

INTRODUCTION

All of the IMI's online systems are accessed via the IMI website (<https://tide.theimi.org.uk/>). This website covers all aspects of operating as an IMI approved centre. It also has areas for candidates and general information that will be useful for prospective new centres and the general public.

The key area on the website is 'IMI Connect' a dedicated area which is password protected. It contains access to:

- IMI Centres Hub, the IMI's online centre management system
- IMI online administration portal for candidate registration, amendments, viewing and certificate requests
- IMI online assessments
- specific documentation for each IMI qualification and other key documents such as this manual.

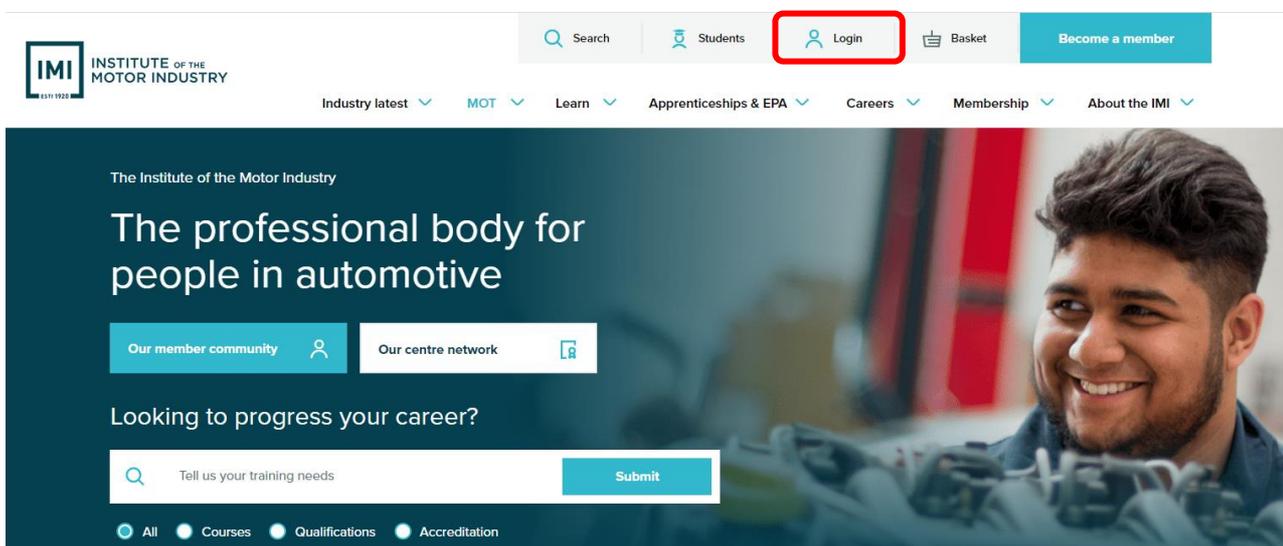
It is the responsibility of the Centre Coordinator to arrange access to this area for the appropriate centre personnel. A PIN will be created when a new 'user' is added to the centres profile on Centres Hub. The PIN will be generated immediately within Centres Hub. The user will receive an email with their log in to access Centres Hub. When they log into Centres Hub they will be able to see their PIN in the 'My Details' section.

Please be advised that PINs will no longer be generated for staff members. If you require a staff member to have access to the website and/or Centres Hub you will need to create them as a 'user'.

ACCESSING IMI ONLINE

From the home page, approved personnel should 'log in' at the top with their username and password.

There is a forgotten username or password option, alongside options to register or activate your account if this is the first time logging in.



Login to your IMI Connect account

Please enter your login details.

Username

Password

Login

[I've forgotten my username or password](#)

Create a FREE account

To purchase IMI products or access exclusive content you will need to create a FREE IMI Connect account.

Create a FREE account

Centre Staff - Activate your PIN

To access your Centres Dashboard, please click below to enter your PIN and associated email address as per your Centres Hub profile.

Activate your Centre PIN

Centres must ensure that the 'auto save' function is disabled from all IT equipment utilised to access IMI systems, particularly IMI online assessments, to mitigate any risk of unauthorised personnel gaining access and misusing these.

Note: Misuse of the online assessment system or failure to adhere to IMI awarding requirements will be regarded as malpractice (see section 1.10).

IMI CONNECT – CENTRE PROFILE

The homepage will contain all of the links you will need as an approved centre, including a simple one stop access to all of IMI's systems, links to the products and associated documents, our fees & charges and not forgetting the remaining sections of this operating manual (picture overleaf).

IMI SYSTEMS ACCESS



IMI System Access

Gain access to a range of platforms with one simple click.



Products & Documents

To access documents for products linked to your Centre.



Operating Manual

All the information and guidance you will need to operate as a compliant IMI approved centre.



Fees & Charges

View the latest regulated IMI Centre fees for 2023/24.



Accredited Centre Fees

View the latest IMI Accredited Centre Fees for 2023/24.



Webinars

Sign up to a range of topical webinars to better support you.

System Access ×

Please click below to be taken to the individual system you need to access

- | | |
|---|------------------------------------|
| Web Portal | Online Assessments |
| Online Assessment Reports | Centres Hub |
| IMI Connect Community | |

WEB PORTAL

Centres must register and claim candidates using the IMI’s Web Portal 2 system. Please refer to section 4.1 of this manual for full details of the candidate registration process and section 6.1 for information on certificate claims.

ONLINE ASSESSMENTS

Most IMI qualifications and IMI Accredited Assessments use online assessments for candidates to demonstrate their knowledge. Predominantly multiple choice questions, these online assessments provide independent testing with instant results. They are available ‘on demand’ provided the security and login requirements are met. Full details on how to access and run online assessments are contained in section 5.2 of this manual’.

CENTRES HUB

Centres Hub is the IMI’s centre management system that enables both centres and the IMI to communicate in an effective manner, to create forms online, receive feedback and manage requests. Video instructions on how to use Centres Hub can be found on the IMI website and further details are contained in section 3.2 of this manual.

EPORTFOLIO

IMI ePortfolio enables candidates, assessors and internal quality assurers to view progress and manage workloads in real time with 24/7 access. It keeps all work and evidence safe and secure, so it can’t be lost.

Once a centre has been set up to use the IMI ePortfolio, it can be accessed from the systems access tab which leads to the login page.

System requirements for running ePortfolio:

- Internet Explorer (8.0 or higher)
- Mozilla Firefox (v13 or higher)
- Adobe Flash Player 10.1 (to play video files)
- Pop-up blockers set to ‘off’
- 1MB minimum internet bandwidth

ACCESSING DOCUMENTS AND PRODUCT DETAILS

The products and documents area of IMI Connect contains full details of each IMI product that you are approved to deliver.

Issue Number	Effective Date	Amendments	Reason for Amendments
7	11 Aug 2023	Updated screenshots and details to IMI Connect.	Transition of awarding site to main IMI website.