



GTCONCEPTS CBT

GTConcepts CBT Organisation User Manual

Complete organisation-owner and authorised-team guide to running assessments on GTConcepts CBT.

Practical, branded guidance for organisation owners and authorised team members.

Use this guide together with Help & Tour inside your organisation workspace.

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GTConcepts CBT - Organisation User Manual

This manual covers everything an organisation owner and their authorised team members need to run assessments on GTConcepts CBT, from setting up your account through to reviewing results and issuing certificates.

1. Getting Started

Register your organisation, group, or individual workspace from the public site. Verify the registered email address using the one-time code sent to it - always use the newest code if you request more than one. Once verified, sign in and you will land on your Organisation Dashboard.

New to the platform? Use Help & Tour from the sidebar at any time for a guided walkthrough of the main workspace areas.

2. Subscription & Billing

Your Subscription page shows your current plan, its verification status, the access end date, and a countdown to expiry. It also lists every other available plan alongside the features each one includes, so you can compare before upgrading.

- Offline payment: submit your bank transfer reference on the Subscription page. Access begins once GTConcepts verifies the payment.
- Online payment: pay by card/gateway where enabled. Access begins only after the payment is verified server-side - this happens automatically.
- Voucher codes: enter a valid code at checkout, where offered, to apply a discount or free period.
- Your payment history and verification status are listed at the bottom of the Subscription page.

3. Profile, Team & Security

Keep your own profile details current and change your password from your Profile page whenever needed. Passwords must be at least 12 characters and include an uppercase letter, a lowercase letter, a number, and a symbol.

Under Team & RBAC, create individual accounts for your staff rather than sharing your owner login. Assign each person only the role/permissions they actually need - for example, a Question Manager who only needs access to the question bank, or a Result Officer who only needs to view and export results.

Never share your organisation-owner account with candidates. Candidates always sign in through their own dedicated exam link with their own generated credentials, never through the main organisation login.

4. Candidates & Groups

Add candidates one at a time from the Candidates page, or in bulk using the CSV template provided there - the whole file is validated before anything is imported, so errors are caught up front.

Organise candidates into Groups to represent a class, department, cohort, or recruitment batch. Groups can then be assigned to an exam as a whole, instead of selecting candidates one by one.

Each candidate is issued a secure username and a temporary password automatically. During your configured credential-release window, you can view, copy, or email these credentials - the readable password is encrypted at rest and disappears once that window closes. Generate a new password at any time from a candidate's row if the current one has expired or should be replaced.

5. Question Bank

Create one or more question banks to organise your content - for example, by subject or topic. Within a bank, you can author any of the following question types:

- Single Choice - one correct answer from a list of options.
- Multiple Choice - one or more correct answers from a list of options.
- True/False.
- Fill in the Blank - accepted answers are matched case-insensitively.
- Short Answer - accepted answers are matched case-insensitively.
- Essay - always requires manual marking by an authorised marker.
- Matching - candidates pair items from two columns.
- Drag and Drop.
- Ordering - candidates arrange items into the correct sequence.
- Spelling Bee - candidates spell a word played to them by audio (recorded, uploaded, or browser text-to-speech), typed through a secure input that disables autocorrect/predictive text.

Use the search, bank, status, and type filters to manage a large question set, and use "Select page" plus the bulk action menu to archive or delete several questions at once.

Bulk Question Import

Download either the Easy or Detailed CSV template from the Question Bank page. Every row is validated before anything is inserted - disabled question types and any rows that exceed your plan's question limit are rejected with a clear reason, rather than silently skipped.

6. Exam Builder

From Exams, click Create to start a new exam, then open it to configure everything else:

- Details: title, candidate instructions, duration, number of attempts allowed, pass mark, and availability window (start/end date).
- Questions: search and filter your question bank, then select which questions belong to this

exam. Bulk-add or bulk-remove an entire bank at once if you prefer.

- Candidates & Groups: assign specific candidates, whole groups, or both.
- Integrity & Timing: turn on proctoring (basic or enhanced, depending on your plan), require fullscreen, detect tab switching, set timer warning intervals, and choose what happens automatically when time runs out.
- Result options: choose what a candidate sees after submitting - score only, pass/fail only, both, or nothing - and whether they may review their correct/incorrect answers after the exam closes.

An exam must be set to Ready or Live status before candidates can access it. Its secure candidate link is available from the exam's row once published.

7. Candidate Exam Runtime

Candidates sign in through their unique exam link using their generated credentials. Once started, they see their live Answered/Not Answered progress and a server-authoritative countdown timer - the timer is controlled by the server, not the candidate's device clock, so it cannot be manipulated locally.

Answers autosave in the background as the candidate works. If a fullscreen requirement is set, candidates are prompted to grant it through their browser and can request re-entry if they exit accidentally. On the final question, candidates are shown a clear Finish/Submit action rather than another ordinary "Next" button.

8. Results & Marking

Objective question types (single/multiple choice, true/false, fill-in-the-blank, short answer, matching, drag-and-drop, ordering, spelling bee) are scored automatically the moment a candidate submits.

Essay questions remain in a Manual Marking Pending state until an authorised marker opens the attempt, awards marks, and adds feedback - the final score recalculates automatically once marking is complete.

Where answer review is enabled for an exam, a candidate's completed result can show each question, their response, the expected answer, and a Correct/Incorrect/Partial indicator. A passed result's score ring displays in green, a failed result in red, and a pending manual-marking result remains neutral until marked.

Result Tools

- Export results to CSV, or download an individual result as a branded PDF.
- Email a result directly to your organisation, either for a selected attempt or for every completed result on a given exam.
- Issue a Certificate of Achievement for any passed, fully-marked attempt (where your plan includes certificates).

- Grant a retake to a candidate who has exhausted their attempts, from that candidate's result page.
- Where included on your plan, Advanced Analytics shows attempts, candidates, average score, and pass rate - both overall and broken down per exam - plus a per-question difficulty breakdown to highlight which questions candidates consistently struggle with.

9. Exam Integrity

Basic proctoring records fullscreen exits, tab-switch events, and window-focus changes during an attempt for later review. Enhanced proctoring, where enabled, additionally captures periodic camera evidence through the candidate's device, with the candidate's permission.

Integrity signals are evidence to review fairly alongside the rest of the attempt - not automatic proof of misconduct on their own.

10. Branding & Integrations

Where your plan includes it, upload your own organisation logo and set an exam-facing header from the Branding page - this appears on the candidate exam runtime and on generated PDFs/certificates.

Where your plan includes API access, generate scoped, revocable API keys from the API page to integrate GTConcepts CBT with your own systems. Keep API keys private and rotate them immediately if one is ever exposed.

11. Help & Support

Use the FAQ page or the CBT Nova assistant for instant answers to common questions. If it can't resolve what you're asking, you can connect directly to GTConcepts human support from the same chat, and the conversation continues in your support inbox.

Before running a high-stakes exam, always run a complete test using a candidate account on the same type of browser/device your real candidates will use, to confirm timing, proctoring, and question rendering all behave as expected.