

# ATLAS Cloud troubleshooting guide (Qualifications 2022)

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## Document properties

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Version no.	Page	Changes made	Date
1.0	n/a	Document created	August 2022
2.0	Multiple	New guidance in section 5.2.2 re. Error 404 message Guidance on timeout message when submitting in section 5.5.6 Re-arranged structure to follow end to end assessment process, including specific MATS section (section 5.6), inc. enhanced guidance in 5.6.1, 5.6.3 & 5.6.4 Removal of guidance that is no longer applicable	May 2023
2.7	9 19 21	Option to unhide password on login screen Removal of guidance to manually open Excel before launching a MATS assessment Addition of reasons that could prevent Excel to load in sections 5.6.1 and 5.6.2	February 2024
2.8	12	Additional of guidance re. Licence expiry message in section 5.5.1	March 2024
2.9	12 17	Removal of Licence expiry message guidance in section 5.5.1 Update to Test Recovery process in section 5.5.6	March 2024

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## Associated regulations and policies

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PSI Bridge Secure Browser minimum specifications and installation guide (Qualifications 2022)

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ATLAS Cloud user guide for candidates

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ATLAS Cloud scheduling and invigilation guide (Qualifications 2022)

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# 1. Introduction

- 1.1. This guide contains all the information you need to troubleshoot potential issues when installing and/or using ATLAS Cloud or using the PSI Bridge Secure Browser.

Assessment centre staff responsible for scheduling and invigilating assessments should familiarise themselves with the information in this guide and on the [ATLAS Cloud support webpage](https://aat.org.uk/atlascloudsupport) ([aat.org.uk/atlascloudsupport](https://aat.org.uk/atlascloudsupport)), before accessing and using ATLAS Cloud.

Invigilation staff are also strongly advised to have an online copy of this guide readily available to them during test sessions so that they can quickly access troubleshooting guidance.

## 2. Scope and applicability

- 2.1. This guide applies to all assessment centres involved in the administration of live and practice Qualifications 2022 assessments which will be delivered within via ATLAS Cloud.

A failure to follow the guidance contained within this document may result in investigation and action being taken in line with AAT's Malpractice/Maladministration policy which can be found on the [Quality Assurance resources webpage](https://aat.org.uk/support/quality-assurance/resources) ([aat.org.uk/support/quality-assurance/resources](https://aat.org.uk/support/quality-assurance/resources)).

## 3. Purpose and objectives

- 3.1. The purpose of this document is to give AAT approved assessment centre staff the relevant guidance and knowledge to self-resolve potential issues on the ATLAS Cloud assessment platform to minimise disruption to candidates taking their assessment.

## 4. Terms and definitions

**PSI** – The third-party supplier of the ATLAS Cloud, TCA and PSI Bridge Secure Browser software.

**ATLAS Cloud** – The name of the assessment platform product.

**TCA** – Test Centre Administrator. The location that assessment centres will use to schedule and invigilate assessments.

**Candidate Catalogue** – The location where candidates will log in to access their scheduled practice and live assessments.

**PSI Bridge Secure Browser** – a secure assessment platform driver used to deliver live assessments.

**Assessment centres** – refers to AAT approved training providers and assessment venues.

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## 5. Troubleshooting guidance

**5.1** This section has been based on known potential issues and workarounds that we have identified in testing and during the controlled pilot. It will be added to if trends are identified.

**An incident report only needs to be submitted if an issue occurs immediately before or during the assessment that disrupts or disadvantages the student, or if the assessment cannot be submitted.**

For any other issues, including where the assessment was successfully submitted by following the guidance in this guide, an incident report does not need to be submitted.

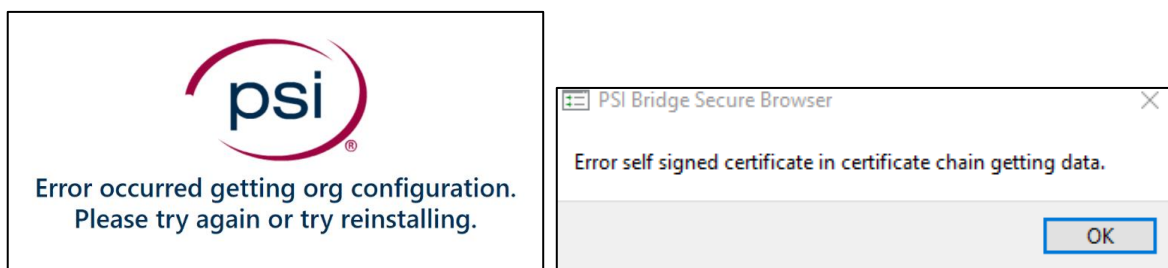
**Assessment content must not be copied, extracted, photographed, videoed and/or distributed, including sending copies of any responses to AAT. Responses cannot be accepted outside of the assessment platform and may lead to a malpractice investigation.**

### 5.2 Installation / auto-updates

Also see the [PSI Bridge Secure Browser minimum specifications and installation guide \(Qualifications 2022\)](#) which is hosted on the [ATLAS Cloud support page](#).

#### 5.2.1 Org configuration message / error getting self-sign certificate on Secure Browser

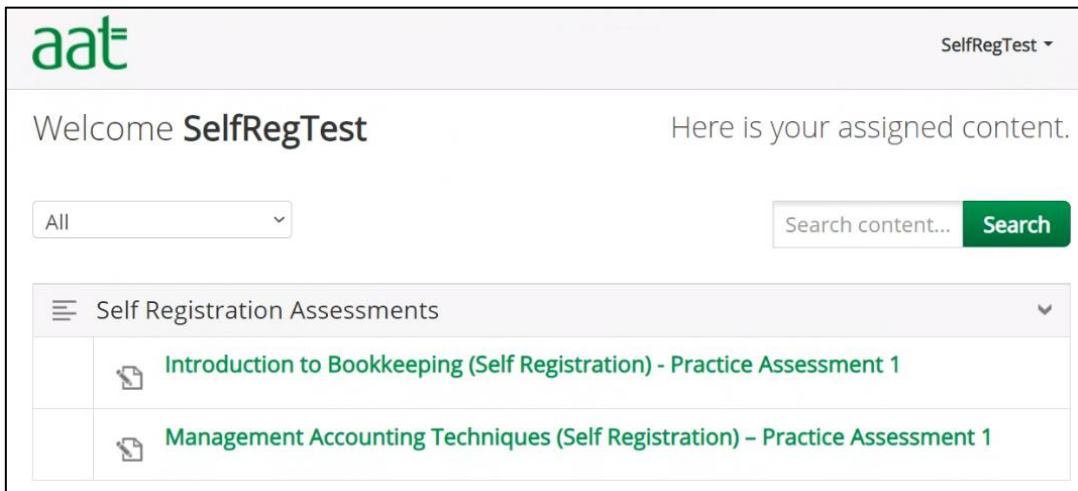
If you receive the following error message when the secure browser loads, this is generally caused when the download installer file name was changed, or if the secure browser is accessed directly as opposed to launching it via ATLAS Cloud, or the exam information is incorrect, or something lost the exam information after installation.



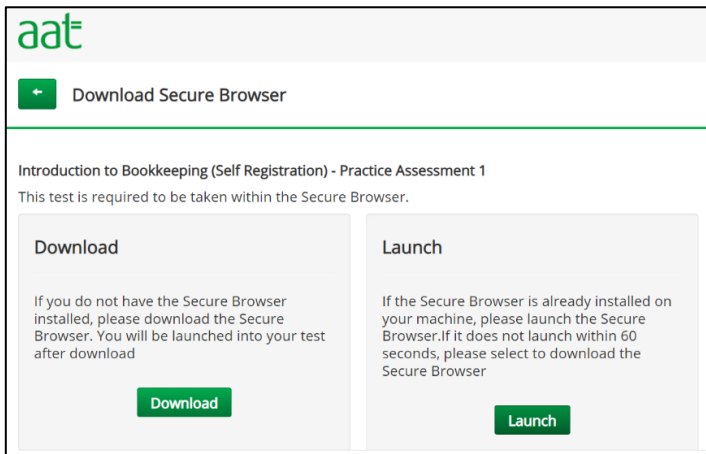
**Step 1** – Load the secure browser via ATLAS Cloud. Follow these instructions to check if the secure browser loads:

1. Access <https://aat.psionline.com/> via Chrome
2. on the login page, click **Self Registration**
3. in the **Activation Key** field, enter the following: **A-4ANKQ-G8KPR**
4. create a new **username** and **password** – Do not use your AAT member ID as your username. Please create a new, unique username (you will need to create a new username per PC). We recommend the use of email address as the username suffixed by a numerical value, if necessary, i.e., testuser@aat.org.uk001, testuser@aat.org.uk002 etc.
5. accept the system terms and conditions

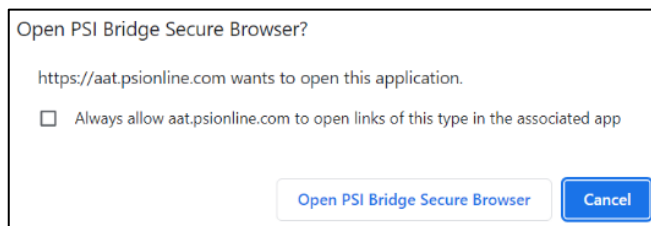
6. select the relevant assessment from Candidate Catalogue page:



7. Click on the green **Launch** button:



8. On the pop up, click **Open PSI Bridge Secure Browser**



9. complete the Security and System Requirements to access the practice assessment.
10. accept the assessment terms and conditions then sit the assessment. Navigate through and answer some tasks.
11. at the end of the assessment, ensure that you submit it and close the secure browser (click **File** then **Exit**) using the password: **Password@1**. You'll also need to open Chrome and click Cancel on the option to restore closed windows (this will prevent Chrome from loading your signed in ATLAS Cloud account).

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The secure browser should always be accessed via ATLAS Cloud, and not directly.

If this does not work, proceed to step 2.

**Step 2** – Uninstall the secure browser, then re-install it following the guidance in the [PSI Bridge Secure Browser minimum specifications and installation guide \(Qualifications 2022\)](#) which can be found on the [ATLAS Cloud support page](#), then follow the instructions in step 1 above.

Also check that all supporting requirements have been met, as listed in the above guide, in particular:

1. The following URLs must be whitelisted on the machine and added to the 'safe list' of any firewalls (note the wildcard within the URLs for the first three bullet points):
  - s3.eu-west-2.amazonaws.com/aat.nirvana-upload.apec.psiexams.com/\* (wildcard to allow all paths after\*)
  - \*psiexams.com (wildcard to allow all paths before \*)
  - \*psionline.com (wildcard to allow all paths before \*)
  - aat.psionline.com
  - sb-ssl.google.com
  - prod-rpaas-exam-pdiddy-content.s3.us-west-2.amazonaws.com
  - [www.googletagmanager.com](http://www.googletagmanager.com)
  - [www.google-analytics.com](http://www.google-analytics.com)
  - obsp.sca1b.amazontrust.com
  - e8asamb9w4.execute-api.eu-west-2.amazonaws.com
  - ocsp.sectigo.com
  - jexcel.net
  - js spreadsheet.com
  - clientservices.googleapis.com
  - optimizationguide-pa.googleapis.com
  - All URLs and IP addresses on the following two links:
    - <https://www.twilio.com/docs/video/ip-addresses>
    - <https://faqs.ably.com/if-i-need-to-whitelist-ably-servers-from-a-firewall-which-ports-ips-and/or-domains-should-i-add>
2. Ensure all these URLs are excluded from SSL decryption, if in use.

If you are using web filtering, please ensure these URLs are not sandboxed by your web filtering solutions.

If proxy servers are used and/or for web filtering, the above URLs should also be added as exceptions. Proxies should also be configured to allow ASMX, ASPX, and ZIP file types. You must not use IP addresses to add exceptions, as these can change from time to time with no prior notice.

### **5.2.2 PSI Bridge Secure Browser auto-updates to an incorrect version or Error 404 message appears**

If the PSI Bridge Secure Browser auto-updates to an incorrect version or an Error 404 message appears, this is likely due to users trying to access the browser manually through

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the shortcut. Doing this means that the secure browser has no details of the configuration to use.

Please ensure the correct published procedure is followed and launch the secure browser from within Atlas Cloud to ensure that the configuration is loaded correctly.

There is guidance on page 5 of the [PSI Bridge Secure Browser minimum specifications and installation guide \(Qualifications 2022\)](#) which confirms that the browser should only be accessed via the Candidate Catalogue. If the incorrect version installs following the auto-update, you will need to uninstall and reinstall the correct version of the browser and follow the correct steps in launching.

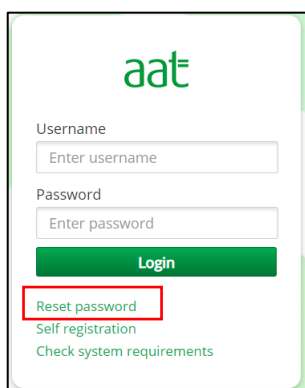
## 5.3 Before the assessment

### 5.3.1 Account setup link not working

Assessment centre staff accounts are created when AAT first add the assessment centre and staff details to ATLAS Cloud. Candidate accounts are created when the candidate is first scheduled for an assessment.

Upon both occurrences, an email with a link to complete the account setup is sent to the user from **noreply@psionline.com** and is sent to the email address that the user has registered with AAT. This link is valid for 14 days.

If the link is not used within 14 days, you'll need to generate a new link by clicking on the **Reset Password** link on the ATLAS Cloud login page. This will again generate a new email from **noreply@psionline.com** containing a password reset link that will be valid for 14 days.



### 5.3.2 Candidate has not set or has forgotten their password, or does not know their username

The first time that a candidate is scheduled for an assessment on ATLAS Cloud, they will receive an email from **noreply@psionline.com** inviting them to complete their account setup by setting a password. The link to do this, which is contained within the email, is valid for 14 days. Candidates are therefore advised to check their emails and set the password to something memorable straight away.



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**Assessment centres should advise candidates to ensure that they know their username and password ahead of their sitting.**

A candidate's username is their AAT ID. If they have forgotten this, you will be able to provide it from the details of the scheduled assessment in the Test Session on TCA.

If the candidate has not set their password, or has forgotten it, they can click on the **Reset Password** link on the login page of ATLAS Cloud. This will generate a new email with a link to reset their password via an email sent from **noreply@psionline.com**.

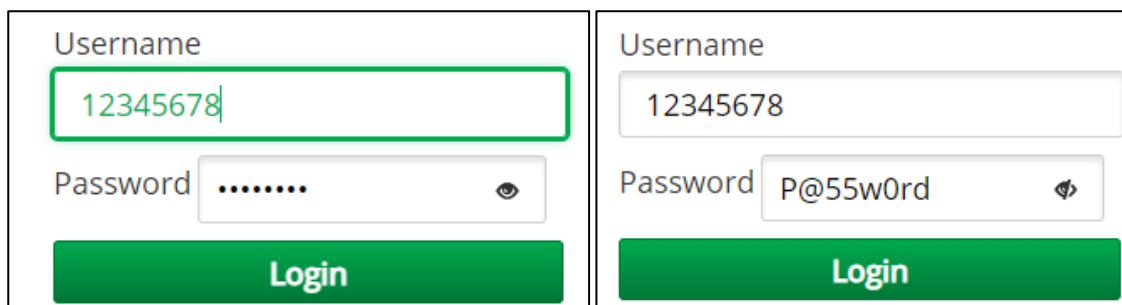
If the candidate is unable to access their email, for example due to restrictions on the computer, or security against their email address (i.e., if it is a work email) the assessment centre should contact AAT and request for the password to be manually amended.

**N.B. If the candidate has recently amended their email address via MyAAT, this will not update against their ATLAS Cloud account, so the reset password link may have been sent to their previous email address. Candidates must also contact Customer Support to amend their email address in ATLAS Cloud.**

If the candidate reports that they have not received the email containing the reset link, please notify AAT and provide the email address that they are checking so that AAT can investigate this further.

### 5.3.3 Entering your password incorrectly

Before clicking Login, all users have the option to unhide the password that they entered. This can be done by clicking on the eye symbol in the password field:



The image shows two side-by-side screenshots of the ATLAS Cloud login form. Both forms have a 'Username' field containing '12345678' and a 'Password' field. In the left screenshot, the password field contains dots and has a green border. In the right screenshot, the password field contains the text 'P@55w0rd' and has a grey border. Both forms have a green 'Login' button at the bottom.

If the candidate enters their email address incorrectly ten times, they will be taken to a Captcha page and will be required to enter the characters shown within the image. If this is done incorrectly, they'll need to do it again. When it is done correctly, they'll be taken back to the ATLAS Cloud login page. If the student then enters their password correctly, they will be required to correctly complete a Captcha check again before they are able to log in.

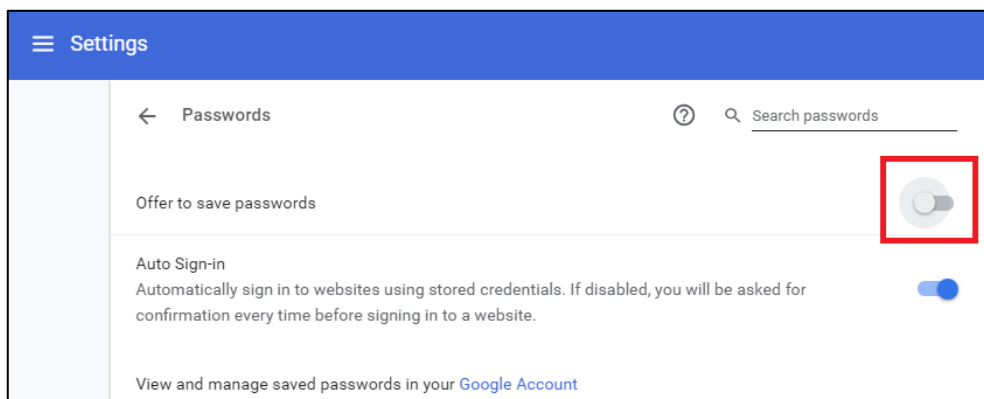
### 5.3.4 Chrome saves login details / opens with another account logged in

As per the installation [PSI Bridge Secure Browser minimum specifications and installation guide \(Qualifications 2022\)](#), all login details must be kept secure and the Chrome settings to save them must be disabled.

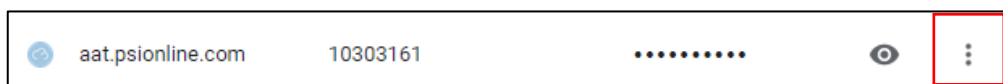
Additionally, after every assessment has been submitted, the invigilator must close the secure browser, then open Chrome and click Cancel on the option to restore windows from the previous session.

If you notice, or a candidate flags, that another person's login details are pre-populated or selectable on the ATLAS Cloud login screen, follow these instructions:

1. click the Chrome menu in the toolbar and choose **Settings**
2. click **Auto-fill** then **Passwords**
3. turn off **Offer to save passwords**



4. underneath this setting will be a list of saved passwords. Search for any saved against aat.psonline.com, click on the ellipsis (three dots) to the right and select **Remove** to delete them.



If you notice, or a candidate flags that Chrome has opened with another account logged in, log out of the account so that the candidate is returned to the log in screen.

### 5.3.5 Scheduled assessment is not appearing on the student's catalogue / cannot be clicked on

If the assessment is not appearing in the student's catalogue:

1. check that the test session has been booked. Whilst the assessment may have been scheduled, the invigilator will need to click **Book** on the test session in TCA.
2. if the student has previously been scheduled by another assessment centre, they may have clicked on the wrong centre when they first logged in.
3. If the assessment is still not there, and you are unable to reschedule them because the eligibility column states that they have already been scheduled, contact AAT.

If the assessment is appearing but the student is unable to click on it:

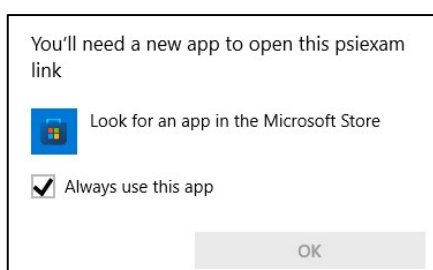
1. check that the test session has been opened. Assessments are only accessible once the test session has been marked as **Open** by the invigilator in TCA.
2. Check that the correct assessment is being clicked on and that it is scheduled for 'today'.

## 5.4 Loading the assessment

### 5.4.1 Candidate has clicked 'Launch' but the assessment has not opened

There are a number of causes for this behaviour:

1. The secure browser has not yet been installed. In this scenario, you'll receive the following pop-up message. Close it, and back on the Download / Launch page, click **Download** to install the secure browser, following the steps detailed in the [PSI Bridge Secure Browser minimum specifications and installation guide \(Qualifications 2022\)](#).



2. Candidate has logged into Candidate Catalogue via the secure browser. Candidates must always access Candidate Catalogue via Chrome and click on the assessment to launch it within the secure browser. Check to see if the secure browser is open. If so, log the user out then launch Chrome and log in through <https://aat.psonline.com>.
3. If neither option work, try launching the secure browser via the Candidate Catalogue on another PC (where the secure browser has already been installed). This is to rule out a local PC issue.
4. The whitelisting requirements have not been set up correctly – see step 2 of section 5.2.1 and ask your ICT team to check that this has been fully completed.
5. Alternatively, uninstall and re-install the PSI Bridge Secure Browser, and check all minimum and supporting requirements have been met, using the guidance in the [PSI Bridge Secure Browser minimum specifications and installation guide \(Qualifications 2022\)](#) and try again.

If none of these options work, contact AAT.

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## 5.4.2 PSI Bridge Secure Browser does not pass the initial security checks

The PSI Bridge Secure Browser may not proceed beyond the initial security check because there is a running application(s) or background process(es) that cannot be closed via the **Terminate all these applications** button. It may appear from the task manager that the flagged process(es) is not running so check with your ICT team to see if this application / process can be closed either via the task manager, via an admin or ICT login account for the PC, or by following these steps:

1. Close the secure browser by clicking **File** then **Exit** and when prompted enter the following password: **Password@1**
2. Click the start menu / Windows button and select *Settings / the cog wheel symbol*
3. Select or search for *Background Apps*
4. Under the *Select which apps can run in the background* list, locate the apps that were flagged on the security check and turn it off
5. Re-open the PSI Bridge Secure Browser from the taskbar search and re-run the security check

If any cannot be closed, please provide the following information to AAT ([centre.support@aat.org.uk](mailto:centre.support@aat.org.uk)) with the details as we may need to arrange for these applications to be removed from PSI's 'blacklist' of applications. Please provide the following:

- Application name
- Process name (as appears in task manager)
- A screenshot of the application name as it appears on the Security Check of the secure browser

AAT will then review and send the details over to PSI to arrange for the software to be removed from the blacklist. This may take up to ten working days to action.

## 5.5 During the assessment

### 5.5.1 Secure Browser has crashed during an in-progress assessment

If the PSI Bridge Secure Browser crashes during an assessment and the candidate is unable to continue, follow these steps:

1. If you can, close the secure browser by clicking **File** then **Exit**, and enter the password **Password@1**, then open Chrome and ask the candidate to log into their account and relaunch the assessment
2. If you are unable to close the secure browser, shut down the PC then restart. Open Chrome and ask the candidate to log into their account and relaunch the assessment.

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## 5.5.2 Candidate having issues entering responses

For some question types, the candidate may not be able to immediately enter a response into a gap fill or cell within a table. To do so, they may need to double click in the gap fill area or table cell first, then enter their response.

## 5.5.3 Pause / Resume / Extra time command not working

If you're unable to pause or resume a candidate's assessment, this will typically be because the invigilator's PC or the student's PC is offline.

If it is the invigilator's PC, arrange for the connection to be re-established and try again.

If it is the candidate's PC, they can continue with their assessment offline, and the force submission process can be followed to ensure that the assessment submits. Where possible, avoid trying to resolve the connection issue whilst the assessment is in progress as this may disrupt and disadvantage the candidate.

You can tell if the student's PC is offline by looking at the signal bar within the secure browser:



**Do not move the student to another PC as all the offline submitted responses will be lost.**

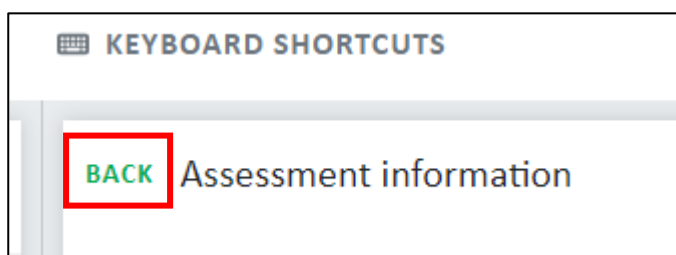
**Invigilation commands may also be prevented from working if the test taker has an error message on their screen.**

## 5.5.4 Reference materials not working

To view reference materials, students are required to click the **Reference** button in the secure browser to open a window adjacent to the assessment. All tasks will have the *Assessment Information* reference as a minimum, which contains basic assessment information.

If there is more than one reference available, i.e., if the task page indicates that there is one that relates specifically to the task, then more than one reference link will be available in the window.

If a student opens a reference link, then navigates to another task page while the reference window is open, they'll be required to click **Back** in the top left corner of the open reference material to see links for any others that can be opened:



If the task indicates that there is an additional reference material, but this does not show after clicking Back, advise the student to click Answer. Then pause the assessment, close the secure browser, open Chrome, and clear the cache, then ask the student to re-access the assessment via ATLAS Cloud.

### 5.5.5 Student is unable to navigate to another task page

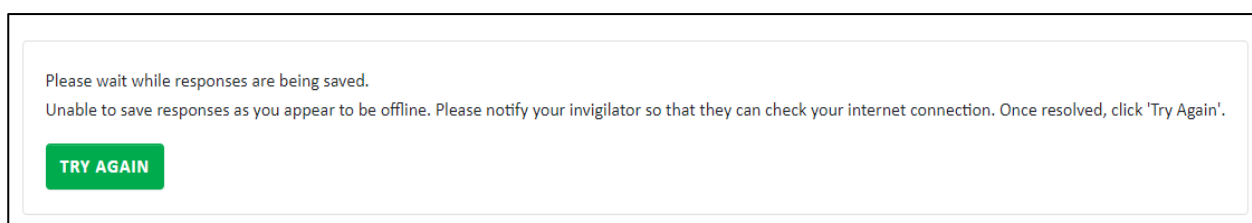
Typically, a student will be unable to navigate to/away from a task page because:

1. They have entered a response and not clicked the **Answer** button – any new response entry requires the Answer button to be clicked to ensure that the response is saved and to allow the student to navigate to another task page
2. Student has revisited a page that they have entered responses against but have not clicked the **Edit** button – when revisiting a task page that responses have already been entered against, the page will initially appear greyed out until the Edit button has been clicked. This will then allow the student to amend their responses.

If neither of these options apply, close the secure browser, and relaunch the assessment. Ensure that the student has clicked Answer first to avoid any data loss.

### 5.5.6 Assessment submitted whilst PC is offline

If a candidate is offline at the point of submitting their assessment, or if there is an issue preventing the submission of the assessment, they'll typically receive the following message on screen:



However, sometimes the assessment might stay on the screen saying that it is processing the upload, and/or a timeout message appears.

Within the TCA, any unsubmitted assessment will remain in a **Running** state.

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**At the end of every test session, the invigilator should check to see if there are any assessments in a Running state and attempt to force submit them from the PC they were sat on, on the same day and before the next sitting takes place.**

**Do not ask the student to re-launch or re-access the assessment as this will cause data loss.**

Please follow these steps:

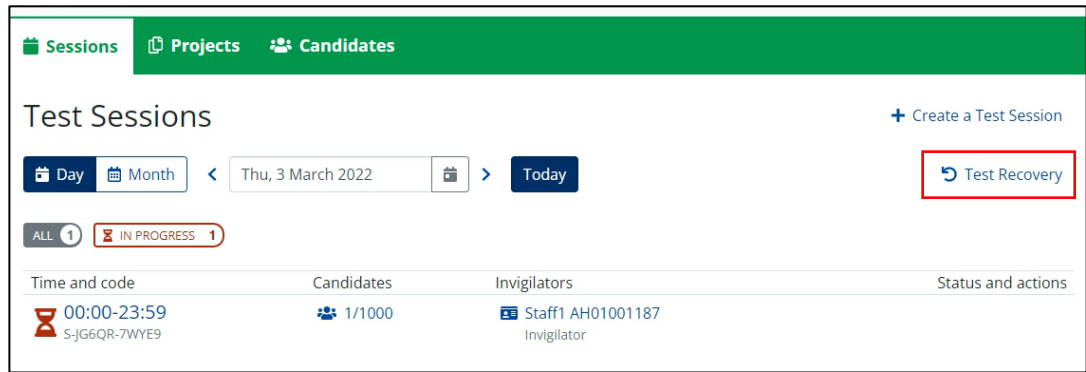
1. **Check the connection** on the PC and click **Try Again** - you will either receive a confirmation of submission, which can be verified within the Test Session as the assessment will have moved to a Completed state. If it does not work, the same message will re-occur.

If you are unable to resolve the internet issue, close the PSI Bridge Secure Browser and arrange for a member of your ICT team to fix the internet connection.

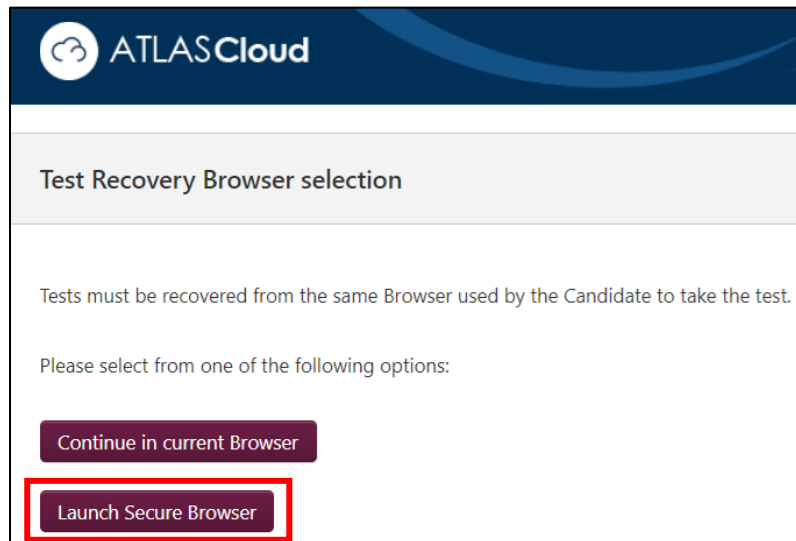
If the same message is received or the secure browser needs to be closed, move onto Step 2.

The steps below must be completed as soon as possible after the assessment. **After 15 days, the assessment will move into a forced Complete status, but there is a risk of data loss occurring. If the below step does not work, AAT and our software provider will need sufficient time within 15 days of the sitting to complete additional processes and investigations.**

2. Once the connection has been checked and confirmed, you'll need to force submit the assessment. To do this, follow these steps on the PC that the assessment was sat on:
  - a. Ask a member of your ICT team to check that all whitelisting requirements (detailed in section 5.3.1 of the [PSI Bridge Secure Browser minimum specifications and installation guide \(Qualifications 2022\)](#)) are fully met – some assessments or responses can be prevented from submitting if any whitelisting, proxy or web filtering requirements are not met.
  - b. **On the same PC and using the same PC login that was used by the student to access the PC**, open Chrome, and log in to your ATLAS Cloud invigilator account.
  - c. On the Test Sessions homepage, click the **Test Recovery** button.



d. You'll then receive the message below, click **Launch Secure Browser**:



e. The Test Recovery page will appear listing all assessments which have failed to submit. Ensure the relevant assessments have been selected and click **Upload**. A message will appear to confirm the assessment(s) has uploaded successfully. This can again be verified within the test session as the assessment should now be in a Completed state.



**Do not click Back/Forward or refresh the test recovery page as this can also cause data loss.**



- f. If you see a message on screen saying **No saved tests found**:
- Double check that you are on the same PC that the assessment was sat on, and using the same PC login that was used by the student.
  - There is a risk that if your centre uses deep-freeze software to wipe PCs clean each day, then the saved offline assessment has been deleted.
  - If an assessment has since taken place on the same PC, then it may have triggered the submission of the responses.
    - If you receive the **No saved tests found** message, and the above checks have taken place, and the assessment is still in a Running state, please notify AAT via an incident report and we will force submit the assessment on your behalf (where deep freeze software is used, there is a high risk that data loss will occur).
- g. If the assessment remains on the Test Recovery tab, you may receive the following error message:

Test	Test Date/Time	Suspend	End
Principles of Costing (L2CTA2022)	10/10/2023, 10:47:03 BST	Possible network error uploading responses. Please retry.	

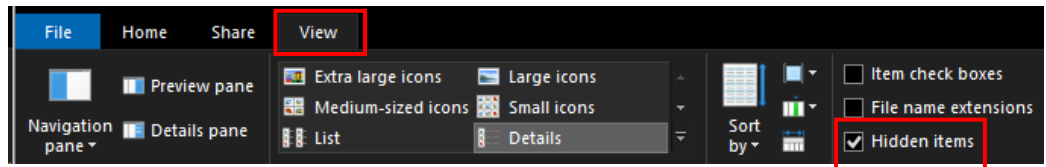
Should this occur, or if any other error messages show, take a screenshot of the Test Recovery screen and move to step 3.

- Send the following files and information to AAT as quickly as possible:
  - Details of the invigilator(s) who attempted the test recovery process.
  - A screenshot of the test recovery screen showing any error messages, after attempting to run the process.
  - The secure browser logs.
    - To retrieve these from the PC, navigate to C:\Users\[EXAM USER]\AppData\Roaming\com.psiexams.psi-bridge-secure-browser\logs and extract the zip folder for the date of the assessment. Do not individually retrieve and send the files that sit within this folder.

Name	Date modified	Type	Size
bastionCRLLog_20231003T093400	03/10/2023 09:34	Text Document	1 KB
bastionVMLog_20231003T093400	03/10/2023 09:34	Text Document	1 KB
bastionWSLog_20231003T093400-16620-0	03/10/2023 10:29	Text Document	5 KB
bastionWSLog_20231003T093400-16620-0...	03/10/2023 10:29	Text Document	2 KB
log_20231003T093400	03/10/2023 10:29	Text Document	297 KB
logs-20231003T102953+0100	03/10/2023 10:29	Compressed (zipp...	169 KB

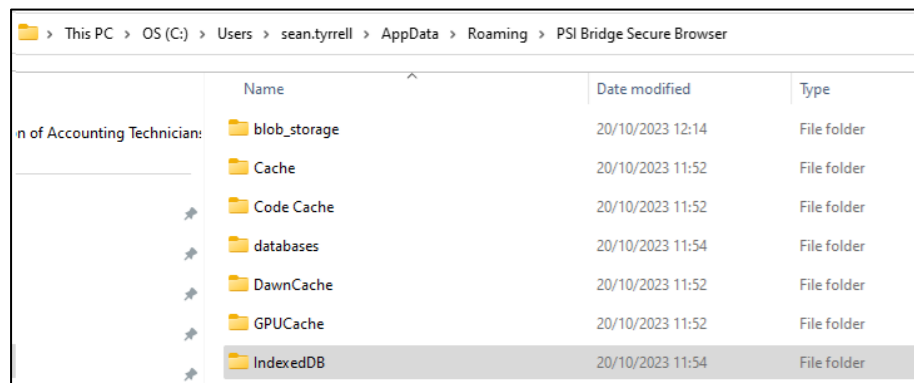
**Please keep this as a zip folder, and rename it as the AAT ID for the affected student (where only one sitting was affected) or as your centre name/code.**

If you are unable to locate one of the folders in the above link, you may need to enable hidden files. To do this, click View and tick Hidden files:



d. The IndexedDB folder.

- i. To retrieve this from the PC, navigate to C:\Users\[EXAM USER]\AppData\Roaming\PSI Bridge Secure Browser and extract the folder called IndexedDB. Do not individually retrieve and send the files that sit within this folder.



See above instructions re. hidden folders, if applicable.

AAT will attempt to upload the responses on the IndexedDB file and submit the assessment on your behalf, as well as request our software providers to investigate the secure browser logs to identify why the assessment did not originally submit. **As this can only be done within 15 days of the assessment, it is essential to send us this information as quickly as possible.**

The above process will mitigate, as far as possible, against the risk of data loss and the submission of an incomplete assessment. However, if it is not possible to upload the IndexedDB file or if any of the requested information is received after 15 days from the assessment or without giving sufficient time to complete the process on your behalf within the 15 days, data loss can still occur.

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## 5.5.7 Timeout message or grey screen upon submission

You may receive a timeout message once the assessment has been submitted:

Timeout waiting for the result to complete. There may have been some error in result processing.  
You can return to the catalogue page and see if the result appears there. Normally it should already have completed.  
If the result is not available on the catalogue page please contact your administrator

In most cases, the assessment will have submitted, and this can be verified by looking at the status of the assessment within the test session. A Completed status means that the assessment has successfully submitted.

If the status still says Running, follow the guidance in section 5.5.6

If a grey screen is presented, close the secure browser, and check the status of the assessment in TCA. If the status still says Running, follow the guidance in section 5.5.6.

## 5.6 Troubleshooting specifically related to the Management Accounting Techniques (MATS) assessment

### 5.6.1 System Requirements check fails on .NET framework or Office/Excel check

Prior to launching a MATS assessment, the secure browser will run a system requirement check.

If it gets stuck on the .NET framework check, this will be down to one of two issues:

1. Check that .NET Framework 3.5 framework has been installed and enabled.
2. Check to see if the PC has any Windows updates pending or installed awaiting to reboot, as a .NET release can sometimes block the Secure Browser from being able to do the system requirements checks with .Net or Excel.
3. Check that both required plugins have been installed and enabled:
  - a. The PSI InApplication plugin – <https://aat.psionline.com/phoenix/s/lw/PSIIAPlugin.msi>
  - b. Chrome plugin – <https://chrome.google.com/webstore/detail/leneifcmnfminekdbgbfkdldkhcep>
4. The student has logged into ATLAS Cloud via the secure browser as opposed to via Chrome – the invigilator will need to close the secure browser with the exit code. The student will then need to access the candidate catalogue page via Chrome and relaunch the assessment directly from there.

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If the above has been checked and confirmed and the system requirements check continues to fail on .NET framework and/or Office/Excel, close and re-launch 2 or 3 times.

### 5.6.2 Excel content has not loaded on the InApplication question type

The following are known reasons why the content within Excel has not loaded:

1. The relevant plug-ins required to support the InApplication question type have not been correctly installed and enabled. Close the secure browser and install and activate the two plugins, then re-enter the assessment via Candidate Catalogue via Chrome:

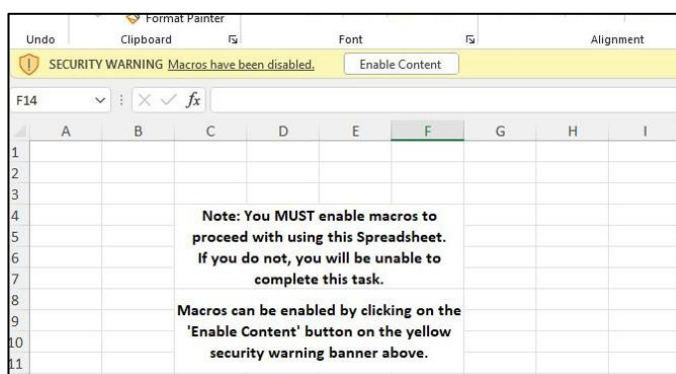
- a. The PSI InApplication plugin –

<https://aat.psionline.com/phoenix/s/lw/PSIIAPPlugin.msi>

- b. Chrome plugin –

<https://chrome.google.com/webstore/detail/leneiifcmnfminekdbgbfkdldlkhce>

2. Macros have not been enabled in Excel – click **Enable Content** in the yellow ribbon:



3. Insufficient RAM and/or free available memory on the PC being used at the time of accessing the Excel tasks, antivirus software or an update running in the background, Excel hanging, i.e., something causing slowness to save and close the spreadsheet whilst the student is attempting moving on to next Excel task), any Excel popups not being closed during the system requirements check before moving on.

Often closing the secure browser and relaunching the assessment via ATLAS Cloud can resolve this.

### 5.6.3 Excel doesn't automatically open and/or 'A timeout or application error has occurred. Please inform you invigilator to attempt to download any error logs before resuming your assessment.'

This error is presented when there is an issue with the InApp question type within the MATS assessment. The likeliest cause is a breakdown in communication between the test driver and the third-party application, i.e., Excel.

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Other possible local causes could be insufficient RAM and/or free available memory on the PC being used at the time of accessing the Excel tasks, antivirus software or an update running in the background, Excel hanging, i.e., something causing slowness to save and close the spreadsheet whilst the student is attempting moving on to next Excel task), any Excel popups not being closed during the system requirements check before moving on.

Often closing the secure browser and relaunching the assessment via ATLAS Cloud can resolve this.

Navigation issues away from Excel questions could also be caused by the Answer button not being clicked by the student. If the Previous and Next buttons are greyed out, the Answer button needs to be clicked even if the student did not attempt the task or enter any responses.

Where presented, users should click the **Download** button to attempt to download the '.support' file which can be sent to AAT to allow our software providers to investigate the root cause further.

Once downloaded, click **OK** to re-access the assessment.

**NB:** The download function only works if the log file can be created. Ensure to provide detailed steps of what happened immediately before the error message appeared, where possible.

If the error re-occurs, then the following steps should be taken:

1. First, try closing the secure browser and relaunching the assessment via ATLAS Cloud. If this does not work:
2. Uninstall, re-install and enable the PSI In-Application Plugin
3. Uninstall, re-install and enable the PSI Chrome Plugin
4. Uninstall and re-install the PSI Secure Browser
5. Check the .NET framework 3.5 is installed and enabled
6. Using Task Manager, check and close any processes that are running in the background, as well as any in progress anti virus scans, to free up available memory.
7. When relaunching the secure browser, ensure that any Excel popups are accepted and closed during the system requirements check.  
this.

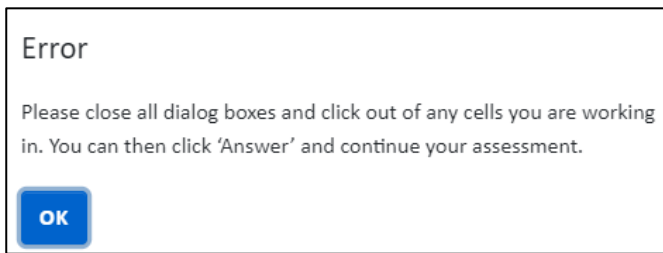
#### **5.6.4 Function keys / shortcuts and Undo button does not work**

Keyboard shortcuts involving the function keys (F1 to F12) are prevented from working during the assessment. Students should be advised to use other methods.

The use of the 'Undo' function in Excel is limited within these tasks. You should not depend on this function to restore amended or deleted information.

#### **5.6.5 Pop up message after answering an InApplication question**

The following pop-up message will appear if a candidate enters a response into the excel spreadsheet for an InApplication question type and clicks **Answer** within the secure browser:



The candidate will need to click OK to close the pop up, then click Save on the spreadsheet or close it first, then click **Answer** in the secure browser.

### 5.6.6 Navigation away from InApplication questions (Excel)

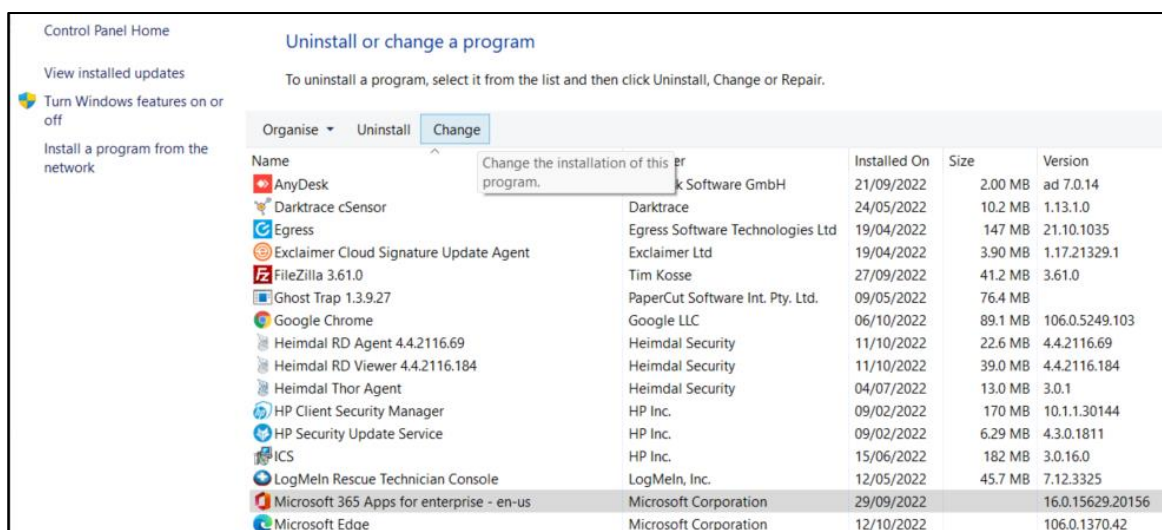
When you navigate away from these questions, if the Previous and Next buttons are greyed out, the Answer button needs to be clicked by the student even if they did not attempt the task or enter any responses.

There can also be a short delay of 20 – 30 seconds until the next task page loads, or the submission confirmation message shows.

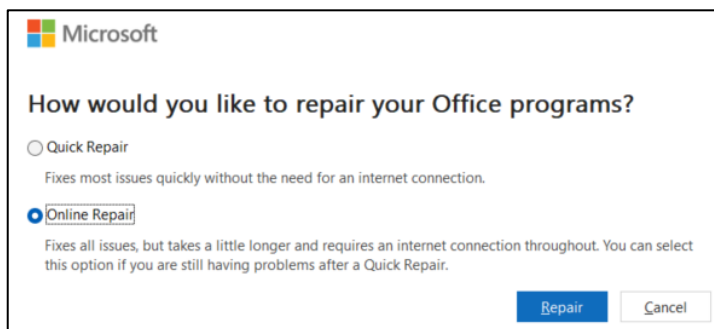
If the secure browser gets stuck trying to load the next task, or when trying to submit after answering an InApp question, it could be because Excel has crashed and needs repairing.

To do this, you'll need to ask your ICT team to follow these steps:

Go to Control Panel>Programs and Features>select the Office installation>click **Change**>\*\*enter admin credentials if required\*\*>On the pop up, select **Online Repair** then click **Repair**







If you close and relaunch the secure browser, there is a risk of data loss occurring on the InApp task that you are moving away from.

## 6 Error messages

### 6.1 'Oops, something went wrong...'

This is a generic ATLAS Cloud error which can occur when there are invalid configurations set, such as software issues or system configurations.

When the error occurs, ensure that you submit an incident report to AAT detailing all steps that occurred immediately prior to the error message showing so that we can investigate it further with our software providers.

Also try logging out of ATLAS Cloud, closing and relaunch Chrome and log back in again. Or, where occurs within the secure browser, close and relaunch it via ATLAS Cloud.

### 6.2 Software trying to open

This error is presented if the student attempts to open another application whilst the secure browser is open. It can also be caused by a background process or update running which is trying to make use of another application.

Click OK to close the message. The application won't be able to open as the secure browser locks down all other applications.

### 6.3 'Something Went Wrong\_WB\_REVISION \_=c692657be196e24fc844539abbff9761:1'

This error is presented when there is a system error within the test driver. If this error occurs the user will not be able to continue with the assessment. The secure browser should be closed, and then relaunch the assessment via ATLAS Cloud to allow the test taker to continue the assessment.

Ensure that you submit an incident report to AAT detailing all steps that occurred immediately prior to the error message showing so that we can investigate it further with our software providers.

### 6.4 'Could not resolve the DNS address for 'nirvanaaat.apec.psiexams.com''

This error message occurs when the computer being used to take the test is not able to resolve the URL to an IP address. This will normally occur if the computer is not able to communicate with a DNS server.

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To resolve this, ensure that the computer is connected to the network and the internet and is able to communicate with a valid DNS server.

#### **6.5 'Invigilator cannot log in to their TCA account, 'invalid username' error showing even when the correct username and password are inputted'**

Due to a bug, this error will occur when logging in an invigilator logs in to if they have an account attached to multiple assessment centres. and the assessment centre where the primary account resides is disabled.

Contact AAT so that we can employ the temporary workaround until fixed.

## **7 Contact us**

If you have any queries, experience any issues, or would like to provide details of any other resolution steps not mentioned in this guide, please contact our Centre Support team on +44 (0)20 3735 2443. Lines are open Monday to Friday, 8.45 - 17.00 (UK time).



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