Accessing Advanced Diploma synoptic assessment downloadable files – troubleshooting guide

May 2017

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Introduction

This guide has been created to assist Invigilators in providing support to a student who is experiencing an issue downloading and accessing the downloadable attachments within each task on Part 2 of the Advanced Diploma synoptic (AVSY) assessment.

In all cases, the student should first attempt to download the required files in all tasks by following the instructions within the assessment:

Download the assessment file

This spreadsheet file includes all questions and data required for this task.

1. Click the button below to **open** the spreadsheet.
   Save the data file to a location on your computer, and rename it according to the following format: 'your initial-surname-AATno-dd.mm.yy-Task2.3'. For example: J-Donnovan-123456-12.03.xx-Task2.3.

   ⬇ **Assessment book and data Task 2.3**
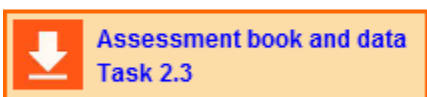
2. Follow the instructions within, which provide the full details of each task.

3. Before you finish the assessment, **upload your completed spreadsheet** using the Upload Files button.

Please ensure that all files are **closed** at the point of upload.
Open files cannot be uploaded to an assessment.

   ⬆ **Upload files**

Upon clicking on the download button, a pop up will appear saying '**Opening File…**'. Under normal circumstances, each file will open individually within excel in front of SecureClient.

N.B. SecureClient will not allow more than one unsaved file to be open at any given time. The latest file opened will close the previously open file.

Students are advised to follow the step-by-step instructions within the assessment (as seen above) to allow them to save and work from the Assessment book.

Students are advised to work through Part 2 one task at a time and not to have multiple Assessment books or documents open. Any evidence must be saved and closed before being uploaded. All open documents must be closed before moving onto the next task.

If a student notifies that they are experiencing issues accessing these files, follow the steps below.

Troubleshooting steps

Step 1

Check that the file has not opened behind SecureClient.

Use CTRL+ALT+TAB or press the Windows key on the keyboard to access any other open files or the desktop.

If the file is not open, move on to step 2

Step 2

Select the assessment that you are having issues with and pause it from the **Invigilation** tab on SecureAssess.

Once the assessment is showing as paused on the student's PC, close SecureClient via the Task Manager.

To do this hold down **Ctrl + Alt + Delete.** Click **Task Manager.** Click the **Applications tab.** Select **Surpass SecureClient.** Click **End task.**

Save and close any open files that are open on the student's PC.

Re-launch SecureClient on the student's PC and ask the student to re-enter their keycode.

Un-pause the assessment from the **Invigilation** tab on SecureAssess.

Ask the student to download the Assessment book again for the task they are about to attempt by following the steps within the assessment page.

If this did not work, follow steps 3 – 8.

Step 3

If files are not opening automatically through SecureClient, ask the student to click on each of the file download buttons across all three tasks within Part 2 of the assessment.

At the same time, make a note of the four-digit number in the top right corner of each task page – see the faint grey 4-digit number in the top right corner, below the Finish button.

In the example below, this is 1494:

This is essential so that you do not have to repeat this process for each task.

Step 4

Follow the above steps to **pause the assessment** and go to the following location:

C:\Users\Public\SecureAssess Central - SecureClient AAT\local\exams

This is the default location for SecureClient to save its program files.

If this has been set up differently at your Centre, go to the location where the SecureClient Central folder has been saved to.

If you are unsure, open any folder, click on **Computer** on the left navigation panel then type **SecureAssess Central** in the **Search** box in the top right corner. Then click on the search result. Within the SecureAssess Central folder, click into **local** then the **exams** folder:
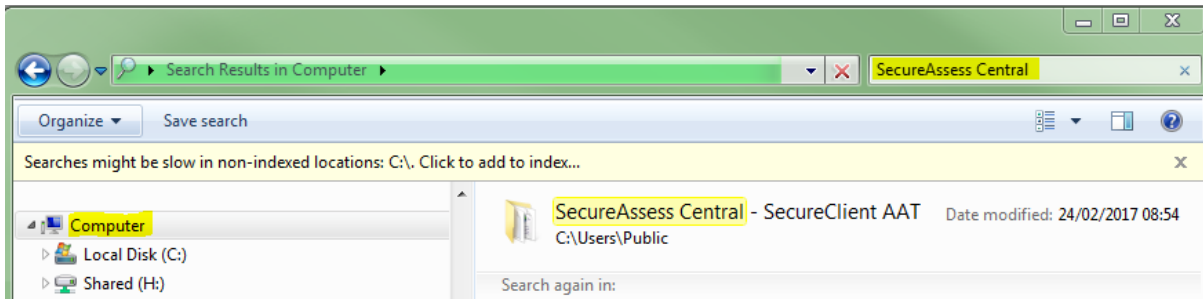
Step 5

Click on the folder named after the student's keycode – there will only be one folder in this location:

Step 6

For each task page accessed so far by the student, a file will appear named after the Item ID for that task. The corresponding folder for the Part 2 tasks that the student has attempted to download from can be identified from the 4-digit number that you have already made a note of from Step 3.
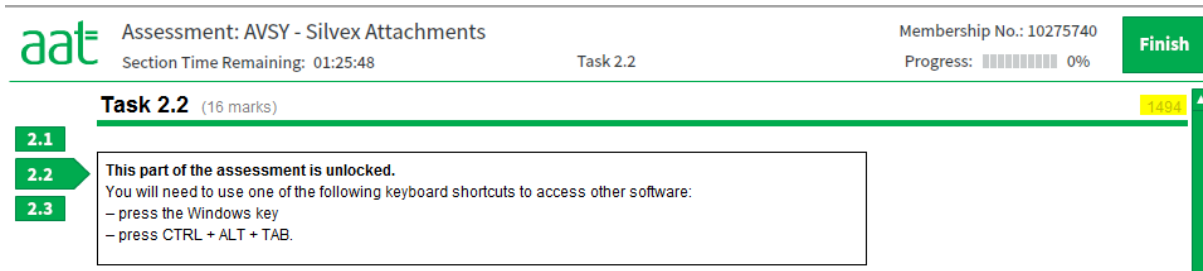
In the example above the 4-digit number is 1494. The corresponding folder based on this reference number is 962P1494_58:

Click on this folder to open it.

Step 6

If the student has attempted to download each of the files across all three task pages in Part 2 of the assessment as instructed in Step 3, there will be sub-folders containing each of the downloadable files.

In this case, the Assessment Book has had an attempt to open it, therefore there is a matching sub-folder:

This will contain the Excel document (the **Assessment book and data** for that task):

So, to access the excel document, the direct link is now:
C:\Users\Public\SecureAssess Central - SecureClient
AAT\local\exams\N7PXPRA6\962P1494_58\962P1494S1C24T1

If the task has more than one downloadable file but there is only one sub-folder within folder for the task you are accessing, the student has only clicked to attempt to open one attachment on that task page.

If this occurs, repeat steps 3 – 6 for any remaining downloadable files that are not showing within the task's subfolder.

Step 7

Copy and paste the files to an accessible location on the PC, i.e. the desktop and rename each one to represent which task it is for.

Step 8

Un-pause the assessment from the **Invigilation** tab on SecureAssess and advise the student to access the files from the desktop.

Should you continue to experience any issues, contact the Centre Support team on the details below.

If your student experiences any download issues during their live assessment, you are required to submit an incident report within 24 hours.

Centre Support team contact details

If you need any help with installation or have any queries, please contact the AAT Centre Support team.

Phone: +44 (0)20 3735 2443

Email: centre.support@aat.org.uk