

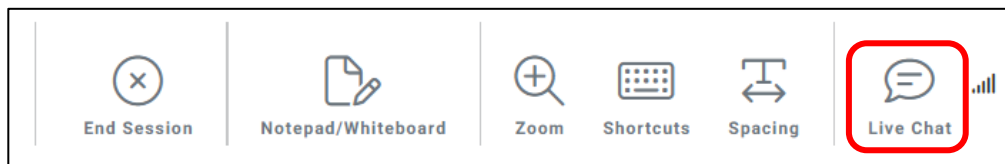
# AAT remote invigilation (RI) troubleshooting guide

This guidance documents covers troubleshooting steps for four keys areas:

1. Access
2. In-progress
3. Break (for assessments exceeding 90 minutes)
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 [customersupport@aat.org.uk](mailto:customersupport@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.

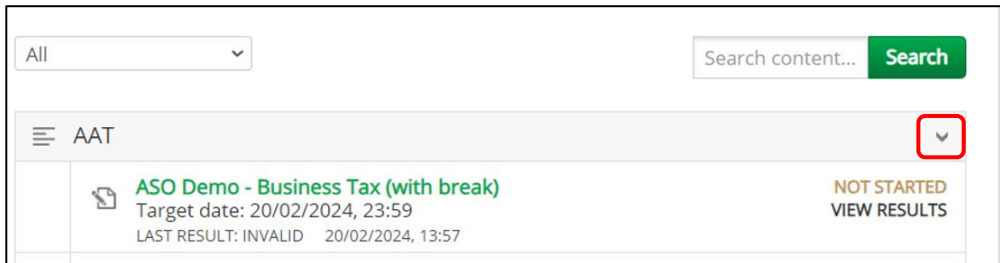
If you have received an email from the above address and not set your password, or if you have forgotten your set password, click on the **Reset Password** link on the login page of ATLAS Cloud. This will generate a new email from [noreply@psionline.com](mailto:noreply@psionline.com) with a link to reset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

The security requirements check is designed to identify any additional open software or running background processes. If there are any active, you will not be able to navigate beyond this page.

If any open applications are flagged, click **Terminate these applications** and repeat the check.

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)

Once you have taken a photo of your ID, completed your room scans and taken your selfie, you'll have the opportunity to review it first and either retake it or confirm that it is OK, to move onto the next check.

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

The system requirements check is designed to check that your operating system, screen resolution and browser meet the required specs.

If any of this fails 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

If, after completing the checks, the assessment information page does not load, this will either indicate that your internet connection is low or that 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

If you require an extra time reasonable adjustment, ensure that this has been accepted and confirmed back to the centre who scheduled your RI assessment first – your centre will be able to check this with AAT.

Extra time can only be added to RI assessments by AAT, so you should not start your assessment until this has been confirmed.

If you have previously sat an assessment with AAT and you have an extra time profile already applied for a permanent condition, your extra time will be applied to your RI assessment.

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 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.

### 2.3. 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

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 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

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.

You will always be prompted to confirm the action before PSI Secure Browser is closed, so if done by accident you can cancel this.

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**.

## 2.7. Offline at the point of submission

If you are online, your assessment will submit, and you will receive an on-screen notification.

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 your catalogue and navigating to your assessment – it should now have a status of Complete (for wholly computer marked assessments) or Under Review (for externally marked assessments).
2. Checking the centre who scheduled you.
3. Phone or email AAT at [customersupport@aat.org.uk](mailto:customersupport@aat.org.uk) or phone 020 3735 2468 (lines are open Monday to Friday from 9.00 to 17.00 UK time).

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

Using the green button on the whiteboard will cause the whiteboard to maximise to full screen with no apparent way to minimise it. Students are advised not to click the green button, but if they do, they should 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.

## 3. Breaks (for assessments exceeding 90 minutes)

### 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.

### 3.2. I don't want a break / took longer than 15 minutes during my break

Section 2 of the assessment contains the built-in break. On this page, your assessment timer will continue to run (these assessments contain an extra 15 minutes for your break). You can either:

1. Continue to section 3 to continue your assessment if you do not want a break.
2. Take a break from your assessment for up to 15 minutes. If you take longer than 15 minutes, you will have less time in section 3 to complete your assessment.

### 3.3. 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 receive this message.

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

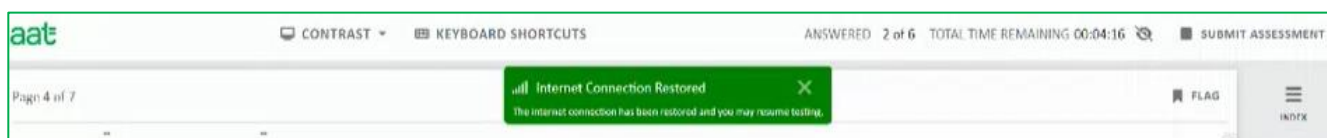
This error is presented if another application is trying to open whilst the secure browser is open. It can also be caused by a background process or update running which is trying to make use of another application.

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

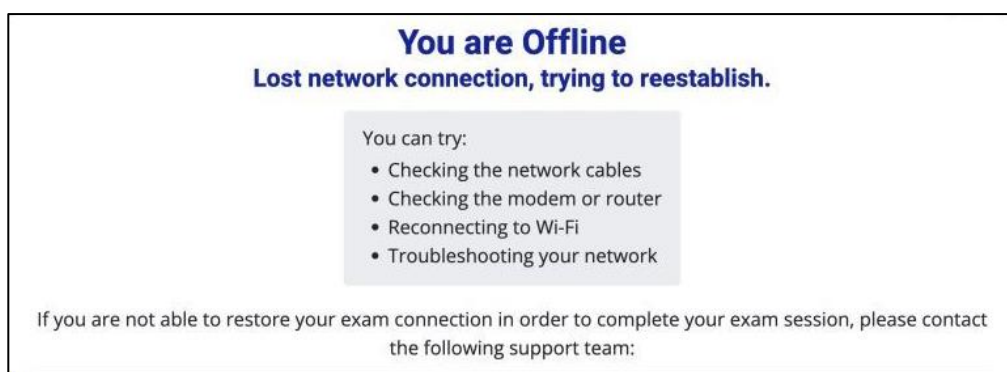
## 4.2. You are offline message

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:



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.

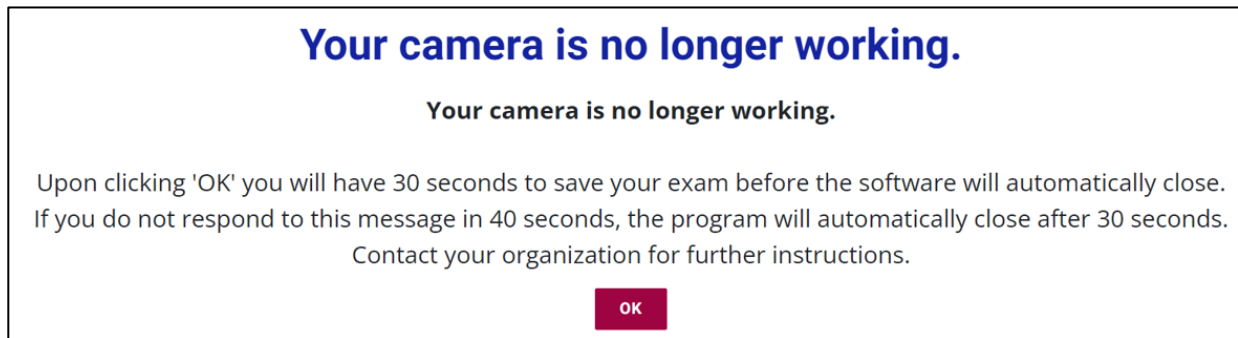
If the message does not disappear after one minute, you may need to try and rectify your connection. Close the secure browser and attempt to rectify your connection issues by checking your modem, network cables, troubleshooting your network etc., you may be required to restart your modem.

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:



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.