



LAMDA Examinations

Public Centre Customer Online Entry System

“How to.....” Guidance Documents



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LAMDA

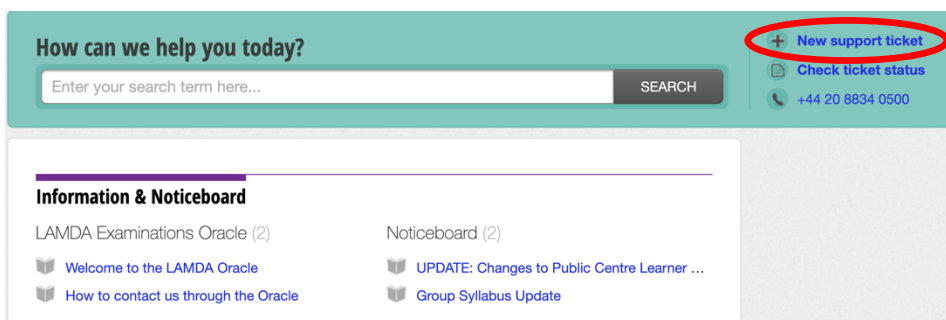
Introduction

LAMDA's Public Centre Customer Online Entry System allows Customers to register their Learners, apply for Reasonable Adjustments, enter for Public Centre events and pay for those entries, all within the same system.

Within this document a series of guides can be found to take Customers through the relevant processes on this system.

Important: These processes relate only to Customers wishing to enter Learners for Public Centre events. The processes for Customers booking and entering for Private Centre exams remain unchanged. Private Centre guidance can be found on our website in the [Download Centre](#)

If you have any issues or questions, you can find further guidance, FAQs and contact for LAMDA through the [LAMDA Examinations Customer Portal](#), [LAMDA Oracle](#) by creating a 'New Support Ticket' and selecting the 'Public Centre Account Issues' option, or call us on 020 8834 0500



Private Centre Customers wishing to enter Learners for Public Centre events and do not have access to the Public Centre bookings page, please contact LAMDA through the [LAMDA Oracle](#).

Important: It is the responsibility of the account holder to keep contact details up to date and accurate at all times. Failure to update changes to contact information (address, phone number, email) may result in communication, results and certification issues.

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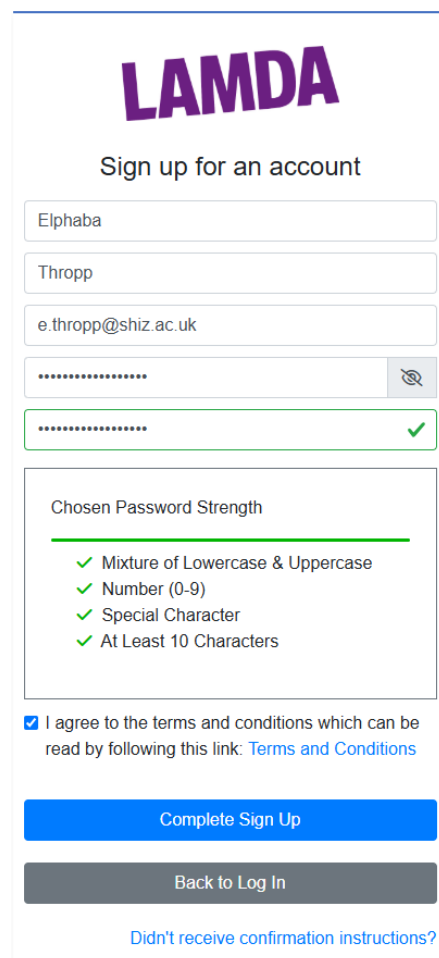
Registering / Logging In

If you have not used ExamTrack before, you will need to create a Public Centre Account before you can register Learners and book them in for exams.

NB: Private Centre Customers wishing to enter Learners for Public Centre exams do not need to create a new Public Centre account. Please contact LAMDA through the [LAMDA Examinations Customer Portal](#), [LAMDA Oracle](#), and request access.

Process

1. Visit lamda.examtrack.co.uk
2. Click *Sign Up*
3. Complete the Fields presented, agree to the Terms & Condition and click *Complete Sign Up*
 - **Important:** If you are already registered on ExamTrack with the same email address, the system will prevent you from registering it again as a Username. Return to the log in screen and click Forgotten Password
4. Once complete, you will receive a verification email from donotreply@examtrack.co.uk. Click the orange confirmation button to activate your account, and return to lamda.examtrack.co.uk to complete Log In
 - If you don't receive this email, please check your spam folder in the first instance before asking the system to resend another confirmation email
5. When you log in for the first time, you will be asked to complete your account with your contact information. This is to ensure that we have the correct phone number and postal address on file.
 - **NB:** If these details change at any time, you can update them yourself by clicking on your initials in the top right corner and selecting "*Update my details*".



The screenshot shows the LAMDA 'Sign up for an account' form. It includes input fields for Username (Elphaba), Password (Thropp), Email (e.thropp@shiz.ac.uk), and a Password Confirmation field. A 'Chosen Password Strength' section shows four green checkmarks for: Mixture of Lowercase & Uppercase, Number (0-9), Special Character, and At Least 10 Characters. Below this is a checkbox for 'I agree to the terms and conditions which can be read by following this link: Terms and Conditions'. At the bottom are two buttons: 'Complete Sign Up' (blue) and 'Back to Log In' (grey), with a link 'Didn't receive confirmation instructions?' below them.

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Adding New Learners to your profile

Before you can enter Learners for Public Centre exams or apply for Reasonable Adjustments, they need to be added to the system. Learners who have already taken exams with LAMDA will have an existing profile on our system. If you registered these Learners, they should appear in the “*My Learners*” section. If any of your existing Learners are not displayed, please contact LAMDA through the LAMDA Oracle providing Learner Name, Date of Birth and Learner I.D. We can then associate the Learner to your profile.

Process

1. Click “*My Learners*” on the left-hand side tool bar
2. Click the green “*Create a New Learner*”
3. Complete the fields presented. The mandatory fields are:
 - a. First Name
 - b. Surname
 - c. Date of Birth
 - d. Address Line 1
 - e. City
 - f. Postcode
4. Click “*Create Learner*”
5. The Learner will then appear in your “*My Learners*” list (repeat as necessary)



<input type="text" value="Search"/>		
Learner ID ↕	Fullname ↕	Date of Birth ↕
1001700	Fiyero Tigelaar	01/02/1995
1001701	Boq Woodman	01/03/1995
2 Records Found		

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Apply for Reasonable Adjustments (RAs)

Some Learners have special requirements for taking an exam. In order to make LAMDA Examinations accessible to everyone we are able to make what is called a Reasonable Adjustment (RA). Even with an authorised Reasonable Adjustment, Learners must still meet the minimum requirements of the Assessment Criteria, in order to achieve the relevant marks for Pass, Merit and Distinction. A Reasonable Adjustment does not change the Assessment Criteria, or the attainment that a Learner with an RA must achieve, but is designed to ensure that our qualifications are made accessible to Learners who may otherwise be unable to take a LAMDA exam. The full [LAMDA Examinations Reasonable Adjustments & Special Considerations policy](#) can be found on LAMDA's website.

Process

1. Click *"My Reasonable Adjustments"*.
2. To create a new Reasonable Adjustment application, click *"Create Application"*
3. From the *"Learner"* drop down menu, select the Learner you wish to create a Reasonable Adjustment application for.
4. Tick any relevant diagnoses or difficulties that the Learner experiences. If you are not able to find an appropriate descriptor, please select 'Other' and add additional information to the 'Application Details' box.
5. In the 'Application Details' box, provide further information to explain any relevant challenges the learner may experience in the exam and how their diagnoses may affect them. This is a space for you to write any details you think would be useful for the examiner to know.
6. Select the adjustments that would make the examination process accessible to the Learner
 - If the necessary adjustment is not listed, please tick *Other* and detail the requested adjustment in the Application Requirements box at the bottom



Learner

Please Select

|

Boq Woodman - 01/03/1995 - 1001701

Fiyero Tigelaar - 01/02/1995 - 1001700

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7. Use the Application Requirements box to add any other adjustments that may not be listed, or to expand on how the adjustments are needed to be applied. For example, what colour paper is needed for sight reading? Does the extra time need to be applied in a specific area (for rest breaks, time for answering questions, writing the impromptu speech)?
8. Click Create Application
9. To upload Supporting Evidence, scroll to the bottom of the page and click “*Add Supporting Documentation*”. On the next page upload any documents that support your application by clicking “*Choose File*”. Once your files have been uploaded click “*Submit*”
 - **Important:** Before an RA application can be finalised, supporting evidence is required. If an application refers to Examiner Awareness only, then a brief statement from you as the applicant will be sufficient. If there are any adjustments requested, the evidence must be sufficient to allow verification of the needs and the validity of the application.
10. After all the necessary supporting evidence has been uploaded, please check the details of your RA application. If you:

- need to make any amends, click the grey “*Edit this application*” button
- no longer require the Reasonable Adjustment click the red “*Cancel this application*” button
- are happy with the application, click the green “*Submit this application*” button

Application Details

Name	Boq Woodman
DOB	01/03/1995
E-Mail	
Next Session Details	
Application Made By	Elphaba Thropp
Application Date	Not Yet Submitted
Diagnosis/Difficulties	<ul style="list-style-type: none">• Other (please specify below)
Requirements	<ul style="list-style-type: none">• Examiner Awareness.• Practical Assistance.• Other (specified below).
Application Details	Learner suffers from arrhythmia and severe joint stiffness which can come on suddenly and will greatly affect their ability to move
Application Requirements	If Learner has bout of stiffness they may require practical assistant setting up their space, getting up or sitting down
<div><div>Edit this application</div><div>Submit this application</div><div>Cancel this application</div></div>	

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11. You will be prompted to confirm that you wish to submit the application. If you wish to proceed, click the green button

12. You will be returned to your Reasonable Adjustments start page and the application will be displaying at the bottom with the status “Application Submitted”

Status	
Application submitted.	Actions

13. LAMDA will review your application and, if there are no further details that we require, we will process and approve the application. When it has been approved, you will receive a confirmation email.

14. To access your decision letter, log in to ExamTrack and return to your “My Reasonable Adjustments” page.

15. Click “Actions” next to the relevant application and select “Download Decision Letter”. This will download the decision letter as a PDF

Status	
Application granted.	Actions
	Download Decision Letter

Important information:

- If you do not complete a Reasonable Adjustment application, it will not be considered until it is submitted. The status will read “*Application not yet submitted*”. To complete the application, click “Actions” and select “View Application”
- You will only be able to view and access information about Reasonable Adjustments that you have made personally. Applications made by others will not be accessible to you
- When you enter a Learner with an authorised RA for an exam, an Asterisk will appear next to their name denoting that they have a Reasonable Adjustment.
- Private Centre Customers will have access to all Learners they have registered on the system, whether they were originally entered through a Private or Public Centre.
- RAs should ideally be made as soon as the Learner has been created and at least 6 weeks before an exam date (8 weeks if Learners require Braille resources)



Boq Woodman 01/03/1995 (1001701)



Book Public Centre Exams

If you wish to enter Learners for a Public Centre exam, this can be done directly through ExamTrack and payment can be made straight away.

Important: It is the responsibility of those entering Learners for Public Centre exams, to make payment at the point of submission.

Additionally, LAMDA will only communicate with the person who has entered the Learner(s) for the examinations. LAMDA recommends that those wishing to be the point of contact regarding Public Centre entries, and to receive all relevant documents and results, are the ones who enter Learners for their exams.

Process


1. Log in to ExamTrack and click “*Book Now*”
2. Select the correct Exam Centre, Event Date and Qualification that you wish to enter. Once you have chosen the Qualification, the option to select from your list of Learners will appear.
 - Learners being entered for Duo / Combined or Group Exams must be entered at the same time
 - If an existing Learner does not appear in your dropdown list, please contact LAMDA through the [LAMDA Oracle](#) and provide the below information. This will allow us to associate the existing Learner to your profile
 - **Name**
 - **Date of Birth**
 - **Learner I.D.**
3. In the Additional Information box, the following information can be provided:
 - Timing Preferences – AM / PM – LAMDA will try to accommodate time requests, however we cannot make any guarantees that will be able to do so unless it is for Medical or Religious reasons.
 - Siblings – Please confirm if the Learner(s) being entered are siblings
 - Existing Reasonable Adjustments – Please provide any relevant information if the Learner(s) has an existing Reasonable Adjustment

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- For Customers entering Learners for our UK Online Public Centres (ROAPUB) or International Online Public Centres (INTROA), please provide details of the selected Own Choice Pieces (OCPs). Please include Country where the Learners will be logging in to the session from (if entering for INTROA) and whether it is at home or another type of venue e.g. a school, office, etc.



4. Click Place Order


5. The exam fee will be added to your basket on the right hand side with the Learner, Qualification, Centre and Exam Date listed below. To enter more Learners, repeat steps 1 – 4 until all Learners have been entered.

 **My Basket**
Currency: UK Pound Sterling

£ 203.00



Learner Fullname	Item	Centre	Date	Closes in	Price	
Boq Woodman	Musical Theatre Grade 7 - Solo - Silver Medal	LAMDA UK Public Centre London	03/05/2025	about 1 month	£95.00	
Fiyero Tigelaar	Musical Theatre Grade 8 - Solo - Gold Medal	LAMDA UK Public Centre London	03/05/2025	about 1 month	£108.00	

Basket Total £203.00 

6. Once all Learners have been entered, click “Pay Now”

7. The next page will provide you with a summary of the Learners that you have entered, the exams they have been entered for, and the relevant fee(s).

8. To the right of the summary, enter the card payment details and click “Pay Now”

9. If successful, you will be returned to your “My Bookings” page with the exams booked now displaying at the bottom. Any Learners with an Authorised Reasonable Adjustment will have an asterisk next to their name and Learners who are aged 16 or over will have an exclamation mark.

Learner Name	
	Boq Woodman 01/03/1995 (1001701)
	
	Fiyero Tigelaar 01/02/1995 (1001700)

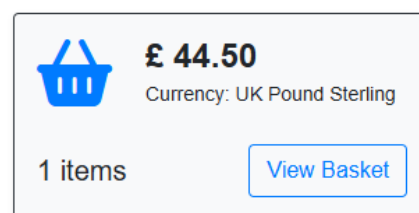
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10. You will also receive a payment confirmation email which will include important information and any next steps, such as applying for Reasonable Adjustments if you haven't already done so. The email will also have one PDF file attached. This file contains:

- a receipt listing the qualifications, fees and payment amount
- a candidate list detailing Learner information and qualifications they have been entered for

Important Information

- All Bookings made can be viewed at any time through “My Bookings”
- The date and time of a Learner’s exam will not display on paperwork, nor will it be confirmed, until LAMDA has completed the scheduling and dispatched the finalised paperwork. This usually happens two weeks before the first date of the event.
- If you do not complete a booking and wish to complete it at a later date, return to “My Bookings” and click “View Basket” on the right-hand side to view your outstanding booking
- The event closing date is indicated in the drop-down menu. However, some events may become fully booked sooner than the published closing date, so we recommend submitting your Learners as soon as possible.
- To change / cancel a booked exam date, if the event you are currently entered in for is still open for bookings, log back in to ExamTrack, go to the “My Bookings” page and click the Bin Icon next to the exam(s) you wish to cancel / rebook. This will cancel the original booking and remove it from the system. You can then rebook following the the steps in this guide. You will receive an automated email confirming the cancellation and confirming a refund for the booking will be processed within 5 working days. **IMPORTANT:** Cancelling and rebooking exams is still subject to availability of the chosen session date, and the event you wish to rebook on to must still be open for bookings.



Please Select a Centre

LAMDA UK Public Centre London

Please Select an Event

PCW Spring Saturday 2025 - Event will close in about 1 month



Credit Notes

Important: This process is **only** for Learners who have a Credit note to be applied against their exam fee. All other entries must be submitted via the regular process on ExamTrack. LAMDA will not process entries for Learners via email who do not require a Credit Note applied.

For all Customers wishing to book exams for Learners who require a Credit Note to be applied, [please contact the LAMDA Public Centre Team via our Customer Portal by clicking here](#).

Please provide the following information for any Learners requiring a Credit Note to be applied:

- Learner Name
- D.O.B
- Learner PIN
- Exam Subject & Grade Learner is taking
- Credit Note Reference
- Public Centre Learner(s) are to be entered at
- Session Date Learner(s) are to be entered for

LAMDA will add the Learner(s) to the system and then provide a Payment Link by email for any outstanding balance.

Please Note: All entries are still subject to capacity of the desired event at the point of booking / contact.

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Version Control

Version Number	Date	Initial	Comment
V1	19/02/2025	JRC	New Document
V1.1	13/05/2025	JRC	Update to Credit Note and how to change booked exam date processes