

ECDL Frequently Asked Questions

This FAQ section contains over 70 of our most frequently asked questions, so in order to help you find the answer you are looking for, we have divided the questions into various categories. Simply click on the most relevant category below which meets your search requirements.

[**General ECDL Questions**](#)[**Registration**](#)[**Skills Card**](#)[**ECDL Exams/Timetable**](#)[**Online/Manual Payment**](#)[**Computer Based Training**](#)[**Automated Test System**](#)

General ECDL Questions

1. *What is ECDL?*

The European Computer Driving Licence or ECDL is an internationally recognized qualification awarded to persons who have displayed a standard level of computer competence. The ECDL Program consists of seven individual modules covering all major office applications, web-browsing, file management and general PC usage. The full list of modules is available to view [here](#).

2. *Can anyone complete the ECDL Program with NUI Maynooth?*

All staff and registered students of NUIM can complete the ECDL Program with the Computer Centre, NUI Maynooth.

3. *What is the cost of completing the ECDL Program?*

All new candidates to the ECDL Program must purchase a skills card at a cost of EUR 40. Exams can be booked and purchased online at a cost of EUR 20 each or manually at a cost of EUR 25 each. The full price structure of the ECDL Program is available to view on the Computer Centre web-pages or [click here](#).

4. *Is the ECDL Program classroom-based?*

No, we do not offer ECDL classes. The ECDL is currently offered on a self-study basis. Once candidates register and purchase a skills card, they will receive access to the Computer Based Training (CBT) program. The CBT will cover the entire syllabus and is accessible on and off campus.

5. *How many exams are involved in the ECDL?*

There are seven exams involved within the ECDL Program. All seven exams must be successfully completed in order to achieve the full ECDL Certificate.

6. *Is the ECDL Certificate internationally recognized?*

Yes, the ECDL Certificate is an internationally recognized qualification. Outside of Europe it will be referred to as ICDL (International Computer Driving Licence) but the syllabus and expected level of achievement is the same.

7. *When can I start the ECDL Program?*

It is possible to register for the ECDL Program at any point during the year.

8. *I have started my ECDL exams elsewhere, can I complete the ECDL Program with NUIM or would I have to start again?*

Once your skills card is still valid you can complete the remainder of your ECDL exams with the Computer Centre. Before you begin the program, you will need to bring your valid physical skills card or virtual skills card number to the ECDL Office.

9. *How do I know if my skills card is still valid?*

A skills card is valid for three years from the date of your first exam.

10. *I completed some of my modules but my skills card expired before I completed my remaining modules, do I need to start again?*

If you wish to receive the full ECDL you will need to purchase a new skills card and complete all seven exams again. For alternative options, please contact ecdlnuim.ie.

11. *How do I get my ECDL Certificate?*

Your ECDL Certificate will be requested for you within three days of completion of your final module. Your Certificate will take approximately 1-2 weeks to reach the Computer Centre. Once we receive your Certificate, you will be informed by e-mail and invited into the ECDL Office to collect it.

12. *I completed all seven ECDL modules, what do I do now?*

If you do not receive an e-mail within two weeks of completing your final module indicating that your Certificate is ready for collection, please contact ecdlnuim.ie.

13. *Do I need a specific Username and Password to study for my exams?*

Yes, during self-registration you will be asked to provide an e-mail address (NUIM e-mail address only) and to create a password. You will need to retain these details as you will need to use them to access the Computer Based Training (CBT) as well as the Automated Test System (ATS).

14. *I can't find my username and password, what will I do?*

Contact ecdlnuim.ie.

15. *How long do I have to complete the ECDL?*

You have three years from the date of your first exam to complete the ECDL Program.

16. *Will I be able to do exams over the summer months?*

There may be exams scheduled during the summer, this does depend greatly on the demand. Please check the timetable regularly for all updates.

17. *What should I do if I do not complete my exams while I am a registered student?*

You may reclaim your skills card and transfer it to another Test Centre and complete the remainder of your exams there. If you wish to reclaim your skills card, contact ecdlnuim.ie.

18. *I'm moving home for the summer, can I complete my ECDL exams outside of the university?*

Yes, however you will need to reclaim your skills card first. To do this, contact ecdlnuim.ie.

19. *I registered for the online shop but I didn't use my NUIM e-mail address, how do I change this?*

Log into the online shop, select My Account at the top of the screen and select *Change e-mail address* from the list of options. If you are still unsure of how to do this, please refer to the help-sheet section available on Moodle.

20. *What is the NUIM ECDL Portal and how can I access it?*

The NUIM ECDL Portal was setup to enable students to access all necessary information and links needed to begin and progress through the ECDL Program, all from one access point. The NUIM ECDL Portal can be accessed through Moodle or the Computer Centre web-pages and also through the start menu of all PAC room PCs on campus. The portal is also accessible off campus. For additional information, click [here](#).

21. *I purchased a Diagnostic test and now I can't access it, what will I do?*

Please be aware that your Diagnostic Test will not appear within the ATS system immediately. Even after you purchase your Diagnostic Test, your order will still need to be processed. You will be notified by e-mail as soon as your test is ready to be used.

22. *Do I need an enrollment key to enroll for the ECDL course on Moodle?*

No, an enrolment key is not required to enroll for the ECDL course on Moodle.

23. *How do I access ECDL @ NUIM on Moodle?*

If you are unsure of how to access the Computer Centre's ECDL space on Moodle, please click [here](#).

24. *Where can I get additional information?*

If you require any additional information, please refer to the ECDL information available on the Computer Centre web-pages or Moodle. It is also possible to visit the ECDL Office during opening hours (please view opening hours on Moodle or the Computer Centre web-pages) or alternatively, e-mail ecd1@nuim.ie. We aim to reply to all queries within three working days.

Self-Registration

25. What is self-registration?

All ECDL candidates must register with ICS Skills in order to begin the ECDL Program. Self-registering creates a personal profile on the ICS skills database which allows your test centre to assign your skills card to your profile and grant access to the CBT and ATS systems.

26. How do I register for the ECDL Program?

Navigate to the NUIM ECDL Portal and select the link for Self-registration. The NUIM ECDL Portal is available on and off campus.

27. Does it cost anything to register for the ECDL Program?

It does not cost anything to complete self-registration. However, in order to begin the ECDL Program, all new candidates will need to purchase a skills card at a cost of EUR 40.

28. Do I have to be on-campus to complete self-registration?

No, the link for self-registration is made available on the NUIM ECDL Portal, which is accessible on and off campus.

29. I have registered but I still can't access the CBT or ATS, should I register again?

If you have used your NUIM e-mail address to self-register and purchased a skills card more than three days ago and you have still not received a confirmation e-mail, please contact ecd1@nuim.ie.

30. I don't use my NUIM e-mail account, can I use a different e-mail address during self-registration?

No, we do ask that you provide your NUIM e-mail address only. If you register with a different e-mail address, this registration will be deleted.

31. I can't remember the password I used during self-registration, can it be sent to me?

You will need to send an e-mail to ecd1@nuim.ie requesting a password reset. You will receive an e-mail within three working days providing a one-time use password and directions on how to reset this password to a more suitable one.

32. I self-registered but I still can't access the online shop, will I register again?

Self-registration and the online shop account are completely separate. Even after you have completed self-registration, you will still need to create an account on the online shop in order to purchase your skills card and certificate exams. A guide to the online shop is available to view on the Computer Centre web-pages or [click here](#).

Skills Card

33. What is a skills card?

A skills card provides a method of recording a candidates' progress. A skills card can be physical or virtual. The skills card is the property of the candidate but for administrative purposes it will be retained by the Computer Centre.

34. What is the difference between a physical skills card and a virtual skills card?

A physical skills card is a paper-based record of a candidate's results whereas a virtual skills card is a means of recording a candidate's results on an online database.

35. Is the purchase of a skills card compulsory if I want to complete the ECDL Program?

Yes, all new candidates to the ECDL Program must purchase a skills card. It is not possible to study for or sit ECDL exams without purchasing/providing a skills card.

36. How do I purchase a skills card?

It is possible to purchase a skills card online and manually. For more information on how to purchase a skills card online, [click here](#). For more information on how to purchase a skills card manually, [click here](#).

37. I want to use a CD I have to study for the ECDL Program, if I use this instead of the CBT do I need to purchase a skills card?

Yes, you will still need to purchase a skills card. Any candidate who wishes to study for and sit ECDL exams must hold a valid skills card.

38. I no longer wish to complete the ECDL Program, can I get a refund for my skills card?

Please refer to our Terms and Conditions of purchase, by [clicking here](#).

39. I'm moving to a different test centre, how can I reclaim my skills card?

Please send an e-mail to ecd@nuim.ie requesting your skills card. We aim to reply within three working days.

40. I'm moving home for the summer, can I complete my ECDL exams outside of the university?

Yes, however you will need to reclaim your skills card first. To do this, please contact ecd@nuim.ie.

ECDL Exams/Timetable

41. *Where can I view the ECDL exam timetable?*

The ECDL exam timetable is available to view on the Computer Centre web-pages, Moodle or [click here](#).

42. *How many exams are involved in the ECDL Program?*

There are seven exams involved within the ECDL Program. All seven exams must be successfully completed in order to achieve the full ECDL Certificate.

43. *If none of the times on the ECDL exam timetable suit my schedule, what can I do?*

When scheduling the ECDL exam timetable we do try to be as flexible as possible in order to meet the demand and to work around students' timetable commitments. However, if any or all of these times are unsuitable for any candidate, please contact ecd1@nuim.ie with your query and please mention your ideal day/time and we will try our best to facilitate your request.

44. *What is a Certificate test?*

Certificate tests are the seven ECDL tests which all candidates must successfully complete in order to attain their full ECDL Certificate. ECDL Certificate Tests can be purchased online and manually.

45. *What is a Diagnostic Test?*

A Diagnostic Test is a type of sample test. The purpose of a diagnostic test is to 'diagnose' areas of strength and weakness within a candidates' knowledge of a given application. Please be aware that these tests are not equivalent to Certificate tests. ECDL Diagnostic Tests can be purchased online and manually.

46. *Is it possible to do the exams in any order?*

The exams may be completed in any order. Please ensure that you are aware of what exams you have already completed before booking additional exams, as changes to this module cannot be made once the exam session has begun.

47. *What happens if I fail an exam?*

You must resit the exam on another day. However, you will need to book and pay the full fee for the exam again.

48. *How do I book and purchase an exam?*

You can book and purchase an exam in one of two ways: either manually in the ECDL Office or using a debit/credit card online. The ECDL Office is open at scheduled times only, please view the opening hours on the Computer Centre web-pages or Moodle. You can access the online shop through the NUIM ECDL Portal and therefore this service is available on and off-campus.

49. *How can I cancel a booked exam?*

You can cancel an exam by contacting ecd1@nuim.ie. This does not guarantee that a discount code or refund will be issued to you. Please read our Terms and Conditions of purchase carefully.

Online/Manual Payment

50. How do I purchase a skills card and/or ECDL exam?

You can purchase a skills card and/or exams in one of two ways: either manually in the ECDL Office or using a debit/credit card online. The ECDL Office is open at scheduled times only, please view the opening hours on the Computer Centre web-pages or Moodle. You can access the online shop through the NUIM ECDL Portal and therefore this service is available on and off-campus.

51. How do I create an account for the online shop?

A guide to the online shop is available to view on the Computer Centre web-pages or [click here](#).

52. I self-registered but I still can't access the online shop, will I register again?

Self-registration and the online shop account are completely separate. Even after you have completed self-registration, you will still need to create an account on the online shop in order to purchase your skills card and certificate exams. A guide to the online shop is available to view on the Computer Centre web-pages or [click here](#).

53. I registered for the online shop but I didn't use my NUIM e-mail address, how do I change this?

Log into the online shop, select My Account at the top of the screen and select Change e-mail address from the list of options. If you are still unsure of how to do this, e-mail ecdlnuim.ie.

54. I purchased a skills card and/or exams on the online shop and I didn't get a confirmation e-mail, do I need to purchase these items again?

It is possible that the e-mail address you provided may be incorrect. Please contact ecdlnuim.ie before re-purchasing any items.

55. I don't remember my password for the online shop, what will I do?

On the Login screen for the online shop, select the *Click here to receive your password via e-mail* link. If you do not receive an e-mail by the next working day, please e-mail ecdlnuim.ie.

56. How can I cancel a booked exam?

You can cancel an exam by contacting ecdlnuim.ie. This does not guarantee that a discount code or refund will be issued to you. Please read our Terms and Conditions of purchase carefully.

57. What is a discount code?

A discount code is similar to a credit note. A discount code will be issued instead of a refund according to the Terms and Conditions of purchase.

58. Can I get a refund/discount code for a missed exam?

If you have not sent prior notice of your inability to attend you will not receive a discount code or refund. Please read our Terms and Conditions of purchase carefully.

59. Where can I find the timetable for the manual purchase/booking service?

You can view the timetable for the manual purchase booking service on the Computer Centre web-pages, Moodle or [click here](#).

Computer Based Training (CBT)

60. What is the CBT?

The Computer Based Training (CBT) is an online tuition program that provides a means for all ECDL candidates to study their ECDL exam modules at their own pace and time. The seven ECDL modules are broken down into manageable sections which include short knowledge checks and in-application demonstrations. The CBT has been made available on all PCs in all PAC rooms on campus and can also be accessed off-campus on a PC which has the required supporting software and which can be connected to the internet.

61. Do I have to study the ECDL exams in order?

No, you don't have to study the ECDL exams in order. You can study the modules at your own pace and whenever you feel ready, sit the exam for that module.

62. I can't access the CBT, what will I do?

If you have used your NUIM e-mail address to self-register and purchased a skills card more than three days ago and you have still not received a confirmation e-mail, please contact ecd@nuim.ie.

63. I don't know my login details for the CBT, can I get these again or do I need to re-register?

Please do NOT re-register. Instead, send an e-mail to ecd@nuim.ie requesting a password reset. You will receive an e-mail within three working days providing a one-time use password and directions on how to change this password to a more suitable one.

64. I self-registered and I still can't access the CBT, what's wrong?

If you have used your NUIM e-mail address to self-register and purchased a skills card more than three days ago and you have still not received a confirmation e-mail, please contact ecd@nuim.ie.

65. Can I access the CBT off-campus?

Yes, it is possible to access the CBT off-campus on any PC which is connected to the internet and which has the supporting software required to run the CBT program.

66. I can log into the CBT but I can't seem to launch any of the lessons, what's wrong?

If you are connected to the internet and you still can't access it, it is possible that either the settings of your browser need to be adjusted or you might not have the supporting software required to run the CBT. If you are unsure about this, please contact ecd@nuim.ie.

67. I have purchased a skills card and I still can't get access to the CBT, what's wrong?

If you have used your NUIM e-mail address to self-register and purchased a skills card more than three days ago and you have still not received a confirmation e-mail, please contact ecd@nuim.ie.

Automated Test System (ATS)

68. What is the ATS?

The Automated Test System (ATS) is an online testing system which is used to allow ECDL candidates to sit automated ECDL exams. This means that the candidate is provided with a series of test questions based upon their chosen module. The candidate would be expected to carry out various tasks within the relevant application. The ATS monitors the candidates ability to complete the task correctly and automatically returns the final result at the end of the exam.

69. I can't access the ATS, what will I do?

If you have used your NUIM e-mail address to self-register and purchased a skills card more than three days ago and you have still not received a confirmation e-mail, please contact ecd1@nuim.ie.

70. I don't know my login details for the ATS, can I get these again or do I need to re-register?

Please do NOT re-register. Instead, send an e-mail to ecd1@nuim.ie requesting a password reset. You will receive an e-mail within three working days providing a one-time use password and directions on how to change this password to a more suitable one.

71. Can I access the ATS off-campus?

Yes, it is possible to access the ATS off-campus on any PC which is connected to the internet and which has the supporting software required to run the ATS system. However, you will not get access to a Certificate test until you have booked and purchased an exam and only during a scheduled exam session.

72. I have completed ECDL exams elsewhere, however when I logged into the ATS I couldn't see these results listed.

Please allow 3-5 working days for your results to be added into the online system. If your results still do not appear when you log into the ATS system after this time, please contact ecd1@nuim.ie.