

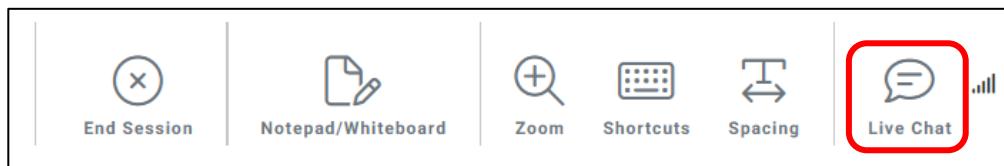
# AAT remote invigilation (RI) troubleshooting guide

This guidance documents covers troubleshooting steps for four keys areas:

1. Access
2. In-progress
3. Break section and navigation
4. Error messages and on-screen notifications.

**Should you encounter any issue that delays or disrupts you immediately before, during or after the assessment, you must submit an incident report to AAT.**

The Chat Support function on Secure Browser is designed to offer support by PSI, our third-party software providers. This is limited to assistance during the installation process and for technical queries with the software. It will not be able to offer any support with content queries or with any live invigilation requirements or queries.



In the event of a live assessment issue, you may be required to self-troubleshoot to resolve the issue.

Whilst there are phone numbers that may appear on error messages, these are for our software providers and are not UK-based. You should not phone these numbers and should always refer to the steps in this guide, or chat support.

If you need to contact AAT before or after your assessment, email [customer.support@aat.org.uk](mailto:customer.support@aat.org.uk) or phone 020 3735 2468 (lines are open Monday to Friday from 9.00 to 17.00 UK time).

## 1. Access

### 1.1. Unable to log in to ATLAS Cloud

If you have not yet sat an assessment via ATLAS Cloud, once scheduled, you'll receive an email from [noreply@psionline.com](mailto:noreply@psionline.com) inviting you to complete your account setup by setting a password. The link to do this, which is contained within the email, is valid for 14 days.

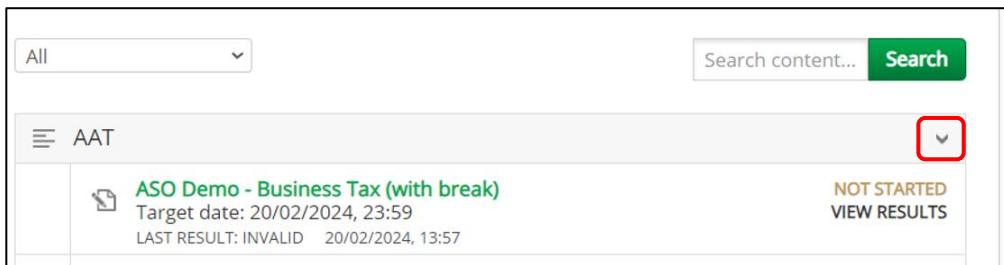
If you have received an email from the above address and not set your password, or if you have forgotten your set password, click on the **Reset Password** link on the login page of ATLAS Cloud. This will generate a new email from [noreply@psionline.com](mailto:noreply@psionline.com) with a link to reset your password.

**If you have recently amended your email address via MyAAT, this will not update against your ATLAS Cloud account, so the reset password link may be sent to your previous email address.**

If you are still unable to login, contact AAT to reset your password.

## 1.2. Can't see scheduled assessment on Catalogue page

Only scheduled assessments will appear on your catalogue page. AAT will email you once your RI assessment has been scheduled. You'll need to first click on the dropdown arrow against the relevant qualification to reveal the scheduled assessments for it.



If you have received this confirmation but the assessment is not appearing in your catalogue page, or for any other scheduling related queries or requests, first contact the assessment centre who scheduled you.

## 1.3. Unable to click on assessment within the catalogue

Once scheduled, the assessment will be available to view within your catalogue, however the link to launch it will only become active on the day that it has been scheduled for.

## 1.4. Secure Browser does not open / gets stuck on a loading page

On the day of your assessment, access ATLAS Cloud via Chrome and click on the assessment.

You **must not** load the secure browser software directly from its shortcut or installation location.

If the PSI Secure Browser does not open or gets stuck on a loading page when first opened, close the application, and try again. If the issue persists, uninstall, and re-install the software then try again.

## 1.5. Language options

If you select a language other than English, only the secure browser buttons will be translated, not the assessment content.

If you have accidentally selected the wrong language and navigated past this page, you'll need to close the secure browser and relaunch the assessment from the ATLAS Cloud catalogue page (via Chrome).

## 1.6. Did not load the troubleshooting guide from the pre-assessment information page

On the pre-assessment information page, you are strongly advised to click on the link for the troubleshooting guide to load it in a new tab with the secure browser. This will ensure that you can access it during your assessment.

If you navigate beyond this page without loading it, you'll need to close the secure browser and relaunch the assessment from the ATLAS Cloud catalogue page (via Chrome).

## 1.7. Unable to complete the Security Requirements check

If the security requirements check flag any open applications, click **Terminate these applications** and repeat the check. You'll need to do this before you can continue.

If there are any that can't be closed, make a note of it, close the secure browser and either:

1. Locate the application or process via Task Manager and close it; or
2. Click the start menu / Windows button and select Settings / the cog wheel symbol
  - a. Select or search for *Background Apps*
  - b. 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

You'll then need to relaunch the assessment from the ATLAS Cloud catalogue page (via Chrome).

If the issue continues and you cannot close the flagged software, you will not be able to sit your RI assessment on that device.

## 1.8. Unable to complete pre-assessment RI checks (photo, ID, room scan)

If the screen gets stuck on any of these checks or if your camera stops working, close the secure browser and relaunch the assessment from the ATLAS Cloud catalogue page (via Chrome).

## 1.9. Unable to complete the System Requirements check

If any of the system requirements checks fail or get stuck, you'll need to close the secure browser relaunch the assessment from the ATLAS Cloud catalogue page (via Chrome).

If the issue continues, you will not be able to sit your RI assessment on that device.

## 1.10. Assessment page does not load

This is typically caused by your internet connection strength dipping or if the device you are using has heightened security restrictions, i.e. you are using a work laptop.

Close the secure browser and relaunch the assessment from the ATLAS Cloud catalogue page (via Chrome). If the problem persists, you may not be able to sit your assessment on this device.

Alternatively, if the assessment is in progress, and you are unable to navigate, you may need to first click Answer to save your responses. This must be done before you navigate to another task page.

If you go offline, you'll receive an on-screen notification – see below.

You can check the strength of your internet via the signal symbol in the secure browser:



If your internet cuts out, you will not be able to navigate through the assessment. If it does not resolve itself, you may need to close the secure browser and relaunch your assessment.

If you do this, you must do it as quickly as possible – AAT will void any assessment with significant or repeated missing footage caused by the closure of the secure browser.

Closing the secure browser may cause data loss if you do not save your answers first by clicking **Answer**.

## 2. In-progress

### 2.1. Extra time has not been applied

Extra time can only be added to RI assessments by AAT, following a request from your assessment centre.

If you start your assessment and find that the timer is set to the standard duration, you may wish to stop the assessment and arrange for it to be re-scheduled for another date.

### 2.2. Unable to Start Assessment

#### 2.2.1 Unable to see Start Assessment and navigation buttons

Depending on your screen resolution, your view of the assessment content may cut out the buttons at the bottom of the screen.

To reveal the buttons at the bottom of the screen, click on the Zoom button to zoom out.

#### 2.2.2 Start Assessment button greyed out

Ensure that the terms and conditions have been accepted by clicking on the tick box.

### 2.3. Drop down menus are not appearing

For some question types, you may not be able to immediately enter a response into a gap fill or cell within a table. Some require single clicks, but others may require a double click in the gap fill area or table cell first, to enter a response.

### 2.4. Reference materials are not opening

If you open a reference link then navigate to another task page while the reference window is open, you'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**, then click **Answer** navigate to another task then back again.

Alternatively, depending on how far out you are zoomed, the interactable area of the reference material links may be misaligned. Use the **Zoom** feature to zoom back in.

## 2.5. Spacing button

The spacing button can cause some text to misalign, particularly on tasks that contain a spreadsheet question type.

Click the **Spacing** button again to return to the original formatting.

## 2.6. Accidentally closed the PSI Secure Browser

If you accidentally click to close the secure browser, you will always be prompted to confirm the action before it is closed. Click **Cancel** to stop it from closing.

If the secure browser is closed, relaunch the assessment from the ATLAS Cloud catalogue page (via Chrome) as quickly as possible.

Closing the secure browser may cause data loss if you do not save your answers first by clicking **Answer**.

Unless required to resolve a technical issue, **you must not close the secure browser during your assessment**. If you do, AAT will void any assessment with significant or repeated missing footage caused by the closure of the secure browser.

## 2.7. Unable to minimise whiteboard (MAC users only)

Using the green button on the whiteboard will cause the whiteboard to maximise to full screen. Currently, this action cannot be undone. Should this occur, shut down the Secure Browser and relaunch the assessment from the ATLAS Cloud catalogue page (via Chrome) as quickly as possible.

Closing the secure browser may cause data loss if you do not save your answers first by clicking **Answer**.

## 2.8. Offline at the point of submission

If you are offline at the point of submission do not attempt to re-access your assessment after you have clicked submit or if your timer has elapsed.

Click **End Session** to stop the invigilation recording and close the secure browser.

A process runs each day to force submit assessments that did not initially submit. Where this occurs, you may experience data loss against any responses that were entered whilst offline.

You can check if your assessment has submitted by:

1. Checking the assessment within your catalogue – it says View Results it has submitted.
2. Phone or email AAT at **customer.support@aat.org.uk** or phone 020 3735 2468 (lines are open Monday to Friday from 9.00 to 17.00 UK time).

## 3. Breaks

### 3.1. Unable to navigate back to a previous section

Once you have navigated from section 1 to section 2 (the break), you cannot navigate back to section 1 to revisit any of the tasks. Similarly, once you navigate away from the break, your break will end, and you must continue under invigilated conditions and to all the remote invigilation rules.

You should not spend any longer than 15 minutes on your break section. If you take longer than 15 minutes, you will have less time in section 3 to complete the rest of your assessment.

### 3.2. Questions unanswered / Answer button disabled message on break page

If you cancel your navigation away from the break page then click the Answer/Next button to navigate to section 3, you'll see a message on screen.

Always use the **End Section** button to navigate away from the break page.

## 4. Error message and on-screen notifications

### 4.1. Pop up message informs that software is trying to open or is open and must be closed

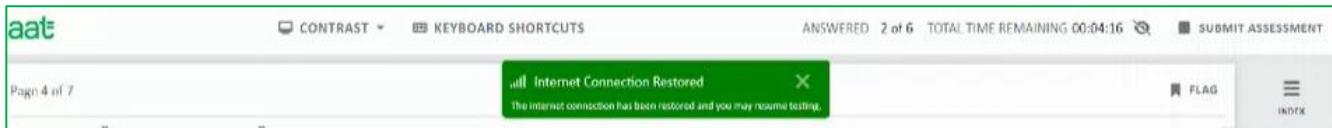
Click **OK** to close the message – the application won't be able to open as the secure browser locks down all other applications.

This error is presented if another application is trying to open 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, or if you are signed into an app and receive a notification.

### 4.2. You are offline message

If your internet drops out, you may see a red box on screen notifying you of this.

Once your connection is re-established, you will be presented with the following message at the top of your screen. This confirms that your connection has been restored:



If, after 90 seconds of your connection dropping, you are still offline, you will receive the following message:

## You are Offline

Lost network connection, trying to reestablish.

You can try:

- Checking the network cables
- Checking the modem or router
- Reconnecting to Wi-Fi
- Troubleshooting your network

If you are not able to restore your exam connection in order to complete your exam session, please contact the following support team:

The above message will disappear again once your connection has been re-established.

You should initially leave this for up to one minute to see if it resolves itself.

The assessment timer will continue to run whilst you are offline.

If the message does not disappear after one minute, you may need to try and rectify your connection. Close the secure browser and attempt to rectify your connection issues by checking your modem, network cables, troubleshooting your network etc., you may be required to restart your modem.

If you do this, you must do it as quickly as possible – AAT will void any assessment with significant or repeated missing footage caused by the closure of the secure browser.

Closing the secure browser may cause some data loss if you entered responses but did not click **Answer** before receiving the offline message.

### 4.3. Camera or microphone disconnection

If your camera shutter closes, or your camera and/or microphone become disconnected, you'll receive an on-screen message like the one below:

## Your camera is no longer working.

Your camera is no longer working.

Upon clicking 'OK' you will have 30 seconds to save your exam before the software will automatically close. If you do not respond to this message in 40 seconds, the program will automatically close after 30 seconds.

Contact your organization for further instructions.

OK

The secure browser will need to be closed and re-opened to allow the video and/or audio recording to continue.

The assessment timer will continue to run whilst the error message shows on screen.

Click **OK** to close the message, then click **Answer** to save your latest responses. The secure browser will automatically close within 30 seconds of closing the message. Complete any necessary checks against the camera or microphone, then relaunch the assessment from the ATLAS Cloud catalogue

page (via Chrome). The pre-assessment checks will again ensure that the camera and microphone are working.

You must do this as quickly as possible – AAT will void any assessment with significant or repeated missing footage caused by the closure of the secure browser.