

Navigating in AVSY Part 2

Troubleshooting guide for Invigilators

Students who run out of time on part one, are automatically sent to part two of the assessment.

If this happens, it will allow the student to access part two initially, and also allow them to download and save the Excel file.

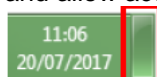
However, after the file is saved, students may encounter issues with navigating to Excel.

What to do if students are unable to navigate in Part 2:

1. **Immediately** pause the student's assessment from your PC. You can do this by selecting the student and clicking the **Pause** button on the Invigilation tab on SecureAssess.
2. From the student's PC, you'll need to close SecureClient. To do this, you have two options:
 - a. Hold down Ctrl + Alt + Delete buttons > Click Task Manager > click the Applications tab > Select Surpass SecureClient > Click End Task.
 - b. If you cannot access the Task Manager, hold down Alt + F4 keys. This will automatically close SecureClient.
3. Re-launch the SecureClient on the Student's PC.
4. From the Invigilation tab (on your PC), un-pause the assessment.
5. Ask the student to re-enter their keycode.
6. The student can either:
 - a. reopen the Excel file from where they saved it
 - b. download Excel file again.
7. The assessment will then allow the student to navigate between SecureClient and Excel.

As a reminder, to do this, you can:

1. press **CTRL+ALT+TAB** to reveal all open windows. Once you select any that are not SecureClient, the start menu and task bar will be revealed allowing easy access to navigate between files or back to SecureClient when required. **You may need to check this option is available with your IT teams.**
2. press the **Windows button** to reveal the start menu and task bar.
3. if you are using a Windows 10 PC, select the windows key to make the task bar visible then click the rectangular box on the bottom right corner. This will minimise all open programmes and allow access to the desktop and taskbar.



Please note: this information has been included in the AVSY Guidance document for students.

If you experience any issues during the assessment, please remember to log an incident report with AAT. Where applicable this must include any student work which could not be uploaded to SecureClient.

All reports must be sent to centre.support@aat.org.uk within 24 hours of the assessment.