EDUEOMS 2026.11.04 · UPDATED 4 NOVEMBER 2026

User Guide

Find your role. Follow the steps. Get help when you need it.

Start here

Choose your role and follow its steps and flowchart. On the website, Open PDF shows this guide in a new browser tab.

- Public registration creates a Student account. Admin or Department Admin provides instructor accounts.
- On a phone, open the menu for your role screens. Keep an internet connection, and sign out on shared devices.
- Install EduEOMS for quick access, or continue in your browser. Choose Install app or How to install; on iPhone/iPad use Safari > Share > Add to Home Screen. Dismiss hides the suggestion for seven days. Lessons and assessments need internet.
- For account help, contact your institution with the course name, batch number, and message shown on screen.
- On record lists, use Search, page size, and Previous/Next. Card lists also offer Sort. Search applies to your permitted records; attendance totals cover every held class.

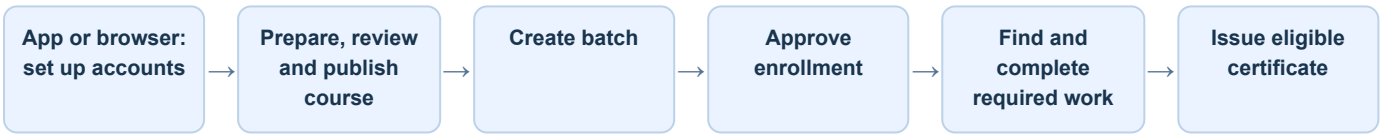
Student
View steps and help cases

Instructor
View steps and help cases

Department Admin
View steps and help cases

Admin
View steps and help cases

How the system connects



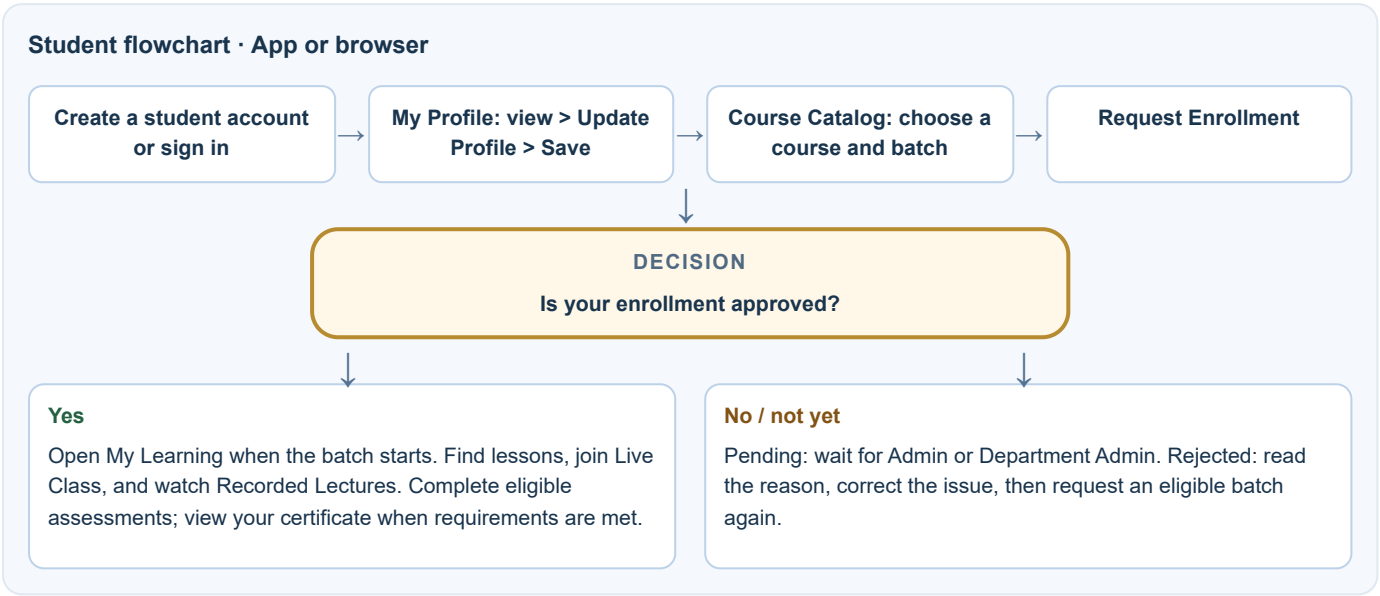
Verify a certificate

Anyone can use Verify Certificate on the public website. Enter the complete certificate number to check the issued credential. Private account contact details are not shown.

YOUR ROLE

Student

Enroll, learn, join your classes, and review your results.



Steps to follow

1. **Profile and enrollment**

   My Profile shows your saved details. Select Update Profile to edit; Save Profile or Cancel returns to the summary. In Course Catalog, choose an eligible course and batch, then Request Enrollment. Check its status in My Learning.

2. **Continue learning**

   After approval and the batch start date, open My Learning. Under Curriculum, study each lesson and select Mark Complete, then confirm. Use Previous and Next to move between lessons.

3. **Join or watch a lecture**

   Open Live Class during the scheduled start/end time and select Join class. Under Recorded Lectures, choose Watch lecture. Recordings do not automatically mark attendance or lesson completion.

4. **Submit your work**

   Open Assignments, read the deadline, and submit your answer or file. You can replace an ungraded submission before its deadline. Review the instructor feedback afterward.

5. **Assessments and certificates**

   Open an available quiz or exam and read its instructions before submitting. A submitted assessment becomes read-only. Use My Reports for results and issued certificates. Certificates require all lessons, all published required assessments passed, and certificates enabled for the course.

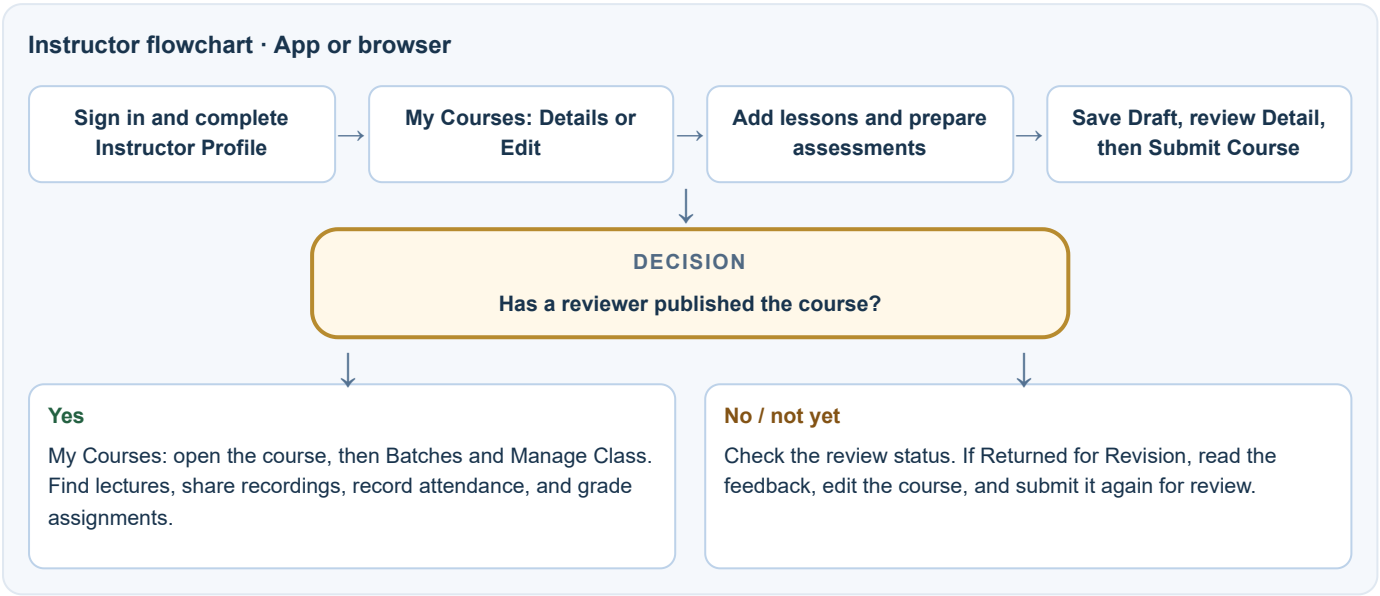
When you need help

Learning is unavailable	Check approval, batch start/end dates, and whether the batch is Active. Pending requests need a manager decision. Contact your department if an approved, current batch is still unavailable.
An assessment is locked	Read its lock message. A linked quiz needs its lesson or module completed; a final exam needs all lessons. The batch must be open for learning.
A recording will not play	Choose Open in Google Drive and sign in with the Google account given access. Ask the instructor to check Viewer permissions if access is denied.
No certificate appears	Check all lessons and required assessment results. Ask your instructor whether certification and a published required assessment are configured. A passed optional quiz alone is insufficient.

YOUR ROLE

Instructor

Prepare your own courses and manage learning for their batches.



Steps to follow

1. **Prepare the course**

   In My Courses, use Details to review or Edit to update. Course Builder handles course details, modules and lessons. Save while preparing, then check the Detail page before submitting.

2. **Prepare assessments**

   In My Courses, open Assessments. Add questions and correct answers, set passing criteria, and publish when ready. Link a quiz to a lesson or module where appropriate; mark the assessments required for certification.

3. **Schedule or change a live class**

   In My Courses, open Batches, then Manage Class > Sessions & attendance. Enter a title, start/end date and time, and HTTPS Zoom invitation link. Save edits, or select Cancelled and save. All times use UTC.

4. **Share a recorded lecture**

   Under Files, resources & recordings, choose Recording. Enter a title, description, lecture date, and Google Drive video file link. Grant intended students Viewer access in Drive; use Anyone with the link only if your institution permits it. You may link a recording to a lesson in this course.

5. **Review learner work**

   Record attendance after a non-cancelled session starts. Save the current page before searching or paging through learners. Open View submissions to grade assignments and save feedback. Use Reports for your course records.

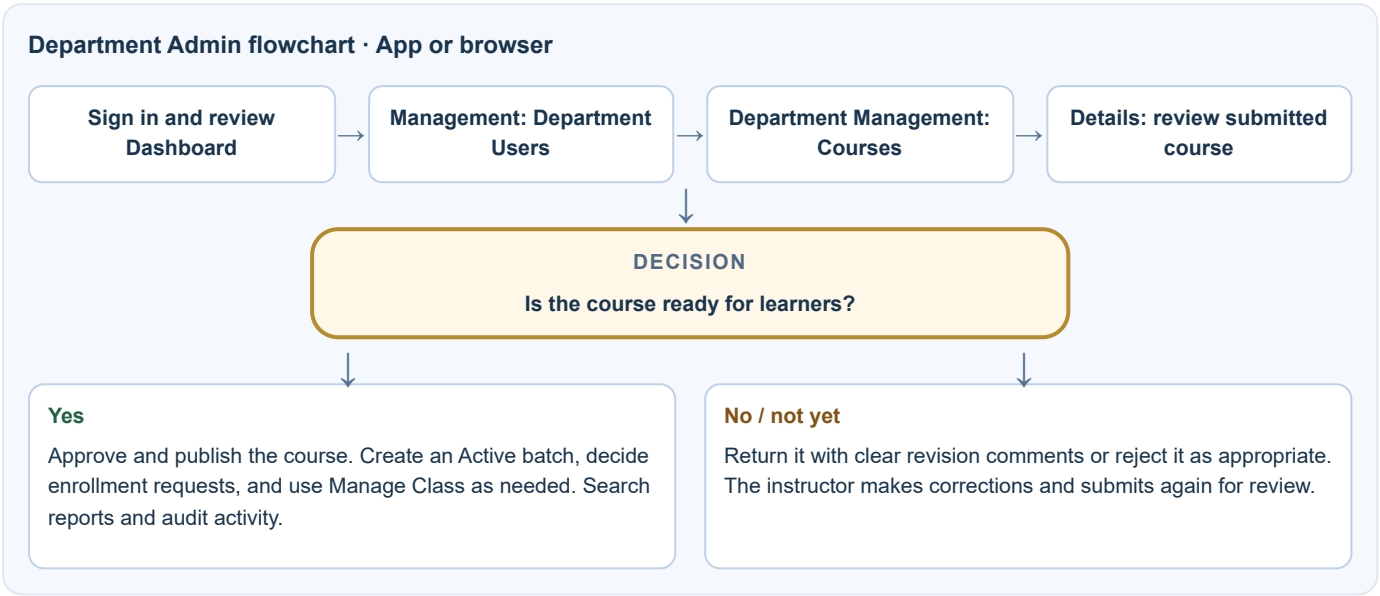
When you need help

A course needs changes	Open its Detail page, read the review comments, update the returned course, and submit it again. A saved draft is not a published course.
You need a new batch	Ask Admin or Department Admin to create it or change its dates. You can view batches and manage their classes, but cannot create or edit the batches themselves.
A lecture or recording link fails	For live classes, paste an HTTPS Zoom invitation link and schedule within the batch dates. For recordings, paste a Drive video file link rather than a folder link, then test sharing with a student account.
An assessment cannot be edited	An assessment with submitted student attempts cannot be edited or deleted. Create a new assessment version instead.

YOUR ROLE

Department Admin

Manage users, courses, enrollments, and reports within your department.



Steps to follow

1. **Prepare department accounts**

   Under Management, open Department Users to create students or instructors. Under Department Management, use Learners and Instructors to review your department records.

2. **Review a submitted course**

   In Courses, use Details to review, Edit to update, Assessments for tests, or Batches for delivery. Review the submitted content and record a decision. Publication makes an eligible course available in the catalog.

3. **Create a batch**

   From the course, open Batches. Enter its name and start/end dates, set it Active, and save. Check the generated batch number before directing students to enroll.

4. **Decide enrollment requests**

   Open Enrollment Requests. Check the student, course, selected batch, and dates. Approve a valid request or reject it with a useful reason. Each pending request can be decided once.

5. **Monitor delivery**

   Use Batches > Manage Class for sessions, attendance, assignments, and recordings. Review department Reports and Management > Audit & Login History for support.

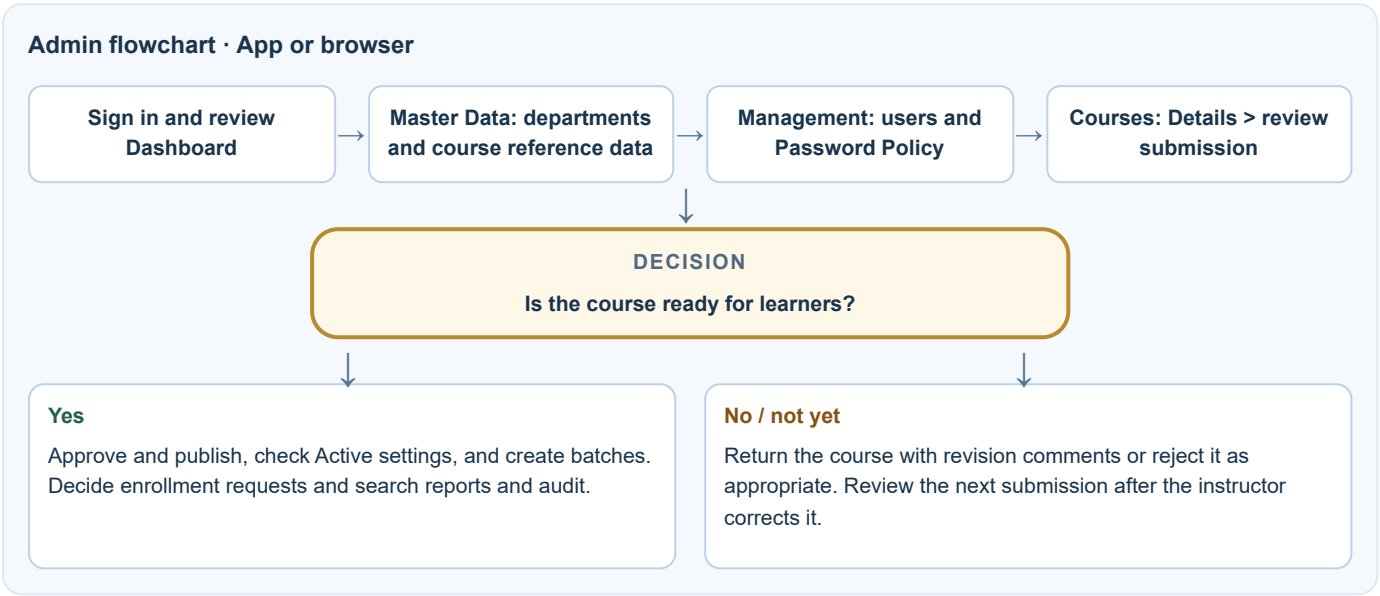
When you need help

A record is missing	Check search and filters, then confirm the user or course belongs to your permitted department. Ask Admin to review department assignments if needed.
An enrollment cannot be approved	Check that the student, department, instructor, course, and selected batch are available and Active where required. An ended batch cannot accept enrollment.
An approved student cannot learn	Check that today is within the Active batch dates and that the course, department, and instructor remain Active. Approval alone does not open an upcoming or ended batch.

YOUR ROLE

Admin

Set up the organization and oversee users, courses, and delivery across departments.



Steps to follow

1. **Set up reference data**

   Under Master Data, maintain Departments, Categories, Skills, and Dropdown Values. Set unused values Inactive when they must remain available in historical records.

2. **Manage accounts and access**

   Open Management > User Management to create accounts and assign the correct role and department. Edit another ordinary account to change its Active status or password. Review Password Policy for your organization requirements.

3. **Review courses and batches**

   In Academic Management > Courses, use Details to review, Edit to update, and Assessments for tests. Publish approved courses; use Batches to create an Active batch with suitable dates.

4. **Approve enrollments and support delivery**

   Open Academic Management > Enrollment Requests to review pending requests. Use a course batch's Manage Class screen for lectures, attendance, materials, and assignments.

5. **Review activity**

   Use Reports to filter enrollment, assessment, certificate, course and batch records. Open Management > Audit & Login History to investigate changes and login activity.

When you need help

A course is not available for enrollment	Check publication, the course Active setting, department and instructor status, and whether an eligible Active batch exists and has not ended.
A user sees the wrong records	Check the account role and department. Department Admin works within permitted departments, instructors manage their own courses, and students access their own approved learning.
A user cannot stay signed in	Check account status and Audit & Login History. Review password expiry or required password changes. If Single Active Session is enabled, a newer sign-in replaces the older session.