

This document is designed to provide a quick start guide to using Interchange. It can be used together with the individual process user guides (available for some of our newer features) as well as the qualification admin guides, which can be downloaded from [www.ocr.org.uk](http://www.ocr.org.uk)

## What is Interchange?

OCR Interchange (<https://interchange.ocr.org.uk>) is a free, secure website for centres which offers a variety of services for exams officers and teachers. These range from the ability to carry out day-to-day administrative functions online quickly and efficiently to accessing Active Results, OCR's results analysis portal.



Interchange is updated daily, so it is always the most accurate way to view any of your exam-related information. The site supports every stage of the exam cycle – allowing you to make entries, make claims, view results, apply for post-results services and much more.

## Get your login details

### Centres new to Interchange

First, check whether your centre is already registered for Interchange. Your exams officer should be able to help you with this. If your centre **does not** currently have an Interchange account, you should first nominate a Centre Administrator. The Centre Administrator controls Interchange access within the centre and this role will often be carried out by the exams officer.

Next, you should complete and return the OCR Interchange Agreement, this can be downloaded from [www.ocr.org.uk/interchange](http://www.ocr.org.uk/interchange). You will then be emailed the following login details:

- **Login ID** – Usually your centre number.
- **Username** – Usually a combination of your first name and surname.

- **Password** – You can change your password to something easy to remember at any time after logging in by hovering over 'Admin' from the main menu and clicking on 'Change your password'.

If your Centre Administrator leaves, please complete a new Interchange Agreement, informing us that the previous Administrator has left.

### New users

If you are a new user, or need your existing account updating, please contact your Centre Administrator (usually the exams officer). If you are unsure whether your centre is registered on Interchange or you cannot locate your Centre Administrator, please email our Customer Admin Support Team at [cast@ocr.org.uk](mailto:cast@ocr.org.uk).

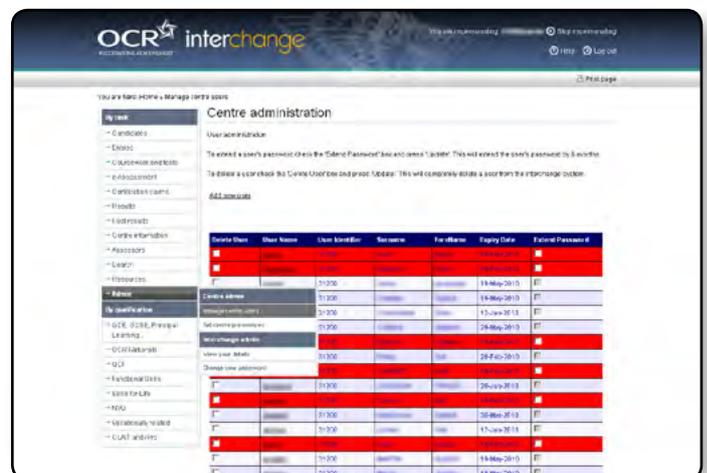
## Managing your user accounts

Centre Administrators have full access to most areas of Interchange and are also able to manage all user accounts within their centre. They can:

- Add new users
- Remove existing users
- Control access levels and security
- Reset user passwords.

If you are a Centre Administrator, you might want to consider setting up accounts for your centre staff with restricted access to various areas of Interchange.

To set up a new user, hover over 'Admin' and then click on 'Manage centre users' in the left-hand menu. You can then click on 'Add new user' at the top of the page.



To amend a user's access, click on their name and select the 'Roles' tab; you can then choose which areas this user can access. More information about roles can be found on the next page.

## User roles

The current roles within Interchange are listed below:

Role	Description
<b>Centre Administrator (GQ)</b>	Allows full access to all general qualification areas.
<b>Centre Administrator (VQ)</b>	Allows full access to all vocational qualification areas.
<b>Add Coursework Marks (GQ)</b>	Enables the user to add and view internal assessment marks for general qualifications.
<b>Admin Submitter (VQ)</b>	Allows the user to view and export all searches, and submit entries and certification claims for all approved vocational schemes. This role is normally assigned to exams officers.
<b>CBA Tutor (VQ)</b>	Allows the user to view and export all reports for vocational qualifications using the search facility. This includes candidate entries, centre feedback forms, test results, candidate achievements and lots more. The user will also be able to download tutor materials and access and submit vocational computer-based assessment (CBA).
<b>Entries Full Access (GQ)</b>	Allows the user to view, add, amend, save and submit entries for general qualifications.
<b>Entries Read Only (GQ)</b>	Allows the user to view all general qualification entries information. The user will not be able to add, amend or submit entries.
<b>Post Result Full Access (GQ)</b>	Allows the user to view, add, amend, save and submit enquiries for access to scripts, enquiries about results and missing and incomplete results in the post results area for general qualifications.
<b>Post Result Read Only (GQ)</b>	Allows the user to view information for missing and incomplete results, access to scripts and enquiries about results in the post results area for general qualifications. The user will not be able to add, amend or submit enquiries for any of these services.
<b>Read Only (VQ)</b>	In addition to giving read-only access to vocational qualification information, this role also provides access to past papers and mark schemes for general qualifications.
<b>Results Full Access (GQ)</b>	Allows the user to view all general qualification results, by assessment or candidate and generate results reports from the restricted results release date.
<b>Science Co-ordinator</b>	Gives access to controlled materials for Entry Level, GCSE and GCE Science specifications.
<b>Submit Coursework Marks (GQ)</b>	Allows the user to add, view and submit internal assessment marks for general qualifications.
<b>TCUser</b>	Provides the link to Access arrangements online (AAO).
<b>Tutor/Teacher</b>	Allows the user to view and export all reports using the search facility. This includes entries, centre feedback forms, test results and candidate achievements. The user can also download tutor materials and access the controlled assessment area, Active Results, OCR Repository and moderator reports. In addition, they can access and generate results reports from the candidate release date.

Please be aware that Centre Administrators need to add the Science Co-ordinator and TCUser roles to their account in order to gain access to these areas.

## Password security

### Keep your password safe

You should keep your password in a secure place. If you forget your password or are unable to log in to your account, contact your Centre Administrator, who will be able to reset your password. However, Centre Administrators are not able to reset their own passwords and should contact our Customer Contact Centre on **01223 553998**.

### Password expiry

Passwords expire every six months. Those users' passwords which have expired will be highlighted in red. Centre Administrators can extend a user's password by checking the 'Extend Password' box and pressing 'Update'. This will extend the user's password by another six months.

## Site structure and navigation

When you log in, you will see a page similar to the one below:



Menu

Latest developments and key reminders

## Welcome page

We are continually improving the existing features of the site as well as developing new services. The welcome page highlights the latest developments as well as providing some of the key prompts and reminders.

## Menu

You can use the left-hand menu to access all areas within the site. This menu is split into two sections: 'By task' and 'By qualification'. For example, if you wish to make entries for OCR Nationals, you can do this by task or qualification:

- **Task** – Hover over 'Entries', click on 'Make entries' and then select 'OCR Nationals'.
- **Qualification** – Hover over 'OCR Nationals' and click on 'Make entries'.

## Current services

Some of the things you can do within Interchange include:

- Make and view final entries
- View results
- View assessor reports.

For 14–19 qualifications, you can also:

- Make estimated entries
- Submit internal assessment marks
- Produce emergency examiner labels/obtain a moderator's address
- Submit post-results services requests (enquiries about results, missing and incomplete results, access to scripts and late certifications).

For 19+ qualifications, you can also:

- Submit certification claims – for NVQs, OCR Nationals and qualifications on the Qualifications and Credit Framework
- Make Key Skills portfolio and proxy claims
- Download CLAiT assignments and submit them for marking
- Search OCR data and produce reports.

Teachers/tutors may find the following services useful:

- Download controlled assessment materials
- Download past papers from the last examination series – past papers from previous series are available to download from [www.ocr.org.uk/pastpapermaterials](http://www.ocr.org.uk/pastpapermaterials)

## Links to other sites

Within Interchange, there are links to other sites, which can often only be accessed via Interchange:

- **OCR Repository** – This is a secure website used by centres to upload candidate work and by assessors to access this work digitally. It can be used to submit marked controlled assessment samples and work for external assessment.
- **Active Results** – This is our free results analysis service, which helps teachers review the performance of individual candidates or whole schools. Active Results is now available to all centres offering OCR's GCSE Sciences, Maths and ICT. In a departure from similar systems, Active Results takes into account value-added progress measures to give a more accurate measure of your centre's achievements by including important candidate information such as background and prior achievement.
- **Access arrangements online** – This system allows you to submit all GCSE and GCE access arrangements applications quickly and efficiently online. It can only be accessed via the JCQ awarding body secure websites.

## Further help and support

Additional guides for some of the new functionality, such as making online claims for OCR Nationals, can be downloaded from [www.ocr.org.uk/interchange](http://www.ocr.org.uk/interchange)

If you have any queries about administering OCR's qualifications, you may find the OCR Admin Guides useful. These can also be downloaded from [www.ocr.org.uk/administration/documents](http://www.ocr.org.uk/administration/documents)

If you have any queries about Interchange or are having difficulty using the site, please contact the OCR Customer Contact Centre:

- **Email: [interchange@ocr.org.uk](mailto:interchange@ocr.org.uk)** (Please include centre name and number in the email address)
- **Tel: 01223 553998** (We are open to take your calls between 8.00am and 5.30pm, Monday to Friday)
- **Fax: 01223 552627**

[www.ocr.org.uk](http://www.ocr.org.uk)  
OCR customer contact centre

### Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

Email [vocational.qualifieditions@ocr.org.uk](mailto:vocational.qualifieditions@ocr.org.uk)

### General qualifications

Telephone 01223 553998

Facsimile 01223 552627

Email [general.qualifieditions@ocr.org.uk](mailto:general.qualifieditions@ocr.org.uk)

*For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored.*

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