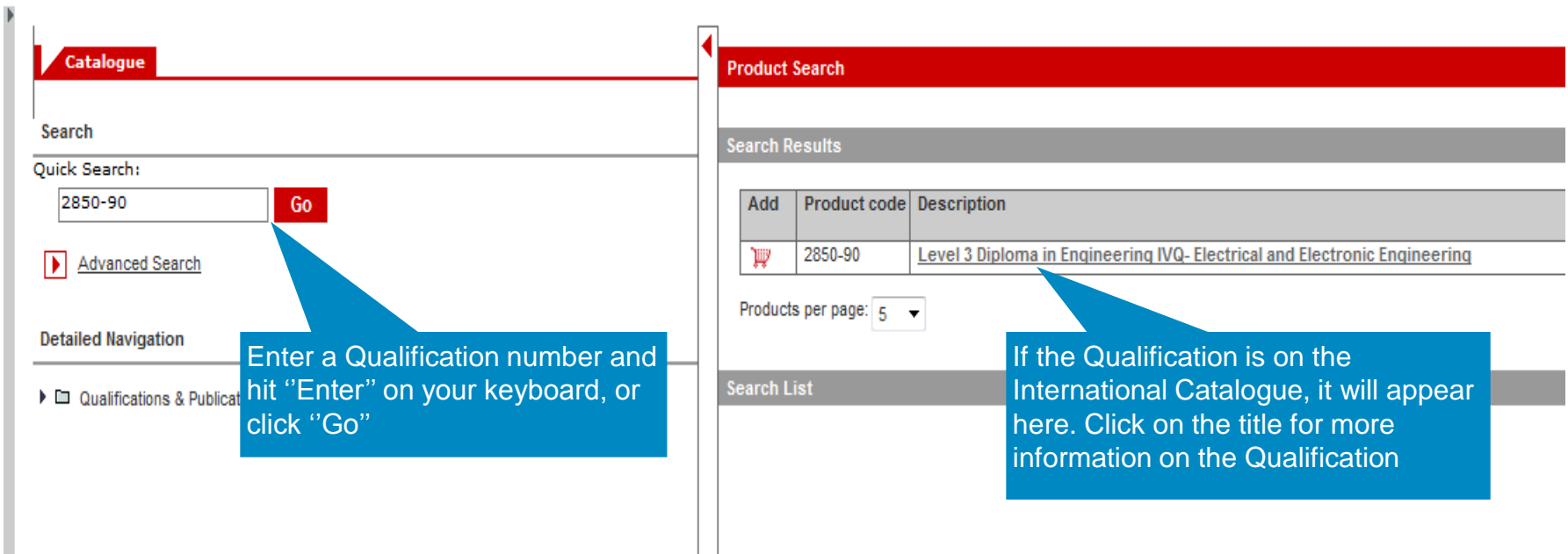
Please be advised that due to scheduled maintenance activities, the Walled Garden will be unavailable during the following periods:

- Weekly from 2000 BST on Saturday through till 0800 BST on Sunday

### Help and Information

Please contact your Local Office if you have any further questions





The screenshot shows the search interface of the Walled Garden International Catalogue. On the left, there is a search box with the text '2850-90' and a red 'Go' button. Below the search box is an 'Advanced Search' link. On the right, the search results are displayed in a table with columns 'Add', 'Product code', and 'Description'. The first result is 'Level 3 Diploma in Engineering IVQ- Electrical and Electronic Engineering' with product code '2850-90'. A 'Products per page' dropdown menu is set to '5'. Two blue callout boxes provide instructions: one points to the 'Go' button, and the other points to the search results table.

**Search**

Quick Search:

**Go**


[Advanced Search](#)

Detailed Navigation

Qualifications & Publicat

**Product Search**

Search Results

Add	Product code	Description
	2850-90	<a href="#">Level 3 Diploma in Engineering IVQ- Electrical and Electronic Engineering</a>

Products per page: 5

Search List

Enter a Qualification number and hit "Enter" on your keyboard, or click "Go"

If the Qualification is on the International Catalogue, it will appear here. Click on the title for more information on the Qualification

Click on "Quality"

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## Registrations & Certifications

- 1 Select 'Registration Listing' for registered candidates  
or  
'Qualification Listing' for certificated candidates
- 2 Complete 'EV Centre' field with the centre number
- 3 Complete 'for qualification nnnn-nn' with the full qualification number

Search

Define the report by using the search criteria below. The fields may change depending upon the selections made. Click Search to continue.

Show me

EV Centre \*

for \*

Qualification  
nnnn-nn

for period \*  last week

or since \*  January 1995

or From \*

To

\* denotes mandatory field

In this search ENR no. or ULN; or Last name and Gender are mandatory, together with period or since.

Search

- 4 Select from the 'Date Range' options

- 5 Click 'Search'

The Candidates / Results reports screen is displayed in two sections. The pane to the left consists of a search area, where you define your requirements, and this right hand pane is where the details are displayed.

For further assistance, click on the question mark icon at the top right.

## Registrations & Certifications

For a full page view,  
click on the Red  
Triangle

depending upon the selections made. Click search to continue.

Show me **Registration Listing**

EV Centre

for \*  
Qualification

for period \*  last week

or since \*  January 2011

or From \*

To

\* denotes mandatory field

In this search ENR no. or ULN; or Last name and Gender are mandatory, together with period or since.

our search results

Order code	Description
6302-04	Level 4 Preparing to Teach in the Lifeo

Candidate List

ENR no.	ULN	First Name	Middle Name	Last Name	DOB	Gender	Registration Date	Registration Expiry Date	Merged to	Merged Date
AHX2251	3640730800	Paul	Brian			M	19.11.2012	19.11.2013		
CFA1314	1631025103	Ian	Mark			M	15.10.2012	15.10.2013		
EGA0628	510666219	Deborah	Louise			F	15.10.2012	15.10.2013		
UG7277	7296935906	Craig				M	22.11.2012	22.11.2013		
IKD2360	7802025639	Marc	Carter			M	15.10.2012	15.10.2013		

Trusted sites | Protected Mode: Off | 100%

The search results will be  
shown here

## Registrations & Certifications

To find a candidate, hold Ctrl then press f on your keyboard, you will see this pop up field. Enter a Name or ENR no., then press Enter to find a candidate.

City & Guilds Walled Garden

Home Quality Candidates/Results

Your search results

Order code	Description
6302-04	Level 4 Preparing to Teach in the Lifelo

Candidate List

ENR no.	ULN	First Name	Middle Name	Last Name	DOB	Gender	Registration Date	Registration Expiry Date	Merged to	Merged Date
EGA0628	5106666219	Deborah	Louise			F	15.10.2012	15.10.2013		
UG7277	7296935986	Craig				M	22.11.2012	22.11.2013		
IKD2360	7802025639	Marc	Carter			M	15.10.2012	15.10.2013		
LBP9309	7882051178	Catherine				F	15.10.2012	15.10.2013		
VBB4623	4484848278	Linsev				F	15.10.2012	15.10.2013		

Download Print

You can also Download or print the report



## How to reset your password

### Walled Garden

A secure administration system for customers of the City & Guilds Group



Walled Garden can be used to:

- purchase approved products and services from our catalogue, including SmartScreen products
- view reports on your orders, candidate results, financial reports and registered learners
- register candidates and manage their details
- upload electronic data interchange (EDI) files
- schedule online tests and view reports
- access, view and download electronic copies of certificates through our paid-for e-Certificates service.

You can use the system if you are a centre or training provider that delivers qualifications from [City & Guilds](#) and the [Institute of Leadership & Management \(ILM\)](#).

To get access you will need to [apply for an account](#). You will need to get authorisation from your head of centre to set up a new account.

#### Log into your account

User ID: \*

Password: \*

I have read and accept the [terms of business](#) (pdf, 71kb)

[Problems logging in?](#) [Apply for an account](#)



**System**  
Due to  
between

Click on "Problems logging in?"

Walled Garden will be unavailable between 1st and 31st March 2014.

#### City & Guilds

0844 543 0000  
(Mon-Fri 0800-1730 GMT)  
[online@cityandguilds.com](mailto:online@cityandguilds.com)

#### ILM

(+44) 01543 266 867  
(Mon-Thu 0800-1800 / Fri 0800-1630 GMT)  
[ilmwalledgarden@i-l-m.com](mailto:ilmwalledgarden@i-l-m.com)

#### City & Guilds International

Please [click here](#) to access contact details for your local international office

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### Walled Garden

A secure administration system for customers of the City & Guilds Group



#### Problems logging in?

Please select the type of problem you are encountering when trying to log-in to Walled Garden.

#### Forgotten your user ID?

If you have forgotten your user ID, please contact us on one of the numbers below.

#### Type of problem

Select the type of problem:

Password reset

BACK

SUBMIT

Click on "Submit"

#### City & Guilds

0844 543 0000  
(Mon-Fri 0800-1730 GMT)  
[online@cityandguilds.com](mailto:online@cityandguilds.com)

#### ILM

(+44) 01543 266 867  
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#### Reset your password

Please submit your details and we will email you a new password for your Walled Garden account.

#### Forgotten your user ID?

If you have forgotten your user ID, please contact us on one of the numbers below.

#### Reset your password

User ID: \*

First name: \*

Last name: \*

E-mail: \*

BACK

SUBMIT

Fill in the required information and click on "Submit"

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0844 543 0000

(Mon-Fri 0800-1730 GMT)

[online@cityandguilds.com](mailto:online@cityandguilds.com)

#### ILM

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You will receive an email with your new password. You will be prompted to change the password when you log in again

When changing the password you will be asked you for your old password, please enter the temporary password emailed to you