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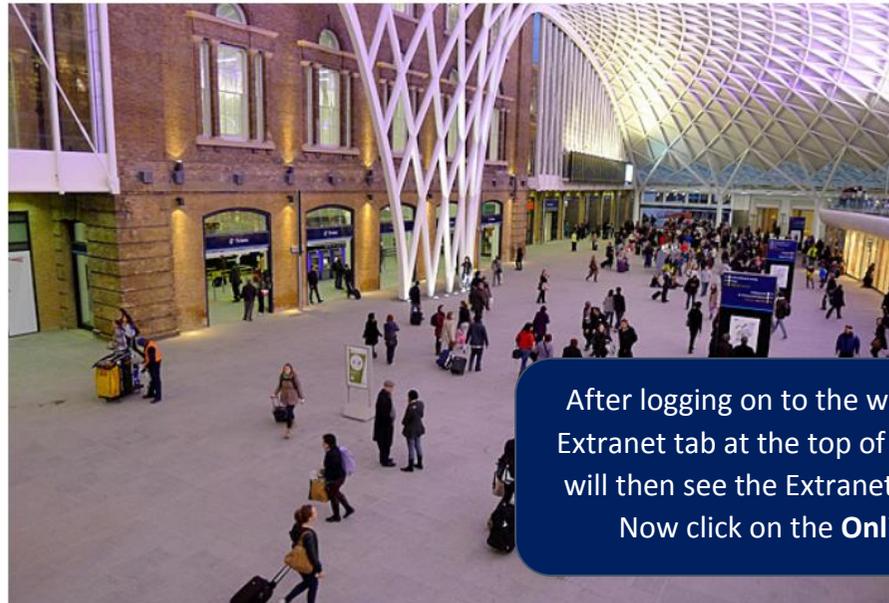
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Travel Agents Online - Extranet



After logging on to the website, click on the Extranet tab at the top of the screen and you will then see the Extranet page shown here. Now click on the **Online Exams** tab.

Welcome to ATOC's Travel Agents Online Extranet section

This part of the website is for registered users only and contains information to help assist you in providing rail services to your clients.

Please select the relevant tab for updates on information such as Online Exams, Knowledgebase and TADAs.

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Online Exams

Please note, study guides can be accessed after clicking Take Exams below. You can access these before starting the exams.

Register for CORAC Renewal Exams

Take CORAC Renewal Exams

After clicking on the Online Exams tab you will now see two options; Register for CORAC Renewal Exams and Take CORAC Renewal Exams. Select **Register for CORAC Renewal Exams.**

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Select Exams

Please select which exams you wish to take from the list below.

You are required to take two exams, at least one of these must be an exam not previously passed.

Current Progress

Your current CORAC qualification has expired; please take 2 of the following exams (at least 1 not previously passed).

Exams

- East Coast (TOC) - £19.80
- East Midlands Trains (TOC) - £19.80
- First Great Western (TOC) - £19.80
- ScotRail (TOC) - £19.80 *(previously passed)*
- Virgin Trains (TOC) - £19.80 *(previously passed)*

You will now see the Select Exams screen shown here. Please select two exams, one of which cannot be an exam previously passed. Now click on **Continue**.

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Candidate Details

Name: *

Travel Agency: *

Rail Licence Code:

NLC:

Email Address: *

Supervisor Email Address: *

Billing Details

First Name: *

Last Name: *

Address Line 1: *

Address Line 2:

City: *

County:

Postcode: x *

* required fields

You will now see the Candidate Details screen shown here. Please complete all candidate details as requested. You will need to supply both a candidate and supervisor email address, both of which will be sent separate passwords later in the process.

Please also supply billing details (usually your agency office address). Then click on the **Continue** tab.

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Make Payment

Exams Selected

Exam Name	Exam Type	Price
East Midlands Trains	TOC	£19.80
First Great Western	TOC	£19.80
Total:		£39.60

Please click below to proceed. Your passwords will be emailed to you once approved by ATOC.

You will now see the Make Payment screen as shown here. This confirms the exams requested and the total amount to be paid. Click on the **Pay Online** tab to make your payment by credit or debit card.

Card Details

To make a payment, enter your card details in the spaces provided below (as they appear on the card) and click 'Continue'. Please note all fields marked * are mandatory. **Please do not click the Back button on your browser.**

Please Pay	Atoc/ Rail Staff Travel Ltd	
Amount	GBP	
Cardholder Name	<input type="text"/>	
Card Number *	<input type="text"/>	
Expiry Date *	Month <input type="text"/>	Year <input type="text"/>
Security Code *	<input type="text"/>	
Issue Number	<input type="text"/> (if applicable)	

Cancel

Continue >



You will now be directed to the Global Payments website where your credit or debit card details should be confirmed. Please follow all on screen instructions, when the payment has been accepted you will be directed back to the Travel Agents Online website.

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Pay Online

Thank you for registering. Your passwords will be emailed to you once approved by ATOC.

- [Return to extranet homepage](#)

You should now see this screen confirming payment has been made and that exam passwords have been sent. You will now need to wait for the candidate and supervisor emails to arrive before going any further.

ATOC CORAC Order Confirmation

Attention: TIM TEST

40 HIGH STREET
LONDON

WC1N 1TA

Customer Number: TT99

Document Type: CORAC ORDER

Document Number: 1745

Date:

VAT Registration No.: GB 679 2142 13

Payment Terms: CREDIT/DEBIT CARD

Comments:

The ATOC online exam order placed with the following details has been accepted:

QSC Number:

Candidate Name: Tim Test

Travel Agency: Travel Test

TAP SIS: TT99

NLC:

Email: timtest@agency.com

Supervisor Email: supervisor@agency.com

The candidate will receive an email with their password as shown here, which is to be used only for taking the exam (on the Online Exams section of the website – explained later).

Candidate Password: 4txt31

You will need to enter your candidate password when taking these exams. You will also need your supervisor to enter the supervisor password that has been emailed to them.

Please note that this is tied to your user account with the username "tim1test". You will need to log into this account to use this candidate password.

You can take the exams at any time until by logging into the ATOC Travel Agents Extranet and selecting Online Exams from the side menu:
[/extranet](#)

Description	Unit Price	Quantity	Charge(£)
East Midlands Trains (TOC) Exam	16.50	1	16.50
First Great Western (TOC) Exam	16.50	1	16.50
		Subtotal:	33.00
		VAT (20%):	6.60
		Total:	39.60

Any queries please contact Lee Grainger
Phone: 020 7841 8051
Email: Lee.Grainger@atoc.org
Fax: 020 7841 8266

ATOC CORAC Order Confirmation

Attention: TIM TEST

40 HIGH STREET
LONDON

WC1N 1TA

Customer Number: TT99

Document Type: CORAC ORDER

Document Number: 1745

Date:

VAT Registration No.: GB 679 2142 13

Payment Terms: CREDIT/DEBIT CARD

Comments:

The ATOC online exam order placed with the following details has been accepted:

QSC Number:

Candidate Name: Tim Test

Travel Agency: Travel Test

TAPSIS: TT99

NLC:

Email: timtest@agency.com

Supervisor Email: supervisor@agency.com

Supervisor Password: 7tkg9d

The supervisor will also receive an email with their password as shown here, which is to be used only when taking the exam (on the Online Exams section of the website – explained later).

The candidate taking the exams will need you to enter the supervisor password before they can begin.

The candidate can take the exams at any time until by logging into the ATOC Travel Agents Extranet and selecting Online Exams from the side menu: /extranet

Description	Unit Price	Quantity	Charge(£)
East Midlands Trains (TOC) Exam	16.50	1	16.50
First Great Western (TOC) Exam	16.50	1	16.50

Any queries please contact Lee Grainger

Phone: 020 7841 8051

Email: Lee.Grainger@atoc.org

Fax: 020 7841 8266

Subtotal: 33.00

VAT (20%): 6.60

Total: 39.60

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Online Exams

Please note, study guides can be accessed after clicking Take Exams below. You can access these before starting the exams.

Having received both the candidate and supervisor passwords, you are now ready to take the exams. Return to the Online Exams section of the website and now click on the **Take Exams** tab.

Logged in as Mr Tim Test
[Click here to log out](#)

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To gain access to take exams and download study guides, please enter the candidate password that was emailed to you when the exams were ordered.

Candidate Password:

Please type in your candidate password as requested and click on **Submit**.

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Exams Available

These exams must be taken by:

Exam Name	Exam Type	Study Guide	Time Allowed	Pass Percentage	Take Exam
East Midlands Trains	TOC	Download	30mins	85%	<input type="button" value="Take Exam"/>
First Great Western	TOC	Download	30mins	85%	<input type="button" value="Take Exam"/>

You will now see a list of the exams to be taken. You will also see that the study guide for each exam can now be accessed. Please click on the **Download** link to view and save the relevant study guide.

East Midlands Trains



Certificate Of Rail Agent Competency - CORAC



www.eastmidlandstrains.co.uk/information/Travel-Trade-Partners/

The study guide chosen will now appear on screen. Please save the guide to your personal files. You can now review this before taking the exam. Please note that at this stage the exam has not started and so you can take your time reviewing the guide, and all of the links found inside, before taking the exam.

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Exams Available

These exams must be taken by:

Exam Name	Exam Type	Study Guide	Time Allowed	Pass Percentage	Take Exam
East Midlands Trains	TOC	Download	30mins	85%	<input type="button" value="Take Exam"/>
First Great Western	TOC	Download	30mins	85%	<input type="button" value="Take Exam"/>

When you are happy to begin the exam, click on the **Take Exam** tab.

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Enter Supervisor Password

Please get your supervisor to enter the password they were emailed before proceeding. Note, the exam time will not begin to count down at this stage.

Supervisor Password:

[Submit](#)

You will now need your supervisor/team leader to confirm their password, sent to them earlier, and then click on **Submit**.

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Begin Exam

The following exam will consist of a series of multiple choice questions, each with 4 possible answers. Each answer will appear in a box underneath the question. To select your answer simply move your cursor within the box and left click with your mouse. A dot will appear in the 'radio button' to show this as your selected answer.

Once you have answered a question click 'Next' to proceed to the next question or click 'Back' to return to the previous question.

If you are unsure about a question or wish to return to it at a later stage, you can 'flag' it by clicking on the 'Flag Question' check box towards the top of the screen. Once you have come to the end of the exam, you can return to these questions by clicking the 'Flagged Questions' button.

After reviewing any flagged questions, if you still have time left over at the end of your exam, it is recommended that you review your answers. Once you have clicked 'Finish Exam' your answers will be submitted and you will not be able to return to the exam.

This is a timed exam and once the allotted time has expired, you will not be able to answer any further questions and your answers will be automatically submitted for scoring.

To begin the exam, please click on the 'Begin Exam' button below. Once you have begun the exam, you will not be able to pause or resume at a later stage.

Exam Name: East Midlands Trains

Exam Type: TOC

Allowed Time: 30mins

Pass Percentage: 85%

You will now see the Begin Exam screen. Please ensure you read the instructions provided here before you begin the exam. Please note that after starting the exam you will not be able to pause or resume the exam at a later stage. Therefore, please ensure you are able to complete the exam in full before you begin. When ready please click on **Begin Exam**.

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Taking Exam: East Midlands Trains

Section 1A

Time left: 29 mins

Question 1 of 20

Flag Question

Which one of the following ticket types gives a customer a 10% discount?

Carnet

First Inclusive

Advance

Off-Peak

Having started the exam, you will now see this screen. Each question has four possible answers and so please select your answer by clicking in the relevant box. You will note the time left is displayed at the top right hand corner of the screen and the question number at the top left hand corner. If you are unsure about a question and would like to return to it at the end of the exam, you can flag it by clicking on the 'Flag Question' box. Please answer all of the questions and when you are happy you have completed the exam click on the 'Finish Exam' tab.

Flagged Questions

Finish Exam

Next >

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Exam Finished

Congratulations! You have passed the exam!

Total Questions:	20
Questions Answered Correctly:	20
Questions Answered Incorrectly:	0
Unanswered Questions:	0

Percentage Required to Pass:	85%
Percentage Achieved:	100%

Qualification Achieved!

You have now passed all the exams required to gain the full qualification.

[- Download Qualification Certificate](#)

Thank you for completing the CORAC exam. If you have successfully gained the qualification you will shortly receive an email as confirmation and an offer to apply for a complimentary national railcard. You will be asked to complete our feedback form and then indicate your choice of railcard.

Breakdown of score by section

1A: Identify different ticket types	<div style="width: 100%;"></div>	100%
1B: Identify availability of products	<div style="width: 100%;"></div>	100%
1C: Identify routings	<div style="width: 100%;"></div>	100%
1D: Identify booking deadlines	<div style="width: 100%;"></div>	100%
1E: Identify fare rules	<div style="width: 100%;"></div>	100%

After passing both of the exams required you will see this screen confirming that you have achieved the CORAC qualification. You can now print and save your CORAC certificate by clicking on **Download Qualification Certificate**.

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Exam Finished

Congratulations! You have passed the exam!

Total Questions:	20
Questions Answered Correctly:	20
Questions Answered Incorrectly:	0
Unanswered Questions:	0

Percentage Required to Pass:	85%
Percentage Achieved:	100%

Qualification Achieved!

You have now passed all the exams required to gain the full qualification.

[- Download Qualification Certificate](#)

Thank you for completing the CORAC exam. If you have successfully gained the qualification you will shortly receive an email as confirmation and an offer to apply for a complimentary national railcard. You will be asked to complete our feedback form and then indicate your choice of railcard.

Breakdown of score by section

1A: Identify different ticket types	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	100%
1B: Identify availability of products	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	100%
1C: Identify routings	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	100%
1D: Identify booking deadlines	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	100%
1E: Identify fare rules	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	100%

Having gained your CORAC qualification, you can now apply for your complimentary National Railcard. In order to do this, you will need to complete a short survey. The link to the survey will be sent to you by email.

File Message Tell me what you want to do...

Delete Reply Reply All Forward Move to: ? To Manager Team Email Move Assign Policy Mark Unread Categorize Follow Up Translate Zoom

ATOC <website@atoctravelagents.org>
Congratulations on passing your CORAC exam!

To

Dear Tim Test,

Congratulations on passing your CORAC exam!

As you have successfully gained the CORAC qualification you can now apply for a complimentary railcard.

Just complete our feedback form and at the end of this you will be asked which railcard you require, the application form will then be sent to you by email.

Please click on the link below for the questionnaire;

<https://www.surveymonkey.com/s/RTNG52R>

Kind regards,

ATOC Travel Agents Team
travelagents@atoc.org

You will receive an email confirming that you have passed the CORAC exam. To then claim your railcard just complete the feedback survey by clicking on the link in the email.

CORAC Feedback Survey - Microsoft Internet Explorer provided by Sema Group

https://www.surveymonkey.com/s/RTNG52R

File Edit View Favorites Tools Help

★ Favorites

CORAC Feedback Survey

CORAC Feedback

Exit this survey

Default Section

Thank you for completing the Certificate Of Rail Agent Competency (CORAC) exams. Please can you take a few minutes to complete this short questionnaire. Your feedback is invaluable to ATOC and will help us to ensure the exams and processes remain relevant and accurate.

If you have successfully gained the CORAC qualification, you will be asked at the end of this feedback form which complimentary National Railcard you wish to apply for. Please ensure you complete this questionnaire in order to receive your application form.

Please complete the details below. Providing us with your email address to our database is up to date and you will continue to receive ATOC newsletters.

Name:

Company:

Telephone number:

Rail Licence Code:

Email Address:

Next

Done Internet 100%

Complete the survey and confirm which railcard you would like. You will then receive an email with the railcard application form.