

# Frequently asked questions

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In order to assist you further, we have grouped our questions into sections below:

Section 1: [Technical specifications](#)

Section 2: [Login](#)

Section 3: [Registration](#)

Section 4: [Rules of Combination \(RoC\)](#)

Section 5: [Help and Support](#)

Section 6: [General questions](#)

Section 7: [ILM specific](#)

Section 8: [The Quality Portal](#)

## Section 1: Technical specifications

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### 1. Will my centre be required to upgrade / update our operating systems and internet browsers to accommodate the changes on Walled Garden?

We have developed the update around three main browsers as follows. Older browsers will have graceful degradation which means that Walled Garden will still work and all functionality is there, it just may mean buttons/layout may be aligned differently and/or functionality is achieved in a different way.

Browser grades and operating systems for testing	
<b>A Grade</b>	Internet Explorer 11 – Windows 7 / Windows 8 (Metro mode) Chrome (*) – Windows 7 Firefox (*) – Windows 7
<b>B Grade</b>	Internet Explorer 10 – Windows 7 / Windows 8 (Metro mode) Internet Explorer 9 – Windows 7 / Windows 8 (Metro mode)

*Please note that \* denotes most recent full release*

**A grade support:** Full - consistent, rich user experience taking advantage of the full technical capabilities of modern browsers.

**B grade support:** All content accessible, layout may vary yet will remain consistent within the browser environment in comparison to A grade browsers.

All other Browsers have had spot tests done and to date there have been no notable effects from using these.

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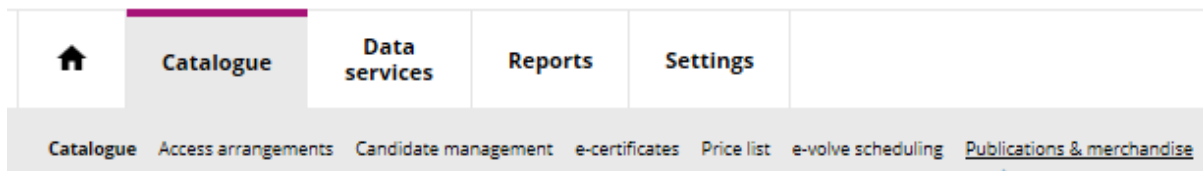
## 2. What plugins will be used?

You will need JavaScript to be installed on your computer, to employ the full functionality available to you in Walled Garden. As long as you have IE7 or later and haven't disabled JavaScript, you will be covered.

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## 3. Why can't I see tooltips on the 1st and 2nd navigation bars?

The navigation bars are located towards the top of the page, and assist Users to navigate around Walled Garden. Once you have selected an item from the 1<sup>st</sup> bar, such as 'Catalogue', a 2<sup>nd</sup> bar navigation bar will show, allowing further selection.



Tooltips will work for IE8 and above, Chrome and Firefox. Anyone using IE7 below, will still see the navigation bars, but not the tooltips. This is simply due to the limitations of the browser not supporting the way in which these can be built.

It could be that you are viewing a page in the original area of Walled Garden, as tooltips will not show. A User will know they are viewing an original area of Walled Garden, as the middle of the screen will retain the same layout of information as before, but just presented within the new header (top of page) and footer (base of page)

*Please note: The items shown in the screen shot above are representative of what some Walled Garden users may see.*

## Section 2: Login

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### 1. I've forgotten how to log in. I am putting in my 9 / 10 digit Username but it is telling me that I need an email address.

To log onto refreshed Walled Garden your 'Username' is now your email address. Your password however has not changed. If you are still experiencing issues please select 'Problems logging in?' which will give you contact numbers to call for assistance.

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### 2. I have locked myself out of Walled Garden. What can I do?

If you have incorrectly entered your password 3 times, you will not be able to access Walled Garden. By selecting 'Problems logging in?' from the login screen, you can request a password reset. An email will be sent to you, with instructions on how to login and reset your password.

Alternatively, if you know your Primary User for your Centre, they too can unlock or reset your password for you.

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### **3. What are the rules for updating or resetting my password?**

Your password:

- Must NOT begin with exclamation mark (!) or question mark (?)
- Must NOT begin with the same 2 characters as your last password
- Must be 6 to 8 characters in length.
- Must NOT be the same as your previous 5 passwords
- Must NOT be comprised entirely of numbers

Tips on creating your password:

- Should not use any personal information or information that can easily be obtained from social media sites, such as your name, email address etc.
  - Should not be obvious, such as "password", "123456", "abc123", "qwerty", "monkey", "letmein"
  - IS case sensitive
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### **4. How much do 0844 calls cost?**

Calls to our 0844 numbers cost five (5) pence per minute plus your telephone company's access charge

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## **Section 3: Registration**

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### **1. I have logged in. How do I place an order?**

Most orders will be started by selecting the Catalogue tab, then by selecting the qualification. We felt that presenting the one Registration journey, and in this order, made for a better experience – one that mirrors many websites today, by selecting a product first. The exception to the above is to schedule an e-volve exam, ordering publications and merchandise, and SmartScreen subscriptions. For these items, go to "Catalogue" on the 1<sup>st</sup> navigation bar, and then select individually from the 2<sup>nd</sup> navigation bar.

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### **2. I have found a qualification, but do not have approval for it? What can I do?**

If you select this qualification from the list, it will take you to the Course Information page. On this page there is an 'Apply for Approval' button. If clicked, it will take you to the relevant page on our website, to apply for qualification approval.

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### **3. I have chosen my qualification but there is no "Place an order button" Why?**

The Last Registration date may have expired or your Centre is not currently approved to offer this qualification, however you can select "Apply for approval" instead.

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**4. I have selected, ‘Place an order’, but I cannot select the order type I want. It is greyed out as shown in the screen shot below. Why?**

- Your Centre may not be approved to offer that order type. To apply for Centre approval, please click on this [link](#) and select the “Qualification Approval form”.
- The order type may not be applicable for that qualification
- If you have any further questions, please contact your Quality office, who will assist you further.

**3847-01**  
**English Skills - Generic Awards**  
Provider: City & Guilds

Last registration: **31.12.2016** Last certification: **31.12.2017**

Select order type

Named registration Unnamed registration Dated entry Results entry On Demand

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**5. What is the ‘Advanced search’ on the Catalogue page?**

The ‘Search Catalogue’ box will allow you to do a quick search for a qualification. Click on the ‘Advanced search’ section below this box, to view further details, allowing you to refine your search results.

- Select Route** – The dropdown box will provide options, you can select (e.g. Full, Unit)
- Qualification type** – The dropdown box will provide options, you can select (e.g. NVQ, VRQ)
- Qualification subtype** – The dropdown box will provide options, you can select (e.g. IVQ, third party)
- Exclude qualifications with expired registration dates** – If ticked, the qualifications returned will exclude those qualifications whose registration date has expired.

Advanced search

Select route Qualification type Qualification subtype  Exclude qualifications with expired registration dates

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**6. I see ‘e-evolve’ is on the 2nd navigation bar. Is there another way of booking an e-evolve exam?**

No. The e-evolve exam has been designed so as Centres can select their candidates, prior to selecting a qualification.

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**7. I have navigated around Walled Garden, but how do I get back to the Home page?**

Click on the Walled Garden logo at the top left of the page, or, the 'Home' icon on the 1st navigation bar, as shown below.



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**8. I have navigated around Walled Garden, but how can I return to search for information on further qualifications?**

Please click on the 'Catalogue' tab on the 1st navigation bar.



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**9. I would like to visit [www.cityandguilds.com](http://www.cityandguilds.com) or [www.i-l-m.com](http://www.i-l-m.com), whilst in Walled Garden. How do I do this?**

Scroll to the base of the page, and in the grey box at the base of the page, there is a link in the 4<sup>th</sup> column. Clicking this link will open a new window.

If you are a member of ILM, you will also notice that you have been automatically signed into the Members area. This is part of ongoing improvements by City & Guilds.

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**10. Can I add and update Candidates or Cohorts without going through the Registration process?**

Yes. Access is by 'Catalogue' on the 1st navigation bar and then 'Candidate Management' on the 2nd navigation bar. Once the screen is displayed, you can choose from the options to update your cohorts or candidates.

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**11. I have just added a new candidate during Registration. However, I notice that even though they show in the basket, they have no ENR number. Why is that?**

As soon as a candidate has an ENR number, their details cannot easily be modified. Therefore, we have added new functionality that a new candidate added during the Registration process, will not be allocated an ENR number until midway in the payment process.

This allows you additional opportunities to check and amend their details, before confirming your order.

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## **12. As I am adding candidates to my basket during Registration, I can 'edit' some candidates, but only 'view' others. Why is that?**

New candidates added during the Registration process, can be updated until midway in the payment process. This is due to their data not being sent immediately to our Master data, and an ENR number being created.

It is only when you select 'Continue', from the Order Summary screen that the candidate details are saved in our Master Data, and an ENR number is created. From this point on, the candidate cannot be edited for the duration of the order.

Existing candidate/s added to an order, are already saved in our Master Data, and therefore have an ENR number. Therefore, their details cannot be altered during an order, and need to be updated via the 'Candidate management' section of Walled Garden.

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## **13. During the payment process, there is a 'Save' button. Why is this here when the system automatically saves?**

The system automatically saves, when you move from screen to screen. Therefore, the 'Save' button during the payment process, allows you to save the transaction at that time, without proceeding further.

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## **14. I started / saved an order, but then selected a different tab. How can I go back to or add to my order?**

First, go to the 'Homepage' or 'Catalogue' page, where you will see a blue shopping basket in the top right corner. If there is a value showing here, click on this button to be returned to the first payment screen page. You can then:

- Add an additional qualification, by selecting the 'Catalogue' link on the page:

To add another qualification, please return to [Catalogue](#).

- Add an additional Candidate, by selecting the button:

[Add Candidates](#)

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## **15. Can I save more than one order?**

No. You can only save one order at a time, but you can go in and add / delete sections of the order as required.

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## **16. Can I place an order incorporating different organisations?**

No. For example, if you belong to a shred Centre, you must complete an order for City and Guilds, before placing an order for ILM. (Or vice versa)

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## **17. I am over my credit limit. Is there another way I can still pay for my named registration order?**

If there are no additional blocks on your account, you can continue with your order, and pay by credit card at the end.

We will advise if there are additional blocks on your account, below the navigation bars, on the "Homepage"

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## **18. I now have the option to pay by Credit card. What do I do?**

Your Head of Centre may be able to provide you with a Credit card to use. Once you have selected the credit card option in the payment screens, please follow the instructions presented to you.

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## **19. My account is on hold. Is there another way I can still pay for my registration?**

If your account has a financial or quality block you will not be able to proceed with payment, even by credit card. Please contact your finance or quality teams for further assistance.

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## **20. If I have not completed payment for my order, can I remove it from my basket?**

If you have just started an order, select 'View Basket' from the base of the page

If you have a saved order, select the shopping basket at the top of the page.

Both options will take you to the 1<sup>st</sup> page of the payment process. Against each course/s you want to remove from your order, select "Remove all", and this will remove all candidates from the qualification, and therefore remove the order from your basket.

Remove all

*Please note: If you have paid for, and received a confirmation of your order, you are unable to cancel the order yourself. Please contact your Customer Services Team, who will be able to assist you with your request.*

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## **21. Can I stop receiving the Order Confirmation emails once I have placed an order? Will this mean I do not receive other emails from you?**

Yes. You can set up email rules within your email box, to place these emails straight to a separate folder for you review at a later date. This can be done by either:

- Email address: As the order confirmations from Walled Garden are generated from a unique email address, it is only these emails that will be moved to the separate folder. You will therefore continue to receive all other correspondence from us.
- Subject matter: Emails with specific words in the subject heading, can be moved to a separate folder.

Please ask your IT department for assistance on how to set rules up for your emails.

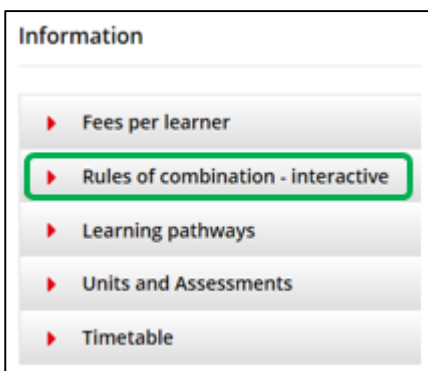
## **Section 4: Rules of Combination (RoC)**

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### **1. Where can I find the RoC for a qualification?**

Access is by 'Catalogue' on the 1st navigation bar. You will then need to search for a qualification, and select it, from the table displayed.

On the course information page, under the information section, the RoC – interactive is in an expandable section. Click on the red arrow, to expand.



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### **2. There is a Rules of Combination interactive section, on the refreshed Walled Garden. Can you confirm whether this function will be available to Centres, as well as City & Guilds employees?**

Currently only Walled Garden Users, who have access to the course information page, will see this feature.

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### **3. Have the rules changed?**

No. Just the way we are presenting them to you.

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#### **4. I can use the RoC - Interactive for each qualification, but can I locate one of my candidates, and use this functionality to see what they have completed?**

At the moment you can only use the calculator per qualification only. Of course you can use it to assist you in planning your candidates journey, or see if they are due a certificate, but there is currently no direct correlation between the calculator or candidate.

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#### **5. This is really useful. How can I print it off and give it to my candidate so they can track their own progress?**

This cannot be printed. As individual components of a qualification can change for some candidates whilst doing their course (whether it be the amount of credits gained, or if the course has been replaced by another, or different combinations of courses are now required) we believe that if this could be printed and handed to the candidate, it could be misleading in the future.

### **Section 5: Help and support**

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#### **1. Where can I go for assistance? Who can I call?**

We have provided you with several ways in which you can see how you can contact us for help and support.

User Settings – Within your options to update your own User details, there is:

- A 'Help' section advising you of who your Primary User is and your Customer Services team's details
- A 'Contact us' button that will take you to the Help and Support pages on our website

Base of Walled Garden page – There are 2 boxes:

- Help and Support – Will provide you with videos, user guides, general administration documents links, frequently answer questions and a glossary for Walled Garden
  - Contact Us - Will provide you with links to [www.cityandguilds.com](http://www.cityandguilds.com) or [www.i-l-m.com](http://www.i-l-m.com) pages
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#### **2. How do I use the refreshed Walled Garden?**

On refreshed Walled Garden, we have supplied you with short videos taking you through the new processes of Walled Garden, along with step by step user guides. Please return to the Help and Support section to view these.

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#### **3. Where can I go to find documents and forms?**

For City and Guilds users, most forms can be found on the website as follows:

**C&G** – Click [here](#)

For ILM users, go to the 'Contact us' area of the ILM website

**ILM** – Click [here](#)

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#### **4. I have just heard that Walled Garden is updating. When will I be transferred over to the new system?**

8 weeks prior to your transfer (or migration) to refreshed Walled Garden, we will be in contact with you to ensure you and your Centre have access to User guides and to confirm the date you will be switching. We will also provide you with details who to call, if you have any questions during the lead up.

### **Section 6: General questions**

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#### **1. I have logged in, but where do I start? What do the tabs mean across the top?**

The tabs you can see when you first log in, (1st navigation bar), will relate to what access you have for Walled Garden. Therefore, some of the areas mentioned below, may not show when you log in.

Once an item from the 1<sup>st</sup> navigation bar has been selected, the 2<sup>nd</sup> navigation bar will display underneath. Again, this will also reflect what access you have, for Walled Garden.

**Home** – This will bring you back to the home page, from anywhere in Walled Garden.

**Catalogue** – View qualifications and place orders for registrations, results, dated entry and on demand exams. Access our interactive rules of combination calculator. Also access to:

- Access Arrangements - To request access arrangements
- Candidate Management - Manage your candidates individually or by cohort
- e-Certificate - View or download your centres e-Certificates
- Price list – To View C&G price list
- e-volve - To book online e-volve tests
- Publications & Merchandise - To order text books, log books and promotional materials
- Smartscreen - To purchase a subscription to our online learning platform

**Quality** – Manage your quality assurance activities and qualification approvals. Also access to:

- Centre Portal – Manage your quality assurance activities and qualification approvals.
- Activity Planner - View dates of upcoming assurance activities
- Online Forms - View and submit online forms

**Data services** – EDI upload

**Reports** – To view and download reports

**Settings** - Select to navigate further to:

- Centre settings / Walled Garden User settings – To update Centre details and Walled Garden Users
- Smartscreen - To assign or change a SmartScreen administrator for your centre
- Logo Handling (available to some ILM Customers only) - To upload your logos or certificate text for Endorsed and Development programmes

We have updated our User guides, and produced videos of commonly performed actions in the new Walled Garden.

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## **2. I have logged on, and I can see more / less options than I used to? Why is that?**

During our refresh of Walled Garden, we undertook an exercise to redefine our Walled Garden User Profiles. Therefore in preparation for the refreshed Walled Garden, we asked your Primary User to evaluate each person's role in Walled Garden, and to allocate these roles to staff.

If you feel that there is functionality that you are missing, please contact your Primary User, whose details can be found in your User Settings section of Walled Garden, as they are able to review your needs and update your details on a real time basis if required.

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## **3. I have logged on, but all my quick links that used to be down the left hand side are gone? Where can I find them?**

To provide more space on the screen, we have moved these into the 2nd navigation bar at the top of the page.

If you are unsure what this is, click on an item in the 1<sup>st</sup> navigation bar (such as 'Catalogue'), and the line displayed underneath is the 2<sup>nd</sup> navigation bar.

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## **4. On the old Catalogue page, there was a list of links to documents, for general administration. Where can I find them?**

We have moved these to the Help and support section of Walled Garden. On the Homepage, select the 'Help and Support' box, to access these. They include:

- Administering Qualifications with City & Guilds
- Conduct of Exams
- Result amendment form (60Kb)
- UK Centre Charges
- Supporting Customer Excellence Centre Manual
- Our Quality Assurance Requirements

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## **5. I would like to print the Course information page. How can I do this?**

Dependent on the browser you use, this will be different for everyone. Below, is a screen shot from some of the different browsers; the icons shown are located in the top right of the screen.

### **Internet Explorer (IE)**



### **Chrome**



Click this icon, then select 'Print'. This will open a separate window / box, allowing you to select your printer

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## **6. What are “Quality” profiles? (City and Guilds customers only)**

A Primary User, is able to create and amend WG Users for the Centre. Apart from the 5 core profiles allowing users’ access to Walled Garden, there are three top-up Quality profiles City and Guilds.

- **Quality: Full Access** - Full Quality Portal rights. Can view and submit all forms (CAPs/QAPs, centre updates etc.) Can view Quality Assurance activities.
- **Quality: Administration** - Ready-only access of the Quality Portal. Can view all submitted forms, including submitting centre updates and visit planning forms.
- **Quality: Read only** - Can view all submitted forms only

The Quality profiles are yet to be adopted by ILM and International. Therefore, these profiles may not be available to you currently.

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## **7. Who will be affected by the update to Walled Garden?**

Everyone who has a Walled Garden account will be effected.

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## **8. When is everyone being switched over / transitioned?**

Rollout dates will be different for each Customer, however we aim to transition all Walled Garden Users by mid next year.

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## **9. When listing qualifications, will I see the ‘route’ of a qualification?**

Yes, in the table of qualifications, you will be advised whether a qualification is Full, Unit, MA or part of a qualification group. These will show in the ‘Route’ column

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## **10. What happens when a candidate over achieves on units, as this is not allowed for certain qualifications.**

If you are referring to the Rules of Combination interactive calculator, this is just a basic tool to assist you, and has no impact or bearing on what a candidate does, or doesn’t do.

As we are only updating the registration process for Named and Un-named items, all other order types such as claiming results etc. will “return” to the original Walled Garden experience with regards to process. In addition, we are not changing anything in the system, and all existing rules will apply.

## **11. I have noticed that some parts of Walled Garden have not changed?**

Yes, that is correct. You will notice that we have not changed some parts of Walled Garden, as we are introducing changes in phases.

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## **12. If I change my Invoice frequency, when will they be sent to me?**

As a City and Guilds or ILM customer, Invoices will be sent as follows:

**Daily** – Transactions placed during the day will be collated in the evening, and sent the following day

**Weekly** - Transactions placed during the week will be collated each Friday evening, and sent the following day

**Monthly** - Transactions placed over the month will be collated on the last Friday evening of the month, and sent the following day

As an International customer, your Invoices will be sent 1 week after the timings above.

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## **13. When will my Statements and Credit Notes be sent to me?**

For all our Customers, we have not changed when these items will be sent to you, so you will receive them as you do now.

## **Section 7: ILM specific**

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### **1. How to I add logos and Centre text for approval?**

If you have uploaded logos or centre text before, the process is the same. You will start the process by selecting 'Settings' from the 1<sup>st</sup> navigation bar, and select 'Logo Handling' from the 2<sup>nd</sup> navigation bar. From this point, the process is the same.

*Please note: The logos and text still require approval from ILM, and therefore they will not be immediately available for use.*

If you require further information on uploading logo's and centre text, please visit our Help and Support page on Walled Garden, or ILM.com, which contains in depth Step by Step User guides on this process

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### **2. How do I add logo's and Centre text, to my Certificates, on my order?**

If your order contains an Endorsed & Development programme, you will be prompted to either choose to customise certificates, or not, as part of the candidate registration process. You will not be able to proceed without selecting one of these options.

- If you select to customise, you will have the option to add logos or text that have been approved by ILM.
- If you select not to customise, no additional logos or text will show on the certificate once printed.

If you require further information on uploading logos and centre text, please visit our Help and Support page on Walled Garden, or ILM.com, which contains in depth Step by Step User guides on this process

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### **3. How can I set up a template for customising a Certificate?**

The Primary User will need to do this initially by placing an order, and creating the 1<sup>st</sup> template. Secondary Users will then be able use this when placing their next orders, and can even modify the template if required.

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### **4. How do I update my logos and Centre text on a previous order?**

You will need to call your ILM Customer Services team, who can assist you with this.

## **Section 8: The Quality Portal**

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### **1. Why can't I see Quality in the first line navigation bar?**

In order to see the Quality tab in the first line navigation bar, you have to have been assigned a Quality add-on profile. Your centre's Primary User can add this access to your role by going to Settings>Centre Settings>Manage Users

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### **2. Why can't I find an activity in My Quality Assurance Activities?**

If you have more than one centre number, make sure you are searching under the correct one. If you are not sure, you can select 'All centres' from the dropdown menu.

If that is not the problem, check the dates. The period in the search criteria refers to the Planned Activity Date (tentative date indicated by our Quality Team), not the Actual visit date (the date agreed between you and the EQA). It is advisable to choose a search period that covers both the past and the future. If you still cannot find the activity, widen the search. One way to do it is to search by last year/month, and if that doesn't work try next year/month. The activity will fall in either of those searches.

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### **3. I already had my EQA visit, why can't I display the Centre Activity Report (CAR)? The status is 'Report in Progress'**

The Centre Activity Report (CAR) will only be available for you to view after our Quality Team has processed it and the status has changed to 'Report Completed'.

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**4. Can I save a copy of my Qualification Approval (QAP) form or Centre Update form and complete it later before submitting?**

Yes. You can save a form and come back to it later by clicking on 'Change'. However, please note that until you submit the form you (or any other user) cannot start a new one.

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**5. How can I print of a copy of a Centre Activity Report (CAR) from Walled Garden?**

Open the form in Display mode, scroll to the bottom and click on the Print button. From there you can select your local printer. We recommend that you always print forms in landscape mode.

If you wish to save an electronic copy, follow the same process but instead of choosing a printer choose Adobe PDF/Microsoft XPS document writer (depending on what you have available). We recommend that you always save your electronic documents in landscape mode, and selecting A3 as your page size.

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