ExamKiosk

Operations Guide

Day-to-day tasks for running exams, managing students, and reviewing results

Document version 1.0

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1. About This Guide

This guide covers the day-to-day operations of ExamKiosk once your institute, exams, and question bank are already set up. If you're setting up ExamKiosk for the first time, start with the Owner Setup & How It Works guide instead.

Who this guide is for
Institute staff who run live exams, manage students and batches, review results, and handle routine administration day to day.

2. Managing Live Exams

2.1 Monitor a live exam

1. Open the exam and go to Manage exam.
2. This page shows live attempt count, completed attempt count, and how many results are pending AI evaluation.
3. Use this view during an exam window to confirm students are successfully enrolling and submitting.

2.2 Take an exam offline

If you need to stop new enrolments — for example, after the scheduled window closes — open Manage exam and turn off Go Live. Students already mid-exam can still finish and submit; only new enrolments are blocked.

2.3 Generate and send invite links

1. From Manage exam, find the invite link section.
2. If your students have batches assigned, use the batch filter to narrow the list before selecting names.
3. Select one or more students, or use Select all visible.
4. Set how many hours the invite should remain valid.
5. Click Generate. Each student gets a unique link that pre-fills their name when opened.
6. Copy the links or use your email templates to send them out (section 5).

2.4 Restrict an exam to a batch

1. Go to Batch Management.
2. Create a batch, e.g. “2026-Morning-Batch”, and assign students to it.
3. From the exam's settings, restrict the exam to that batch.
4. Only students in the restricted batch can enrol using the public link; others will see a message that the exam isn't available to them.

3. Managing Students

3.1 View your student list

Go to Students from any exam's edit or manage page. This list is institute-wide, not specific to one exam — every student who has ever enrolled in any of your exams appears here, along with anyone you've imported in advance.

3.2 Add students

- One at a time — click Add student and fill in name, email, phone, and batch.
- In bulk — click Import CSV, download the sample file for the exact column format, fill it in, and upload.

3.3 Edit or remove a student

From the student list, click a student to edit their details or batch assignment, or to remove them. Removing a student does not delete their past exam attempts or results.

3.4 Organise students into batches

Batches group students for two purposes: restricting which exams they can access (section 2.4), and filtering the invite-link list when sending exams out (section 2.3).

4. Maintaining Your Question Bank

4.1 Filter and search questions

From the Question bank page, filter by question type, difficulty, or subject, or search by keyword. Use this regularly to spot duplicate or outdated questions.

4.2 Bulk actions

Select multiple questions using the checkboxes, or use Select all on this page, to:

- Delete several questions at once
- Move questions to a different exam, a different subject, or both, in one action

Deleting is permanent
Deleting a question removes it from the question bank and from any exam it was part of. This cannot be undone. If you only want to retire a question, consider leaving it disabled rather than deleting it.

4.3 Add a single question from inside an exam

Each exam's Add question screen shows which exam and subject you're currently adding to at the top of the page, so you can always confirm before saving. A Question bank button is available from here if you'd rather browse or edit existing questions instead.

4.4 Re-importing or correcting a CSV import

If a CSV import used the wrong subject or exam, you don't need to delete and re-import. Instead, filter the question bank by the approximate date or keyword, select the affected questions, and use the bulk Move to exam/subject action from section 4.2.

5. Reviewing Results and Communicating with Students

5.1 View results and reports

1. Open the exam and go to Reports.
2. Review pass rate, score distribution, and a per-question heatmap showing which questions were most often answered incorrectly.
3. Export results to CSV for your own records or to share with co-instructors.

5.2 Understand the per-subject breakdown

If your exam used subjects with section timers, each student's result page shows a breakdown by subject. This only works correctly if your questions were tagged with a subject when created or imported — see section 4.4 if you need to fix untagged questions retroactively.

5.3 Handle pending AI evaluation

Short text and long text answers with AI evaluation enabled are scored automatically in the background, usually within a couple of minutes of submission. The Manage exam page shows how many results are still pending. If a result has been pending for an unusually long time, check that your AI provider key is still connected under Account → Preferences.

5.4 Manage email templates

1. Go to Email Templates from your institute dashboard.
2. Choose a template: result notification, invitation, certificate, reminder, or doubt response.
3. Edit the content, then click Preview to see how it will render.
4. Send a test email to yourself before relying on a template for live communication.

5.5 Certificates

Students who pass an exam can download a certificate from their result page, showing their name, the exam name, grade, and date. No action is needed from you unless you want to customise the certificate template.

6. Subscription and Usage

6.1 Check your AI usage

Go to Account → Preferences to see your current month's AI operations usage against your plan's limit. If you're close to your limit, consider reducing AI evaluation use on low-stakes exams, or reviewing your plan.

6.2 Plans and billing

Manage your subscription plan, view invoices, and update payment details from your account's billing section.

7. Troubleshooting Common Situations

A student says the exam redirected them back to the homepage.

This usually means the exam isn't live yet, has ended, or the student's enrolment session expired. Ask them to re-enrol from the original link.

A student's score doesn't show a subject breakdown.

Check whether the questions in that exam are tagged with a subject. Untagged questions show under “General” and won't appear in the per-subject breakdown.

An invite link says it's expired.

Invite links expire after the number of hours set when they were generated. Generate a new invite link for that student from the Manage exam page.

AI study coach or Ask a Doubt isn't appearing on a result page.

Confirm your AI provider key is connected (Account → Preferences) and that the exam has AI evaluation enabled in its settings.

I need to stop a student from re-attempting an exam.

Set a maximum attempts limit in the exam's settings. Existing attempts already taken will count toward this limit retroactively.

For initial setup
If you're configuring AI providers, cron jobs, or SMTP email for the first time, see the Owner Setup & How It Works guide.